



# Getting Started Guide

Version 1

**USER GUIDE**



## Table of Contents

<b>Welcome to <i>HungerRush!</i></b> .....	<b>1</b>
Getting Started: What to Expect .....	1
Before You Begin FAQs .....	2
How long does <i>HungerRush</i> setup take? .....	2
Who do I contact if I have an issue with <i>HungerRush</i> ? .....	2
<b><i>HungerRush</i> Setup Process</b> .....	<b>3</b>
Overview .....	3
Step 1: Complete Service Agreement .....	3
Step 2: Get a Static IP Address .....	3
Step 3: <i>HungerRush</i> Site is Online .....	4
Step 4: Store Configuration .....	4
Step 4 FAQ's .....	5
Step 5: Billing Begins .....	6
Step 6: Site Design Consultation and Admin Portal Introduction .....	6
Resizing Graphics .....	10
Editing Images with Microsoft Paint .....	10
Editing images with Apple Preview .....	12
<b>Exploring the Admin Portal</b> .....	<b>16</b>
Accessing the Admin Portal .....	16
<b>Home</b> .....	<b>17</b>
<b>Dashboard</b> .....	<b>20</b>
Overview .....	20
Dashboards: Summary, Sales, and Weekly Sales .....	20
Store and Date Selection .....	23
<b>Reports</b> .....	<b>25</b>
Overview .....	25
Generating Reports .....	25
<b>Users</b> .....	<b>27</b>
Overview .....	27
Creating a New Administrator .....	27
Assign Role Definitions .....	30
Editing an Existing Administrator .....	31
<b>Stores</b> .....	<b>32</b>
Overview .....	32

Settings .....	36
Edit .....	36
Config .....	38
Config – Payment Options .....	41
Config – Checkout Options .....	44
Config – Offline .....	47
Config – Other Options .....	49
Check IP .....	53
Hours .....	54
Setting Holiday Hours .....	57
Menu .....	58
Uploading Images.....	60
Feedback.....	62
<b>System.....</b>	<b>63</b>
Overview.....	63
Website.....	65
Information .....	65
Delivery .....	68
Events .....	71
Honeycomb.....	74
Social.....	75
Menu / Order.....	78
Menu Items .....	83
Deferred Orders .....	88
General / Payment.....	90
Credit Cards .....	92
Checkout Options.....	95
<b>Suggestive Selling Setup .....</b>	<b>98</b>
<b>Quick Tasks .....</b>	<b>102</b>
<b>Online Menu Configurations in <i>HungerRush</i> POS .....</b>	<b>104</b>
Overview.....	104
<i>HungerRush HungerRush</i> Setup Configuration .....	104
<b>Online Options .....</b>	<b>106</b>
Overview.....	106
Size Online Settings .....	109

Items Online Settings .....	110
Styles Online Settings .....	111
Modifiers Online Settings.....	113
Modifier Category Online Settings.....	115
Preference Online Settings.....	120
Menu Online Settings .....	122
<b>Online Coupon Settings .....</b>	<b>123</b>
Coupon Configuration Online Settings .....	123
<b>First Online Order Coupon.....</b>	<b>124</b>
Description.....	124
Example .....	124
Set Up and Configuration.....	124
<b>Online Coupon Sequence .....</b>	<b>127</b>
<b>Validation Codes .....</b>	<b>129</b>
Description .....	129
Online Use .....	129
Example .....	129
Set Up and Configuration .....	130
<b>Estimated Order Time for Online Ordering .....</b>	<b>134</b>
Edit Default Estimated Time .....	135
Edit Estimated Time from Orders Screen .....	137
<b>Deferred Order Prep Minutes .....</b>	<b>139</b>
Example.....	139
Changing Deferred Order Prep Minutes in <i>HungerRush</i> .....	140
<b>Recommendations for Success .....</b>	<b>142</b>
<b>Suite of <i>HungerRush</i> Products.....</b>	<b>143</b>
<b>Troubleshooting FAQs .....</b>	<b>144</b>
<b>Technical Support.....</b>	<b>148</b>

## Welcome to *HungerRush*!

---

Thank you for ordering *HungerRush* and trusting us to represent your brand! *HungerRush* enables you to interact with customers in a way like never before. Enhanced convenience enables customers to order what they want and when they want it, using their preferred device. Beyond catering to customer convenience, a restaurant will reap substantial benefits by offering online ordering. We are excited to show you the value of offering online ordering to your customers.

### Getting Started: What to Expect

It's important that we're able to represent your brand as best we can. In order to do so, we will email communications to you early in the setup process to determine the themed design, get a copy of the logo and splash screen images, and to give you some tips on how to prepare the Point-of-Sale system for online ordering.

In preparation of the *HungerRush* setup, a *HungerRush* Technician will remotely connect to your *HungerRush* Point-of-Sale system and change settings to the internet modem and/or router. Please have the necessary login credentials readily available in the event they are needed. If you are a new *HungerRush* customer and will have a *HungerRush* Installation Specialist onsite, the Installer will handle this step during the scheduled installation instead of the *HungerRush* Technician.

**It is critical to update the *HungerRush* menu to prepare it for online ordering.** Closely review the in-store menu since the online menu will be pulled directly from the menu in the point-of-sale system. More often than not, the menu is created for employees' use only. Save yourself time and effort by examining the menu for any items that would not be user-friendly online and make the appropriate changes now. An example would be Dbl Chz Pizza, as opposed to Double Cheese Pizza. Adding mouth-watering descriptions to each menu item now will make a huge impact and will result in increased sales, as well.

Be sure to notify your web designer of the go-live date for the online ordering site. **It is your responsibility to ensure the web designer posts a Call-to-Action (CTA) button linking your site to the new *HungerRush* site, so that your customers have access to begin ordering. See example CTA buttons below.**



## **Before You Begin FAQs**

### **How long does *HungerRush* setup take?**

Generally, *HungerRush* setup takes 4-6 weeks to complete. On the day of your POS install, you will have a generic template site into which the menu will be pulled. Afterwards, you will work with a *HungerRush* Technician to refine the design of your site to enhance the look and feel. Any technical difficulties encountered during the setup will potentially delay the setup. Please ensure you have internet connectivity and access to the internet modem and login credentials.

### **Who do I contact if I have an issue with *HungerRush*?**

For *HungerRush* troubleshooting, contact *HungerRush* Technical Support at (877) 738-7444; select the option for Customer Support then the option for *HungerRush* Online Ordering. *HungerRush* offers 24/7/365 live Technical Support. An active RSMA is required to obtain *HungerRush* Technical Support.

### **Can my web designer have access to the *HungerRush* code?**

Since *HungerRush* is designed to integrate so closely with the *HungerRush* POS, seemingly minor changes can have major implications on how the system functions. Because of this, all requests of a design or functionality nature should be directed to us. If we cannot accommodate your request for any reason, we will happily bring it to the attention of our developers for future integration.

### **Will my *HungerRush* site work with all browsers?**

Yes, *HungerRush* is written in HTML5 which is readable by all web browsers regardless of platform.

## ***HungerRush Setup Process***

---

### **Overview**

This section outlines the different steps of the setup process for a *HungerRush* site. Use this section as a resource to help guide you through the process. As an additional resource, the *HungerRush* Setup Steps document is emailed to you when *HungerRush* Integrated Online Ordering – Design is purchased.

### **Step 1: Complete Service Agreement**

The *HungerRush* Setup process begins once the service agreement and monthly billing information is completed and received by our Accounting Department. Billing will begin upon completion of Step 4. The Accounting Department will email the *HungerRush* Billing Authorization form and *HungerRush* Service Agreement to the owner's email address on file via DocuSign. To ensure timely setup of your site, please complete the required documents necessary to begin setup.

### **Step 2: Get a Static IP Address**

Contact your Internet Service Provider (ISP) to order or confirm the Static IP Address for your location.

#### **What is a Static IP Address?**

When you connect to the internet, the modem is assigned an identifying number called an IP Address. This number uniquely identifies the modem in the same way your street address uniquely identifies your physical location. IP Addresses can be assigned dynamically, meaning the number changes, or they can be assigned statically, meaning a specific IP Address is exclusively assigned to that one modem. **By default, internet service providers use dynamic IP addresses unless otherwise instructed by you. For online orders to consistently be processed to the store location, you must obtain a static IP address.**

#### **Knowing your responsibilities...**

- ✓ Specifically request a Static IP Address from your Internet Service Provider
- ✓ Ensure the computer is virus-free and in good working condition at all times
- ✓ Ensure the internet connection is stable and reliable
- ✓ Avoid running unnecessary processes on the computer (e.g. casual internet browsing, streaming music/videos)

### **Step 3: *HungerRush* Site is Online**

*HungerRush* has added your store's online ordering site to the *HungerRush* server. You will be provided the site URL and Admin Portal login credentials to your online ordering site via email. Take this time to familiarize yourself with the template site structure and graphic requirements necessary for the customized design. This will provide you with an opportunity to start collecting the logo, slideshow images, email header and group images needed for the site.

### **Step 4: Store Configuration**

The POS at your store location will be configured to accept online orders from *HungerRush*. This will either be performed by your *HungerRush* Installer (onsite) or a member of the Operations Team (remotely). As part of your new *HungerRush* install, the *HungerRush* Installer will configure the internet modem, *HungerRush* router, and POS Station 1 to receive online orders.

If you are adding *HungerRush* post-install, a member of the Operations Team will contact you to establish the link between the store and the *HungerRush* site. This can range anywhere from only needing your Static IP Address to changing the store's network and equipment settings to configuring firewalls to installing various services on the POS terminals. The store configuration will vary depending on the exact circumstances.

In either scenario, once the *HungerRush* Installer or Operations Team has established connectivity, they will pull an initial copy of your menu online. Please be sure to mention anything that is on the menu that you do not want to have available online. For example, alcoholic beverages or items that do not fare well for delivery, such as ice cream.

**TIP:** To ensure a successful initial setup, please advise us if you do not offer delivery, do not wish to accept cash for online orders, you allow deferred/future orders or any other significant details about your online ordering service.

## **Step 4 FAQ's**

### **What's required of me when the technician calls?**

You will need to assist the technician with getting dialed in to Station 1. Once connected, you will be free to go about your store business. Please remain available by phone in case the technician needs any additional information, such as the password to the internet modem.

### **Will the technician change my menu at this time?**

The technician will be establishing connectivity only. You are responsible for editing and maintaining the menu.

### **What if I do not have internet yet or I am changing my internet service?**

If you are planning to change internet service, be sure to notify the technician when they call. If you do not have internet yet, simply notify the technician when they call, so that you can postpone the appointment for a future time.

## Step 5: Billing Begins

Upon successful completion of the Store Configuration and service being established, monthly billing for *HungerRush* starts. At this time, you will receive an emailed notification of the *HungerRush* Billing Start Date. The monthly fee begins to accrue on that date. The first month of billing is pro-rated. **Customized site design will be completed after the start date.**

**IMPORTANT:** Billing begins on the day of the *HungerRush* POS Install. If you are adding *HungerRush* post-install, the billing start date is the date the connection to the store is established.

*HungerRush* Setup Process continued...

## Step 6: Site Design Consultation and Admin Portal Introduction

The *HungerRush* Design Team will schedule the customized site design consultation and menu configuration review with you. If needed, we can copy images from your home site for use on the *HungerRush* login page images. You can keep these images in place permanently as long as the images are not copyright protected. Copied images are not nearly as sharp and do not read as well online as originals do. To ensure your *HungerRush* Online Ordering site is customized to match your brand's online theme, please submit everything on this checklist to [hrgraphics@HungerRush.com](mailto:hrgraphics@HungerRush.com) using size and format specifications below.

- Logo
- Slideshow Images (1-4)
- Email Header Image
- Group Header Images (optional)

DESCRIPTION	SIZE REQUIREMENTS	REQUIRED FORMAT	ADDITIONAL REQUIREMENTS
Logo	Any Size	Transparent PNG	Should include the store name if it is not incorporated into your logo.
Login Page Images (1-4)	658 pixels wide (preferred) 361 pixels tall (preferred)	JPG, PNG, or GIF	Slideshow will display up to four images. Each image will remain on the screen for four seconds.
Email Header Image	600 pixels wide 100 pixels tall	JPG, PNG, or GIF	Should include your store logo.
Group Header Images (optional)	980 pixels wide 250 pixels tall	JPG or PNG	These images are meant to be representative of the entire group. All group header images must be the same size.
Menu Item Images	80-140 pixels wide 80-140 pixels tall	JPG, PNG, or GIF	Files can be any size in the range, but all images must be the same size.

**IMPORTANT: Uploading menu item images is your responsibility. These images are easily uploaded using the *HungerRush* Admin Portal and can be uploaded at any time, even after you start accepting online orders.**

*HungerRush* Setup Process continued...

## Login Page

### LOGO

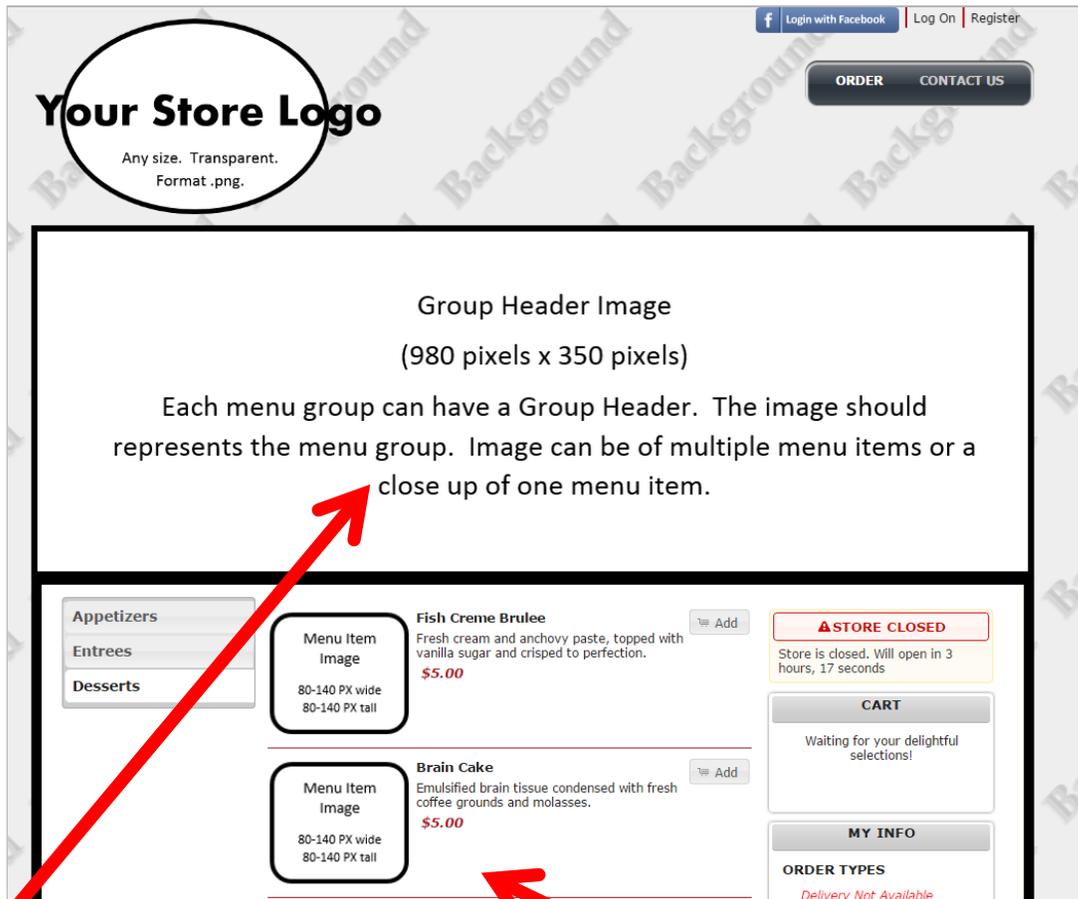
- No size requirement
- Transparent PNG
- Should include restaurant name, as well as logo.

### LOGIN PAGE IMAGES ( 1-4 )

- 658 pixels wide X 361 pixels tall
- JPG, PNG, or GIF
- Slideshow will display up to four images. Each image will remain on the screen for four seconds.



# Menu Pages



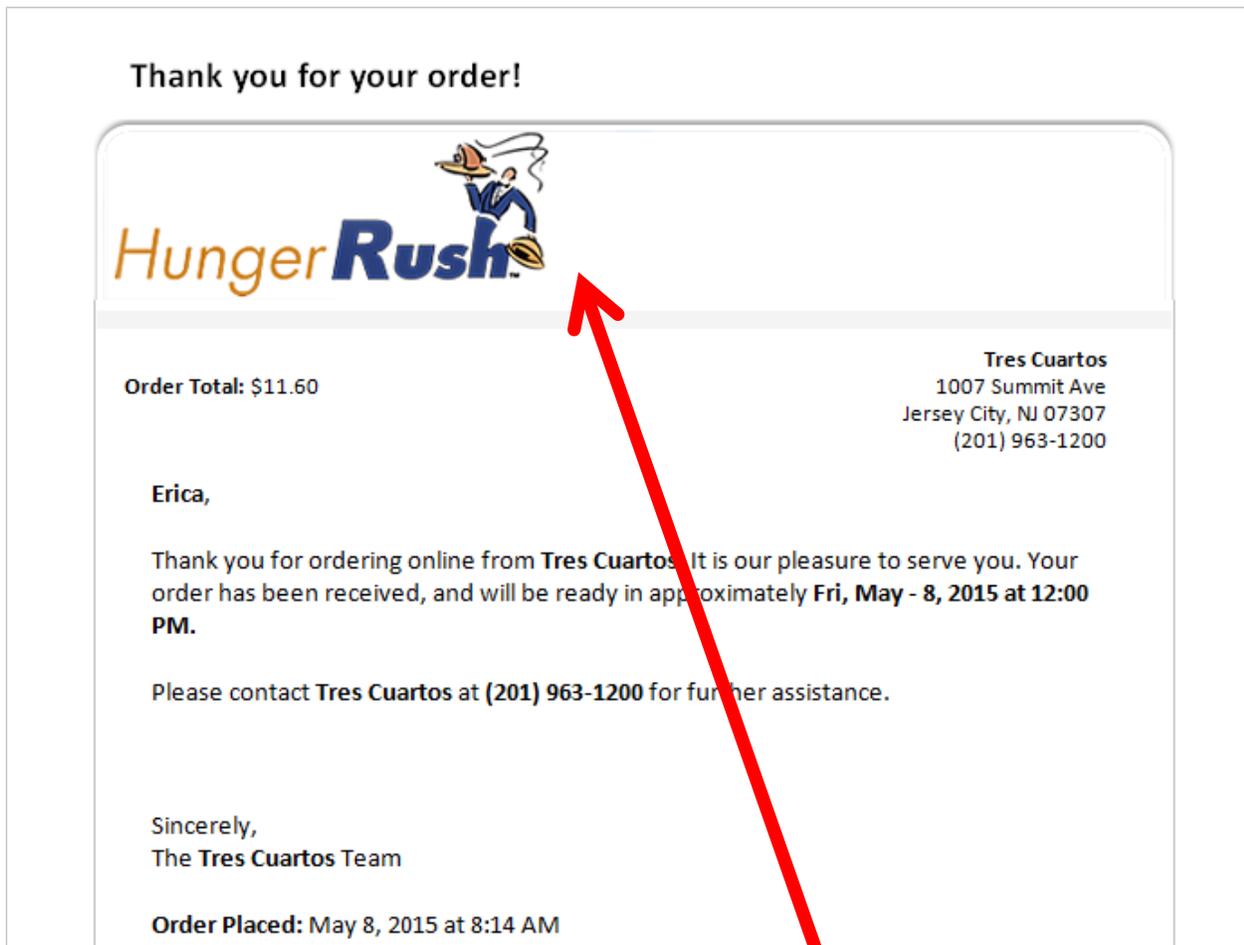
**GROUP HEADER IMAGES (OPTIONAL)**

- 980 pixels wide X 250 pixels tall
- JPG or PNG
- All group header images should have the same dimensions. These images are meant to represent the entire group.

**MENU ITEM IMAGES**

- 80-140 pixels wide X 80-140 pixels tall
- JPG, PNG, or GIF
- Files can be any size in the range above, but all images must be the same dimensions. Mixed sizes will cause stretching and/or warping.

## Order Confirmation Email



### EMAIL HEADER

- 600 pixels wide X 100 pixels tall
- JPG, PNG, or GIF
- Should include your store logo

## Resizing Graphics

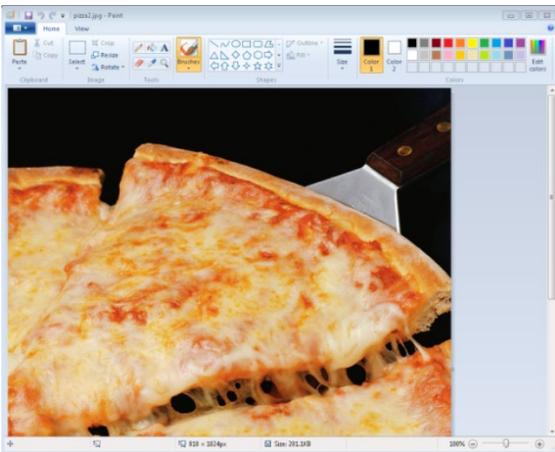
In the event you do not have a professional image editing program, such as Photoshop, to edit your images, you can use Microsoft Paint or Apple Preview to adjust your images to the size requirements referenced above.

### Editing Images with Microsoft Paint

#### Step 1: Open the Picture

On your Windows computer, click Start > All Programs > Accessories > Paint. If you have Windows 7 or newer, you can also type “Paint” into the search bar that appears above the Start bar when you click it. Once the program loads, click File > Open and browse to the picture you want to resize.

In this example we will resize an image to 80x80 pixels.



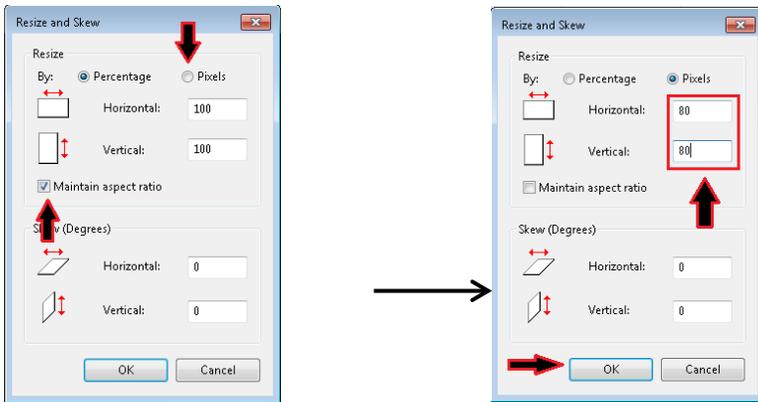
#### Step 2: Resize

Next click the 'Resize' button in the upper left.



#### *HungerRush Setup Process continued...*

Resize and Skew window appears.



Click the circle next to  Pixels and uncheck the box for  Maintain aspect ratio

If the original image is rectangular and you want to keep it that way, you can keep the Maintain Aspect Ratio box checked. Enter 80 in the Horizontal field and enter 80 in the Vertical field, then click the



### Step 3: Save & Upload

Save your work and you're done! The results should look similar to this and your image is ready!

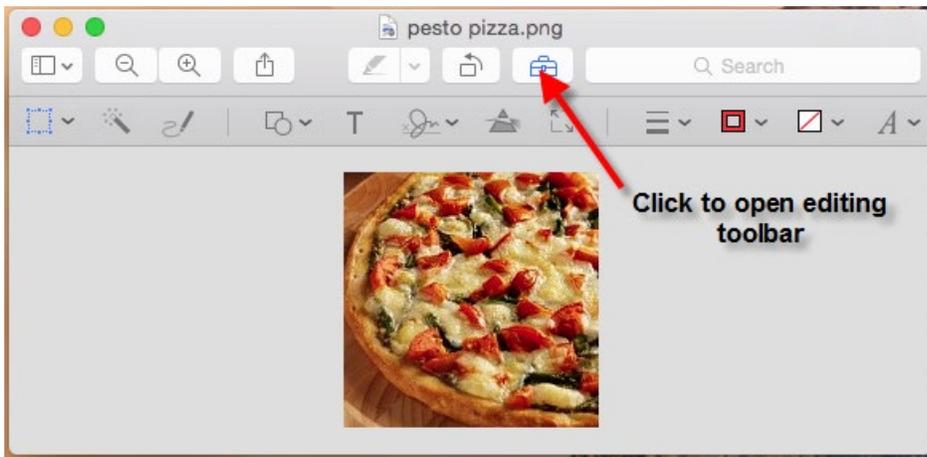


## Editing images with Apple Preview

The Apple Preview tool is located inside the Application folder. You can run it and see the options that are available for image editing.

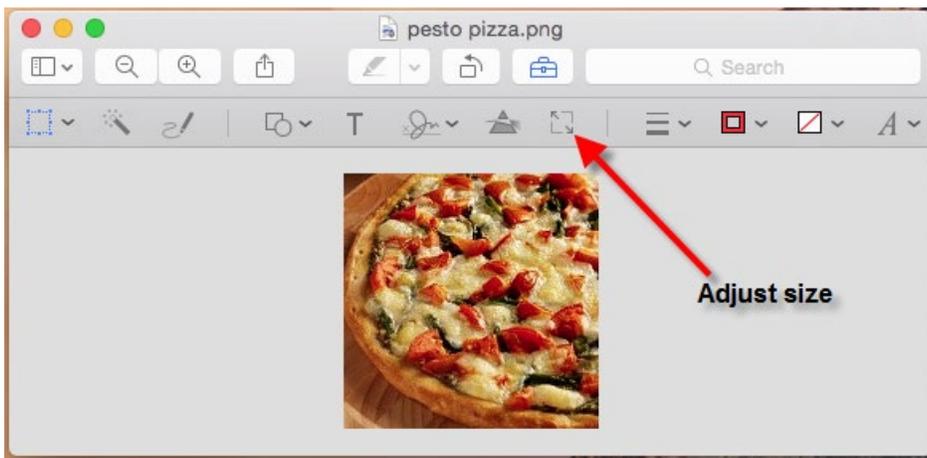
### Step 1: Open the image

Open an image and you will see a toolbar at the top of the window through which you can perform the most common image editing tasks.

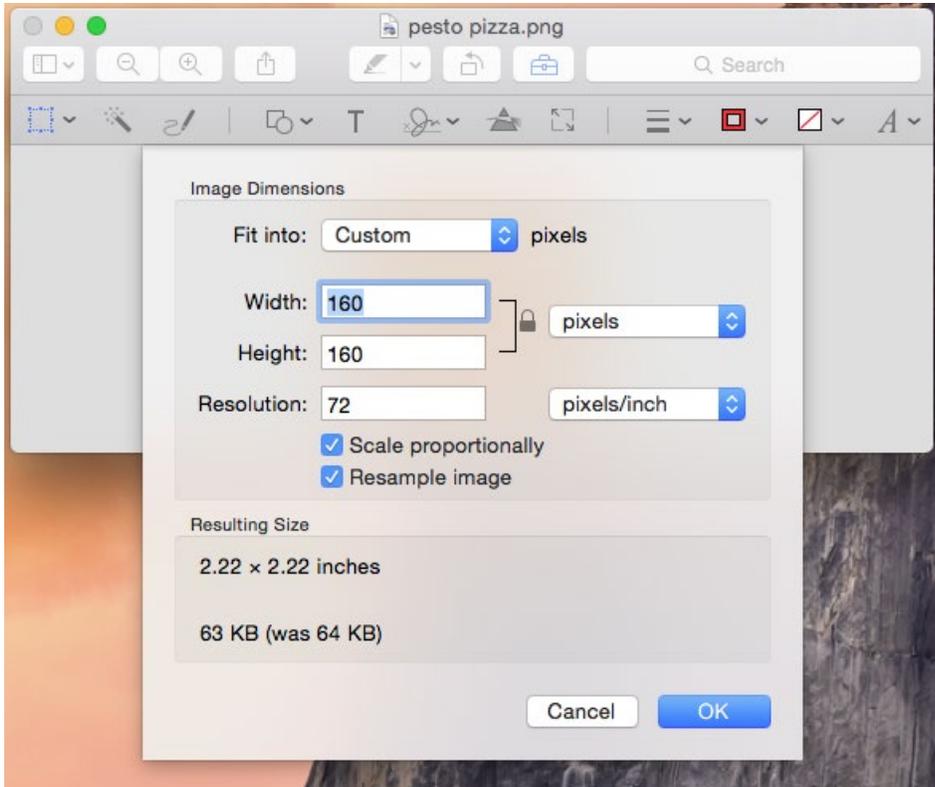


### Step 2: Resize

To resize the image using Preview, select Tools > Adjust Size.



