

Yonoton

Order Management (Yorma)

Service description

15.02.2025

[Previous version 15.02.2022](#)

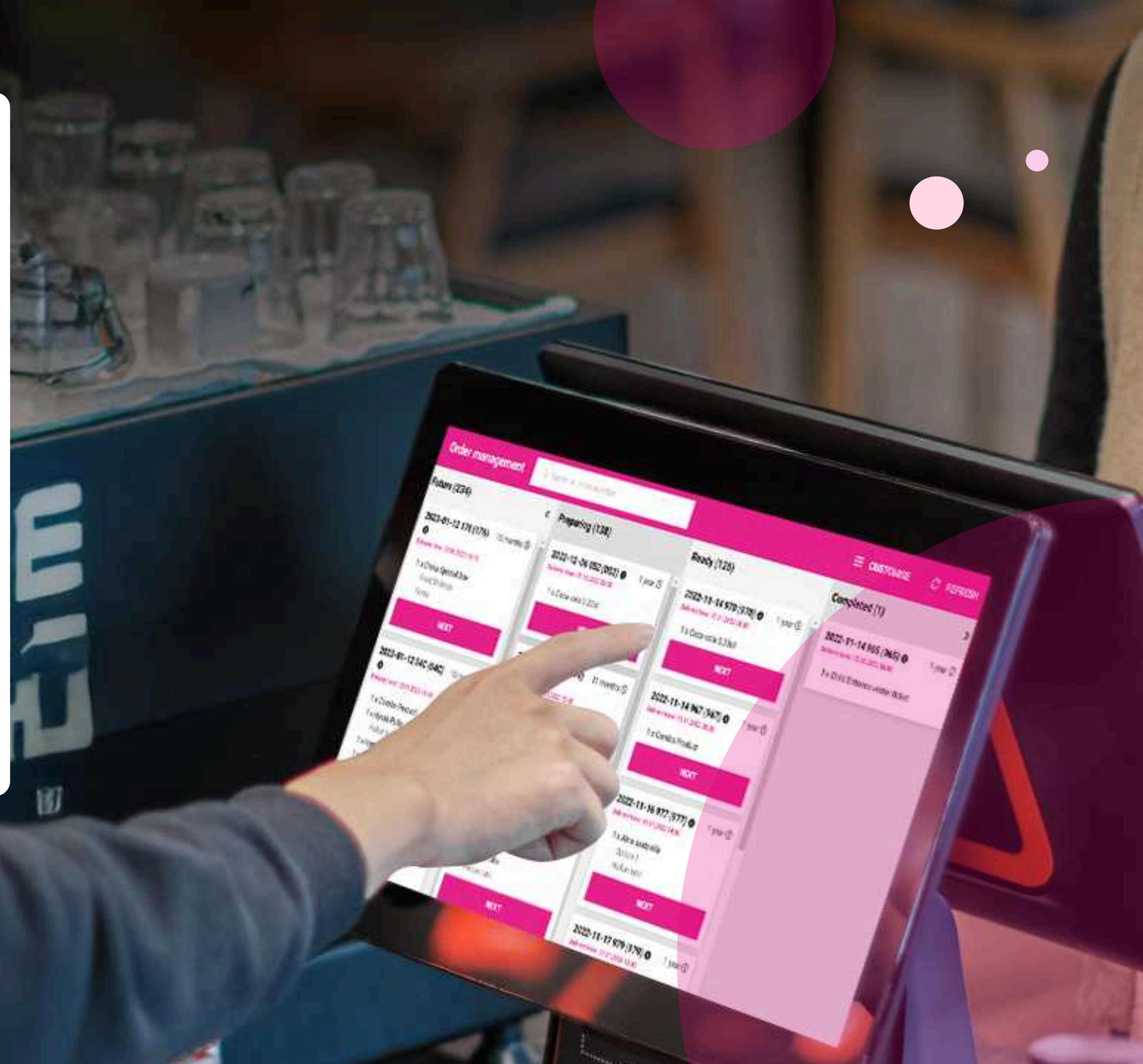


Yonoton Order Management (Yorma)

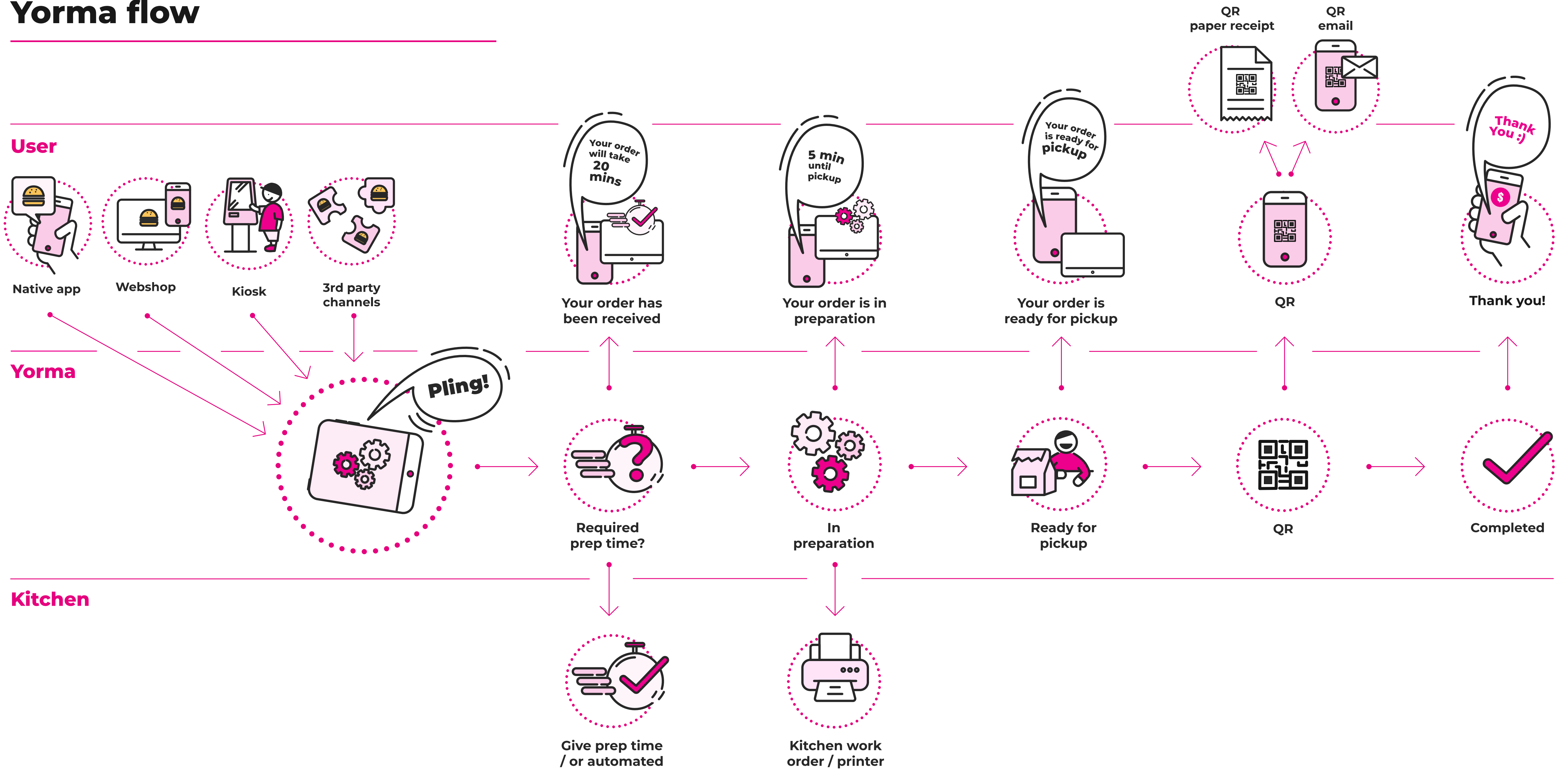
The Yonoton order management tool allows for optimizing restaurant's kitchen operations through a central point where orders made through different sales channels can be processed in one interface, which allows for smooth restaurant operations.

Yorma connects mobile orders from the mobile app, webshop, point-of-sale and kiosk as well as external sales interfaces into the same operations pipeline. This allows staff to focus on creating the best hospitality experience as operations just work.

Orders can be received and sent to conference rooms, offices or at pickup point depending on the needs of the specific site. The staff can choose to use a mobile interface or stationary units. If desired, receipt printers can be utilized for process management.



Yorma flow



1. New order

Yorma can receive orders from all the different interfaces of the Powered by Yonoton platform.

When a new order arrives, a sound is played and the screen columns starts moving, to grab the attention of the employees behind the counter.

