SOFTWARE INTEGRATION FLOW - WITH APP INTERFACE

Note: All tablet images are staff app interfaces and all mobile (iPhone) and non-device images are customer app interfaces

STAFF APP FLOW

(Search Interface, Order Cart Interface, Order Receipt Interface, New Tab Interface, Pending Tab Interface)


POS System Feeding & KOT/BOT Generation

Staff takes order by searching the menu and adding the items to the Order Cart.
The entire restaurant menu is needed into the backend and the search prediction displays items that need to be selected as per customer instructions.

All items selected for the customer are displayed here, Order Cart.

Details like Order ID, Date & Time, Amount (exclusive of taxes), Table Number, Item Names, Quantity, Comments, if any, Staff name are available here.

Upon tapping place order, the above data is entered into the POS software of the restaurant.
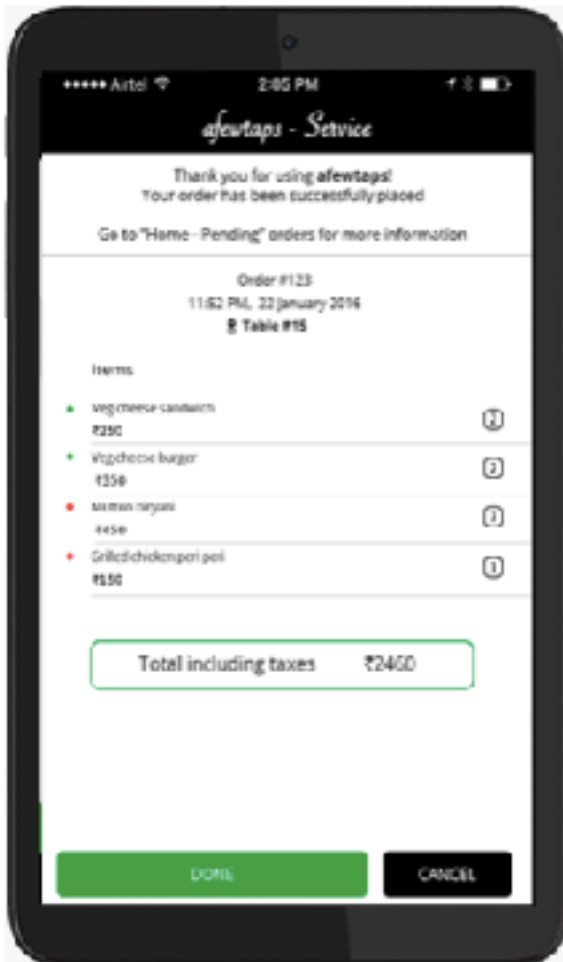
Once an order is placed, Order Receipt Interface is displayed.
Once an order is placed, KOT/BOT are generated, as the case may be.

Note: The amount display is without taxes and not inclusive.

Staff Cancellations
If the staff cancels the order, there is reverse entry on the POS.
Cancellation pop-up is displayed. Once the order is successfully cancelled, there is a Reverse POS entry, where the order details entered are removed from the POS software, and other actions like Inventory addition, KOT/BOT intimations, for kitchen/bar cancellation information take place.

All orders placed via **Staff app and Orders accepted from New Tab** appear on the **Pending** Tab of the Home page.
Orders can also be cancelled from here by the staff.

On cancellation
(both staff and customer app), two interfaces appears -
1. Confirmation for cancellation
2. Reason for cancellation

