Crunchtime Go

Reference Guide

Document Details

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Related Documentation

- Using Crunchtime Host for Windows Reference Guide: https://links.crunchtime.com/CHRG-UsingCrunchtimeHostforWindows

Overview

This document explains how to use the Crunchtime Go app.

Download the latest version of this document here:

https://links.crunchtime.com/CHRG-CrunchtimeGo

… or scan the QR code to the left.

Crunchtime Go End User Guide

The Crunchtime Go app allows restaurants to manage off-premise orders on iPad(s). The app displays kitchen details and provides a way to SMS text with guests so there are fewer people waiting inside, and, if using curbside, team members can direct customers to a parking place and ask for vehicle information without tying up the restaurant's phone.

Logging In

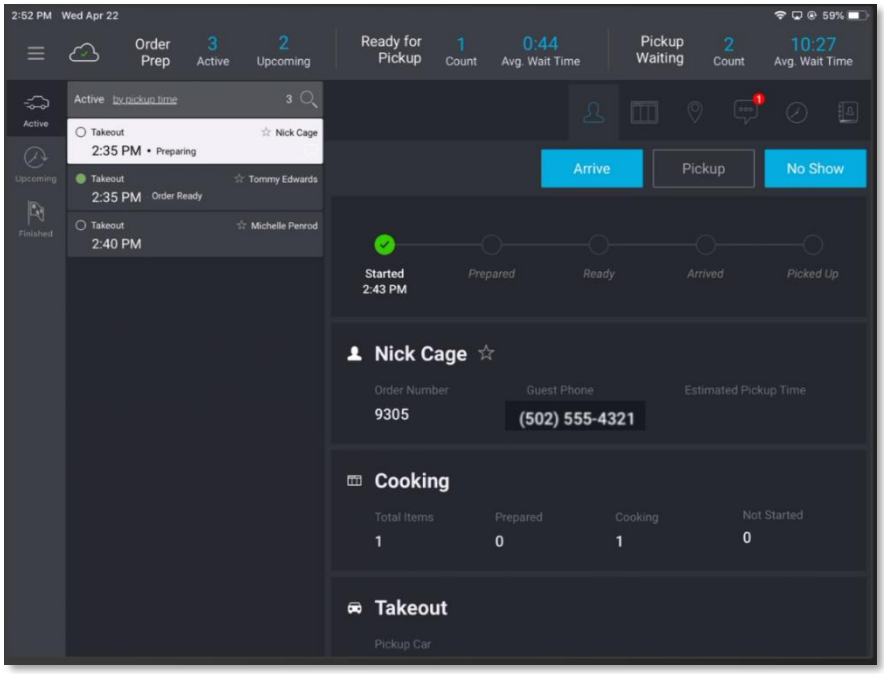
Log in to the Crunchtime Go app on an iPad using the username and password configured for your location.

Note: This can also be configured to auto-login from the portal if desired.

Landing Page

The Active Orders Tab is where you will spend most of your time.

- The Navigation Tabs section includes Active, Upcoming, and Finished tabs.
- The Party Cells section contains information from order status in Kitchen to arrival status of a guest.
- The Milestone section provides the status of the order.
- The Guest Detail section contains information about the guest.
- The Kitchen Order Status section provides the status of the order from the kitchen.

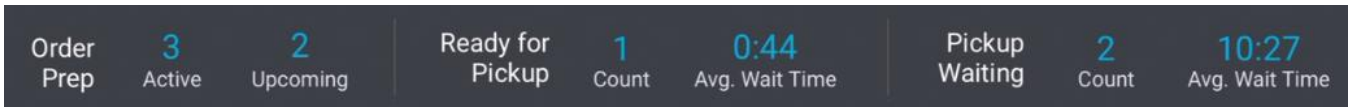


Tab Area Overview Details



Party | Kitchen Order Details | Map | SMS | Visit Timeline | Guest Details

Dashboard



The Dashboard provides a high-level overview of how many off-premise orders there are in the restaurant and how efficiently they are being handled.

The Order Prep section displays how many active orders are currently displayed in the kitchen, along with any upcoming orders with future pickup or delivery times.

The Ready for Pickup section displays the count of orders that are ready and waiting for a guest to pick them up and the average time between orders being ready to being picked up by guests.

The Pickup Waiting section displays the count of how many people are waiting on their orders to be ready and the average wait for parties that have arrived prior to the order being ready.