3. Just in time

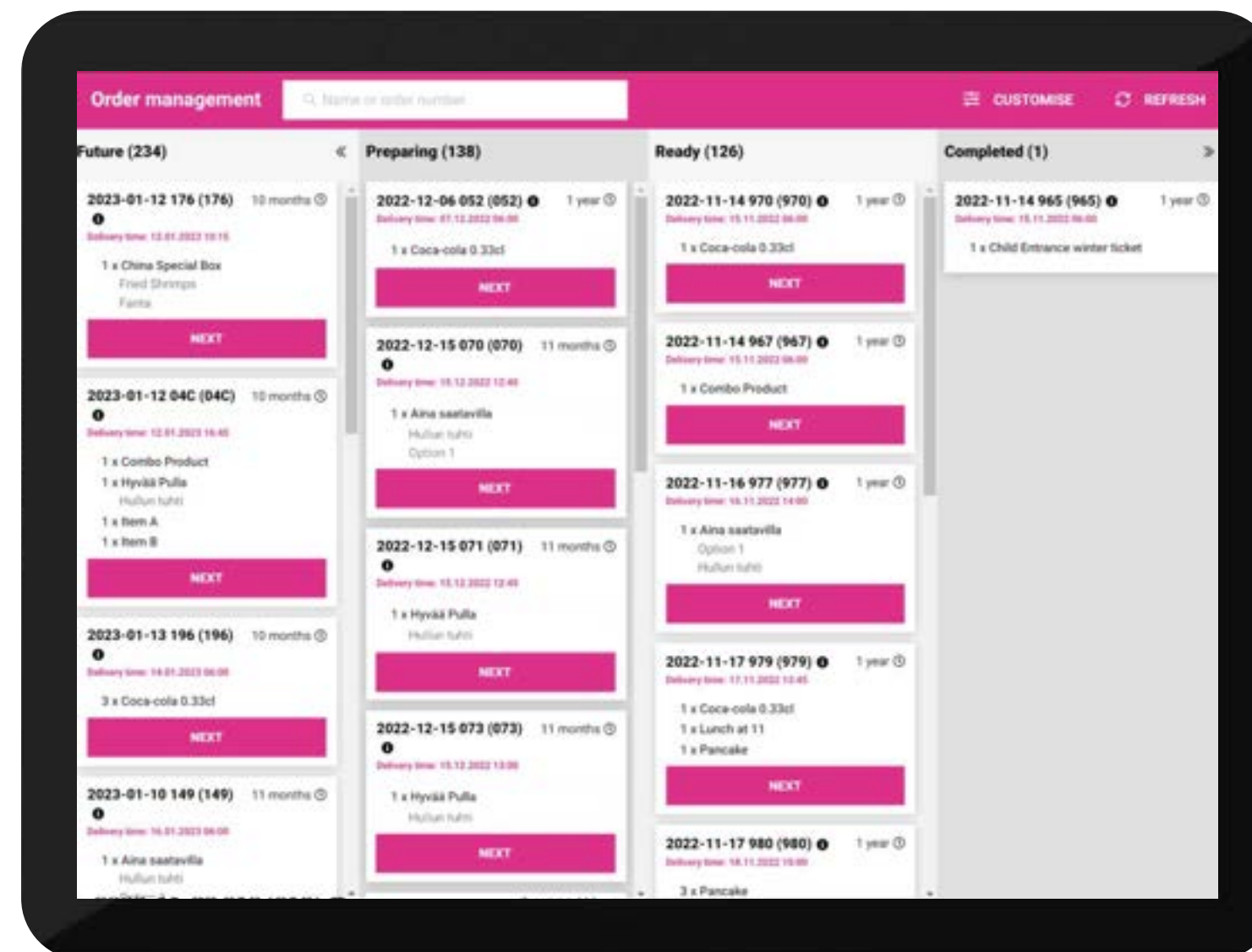
Yorma makes sure that the staff receives each order just in time (preorders, ad hoc etc.) allowing for a lean production process. Preorders do not show up in Yorma before they need attention by the staff, simplifying the process at the restaurant end of the process.

Orders are showed according to the delivery time, as well as sorted from most to least urgent. If the product is out of stock, order can be cancelled by the kitchen staff or adjusted from Yorma. The client will be notified (only for app or web orders).

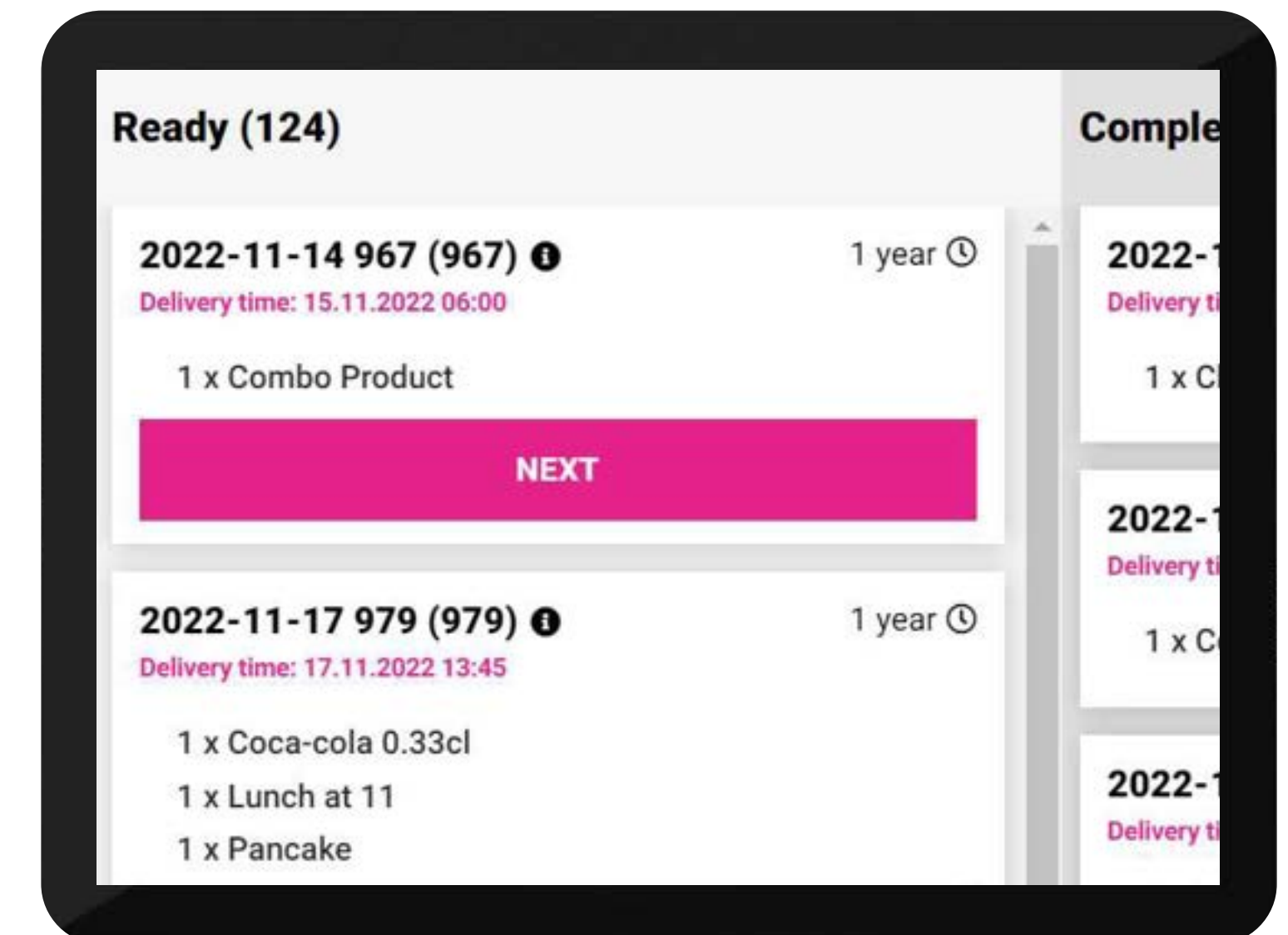
3.1 Ready orders

Order management system supports all ordering types such as instant orders, timed pre-orders, table deliveries and take-aways.

Customers ordering via mobile devices are being sent automatic order status notifications by Yonoton Ordering Management system.



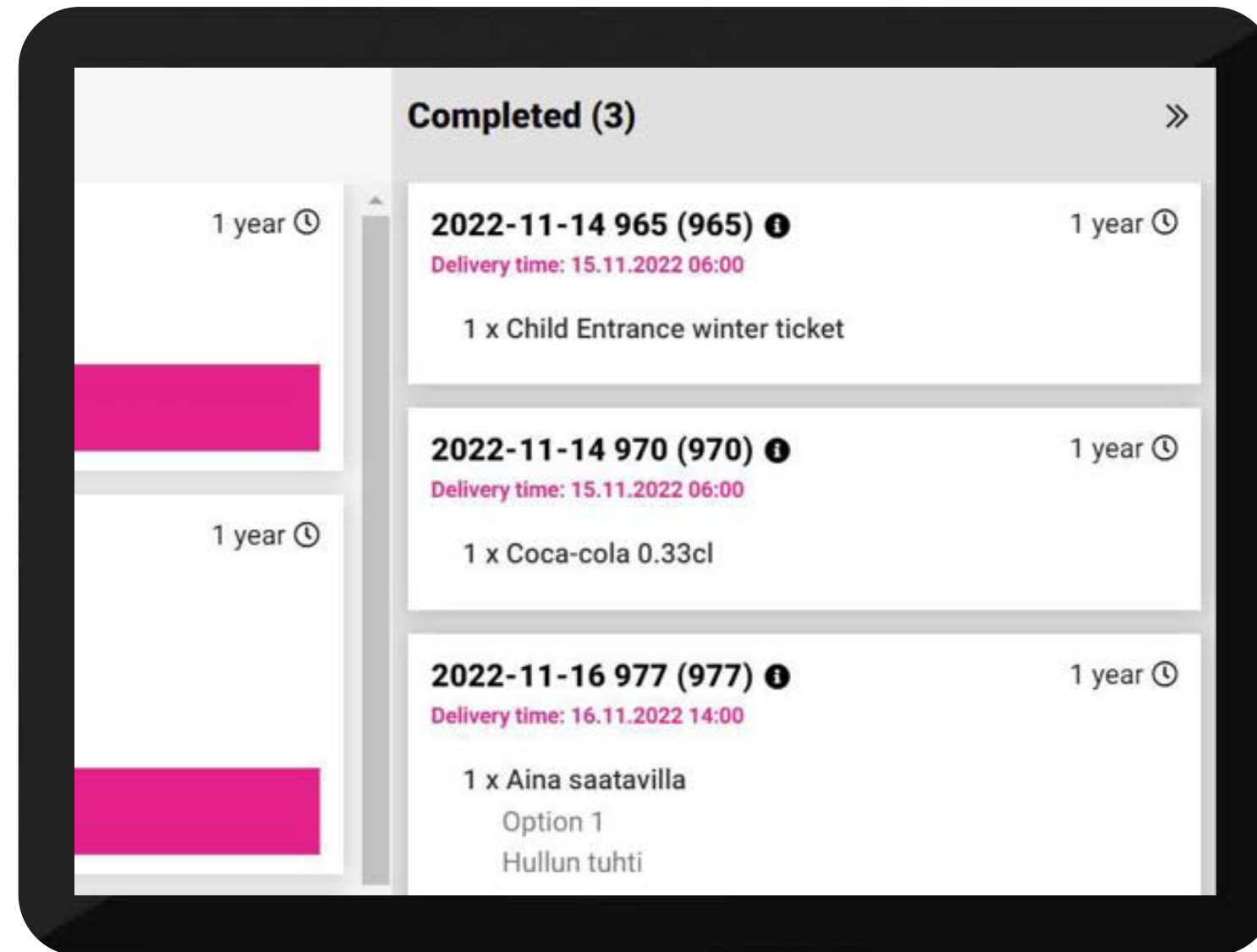
| Order view



| Ready orders lists

3.2 Completed orders

Completed orders are visible in Yorma, making it possible to browse previous orders and refund the order, or print additional receipt if necessary.

