Meals on Wheels
ERP Application for MerryMeal

User Guide

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Background

About MerryMeal

MerryMeal is a charitable organization in Singapore, embarking on the Meals on Wheels (MOW) international program, which plans, prepares and delivers meals to its members at home who are unable to buy or make their own meals. It has outsourced kitchens in the North, North-east, East and West regions besides its own kitchen in the Central region as well as outsourced delivery riders in all regions. Its mission is to sustain the food security and nutrition aspects in the quality of life among its members.

About Meals on Wheels

Eligible Members

Eligible members are the following Singapore citizens or permanent residents:

- Disabled or unwell aging 13−59 from families with total household income ≤ S$3000 per month or S$750 per capita monthly.

- Frail, needy or homebound elderly aging ≥ 60 with total household income ≤ S$1900 per month or S$800 per capita monthly.
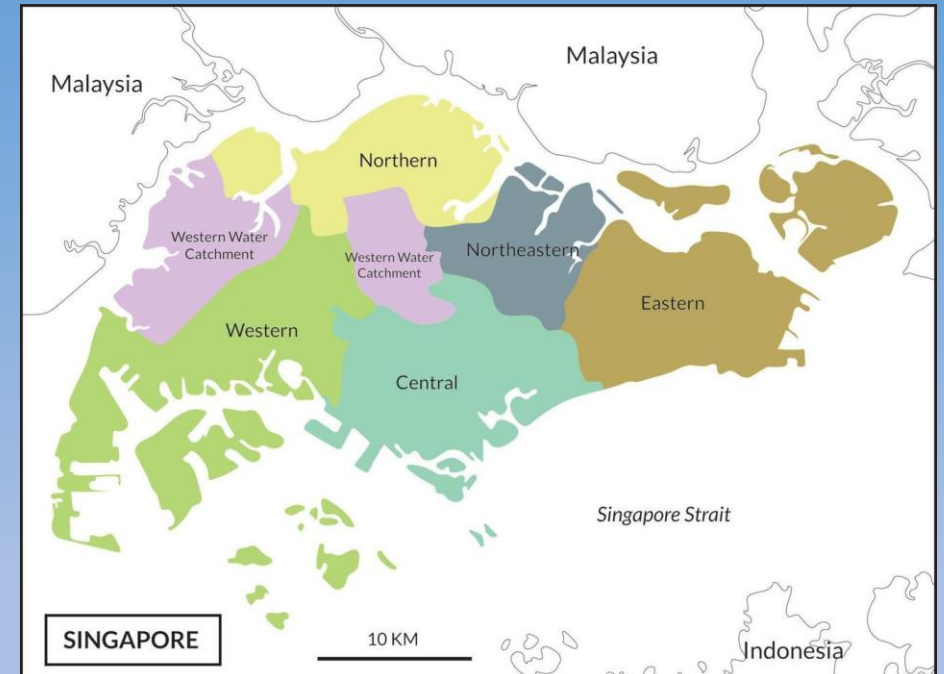
Background

Key Operations

MerryMeal provides meals for halal, vegetarian, soft or normal diet. Its outsourced kitchens provides hot ready-to-eat meals but twice every weekday and within its 10-kilometer radius. For weekends and those homes beyond the 10-kilometer radius of all outsourced kitchens, frozen ready-to-microwave meals are directly provided by the Central kitchen instead.

| Distance	Mon	Tue	Wed	Thu	Fri	Sat	Sun
≤ 10 km from Food Service Provider (FSP)	Delivers hot meal	Delivers hot meal	Delivers hot meal	Delivers hot meal	Delivers hot meal	Delivers frozen meal	Delivers frozen meal
> 10 km from Food Service Provider (FSP)	Delivers frozen meal	Delivers frozen meal	Delivers frozen meal	Delivers frozen meal	Delivers frozen meal	Delivers frozen meal	Delivers frozen meal

Background

Key Functions

This Enterprise Resource Planning (ERP) application provides the following key functions:

- Provide Privacy Policy, Contacts and User Guide as references.

- Allow potential members, partners and volunteers to register. Members are to also indicate their diets, food allergies and caregivers. Partners / volunteers are to also indicate their roles as Food Service Providers (FSP) or Food Delivery Riders (FDR).

- Allow MerryMeal to evaluate the eligibility of the potential members and the suitability of the potential partners and volunteers.

- Allow FSP to plan the menus for the diets they cater.

- Allow FSP to manage and track the meal preparations.

- Allow FDR to accept and track the meals they can deliver.

- Allow members to track their meals and submit feedback on the services for the FSP and FDR to review.

Background

Overall Business Process
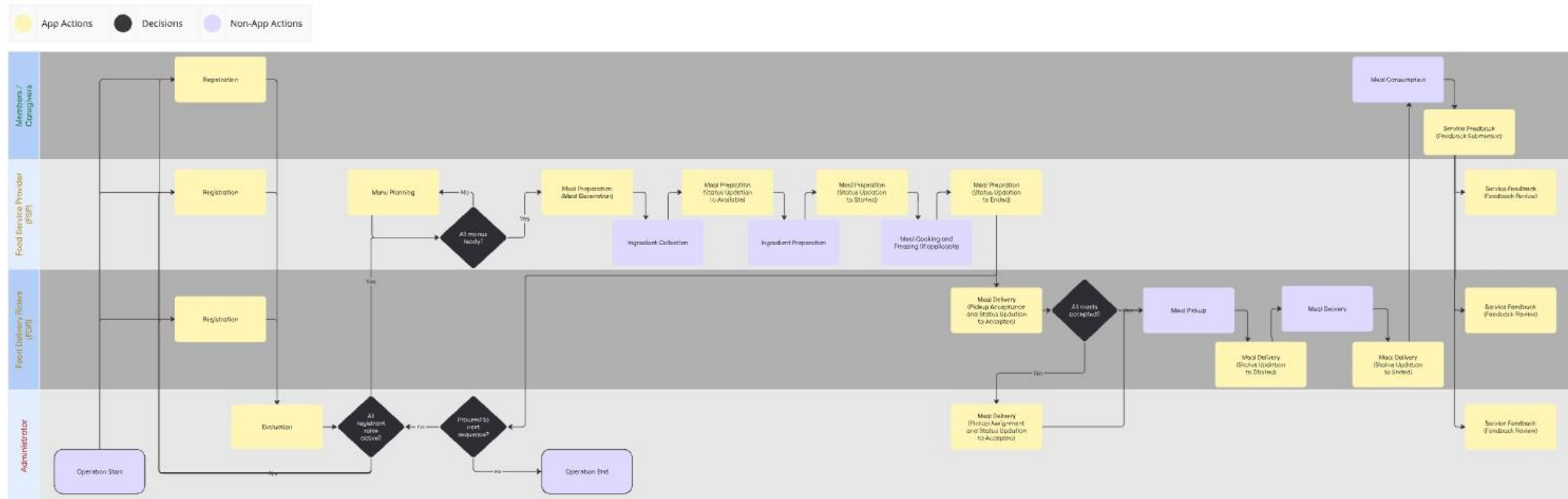
Background

Out of Scope

The application is not expected to handle complexities such as:

• Alternating diets by members.

• Multiple menu items by members.

• Custom work schedules among partners and volunteers.

• Multiple roles among caregivers, partners and volunteers.

• Tracking availability of riders and auto-assignment of deliveries to riders.

• Guidance on travel paths for riders.

• Reassignment of meal preparation to another food service provider or meal delivery to another food delivery rider.

• Reassignment of meals to other members if a member is not requiring a meal without putting his or her registration status on hold or deleted.

• Handling of meal returns and re-preparation of meals.

Header and Footer

Header

Click the following links at the top of the website to access functions:

Link	Function
(Meals on Wheels logo)	For viewing information on MerryMeal and MOW by going to Home. This link is always visible and accessible to all users.
Menu Planning	For maintaining lists of menus on various diets. This link is visible after logged in and accessible to FSP.
Meal Preparation	For managing and tracking provision of meals on various diets. This link is visible after logged in and accessible to Administrator, Member and FSP.
Meal Delivery	For managing and tracking delivery of meals on various diets. This link is visible after logged in and accessible to Administrator, Member and FDR.
Service Feedback	For submission and review of feedback on services. This link is visible after logged in and accessible to all users.
Registration	For maintaining details of members (including their caregivers), partners and volunteers. This link is always visible and accessible to Member, FSP and FDR.
Evaluation	For updating member details on eligibility as well as partner and volunteer details on suitability. This link is visible after logged in and accessible to Administrator.
[Login] / [Logout]	For authentication to be able to access functions with the user account or un-authentication so that other users cannot access with the account. This link is always visible and accessible to all users.
(Facebook icon)	For authentication, via Facebook Login instead, to be able to access functions with the user account registered in this application. This link is visible without authentication and accessible to all users. [Logout] will still be used for un-authentication.

