



Address 1/ 9767, West Gorakh Park, Shahdara  
 New Delhi-110032  
 Office +91-9953158461  
 Fax (877) 987-4634  
 Toll Free (877) 9-VRINDI or (877) 987-4634  
 Web www.vrindi.com

**Restaurant Contact Information**

Technical Contact person for Website Requirements & Review	
<b>Name</b>	Mahesh Shahi
<b>Email</b>	mahesh@shantiboston.com
<b>Title</b> <i>e.g., Manager, Owner, Partner</i>	Manager
<b>Convenient Time to Contact</b> <i>e.g., morning, noon, evening or more specific timing window</i>	
<b>Landline Phone Number</b>	617 929 3900 / <del>617 792 2507</del>
<b>Cell Phone Number</b>	617 792 2507

(Fill in the applicable details for your restaurant)

Front-Desk Contact Information	
<b>Front Desk Telephone Line</b> <i>Main telephone number where the RestaurantWave alert will be received</i>	
<b>Fax Number</b> <i>The detailed requests information will be faxed at this number</i>	

<b>Name</b>	
<b>Email</b> <i>The request details will be sent to this mailbox</i>	
<b>Cell Phone Number</b> <i>The request alert will be sent via text message</i>	
<b>Cell Phone Carrier</b> <i>The request alert will be sent via text message YOU MUST PROVIDE THE CARRIER FOR TEXT MESSAGE ALERT</i>	

Contact Person - 2 (Optional)	
<b>Name</b>	
<b>Email</b> <i>The request details will be sent to this mailbox</i>	
<b>Cell Phone Number</b> <i>The request alert will be sent via text message</i>	
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# VRINDI INC.

Ingenious Products, Solutions and Services

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MESSAGE ALERT

## Restaurant Directions

Make it easy for your customer to reach your location.

Restaurant Directions	
<b>Address Line 1</b>	4197 Washington St
<b>Address Line 2</b>	
<b>City</b>	Roslindale
<b>State</b>	M.A
<b>Zip Code</b>	02131
<b>Detailed Directions</b> <i>the detailed directions best applicable to your location e.g.,</i>	
<div style="border: 1px solid black; padding: 5px;"> <p><b>From: New Jersey Tpk</b> Take Exit 10 to Rt. 287 North to Exit-1B (Rt. 1 South) Make a right at the first light. (Prince Street). Make right at the stop sign.</p> <p><b>From: Route 1 South</b> After passing under Rt. 287 make right at the first light (Prince Street).</p> <p><b>From: Route 1 North</b> Take the Metuchen overpass follow signs to Rt. 1 South make right at first light. (Prince Street)</p> <p><b>From: Garden State Parkway South</b> Take Exit 139 for Rt.1 South drive about 3-3.5 miles pass Rt.287 turn right at first light. (Prince Street)</p> </div>	
<b>Mobile Directions</b> <i>Max 140 character; this will allow directions to be sent to mobile devices e.g.,</i> <i>from Saket Metro Station 140 character directions</i> <i>from XYZ Location 140 character directions</i>	



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### Restaurant Business Hours

Online ordering system is configured with time sensitive rules; please provide the following information after discussion with your team:

Business Hours	
<p><b>Business Hours</b>            The timings when restaurant is open e.g.            Mon-Thu: 10 AM to 9 PM            Fri: 10 AM to 11 PM            Sat: 10 AM to 11:30 PM            Sun: 10 AM to 8 PM</p>	<p>Mon - Sun            11:30 AM - 10 PM.</p>
<p><b>Closed Hours during the day</b>            There can be certain hours during the day when the restaurant may not be open for business, typically between lunch and dinner time            e.g. 3 PM to 5 PM</p>	
<p><b>Holidays</b>            Weekly Holiday like Monday Closed            Also mention holidays when the restaurant is closed e.g.            New Year, Thanksgiving, Christmas</p>	
<p><b>Special Instructions (Optional)</b>            Please provide details of any timing situation with the restaurant operating hours, that are not covered above</p>	



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### Restaurant Business Rules

These rules are used to configure your website. The rules defined on this document will be configured on your website.

Tax	
<b>Tax (in %) on online ordering &amp; Delivery Charge</b>	7% \$ 2.
<b>Calculate Taxes before any discount</b> <i>The taxes laws vary please select one (Default: YES)</i>	
<b>Apply Tax to Delivery Charges</b> <i>This only applies if the restaurant does delivery and charges for it</i>	
<b>Apply Tax to TIPS</b> <i>The taxes laws to TIPS varies</i>	

<b>Do you want online Table Reservation Inquiry? ( Y/N)</b> <i>Some of the fast food or casual dining restaurant does not offer Table Reservation Inquiry.</i>	(Y)
<b>Confirm the Table Reservation Inquiry with the customer</b> a) Phone b) Online c) Both <i>For b) restaurant requires internet access, and login to the website.</i>	Both.

