Yonoton

Application

Service description

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powered by
yonoton
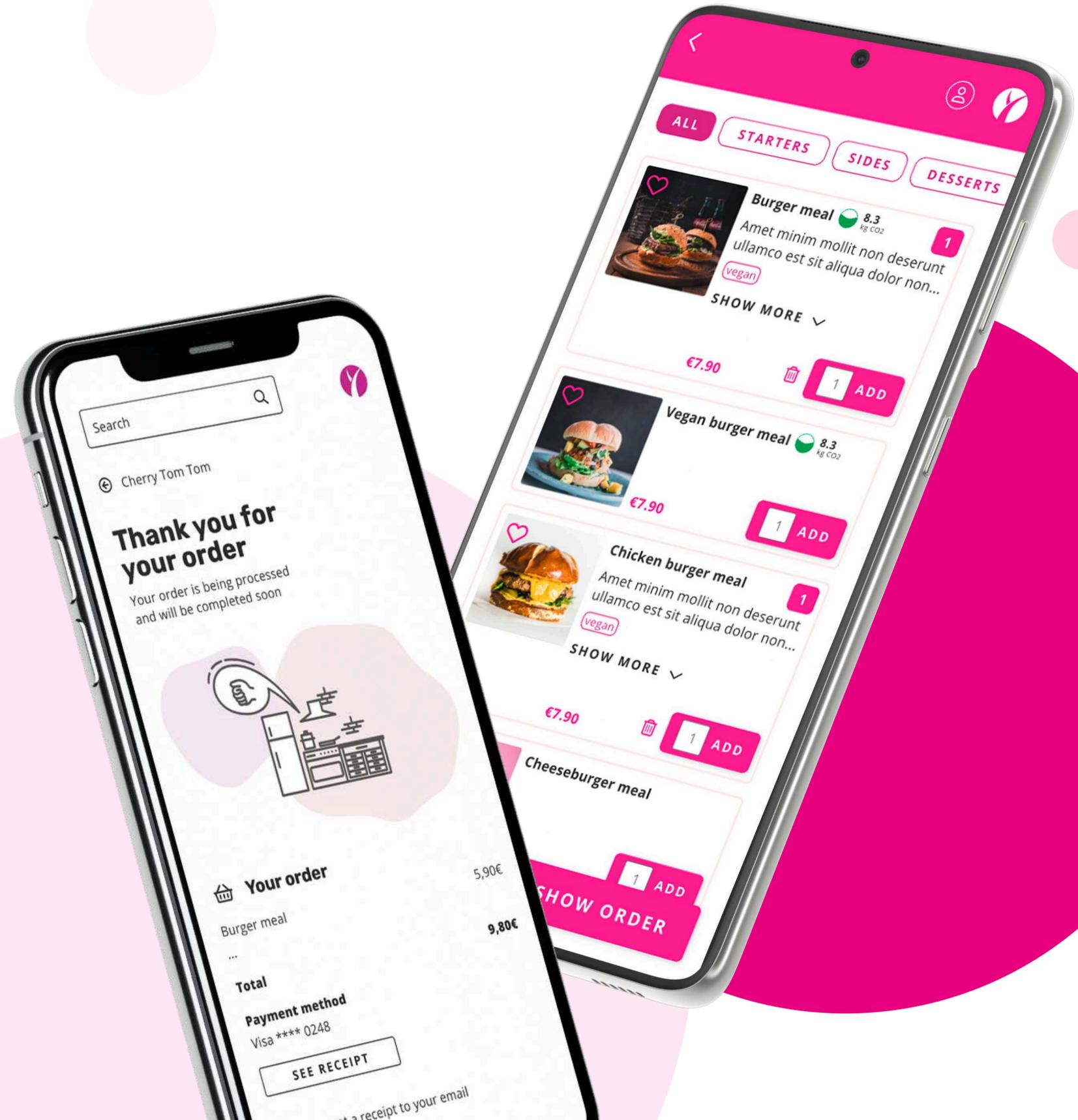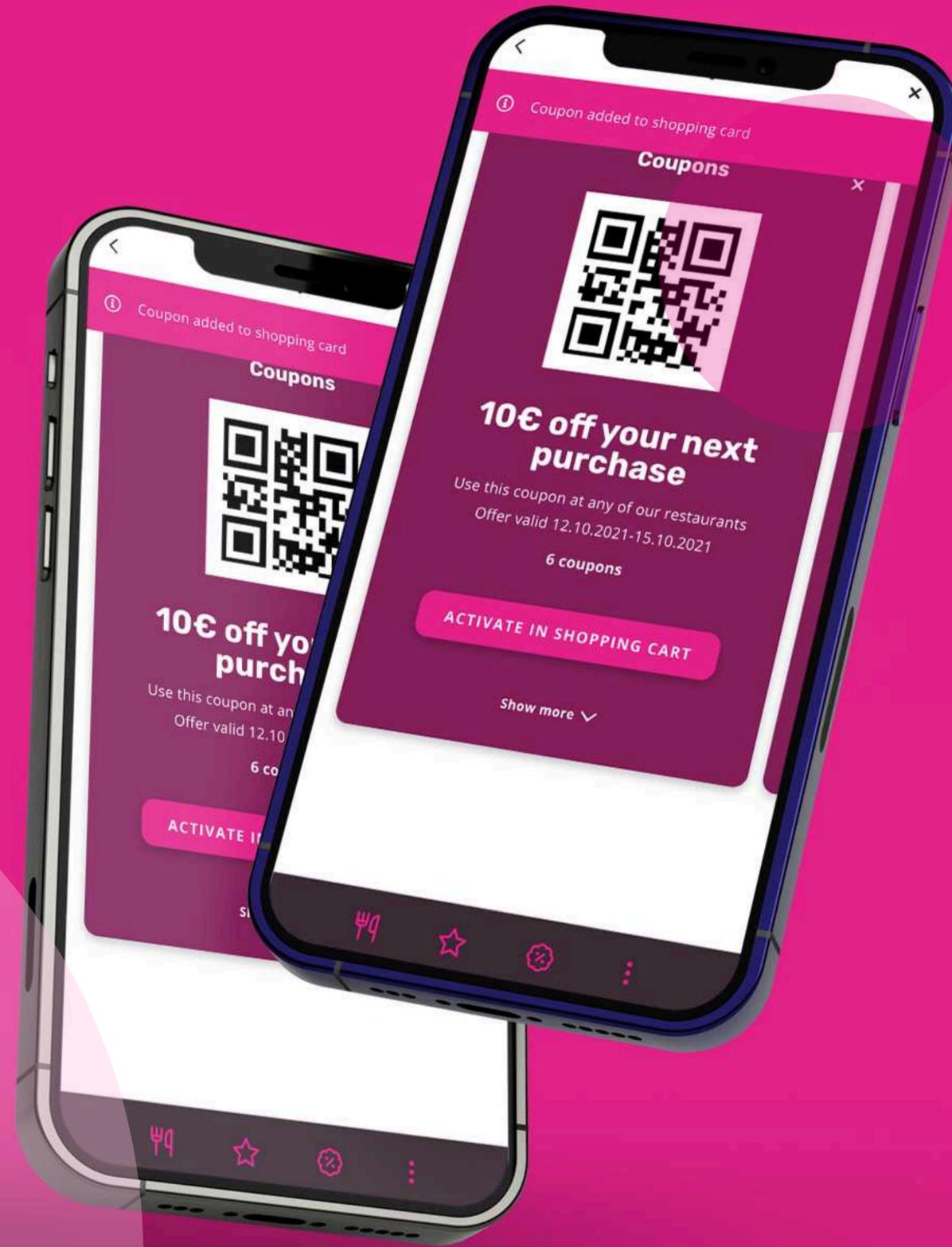
Yonoton Application

Yonoton is a versatile SaaS platform that manages digital ordering and purchase processes.

Yonoton's revenue-driven technology is designed to be truly flexible and scalable to provide the perfect fit for various needs within the scope of different venues ranging from global restaurant and nightclub chains to theme parks and mass events.
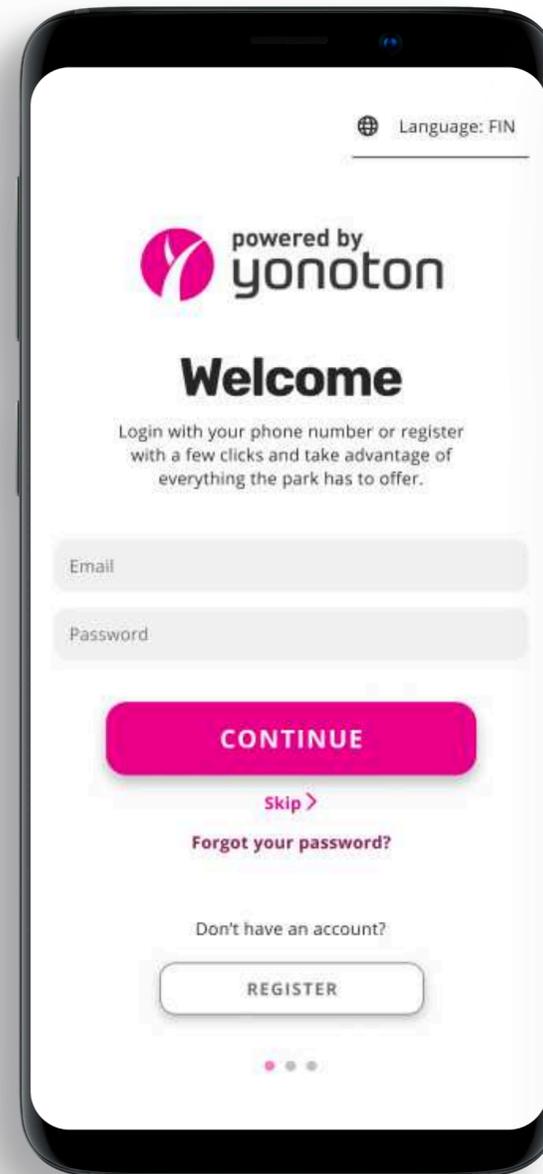
1. Registration

Consumer can start to use the platform features by creating a personal account. In order to create a personal account consumer should go through the registration process.

The registration process is simple, well-designed, and includes an effective engagement strategy. Registration illustrated in the pictures is using email verification, or using some other 3rd party registration service. Registered users can fully enjoy the package of services provided by the platform.

First of all, consumer should accept application's terms and conditions to carry out registration.

