



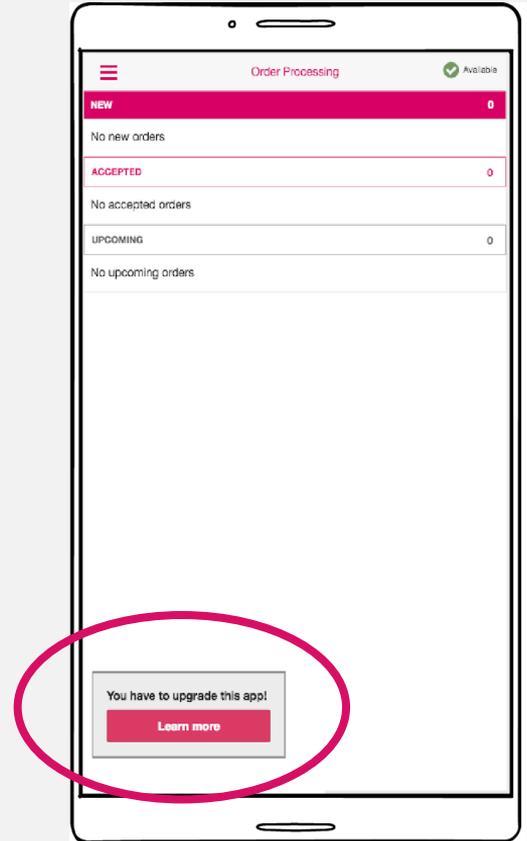
Rapp – Vendor Guide

September 2018

**How do I update to
Rapp?**

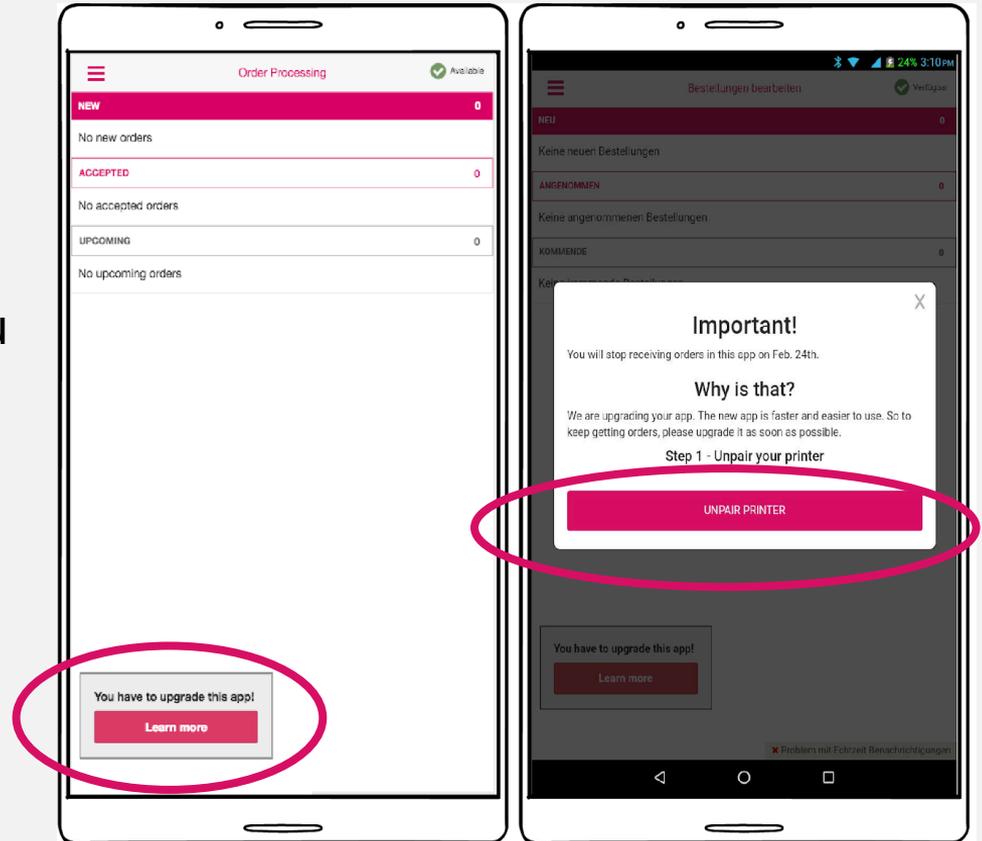
From Restaurant Platform to Rapp

If you have been using the **Restaurant Platform** app, and have been seeing a pop-up on the left corner of the screen, please upgrade to **Rapp**



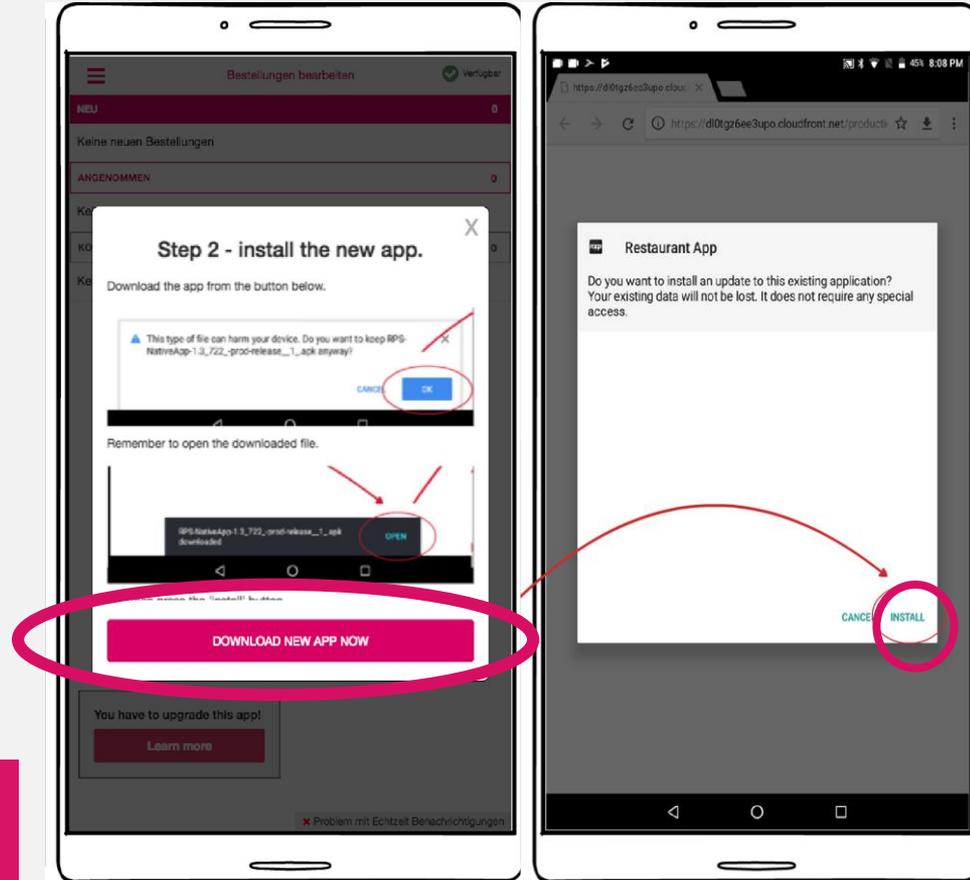
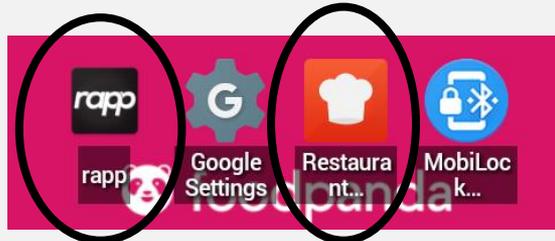
From Restaurant Platform to Rapp

