



WAAVE

YOUR SOCIAL MOBILE WALLET

About WAAVE

A background image showing a group of people on a beach. In the foreground, a woman in a white dress and straw hat is walking. Behind her, several other people are visible, including a woman in a black top and shorts who is waving her hand. The scene is set on a sandy beach with the ocean in the background.

App for the
F&B Industry

Cashless Payment
System for Ordering

Part of your
Daily Operation

WAAVE customers
use it to make
their Life Easier

Provides a
Smarter and
Faster service

We save you time
with
Less Stress

Customers and WAAVE



WAAVE provides
Cashless and
Immediate payment

WAAVE gives
customer complete
Control of ordering

WAAVE eliminates
the use of **Tabs**

Benefits of WAAVE to Outlets

A background image showing a group of people on a beach. In the foreground, a man in a green polo shirt and a straw hat is smiling. To his right, a woman in a black top is raising her hand. In the background, another woman in a white shirt and straw hat is visible. They are standing on sand near the ocean.

No Run
Away Bills

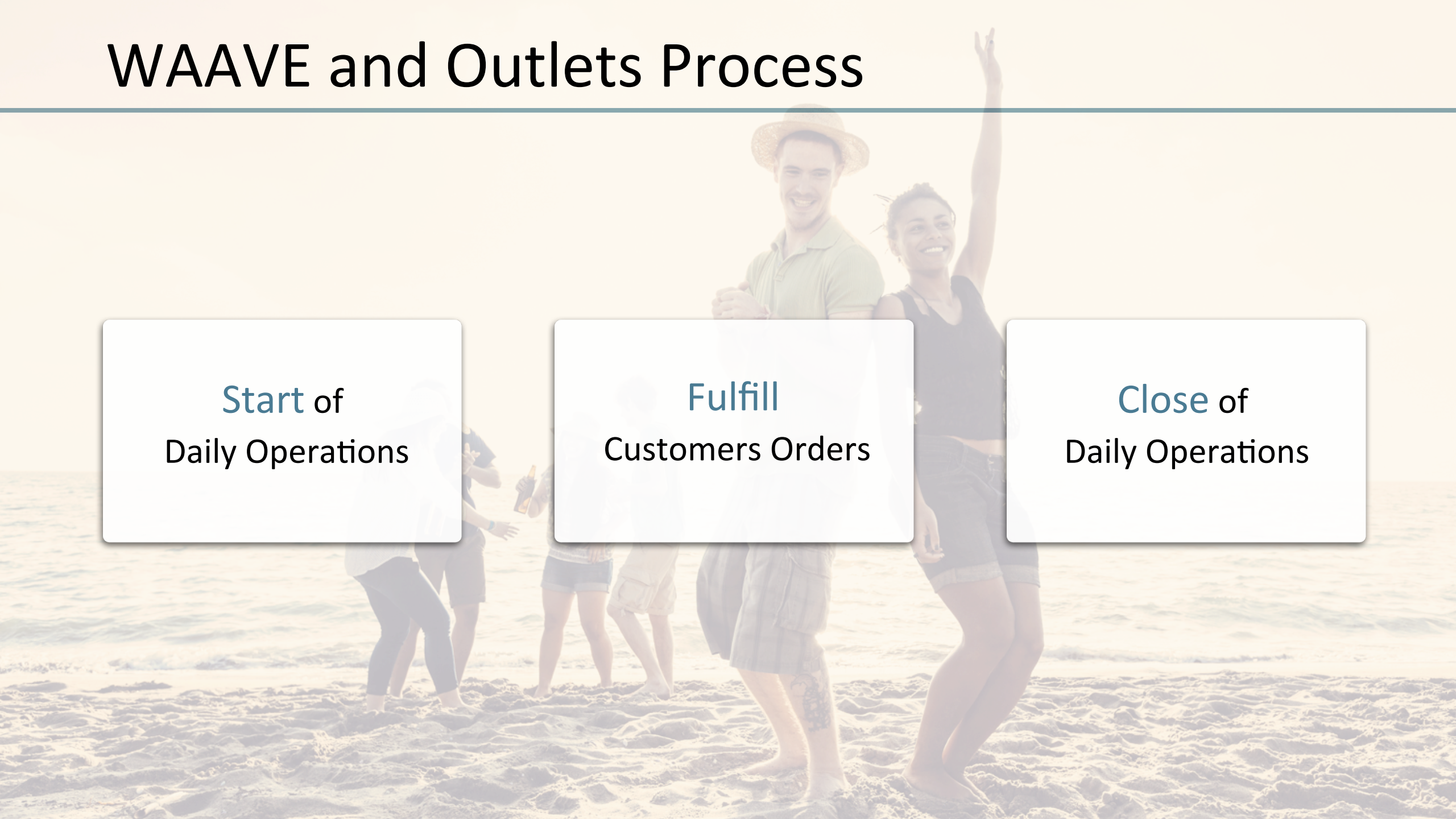
Proven to
Increase Sales

Venue Promotions,
Discounts &
Loyalty Programs

Receive email for
Delivery

Monitor Sales
Anytime,
Anywhere

WAAVE and Outlets Process

A group of people are on a beach at sunset. In the foreground, a man in a green polo shirt and a straw hat stands next to a woman in a black tank top and denim shorts who has her arm raised. Behind them, several other people are visible, some holding drinks. The scene is overlaid with three white rectangular boxes containing text. The background is a warm, golden sunset over the ocean.

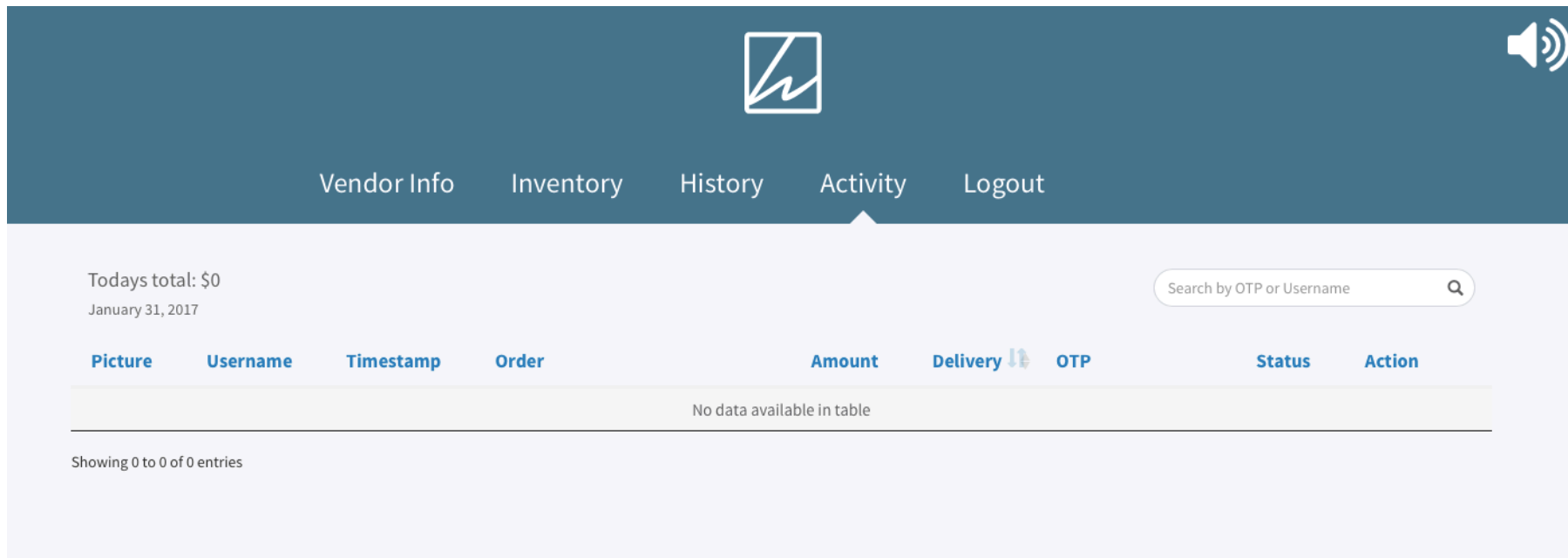
Start of
Daily Operations

Fulfill
Customers Orders

Close of
Daily Operations

Start of Daily Ops

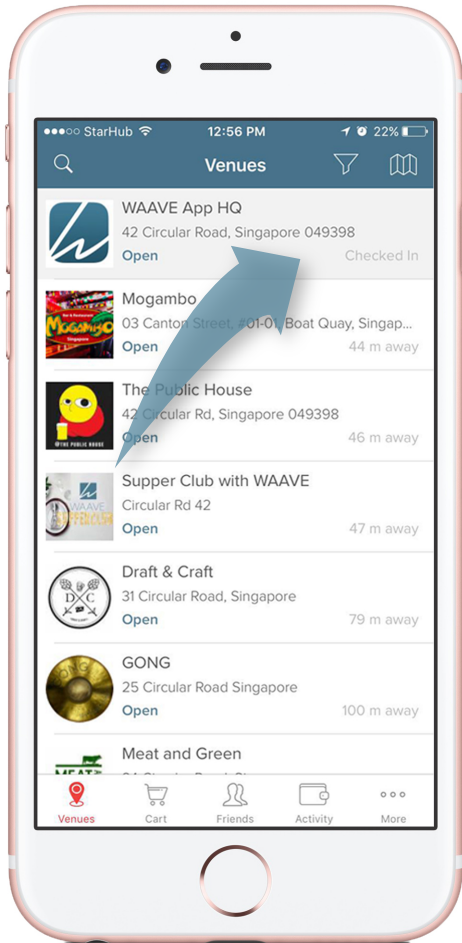
1. Make sure the tablet is plugged in and ON
2. Login to the bar account (your manager will have the credentials!)
3. Open your activity Tab, Volume on!



