Restaurant

Restaurant Software FAQ's

1) Is Ovvi a cloud, or system-based POS?

a. Ovvi is a hybrid solution. The database resides on a system, however, there are functions that can be done on the cloud. The POS works even when the internet connection is down, unlike many other cloud-based POS systems.

b. On Ovvi's cloud platform, we have a full item/PLU and employee modules

- Item/PLU Module- the merchant has the ability to add, delete, or modify any menu items and add modifiers from the cloud.

- Employee Module- the merchant has the ability to add, delete, or modify any employees. One can also set up employee roles, hours, wages and employee permissions.

2) Can OVVI do table layout for my business?

a. Ovvi's software has a comprehensive table layout module, enabling the ability to create multiple and unique sections such as bars, main dining rooms, or a patio. You can also add features such as multiple bar stools, round tables, rectangular tables, booths, walls, restrooms, POS's and even background colors. For example, Ovvi has the ability to add unique features like pool tables or bowling alley lanes.

3) Does OVVI's POS handle split payments? If it does, are there any split limitation limits?

a. Ovvi has three ways to handle split payments within our POS: A user can split

evenly by check, split by individual guest(s), or split by an individual ordered item. There are no maximum split limitations on our software. For example, Ovvi has a client utilizing our POS that performed a maximum split of 72 tabs and the software worked flawlessly.

4) Can OVVI add pictures or perform a change of colors to buttons for menu items and/or departments?

    a. Yes, Ovvi's Menu Build function is completely customizable. A merchant can add pictures, colors, or change font sizes of individual menu items or departments.

5) Does OVVI have multi-level modifiers?

    a. Yes, and there is no limitation on how many levels of modifiers you can add to a menu item. Our software also comes with two different types of modifiers: forced or open.

    b. Forced Modifiers - For example; for a steak order, the software can be programmed to ask for cooking options, such as rare, medium-rare, medium, medium-well, etc. This is followed next by a screen to select sides, such as mashed potatoes, green beans, baked potato or salad. If salad is selected, Ovvi then moves to the next modifier screen to choose salad dressings- caesar, ranch, etc.

    c. Open Modifiers - Ovvi's excellent open modifier screen is where a server can select from pre-selected options such as no, add, extra, only, or open items. If someone orders "no onions" on their burger, instead of typing "no onions" you would simply select "no", then choose "onions" from the menu and this modifier shows up under the item.

6) Can OVVI track my employees' hours and wages?

    a. Yes, our software has a full employee management module with detailed clock-in and clock-out functionality. Ovvi also has the ability to track overtime hours and paid or unpaid breaks.

7) Can OVVI track items such as tips for each employee?

    a. Yes, Ovvi's software can track tips for each employee. There are multiple ways Ovvi can accept tips by an employee. Ovvi also has a suggestive tipping feature available where the software can calculate auto gratuity.

8) Does OVVI offer an employee scheduling tool with the ability to either print or email?

   a. Yes, Ovvi has a built-in employee scheduler module that can set up weekly or monthly schedules for each employee. Ovvi also has the ability to print or email a schedule to employees directly from the POS system.

9) Does OVVI track voids, complementary foods, or wastage?

   a. Ovvi tracks every time there is an exception to a normal order process, which can include the following key pressed items:
- Delete
- Void
- Complimentary
- Discount

   b. Ovvi also produces detailed reporting where an operator can track every time an employee presses any one of the above buttons.

10) Does OVVI have the ability to track inventory?

   a. Yes, Ovvi has an integrated and detailed inventory management program with stock updates available on our POS.

11) Does OVVI have the ability to track and store recipes?

   a. Yes, Ovvi has a full recipe module available on our POS where recipes can be added to a menu item and Ovvi will track all ingredients, for example milkshakes: 2 bananas, 5 strawberries, 10oz whole milk. Ovvi will track every time a milkshake is sold and can provide the operator with an accurate profitability based on the ingredients selected.

12) Does OVVI have the ability to receive stock items and send purchase orders to vendors?

   a. Yes, Ovvi has multiple ways to receive incoming stock. For example, you can receive stock then create a Purchase Order (PO) in the "Receive Stock" module, or place a detailed PO to the vendor, and receive stock within the PO module.

13) Does OVVI scan bar-codable items?

   a. Yes, Ovvi has the ability to scan multiple barcodes and embed barcodes.

14) Can an OVVI user make their own barcodes and/or print barcodes using Ovvi?

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15) What are OVVI's tech support hours?

a. Ovvi offers live 24x7x365 technical support. Ovvi has U.S. based industry-experienced veterans, who are trained and work full-time to provide an average resolution time of under four minutes per call. Ovvi takes pride in our company's reputation by offering the best technical support in the industry. One way we do this is to remotely access each POS system for simple troubleshooting.

