Table of Contents
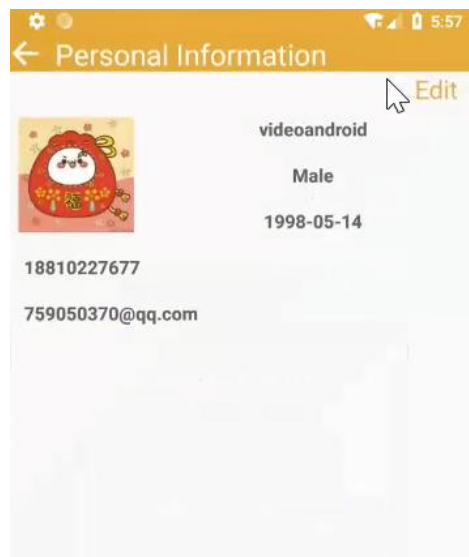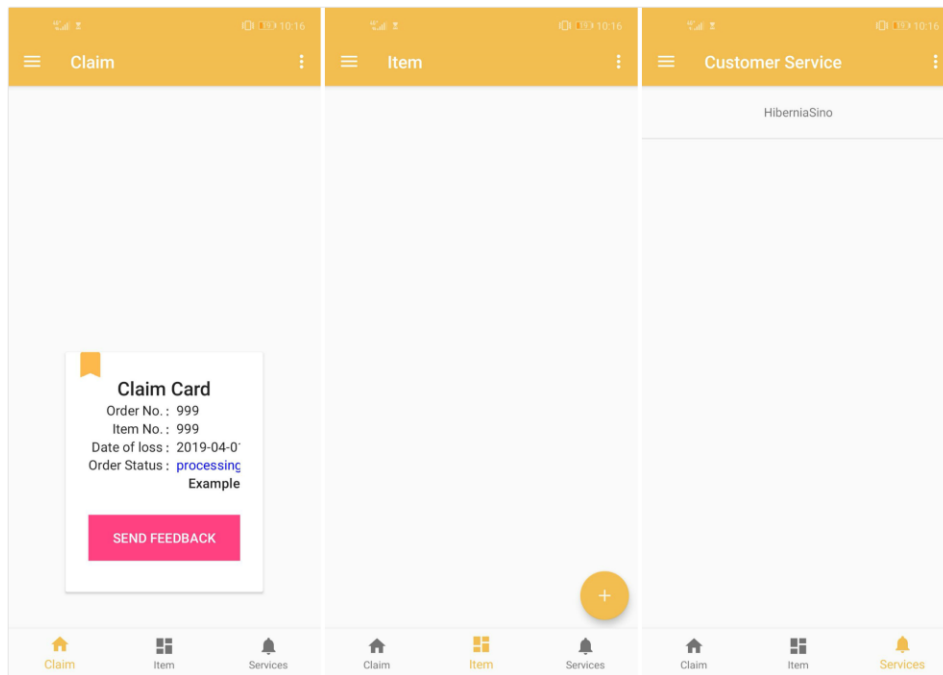
1 Customer

1.1 Android

1.1.1 Log in, Log out & Internationalization
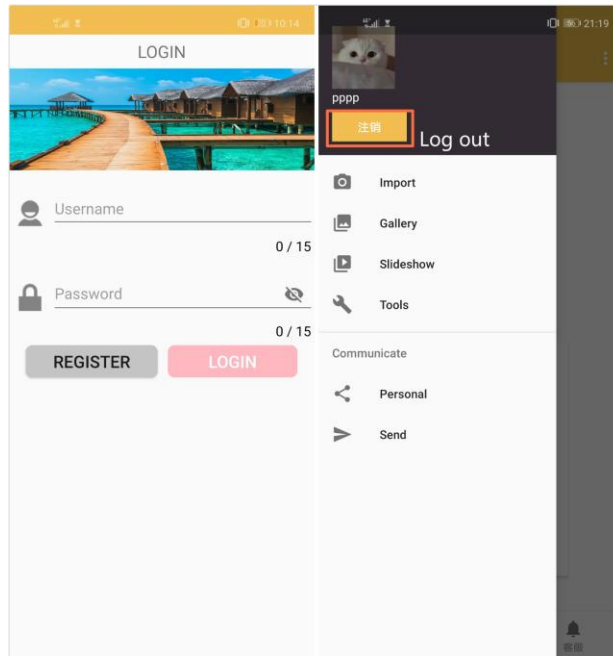
If you already have an account, you can log in directly. And there is a "log out" button under your username when you log in. The language of the software follows the system language.

Click the "Personal" button, you can check your personal information and edit it.

The main interface is divided into three parts. The Claim part, the item part and the Services part.