1. Click on **“Learn more”**
2. A pop-up appears, prompting you to unpair your printer
3. Please click on **“Unpair Printer”**



Installing Rapp

1. Click on **“Download New App Now”**
2. Make sure to click **“OK”** when a warning pops up regarding potential harm to your device
3. Click on **“Open”**
4. Click **“Install”**

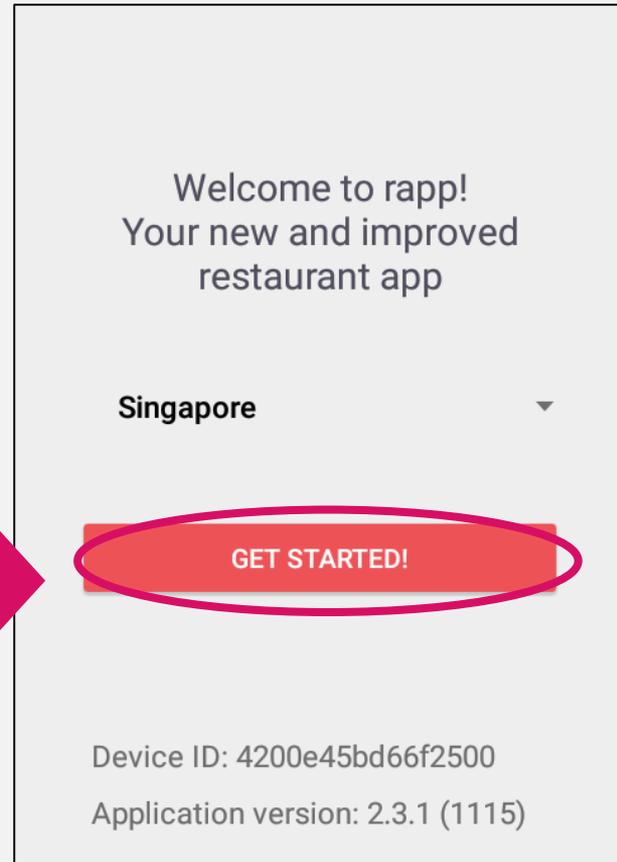
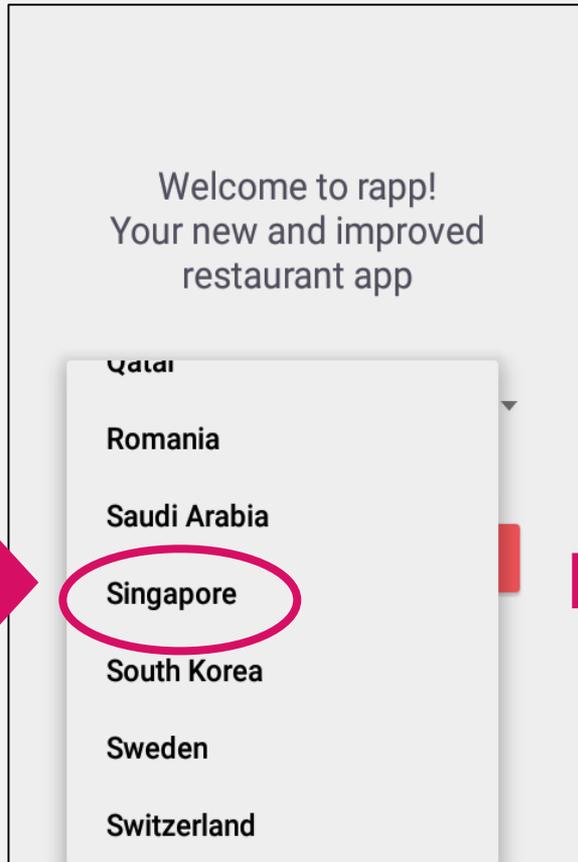
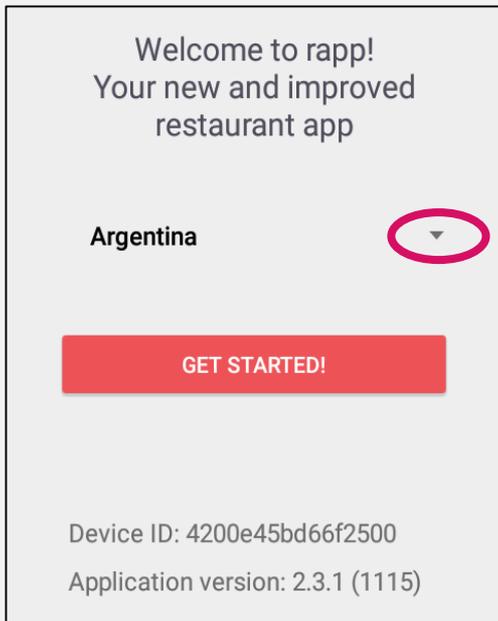


How do I use Rapp?

1 Log In

Click on the dropdown list and select “**Singapore**”

Click on “**GET STARTED!**” and wait for registration to complete



1 Log In

If you encounter issues with registration, please contact our call centre and provide the **Device ID** as seen on the bottom of the screen

Call Centre:

Hotline: +65 3158 3673

Email: partner@foodpanda.sg

Example

Welcome to rapp!
Your new and improved
restaurant app

Singapore ▼

GET STARTED!