16) Does OVVI offer live reporting? If so, how many reports does OVVI offer?

a. Yes, Ovvi has 70+ built-in reports available on our POS and over 50+ built-in reports on our live cloud reporting. Ovvi has a fulltime team of developers who are continually finding new ways to take POS data to continually create more detailed reports.

b. Ovvi's analytic cloud reporting features a detailed graphical interface. All Ovvi reports are exportable to Microsoft Excel and/or PDF. Ovvi also has the ability to automatically email the top five reports used to multiple merchant owners or users.

c. Some of Ovvi's common reports:
   • KPI Report – Key Performance Indicators
   • Sales Summary and Details
   • Sales by Hour
   • Sales by Customer
   • Payment Type
   • Product Mix
   • Product Profitability
   • Order Exceptions
   • Employee Wage and Hour Summary and Details
   • Frequent Customers
   • EOD reports

17) Does OVVI's system have a live online journal that can track individual tickets?

a. Ovvi has an online journal available as well as Ovvi's cloud reporting. This can show all complete order receipts along with payment and employee information.

b. Ovvi has a simple and low recurring cost for this service of only $25 per month.

18) Does OVVI have online ordering?

a. Yes, Ovvi has our own proprietary online ordering platform. You can view a demo at: https://order.ovvihq.com/.

b. Online ordering is directly integrated within Ovvi, so when a customer places an online order it automatically shows up within the POS. Ovvi will chime when a new order arrives, the server can then accept the order and send it to the kitchen.

c. Ovvi's online ordering platform is completely customized. A merchant can add their own logos, background banners, and menu item pictures. Ovvi will take one business day to set up. When Ovvi activates your online ordering, you will receive a unique URL and all your menu items automatically show up on our online ordering platform along with the respective departments and all modifiers.

d. There is no setup cost for our online ordering, only a small $39 per month fee.

e. Ovvi's online ordering is set up with a payment processor so your customers can pay for their orders online or pay at the store location.

19) Does OVVI integrate with accounting software?

a. Yes, Ovvi has a direct integration with accounting software, such as:
   - Quick Books Desktop – All Versions
   - Quick Books Online
   - Sage 50, 100 & 30
   - Xero
   - Tally
   - Microsoft RMS and many more

b. Ovvi has a simple and low recurring cost for this service of only $25 per month.

20) Does OVVI integrate with payroll software?

a. Yes, Ovvi has direct integrations with 5+ payroll software, such as:
   - ADP
   - Paychex
   - Gusto
   - Zenefits
   - Workforce and many more

b. Ovvi has a simple and low recurring cost for this service of only $25 per month.

21) Can OVVI process gift cards?

a. Yes, Ovvi has its own gift card processing program.

b. You can order your customized gift cards right from our website: www.ovvihq.com/giftcards. You have the ability to choose from over 600+ built in designs by restaurant type. You can also insert your logo and company information directly on your own. Take advantage of Ovvi's very intuitive design software.

c. Ovvi has a simple and low recurring cost for this service of only $15 per month.

d. You can also sell, activate, and redeem gift cards from the Ovvi hardware.

22) Is OVVI connected with any other gift card processing platforms?

a. Yes, currently Ovvi is connected with the following gift card processing platforms:

- First Data Gift Card
- Valuate
- Mercury Gift Card
- Datacap Gift Card gateway

23) Does OVVI have a loyalty program?

a. Yes, Ovvi has a built-in loyalty module where you can add multiple loyalty incentives and programs.

b. For example, Ovvi can issue one bonus point for every $1.00 spent. This can accumulate to 100 points, which could represent a "give away a free" item(s), a discount, or a dollar amount discounted off of a chosen item.

c. Ovvi's built-in loyalty program has no extra charge, it comes standard with our software.

d. Ovvi can create a customized mobile loyalty app for your restaurant, both for Apple and Android marketplaces, where your customers can download your app and track their loyalty. Customers can also pay using a digital mobile wallet right from within the app.

e. There is a one-time cost of $499 to build a custom app for you and then only a $99 per month cost to manage and maintain it for you.

24) Does OVVI have integrations with delivery apps like Uber Eats, DoorDash, and others?

    a. Yes, Ovvi currently has integrations with over 100+ delivery applications like Uber Eats, Door Dash, Grub Hub, Postmates and many more. You can find a complete list at www.ovvihq.com.

    b. Features of Ovvi's solution:

- Our software is directly integrated with all of these delivery apps so when a customer places an order, the order comes in directly to Ovvi. The restaurant employee can then accept the order and send it to the kitchen. Ovvi will physically "chime" when a new order comes in.