After that everything the consumer needs to do is to provide an email and press the "Sign up" button. The consumer will receive a verification code, which should be posted in the "Code" field.
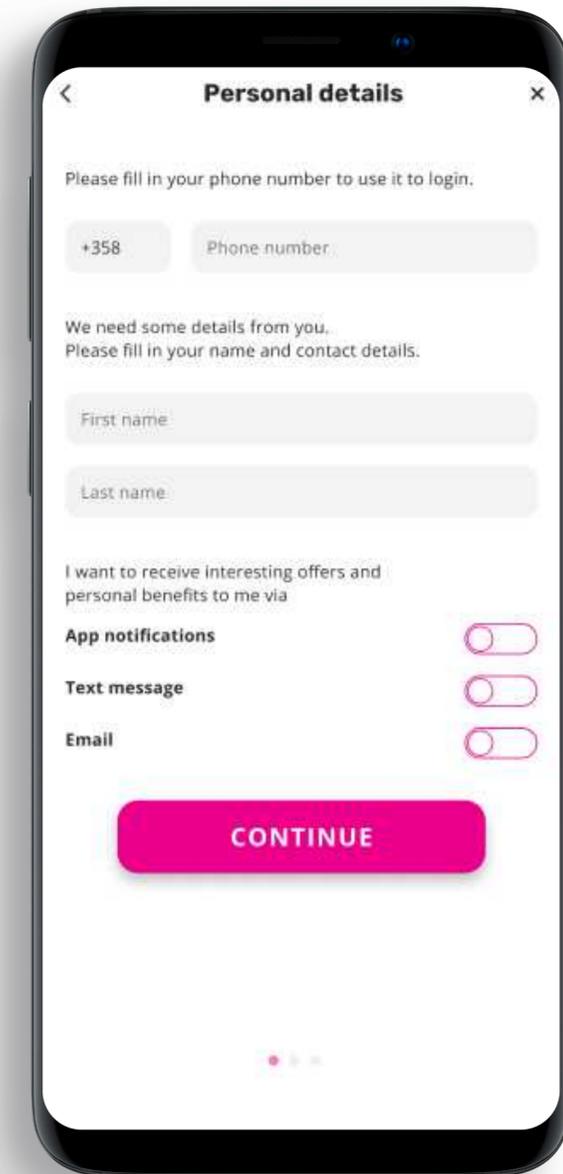
To finish up the registration process, the consumer must press the "Confirm" button. If the pasted code aligns with the one provided by the system, the personal account will be successfully created.

| Sign or email
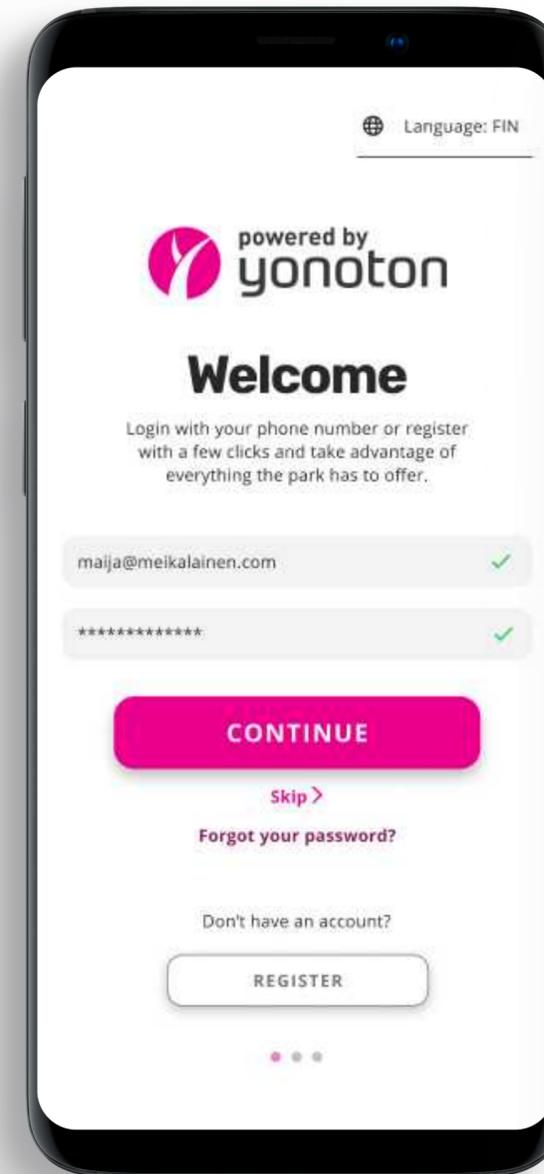
| Enter password

| Add personal details

2.1 Personal Profile

All of the data provided by the customer at the registration stage can be changed or updated on the Personal Profile -page. On this page, the consumer can look throught membership cards as well.

2.1.1 Settings

For user convenience, there is a possibility to choose the platform language (specified in the admin console). The default language of the platform is set in the administration console by the app admins. This setting can be changed anytime.

2.1.2 Orders

Once paying for the order, the consumer receives a receipt in the form of a QR-code with additional information on the order (date, order status, type of delivery). All receipts are stored on the "Orders" page.

The consumer has the possibility to look through any order (saved, paid, successfully completed, rejected) on the "Orders" page.

Consumer is able to find out information on certain orders: name of the merchant, order date, delivery cost, delivery details (delivery address, type of delivery, customer's contact data), list of the ordered products and their price, total price for the order, and details on order status. Details on order status are automatically updated.

2.1.3 Personal information

Consumers may add, change, or update such personal information as Name, Last Name, email address, or any other information that has been set active from the management console for the specific app.

The verified information (phone number / email) can't be changed. If the consumer wants to change the verified information, he/she must get back to the registration page and create a new account (Figure 3).

Here, the consumer may also change marketing settings, he/she can activate the mailing and (or) SMS notifications or deactivate them.
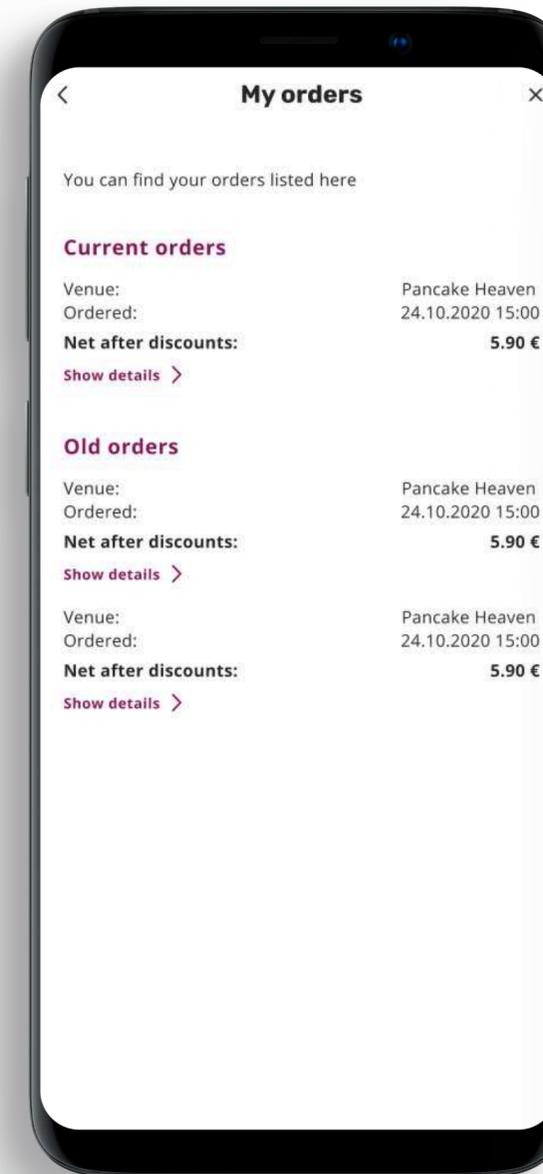
| My orders
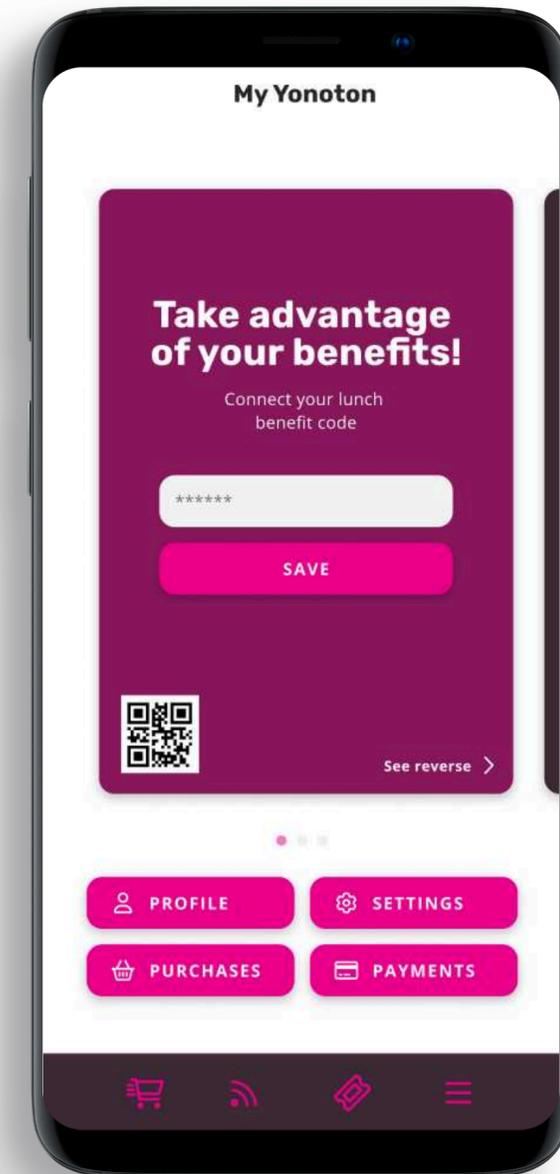
| My profile with membership cards

2.2 Payment methods

Yonoton service provides customers an opportunity to carry out transactions by means of credit cards issued by world-known payment systems (Visa, MasterCard etc.). Transactions can also be conducted by means of online payment systems (ApplePay, MobilePay, etc,). The payment method selection list consists of the payment methods that the merchant user has activated and agreed with the payment providers. The payment onboarding flow is dependant on the payment type. The payment provider might use different onboarding flow than illustrated here.

Consumer is able to fill in the card data manually or by means of scanning (Figure 1). Card details and all other sensitive data is protected.

The consumer may manage the payment cards (add new cards, delete saved ones) and payment systems cards integrated to the app (Figure 2).

