O-Channel Guide

We are pleased to announce KKC is offering Owned-Channel (O-Channel) ordering for our OLO system. This guide will provide you the information needed to successfully handle all online ordering for your customers.

Key Differences between delivery and owned channel:
- Only pay credit card processing fees, no commissions
- Site: https://order.krispykrunchy.com/
- Channel is owned by and marketed by each location
- Limited to pick-up only (currently)

All refunds and reconciliation is done inside the OLO dashboard located at http://www.my.olo.com/

If you need help logging into your account, please reach out to delivery@krispykrunchy.com or call 469-945-5505

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OLO Order Lookup & Details
OLO

Follow the instructions below to view your past, current, and future order details in addition to issuing refunds and adjusting store sales:

1. Log in to the Dashboard at https://my.olo.com/

2. Click on the "**Orders**" tab on the left side of the screen:

3. You may be prompted to select a store if you have access to more than one location through your Dashboard. If so, choose the store from the right-hand section and click on "Confirm Store Selection"

4. You can look up your orders several different ways. Below is guidance on three of the most popular methods to find an order:

Method #1- Lookup by Order ID: use this option if you already know the order number. Type in the Order ID and click " **See Matching Orders**"

Method #2- Search by time frame: This option allows you to look for your order based on the time it was placed or the time it's wanted, and then set by the date range by order type: Delivery (marketplace), Dispatch (branded delivery), Drive-thru, or Pickup; and order status (in progress, scheduled, closed or cancelled)

Method #3-Search by Transaction: For this option, you will need the exact transaction date, the last 4 digits of the credit card number, and the order total

Issue a Full Refund
OLO

Follow the instructions below to issue a full refund:

1. Log in to the Dashboard

2. Click on the Orders tab on the left side of the screen.

3. You may be prompted to select a store if you have access to more than one location through your Dashboard. If so, choose the store from the right-hand section and click on **Confirm Store Selection.**

4. Enter the OLO Order ID into the **Specific Order Field** or search your order by clicking **Search by Timeframe** or **Search by Transaction**.

5. Once your order appears, click the **Order ID** to see the order details.

6. Click **Refund Order** at the top right of the Order Details page.
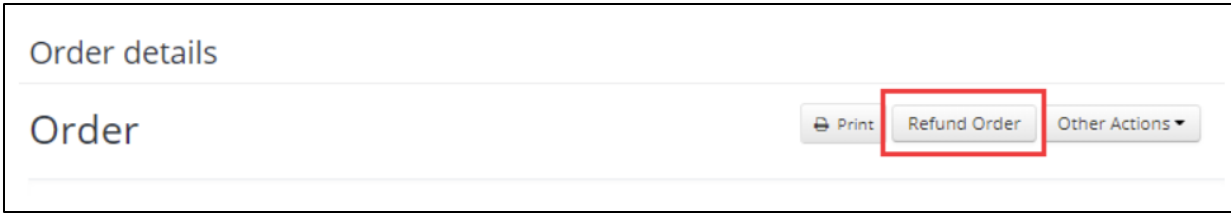
Issue a Full Refund Continued
OLO

7. Enter your name, select a reason for the refund, and enter any details for the customer.

8. Click **Review Refund Order Request**. Be sure to double-check your details before the next step. This will submit the refund to the payment processors for settlement. ***<u>**You will not be able to reverse this action.**</u>

9. Click **Process Refund Request**.

Important Information:
- For any refund or adjustment processed, the customer will automatically receive a confirmation email to the email address on file.
- The adjustment transaction will process immediately ad should show up on the customer's credit card statement within 2 to 5 business days.
- You can only refund/adjust an order once. For any subsequent adjustments within the order in questions, please contact your processor for further assistance.
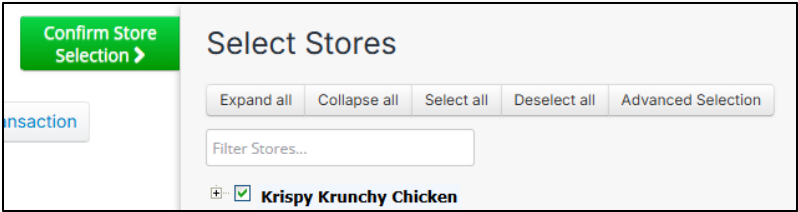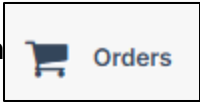
Issue a Partial Refund

OLO

Follow the instructions below to issue a partial refund:

1. Log in to the Dashboard

2. Click on the Orders tab on the left side of the screen.

3. You may be prompted to select a store if you have access to more than one location through your Dashboard. If so, choose the store from the right-0hand section and click on **Confirm Store Selection.**

4. Enter the OLO Order ID into the **Specific Order Field** or search your order by clicking **Search by Timeframe** or **Search by Transaction**.

5. Once your order appears, click on the **Order ID** to see the order details.

6. Click Other Actions at the top right of the Order Details page, and then click Adjust Subtotal or Refund Tip depending on what changes you need to process, a subtotal adjustment , or a tip adjustment.

