Lame Duck 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 "LameDucks Coffee" from the top of the application.
- Select "Set Coffee Cart Location" from list.
- Select coffee cart location from drop down list.
- Press Save.

Account Management

Adding a new VIP customer.

Select "VIP Customer Management" from the "LameDucks Coffee" 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 submit 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 "VIP Customer Management" section of CCRS you will be presented with a customer list
- Press the customer you wish to modify. This will load a new screen.
- From the new screen press the "Edit" Icon. This will load a new screen.
- From the new screen please modify the information desired.
- Press "Save" to complete the changes.

Deleting a VIP customer from the system.

To delete a customer from the CCRS follow these steps:

- From the "VIP Customer Management" section of CCRS you will be presented with a customer list
- Press the customer you wish to delete. This will load a new screen.
- From the new screen press the "Delete" Icon. This will delete the customer from the application.

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 "VIP Customer Management" section of CCRS you will be presented with a customer list
- Press the customer you wish to view. This will load a new screen.
- From the new screen follow these instructions to view the various information
    - Purchase history:
        - Monthly
            - Pressing "Monthly" will display the orders made the last 30 days.
        - Lifetime
            - Pressing "Lifetime" will display all orders made by the customer.
    - Membership level:
        - The membership level is displayed next to the customers name. If the customer has achieved the gold level there will be a gold star next to their name. If no gold star is present then the member is standard level.
    - Loyalty Points:
        - The customer's monthly and lifetime earned points are displayed in the "VIP Points" section.

Purchases and Pre-orders

Adding pre-order for desserts

To add pre-order information for desserts follow these steps:

- From the "LameDucks Coffee" Menu Select "Pre-Order Item(s)". This will load a new screen.
- From the new screen select a pickup date from the calendar.
- Select the VIP Customer the pre-order is for from the "VIP Customer" drop down list
- Select a product from the "Product" drop down list.
- Press the "Save Preorder" icon.
- You will receive confirmation that the preorder was saved.

Purchasing items through CCRS

To purchase items through CCRS follow these steps:

- From the "LameDucks Coffee" Menu Select "Purchase Item(s)". This will load a new screen.
- From the new screen select the VIP Customer the purchase is for from the "VIP Customer" drop down list.
- Select a product from the "Product" drop down list.
- Press the "Save Purchase" icon.
- You will receive confirmation that the purchase was saved.

Reporting

Generating the daily report

To generate the daily report follow these steps:
- From the "LameDucks Coffee" Menu Select "Generate Report".
- This will Generate a report of all purchases and pre-orders for the current selected location for the day.
- To view a different locations daily report, follow the steps in Location Management and then repeat the steps here.

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.