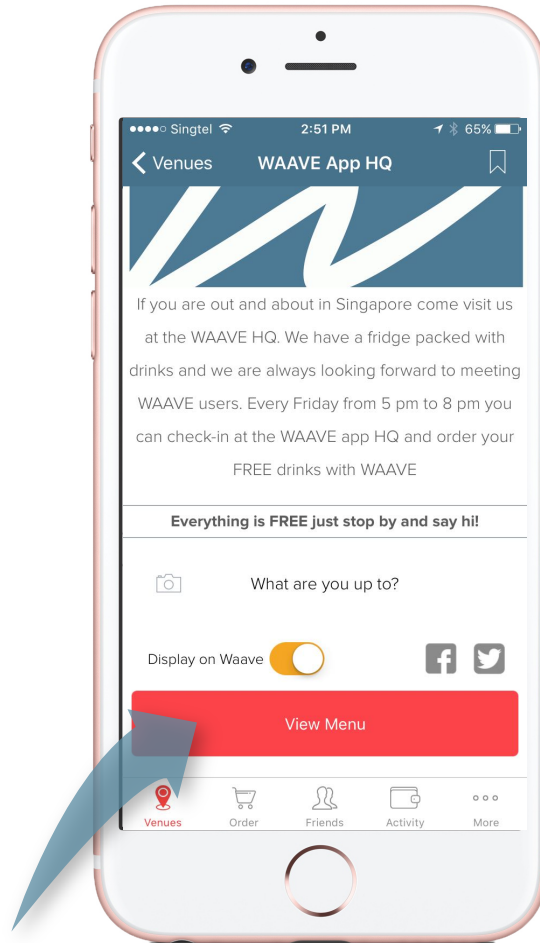
4. Printer and blue box need to be plugged in
5. Disconnect and reconnect the printer, it will automatically login to your WIFI and print out your venue ID (this means your printer is ONLINE and ready to go!)

The WAAVE App: 4 Easy Customer Steps

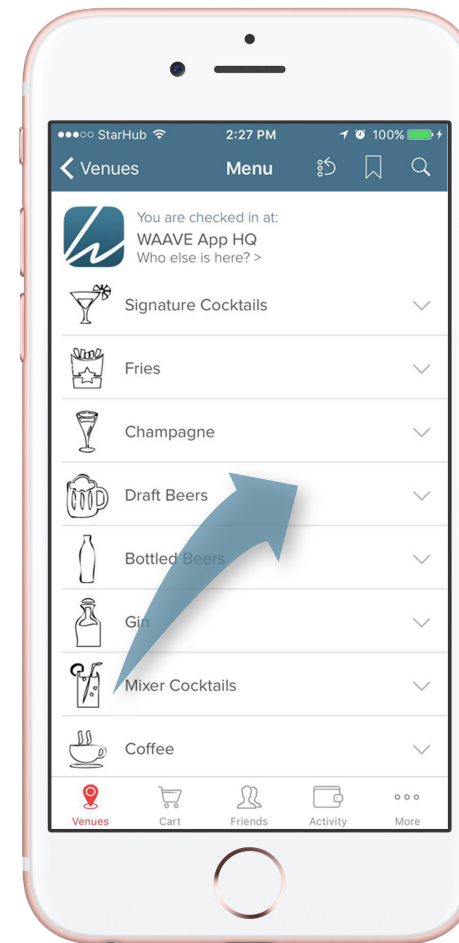
1) Select Venue



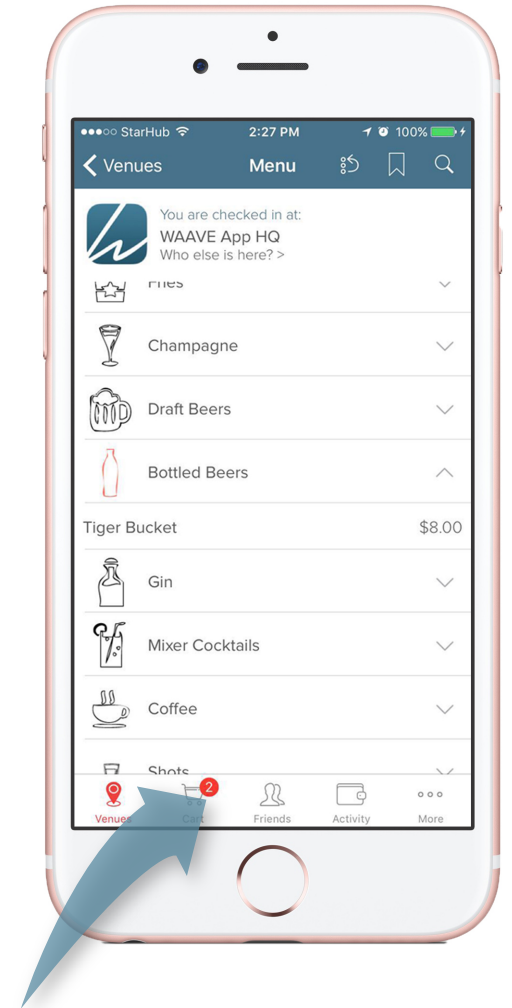
2) View Menu to Order



3) Venue Menu

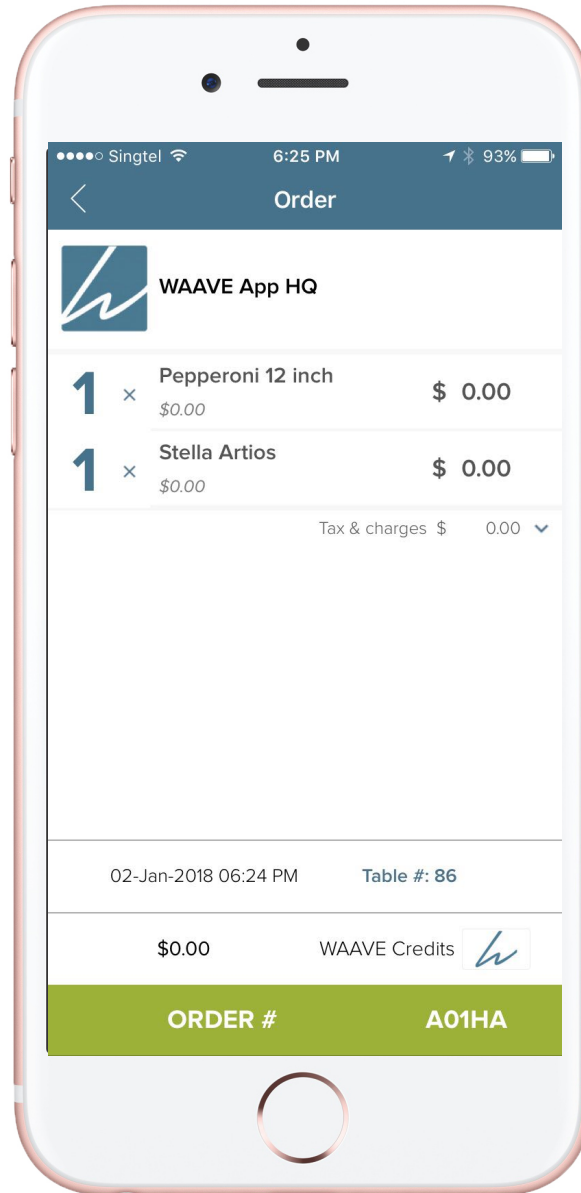


4) Add to Cart



This is a WAAVE Transaction

Items you need to prepare



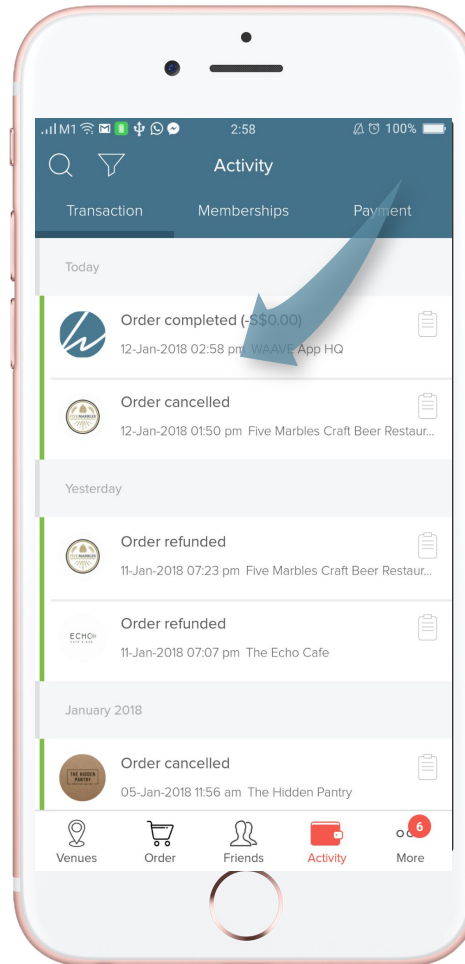
Venue

Total paid with WAAVE
It will include WAAVE discounts

Order status: green means
customer has ordered & paid!