Before carrying out the transaction, the customer may choose a payment method (the saved card from the list; online payment system connected to the app) (Figure - 3).
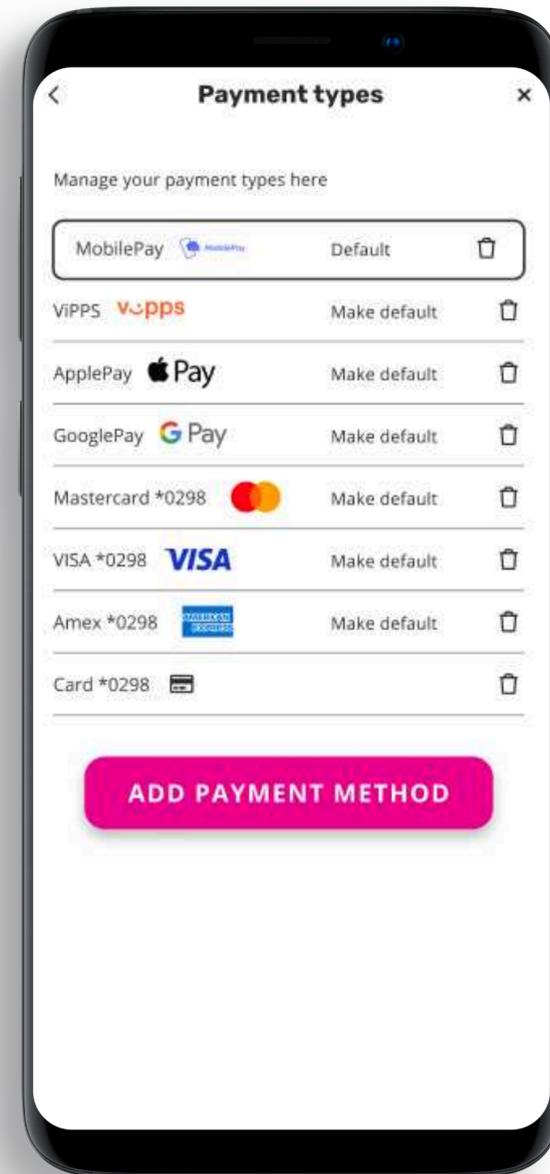
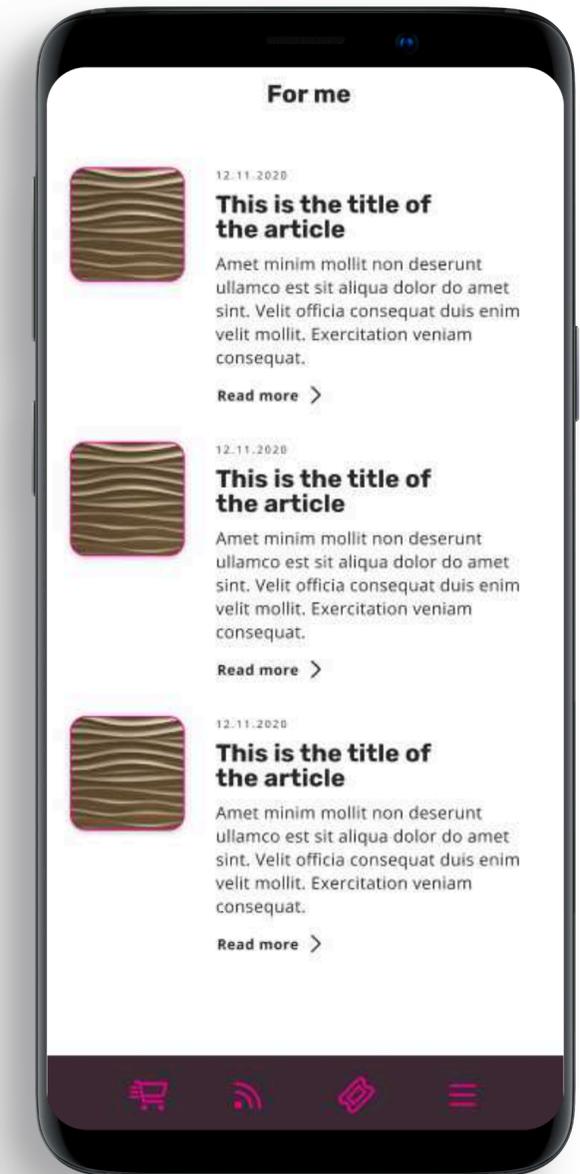| Sign in with phone or email

2.3 News

Yonoton provides an opportunity to keep up with the latest news, offers, day's lunch menu, special opening hours or anything a merchant wants to inform its clients.

If multiple merchants (chain restaurant etc); news can be separated site by site.

| Event page

3. Delivery types

By means of Yonoton services, it is possible to get products delivered home without bothering about parking or queues.

3.1 Home delivery

For home delivery consumer inserts such details as post code, street, apartment number, floor and other information. Besides to be in touch with delivery service members, consumer gives the phone number for the certain delivery.

The phone number which consumer used to create an account is a default one. But it can be changed for a certain order.

Consumer may insert the additional information that can be used to deliver the order as swiftly as possible.

Delivery service is provided by a 3rd party service provider.

3.2 Pre-order home delivery

It must be pointed out that the Yonoton service supports pre-order delivery. By choosing this delivery method, the consumer can receive an order in the most suitable time. This time is established by the customer before paying for the order.
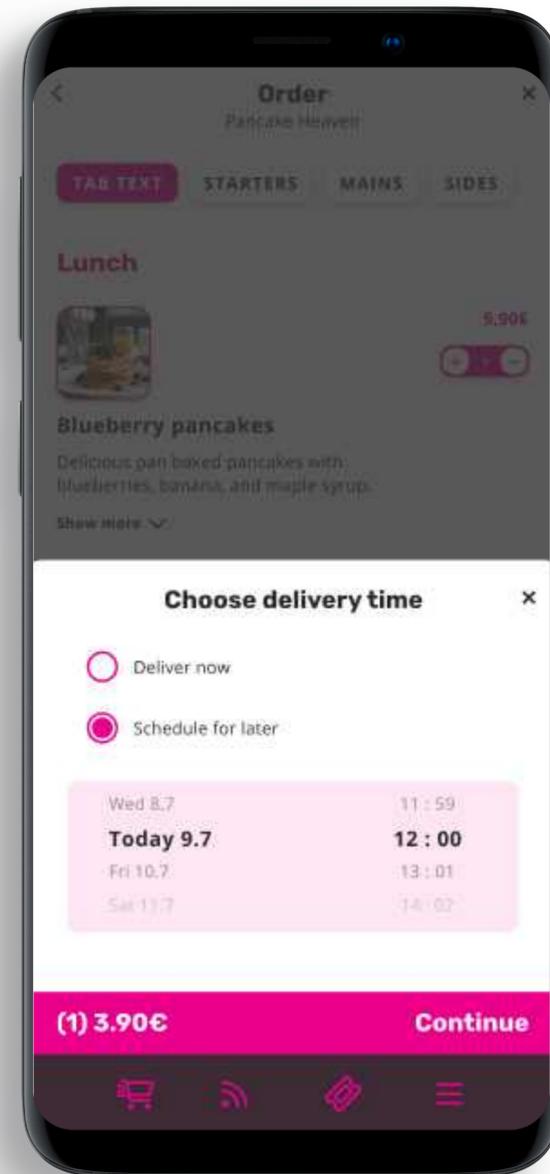

| Pre-order

3.3 Table delivery

By means of Yonoton services, restaurants can set the scene for a great guests' dining experience by increasing the transparency and reducing the wait time of order.

To make an order to the table consumer has to choose a corresponding delivery method and then insert table number.

Once delivery data is inserted, the consumer selects products to buy. All chosen products are stored in the cart. Before initializing the payment consumer can carry out the pre-order check. It must be pointed out, that the order should be prepared by the entity as soon as possible.

Having paid for the order, the consumer receives a receipt in the form of a QR-code. When the order is ready, the customer receives notification, after that the order is delivered to the table. To get the order consumer should put through the authentification process. In order to do it, he/she needs to submit QR-code to the waiter (alternatively the QR code presentation can be skipped, if the merchant so chooses). If the authentication process is completed successfully, the consumer receives a desirable order.
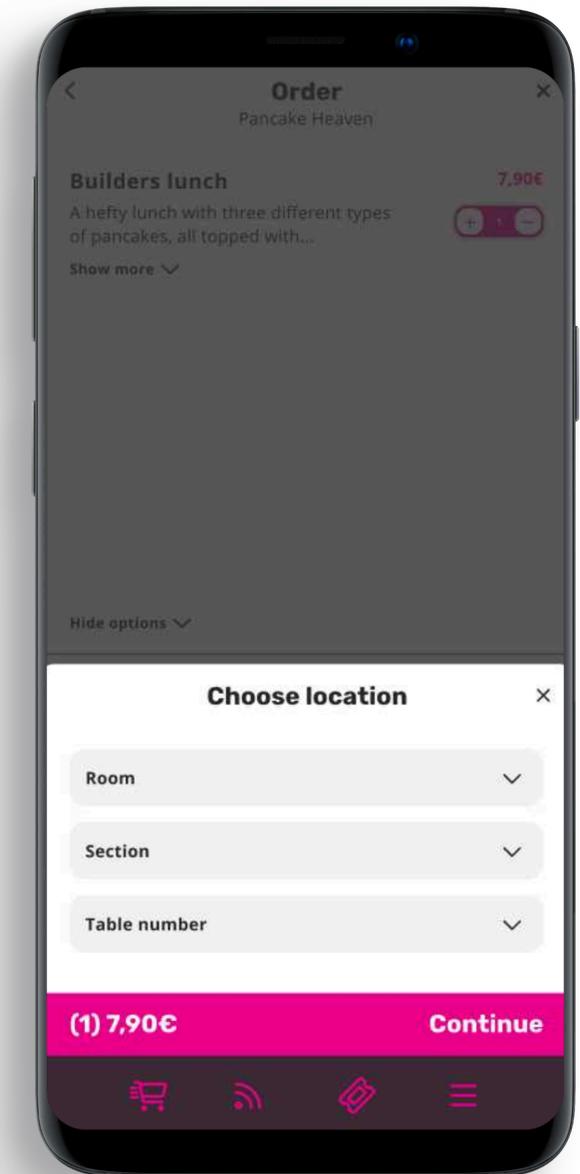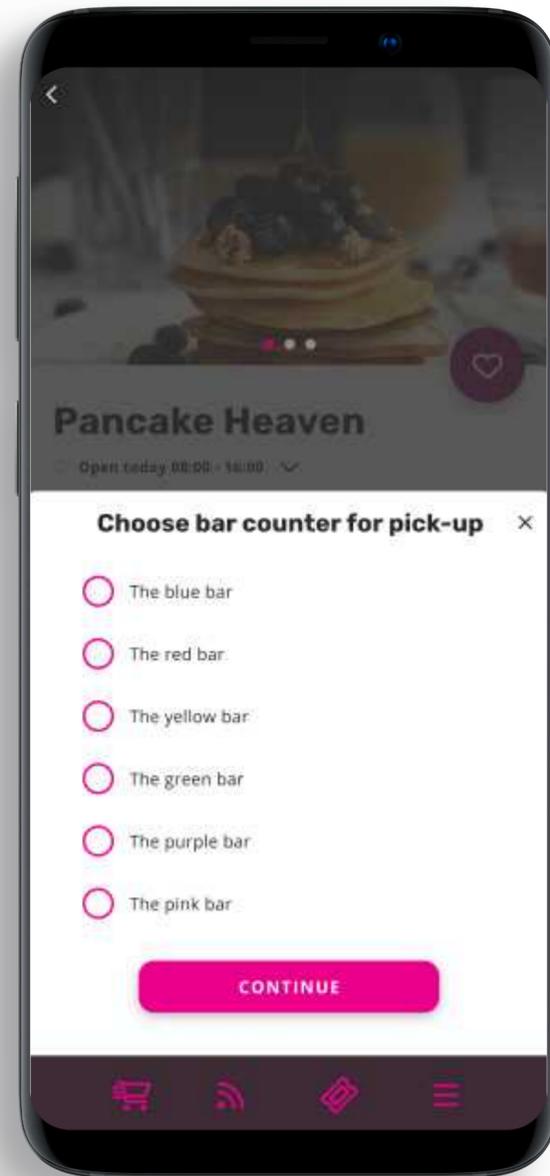

| Event page

3.4 Pick-up order

One of the main aims of Yonoton platform is to reduce the amount of time that customers spend, waiting to be served in any restaurant. In order to achieve the established goal, Yonoton provides an opportunity to customers to make pre-order and then pick up the desirable product from the selected restaurant.