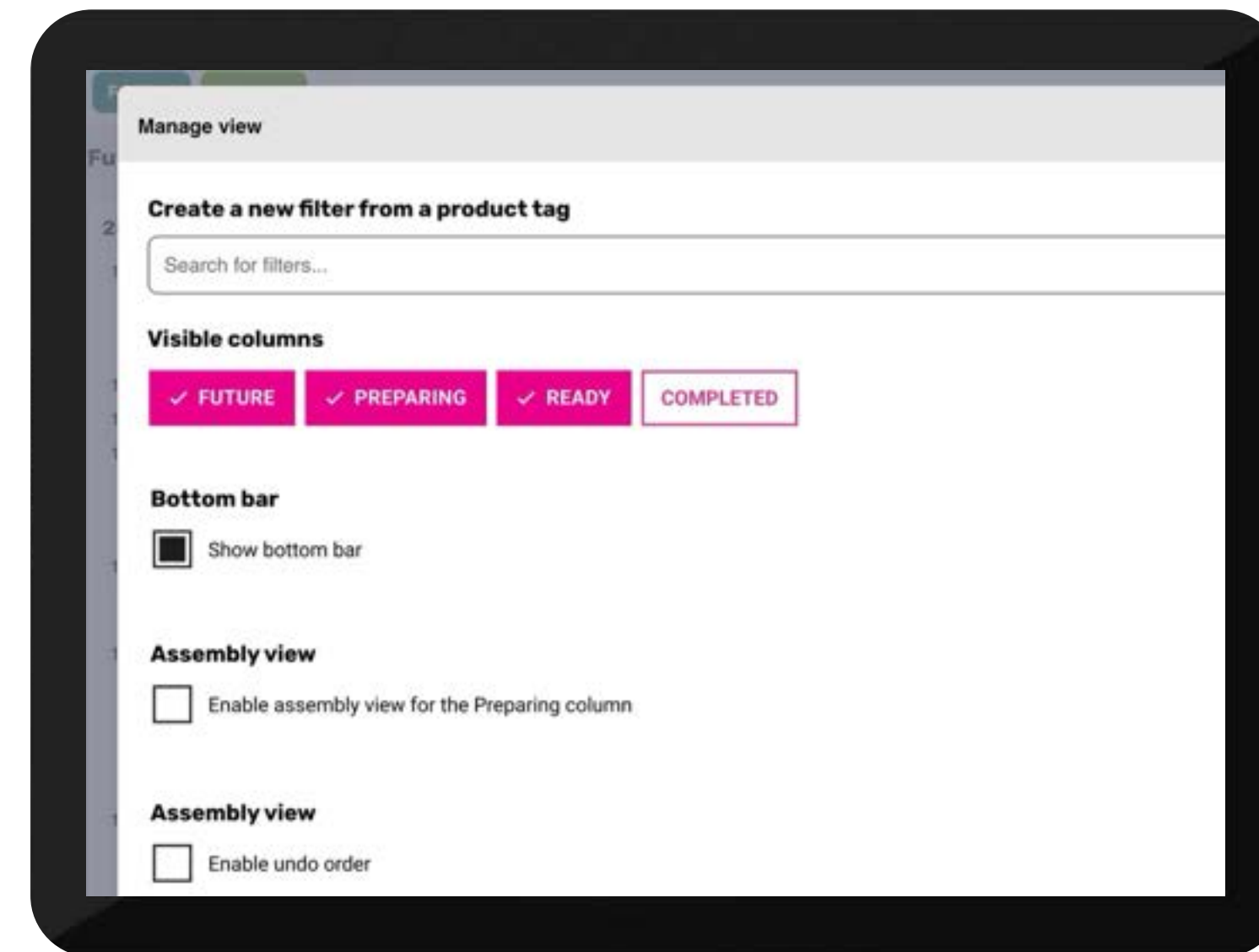


| Completed orders lists

3.3 Customise view

It's possible to hide/unhide columns based on which are necessary. For example, a Yorma set in the kitchen should only see the in preparation column as they only need to be concerned about those orders at that time.

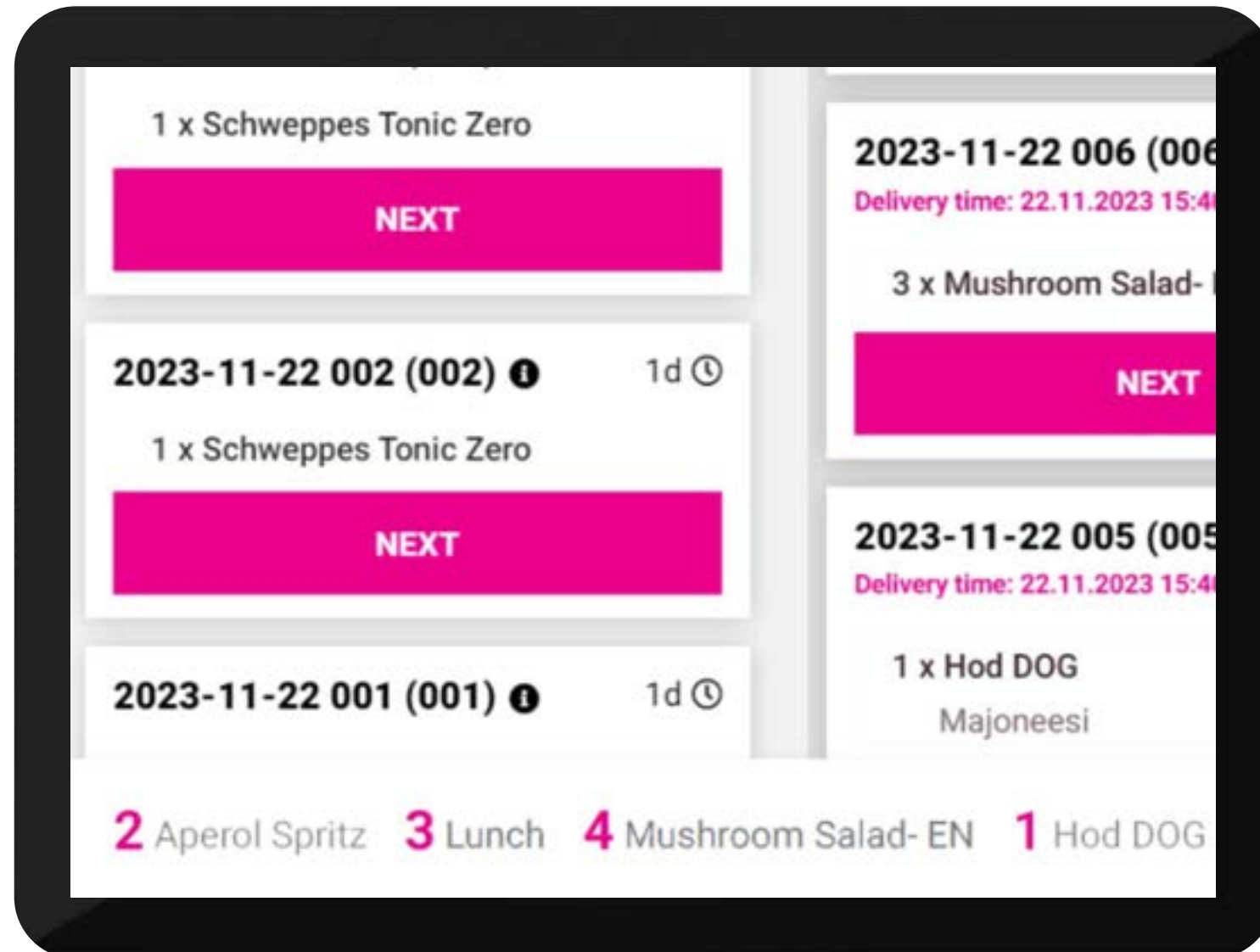
It is possible to set custom order statuses and add in-between stages if that is necessary for managing the process optimally.



| Customise what is shown in the main view

4. Summary of products

By having the bottom bar visible, you can see the total amount of different food items that are currently in Yorma. This helps with inventory and ordering new stock.

