



## McDonald's Online Ordering Guide

### TABLE OF CONTENTS

<b>Purpose of This Guide .....</b>	<b>2</b>
<b>Contact Us .....</b>	<b>2</b>
<b>Accessing Online Ordering .....</b>	<b>3</b>
<b>Creating an Online Order.....</b>	<b>4</b>
Selecting a Catalog .....	4
Contents of the Catalog Product Listing .....	6
Contents of the Product Detail Listing.....	6
Reviewing Catalog Products and Creating an Order Cart .....	8
Consumable Item Ordering.....	11
Carts with Consumable Products.....	12
Carts with non-Consumable Products.....	13
Later Purchasing Options .....	14
Creating a Wishlist.....	14
Saving an Order.....	16
Reviewing and Submitting Orders.....	19
Confirm Address.....	19
Requested Dates and Contact Information .....	23
Review & Submit Order .....	25
Order Confirmation screen & Receipt Email.....	26





# Purpose of This Guide

This user guide for NCR VOYIX Online Ordering is designed to provide McDonald’s users with basic instructions for creating, saving, submitting, and reviewing orders for NCR VOYIX products and services via the online ordering tool accessed through Customer Portal

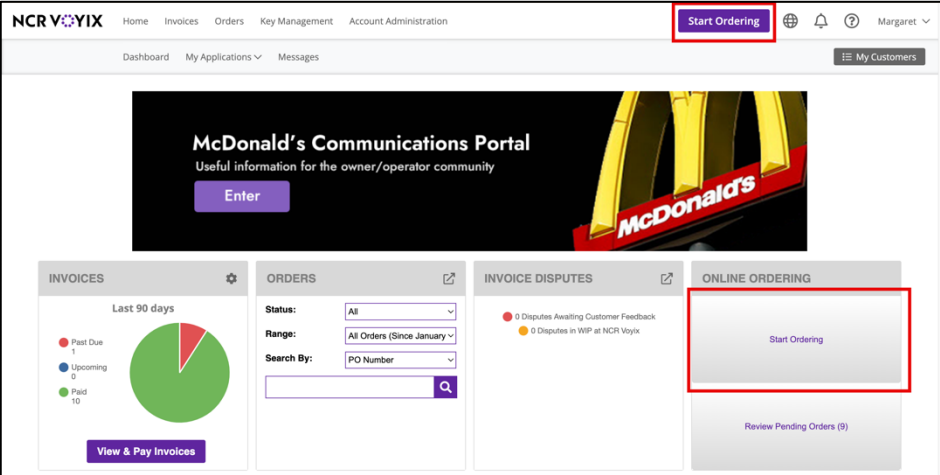
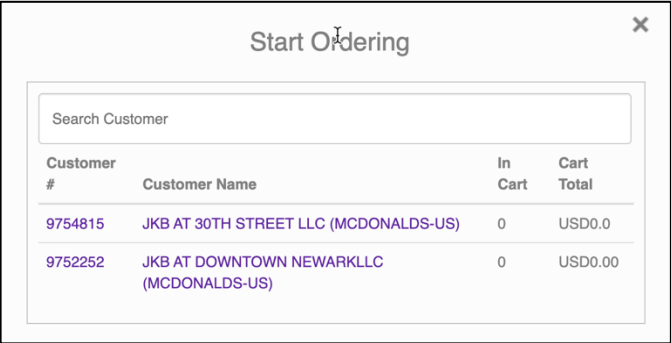
The intended audience for this guide is McDonald’s owner-operators and location administrators who order products and services from NCR VOYIX.

Online Ordering via The Customer Portal was introduced in April 2018 to provide NCR VOYIX customers with a self-service online ordering capability, available for use (outside of scheduled and announced maintenance time) 24 hours per day, 7 days a week, 365 days per year.

# Contact Us

<p><b>McDonalds Center of Excellence</b> Business Hours M-F 8am-8pm EST <a href="mailto:mcdonalds.orders@ncrvoyix.com">mcdonalds.orders@ncrvoyix.com</a> 1-800-421-8230     Out of Business Hours: leave a voicemail or an email and the MCE will respond next business day.</p>
--

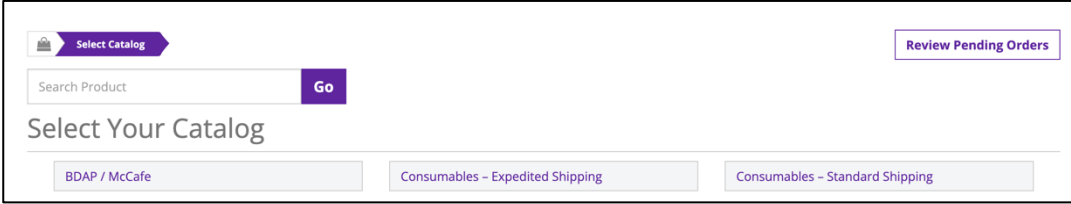
# Accessing Online Ordering

Step	Action												
1	Go to the Customer Portal at <a href="https://customerportal.ncrvoyix.com">https://customerportal.ncrvoyix.com</a> .												
2	<p data-bbox="321 569 1404 604">From the Customer Portal homepage, click “Start Ordering” in the header or the</p> <p data-bbox="1279 617 1404 737">Online Ordering Portlet.</p> 												
3	<p data-bbox="321 1152 1474 1276">The online ordering application will open in a new browser tab. If you are authorized to place orders for more than one legal entity, you will first choose the desired legal entity on the displayed pop-up window by clicking on the Customer Name.</p>  <table border="1" data-bbox="347 1367 961 1612"> <thead> <tr> <th>Customer #</th> <th>Customer Name</th> <th>In Cart</th> <th>Cart Total</th> </tr> </thead> <tbody> <tr> <td>9754815</td> <td>JKB AT 30TH STREET LLC (MCDONALDS-US)</td> <td>0</td> <td>USD0.0</td> </tr> <tr> <td>9752252</td> <td>JKB AT DOWNTOWN NEWARKLLC (MCDONALDS-US)</td> <td>0</td> <td>USD0.00</td> </tr> </tbody> </table> <p data-bbox="321 1661 1455 1740">If you are not associated with multiple legal entities, you will not be presented with a choice and instead be taken directly into the Online Ordering application.</p>	Customer #	Customer Name	In Cart	Cart Total	9754815	JKB AT 30TH STREET LLC (MCDONALDS-US)	0	USD0.0	9752252	JKB AT DOWNTOWN NEWARKLLC (MCDONALDS-US)	0	USD0.00
Customer #	Customer Name	In Cart	Cart Total										
9754815	JKB AT 30TH STREET LLC (MCDONALDS-US)	0	USD0.0										
9752252	JKB AT DOWNTOWN NEWARKLLC (MCDONALDS-US)	0	USD0.00										