Once these steps are done, and the user proceeds to "DONE", cancellation transaction occurs as mentioned above.
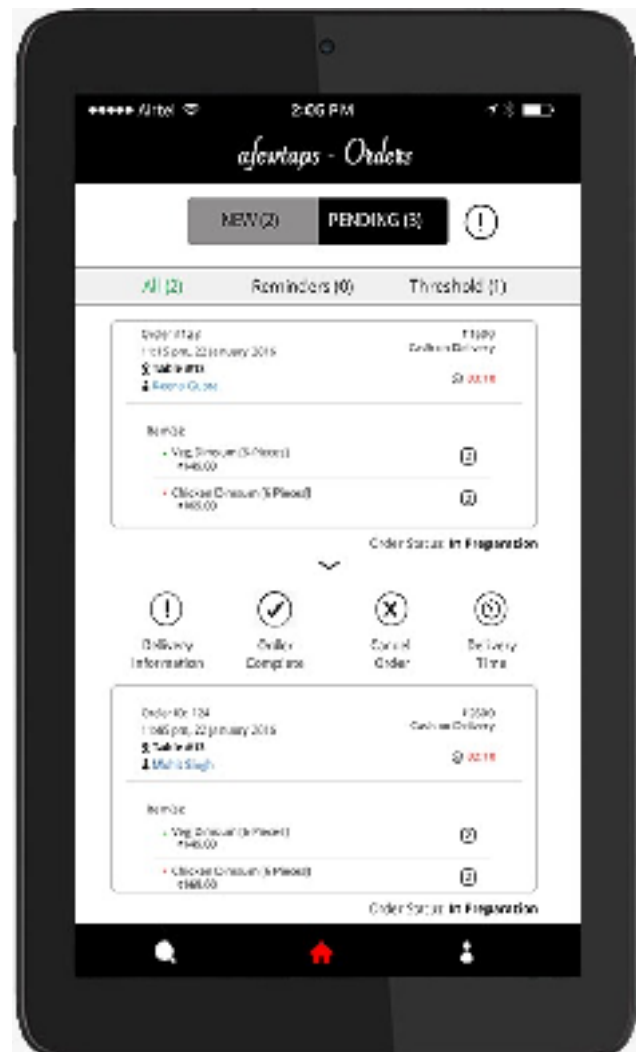
CUSTOMER APP FLOW
(Restaurant Home Page Interface, Location & Payment Interface, My Orders Interface)

Customer app includes in-built restaurant menu, and table information. Customer proceeds to placing an order on the app and the order is received on the staff app.

Staff app accepts the order. (Receiving customer orders explained below)

Customer app includes Order cancellation on My Orders Tab. Reverse entry is done for cancellations as explained above.
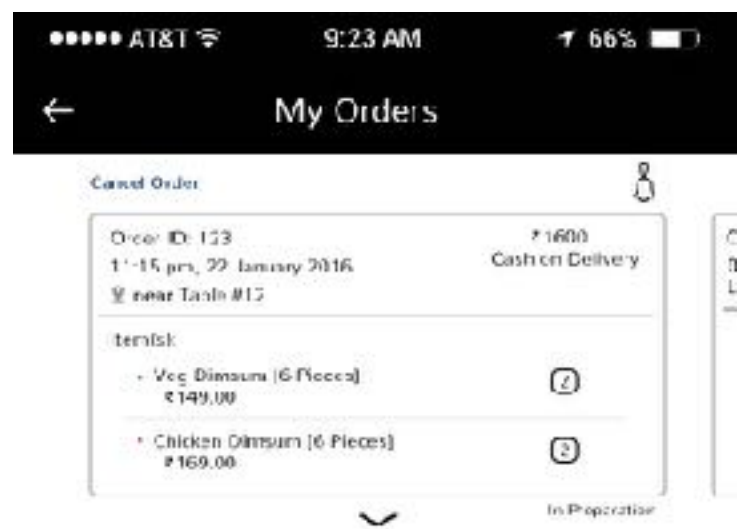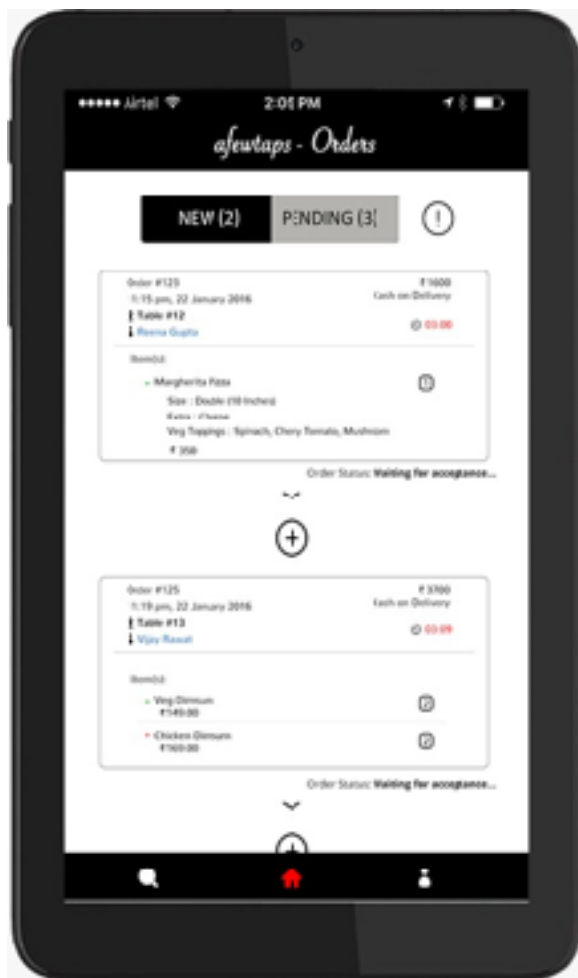
**Receiving Customer Orders via Staff App**