Header and Footer

Footer

Click the following links at the bottom of the website to access functions including those accessible via the header:
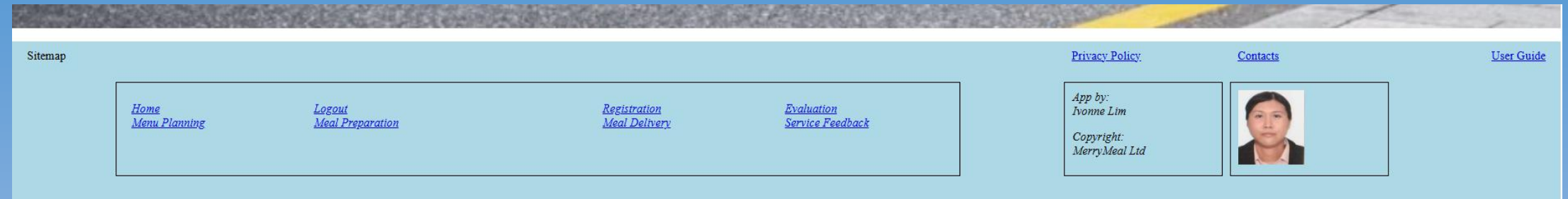
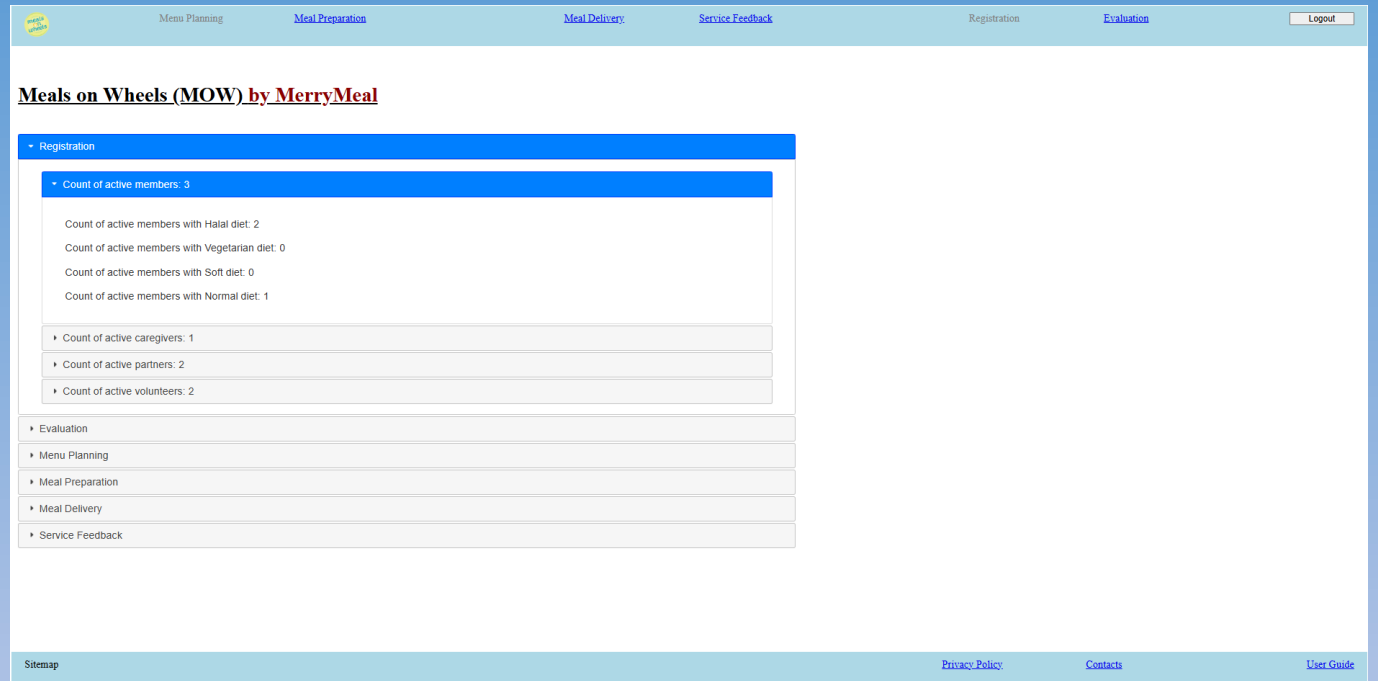| Link	Function
<< All links, under Sitemap heading, which are accessible via the header >>	
Privacy Policy	For viewing privacy policy of MerryMeal. This link is always visible and accessible to all users.
Contacts	For viewing contact details and map location of MerryMeal. This link is always visible and accessible to all users.
User Guide	For viewing this user guide. This link is always visible and accessible to all users.

Home

Home

1. Run a web browser app in your computer. Web browsers such as Microsoft Edge or Google Chrome are recommended.
2. Key in https://mow.merrymeal.org:9443 at the Address Bar of the web browser as shown.
3. Hit the [Enter] key.
4. Instead of steps 1 to 3, you can click the 🟡 logo.
5. Should switch to Home as shown for non-administrator or without login.
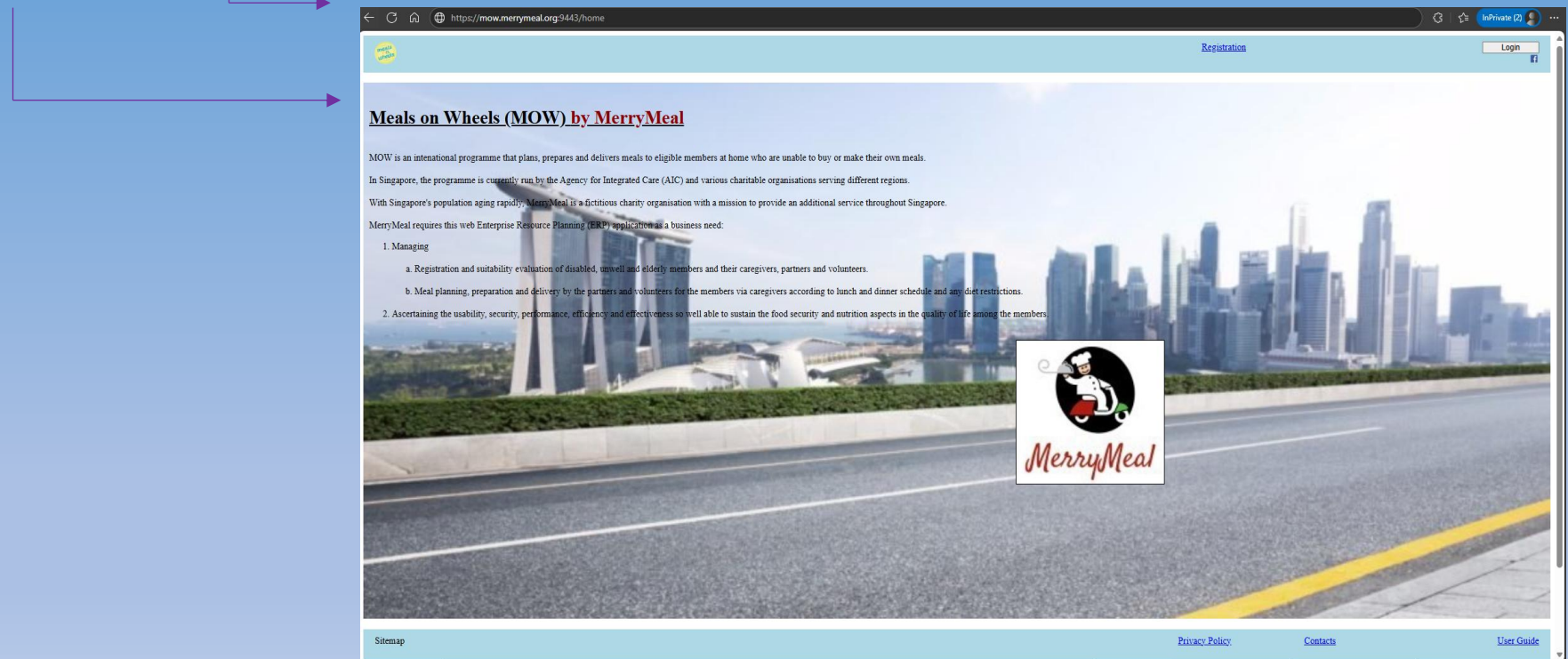
Home

Home (Dashboard)