Device ID: 4200e45bd66f2500

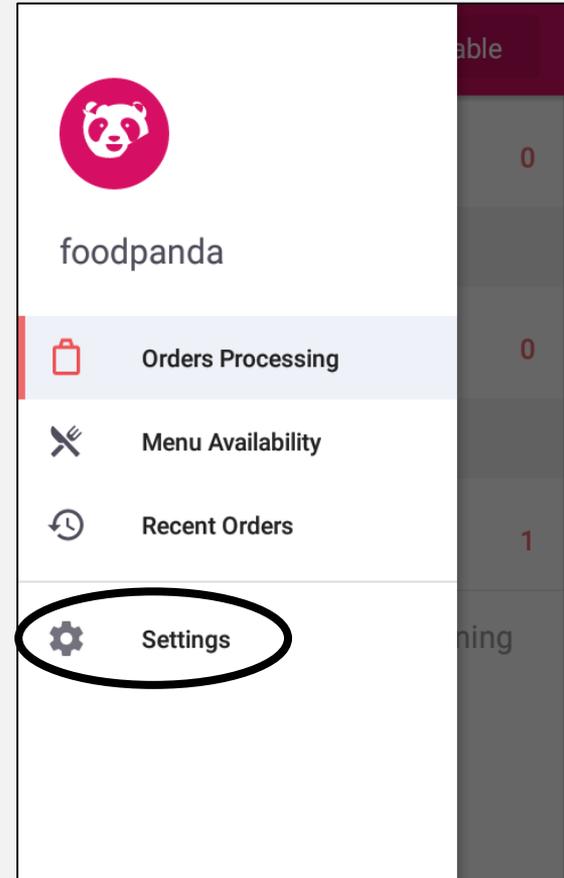
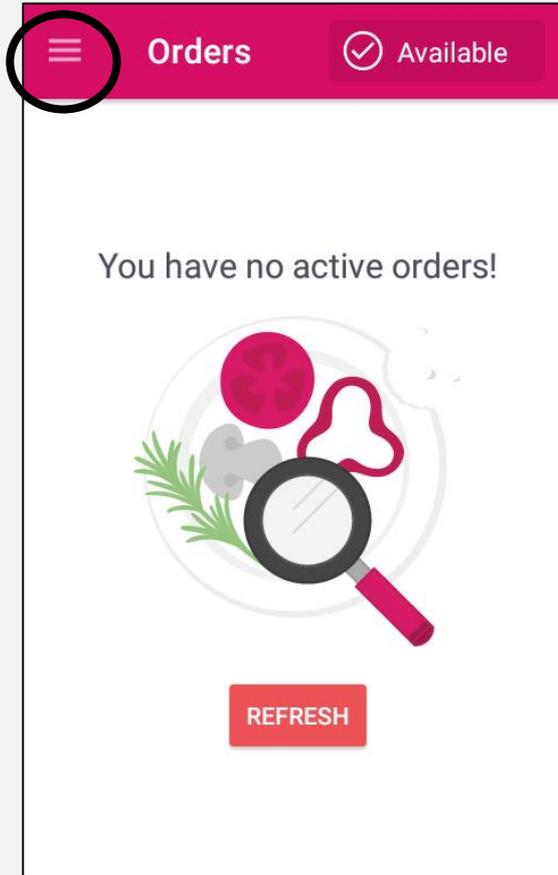
Application version: 2.3.1 (1115)



2 Connecting to the Printer

On the top left-hand corner, click on 

Select **“Settings”**



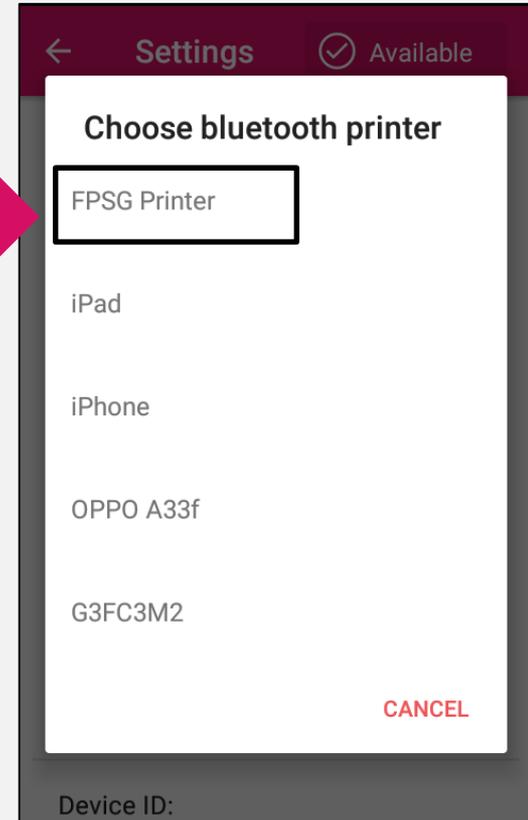
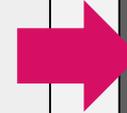
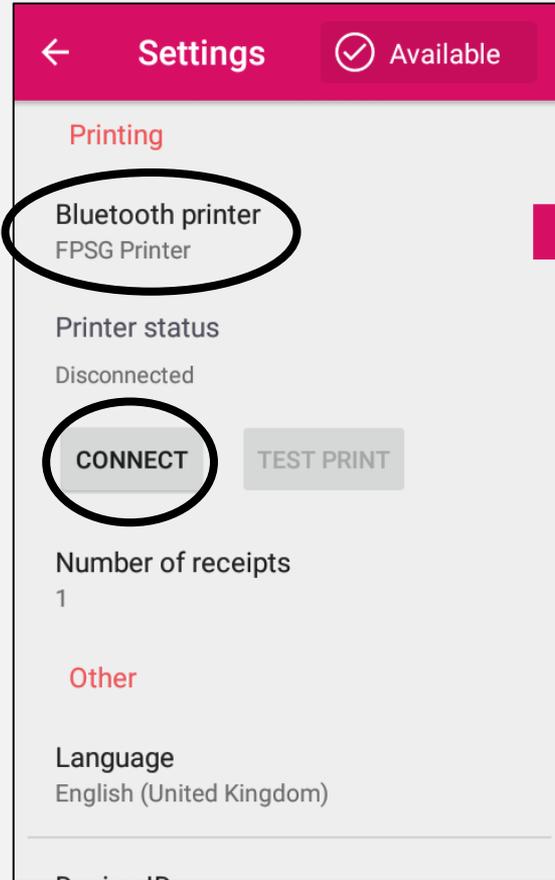
2 Connecting to the Printer

