Coffee cart rewards system - User manual

Description

The coffee cart reward systems(CCRS) is a system that runs on the Android platform and is distributed across multiple locations. CCRS is used to track VIP customer loyalty reward points and generate relevant reports about customer purchase history. Currently CCRS is only supported on the Android platform running versions 4.0 or higher.

Instructions

To following section will give an overview of the various operations of the CCRS and how to perform those.

Location Management

Setting your CCRS location.

To set up your CCRS location follow these steps:
- Select "Coffee Cart Location" from "Main Menu"
- Select "Coffee Cart Location" from list.

Account Management

Adding a new VIP customer.

Select "Account Management" from the main screen and then select "Add New VIP Customer" now add the following **customer** information:
- Name
- Phone number
- Birthdate
- Add card number from the physical VIP card.

Press the save button and give the physical card to the customer.

Modifying a VIP customer's information.

To modify a customer's information follow these steps:
- From the main screen of CCRS select "Account Management"
- Now select "Search VIP Customer"
- Enter the VIP Customers card number from their issued card
- Select the VIP customer from the search results
- Select "Edit VIP Customer"
- Edit the desired information
- Save and return to the main menu.

Deleting a VIP customer from the system.

To delete a customer from the CCRS follow these steps:

- From the main screen of CCRS select "Account Management"
- Now select "Search VIP Customer"
- Enter the VIP Customers card number from their issued card
- Select the VIP customer from the search results
- Select "Delete VIP Customer"
- Confirm the delete action

Viewing a VIP customer's purchase history, membership level and points.

To view a VIP customer's information from the CCRS follow these steps:
- From the main screen of CCRS select "Account Management"
- Now select "Search VIP Customer"
- Enter the VIP Customers card number from their issued card
- Select the VIP Customer from the search results
- From this screen the following information will be displayed
    - VIP Level
    - Points for last 30 days
    - Total points
    - Items for last 30 days
    - A button to display full purchase history

Purchases and Pre-orders

Adding pre-order information for desserts

To add pre-order information for desserts follow these steps:
- Select "Pre-order"
- Select adds desserts from pre-order list
- Select "Continue Preorder"
- Enter customer VIP Card Number
- Enter pre order date
- Select "Finalize Pre-order

Purchasing items through CCRS

To purchase items through CCRS follow these steps:
- From the main screen of CCRS select "Purchase"
- Select adds item(s) from purchase list
- Select "Continue Purchase"
- Enter VIP Card Number
- Select "Finalize Purchase"

Reporting

Generating the daily report

To generate the daily report follow these steps:

- Select "Generate Report" from "Main Menu"
- Enter dates"Coffee Cart Location"
- Select "Generate Report"

Requirements

Platform
CCRS is designed to run on the Android 4.0+ platform. It will not work on other Mobile platforms.

Network Connectivity
CCRS requires network connectivity in order to sync the distributed systems. If network connectivity is temporarily unavailable data will be saved locally until a connection is restored.