Where to find the customer's receipt?

- In the app, go under “Activity”. Click on “Transaction” tab to find the receipt.



Intro to Types of Services



Pick up at
the Bar



Table
Service

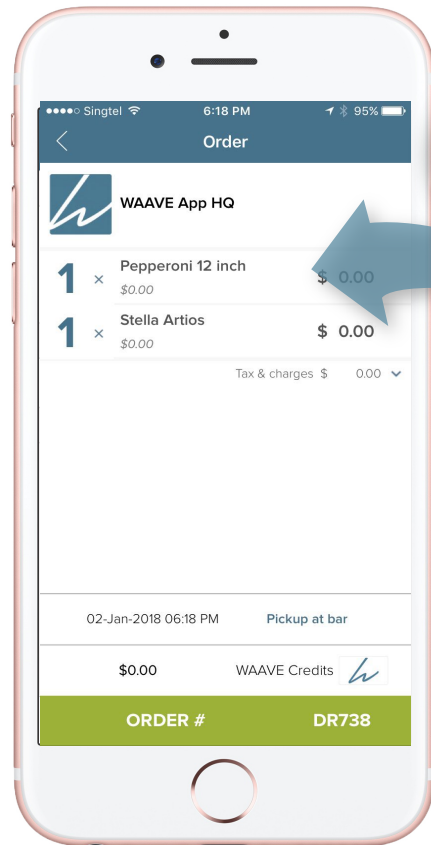


Takeaway

Pick up at the bar

Save time with less trips to the table

No Tablet Needed

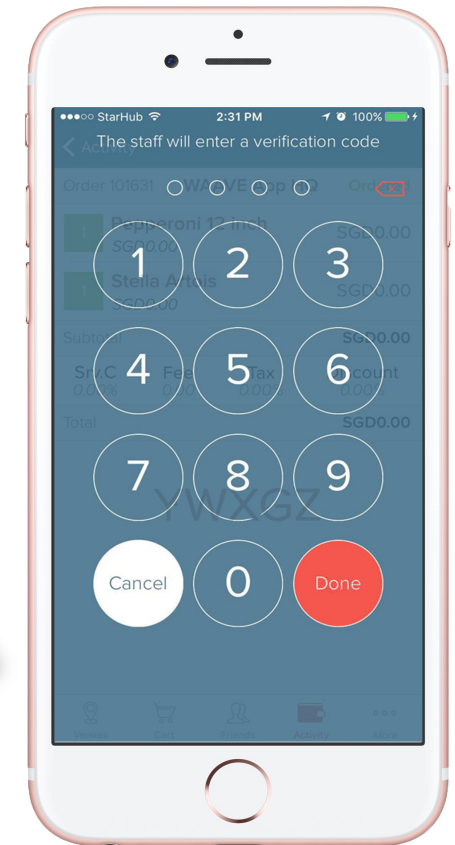


1.

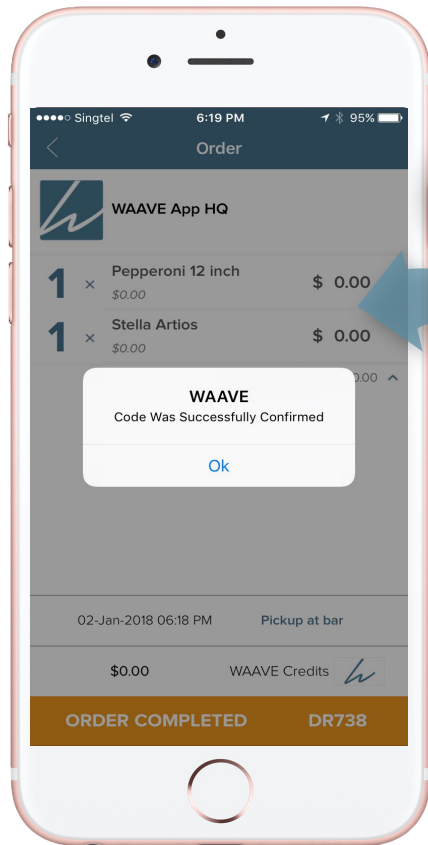
1. Customer show in-app receipt

2. Tap anywhere on receipt & Enter Bartender Code

2.



Successful Delivery



1.

1. Code successfully confirmed

2. Receipt reflects Success (the bottom turns orange!)

**Orange means order has been delivered!
Try tapping on the receipt & find out
what happens! NOTHING!**

2.

