Swift
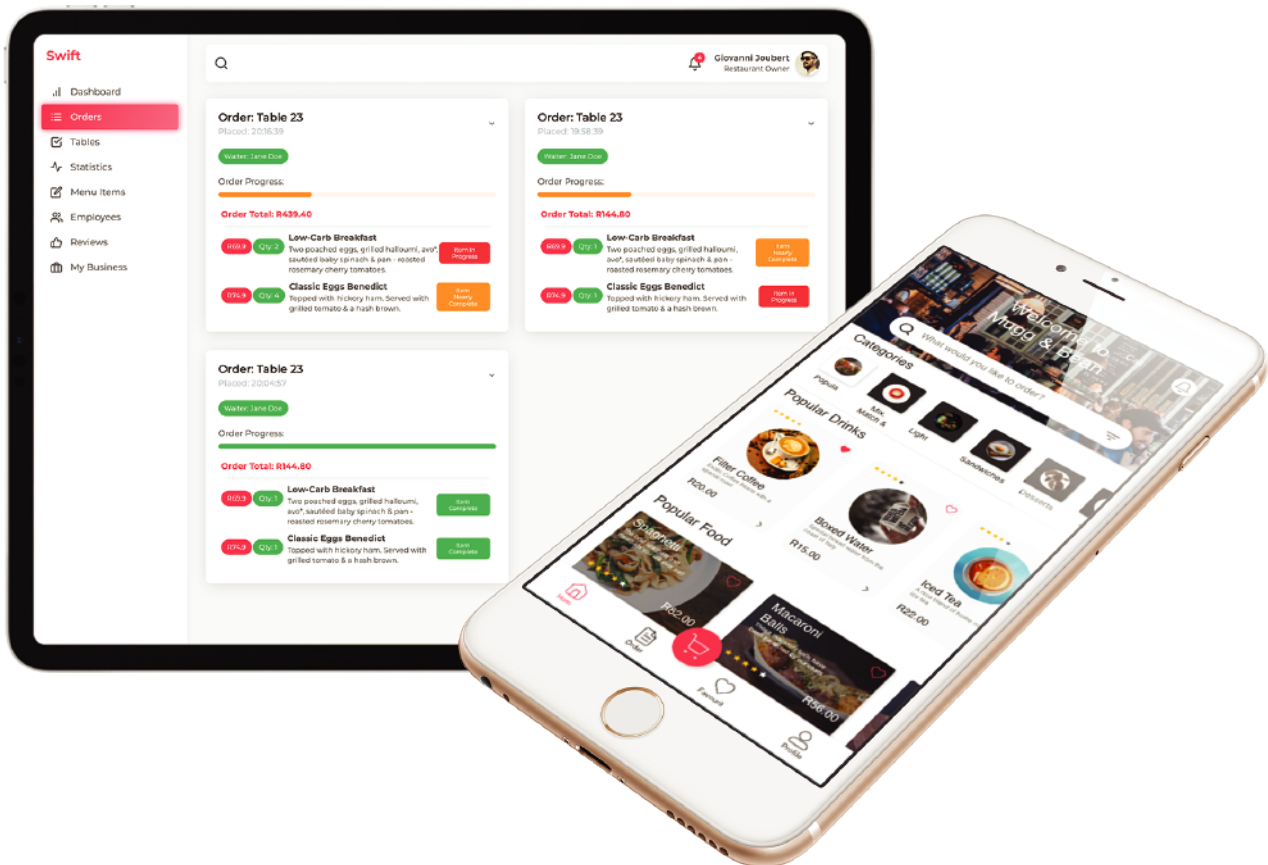
User Manual
Rev: 3.0

App Introduction

Swift aims to create a convenient, flexible, and scalable interface suitable for both customers and restaurant owners giving users the opportunity to order, track and pay for their food immediately. The application will also use Augmented Reality to show real live photogrammetry models of the food, making the menu come to life.

The app is available as two installable interfaces: Swift, suitable for customers at a restaurant, and Swift Management which is aimed at the restaurant owner and staff.

Installing Swift or Swift Management

Swift is being developed for, and can currently be run on: Android, iOS and as a Progressive Web App on modern browsers such as Google Chrome. We support both desktop and mobile devices through the web.

The app is currently installed through either its APK (Android) or development kit (iOS), but we plan to deploy it to the respective app stores once ready.

Simplified Deployment Diagram
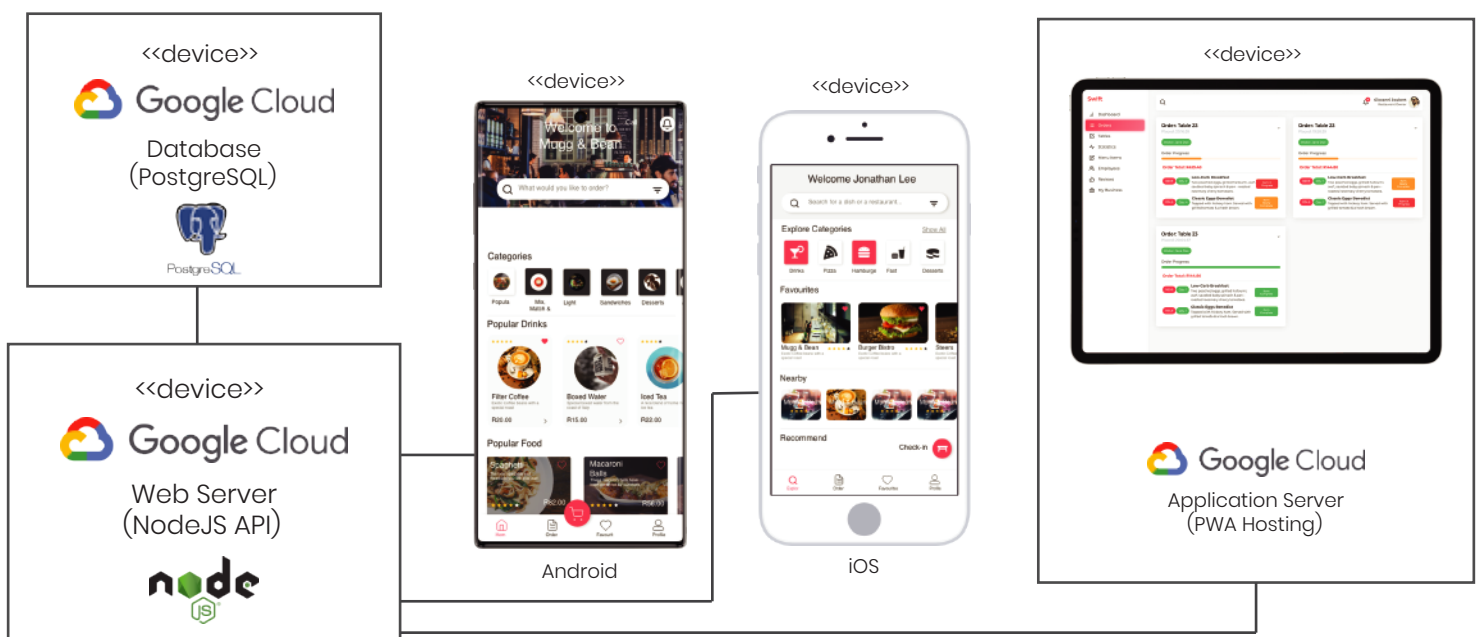
Registration & Login