1.1.2 Register

If you do not have an account yet, you can click "REGISTER" button to come to this interface. And you need to fill all the information and click "COMPLETE" button to finish registering.

1.1.3 Add Item, Send Order & View Order
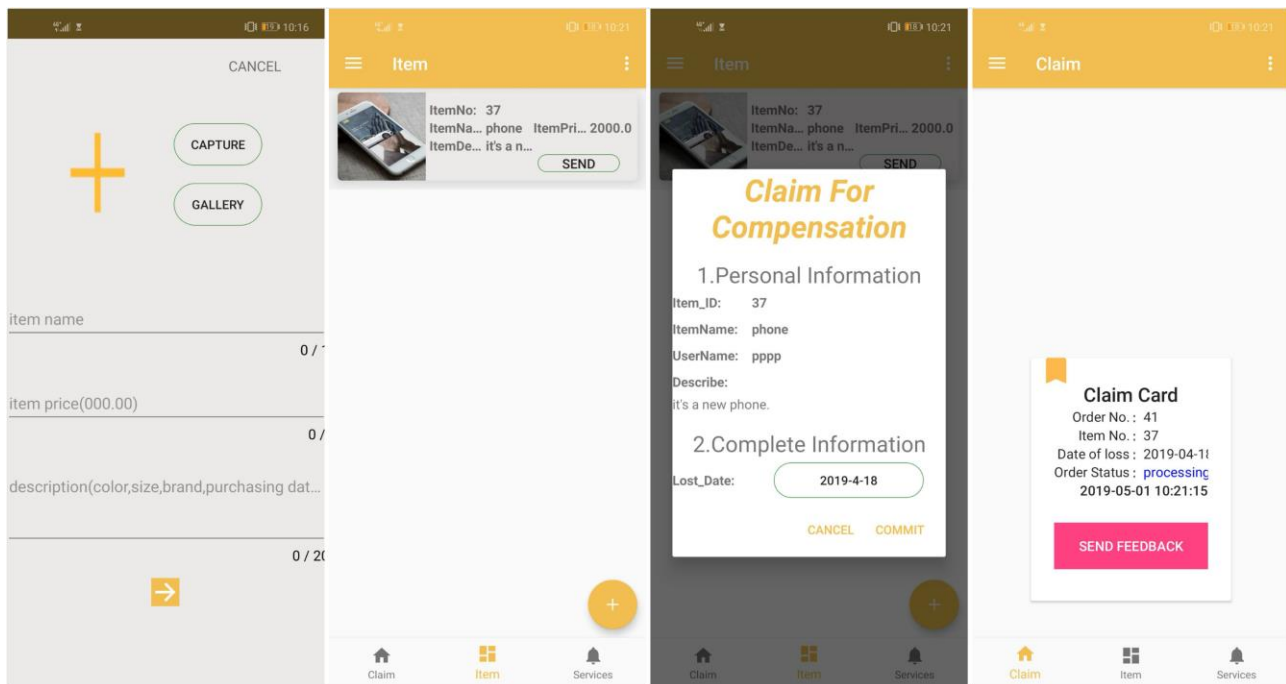
There is a add button in the Item part, you can click it and add the information of your item, there will be a new item in the item part. And click the "SEND" button, it will send your order when you click "COMMIT" button after choosing the lost date. Your orders will appear in the claim part and show the current order status with different colors. ("processing" is blue, "approving" is green and "deny" is red.)

1.1.4 Contact
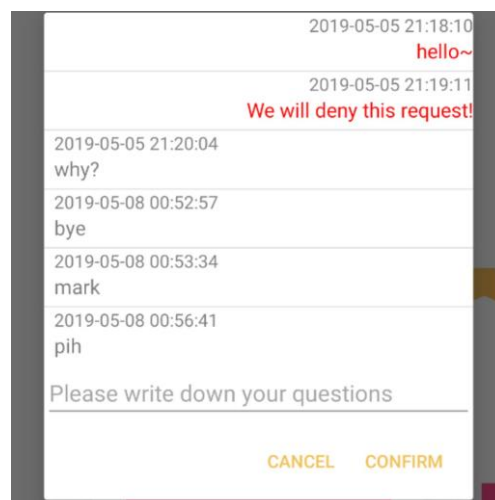
If you want to leave a message to the employee, you can click "SEND FEEDBACK" button of your order and leave message to employee, but it can not be replied instantly.