When a customer places an order, the order appears on the **New Tab** of the Staff App - Home Page.

Upon accepting the order, [tapping (+) icon], the order shifts to Pending Tab of the Home page of staff app, as displayed below.

Upon accepting the customer order, the details of the order as mentioned above, are entered into the POS software.

On Pending orders page, the staff has the option to cancel the order as directed by the customer, or the customer may proceed to cancelling the order on the customer app.

Same actions take place, the customer/staff receives a pop-up for cancellation confirmation and upon successful cancellation, there is reverse entry on the POS software w.r.t. the order placed.
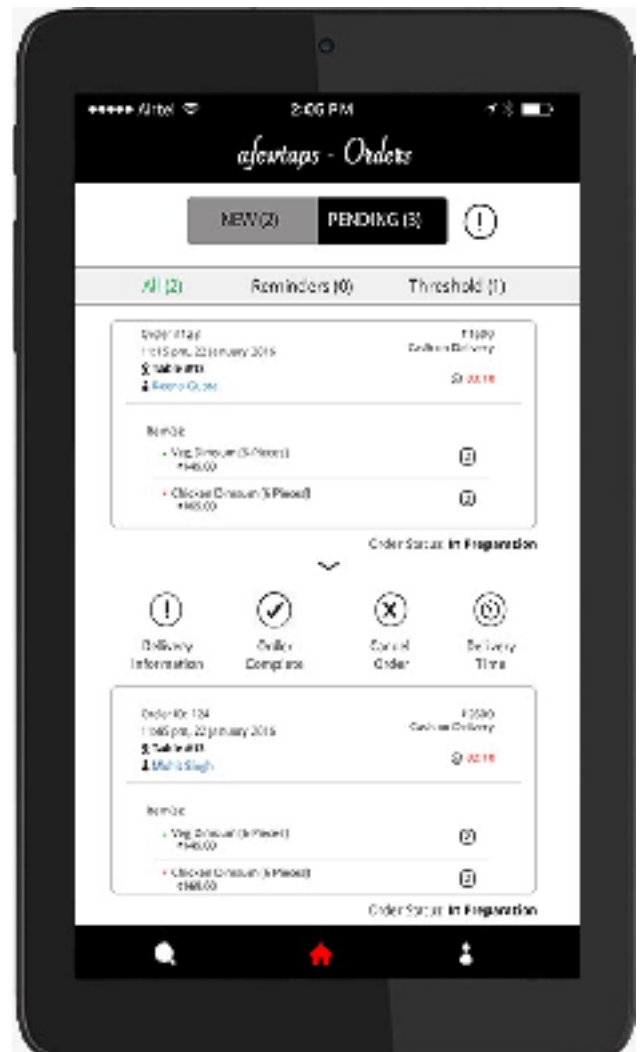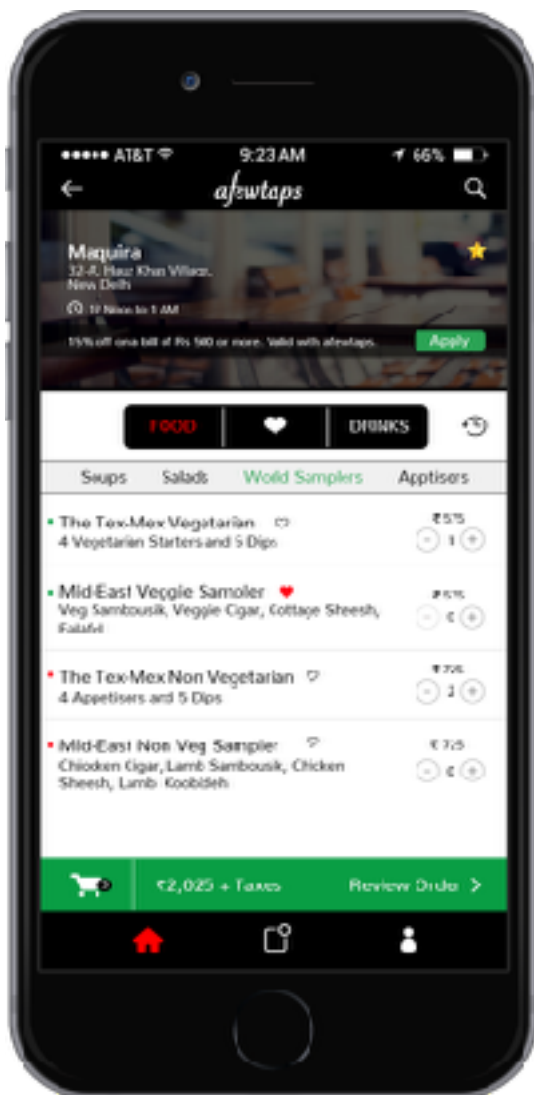
Discounting