OLO

7. Next, fill in your new subtotals and new tax amounts. You will also have to select a reason for the refund.

** You can add in Details for Customer, if you would like.

8. Click **Review Adjust Subtotal Request**

Back to Order

Adjust Subtotal Request

Order Id:	▇▇▇▇
Customer Name:	▇▇▇▇
Billing Component:	▇▇▇▇
Current Subtotal:	$1.44
New Subtotal:	$ _____
Current CPIF/PIF:	$0.06
Current Custom Fees Total:	$0.06
New Custom Fees Total:	$ _____
Current Tax:	$0.12
New Tax:	$ _____
Current Delivery Fee:	$0.00
New Delivery Fee:	$ _____
Your Name:	▇▇▇▇
Select Reason:	(Select one below) ▼
Details for customer:	

Note: These details will be visible to the customer.

Review Adjust Subtotal Request

9. Confirm the adjustment you are about to make. Once you are certain of the details. You can move forward with processing the adjustment.

Back to order

Start Over

Review Adjust Subtotal Request
Compare your before/after totals here

	Previous Total	New Total
Subtotal	$1.44	$0.44
Total Fees	$0.06	$0.00
Tax	$0.12	$0.03
Tip	$0.00	$0.00
TOTAL	$1.62	$0.47

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$1.15 will be refunded to customer

Note: Please double check your details above. Clicking 'Process Adjust Subtotal Request' w

Process Adjust Subtotal Request

OLO

10. Click Process Adjust Subtotal Request

11. Once you successfully process the adjustment, it will bring you back to the order page where you can view the adjustment transaction and the following information: Order Summary, Order Content, Payment Breakdown and Adjustments.

TENDER	TRANSACTION ID	TYPE	REASON	TAX	TIP	AMOUNT	TRANSACTION DATE
Mastercard - 4444	2937985	Partial Refund	Unsatisfied customer:	$0.00	$0.00	($4.00)	1/29/2021 10:27 AM

Important Information:
- This will submit the refund or additional charge to the payment processors for settlement. You **WILL NOT** be able to reverse this action.
- For any refund or additional charge you process, the customer will automatically receive a confirmation email to the email address on file.
- The adjustment transaction will process immediately and should show up on the customer's credit card statement within 1 to 3 days.
- You can only adjust an order once. For any subsequent adjustments within the order in questions, please contact your processor for further assistance.

OLO Pay Funding Schedules

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Deposits typically arrive between Monday and Friday, when banks are open, and according to the location's funding schedule. Dashboard reports for payouts are available the day after the deposit.

Shown below are Olo Pay's funding schedules and data availability for both card-present and card-not-present transactions.

Standard Schedules:

U.S. T+2 Funding Card-Not-Present

Transaction Period	Transaction Period Starts (ET)	Transaction Period Ends (ET)	Payout Deposited into Bank Account	Data Availability
72 Hours	Saturday 4am	Tuesday 4am	Wednesday	Thursday
24 Hours	Tuesday 4am	Wednesday 4am	Thursday	Friday
24 Hours	Wednesday 4am	Thursday 4am	Friday	Saturday
24 Hours	Thursday 4am	Friday 4am	Monday	Tuesday
24 Hours	Friday 4am	Saturday 4am	Tuesday	Wednesday

Card-Present

Transaction Period	Transaction Period Starts (Store Local Time)	Transaction Period Ends (Store Local Time)	Payout Deposited into Bank Account	Data Availability
72 Hours	Friday 4am	Monday 4am	Tuesday	Wednesday
24 Hours	Monday 4am	Tuesday 4am	Wednesday	Thursday
24 Hours	Tuesday 4am	Wednesday 4am	Thursday	Friday
24 Hours	Wednesday 4am	Thursday 4am	Friday	Saturday
24 Hours	Thursday 4am	Friday 4am	Monday	Tuesday

OLO Pay Funding Schedules

OLO

For an additional charge, corporate teams can choose to enable expedited T+1 funding schedules for your brand. Please reach out to your delivery@krispykrunchy.com if you are interested in discussing this option for your locations.

Expedited Schedules:

U.S. T+1 Funding Card-Not-Present

Transaction Period	Transaction Period Starts (ET)	Transaction Period Ends (ET)	Payout Deposited into Bank Account	Data Availability
72 Hours	Saturday 4am	Tuesday 4am	Wednesday	Thursday
24 Hours	Tuesday 4am	Wednesday 4am	Thursday	Friday
24 Hours	Wednesday 4am	Thursday 4am	Friday	Saturday
24 Hours	Thursday 4am	Friday 4am	Monday	Tuesday
24 Hours	Friday 4am	Saturday 4am	Tuesday	Wednesday

Card-Present

Transaction Period	Transaction Period Starts (Store Local Time)	Transaction Period Ends (Store Local Time)	Payout Deposited into Bank Account	Data Availability
72 Hours	Friday 4am	Monday 4am	Tuesday	Wednesday
24 Hours	Monday 4am	Tuesday 4am	Wednesday	Thursday
24 Hours	Tuesday 4am	Wednesday 4am	Thursday	Friday
24 Hours	Wednesday 4am	Thursday 4am	Friday	Saturday
24 Hours	Thursday 4am	Friday 4am	Monday	Tuesday

OLO Pay Reconciliation Guide

OLO

To help your restaurant (s) reconcile transactions there are two reports available via the Dashboard:
• Payouts Report
• Transaction Data Report

Dashboard users must have the Reports and Payments permissions and access to restaurants that are set up to process with Olo Pay. You can find the reports by selecting the Reports tab. The 'Payouts and Transaction Data' reports are listed under the 'Payments (Olo Pay)' section in the category dropdown. You can find out more about each report here.

