

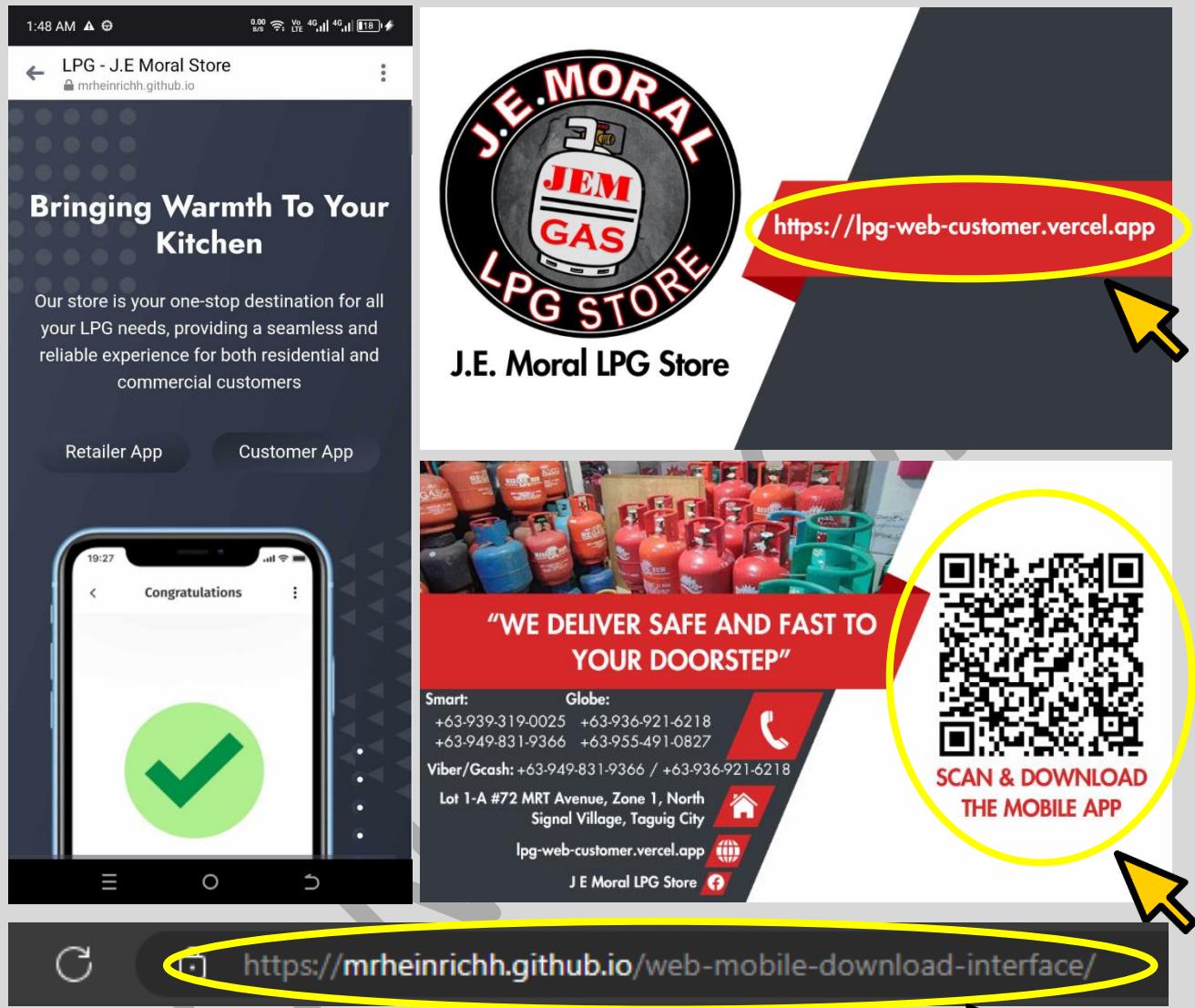


**MOBILE AND WEB APPLICATION
USER MANUAL**

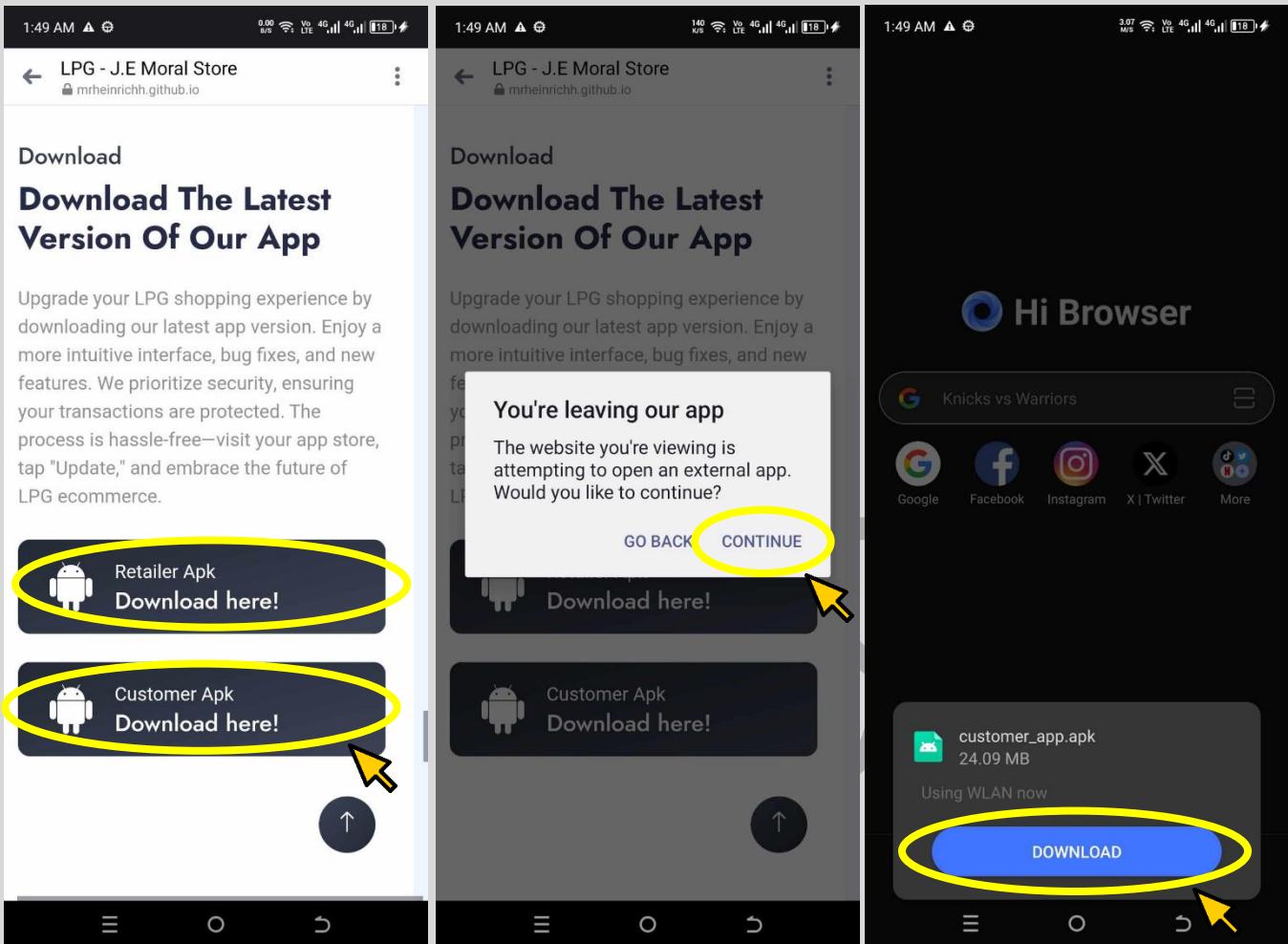
Updated as of: March 01, 2024

MOBILE APPLICATION

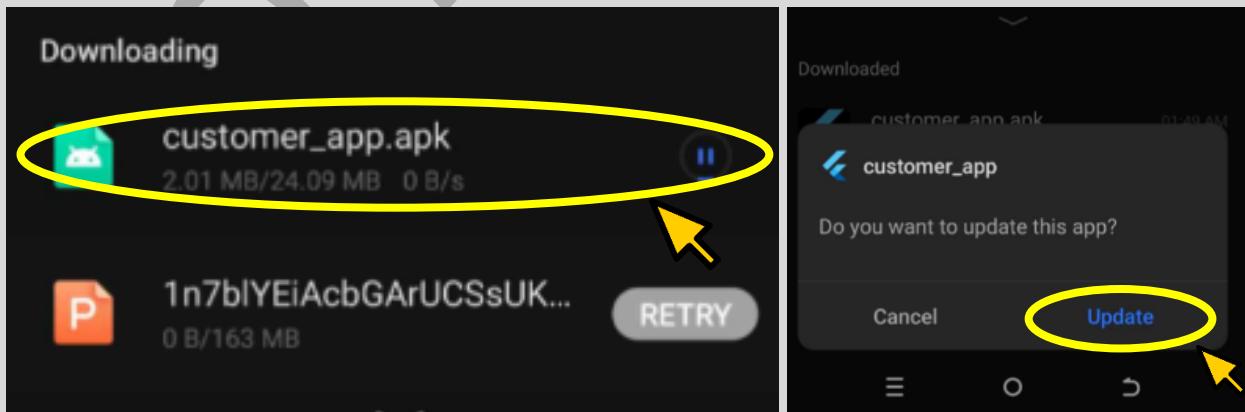
APPLICATION DOWNLOAD



To download the mobile application, just type in your mobile “browser” domain link: <https://mrheinrichh.github.io/web-mobile-download-interface>, and <https://lpg-web-customer.vercel.app> for website, or scan the QR Code image provided in the calling card.

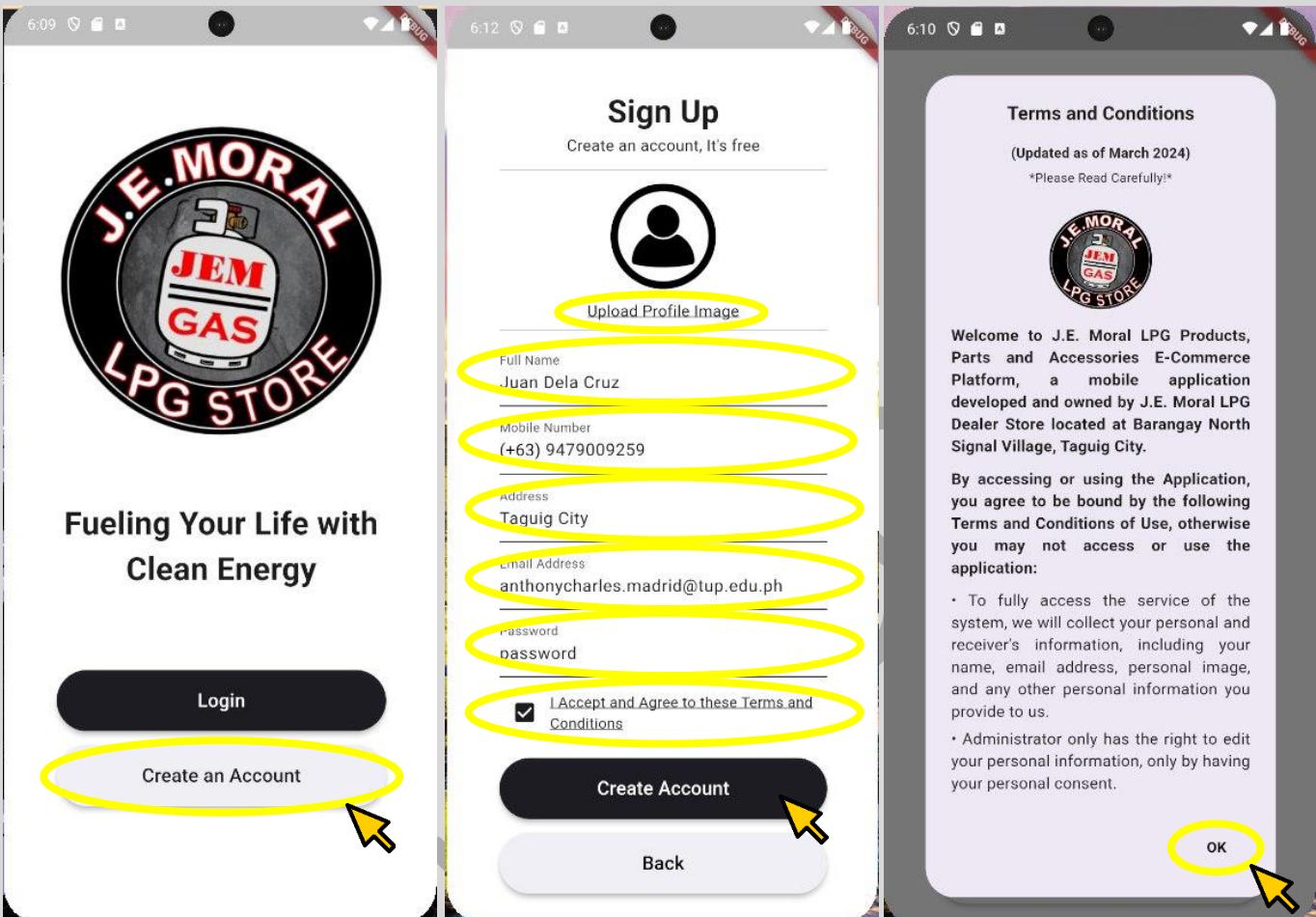


Once on the website, look for “Customer Apk” if you are downloading as customer or “Retailer Apk” if you are downloading as retailer. Once clicked, just accept/continue the necessary confirmation, and wait for it to download.