Upon opening the Swift app, you are presented with the option to either register or login. Once on either page, you can easily switch to the other by tapping either "Login" or "Register" at the bottom.
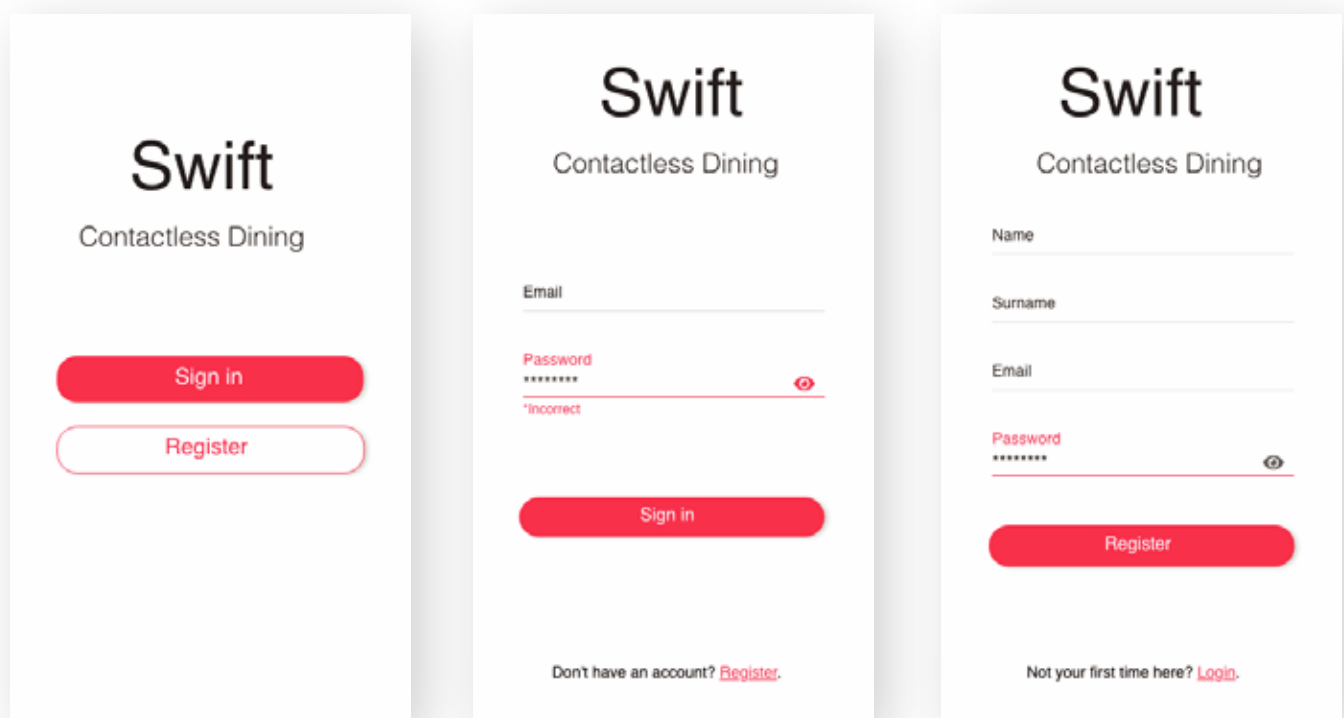
Simply fill in your details, the app will ensure that every field is correct according to the validation rules required. After you are done, tap on either "Sign in" or "Register"

Security

Once you log in, your device is issued with a secure token pair that is used to verify each and every action that takes place within Swift. This ensures that someone else on another device won't be able to log in to your account.

Exploring Restaurant Options

Once logged in, you will be directed to the Explore page. Here you can use the search bar, or categories filter to narrow down the perfect restaurant for the occasion. Nearby restaurants are listed at the bottom, and restaurants that you have marked as favorite (more on that in a moment) show up in the middle. Once you have settled on which restaurant you prefer, simply tap on it's image and you will be directed to the relevant menu options.

If you are already seated at a table with a Swift QRCode, tap the "Check-in" floating icon in the bottom right to open up your QRCode scanner.
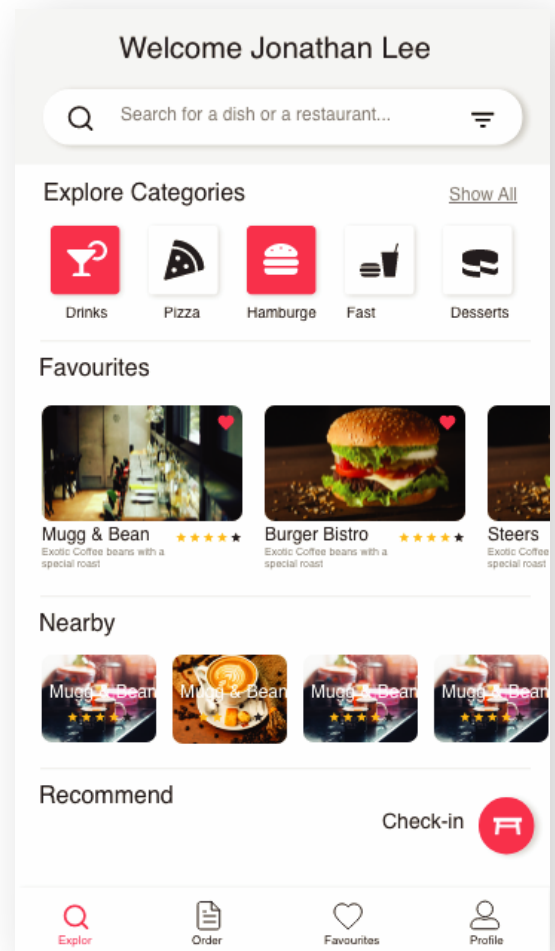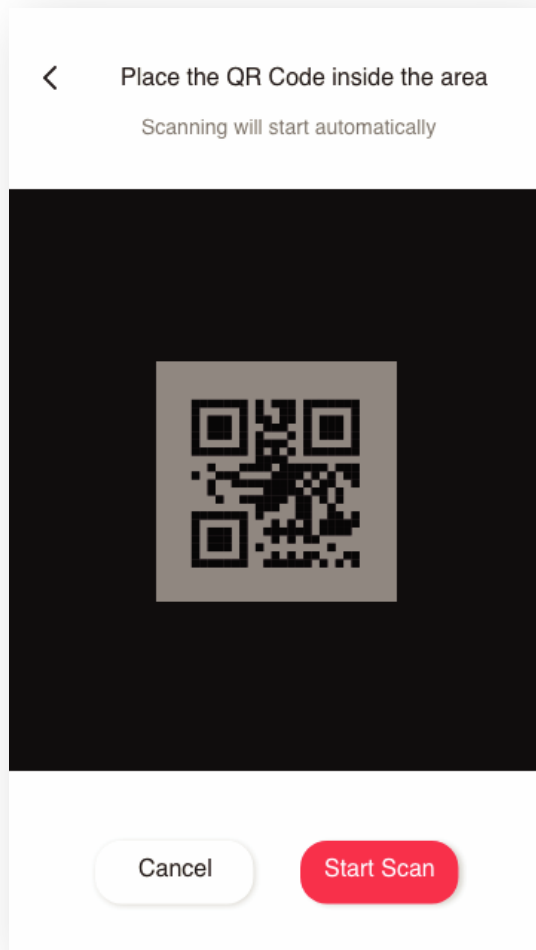
Check-in via QRCode

After pressing on the "Check-in" icon on the explore page, you will be redirected to a QRCode scanner. Should your device request camera access, please allow in order to use this feature.

Simply press on "Start Scan" and scan the QRCode on the table. You will automatically be checked-in to the restaurant and get a waiter assigned to you.
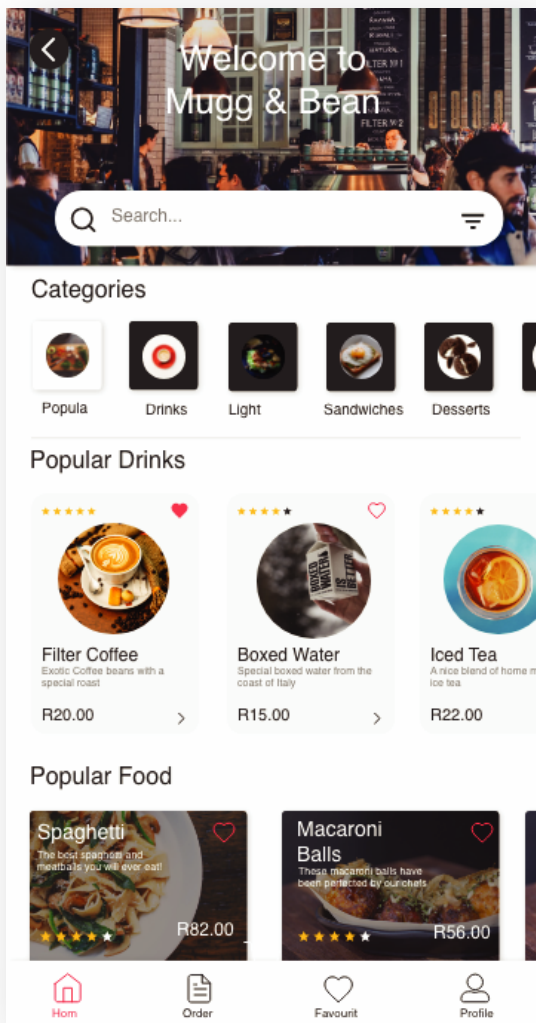
Exploring The Food/Drinks Menu

After you have checked-in to a restaurant, you can now view all of the menu items available. Again you have the option to filter by searching or via the provided categories. The beverages and food menu's appear below.

You can tap on the heart icon in the top right of each menu item to add it to your favorites.

Should you wish to view further information on each item, tap on the card displaying the item's image and you will be directed to the menu item's description and other details.

From here you can also add the item to your order.

Adding a Menu Item to the Order

Once you are on the specific menu item's page, you are provided with ratings left by other users, the item's description, the estimated preperation time and more.