After selecting the restaurant customer chooses "Pick-up order" function. Having selected the product and paid for it, customer receives a receipt in the form of a QR-code.

It must be pointed out, that the order should be prepared by the entity as soon as possible.

As soon as the order is ready, the customer receives the notification. To get the order consumer should go to the counter and put through the authentification process. In order to do it, he/she needs to submit QR-code to the cashier (or alternatively the QR-code presentation can be skipped, if the merchant so chooses. Orders can be found from the counter tablet by its search functions as well). If the authentication process is completed successfully, the consumer receives a desirable order.

3.5 Order to the seat

By means of Yonoton services customer can make an order from the seat using the smart device without needing to congregate around the stands.

To make an order with a delivery to the seat, consumer must choose the appropriate delivery method and insert the seat number (area, row, seat).

Once delivery data is inserted, the consumer selects products to buy. All chosen products are stored in the cart. Before initializing the payment consumer can carry out the pre-order check. It must be pointed out, that the order should be prepared and delivered by the entity as soon as possible.

Having paid for the order, the consumer receives a receipt in the form of a QR-code. When the order is ready, the customer receives notification, after that the order is delivered to the seat by the delivery service member.

To get the order consumer should put through the authentification process. In order to do it, he/she needs to submit QR-code to the delivery service member. If the authentification process is completed successfully, the consumer receives a desirable order. Alternatively, the QR-code presentation can be skipped, if the merchant so chooses. The delivery person can mark the desired order as "delivered" without the QR-code scanning by using the merchant's device's search functions.
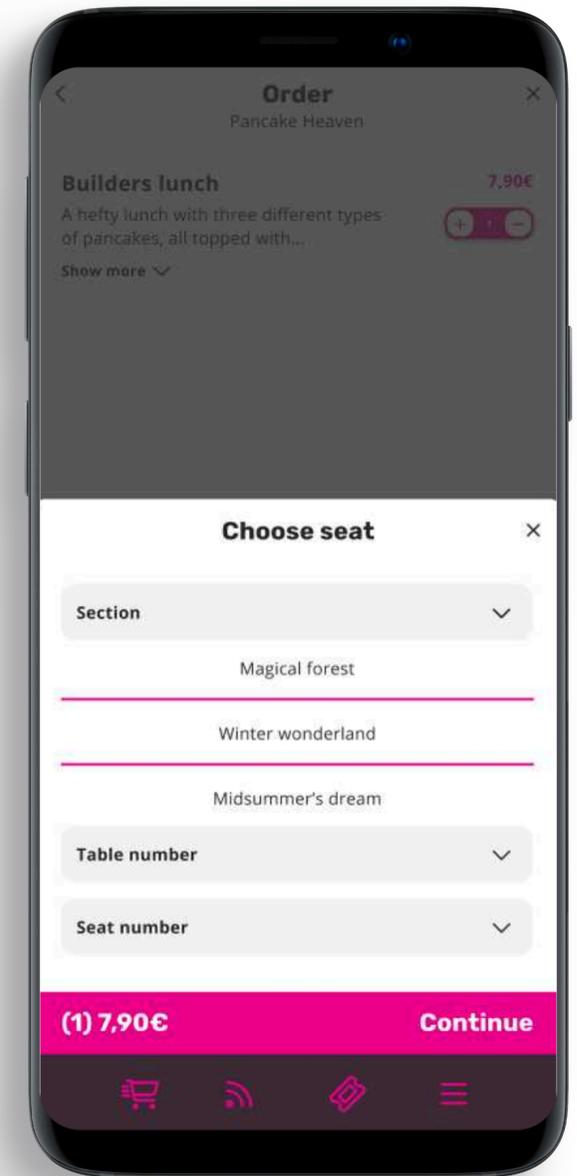
3.6 Room service

Yonoton provides digital room services for hotels or office buildings. By means of their smart devices hotel guests can order food, drinks, other products in a safe, contactless manner.

By means of platform customer can whether to make an order to the room or to contact reception.

To make an order customer has to insert the number of the room, then select desirable products, provide required information about the order (etc. payment method, voucher) and initialize payment for the order. Before carrying out transaction customer should conduct pre-order check to make sure that provided data is correct.

It must be pointed out, that the order is prepared and delivered by the hotel service as soon as possible or alternatively to a time slot selected by the user.

Having paid for the order, the consumer receives a receipt in the form of a QR-code. When the order is ready, the customer receives notification, after that the order is delivered to the room.

To get the order consumer should put through the authentification process. In order to do it, he/she needs to submit QR-code to the waiter. If the authentification process is completed successfully, the consumer receives a desirable order. Alternatively the QR-code presentation process can be skipped, if the merchant allows it. The deliverer can mark the order as "delivered" by using the merchant's device's search functions.
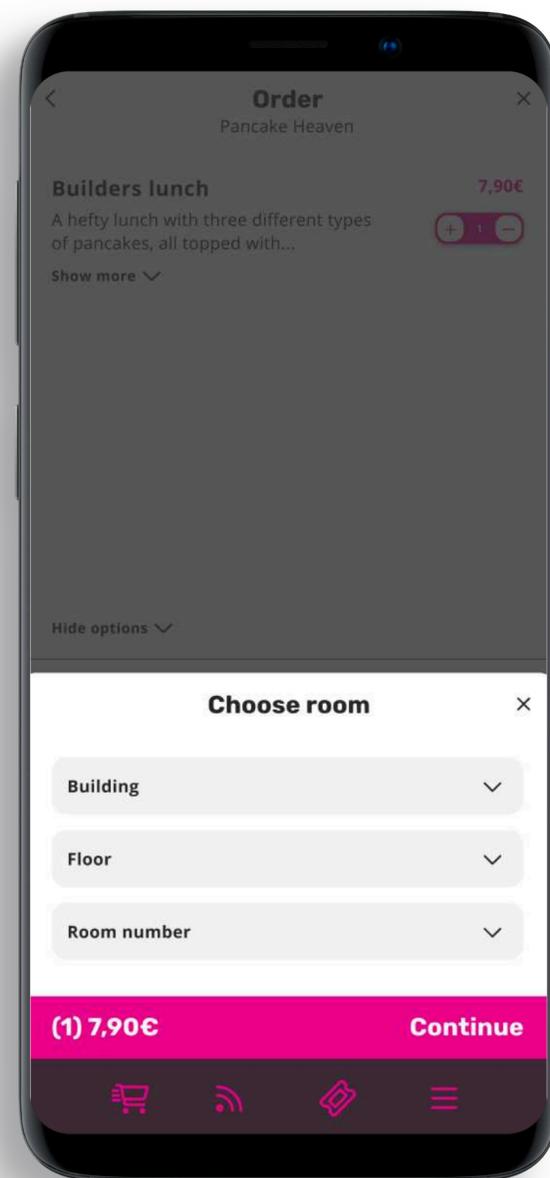
| Pre-order

4. Ticket purchase

Being on the frontline of the digital era Yonoton provides an opportunity to buy tickets online for concerts, sports, theater, family, and other events. Ordering tickets by means of Yonoton platform suits busy modern citizens, who do not have enough free time to spend it on a huge stage in a simple box office.

Having chosen the event consumer admires to attend, he/she needs to provide additional information (date and time of attendance, amount of people, type of ticket).

After confirming the correctness of the provided data, the consumer can carry out a payment transaction.

Having paid for the order consumer receives the ticket with a QR-code and information about the event (the title of the event, event venue, type of ticket, number of the seat, date and time of the event, ticket number) (Figure 2).

Alternatively, the Yonoton's ticket function can also be used through 3rd party systems. Meaning that the consumer can complete the ticket purchase process in a 3rd party system and the ticket presentation process is only conducted by Yonoton's systems.

Paid tickets are stored in "My tickets" section.

4.1 Ticket scan/access control

Once the consumer has chosen a certain ticket from the list of paid tickets, QR-code, and additional information on the ticket are shown.

QR-code should be provided to a staff member of the event. To be activated ticket should successfully put through the verification process. If the verification process is completed successfully, the consumer can dive into the unique atmosphere of the event. Once the ticket has been activated it becomes disabled for further usage.

4.2 In event tickets

Yonoton provides an opportunity to buy different kinds of entertaining tickets ("in event ticket") over the certain event.

Once the customer has chosen the entertaining event would like to attend, or the game would like to buy, he/she needs to provide additional information (amount of tickets, coupon the person would like to use, method of payment etc.).

After confirming the correctness of the provided data, the consumer can carry out a payment transaction.

Having paid for the order consumer receives an electronic "in event ticket" which includes such information as the title of the event or the game, type of ticket, the price, VAT.