You will see a control window that lets you set the new width and height of the image. You can specify the new dimensions, as well as choose different units such as pixels or inches to resize the image. You can maintain the width to height ratio by checking the “Scale Proportionally” checkbox. Select 72 pixels/inch as the resolution, as it is the most commonly used for images on the web.



### Step 3: Save & Upload

Save your work and you're done! The results should look similar to this and your graphic is ready.

You can also save the images in different formats through the Preview tool on Mac. The JPEG format is most commonly used for photographs while the GIF format is used for drawings and animations. Select “File” and then “Save As” option to save the image in a different format and make sure to select the appropriate format in the “Format” dropdown box. Select medium to high quality to get a high quality image that is low on size.

## Product Images

So that your *HungerRush* site will best display your menu offerings, the *HungerRush* team strongly recommends using a local food photographer and food stylist to create high quality, high resolution menu item images. Please take a moment to review the resources below.

### Food Photographers & Stylists

If you prefer not to invest in food photography at this time, stock images may be used to represent menu items. Stock food photos can usually be acquired online for little to no cost. The following sites can assist you in your search for stock photos:

### **Step 7: Site Customization**

A *HungerRush* Web Designer will customize the online ordering site to match your company's online branding with color preferences, logos and graphics provided by you in Step 6.

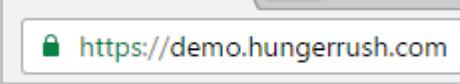
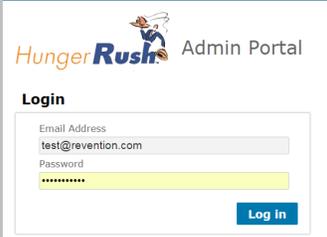
### **Step 8: Final Site Review**

A Final Site Review will be conducted with a *HungerRush* Site Designer to ensure your satisfaction with the online ordering site once the design is complete. Any requested changes will be made and the review will be emailed to you upon completion.

## Exploring the Admin Portal

### Accessing the Admin Portal

The *HungerRush* Admin Portal is a configuration and reporting tool for *HungerRush* online ordering. The Admin Portal provides an easy-to-view Event Log and Dashboard that displays key performance indicators (KPIs), as well as several Reports. Site and Store configurations are also managed via the Admin Portal; for example, setting online hours of operation, initiating updates to your online menu, setting future holiday hours and much more!

Step	IMAGE	Instructions
1		Open your internet Browser.
2		Enter the URL of your <i>HungerRush</i> Website, and add <b>/Admin</b> to the end. E.g. <code>https://yourwebsite.HungerRush.com/Admin</code> .
3		Enter your user name and password.  If you forgot your password or need to reset it. Please see in structions below.
4		Click <b>Log In</b> .

# Home



Home is the default page that loads upon logging into the Admin Portal. The home tab displays the Events Log. The Events Log includes records of failed transactions and/or setting changes that have occurred. The Events Log stores 14 days worth of information at a time.

NAME	IMAGE
Home	

#	NAME	IMAGE	DESCRIPTION
1	Filter By		<p>By default, the Event Log shows <b>All</b> events. The Log can be filtered to show only <b>Successes</b>, <b>Failures</b> or <b>Warnings</b> for recent events by clicking the associated tab.</p>

Home continued...

2

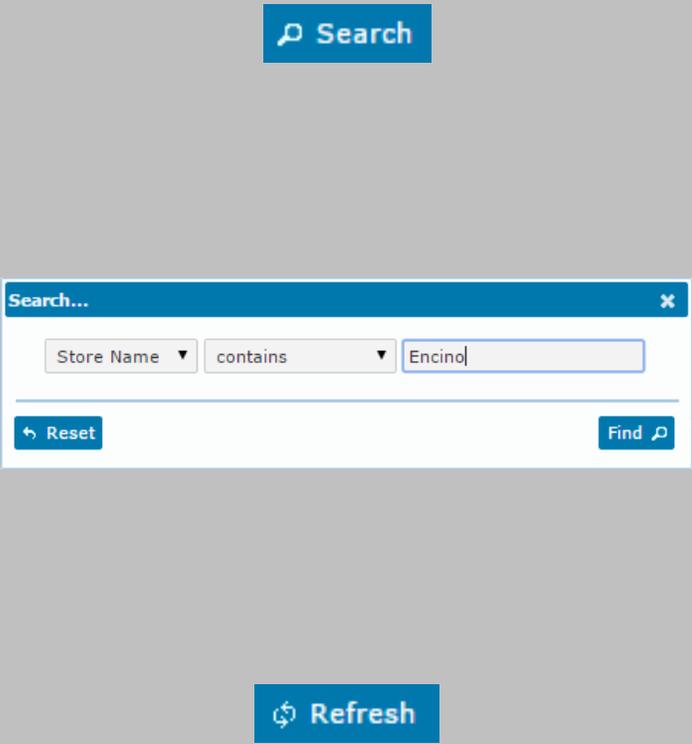
**Events**

	Fresh Brothers - Newport Beach	Order failed. There is a problem with the Credit Card Transaction.
	Fresh Brothers - Redondo Beach	Successfully updated menu.
	Fresh Brothers - Manhattan Beach	Successfully updated menu.
	Fresh Brothers - Marina Del Rey	Successfully updated menu.
	Fresh Brothers - Beverly Hills	Order failed. There is a problem with the Credit Card Transaction.
	Fresh Brothers - Marina Del Rey	Order failed. There is a problem with the Credit Card Transaction.
	Fresh Brothers - Marina Del Rey	Successfully updated menu.
	Fresh Brothers - Brentwood	Order failed. There is a problem with the Credit Card Transaction.

**Events** are displayed in chronological order with the most recent events listed first. Each event includes the Store Name, Category, User, IP address, and Timestamp.

- ✓ Successfully updated menu.
- ✓ Order failed. There is a problem with the Credit Card Transaction.
- ✓ Order failed. The store is unable to accept order.
- ✓ Location's internet connection is down or IP address of location has changed.
- ✓ Card types updated.
- ✓ Delivery radius updated.
- ✓ Geofence updated.
- ✓ Other payment options updated.
- ✓ Credit card options by order type updated.
- ✓ Admin login failed.
- ✓ IP address updated successfully.
- ✓ Hours updated successfully.

Home continued...

<p><b>Search</b></p>	 <p>The image shows a search interface. At the top is a blue button with a magnifying glass icon and the text "Search". Below it is a search form with a blue header "Search..." and a close button "x". The form contains a dropdown menu for "Store Name", a dropdown menu for "contains", and a text input field with "Encino" entered. At the bottom of the form are two buttons: "Reset" with a left arrow icon and "Find" with a magnifying glass icon. Below the search form is another blue button with a circular refresh icon and the text "Refresh".</p>	<p>Clicking <b>Search</b> allows you to quickly find events by narrowing the search criteria.</p> <p>From the dropdown box, select <b>Store Name</b>, <b>Contains</b> (or Does Not Contain), then enter the name or identification number of the store. Once all fields have been populated, click <b>Find</b>. Search results for relevant events are now displayed.</p> <p>Click <b>Refresh</b> to clear search results or to refresh the Events Log.</p>
<p><b>Page Navigation</b></p>	 <p>The image shows a page navigation bar with a blue background. It contains several elements: a left arrow, a double left arrow, the text "Page 1 of 11", a right arrow, a double right arrow, the text "50", and a dropdown arrow.</p>	<p>When the number of events exceeds one page, you can navigate page-by-page using the arrow buttons or by typing in the desired page number. Click the dropdown box to increase the number of results displayed per page, to 25, 50, or 100.</p>

# Dashboard



## Overview

Dashboard provides graphical views of online sales allowing you to measure the performance of online ordering for all stores or specific stores by date range. The three dashboard tabs display data in a way that can be easily analyzed.

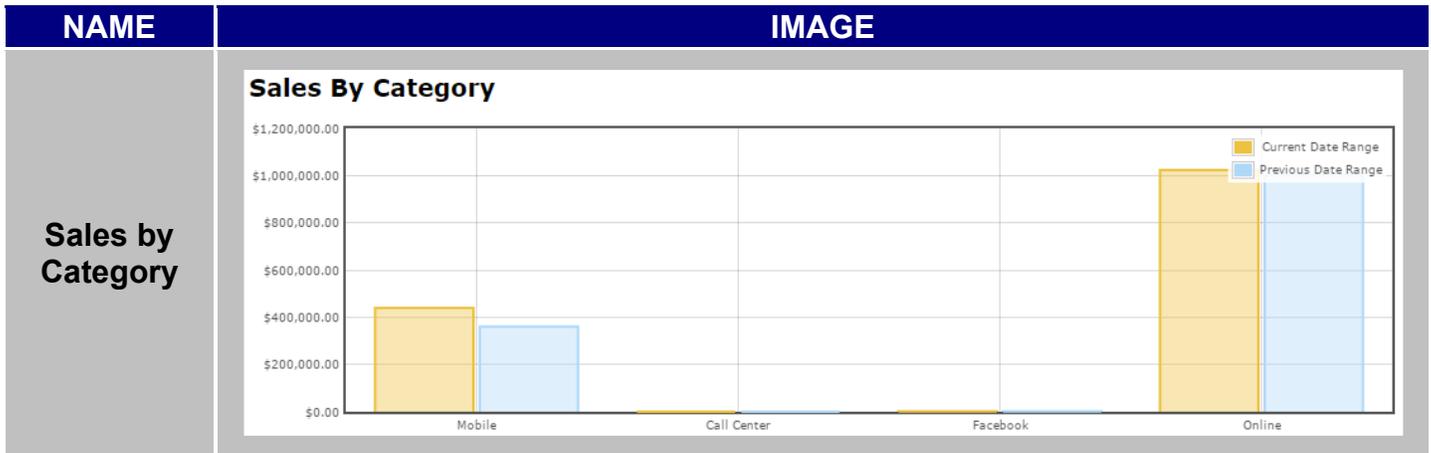
## Dashboards: Summary, Sales, and Weekly Sales

The **Summary** tab provides statistics on Total Sales, Total Discounts, Total Orders, Total Adjustments, and Average Order in dollars. These statistics are broken down by **Year to Date**, specified **Date Range**, **Previous Date** range, and **Variation** between the Date Range and Previous Date, as well as the **% Change**. You have the ability to sort the Name column alphabetically.

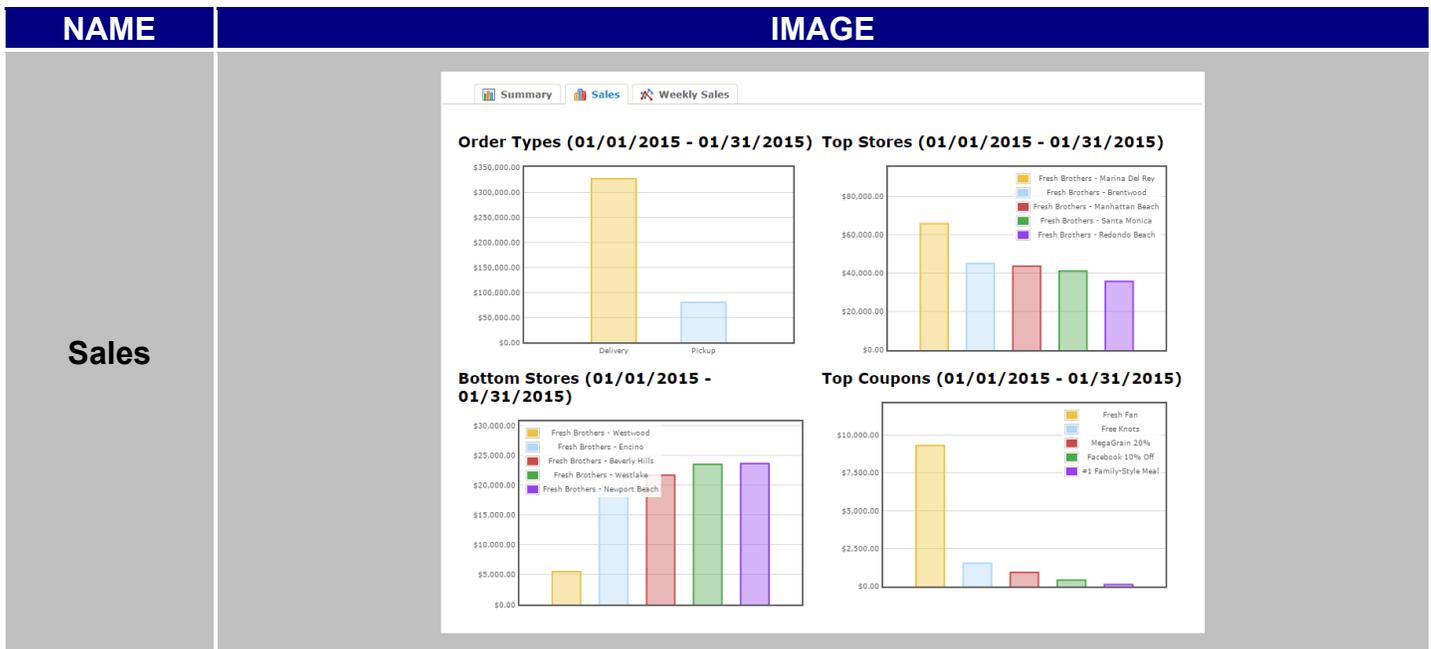
NAME	IMAGE																																															
Dashboard																																																
	<table border="1"> <thead> <tr> <th colspan="6">Summary</th> </tr> <tr> <th>Name ^</th> <th>Year to Date</th> <th>Date Range</th> <th>Previous Date</th> <th>Variation</th> <th>% Change</th> </tr> </thead> <tbody> <tr> <td>Total Sales</td> <td>\$350,923.36</td> <td>\$350,923.36</td> <td>\$61,562.99</td> <td>\$289,360.37</td> <td>[470.02%]</td> </tr> <tr> <td>Total Discounts</td> <td>\$523.75</td> <td>\$523.75</td> <td>\$176.45</td> <td>\$347.30</td> <td>[196.83%]</td> </tr> <tr> <td>Total Orders</td> <td>22372</td> <td>22372</td> <td>4588</td> <td>17784</td> <td>[387.62%]</td> </tr> <tr> <td>Total Adj</td> <td>\$350,399.61</td> <td>\$350,399.61</td> <td>\$61,386.54</td> <td>\$289,013.07</td> <td>[470.81%]</td> </tr> <tr> <td>AvgOrder</td> <td>\$15.69</td> <td>\$15.69</td> <td>\$13.42</td> <td>\$2.27</td> <td>[16.90%]</td> </tr> </tbody> </table>						Summary						Name ^	Year to Date	Date Range	Previous Date	Variation	% Change	Total Sales	\$350,923.36	\$350,923.36	\$61,562.99	\$289,360.37	[470.02%]	Total Discounts	\$523.75	\$523.75	\$176.45	\$347.30	[196.83%]	Total Orders	22372	22372	4588	17784	[387.62%]	Total Adj	\$350,399.61	\$350,399.61	\$61,386.54	\$289,013.07	[470.81%]	AvgOrder	\$15.69	\$15.69	\$13.42	\$2.27	[16.90%]
	Summary																																															
	Name ^	Year to Date	Date Range	Previous Date	Variation	% Change																																										
	Total Sales	\$350,923.36	\$350,923.36	\$61,562.99	\$289,360.37	[470.02%]																																										
	Total Discounts	\$523.75	\$523.75	\$176.45	\$347.30	[196.83%]																																										
	Total Orders	22372	22372	4588	17784	[387.62%]																																										
Total Adj	\$350,399.61	\$350,399.61	\$61,386.54	\$289,013.07	[470.81%]																																											
AvgOrder	\$15.69	\$15.69	\$13.42	\$2.27	[16.90%]																																											

Dashboards continued...

The **Sales By Category** graph shows a comparison of online sales by each category for the designated date range. The categories are Mobile Apps, Call Center, Facebook Ordering, and Online Ordering. Hovering the mouse over the Category's Current Date Range bar and Previous Date Range bar displays online sales for the specified date range. For the *HungerRush* products you don't offer, there will be no results.

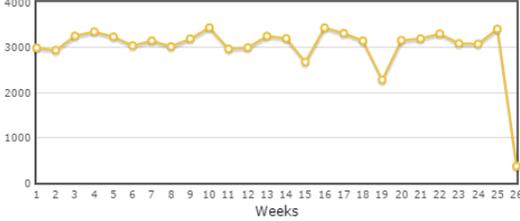
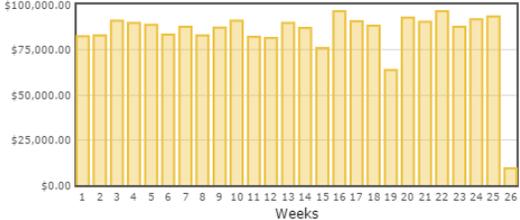


The **Sales** tab shows four graphs analyzing Order Types, Top Stores, Bottom Stores, and Top Coupons. The Order Types graph compares online sales for Delivery and Pickup orders. Easily see which stores have the best online performance by referring to the Top Stores graph. In contrast, you can quickly analyze the online sales data for stores with the worst online performance on the Bottom Stores graph. The Top Coupons graph shows a side-by-side comparison of the coupons offered online.



Dashboards continued...

The **Weekly Sales** tab shows online sales by week, the number of orders and net sales. Twenty-six weeks of sales data is displayed on the Weekly Sales dashboard.

NAME	IMAGE																																																								
<p style="text-align: center; font-weight: bold;">Weekly Sales</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 10px;"> <span>Summary</span> <span>Sales</span> <span style="border: 1px solid #ccc; padding: 2px;">Weekly Sales</span> </div> <div style="display: flex;"> <div style="flex: 1;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th colspan="4">Weekly Sales</th> </tr> <tr style="background-color: #e6f2ff;"> <th>Name</th> <th>Start Date</th> <th>End Date</th> <th>Amount</th> </tr> </thead> <tbody> <tr><td>Week1</td><td>08/18/14</td><td>08/24/14</td><td>\$82,447.47</td></tr> <tr><td>Week2</td><td>08/25/14</td><td>08/31/14</td><td>\$82,914.12</td></tr> <tr><td>Week3</td><td>09/01/14</td><td>09/07/14</td><td>\$91,092.38</td></tr> <tr><td>Week4</td><td>09/08/14</td><td>09/14/14</td><td>\$89,891.40</td></tr> <tr><td>Week5</td><td>09/15/14</td><td>09/21/14</td><td>\$88,681.89</td></tr> <tr><td>Week6</td><td>09/22/14</td><td>09/28/14</td><td>\$83,360.68</td></tr> <tr><td>Week7</td><td>09/29/14</td><td>10/05/14</td><td>\$87,717.52</td></tr> <tr><td>Week8</td><td>10/06/14</td><td>10/12/14</td><td>\$82,923.59</td></tr> <tr><td>Week9</td><td>10/13/14</td><td>10/19/14</td><td>\$87,231.56</td></tr> <tr><td>Week10</td><td>10/20/14</td><td>10/26/14</td><td>\$90,983.07</td></tr> <tr><td>Week11</td><td>10/27/14</td><td>11/02/14</td><td>\$82,031.91</td></tr> <tr><td>Week12</td><td>11/03/14</td><td>11/09/14</td><td>\$81,452.27</td></tr> </tbody> </table> </div> <div style="flex: 1; padding-left: 20px;"> <h3>Orders</h3>  <h3>Net Sales</h3>  </div> </div> </div>	Weekly Sales				Name	Start Date	End Date	Amount	Week1	08/18/14	08/24/14	\$82,447.47	Week2	08/25/14	08/31/14	\$82,914.12	Week3	09/01/14	09/07/14	\$91,092.38	Week4	09/08/14	09/14/14	\$89,891.40	Week5	09/15/14	09/21/14	\$88,681.89	Week6	09/22/14	09/28/14	\$83,360.68	Week7	09/29/14	10/05/14	\$87,717.52	Week8	10/06/14	10/12/14	\$82,923.59	Week9	10/13/14	10/19/14	\$87,231.56	Week10	10/20/14	10/26/14	\$90,983.07	Week11	10/27/14	11/02/14	\$82,031.91	Week12	11/03/14	11/09/14	\$81,452.27
Weekly Sales																																																									
Name	Start Date	End Date	Amount																																																						
Week1	08/18/14	08/24/14	\$82,447.47																																																						
Week2	08/25/14	08/31/14	\$82,914.12																																																						
Week3	09/01/14	09/07/14	\$91,092.38																																																						
Week4	09/08/14	09/14/14	\$89,891.40																																																						
Week5	09/15/14	09/21/14	\$88,681.89																																																						
Week6	09/22/14	09/28/14	\$83,360.68																																																						
Week7	09/29/14	10/05/14	\$87,717.52																																																						
Week8	10/06/14	10/12/14	\$82,923.59																																																						
Week9	10/13/14	10/19/14	\$87,231.56																																																						
Week10	10/20/14	10/26/14	\$90,983.07																																																						
Week11	10/27/14	11/02/14	\$82,031.91																																																						
Week12	11/03/14	11/09/14	\$81,452.27																																																						

## Store and Date Selection

NAME	IMAGE
Dashboard	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>5</span> </div>

#	NAME	IMAGE	DESCRIPTION
1	Select Stores		Select the Store you want to see the online sales and click <b>Save</b> . To see online sales for all Stores, click the box under <b>Select Stores</b> , all of the stores will be selected, and then click <b>Save</b> . Stores can be sorted by Name or Address.
2	Current Period Start and End Date	<div style="border: 1px solid #ccc; padding: 5px; margin: 5px;"> <p>Start Date: <input type="text" value="01/01/2014"/></p> <p>End Date: <input type="text" value="12/31/2014"/></p> </div>	Once the stores have been selected, change the <b>Start Date</b> and <b>End Date</b> for the current period.
3	Previous Period Start and End Date	<div style="border: 1px solid #ccc; padding: 5px; margin: 5px;"> <p>Previous Start Date: <input type="text" value="01/01/2013"/></p> <p>Previous End Date: <input type="text" value="12/31/2013"/></p> </div>	Use the Previous Period Start and End Dates for historical comparisons. To compare 2014 online sales with 2013 online sales you'd want to enter 01/01/2013 as the <b>Previous Start Date</b> and 12/31/2013 as the <b>Previous End Date</b> .

Store and Date Selection Continued...

4	Preset Dates		<p><b>Preset Dates</b>, enable quick comparisons such as current and previous weeks.</p>
4a	Preset Date Parameters		<p>There are ten different <b>Preset Date Parameters</b> for, from Today to Year-To-Date.</p>
5	Refresh Data		<p><b>Refresh Data</b> will update the information based on the parameters you have selected.</p>



**Helpful Hint**

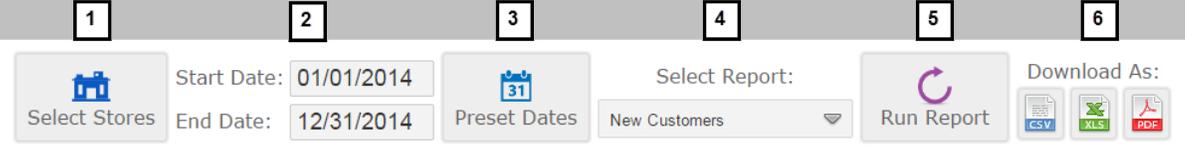
As you move through the tabs on the Dashboard, be sure to **Refresh Data** any time you change the store or date selection!

## Reports



### Overview

The Reports section offers the flexibility you need to run online-specific reports by store(s) and date range, such as Bottom Coupons, Bottom Stores, Top Coupons, Top Stores, Orders, Lazy Customers, New Customers, One Time Customers, Store Customers, and Opt In Customers. Any of these reports can be exported as CSV, XLS, or PDF files.

NAME	IMAGE
New User Settings Tab	

### Generating Reports

#	NAME	IMAGE	DESCRIPTION
1	Select Stores		Click <b>Select Stores</b> to choose the store(s) you want to report on. For all stores, simply click the box below <b>Select Stores</b> and all stores will be included in the report. Click Save.
2	Date Range		Choose the Start Date and End Date for the selected date range.
3	Preset Dates		If you prefer to use <b>Preset Dates</b> , you can run reports for today, yesterday, WTD, MTD, last 7/30/60/90/120 days or YTD. Click on the preset of your preference to select it.

4	<b>Select Report</b>		Click the drop down arrow and select the report you'd like to run.
5	<b>Run Report</b>		Click <b>Run Report</b> to view the report with the selected store, date and reporting criteria.
6	<b>Download As:</b>		Choose CSV, XLS or PDF to download the report to the preferred program.

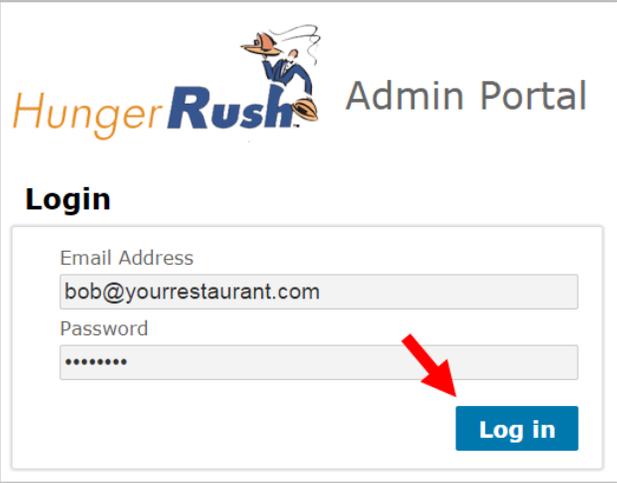
## Users



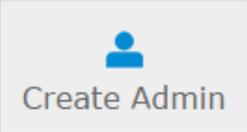
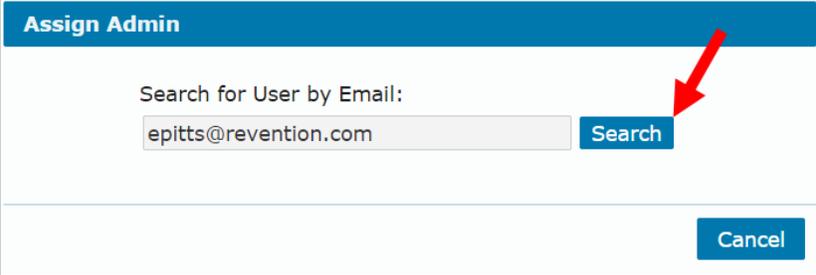
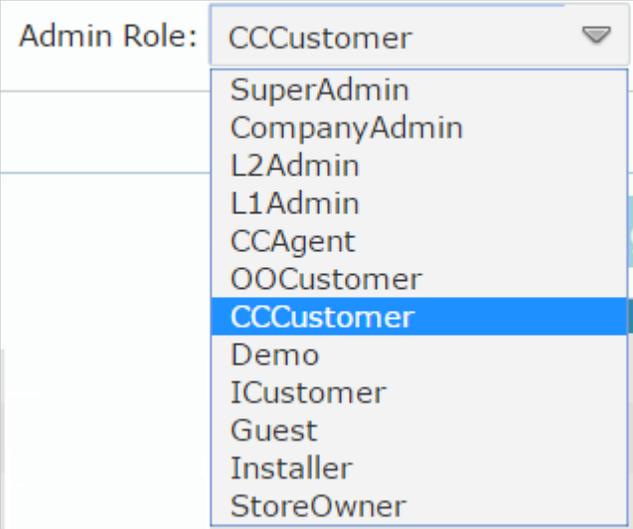
### Overview

Easily manage administrators in the Users section of the *HungerRush* Admin Portal. Site Administrators can designate who has access to the Admin Portal, update security levels or store assignments for existing users, and search for existing users by email address, first name, last name or admin type.