Under Settings, scroll down to find **“Bluetooth printer”**

Click on Bluetooth printer to choose and connect to a printer

If **“Printer status”** is Disconnected, click on **“Connect”**

Upon successful connection, your printer will print out a confirmation message



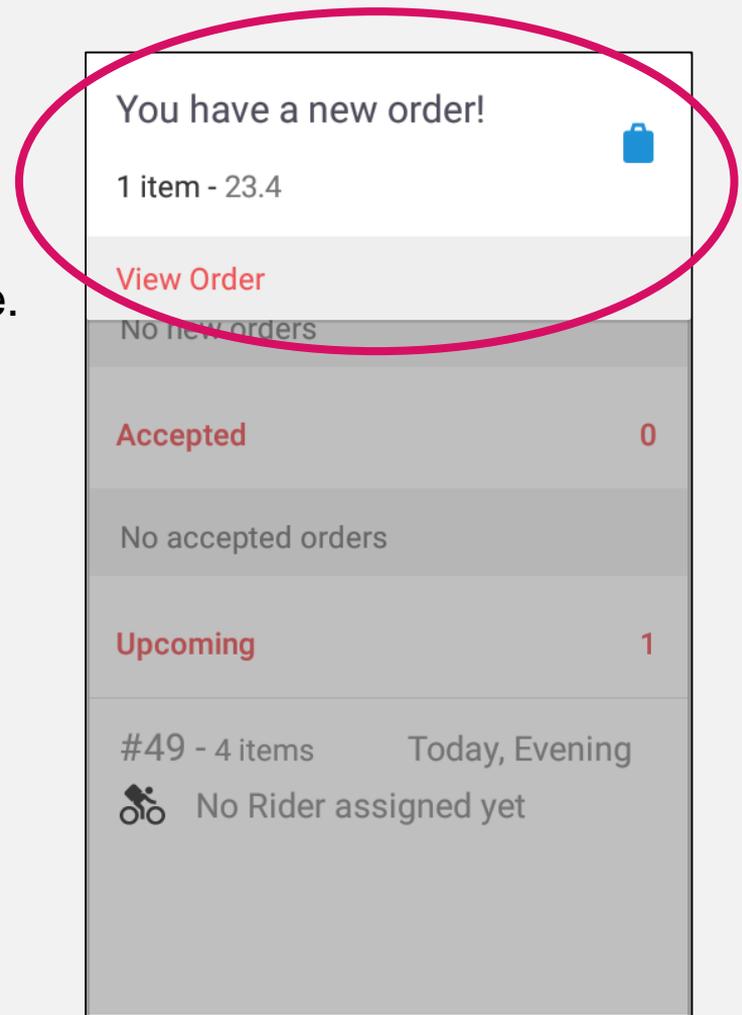
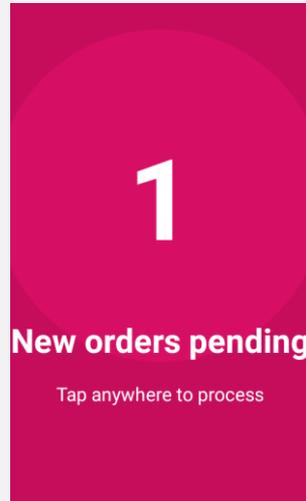
**You are now ready to
accept orders!**

3 Receiving Orders

When a customer places an order, the phone will ring and the new order will appear as shown here.

Click on the new order to accept/decline it.

The screen will also show a prompt if device is on standby mode



4 Accepting Orders

To accept a new order, you would need to select **“Accept”**

Please prepare the food within the time shown as our delivery rider will arrive at your store when the time is up

← #34(v9if-18wv) - 3 ite... ⋮

Beef Pepper Rice - S\$15.40
1 Drink and 2 Side
1 x Dishes

1 x Mineral Water (bottled) --
2 x Shake Shake Salad --

Subtotal S\$15.40

Total S\$15.40

VAT (incl.) --

🕒 Pickup in approximately 14 min

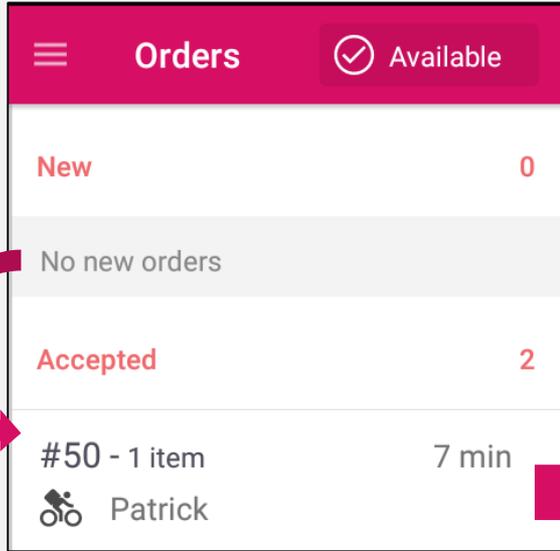
ACCEPT



5 Accepted Order

Click on the order, followed by  for more information such as the **customer details** and **rider information**.

Under the **Orders Processing** page, the order moves from **“New”** to **“Accepted”**



Orders Available

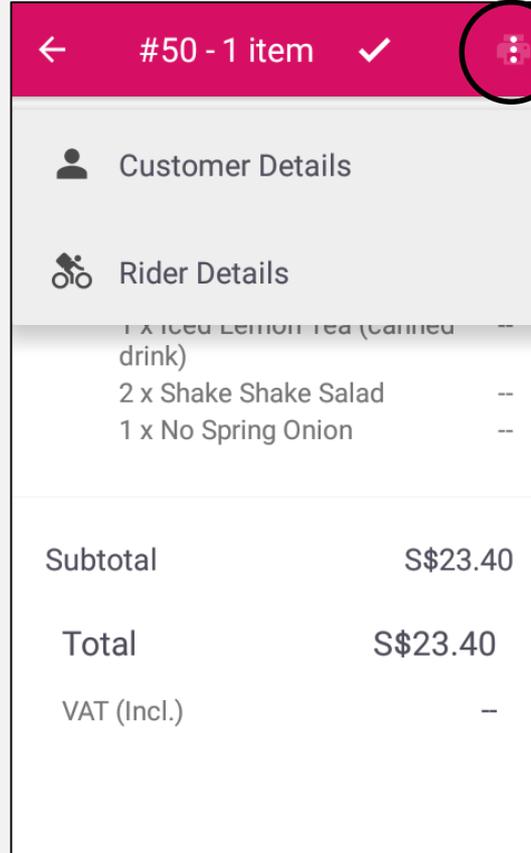
New 0

No new orders

Accepted 2

#50 - 1 item 7 min

Patrick



#50 - 1 item ✓ 

Customer Details

Rider Details

1 x Iced Lemon Tea (Canned drink)