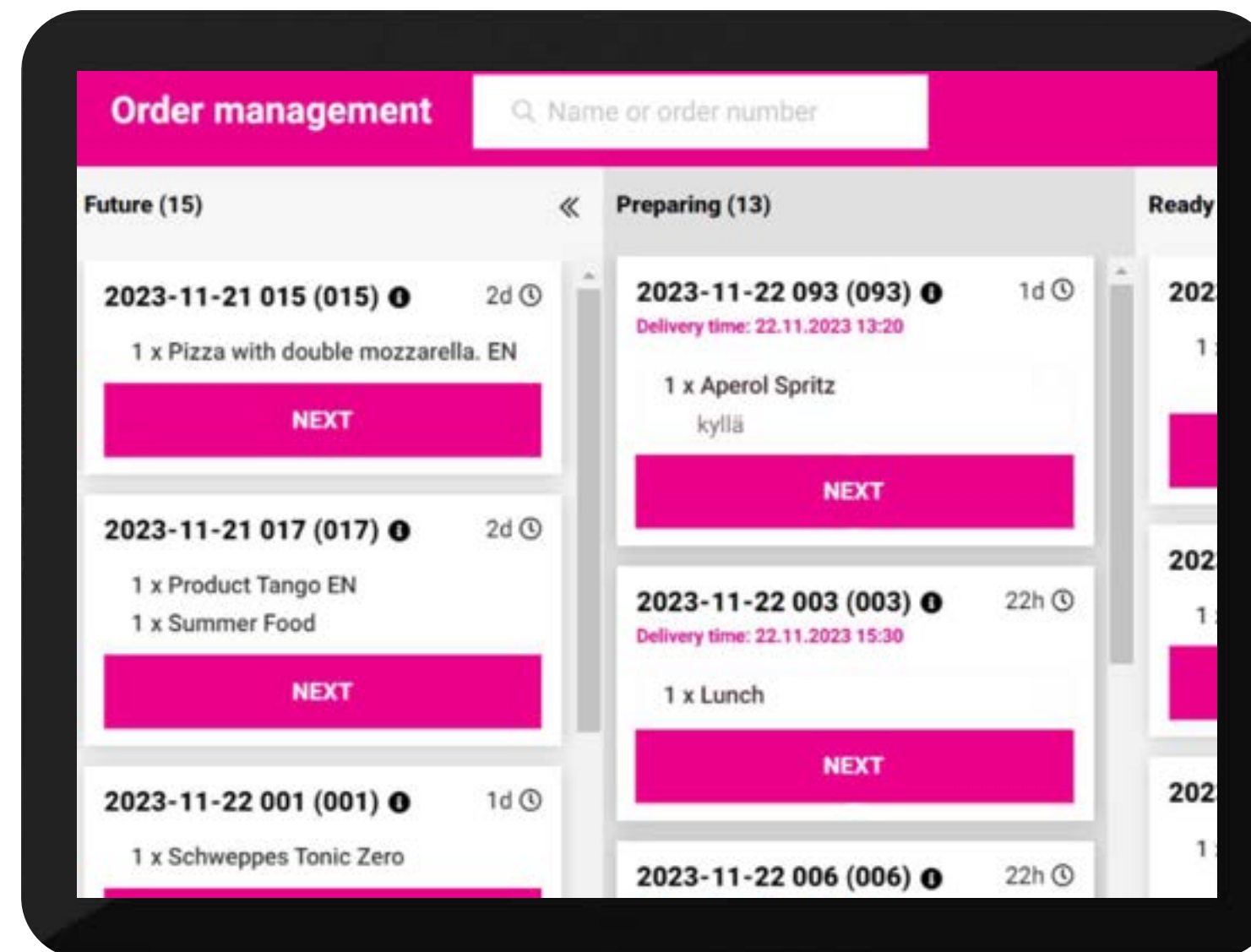


| Summary of products in the bottom bar

5. Sort orders

5.1 Search

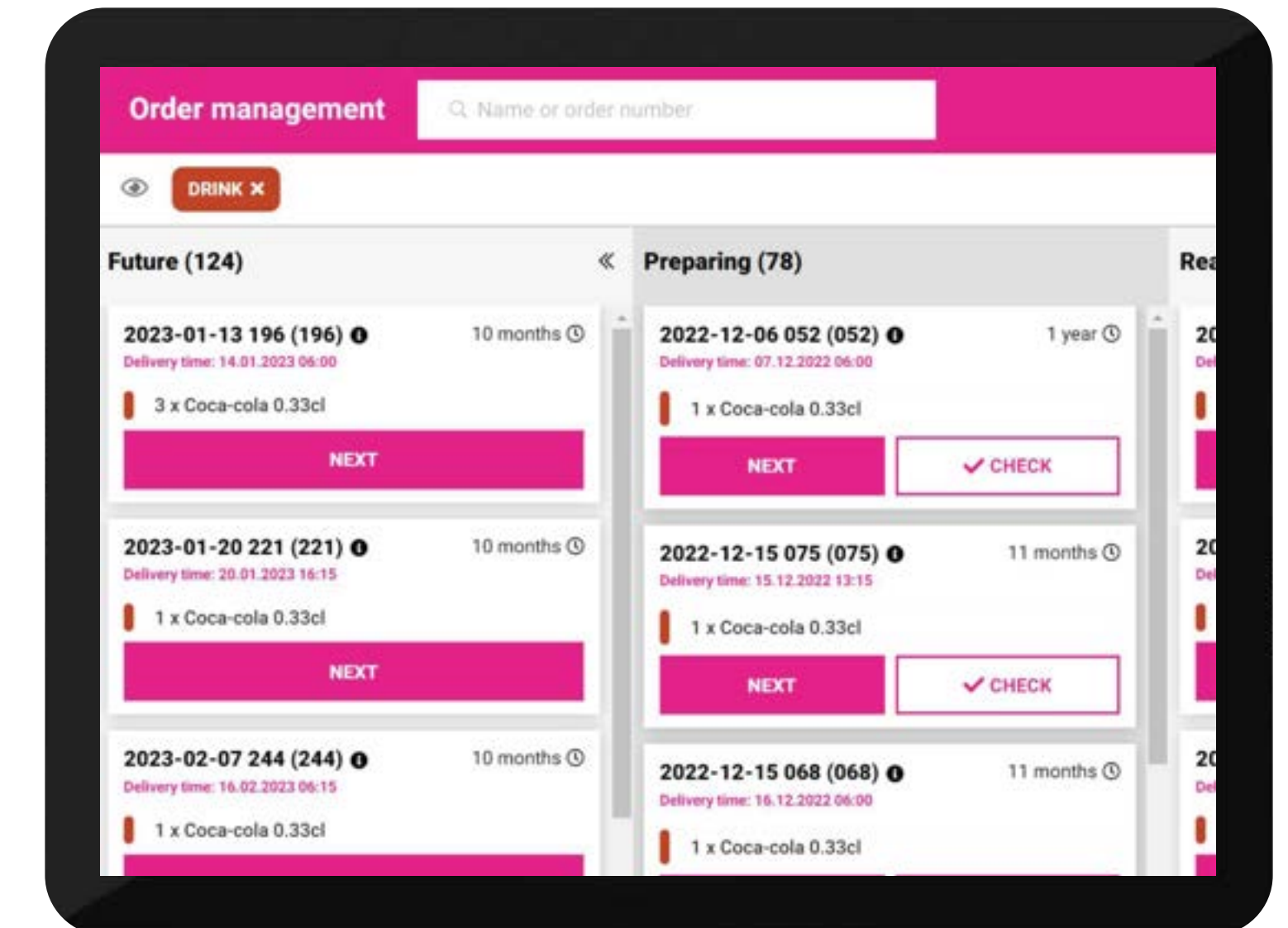
It's possible to search for order using either the short code or the QR-code. This can be useful if the user shows up at the wrong outlet, the staff can find the order and provide guidance to the guest.



| Search orders

5.2 Filter orders

You can predefine filters in the admin panel and apply them to only see orders with specific tags.



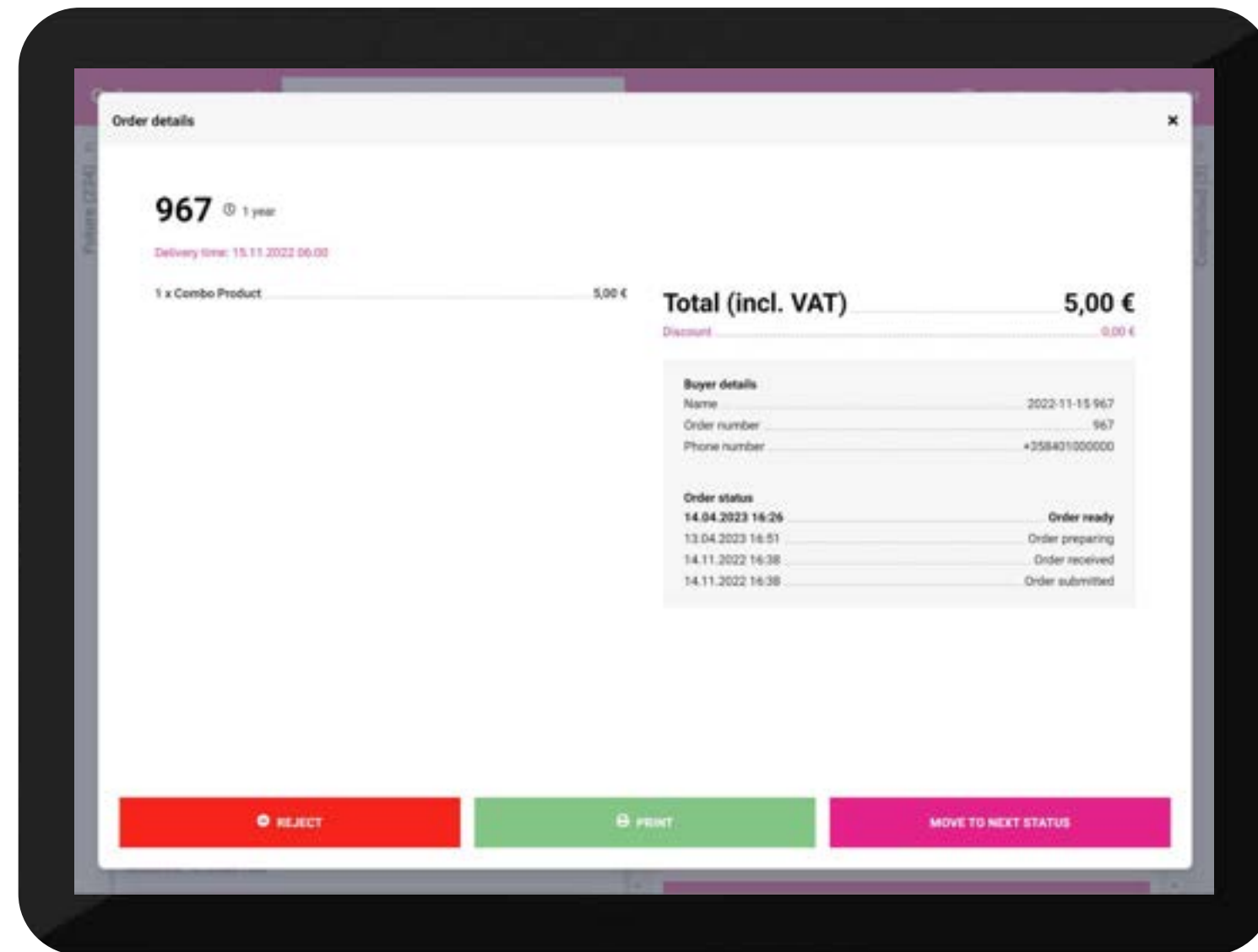
| Apply filter labels to sort through orders

6. Prep stations

It is possible to set some items to one prep station in the kitchen and other products to another (for example a separate station for cold / warm dishes). This can be set as a parameter in the product information.