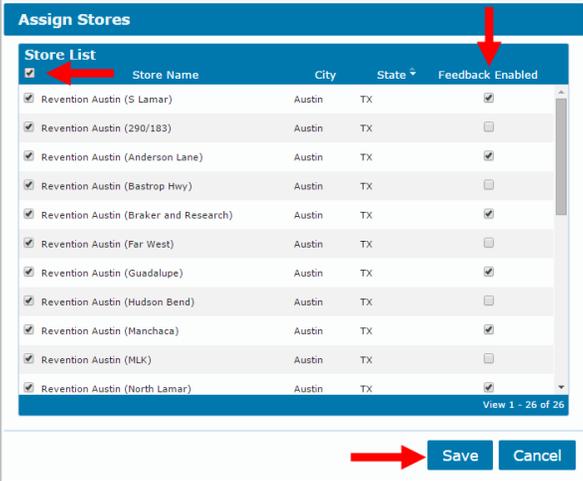
### Creating a New Administrator

Step	IMAGE	Instructions
1		<p>To create a new Administrator, the user must first register a new account on the company's <i>HungerRush</i> site.  <a href="https://yourbusinessname.HungerRush.com">https://yourbusinessname.HungerRush.com</a>.</p>
2		<p>Log in to the <i>HungerRush</i> Admin Portal with your existing admin credentials, e.g. <a href="https://yourbusinessname.HungerRush.com/admin">https://yourbusinessname.HungerRush.com/admin</a>, and enter your Email Address and Password. Click <b>Login</b>.</p>

Creating a New Administrator continued...

3		Click on the <b>Users Tab</b> .
4		Click the <b>Create Admin</b> button.
6		Enter the Administrator's email address from <b>Step 1</b> in the search bar. Next, click <b>Search</b> .
7		Assign the user an <b>Administrator Role</b> . These roles and the associated permissions are explained in the next section.

Creating a New Administrator continued...

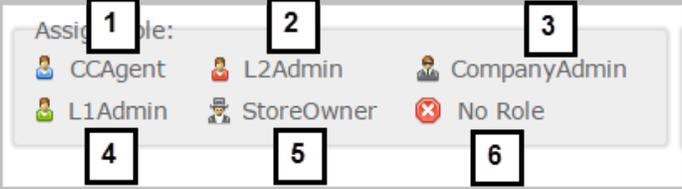
8		Click <b>Assign User Stores</b> .																																																												
9	 <table border="1"><thead><tr><th><input checked="" type="checkbox"/></th><th>Store Name</th><th>City</th><th>State</th><th>Feedback Enabled</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (S Lamar)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (290/183)</td><td>Austin</td><td>TX</td><td><input type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Anderson Lane)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Bastrop Hwy)</td><td>Austin</td><td>TX</td><td><input type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Braker and Research)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Far West)</td><td>Austin</td><td>TX</td><td><input type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Guadalupe)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Hudson Bend)</td><td>Austin</td><td>TX</td><td><input type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (Manchaca)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (MLK)</td><td>Austin</td><td>TX</td><td><input type="checkbox"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Revention Austin (North Lamar)</td><td>Austin</td><td>TX</td><td><input checked="" type="checkbox"/></td></tr></tbody></table>	<input checked="" type="checkbox"/>	Store Name	City	State	Feedback Enabled	<input checked="" type="checkbox"/>	Revention Austin (S Lamar)	Austin	TX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (290/183)	Austin	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Anderson Lane)	Austin	TX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Bastrop Hwy)	Austin	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Braker and Research)	Austin	TX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Far West)	Austin	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Guadalupe)	Austin	TX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Hudson Bend)	Austin	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (Manchaca)	Austin	TX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (MLK)	Austin	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Revention Austin (North Lamar)	Austin	TX	<input checked="" type="checkbox"/>	<p>In the Assign User Stores menu, you can select individual stores, or all stores that a user can view and manage.</p> <p>Additionally, you can add this user to the subscriber list for feedback notifications with the <b>Feedback Enabled</b> check box.</p>
<input checked="" type="checkbox"/>	Store Name	City	State	Feedback Enabled																																																										
<input checked="" type="checkbox"/>	Revention Austin (S Lamar)	Austin	TX	<input checked="" type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (290/183)	Austin	TX	<input type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Anderson Lane)	Austin	TX	<input checked="" type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Bastrop Hwy)	Austin	TX	<input type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Braker and Research)	Austin	TX	<input checked="" type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Far West)	Austin	TX	<input type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Guadalupe)	Austin	TX	<input checked="" type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Hudson Bend)	Austin	TX	<input type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (Manchaca)	Austin	TX	<input checked="" type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (MLK)	Austin	TX	<input type="checkbox"/>																																																										
<input checked="" type="checkbox"/>	Revention Austin (North Lamar)	Austin	TX	<input checked="" type="checkbox"/>																																																										

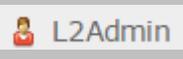
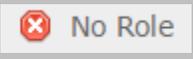


**Helpful Hint**

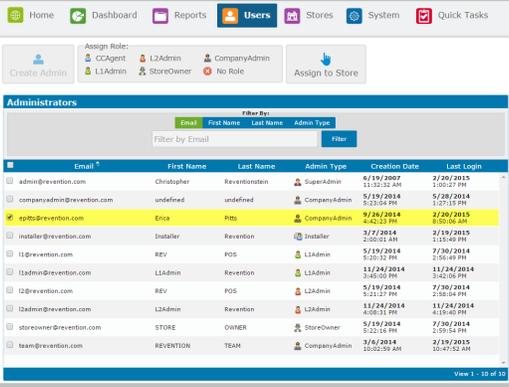
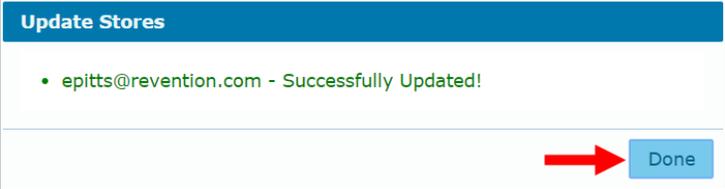
Be sure to click **Feedback Enabled** for the store locations in which you want administrators to receive emails with critical alerts.

## Assign Role Definitions

NAME	IMAGE
New User Settings Tab	

#	ROLE	IMAGE	DESCRIPTION
1	CCAgent		Call Center Agent is to be used with C3 only.
2	L2Admin		Manages all L1 Admins and has access to store settings for assigned stores.
3	CompanyAdmin		Highest level of access in the Admin Portal. Access to manage all users, stores and system settings in the Admin Portal.
4	L1Admin		No access to management over user permissions. Access to store settings only for assigned stores.
5	StoreOwner		Default setting for store owners. Access granted to all store settings and management for all Level1 and Level2 Admins for assigned stores.
6	No Role		<b>No Role</b> removes users from the Admin Portal.

## Editing an Existing Administrator

Step	IMAGE	Instructions
1		<p>To edit an existing Administrator, click <b>Users</b>.</p>
2		<p>Select the profile to be edited by clicking the option button to the left of the Administrator's email address. Once the profile's been selected, <b>Assign Role</b> and <b>Assign to Store</b> become active</p>
3		<p>To edit the Assigned Role, select the new Admin Type. To remove a user's profile, click <b>No Role</b>.</p>
4		<p>Once a role has been successfully updated, you will receive a notification of the update. Click <b>Done</b>.</p>
5		<p>To edit the Store Assignment, click <b>Assign to Store</b>.</p>



### Helpful Hint

Your own level of security determines if you're able to create new users and which profiles you can view or edit. You can only view and manipulate profiles with roles below your own security level. You will not see any accounts equal to or above your security level.

# Stores

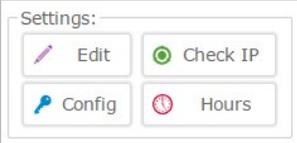
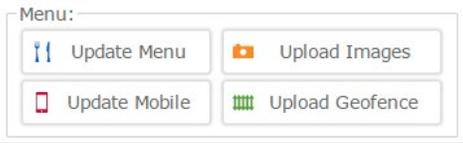
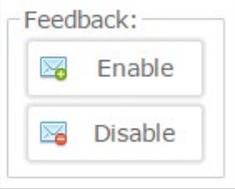


## Overview

While menu-related configurations of *HungerRush* are pulled from *HungerRush* POS in the store, online-specific configurations are handled through the *HungerRush* Admin Portal. Setting and configuration options are available system-wide or by individual store(s). In the **Stores** section, managing individual store settings and configurations can be done with ease in a short amount of time. Until a store is selected, all options in the **Stores** section remain disabled.

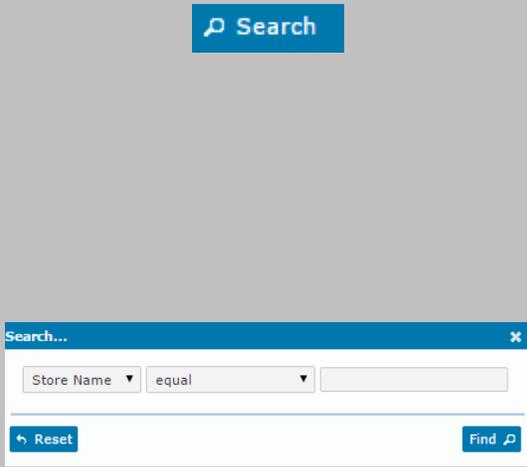
NAME	IMAGE																																																																													
Stores	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><b>1</b> Settings:</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;"> <p><b>2</b> Menu:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 2px;">Edit</div> <div style="border: 1px solid #ccc; padding: 2px;">Check IP</div> <div style="border: 1px solid #ccc; padding: 2px;">Update Menu</div> <div style="border: 1px solid #ccc; padding: 2px;">Upload Images</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="border: 1px solid #ccc; padding: 2px;">Config</div> <div style="border: 1px solid #ccc; padding: 2px;">Hours</div> <div style="border: 1px solid #ccc; padding: 2px;">Update Mobile</div> <div style="border: 1px solid #ccc; padding: 2px;">Upload Geofence</div> </div> </div> </div> <div style="width: 30%;"> <p><b>3</b> Feedback:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 2px;">Enable</div> <div style="border: 1px solid #ccc; padding: 2px;">Disable</div> </div> </div> </div> </div> <div style="margin-top: 10px;"> <p><b>4</b> <b>Stores</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="347 1010 597 1052"><b>5</b> Store Name</th> <th data-bbox="597 1010 695 1052">Telephone</th> <th data-bbox="695 1010 792 1052">City</th> <th data-bbox="792 1010 889 1052">State</th> <th data-bbox="889 1010 987 1052">Zip</th> <th data-bbox="987 1010 1084 1052"><b>6</b> Online</th> <th data-bbox="1084 1010 1182 1052">Mobile</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Tres Cuartos</td><td>(201) 963-1200</td><td>Jersey City</td><td>New Jersey</td><td>07307</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Forest Creek</td><td>(512) 459-2222</td><td>Round Rock</td><td>Texas</td><td>78664</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Cedar Park (North)</td><td>(512) 459-2222</td><td>Cedar Park</td><td>Texas</td><td>78613</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Rock Creek</td><td>(512) 459-2222</td><td>Round Rock</td><td>Texas</td><td>78664</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Georgetown</td><td>(512) 459-2222</td><td>Georgetown</td><td>Texas</td><td>78626</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention New Braunfels</td><td>(830) 625-5165</td><td>New Braunfels</td><td>Texas</td><td>78130</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Cedar Park (South)</td><td>(512) 459-2222</td><td>Cedar Park</td><td>Texas</td><td>78750</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Pflugerville</td><td>(512) 459-2222</td><td>Pflugerville</td><td>Texas</td><td>78660</td><td style="text-align: center;">✔</td><td style="text-align: center;">✔</td></tr> <tr><td><input type="checkbox"/> Revention Austin (Parmer)</td><td>(512) 459-2222</td><td>Austin</td><td>Texas</td><td>78727</td><td style="text-align: center;">✘</td><td style="text-align: center;">✘</td></tr> <tr><td><input type="checkbox"/> Revention Austin (Braker and Research)</td><td>(512) 459-2222</td><td>Austin</td><td>Texas</td><td>78759</td><td style="text-align: center;">✘</td><td style="text-align: center;">✘</td></tr> </tbody> </table> <p><b>7</b> Search   <b>8</b> Refresh</p> <p style="text-align: right; font-size: small;">View 1 - 26 of 26</p> </div> </div>	<b>5</b> Store Name	Telephone	City	State	Zip	<b>6</b> Online	Mobile	<input type="checkbox"/> Tres Cuartos	(201) 963-1200	Jersey City	New Jersey	07307	✔	✔	<input type="checkbox"/> Revention Forest Creek	(512) 459-2222	Round Rock	Texas	78664	✔	✔	<input type="checkbox"/> Revention Cedar Park (North)	(512) 459-2222	Cedar Park	Texas	78613	✔	✔	<input type="checkbox"/> Revention Rock Creek	(512) 459-2222	Round Rock	Texas	78664	✔	✔	<input type="checkbox"/> Revention Georgetown	(512) 459-2222	Georgetown	Texas	78626	✔	✔	<input type="checkbox"/> Revention New Braunfels	(830) 625-5165	New Braunfels	Texas	78130	✔	✔	<input type="checkbox"/> Revention Cedar Park (South)	(512) 459-2222	Cedar Park	Texas	78750	✔	✔	<input type="checkbox"/> Revention Pflugerville	(512) 459-2222	Pflugerville	Texas	78660	✔	✔	<input type="checkbox"/> Revention Austin (Parmer)	(512) 459-2222	Austin	Texas	78727	✘	✘	<input type="checkbox"/> Revention Austin (Braker and Research)	(512) 459-2222	Austin	Texas	78759	✘	✘
	<b>5</b> Store Name	Telephone	City	State	Zip	<b>6</b> Online	Mobile																																																																							
<input type="checkbox"/> Tres Cuartos	(201) 963-1200	Jersey City	New Jersey	07307	✔	✔																																																																								
<input type="checkbox"/> Revention Forest Creek	(512) 459-2222	Round Rock	Texas	78664	✔	✔																																																																								
<input type="checkbox"/> Revention Cedar Park (North)	(512) 459-2222	Cedar Park	Texas	78613	✔	✔																																																																								
<input type="checkbox"/> Revention Rock Creek	(512) 459-2222	Round Rock	Texas	78664	✔	✔																																																																								
<input type="checkbox"/> Revention Georgetown	(512) 459-2222	Georgetown	Texas	78626	✔	✔																																																																								
<input type="checkbox"/> Revention New Braunfels	(830) 625-5165	New Braunfels	Texas	78130	✔	✔																																																																								
<input type="checkbox"/> Revention Cedar Park (South)	(512) 459-2222	Cedar Park	Texas	78750	✔	✔																																																																								
<input type="checkbox"/> Revention Pflugerville	(512) 459-2222	Pflugerville	Texas	78660	✔	✔																																																																								
<input type="checkbox"/> Revention Austin (Parmer)	(512) 459-2222	Austin	Texas	78727	✘	✘																																																																								
<input type="checkbox"/> Revention Austin (Braker and Research)	(512) 459-2222	Austin	Texas	78759	✘	✘																																																																								

Stores continued...

#	NAME	IMAGE	DESCRIPTION
1	Settings		<p>In <b>Settings</b>, you have the ability to edit store information, check internet connectivity, update online store configurations, and manage online hours by order type, set future holidays and much more.</p> <p><i>*Note more detailed information on Settings can be found later in this section.</i></p>
2	Menu		<p>In <b>Menu</b>, you can trigger the menu update, force a mobile menu update, upload item images and upload your Delivery GeoFence, etc.</p> <p><i>*Note more detailed information on Menu can be found later in this section.</i></p>
3	Feedback		<p>If you want designated administrators to receive critical alerts via email, <b>Enable</b> must be selected in Feedback for the store. Select the stores that should receive feedback and click <b>Enable</b>.</p> <p>To stop critical alerts via email, select the store(s) and click <b>Disable</b>.</p> <p>To the left of the store name there is an envelope. This envelope serves as the Feedback indicator and displays the store's current setting. You will see either a green circle with a plus sign (enabled) or a red circle with a minus sign (disabled).</p>

4	Stores		On the store listing, select stores individually or click the option box under Stores to select all stores at once.
5	Store Name		<b>Store Name</b> can be sorted alphabetically by clicking the header field. As well as the store name, you will see the telephone number, city, state and zip code for each store.
6	Online / Mobile		<p>The <b>Online</b> and <b>Mobile</b> indicators communicate if a store is set up for online ordering and if mobile apps are set up. You will see either a green circle with a checkmark (Is Online) or a red circle with an x (Not Online).</p> <p>If you wish to remove a store from online ordering, first select the store from the store listing. Click Edit. Deselect <i>Is Online</i> and click Update to save changes.</p>

Stores Continued...

<p>7</p>	<p><b>Search</b></p>	 <p>The image shows a blue 'Search' button with a magnifying glass icon. Below it is a search form titled 'Search...' with a close icon. The form contains a dropdown menu for 'Store Name', a dropdown menu for 'equal', and a text input field. At the bottom of the form are 'Reset' and 'Find' buttons.</p>	<p>By clicking <b>Search</b>, you can quickly find a store or stores by narrowing the search criteria. Search can be performed by Store Name, City, State or Zip Code.</p> <p>From the first dropdown box, choose from the available selections.</p> <p>Do the same for the second dropdown box. Enter pertinent information in the last field, then click <b>Find</b>. Search results for relevant stores will be displayed. To view the search results, click the close icon. To reset the search criteria, click <b>Reset</b>.</p>
<p>8</p>	<p><b>Refresh</b></p>	 <p>The image shows a blue 'Refresh' button with a circular arrow icon.</p>	<p>To clear search results and see all stores again, click <b>Refresh</b>.</p>

## Settings

In Store **Settings**, you can manage store information, checkout and payment options, update online hours, set future holidays, check store connectivity, update the online menu, upload menu item images, and much more!

### Edit

Change the way the store name, phone number, and address appear on the Store Listing. This is where you designate the store's time zone, as well as if the store appears on the Store Listing.

NAME	IMAGE
Edit Store Settings	<div data-bbox="358 705 1455 793"> <p><b>Edit Store</b> <span style="float: right;">13 x</span></p> </div> <div data-bbox="337 804 1409 884"> <p>1 Store Name: <input type="text" value="Store #1"/></p> </div> <div data-bbox="337 905 1409 984"> <p>2 Telephone: <input type="text" value="(201) 963-1200"/></p> </div> <div data-bbox="337 1005 1409 1085"> <p>3 Address: <input type="text" value="1314 W Sam Houston Pkwy"/></p> </div> <div data-bbox="337 1106 1409 1186"> <p>4 City: <input type="text" value="Houston"/></p> </div> <div data-bbox="337 1207 1409 1287"> <p>5 State: <input style="border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Texas"/> ▼</p> </div> <div data-bbox="337 1308 1409 1388"> <p>6 Zip: <input type="text" value="77043"/></p> </div> <div data-bbox="337 1409 1409 1488"> <p>7 Time Zone: <input type="text" value="(UTC-06:00) Central Time (US &amp; C)"/> ▼</p> </div> <div data-bbox="337 1509 1409 1539"> <p>8 Is Mobile: <input checked="" type="checkbox"/> 9 Is Online: <input checked="" type="checkbox"/> 10 Allow DST: <input checked="" type="checkbox"/></p> </div> <div data-bbox="992 1598 1430 1677"> <p>11 Update 12 Cancel</p> </div>

#	NAME	IMAGE	DESCRIPTION
1	Store Name	Store Name: <input type="text" value="Revention Rollingwood"/>	Update the Store Name which is reflected in the Store Listing.
2	Telephone	Telephone: <input type="text" value="(512) 459-2222"/>	Update the store's telephone number reflected in the Store Listing.
3	Address	Address: <input type="text" value="2802 Bee Caves Rd"/>	Update the store's street address reflected in the Store Listing.
4	City	City: <input type="text" value="Rollingwood"/>	Update the store's city reflected in the Store Listing.
5	State	State: <input type="text" value="Texas"/>	Update the store's state reflected in the Store Listing.
6	Zip	Zip: <input type="text" value="78746"/>	Update the store's zip code reflected in the Store Listing.
7	Time Zone	Time Zone: <input type="text" value="(UTC-06:00) Central Time (US &amp; C)"/>	From the dropdown box, select one of the US Time Zones.
8	Is Mobile	Is Mobile: <input checked="" type="checkbox"/>	When <b>Is Mobile</b> is selected, customers can view this location's menu and place orders from the <i>HungerRush</i> Mobile Applications.
9	Is Online	Is Online: <input checked="" type="checkbox"/>	When <b>Is Online</b> is selected customers will be able to click 'Order Now' from the store listing and place orders.  If <b>Is Online</b> is deselected, the store will show as 'Offline' and customers will not be able to place an order.
10	Allow DST	Allow DST: <input checked="" type="checkbox"/>	<b>Allow DST</b> will automatically adjust the open and close hours to remain consistent with daylight savings time.
11	Save/Update		Click <b>Save/ Update</b> to save changes and exit this screen.

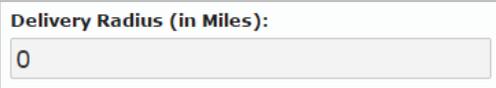
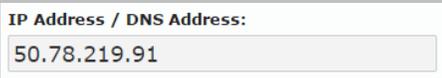
12	Cancel		Click <b>Cancel</b> to undo all changes and exit this screen without saving.
13	Exit		Click <b>Exit</b> to undo all changes and exit this screen without saving.

## Config

**Config** consists of Business Options, Payment Options, Checkout Options and Other Options. Many settings and configurations are managed in **Config**. Properly managing these configurations is essential to how online ordering functions.

### Config - Business Options

NAME	IMAGE
<p>Config Business Options</p>	

#	NAME	IMAGE	DESCRIPTION
1	Delivery Radius		<p>Enter a <b>Delivery Radius</b> for the delivery area. If the customer's address falls outside of the delivery area, <i>HungerRush</i> will notify the customer that the store doesn't offer delivery service to that address. This measurement is a straight line, and some deliveries may be slightly over the radius value in actual distance traveled.</p> <p><i>*When using a Geofence to define the delivery area, the Delivery Radius should be set to 0 miles.</i></p>
2	Delivery Fee		<p>The <b>Delivery Fee</b> is for <i>HungerRush</i> users with a 3<sup>rd</sup> party Point of Sale. Leave this value as \$0.00.</p>
3	Tax Rate		<p>The <b>Tax Rate</b> is for <i>HungerRush</i> users with a 3<sup>rd</sup> party Point of Sale. Leave this value as 0.00%.</p>
4	Is Integrated		<p><b>Is Integrated</b> should always be selected. If it is deselected for any reason, online orders will not be sent to the store.</p>
5	IP Address / DNS Address		<p>Enter the <b>IP Address or DNS Address</b> associated with the <i>HungerRush</i> POS system.</p> <p><i>*Note if the HungerRush IP Address doesn't match that of the HungerRush POS system, online orders will not be received in the store.</i></p>

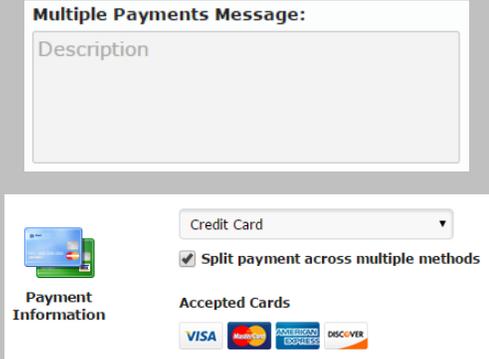
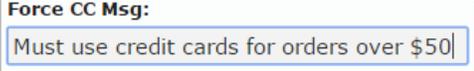
6	Allow Defer	<input checked="" type="checkbox"/> Allow Defer	<b>Allow Defer</b> – Allows customers to place orders for a later pickup time on the same day.
7	Allow Future Orders	<input checked="" type="checkbox"/> Allow Future Orders	<b>Allow Future Orders</b> – Allows customers to place orders up to seven days in advance.
8	Allow Lite	<input checked="" type="checkbox"/> Allow Lite	<b>Allow Lite</b> – Allows <i>Lite</i> to be a selection for modifiers. This is a menu wide configuration. To adjust this option for single items see the Menu Editing section.
9	Show Order Note	<input type="checkbox"/> Show Order Note	<b>Show Order Note</b> – The <b>Order Note</b> is a text box that appears on the checkout page that allows the customer to add notes to the order.
10	Show Item Note	<input checked="" type="checkbox"/> Show Item Note	<p><b>Show Item Note</b> – The <b>Item Note</b> is a text box that allows the customer to add notes to the item.</p> <p><i>Disabled Options:</i> If an option is in grey text and cannot be modified, please contact your Company Admin to change this in the System Settings.</p>
11	Save/Update	<b>Update</b>	Click <b>Save/ Update</b> to save changes and exit this screen.
12	Cancel	<b>Cancel</b>	Click <b>Cancel</b> to undo all changes and exit this screen without saving.
13	Exit	<b>X</b>	Click <b>Exit</b> to undo all changes and exit this screen without saving.

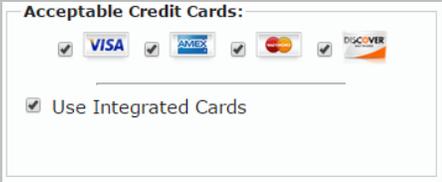
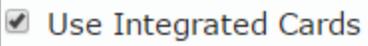
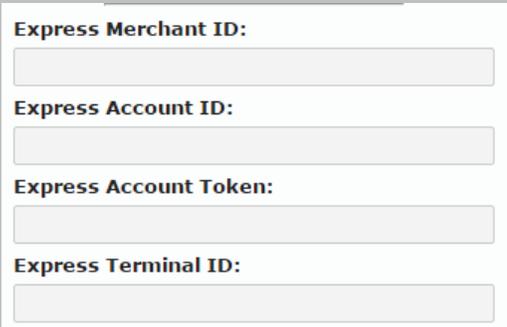
## Config – Payment Options

The Payment Options tab allows you to change the settings that allow cash or check payments online or restrict payments to credit card only. If you accept credit cards online, this is also where to designate the credit card types accepted.

NAME	IMAGE
<p>Config Payment Options</p>	<p>The screenshot shows the 'Configure Store' interface with the 'Payment' tab selected. It includes sections for 'Allow Additional Payments For', 'Allow Additional Payment Options', 'Multiple Payments', and 'Acceptable Credit Cards'. Numbered callouts 1-14 identify specific UI elements like checkboxes, input fields, and buttons.</p>

#	NAME	IMAGE	DESCRIPTION
1	Allow Additional Payments For		If you wish to allow other payment options in addition to credit cards, select the order type that the payments are accepted for. If you offer additional payment options for

			both pickup and delivery, both boxes should be selected.
2	Allow Additional Payment Options		Select the <b>Additional Payment Options</b> that are accepted for the above order types that have been enabled above.
3	Allow Multiple Payments		<b>Allow Multiple Payments</b> enables Online users to split the payment across multiple credit cards and/or payment methods.
4	Multiple Payments Message		The <b>Multiple Payments Message</b> will show as bold text next to the check box for splitting the payment.
5	Allow Credit Card Payments For		Select the order types in which credit cards are an accepted method of payment.
6	Require Credit Card for Orders Over		The <b>Require Credit Card</b> field allows you to specify that Credit Cards are the only accepted payment type for orders over a certain dollar value.
7	Force CC Message		The <b>Force CC Message</b> is custom text field to explain to customers that they must use a credit card since their order meets the qualifying amount.
8	Acceptable Credit Cards		Check each credit card type that the store accepts as valid tender.

			
9	Use Integrated Cards		If credit card transactions are processed through the <i>HungerRush</i> POS credit file in the POS, <b>Use Integrated</b> should always be selected.
10	RPS Fields		<b>Do Not change or enter data into the <i>HungerRush</i> Payment System Fields.</b>
11	Allow Expired Gift Cards		<b>Allow Expired Gift Cards</b> will bypass the security that prevents gift cards from being redeemed after the expiration date.
12	Save/Update		Click <b>Save/ Update</b> to save changes and exit this screen.
13	Cancel		Click <b>Cancel</b> to undo all changes and exit this screen without saving.
14	Exit		Click <b>Exit</b> to undo all changes and exit this screen without saving.

## Config – Checkout Options

The **Checkout Options** tab allows you to change order checkout settings. Manage checkout pop-up message settings and set the forms of payment that are accepted for tips in this section along with hiding prices for coupon items.