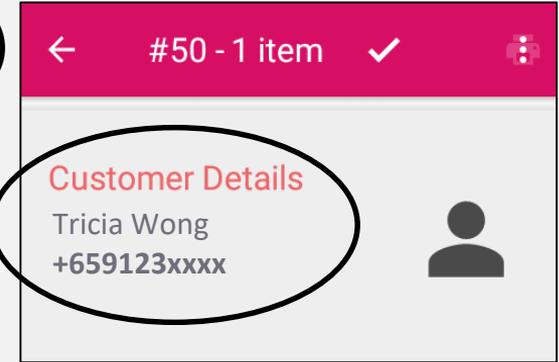
2 x Shake Shake Salad

1 x No Spring Onion

Subtotal S\$23.40

Total S\$23.40

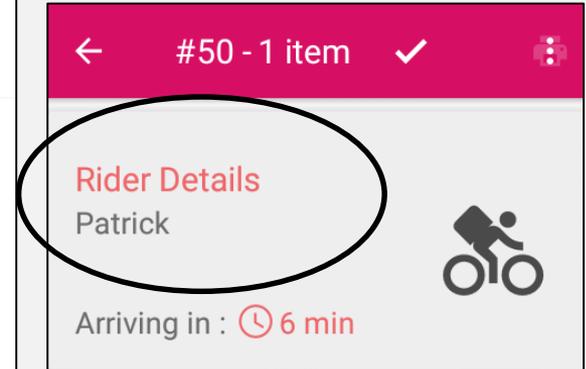
VAT (Incl.) -



#50 - 1 item ✓ 

Customer Details

Tricia Wong
+659123xxxx



#50 - 1 item ✓ 

Rider Details

Patrick

Arriving in :  6 min



5 Accepted Order

The screenshot shows an order confirmation screen. At the top, a pink header bar contains a back arrow, the order code "#51 - 2 items", a checkmark, and a menu icon. Below the header, the order details are listed. The first item is "1 x Cutlery - No" with a price of "--". The second item is "1 x Dishes" with a price of "\$15.40". Under "Dishes", there is a special request "** Test" and two sub-items: "1 x Mineral Water (bottled)" and "2 x Shake Shake Salad", both with prices of "--". At the bottom, a summary table shows the subtotal and total as "\$15.40", and VAT as "--".

Item	Quantity	Price
Cutlery - No	1 x	--
Beef Pepper Rice	1 x	\$15.40
1 Drink and 2 Side		
Dishes	1 x	\$15.40
Special Request		** Test
Mineral Water (bottled)	1 x	--
Shake Shake Salad	2 x	--
Subtotal		\$15.40
Total		\$15.40
VAT (Incl.)		--

More details

Order Code

Item(s) ordered

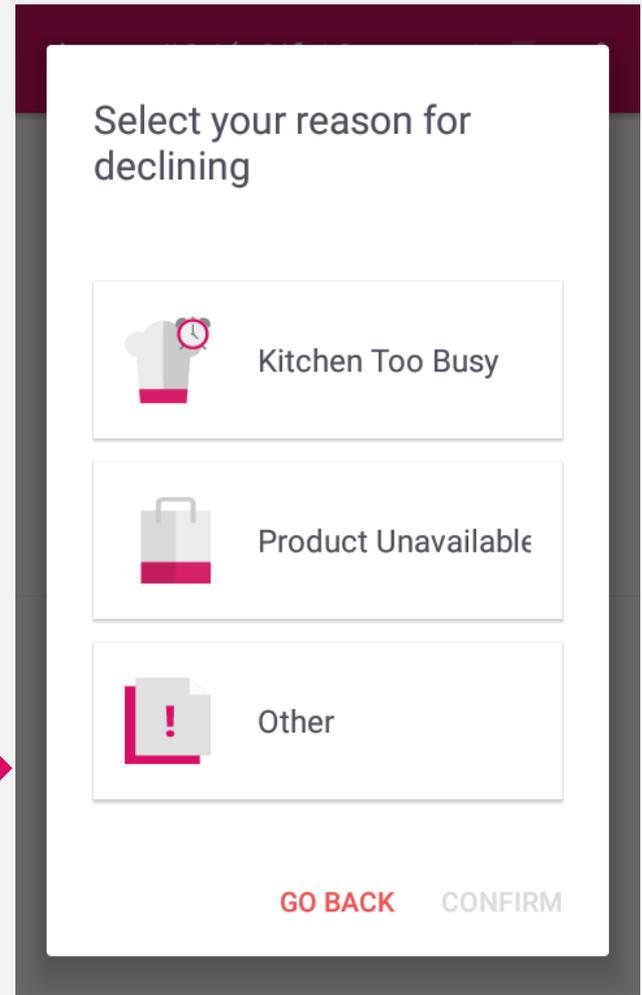
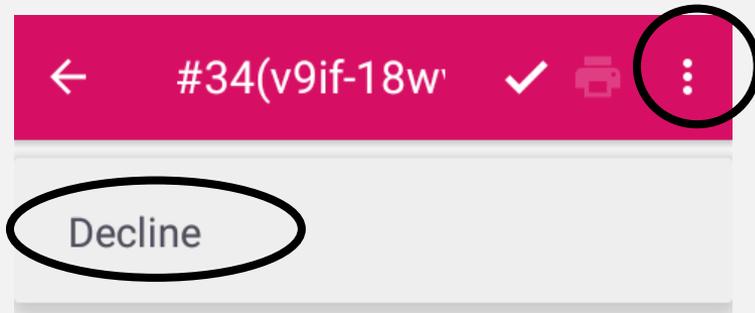
Customer's special request (if any)



6 Declining Orders

If you are unable to accept an order, please **click on**  at the top right-hand corner of the screen, and **select “Decline”**.

Thereafter, you will be prompted to select the reason for declining.



7 Managing Pre-Orders

Pre-orders can be found under the “**Upcoming**” category on your **Orders Processing** screen

Take note that a **rider has not been assigned** to such orders and the food is **NOT** to be prepared **yet**. Please keep an eye on them to plan your resources carefully.

You will not be able to Accept/Decline a pre-order through the app.

The screenshot shows the 'Orders' screen with a pink header. The 'Available' status is indicated by a checkmark icon. The main content area is divided into sections for 'New', 'Accepted', and 'Upcoming' orders. The 'Upcoming' section is highlighted with a pink border and shows one order: '#49 - 4 items' scheduled for 'Today, Evening'. Below the order ID, it states 'No Rider assigned yet' with a motorcycle icon. The order details are shown in a separate view below.

Orders	Available
New	0
No new orders	
Accepted	0
No accepted orders	
Upcoming	1
#49 - 4 items	Today, Evening
No Rider assigned yet	

The screenshot shows the details for order #49, which contains 4 items. A warning message states: 'This is an upcoming order. Please do not prepare the food yet!'. The order includes 1 x Cutlery - Yes. The total price is S\$13.70. The items listed are Chicken Pepper Rice - 1 Drink and 1.