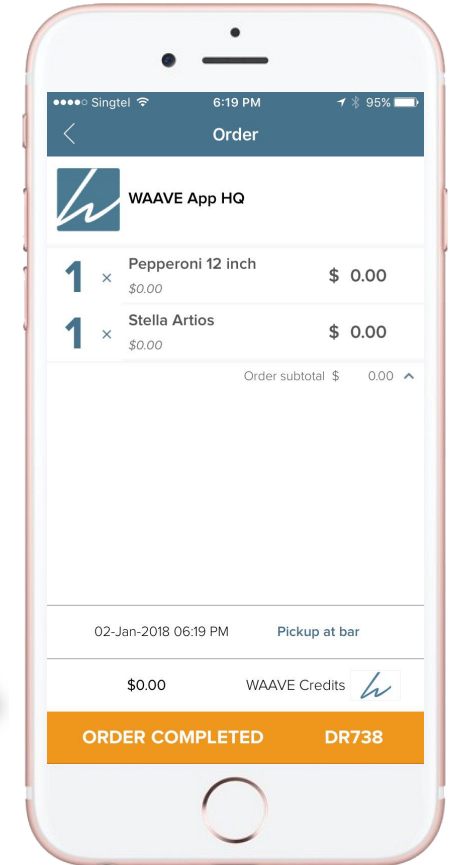


Table Service

Save time with no payment processing

Flashing green means new order

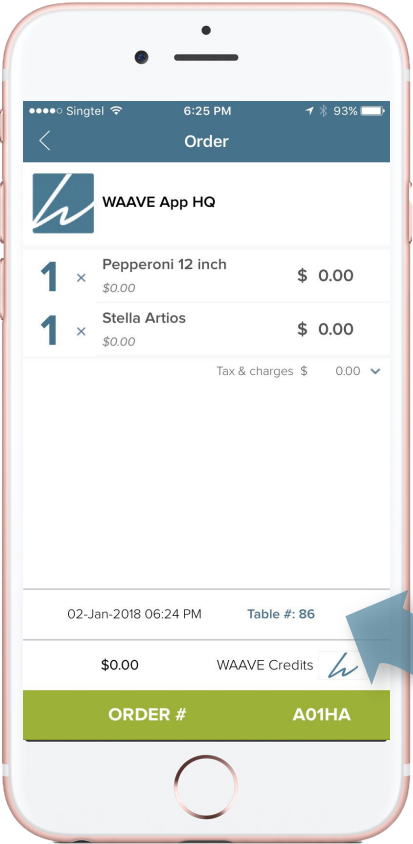
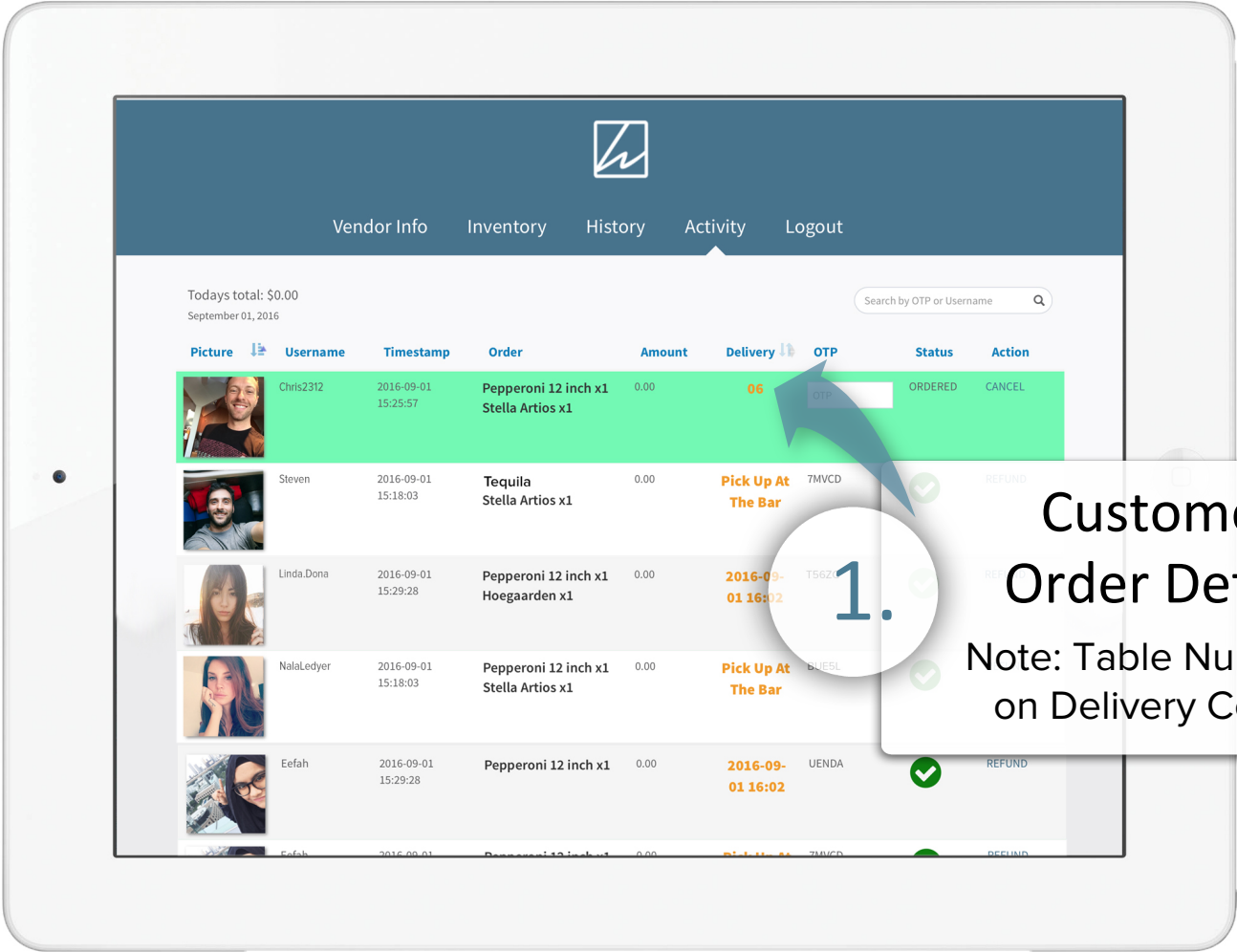


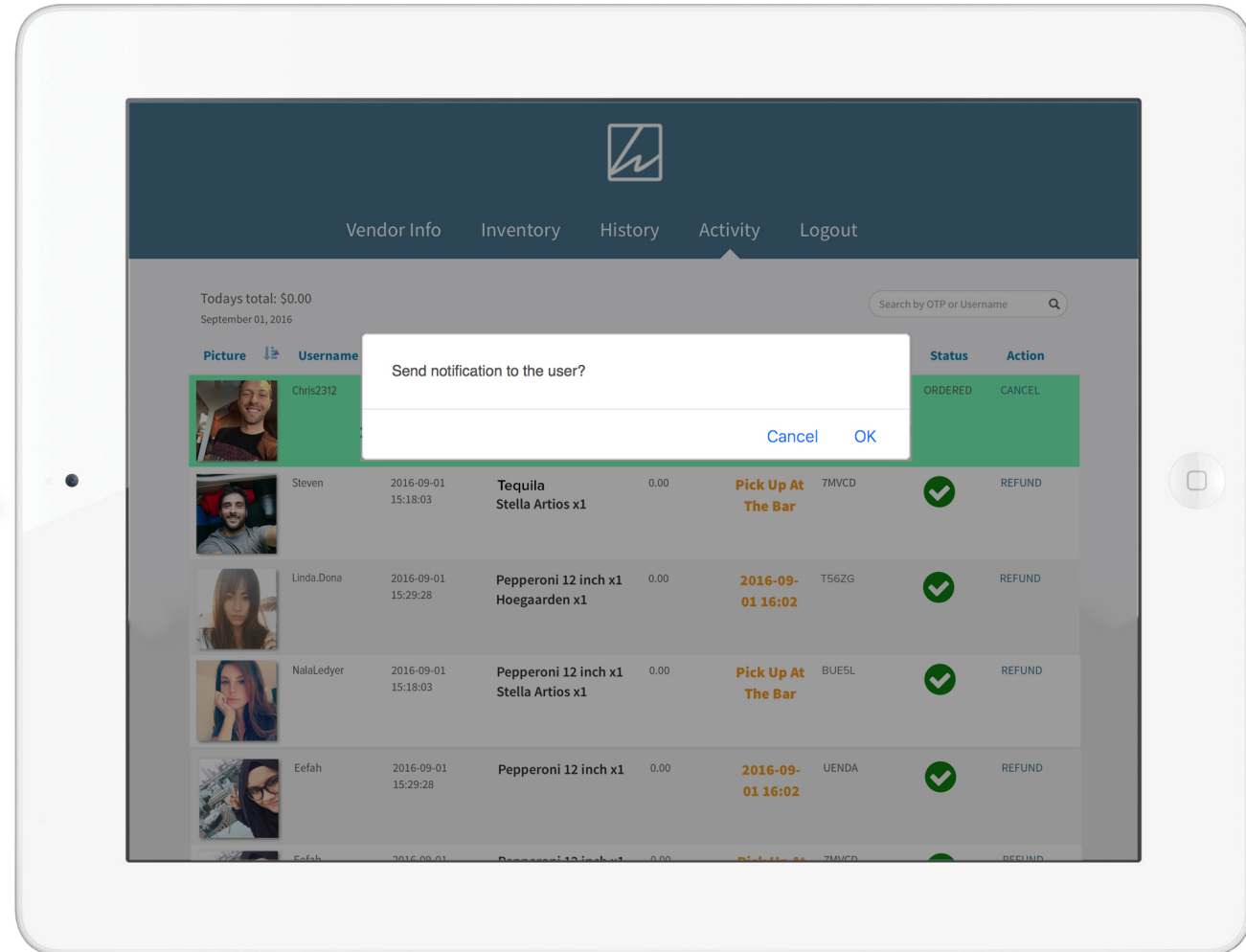
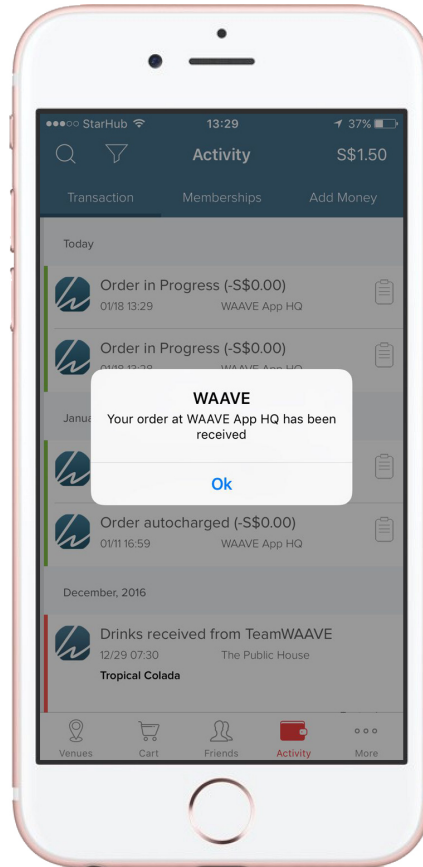
Table no. is shown here!