# Creating an Online Order

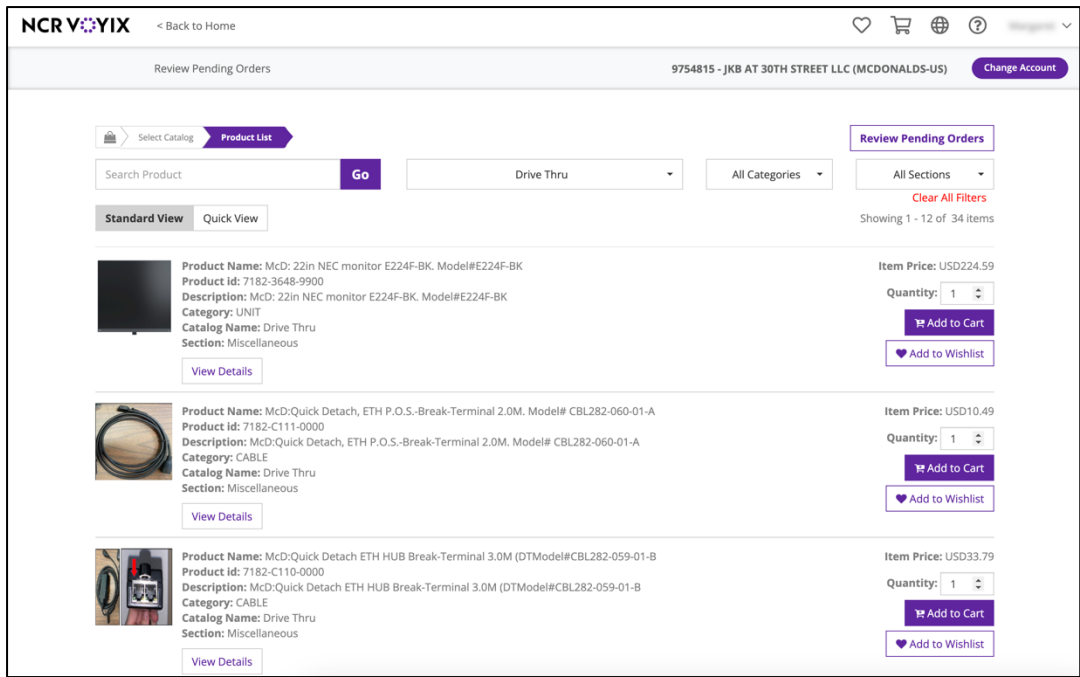
NCR VOYIX Online Ordering permits the creation of a new order from a pre-defined product catalog. Users may also create orders and save them to use as a template for additional future orders.

## Selecting a Catalog

Step	Action
1	<p>From the main Online Ordering page, select the catalog you would like to order from by clicking on the catalog name.</p> <p>Note: if only one catalog is assigned, you will bypass this screen and go directly into the product listing shown in step 2.</p> <div data-bbox="318 1060 1382 1262"></div> <p>The Review Pending Orders button on the catalog selection screen will access any previously created or uploaded orders.</p>

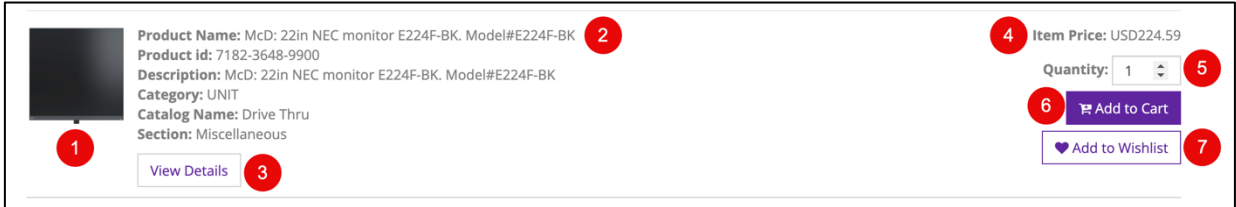
2

The products available to order in that catalog will display on the next screen.



## Contents of the Catalog Product Listing

This section will provide detail on the various elements of a catalog product listing.

