

Orderholic Provides Order Web Board app to Masseria to Help with printing UberEats Orders to an Epson TM-m30/WiFi

Summary

End User: Masseria

Industry: Hospitality

Product: Order Web Board for iOSⁱ and Epson m30/WiFi

Solution: To print UberEats Ordersⁱⁱ to an Epson TM-m30/WiFi receipt printer

Masseria

Masseria is a place where friends gather to enjoy the essence of Southern Italy. Whether it is lunch, dinner or a late evening bite, Masseria's pizzas, appetizers, salads and desserts will surely delight one's palate at any time. Located in heart of Toronto Canada, Masseria uses multiple online ordering systems to ensure that their customers have the ability to order from their favorite ordering service. UberEats is just one of these online ordering services that Masseria uses.

The Problem

Before Masseria reached out to Orderholic, Masseria would need to write down the orders from the iPad and pass them over to the kitchen staff for fulfilling. While UberEats does support printing, it would require Masseria to purchase another printer that would add to the multiple order printers they already had. When reaching out to Orderholic they were looking for a solution that would allow them to print UberEats orders and share that printer with another online ordering service, or more.

The Solution

Order Web Board for iOS with an Epson TM-m30 /WiFi receipt printer was perfect for the situation.

Using Order Web Board from Orderholic, Masseria could log into their UberEats account and see their order dashboard. When an order came in, just like before, they could press on the order and see the details. Order Web Board then has an option to print the order to 1 or 2 network connected printers. In the case of 1 printer, Order Web Board would be configured to print to the kitchen printer. In the case where there are 2 printers, typically the order is printed to the kitchen printer and to the printer at the cash. This is desired because, in general, not all items on the order can be fulfilled by the kitchen.

Order Web Board has the ability to print to any Epson POS printer that is network connected, but in the case of Masseria, the Epson TM-m30 with its multi interface, Bluetooth and Ethernet/WiFi, was used. UberEats Orders were printed through the WiFi interface and another online order system could share the printer and print using the Bluetooth interface. This helped to reduce the cost and footprint of solution.

The Outcome

The solution helped to dramatically increase the accuracy of the UberEats orders. By simply pressing the print button on the Order Web Board application, the order could be printed to the kitchen printer. Multiple copies were now possible.

Even though, it is possible to fulfill orders by writing them down on paper, the restaurant staff were quick to point out how valuable it was and how much time Order Web Board and the Epson TM-m30 saved.

Quote

"Since the application has been installed we find that the orders are not missing each department, efficiency is up, less mistakes and overall great flow for our business. Once an order is received our attendant hits print and sends it to our kitchen where our expo/pivot organizes all orders. Overall satisfaction = 100% Happy!" commented Rino, Masseria District Manager.

About Orderholic

Orderholic is focused on providing Online Ordering Solutions which go from the customer who orders online to the restaurant and retailer that receives and fulfills the order. Orderholic online ordering technology includes mobile, web-based, and server applications along with in-house designed and developed hardware accessories to help simplify implementation and integration at the clients premise.

Orderholic can help other ISV provide branded online ordering solutions to their customers by integrating with all or some of the services that Orderholic provides. Contact us at info@orderholic.com to get more information about we can help with your Online Ordering needs.

ⁱ Order Web Board app is available in Apple AppStore and it can be installed on iPod/iPad/iPhone. (<https://itunes.apple.com/us/app/order-web-board/id1216180817?mt=8>)

ⁱⁱ Installation of a third-party app on devices owned by UberEats may not be allowed.