1. Click the ⊙ logo.
2. Should switch to Home as shown for administrator.
3. Click headings to view their data.

Privacy Policy

Privacy Policy

No step needed as the information is displayed upfront at another tab in the web browser.
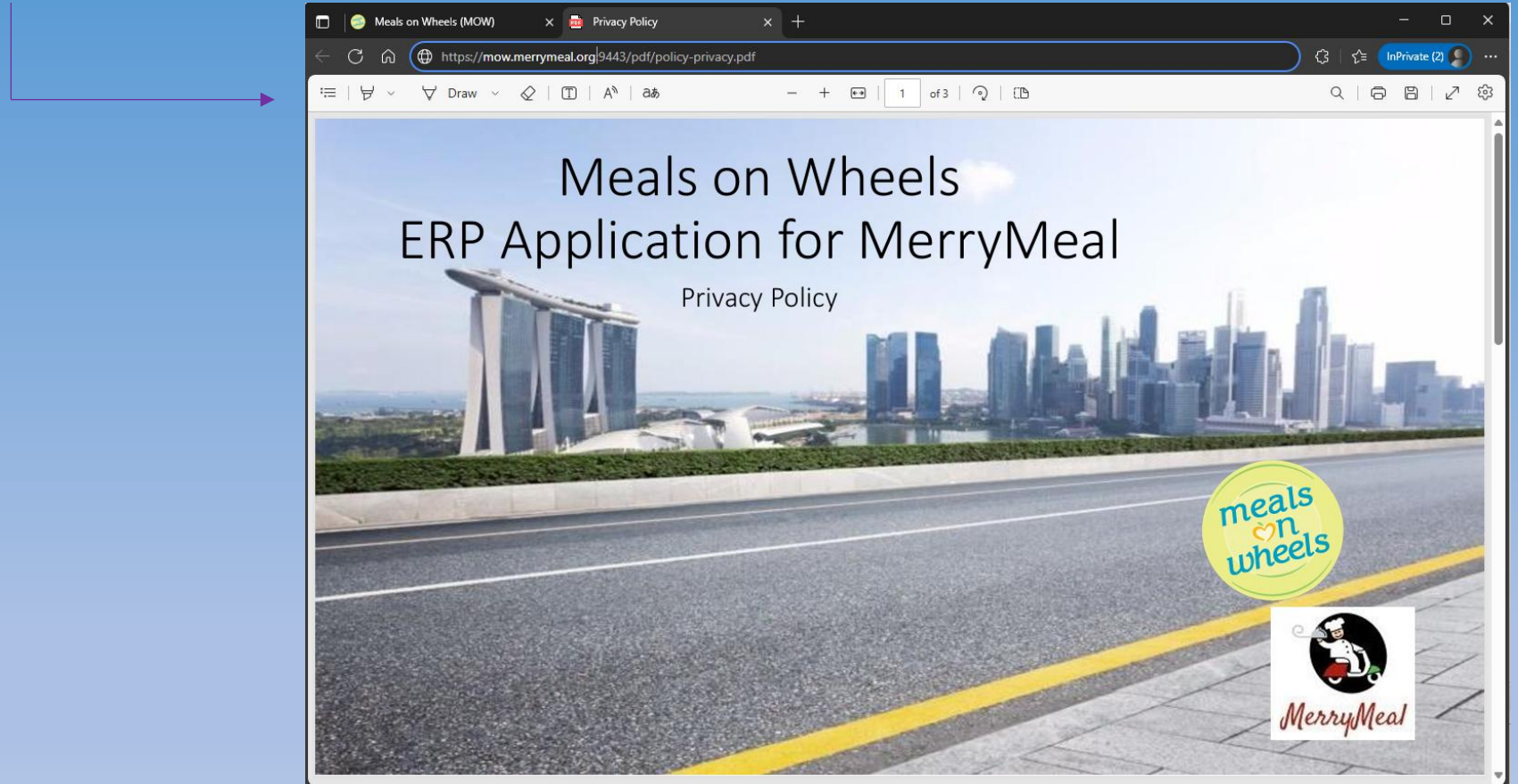
Contacts

Contacts

No step needed as the information is displayed upfront at the same tab in the web browser.
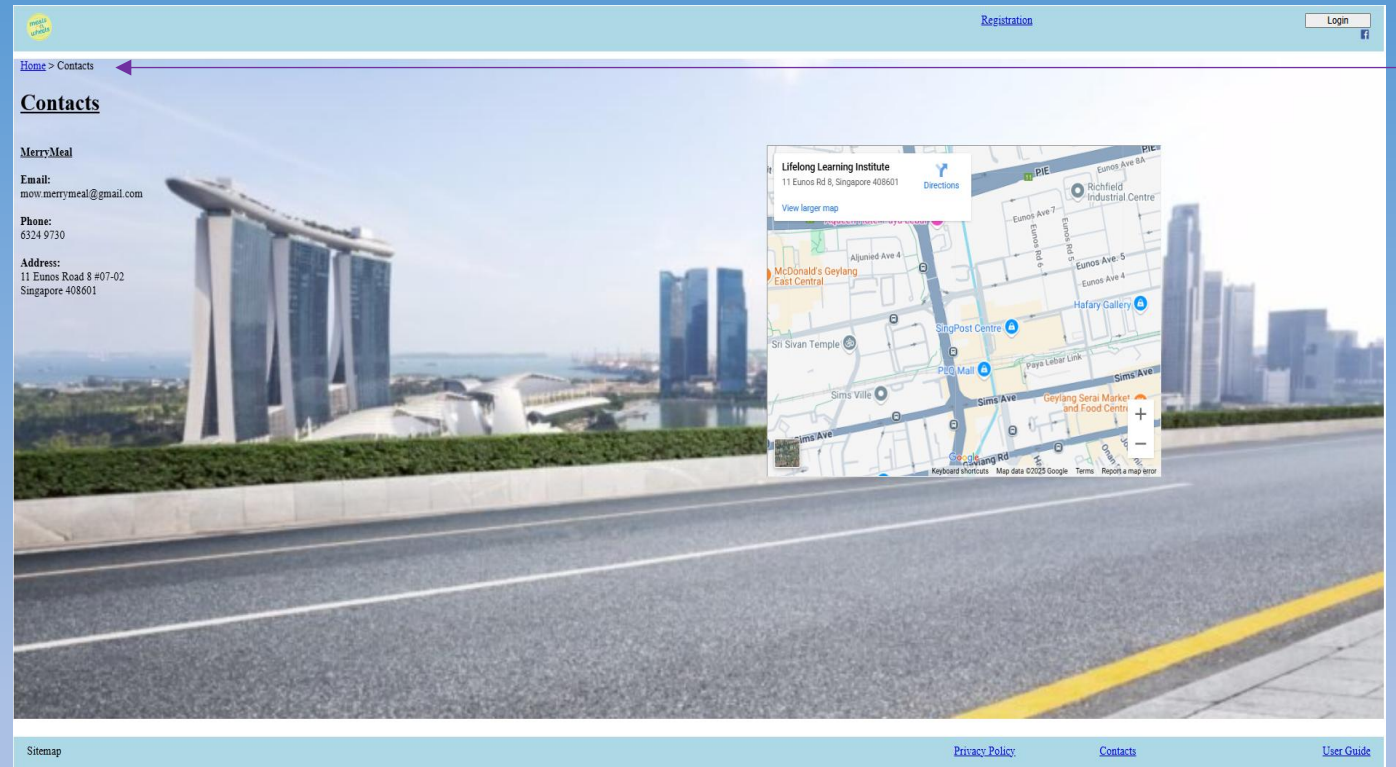
User Guide

User Guide

No step needed as the information is displayed upfront at another tab in the web browser.

