

# Restaurant Software FAQ's

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

- a. Ovi is a hybrid solution. The database resides on a system, however there is some functionality that can also be done on the cloud. The POS can work even when the internet connection is down, unlike many other cloud-based POS systems.
- b. On Ovi's cloud platform we have a full item/PLU module and employee module as well.
  - 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 and can also setup employee roles, hours, wages and employee permissions.

## 2) Can Ovi do table layout for my business?

- a. Ovi'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. Ovi also has the ability to add unique features like pool tables or bowling alley lanes as an example.

### **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 even 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, add colors, or change font sizes of individual menu items or departments.

### **5) Does Ovvi have multi-level modifiers?**

- a. Yes, 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 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 as an example, Ovvi then moves to the next modifier screen of choices such as selecting salad dressings- caesar, ranch, etc.
- c. 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 onion" 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 worked along with wages?**

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

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

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

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

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

### **9) Does Ovi track things such as voids, complimentary foods, or wastage?**

- a. Ovi tracks every time there is an exception to a normal order process, which can include the following key pressed items such as:
  - Delete
  - Void
  - Complimentary
  - Discount
- b. Ovi also produces detailed reporting where an operator can track things such as every time an employee presses any one of the above buttons.

### **10) Does Ovi have the ability to track inventory?**

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

### **11) Does Ovi have the ability to track and store recipes?**

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

### **12) Does Ovi have the ability to receive stock items and also send Purchase Orders to vendors?**

- a. Yes, Ovi 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, then also be able to receive stock within the PO module.

### **13) Does Ovi scan bar-codable items?**

- a. Yes, Ovi has the ability to scan multiple bar codes and also embedded bar codes.

### **14) Can an Ovi user make their own bar codes and/or print bar codes using Ovi?**

- a. Yes, Ovi’s item/PLU module has the ability to create new bar codes for an item and also has the ability to print bar codes using a bar code label printer. You can print single bar code labels or print in bulk as well.

### **15) What is Ovi's tech support hours?**

- a. Ovi offers live 24x7x365 technical support. Ovi 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. Ovi takes pride in our company's reputation by offering the best technical support in the industry, with the ability to remotely access each POS system as well.

### **16) Does Ovi offer live reporting? If so, how many reports does Ovi offer?**

- a. Yes, Ovi has 70+ built-in reports available on our POS already today, and over 50+ built-in reports available on our live cloud reporting. Ovi also has a fulltime team of developers who are continually finding new ways to take POS data to create even more detailed reports in the future.
- b. Ovi’s analytic cloud reporting features a detailed graphical interface. All Ovi reports are exportable to Microsoft Excel and/or a PDF. Ovi also has the ability to automatically email the top five reports used to multiple merchant owners or users.
- c. Some of Ovi'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, and many more

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

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

### **18) Does Ovi have online ordering?**

- a. Yes, Ovi has our own proprietary online ordering platform. You can view a demo at: <https://order.ovihq.com/>.
- b. Online Ordering is directly integrated within Ovi, so when a customer places an online order it automatically shows up within the POS. Ovi will chime when a new order arrives, the server can then simply accept the order and send it to the kitchen.
- c. Ovi's online ordering platform is completely customized. A merchant can add their own logos, background banners, and menu item pictures. Ovi will take one business day to setup. When Ovi 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 their respective departments and all modifiers.
- d. There is no setup cost for our online ordering, only a small \$39 per month fee.
- e. Ovi's online ordering is also setup with a payment processor so your customers can pay for their orders online or pay at the store location as well.

### **19) Does Ovi integrate with accounting software?**

- a. Yes, Ovi has a direct integration with accounting software, such as:
  - Quick Books Desktop– All Versions
  - Quick Books Online
  - Sage 50, 100 & 300

- Xero
- Tally
- Microsoft RMS and many more

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

## 20) Does Ovi integrate with payroll software?

a. Yes, Ovi has direct integrations with 5+ payroll software, such as:

- ADP
- Paychex
- Gusto
- Zenefits
- Workforce and many more

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

## 21) Can Ovi process gift cards?

a. Yes, Ovi has its' own gift card processing program.

b. You can order your customized gift cards right from our website: [www.ovihq.com/giftcards](http://www.ovihq.com/giftcards). You have the ability to choose from over 50+ built in designs by restaurant type. You can also insert your logo and company information directly on your own. Take advantage of Ovi's very intuitive design software

c. Ovi 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 Ovi as well.

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

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

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

## 23) Does Ovi have a loyalty program?

- a. Yes, Ovi has a built-in loyalty module where you can add multiple loyalty incentives and programs.
- b. For example, Ovi 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. Ovi's built-in loyalty program has no extra charge, it comes standard with our software.
- d. Ovi can also 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 Ovi have integrations with delivery apps like Uber Eats, Door Dash, and others?**

- a. Yes, Ovi 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.ovihq.com](http://www.ovihq.com).
- b. Features of Ovi's solution:
  - Our software is directly integrated with all of these delivery apps so when a customer places an order through any of these apps, the order comes directly in to Ovi. The restaurant employee can then accept the order and send it to the kitchen. Ovi will also 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 as well.
  - Reduces order lag and mistakes that could be caused by employees.