Customer Order Details

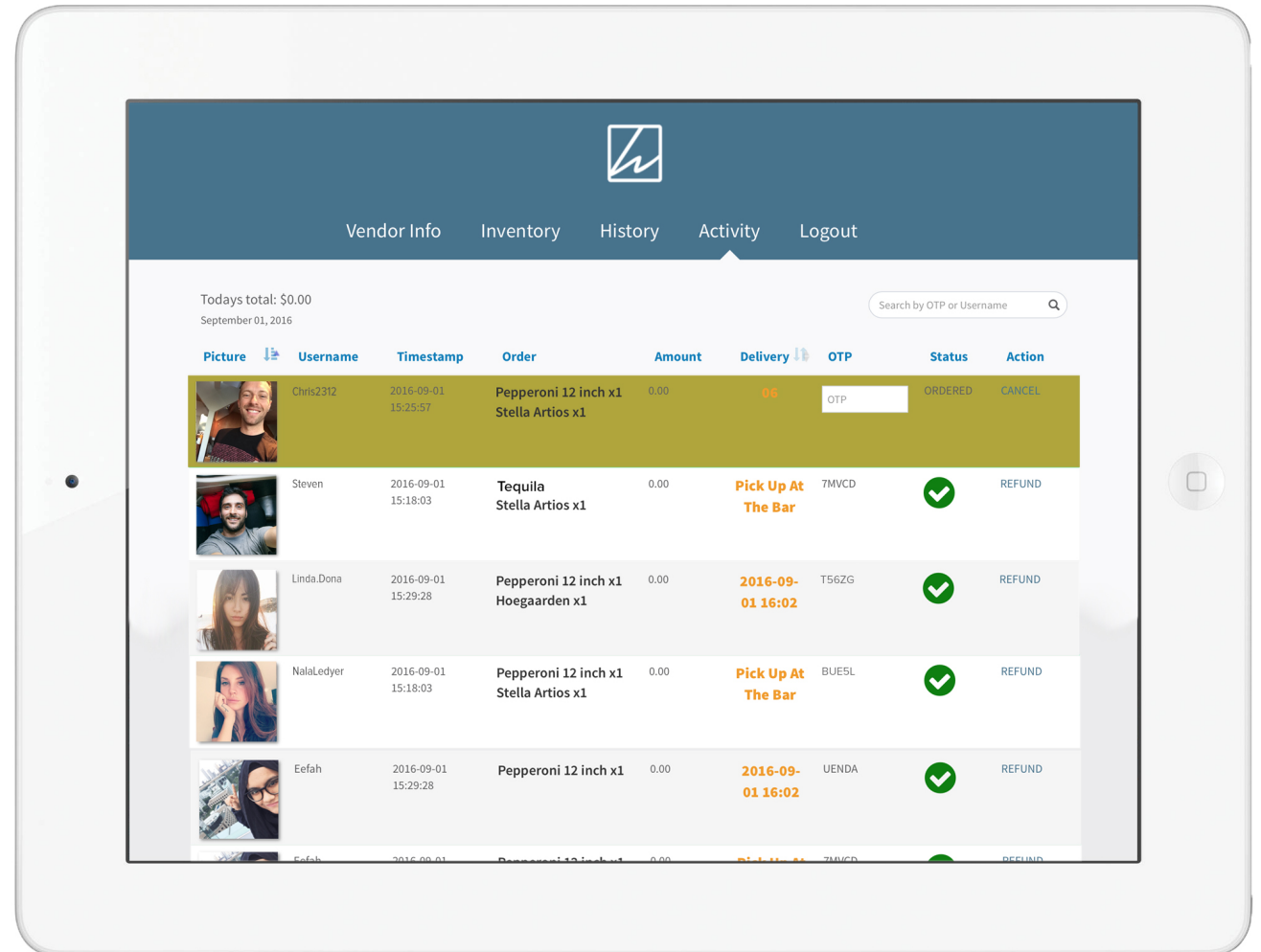
Note: Table Number is on Delivery Column

Tap on GREEN to notify customer order received & Enter Order into your POS

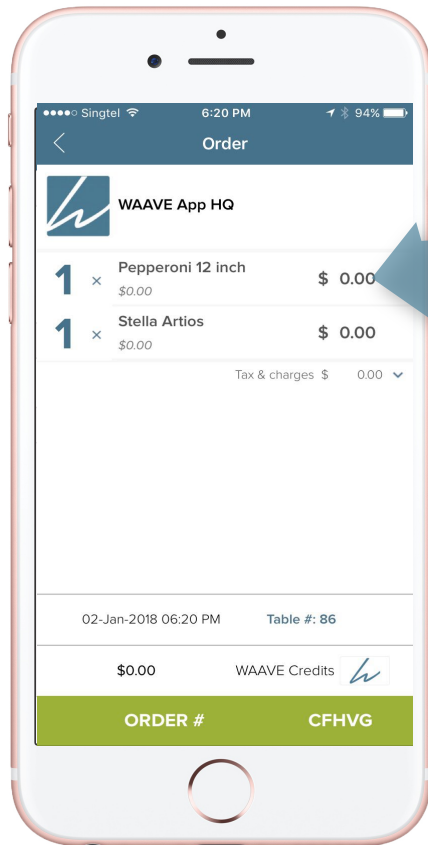


GREEN will turn flashing yellow

1. Yellow means order is being prepared
2. Other staff work on other orders



Verify the Order at the Table

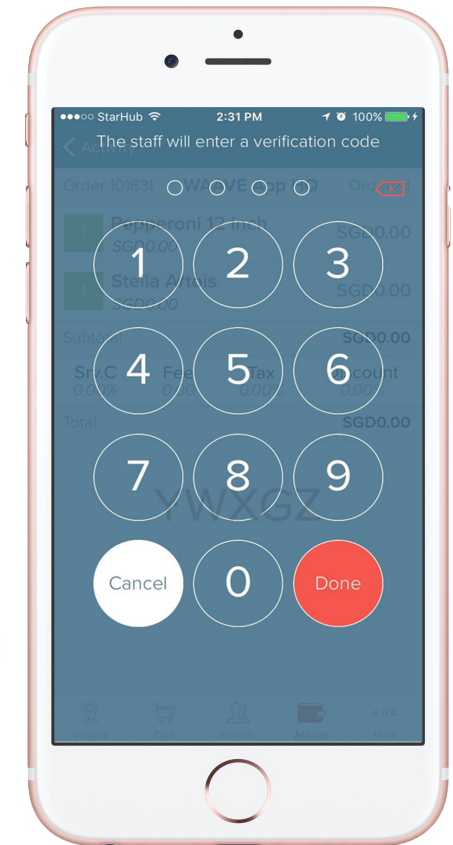


1.

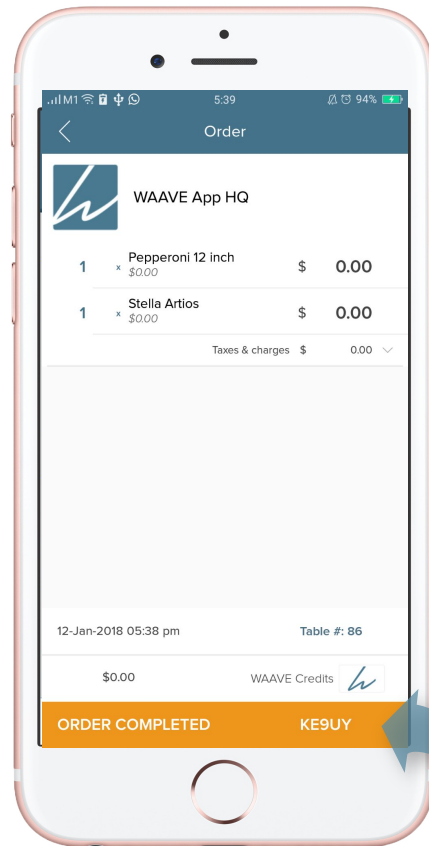
1. Go to 'Activity' and tap on relevant Receipt