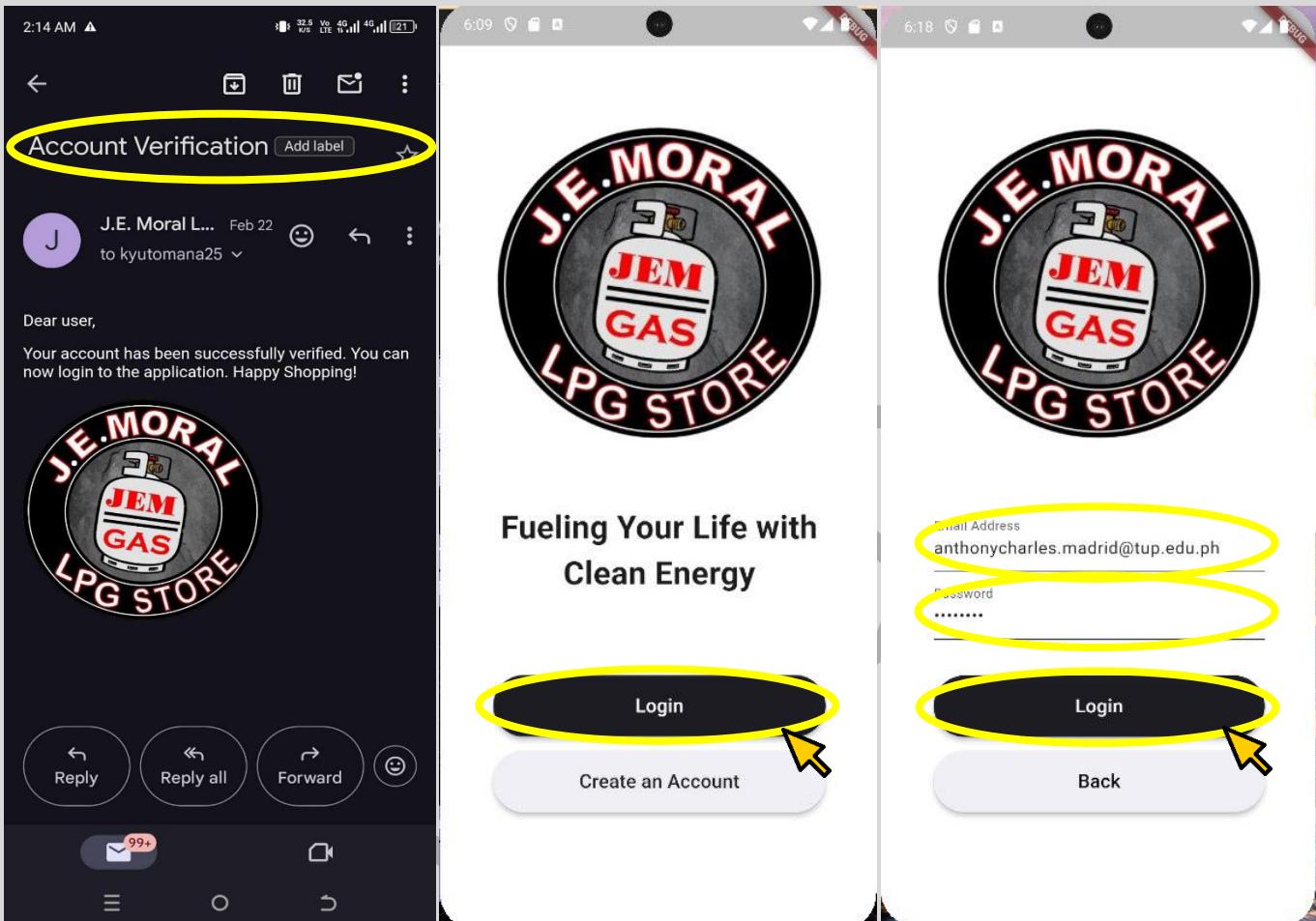
Once downloaded, check if the application has an update. It will require you to update the app first before opening. Once updated, you can now enter the app.

ACCOUNT REGISTRATION



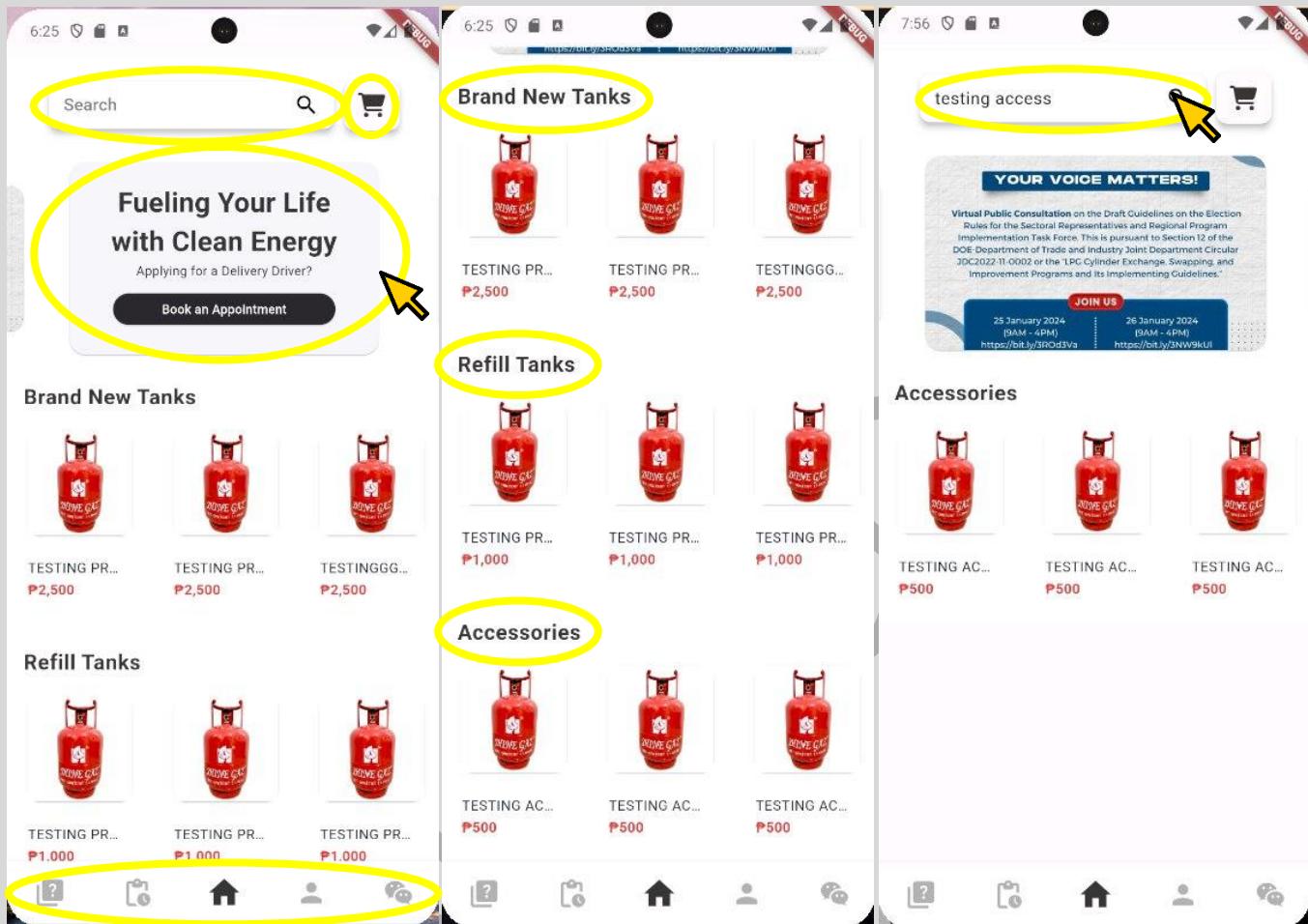
Upon running the app, buttons “Login” and “Create an Account” will appear. If you already have an account, you can “Login” to the app, if you haven’t, click the “Create an Account” > Fill up all the information needed > Read, Accept, and Agree to the Applications Terms of Usage and Conditions.