> **Note**: Each of the Average Wait Time metrics can expose inefficiencies with prep start times for off-premise orders.

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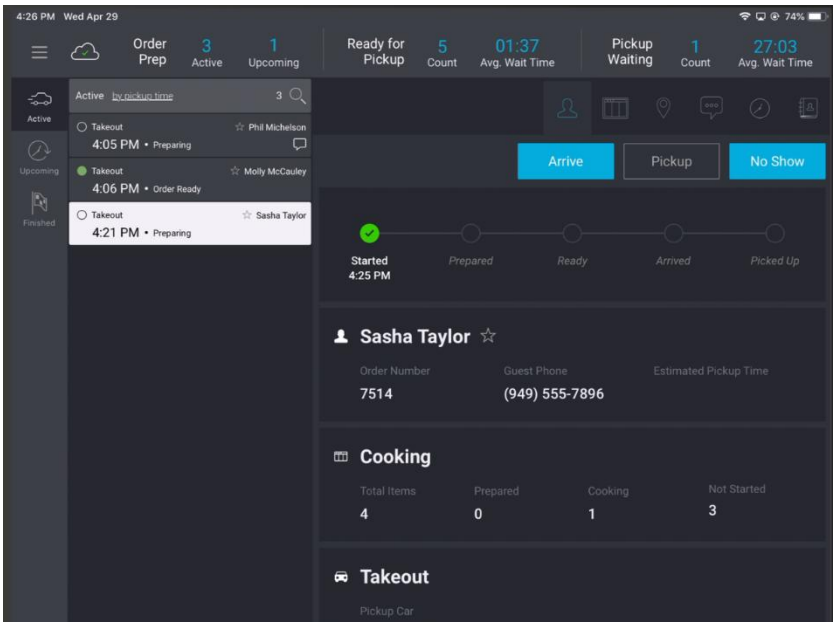
Detailed Overview

The Party Cells on the Active tab default to white times and a white hollow circle to indicate that the guest has not yet arrived.



When the party is arrived, the circle turns solid green. If the party arrives past their scheduled pickup time, the circle turns orange.

If the food is not ready at the scheduled time, the estimated arrival time on the party cell turns red.

The milestone marker provides real-time updates from the kitchen along with the Cooking section. The above example states the order was started at 4:25 p.m., but there are 4 total items with only 1 cooking and 3 not started.

To gain further insight into the kitchen, select the Kitchen icon from the top menu bar.

This section contains more detailed check information from the Kitchen, including the status of each item in the order. Users may also fast track (prioritize) or cancel orders from this tab.

The GPS Marker notes the restaurant's address by default. Add an API and it can include GPS locations of delivery drivers and/or customers who used an app or online service to place their orders.

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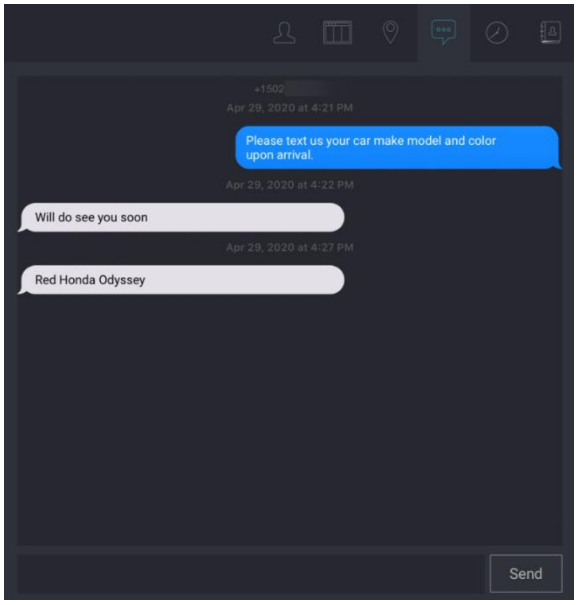
The Chat icon is where SMS conversations will display . A similar icon displays in the party cell when there is an unread message from a guest. Tap the Party cell. Notice the red badge over the SMS tab clearly shows the user that something needs attention.



Select the chat icon and the chat window opens to view what the guest sent and gives the restaurant the opportunity to respond to the guest with a free-form text message.



The Clock icon will outline details of order added, released to kitchen, started in the kitchen, and note when the guest arrived.