NAME	IMAGE
<p>Config Checkout Options</p>	

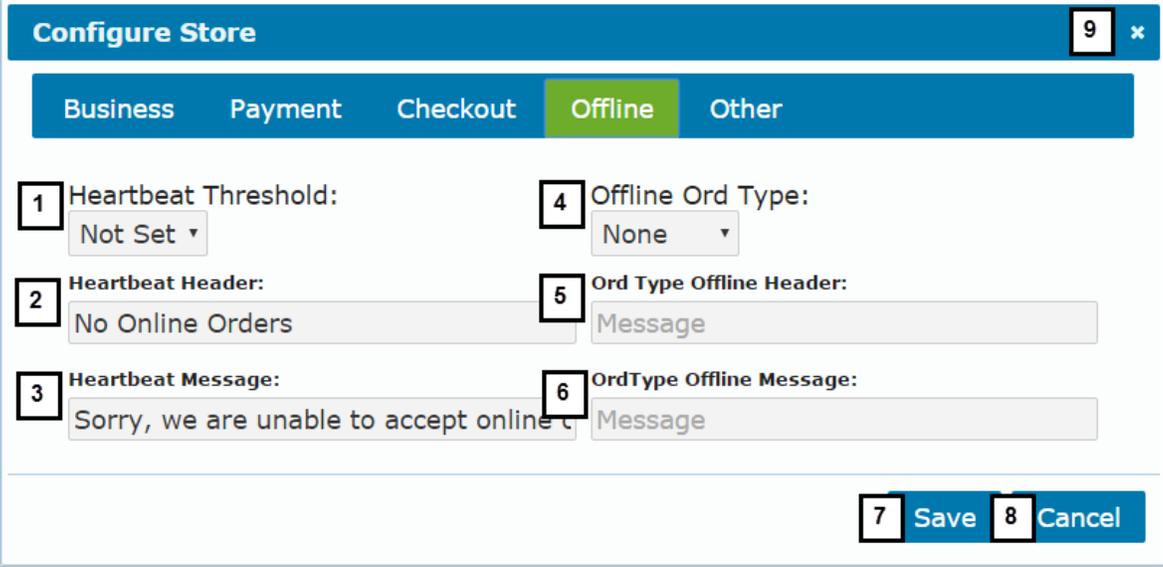
#	NAME	IMAGE	DESCRIPTION
1	Enable Checkout Pop	<input type="checkbox"/> Enable Checkout Popup	To activate a popup message upon checkout after customers have submitted their orders, click <b>Enable Checkout Popup</b> .
2	Hide Prices for Coupon Items	<input type="checkbox"/> Hide Prices for Coupon Items	By selecting <b>Hide Prices for Coupon Items</b> , item prices are hidden for coupon items on style or size selection button.

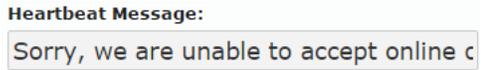
3	Checkout Popup Header	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Checkout Popup Header:</p> <input style="width: 100%; border: none;" type="text" value="Header Text"/> </div>	Enter header text in <b>Checkout Popup Header</b> field for the popup message that's displayed after the customer clicks Submit.
4	Checkout Popup Message	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Checkout Popup Message:</p> <input style="width: 100%; border: none;" type="text" value="Message"/> </div>	Enter message text in <b>Checkout Popup Message</b> that's displayed after the customer clicks Submit.
5	Suggestive Sell Title	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Suggestive Sell Title:</p> <input style="width: 100%; border: none;" type="text" value="Would you like to add?"/> </div>	The <b>Suggestive Sell Title</b> is custom text that displays as the header of the Suggestive Sell Popup when a customer clicks Check Out.
6	Suggestive Sell Message	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Suggestive Sell Message:</p> <input style="width: 100%; border: none;" type="text" value="Would you like to add one of the follow"/> </div>	The <b>Suggestive Sell Message</b> is a longer custom text field to prompt users to select one of your suggestions.
7	Max Suggestive Sell Item Count	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Max Suggestive Item Count:</p> <input style="width: 100%; border: none;" type="text" value="10"/> </div>	The <b>Max Suggestive Sell Item Count</b> can be any whole number between 1 and 12. This will limit the number of items displayed in the suggestive sell popup.
8	Allow Tips in the Form of	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Allow Tips in the Form of:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Credit Cards</li> <li><input type="checkbox"/> Gift Cards</li> <li><input type="checkbox"/> Level Up</li> </ul> </div>	Tips can be added at checkout before customers submit orders. Select the forms in which you allow tips to be in.
9	Save/Update	<div style="border: 1px solid #007bff; padding: 10px 20px; background-color: #007bff; color: white; display: inline-block;">Update</div>	Click <b>Save/ Update</b> to save changes and exit this screen.
10	Cancel	<div style="border: 1px solid #007bff; padding: 10px 20px; background-color: #007bff; color: white; display: inline-block;">Cancel</div>	Click <b>Cancel</b> to undo all changes and exit this screen without saving.
11	Exit	<div style="border: 1px solid #007bff; padding: 10px 20px; background-color: #007bff; color: white; display: inline-block; width: 30px; height: 30px; text-align: center; line-height: 30px;">×</div>	Click <b>Exit</b> to undo all changes and exit this screen without saving.



## Config – Offline

The **Offline** tab allows you to set automated messages that will display to customers if there is a disruption in Internet Connectivity to the store, but the store is still open and accepting phone and walk-in orders.

NAME	IMAGE
Config Offline Options	

#	NAME	IMAGE	DESCRIPTION
1	Heartbeat Threshold		The <b>Heartbeat Threshold</b> is an automated connection check that will validate the store has internet connection every, 5, 10, or 15 minutes.
2	Heartbeat Header		If the store does not respond to a Heartbeat Check, then a popup will appear, with this text as the header.
3	Heartbeat Message		If the store does not respond to a Heartbeat Check, then a popup will appear, with this text as the body.

4	Offline Order Type		<p>The <b>Offline Order Type</b> is set to inform customers that the store is open for business but not accepting online orders for the selected type at this time.</p>
5	Order Type Offline Header		<p>A store will display this message instead of “Store Closed” at the store selection stage for the disabled order type.</p>
6	Order Type Offline Message		<p>A store will display this message instead of “Store Closed” at the store selection stage for the disabled order type.</p>
7	Save/Update		<p>Click <b>Save/ Update</b> to save changes and exit this screen.</p>
8	Cancel		<p>Click <b>Cancel</b> to undo all changes and exit this screen without saving.</p>
9	Exit		<p>Click <b>Exit</b> to undo all changes and exit this screen without saving.</p>

## Config – Other Options

The **Other Options** tab allows you to change miscellaneous settings. This includes, but is not limited to, entering a Store Closed Message, enabling billing street and zip requirements for credit card payments, and sorting groups and modifiers by print sequence.

NAME	IMAGE
Config Other Options	

#	NAME	IMAGE	DESCRIPTION
1	Store Closed Message		When online ordering is closed, you can enter a <b>Store Closed Message</b> in this text field. It will appear under the store status shown on the store listing.
2	Half and Half Header		Enter a message into this field for the <b>Half and Half Header</b> .

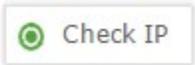
3	Half and Half Description	<p><b>Half and Half Description:</b></p> <p>If you like, you may customize by selecting a specialty pizza for the second half.</p>	To provide a description for Half and Half items offered on your menu, enter the description in this text box.
4	Menu Version	<p><b>Menu Version:</b></p> <p>6</p>	Each Menu Version has different, more advanced configuration settings than the previous version. <b>Do not to change this setting.</b>
5	EWoM API Key:	<p><b>EWoM API Key:</b></p> <p>[Redacted]</p>	The <b>EWoM API Key</b> is a text field used with the E-Word of Mouth loyalty integration.
6	Forward Confirmation Email	<p><b>Forward Confirmation Email:</b></p> <p>Email</p>	To receive an email confirmation of every online order placed, you can enter an email address into this field.  <i>*Note that if you do not want to receive an email confirmation for every online order, this field should remain blank.</i>
7	Allow Half and Half	<p><input checked="" type="checkbox"/> Allow Half and Half</p>	The <b>Allow Half and Half</b> option controls whether or not the entire online menu can use the Half-and-Half item function. e.g. Ordering a Hawaiian specialty pizza on half 1, and a chicken bbq pizza on half 2.
8	Allow Sort Mods By PS	<p><input type="checkbox"/> Allow Sort Mods By PS</p>	Modifiers can be sorted by Print Sequence. By default, they are sorted alphabetically. Click <b>Allow Sort Mods By PS</b> for modifiers to be sorted by Print Sequence.

Config – Other Options continued...

9	Sort Groups by PS	<input type="checkbox"/> Sort Groups by PS	<p>Menu Groups can be sorted by Print Sequence. By default, they are sorted the same as the menu groups on the POS. Click <b>Sort Groups by PS</b> for groups to be sorted by Print Sequence.</p>
10	Use Store Images Only	<input type="checkbox"/> Use Store Images Only	<p>For multi-unit restaurants, item images can be standardized across the organization. However, if you prefer to use store-specific images for menu items, click <b>Use Store Images Only</b>.</p>
11	Use New Order Item	<input type="checkbox"/> Use New Order Item  	<p><b>Use New Order Item</b> changes the Item Customize screen from a vertical layout to a tab-based horizontal layout.</p>
12	Enable Billing Zip	<input type="checkbox"/> Enable Billing Zip	<p><b>Enable Billing Zip</b> allows you to force customers to enter the billing zip code associated with the credit card.</p>
13	Enable Billing Street	<input type="checkbox"/> Enable Billing Street	<p>Enable Billing Street allows you to force customers to enter the billing street.</p>
14	Use Modifier Quantity as Text	<input checked="" type="checkbox"/> Use Mod Qty As Text	<p><b>Use Modifier Quantity as Text</b> will replace extra with x2 in the drop down option.</p>
15	Show Modifier Price	<input checked="" type="checkbox"/> Show Mod Price	<p><b>Show Modifier Price</b> will display the price for all modifiers with a price once a size/style combination is chose for an item. The price will update based on the selected size.</p>
16	Save/Update		<p>Click <b>Save/ Update</b> to save changes and exit this screen.</p>

17	Cancel		Click <b>Cancel</b> to undo all changes and exit this screen without saving.
18	Exit		Click <b>Exit</b> to undo all changes and exit this screen without saving.

## Check IP



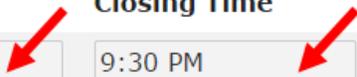
NAME	IMAGE	DESCRIPTION
Check IP		<p>Verify a store's internet connectivity by using the <b>Check IP</b> function. Select the store you want to test internet connectivity, then click <b>Check IP</b>. The test will run quickly and return a success or failure status.</p> <p><i>*Note if you receive a failure status, confirm the IP Address in HungerRush matches the IP Address in the HungerRush Admin Portal. To find the IP address in HungerRush, go to Utilities and Check IP. To find the IP address in the Admin Portal, go to Business Options under <b>Config</b>.</i></p>

## Hours

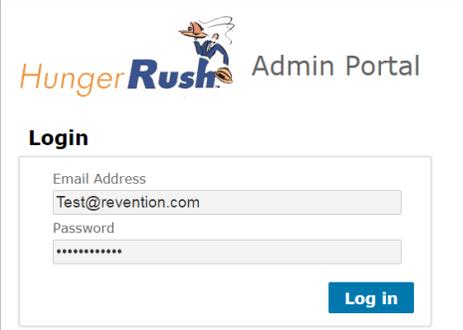
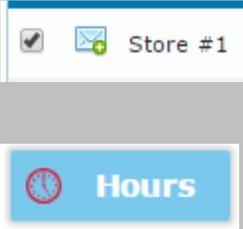
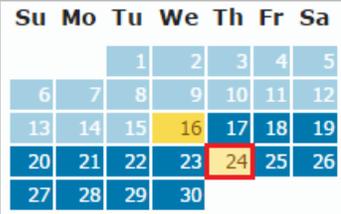
NAME	IMAGE
Store Hours	

#	NAME	IMAGE	DESCRIPTION
1	Pickup Hours		<p>For <b>Pickup Hours</b>, click the time field on the Opening Time and Closing Time fields to set your online hours of operation.</p> <p>If the store closes at 10:00, you do not want to allow customers to place orders at 9:59. In this case, you would want to make the Closing Time 9:45.</p> <p><i>*Note that Delivery and Pick Up times are set separately. Be mindful of which order type you have selected when you are</i></p>

			<p>making the changes. If you are changing hours to close early or open late, be sure to change the hours for both order types.</p>
2	Delivery Hours		<p>For <b>Delivery Hours</b>, click the time field on the Opening Time and Closing Time fields to set your online hours of operation.</p> <p>If your store closes at 10:00pm, you may not want to allow customers to place orders at 9:59pm. In this case, you would want to make the Closing Time 9:30pm.</p> <p><i>*Note that Delivery and Pick Up times are set separately. Be mindful of which order type you have selected when you are making the changes. If you are changing hours to close early or open late, be sure to change the hours for both order types.</i></p>
3	Holidays		<p>Setting current holidays and future holidays is easily managed in the Hours tab of the Stores section.</p> <p><i>Instructions on setting holiday hours are explained below.</i></p>
4	Is Closed		<p>To close online ordering immediately or for a specific day</p>

			<p>of the week, click <b>Is Closed</b>. Once clicked, the time fields will be disabled until <b>Is Closed</b> is deselected.</p>																																																
5	Hours	<div data-bbox="440 478 1013 596"> <p><b>Opening Time</b>      <b>Closing Time</b></p> <p>11:00 AM      9:30 PM</p>  </div> <table border="1" data-bbox="459 772 993 999"> <thead> <tr> <th></th> <th colspan="6">Hour</th> <th colspan="3">Minute</th> </tr> </thead> <tbody> <tr> <td rowspan="2">AM</td> <td>12</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>00</td> <td>05</td> <td>10</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>15</td> <td>20</td> <td>25</td> </tr> <tr> <td rowspan="2">PM</td> <td>12</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>30</td> <td>35</td> <td>40</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>45</td> <td>50</td> <td>55</td> </tr> </tbody> </table>		Hour						Minute			AM	12	1	2	3	4	5	00	05	10	6	7	8	9	10	11	15	20	25	PM	12	1	2	3	4	5	30	35	40	6	7	8	9	10	11	45	50	55	<p>To set the Opening Time and Closing Time hours, click anywhere in the time field. This image will appear. At this point, choose from the appropriate hour and minute selection.</p> <p>Changes made to the daily hours of operation will not automatically reset once the time period has passed. Once it has, be sure to login to the Admin Portal and return the hours to regular hours of operation.</p>
	Hour						Minute																																												
AM	12	1	2	3	4	5	00	05	10																																										
	6	7	8	9	10	11	15	20	25																																										
PM	12	1	2	3	4	5	30	35	40																																										
	6	7	8	9	10	11	45	50	55																																										

## Setting Holiday Hours

#	IMAGE	Instructions
1		<p>Log in to the <i>HungerRush</i> Admin Portal with your username and password.</p>
2		<p>Click the stores tab in the admin portal and the store(s) you want to set the holiday hours for. Then click the Hours Tab.</p>
3		<p>Click the Holidays Tab at the top of the hours menu.</p>
4		<p>Select the date to set holiday hours for.</p>
5		<p>The Store can be flagged as <b>Closed All Day</b>, and will not accept online orders.</p>

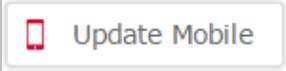
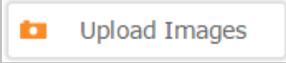
		<p>Or, special hours can be set for operation for all order types.</p>
6		<p>Click, <b>Add Holiday</b>, then Click <b>Save</b>. Holiday hours will be effective immediately after save.</p>

## Menu

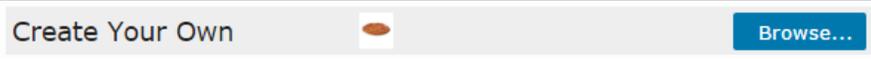
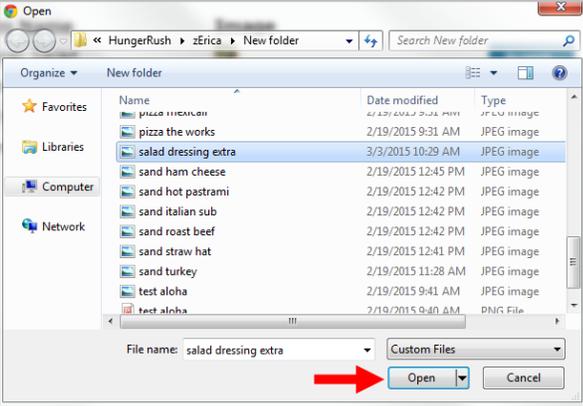
Updating the online and mobile menus, forcing a mobile menu update, uploading a Geofence or, most importantly, uploading images for all menu items can be done in **Menu**. By default, the selections are disabled. In order to enable a selection(s), you must first select a store(s).

NAME	IMAGE
Menu	

#	NAME	IMAGE	DESCRIPTION
1	Update Menu		<p>Click <b>Update Menu</b> to pull menu changes from <i>HungerRush</i> and update the online menu. When Update Menu is clicked both the online and mobile menus are updated.</p>

2	Update Mobile		<p><b>Update Mobile</b> is a manual method for updating the mobile menu. This can be used if the online and mobile menus are out of sync.</p> <p><i>*Note the mobile menu is updated automatically when Update Menu is clicked.</i></p>
3	Upload Images		<p>For each item in every menu group, an image can be uploaded. By default, images are specific to individual stores.</p> <p><i>*Note instructions on uploading images below.</i></p>
4	Upload Geofence		<p>Click <b>Upload Geofence</b>, browse computer and select the correct KML (.kml) file to be uploaded. A notification pop-up will confirm the Geofence has been successfully uploaded.</p>

## Uploading Images

#	IMAGE	Instructions
1		<p>Images for menu items are specific to each store. To upload images of menu items, go to <b>Stores</b> and select the specific store. Click <b>Upload Images</b>.</p>
2		<p>Menu Groups are shown vertically to the left of Item Name and Image. Click on the desired group and the items within that group will be displayed. The selected group will appear in green.</p>
3		<p>Click <b>Browse</b> to the right of Item Name that you want to add the image to.</p>
4		<p>Browse your computer to locate the file, select it and click Open.</p>

5		Once you've selected images for all of the appropriate items in the menu group, click <b>Upload Images</b> . If the wrong image was mistakenly chosen, simply click the <b>X</b> to remove the item and browse again.
6		A notification will appear that the image(s) was successfully saved. This is the confirmation that the image(s) have been uploaded. Click <b>Ok</b> .

## Feedback

Feedback refers to the critical alert emails referenced in beginning of this section. For designated administrators to receive critical alerts via email, **Enable** must be selected in Feedback for the store(s). To the left of the store name there is an envelope. This envelope serves as the Feedback indicator and displays the store’s current setting. You will see either a green circle with a plus sign (enabled) or a red circle with a minus sign (disabled).

#	IMAGE	Instructions																																			
1	<table border="1"> <thead> <tr> <th>Store Name</th> <th>Telephone</th> <th>City</th> <th>State</th> <th>Zip</th> <th>Online</th> <th>Mobile</th> </tr> </thead> <tbody> <tr> <td>Revention Austin (S Lamar)</td> <td>(512) 459-2222</td> <td>Austin</td> <td>Texas</td> <td>78704</td> <td>✗</td> <td>✗</td> </tr> <tr> <td>Revention Austin (Manchaca)</td> <td>(512) 459-2222</td> <td>Austin</td> <td>Texas</td> <td>78748</td> <td>✗</td> <td>✗</td> </tr> <tr> <td>Revention Austin (Westgate)</td> <td>(512) 459-2222</td> <td>Austin</td> <td>Texas</td> <td>78745</td> <td>✗</td> <td>✗</td> </tr> <tr> <td>Revention Rollingwood</td> <td>(512) 459-2222</td> <td>Rollingwood</td> <td>Texas</td> <td>78746</td> <td>✔</td> <td>✗</td> </tr> </tbody> </table>	Store Name	Telephone	City	State	Zip	Online	Mobile	Revention Austin (S Lamar)	(512) 459-2222	Austin	Texas	78704	✗	✗	Revention Austin (Manchaca)	(512) 459-2222	Austin	Texas	78748	✗	✗	Revention Austin (Westgate)	(512) 459-2222	Austin	Texas	78745	✗	✗	Revention Rollingwood	(512) 459-2222	Rollingwood	Texas	78746	✔	✗	<p>Select the store(s) that should receive feedback and click <b>Enable</b>. If <b>Enable</b> isn’t selected, store feedback will not be emailed. To stop a store from receiving critical alerts via email, select the store(s) and click <b>Disable</b>.</p>
Store Name	Telephone	City	State	Zip	Online	Mobile																															
Revention Austin (S Lamar)	(512) 459-2222	Austin	Texas	78704	✗	✗																															
Revention Austin (Manchaca)	(512) 459-2222	Austin	Texas	78748	✗	✗																															
Revention Austin (Westgate)	(512) 459-2222	Austin	Texas	78745	✗	✗																															
Revention Rollingwood	(512) 459-2222	Rollingwood	Texas	78746	✔	✗																															
2		<p>A notification will appear that Feedback emails have been enabled. This is the confirmation that the image(s) has been uploaded. Click <b>Done</b>.</p>																																			
3		<p>The envelope icon to the left of the Store Name went from having a red circle with a minus sign to a green circle with a plus sign. This confirms that Enabled is the current setting.</p>																																			

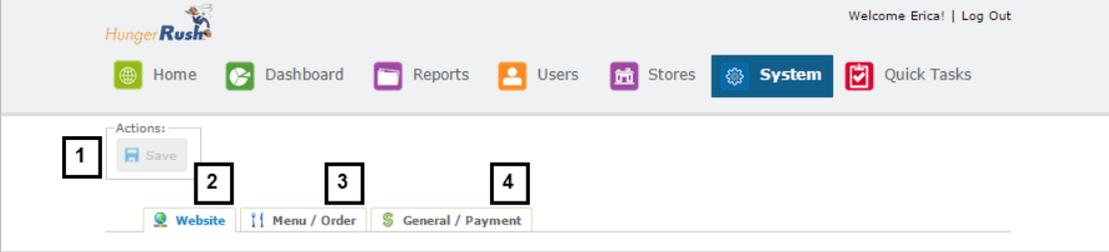
## System



### Overview

For multi-unit organizations utilizing *HungerRush*, streamlining online ordering has never been easier. The *HungerRush* Admin Portal allows for system-wide management of settings and configurations amongst other things. Save time by managing key store configurations and settings for all stores at once instead of by individual store location.

System is divided into three tabs; Website, Menu/Order and General/Payment. Each tab contains individualized sections that are explained in further detail below.

NAME	IMAGE
System	

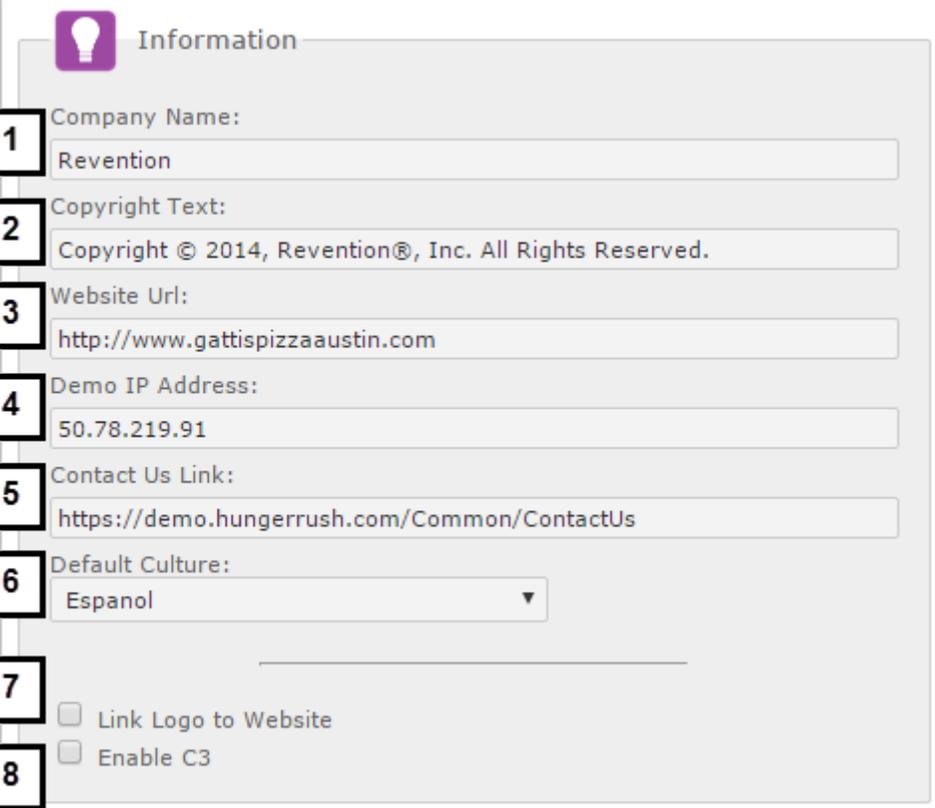
#	NAME	IMAGE	DESCRIPTION
1	Save		As you move through the tabs and make changes in the System section, be sure to click <b>Save</b> . If you leave the System section without saving your changes, they will be lost.
2	Website		Settings in <b>Website</b> affect the menus and website functionality for all stores. Google Analytics settings are also included in this section.

3	Menu / Order		Control key <b>Menu</b> and <b>Order</b> configurations in this section for all menus at once.
4	General / Payment		Set system-wide payment and checkout options here. .

## Website

The settings in **Website** are *HungerRush* site-specific. Google Analytics settings are also contained in this section. The sections covered in the **Website** tab are Information, Delivery, and Events.

### Information

NAME	IMAGE
System Website Information	

Website – Information continued...

NAME	IMAGE
<p>System Website Information Display</p>	

#	NAME	IMAGE	DESCRIPTION
1	Company Name		Information populated in this field controls the name that appears on the website tab followed by 'Online Ordering.'
2	Copyright Text		Enter Copyright information into this field.
3	Website URL		Enter the URL of your company website in this field.

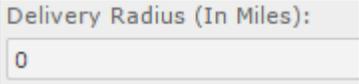
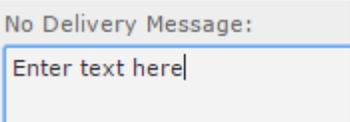
			When <b>Link Logo to Website</b> (#6) is checked, this is the URL used to link your logo to the company website.
4	Demo IP Address	<input type="text" value="Demo IP Address: 50.78.219.91"/>	This is used for app testing by Apple and Google. <b>Do not change or update this field.</b>
5	Contact Us Link		<b>Contact Us Link</b> can be linked to a generic feedback form or you can customize the URL and direct it to your organization's 'Contact Us' URL.
6	Default Culture	<input type="text" value="Default Culture: Espanol"/>	The <b>Default Culture</b> option will change the default translation and navigation options to the language selected.
7	Link Logo to Website	<input checked="" type="checkbox"/> Link Logo to Website	Check this box to link your logo to the company website.
8	Enable C3	<input checked="" type="checkbox"/> Enable C3	<p>Enable or disable Call Center functionality system-wide by clicking this box.</p> <p>If you aren't a C3 customer, this box should remain unchecked. Please contact <i>HungerRush</i> sales if you are interested in call center options.</p>

## Delivery

NAME	IMAGE
<p>System Website Information</p> <p>Delivery</p>	

#	NAME	IMAGE	DESCRIPTION
1	Default Order Type Is Delivery	<input type="checkbox"/> Default Order Type Is Delivery	Selecting this option makes Delivery the pre-selected order type.
2	Allow Long Street Names	<input type="checkbox"/> Allow Long Street Names	By default, short street names are used by <i>HungerRush</i> . It will use long street names, if this box is checked.
3	Allow Postal Code Accuracy	<input type="checkbox"/> Allow Postalcode Accuracy	This field is for use outside of the US and Canada. <i>HungerRush</i> in the US and Canada automatically updates addresses based on the Google Maps address.

Website – Delivery continued...