In case of discounting, we two types of discounts
1. %age discount (15% of on a bill of 500 or above)
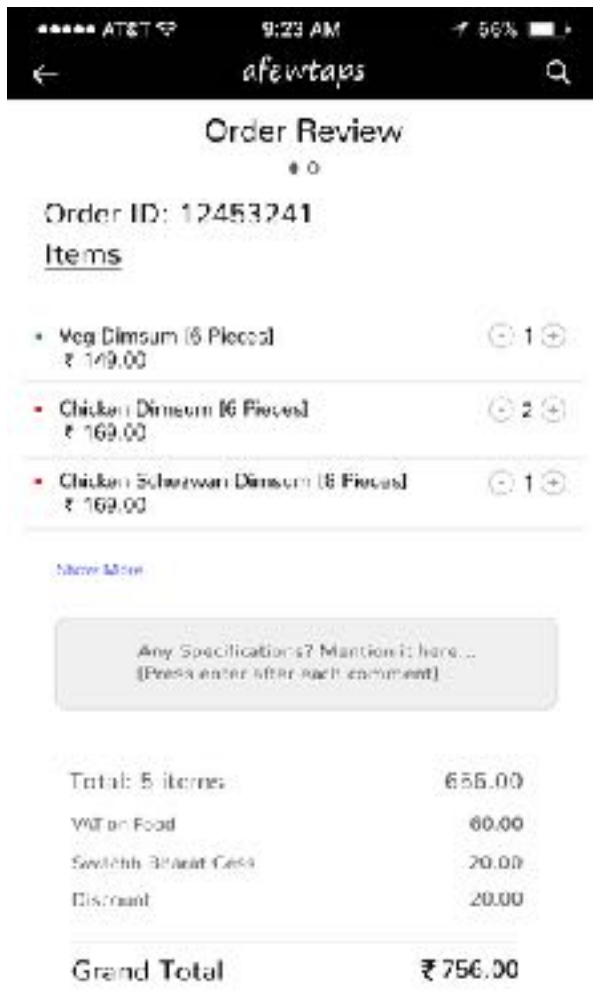2. 1+1 discount on beverages

Once a discounted order is placed, the details would additionally include the discounted amount, or items (in case of 1+1) and the same should reflect on the POS Software.

Where order information is stored on the POS for a table number, the details would include the amount of discounts, or free items, as the case may be, so that upon bill generation, the discount r free item is applied as such.