From here you can customise the item by selecting the Size, Quanitity and the various specific attributes of each item. Select the attributes you prefer and click "Add To Order" if you wish to purchase this menu item.
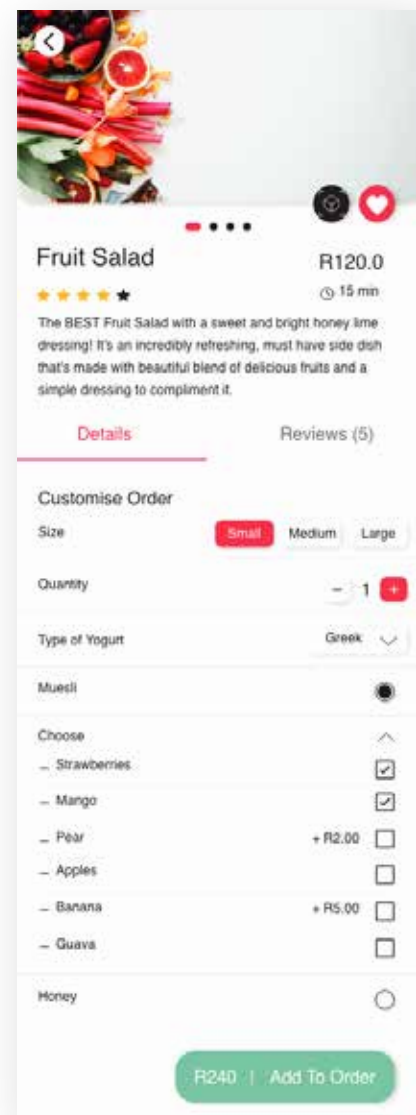
Reading Restaurant Reviews

On the menu item's page, click on the "Re-views" tab to see all reviews left by other users (and responses by the owner of the restaurant). Should you wish to quickly leave feedback on an item, you can make use of the "feedback-phrases" above the longer reviews. Simply tap on the stars to leave your
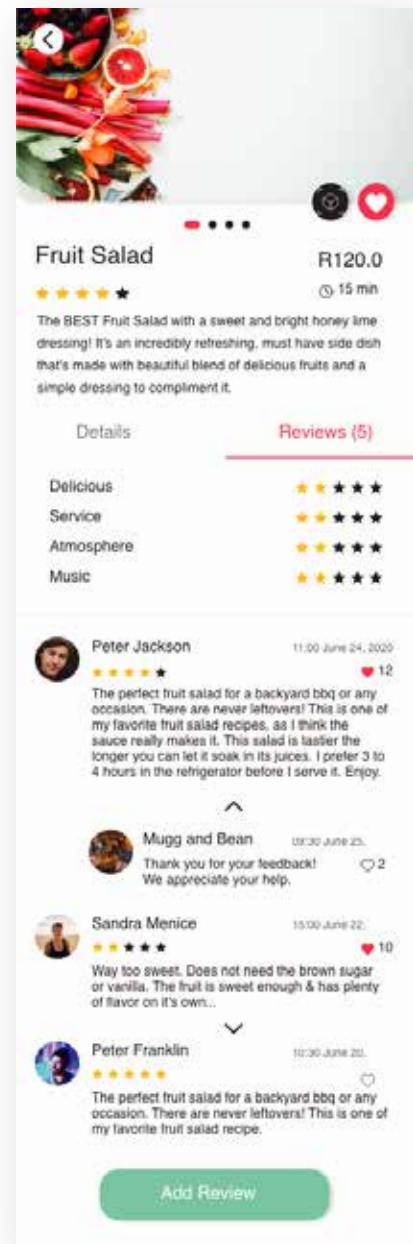
Adding a Descriptive Review

To leave a more descriptive review, tap on "Add Review" at the bottom. You will be directed to the "Rate restaurant" page as seen on the left. Here you can leave your "feedback-phrases" accompanied with a descriptive message. You can choose to have the review be public by tapping on "share with public". Tap "Leave Rating" once you are ready to submit your feedback.
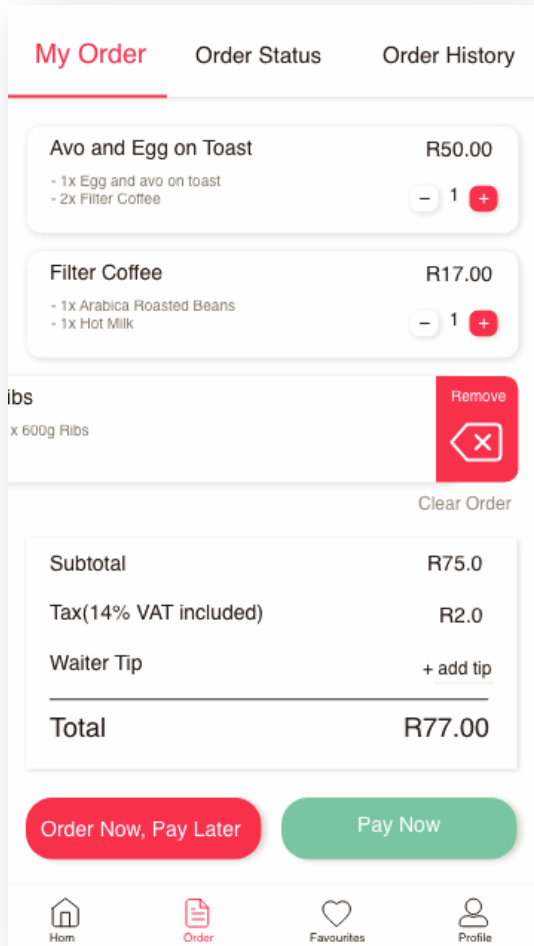
Reviewing your Order

Once you have hit "Add Item to Order" on the menu-items page, you can navigate to "Order" on the bottom navigation menu. This will show all of your order items.

From here you can change the quantity of each order item by tapping on the plus or minus icons next to the item's info.

Swiping from right to left on an item's card will allow you to remove the item from your Cart.

At the bottom of this page you can view your order total.

You have the option to "Pay Now" or "Pay

Order Status / History

If you tap on "Order Now, Pay Later", you will immediately have access to your Order History and Order Status by navigating with the tabs at the top of the display. On the Order History tab, you can view all your recent orders, leave a rating, track outstanding orders or rate past orders.

On the Order Status page you are updated each time your meal's status changes
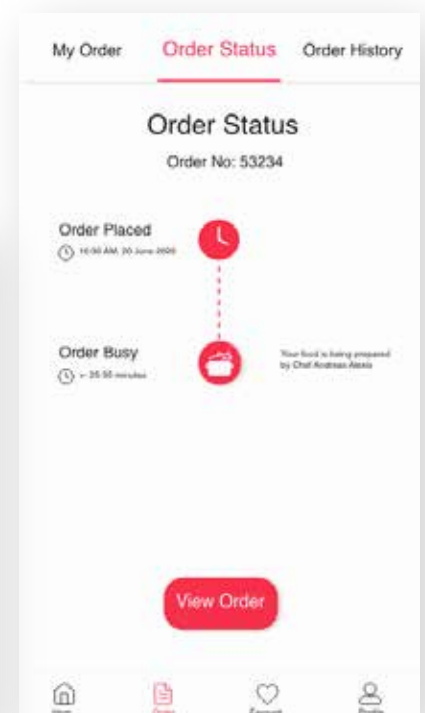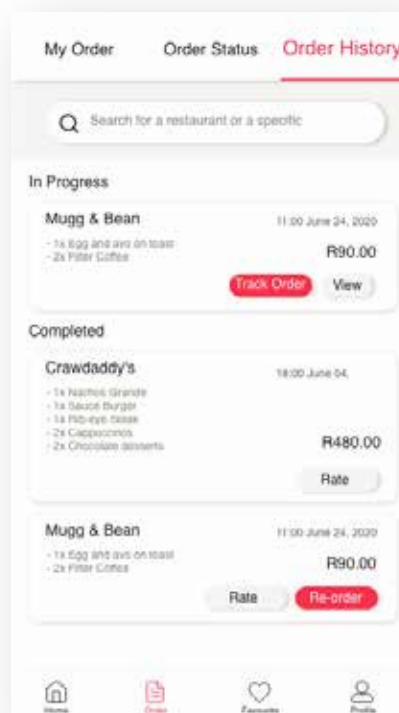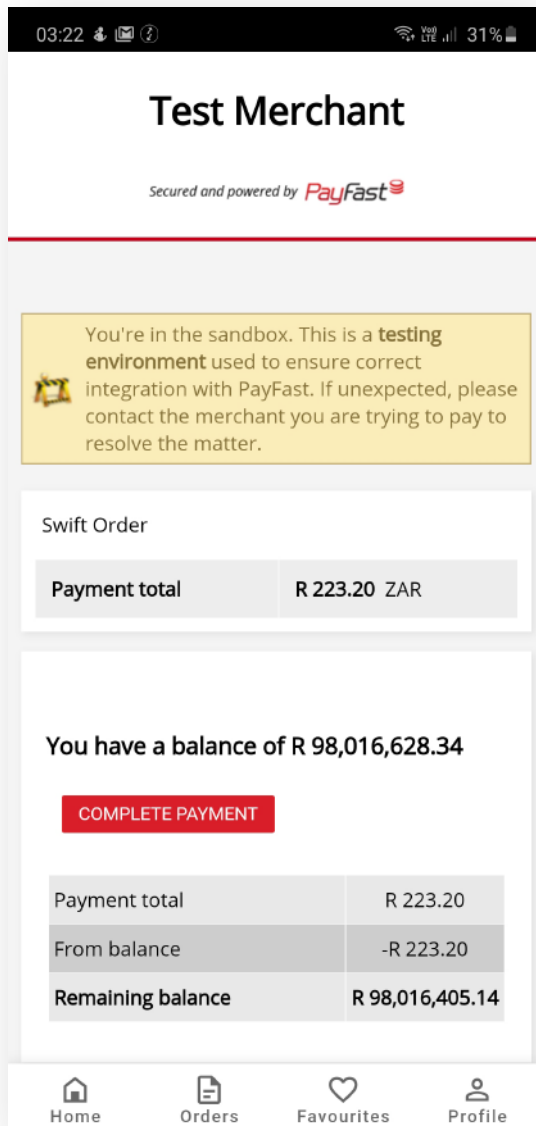
Processing Card Payments

Currently, we have only integrated with the PayFast payment gateway. We plan to extend this in the future to support Zapper, SnapScan and possibly NFC options as well.

