



GUIDE FOR RESTAURANTS

# GETTING STARTED WITH FOXI.FOOD

Foxi.food gives your restaurant its own ordering website, QR table ordering and an administration for your whole team. This guide takes you from the registration form to your first order, in the order the admin asks for it.



[www.foxifood.com/help/](http://www.foxifood.com/help/)

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## REGISTERING YOUR RESTAURANT

### How do I register?

Registration is free and needs no card. Open <https://www.foxi.food/en/register/restaurant>, or pick **Restaurant registration** on the general registration page (**Create Foxi ID** is the customer account).

1. Enter your e-mail: it becomes your login and the address for system messages.
2. On **Complete your registration**, fill in the restaurant name, your name, country, address, company registration number, VAT ID or tax number and phone. Your password needs at least eight characters.
3. Consent to the terms, pass the anti-robot check and click **Complete registration**.

Your web address comes from the restaurant name: “Pizza Luigi” becomes pizza-luigi.foxi.food.

### Can I run several restaurants from one login?

One e-mail address is your login, and **Add restaurant** in the top-left switcher adds more restaurants to it. Each is a separate account with its own menu, settings and statistics, and one sign-in switches between them. Your business details must be correct and current; Foxi.food is for businesses, not consumers.

### What does the country field decide?

Your country sets your currency, time zone and the VAT rates offered in the menu editor. It decides which Country-Specific Terms apply (/legal/country-terms/). Your Stripe account is opened in this country too, and that cannot be changed later — pick the country your business is registered in. Currency can still be changed under **Settings → General → Settings** while you set up; it locks once you connect Stripe payouts, and only support can change it afterwards.

### A public profile for my restaurant already exists — can I claim it?

Yes. Some public profiles are placeholder pages built from open map data, with no owner. Open the profile and click **Claim this profile for free**: the form pre-fills from it, creates no duplicate listing, and the address, history and ratings stay. Finish the claim within 24 hours of registering; afterwards, contact [support@foxi.food](mailto:support@foxi.food) to have the two profiles linked.

## VERIFICATION, APPROVAL AND SIGNING IN

### How do I verify my e-mail, and why does it matter?

Verifying your e-mail is what puts your restaurant online — until you do, customers cannot see it. The admin shows **Verify your email address** with a **Resend verification email** button; the link is valid for 24 hours and activates the restaurant. No e-mail? Check your spam folder, then resend; the link still works if you open it twice.



## Does anyone have to approve my restaurant?

Usually not: once your e-mail is verified, your restaurant is public. Registrations from countries the platform has not launched in are reviewed first — you then see **Registration under review** and a note that approval typically takes 24–48 hours. The admin unlocks after your next sign-in.

## How do I sign in from now on?

Sign in at <https://www.foxi.food/en/login/restaurant> with your e-mail and password, or with **Continue with Google**. A session lasts seven days; **Sign out** sits at the bottom of the left menu. Forgotten password? **Forgot your password?** sends a reset link valid for one hour; the new password needs at least eight characters.

## THE SETUP CHECKLIST ON OVERVIEW

### Where do I start, and what are the ten steps?

On **Overview**, the card **Set up your restaurant** lists ten steps, the first unfinished one marked **Start here →**. Work through them in any order — the card is only a tracker, and nothing is blocked until you finish. Steps tick off from your own data; **Dismiss** hides the card when done.

| Step                                                                                                | Where you do it                                                      |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Verify your email                                                                                   | your inbox                                                           |
| Connect payments (Stripe)                                                                           | <b>Settings → General → Settings</b> , tab <b>Payments</b>           |
| Add your address and city, set opening hours, pick cuisine categories, add a restaurant description | <b>Settings → General → Settings</b> , tab <b>Restaurant profile</b> |
| Add your first menu item, set prices on all items                                                   | <b>Business → Menu → Menu items</b>                                  |
| Set up delivery                                                                                     | <b>Operations → Delivery → Prices &amp; rules</b>                    |
| Upload a logo                                                                                       | <b>Business → Website → Appearance</b>                               |

### Why will my address not tick off?

The step needs an address the map can find: street and number as the map knows them, no abbreviations or additions, and the right city. Without coordinates the system currently falls back to your fixed delivery fee on distance-based zones, and courier dispatch cannot run.

## BUILDING YOUR MENU

### How do I build the menu?

A menu has three parts: categories, items and option groups.

1. Create categories under **Business → Menu → Categories**; the position number sets their order.
2. Add dishes under **Business → Menu → Menu items** with **Add item: Product name**, description, **Category**, **Price (incl. tax)**, **Tax (%)**, the 14 EU **Allergens** and **Dietary tags**.
3. Build shared choices under **Business → Menu → Option groups** and attach them to items.



A new item is hidden until you tick **Active** — the same switch sits in the item row, so customers see nothing until it is on.

**Availability** sets whether it sells on all channels, online only or dine-in only. Deleting is permanent — take an item off the menu instead.