Registration

Registration

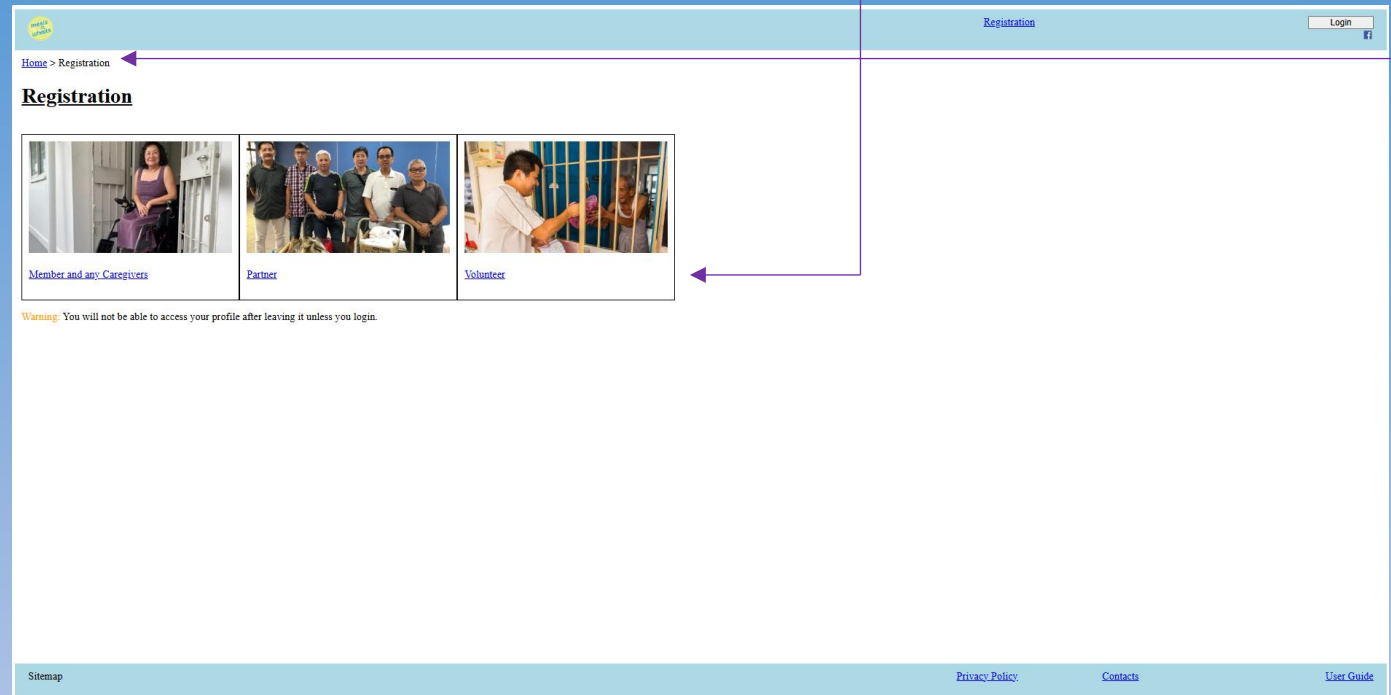1. Click the link of the applicable category (Member and any Caregivers, Partner or Volunteer).
2. Should switch to its entry form.

Registration

Registration (Member)

1. Enter applicable fields as shown under the Member Details heading.

Field	Description	Required?	Format
NRIC	The number of your National Registration Identity Card.	Yes	A0000000A whereby A represents a letter of the alphabet and 0 represents a digit.
Name(s)	Your given name or names excluding family name.	Yes	Up to 80 characters.
Email	Your email address which is used for login besides correspondence.	Yes	Valid email format. Up to 80 characters.
Phone	Your mobile or landline telephone number.	Yes	Up to 10 characters.
Address	Your home address excluding unit number, postal code, state and country.	Yes	Up to 255 characters.
Unit	The unit number of your home address.	No	Up to 10 characters.
Postal	The postal code of your home address.	Yes	000000 whereby 0 represents a digit.
Password	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password. Up to 64 characters.

Registration

2. Enter applicable fields as shown under the Additional Details heading.

Field	Description	Required?	Format
Gender	Your gender.	Yes	Male or Female.
Surname	Your family name.	Yes	Up to 40 characters.
Date of Birth	Your birth date.	Yes	DD/MM/YYYY whereby DD represents day, MM represents month and YYYY represents year.
Disabilities	All your physical or mental disabilities including aging.	Yes	Up to 255 characters.
Monthly Income (SGD)	Total income of your household members including yourself.	Yes	Up to 999,999.
Household Count	Total count of your household members including yourself.	Yes	Up to 99.
Attachment (NRIC)	Click [Choose File] button to upload a file containing both sides of your NRIC. Click [Reset File] button to remove the file from the profile.	No	Valid file name which will be prefixed with the time of uploading.
Attachment (Medical)	Click [Choose File] button to upload a file containing all your medical conditions. Click [Reset File] button to remove the file from the profile.	No	Valid file name which will be prefixed with the time of uploading.
Attachment (Financial)	Click [Choose File] button to upload a file containing all your financial conditions. Click [Reset File] button to remove the file from the profile.	No	Valid file name which will be prefixed with the time of uploading..
Diet	Your dietary requirement.	Yes	Halal, Vegetarian, Soft or Normal.
Allergies	All your food allergies if any.	No	Up to 255 characters.

Registration

3. Click the [Save] button [1]. Any ID with a zero value will be replaced with a non-zero value upon successful saving.
4. Click the [Caregivers] button to provide details of all your caregivers if any. This button will also save the member details.

| Menu Planning | Meal Preparation | Meal Delivery | Service Feedback | Registration | Evaluation | Logout |

Home > Registration > Member

Registration (Member)

Member Details		Additional Details	
ID:	14		
NRIC:	S1000004A	Gender:	○Male ●Female
Name(s):	Member #4	Surname:	Test #4
Role:	Member	Date of Birth:	01/04/1971
Email:	ivonne_lim@yahoo.com.au	Disabilities:	Disability #4
Phone:	10000004	Monthly Income (SGD):	4000 Household Count: 4
Address:	Member Address #4	Attachment (NRIC):	Reset File Choose File No file chosen Server: 20250627163749 - Sample - NRIC.jpg
Unit:		Attachment (Medical):	Reset File Choose File No file chosen
Postal:	100004	Attachment (Financial):	Reset File Choose File No file chosen
Status:	Active	Diet:	Halal
Notes:	Evaluated on 18/06/2025 01:00 pm	Allergies:	
Password:	•••••••••••• Password (Confirm): ••••••••••••	Next Evaluation:	2026-06-18 13:00 Caregivers Save

Blue denotes optional if applicable.

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[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Registration

Registration (Caregivers)

1. Click the [Create] button to provide details of a new caregiver.
   or
   Click the [Update] button of an existing caregiver to amend his or her details.
   or
   Click the [Delete] button of an existing caregiver to delete it from your list of caregivers. The details of the caregiver can be retrieved again.

	Menu Planning	Meal Preparation		Meal Delivery	Service Feedback		Registration	Evaluation		Logout

Home > Registration > Member > Caregivers

Registration (Caregivers)

Member: S1000001A Member #1 Test #1

ID	NRIC	Name(s)	Surname	Phone	Status	Action(s)	Create
3	S2000001B	Caregiver #1	Test #1	20000001	Active	Update	Delete

1

Note: Click pagination link to view another page of records.

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Registration

Registration (Caregiver)

1. Enter applicable fields as shown under the Caregiver Details heading.
   Else skip to step 3 to retrieve details of an existing caregiver profile not in your list of caregivers.

Field	Description	Required?	Format
NRIC	The number of your National Registration Identity Card.	Yes	A0000000A whereby A represents a letter of the alphabet and 0 represents a digit.
Name(s)	Your given name or names excluding family name.	Yes	Up to 80 characters.
Email	Your email address which is used for login besides correspondence.	Yes	Valid email format. Up to 80 characters.
Phone	Your mobile or landline telephone number.	Yes	Up to 10 characters.
Address	Your home address excluding unit number, postal code, state and country.	Yes	Up to 255 characters.
Unit	The unit number of your home address.	No	Up to 10 characters.
Postal	The postal code of your home address.	Yes	000000 whereby 0 represents a digit.

Registration

2. Enter applicable fields as shown under the Additional Details heading.

Field	Description	Required?	Format
Gender	Your gender.	Yes	Male or Female.
Surname	Your family name.	Yes	Up to 40 characters.

3. Instead of steps 1 and 2, you can:
   - Key in NRIC of an existing caregiver.
   - Click the [Retrieve] button.

4. Click the [Save] button [1].

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Registration

Registration (Partner)

1. Enter applicable fields as shown under the Partner Details heading.

Field	Description	Required?	Format
UEN	Your Unique Entity Number.	Yes	00000000A or AA00AA000A whereby A represents a letter of the alphabet and 0 represents a digit.
Name(s)	Your given name or names.	Yes	Up to 80 characters.
Role	Your role in MerryMeal's MOW.	Yes	Food Service Provider (FSP) or Food Delivery Rider (FDR).
Email	Your email address which is used for login besides correspondence.	Yes	Valid email format. Up to 80 characters.
Phone	Your mobile or landline telephone number.	Yes	Up to 10 characters.
Address	Your home address excluding unit number, postal code, state and country.	Yes	Up to 255 characters.
Unit	The unit number of your home address.	No	Up to 10 characters.
Postal	The postal code of your home address.	Yes	000000 whereby 0 represents a digit.
Password	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password. Up to 64 characters.