7. Order details

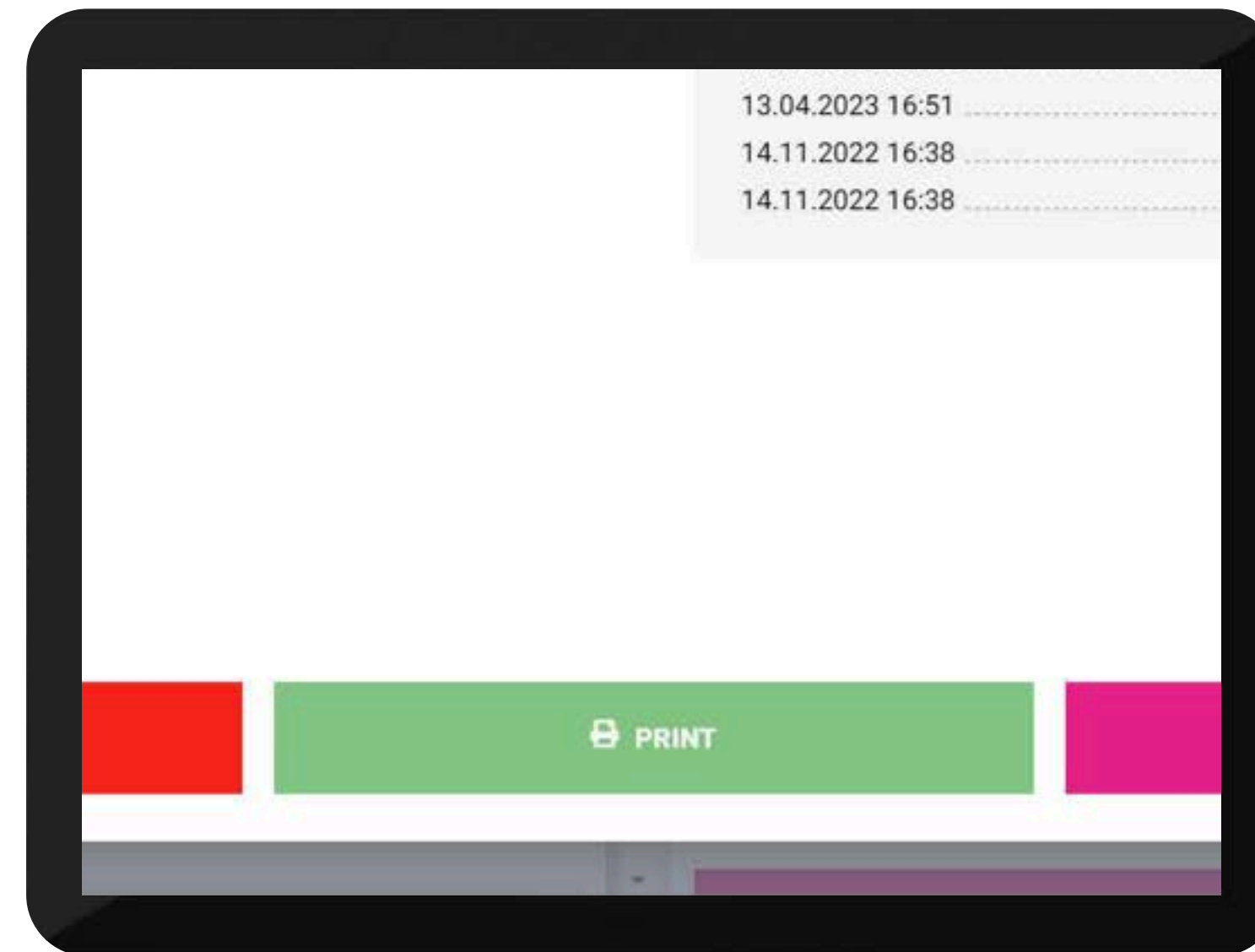
Order details provide additional information to the staff if that is necessary.



| Order details

7.1 Print work order

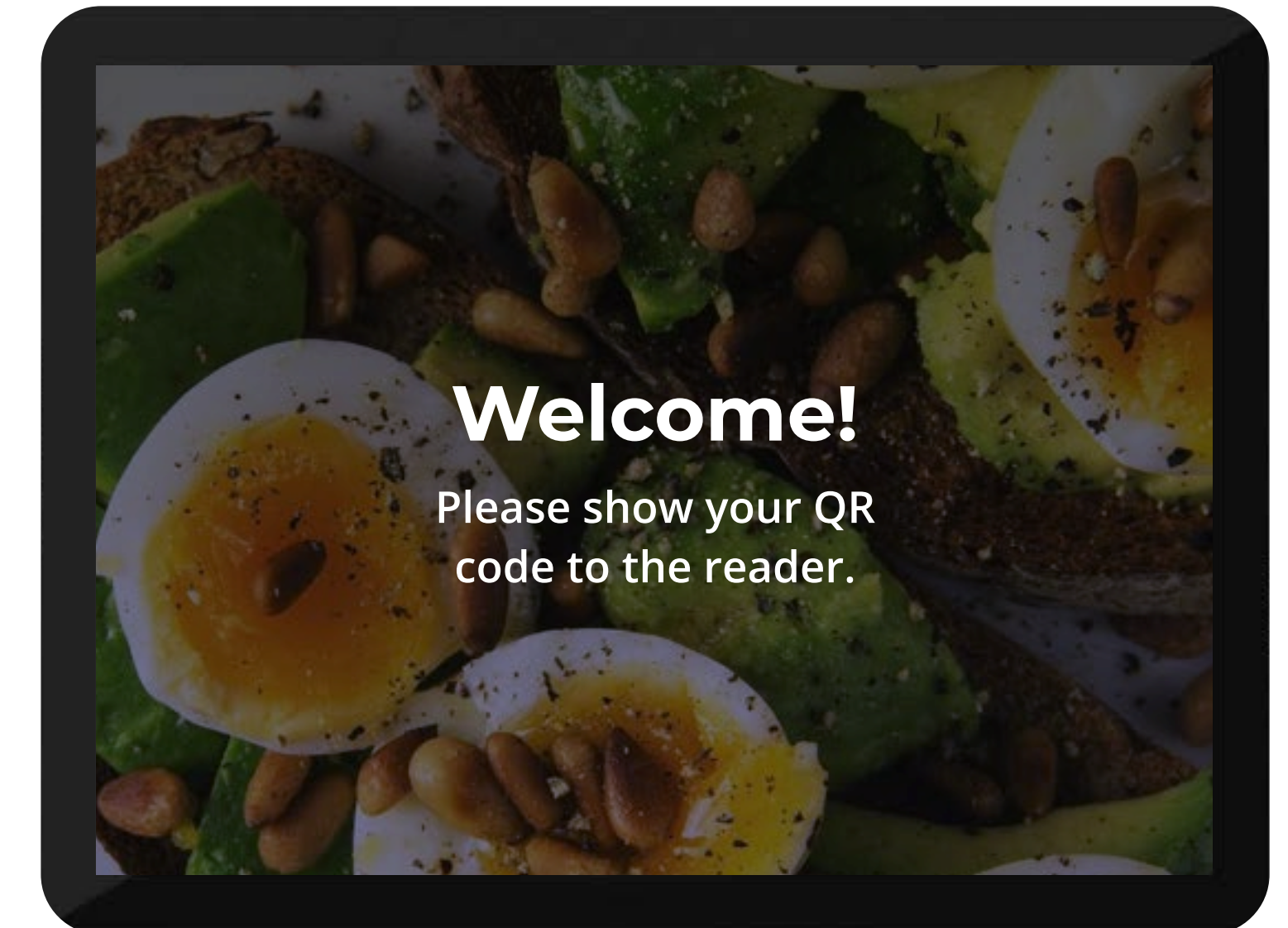
It's possible to print paper work orders for the kitchen if that makes operations smoother. They can include a QR code which is read by a scanner when prepared, thus updating the order status without the need to touch the screen, increasing hygiene.



| Print orders

8. Self-checkout

At buffets it is possible to set up a self-checkout interface, allowing users to order their food and checkout independently without any involvement of staff.



| Self check-out

9. Yonoton Order status screen

The order status screen is essential when your customer uses pick up counters to collect their orders. It lets the customer know when their order is being processed and when it's ready for pickup.

When you mark an order 'Preparing' or 'Ready' in Yorma, it shows up on the Order status screen.

Take advantage of new technologies by enabling your customers to make orders and purchases via multiple sales channels. Status of their orders can be easily monitored from the status screens.

All orders regardless of the sales channels (app, webshop, Self service kiosk, POS (Point-of-Sale)) appear on the same status screen. The order status screen can also be monitored from you own mobile device, simply by scanning a QR-code from the purchase receipt.