ACCOUNT LOGIN



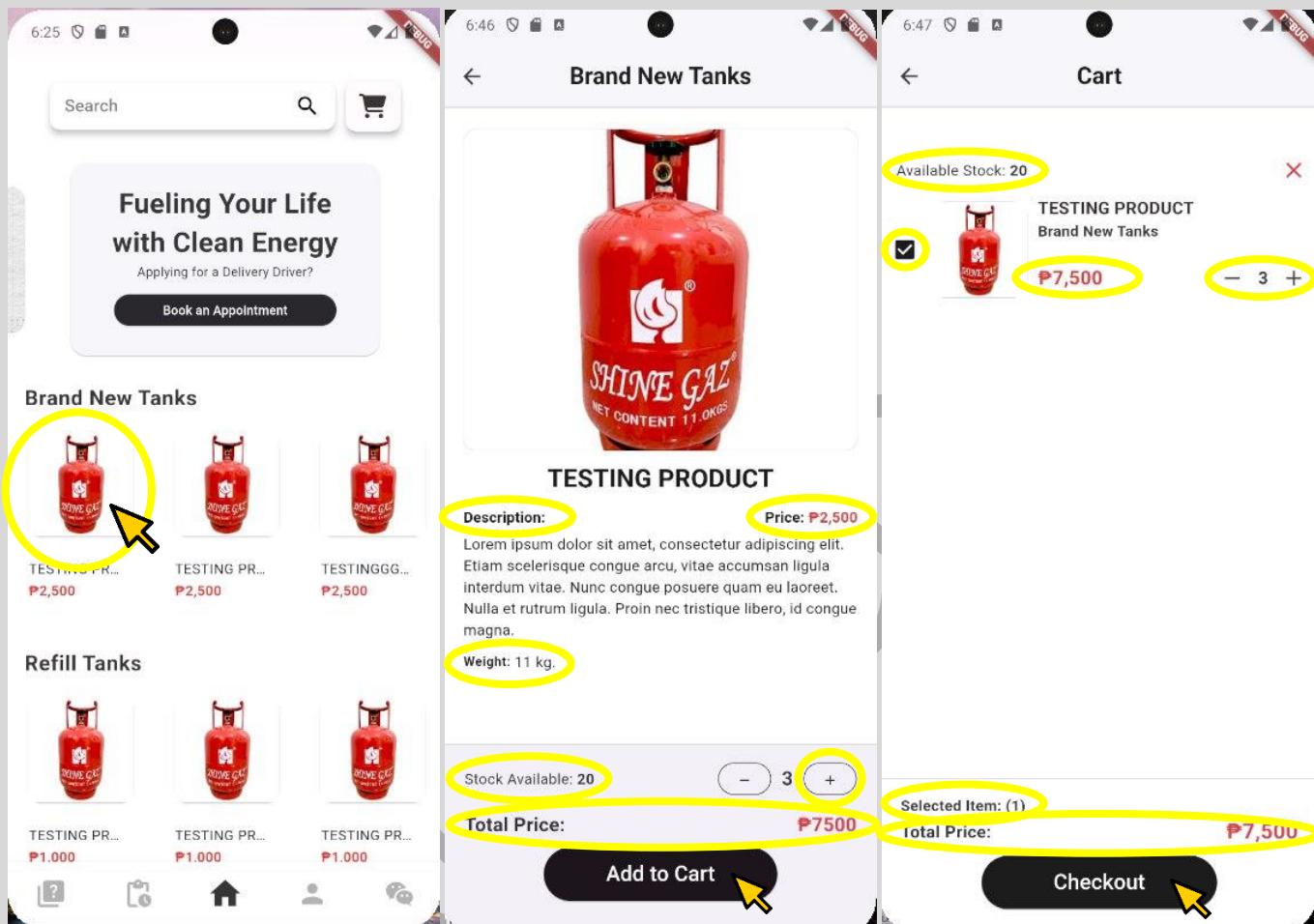
Once you “Created an Account”, an email message will be sent to your registered email address stating that your account has been successfully verified by the Administrator and can now login to the mobile app. To Login, Go back to the Application’s Starting Page > Click “Login” > Enter your Account Details > Click “Login” Again.

APPLICATION HOMEPAGE



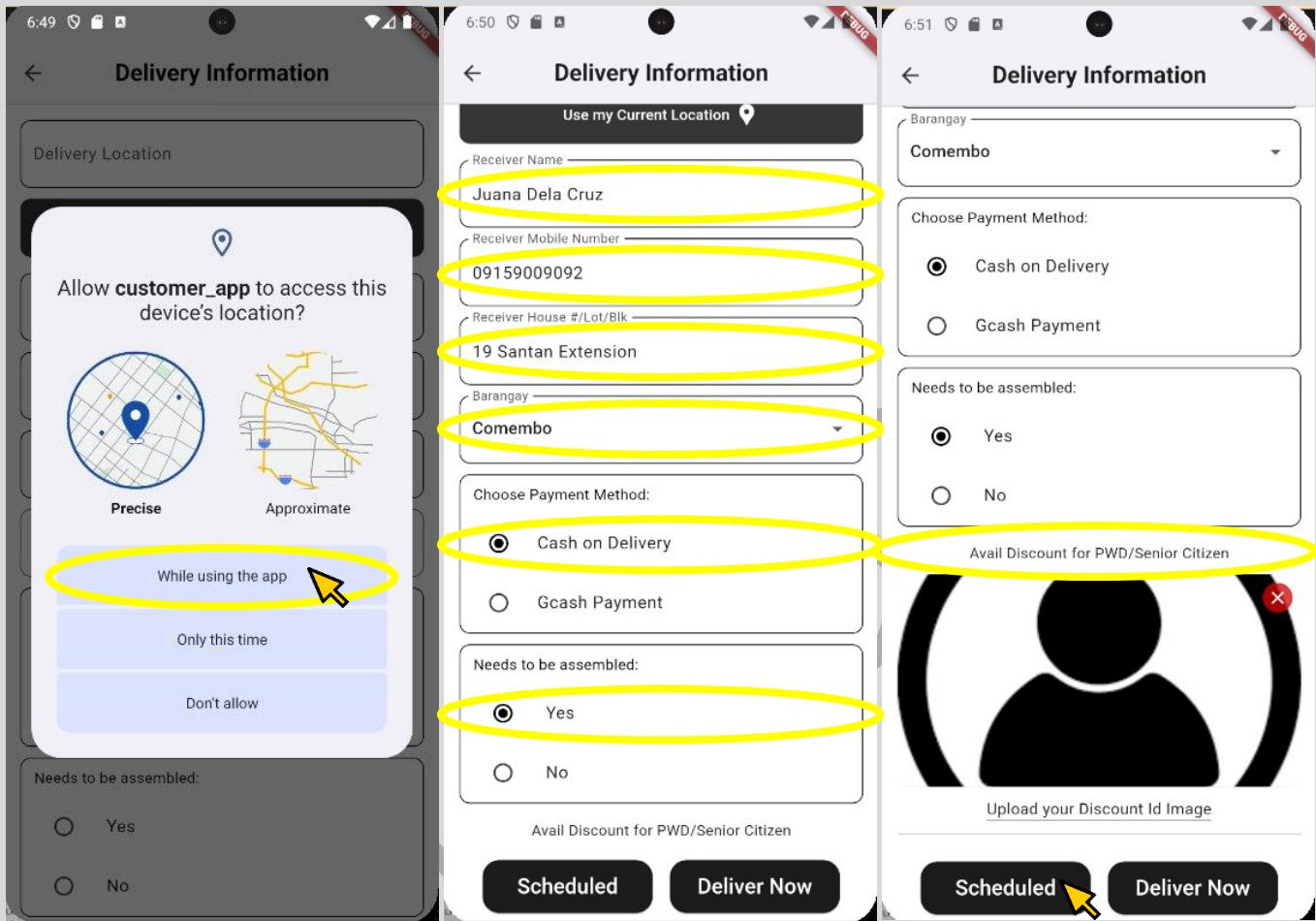
After successfully logging in, you will be directed to the mobile application's landing page. On the landing page (see left-most photo above), you will see the items available for purchase. Search bar is found above where you can search for the specific item available to purchase (see right-most photo above), your personal Cart on its right. Below the Search Bar is a carousel of "Booking an Appointment" for Delivery Driver Applicant, "Product Forecasting", and "Announcements." On the bottom part, you can find the button icon navigations that will direct you to: "Frequently Asked Questions", "Transaction History", "Homepage", "Profile Page", "Chat Support" (leftmost to rightmost order respectively).