- This integration reduces the need for multiple tablets within any restaurant since you will no longer need a tablet for each delivery app.

- Restaurants now have the ability to sign up with all 100+ delivery apps, increasing their online ordering presence while also exponentially creating access to delivery apps where their customers can find them, thus increasing new revenue opportunities for operators.

- Reduces order lag and mistakes that could be caused by employees.

- Ovvi has a simple and low recurring cost for this service of only $100 per month.

25) Does OVVI have table side ordering and payment acceptance?

    a. Yes, Ovvi features mobile tablet solutions where servers can go to a customer's table, take orders and wirelessly send it back to the kitchen. Ovvi's tablet solutions can also accept payments using our mobile payment device.

    b. Ovvi uses 10" mobile tablets with an easy carrier strap. All mobile tablets work off of the merchants' Wi-Fi network and there are no quantity limitations. Ovvi's biggest restaurant client today has over 80+ tablets in use.

26) Does OVVI offer multi-store reporting?

    a. Yes, Ovvi features multi-store reporting where a franchise, or multi-store operator, can view all of their locations on a single login and a combined dashboard. Ovvi can also show your KPI (Key Performance Indicator) report for all locations.

27) Does OVVI have a delivery module built?

    a. Yes, Ovvi has a built-in delivery module available on our software. You can print delivery labels, allocate drivers to single or multiple delivery orders, and also track their arrival and departure times accurately.

    b. Ovvi does not have delivery mapping capabilities as most drivers today use map services or apps that are more comfortable to them to find customer addresses.

    c. There is no additional charge for this module.

28) Does OVVI work with custom features? For example, pizza operators?

    a. Ovvi has a very intuitive pizza builder module available. You can build multiple pizzas by size, crust, sauce, and toppings all from one module. Ovvi software also has the ability to do half and half pizza, a third pizza, or a quarter pizza. Ovvi can charge by crust, or by toppings, and the system automatically charges for the more expensive side of the pizza.

29) Does OVVI come with a Caller ID solution?

    a. Yes, Ovvi integrates with "Whose Calling" Caller ID solution, where the operator purchases the caller ID box. Once set up, Ovvi's software has the ability to recognize the Caller ID, pull up the customer name, and also their last five orders for an easy and convenient reorder process.

30) Does OVVI have a feature for combo meals and substitute items?

    a. Yes, Ovvi's software is widely used in QSR chains and fast casual restaurants. Some of our most recognizable chain accounts that use our solutions are Church's Chicken, Arby's, and Carl's Junior.

    b. Ovvi can create multiple combo meals for lunch or dinner, for example; a burger, fries and a drink for one combo price. Ovvi has the ability to substitute items like a baked potato for regular fries, and recognize and up charge if appropriate.

31) Can OVVI set Happy Hour pricing or Daily Specials in the system for the same item?

    a. Yes, Ovvi 's item/PLU module comes with multiple pricing options. You can set up a lunch hour, happy hour, or dinner hour pricing for the same item and the prices will automatically charge for the times that are selected.

b. Ovvi also has the ability to set up daily specials well in advance. For example, Tuesday's are "Fish and Chips for $5.00." You can enable this by using Ovvi's periodic pricing tab under the item/PLU module.

32) Does OVVI have multiple item routing to a kitchen printer?

a. Yes, you can use Ovvi to set up multiple kitchen printers and our software will route individual orders by station(s) or by item. For example, a restaurant has a salad section, cooking section, and a bar. Ovvi will route each item(s) by their respective sections. Ovvi can also print the complete order on an Epson kitchen printer.

33) Does OVVI have a kitchen display system?

a. Yes, Ovvi is compatible with two kitchen display solutions: Logic Controls and Chef Tabs.

b. Ovvi's KDS solution comes with a controller and bump bars that can route by individual station or by menu items.

c. Ovvi can activate drive thru and dining KDS modules along with food prep timers and quantity prompts.

34) Does OVVI have a coupon solution?

a. Yes, Ovvi has a built-in coupon module available. With Ovvi's coupon solution, the restaurant has the ability to add multiple coupons by number of days, validation, or add coupons by exact matching conditions for combo deals or individual menu items.

35) Can the OVVI system accept Apple Pay and EMV-chip enabled cards?

a. Yes, Ovvi has the ability to accept all chip enabled credit or debit cards. Ovvi accepts NFC (tap-to-pay) payments like Apple Pay, Google Pay, Samsung Pay and more.