2. Tap anywhere and enter Bartender Code

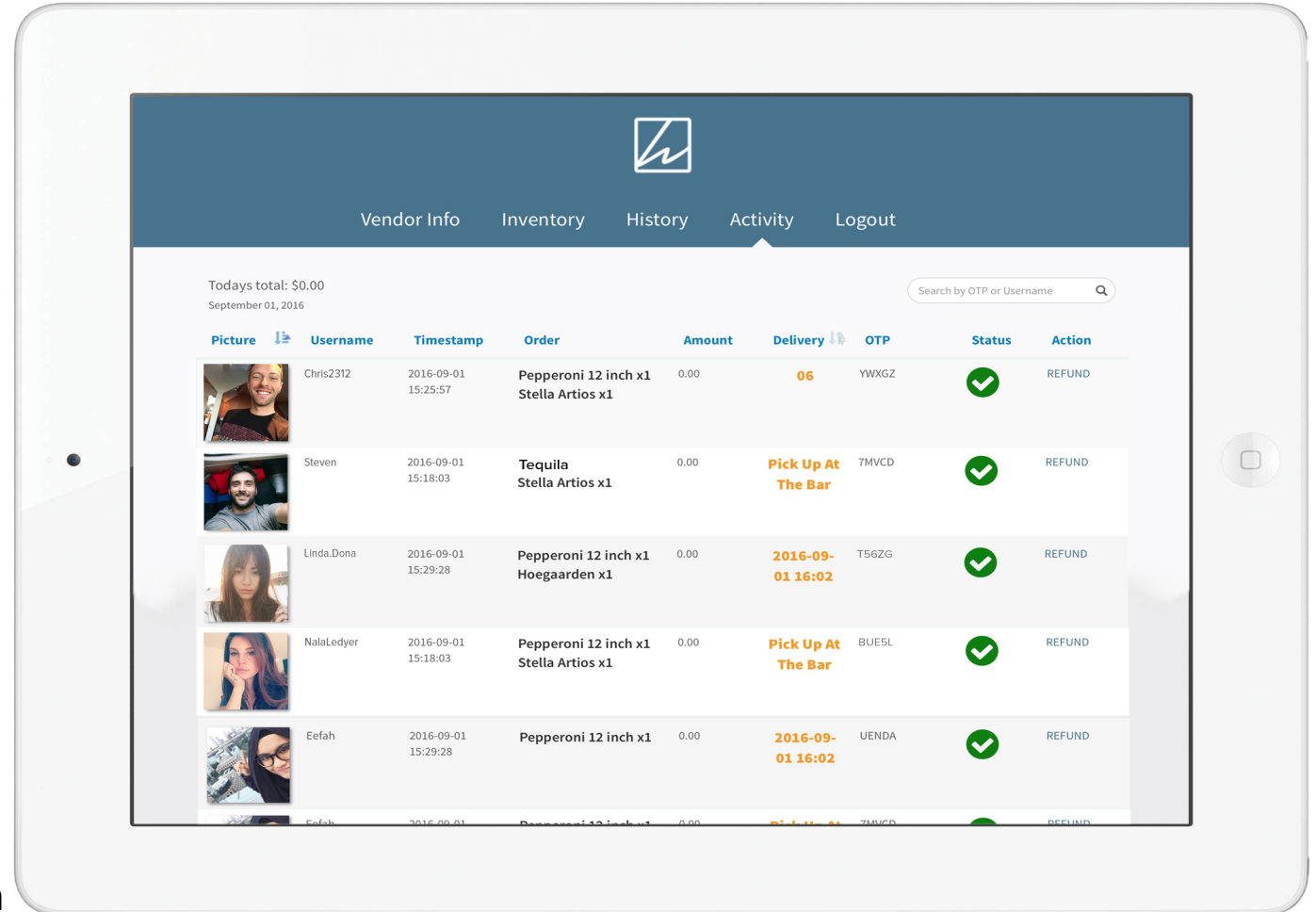
2.



A Successful Order is Complete



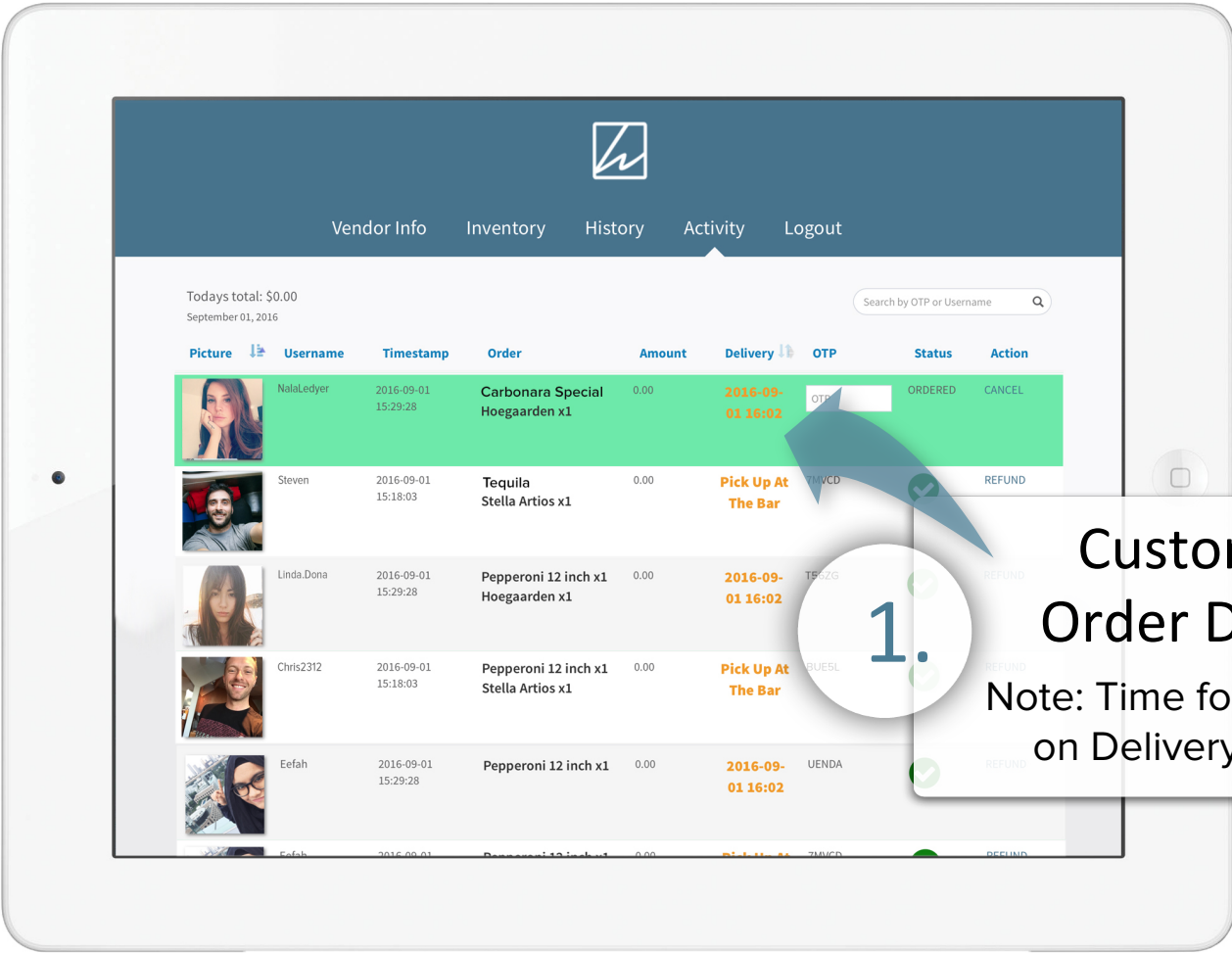
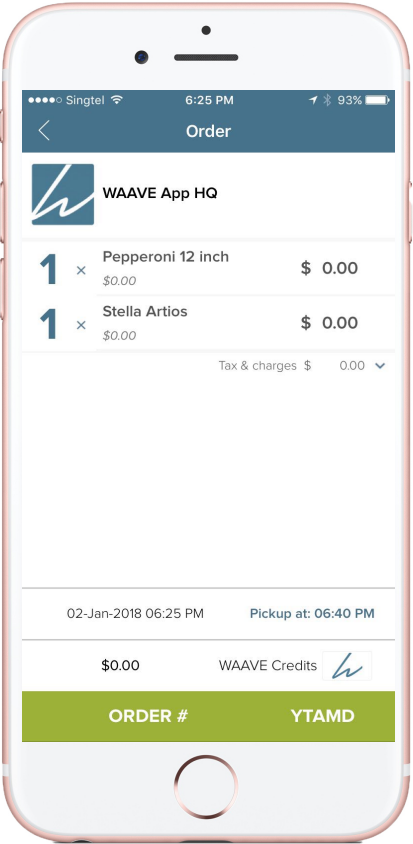
Orange means
order has been
delivered!