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

### **25) Does Ovi have table side ordering and payment acceptance?**

- a. Yes, Ovi features mobile tablet solutions where servers can go to a customer's table, take orders and wirelessly send it back to the kitchen. Ovi's tablet solutions can also accept payments using our mobile payment device.
- b. Ovi uses 10" mobile tablets with an easy carrier strap. All mobile tablets work off the merchants Wi-Fi network and there are no quantity limitations. Ovi's biggest restaurant client today has over 80+ tablets in use.

### **26) Does Ovi offer multi-store reporting?**

- a. Yes, Ovi 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. Ovi can also show your KPI (Key Performance Indicator) report for all locations together.

### **27) Does Ovi have a delivery module built?**

- a. Yes, Ovi 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. Ovi 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 Ovi work with custom features? For example, pizza operators?**

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

### **29) Does Ovi come with a Caller ID solution?**

- a. Yes, Ovi integrates with "Whose Calling" Caller ID solution, where the operator



purchases the caller ID box. Once setup, Ovi'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 Ovi have a feature for combo meals and substitute items?**

- a. Yes, Ovi's software is very 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. Ovi can create multiple combo meals for lunch or dinner, for example a burgers, fries and a drink. Ovi also has the ability to substitute items like a baked potato for regular fries, and Ovi has the ability to recognize and charge an upcharge as well.

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

- a. Yes, Ovi 's item/PLU module comes with multiple pricing options. You can setup a lunch hour, happy hour, or dinner hour pricing for the same item and the prices will automatically and intuitively change for those times that are selected.
- b. Ovi also has the ability to setup daily specials well in advance. For example, Tuesday's are "Fish and Chips for \$5.00", you can enable this by using Ovi's periodic pricing tab under the item/PLU module.

### **32) Does Ovi have multiple item routing to a kitchen printer?**

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

### **33) Does Ovi have a kitchen display system?**

- a. Yes, Ovi is compatible with two kitchen display solutions: Logic Controls and ChefTabs.
- b. Ovi's KDS solution comes with a controller and bump bars with the ability to route by individual stations or by individual menu items.

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

### **34) Does Ovi have a coupon solution?**

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

### **35) Can the Ovi system accept Apple Pay and EMV-chip enabled cards?**

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

### **36) Can Ovi track Bar tabs?**

- a. Yes, Ovi has the ability to setup pre-authorizations for bar tabs. A bar can open up a tab, charge a customer's credit/debit card into the payment device and Ovi will capture the last four digits of the CC number, the customer name, and will charge the pre-authorized amount. Ovi 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 Ovi? Which processors are you compatible with?**

- a. Ovi 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 Ovi software are PAX S300 pin pads. For wireless mobile devices Ovi uses PAX D220 pin pads.

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

### **39) Can Ovi do refunds and voids on Credit cards?**

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

### **40) Does Ovi ask for tips or suggestive tipping?**

- a. Yes, Ovi 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. Ovi can customize this feature to show any amount such as 15%, 18%, 20% or an open tip amount.

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

- a. Ovi integrates with scales and scales with scanners as well.
- b. You can weigh the product and charge by its weight using Ovi.

### **42) Does Ovi support multiple languages?**

- a. Yes, Ovi software supports nine languages already today:
- English, Spanish, Korean, Chinese, Vietnamese, Thai, Japanese, Hindi and French.
- b. Ovi 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. Ovi's software also has the ability to print in a second language on the front receipt printer and also on the back-kitchen printer. This is a great feature since Ovi is one of the few POS solutions that can print in Korean, Chinese, or Vietnamese onto the kitchen printer.

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

- a. Yes, Ovi has a free-standing self-ordering kiosk available in a 21" vertical display.
- b. Ovi's self-ordering module enables a customer to place their own orders and pay using the Ovi built in payment device.
- c. Ovi also has the ability to convert a regular POS to self-ordering mode as well.

#### **44) Does Ovi have menu programming services?**

- a. Yes, Ovi provides a full menu programming services for restaurants for a small, one-time fee of only \$99 for up to 250 menu items. Ovi delivers this service while also being able to showcase an industry leading turnaround time of only 48 hours.

#### **45) Does Ovi offer Cash Discounting services?**

- a. Yes, Ovi has cash discounting available. For example, if a cash discount is programmed to 4% on your Ovi 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 Ovi offer Surcharging for purchases?**

- a. Yes, Ovi 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. Ovi will add a \$0.59 surcharge when the "Credit Payment" button is selected for the entire order. Ovi 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 Ovi's installation and training done?**

- a. For most situations where Ovi is purchased, the installation and training of our features and services are performed over the phone. When you receive your Ovi hardware, it is already 100% pre-programmed and ready to use. When Ovi is shipped to you, we have made the process to be as simple as just plugging in to both, a power and internet source, and then making a call to our implementation group. Ovi'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 should need any further help after the initial installation and training, our award-winning support specialists are available 24x7x365 to help.

#### **48) Does Ovi provide onsite installation and training services?**

- a. Yes, Ovi does offer onsite installation services. Ovi 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 Ovi equipment. When the installation is completed, Field Nation will then turn over training of the Ovi POS to one of Ovi's Support Specialist who will conduct the training with you and your team over the phone.