Yonoton

Self-service kiosk

Service description

08/2025

Previous version 15.02.2025

powered by yonoton
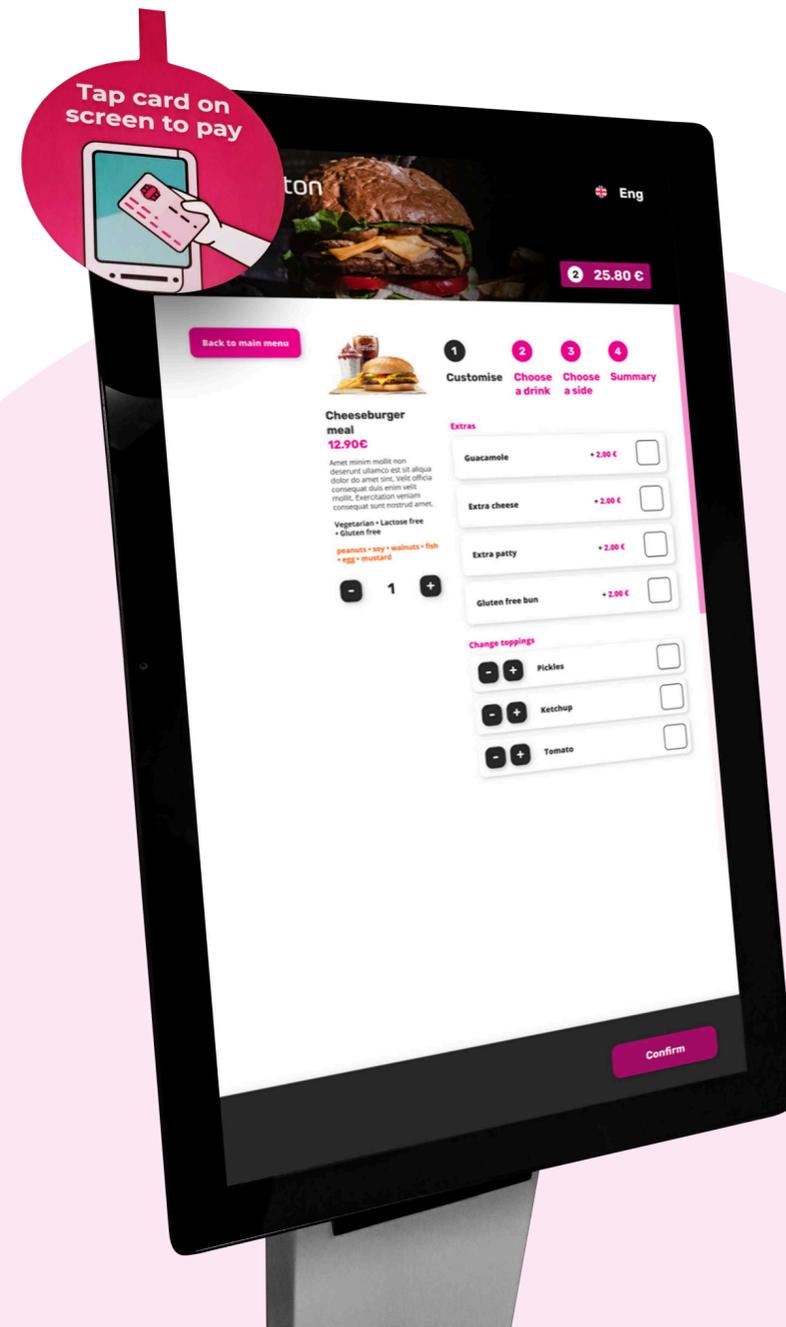
Yonoton Self-service kiosk

Yonoton Kiosk is a self-service platform distributed as SaaS on Android devices. Yonoton Kiosk can be installed on any Android 8.1 device and it supports the necessary additional devices to make the self-service experience as smooth as possible.

Yonoton kiosk's main use case is to offer self-service experience for food ordering in fast and fast casual restaurants. User can complete the order an pay the bill on the device and then observe the order's status either from an order status monitor or from a mobile optimized website that can be opened from a QR code of the receipt. The order is sent to the kitchen device Yonops where the personnel of the restaurant can adjust the status of the order. Yonoton Kiosk can also be used for ticket selling.
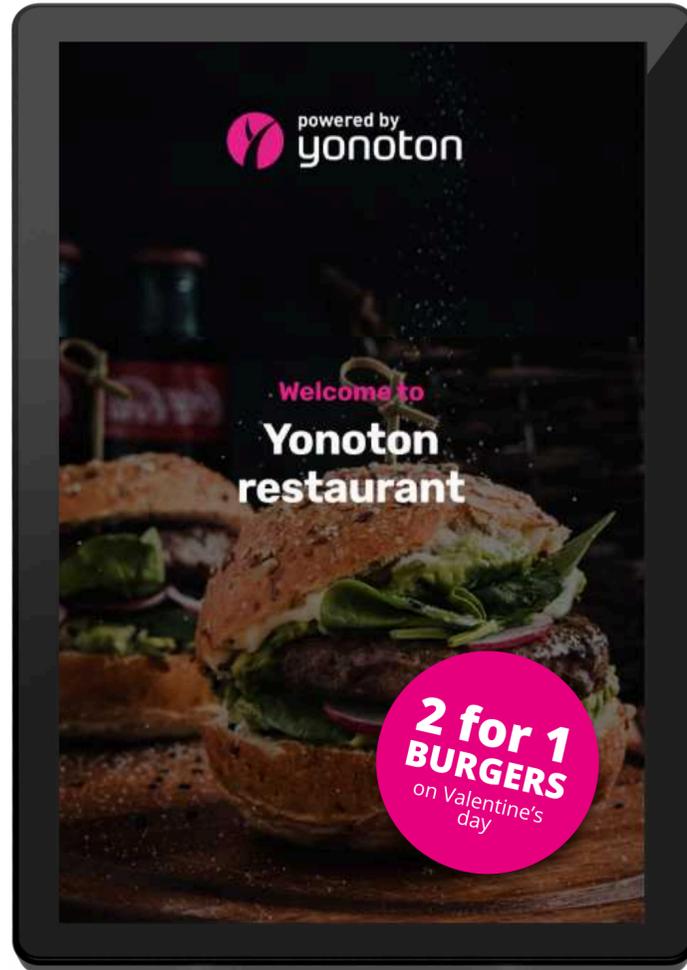
Yonoton Kiosk can be modified to fit the customer's need with custom graphics and color schemas.