Pro Tip: pulling the Transaction Data Report by the Payout date is most helpful to reconcile against the bank statement.

If you're not sure when you will receive your payout, reference the schedule below to see when payouts arrive and what transactions will be included on each deposit

Payout Deposited into Bank Account	Transaction Period Starts	Transaction Period Ends	Transaction Period
Wednesday	Monday 4pm ET	Tuesday 4am ET	24 Hours
Thursday	Tuesday 4am ET	Wednesday 4am ET	24 Hours
Friday	Wednesday 4am ET	Thursday 4am ET	24 Hours
Monday	Thursday 4am ET	Friday 4am ET	24 Hours
Tuesday	Friday 4am ET	Saturday 4am ET	24 Hours
Wednesday	Saturday 4am ET	Monday 4am ET	48 Hours

OLO Pay Reports
OLO

There are two reports available in the Dashboard to track your Olo Pay transactions. You can find the reports be selecting the **Reports** tab.

**Dashboard users MUST have the Reports and Payments permissions and access to stores that are set up to process transactions with Olo Pay.
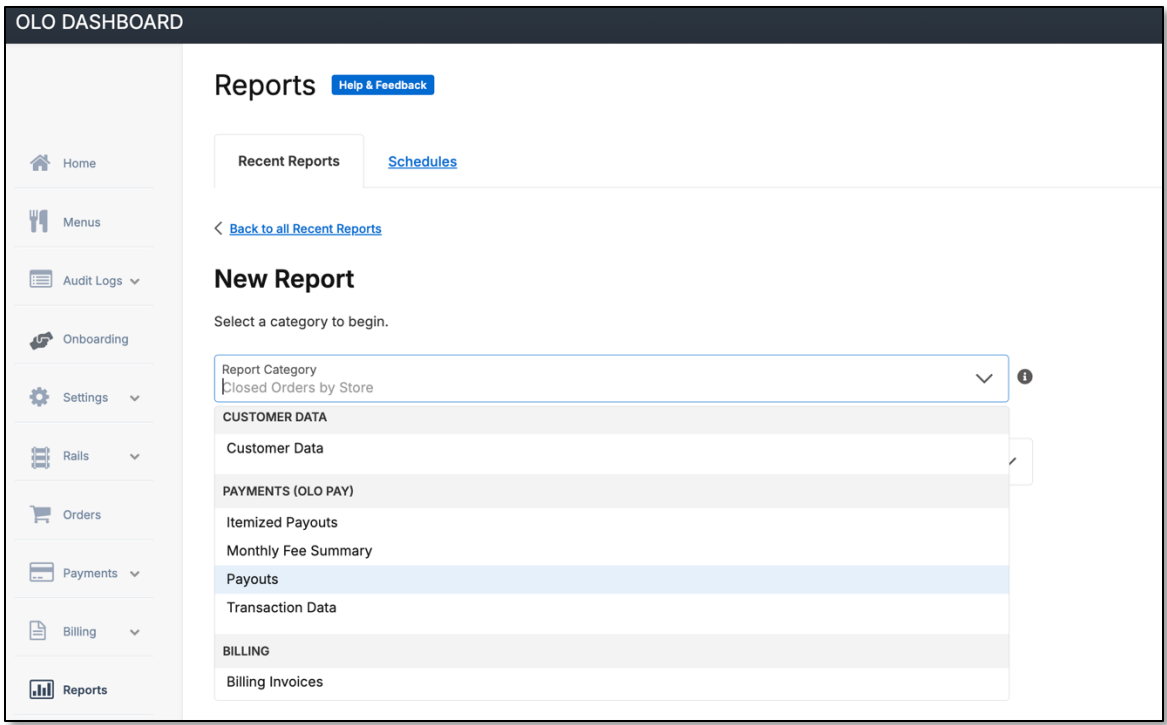
Payouts Report
The Payouts report includes summary details about each payout including the total deposit amount that is made to the bank account on file for a Connected Account. The Payout report displays the total credit card sales and any adjustments including refunds, chargebacks, and chargeback fees used to calculate the total deposit amount. This report can be used to reconcile total credit card sales and the deposit amount received.

Transaction Data Report
The Transaction Data report includes transactions that are processed via Olo Pay for a Connected Account. The transaction data report includes details about each transaction including the transaction total, Olo Pay fee, the corresponding order ID, store details, payout ID, and other details. This report can be used to reconcile Olo Pay transactions against POS reports to account for all credit card purchases.