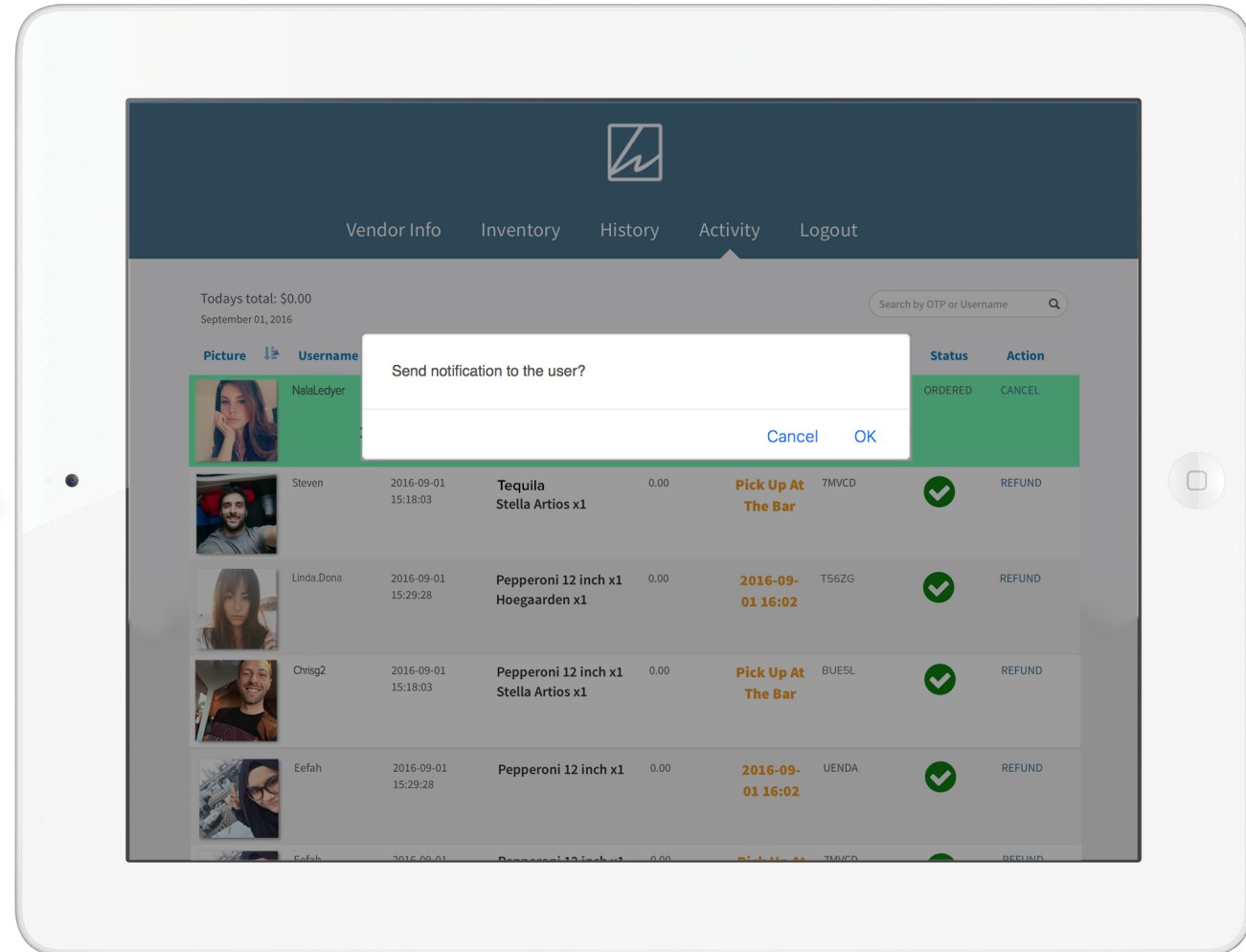
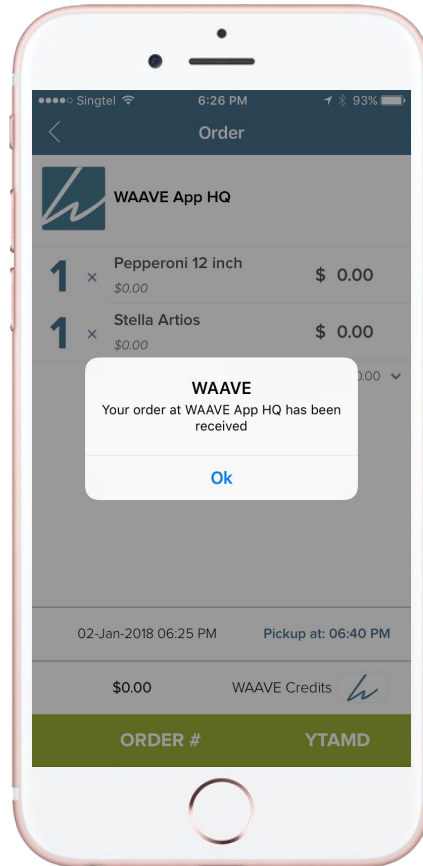
Take Away

Avoid the confusion of taking phone orders

Flashing GREEN means NEW order

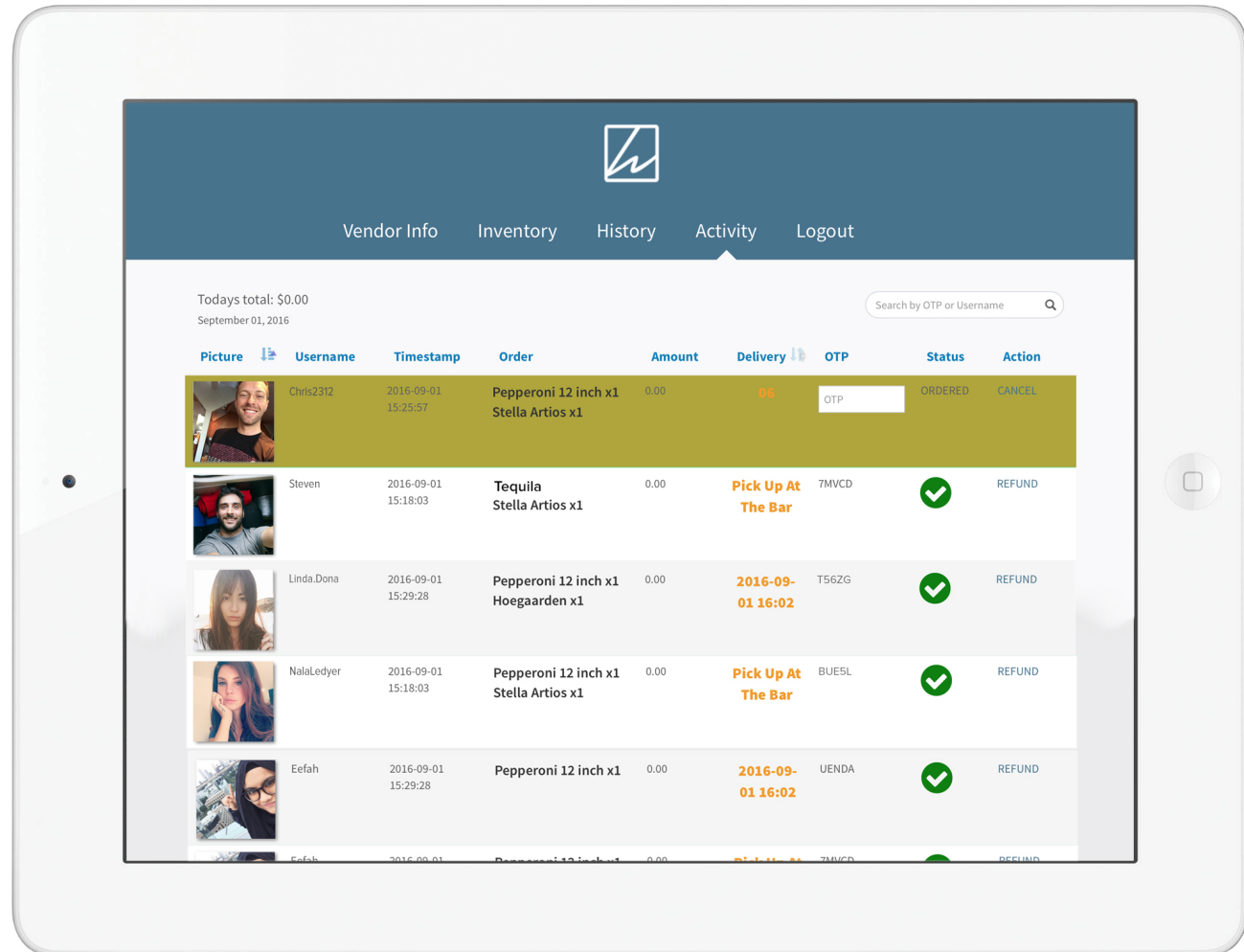


Tap on GREEN to notify customer order is accepted & Enter order into your POS

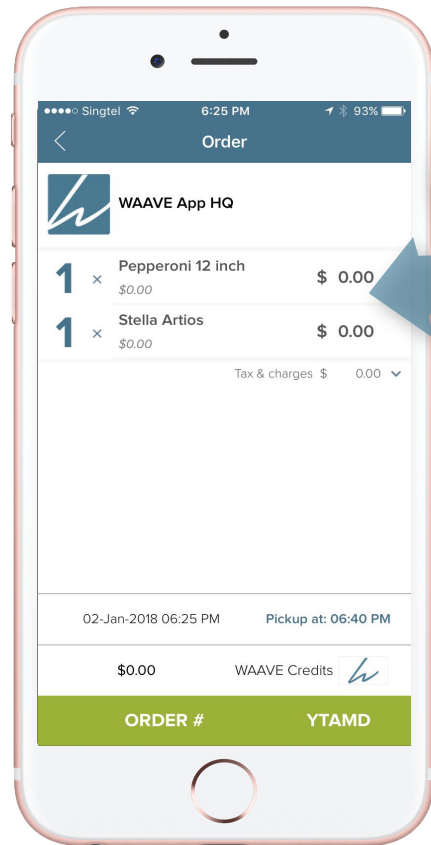


GREEN will turn flashing yellow

1. Yellow means order is being prepared and it has been entered into your bar POS
2. Other staff work on other orders.



Verify Order when Customer picks up order

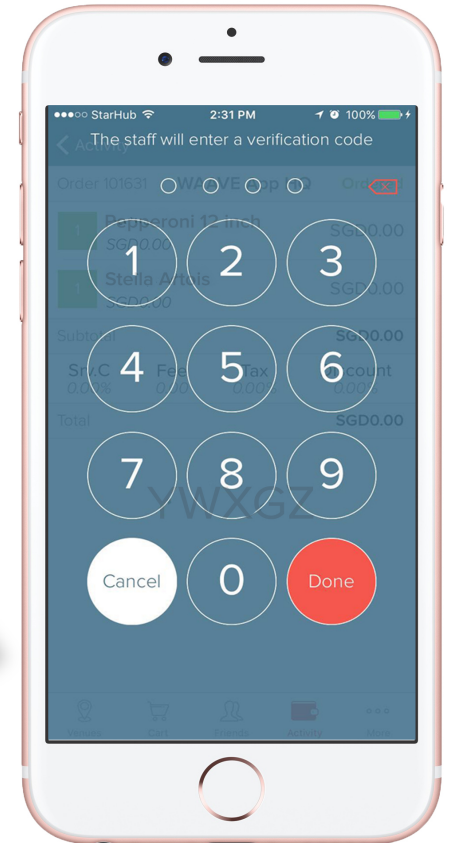


1.