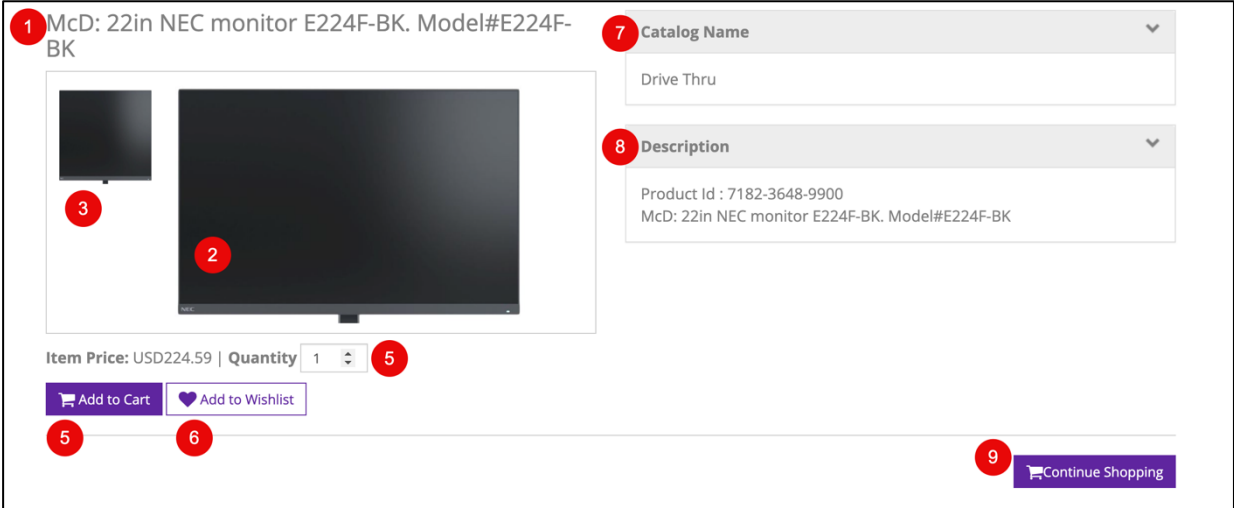


Number	Description
1	Product image
2	Product description
3	View Details button – click to move to the Product Detail view
4	Product price – shown per item. NOTE: this will not change based on a selection of a quantity greater than 1.
5	Product quantity selector – use the up / down arrows to increase or decrease the quantity you would like to order for the selected product, or enter quantity directly into the field.
6	Add to Cart control – see <a href="#">“Reviewing Catalog Products and Creating an Order Cart.”</a>
7	Add to Wishlist control – see <a href="#">“Creating a Wishlist.”</a>

## Contents of the Product Detail Listing

Within a catalog, each product displayed may be clicked to show a more detailed view of the product.

This section provides detail on the various elements of a product detail listing.

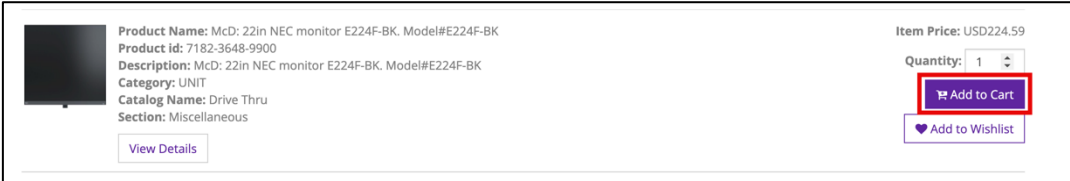



Number	Description
1	Product name
2	Product image
3	Product thumbnail image(s)
4	Product price / quantity selector. Price shown is per item and will not change as quantity is increased. Use the up / down arrows to increase or decrease the quantity you would like to order for the selected product, or enter quantity directly into the field.
5	Add to Cart control
6	Add to Wishlist control
7	Catalog Name – displays the name of the product catalog that the viewed product is listed under
8	Product description
9	Continue Shopping control – click to return to the product catalog

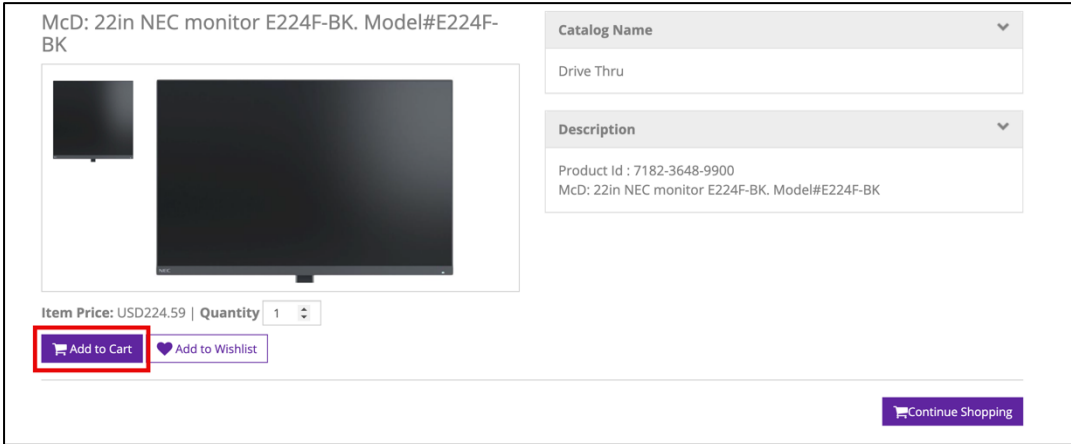
## Reviewing Catalog Products and Creating an Order Cart

NCR VOYIX Online Ordering provides a familiar shopping cart experience that will allow you to collect and submit multiple items in a single order.

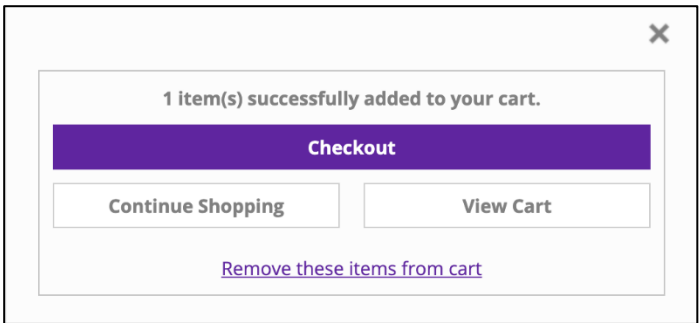
Note: This section describes creating and submitting an online order in one session. NCR VOYIX Online Ordering also provides the capability to save an order without submitting and return to complete it later. For instructions on saving in-progress orders, please see [“Saving an Order.”](#)

Step	Action
1	<p>Scroll through the products available in your selected catalog. For each product you would like to order, click the 'Add to Cart' button on either the Catalog Product Listing or the Product Detail view.</p> 
2	<p>To see more detailed information about a product prior to adding it to your cart, click on the View Details button to see the Product Detail view.</p> 

3 To add a product to your cart, select "Add to Cart" from the Product Detail view.



4 After clicking "Add to Cart", a pop-up confirming the successful addition of the product to your cart will display



Click the "Close" button or the "X" on the top right to close the pop-up.