Upon tapping on "Pay Now" on the order page, you will be redirected to PayFast. All of your confidential information such as credit cards are stored and managed by them.

To complete the payment, enter your payment detail in the PayFast prompt and tap "Complete Payment".

App Introduction

Swift management provides restaurant owners of all sizes the opportunity to simplify their ordering process. With a fully-fledged dashboard, it provides owners the tools they need to successfully start and manage a top restaurant. We plan to release Swift management to the public, meaning there is no barrier to entry.

Installing Swift or Swift Management

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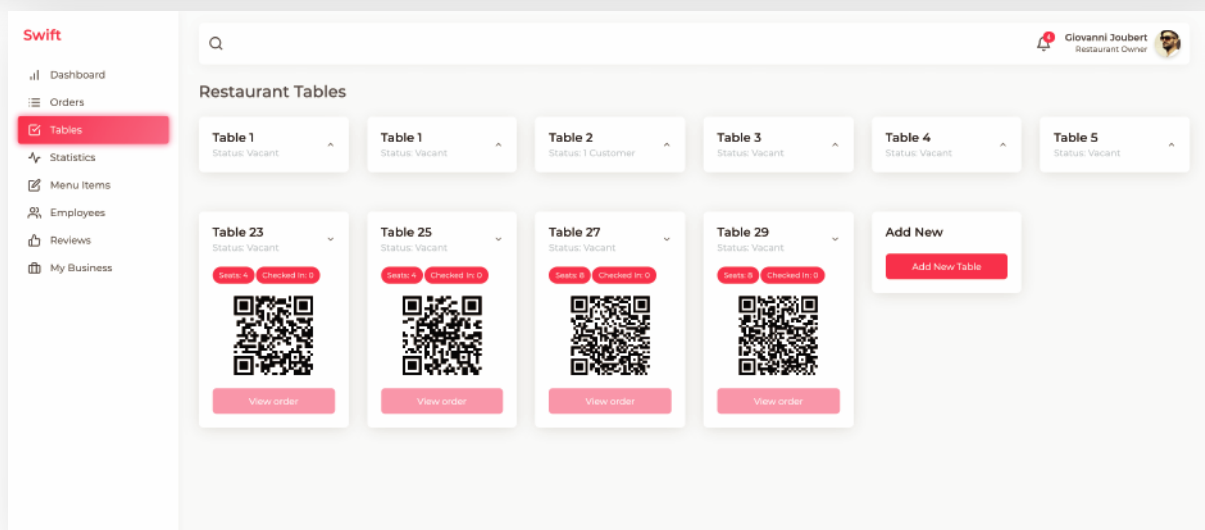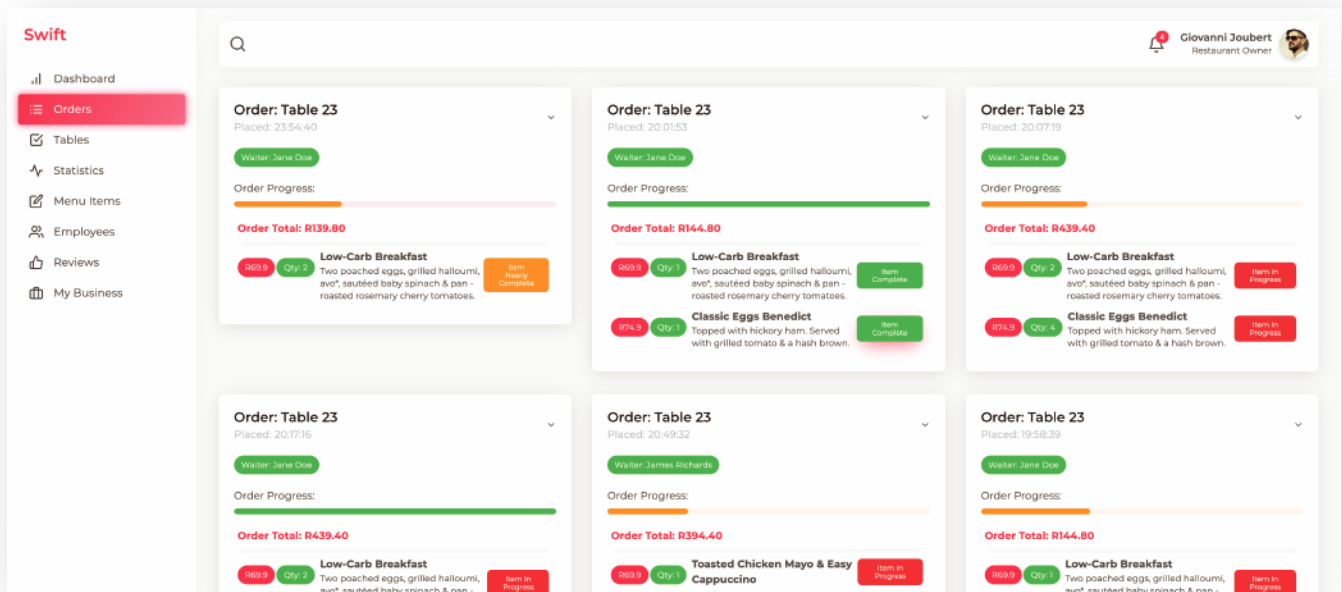
Registration & Login

Upon opening the Swift Management app, you are required to either Register an account or Login to an existing account. To switch between the two options, click on the tabs above the respective forms.

Simply fill in your details, the app will ensure that every field is correct according to the validation rules required. After you are done, tap on either "Login" or "Register"

Security

Once you log in, your device is issued with a secure token pair that is used to verify each and every action that takes place within Swift. This ensures that someone else on another device won't be able to log in to your account.
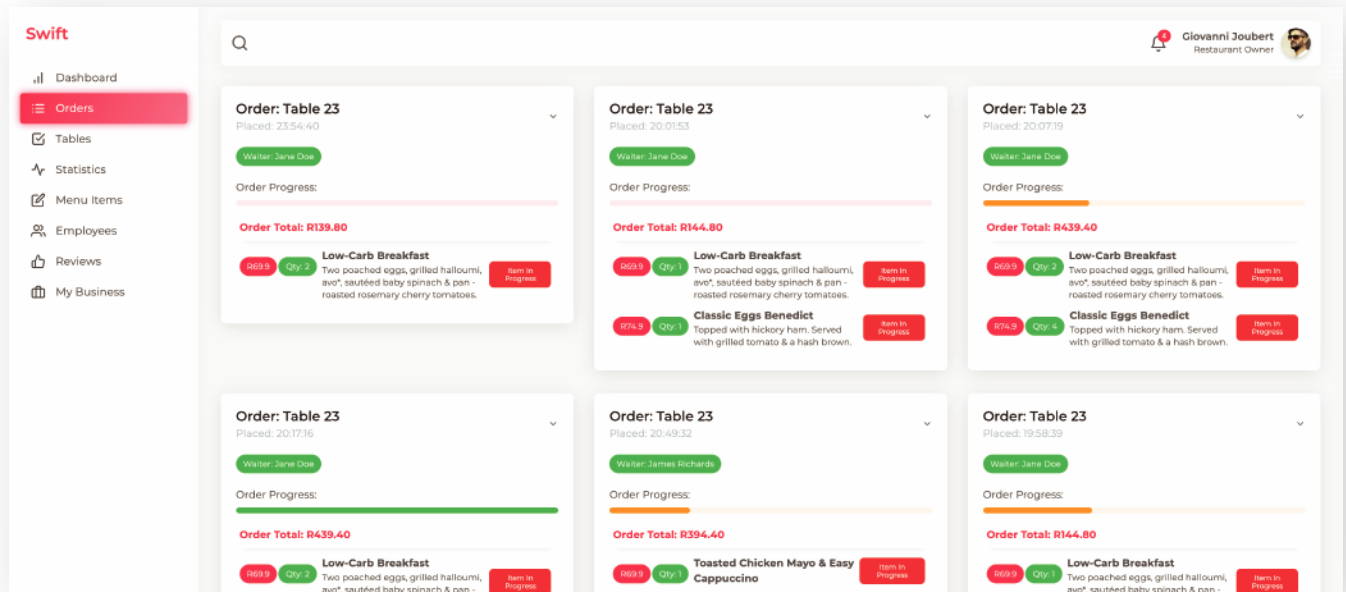
Manage Orders