Online Payment

In case a user proceeds with online payment for their order, the same should reflect on the order information stored on POS for that table number, showing that the amount has been paid, along with payment receipt display.
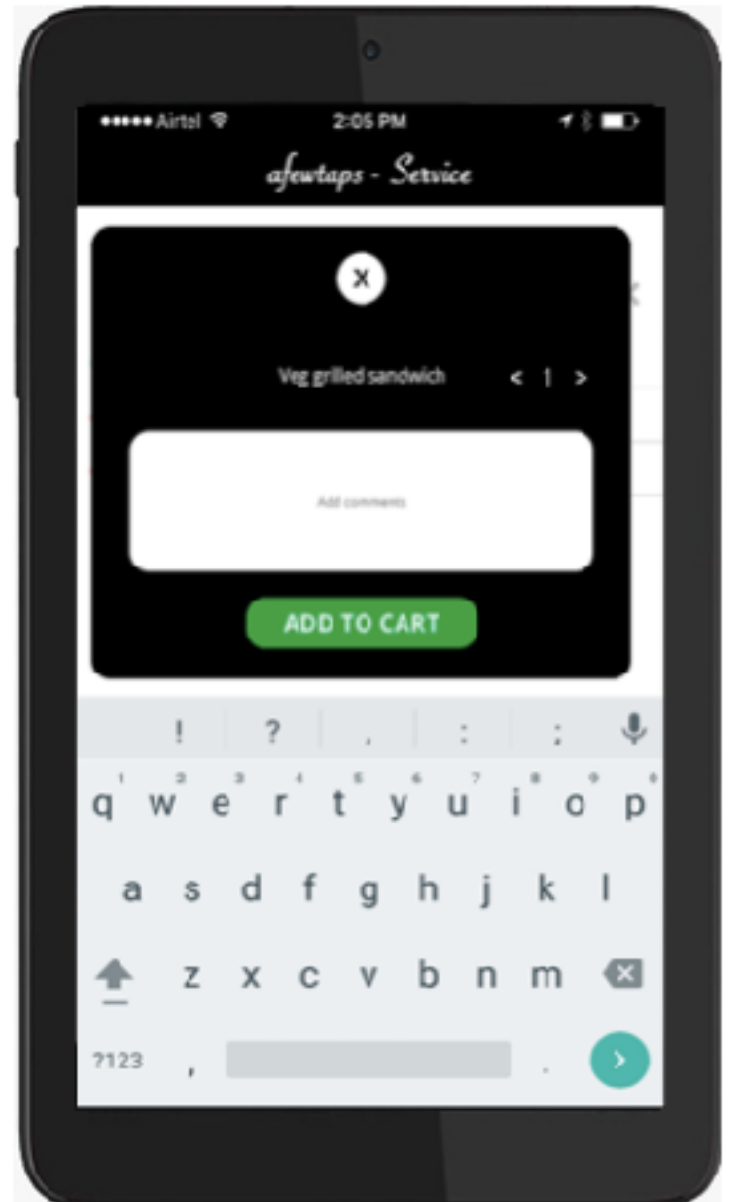
Instructions (Customer and staff app respectively)

Both Customer app and staff app has instructions input, from the person placing the order. The instructions as input shall be stored for each particular order on the POS as well as shall also appear on the KOT & BOT for that order.

Offline Mode

In case the system goes offline, any action not taken place shall be intimated to the Staff.

POS Entry Unsuccessful.
KOT/BOT generation unsuccessful.
Cancellation reverse entry unsuccessful.

Cancellation KOT/BOT unsuccessful.
Discount entry unsuccessful.
Online Payment Receipt unsuccessful.
Instructions entry unsuccessful.
Instructions on KOT/BOT unsuccessful.

Successful transaction alert

For each successful transaction, the staff shall be alerted in the form of a toast pop-up.

POS Entry
"POS Entry Successful"

POS Entry Includes the following details
- *Order ID*
- *Order Items*
- *Quantity*
- *Comments/Instructions*
- *Discount*
- *Date & Time*
- *Table Number*
- *Online Payment, if any*
- *Staff Name & Customer Name*
- *Amount*

(Note: In case any single or multiple information is not entered, there should be a prompt to the staff in the form of progress dialogue.)

KOT/BOT
"KOT & BOT Generated", "KOT Generated", "BOT Generated" (as the case may be)

Cancellation (by Staff or Customer)
"Reverse POS Entry applied and intimation KOT/BOT generated"