<p>5</p>	<p>After closing the “Add to Cart” confirmation pop-up, if you are interested in adding more products to your cart:</p> <ul style="list-style-type: none"> <li>• If in the Product Detail view, click “Continue Shipping” in the lower right to return to the Product Catalog View</li> </ul> <div data-bbox="365 445 1401 871" data-label="Image"> </div> <p>Product Catalog view, simply resume browsing the available products and repeating the process in steps 1-4 as desired.</p>
<p>6</p>	<p>After clicking “Add to Cart” for each desired item in either the Catalog Listing or Product Detail View, view the contents of the cart by scrolling back to the top of the screen and clicking the shopping cart icon in the top right.</p> <div data-bbox="321 1150 1338 1392" data-label="Image"> </div> <p>Note: The shopping cart icon will include a call out showing the number of items in your cart.</p>

## Consumable Item Ordering

NCR VOYIX has created a special class of items for McDonald's ordering. Items in this class can be shipped same day if ordered prior to 2pm Eastern. Currently, consumable item orders may not be combined with items of any other type.

Ordering items from the consumable catalog follows the same process as ordering from any other catalog through catalog selection, item selection, and adding the consumable item(s) to your order cart. The process differs to prevent a user from attempting to create an order combining consumable items with items of another type.

## Carts with Consumable Products

This section outlines the behavior when a cart with a consumable item has been created but not submitted, and the user attempts to move to a non-consumable item catalog.

Step	Action
1	<p>If you have created a cart containing consumable item(s), and then attempt to move to a non-consumable catalog, the dropdown field for catalog navigation will be disabled. Instead of displaying a list of assigned catalogs as shown below:</p> <div data-bbox="321 661 1153 1228" style="border: 1px solid black; padding: 10px;"> </div> <p>The dropdown will not display once a consumable item has been added to your cart, and text at the top of the screen will advise you that you must place the consumable item order or remove the item from your cart to proceed to a non-Consumable catalog.</p> <div data-bbox="321 1438 1307 1732" style="border: 1px solid black; padding: 10px;"> </div>

2 If you exit the Customer Portal Online Ordering with a consumable item in your cart, when you return to Online Ordering all catalogs except the consumable item catalog will be inaccessible from the catalog selection screen, and advisory text will also display at the top of the screen:

**Carts with non-Consumable Products**

This section outlines the behavior when a user creates a cart with a non-consumable product and then attempts to move to a consumable item catalog.

Step	Action
1	<p>If you have selected an item from a non-Consumable catalog in your cart and then attempt to move to a Consumable item catalog, a pop-up window will display, requiring a response before moving on.</p> <ul style="list-style-type: none"> <li>If you choose Yes, any <u>non-Consumable items will be removed from your cart</u> and you will be taken to the selected Consumable Item catalog</li> </ul>

	<ul style="list-style-type: none"> <li>If you choose No, the pop-up will close and you will be returned to the non-Consumables item catalog</li> </ul>
2	If you exit Online Ordering with a non-Consumable item in your cart, then re-enter and attempt to select a Consumables catalog, you will receive the same popup. The Yes or No responses will have the same effect.

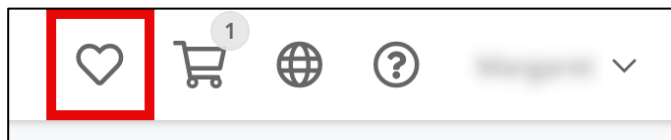
## Later Purchasing Options

If you are interested in marking products for purchase later, NCR VOYIX Online Ordering includes two capabilities to support you:

- Creating a Wishlist
- Saving an Order

### Creating a Wishlist

Having no number count on the heart icon in the top right of the Online Ordering screen will indicate that you currently have no items on your Wishlist.