1. Idle screen

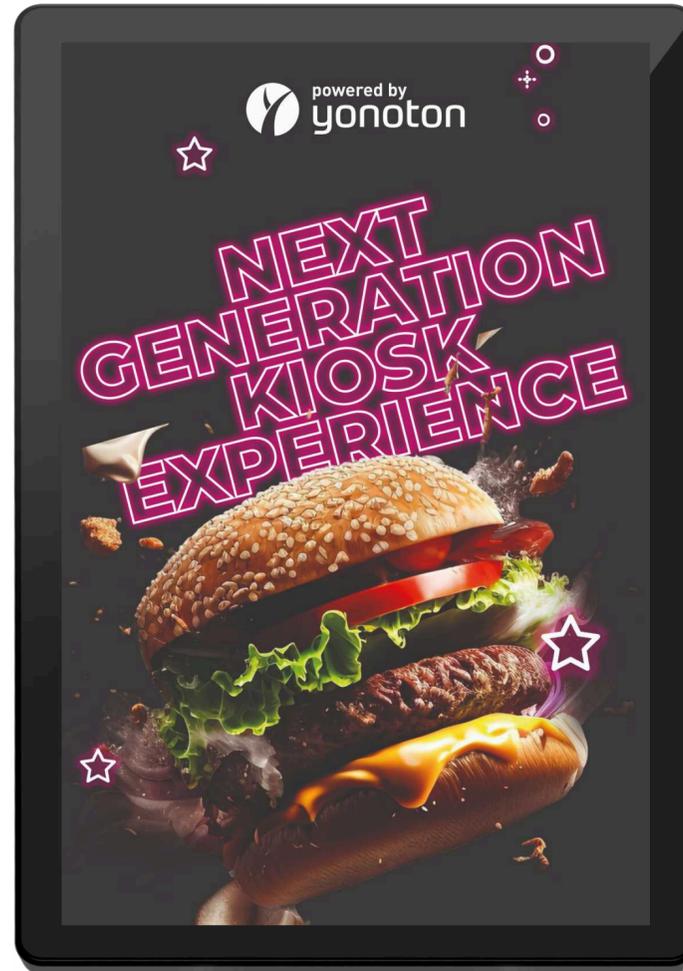## 1.2 Idle screen promotional images

If the kiosk is not being used it's possible to display commercial ads on the display. Once the user starts to use the kiosk the ad will be changed to regular sales flow.

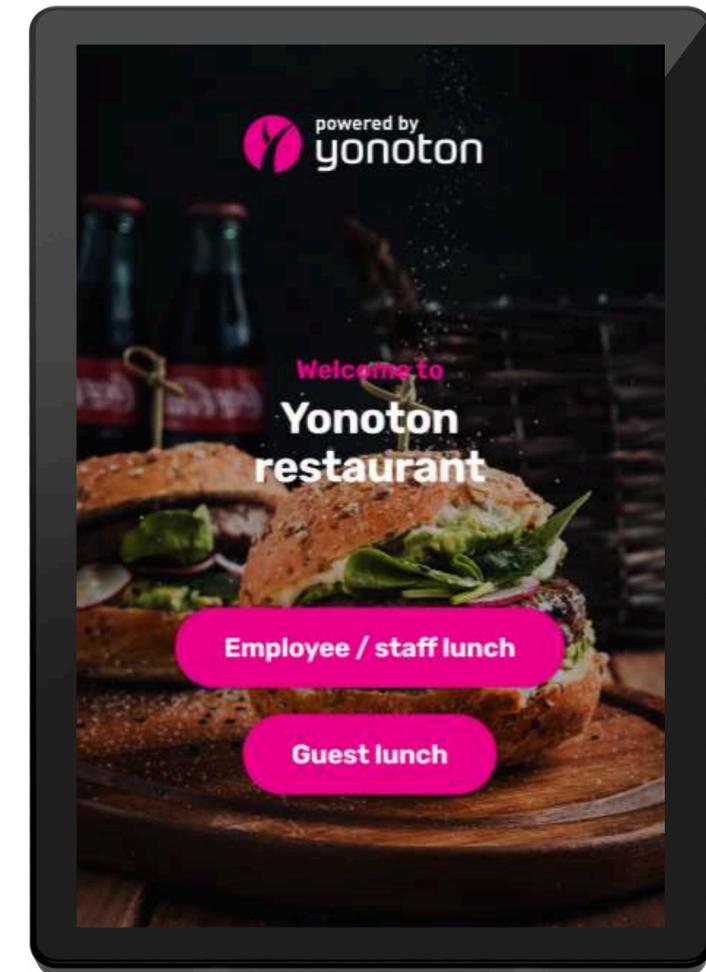| Promotional graphics

1.3 Idle screen video

Videos can be played on the front screen to catch customers attention.

| Promotional graphics

2. Price categories

When you have different price categories for different groups of customers, you can enable them to have the correct priced food with the input of an access code (or not if it is not needed).