PURCHASE ORDER INSTRUCTIONS



To purchase a product in the mobile application, you need to click first the product in the homepage (leftmost image above) > Then, you can see the product's information: "Description", "Price", "Stock Available", "Total Price". Feel free to add or subtract the quantity you wished to be added in cart. > Once true, click "Add to Cart". > Now the item is added in cart, it is now time to finalize all products in cart that you are going to check out. > If finalized, click the "Checkout" button.

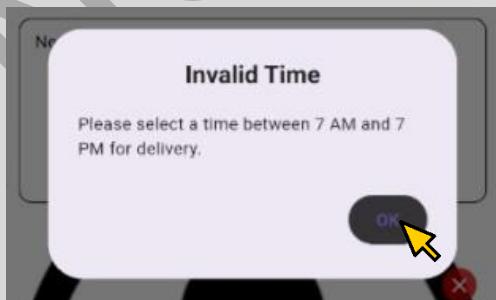
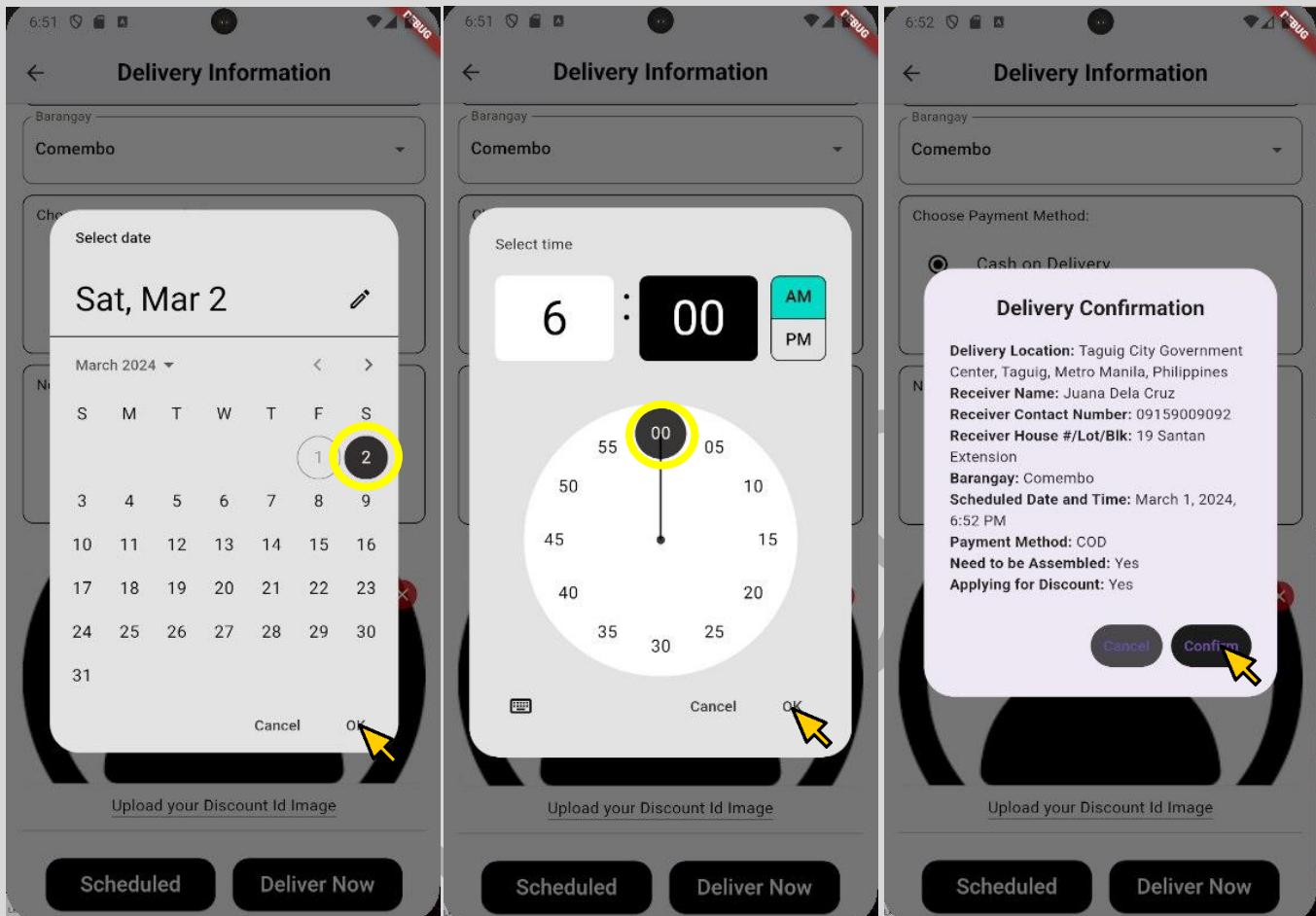
PURCHASE ORDER INSTRUCTIONS



Once you had clicked the “Checkout” button, you will now fill-up the “Delivery Information” form. In answering the form, you are required to share your device’s location in case you will pin your exact/current location as the receiver address.