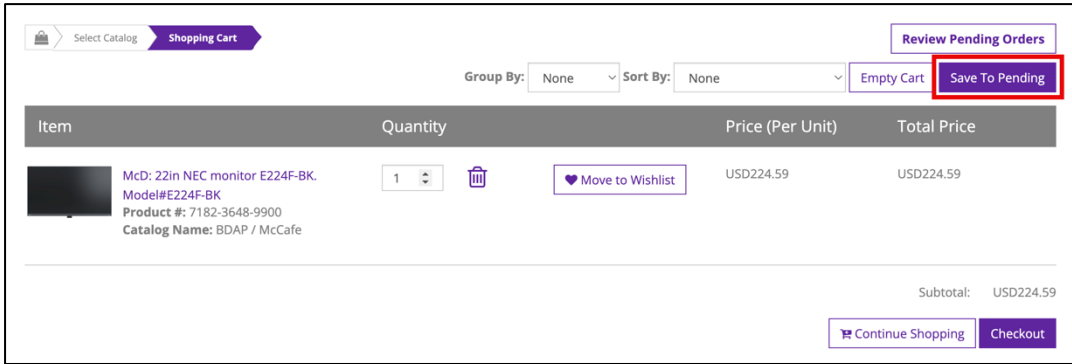


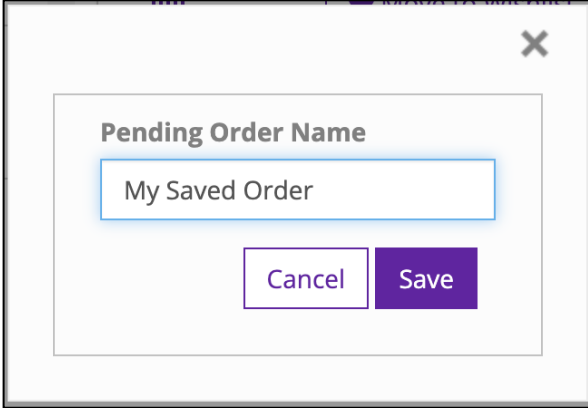

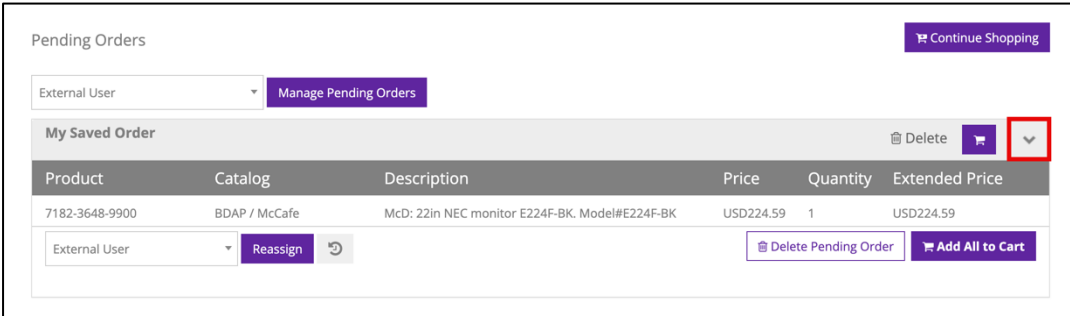
Step	Action								
1	<p>Start your Wishlist or add an item to it in one of three ways:</p> <ul style="list-style-type: none"> <li>In the Product Catalog view, on the desired product listing, click the “Add to Wishlist” button:</li> </ul> <div data-bbox="350 470 1414 648"> <p>Product Name: McD: 22in NEC monitor E224F-BK. Model#E224F-BK              Product id: 7182-3648-9900              Description: McD: 22in NEC monitor E224F-BK. Model#E224F-BK              Category: UNIT              Catalog Name: Drive Thru              Section: Miscellaneous</p> <p>Item Price: USD224.59              Quantity: 1              Add to Cart              Add to Wishlist</p> </div> <ul style="list-style-type: none"> <li>In the Product Detail view, click the “Add to Wishlist” button:</li> </ul> <div data-bbox="334 753 1398 1194"> <p>McD: 22in NEC monitor E224F-BK. Model#E224F-BK</p> <p>Catalog Name: Drive Thru</p> <p>Description: Product Id : 7182-3648-9900              McD: 22in NEC monitor E224F-BK. Model#E224F-BK</p> <p>Item Price: USD224.59   Quantity: 1              Add to Cart              Add to Wishlist</p> <p>Continue Shopping</p> </div> <ul style="list-style-type: none"> <li>In the Cart Summary view, click the “Move to Wishlist” button next to the desired product(s):</li> </ul> <div data-bbox="334 1304 1398 1575"> <p>Select Catalog: Shopping Cart Review Pending Orders</p> <p>Group By: None Sort By: None Empty Cart Save To Pending</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Quantity</th> <th>Price (Per Unit)</th> <th>Total Price</th> </tr> </thead> <tbody> <tr> <td>                     McD: 22in NEC monitor E224F-BK.                      Model#E224F-BK                      Product #: 7182-3648-9900                      Catalog Name: BDAP / McCafe                 </td> <td>1</td> <td>USD224.59</td> <td>USD224.59</td> </tr> </tbody> </table> <p>Move to Wishlist</p> </div>	Item	Quantity	Price (Per Unit)	Total Price	McD: 22in NEC monitor E224F-BK. Model#E224F-BK Product #: 7182-3648-9900 Catalog Name: BDAP / McCafe	1	USD224.59	USD224.59
Item	Quantity	Price (Per Unit)	Total Price						
McD: 22in NEC monitor E224F-BK. Model#E224F-BK Product #: 7182-3648-9900 Catalog Name: BDAP / McCafe	1	USD224.59	USD224.59						

<p>2</p>	<p>To view the current contents of your Wishlist, click the heart icon in the top right of your screen.</p> 
<p>3</p>	<p>From your Wishlist, for each product shown you may:</p> <ol style="list-style-type: none"> <li>1. Add to your cart</li> <li>2. Remove from your Wishlist</li> </ol> 

### Saving an Order

To save an in-progress order for submission later:

Step	Action
<p>1</p>	<p>From the Cart view, click “Save To Pending” in the top right:</p> 

2	<p>A pop-up providing you to enter a name for the Pending Order will appear. Type the desired name into the text field and click "Save" to save the order or click "Cancel" to exit the Save Order process.</p> 
3	<p>If you click "Save", you will be taken to the list of your Pending Orders.</p> 
4	<p>Click the arrow to expand the desired Pending Order.</p> 

5

From the expanded listing, you may add the products to your cart to checkout.

Pending Orders Continue Shopping

External User Manage Pending Orders

**My Saved Order** Delete

Product	Catalog	Description	Price	Quantity	Extended Price
7182-3648-9900	BDAP / McCafe	McD: 22in NEC monitor E224F-BK. Model#E224F-BK	USD224.59	1	USD224.59

External User Reassign Delete Pending Order Add All to Cart

## Reviewing and Submitting Orders

The following sections provide step-by-step instructions on the Online Ordering screens that make up the order review and submission process:

- Confirm Address
- Requested Dates and Contact Information
- Review & Submit Order

### Confirm Address

Step	Action
1	<p>After clicking 'Checkout' from the cart summary view, the Confirm Address screen will be the next screen displayed.</p> <p>Three addresses are displayed on this screen:</p> <ul style="list-style-type: none"> <li>• For Use Address – where the products ordered will be used. Service and maintenance will be based on this location.</li> <li>• Shipping Address – where the products ordered will be shipped by NCR VOYIX. This may be the same as the For Use Address or may be a different location. Taxes and Freight will be based on this location.</li> <li>• Billing Address – where the invoice for this order will be sent.</li> </ul> <div data-bbox="328 1230 1214 1581" data-label="Image"> </div> <p><b>NOTE:</b> If desired shipping address is unavailable, please contact <a href="#">McDonald's Center of Excellence</a> to create an alternate shipping address.</p>