## Can I import a menu I already have?

**Business** → **Menu** → **Import menu** offers three modes; every import creates new items, so importing twice leaves duplicates.

- **CSV import** — **Download template**, fill in its columns, up to 500 rows.
- **AI import** — from a menu photo, a website URL or pasted menu text.
- **Wolt / Bistro.sk** — paste your own public page; photos and option groups are not imported.

Check the preview, then set prices and tax.

## How do I add photos and other languages?

Two AI tools work on finished items, both drawing on a monthly AI budget.

- **AI & Automation** → **AI Dashboard** → **AI Image Studio** generates food photography for items with no picture. Pick a **Photo style**, tick **Select all missing** and press **Generate ... images**.
- **AI & Automation** → **AI Dashboard** → **Menu Translations** translates your menu into 24 languages; rows you correct by hand are marked **Edited manually** and never overwritten.

**Good to know:** AI images and translations are drafts. You stay responsible for every item: the picture must match what you serve, and allergens and prices must be checked in each language. Foxi.food does not verify menu content.

## ORDER CHANNELS AND PAYMENTS

### Which channels can I switch on?

**Settings** → **General** → **Settings** carries **Order channels**; a switched-off channel disappears from checkout at once.

- **Courier delivery** — your own couriers, or an external provider you contract with yourself (Wolt Drive, Uber Direct), chosen under **Operations** → **Delivery**. Prices and zones live under **Prices & rules**.
- **Pickup** — customers order ahead and collect.
- **Table orders (QR)** — guests scan the code at the table.

Scheduled orders are never confirmed automatically — confirm them under **Operations** → **Orders** → **Scheduled orders**. In the top bar, **Accepting orders** pauses every channel and **Rush hour** adds 15 minutes to estimates.

### What do I pay, and what does my customer pay?

Web and app orders carry Foxi.food's processing fee of 0.45 EUR, which your customer pays as a separate line at checkout — delivery and pickup, card and cash alike. Today QR table orders and staff-entered phone orders carry no processing fee, and there is no monthly or setup fee. Three lines can be yours. Courier-delivered orders add Foxi.food's platform delivery fee, currently 10 % of items plus tip minus discounts, on card and cash alike. On a card order Stripe's card fee is yours, charged by Stripe on your own Stripe account, not by Foxi.food. It is typically 1.5 % to 2 % plus 0.25 EUR per transaction. You also fund the automatic card-payment discount, 5 % by default; the platform sets it, so ask support@foxi.food for a different rate. Every money line on every kind of order: /help/payments-and-fees/.



## How do I start taking card payments?

Cash orders work from day one. Card payments need an active Stripe account, and it belongs to your restaurant. The money is charged there and Stripe pays it out to your bank, so Foxi.food never holds your revenue. Open **Settings → General → Settings**, tab **Payments**, sub-tab **Online payments → Start activation**. Once active, tick **Online card payment** for the channels you want. You reach the account from that same **Payments** tab (**Open Stripe dashboard**), where you handle refunds and card disputes. Full walkthrough: </help/payments/stripe/>.

## PUBLISHING AND SHARING YOUR ORDERING PAGE

### Where is my ordering page?

At your free foxi.food subdomain; **View website** in the top bar opens it. Its look — logo, images, colours, section order — comes from **Business → Website → Appearance**, with **Preview** before you save. Before sharing the link, check that **Accepting orders** is on and the channels you want are enabled.

### What has to be on the page before I share it?

The page carries your own terms toward your customers; a default set was generated at registration, editable under **Settings → General → Settings**, tab **Terms & Policies**. Treat it as a draft: it is your document, and Foxi.food does not check it for legal compliance, so have it reviewed for your country. You are also the data controller for your customers' order data, so the page needs your own privacy information and a cookie-consent mechanism (</legal/privacy-policy/>, </legal/data-processing-agreement/>). The Terms (</legal/terms-of-service/>) ask you to tell customers that the ordering system runs on FoxiFood technology.

**Good to know:** the FOXI ID Terms of Use and Privacy Notice, which Foxi.food supplies, must stay reachable in their original wording. They cover FOXI ID login data only, not the order data you process.

### Can I use my own domain?

Yes, under **Business → Website → Domain. Register a new domain** — search and buy by card; that purchase is separate from platform fees, **Auto-renew** charges yearly, and DNS and SSL are handled. Or **Connect your own domain: Nameservers (recommended)**, where records, SSL and the non-www version are automatic, or a **CNAME record** for www only. Foxi.food shows you the two nameservers, or the one CNAME record. You set those at your domain registrar — where you bought the domain — then click **Verify DNS**. Propagation usually takes under 15 minutes, but can take up to 48 hours; your foxi.food subdomain keeps working meanwhile. **Remove domain** disconnects the address at once, so reprint QR codes and update links.