Once logged in, you will be redirected to the Orders section. Here you can view all active orders for your Restaurant. All menu items associated with an order will display alongside the quantity and price for each item. The waiter assigned to the order, order total and the progress of the order show above the menu items.
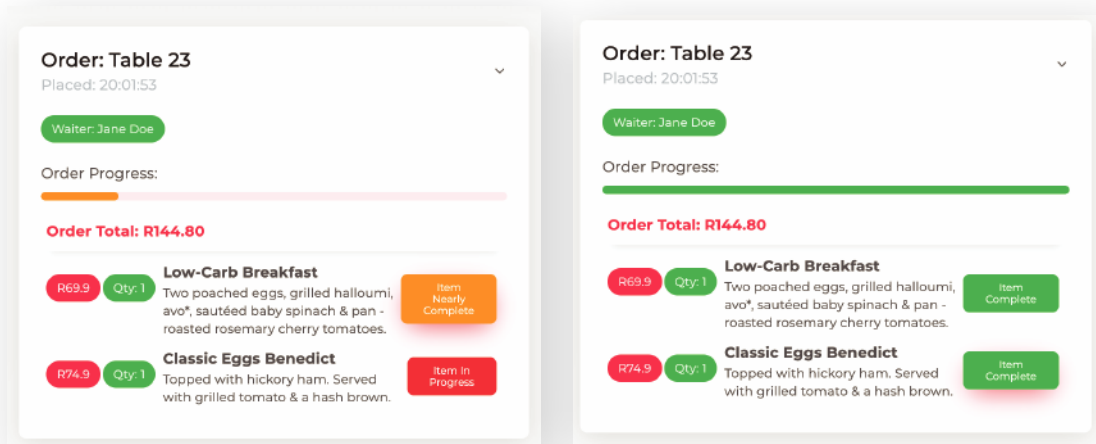

Update Order Status

To keep the customer in the loop, you can update the order status by clicking on the button to the right of each menu item within a specific order. This will change the menu item's status between "Item in Progress, Item Almost Complete, Item Complete" and increase the entire order's status proportionally. The customer is then notified and received the order completion percentage.

Manage Tables

Heading to the Tables section (by clicking on the "Tables" tab in the left hand menu) will show all the tables at your restaurant, alongside the current status of the table, a link to the table's order (if there is any) and the tables QRCode used by customers to check-in.
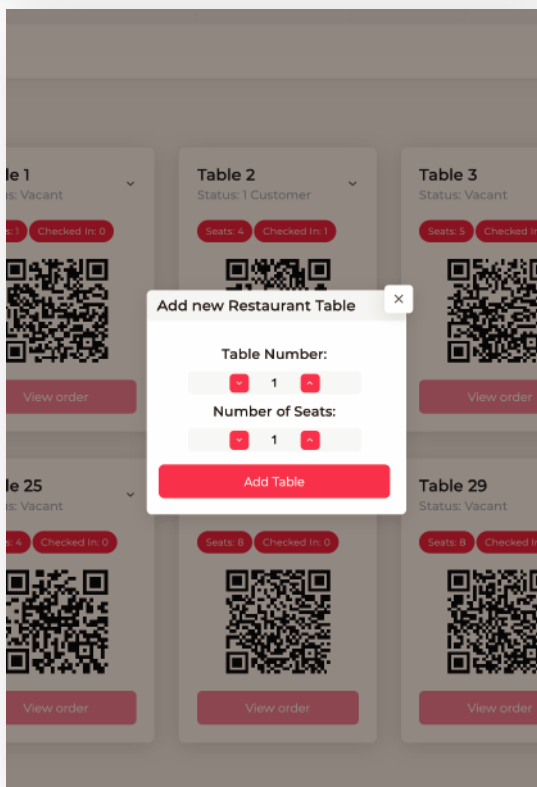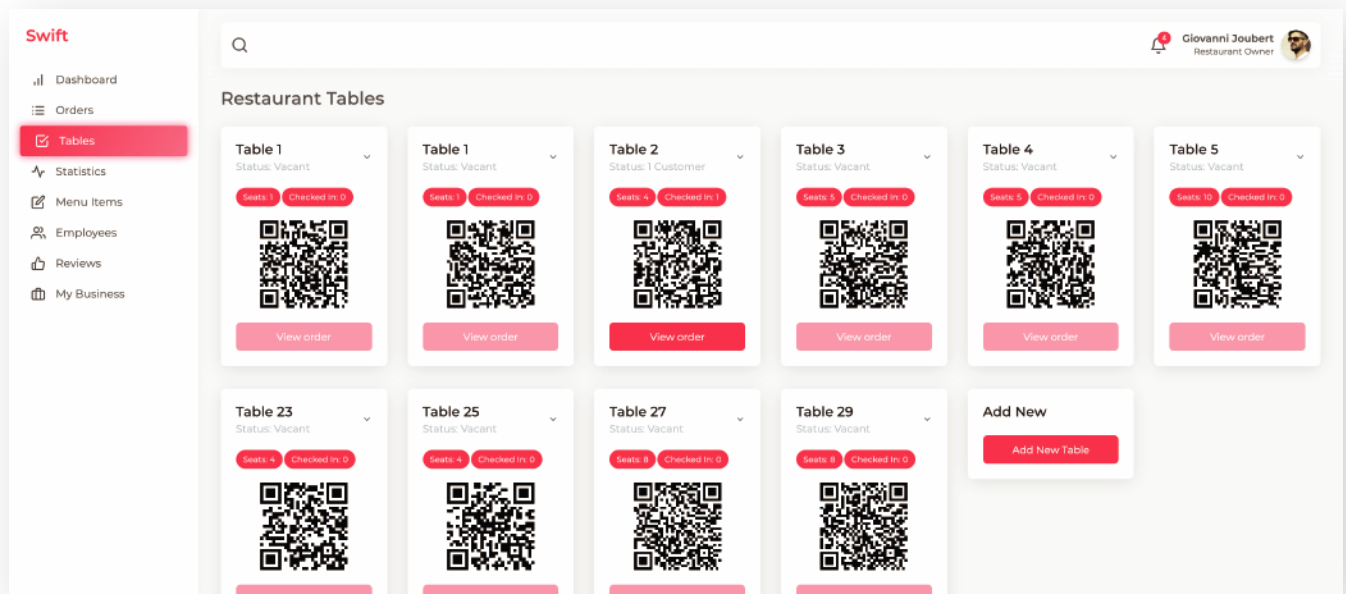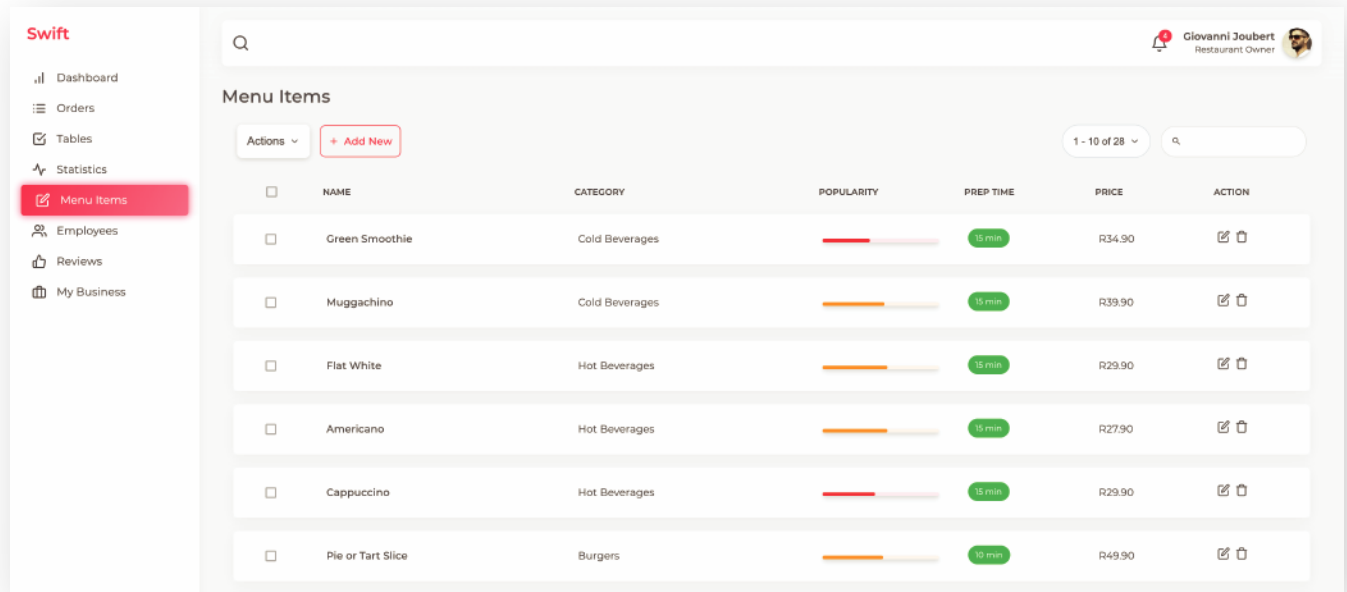

Adding a new Table

To add a new table to your restaurant, click on the "Add New Table" button that appears at the end of the list of tables.