10. Yorma & PoS

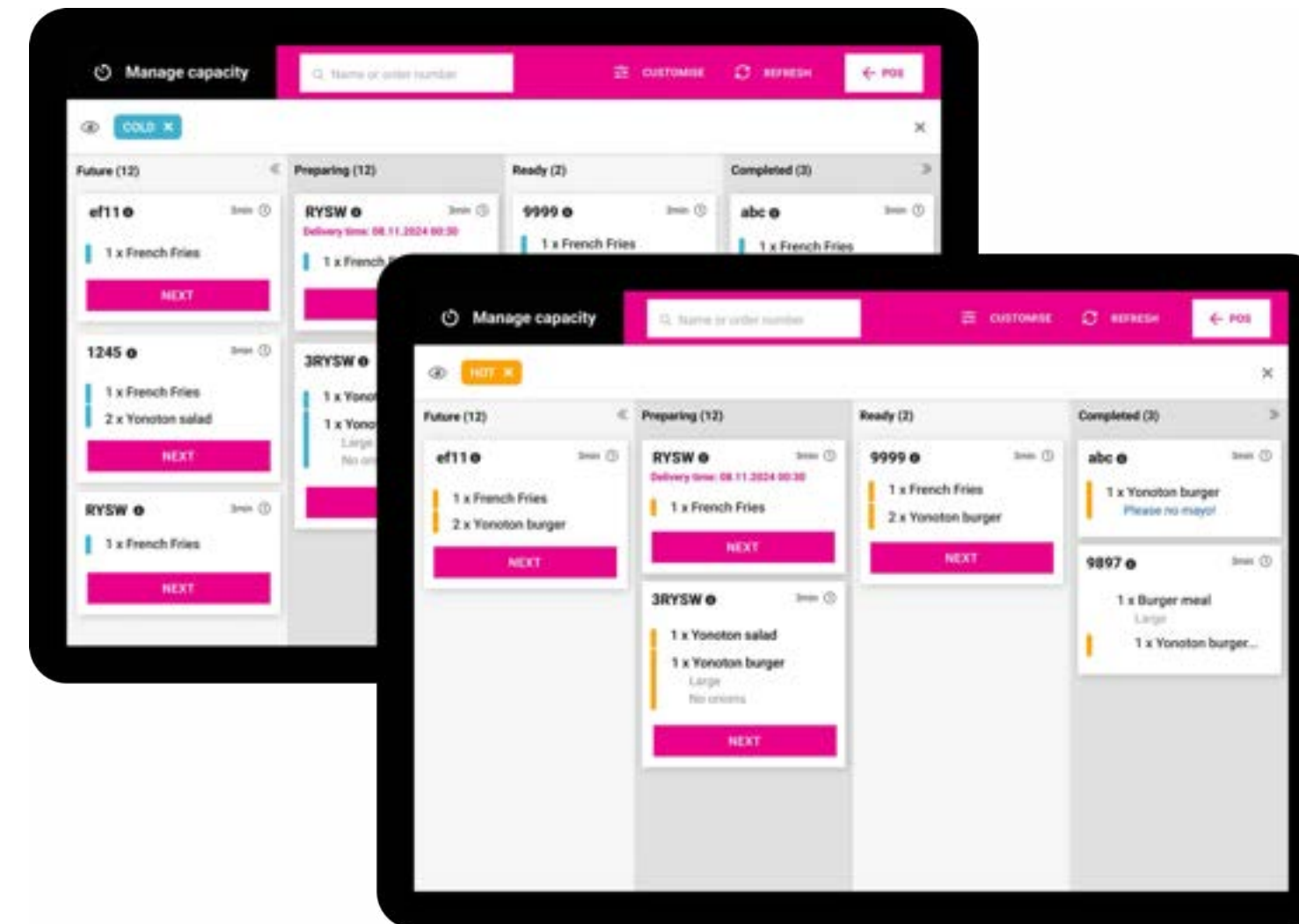
POS order sent to Yorma (The Yonoton Order Management) is displayed on the kitchen display screens. Each customer's order has a number assigned to it. Every order in Yorma includes the details of the order and the notes indicated in the order. A customer's order in Yorma goes through three states: Preparing, Future and Ready.



| The Yonoton Order Management

10.1 Multi Yorma environment

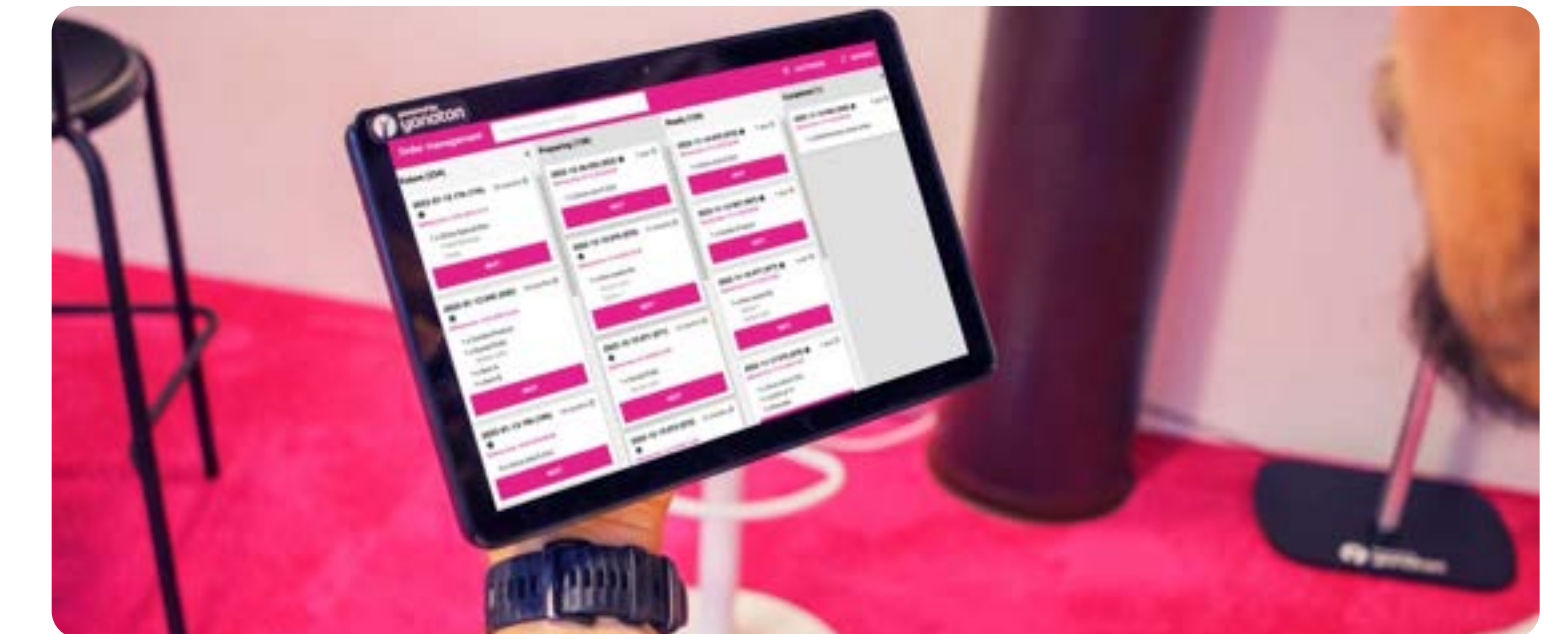
Digitalize your whole kitchen flow with multiple kitchen screens. You can filter the views by station (e.g. One station is doing burgers and one is doing pizza). Kitchen prints are also possible to filter by station.



| Two screens in the same kitchen with different items filtered to show

10.2 Printing

Automated printing occurs when orders from the POS are sent to Yorma. However, Yorma can also be used as a standalone - without POS device attached. Orders are therefore sent to the kitchen printer by e.g. waitress taking orders at the table on Yorma tablet.



| Yorma tablet

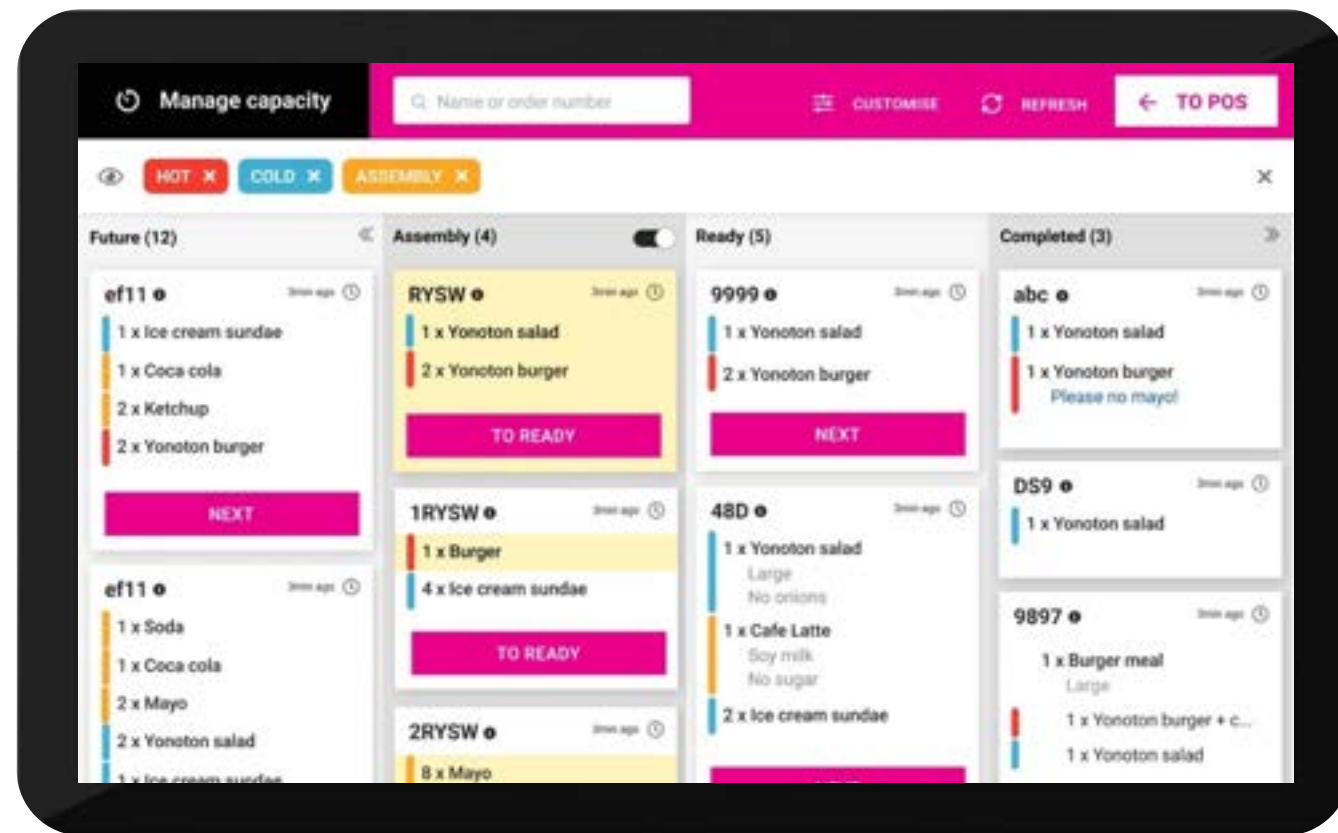
10.3 All orders in one place

Yorma connects orders from the POS, kiosk, mobile app, webshop, as well as external sales interfaces into the same operations pipeline. This allows staff to focus on creating the best hospitality experience as operations just work.

