OLO Expo Tablet - Overview

KRISPY KRUNCHY CHICKEN®
FRESHLY MADE · PERFECTLY CAJUN

Search Bar
Search for orders by typing the order ID or guest's name into the search bar

Needs Action
New orders will appear here so they can be confirmed for workflow purposes

Upcoming Orders
The upcoming tab contains all future orders

Active Orders
The active order tab contains all orders currently in process

Past Orders
The past order tab contains all orders that have been completed in the last 24 hours
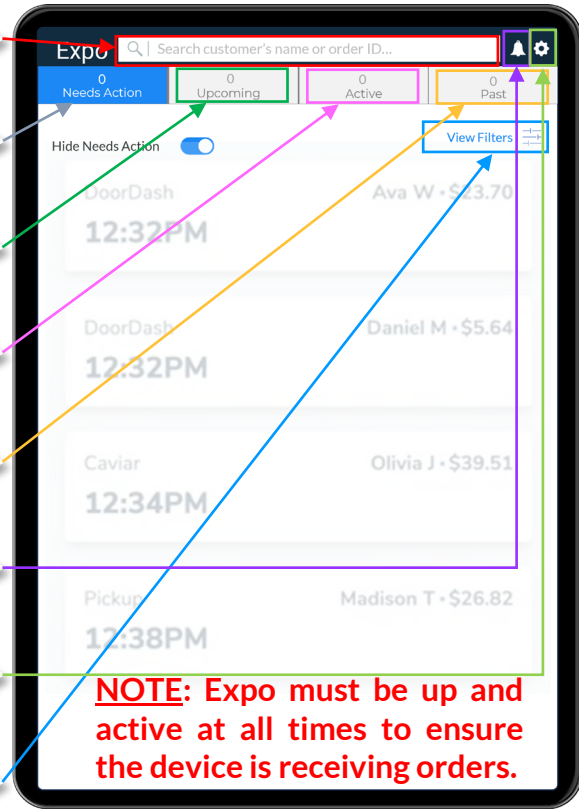
Notifications
Stay up to date on activities surrounding your orders like a driver canceling or an order failing

Settings
Access tutorials and other settings related to Expo

Filters
You can also search Expo orders by filtering. You can filter by order type, order status, order time

Expo

Q Search customer's name or order ID...

| 0 Needs Action | 0 Upcoming | 0 Active | 0 Past |

Hide Needs Action

View Filters

DoorDash   Ava W · $23.70
12:32PM

DoorDash   Daniel M · $5.64
12:32PM

Caviar   Olivia J · $39.51
12:34PM

Pickup   Madison T · $26.82
12:38PM

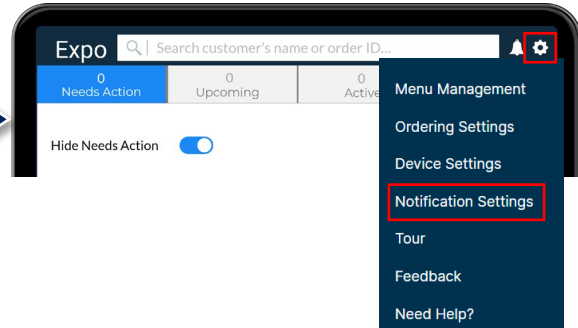**NOTE:** Expo must be up and active at all times to ensure the device is receiving orders.

OLO Expo Tablet – Notification Configuration

Notifications – Configure how you would like the device to notify you. You will have the option of Visual and Sound notifications. Please select the best options fitting your store's needs.

Step 1
1. Click on Settings ⚙
2. Click on Notification Settings

Expo 🔍 Search customer's name or order ID... 🔔 ⚙

| 0 Needs Action | 0 Upcoming | 0 Active |

Hide Needs Action 🔵

Menu Management
Ordering Settings
Device Settings
Notification Settings
Tour
Feedback
Need Help?