36) Can OVVI track bar tabs?

a. Yes, Ovvi has the ability to set up pre-authorizations for bar tabs. A bar can open up a tab, charge a customer's credit/debit card into the payment device and Ovvi will capture the last four digits of the CC number, the customer name, and will charge the pre-authorized amount. Ovvi also has the ability to close the tab on the same card during close out procedures without asking for the customer's card again.

37) Can we bring our own credit card processing and still move to OVVI? Which processors are you compatible with?

    a. Ovvi software is compatible with all processors in the United States, including:

        • First Data/ Fiserv
        • Tsys
        • Worldpay
        • Global Payments – Heartland
        • Clearent
        • EPX and many more

38) Which EMV device can we use for CC processing?

    a. Most commonly used CC devices used with our Ovvi software are PAX S300 pin pads. For wireless mobile devices Ovvi uses PAX D220 pin pads.

    b. Ovvi is also compatible with Verifone VX 805 pin pads through the DataCap payment gateway.

39) Can OVVI do refunds and voids on credit cards?

    a. Yes, Ovvi has the ability to process refunds on credit/debit cards using the Ovvi payout module.

40) Does OVVI ask for tips or suggestive tipping?

    a. Yes, Ovvi has the ability to automatically show a suggestive tips screen on CC devices so a customer can simply select this option instead of entering their tips. Ovvi can customize this feature to show any amount such as 15%, 18%, 20% or an open tip amount.

41) How does OVVI work with scales for something like a frozen yogurt or ice cream shop?

    a. Ovvi integrates with scales and scales with scanners.

    b. You can weigh the product and charge by its weight using Ovvi systems.

42) Does OVVI support multiple languages?

    a. Yes, Ovvi software supports nine languages as of today:

        • English, Spanish, Korean, Chinese, Vietnamese, Thai, Japanese, Hindi and French.

b. Ovvi has the ability to change menu screens to a second language by an employee login. For example, if an employee can only read in Korean or Chinese; when that employee logs in, the menu screen will automatically change to Korean or Chinese for that user based on their unique login.

c. Ovvi's software can print in a second language on the front receipt printer and on the back-kitchen printer. This is a great feature since Ovvi is one of the few POS solutions that can print in Korean, Chinese, or Vietnamese onto the kitchen printer.

43) Does OVVI offer self-ordering kiosks? Can we change our POS to self-ordering mode?

a. Yes, Ovvi has a free-standing self-ordering kiosk available in a 21" vertical display.

b. Ovvi's self-ordering module enables a customer to place their own orders and pay using the Ovvi built in payment device.

c. Ovvi also has the ability to convert a regular POS to self-ordering mode.

44) Does OVVI have menu programming services?

a. Yes, Ovvi provides full menu programming services for restaurants for a small, one-time fee of only $99 for up to 250 menu items. Ovvi delivers this service in only 48 hours.

45) Does OVVI offer cash discounting services?

a. Yes, Ovvi has cash discounting available. For example, if a cash discount is programmed to 4% on your Ovvi POS, then our software will automatically add 4% to all the menu item prices, and only during the check-out process when a server presses the "Cash Payment" option will it then give a 4% cash discount. This also reflects on the receipt.

46) Does OVVI offer surcharging for purchases?

a. Yes, Ovvi has surcharging available. You can determine a certain percentage or fixed surcharge dollar amount. For example, an operator adds a fixed surcharge of $0.59 for all credit card purchases. Ovvi will add a $0.59 surcharge when the "Credit Payment" button is selected for the entire order. Ovvi then displays at the bottom of the receipt the order total with the surcharge of $0.59. This amount will be added into the total amount charged to the customer.

47) How is OVVI's installation and training done?

a. For most situations where Ovvi is purchased, the installation and training of our features and services are performed over the phone. When you receive your Ovvi hardware, it is already 100% pre-programmed and ready to use. When Ovvi is shipped to you, we have made the process to be as simple as just plugging Ovvi into a power and internet source, and then making a call to our implementation group. Ovvi's Support Specialists will help with the entire setup, activation, and training for you and your team on the software and its features.

An average phone installation and training will take 2-3 hours. If you need any further help after the initial installation and training, our award-winning support specialists are available 24x7x365 to help.

48) Does OVVI provide onsite installation and training services?

a. Yes, Ovvi does offer onsite installation services. Ovvi works with Field Nation technicians nationwide for this service. Your Field Nation tech will arrive on a scheduled and agreed upon time and will handle the installation of all of the Ovvi equipment. When the installation is completed, Field Nation will then turn over training of the Ovvi POS to one of Ovvi's Support Specialists who will conduct the training with you and your team over the phone.