

Get set up for OrderIt.

Let's get your business ready to accept mobile ordering and payment with OrderIt. We've put together this simple guide to get you started. From logging in to creating your perfect menu and managing all your orders, follow these simple steps, and you'll be good to go in no time.

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How to log in.

Use your Dojo account login details to access OrderIt. If you can't remember your password or haven't set one yet, please [click here](#) and select 'Forgot password.'

To log into OrderIt, go to account.order-it.com

Set up your business location.

If you have more than one location, you'll need to set up OrderIt for each one with custom URLs, menus, and settings. It's quick and easy to do. Just follow the steps below.

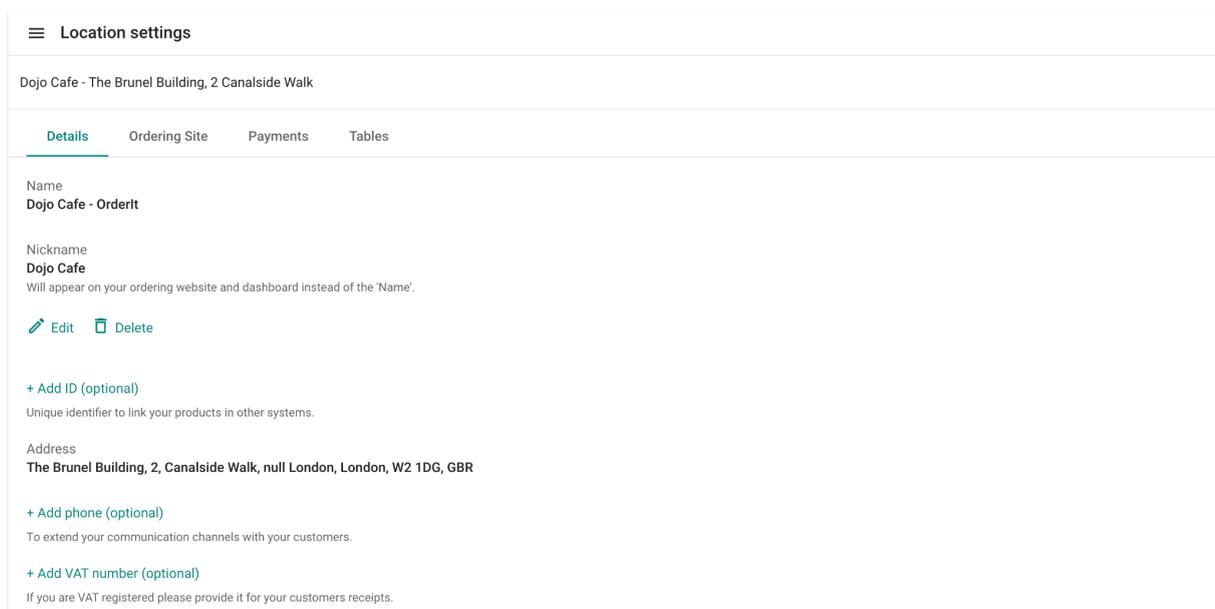
Set location details

First, click the menu button at the very top left of the screen (the icon with three lines). Go to Location settings > Details

Location address – This is the address we hold for your business. If it's not correct, you'll need to contact us at support@dojo.tech or 0800 044 3550 to change it.

Location nickname – You'll probably want to use the name of your restaurant. This will appear on your ordering website. If you don't add one, we'll use your trading name.

VAT number – If you're VAT registered, you can add your VAT number here which will show on receipts.