Step 2
1. Select the best options fitting your store's needs. These will need to be manually adjusted by checking the box. Please make sure settings are set to easily notify you for any updates.

Visual Notifications
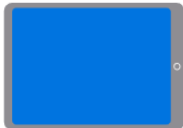
☐ Flashing Notification   ☐ Popup Notification

Sound Notifications

☐ Play Sound Once   ☐ Play Sound Repeatedly

*Ensure the volume on the tablet is turned up so that you can hear the notification bell.

OLO Expo Tablet – Notification Configuration

Notifications – Configure how you would like the device to notify you. You will have the option of Visual and Sound notifications. Please select the best options fitting your store's needs.

New Orders
Expo will notify you when new orders are placed. (If Active Order notifications are also enabled: New Order notifications will only apply to Upcoming Orders)

Active Orders
Expo will notify you when orders are ready to be made

Order Failures
Expo will notify you when an order fails. This usually means payment failure and you will not need to fulfill order

Marketplace Cancellation
Expo will notify you when a Marketplace cancels the order

Marketplace Approaching
Expo will notify you when a Marketplace delivery courier is nearing your location

Marketplace Arrival
Expo will notify you when a Marketplace delivery courier arrives to your location
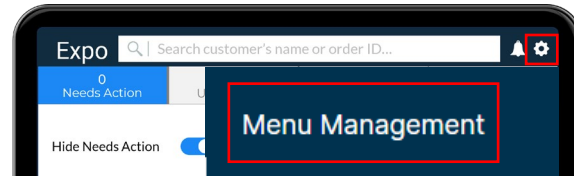
OLO Expo Tablet – Making Item Unavailable

Making an Item Unavailable means you have run out of product and need to temporarily remove it from your OLO menus.
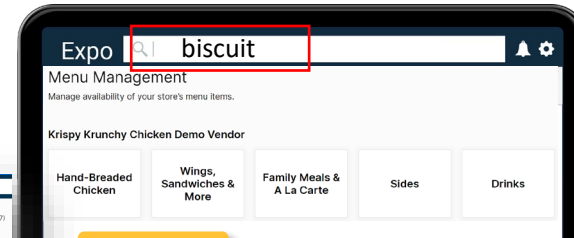
Step 1
1. Click on Settings ⚙
2. Click on Menu Management

Menu Management

Expo | Search customer's name or order ID...
0
Needs Action
Hide Needs Action

Step 2
1. Use the search bar to type in the item you would like to make unavailable. By doing this, you can quickly find all items in all categories.

Expo biscuit
Menu Management
Manage availability of your store's menu items.

Krispy Krunchy Chicken Demo Vendor

| Hand-Breaded Chicken | Wings, Sandwiches & More | Family Meals & A La Carte | Sides | Drinks |

< Back to Menu Management   Q biscuit

Q biscuit (10 results)   ☑ Products (3) ☑ Modifiers (7)

"Krispy Krunchy Chicken Demo Vendor" Products   "Krispy Krunchy Chicken Demo Vendor" Modifier Choices

"Krispy Krunchy Chicken Demo Vendor" Products (3 Results)

| HAND-BREADED CHICKEN Tenders + Biscuit | HAND-BREADED CHICKEN Signature Chicken + Biscuit | SIDES Honey Biscuits |

"Krispy Krunchy Chicken Demo Vendor" Modifier Choices (7 Results)

5 INSTANCES OF 1 Biscuit	4 INSTANCES OF Honey Biscuit	1 INSTANCE OF 1 Biscuit
5 INSTANCES OF 2 Biscuits	5 INSTANCES OF 6 Biscuits	1 INSTANCE OF 2 Biscuits
1 INSTANCE OF 6 Biscuits		