4	Max Delivery Stores		<p><b>Max Delivery Stores</b> determines how many stores are permitted to deliver to a specific address. This option becomes relevant when multiple stores deliver to the same address(s).</p> <p>Do not enter a zero (0) into this field, as <i>HungerRush</i> will display zero (0) stores that can deliver to any address.</p>
5	Delivery Radius		<p>If all stores have the same delivery radius, you can enter a system-wide <b>Delivery Radius</b> for the delivery areas. When a customer attempts to place a delivery order outside of the delivery area, <i>HungerRush</i> will notify the customer that there isn't a store that delivers to the specified location.</p>
6	Overwrite Store		<p>Checking this box will <b>Overwrite Store</b> settings for all locations' delivery radius.</p> <p><i>*Note that any uploaded Geofences will always override the Delivery Radius, even if Overwrite Store is selected.</i></p>
5	No Delivery Message		<p>Enter a message in this field for customers that are outside of your delivery radius. The message will appear in the 'My Info' section of the order screen.</p>

**MY INFO**

**ORDER TYPES**

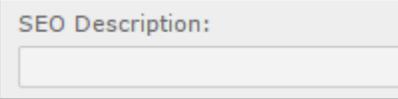
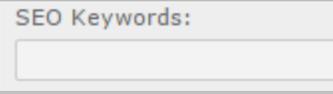
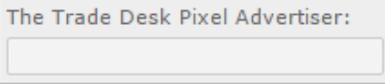
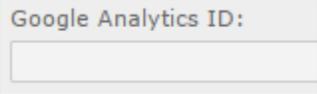
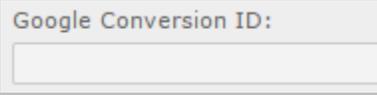
*Enter text here*

Dine In

[Change Order Type](#)

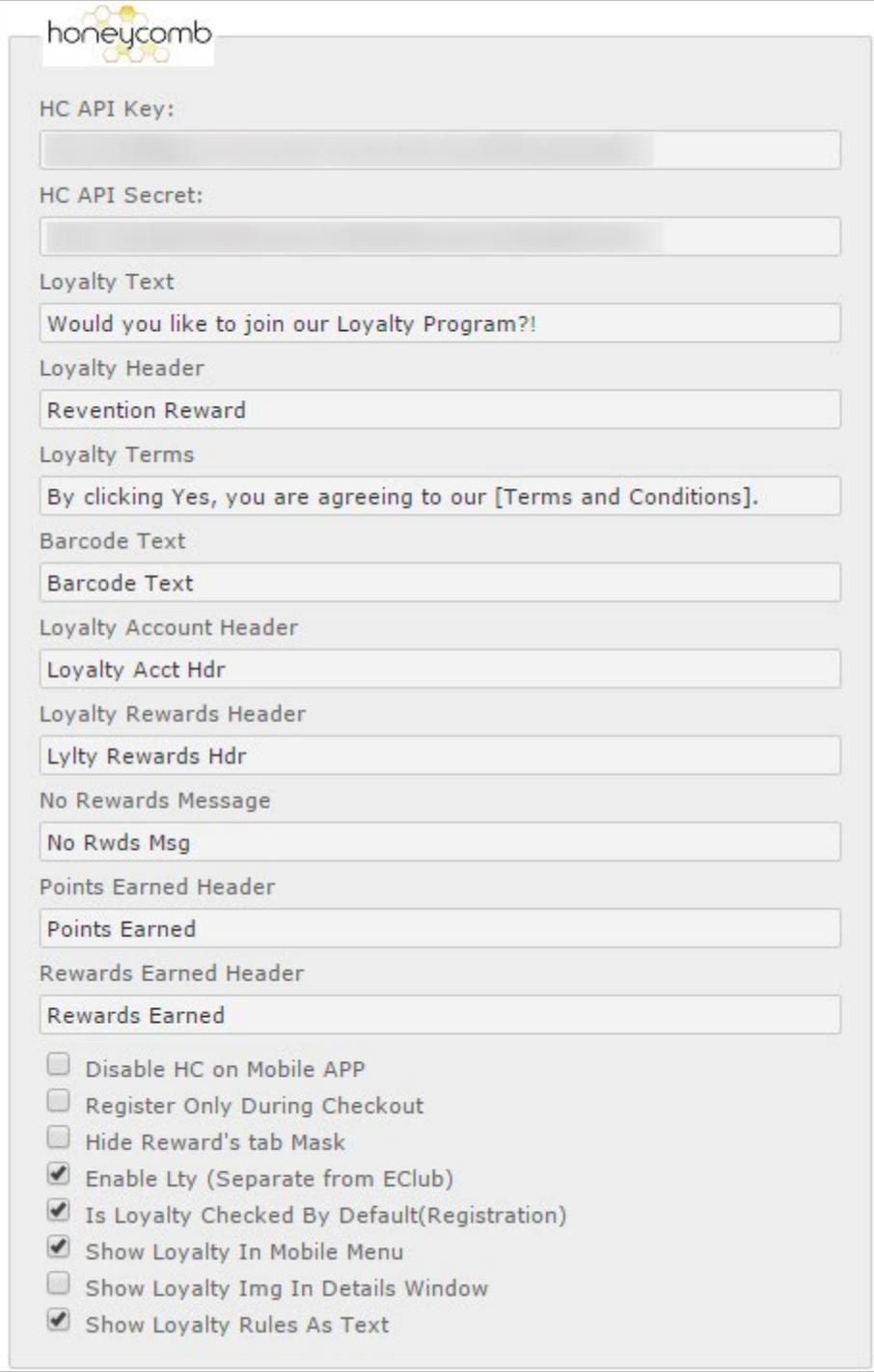
## Events

NAME	IMAGE
<p>System Website Information</p> <p>Events</p>	<p>The screenshot shows the 'Events' configuration interface. It includes a title 'Events' with a blue icon. Below are several input fields and checkboxes:</p> <ul style="list-style-type: none"> <li>1: SEO Description: (text input)</li> <li>2: SEO Keywords: (text input)</li> <li>3: The Trade Desk Pixel Advertiser: (text input)</li> <li>4: The Trade Desk Pixel ID: (text input)</li> <li>5: Google Analytics ID: (text input)</li> <li>6: Google Conversion ID: (text input)</li> <li>7: Google Conversion Language: (text input)</li> <li>8: Google Conversion Format: (text input)</li> <li>9: Google Conversion Color: (text input)</li> <li>10: Google Conversion Label: (text input)</li> <li>11: Google Conversion Value: (text input)</li> <li>12: (horizontal separator line)</li> <li>13: <input type="checkbox"/> Allow Google Analytics Linker</li> <li>14: <input type="checkbox"/> Display Google Adwords</li> <li>15: <input checked="" type="checkbox"/> Enable Event Log</li> <li>16: <input type="checkbox"/> Enable Critical Email Alerts</li> <li>16: <input type="checkbox"/> Email Critical Events To System Admin</li> </ul>

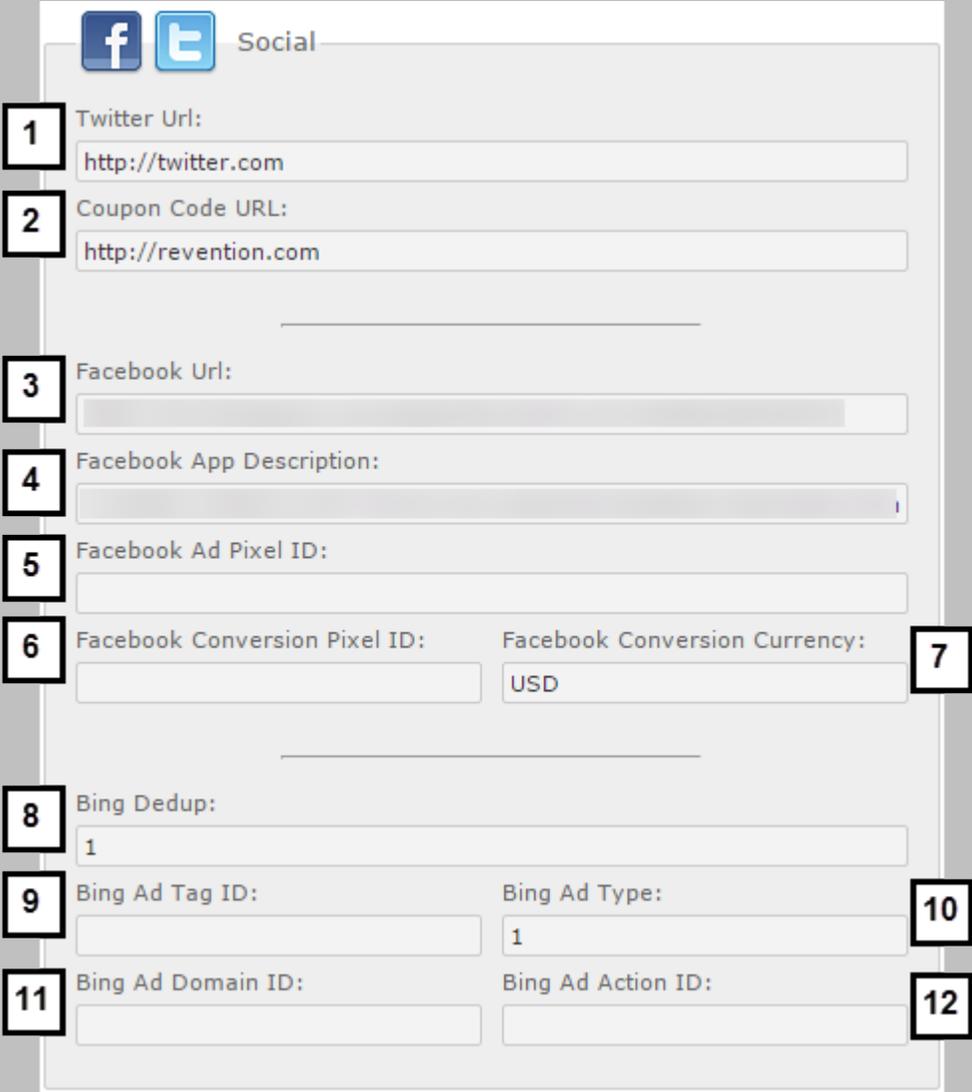
#	NAME	IMAGE	DESCRIPTION
1	SEO Description		<p>Enter a <b>SEO Description</b> in this field. It shows below your title on search engines. A good description is between 130 and 170 characters and tells an accurate description of what the website is about.</p> <p>This displays in Search Engines as the description text beneath the link to your website</p>
2	SEO Keywords		<p>Enter <b>SEO Keywords</b> in this field to increase online search results for your <i>HungerRush</i> website. Keywords are the terms that people search for while trying to find your site. The important part about keywords is that they match the content on the website.</p>
3	The Trade Desk Pixel Advertiser		<p>Enter your <b>The Trade Desk Pixel</b> advertising code here.</p>
4	The Trade Desk Pixel ID:		<p>Enter your <b>Pixel ID</b> here for <b>The Trade Desk</b> analytics tracker.</p>
5	Google Analytics ID		<p>When utilizing Google Analytics, enter the <b>Google Analytics ID</b> for the AdWords conversion tracking tag in this field.</p>
6	Google Conversion ID		<p>Enter the <b>Google Conversion ID</b> in this field for Google Analytics.</p>
7	Google Conversion Language		<p>Enter the <b>Google Conversion Language</b> in this field for Google Analytics.</p>

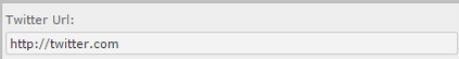
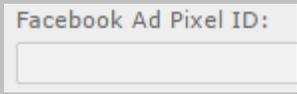
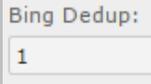
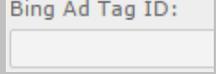
8	Google Conversion Format	<input type="text" value="Google Conversion Format:"/>	Enter the <b>Google Conversion Format</b> in this field for Google Analytics.
9	Google Conversion Color	<input type="text" value="Google Conversion Color:"/>	Enter the <b>Google Conversion Color</b> in this field for Google Analytics.
10	Google Conversion Label	<input type="text" value="Google Conversion Label:"/>	Enter the <b>Google Conversion Label</b> in this field for Google Analytics.
11	Google Conversion Value	<input type="text" value="Google Conversion Value:"/>	Enter the <b>Google Conversion Value</b> in this field for Google Analytics.
12	Allow Google Analytics Linker	<input type="checkbox"/> Allow Google Analytics Linker	Turn this flag on to enable Google Analytics.
13	Display Google Adwords	<input type="checkbox"/> Display Google Adwords	For the online ordering site to display in Google Adwords, select the <b>Display Google Adwords</b> option.
14	Enable Event Log	<input type="checkbox"/> Enable Event Log	If you wish to turn off the Event Log, deselect this option. Otherwise, this box should remain checked at all times, so that the Event Log is displayed.
15	Enable Critical Email Alerts	<input type="checkbox"/> Enable Critical Email Alerts	If <b>Enable Critical Email Alerts</b> is checked, every administrator will receive an email with critical alerts.
16	Email Critical Events to System Admin	<input type="checkbox"/> Email Critical Events To System Admin	Critical events are emailed to the system admin when this option is selected. Be advised these emails are sent to the email address populated in the System Admin Email field in System under the General / Payment tab.

## Honeycomb

NAME	IMAGE
<p>System Website Honeycomb</p>	 <p>The screenshot shows the Honeycomb configuration interface with the following fields and options:</p> <ul style="list-style-type: none"> <li><b>HC API Key:</b> [Redacted]</li> <li><b>HC API Secret:</b> [Redacted]</li> <li><b>Loyalty Text:</b> Would you like to join our Loyalty Program?!</li> <li><b>Loyalty Header:</b> Revention Reward</li> <li><b>Loyalty Terms:</b> By clicking Yes, you are agreeing to our [Terms and Conditions].</li> <li><b>Barcode Text:</b> Barcode Text</li> <li><b>Loyalty Account Header:</b> Loyalty Acct Hdr</li> <li><b>Loyalty Rewards Header:</b> Lylty Rewards Hdr</li> <li><b>No Rewards Message:</b> No Rwds Msg</li> <li><b>Points Earned Header:</b> Points Earned</li> <li><b>Rewards Earned Header:</b> Rewards Earned</li> <li><input type="checkbox"/> Disable HC on Mobile APP</li> <li><input type="checkbox"/> Register Only During Checkout</li> <li><input type="checkbox"/> Hide Reward's tab Mask</li> <li><input checked="" type="checkbox"/> Enable Lty (Separate from EClub)</li> <li><input checked="" type="checkbox"/> Is Loyalty Checked By Default(Registration)</li> <li><input checked="" type="checkbox"/> Show Loyalty In Mobile Menu</li> <li><input type="checkbox"/> Show Loyalty Img In Details Window</li> <li><input checked="" type="checkbox"/> Show Loyalty Rules As Text</li> </ul>

## Social

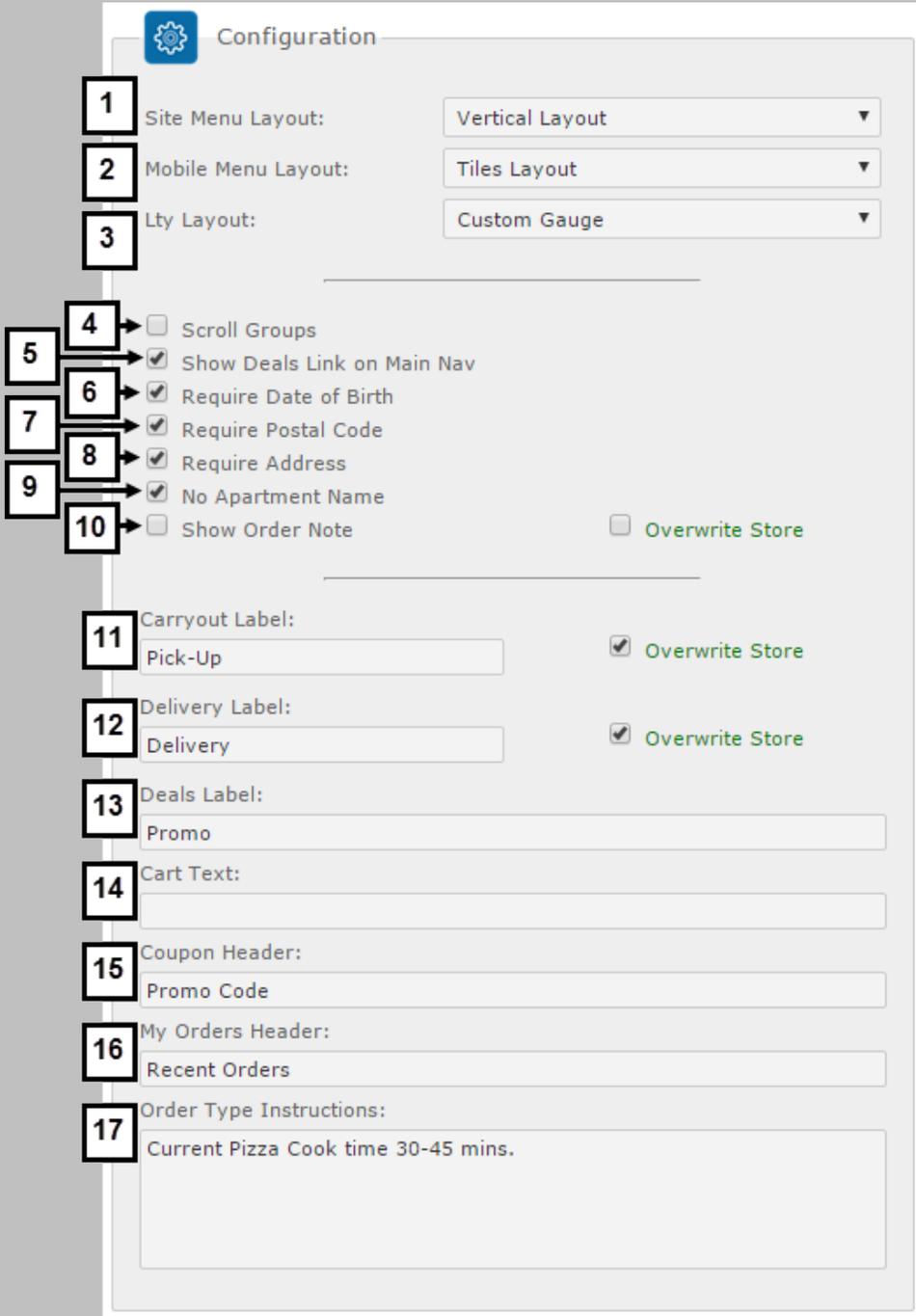
NAME	IMAGE
<p>System Website Social</p>	 <p>The screenshot shows a 'Social' settings page with the following fields and callouts:</p> <ul style="list-style-type: none"> <li><b>1</b> Twitter Url: <input type="text" value="http://twitter.com"/></li> <li><b>2</b> Coupon Code URL: <input type="text" value="http://revention.com"/></li> <li><b>3</b> Facebook Url: <input type="text"/></li> <li><b>4</b> Facebook App Description: <input type="text"/></li> <li><b>5</b> Facebook Ad Pixel ID: <input type="text"/></li> <li><b>6</b> Facebook Conversion Pixel ID: <input type="text"/></li> <li><b>7</b> Facebook Conversion Currency: <input type="text" value="USD"/></li> <li><b>8</b> Bing Dedup: <input type="text" value="1"/></li> <li><b>9</b> Bing Ad Tag ID: <input type="text"/></li> <li><b>10</b> Bing Ad Type: <input type="text" value="1"/></li> <li><b>11</b> Bing Ad Domain ID: <input type="text"/></li> <li><b>12</b> Bing Ad Action ID: <input type="text"/></li> </ul>

#	NAME	IMAGE	DESCRIPTION
1	Twitter URL		Enter your company's <b>Twitter URL</b> here.
2	Coupon Code URL		This field is used for Auto-apply coupon offers when linked to an advertisement on your website. Please contact <i>HungerRush</i> Customer Service if you would like to set this functionality up.
3	FaceBook URL		Enter your company's <b>Facebook URL</b> link here.
4	Facebook App Description		This field is a custom text value that populates in the Facebook website to describe your Facebook Integrated menu.
5	Facebook Ad Pixel ID		If you use Facebook advertisements, enter the add ID here.
6	Facebook Conversion Pixel ID		If you use Facebook Advertisements, enter the Conversion ID here.
7	Facebook Conversion Currency		This value defaults to USD, change to your currency code as needed.
8	Bing Dedup		The <b>Bing De-duplication</b> field is used by Bing search engine and advertisements. Leave this value at one (1).
9	Bing Ad Tag ID		Enter your <b>Bing Ad Tag ID</b> here.

10	Bing Ad Type	<input data-bbox="672 233 831 310" type="text" value="1"/>	Enter the <b>Bing Ad Type</b> here, the default value is 1.
11	Bing Ad Domain ID	<input data-bbox="651 422 852 495" type="text"/>	Enter your <b>Bing Ad Domain ID</b> here.
12	Bing Ad Action ID	<input data-bbox="651 604 852 678" type="text"/>	Enter the <b>Bing Ad Action ID</b> here.

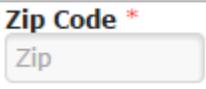
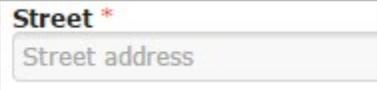
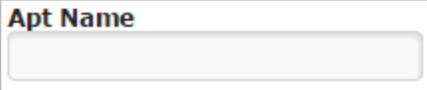
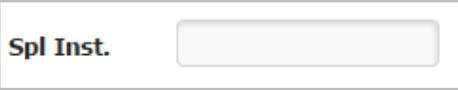
## Menu / Order

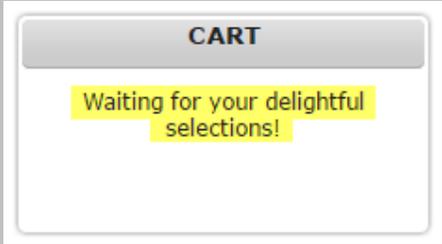
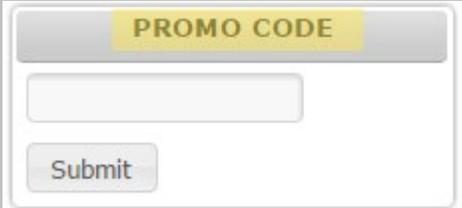
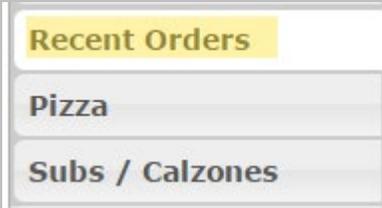
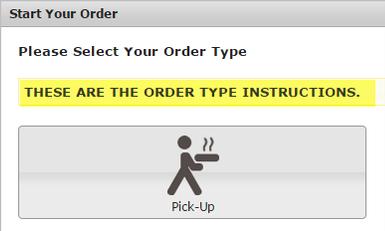
Control various key menu and order configurations in this section. Configuration, Menu Items, and Deferred Orders are covered in the **Menu / Order** tab.

NAME	IMAGE
<p>System Website Menu Order Configuration</p>	 <p>The screenshot shows the 'Configuration' page with the following settings and callouts:</p> <ul style="list-style-type: none"> <li><b>1</b> Site Menu Layout: Vertical Layout</li> <li><b>2</b> Mobile Menu Layout: Tiles Layout</li> <li><b>3</b> Lty Layout: Custom Gauge</li> <li><b>4</b> <input type="checkbox"/> Scroll Groups</li> <li><b>5</b> <input checked="" type="checkbox"/> Show Deals Link on Main Nav</li> <li><b>6</b> <input checked="" type="checkbox"/> Require Date of Birth</li> <li><b>7</b> <input checked="" type="checkbox"/> Require Postal Code</li> <li><b>8</b> <input checked="" type="checkbox"/> Require Address</li> <li><b>9</b> <input checked="" type="checkbox"/> No Apartment Name</li> <li><b>10</b> <input type="checkbox"/> Show Order Note <span style="float: right;"><input type="checkbox"/> Overwrite Store</span></li> <li><b>11</b> Carryout Label: Pick-Up <span style="float: right;"><input checked="" type="checkbox"/> Overwrite Store</span></li> <li><b>12</b> Delivery Label: Delivery <span style="float: right;"><input checked="" type="checkbox"/> Overwrite Store</span></li> <li><b>13</b> Deals Label: Promo</li> <li><b>14</b> Cart Text:</li> <li><b>15</b> Coupon Header: Promo Code</li> <li><b>16</b> My Orders Header: Recent Orders</li> <li><b>17</b> Order Type Instructions: Current Pizza Cook time 30-45 mins.</li> </ul>

#	NAME	IMAGE	DESCRIPTION
1	Site Menu Layout	<p>The image shows two examples of site menu layouts. The top example shows three horizontal tabs: 'Pizza', 'Sicilian Pizza', and 'Appetizers'. Below this, the word 'OR' is centered. The bottom example shows a vertical list of three menu items: 'Pizza', 'Sicilian Pizza', and 'Appetizers'.</p>	<p>The <b>Site Menu Layout</b> options are vertical or horizontal for the menu groups. Default Layout is horizontal; whereas Vertical Layout will arrange menu groups vertically.</p>
2	Mobile Menu Layout	<p><b>Default Layout</b></p> <p><b>Side By Side Layout</b></p> <p><b>Tiles Layout</b></p>	<p>The <b>Mobile Menu Layout</b> offers three options; Default Layout, Side By Side Layout, and Tiles Layout.</p> <p>Default Layout arranges menu groups in a horizontal format.</p> <p><b>Side By Side Layout</b> arranges menu groups in a vertical format. Side By Side indicates the menu group and image are side-by-side.</p>

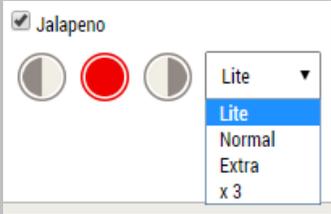
			<p><b>Tiles Layout</b> is a customized feature that may require additional fees for application design.</p>
3	Loyalty Layout	<p>Lty Layout: <input type="text" value="Custom Gauge"/></p>	<p><b>Loyalty Layout</b> is used for the Honeycomb Loyalty Integration. Please see the Honeycomb User Guide for more information on this section.</p>
4	Scroll Groups		<p>Selecting <b>Scroll Groups</b> enables an arrow at the end of the first row of menu groups. Turning this feature on prevents menu groups from having 2 or 3 rows of menu groups.</p>
5	Show Deals Link on Main Nav		<p>Clicking this option will remove Deals as a Menu Group and will add it to the Main Navigation between 'Order' and 'Contact Us'.</p>
6	Require Date of Birth	<p> <input type="text" value="Birthday *"/> <input type="text" value="05/23/1980"/> </p>	<p>For restaurants offering alcohol sales online, you can require that customers enter their date of birth upon new account registration. This information</p>

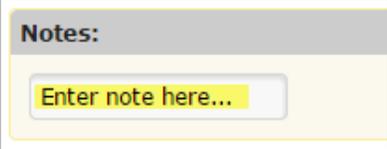
			is stored with the customer record; it does not restrict the customer from ordering alcohol.
7	Require Postal Code		Checking this box will require a postal code when a customer registers a new account.
8	Require Address		Checking this box will require a street address to be entered when a customer registers a new account.
9	No Apartment Name		When using the Apartment address type, you have the ability to require or not require an Apartment Name. If this box is checked, the Apartment Name is not required. If you require the Apartment Name for the address, this box should remain unchecked.
9	Show Order Note		On the Order Details screen when checking out, customers can enter Order Notes in the <b>Spl Inst.</b> field.
10	Carryout Label		The <b>Carryout Label</b> allows you to rename the “Carryout” order type name to your company’s branding. For example, if you refer to Carryout orders as Pick-Up or To-Go, change the label accordingly.
11	Delivery Label		The <b>Delivery Label</b> allows you to rename the “Carryout” order type name to your company’s branding.
12	Deals Label		The <b>Deals Label</b> allows you to rename the Deals group on the menu. For

			example, if you refer to Deals as Promotions or Coupons, change the label accordingly.
13	Cart Text		<p>By default, the text that appears in an empty cart is “Waiting for your delightful selections!”</p> <p>If you’d like a different message to appear in the Cart when it’s empty, type the message in this text box.</p>
14	Coupon Header		The <b>Deals Label</b> allows you to rename the Coupon Code header.
15	My Orders Header		The <b>My Orders Header</b> allows you to rename the My Orders group on the menu.
16	Order Type Instructions		This message appears above the Order Types on the Order Type Selection screen.