Registration

2. Enter applicable fields as shown under the Additional Details heading.

Field	Description	Required?	Format
Current Menu (Halal)	Menu selected as current from your Halal menus created. Feld is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Vegetarian)	Menu selected as current from your Vegetarian menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Soft)	Menu selected as current from your Soft menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Normal)	Menu selected as current from your Normal menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Pickup Location	The Food Service Provider (FSP) where your pickups are available. Field is accessible only if your role is saved as Food Delivery Rider (FDR).	No	FSP details.

Registration

3. Click the [Save] button [1]. Any ID with a zero value will be replaced with a non-zero value upon successful saving.

Menu Planning	Meal Preparation		Meal Delivery	Service Feedback		Registration	Evaluation	Logout

Home > Registration > Partner

Registration (Partner)

Partner Details

Additional Details

ID:	6
UEN:	200202841R
Name(s):	MerryMeal Ltd
Role:	Food Service Provider (FSP)
Email:	kitchen.merrymeal@gmail.com
Phone:	63249730
Address:	11 Eunos Road 8
Unit:	#07-02
Postal:	408601
Status:	Active
Notes:	-
Password:	••••••••••••••••••••••	Password (Confirm):	••••••••••••••••••••••

Current Menu (Halal):
Current Menu (Vegetarian):
Current Menu (Soft):
Current Menu (Normal): Day:1 Time:1 Chicken Chop Frozen:Yes Active
Pickup Location:

[Save]

Blue denotes optional if applicable.

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[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Registration

Registration (Volunteer)

1. Enter applicable fields as shown under the Volunteer Details heading.

Field	Description	Required?	Format
NRIC	The number of your National Registration Identity Card.	Yes	A0000000A whereby A represents a letter of the alphabet and 0 represents a digit.
Name(s)	Your given name or names excluding family name.	Yes	Up to 80 characters.
Role	Your role in MerryMeal's MOW.	Yes	Food Service Provider (FSP) or Food Delivery Rider (FDR).
Email	Your email address which is used for login besides correspondence.	Yes	Valid email format. Up to 80 characters.
Phone	Your mobile or landline telephone number.	Yes	Up to 10 characters.
Address	Your home address excluding unit number, postal code, state and country.	Yes	Up to 255 characters.
Unit	The unit number of your home address.	No	Up to 10 characters.
Postal	The postal code of your home address.	Yes	000000 whereby 0 represents a digit.
Password	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted.	Yes	Should match with Password. Up to 64 characters.

Registration

2. Enter applicable fields as shown under the Additional Details heading.

Field	Description	Required?	Format
Gender	Your gender.	Yes	Male or Female.
Surname	Your family name.	Yes	Up to 40 characters.
Current Menu (Halal)	Menu selected as current from your Halal menus created. Feld is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Vegetarian)	Menu selected as current from your Vegetarian menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Soft)	Menu selected as current from your Soft menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Current Menu (Normal)	Menu selected as current from your Normal menus created. Field is accessible only if your role is saved as Food Service Provider (FSP).	No	Menu details.
Pickup Location	The Food Service Provider (FSP) where your pickups are available. Field is accessible only if your role is saved as Food Delivery Rider (FDR).	No	FSP details.

Registration

3. Click the [Save] button [1]. Any ID with a zero value will be replaced with a non-zero value upon successful saving.

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

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Access

Login

1. Enter applicable fields as shown under the Credentials heading.

Field	Description	Required?	Format
Email	Your email address which is used for login besides correspondence.	Yes	Valid email format. Up to 80 characters.
Password	The secret password used for login and will be stored as encrypted.	Yes	Up to 64 characters.

2. Click the [Submit] button [1].
3. Should switch to show the outcome.
4. Click Home to go there if desired.

Logout

1. Should switch to show the outcome.
2. Click Login to go there if desired.

Registration

Login

Home > Login

Login

Credentials

Email:

Password:

Submit

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Evaluation

Evaluation

1. Click the link of the applicable category (Member and any Caregivers, Partner or Volunteer).
2. Should switch to its list of profiles.
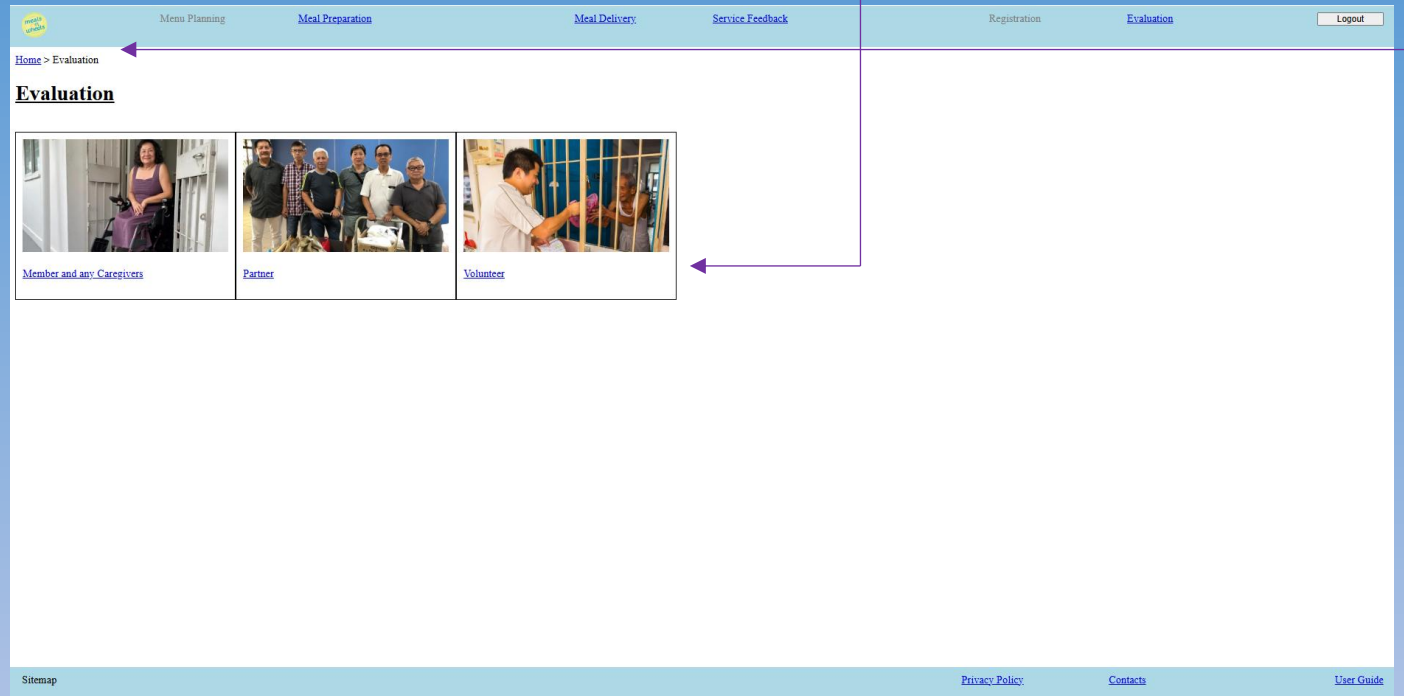
Evaluation

Evaluation (Members)

1. Click the [Update] button of an existing member to update eligibility of his or her profile or suitability of his or her caregivers.
   or
   Click the [Delete] button of an existing member to delete it from your list of members. The status of the member can be restored.

Menu Planning	Meal Preparation	Meal Delivery	Service Feedback	Registration	Evaluation	Logout

Home > Evaluation > Members

Evaluation (Members)

ID	NRIC	Name(s)	Surname	Phone	Status	Action(s)
10	S1000003A	Member #3	Test #3	10000003	Active	Update Delete
14	S1000004A	Member #4	Test #4	10000004	Active	Update Delete

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Evaluation

Evaluation (Member)

1. Enter applicable fields as shown under the Member Details heading.

Field	Description	Required?	Format
Status	The status of the member. Upon saving the status to Active, a notification will be sent to the member's email address.	Yes	Pending, Active or Deleted.
Notes	Any information for reference such as date and time of evaluation.	No	Up to 255 characters.
Password	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password. Up to 64 characters.

2. Enter applicable fields as shown under the Additional Details heading.

Field	Description	Required?	Format
Next Evaluation	The scheduled date and time for the next evaluation (usually 1 year later).	No	DD/MM/YYYY HH:MM TT whereby DD represents day, MM represents month, YYYY represents year, HH represents hours, MM represents minutes and TT represents am / pm.

Evaluation

3. Click the [Save] button [1].
4. Click the [Caregivers] button to evaluate profiles of the caregivers if any. This button will also save the member details.