| Price categories

3. One-click-lunch

If you only have one product (such as lunch), our one-click purchase-process allows your customers to skip all the hassle associated with bigger menus and several options. They click on the product and are taken directly to the payment screen.
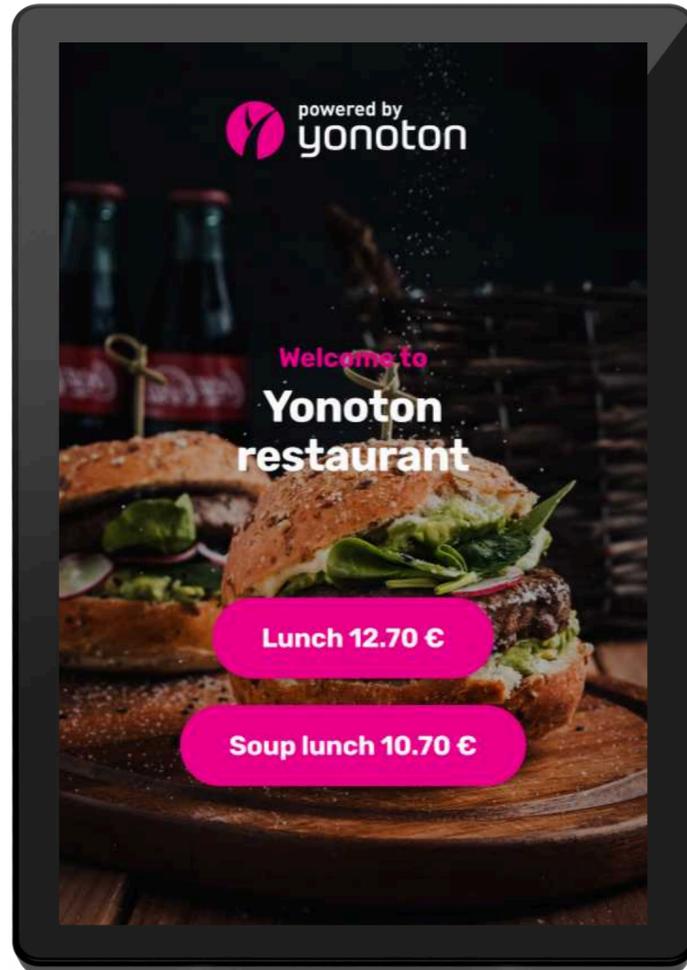

| One-click-lunch

4. Product option handling

If the product has multiple options such as small / medium / large, or if it has add-ons with extra costs associated to it, those can be handled with the kiosk's seamless product flow. The product option selections can also be used to combine separate products into a meal, such as burger, fries and a soda, where the customer has can choose the articles from various possibilities.
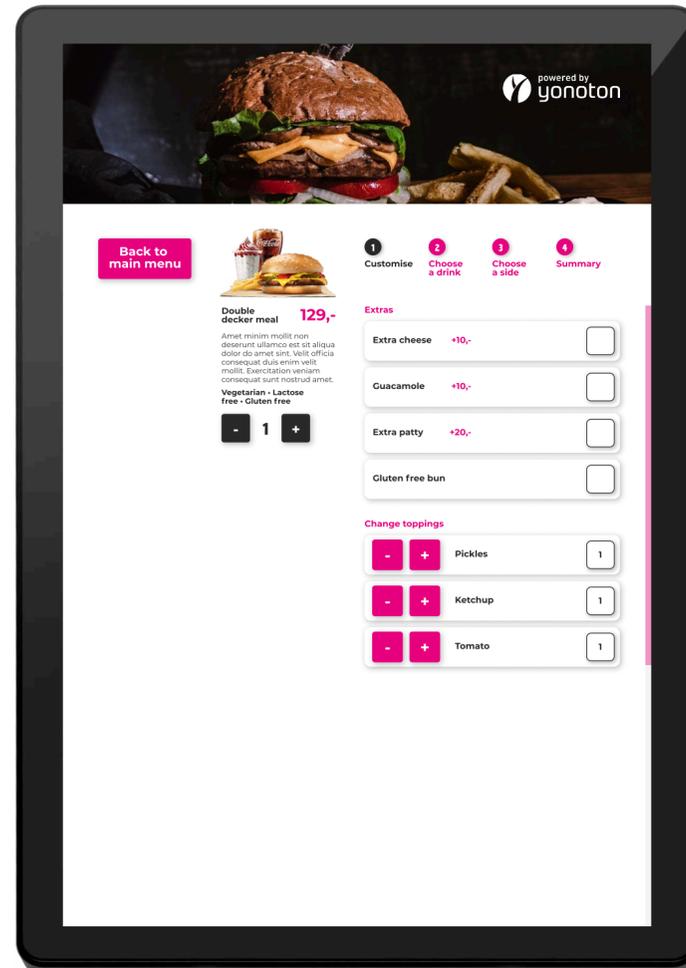
| Product options

5. Recommended products

After the shopping basket is collected, it's possible to show related or recommended products. Upselling other products is thus made intuitive part of the shopping experience.
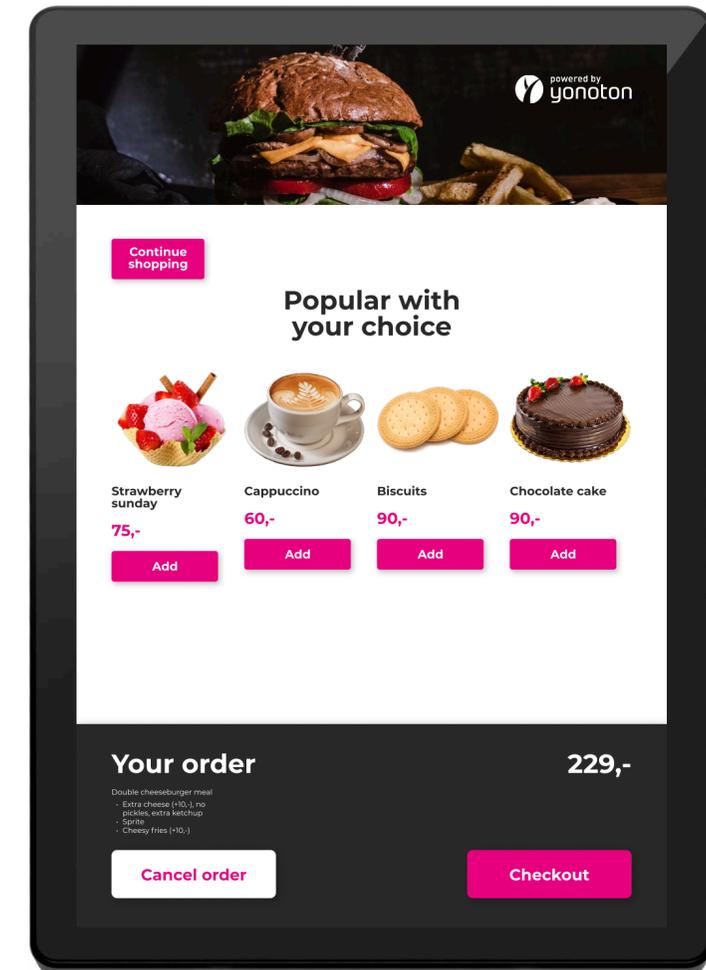
| Recommended products