### How do customers find the page?

- **QR codes** — **Operations → Tables → QR codes** prints a code for each table, labelled “Scan to order”. Create the tables under **Operations → Tables → Table overview** first; orders are matched by the code's number.
- **Google** — **Business → Marketing → Google profile** gives your ordering link and four steps for adding it to your Google Business Profile. Its “Order online” button leads to your page.



## YOUR TEAM, YOUR DEVICES AND YOUR CASH REGISTER

### How do I add my staff?

**Settings → Employees & roles → Employees → Add employee:** name, e-mail, phone and a **Role**. A new e-mail address creates an account — you also set a **Password** of at least eight characters and pass it to the employee; an existing account is just attached. Everyone signs in at the restaurant portal, so give each tablet its own account. **Status → Inactive** removes access but keeps the history.

### Which Role gives which rights?

Rights come from the **Role**, not the free-text **Position**. **Operations manager** and **Shift lead** see the whole admin except owner-only sections. **Head chef, Cook, Waiter, Cashier** and the other kitchen and floor roles see orders, kiosk, kitchen, service, menu, tables and inventory — no finances, settings or statistics. **Delivery driver** gets only the courier app. Owner-only: finances, accounting, settings, employees, appearance, domain and delivery prices. For full access, make the person an owner on the **Ownership** tab: owners see everything, including Stripe and bank details, and can add or remove owners. Add only people you would trust with your bank account.

### Which apps do we use?

There is no separate app for your restaurant, though customers can add your ordering page to their home screen. What you use:

- **Foxi for Restaurants** (Google Play, App Store) — the same administration on your phone, with a full-screen ring for new orders and Bluetooth printing. Pair the printer under **Settings → Devices & printing**.
- **Kitchen Display** and **Service Mode**, opened from the quick-launch buttons on **Overview**, run the kitchen and floor screens on a tablet; couriers use courier.foxi.food.

### Does Foxi.food connect to my cash register?

Not today: under **Settings → Integrations** the POS and fiscal cash-register items are marked **Coming soon**. Instead there is **Foxi API & Webhooks** — read-access keys plus webhooks for new orders and status changes. CSV and JSON **Exports** sit under **Finance → Accounting → Data export**. For now, orders are re-entered by hand. You stay responsible for your country's fiscal registration; how to record online orders, ask your accountant.

## YOUR FIRST ORDER

### How do I test everything before I tell customers?

Place one real, cheap order yourself — it exercises the whole chain.

1. Open your page with **View website** and order as a customer.
2. Watch it arrive: the notification rings and it appears under **Operations → Orders → All orders** and the **Order kiosk**.
3. Accept it, set a preparation time and check the customer e-mails arrive; a paired printer prints the ticket at once.
4. Finish with **Cancel order** before marking it delivered: today the system refunds a paid card order in full and books no platform fee. A delivered order cannot be cancelled — refund it later from your Stripe dashboard, under Stripe's terms.

**Good to know:** the customer's e-mail is a proof of payment, not a fiscal or cash-register document. The fiscal receipt stays with you; how to record online orders, ask your accountant.



## What should I check before the first busy day?

- Allow order notifications on every device that takes orders, and tap the screen once so sound works.
- Check your opening hours and closed days — customers cannot order outside them.
- Agree who accepts orders — if nobody does, the notification rings again after a minute, and the owner is alerted after 15 minutes.
- Under **Settings** → **General** → **Settings**, set the default preparation time and whether orders confirm automatically.

## WHERE TO FIND HELP

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### Whom do I ask?

- **Foxi.food support** — support@foxi.food, Monday to Friday, 9:00–17:00 CET. Include your account e-mail, restaurant name, what you did, what you expected and a screenshot.
- **In the admin** — **Guide** starts a tour, **Manual** at the bottom of the left menu opens the manual, and **Ask Foxi** answers product questions. For fees and pricing: /help/payments-and-fees/ and /pricing/.
- **Your accountant** — VAT, fiscal registration and bookkeeping.

Foxi.food supports restaurants; your customers' questions about their orders come to you. You are the seller — the order chat and customer notifications are your tools.

### Which documents govern this topic?

- Terms of Service — /legal/terms-of-service/ (registration, account, your duties)
- Acceptable Use Policy — /legal/acceptable-use-policy/
- Privacy Policy — /legal/privacy-policy/ and Data Processing Agreement — /legal/data-processing-agreement/
- Refund Policy — /legal/refund-policy/ (fee refunds; who handles customer order refunds)
- Country-Specific Terms — /legal/country-terms/
- Service Level Agreement — /legal/service-level-agreement/
- Pricing — /pricing/

This guide is online at <https://www.foxifood.com/help/getting-started/>.

# STILL HAVE QUESTIONS?

Technical support for restaurants is available by e-mail. Include the name of your restaurant and, where relevant, the order number.

**support@foxi.food**  
**[www.foxifood.com/help/](http://www.foxifood.com/help/)**



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