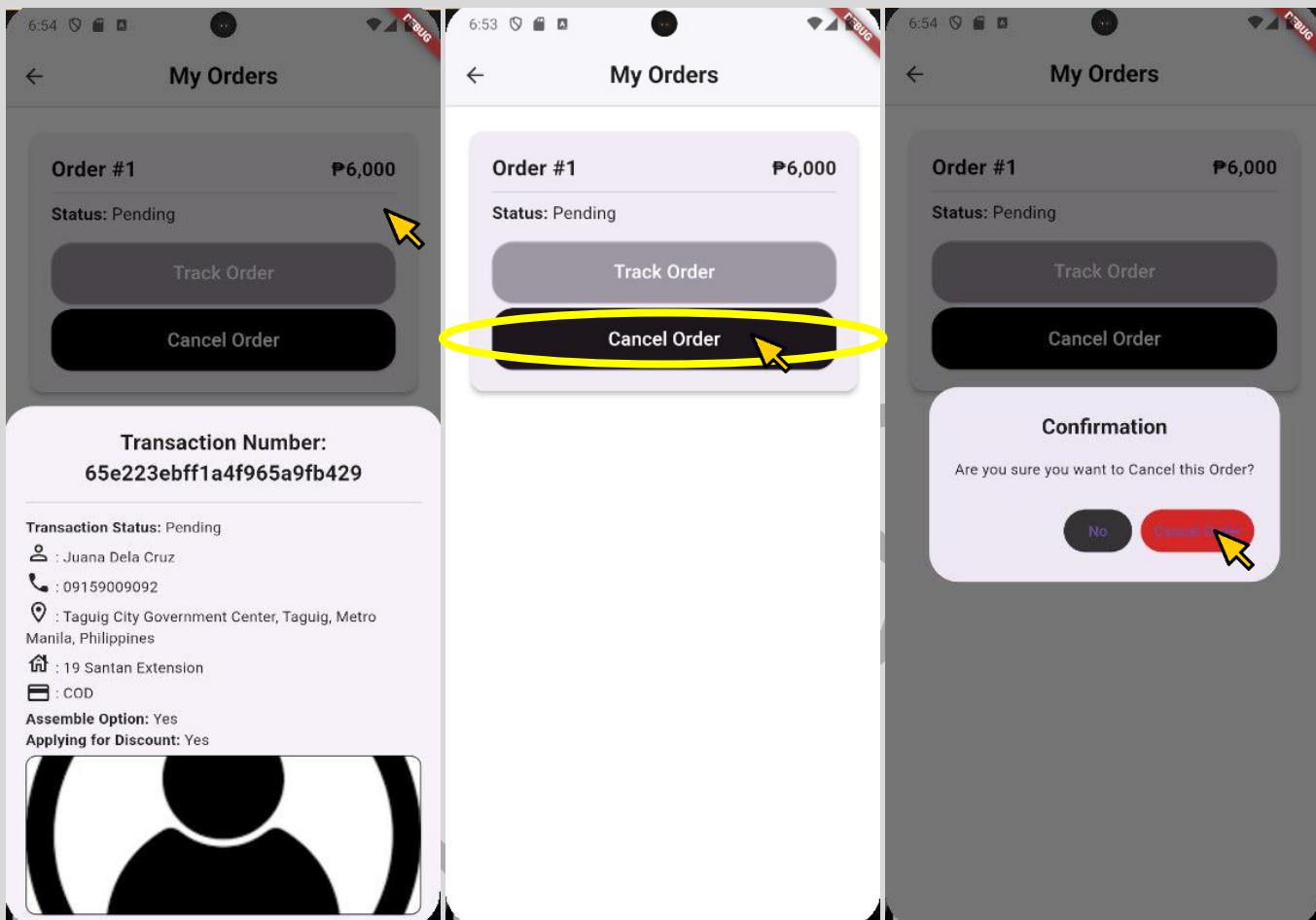
You are also required to provide details such as: “Receiver Name”, “Receiver Mobile Number”, “Receiver House #/Lot/Blk”, “Barangay”, “Payment Method”. “Assembly Option. If there is an instance where you as the customer wants to avail exclusive discount for PWD/Senior Citizen, you surely can, that is by uploading your discount I.D.

PURCHASE ORDER INSTRUCTIONS



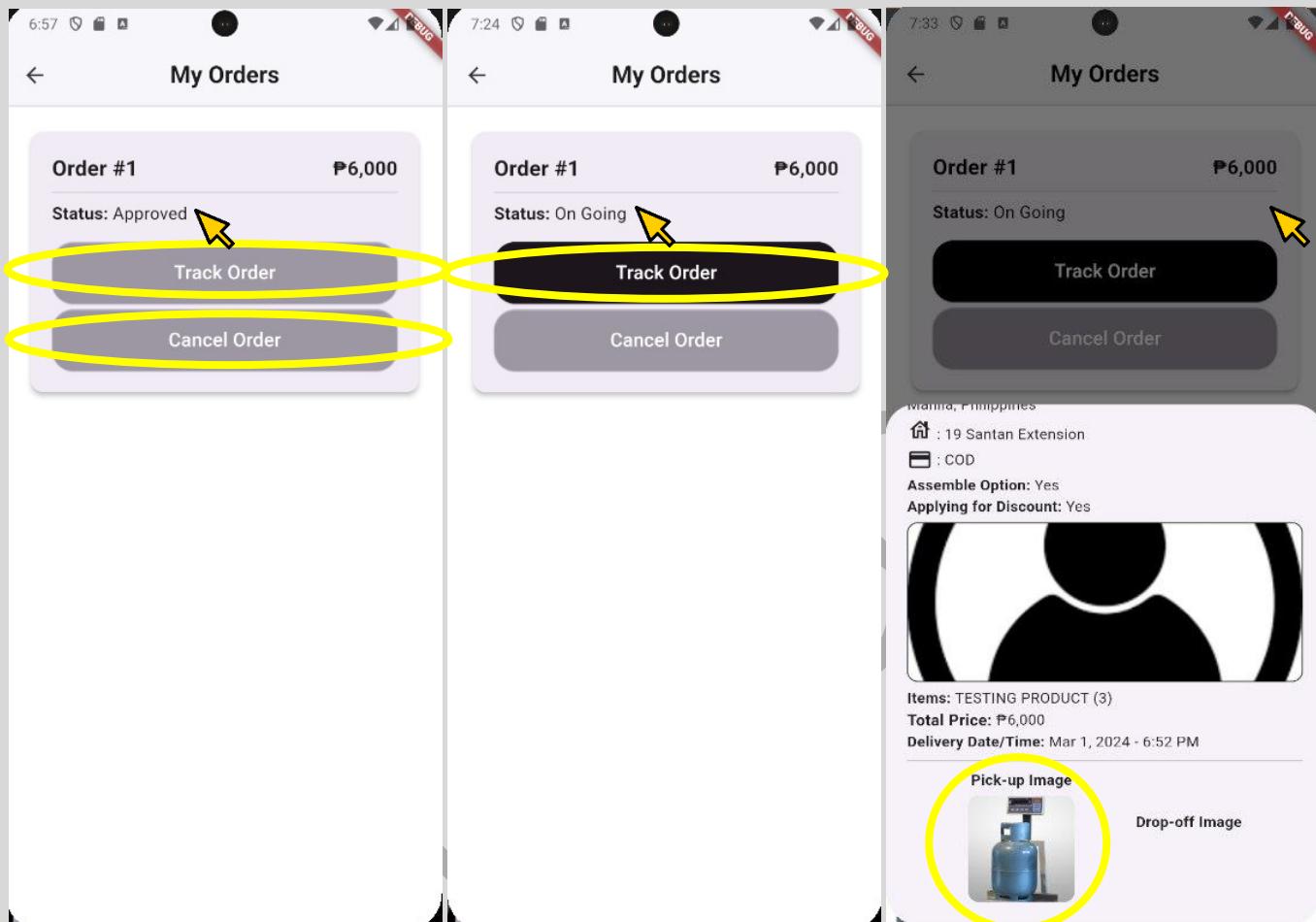
Once true with the “Delivery Information fields”, you have two (2) choice about the delivery time: “Scheduled” and “Deliver Now”. By choosing “Scheduled”, you can choose your date and time of delivery according to the operation hours of the shop. Otherwise, it will notify to choose other delivery time. Either if “Scheduled” or “Deliver Now” is chosen, you are required to finalized the “Delivery Information” by clicking the “Confirm” button in a pop-up “Delivery Confirmation” message.