Paid tickets are stored in "My tickets" section.
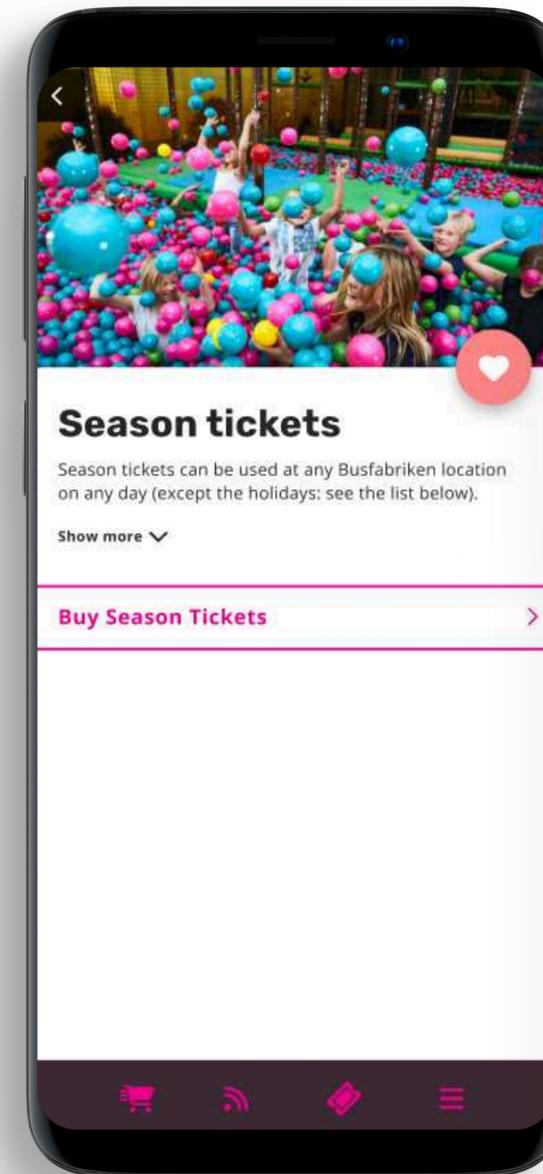
| Buying season tickets

| Tickets

5. Payment flow

Yonoton service makes it easy to accept and manage online payments. It provides the possibility to carry out transactions by means of cards, issued by world know payment systems (Visa, MasterCard etc.) as well as Apple or Google Pay.

Having chosen the product to buy, consumer can manage its amount, delivery particularities, as well as a payment method.

It must be pointed out that consumer can use different coupons (if there are any) to reduce the price.

Besides the price can be reduced if the consumer connects an employee, VIP, or stamp card to the personal account. In case of using an employee card, the price can be reduced for the customer, due to partial compensation paid by an employer.
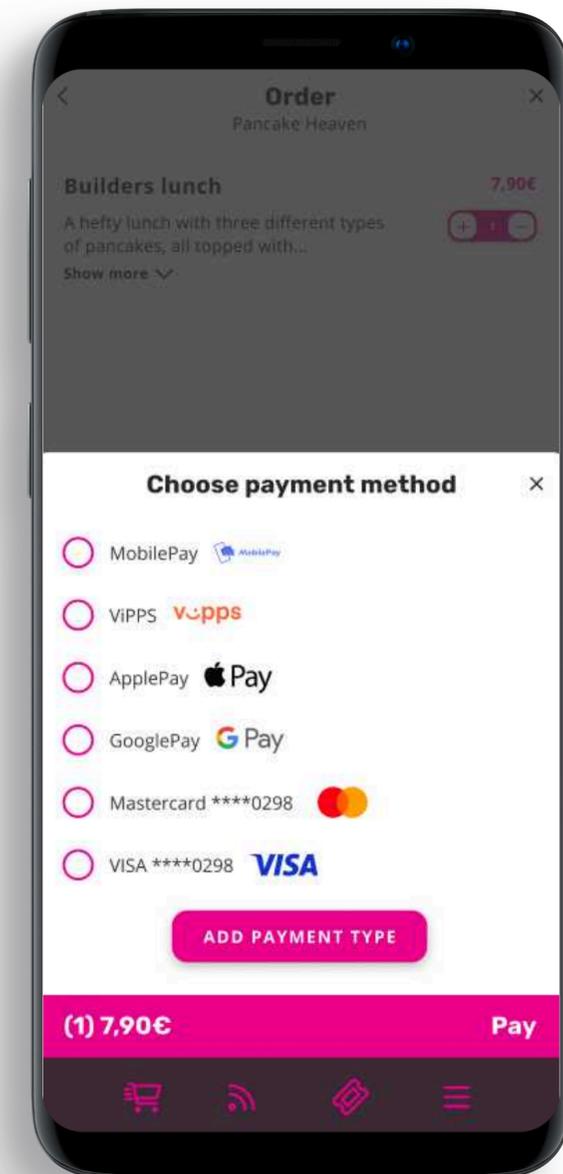
If the transaction is successfully carried out, the consumer receives a certain notification and the ticket with QR-code or "in event ticket".
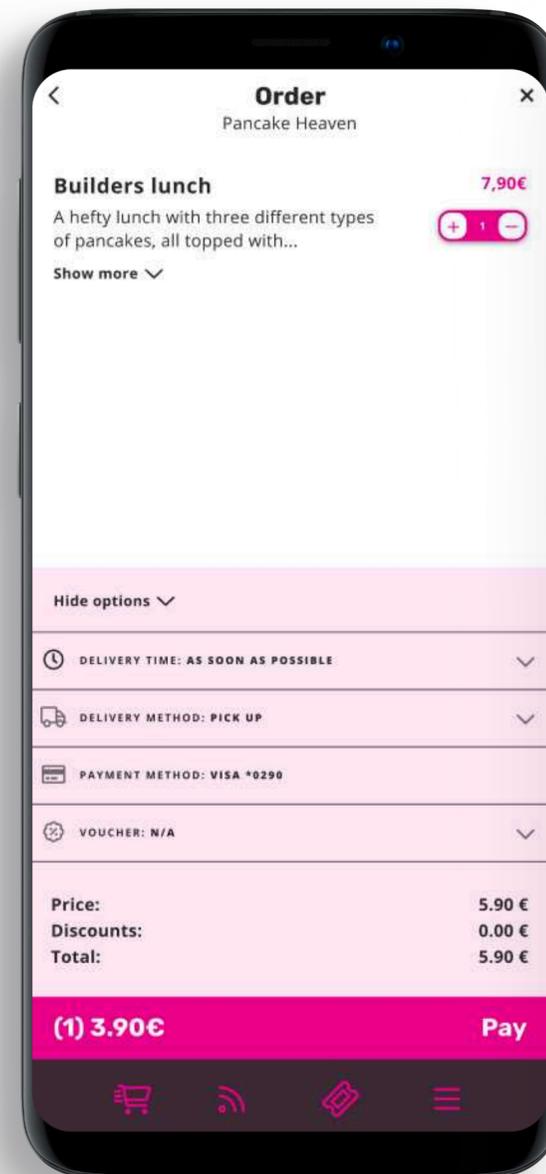
| Checkout options visible

| Checkout options hidden

| Payment methods

6.1 Menu & product options

Yonoton platform has a simple, highly intuitive user interface that aids in easy navigation.

The places available for visiting, or businesses render products or services, are sorted into categories depending on the type of products or services. When the customer taps on a specific category, the list of places, belonging to the category, appears.

Having chosen the restaurant, event, or company consumer can surf through a list of available products, services. To make it more convenient, all products, services are sorted into the groups (etc. burger, pizzas, sides, drinks).

The platform renders a lot of product options in order to diversify customers and their shopping experience.

Having chosen the product, the customer can choose extra options dedicated to it.

The product distributor can determine the options available for the customer. Based on the business model of the distributor, options can be provided for free or with an extra charge. The settings are regulated through the special Management tool connected to the platform.

All chosen products are stored in the cart. Before initializing the payment consumer can carry out the pre-order checks. Consumers can manage the number of products in the cart, method of payment, delivery method, vouchers.
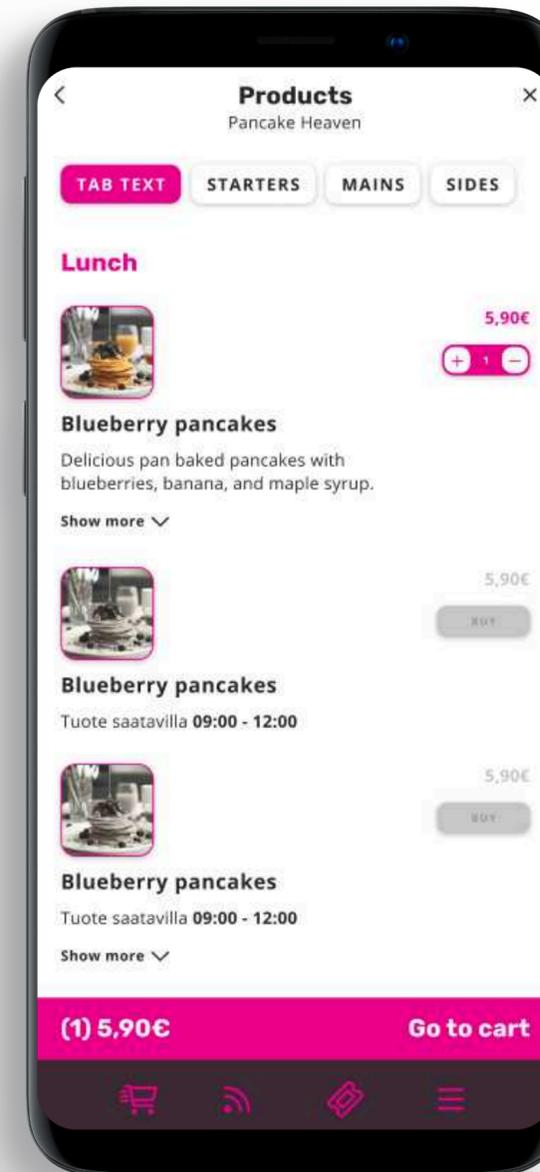
| Products
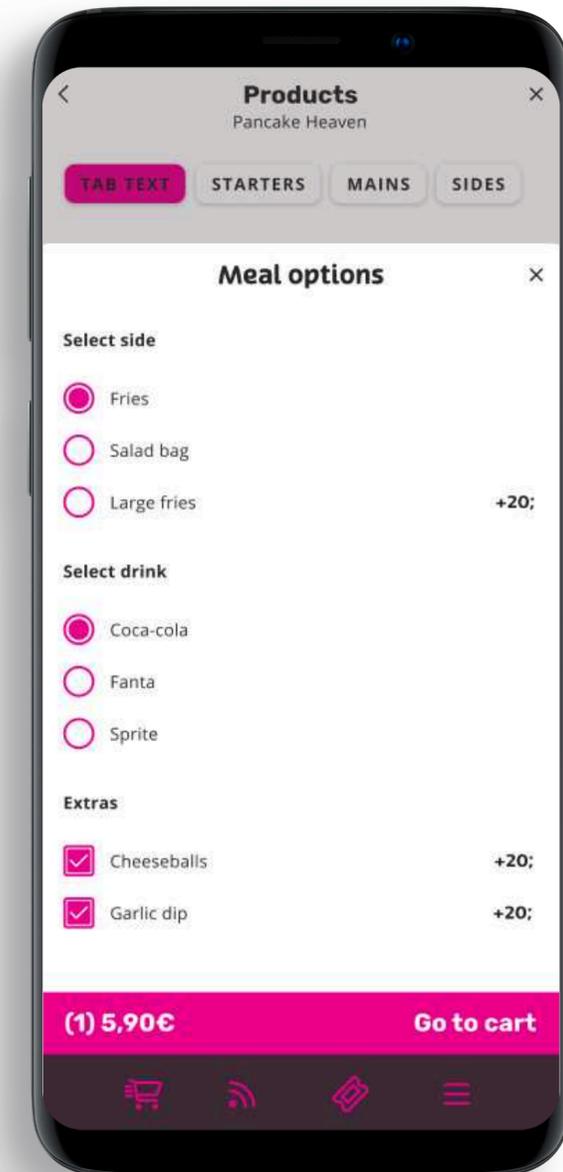
| Product options

6.2 Employer compensation

To take advantage of the benefits provided by the company the customer is working for, they may connect the employee card to reduce the price of the product, due to partial compensation paid by an employer.