This will show a popup where you can specify the new table's number and the number of seats to allocate to the table.

A QRCode is automatically generated for the table.

Manage Menu

Heading to the Menu Items section (by clicking on the "Menu Items" tab in the left hand menu) will list all the menu items available at your Restaurant. You can use the checkboxes on the left of each menu item to select multiple items if you need to use a bulk action (Delete, Export). Clicking on the title of any field will arrange the menu items according to that field.
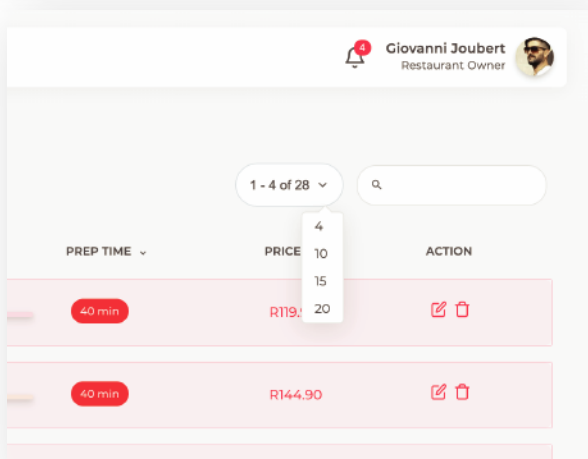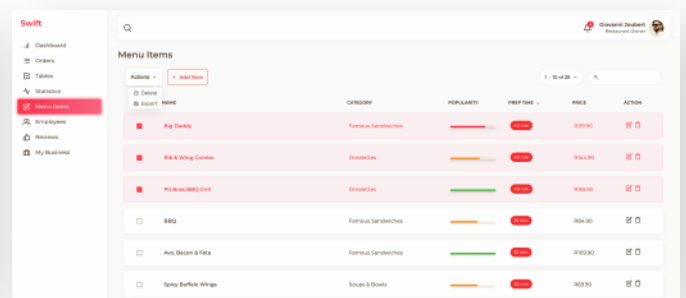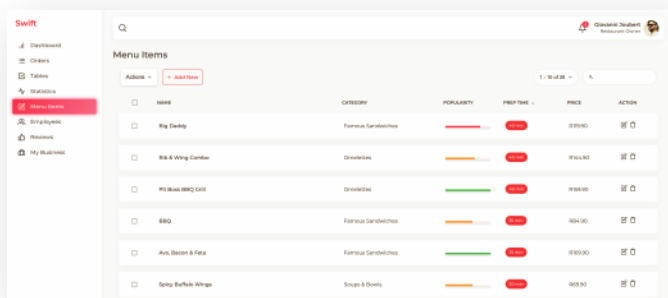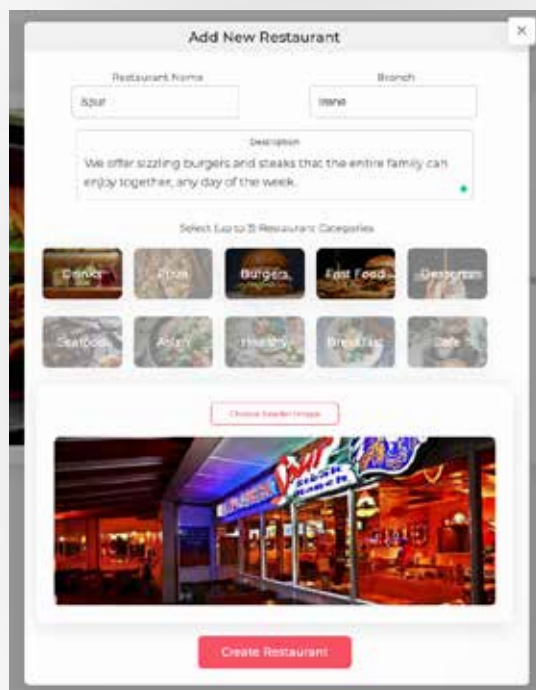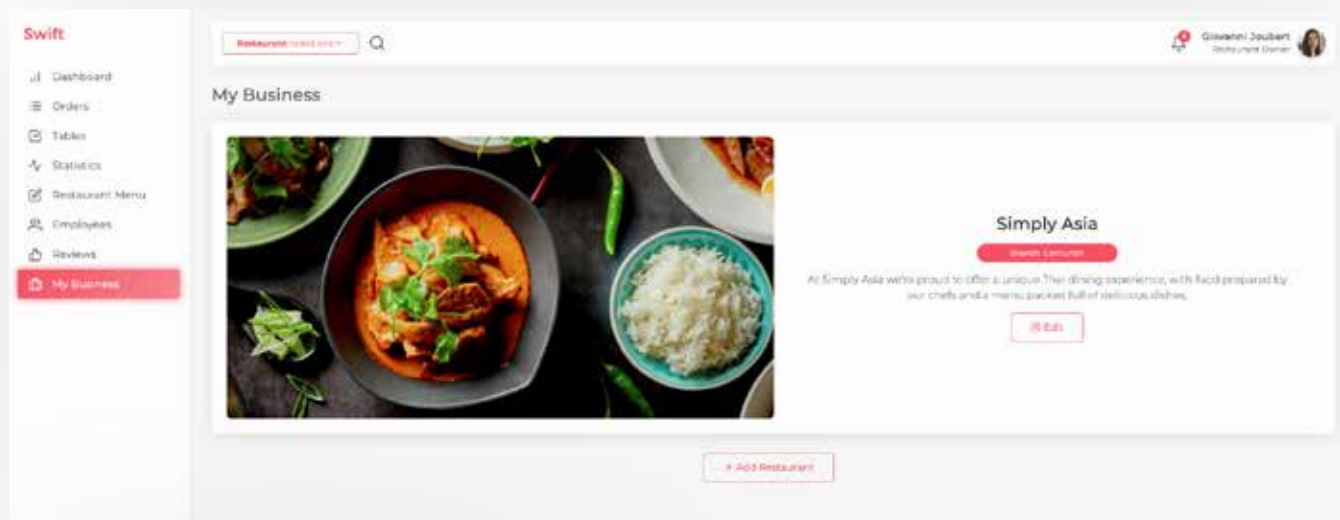

Changing List View

To change the amount of menu items that display, click on the drop down next to the search bar at the righthand side of the display. Here you can select how many items to display on each sub-page.

Managing Restaurants

Anyone can register for the Swift management application and list their restaurant on the system. A user also has the option to create multiple restaurant branches, or even completely seperate businesses.

Adding a new Restaurant

Upon clicking on "Add Restaurant" from the My Business view, the user can proceed to provide the details of their restaurant. They can add a header image to draw a customer's attention and select the main categories that their restaurant falls in to.

Chaning the current Restaurant

The management user can change their current restaurnwithin the navigation bar.

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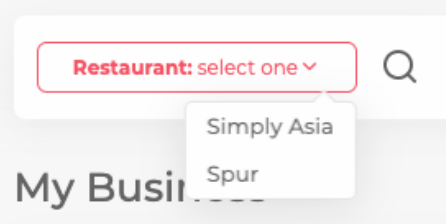