PURCHASE ORDER INSTRUCTIONS



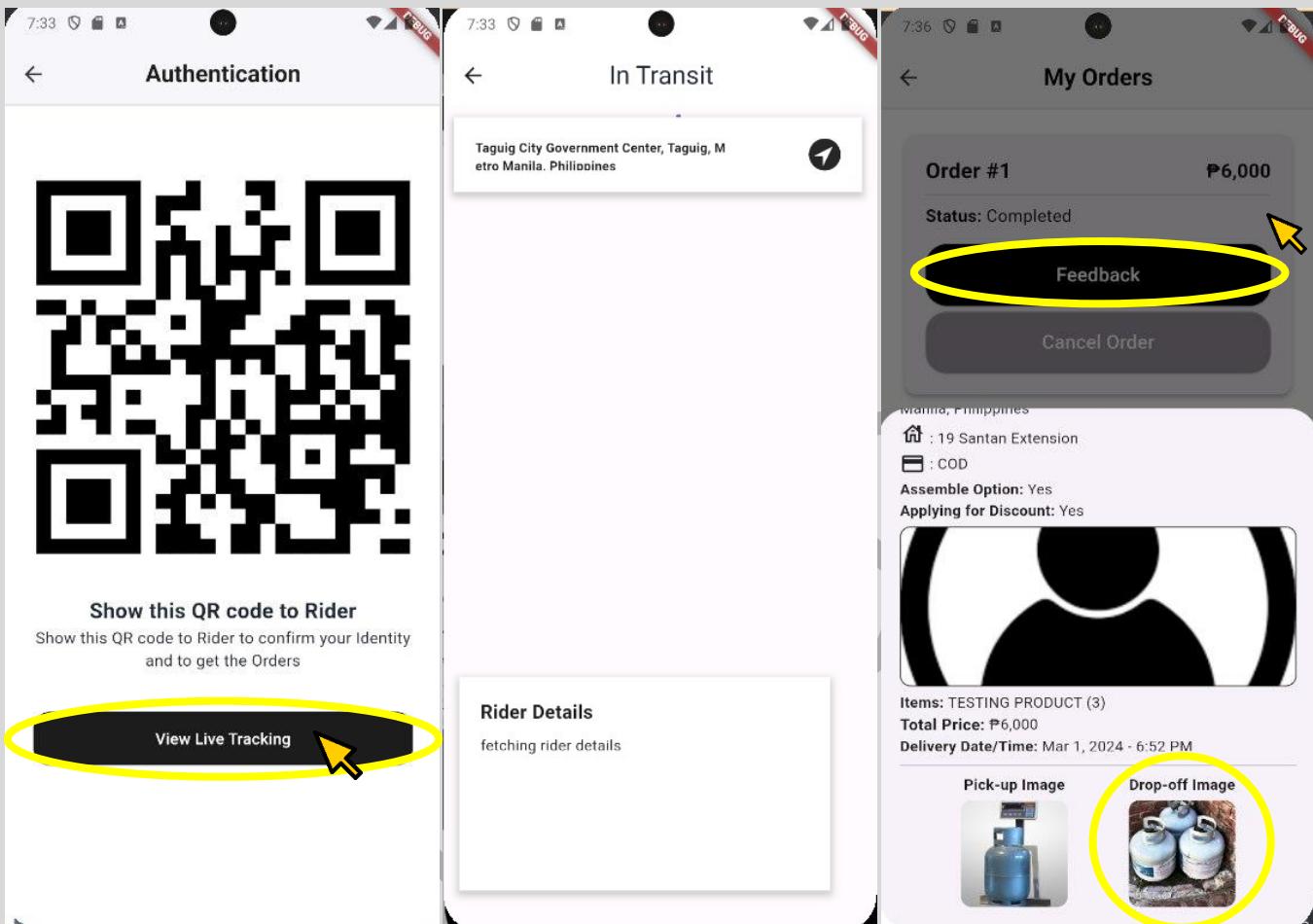
Now that your order is placed, you will be redirected to “My Orders Page”, where if you click the entire card of the “Order #”, you can review and access your order details. Besides, for as long as your order status is “Pending” or have not yet approved by the administrator under his certain criteria (e.g. delivery address), that is your only time to “Cancel” your order. To successfully cancel your current order, click “Cancel Order” button in “My Orders” page >and “Cancel Order” button in confirmation dialog.

ORDER DELIVERY INSTRUCTIONS



However, if the administrator had already accepted the order: Status: “Approved”, you can no longer cancel the order for it will only be waiting for a delivery driver to pick-up the item in the shop. If the delivery driver had accepted the “Approved” order by the admin in his app, the Status will now become “On Going”. Meaning, that the rider had already uploaded proof of pick-up such as the LPG weight and now on his way to the delivery address provided earlier.

ORDER DELIVERY INSTRUCTIONS



You can track the delivery driver of your order by clicking the “View Live Tracking” button. You can also call or text the rider provided his contact details in the live tracking section. If the delivery driver arrived at the Receiver’s Address, just show the QR Code for authentication of identity and proceed with the payment. From “On Going”, the Status will now become “Completed”, adding a “Drop-off” image in the transaction card, and changing its button label from “Track Order” to “Feedback”.

FEEDBACK INSTRUCTIONS

7:37 Authentication ← Feedback ← Feedback ←

Order Success
Thank you for purchasing from us. To serve you better, you are required to answer the feedback survey form.

Feedback

Application Responsiveness
How satisfied are you with the speed and responsiveness of our mobile/web application when browsing and making purchases?

5 stars (circled)

Explain why you give such rating:

Order Acceptance
How satisfied are you with the approval and speed of your transaction in the system?

5 stars (circled)

Explain why you give such rating:

Rider Performance
How satisfied are you with the communication skills and punctuality of the delivery rider in delivering your LPG order?

5 stars (circled)

Explain why you give such rating:

Overall Satisfaction

punctuality of the delivery rider in delivering your LPG order?

5 stars (circled)

Explain why you give such rating:

Overall Satisfaction

On a scale of 1 to 5, how would you describe your overall experience using our mobile/web application to purchase LPG products?

5 stars (circled)

Explain why you give such rating:

Recommendation
Overall, how likely are you to recommend our mobile/web application to others based on your experience using it for LPG purchases?