Employee cards are stored in "Personal profile" page.

Having chosen the products, the order price automatically reduced due to partial compensation within the amount provided by the employee card (Figure 1).

On the basket, user may see how much money, he/she saved due to employer compensation.

The company giving the compensation can restrict who gets the employer card that grants the compensation. Multiple compensation schemas can be run simultaneously. For example employer card number can be used as a key to activate the benefits. The company can also restrict how many times the compensation benefit can be used in a given timeframe.
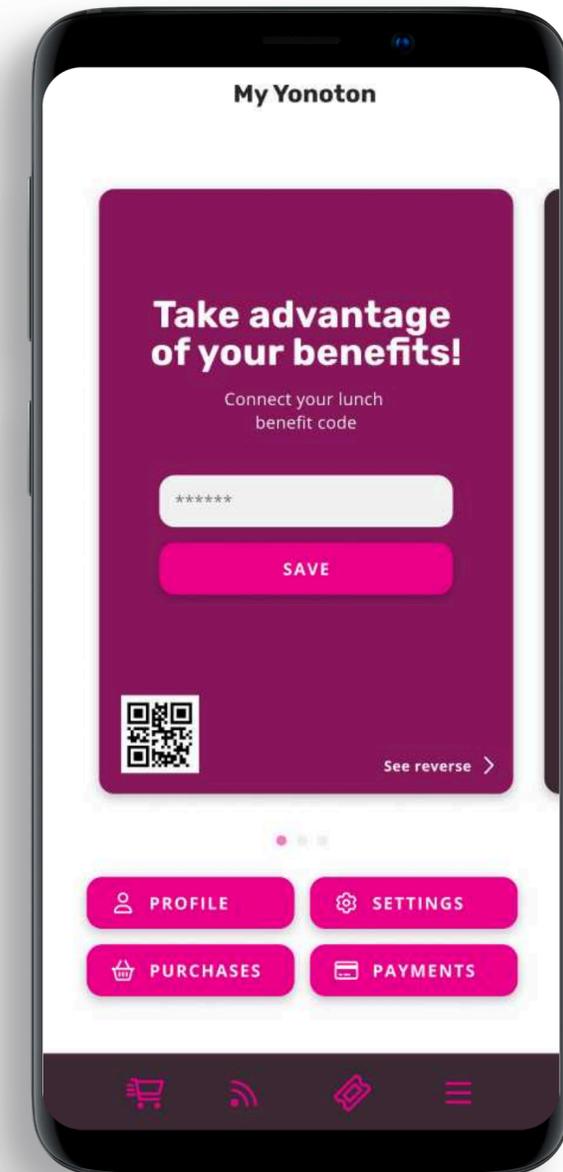
The compensation pricing can be formed in three ways:

- Own set of prices
- Absolute amount discount
- Percentage discount

Yonoton's back office will generate a compensation report for invoicing purposes based on the usage of the compensation.
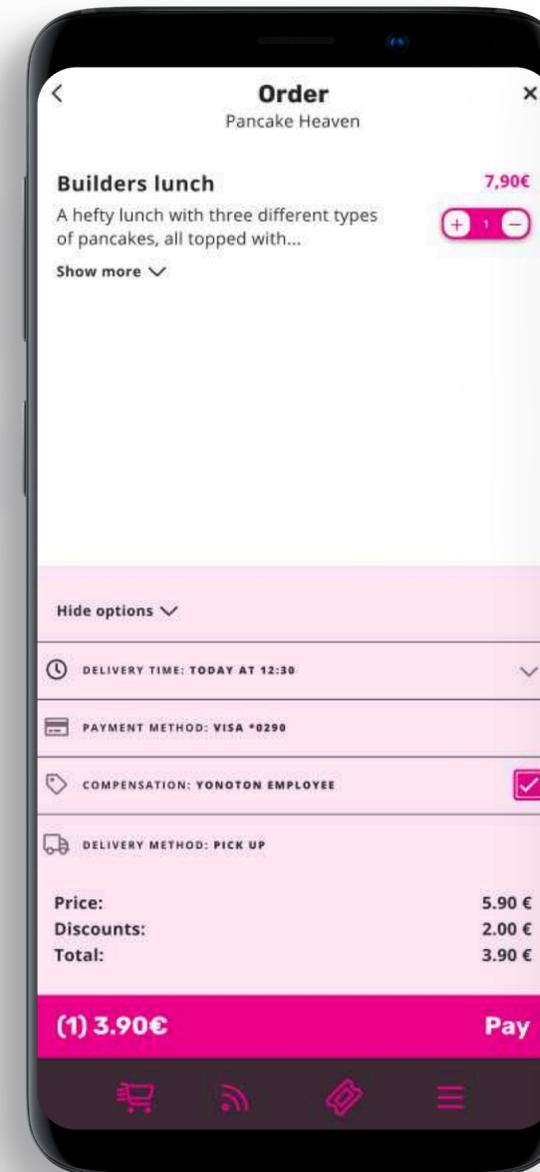

| Products

| Product options

6.3.1 Gift card purchase

Yonoton service provides an easy and fast way to buy giftcards. A giftcard can be a preset product(s), or it can be a predefined amount of money that can be used at POS tills.

6.3.2 Gift card use

Giftcards can be used at the POS tills by scanning a QR-code to the POS device. The giftcard can be a product or preset amount of money. Please also note that giftcards can be purchased from the POS till as well and the amount can be stored to an NFC chip.
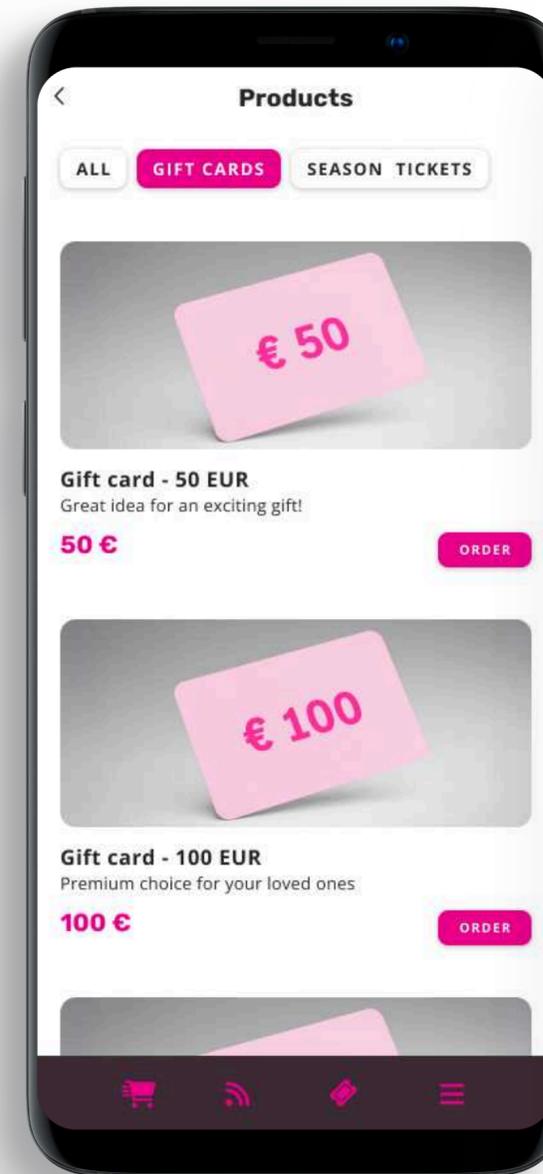
| Gift cards
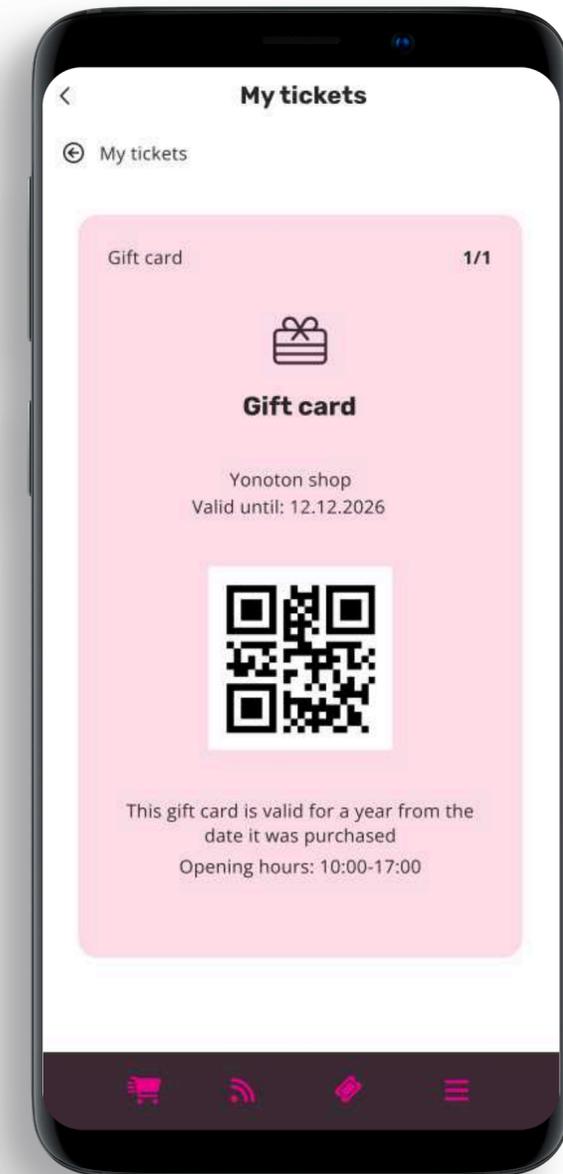
| Scan your gift card at POS
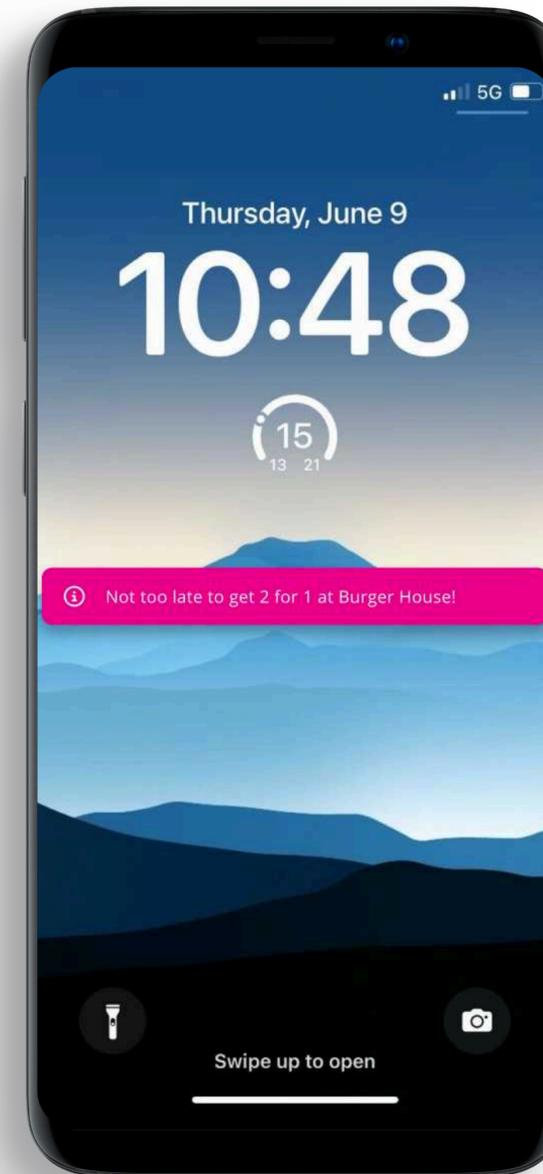
7. Push notifications

