

Steps to Place an Online Order

1. Start - www.papamurphys.com
2. Touch/Click **ORDER NOW** in the top right corner
 - o Enter in your stores zip code
 - o Select your store and touch **Order**

*You will then be taken to the stores menu:

- New Featured Pizzas
 - o Any new pizzas
 - Classics & Specials
 - o Hawaiian
 - o Pepperoni
 - o Cheese
 - o XLNY
 - o LTO's (Jack-O, HeartBakers)
 - Signature Pizzas
 - Gourmet Delite Pizzas
 - Crustless Pizzas – Keto Friendly
 - Stuffed Pizzas
 - Create Your Own Pizza
 - o Half & Half pizzas live under Create Your Own
 - Salads
 - Sides & Desserts
 - View All
 - o Takes you to the entire menu – still broken up into categories
3. Select the pizza the customer wants.
 - a. A popup will appear to select the Size, Crust type, and Customization to the whole, half, or none of the pizza
 - b. If you customize the pizza and need to add a topping select **Add Additional Toppings**
 - c. To change quantity, locate the "Quantity" field in the bottom right corner to change how many of the same pizza the customer wants
 - d. Touch/Click **Add to Cart** when finished

4. In the right column under "**Order Options**" select a method of pick-up (drive thru if applicable)
 - a. Time will automatically default to ASAP (30 mins. minimum and additional time based on the number of items in the cart) or you can select a later pick-up time same day if customer requests it
5. Touch **Proceed to Checkout**
6. A pop up will appear asking about side items – touch **No Thanks** or **Add to Cart** if something is requested
7. A breakdown of the order will be present at checkout. Verify the order with the customer to ensure everything is correct
8. Ask if they have a **Coupon Code** they would like to use. Click **Apply Coupon Code** to validate the code.
 - a. Codes will apply to valid items only; often there are minimum purchase amounts that may also apply to the cart.
9. Check out as a guest
 - a. Enter in the customer's information
 - b. Under Email – use your store's email
 - c. Select **New Credit Card** and gather that information from the customer
 - d. Select **Apply**
 - e. Select **Place Order** and let the customer know when their order will be ready and where to pick it up
 - f. Cashiers can print OLO receipts for the customer from the POS by selecting **MNG Function> Recall Closed> olo.com** select **customers name > OK > Crew Function > Print Receipt**

Tips for customers for online ordering:

- 🍷 A customer cannot view a generic menu – since every menu is different, from pizzas to prices – a customer must first enter in a zip code and select a store within their area
- 🍷 Coupons cannot be "stacked" – only one coupon code can be used per transaction
- 🍷 A customer will not be able to complete a transaction if there are not enough funds on the card
- 🍷 A customer can choose to split a payment between credit cards or gift cards or both
- 🍷 EBT is not available for online orders due to federal guidelines