

Heartland

Restaurant Point of Sale



Heartland Restaurant POS

Overview

Goji Systems designs and develops kiosks for restaurants. We are an experience first company. An experience first company means that our priority is customer and guest experience. GojiKiosk is built to be an easy to use, simple to manage, and flexible system. In order to deliver the Goji Experience, we have no limit on the amount of time or detail we are willing to invest.

What does experience first look like in practice?

User Interface & User experience

First and foremost our focus is guest experience. Our goal is to make GojiKiosk user friendly and easy to adopt. We have spent 800+ hours designing our user experience and have tested with seniors aged 55 and older in order to deliver an experience that is very simple and intuitive to learn.



Experience First

Software

We are a design company, but the core power of Goji is driven through the software we design. At first glance you wouldn't know it, but GojiKiosk is built utilizing many different custom applications that are all designed to work together as one cohesive system. Every application is important, however one of the more important ones that affects customer and guest experience is the Goji API Bridge.

Goji API Bridge

As an experience first company we build integrations that are powerful and robust. Our goal is always to make sure customer and guest experience is as simple and easy to use as possible. We took our extensive experience in menus and menu management and built a core technology that will connect any Point of sale system, Loyalty, Payment, any other system to GojiKiosk in the most efficient and seamless way possible. The purpose of our API Bridge is to maximize the integration in order to deliver the best experience.



Customer and Guests

Delivering on customer and guest experience is no easy task. However we believe we are well equipped to deliver on it. We have taken this hyper focused approach into everything we do beyond design and development.

We have made our sales process, onboarding, and support to be the best experience we know how.

We believe some differentiators in our sales and service are:

Simple pricing | **Easy Onboarding** | **Personalized Support**

These elements translate into a better experience for customers and guests.



API Endpoints Utilization

Categories:

- <https://api.hrpos.heartland.us/v2/menu/sections>
- <https://api.hrpos.heartland.us/v2/menu/groups>

Coupons:

- <https://api.hrpos.heartland.us/v2/menu/adjustments3>

Sizes and Tags:

- <https://api.hrpos.heartland.us/v2/menu/sizes>
- <https://api.hrpos.heartland.us/v2/menu/tags>

Items:

- <https://api.hrpos.heartland.us/v2/menu/items>

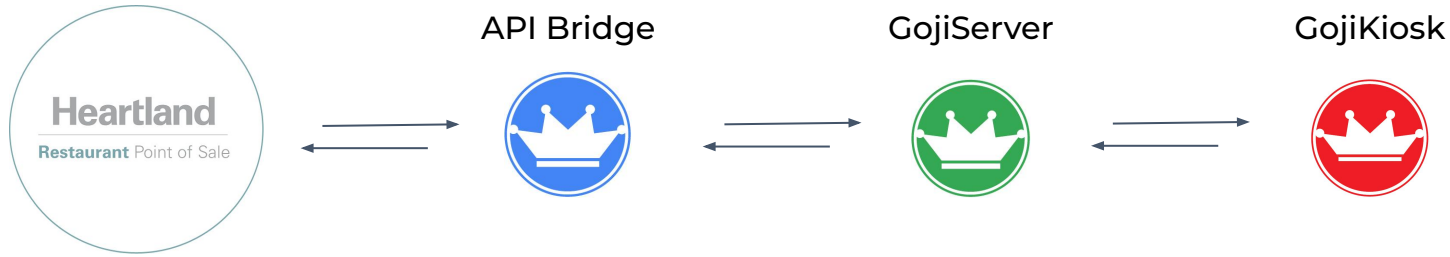
Mod Options (AKA context Items):