Push notifications provide consumers an opportunity to stay in contact with service. Push notifications is a great way to notify customers about any important changes, updates as well as to convey messages of urgency, such as breaking news or limited-time offers.

There are three main types of push notifications: banner, badge, alerts.

Banner notifications are short messages that pop up and disappear. They can contain the beginning of a message, or contain alerts for some events.

Badge notifications look like a red badge applied to the app's icon, usually with a number.'

Alerts stay on-screen until consumer manually deletes them.

| Push notification

| Push notification

8.1 Membership cards & activation codes

On the Personal Profile page, the consumer can look through such membership cards as an employee, VIP, and stamp cards.

To take advantage of his/her status, the consumer may enter the ID of the membership card, which might provide benefits, or scan its QR-code using the smartphone to connect the card to the app.

Using a carousel the consumer may look through all cards saved at the system. Each card includes common information on the membership card, QR-code, and list of benefits provided by the card.

8.2 Coupons

All coupons available for the consumer are stored in the Coupon page. There are two types of coupons: single-use and multi-use.

Single-use coupons are coupons that can be used only once and only by a specific customer.

Multiple-use codes can be used established a number of times by the customer. This number is correlated to the available amount of the same coupons.

Coupons can be chosen by the customer before carrying out a payment transaction to reduce the total price of the ordered product.
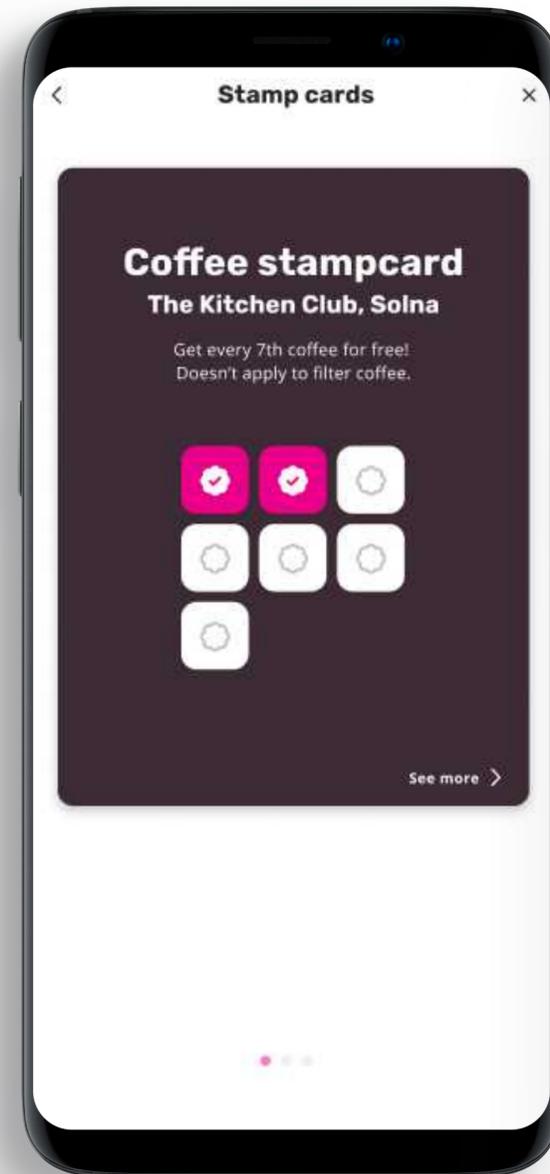
| Event page
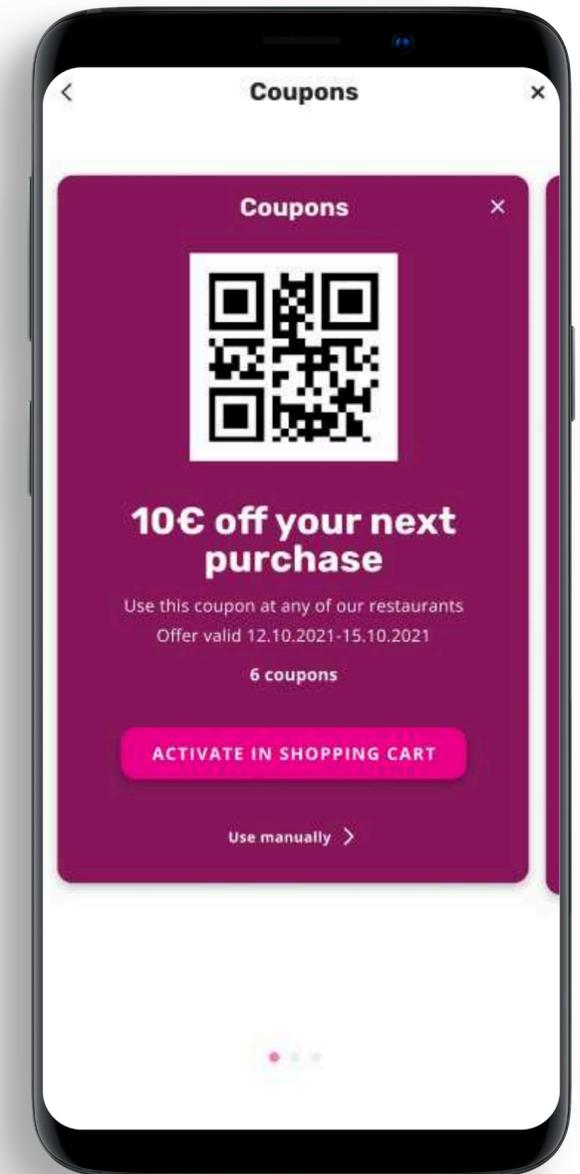
| Pre-order

8.3 Stamp card

A digital stamp card is a modern version of the traditional loyalty card that is managed through the platform. Stamp cards give customers the freedom to gain rewards or redeem points right from their smart devices.

Stamps are collected by using the purchase option of the app. The merchant can specify the amount when the stamp is received.

Alternative method of collecting stamps is to use the QR-code of the stamp cards. Each stamp card has a unique QR-code. While receiving the order consumer submits loyalty card QR-code to the staff member to get a stamp.

When the amount of stamps in the card reaches a set amount, the consumer may receive the discount to the products distributed by the entity issued the card or other bonus.
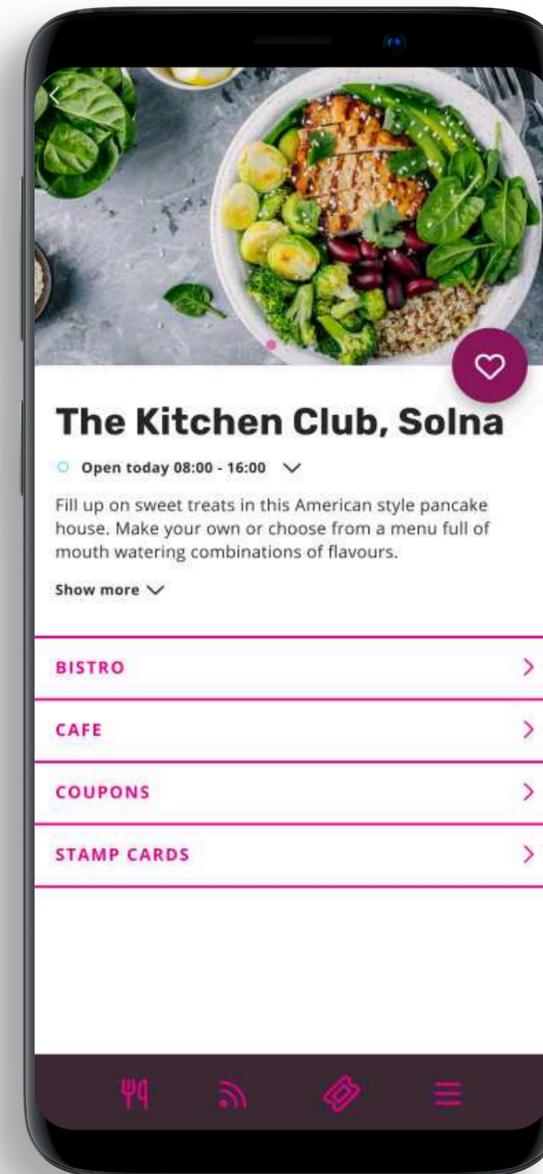
8.3.1 Points

As stamp cards, points can be also rewarded from purchases. The points may be awarded, if a preset product is bought, or the awarding can also be set to be set to amount of money. So in other words "gain points by buying desserts", or "every € spent is worth 1 point". There can be several thresholds where certain amount of points awards the user a specific member level or coupon.