← #49 - 4 items

This is an upcoming order. Please do not prepare the food yet!

1 x Cutlery - Yes

Chicken Pepper S\$13.70
Rice - 1 Drink and 1



7 Managing Pre-Orders

Once it becomes relevant, it will be shown as a “**New**” order and processed just like how a regular order should be.

Do take note of the following:

- Estimated pick up **TIME & DATE**
- Ensure that you have **sufficient items** to fulfil the order
- If you are unable to process the pre-order, kindly contact our call centre to inform us



Order Status	Count
New	0
Accepted	0
Upcoming	1

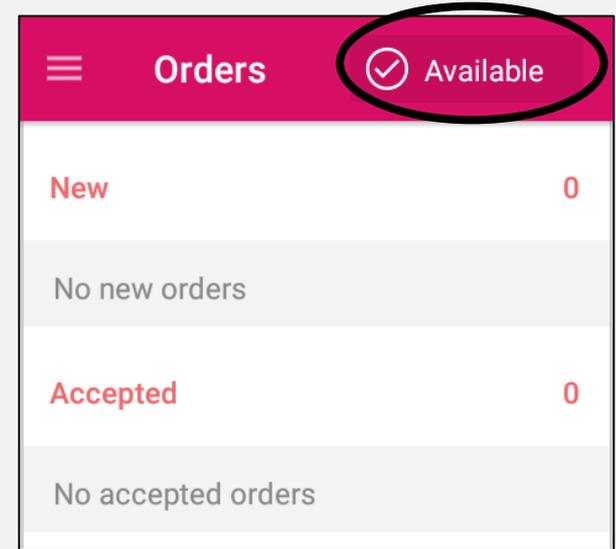
#49 - 4 items Today, Evening
🚲 No Rider assigned yet

8 Temporarily Closing Your Restaurant

Your restaurant's operating hours on foodpanda are dependent on the hours provided to us.

Your foodpanda device does not determine your restaurant's operating hours.

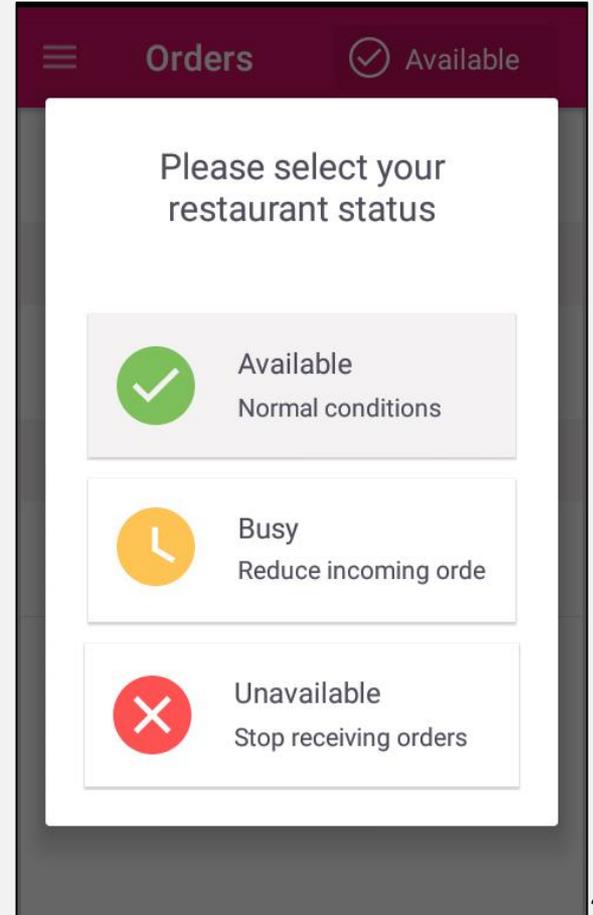
To avoid declining orders and giving customers a bad experience, please click on the **restaurant status button** at the top right-hand corner to manage your operating hours respectively.



8 Temporarily Closing Your Restaurant

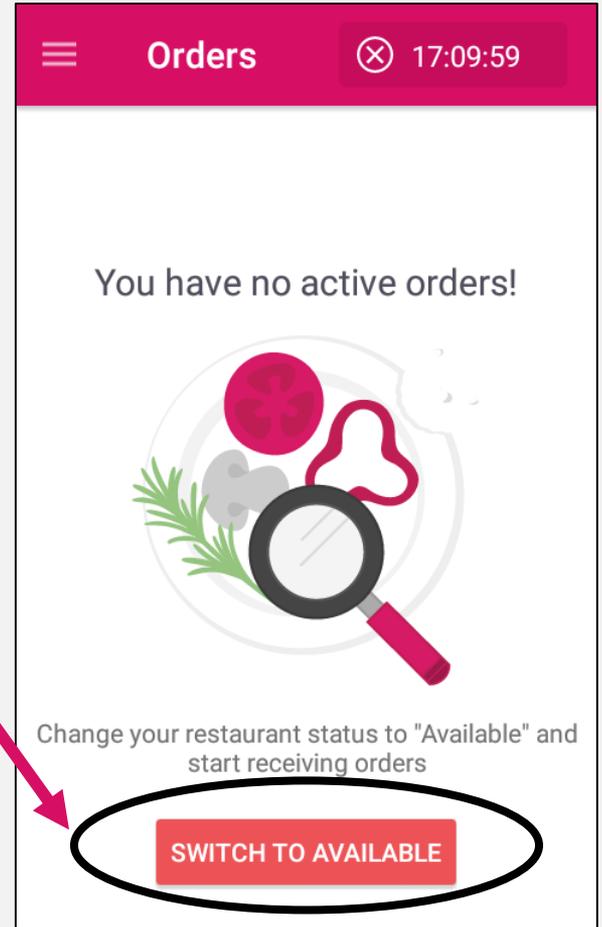
Select “**Busy**” if you wish to reduce incoming orders for the next 30 minutes.

Select “**Unavailable**” if you wish to stop receiving orders completely for the rest of the day.



8 Temporarily Closing Your Restaurant

If you are ready to accept orders earlier than expected, simply click on the **“SWITCH TO AVAILABLE”** button, at any point in time.