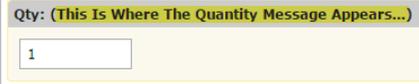
## Menu Items

NAME	IMAGE
<p>System Website Menu Order Menu Items</p>	<p>The screenshot shows a configuration window titled "Menu Items" with a wrench icon. It contains several settings, each with a checkbox and an "Overwrite Store" option. The settings are numbered 1 through 13:</p> <ul style="list-style-type: none"> <li><b>1</b>: <input type="checkbox"/> Hide Prices for Coupon Items <input type="checkbox"/> Overwrite Store</li> <li><b>2</b>: <input type="checkbox"/> Allow Lite <input type="checkbox"/> Overwrite Store</li> <li><b>3</b>: <input checked="" type="checkbox"/> Use Mod Qty As Text <input checked="" type="checkbox"/> Overwrite Store</li> <li><b>4</b>: <input checked="" type="checkbox"/> Show Mod Price <input checked="" type="checkbox"/> Overwrite Store</li> <li><b>5</b>: <input type="checkbox"/> Use Store Images Only <input type="checkbox"/> Overwrite Store</li> <li><b>6</b>: <input checked="" type="checkbox"/> Show Item Note <input checked="" type="checkbox"/> Overwrite Store</li> <li><b>7</b>: <input type="checkbox"/> Allow Sort Mods by PS <input type="checkbox"/> Overwrite Store</li> <li><b>8</b>: <input type="checkbox"/> Sort Goups by PS <input type="checkbox"/> Overwrite Store</li> <li><b>9</b>: <input type="checkbox"/> Use New Order Item <input type="checkbox"/> Overwrite Store</li> <li><b>10</b>: <input type="checkbox"/> Allow Half and Half: <input type="checkbox"/> Overwrite Store</li> <li><b>11</b>: Half And Half Header: <input type="checkbox"/> Overwrite Store  <input type="text" value="SPLIT IT"/></li> <li><b>12</b>: Half And Half Description: <input type="checkbox"/> Overwrite Store  <input type="text" value="If you like, you may customize by selecting a specialty pizza for the second half."/></li> <li><b>13</b>: Quantity Message:  <input type="text"/></li> </ul>

#	NAME	IMAGE	DESCRIPTION
1	Hide Prices for Coupon Items		<p>As you go through the Coupon Wizard, prices for items included in the Coupon are shown, by default. This box should be checked if you prefer the prices to be hidden, as shown.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to Hide Prices for Coupon Items.</p>
2	Allow Lite		<p>Allows for a <b>Lite</b> option when selecting modifiers.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to Hide Prices for Coupon Items.</p>
3	Use Modifier Quantity as Text	<input checked="" type="checkbox"/> Use Mod Qty As Text	<p><b>Use Modifier Quantity as Text</b> will replace extra with x2 in the drop down option.</p>
4	Show Modifier Price	<input checked="" type="checkbox"/> Show Mod Price	<p><b>Show Modifier Price</b> will display the price for all modifiers with a price once a size/style combination is chose for an item. The price will update based on the selected size.</p>
5	Use Store Images Only	<input type="checkbox"/> Use Store Images Only  <input checked="" type="checkbox"/> Overwrite Store	<p>For organizations with corporate images as well as individual store images, you can force <i>HungerRush</i> to <b>Use Store Images Only</b> by selecting this option.</p>

			Click <b>Overwrite Store</b> to overwrite all store settings for the option to Use Store Images Only.
6	Show Item Note		<p>A text box appears at the end of the item customization screen, if <b>Show Item Note</b> is checked. Customers can enter item-specific notes here.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Show Item Note</b>.</p>
5	Allow Sort Mods by PS		<p>By default, modifiers are sorted alphabetically. Modifiers can be sorted by Print Sequence from <i>HungerRush</i>, if <b>Allow Sort Mods by PS</b> is selected. Be advised that Pre-selected Modifiers will always be listed first.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Allow Sort Mods by PS</b>.</p>
6	Sort Groups by PS		<p>By default, online menu groups are shown in the same order as they are in <i>HungerRush</i>. Groups can be sorted by Print Sequence from <i>HungerRush</i>, if <b>Sort Groups by PS</b> is selected. Be advised that Deals will always be last on menu groups.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Sort Groups by PS</b>.</p>

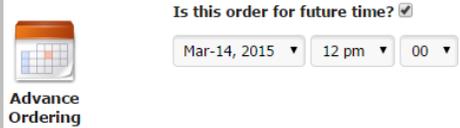
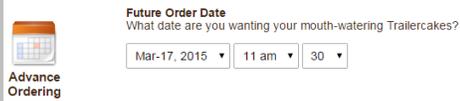
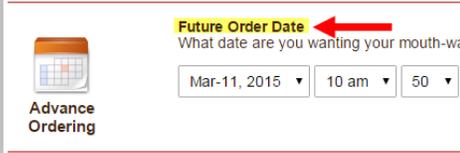
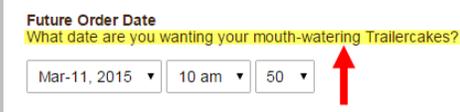
<p>7</p>	<p><b>Use New Order Item</b></p>		<p>By default, the item customization screen has a vertical layout reading like a menu. If <b>Use New Order Item</b> is selected, item customization changes to a horizontal tab layout, as shown.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Sort Groups by PS</b>.</p>
<p>8</p>	<p><b>Half and Half Header</b></p>		<p>To customize the <b>Half and Half Header</b> type the message in this field.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Half and Half Header</b> option.</p>

<p>9</p>	<p><b>Half and Half Description</b></p>	 <p>The screenshot shows a menu item titled 'SPLIT IT'. Below the title, there is a line of text: '(Optional) If you like, you may customize half.' Below this, there are two options: 'First Half' with a radio button and 'Build Your Own Pizza' with a radio button. A red arrow points upwards to the 'First Half' option. To the right, there is a button labeled '--Select'.</p>	<p>To customize the <b>Half and Half Description</b>, type the message in this field.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Half and Half Description</b> option.</p>
<p>10</p>	<p><b>Quantity Message</b></p>	 <p>The screenshot shows a quantity field with a placeholder message: 'Qty: (This Is Where The Quantity Message Appears...)'. Below the placeholder, there is a text input field containing the number '1'.</p>	<p>To customize the <b>Quantity Message</b>, type the message in this field.</p>

## Deferred Orders

NAME	IMAGE
<p>System Website</p> <p>Order/Menu Deferred Orders</p>	

#	NAME	IMAGE	DESCRIPTION
1	Allow Last Orders		<p><i>HungerRush</i> will save past orders if <b>Allow Last Orders</b> is selected. Be advised this option works when a customer logs in to their account on <i>HungerRush</i> and appears as Past Orders. It does not work if the customer is placing a Guest Order.</p>
2	Allow Deferred Orders		<p>The <b>Allow Deferred Orders</b> option allows customers to place same-day deferred orders. For example, this order is being placed on March 13, 2015 for the same day.</p>

			Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Allow Deferred Orders</b> .
3	Allow Future Orders	 <p>The screenshot shows a form titled "Advance Ordering" with a calendar icon. It asks "Is this order for future time?" with a checked checkbox. Below are three dropdown menus: "Mar-14, 2015", "12 pm", and "00".</p>	<p>The <b>Allow Future Orders</b> option allows customers to place future orders up to seven days in advance. For example, this order is being placed in March 13, 2015 for March 14, 2015.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Allow Future Orders</b>.</p>
4	Force Future Orders	 <p>The screenshot shows a form titled "Advance Ordering" with a calendar icon. It asks "Future Order Date" and "What date are you wanting your mouth-watering Trillercakes?". Below are three dropdown menus: "Mar-17, 2015", "11 am", and "30".</p>	<p><i>HungerRush</i> is able to <b>Force Future Orders</b> up to seven days in advance. Selecting this option will not allow customers to place same-day orders. For example, this order is being placed on March 13, 2015 for March 17, 2015. <i>HungerRush</i> will not allow a same-day order to be placed on March 13, 2015</p>
5	Future Orders Header	 <p>The screenshot shows a form titled "Advance Ordering" with a calendar icon. It asks "Future Order Date" and "What date are you wanting your mouth-watering Trillercakes?". Below are three dropdown menus: "Mar-11, 2015", "10 am", and "50". A red arrow points to the "Future Order Date" label.</p>	<p>You have the ability to customize the <b>Future Orders Header</b>. Type the message in this field.</p>
6	Future Orders Descriptions	 <p>The screenshot shows a form titled "Advance Ordering" with a calendar icon. It asks "Future Order Date" and "What date are you wanting your mouth-watering Trillercakes?". Below are three dropdown menus: "Mar-11, 2015", "10 am", and "50". A red arrow points to the "Trillercakes?" text.</p>	<p>You have the ability to customize the <b>Future Orders Description</b>. Type the message in this field.</p>

## General / Payment

System-wide general, payment and checkout options can be set in the **General / Payment** tab. Also, manage Email Club and Credit settings in this section.

### Email

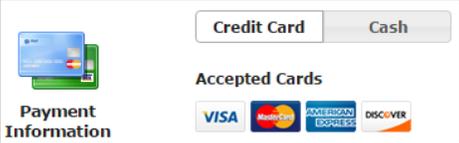
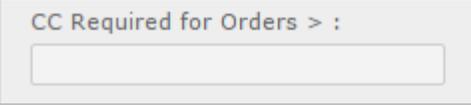
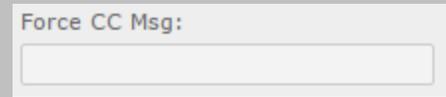
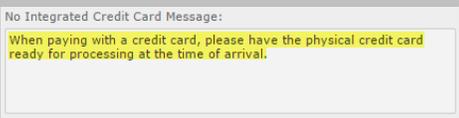
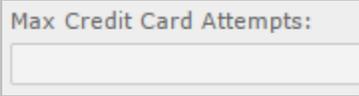
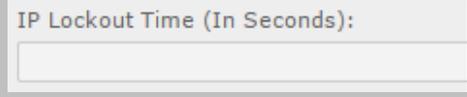
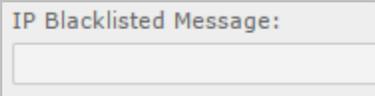
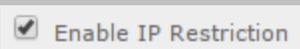
NAME	IMAGE
System General/ Payment Email	

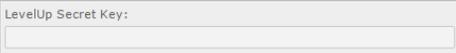
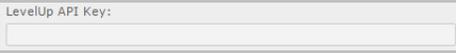
#	NAME	IMAGE	DESCRIPTION
1	Enable Email Club		<p>If you offer an Email Club for all stores using <i>HungerRush</i> and this setting is selected, you'll be able to run the Opt In Report to gather customer information to add to your Email Club.</p> <p><i>*Note that in order to use the Email Club your customer must register as a</i></p>

			<i>HungerRush user. This option is not presented to "Guests".</i>
2	<b>Email Club – Check By Default</b>	<input type="checkbox"/> Email Club - Check By Default	Select the <b>Email Club – Check By Default Option</b> to have customers automatically enrolled when they register. If the customer does not want to participate, they must un-check the box.
3	<b>Forward Confirmation Email</b>	Forward Confirmation Email: <input type="text" value="orders@yourrestaurant.com"/>	To receive a copy of the confirmation email for every online order placed on <i>HungerRush</i> , enter the email address that all confirmations should be forwarded to in this field.  Click <b>Overwrite Store</b> to overwrite all store settings for the option to <b>Forward Confirmation Email</b> .
4	<b>Order Confirmation Email</b>	Order Confirmation Email: <input type="text" value="noreply@yourrestaurant.com"/>	Enter an email address in this field. This is the masked email address shown on order confirmation emails. Be advised this <b>MUST</b> be a valid email address on your domain.
5	<b>System Admin Email</b>	System Admin Email: <input type="text" value="bob@yourrestaurant.com"/>	Enter the <b>System Admin Email</b> in this field. This is the email address used if 'Email Critical Events to System Admin' is enabled.
6	<b>Email Club Text</b>		Enter <b>Email Club Text</b> in this field to customize this message.

## Credit Cards

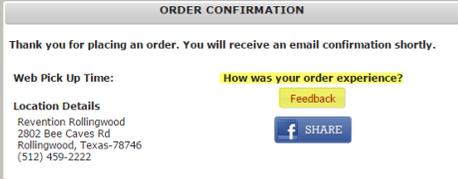
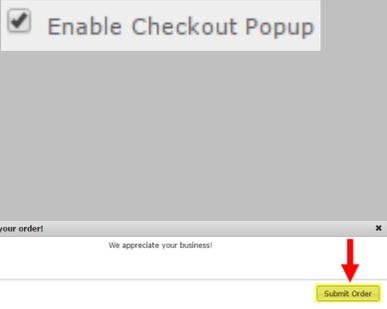
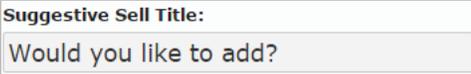
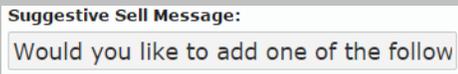
NAME	IMAGE
<p>System General/ Payment Credit Cards</p>	<p>The screenshot shows the 'Credit Cards / LevelUp' configuration page. It includes a header with a credit card icon and the title. Below the header are several sections:         <ul style="list-style-type: none"> <li><b>1</b>: A row of credit card logos (VISA, AMEX, MASTERCARD, DISCOVER) with checkboxes next to each.</li> <li><b>Overwrite Store</b>: A checkbox below the logos.</li> <li><b>2</b>: 'CC Required for Orders &gt; :' with a text input field and an 'Overwrite Store' checkbox.</li> <li><b>3</b>: 'Force CC Msg:' with a text input field and an 'Overwrite Store' checkbox.</li> <li><b>4</b>: 'No Integrated Credit Card Message:' with a large text area.</li> <li><b>5</b>: 'Max Credit Card Attempts:' with a text input field.</li> <li><b>6</b>: 'IP Lockout Time (In Seconds):' with a text input field.</li> <li><b>7</b>: 'IP Blacklisted Message:' with a text input field.</li> <li><b>8</b>: 'Enable IP Restriction' checkbox.</li> <li><b>9</b>: 'Enable Billing Zip' checkbox, with an arrow pointing to it from the left.</li> <li><b>10</b>: 'Enable Billing Street:' checkbox.</li> <li><b>11</b>: 'Enable LevelUp In-Store Payment' checkbox.</li> <li><b>12</b>: 'Use LevelUp Sandbox' checkbox.</li> <li><b>13</b>: 'LevelUp Secret Key:' with a text input field.</li> <li><b>14</b>: 'LevelUp API Key:' with a text input field.</li> </ul> </p>

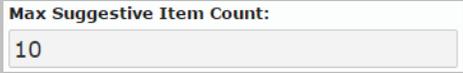
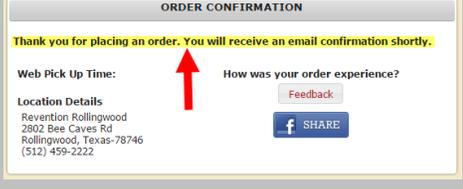
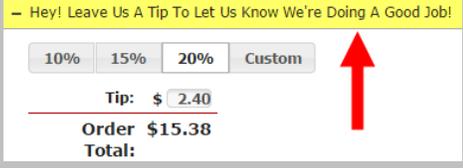
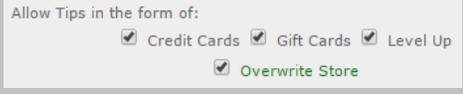
#	NAME	IMAGE	DESCRIPTION
1	Credit Card Types		<p>Select which <b>Credit Card Types</b> are accepted online.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Credit Card Types</b>.</p>
2	CC Required for Orders >		<p><b>Credit Cards Required for Orders Greater than</b> will force customers to use credit card as the payment type for orders over the value entered.</p>
3	Force CC Msg		<p>The <b>Force Credit Card Message</b> displays when customers attempt to select a payment other than credit card for orders over the specified amount</p>
4	No Integrated Credit Card Message		<p>If you're not using Integrated Credit Cards with <i>HungerRush</i>, type a message to customers here, explaining the card will be processed manually in-store.</p>
5	Max Credit Card Attempts		<p>Control how many Credit Card attempts can be made by a customer by typing the number of <b>Max Credit Card Attempts</b> into this field.</p>
6	IP Lockout Time		<p>Once the maximum credit card attempts have been reached, you have the ability to lockout an IP Address. In seconds, enter the <b>IP Lockout Time</b> in which the customer is locked out of <i>HungerRush</i>.</p>
7	IP Blacklisted Message		<p>Enter a customized <b>IP Blacklisted Message</b> into this field. In order for the message to appear, you must select Enable IP Restriction below.</p>
8	Enable IP Restriction		<p>Select <b>Enable IP Restriction</b> for Max Credit Card Attempts, IP Lockout Time and IP Blacklisted Message to be functional.</p>

9	Enable Billing Zip		<p><b>Enable Billing Zip</b> will require customers paying with credit card to enter the zip code associated with the billing address of the credit card statement.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Enable Billing Zip</b> option.</p>
10	Enable Billing Street		<p><b>Enable Billing Street</b> will require customers paying with a credit card to enter the street address associated with the billing address of the credit card statement.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Enable Billing Street</b> option.</p>
11	Enable LevelUp In-Store Payment		<p>The <b>LevelUp In-Store Payment</b> allows the LevelUp integration to function as valid tenders for In-store orders. Please Contact <i>HungerRush</i> Sales if you would like to integrate with LevelUp.</p>
12	Use LevelUp Sandbox		<p>The <b>LevelUp In-Store Payment</b> allows the LevelUp integration to function as valid tenders for In-store orders.</p>
13	LevelUp API Secret Key		<p>This field is for the LevelUp API development Code.</p>
14	LevelUp API Key		<p>This field is for the LevelUp API development Code.</p>

## Checkout Options

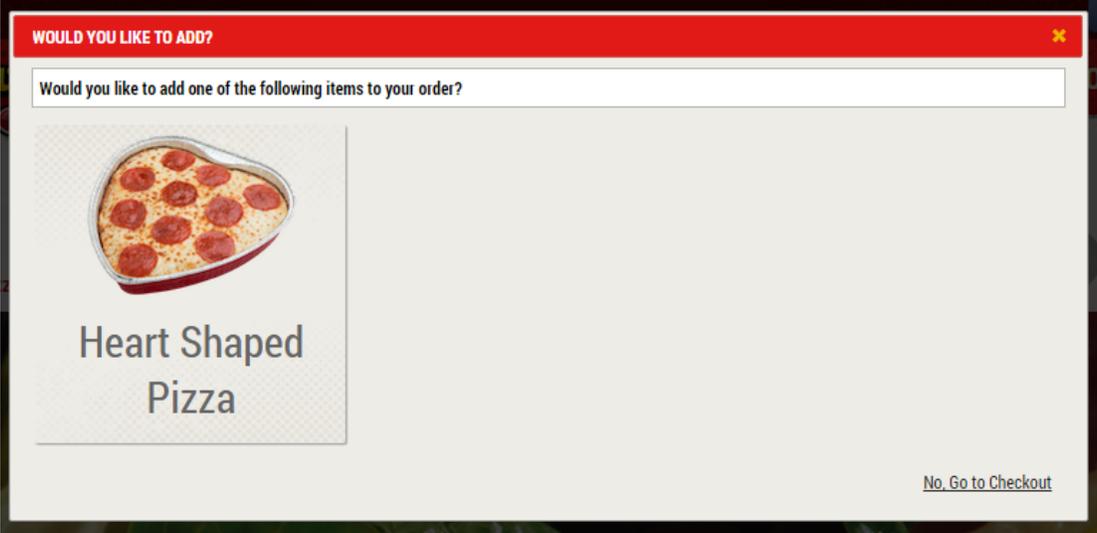
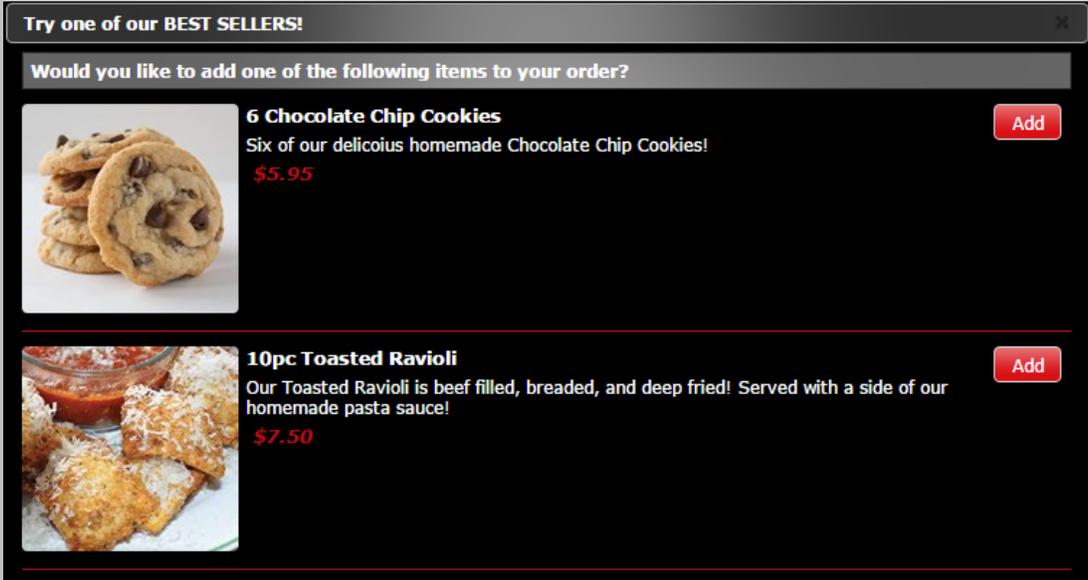
NAME	IMAGE
<p>System General/ Payment Checkout Options</p>	<p>The screenshot shows the 'Checkout Options' configuration page. It includes a shopping cart icon and the title 'Checkout Options'. The page contains several sections with checkboxes and text input fields, each with an 'Overwrite Store' checkbox to its right. The callouts are as follows:</p> <ul style="list-style-type: none"> <li><b>1</b>: Points to the 'Enable Checkout Feedback' checkbox.</li> <li><b>2</b>: Points to the 'Allow Suggestive Sells' checkbox, which is checked.</li> <li><b>3</b>: Points to the 'Enable Checkout Popup' checkbox.</li> <li><b>4</b>: Points to the 'Allow Multiple Payments' checkbox.</li> <li><b>5</b>: Points to the 'Suggestive Sell Title' text input field.</li> <li><b>6</b>: Points to the 'Suggestive Sell Message' text input field.</li> <li><b>7</b>: Points to the 'Max Suggestive Item Count' text input field, which contains the number '0'.</li> <li><b>8</b>: Points to the 'Checkout Popup Header' text input field.</li> <li><b>9</b>: Points to the 'Checkout Popup Message' text input field.</li> <li><b>10</b>: Points to the 'Multiple Payments Message' text input field.</li> <li><b>11</b>: Points to the 'Tips Header' text input field.</li> <li><b>12</b>: Points to the 'Allow Tips in the form of:' section, which includes checkboxes for 'Credit Cards', 'Gift Cards', and 'Level Up', and an 'Overwrite Store' checkbox.</li> </ul>

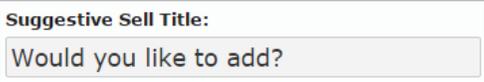
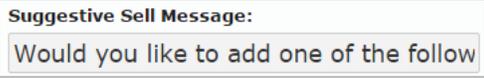
#	NAME	IMAGE	DESCRIPTION
1	Enable Checkout Feedback		Select this option to <b>Enable Checkout Feedback</b> . Feedback will appear on the order confirmation page after the checkout page.
2	Allow Suggestive Sells		The <b>Allow Suggestive Sells</b> must be turned on to use the suggestive selling popup. All of the instructions for suggestive selling will be explained later.
3	Enable Checkout Popup		Select this option to <b>Enable Checkout Popup</b> message.  <i>*Note the customer must click <b>Submit Order</b> on the popup message for the order to be processed. If it is not clicked, the order will not be transmitted to HungerRush.</i>
4	Allow Multiple Payments		<b>Allow Multiple Payments</b> enables Online users to split the payment across multiple credit cards and/or payment methods.  Click <b>Overwrite Store</b> to overwrite all store settings for this feature.
5	Suggestive Sell Title		The <b>Suggestive Sell Title</b> is custom text that displays as the header of the Suggestive Sell Popup when a customer clicks Check Out.
6	Suggestive Sell Message		The <b>Suggestive Sell Message</b> is a longer custom text field to prompt users to select one of your suggestions.

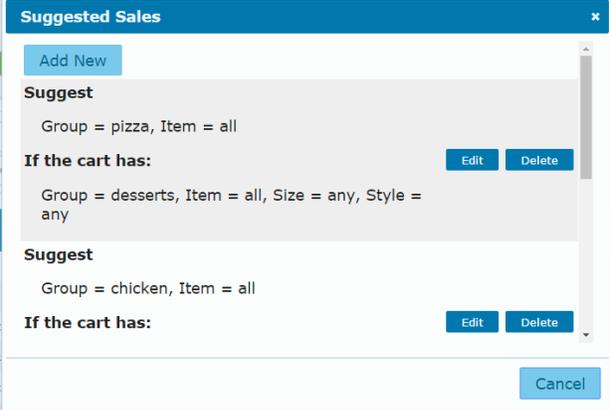
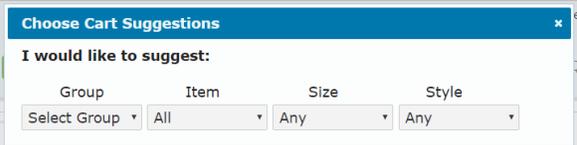
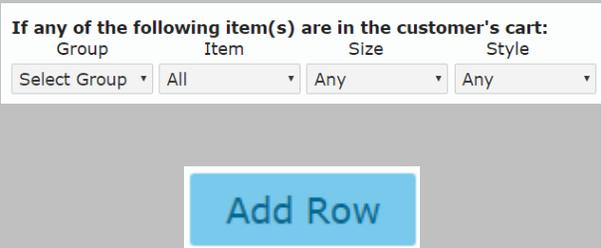
7	Max Suggestive Sell Item Count		<p>The <b>Max Suggestive Sell Item Count</b> can be any whole number between 1 and 12. This will limit the number of items displayed in the suggestive sell popup.</p>
8	Checkout Popup Header		<p>Enter a customized header in the <b>Checkout Popup Header</b> field.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Checkout Popup Header</b> option.</p>
9	Checkout Popup Message		<p>Enter a customized message in the <b>Checkout Popup Message</b> field.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Checkout Popup Message</b> option.</p>
10	Order Success Message		<p>Enter a customized message into the <b>Order Success Message</b> field. This message appears on the order confirmation screen, not the order confirmation email.</p>
11	Tips Header		<p>Enter a customized header in the <b>Tips Header</b> field.</p>
12	Allow Tips in the form of		<p>Select the forms of payment that are accepted for Tips.</p> <p>Click <b>Overwrite Store</b> to overwrite all store settings for the <b>Allow Tips in the form of</b> option.</p>

## Suggestive Selling Setup

The suggestive selling feature is a powerful tool to increase online sales. *HungerRush* will prompt every customer to add items or a set of items you specify to their cart before they proceed to checkout.

EmailNAME	IMAGE
Suggestive Selling Examples	
	

#	IMAGE	Instructions
1		<p>Log into the Admin Portal, System, General Payment Tab, and click <b>Allow Suggestive Sells</b>.</p> <p>If this is a company-wide setting, use the system tab, if this should be customized by store, complete steps 2 - 4 for each store in the configuration, Checkout Options tab.</p>
2		<p>Enter a Suggestive Sell title.</p>
3		<p>Enter a Suggestive Sell Message</p>
4		<p>Enter a value, 1 through 12, for the maximum number of items that can be suggested to a customer at a time.</p>
5		<p>Navigate to Stores Tab, select a store.</p>
6		<p>Click the Suggestive Sells button.</p>

7		<p>This will launch the suggestive sells configuration window.</p> <p>Existing suggestions will be displayed in an “If, then” statement.</p> <p>Example: If the cart has any item in the Desserts group, suggest a Pizza.</p>
8		<p>Click Add New.</p>
9		<p>Select the item to suggest. This can be a specific size/style/item combination or it can be left broad to promote all of the items in a group.</p>
10		<p>Select the trigger item(s). This can be a specific size/style/item combination or it can be left open to all items in a group.</p> <p>Add additional rows of trigger items as needed.</p> <p>Example: Suggest Any Pizza if the cart has Any Pasta</p> <p>Example: Suggest Large Thin Crust Build Your Own Pizza, if the Cart has Small Shrimp Alfredo Spaghetti or Any Antipasto Salad</p>
11		<p>Click Next.</p>
12		<p>The Next screen is the priority. Use the Suggestion priority to determine which order each item should</p>

	<table border="1"> <thead> <tr> <th>Store Name</th> <th>Suggestion Priority</th> <th>Select</th> </tr> </thead> <tbody> <tr> <td>Store #1</td> <td>0 ▼</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Store #2</td> <td>0 ▼</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Store Name	Suggestion Priority	Select	Store #1	0 ▼	<input type="checkbox"/>	Store #2	0 ▼	<input type="checkbox"/>	display in the Checkout popup if more than 1 suggestion is setup.
Store Name	Suggestion Priority	Select									
Store #1	0 ▼	<input type="checkbox"/>									
Store #2	0 ▼	<input type="checkbox"/>									
13	<div style="border: 1px solid #00aaff; padding: 5px; display: inline-block;">Submit</div>	Click Submit.									