6. Loyalty schemas

Users can scan a loyalty card or coupon from a Yonoton made app or from external system to identify themselves to the kiosk. The different discount schemas, loyalty points, or coupons can then be used as in true omnichannel experience from user's account.
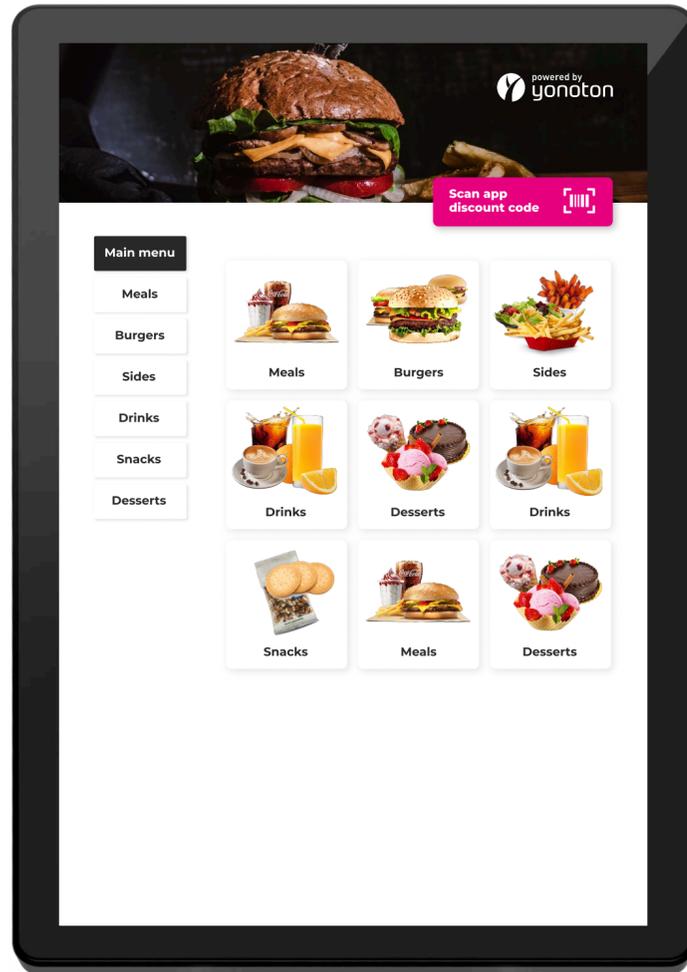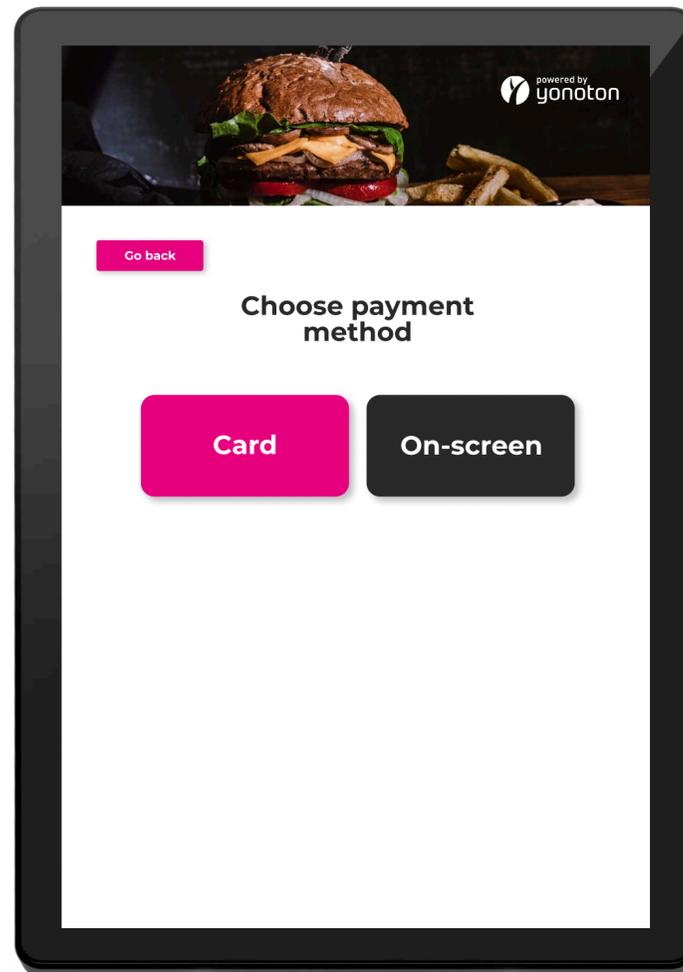
7. Payment methods

7.1 Integrated card terminal payments

Payments can be conducted by an integrated card terminal. PSP partners Adyen and Nets provide an integrated terminal that can be set aside of the Kiosk with a girdle where customers can complete the payment with various payment cards.