Make Unavailable

STEP 3
1. Manually select all items, then click on the Make Unavailable button.
2. If possible, select the date/time items will be available again. If not, you must manually make them available. Refer to Making Item Available.
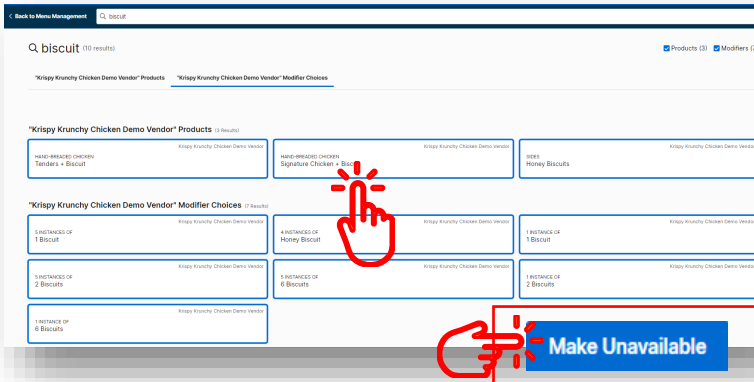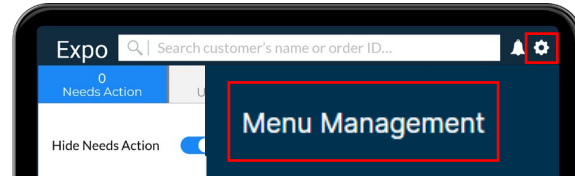
OLO Expo Tablet – Making Item Available

Once you have product back in stock, you must make it available again. Here is how you make it available on OLO Menu.

Step 1
1. Click on Settings ⚙
2. Click on Menu Management

Expo

Menu Management

Step 2
1. All items marked as Unavailable will be listed in red. Select items to make available and click on Make Available
   - Failing to make unavailable menu items available again poses a significant risk of lost sales opportunities, so it's crucial to remember to reactivate those items when appropriate

Menu Management
Manage availability of your store's menu items.

Unavailable Items

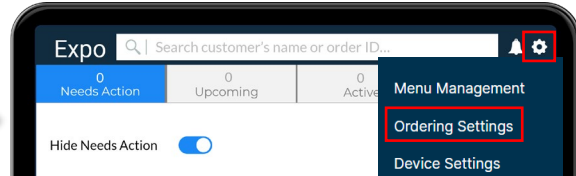|		
5 INSTANCES OF 6 Biscuits	5 INSTANCES OF 2 Biscuits	5 INSTANCES OF 1 Biscuit
6 Biscuits	2 Biscuits	1 Biscuit
2 INSTANCES OF Honey Biscuit	HAND-BREADED CHICKEN Signature Chicken + Biscuit	HAND-BREADED CHICKEN Tenders + Biscuit
SIDES Honey Biscuits		Make Available

OLO Expo Tablet – Managing Lead Times

The default time to have the food ready for the Marketplace courier is 7 minutes. If you need to add prep time to any upcoming orders, use the Lead Time Function by following these instructions:

Step 1

1. Click on Settings ⚙
2. Click on Ordering Settings

Expo 🔍 Search customer's name or order ID...

0 Needs Action	0 Upcoming	0 Active

Hide Needs Action 🔵

Menu Management
Ordering Settings
Device Settings

Step 2

1. Enable Lead Time by toggling the button from grey to blue ⚪ to 🔵
2. Click the drop-down arrow and select the extension time
3. Enable automatic end to the extension by clicking the drop-down arrow
   - Select the time you would like to resume orders or set to End of Day if unsure
4. To manually enable orders again, simply toggle the button from blue to grey 🔵 to ⚪

Lead Time 🔵

Extend make time minutes to orders
| Lead Time | ⌄ |

Select when you would like the extension to end
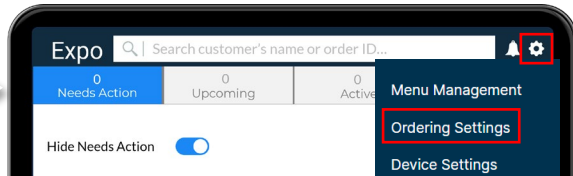| Extension expiration | ⌄ |

OLO Expo Tablet – Emergency Disable/Re-enable Ordering

If you have an emergency and need to disable ordering, follow the instructions below. Ordering should only be disabled for emergency purposes. Your store will automatically be configured with a user and default **pin of 1-2-3-4** to disable ordering.