2

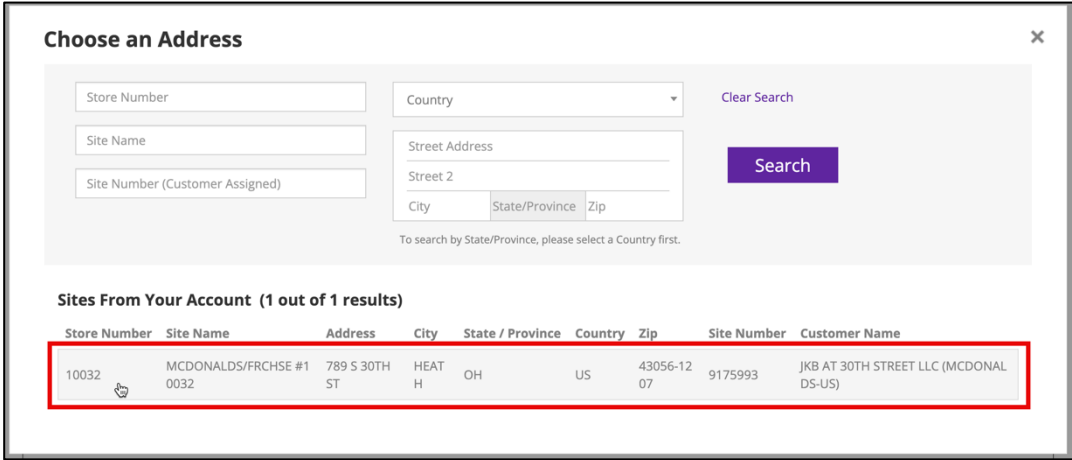
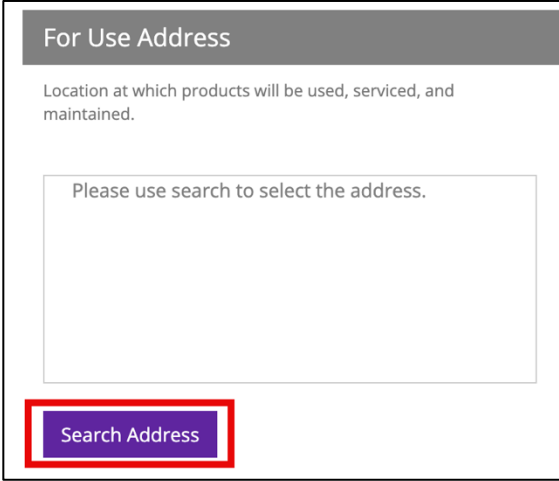
Click the 'Search Address' button under the For Use Address. The Search for Address pop-up will appear.

3

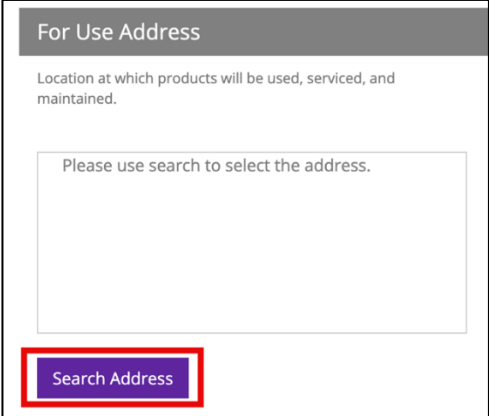
Enter as much information as is known about the For Use Address and click "Search". The Search for Address pop-up will change to show search results.

If no locations match your entered search criteria, the Search for Address pop-up will render as follows and you will need to enter new search criteria.

Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name
No results to display.								

<p>4</p>	<p>Click the line of the correct address in the search results.</p>  <table border="1" data-bbox="370 646 1347 730"><thead><tr><th>Store Number</th><th>Site Name</th><th>Address</th><th>City</th><th>State / Province</th><th>Country</th><th>Zip</th><th>Site Number</th><th>Customer Name</th></tr></thead><tbody><tr><td>10032</td><td>MCDONALDS/FRCHSE #1 0032</td><td>789 S 30TH ST</td><td>HEAT H</td><td>OH</td><td>US</td><td>43056-1207</td><td>9175993</td><td>JKB AT 30TH STREET LLC (MCDONAL DS-US)</td></tr></tbody></table>	Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name	10032	MCDONALDS/FRCHSE #1 0032	789 S 30TH ST	HEAT H	OH	US	43056-1207	9175993	JKB AT 30TH STREET LLC (MCDONAL DS-US)
Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name											
10032	MCDONALDS/FRCHSE #1 0032	789 S 30TH ST	HEAT H	OH	US	43056-1207	9175993	JKB AT 30TH STREET LLC (MCDONAL DS-US)											
<p>5</p>	<p>The address for the selected site will show in the For Use Address field. Confirm the correct address was selected and move to the Shipping Address.</p>  <p>If the wrong address was chosen, re-execute the address search.</p>																		
<p>6</p>	<p>Options for the Shipping Address are to:</p> <ol style="list-style-type: none"><li>1. Search Address – If you would like the ordered items to be shipped to an address different from the one where they will be used.</li></ol>																		

2. Copy For Use Address – If you would like the ordered items sent to the same address where they will be used.

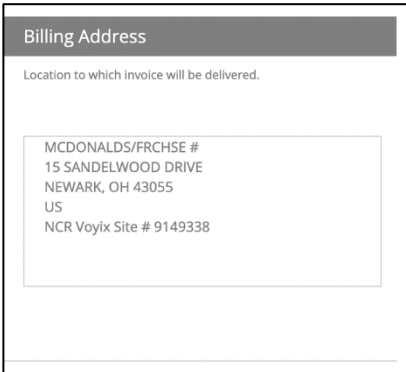


If you click “Search Address”, you will receive the Search For Address pop-up and be able to execute the address search as described above.