| Card payments

7.2 Onscreen mobile payments

You can display a screen where the user scans a QR code and completes the payment associated with it through a service provider such as Vipps (a psp in Norway).
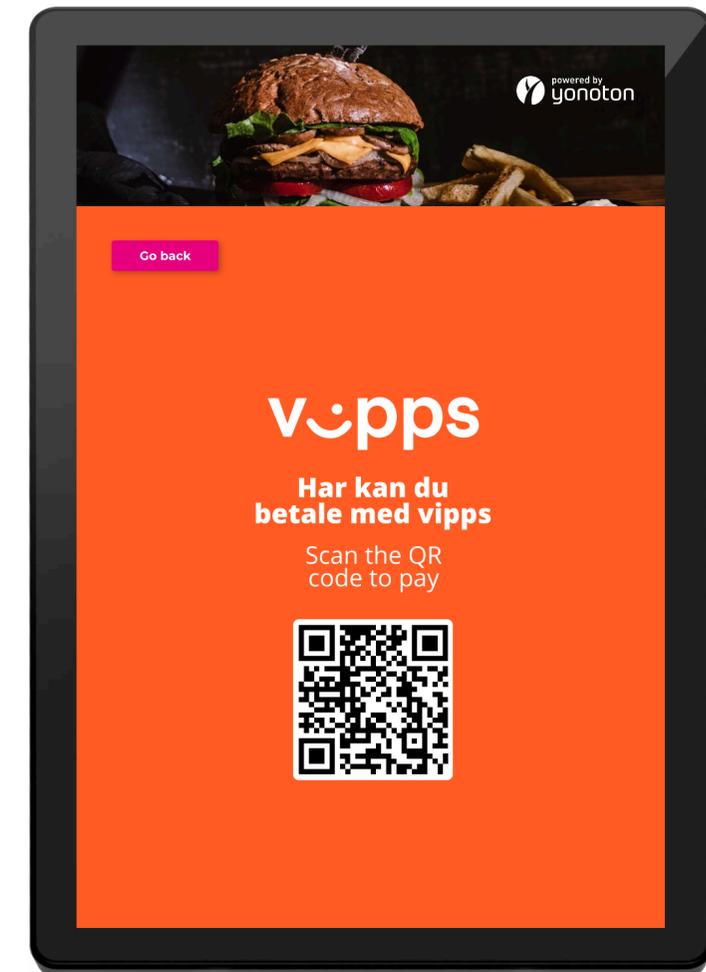
| On-screen payments

7.3 NFC payments

If the merchant supports NFC payments supported by Yonoton, you can use NFC payments in the kiosk. User must have onboarded the chip either through their app or by visiting a customer service point (with a PoS). Once the chip is onboarded, the user can complete payment.

8. Receipt printing

The kiosk supports custom receipt printing, where the receipt can act as a sales receipt, but it can also display the order ID for collection purposes. The receipt may also contain a QR-code that can be scanned for order monitoring purposes.