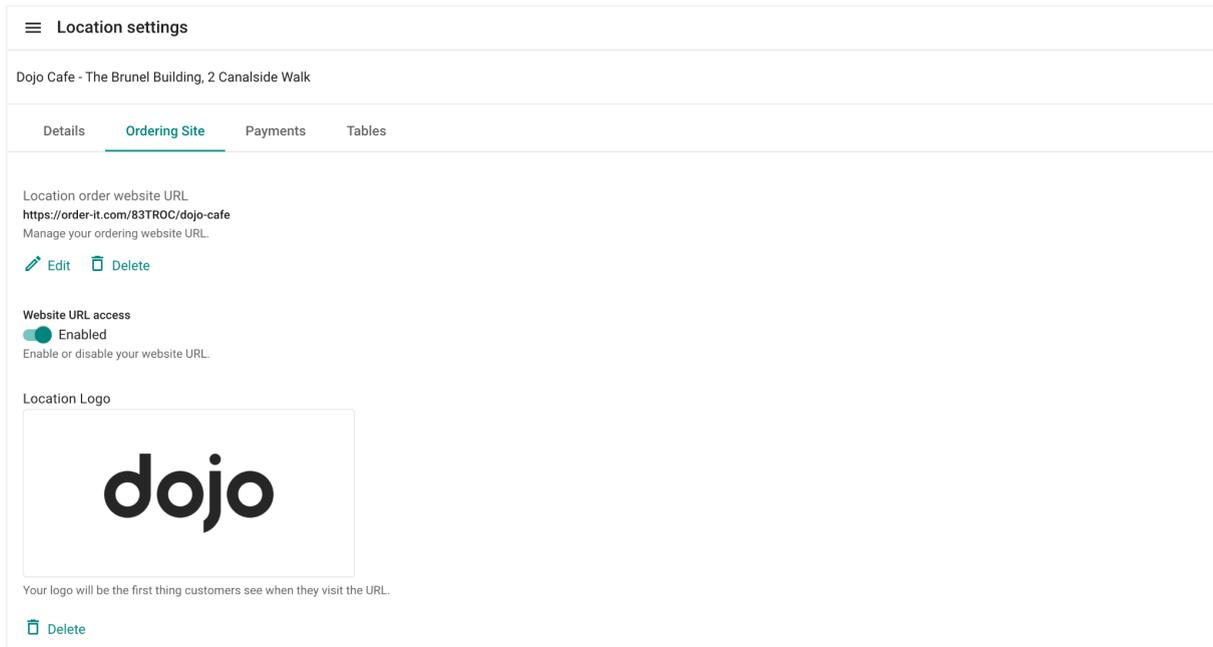
The screenshot shows the 'Location settings' interface for 'Dojo Cafe - The Brunel Building, 2 Canalside Walk'. It features a navigation bar with 'Details', 'Ordering Site', 'Payments', and 'Tables'. The 'Details' tab is active, showing fields for Name, Nickname, Address, Add phone, and Add VAT number. The Name field is 'Dojo Cafe - OrderIt'. The Nickname field is 'Dojo Cafe' with a note that it will appear on the ordering website. The Address field is 'The Brunel Building, 2, Canalside Walk, null London, London, W2 1DG, GBR'. There are also options to 'Add ID (optional)', 'Add phone (optional)', and 'Add VAT number (optional)'.

Customise your ordering site

Go to Location settings > Ordering site > Location order website URL

The base of the website will always be order-it.com, but you can add a personalised name at the end of the URL. This needs to be unique to your business.

You should also add a logo. This will be the first thing your customers will see when they visit the URL. Allowed file formats are JPEG and PNG and the recommended size is 658px x 658px.



Tip: When adding your logo, open up your ordering website (ideally on your mobile). When you save changes you can refresh the page to see how it appears for your customers and make any further adjustments

Enable / disable your ordering site

Go to Location settings > Ordering site > Website URL access

Here, you can quickly enable or disable your ordering site. By enabling the website URL, customers will be able to access the URL and submit orders. By disabling the website URL, customers will see a 'site unavailable' notice and will no longer be able to submit orders.

You can enable your site once you've created your menu. We'll remind you again later on in this guide.

Use your QR code

Go to Location setting > Ordering site > Location QR code

Make finding your ordering website simple by adding a QR code anywhere customers queue or sit so that they can order while they wait or click & collect. Your customers will be able to scan this QR code and click the link to go directly to your site.

Need help getting materials for your QR code designed and printed? Get in touch at support@dojo.tech or call us on 0800 044 3550.

Location QR code



This QR code is unique for each location. Display it to link directly to your ordering site.

[Download](#)

Use your website URL

As well as providing a QR code for customers to access your site, you can also include the URL to link from your website or Google listing. This will be especially useful if you are enabling click & collect.

Set up your payments and service charge

Go to Location settings > Payments

Here you can edit payment settings such as currency or service charge. If you set a service charge, it will be applied to every order automatically.