If you click “Copy For Use Address”, the previously selected For Use Address will be populated in the Shipping Address field, and you will be able to move on to Billing Address.

7

The Billing Address is not changeable. The address displayed is the billing address for the selected legal entity.



NOTE: For any leasing inquiries please contact us at [McDonald’s Center of Excellence](#)

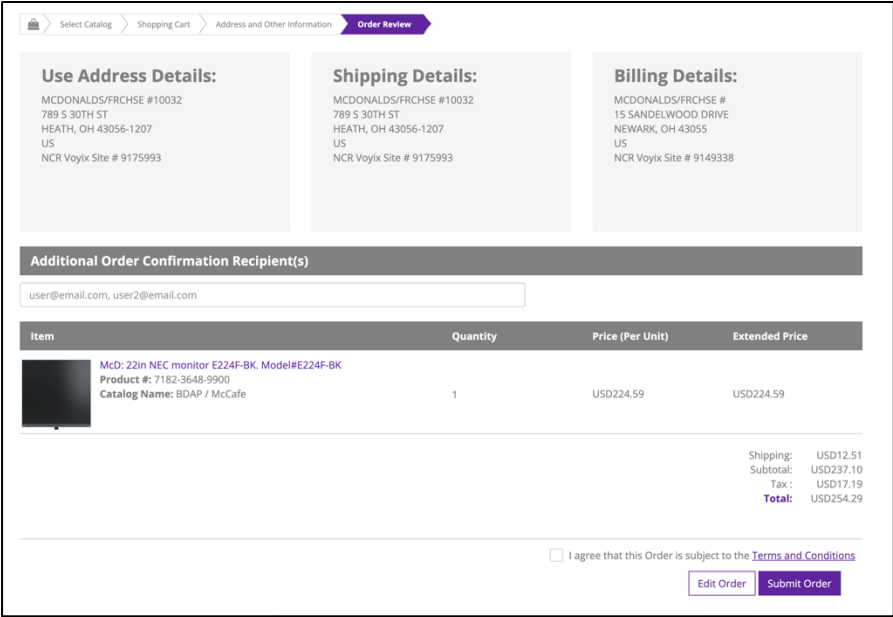



8	<p>After confirming all three addresses, click the “Save and continue” button to move to the next page in the check out flow.</p> <p>If you wish to cancel the order entirely, click “Cancel”.</p>
---	--

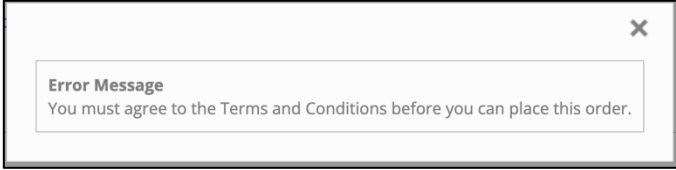
**Requested Dates and Contact Information**

Step	Action												
1	<p>After clicking ‘Save and Continue’ from the Confirm Address screen, the Contact Information screen will be the next screen displayed.</p> <p>There are three contacts to specify:</p> <ul style="list-style-type: none"> <li>• Operator Contact</li> <li>• Install Contact</li> <li>• GM Site Contact</li> </ul>												
2	<p>If the Operator Contact is to be the same as previously entered contact, select the contact in the dropdown. Otherwise input contact details in all the required fields.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Operator Contact</p> <p><input type="text" value="Select Existing Contact"/></p> <p><small>Select from dropdown or enter contact information below.</small></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"><b>First Name*</b></td> <td style="width: 33%;"><b>Last Name*</b></td> <td style="width: 33%;"><b>Office Phone</b></td> </tr> <tr> <td><input type="text" value="First Name"/></td> <td><input type="text" value="Last Name"/></td> <td><input type="text" value="(555)555-5555"/></td> </tr> <tr> <td><b>Mobile</b></td> <td colspan="2"><b>E-mail Address*</b></td> </tr> <tr> <td><input type="text" value="(555)555-5555"/></td> <td colspan="2"><input type="text" value="abc@company.com"/></td> </tr> </table> </div>	<b>First Name*</b>	<b>Last Name*</b>	<b>Office Phone</b>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="(555)555-5555"/>	<b>Mobile</b>	<b>E-mail Address*</b>		<input type="text" value="(555)555-5555"/>	<input type="text" value="abc@company.com"/>	
<b>First Name*</b>	<b>Last Name*</b>	<b>Office Phone</b>											
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="(555)555-5555"/>											
<b>Mobile</b>	<b>E-mail Address*</b>												
<input type="text" value="(555)555-5555"/>	<input type="text" value="abc@company.com"/>												
3	<p>Next, complete the contact information for the Install Contact. You may copy a previously entered contact from the dropdown or enter new contact information.</p>												