Step 1

1. Click on Settings ⚙
2. Click on Ordering Settings

Expo 🔍 Search customer's name or order ID... 🔔 ⚙

| 0 Needs Action | 0 Upcoming | 0 Active |

Menu Management
Ordering Settings
Device Settings

Hide Needs Action 🔵

Step 2

1. Disable ordering by toggling the green checkmark to off ✅ to ❌
2. Click the drop-down arrow and select the reason for disabling
3. Automatically re-enable by toggling button from grey to blue *(preferred)* ⚪ to 🔵
    • Select the time you would like to resume orders or set to End of Day if unsure
4. To manually enable orders again, simply toggle the red mark to green checkmark ❌ to ✅

Online Ordering

Enable and disable ordering for this location.
Upcoming and active orders will still need to be prepared.

❌

Internal Reason

| Reason (required) | ⌄ |

Automatically re-enable ordering at a future time?

🔵

Expiration

| Re-enable Time End of Day | ⌄ |

OLO Expo Tablet – Troubleshooting Expo Tablet

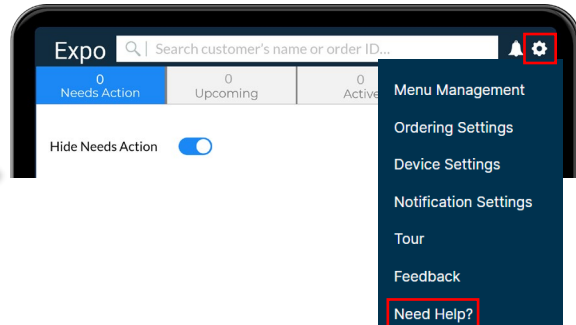If you need to troubleshoot your Expo Tablet, please follow these directions:

TROUBLESHOOTING:

Issue: Problems with the app (connectivity issues, stuck notifications, etc.)
- **Solution 1:** Close and Reopen the App
- **Solution 2:** Power Cycle the Tablet
  - Press and hold either volume button and the top button until the power off slider appears
  - Drag the slider, then wait 30 seconds for your device to turn off
  - Wait 10 seconds before restarting the tablet
  - To turn your device back on, press and hold the top button until you see the Apple logo
  - Once restarted, open the KKC Expo app to begin receiving orders again

Need Help?
1. Click on Settings ⚙
2. Click on Need Help?

Expo 🔍 | Search customer's name or order ID... 🔔 ⚙

| 0 Needs Action | 0 Upcoming | 0 Active |

Hide Needs Action

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OLO Expo Tablet – Troubleshooting Expo Tablet (More Help)

If you cannot manually solve your issue, please follow these instructions:

NEED HELP?

Contact:	Hours Available:	Related Issues:
delivery@krispykrunchy.com **Average response time: less than 30 minutes**	**8:00 AM - 10:00 PM EST (Mon - Fri)** **9:30 AM - 6:30 PM EST (Sat - Sun)**	• **Menu Items + Pricing updates** • **Hours of operation updates** • **Account access** • **Onboarding a new delivery partner** • **Checking status of delivery partner** • **Non-emergency tablet, stand & printer support**

EMERGENCY SUPPORT?

Contact:	Hours Available:	Hot Issues:
469-945-5505 **This number is to be used for emergency support**	**If it goes to voice mail, leave a message with phone number & email address**	• **Inability to take orders** • **Tablet, stand or printer is broken**