9. Order monitors

Once the order has been made and paid the customer needs to know when the order is ready. Yonoton can also provide order monitors that can be used to inform the customers about their order status. The same order status can also be displayed on a website that user can open with his/her phone.
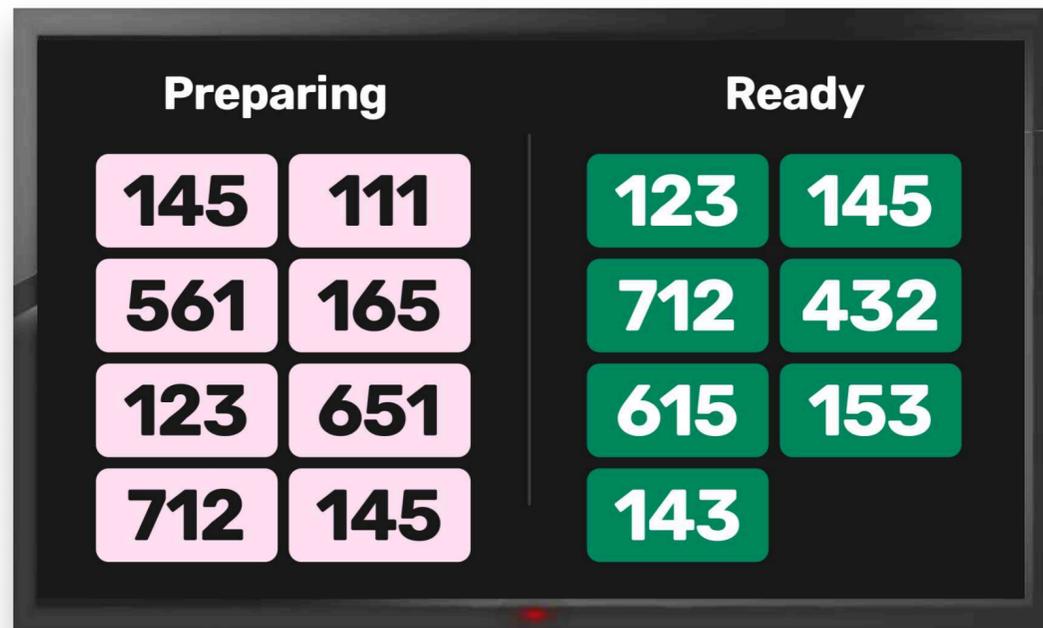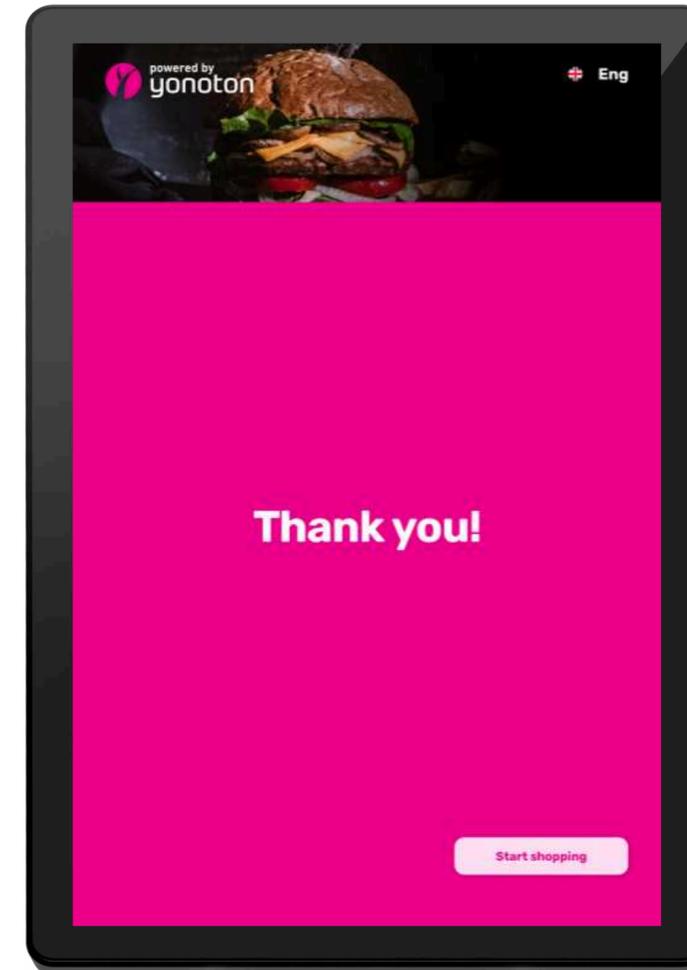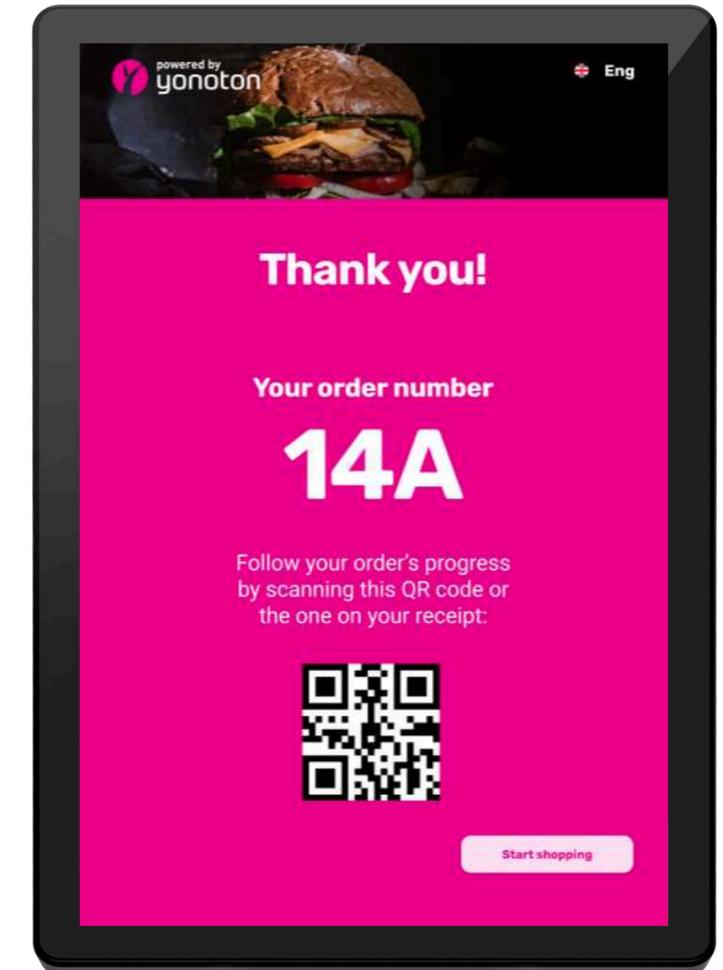

| Order status screen

| Order status screen mobile

10. Configurable Thank you -page

Display a variety of information on the Thank you -page, such as where to track your order, or just a simple line of text.


| Simple Thank you -page

| Thank you -page with order tracking

11. 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.

Basic Discount Campaign
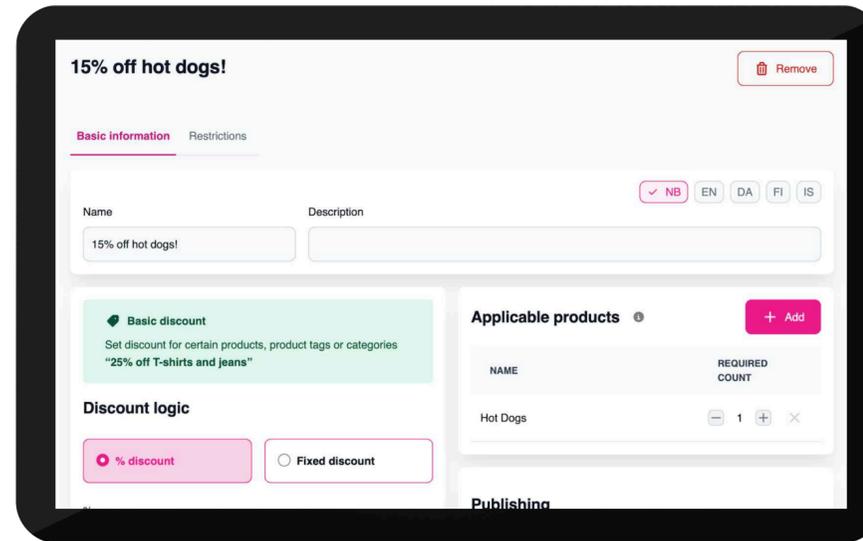
| Basic Discount Campaign