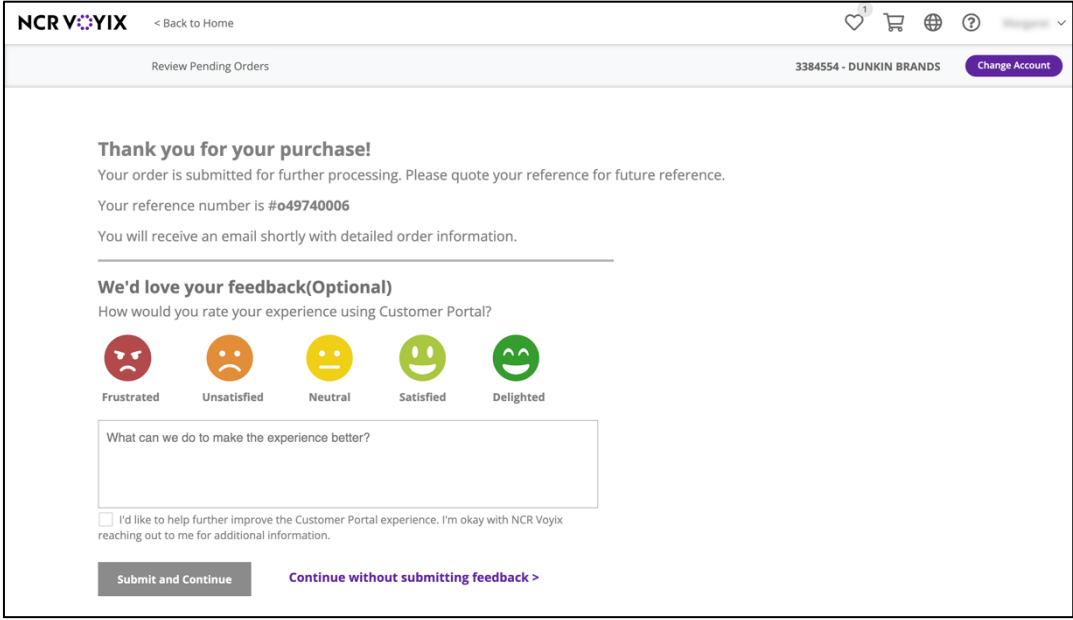
	<div data-bbox="318 302 1338 562"><p>Install Contact</p><p>Select Existing Contact <input type="text"/></p><p>Select from dropdown or enter contact information below.</p><p>First Name* <input type="text"/> Last Name* <input type="text"/> Office Phone <input type="text"/></p><p>First Name <input type="text"/> Last Name <input type="text"/> (555)555-5555</p><p>Mobile <input type="text"/> E-mail Address* <input type="text"/></p><p>(555)555-5555 abc@company.com</p></div>
4	<p>After completing the Install Contact, proceed to the GM Site Contact.</p> <p>You may copy a previously entered contact from the dropdown or enter new contact information.</p> <div data-bbox="318 764 1310 1035"><p>GM Site Contact</p><p>Select Existing Contact <input type="text"/></p><p>Select from dropdown or enter contact information below.</p><p>First Name* <input type="text"/> Last Name* <input type="text"/> Office Phone <input type="text"/></p><p>First Name <input type="text"/> Last Name <input type="text"/> (555)555-5555</p><p>Mobile <input type="text"/> E-mail Address* <input type="text"/></p><p>(555)555-5555 abc@company.com</p><p>* Required responses</p></div>
5	<p>At the end of the GM Site Contact information, progress the order by clicking the "Save and continue" button.</p> <div data-bbox="321 1150 802 1255"><p><input type="button" value="Cancel"/> <input type="button" value="Save and continue"/></p></div>

### Review & Submit Order

Step	Action								
1	<p>After clicking 'Save &amp; Continue' from the Requested Dates and Contact screen, the Review &amp; Submit Order screen will be the next screen displayed.</p>  <p>The screenshot shows the 'Order Review' screen with the following details:</p> <ul style="list-style-type: none"><li><b>Use Address Details:</b> MCDONALDS/FRCHSE #10032, 789 S 30TH ST, HEATH, OH 43056-1207, US, NCR Voyix Site # 9175993</li><li><b>Shipping Details:</b> MCDONALDS/FRCHSE #10032, 789 S 30TH ST, HEATH, OH 43056-1207, US, NCR Voyix Site # 9175993</li><li><b>Billing Details:</b> MCDONALDS/FRCHSE # 15 SANDELWOOD DRIVE, NEWARK, OH 43055, US, NCR Voyix Site # 9149338</li><li><b>Additional Order Confirmation Recipient(s):</b> user@email.com, user2@email.com</li><li><b>Item Table:</b><table border="1"><thead><tr><th>Item</th><th>Quantity</th><th>Price (Per Unit)</th><th>Extended Price</th></tr></thead><tbody><tr><td> McD: 22in NEC monitor E224F-BK, Model#E224F-BK Product #: 7182-3648-9900 Catalog Name: BDAP / McCafe</td><td>1</td><td>USD224.59</td><td>USD224.59</td></tr></tbody></table></li><li><b>Summary:</b> Shipping: USD12.51, Subtotal: USD237.10, Tax: USD17.19, Total: USD254.29</li><li><input type="checkbox"/> I agree that this Order is subject to the <a href="#">Terms and Conditions</a></li><li>Buttons: Edit Order, Submit Order</li></ul>	Item	Quantity	Price (Per Unit)	Extended Price	 McD: 22in NEC monitor E224F-BK, Model#E224F-BK Product #: 7182-3648-9900 Catalog Name: BDAP / McCafe	1	USD224.59	USD224.59
Item	Quantity	Price (Per Unit)	Extended Price						
 McD: 22in NEC monitor E224F-BK, Model#E224F-BK Product #: 7182-3648-9900 Catalog Name: BDAP / McCafe	1	USD224.59	USD224.59						
2	<p>Review the information displayed on the screen. If any information is incorrect or needs to be changed, click the "Edit Order" button in the bottom right.</p>								
3	<p>To submit the order for processing, you must check the box next to the text "I agreed that this Order is subject to the Terms and Conditions".</p> <p>The 'I agree that this Order is subject to the Terms and Conditions' text includes a link to the Terms and Conditions. Click the link to view the Terms and Conditions in a new browser tab.</p> <p>If you attempt to click "Submit Order" without agreeing to the Terms and Conditions, an error will display.</p>								

	
5	Once you are ready to submit the order for processing, click "Submit Order".

**Order Confirmation screen & Receipt Email**

Step	Action
1	<p>After clicking 'Confirm Order' from the Review &amp; Submit Order screen, the Order Confirmation screen will display.</p> 
2	In addition, an order confirmation email will be sent to the email address for your account.