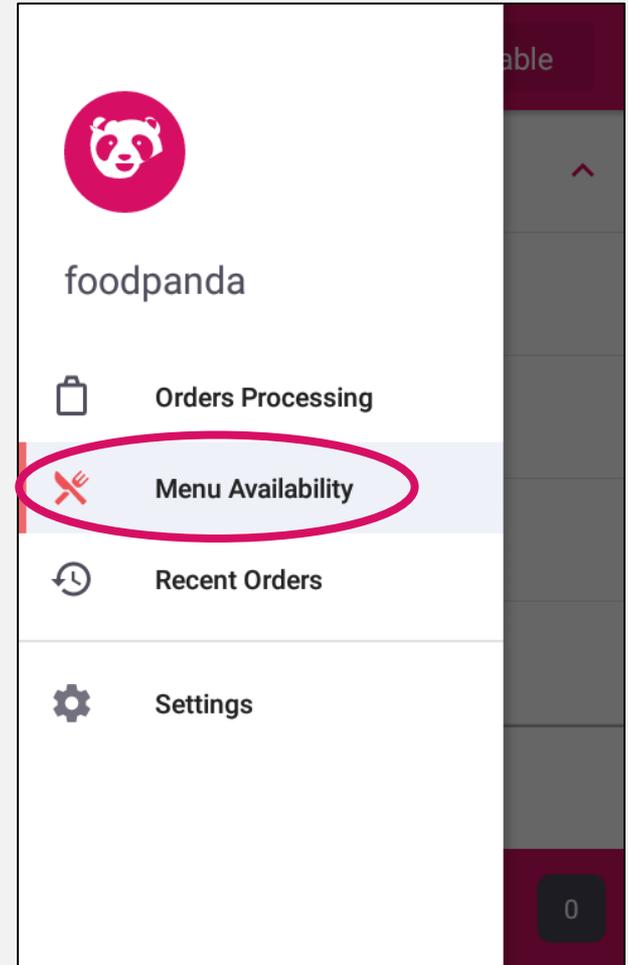


9 Deactivate Menu Items

If items are sold out or temporarily unavailable, use the “**Menu Availability**” option to mark these items as unavailable.

Note: The menu will reset at 12 midnight everyday i.e. all items that have been marked as unavailable, will be available again.

To permanently change/ remove items on your menu, please contact our **Partner Service Team** at partner@foodpanda.sg

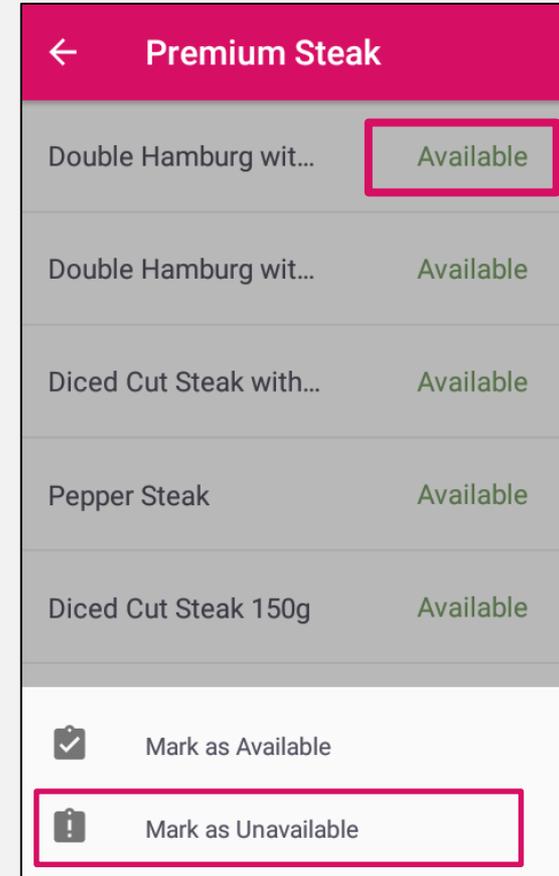
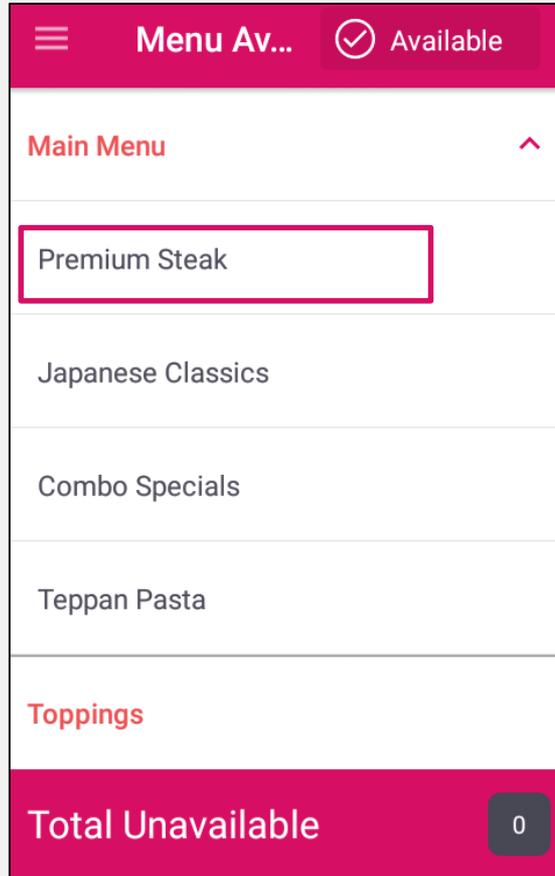


9 Deactivate Menu Items

The menu is divided into different categories. Select the category of the item that has run out.