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Evaluation

Evaluation (Caregivers)

1. Click the [Update] button of an existing caregiver to update suitability of its profile.
   or
   Click the [Delete] button of an existing caregiver to delete it from the list of caregivers. The status of the caregiver can be restored.

| | Menu Planning | Meal Preparation | | Meal Delivery | Service Feedback | | Registration | Evaluation | Logout |

Home > Evaluation > Members > Member > Caregivers

Evaluation (Caregivers)

Member: S1000001A Member #1 Test #1

ID	NRIC	Name(s)	Surname	Phone	Status	Action(s)
3	S2000001B	Caregiver #1	Test #1	20000001	Active	Update Delete

1

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Evaluation

Evaluation (Caregiver)

1. Enter applicable fields as shown under the Caregiver Details heading.

Field	Description	Required?	Format
Status	The status of the caregiver. Upon saving the status to Active, a notification will be sent to the caregiver's email address.	Yes	Pending, Active or Deleted.
Notes	Any information for reference such as date and time of evaluation.	No	Up to 255 characters.

2. Click the [Save] button [1].

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Evaluation

Evaluation (Partners)

1. Click the [Update] button of an existing partner to update suitability of its profile.
   or
   Click the [Delete] button of an existing partner to delete it from your list of partners. The status of the partner can be restored.

| Menu Planning | Meal Preparation | Meal Delivery | Service Feedback | Registration | Evaluation | Logout |

Home > Evaluation > Partners

Evaluation (Partners)

ID	UEN	Name(s)	Role	Phone	Status	Action(s)
6	200202841R	MerryMeal Ltd	Partner - FSP	63249730	Active	Update Delete
7	300000001C	Partner #1	Partner - FSP	30000001	Active	Update Delete

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Evaluation

Evaluation (Partner)

1. Enter applicable fields as shown under the Partner Details heading.

Field	Description	Required?	Format
Status	The status of the partner. Upon saving the status to Active, a notification will be sent to the partner's email address.	Yes	Pending, Active or Deleted.
Notes	Any information for reference such as date and time of evaluation.	No	Up to 255 characters.
Password	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password. Up to 64 characters.

Evaluation

2. Click the [Save] button [1].

	Menu Planning	Meal Preparation	Meal Delivery	Service Feedback	Registration	Evaluation	Logout

Home > Evaluation > Partners > Partner

Evaluation (Partner)

Partner Details		Additional Details	
ID:	6		
UEN:	200202841R		
Name(s):	MerryMeal Ltd		
Role:	Partner - FSP	Current Menu (Halal):	-
Email:	kitchen.merrymeal@gmail.com	Current Menu (Vegetarian):	-
Phone:	63249730	Current Menu (Soft):	-
Address:	11 Eunos Road 8	Current Menu (Normal):	Day:1 Time:1 Chicken Chop Frozen:Yes Active
Unit:	#07-02	Pickup Location:	-
Postal:	408601		
Status:	Active ˅		
Notes:			
Password:	●●●●●●●●●●●●●●●●●●●●●●●●●●	Password (Confirm):	●●●●●●●●●●●●●●●●●●●●●●●●●●	Save

Blue denotes optional if applicable.

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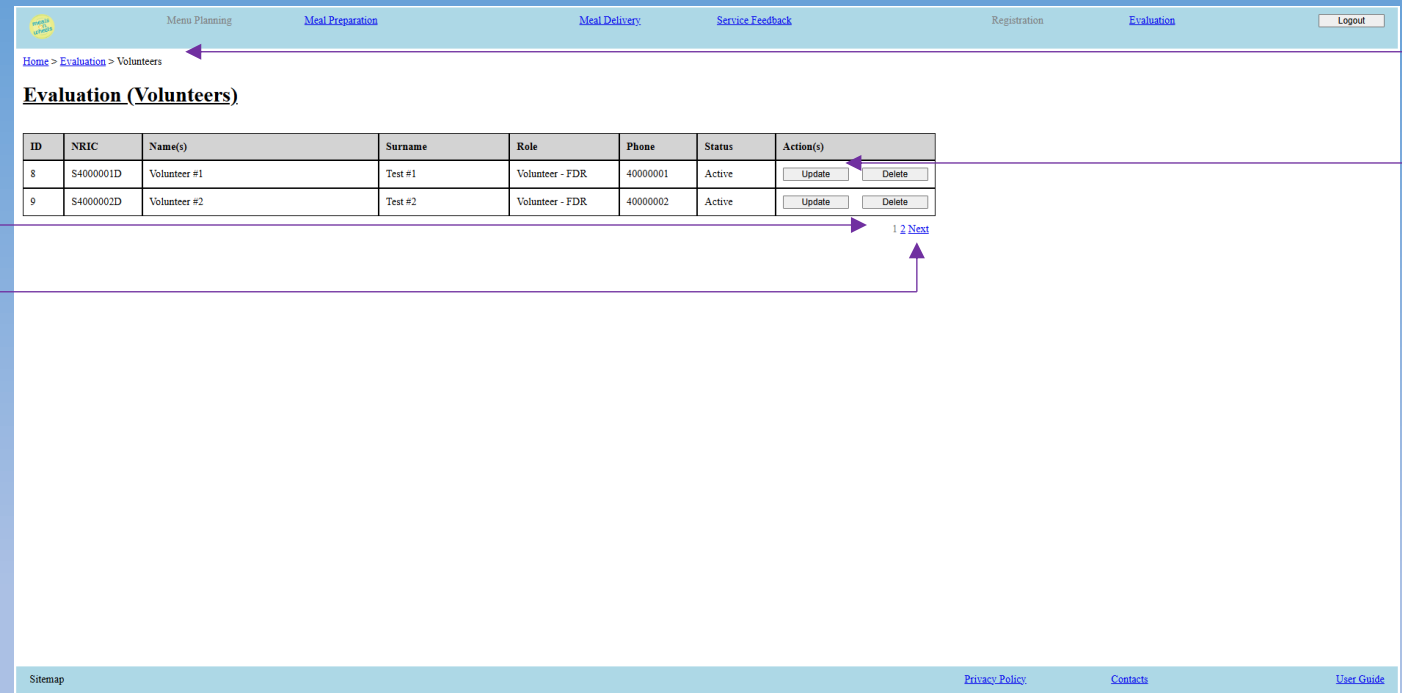
Evaluation

Evaluation (Volunteers)

1. Click the [Update] button of an existing volunteer to update suitability of his or her profile.
   or
   Click the [Delete] button of an existing volunteer to delete it from your list of volunteers. The status of the volunteer can be restored.

Menu Planning	Meal Preparation	Meal Delivery	Service Feedback	Registration	Evaluation	Logout

Home > Evaluation > Volunteers

Evaluation (Volunteers)

ID	NRIC	Name(s)	Surname	Role	Phone	Status	Action(s)
8	S4000001D	Volunteer #1	Test #1	Volunteer - FDR	40000001	Active	Update Delete
9	S4000002D	Volunteer #2	Test #2	Volunteer - FDR	40000002	Active	Update Delete

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Evaluation

Evaluation (Volunteer)

1. Enter applicable fields as shown under the Volunteer Details heading.

Field	Description	Required?	Format
Status	The status of the volunteer. Upon saving the status to Active, a notification will be sent to the volunteer's email address.	Yes	Pending, Active or Deleted.
Notes	Any information for reference such as date and time of evaluation.	No	Up to 255 characters.
Password	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password (Confirm). Up to 64 characters.
Password (Confirm)	The secret password used for login and will be stored as encrypted. Reset when needed.	Yes	Should match with Password. Up to 64 characters.

Evaluation

2. Click the [Save] button [1].

Home > Evaluation > Volunteers > Volunteer

Evaluation (Volunteer)

| Volunteer Details		Additional Details	
ID:	8		
NRIC:	S4000001D	Gender:	◉ Male ○ Female
Name(s):	Volunteer #1	Surname:	Test #1
Role:	Volunteer - FDR	Current Menu (Halal):	-
Email:	volunteer1@gmail.com	Current Menu (Vegetarian):	-
Phone:	40000001	Current Menu (Soft):	-
Address:	Volunteer Address #1	Current Menu (Normal):	-
Unit:		Pickup Location:	300000001C Partner #1 Active
Postal:	400001		
Status:	Active		
Notes:	Evaluated on 11/06/2025 02:00 pm		
Password:	....	Password (Confirm):	....

Save

Blue denotes optional if applicable.