**Helpful Hint:**

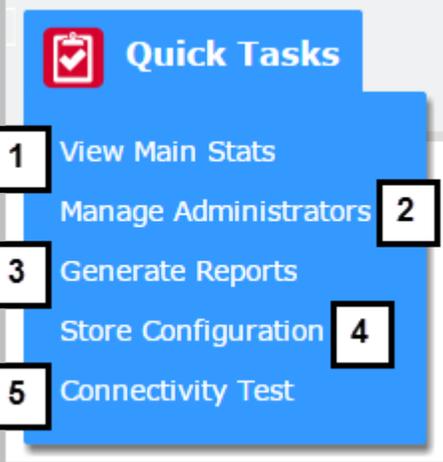
**What Should I Suggest?** The most common and successful items to suggest are beverages and desserts.

**How many items to suggest?** Typically suggesting 2-6 items provides customers with sufficient options.

**When should I suggest which items?** Should each item always be shown, or should the options change based on cart contents?

## Quick Tasks

Quick Tasks can be used to quickly access particular sections of the *HungerRush* Admin Portal. Simply hover over Quick Tasks and the drop-down menu will appear. Hover over the Task you'd like to accomplish and the text will be bolded. Click the Task to be redirected to that particular section of the Admin Portal.

NAME	IMAGE
System General/ Payment Credit Cards	

#	NAME	IMAGE	DESCRIPTION
1	View Main Stats		<b>View Main Stats</b> will direct you to the Dashboard section of the Admin Portal.
2	Manage Administrators		<b>Manage Administrators</b> will direct you to the Users section of the Admin Portal.
3	Generate Reports		<b>Generate Reports</b> will direct you to the Reports section of the Admin Portal.
4	Store Configuration		<b>Store Configuration</b> will direct you to the Stores section of the Admin Portal.

5	Connectivity Test		Connectivity Test will direct you to the Stores section of the Admin Portal.
---	-------------------	---	--

# Online Menu Configurations in *HungerRush* POS

## Overview

This section is dedicated to helping *HungerRush* admins understand how the *HungerRush* POS menu translates into the *HungerRush* online ordering menu.

## *HungerRush* *HungerRush* Setup Configuration

These are the settings that need to be configured correctly to enable *HungerRush* to communicate with *HungerRush* and allow menu configurations that would be otherwise hidden. After this Has Online Ordering option is selected, the menu editor will have supplementary options to control how *HungerRush* presents the menu online.

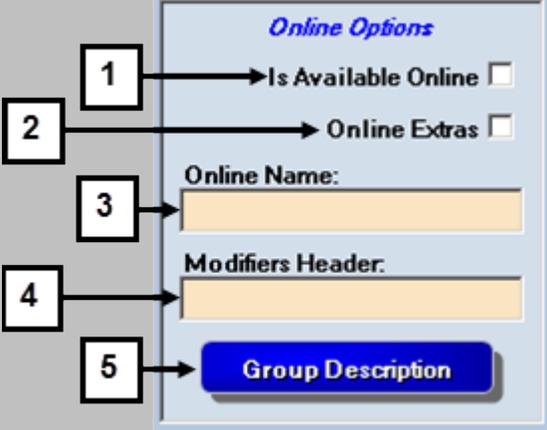
#	IMAGE	Instructions
1		Login to <i>HungerRush</i> and click <b>Config</b> .
2		Click <b>System</b> in the configuration menu.
3		Click <b>Install Settings</b> in the system menu.
4		Validate that <b>Has Online Ordering</b> is marked with a red dot. If this is not selected, if this is not selected, please

contact *HungerRush* Customer Service.

# Online Options

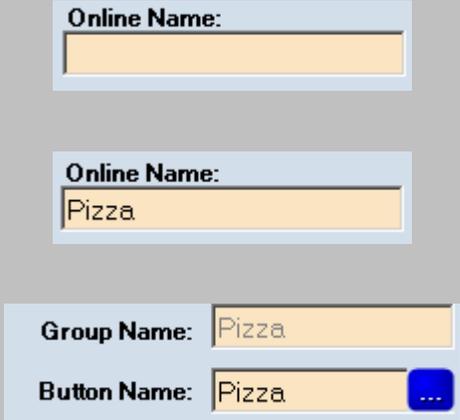
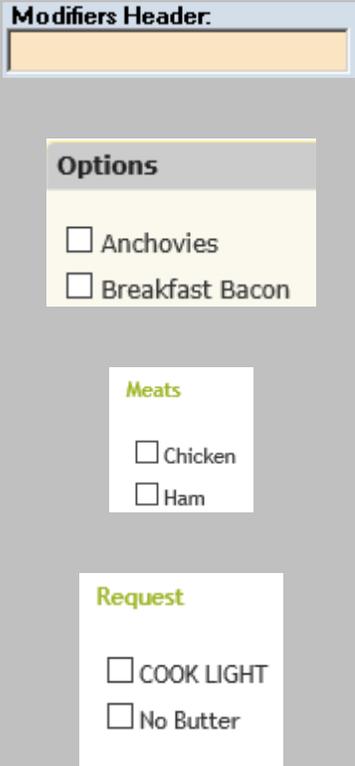
## Overview

If all the correct settings are enabled, a small menu will appear in the Group Tab when editing the menu. These options are unique to each group and can be tailored to suit your needs.

NAME	IMAGE
Group Online Options	

#	NAME	IMAGE	DESCRIPTION
1	Is Available Online		<b>Is Available Online</b> option marks that group to be available for online and mobile menu.
2	Online Extra		<b>Online Extras</b> should be marked if the group includes add on items you would like to upsell to the online customer. This is preparation for future functionality and does not do anything at this time.

Group Online Options Continued...

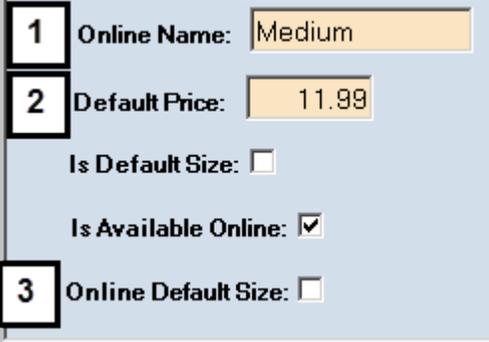
3	Online Name:	 <p>The screenshot shows three input fields: 'Online Name' (empty), 'Online Name' (containing 'Pizza'), 'Group Name' (containing 'Pizza'), and 'Button Name' (containing 'Pizza' with a blue dropdown arrow).</p>	<p><b>Online Name</b> controls the text that is displayed as the group name online. This acts as a replacement for the button name in the POS. If it is blank, <i>HungerRush</i> displays the <b>Button Name</b>.</p>
4	Modifiers Header	 <p>The screenshot shows a 'Modifiers Header' input field (empty) and three categorized lists of modifiers: 'Options' (Anchovies, Breakfast Bacon), 'Meats' (Chicken, Ham), and 'Request' (COOK LIGHT, No Butter).</p>	<p><b>Modifiers Header</b> is the default display name that appears for modifiers that are not assigned a Modifier Category. If left blank, the modifiers header will appear as Options.</p> <p>If Modifier Categories are used, then those take president over the Modifiers Header and will separate each modifiers by their associate Modifier Category assigned to it.</p>

Group Online Options continued...

5	Group Description	<div data-bbox="555 296 867 380" style="text-align: center;"><b>Group Description</b></div> <div data-bbox="342 443 1092 814"><div data-bbox="342 443 1092 485" style="text-align: center;"><b>Group Description</b></div><div data-bbox="342 485 1092 709" style="border: 1px solid gray; height: 100px;"></div><div data-bbox="391 730 516 793" style="margin-right: 20px;"></div><div data-bbox="651 730 776 793" style="margin-right: 20px;"></div><div data-bbox="911 730 1036 793"></div></div>	<p>Click <b>Group Description</b> to open up a submenu where you can write in a message specific to the Group.</p> <p>This message is displayed above the first item in the group in <i>HungerRush</i>.</p>
		<div data-bbox="342 871 1092 961" style="border: 1px solid red; padding: 5px;"><b>SERVED DAILY UNTIL 5 PM. Specials include a Crisp Salad, Baked Potato with Butter and Sour Cream (Loaded Baked Potato \$1.49 extra) and Roll with Honey Butter</b></div> <div data-bbox="342 976 1092 1144"><div data-bbox="370 976 532 1134"></div><div data-bbox="576 976 966 1134"><p><b>Fresh Family Platter</b> 6 oz. of Tender bite size Sirloin Steak Tips, Char-Grilled over an open fire, served with fresh dinner salad with dressing, piping hot baked potato and yeast roll. <b>\$7.48 - \$8.97</b></p></div><div data-bbox="987 976 1092 1018" style="text-align: right;"></div></div>	

## Size Online Settings

Once the Menu Group's Is Available Online selected the sizes, styles, items, modifiers, and preferences will also have online options. These new options will control if that option appears online, the online name, and many other options.

NAME	IMAGE
Size Online Options	

#	NAME	IMAGE	DESCRIPTION
1	Sizes: <b>Online Name</b>		The <b>Online Name</b> is used to customize the Size Name.  Example: In store the button is Md. But online it should say Medium.
2	Sizes: <b>Is Available Online</b>		The Size can be restricted to be not available online.  <b>Example:</b> 2 Liters of Soda are available for online choices but fountain drinks can only be purchased in store.
3	Sizes: <b>Online Default Size</b>		The <b>Online Default Size</b> will preselect this size for customers whenever they select an item that uses this size.

## Items Online Settings

NAME	IMAGE
Items Online Options	

#	NAME	IMAGE	DESCRIPTION
1	Is Online:		<p>The item can be restricted to be not available online.</p> <p><b>Example:</b> Frozen desserts like ice-cream are offered to dine-in customers only.</p>
2	Online Name		<p>The <b>Online Name</b> is used to customize the Item Name.</p> <p><b>Example:</b> BYO is the button name in store, but online it should be Build Your Own.</p>
3	Online Description		<p><b>Online Description</b> will provide a field to make a unique description connected to that item.</p> <p>By default, the online description will say: <i>Item Name is Served with....</i> then it will list off each preselected modifier on that item.</p>

	 <p><b>Tropical Hawaiian</b> \$15.50 - \$29.95</p> <p>Our Tropical Hawaiian pizza is served with ham, bacon, pineapple, and peaches.</p>	<p>For more information on preselected modifiers, please see the Menu Best Practices Guide.</p>
--	---	---

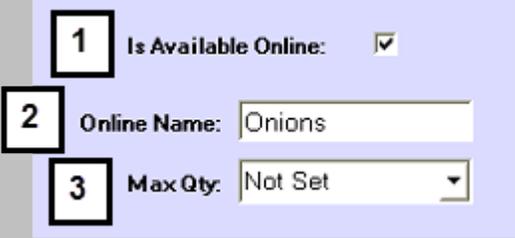
## Styles Online Settings

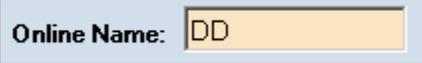
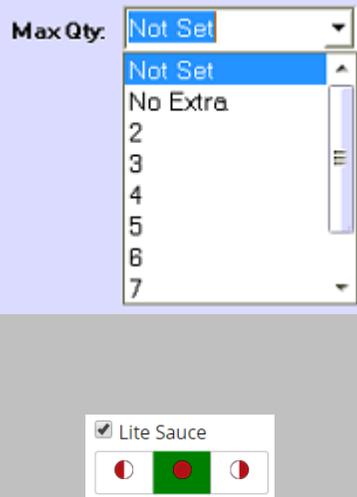
NAME	IMAGE
<b>Styles Online Options</b>	

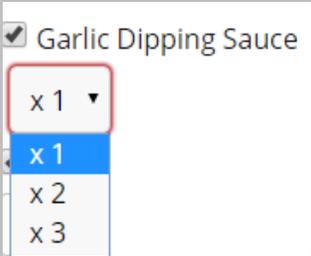
#	NAME	IMAGE	DESCRIPTION
1	Online Name		<p>The <b>Online Name</b> is used to customize the Style Name.</p> <p><b>Example:</b> In store the button is GF. But online it should say Gluten Free.</p>
2	Available Online		<p><b>Available Online</b> is an option that marks the Style to be available for the online and mobile menu.</p>

3	Online Default		The <b>Online Default Style</b> will preselect this style for customers whenever they select an item that uses this style.
---	-------------------	---	--

## Modifiers Online Settings

NAME	IMAGE
Modifiers Online Options	

#	NAME	IMAGE	DESCRIPTION
1	Online Name		<p>The <b>Online Name</b> is used to customize the Style Name.</p> <p><b>Example:</b> In store the button is GF. But online it should say Gluten Free.</p>
2	Available Online		<p>Available Online is an option that marks the Style to be available for the online and mobile menu.</p>
3	Max Qty		<p>The <b>Max Quantity</b> drop down list limits the ways a modifier can be adjusted by customers. This list contains values two (2) through nine (9), Not Set, and No Extra.</p> <p><b>Not Set</b> will allow the Modifier to default to the menu maximum and will behave as all other modifiers. This is the default value.</p> <p><b>No Extra</b> will allow not allow the modifier to be changed online. It can only be added or removed from the item.</p>



**Numbers 2 through 9** will only allow “Extra” to be selected up-to the value specified e.g. 3 for this specific modifier.

## Modifier Category Online Settings

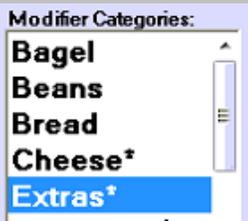
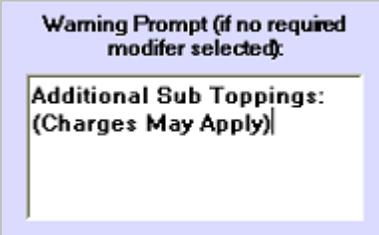
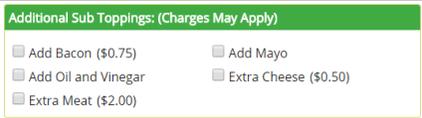
Modifier categories are ways to organize and categorize modifiers within a menu group. The Modifier categories are created in the Menu section of the Menu Editor. For information on creating and deleting Modifier Categories, see the Menu Editing and Best Practices Guide.

NAME	IMAGE
<p>Modifiers Online Options</p>	<p>1 Menu Groups: Whole Pies</p> <p>2 Modifier Categories: Bagel Beans Bread Cheese* Chicken Condiments Cook Crust Dip Dressing Drinks</p> <p>3 * Used in current group</p> <p>4 Up</p> <p>5 Dn</p> <p>6 Warning Prompt (if no required modifier selected): This is cheese</p> <p>7 Close</p> <p>8 Update</p>

### Modifier Category

#	NAME	IMAGE	DESCRIPTION
1	Menu Group		Use the <b>Menu Group Drop Down</b> list to select which menu group you want to make changes in.
2	Modifier Categories		Select the Modifier Category you want to change.
3	Used in Current Menu Group		<p>Modifier Categories that are assigned to modifiers within the selected Menu Group are flagged with an asterisk (*).</p> <p><b>Example:</b> Cheese is used in Whole Pies, but Bread is not.</p>

Modifier Category Online Options continued...

4	Move Up in Online Display Order		Click <b>Up</b> to move the modifier category up in the display order. This will cause Extras to display above Cheese in <i>HungerRush</i> .
5	Move Down in Online Display Order		Click <b>Down</b> to move the modifier category down in the display order. This will cause Cheese to display above Extras in <i>HungerRush</i> .
6	Warning Prompt	 	Use the <b>Warning Prompt</b> to change the display value of the modifier header online.  This will also display in the POS if this modifier category is used for Required Modifiers on an item.
7	Close		Click <b>Close</b> to exit without saving.
8	Update		Click <b>Update</b> to save any changes.  <b>Important:</b> Changes must be saved before selecting a new menu group!

9

**Modifier  
Category**

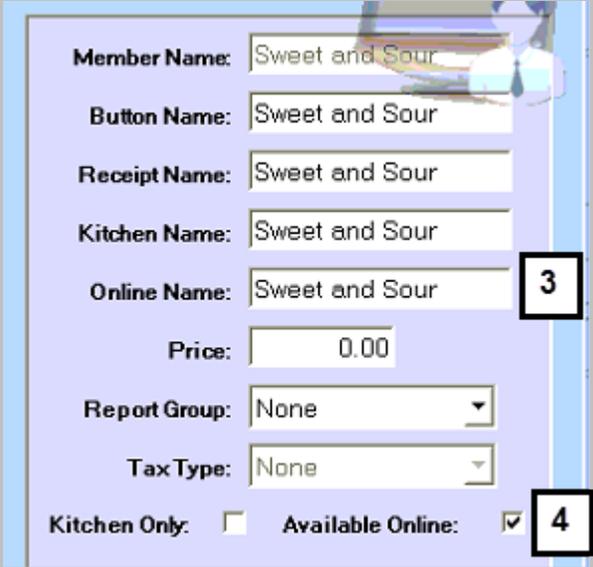


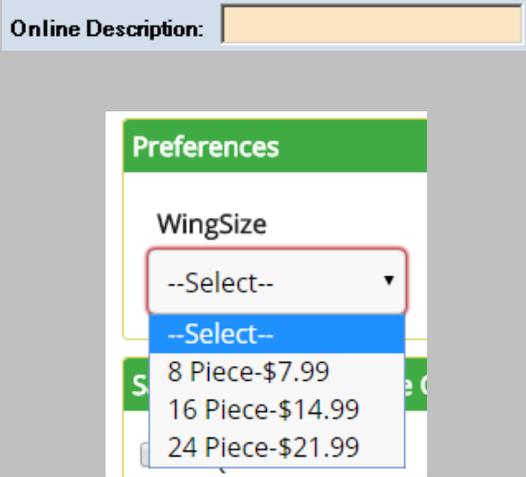
Button Name: New Cheese  
Receipt Name: New Cheese  
Kitchen Name: New Cheese  
Menu Category: Ingredient  
Report Group: WholePies  
Tax Type: SalesTax  
Modifier Category: Cheese

A **Modifier Category** is assigned to each modifier to allow each modifier to display as desired.

NAME	IMAGE
<p><b>Example</b></p>	<div data-bbox="341 304 1458 1428"> <p><b>Customize The Italian Sub</b> <span style="float: right;">✕</span></p> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  <p>Capicola, pepperoni, mortadella, salami &amp; provolone cheese with lettuce, tomatoes, onions, banana peppers &amp; Italian dressing.</p> </div> <div style="flex: 2;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Make It A Platter: You May Choose Up To One (Maximum Allowed 1)</b></p> <p><input type="checkbox"/> Platter With French Fries (\$1.00)</p> <p><input type="checkbox"/> Platter With Onion Rings (\$1.75)</p> <p><input type="checkbox"/> No Thanks!</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Sub Toppings:</b></p> <p><input checked="" type="checkbox"/> Banana Pepper <span style="margin-left: 100px;"><input checked="" type="checkbox"/> Homemade Italian Dressing</span></p> <p><input checked="" type="checkbox"/> Lettuce <span style="margin-left: 100px;"><input checked="" type="checkbox"/> Onion</span></p> <p><input checked="" type="checkbox"/> Provolone Cheese <span style="margin-left: 100px;"><input checked="" type="checkbox"/> Tomato</span></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Additional Sub Toppings: (Charges May Apply)</b></p> <p><input type="checkbox"/> Add Bacon (\$0.75) <span style="margin-left: 100px;"><input type="checkbox"/> Add Mayo</span></p> <p><input type="checkbox"/> Add Oil and Vinegar <span style="margin-left: 100px;"><input type="checkbox"/> Extra Cheese (\$0.50)</span></p> <p><input type="checkbox"/> Extra Meat (\$2.00)</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Would You Like To Add A Side Salad? (Maximum Allowed 1)</b></p> <p><input type="checkbox"/> No Thanks! <span style="margin-left: 100px;"><input type="checkbox"/> Small Salad w/Bleu Cheese (\$1.99)</span></p> <p><input type="checkbox"/> Small Salad w/Honey Musta (\$1.99) <span style="margin-left: 100px;"><input type="checkbox"/> Small Salad w/Italian (\$1.99)</span></p> <p><input type="checkbox"/> Small Salad w/No Dressing (\$1.99) <span style="margin-left: 100px;"><input type="checkbox"/> Small Salad w/Oil and Vin (\$1.99)</span></p> <p><input type="checkbox"/> Small Salad w/Ranch (\$1.99) <span style="margin-left: 100px;"><input type="checkbox"/> Small Salad w/Balsamic (\$1.99)</span></p> </div> </div> </div> </div>

## Preference Online Settings

NAME	IMAGE
<p>Preference Online Options</p>	 <p>The screenshot shows the 'Preference Online Settings' form for a preference named 'Sauce'. The form includes fields for 'Preference Name', 'Button Name', 'Default Member', 'Members' (a list with an 'Edit Members' button), 'Small Buttons', 'Use Blank Member', 'Is Available Online', and 'Online Description'. Callout 1 points to the 'Is Available Online' checkbox, callout 2 points to the 'Online Description' field, callout 3 points to the 'Online Name' field in the second screenshot, and callout 4 points to the 'Available Online' checkbox in the second screenshot.</p>  <p>The second screenshot shows the 'Member Name' settings for 'Sweet and Sour'. It includes fields for 'Member Name', 'Button Name', 'Receipt Name', 'Kitchen Name', 'Online Name', 'Price', 'Report Group', 'Tax Type', 'Kitchen Only', and 'Available Online'. Callout 3 points to the 'Online Name' field, and callout 4 points to the 'Available Online' checkbox.</p>

#	NAME	IMAGE	DESCRIPTION
1	Is Available Online		<p><b>Is Available Online</b> marks the preference as available online.</p>
2	Online Description		<p>Use the <b>Preference Online Description</b> field to replace the default preference name with a description that helps customers understand why they have to make a selection.</p> <p><b>Example:</b> The Wings preference online description may be 'Select Wing Size.'</p>
3	<p>Preferences Member:</p> <p>Is Available online</p>		<p>The <b>Online Name</b> is used to customize the Preference Member Name.</p> <p><b>Example:</b> In store the button is SweetNSour. But online it should say Sweet and Sour.</p>
4	<p>Preferences Member:</p> <p>Is Available online</p>		<p><b>Is Available Online</b> should be selected to make each preference member available online.</p>

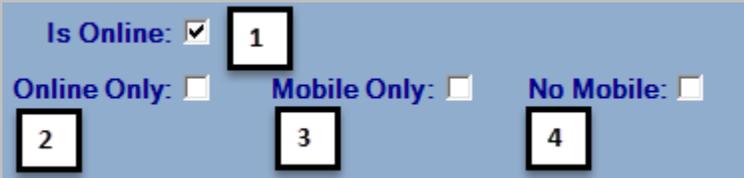
## Menu Online Settings

NAME	IMAGE
Menu Options	

#	NAME	IMAGE	DESCRIPTION
1	Allow Long Item Description		<b>Allow Long Item Description</b> increases the length of the menu item description box from 175 characters to 255 characters.
2	Extra Modifier Limit		The <b>Extra Modifier Limit</b> is the default value for the Modifier Max Quantity if it is not specified by modifier.

# Online Coupon Settings

## Coupon Configuration Online Settings

NAME	IMAGE
Online Coupon Configuration	

#	NAME	IMAGE	DESCRIPTION
1	Is Online		Select the <b>Is Online</b> option to make the coupon available for online ordering. This option will only appear if the location is using <i>HungerRush™</i> Online Ordering.
2	Online Only		Select the <b>Online Only</b> option to make the coupon only available online. This allows you to create specific offers to drive customers to order online. This option is only available when Is Online is selected.
3	Mobile Only		Select the <b>Mobile Only</b> option to make the coupon only available for your mobile application. This allows you to create specific offers to drive customers to download your app. This option is only available when Is Online is selected.
4	No Mobile		Select the <b>No Mobile</b> option to make the coupon available online but not available on the app. This option is only available when Is Online is selected.

## First Online Order Coupon

### Description

The First Online Order option allows you to create a special coupon for a customer who registers an account and uses online ordering for the first time.

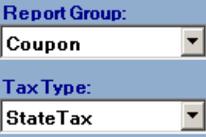
### Example

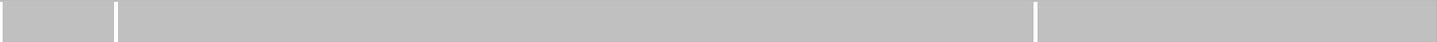
In this example, we will create a coupon that gives customers a 20% discount on their first online order. The maximum discount the customer will receive is \$10.00, and the minimum required for the coupon is \$20.00.

NAME	IMAGE																																	
First Online Order Coupon	<table border="1"> <thead> <tr> <th data-bbox="545 741 597 785">Qty</th> <th data-bbox="599 741 1089 785">Description</th> <th data-bbox="1091 741 1206 785">Price</th> </tr> </thead> <tbody> <tr> <td data-bbox="545 789 597 821">1</td> <td data-bbox="599 789 1089 821">Large Supreme Pizza</td> <td data-bbox="1091 789 1206 821">18.99</td> </tr> <tr> <td data-bbox="545 825 597 856">1</td> <td data-bbox="599 825 1089 856">Family House Salad</td> <td data-bbox="1091 825 1206 856">8.99</td> </tr> <tr> <td></td> <td data-bbox="599 861 1089 892">Italian Dressing</td> <td></td> </tr> <tr> <td data-bbox="545 896 597 928">2</td> <td data-bbox="599 896 1089 928">Large Cheese Pizza</td> <td data-bbox="1091 896 1206 928">25.98</td> </tr> <tr> <td></td> <td data-bbox="599 932 1089 963">Pepperoni</td> <td data-bbox="1091 932 1206 963">3.96</td> </tr> <tr> <td></td> <td data-bbox="599 968 1089 999"><b>[First Online Order]</b></td> <td data-bbox="1091 968 1206 999"><b>-10.00</b></td> </tr> <tr> <td></td> <td data-bbox="599 1003 1089 1035"></td> <td></td> </tr> <tr> <td></td> <td data-bbox="599 1039 1089 1071" style="text-align: right;">Subtotal</td> <td data-bbox="1091 1039 1206 1071">47.92</td> </tr> <tr> <td></td> <td data-bbox="599 1075 1089 1106" style="text-align: right;">Tax</td> <td data-bbox="1091 1075 1206 1106">4.78</td> </tr> <tr> <td></td> <td data-bbox="599 1110 1089 1142" style="text-align: right;">Total</td> <td data-bbox="1091 1110 1206 1142">52.70</td> </tr> </tbody> </table>	Qty	Description	Price	1	Large Supreme Pizza	18.99	1	Family House Salad	8.99		Italian Dressing		2	Large Cheese Pizza	25.98		Pepperoni	3.96		<b>[First Online Order]</b>	<b>-10.00</b>					Subtotal	47.92		Tax	4.78		Total	52.70
Qty	Description	Price																																
1	Large Supreme Pizza	18.99																																
1	Family House Salad	8.99																																
	Italian Dressing																																	
2	Large Cheese Pizza	25.98																																
	Pepperoni	3.96																																
	<b>[First Online Order]</b>	<b>-10.00</b>																																
	Subtotal	47.92																																
	Tax	4.78																																
	Total	52.70																																

### Set Up and Configuration

#	IMAGE	Instructions
1		Select <b>Mgmt</b> from the main screen.
2		Select Coupons from the main screen.

3		Select First Online Order from the main coupons screen.
4		The Entire Order option will be select by default.
5		Select the Percent Off option.
6		Coupon Name, Button Name, and Receipt Name are pre-populated as 'First Online Order'. If desired, change the Button Name and Receipt Name. Coupon Name is reserved for this special coupon and cannot be changed.
7		Enter 20 in the Percent Off field.
8		Enter 10.00 in the Maximum Value field.
9		Enter 20.00 in the Minimum Price field.
10		Select the appropriate Report Group and Tax Type.
11		Click the Save button.



## Online Coupon Sequence

Customers who use *HungerRush*™ Online Ordering can sequence their online coupons from the main coupons screen. The coupons populate across the top of the menu group so that they can be applied to as well as within the Deals group. The coupons will show in the order of the sequence entered.

NAME	IMAGE
Online Coupon Sequence	

#	IMAGE	Instructions
1		Select <b>Mgmt</b> from the main screen.
2		Select <b>Coupons</b> from the main screen.
3		Click the <b>Online Coupon Seq</b> button.
4		Select the first coupon, and use the <b>Up</b> and <b>Down</b> arrows to move the coupon to the desired location. Repeat for all coupons, until they are in the desired order. This is the order in which they will

Online Coupon Sequence:

- 1 Lg Specialty \$15.99
- 10% Off \$100+
- 1Lg 2Top 5pc ChzBrd 19.99
- 2Lg Specialty 29.99
- Lg 2 item \$11.99
- Lg for Med price

Up

Down

Cancel OK

appear online. Click **OK** when you have finished.

