

Restaurant Onboarding Flow for a Cloud Ordering System

1. Start Registration

This is the initial stage where the restaurant begins its onboarding process to use the cloud ordering platform.

- **Start Registration:** The restaurant initiates the process to get onboarded to the cloud system.
 - **Create Account:** A new account is created on the platform. This includes entering restaurant details like name, location, contact information, and admin credentials.
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2. Device Selection

In this phase, the restaurant selects the devices needed for their operations. Devices help digitize the ordering and serving process.

- **Choose Devices:** The system offers a range of devices categorized as:
 - **Mandatory:**
 - **Ordering Kiosk:** A self-service terminal for customers to place orders.
 - **Server PC/Billing Counter:** Used for billing, order management, and backend control.
 - **Optional:**
 - **Kitchen Display:** Displays live orders to the kitchen staff, improving communication and efficiency.
 - **QMS (Queue Management System) / Order Display:** Shows order numbers for customers to track their order status.
 - **Table Tablet:** Used for dine-in orders at the table. Customers can add items or call the waiter for assistance.
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3. Configure Ordering Kiosk

This phase involves setting up the system for customer interaction, including services, menus, and payment options.

- **Choose Services:** Select the type of services the restaurant will provide:
 - **Takeaway Service**
 - **Dine-in Service**
 - **Pre-booking Service**
- **Create Menu:** This includes:
 - **Add Food Categories:** Organize food into categories like Starters, Mains, Desserts, etc.
 - **Edit Menu from Cloud:** Upload or modify menu items using the cloud platform. Updates reflect across all connected devices.

- **Set Payment Mode:** Define how customers will pay:
 - **Cash**
 - **UPI (Unified Payments Interface)**
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4. Subscription

To activate and use the cloud services, the restaurant needs to complete the financial part of onboarding.

- **Pay Subscription Charges:** Make a payment based on the selected services and devices.
 - **Receive Device Credentials:** After payment, the system provides secure login credentials for each device.
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5. Device Synchronization

After configuration, all selected devices must be connected and synchronized with the central system.

- **Sync Devices:**
 - **Ordering Kiosk:** Ensure it reflects the latest menu and payment setup.
 - **Server PC:** Sync with cloud for backend management.
 - **Kitchen Display:** Begin receiving real-time orders.
 - **Billing Counter:** Start generating and managing bills.
 - **QMS:** Display live queue/order statuses.
 - **Table Tablet:** Enable order placement from tables.
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Final Step: All Devices Synced and Operational

- Once synchronization is complete, the system is fully operational.
- The restaurant is now ready to accept and manage orders using the cloud ordering platform.

Process Flow Diagram