☰ Location settings

Dojo Cafe - The Brunel Building, 2 Canalside Walk

Details Ordering Site **Payments** Tables

Service charge
10.00%
This will be applied automatically to each basket total.
[Edit](#)

Currency
GBP
Currency for all orders and payments.

Add your tables

Go to Location settings > Tables

You can add as many tables as you like and change the order they're listed.

☰ Location settings

Dojo Cafe - The Brunel Building, 2 Canalside Walk

Details Ordering Site Payments **Tables**

Table list

⌵ Table 1
⌵ Table 2
⌵ Table 3
⌵ Table 4
⌵ Table 5

Will be shown on the ordering website, where the first step of the ordering process is to choose a table.

Edit Delete

Set up click & collect

Go to Location settings > Collection times

Once you've set your collection times, OrderIt will make collection time slots available to your customers to pick from when they want to order for collection.

Ben's cafe - 27 Angel Hill

Details Ordering Site Payments Tables **Collection times**

Working hours

Day	First collection	Last collection
Monday	08:00	22:00
Tuesday	08:00	22:00
Wednesday	08:00	22:00
Thursday	08:00	22:00
Friday	08:00	22:00
Saturday	08:00	22:00
Sunday	08:00	22:00

Set the time for first and last collection orders.

 Edit  Delete

You can set the same hours for every day or customise the collection times to suit your business opening hours.

Edit collection time ✕

Set the time for first and last orders

Collection time slot 1

Opening time Closing time

12:00 ▾

22:00 ▾

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Collection time slot 2 🗑️

Opening time Closing time

10:00 ▾

23:00 ▾

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

[+ Add new time slot](#)

Set time slots to further customize your working hour needs

Cancel
Edit collection time

You need to set the estimated preparation time for collection orders. Click the order time icons at the top right of the screen on the OrderIt dashboard.

From here, you can also quickly open and close the dine-in or collection channel.

☰ Dashboard

Ben's cafe - 27 Angel Hill 📄 15 min ● 📄 30 min ●

In progress 0 Completed 0

No orders in progress

The estimated preparation time will determine the collection time the customer will see as available ASAP and the first time slot to select.

Manage order time ✕

Dine-in orders

Open for table orders

Estimated preparation time

15 min ▾

Collection orders

Open for collection

Estimated preparation time

30 min ▾

Cancel Confirm time

For example, the customer would see the collection time options below if the current time was 17.30 and you selected an estimated preparation time of 30 minutes.

Collection time ✕

 **Allergens information**
If you have an allergy, please speak to a member of staff.

ASAP (estimated 18:00)

18:30

19:00

19:30

20:00

20:30

21:00

21:30

22:00

Create your digital menu.

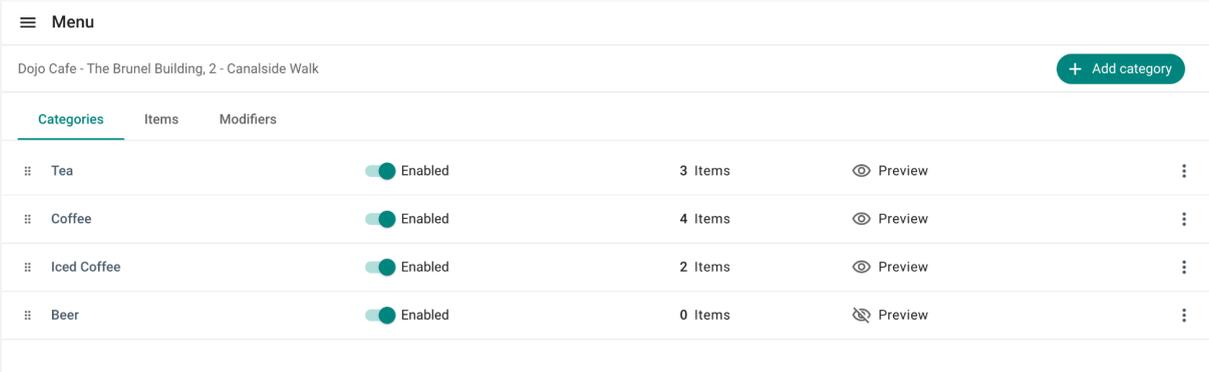
Follow these simple steps to make sure your digital menu is set up for success on both desktop and mobile.