## Validation Codes

---

### Description

Validation Codes allows management to track the source of redeemed coupons for marketing purposes. When a coupon is distributed via, mail, box toppers, or door hangers a unique validation code is assigned to each method. Validation codes allow managers to track the success of each coupon distribution, and can be used when planning future promotions.

### Online Use

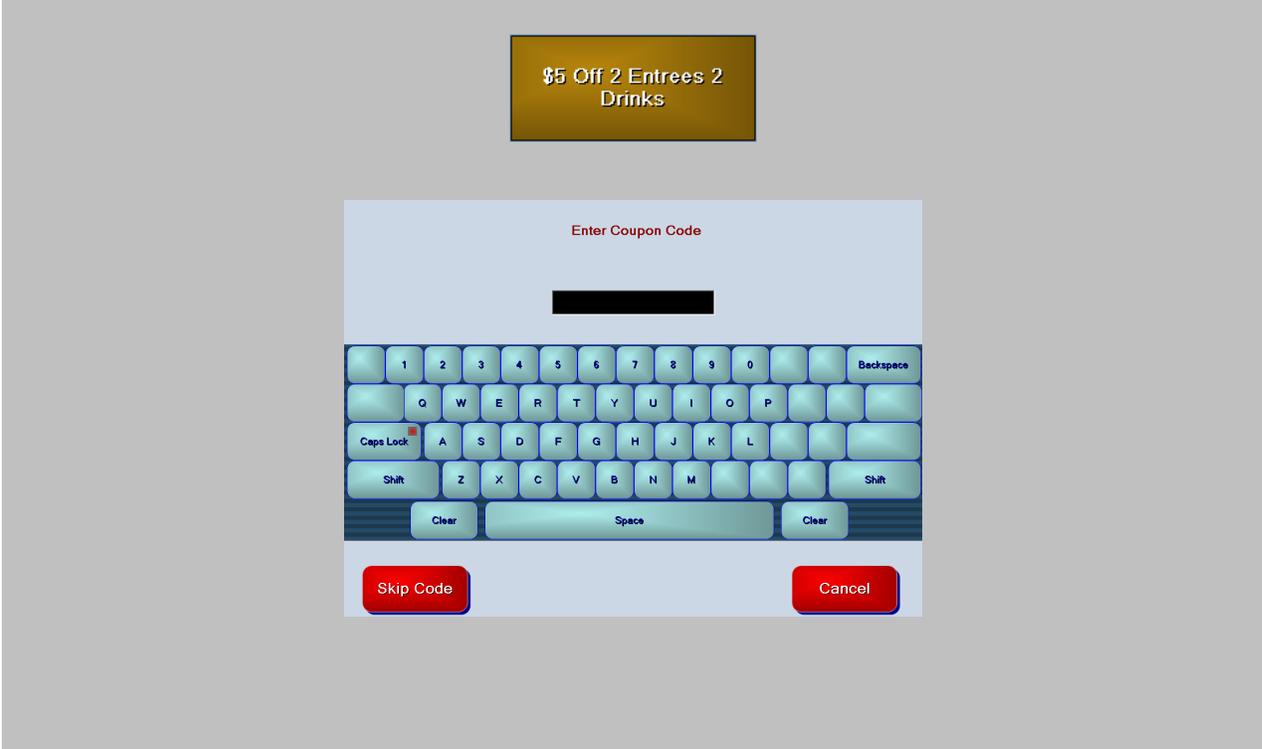
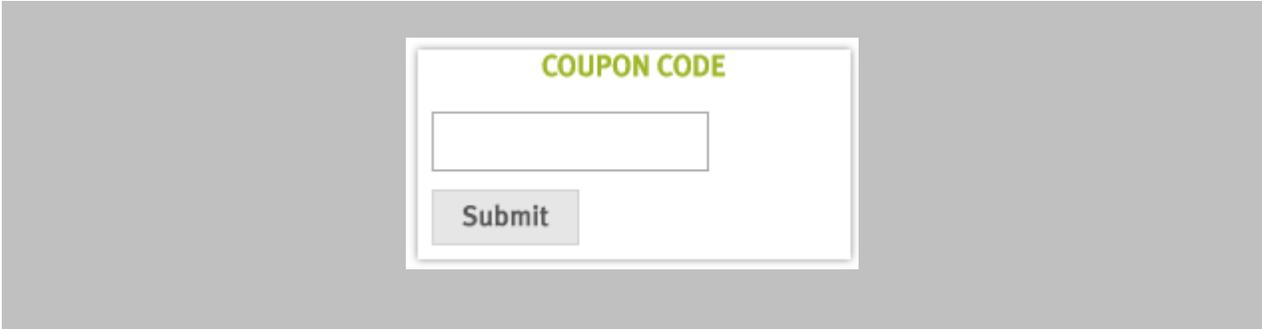
Validation code can also be used to create a coupon that is only available to customers who know the validation code. An online coupon that requires a validation code will not be visible under Coupons/Deals. The coupon may only be applied by entering the validation code during the order entry on *HungerRush*. Validation Codes are not case sensitive.

### Example

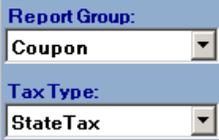
For example, your city has two newspapers: the Chronicle, and the Bluesheet. You place an advertisement in each newspaper, and would like to track how many coupons are redeemed from each source. You decide to use a different validation code for each publication. You will use CHR for the Chronicle, and BLUE for the Bluesheet. The validation codes will be printed on the coupons, and your employees will enter them when the coupons are redeemed. You plan to track the validation codes to decide which publication to advertise in for future promotions.

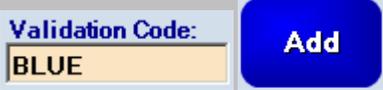
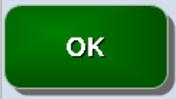
Your pizza restaurant has added a new Entrees menu category, and you want to promote the new items by offering \$5 off with the purchase of two entrees and two large fountain drinks. To receive the discount, the combined items must total at least \$15.00. The coupon is available for dine-in orders only, and is valid from September 1 - September 30.

## Set Up and Configuration

NAME	IMAGE																											
<b>Validation Codes POS Entry</b>																												
<b>Validation Codes Hunger-Rush Entry</b>																												
<b>Validation Codes Applied</b>	<table border="1"> <thead> <tr> <th>Qty</th> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Chicken Marsala</td> <td>11.99</td> </tr> <tr> <td>1</td> <td>Cheese Lasagna</td> <td>8.99</td> </tr> <tr> <td>1</td> <td>Lg Fountain Drink</td> <td>1.69</td> </tr> <tr> <td>1</td> <td>Lg Fountain Drink</td> <td>1.69</td> </tr> <tr> <td></td> <td>[\$5 Off 2 Entrees 2 Drinks]</td> <td>-5.00</td> </tr> <tr> <td></td> <td>Subtotal</td> <td>19.36</td> </tr> <tr> <td></td> <td>Tax</td> <td>1.60</td> </tr> <tr> <td></td> <td>Total</td> <td>20.96</td> </tr> </tbody> </table>	Qty	Description	Price	1	Chicken Marsala	11.99	1	Cheese Lasagna	8.99	1	Lg Fountain Drink	1.69	1	Lg Fountain Drink	1.69		[\$5 Off 2 Entrees 2 Drinks]	-5.00		Subtotal	19.36		Tax	1.60		Total	20.96
Qty	Description	Price																										
1	Chicken Marsala	11.99																										
1	Cheese Lasagna	8.99																										
1	Lg Fountain Drink	1.69																										
1	Lg Fountain Drink	1.69																										
	[\$5 Off 2 Entrees 2 Drinks]	-5.00																										
	Subtotal	19.36																										
	Tax	1.60																										
	Total	20.96																										

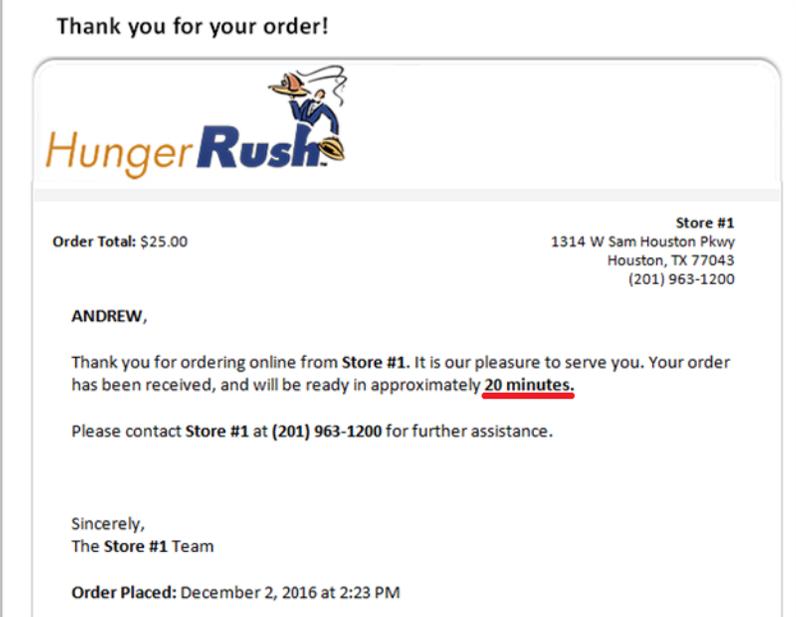
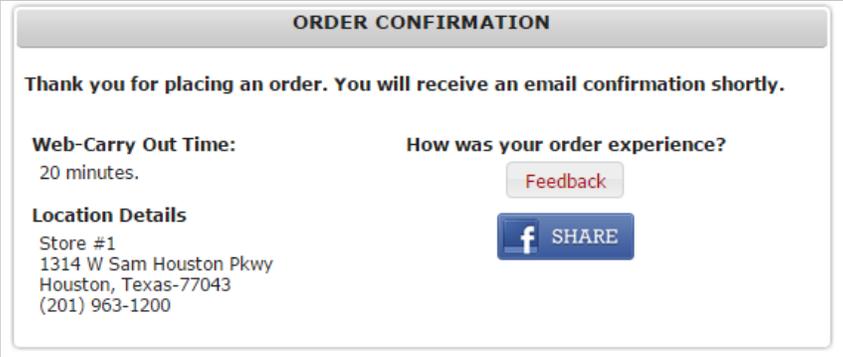
#	IMAGE	Instructions
1		Select Mgmt from the main screen.
2		Select Coupons from the main screen.
3		Click the New button to create a new coupon.
4		Select Multiple Items in the Apply To: section.
5		Select Amount Off as the Coupon Type.
6		Enter \$5 Off 2 Entrees 2 Drinks for the coupon name. Press Tab to populate the Button Name and Receipt Name fields. If desired, change the button name and receipt name to a unique value.
7		Enter 5.00 in the Coupon Value field.
8		Enter 15.00 in the Minimum Price field.

9		Select Entrees from the Group dropdown menu, and leave all other choices as All.																				
10		Click the Add button two times to indicate that two entrees must be purchased.																				
11		Select Beverage in the Group dropdown menu and Lg Fountain Drink in the Item dropdown menu.																				
12	 <table border="1" data-bbox="201 835 1081 1073"> <thead> <tr> <th>Group</th> <th>Item</th> <th>Size</th> <th>Style</th> </tr> </thead> <tbody> <tr> <td>Entrees</td> <td>All</td> <td>All</td> <td>All</td> </tr> <tr> <td>Entrees</td> <td>All</td> <td>All</td> <td>All</td> </tr> <tr> <td>Beverage</td> <td>Lg Fountain Drink</td> <td>All</td> <td>All</td> </tr> <tr> <td>Beverage</td> <td>Lg Fountain Drink</td> <td>All</td> <td>All</td> </tr> </tbody> </table>	Group	Item	Size	Style	Entrees	All	All	All	Entrees	All	All	All	Beverage	Lg Fountain Drink	All	All	Beverage	Lg Fountain Drink	All	All	Click the Add button two times to indicate that two large fountain drinks must be purchased.
Group	Item	Size	Style																			
Entrees	All	All	All																			
Entrees	All	All	All																			
Beverage	Lg Fountain Drink	All	All																			
Beverage	Lg Fountain Drink	All	All																			
13		Select the appropriate Report Group and Tax Type.																				
14		Select the Set Start Date option, and enter a date of 9/1/																				
15		Select the Set Expiration option, and enter a date of 9/30/																				
16		Select the Exclude Order Types option.																				
17		In the window that appears, select Delivery, and then																				

		<p>select Add. Repeat for Pick Up, To Go, Web Delivery, and Web Pick Up. Select OK when you have finished.</p>
18		<p>Select the Require Validation Code option.</p>
19		<p>Enter 'CHR' in the Validation Code field, and click the <b>Add</b> button.</p>
20		<p>Enter 'BLUE' in the Validation Code field, and click the Add button.</p>
21		<p>Click the OK button.</p>
22		<p>Click the Save button.</p>

## Estimated Order Time for Online Ordering

HungerRush has an option linked to each Order Type called Estimated Time. This time appears on the order screen and is communicated to the customer in the confirmation page, and confirmation email so they know when to expect their order to be ready or to be delivered.

NAME	IMAGE
<p>Estimated Time HungerRush Email Confirmation</p>	
<p>Estimated Time HungerRush Confirmation Page</p>	

## Edit Default Estimated Time

#	IMAGE	Instructions
1		Click <b>Config</b> .
2		Click <b>System</b> .
3		Click <b>Order Types And Stages</b> .
4		Select the Order Type.
5		Click Edit Estimated Time.

Edit Estimated Time Continued...

6

Enter a New Default Time and click OK.

6b



#	Start Time	End Time	Minutes	Effective Days
1	2:00 PM	4:00 PM	15	Everyday
2	4:30 PM	9:00 PM	35	Friday & Saturday

Enter pre-planned times for known hours of deviation from the standard estimated time.

Click **Add New**, then enter specific times and days of the week that the estimated time will deviate from the default value. Click **Save**.

*Example:*

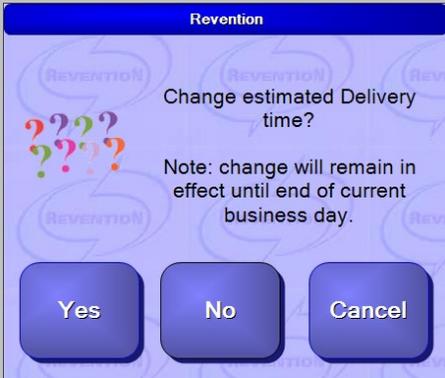
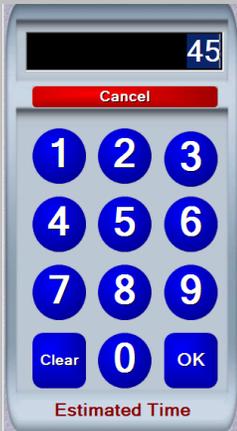
*Normal Quote time is 20 minutes, but between 2:00 and 4:00 p.m. volumes are lower and so quote time can be listed as 15 Minutes. On Fridays between 4:30 and 9:00 p.m. volumes are extremely high, and estimated times are 35 minutes.*

6b		Setting the Estimated Order Time to “0” will disable estimated time notifications to customers.
----	--	---

## Edit Estimated Time from Orders Screen

This time can also be modified on the fly during a busy period from the orders Screen.

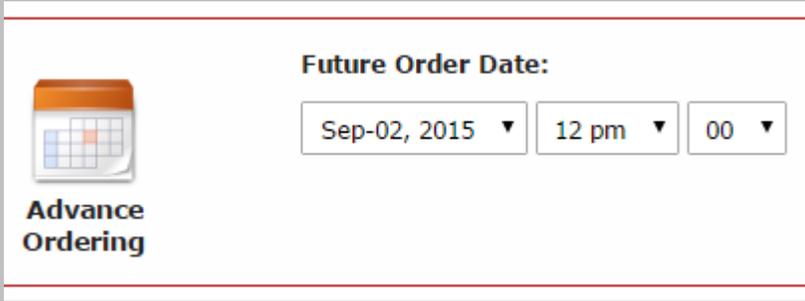
#	IMAGE	Instructions
1		Navigate to security profiles and enable the security permission to edit the Estimated Order Time.
2		Click <b>Orders</b> .
3		Select the Order Type.
4		Click the current Estimated time in Yellow.

5		<p>A message box will appear. To continue to change the time, select <b>Yes</b>.</p> <p>Once the business closes for the day, the estimated time, will revert to the default value.</p>
6		<p>Enter new time and select <b>OK</b>.</p>

## Deferred Order Prep Minutes

Deferred Order Prep Minutes is similar to Estimated time. Prep minutes functions like estimated time for a deferred order. It will restrict the earliest available time a customer can place an order in the future.

### Example

#	IMAGE	Instructions
1		Store opens for online business at 11:00 am.
2		Deferred Order Prep Minutes for Web-Delivery is set to 60 minutes.
3		If customer to places a Delivery - Future Order online at 10:00 am the earliest the time customer could request their Future Order would be 12:00 pm.

## Changing Deferred Order Prep Minutes in *HungerRush*

#	IMAGE	Instructions
1		Click <b>Config</b> .
2		Click <b>System</b> .
3		Click <b>Order Types and Stages</b> .
4		Highlight the Order Type name to update parameters.
5		In Order Type Properties window Change the Deferred Order Prep Minutes to preferred time.
6		<p>The change will be automatically saved in <i>HungerRush</i>, select Exit.</p> <p>Whenever a new order is submitted, the <i>HungerRush</i></p>

server will reference this value in the POS before displaying available future/deferred order times.

## Recommendations for Success

We have identified key areas that contribute to online ordering success. Our goal is to help you build a strong, profitable and valuable online ordering service. The following information has been designed to help improve your *HungerRush* Online Ordering business.

	QUESTIONS	TIPS & SUGGESTIONS
1	Do you currently have a promotion printing on receipts of ALL order types?	Ensure repeat business by offering a promotion on all receipts. This is a great place to promote your online ordering service at no additional expense to you.
2	Do you have food product stickers to put on Delivery and Carryout orders that promote online ordering?	Stickers are an inexpensive way to market online ordering to your customers. If you make it visible repeatedly they are more inclined to give the service a try.
3	Are you advertising online ordering within your restaurant? (i.e. banners, signage, menus, guest check holders, etc.)	Another inexpensive way to advertise online ordering is to have flyers or signs made for your restaurant, so that it's brought to the customer's attention while in the store.
4	Is the 'Order Online' link or button on your website clearly visible? Is it large enough to catch the customer's attention?	Many websites offer online ordering, but it is not clearly visible, so it doesn't grab the customer's attention. Making the button BIG & BOLD will increase customer awareness.
5	Are you using images and descriptions on your menu items?	Images make a HUGE impact, as do item descriptions. Creating uniformity by offering images and/or descriptions on all <i>HungerRush</i> menu items creates a user-friendly experience.
6	Have you setup a Standard Discount Program for online ordering? (i.e. 10% Off Online Orders, 20% Off First-Time Order, Orders Over \$20 Receive Free Item, Free 2 Liter when you order online, etc.)	Online-only promotions help to effectively drive business to the <i>HungerRush</i> site. Your goal is to get customers to place an online/mobile order, so they realize how user-friendly it is. Successfully driving customers to the site innately increases sales.
7	Are you actively sending email marketing campaigns to your customers or marketing the online ordering service with door hangers?	Creating awareness that online ordering is offered is the key to ensuring the success of online ordering. If customers aren't aware you offer the service, they can't and won't utilize it.
8	Are you adequately managing which menu groups and/or items are available for online ordering?	Particular menu items don't fare well in a delivery environment. By effectively managing which items are (or are not) available for online orders, you're ensuring a level of quality, in turn, ensuring a level of customer satisfaction.
9	Are you currently utilizing iPhone and Android Mobile Applications?	Offering mobile apps as another avenue of ordering for your customers and will increase sales which makes you more money at the end of the day. Excellent enhancements have been made to the mobile apps that improve the overall user experience.
10	Does your hold message advertise the online ordering service?	The best time to promote online ordering is while your customers are on hold waiting to place an order during peak hours. Giving customers an option to order online decreases the likelihood that they give their business to your competitor who has no wait.

## Suite of *HungerRush* Products

---

As technology advances, our Research and Development Team is committed to developing premier products that the market demands and customers have come to expect. *HungerRush* is much more than just Online Ordering; it is also Mobile and Facebook Ordering.

- ***HungerRush* Online Ordering** – From a desktop or laptop, customers can access your full online ordering site, build their order and submit it to their selected location. They can create an account or place an order as a guest. Either way the information collected can be used for marketing campaigns. If a customer opts to register for an account, they have the ability to setup multiple addresses on their profile, save favorite orders and all of their past orders will be saved for easy reordering.
- ***HungerRush* Facebook Integration** – The influence of social media is very powerful. If your establishment has a Facebook page with a lot of likes and check-ins, you'll definitely want to offer customers the option to utilize Facebook ordering. This integration allows your customer to place a *HungerRush* order directly through your page without ever leaving the Facebook website.
- ***HungerRush* Mobile Applications** – To date, hundreds of customized *HungerRush* apps have been published in the Apple App Store and Google Play Marketplace. Like online ordering, the mobile app sends orders securely to your *HungerRush* Point-of-Sale system to be processed. Customers ordering from the mobile apps have access to the same features offered online. An added feature that your customers will absolutely love is the ability to store their credit card information. This can be done without affecting PCI Compliance.
- ***HungerRush* Mobile Ready Site** – With the increase in smartphone users over the past few years, offering a mobile responsive site is essential to the success of mobile ordering. Many times customers will want to place an order from their smartphone or tablet, but will not want to download another app on the mobile device. By offering the *HungerRush* Mobile Ready Site as an option, you are giving your customers an improved mobile ordering experience.

## Troubleshooting FAQs

---

We've determined what are considered to be some of the most frequently asked questions with regard to *HungerRush*. Please read through these FAQs as it may provide an answer to the problem you're experiencing without involving Customer Service. However if this FAQ doesn't answer your *HungerRush* question, you have access to live technical support 24/7/365 with an active RSMA.

### 1. What needs to be done when there's an internet connectivity failure?

Often times, the solution is one that a Site Administrator may be able to resolve within minutes, eliminating the need to call Customer Service and minimizing downtime.

When customers are unable to place orders online, the most common reasons are:

- IP address of the Station 1 computer has changed
- Internet service is experiencing an outage
- Port 7777 on the router is closed

If you've elected to receive Critical Alerts via email, the body of the Internet Connectivity Failure alert email contains step-by-step instructions of what to do in the event of a connectivity failure:

- Confirm the internet is working on Station 1. Open a web browser and try browsing to a few different sites. If you cannot browse the internet, call the Internet Service Provider (ISP) immediately.
- If internet service is working and you're able to browse, go to <https://www.whatismyip.com>. Compare the IP Address shown on the website with the IP Address in the *HungerRush* settings. To find the *HungerRush* IP setting, log in to the Admin Portal, click Stores and select the store in question, click Config and ensure the IP Address entered in the IP Address / DNS Address field is the same. If the IP Address listed is different than what's shown on the website, update the information in the *HungerRush* settings accordingly. If you find that the IP Address needs to be updated frequently, contact the ISP about switching to a Static IP Address.
- Once the necessary changes to the IP Address have been made, test internet connectivity using the *HungerRush* Admin Portal. Go to Stores and select the store in question, click Check IP and a pop-up box will appear notifying you if *HungerRush* is successfully connected to the store or if it's unable to connect to the store. If the test still fails, the internet router should be reconfigured with Port 7777 open. An IT Technician or the ISP can possibly do this for you. If neither of these options is available, a Router Reconfiguration can be purchased from *HungerRush* and can be scheduled with a Customer Service Technician.

FAQ's continued...

**2. Delivery orders are being received outside of the delivery area or addresses within the delivery area are being denied delivery from the store. Why?**

- Map the customer's address in Google Earth to ensure it is recognized by the Google Address Validation System. If the address is not recognized as a valid address online, *HungerRush* will not recognize the address.
- When opting to use a Delivery Radius to define the delivery area, use Google Earth to map both the store's address and the customer's address; this program is an excellent tool for this purpose. Use the Ruler function to measure the distance between the two locations. Increase or decrease the delivery radius mileage accordingly.
- When opting to use a GeoFence, load the GeoFence file into Google Earth and map the customer's address to confirm whether it falls within the delivery area or not. If not, adjust the GeoFence file and upload it to the *HungerRush* Admin Portal again.

**3. In store, customers are required to choose a specific item, e.g. dressings for salads, but it does not do this online. Why?**

Check the POS menu to determine if Dressings are set as a Preference. If so, ensure that the Preference, Dressings, is not set as a Group Preference. Dressings should be a Menu Item Preference and associated with each individual item in the Salads menu group. Once you have moved Dressings from a group preference to a menu item preference and saved the changes, log in to the *HungerRush* Admin Portal and click Update Menu to effectively pull the changes to dressings over to the online menu.

If the dressings are set as Required Modifiers, ensure that the 'Is Online' box is checked for each of dressings in the Modifiers tab. Again, when you make any menu changes be sure to update the online menu.

**4. One of the Menu Groups, Item, Description, etc. is misspelled online. Where do I change it?**

The online names pull directly from the POS menu. You can change the spelling of any of the online names by clicking the blue 'Online Options' box. Once the online name has been changed, login to the Admin Portal and update the menu.

FAQ's continued...

### **5. What should I do when the internet service goes down?**

If the internet goes down only for a short while, in all likelihood it will come back up in the same condition as it was before it went down. However if you have to contact the Internet Service Provider (ISP) to restore service and in the process of troubleshooting they have to reset or replace the modem, a few things are required to restore online ordering service.

- First, log in to the *HungerRush* Admin Portal. Go to Stores and select the location. Click 'Check IP' to check for a successful connection.
- If the connectivity test fails, next confirm the IP Address entered in the Admin Portal is correct. Go to Stores and select the location. Click 'Config' and under the first tab there's an IP Address / DNS Address field. This address should match the IP Address of the *HungerRush* Station 1 computer. To confirm the address of Station 1, in *HungerRush* go to 'Utilities' and click 'Check IP'. If these two addresses differ, go to the Admin Portal, enter the correct IP Address and click Save. Click 'Check IP' again.
- If the connectivity test still fails, the modem and/or router need to be reconfigured. *HungerRush* requires ports 7777 and 12230 to be forwarded from the modem to the router/firewall and then from the router/firewall to Station 1. A hardware reset or replacement will cause these ports to be closed and all *HungerRush* communication will stop. The ISP or certified network technician should be able to effectively forward these ports for you. A *HungerRush* Support Representative can also reconfigure the router for a nominal fee which can be purchased at [www.posetc.com](http://www.posetc.com).

### **6. I saved changes to the POS menu and updated the menu in the Admin Portal, but the online menu doesn't reflect the changes I made. Why can't I see the changes?**

Most internet browsers store information in the cache memory. If you've already been to the *HungerRush* site and viewed the menu then navigated to the Admin Portal from the same computer to update the online menu, most likely you will not see any changes when you return to the menu after the update is complete. To see the changes immediately, go to another computer and browse to the site. Alternatively, you can close the browser and return to the site after 20 or 30 minutes has passed, giving the cache memory time to clear.

FAQ's continued...

**7. When my customers' log in to the *HungerRush* site for the first time, a pop-up box appears that says "No Description". What is this?**

This message indicates that the 'First Online Order' coupon does not have a description associated with it. To resolve, go to the Coupons section in *HungerRush* and add a description to the 'First Online Order' coupon. Next, login to the Admin Portal and update the menu.

**8. Why aren't my customers able to place delivery orders?**

Whether or not delivery is offered to a customer is based on the customer that is logged in attempting to place the order. If the customer's address falls outside of the store's delivery area, delivery will not be available. If you believe customers are being denied delivery that should not be, login to the Admin Portal and either increase your delivery radius or, if a GeoFence is being used to define the delivery area, create a new, expanded delivery area in Google Earth and upload the GeoFence file via the *HungerRush* Admin Portal.

**9. I received notification that my *HungerRush* site is live, but why don't I see it on my website?**

Once the *HungerRush* site is complete, you must contact the Web Designer of your business site and have them add a Call-to-Action (CTA) button to order online. Once the two sites are linked your customers will have access to online ordering.

## Technical Support

---

For technical support, contact **HungerRush 360 Technical Support** at 1.877.738.7444 or go to <https://www.HungerRush.com/support>.