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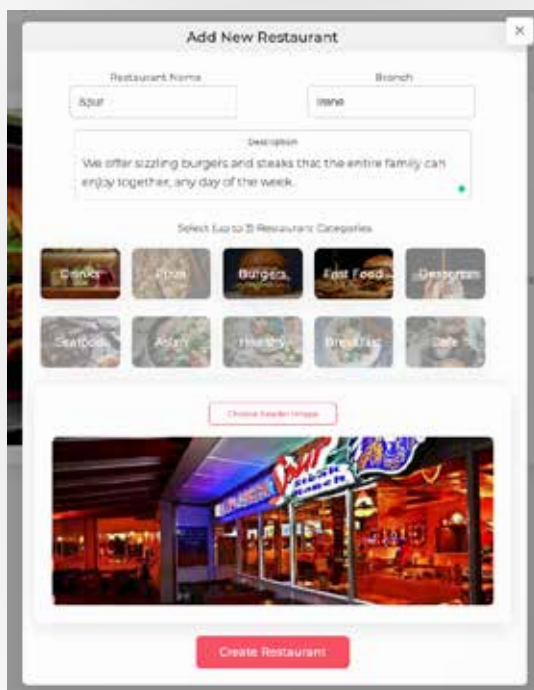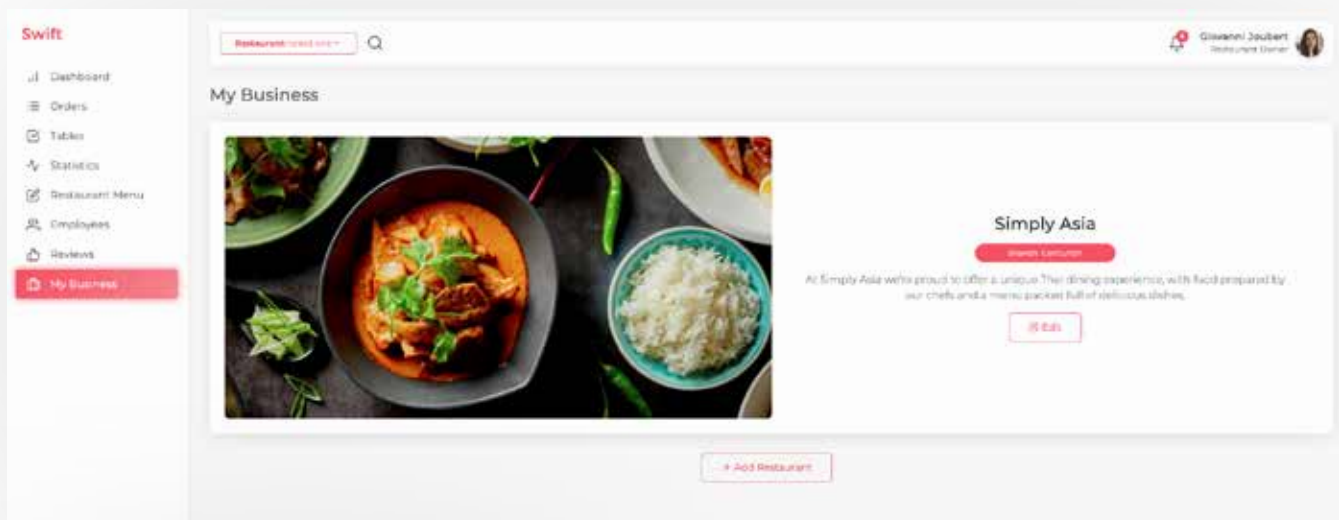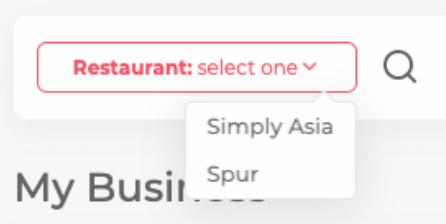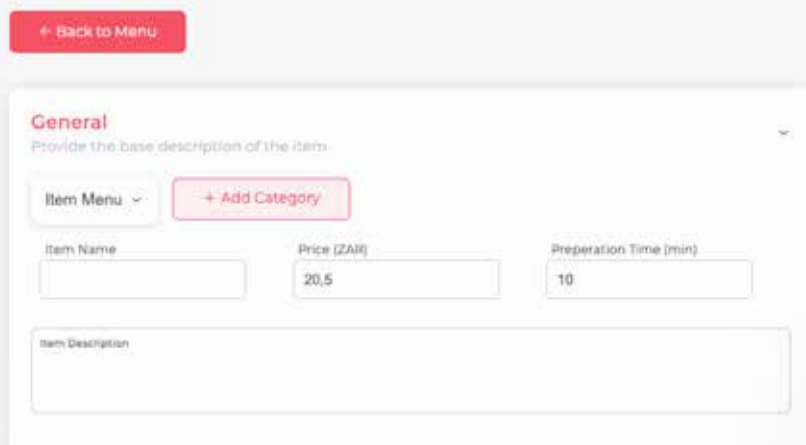
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Adding a new Menu (and menu item)

By navigating to the Restaurant Menu view, the user can select "Add Menu Item" to create a new menu.
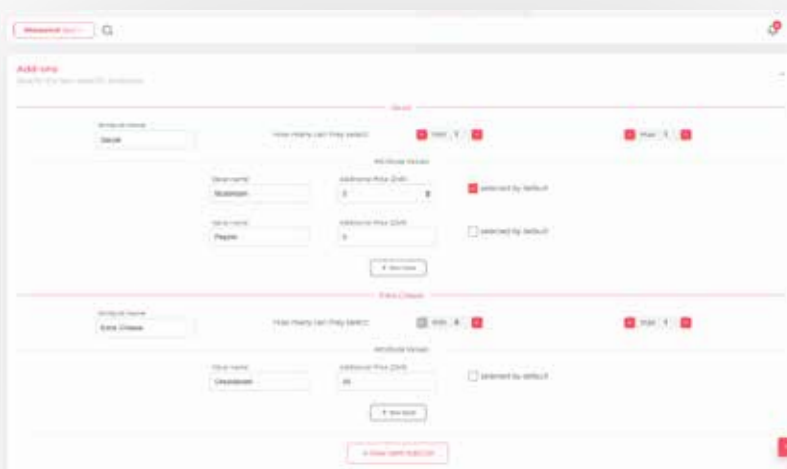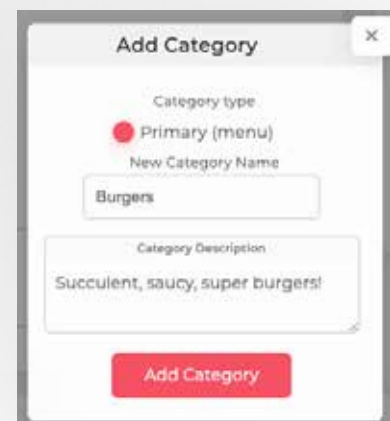

Describing the item

The user fills in the item specifics in the General section. The item can be assigned to a specific menu e.g. "Drinks" and given a sub-category.

Adding a new Category

From the General section, a user can create a new menu item category. The categories can be either primary or have a parent category.

Adding specific Attributes

Users can add item specific attributes by assigning different custom values, with their cost implications. A min and max value is provided to give the user the freedom to create their own custom menu structures.
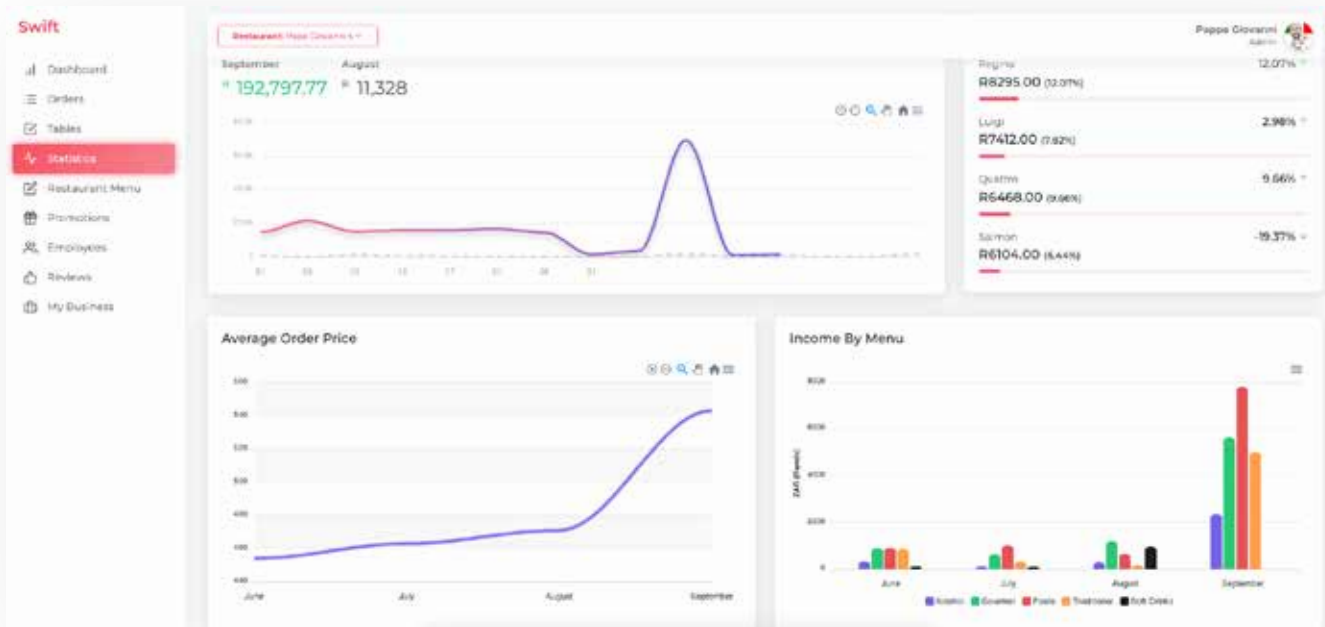
Overview

The dashboard can be used as a centralized hub where a restaurant owner and the employees can get a birds-eye view of the orders, tables, customers and menu items

Getting Insights

A user can zoom into any widget on the dashboard to change the timeframe and get finer-grained details. When clicking on the burger menu (three lines on the top-right) the user can choose to download the graph as various image formats, as well as a CSV for further data processing in software like Excell.

