

Set up online ordering for a restaurant

What a restaurant needs for online ordering on its own site: menu items, ways to pay, delivery or pickup, and what we handle for you.

Add-on Online store

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Online ordering on your own site works like a regular online store, with one big difference: you fill each order right away. Here is what it takes, in the order that works best, and which part is ours.

Add the store

Adding an online store to your site is our job. We add the store and a page for online orders. Ask us when you're ready.

Put your menu in as products

Each dish or drink is a product in your store.

- Add items one at a time. See [Add a product](#).
- Have a long menu? You can load it from a spreadsheet. See [Import or update products from a spreadsheet](#).
- For choices such as the kind of bun or the size, see [Add sizes, colors and other options](#). If a choice changes the price, the new price shows on the product page right away.
- Track stock for things that can sell out. See [Track your stock](#).

Your regular menu page is separate. See [Build your menu with the restaurant menu block](#).

Choose how customers pay

- Cards online: Connect a way to take card payments.
- Pay when they arrive: Accept cash, check or pay in store.
- A tip choice at checkout: Collect tips at checkout.
- Gift cards: Sell gift cards.

Choose delivery or pickup

- You deliver nearby: Offer local delivery.
- Customers collect at the door or curbside: Offer in-store or curbside pickup.

Tell customers how it works

Add a short note to your online orders page: which days and hours you take orders, how pickup or delivery works, and how tips and gift cards work. Keep it plain and short.

When orders come in

- Check your orders often during service. See [Find and manage your orders](#).
- To get a copy of each customer email on a staff inbox, see [Choose who gets store emails](#).
- If you close for the day or a holiday, tell customers. See [Put up a closure banner](#).

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and want your menu loaded? Email hello@zossoz.com with your business name and your menu, with prices and any choices, and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Add a product](#) · [Offer local delivery](#) · [Offer in-store or curbside pickup](#) · [Connect a way to take card payments](#) · [Build your menu with the restaurant menu block](#)

More guides: the Zossoz Help Center · Questions? Email hello@zossoz.com