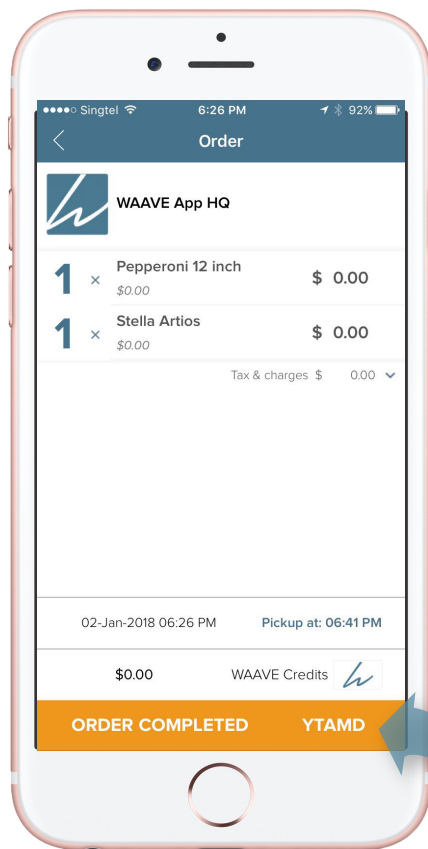
1. Customer Order show in-app receipt

2. Tap anywhere on receipt & Enter Bartender Code

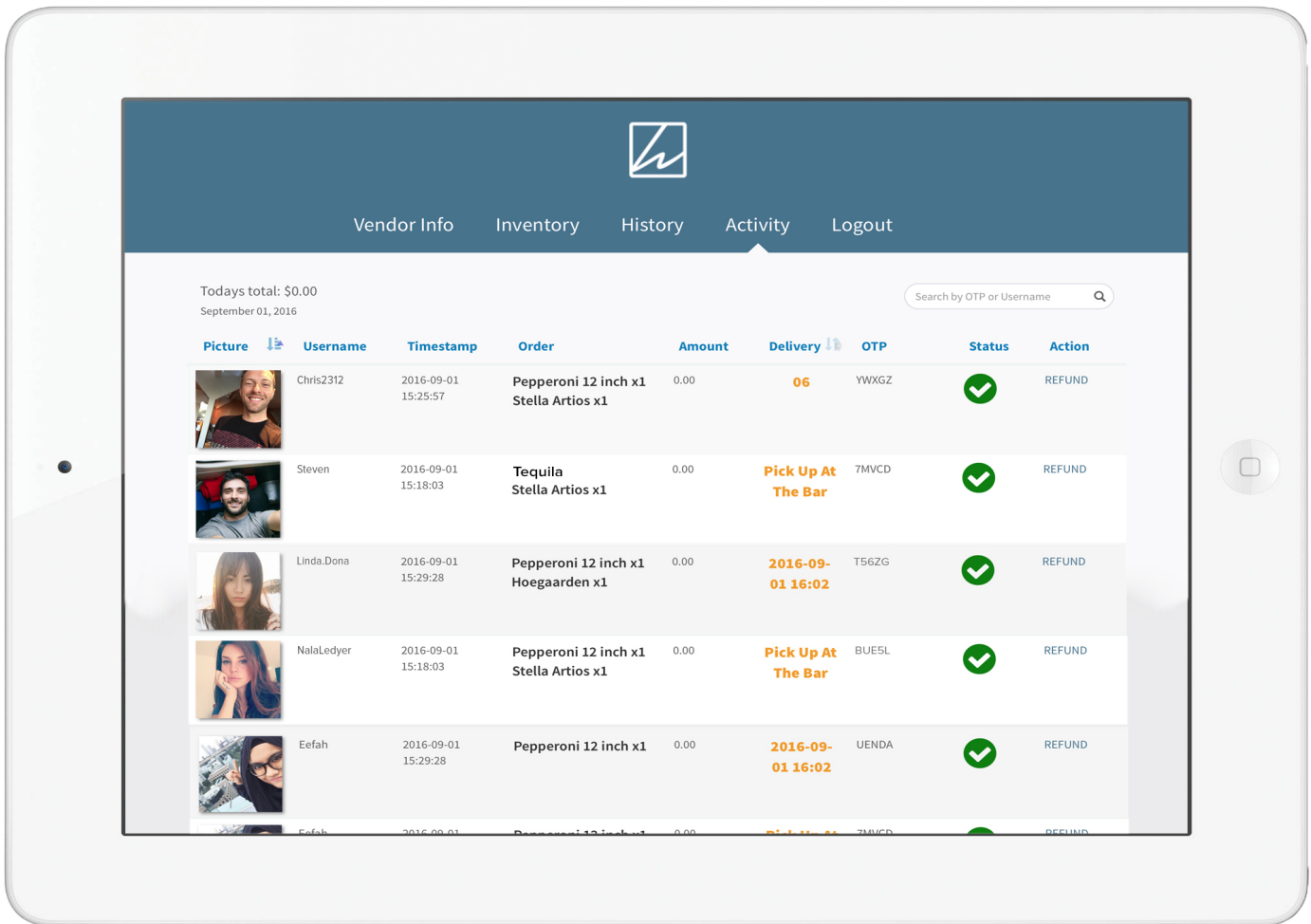
2.





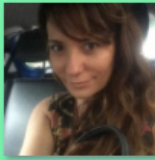
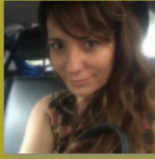
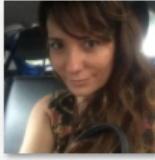

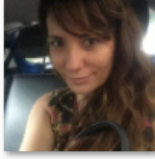



Successful Transaction



Orange means
order has been
collected!



Status Slide

Vendor Info Inventory History Activity Logout								
Todays total: \$37.80 January 31, 2017			Search by OTP or Username 					
Picture	Username	Timestamp	Order	Amount	Delivery 	OTP	Status	Action
	Silvana	2017-01-31 15:19:21	Basil martini x1	12.60	Pick Up At The Bar	<input type="text" value="OTP"/>	ORDERED	CANCEL
	Silvana	2017-01-31 15:18:54	Basil martini x1	12.60	Pick Up At The Bar	<input type="text" value="OTP"/>	ORDERED	CANCEL
	Silvana	2017-01-31 15:18:28	Basil martini x1	12.60	Pick Up At The Bar			
	Silvana	2017-01-31 15:18:10	Basil martini x1	12.60	Pick Up At The Bar			
	Silvana	2017-01-31 15:17:18	Basil martini x1	12.60	Pick Up At The Bar	TJ7YX		REFUND

New Order

Order is being
prepared

Cancelled

Refunded

Delivered

Close of the day

You manager will close the POS and the total processed with WAAVE vouchers must match the total in the WAAVE Tablet.
So please do not forget to input ALL WAAVE transactions into your POS!

Scenarios

What if the printer or tablet has an issue or is unable to work?

Do not panic!

If the printer is unable to work, please check if there is the paper roll inside or if it's connected to the blue box. If the printer is still unable to work after checking, use the tablet to check the customer's order.

If both printer and tablet does not work, please go to the customer's phone to check their WAAVE receipt and fulfill their order. Next, please call Aaron at 81232887 or email him at aaron.tan@getwaave.com and we will come down to fix the problem as soon as possible!

What if customers ordered wrongly/purchased multiple and informed you immediately?

1. Find the username of the customer. In the customer's app, go under "More" -> "Profile" to find the username.
2. Under POS, go under activity & find the username and the wrong order.
3. If the status is ORDERED, you can click on Cancel. **Please inform the amount will be refunded in WAAVE credits.**
4. If the status is CHARGED, please ask the customer to email to pamela.seah@getwaave.com
5. If the status is DELIVERED, you can click on Refund if there is an error in order. But please make sure that you refund the correct order and **inform the amount will be refunded in WAAVE credits.**

Quiz

Once you have read this manual, please click on the following link to test if you remember what you have learnt!

<https://waaveapp.typeform.com/to/QrFJSC>