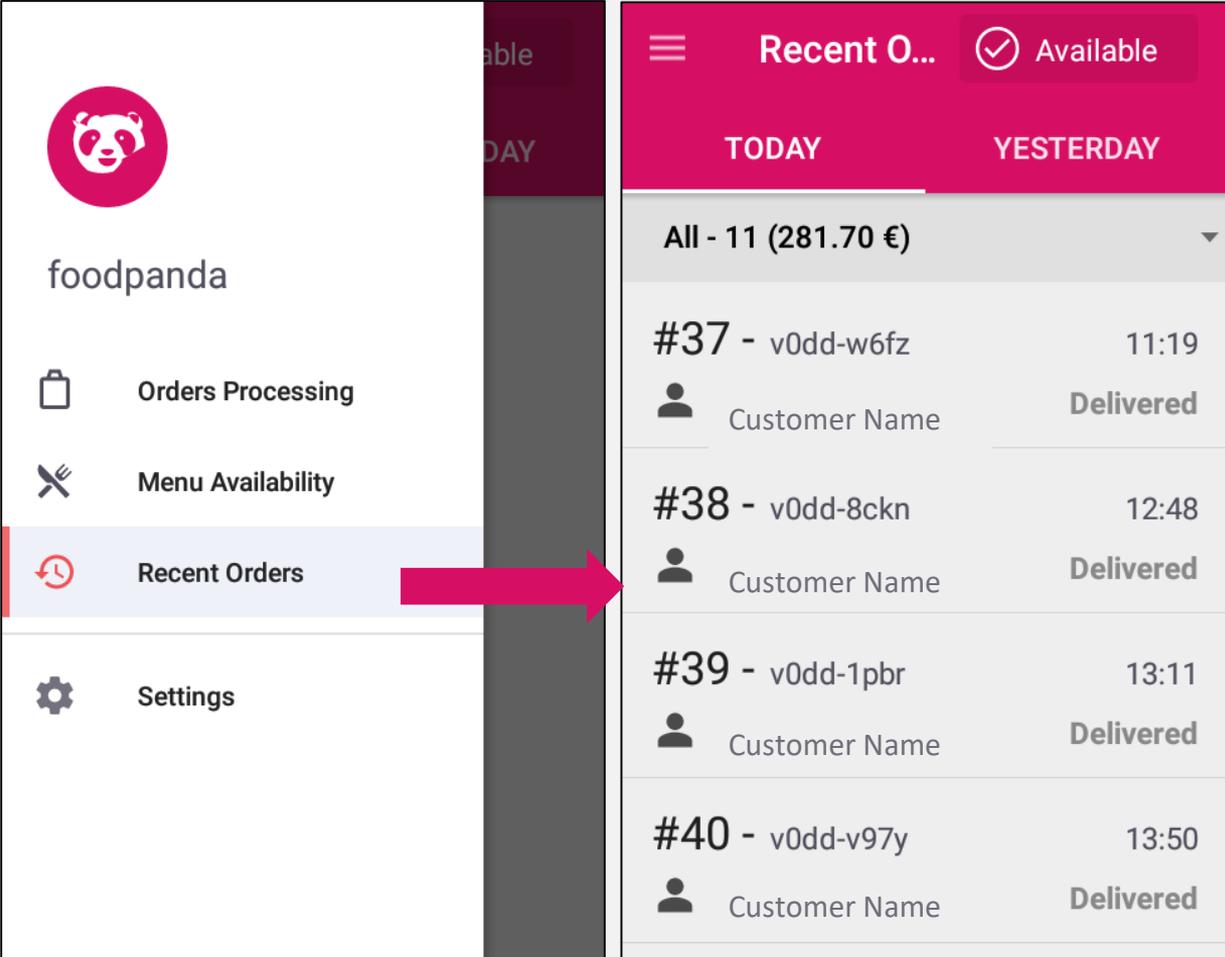
Click on the **“Available”** button and select **“Mark as Unavailable”** to deactivate the menu item.

Kindly deactivate in advance as it would take some time to reflect on our website.



10 Recent Orders

Select “Recent Orders” to review the orders you have accepted/declined in the last 48 hours.



The screenshot shows the foodpanda app interface. On the left, a sidebar menu lists: Orders Processing, Menu Availability, Recent Orders (highlighted with a red arrow), and Settings. The main screen displays the 'Recent Orders' view for a user named 'foodpanda'. At the top, there is a toggle for 'Available' (checked) and tabs for 'TODAY' and 'YESTERDAY'. Below the tabs, a dropdown menu shows 'All - 11 (281.70 €)'. The list of orders includes:

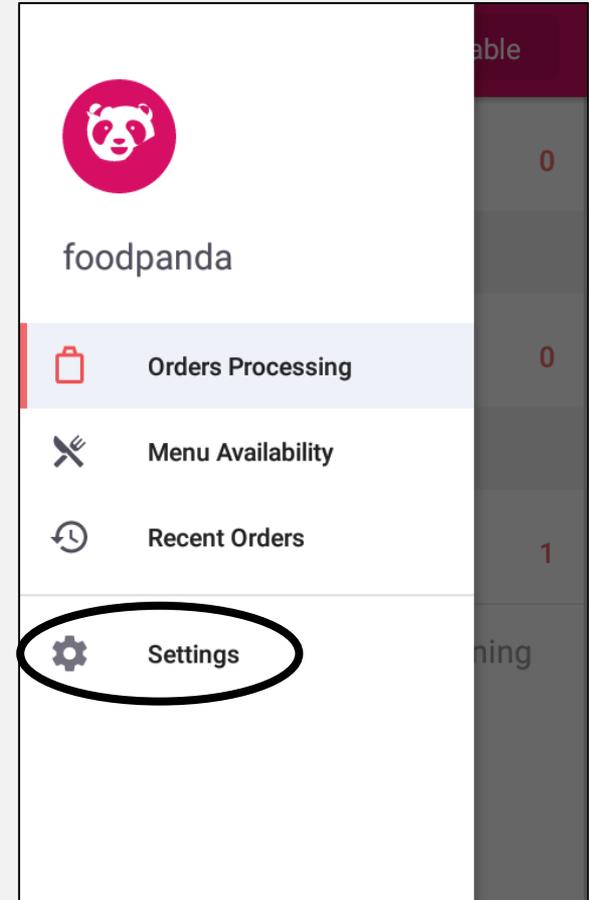
Order ID	Customer Name	Time	Status
#37 - v0dd-w6fz	Customer Name	11:19	Delivered
#38 - v0dd-8ckn	Customer Name	12:48	Delivered
#39 - v0dd-1pbr	Customer Name	13:11	Delivered
#40 - v0dd-v97y	Customer Name	13:50	Delivered



11 Rapp Settings

Under “**Settings**” you will also be able to adjust functions such as:

- Printer connection
- Number of receipts
- App language



11 Rapp Settings

Click under the respective headers to open further prompts.

The image displays three sequential screenshots of the Rapp Settings application interface, illustrating the process of navigating through settings options.

Screenshot 1 (Main Settings): Shows the 'Settings' screen with a header bar containing a back arrow, the title 'Settings', and a status indicator 'Available'. The main content area includes 'Printer status' (Disconnected) with 'CONNECT' and 'TEST PRINT' buttons. Below this, the 'Number of receipts' is set to 1, and the 'Language' is set to English (United Kingdom). Both the 'Number of receipts' and 'Language' sections are circled in pink. At the bottom, 'Device ID: 4200e45bd66f2500' and 'App Version: 2.3.1 (1115)' are displayed.

Screenshot 2 (Number of receipts dialog): Shows a dialog box titled 'Number of receipts' with a back arrow and 'Available' status. It contains a list of radio button options: 'None', '1', '2', '3', '4', and '5'. The '1' option is selected. A 'CANCEL' button is visible at the bottom right.

Screenshot 3 (Select new language dialog): Shows a dialog box titled 'Select new language' with a back arrow and 'Available' status. It contains a list of language options: 'English', 'Bulgarian (Bulgaria)', 'German (Germany)', 'Finnish', and 'French (France)'. The 'English' option is selected. A 'CANCEL' button is visible at the bottom right.



For issue escalations, contact our call center at

+65 3158 3673

or

partner@foodpanda.sg