1.1.5 Instant Message
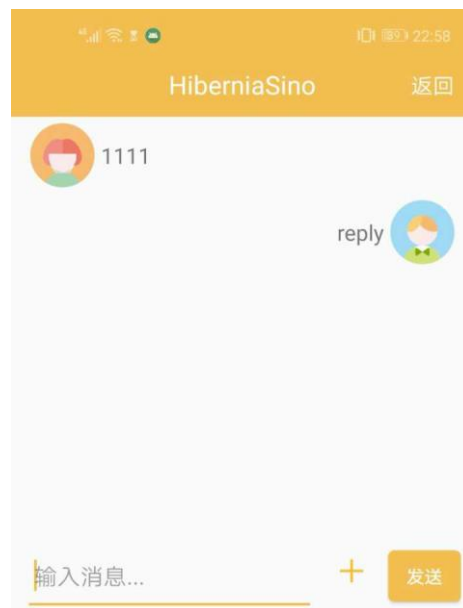
You can click "HiberniaSino" in the Services part to contact to employee instantly.

And when you get messages, there will be a notification to inform you.

1.2 Web

1.2.1 Log in, Log out & Internationalization

If you already have an account, you can log in directly. If you do not have an account, you can click "Register" button to register an account and back to this interface to log in.

When you log in, there will be a "log out" button between "HOME" and "language".

If you want to change language of all the interface, click the Language button and there will be a drop-down menu to select the language.

1.2.2 Register

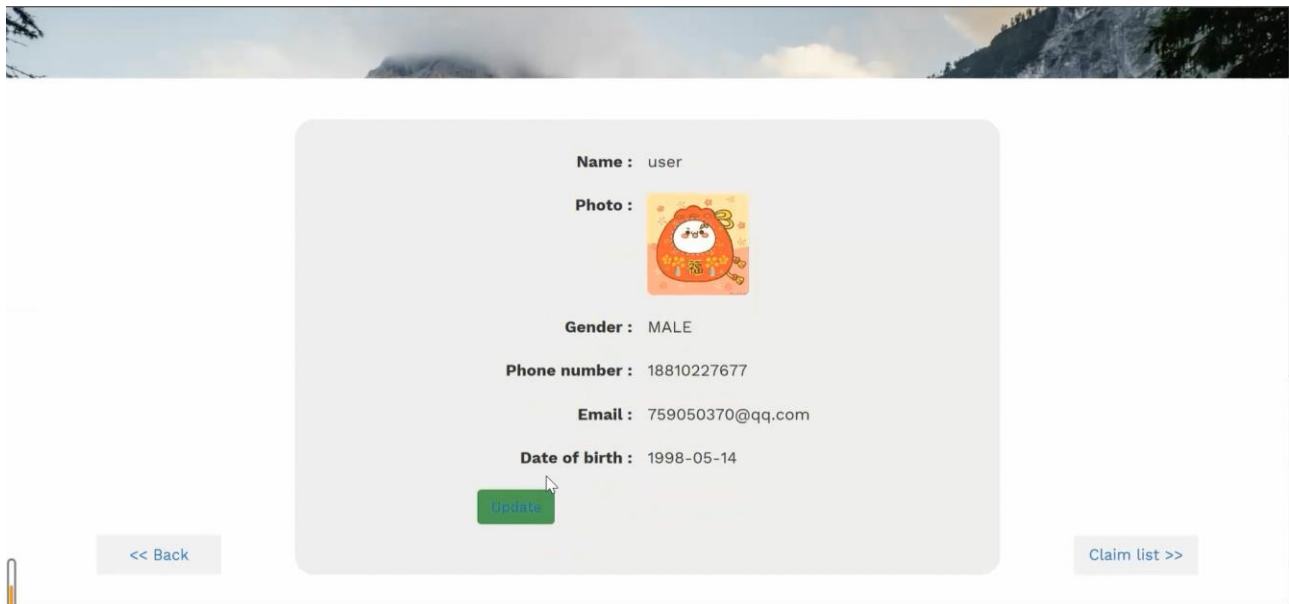In this interface, you need to fill all the information and click "Submit" button to finish registering.

1.2.3 Add Order & View Order

You can click "Add" button to add a new order, and it will appear in the list below. You can click the "View the details" button to view your order.

Click the "Profile" button, you can check your personal information and edit it.