Financial Overview

The statistics page is similar to the Dashboard, but contains information that is a little more mission critical. (You can choose to hide this from employees - see the employee management section)
The Financial Statistics page shows an interactive dashboard containing revenue related charts.

Comparing Performance

The financial statstics page can be viewed for any month within a year. The previous timeperiod is also displayed to effectively compare the business' performance and growth.
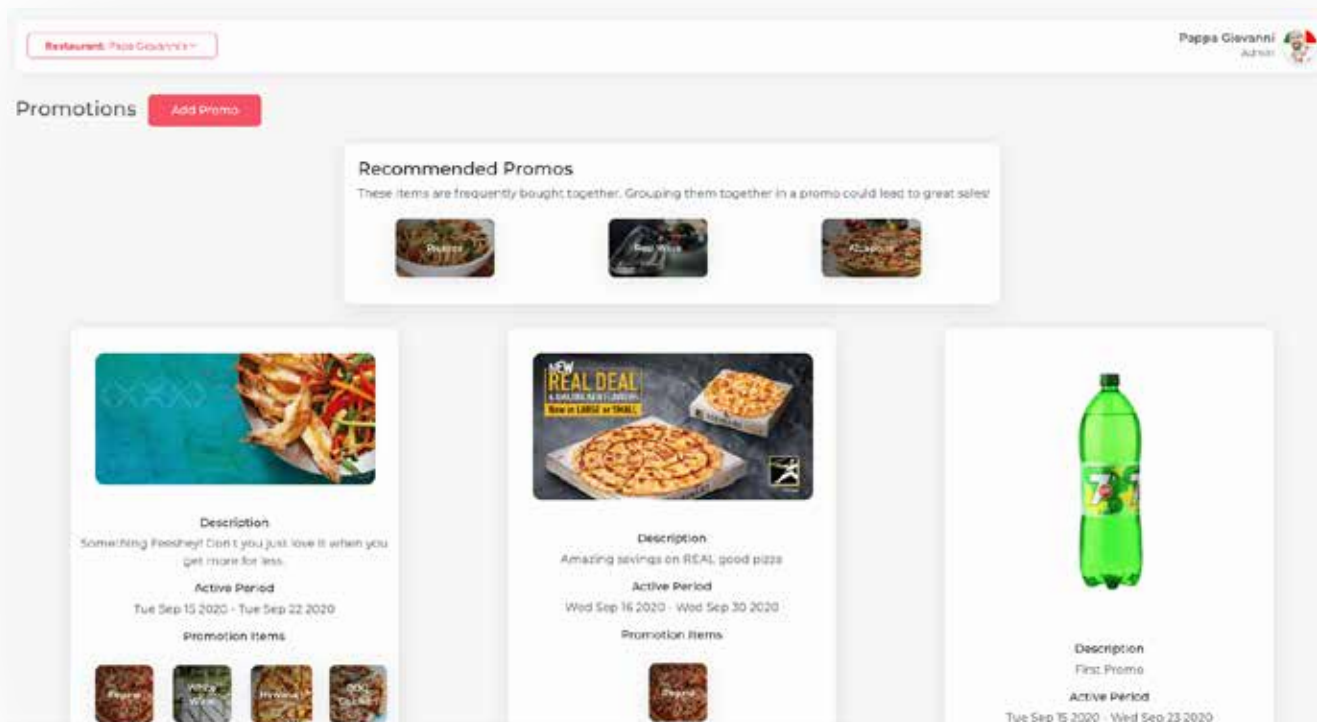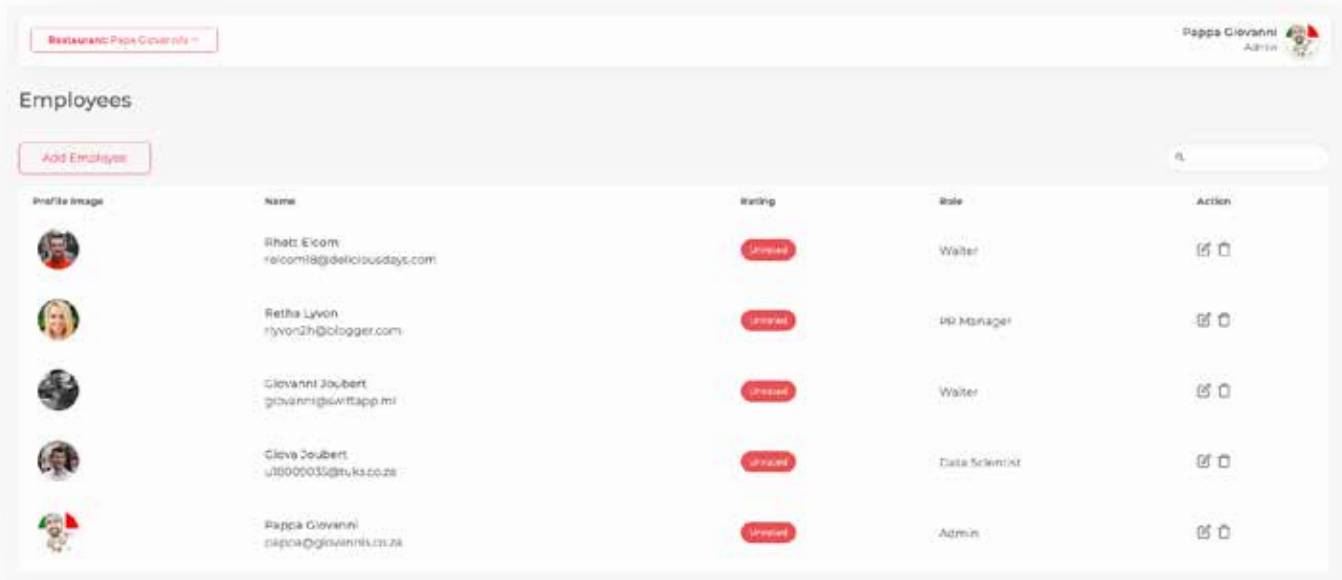
Overview

Promotions can be added in the Management dashboard to drive sales for a particular restaurant. Multiple items can be added to the promotion with various discount options.

Add Promotion

Clicking on the "Add Promotion" button will guide the user through the neccecary steps to create a new promotion within the restaurant. The restaurant's catalog of menu items is available to select within this view.

Recommended Promotions

Swift uses Machine Learning algorithms to find menu items that are frequently purchased together. The system then recommends these items at the top of the promotions page to assist the restaurant owner in driving sales for their business.

Overview

A restaurant owner can invite other Swift users to become employees at the restaurant. Each employee can have a different role with custom access rights. The owner can remove an employee at any time.
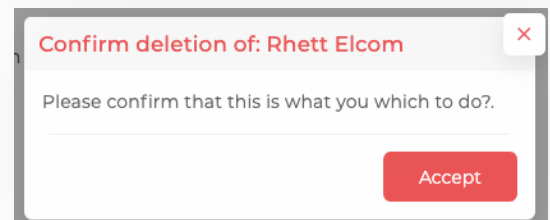
Removing an Employee

Upon clicking on the trash icon next to the employee's entry, the system will confirm the user's intent before removing the employee from the Restaurant.
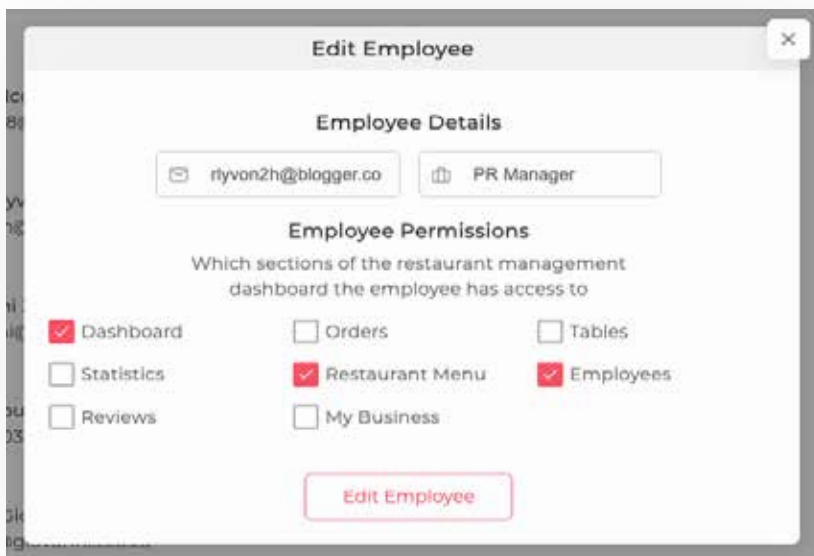
Adding or Editting an Employee

An employee's role and permissions can be changed by clicking on the edit button next to their entry on the Employee Page. Similarly, adding an employee can be accomplished by clicking on the "Add Employee" button.