[See POS service description](#) →

11. Assembly view

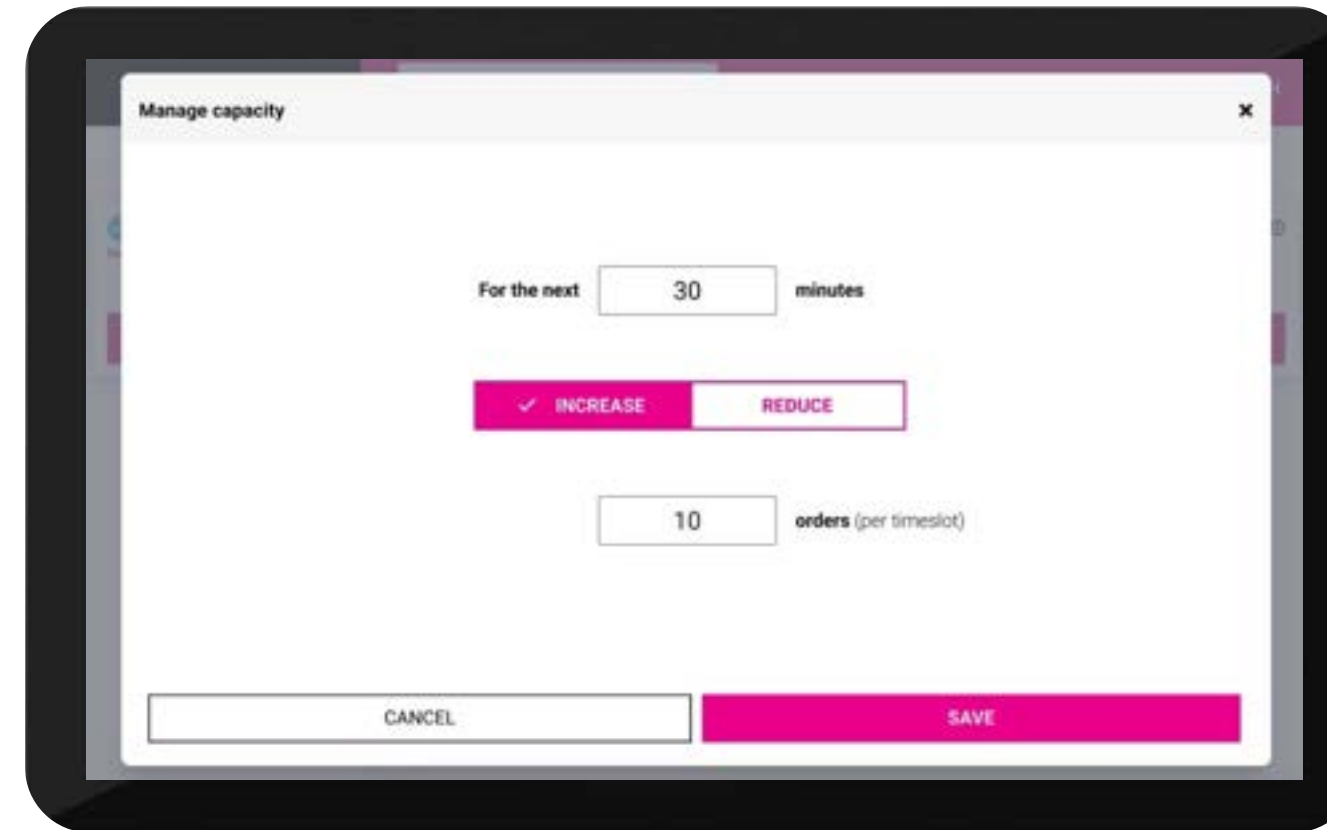
A great solution for kitchens with multiple station setup, e.g., Hot, Cold, Fried, where the order is assembled by a head chef before sending to the Ready column. Instead of the Preparing column, the head chef would be seeing the Assembly view (easily available via a switch), to monitor which orders are already done by all stations. A special assembly tag can be used for items that don't require preparation in any station (drinks, dips) - those items are shown as done in the assembly view, automatically.



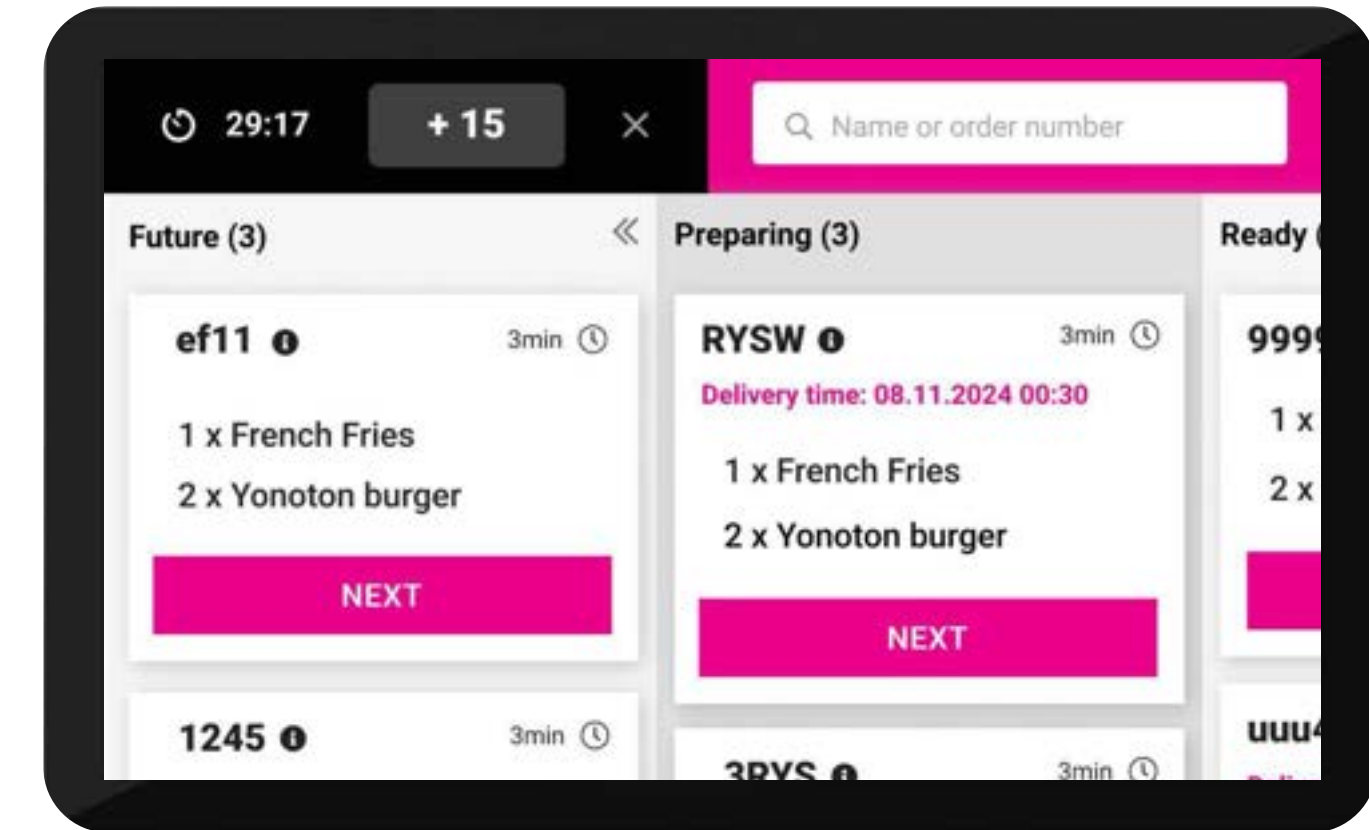
| Done items are highlighted with yellow in the Assembly view. When the whole order card is highlighted, it indicates that all items have been done.

12. Time slot functionality

Time slot capacity can temporarily be changed from within Yorma, if during peak hours the kitchen is especially busy. For the site amount of time, an informative widget in the upper left corner of the Yorma screen will show a countdown timer and how the order count per time slot has been adjusted.



| Dialog for temporarily adjusting time slot capacity



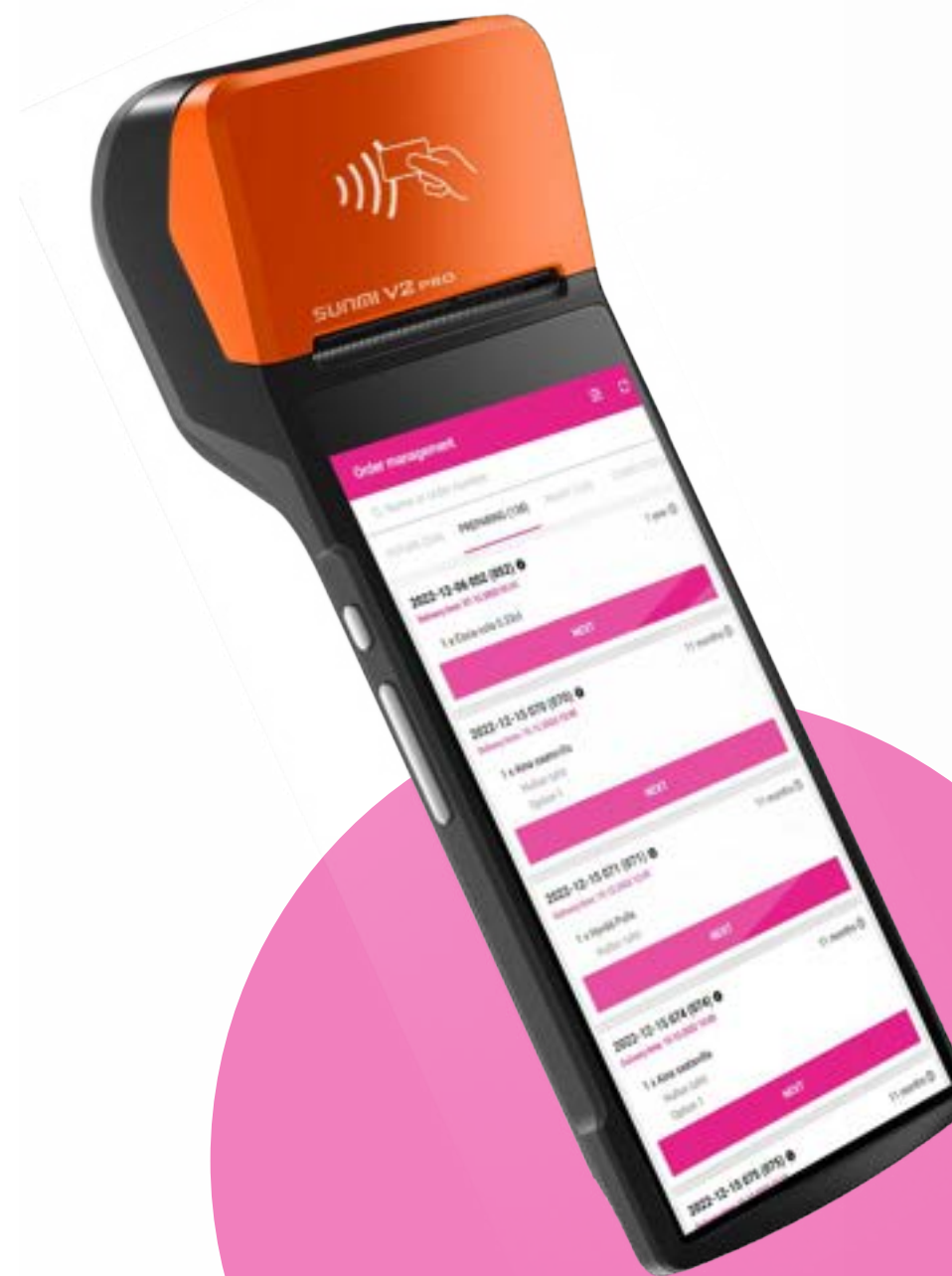
| A widget in the upper left corner indicates how order amount per time slot has been adjusted, and for how long