Set categories

Go to Menu > Categories

Splitting your menu items into categories will help you group them and make it easier for your customers to scan. For example, you can group them into **Starters**, **Mains**, **Desserts**.

You can enable or disable categories based on what you want to be available at any moment in time. When your customers view the ordering site, they'll see the menu items grouped in the enabled categories.



Menu		
Dojo Cafe - The Brunel Building, 2 - Canalside Walk + Add category		
Categories	Items	Modifiers
Tea	3 Items	Enabled Preview
Coffee	4 Items	Enabled Preview
Iced Coffee	2 Items	Enabled Preview
Beer	0 Items	Enabled Preview

Add menu items.

Go to Menu > Items

To add items to your menu, hit 'Add item'. You can give each item a description, a price, and enable as many modifier sets as you like.

Then make sure you assign the item to the relevant category and tag items to show which allergens they contain.

You can also set items available for dine-in, collection or both, setting different prices to reflect the different VAT rates. You'll need to select the VAT percentage for each item based on the applicable rate. More information on VAT rates is available [here](#).

☰ Menu

Dojo Cafe - The Brunel Building, 2 - Canalside Walk + Add item

Categories Items Modifiers

Tea

⋮	Standard tea Would you like in your tea?	<input checked="" type="checkbox"/> Enabled	£ 0.05	⋮
⋮	Green tea	<input checked="" type="checkbox"/> Enabled	£ 0.05	⋮
⋮	Earl grey tea Would you like in your tea?	<input checked="" type="checkbox"/> Enabled	£ 0.05	⋮

Coffee

⋮	Americano Black or white, Decaf, ...	<input checked="" type="checkbox"/> Enabled	£ 0.10	⋮
⋮	Flat white Select milk, Decaf	<input checked="" type="checkbox"/> Enabled	£ 0.15	⋮

Add Item ✕

Name

Item ID

Description (optional)

Please include any allergens as part of the description 0 / 280

<input checked="" type="checkbox"/> Dine-In	Price inc. VAT (£)	<input type="text" value="0.00"/>	VAT Rate	<input type="text" value=""/>
<input type="checkbox"/> Collection	Price inc. VAT (£)	<input type="text" value="0.00"/>	VAT Rate	<input type="text" value=""/>

Category

Type

Food Drink Other

Dine-in is set by default for each item (although it can be disabled). If you want to offer the item for collection and dine-in, you can enable it in the edit item menu and also set a different price or VAT rate.

Add extras with modifiers.

Go to Menu > Modifiers

Modifiers are used to customise items when ordering. For example, sauces, sides, or add-ons. You can set a maximum number of modifiers that a customer can select as well as allow them to select multiple, or restrict to one modifier per item. You can make modifiers free or charge for them.

Some example uses of modifiers:

Food

Let your customers select pizza toppings – they can choose none or as many as they like for an additional charge per item. Or specify which type of bun they want with a burger – where at least one must be selected, and there's no extra cost.

Drink

Let your customers select which mixer they want with a spirit, how many glasses they need with a bottle of wine or whether they want a pint or half-pint of beer.

Menu	
Dojo Cafe - The Brunel Building, 2 - Canalside Walk + Add set	
Categories	Items <u>Modifiers</u>
Select milk	⋮
Standard (full fat), Skimmed, Oat, Coconut, Soya	
Black or white	⋮
Black, White	
Would you like in your tea?	⋮
Standard (full fat), Skimmed, Oat milk, Coconut milk, Soya milk, No milk	
Strength	⋮
Single shot	
Syrup shot	⋮
Caramel, Hazelnut	
Decaf	⋮
Decaf	

Add modifier set
✕

Set name

Modifiers

Modifier	Price
Modifier	£ 00.00 🗑️

+ Add another modifier

Customer can only select one modifier

A single modifier selection will be mandatory and the first modifier option in your set will become the default

Maximum number of items a customer can select

1 ▼

Cancel

Save item

Top tips for creating a great digital menu:

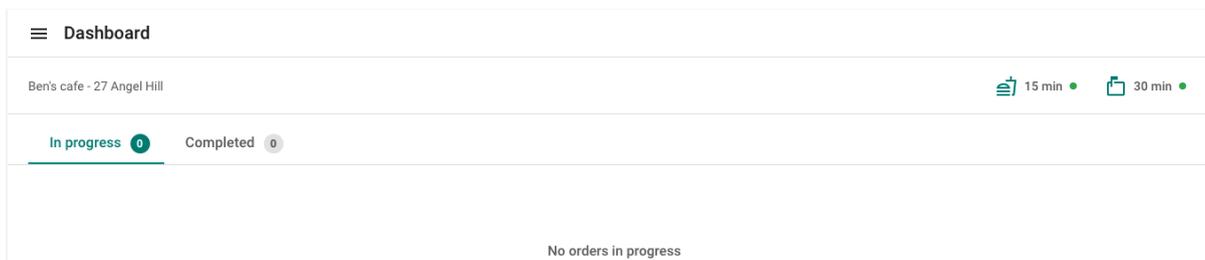
- Limit the number of available modifiers to 5 or 6 so that customers aren't overwhelmed with too much choice.
- Ensure item names are concise, clear & easy to understand
- When creating your menu, be sure to have your ordering side open on your mobile. When you save changes you can refresh the page to see how it appears for your customers.

Now that you've created your menu, it's time to switch on your ordering site.

Go to Location settings > Ordering site > Website URL access

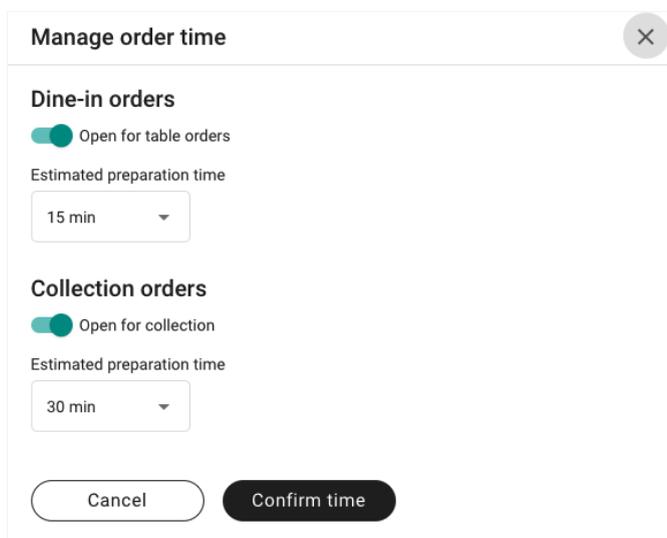
Manage orders.

To view and manage your orders, go to your OrderIt dashboard. Follow the steps below, and you'll be managing orders like a pro in no time.



Open or close different ordering channels

You can open and close different ordering channels for your location on your OrderIt dashboard. There are two channels you can use, dine-in or collection. Use the icons at the top right to open and close the channels, and set the minimum preparation time.



Depending on the channels you have open, your customers will see these options when they land on your ordering site. The minimum preparation time will determine what collection time slots are available.



Welcome to Ben's cafe

27 Angel Hill, Bury St. Edmunds, IP33 1UZ

At Table 15 min

Collection from 30 min

Powered by Dojo

Manage orders in progress

Here you'll see orders which have been submitted by your customers or accepted by you. You can view the details of each order and change the status from submitted to accepted.

Order details ×

Order #	Time	Table	Status
160621-2	13:58	Pickup on Level 9	Submitted

1x Green tea	£ 0.05
Subtotal	£ 0.05
Service Charge (10.00 %)	£ 0.01
Total	£ 0.06

Submitted means an order has been received from a customer but not yet accepted. You can mark an order as **accepted** once you are ready to prepare it.

Mark orders as complete

Once an order has been prepared and served, you can mark it as **completed**. In the completed section of the dashboard, you'll see all past completed orders.



Great news! You're all set to accept digital orders and payments with OrderIt. Now you're good to go, managing even the busiest periods will be a breeze.

Got any feedback or questions? Don't hesitate to email us at support@dojo.tech or call us on 0800 044 3550. We're always happy to help.