Points can be collected from App, web, pos and kiosk purchases.

| Event page

| Pre-order

9. Yonoton campaigns & discounts

Campaigns are discounts given to a set of products. Across Yonoton's sales channels, campaigns can be used to give discounts to customers based on different or same product selection. Admin Users can manage campaigns using Yonoton's admin console

Campaign discounts are benefits given to users on webshop, POS, Kiosk, and mobile Apps developed by Yonoton. The campaign discount becomes effective immediately when the contents in a customer's cart matches the campaign parameter. Campaigns can be customized according to the preference of the administrator. Administrators can set the start date and end date for every created campaign. Administrators are expected to determine the campaign type and what product group or sets of products will be applicable to the campaign discount before creating the campaign.

9.1 Basic Discount Campaign

| Basic Discount Campaign

9.2 Buy and get a reward

| Buy and get a reward

9.3 Volume Discount Campaign

| Manual discounts

Each campaign consists of:

- One or multiple sets of Applicable products from Product Groups
- Discount Logic
- Publishing Time
- Restrictions if required

-25% all t-shirts & jeans

Basic discount

Single product campaign

Single product campaign, with percentage discount or straight money discount (a decided offer for a single campaign)

FREE protein bar when you buy a salad

Buy and get a reward

Custom campaign

Buy Product X and Product Y, get Product Z for free

Product based

Launch discounts based on the products in the shopping basket (e.g. get a 20% discount when certain products are in the shopping basket)

Money based

Use certain amount of money, after which a discount would apply for additional product purchases (could be a 100% discount?)

3x2 Buy 3, pay for 2

Volume discount

Buy 4 ice creams for 10 € (normal price 4 € per ice cream)

The cheapest product is free -campaign

Tier pricing: levels

Single product volume campaign

Buy x amount of same product, get y amount of same products for free after a threshold is met

Money based

Use certain amount of money, after which a discount would apply to everything

Mix & Match campaigns

Create campaigns of products with options, e.g t-shirts, which have multiple sizes, colors etc.

10. Yonoton social food ordering

Free your customers from the ordering hassle with our social ordering solution.

Everybody can order from their own devices. Orders land in one shared shopping basket and whoever created the order, can complete and pay for everyone.

How it works ▷

Increased revenue

Increase your average purchase and speed up your ordering cycle with the Yonoton web-based ordering and payment process

Better customer experience

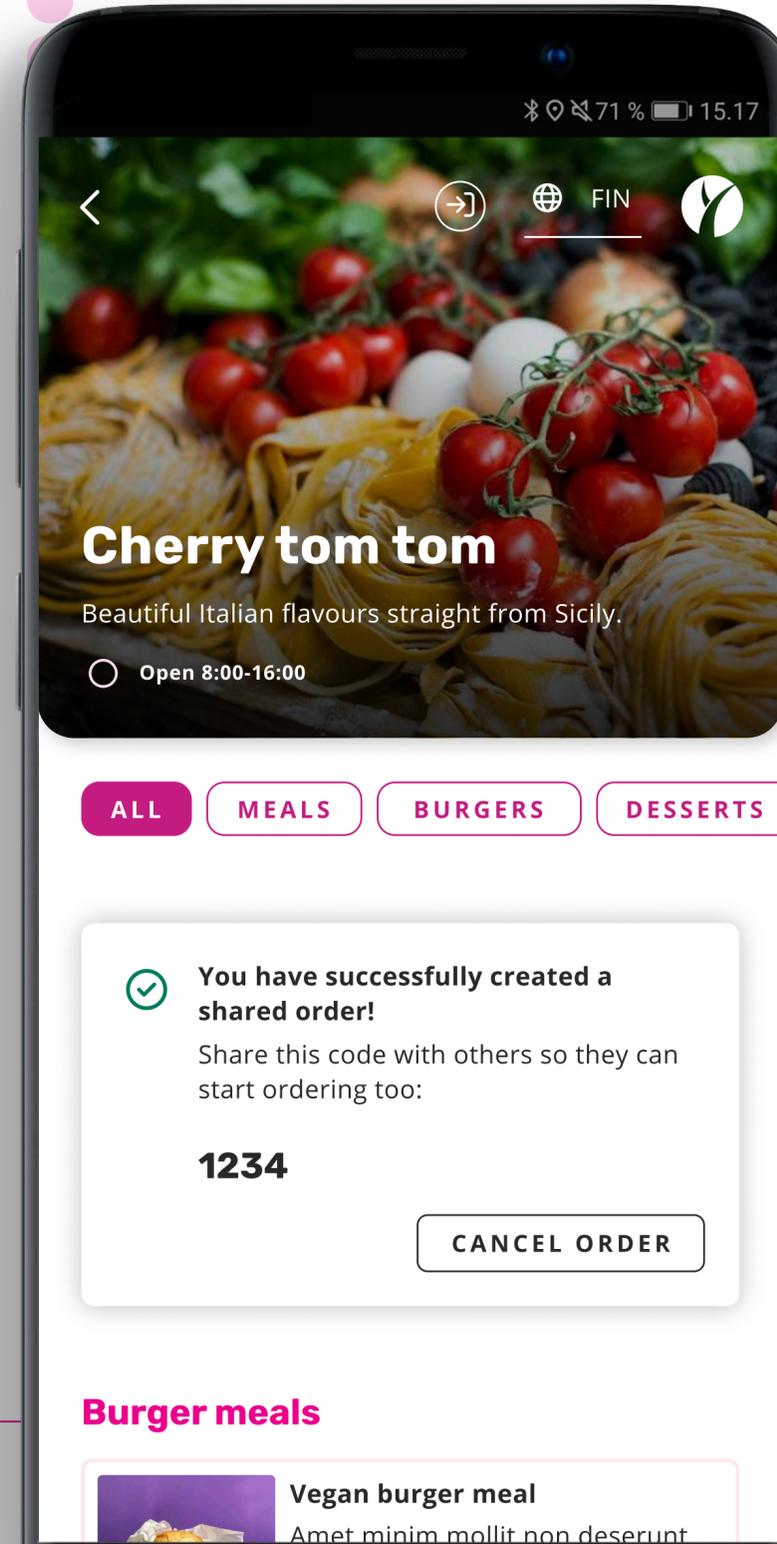Let your customers socialise without having to get up and leave the table.

Personal service

Enable personalised table service without the need for additional workforce. Mininimise walking and movement to and from tables

Time saved

Free your employees' time from having to take orders and charge for them.

Read QR code ①

Join a social shopping basket or create a new one ②

Make and place your orders, creator pays ③

Sit back & enjoy, food will arrive to your table ④

FIN

Cherry tom tom

Beautiful Italian flavours straight from Sicily.

○ Open 8:00-16:00

ALL MEALS BURGERS DESSERTS

✓ **You have successfully created a shared order!**

Share this code with others so they can start ordering too:

1234

CANCEL ORDER

Burger meals

Vegan burger meal
Amet minim mollit non deserunt

10.1 Yonoton social food ordering: user flows
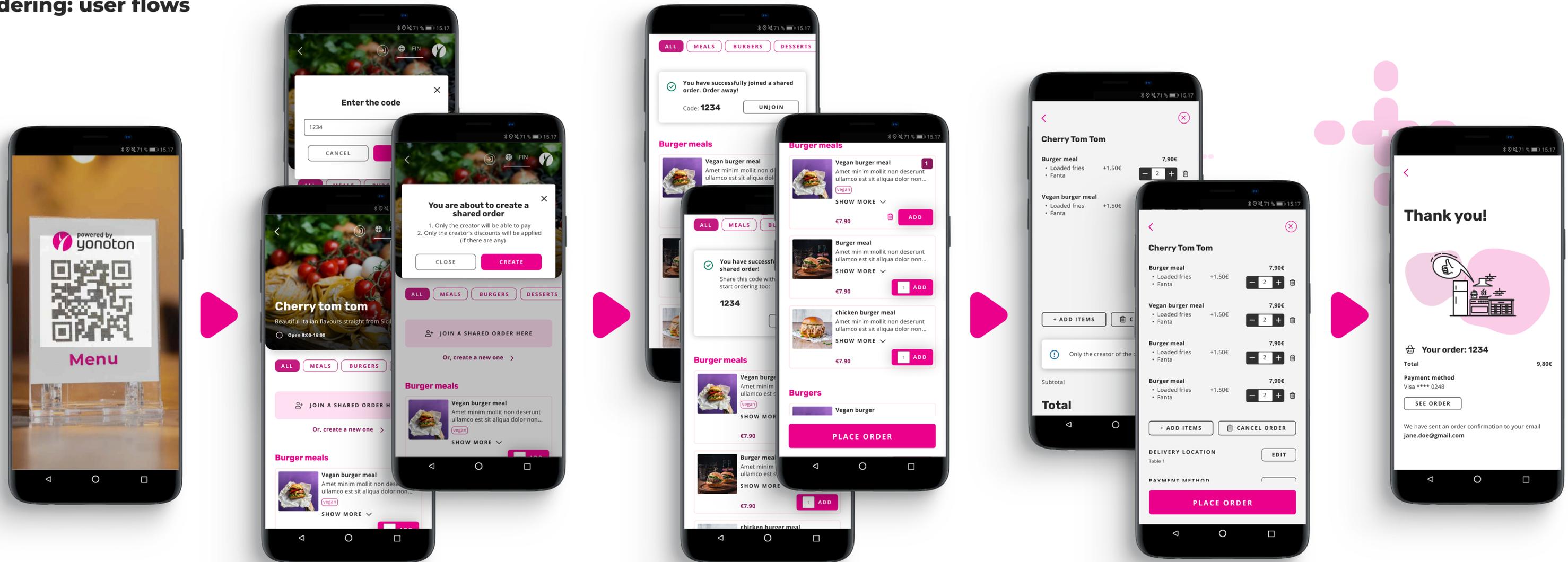
Read QR code to access menu.	1

Join a shared order or create a new one.	2

Select your food. Place the order inside your social shopping basket.	3

The creator of the shared order pays for it.	4

Sit back and enjoy, your food will arrive to your table.	5

See how our APP works in real life

Watch video →

Pancake Heaven

Open today 08:00 - 16:00

PANCAKE FAST FOOD AFFORDABLE

Fill up on sweet treats in this American style
house. Make your own or choose from a
mouth watering combinations of flavour

Show more ∨

BUY FOOD

Lounas Buffet
Chili con carne, Riisi,
Lämmin kasvislisäke

SEE FULL MENU

BUY TICKETS

COUPONS

STAMPCARD

powered by
yonoton

The Digital Platform

+358 50 506 0210
sales@yonoton.com
www.yonoton.com

Pancake Heaven

Your order has been received by our kitchen.

You can also find this order in the
Orders -section

Cancel order

Order details and receipt

powered by
yonoton