- <https://api.hrpos.heartland.us/v2/menu/contextItems>



Integration Workflow

Menu Sync Data Flow

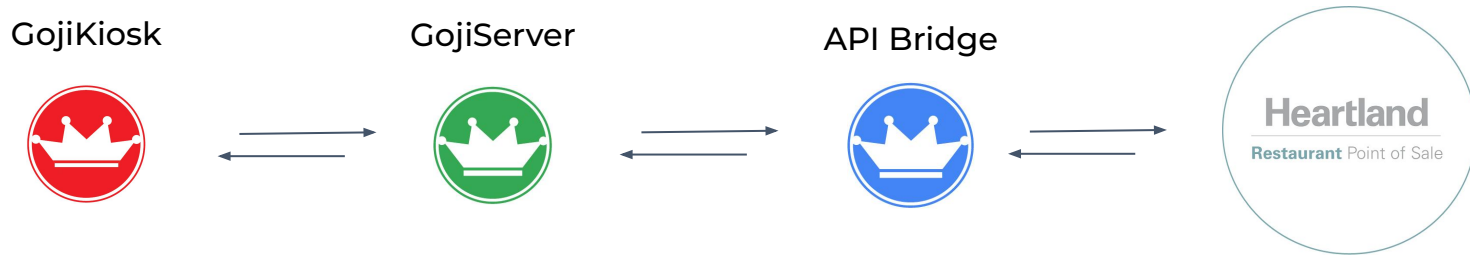


When a sync is initiated, GojiServer will send a request through the API Bridge and connect with HR POS API. When the data is received the API Bridge will receive the JSON data and normalize and compile the data into Goji's format and sent to the GojiServer. GojiKiosk will receive the data and utilize it to deliver the menu experience.

*Workflow explanation has been simplified

Integration Workflow

Order Data Flow



Guests will place an order on the GojiKiosk and those orders will be processed and sent to GojiServer. GojiServer will send the order data to the API Bridge. The API Bridge will convert the GojiKiosk order format into a heartland data format and submit the order to the HR POS API.

*Workflow explanation has been simplified

Notable Mentions

- We designed a special automatic function for when guests log in to the kiosk as a user and submit an order. Normally on the HR POS screen orders that do not have a name and phone number the ticket ID does not show on the Ticket Screen. We have a special function designed for guest user login where GojiKiosk will submit the Ticket ID as the name and add the ticket ID also in the ticket notes so that the Ticket ID will show up at the top of each ticket on the HR POS ticket screen.
- GojiKiosk ticket numbers are generated by Goji and can be prefixed with anything which is configurable on the GojiDashboard.
- GojiKiosk is able to sync, apply, and submit HR POS Coupons
- GojiKiosk can handle Combos and building combos
- GojiKiosk seamlessly integrates with all heartland payment and gift services.



Notable Mentions

- As part of our menu management system we sync in 100% of all pricing from HR POS. All pricing is 100% according to the HR POS database which allows operators to maintain reliable menu integrity. For this reason we do not allow pricing manipulation on our Dashboard.
- Menu syncing - Our menu sync is very powerful and robust. Clients always ask if it's automated or manually synced. The answer is both. We've learned from experience that it's almost always better to sync manually as we have seen clients add things to their menu that they did not intend to appear on the kiosk when automatically syncing.
- Our number one technical support issue is network and internet connectivity issues. Internet or networks going down or working intermittently. GojiKiosk requires a reliable connection to the internet. This means we do not support or recommend using wifi as we do not believe wifi can deliver the best guest experience.





Having trouble? Reach out to us. We're here to help.

Phone:

267.309.2000 x9

Technical:

support@gojisystems.com

Menu:

menusetup@gojisystems.com

Online:

<https://www.gojisystems.com/support/>

Get Faster Support:

- **Phone** - please provide your full name and the store you're calling from.
- **Email** - Please create a new email for each new issue.
- **Menu/Configuration** - For accuracy, ALL menu or configuration changes must be requested via **Online** or **Email**.

GojiSales

Our sales process is easy and simple

Phone:

267.309.2000 x1

Sales Team:

sales@gojisystems.com

Schedule a demo

<https://www.gojikiosk.com/#ulp-XisOB9pKymi82THB>