<b>Minimum Credit Card Payment (e.g., Rs.300)</b>	\$ 15.00)
<b>Minimum Time Required to prepare the order for Pickup:</b> <i>e.g. 20 – 30 minutes . Also suggest any special condition applicable on rush hours or weekends</i>	20 minutes



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<p><b>Do you provide delivery? (Y/N)</b></p>	<p>(Y)</p>
<p><b>Minimum Delivery Order Amount</b>  <i>e.g., Rs.400. Depending upon the city, type of food your restaurant offers, this amount may vary</i></p>	<p>\$20.00</p>
<p><b>Delivery Hours</b>  <i>Hours during which the restaurant will deliver. Usually this may be same as Business Hours however in many cases the orders for delivery closes 30 minutes in advance of restaurant closing time e.g., Your restaurant may do deliveries only during week days, or limited delivery hours on the weekend.</i></p>	<p>( 11:30 AM - 9:30 PM )</p>
<p><b>Minimum Time Required for Delivery:</b>  <i>e.g. 45 Minutes or 60 Minutes;        Please suggest the minutes in advance of restaurant closing, which can be used to stop taking online orders. e.g., if the restaurant closes at 10:00 PM, then last online orders may be received no later than 9:30 PM allowing sufficient time for preparing the order, and delivery. Please provide the time, in minutes that online system must stop taking order, before the closing of restaurant.</i></p> <p><i>The system can be configured with additional comments during checkout e.g., the timing may be 30 minutes to 45 minutes during weekday, Allows for extra 15 minutes on the weekend</i></p>	<p>45 - 60 mins</p>
<p><b>List menu Items to be excluded from delivery?</b>  <i>e.g., Beverages; These items can only be ordered for dine-in</i></p>	<p>Hot Beverages</p>



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<p><b>Do you provide Catering? ( Y/N)</b>  <i>If the answer to this question is 'Y', then more information is requested below</i></p>	<p>(Y)</p>
<p><b>Should Catering be enabled with Catering Inquiry? (Y/N)</b>  <i>Sometimes the customer may all details and knowledge about placing the Catering Order. Using this form on the website, they can provide sufficient information, and after restaurant receives it more specific catering details can be discussed and finalized between restaurant and customer.</i></p>	<p>(Y)</p>

**Promotions & Marketing**

You can get your customers to make use of advance features on RestaurantWave powered website. Some of which are:

<b>Promotions &amp; Marketing</b>	
<p><b>New Customer Discount (first online order)</b>  <i>We recommend each new customer may be offered 10% off on the first order. The discount is automatically provided if the email used during order checkout has not been used previously. Please suggest % off or dollar amount off e.g.,            10% off            OR            Rs.50 off on Rs.500 or more.</i></p>	
<p><b>Just in Time Promotion / Announcements</b>  <i>Suggested promotions:            Try our special food items with XYZ            OR            All Online Orders are 10% off; offer expires 12/31/2010            OR            All orders more than Rs.600 are 10% off            OR            Your first online order is Rs.30 off</i></p>	
<p><b>Members Club Registration</b>  <i>If you have signed up for Vrindi Integrated Email Marketing, then you may want to create member's club for getting Promotions, Coupons and other Events Information. In order for customers to register for your</i></p>	



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<p><i>email marketing, offering incentive is always helpful e.g.,</i>          Join our Restaurant Club and be part of raffle draw to win "statement"  <b>AND / OR</b>          Register and get an immediate coupon for one entrée free when purchased with two entrees  <i>Also suggest Coupon Expiry Date (e.g., two weeks from date of issue)</i></p>	
<p><b>Birthday Coupon</b>  <i>The Members' Club allows birthday greeting and coupons to be sent automatically. We recommend sending a coupon one week in advance, suggesting best wishes and a coupon. The coupon may be:</i>  <i>Free Desert on the House</i></p> <p><b>Anniversary Coupon</b>  <i>The Members' Club allows Anniversary greeting and coupons to be sent automatically. We recommend sending a coupon one week in advance, suggesting best wishes and a coupon. The coupon may be:</i>  <i>Free Desert on the House</i></p>	
<p><b>Domain Login and Registration</b></p>	

We request all technical communication be made to [support@vrindi.com](mailto:support@vrindi.com)

We request all domain and payment gateway information be communicated to [domainadmin@vrindi.com](mailto:domainadmin@vrindi.com)

We request all financial and agreement related things be communication to [sanjay.gupta@vrindi.com](mailto:sanjay.gupta@vrindi.com)