Buy and get a reward
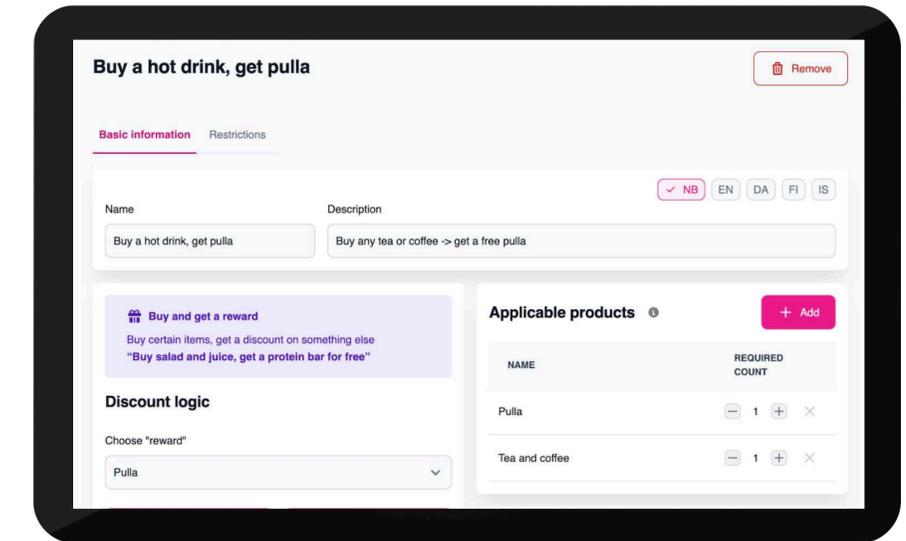
| Buy and get a reward