1.2.4 Contact
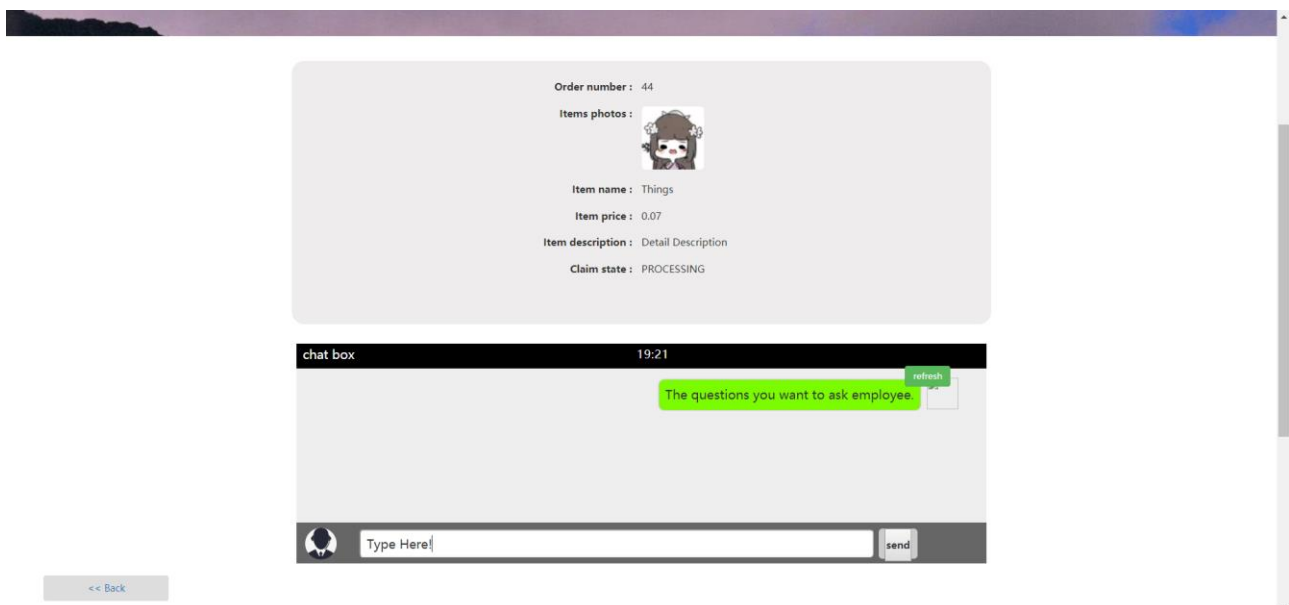
In the detail interface, there will be a chat box if the claim state is "PROCESSING". And you can contact the employee.

If the employee has processed this order, the chat box will disappear.
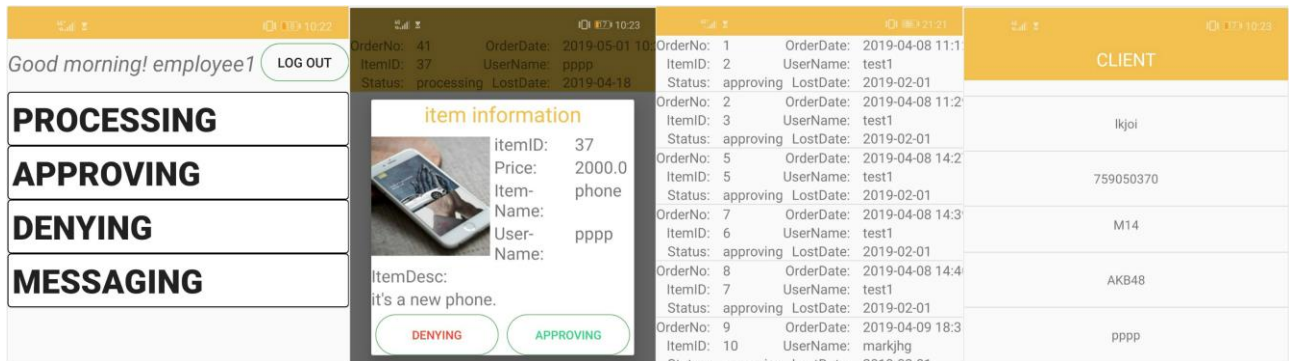
2 Employee

2.1 Android

2.1.1 Login, Log out & International

It is the same as the content of 1.1.1.

2.1.2 Claim Process Center

When you log in, all the orders are divided into four lists, PROCESSING, APPROVING, DENYING and MESSAGING. You can process unprocessed orders in PROCESSING. The order you completed will be listed in APPROVING and DENYING. You can choose the user you want to contact in the MESSAGING list for instant messaging.

2.1.3 Instant Message

When you choose the client, you can send instant message to customer. And when you get messages, there will be a notification to inform you.

2.2 Web

2.2.1 Login, Log out & International

It is the same as the content of 1.2.1.

2.2.2 Claim Process Center

When you enter the main interface, there will be two lists in the Claim Process Center. The list above is an unprocessed order, you can approve, deny or contact customer. The list below is an order that has already been processed, it will show order number, order date, item ID and lost date.

2.2.3 Contact

When you click "+contact" button, there will be a chat box. It can receive the massages that customers send.