

LameDucks Coffee Cart Rewards System

User Manual

TEAM 007

Version: Final

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

The following sections 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 10 character 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 the customer details screen.

- From the customer details screen press the “Edit” Icon. This will load edit customer details 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 customer details screen.
- From the new screen press the “Delete” Icon.
- A confirmation dialog will appear. Press “Delete” again.
 - 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 customer details screen.
- From the new screen follow these instructions to view the various information
 - Purchase history:
 - Monthly
 - Pressing “Monthly” will display the orders made by the VIP customer in 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 a 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 the pre-orders 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 pre-order 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 the purchase Item(s) screen.
- From the he purchase Item(s) 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 the CCRS will not operate as intended.

Troubleshooting

Network connectivity

To troubleshoot your network connection please use the following as a guide:

1. Verify with your Network Administrator or Cellular provider that your area has connectivity available.
2. Verify that your device has wireless and data functionality enabled.
3. Attempt to toggle the wireless and data functionality. Typically this can be performed by enabling and disabling airplane mode.

4. Attempt restarting your device to see if that remedies the problem.
5. Contact your IT or Network administrator for further assistance.

Adding or editing a VIP Customer

If you are having problems adding or editing a VIP customer please verify the following:

1. Your device is connected to a mobile or wireless network.
2. You are entering all the required fields.
 - a. Name
 - b. 10 digit phone number
 - c. Birthdate
 - d. 10 character alpha numeric VIP card number

Completing a Pre-Order

If you are experiencing difficulties completing a pre-order please verify the following:

1. Your device is connected to a mobile or wireless network.
2. The item you are attempting to Pre-Order does not have all the slots filled for the day.
3. The item you are attempting to Pre-Order is active.
4. You are attempting to Pre-Order an item through the “Pre-Order Item(s)” screen and not the “Purchase Item(s)” screen.

Completing a Purchase

If you are experiencing difficulties completing a purchase please verify the following:

1. Your device is connected to a mobile or wireless network.
2. The item you are attempting to purchase does not have all the slots filled for the day.
3. The item you are attempting to purchase is active.
4. You are attempting to purchase an item through the “Purchase Item(s)” screen and not the “Pre-Order Item(s)” screen.

Selecting a Coffee Cart Location

If you are experiencing difficulties setting your Coffee Cart location please consider the following:

1. Your device is connected to a mobile or wireless network.
2. You are attempting to change your location via the “Select Coffee Cart Location” screen.
3. When changing your coffee cart location you are selecting “Save” afterwards, the location will not update unless “Save” is pressed.
4. If you do not see the desired coffee cart location in the list, please contact your owner so they can verify, or add that the location has been added in the system.
5. By default your location will be set to Atlanta, be sure to change this via the “Select Coffee Cart Location” screen.

6. Your set location can be viewed on the “Purchase Item(s)”, “Pre-Order Item(s)”, and “Select Coffee Cart Location” screen.

Generating daily report

If you are experiencing difficulties generating the daily report please consider the following:

1. Your device is connected to a mobile or wireless network.
2. The report only shows items purchased on that day. If you have not completed any VIP purchases or pre-orders the daily report will be empty.
3. Attempt to refresh the report to load any new purchases / pre-orders that have been completed. This can be accomplished by selecting the “Refresh” Icon.
4. Make sure your coffee cart location is set correctly. The daily report will only show pre-orders and purchases for your current location.