13. Device Management

Order Management System can be managed through MDM (Mobile Device Management) software and locked so that no apps are available outside of a limited whitelisted selection. It is possible to set an allowed set of apps that can also include apps outside of the Powered by Yonoton -ecosystem if necessary. It's also possible to e.g. choose where the device is activated, allowing for easy moving around of the device within the premises.

14. Moving a device

It's possible to choose where the device is activated, allowing for easy moving around of the device within the premises.



15. Wolt & Foodora

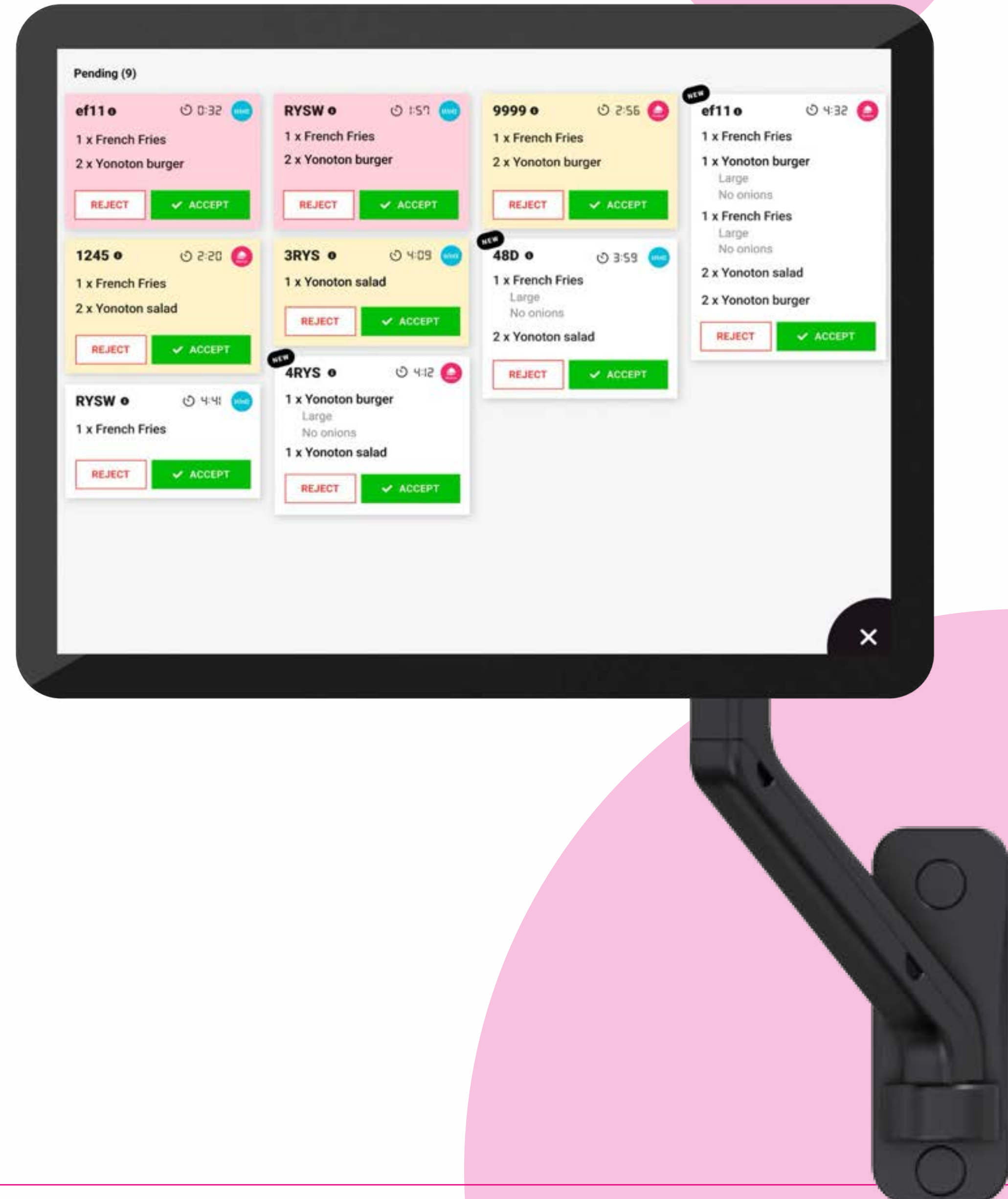
Yonoton is integrated with Wolt and Foodora, which streamlines restaurant operations by combining all order channels, such as POS system, online stores, and third-party delivery platforms into one unified system.

Orders from Wolt and Foodora flow directly into Yonoton's order management solution, eliminating the need for multiple devices and manual updates. Product information, including the availability, pricing and images, are automatically synchronized across all platforms, ensuring accurate and up-to-date details for customers. This reduces manual work, improves efficiency, and allows restaurants to focus more on delivering a great customer experience.



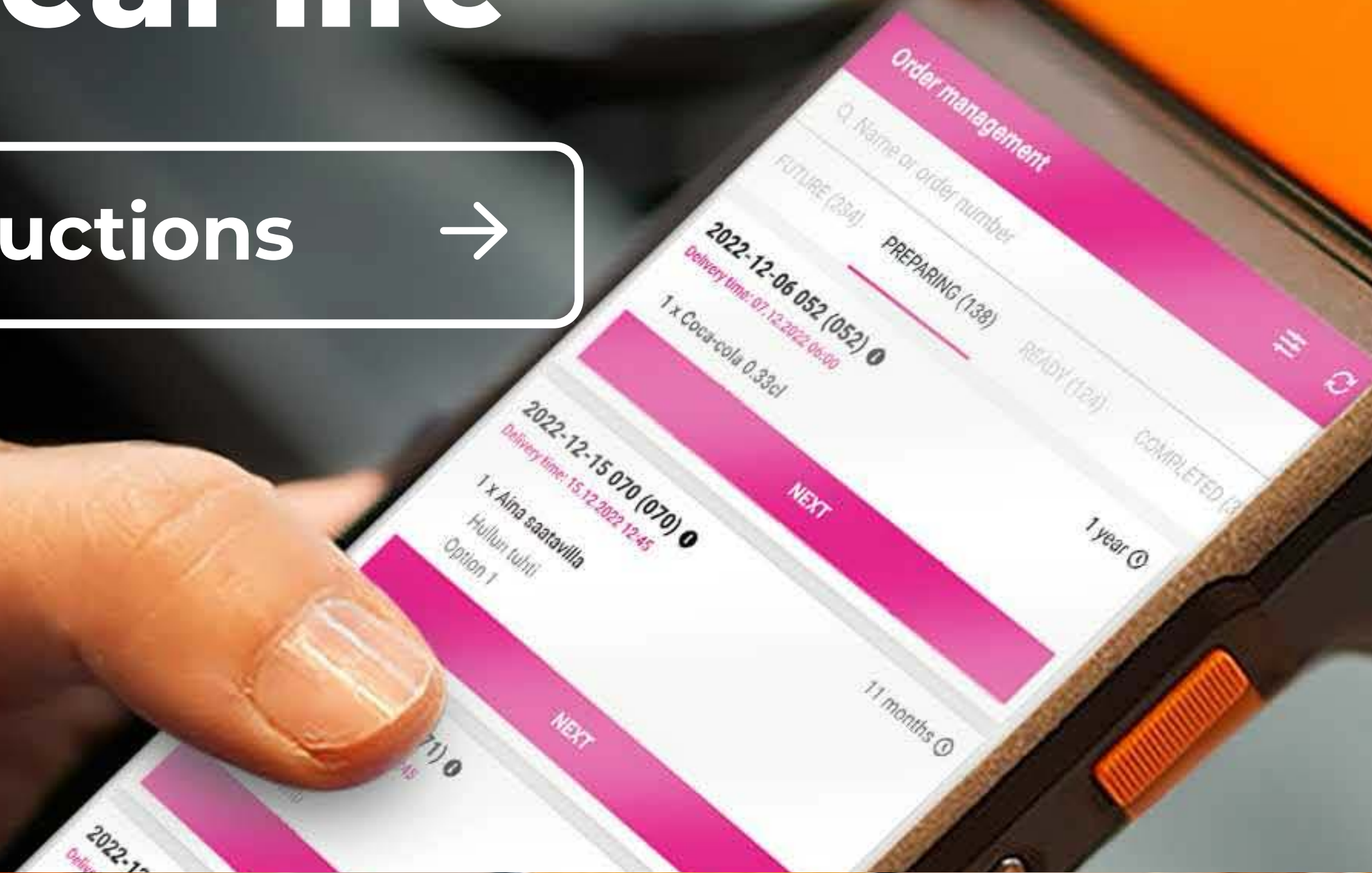
| Wolt & Foodora

Yonoton Yorma
Service description



See how Yorma works in real life

Instructions →



The Digital Platform

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

powered by
yonoton