Volume Discount Campaign

| Manual discounts

Campaign features

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

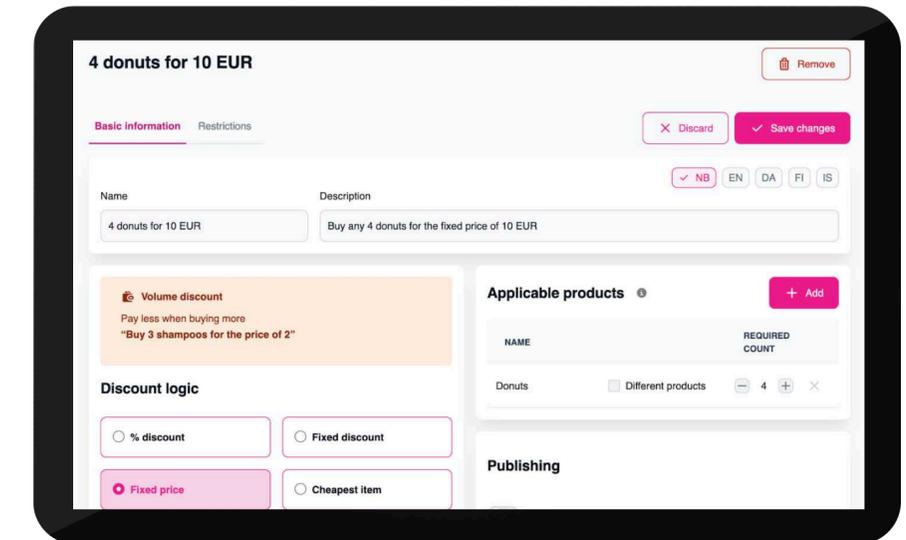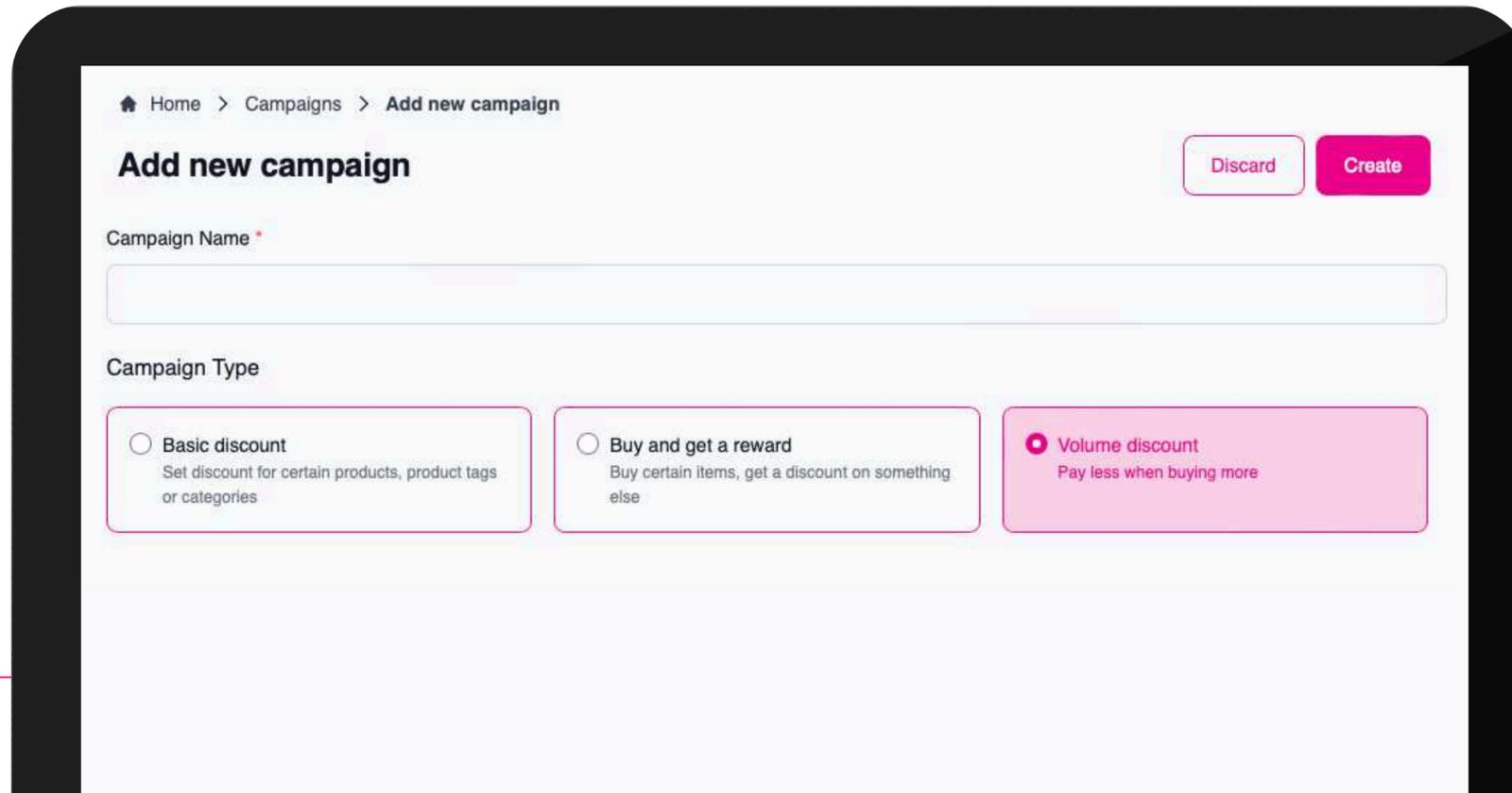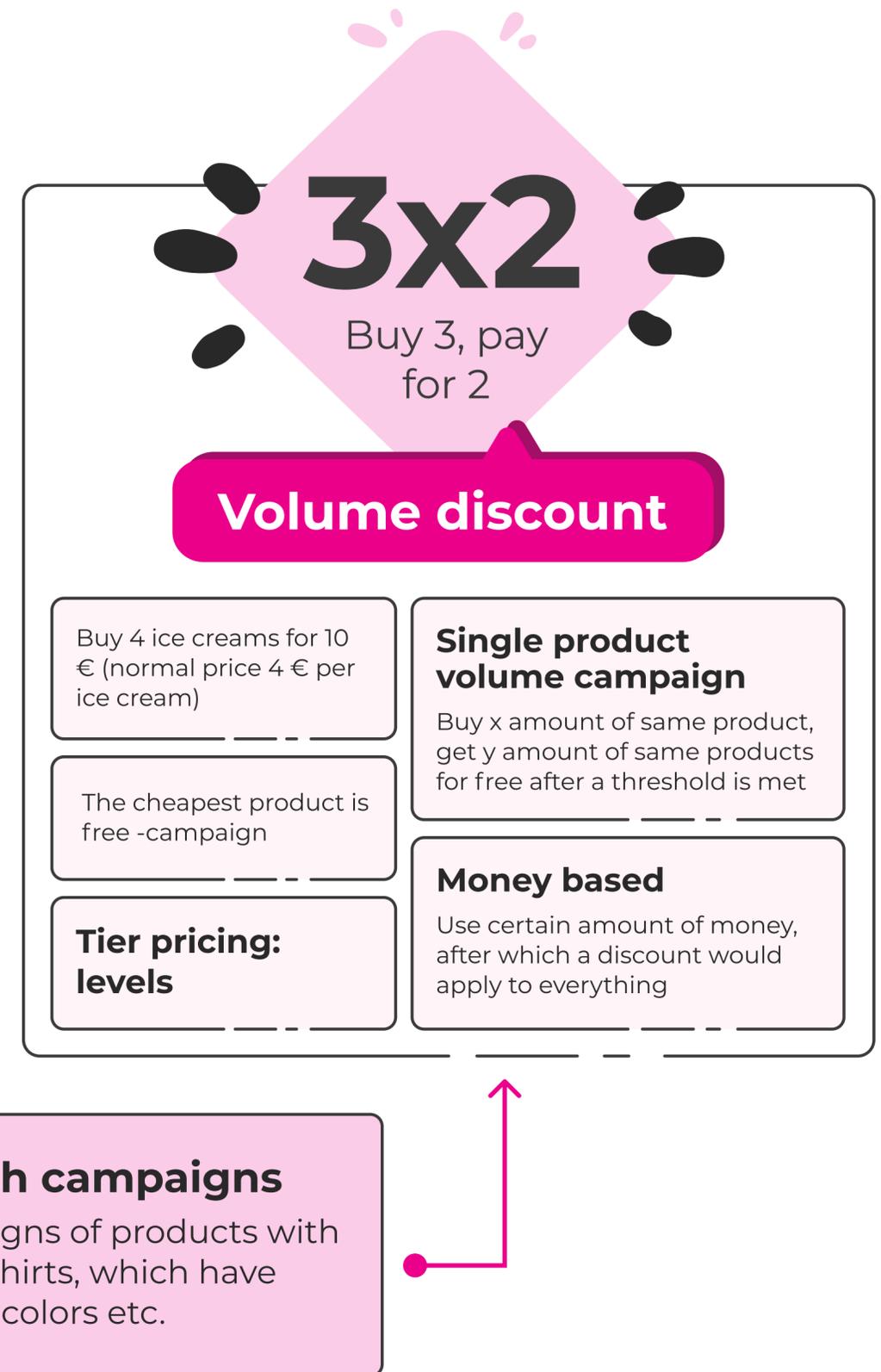Single product campaign, with percentage discount or straight money discount (a decided offer for a single campaign)

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.

12. No need for separate payment terminals

The self-service kiosk comes with state of the art technology that allows you to make payments without separate and often clunky payment terminals, making the customer experience better than ever.

Tap card on screen to pay

€25.00

Tap customer card or mobile device

VISA Mastercard AMEX P PayPal Klarna.

Easy and intuitive to use

Customer taps the screen with their card or mobile phone (or any other payment enabled device such as a smartwatch)

Collaboration with viva.com enables Yonoton to turn their android based devices into payment terminals

See how the Yonoton Self-service kiosk works in real life

watch video →

The Digital Platform

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powered by
yonoton

Tap card on screen to pay

Welcome to
Yonoton restaurant

powered by
yonoton