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Menu Planning

Menu Planning

1. Click the link of the applicable category (Halal, Vegetarian, Soft or Normal).
2. Should switch to its list of menus.
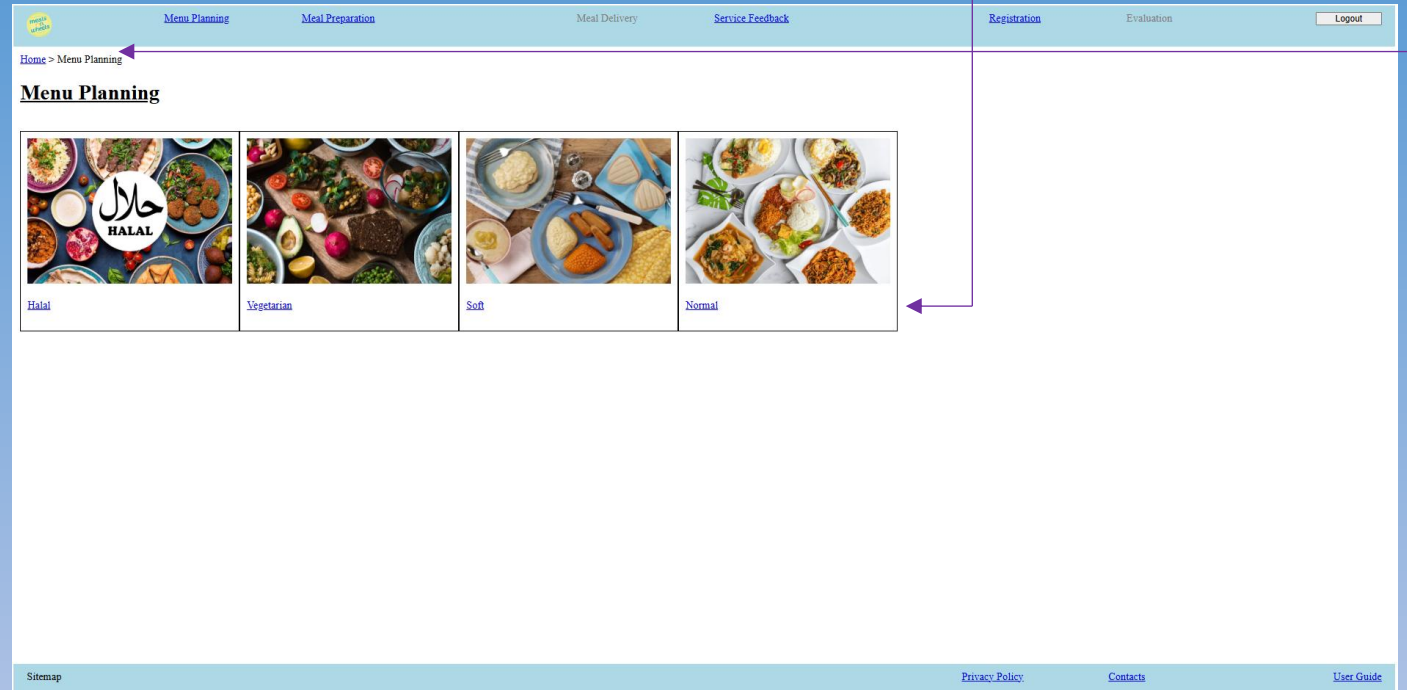
Menu Planning

Menu Planning (Halal / Vegetarian / Soft / Normal Menus)

1. Click the [Create] button to provide details of a new menu.
   or
   Click the [Update] button of an existing menu to amend its details.
   or
   Click the [Delete] button of an existing menu to delete it from your list of menus. The status of the menu can be restored.

| Menu Planning | Meal Preparation | Meal Delivery | Service Feedback | Registration | Evaluation | Logout |

Home > Menu Planning > Halal Menus

Menu Planning (Halal Menus)

ID	Seq Day	Seq Time	Menu Name	Diet	Frozen	Status	Action(s)	Create
5	1	1	Nasi Ayam	Halal	No	Active	Update	Delete
6	1	2	Nasi Briyani	Halal	No	Active	Update	Delete

1 2 Next

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Menu Planning

Menu Planning (Halal / Vegetarian / Soft / Normal Menu)

1. Enter applicable fields as shown under the Menu Details heading.

Field	Description	Required?	Format
Sequence Day	The sequence among days that the menu to be based.	Yes	Up to 99.
Sequence Time	The sequence within the Sequence Day that the menu to be based.	Yes	Up to 99.
Menu Name	The description of the menu.	Yes	Up to 20 characters.
Frozen	Indication whether the meal, based on this menu, is to be frozen.	Yes	No or Yes.
Status	The status of the menu.	Yes	Pending, Active or Deleted.

Menu Planning

2. Click the [Save] button [1]. Any ID with a zero value will be replaced with a non-zero value upon successful saving.
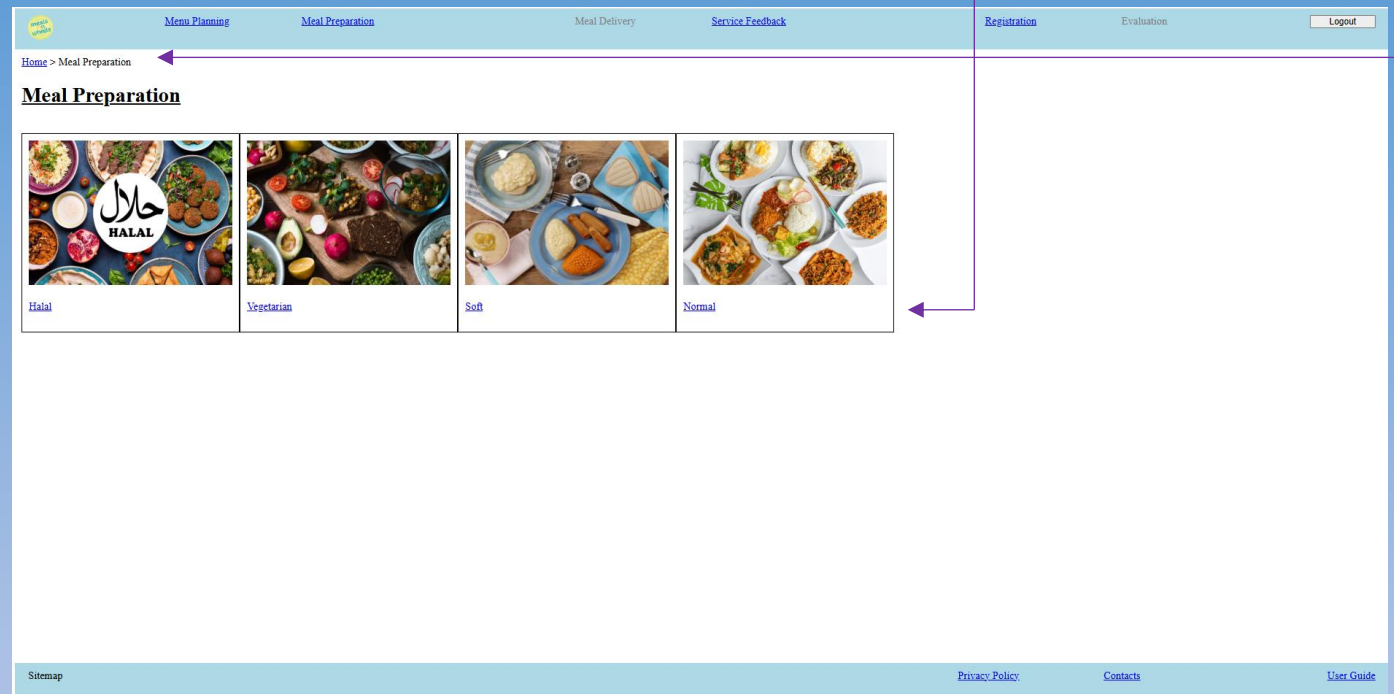

[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Meal Preparation

Meal Preparation

1. Click the link of the applicable category (Halal, Vegetarian, Soft or Normal).
2. Should switch to its list of outstanding meals.

Meal Preparation

Meal Preparation (Halal / Vegetarian / Soft / Normal Meals)

1. Click the [Generate] button to add meals based on active members with matching diet, day of week, distances from FSPs and current menu for the diet. → Accessible only for FSP

   or

   Click the [Update] button to update selected meals [1] to the selected New Status with timestamp. → Accessible only for FSP

   or

   Click the [Delete] button to delete selected meals [1] from your list of meals. → Accessible only for FSP

   or

   Click the [Print] button to print labels for selected meals. [1] → Accessible only for FSP

	Menu Planning	Meal Preparation		Meal Delivery	Service Feedback		Registration	Evaluation		Logout

Home > Meal Preparation > Normal Meals

Meal Preparation (Normal Meals)

Note: Current Menu shown only to FSP.