The Guest Book icon allows team members to modify guest phone and/or name information if needed.

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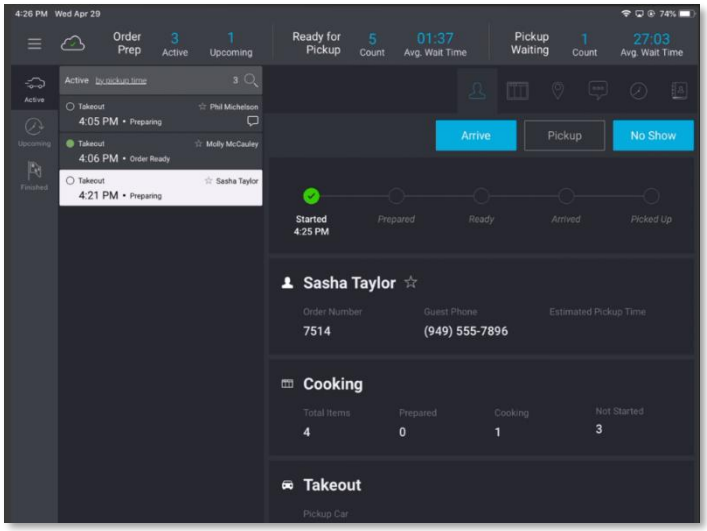
Daily Use of Crunchtime Go

Active Tab

Crunchtime Go is configured to display all off-premise destinations from the kitchen. All current orders in kitchen are displayed on the Active tab. When the guest arrives, use the Arrive button to automatically notify the kitchen that the guest is on site.

The milestone marker will alert the team member to kitchen status:

- A Prepared Order has been bumped off any displays in the kitchen.
- A Ready Order has been bumped off the Expo station.
- The Arrived marker may move based off when the party arrives during the order preparation process.
- Once the order is Ready the Pickup Action becomes available. (configurable)
- Once picked up, the party moves to the finished tab.



Note: If the party cancels or no-shows, use the No Show button to mark it canceled in the kitchen and move the party to the finished tab. Once the party is Arrived, the No Show button is no longer active.

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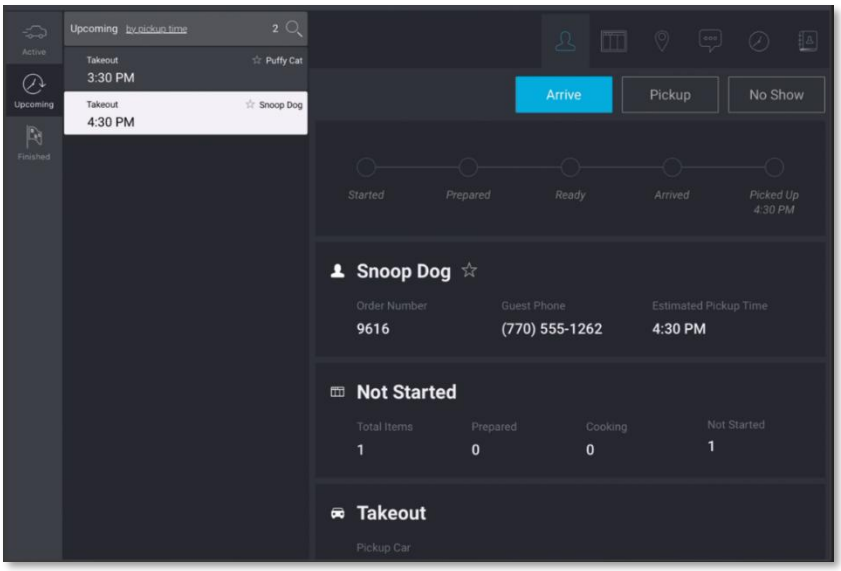
Upcoming Tab

If the Point of Sale sends future orders to the app, they will display on the Upcoming tab.

If the party arrives before the order is released to the kitchen, the party may be marked as Arrived and moved to the Active tab. The order will then automatically release to the kitchen.



Note: If the party cancels or no-shows before the order is released to the kitchen, go to the Kitchen Order tab and select Cancel Order. Once the scheduled arrival time has passed, the No Show button will display.

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Finished Tab

The Finished tab displays completed and/or canceled orders for approximately four (4) hours. At the four-hour mark, the orders will no longer display on the Finished tab to protect the guests' Personally Identifiable Information, or PII.

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