Current Menu: Day:1 Time:1 Chicken Chop Frozen:Yes Active

ID	Seq Day	Seq Time	Menu Name	Frozen	Allergies	NRIC	Name(s)	Surname	Time Available	Time Started	Time Ended	Status	☑ Select All	Generate
4	2	1	Pork Chop	Yes	Allergy #1	S1000001A	Member #1	Test #1	2025-06-14 06:14	2025-06-14 06:14		Started	☑ Select	
5	2	1	Pork Chop	Yes		S1000002A	Member #2	Test #2	2025-06-14 06:14	2025-06-14 06:14		Started	☑ Select	

Total: 2

New Status: [Ended ▾] [Update] [Delete]

[Print]

Note: Click pagination link to view another page of records.

[1] You can click the Select All checkbox instead of clicking all Select checkboxes.

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Meal Delivery

Meal Delivery

1. Click the link of the applicable category (Available Pickups (Acceptance), Available Pickups (Assignment) or Current Pickups).
2. Should switch to its list of outstanding pickups.
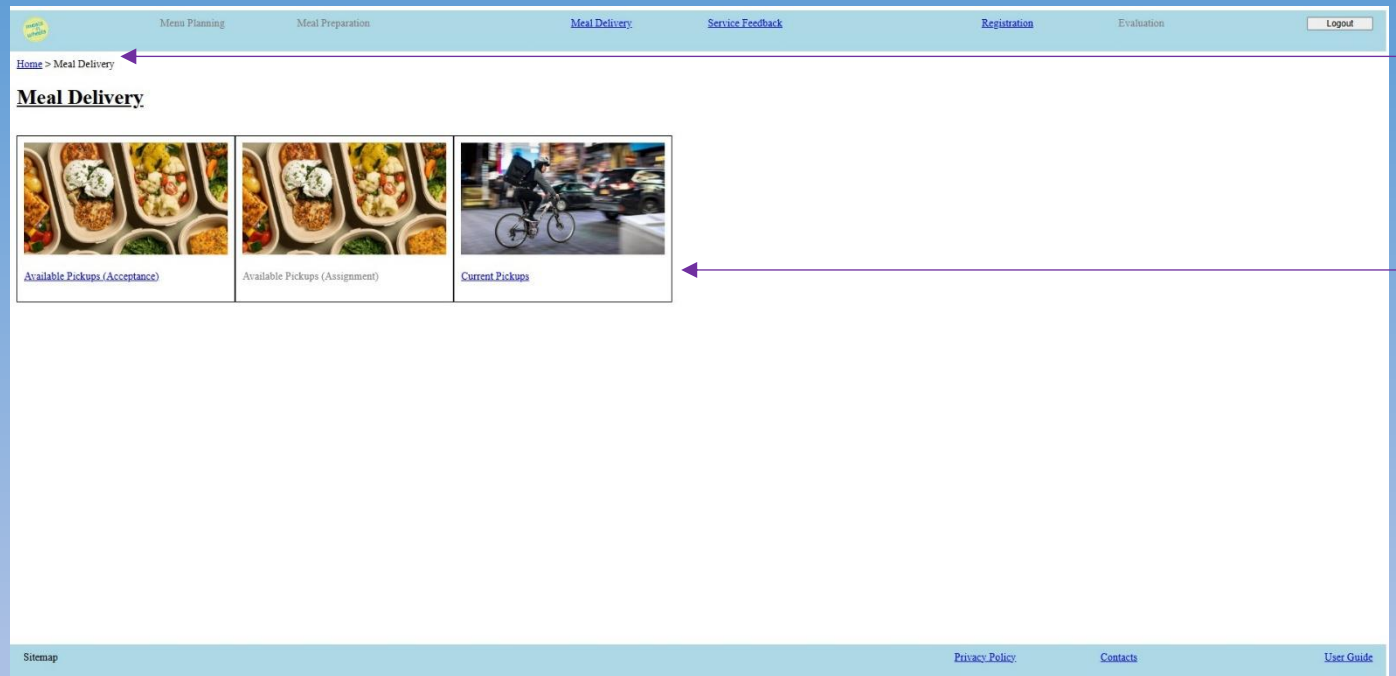
Meal Delivery

Available Pickups (Acceptance)
→ Accessible only for FDR

1. Click the [Accept] button of selected meals [1] to confirm picking up.

| | Menu Planning | Meal Preparation | | Meal Delivery | Service Feedback | | Registration | Evaluation | | Logout |

Home > Meal Delivery > Available Pickups (Acceptance)

Available Pickups (Acceptance)

ID	Food Service Provider	Time Available	Address	☐ Select All
4	MerryMeal Ltd	2025-06-14 06:14	55 Pipit Road	☐ Select

Total: 1

[Accept]

Note: Click pagination link to view another page of records.

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[1] You can click the Select All checkbox instead of clicking all Select checkboxes.

Meal Delivery

Available Pickups (Assignment)
→ Accessible only for Administrator

1. Click the [Assign] button of selected meals [1] to issue pickups to the selected Rider (FDR).

	Menu Planning	Meal Preparation		Meal Delivery	Service Feedback		Registration	Evaluation		Logout

Home > Meal Delivery > Available Pickups (Assignment)

Available Pickups (Assignment)

ID	Food Service Provider	Time Available	Address	☑ Select All
4	MerryMeal Ltd	2025-06-14 06:14	55 Pipit Road	☑ Select

Total: 1   Rider: [S4000002D Volunteer #2 Test #2 Active ▼]   [Assign]

1

Note: Click pagination link to view another page of records.

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[1] You can click the Select All checkbox instead of clicking all Select checkboxes.

Meal Delivery

Current Pickups

→ Accessible only for Member and FDR

1. Click the [Update] button of an existing pickup to update its status with timestamp. → Accessible only for FDR
   or
   Click the [Caregivers] button of an existing pickup to view details of the member and his or her caregivers.
   → Accessible only for Member and FDR

	Menu Planning	Meal Preparation		Meal Delivery	Service Feedback		Registration	Evaluation		Logout

Home > Meal Delivery > Current Pickups

Current Pickups

ID	Food Service Provider	Diet	Frozen	Allergies	Time Available	Address	Unit	Postal	Status	Action(s)
2	MerryMeal Ltd	Normal	Yes		2025-06-13 06:13	334 Sembawang Close	#12-455	750334	Accepted	Update Caregivers

1

Total: 1

Note: Click pagination link to view another page of records.

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Meal Delivery

Current Pickup

1. Enter applicable fields as shown under the Pickup Details heading.

Field	Description	Required?	Format
Status	The status of the meal delivery.	Yes	Accepted, Started or Ended.

2. Click the [Save] button.

Meal Delivery

Current Pickup (Caregivers)

Service Feedback

Service Feedback

1. Click the [Create] button to provide details of a new feedback submission. → Accessible only for Administrator and Member

   or

   Click the [Update] button of an existing feedback submission to amend its details.
   → FSP and FDR will have [View] button and cannot amend

   or

   Click the [Delete] button of an existing feedback submission to delete it. The status of the submission can be restored.
   → Accessible only for Administrator and Member

| | Menu Planning | Meal Preparation | Meal Delivery | Service Feedback | Registration | Evaluation | Logout |

Home > Service Feedback

Service Feedback

ID	Delivery Time End	Menu Name	Diet	Frozen	Status	Action(s)	Create
2	2025-06-13 06:13	Nasi Ayam	Halal	No	Active	Update	Delete
1	2025-06-13 06:13	Nasi Ayam	Halal	No	Deleted	Update	Delete

1

Note: Click pagination link to view another page of records.

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Service Feedback

Feedback Submission

1. Enter applicable fields as shown under the Service Feedback Details heading.

Field	Description	Required?	Format
Delivery End Time	The meal delivery indicated by the date and time the pickup was delivered to the member. Upon saving, some details of the pickup will be shown as well.	No	End date and time.
Rate Meal	The rating on the meal provision.	Yes	1 (worst) to 5 (best).
Remarks Meal	Any comments on the meal provision.	No	Up to 255 characters.
Rate Delivery	The rating on the meal delivery.	Yes	1 (worst) to 5 (best)
Remarks Delivery	Any comments on the meal delivery.	No	Up to 255 characters.

Service Feedback

2. Click the [Save] button [1]. Any ID with a zero value will be replaced with a non-zero value upon successful saving.

| Menu Planning | Meal Preparation | Meal Delivery | Service Feedback | Registration | Evaluation | Logout |

Home > Service Feedback > Feedback Submission

Feedback Submission

Service Feedback Details	
ID:	2
Delivery End Time:	2025-06-13 06:13
Menu Name:	Nasi Ayam
Diet:	Halal
Frozen:	No
Status:	Active
Rate Meal:	Good
Remarks Meal:	Partially present
Rate Delivery:	Good
Remarks Delivery:	Partially present

Save

Blue denotes optional if applicable.

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[1] If any required field is not filled or any field not matching valid format or value, error message will appear. Correct the field and click [Save] button again.

Written by: Ivonne Lim
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