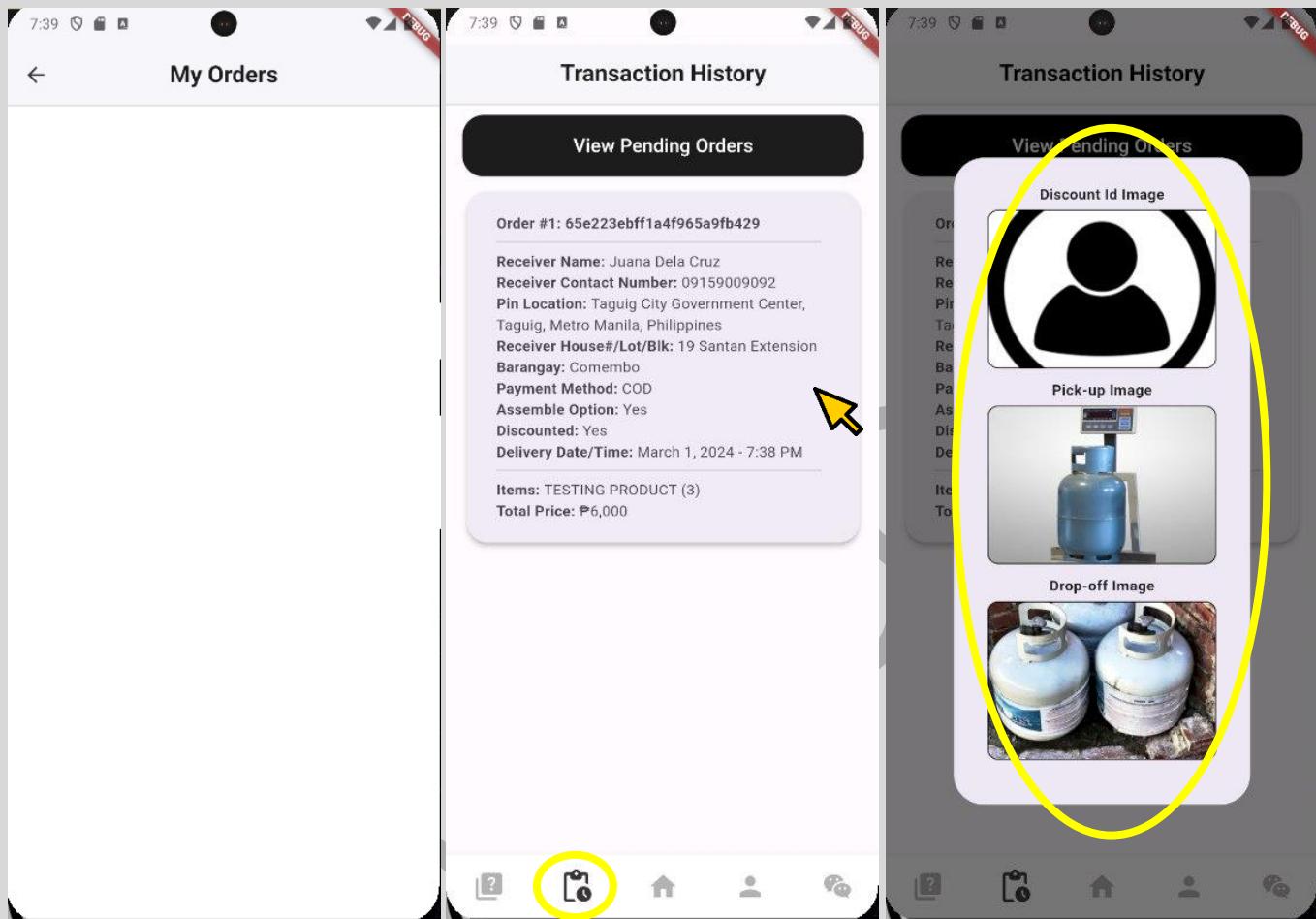
5 stars (circled)

Explain why you give such rating:

Submit

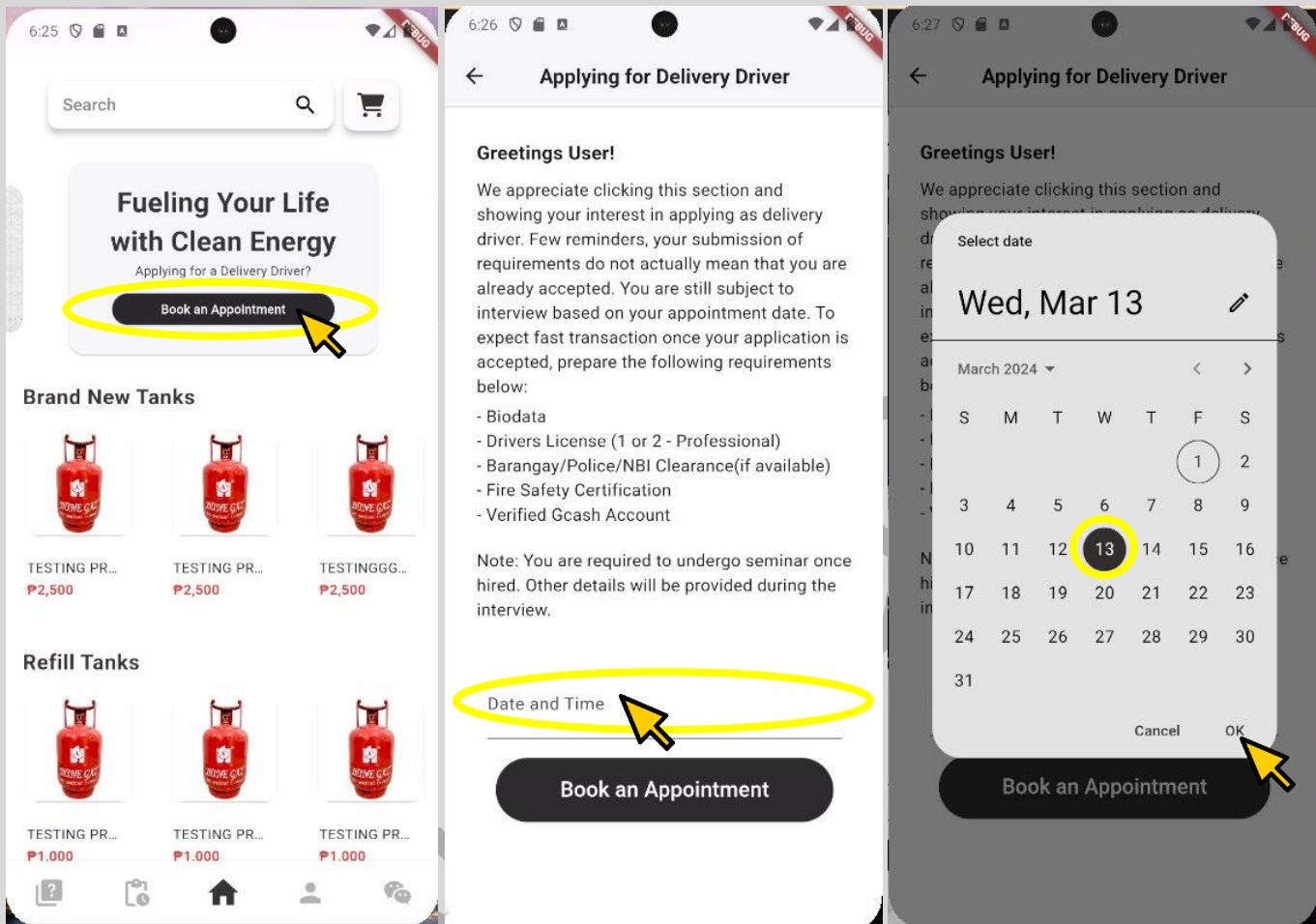
Your purchase feedback is very vital for our business's improvement and performance rating. Answer the feedback form to completely end the transaction by clicking the button "Feedback" > Read and Rate through Stars each question > Explain the reason of your rating > click the "Submit" button.

TRANSACTION HISTORY



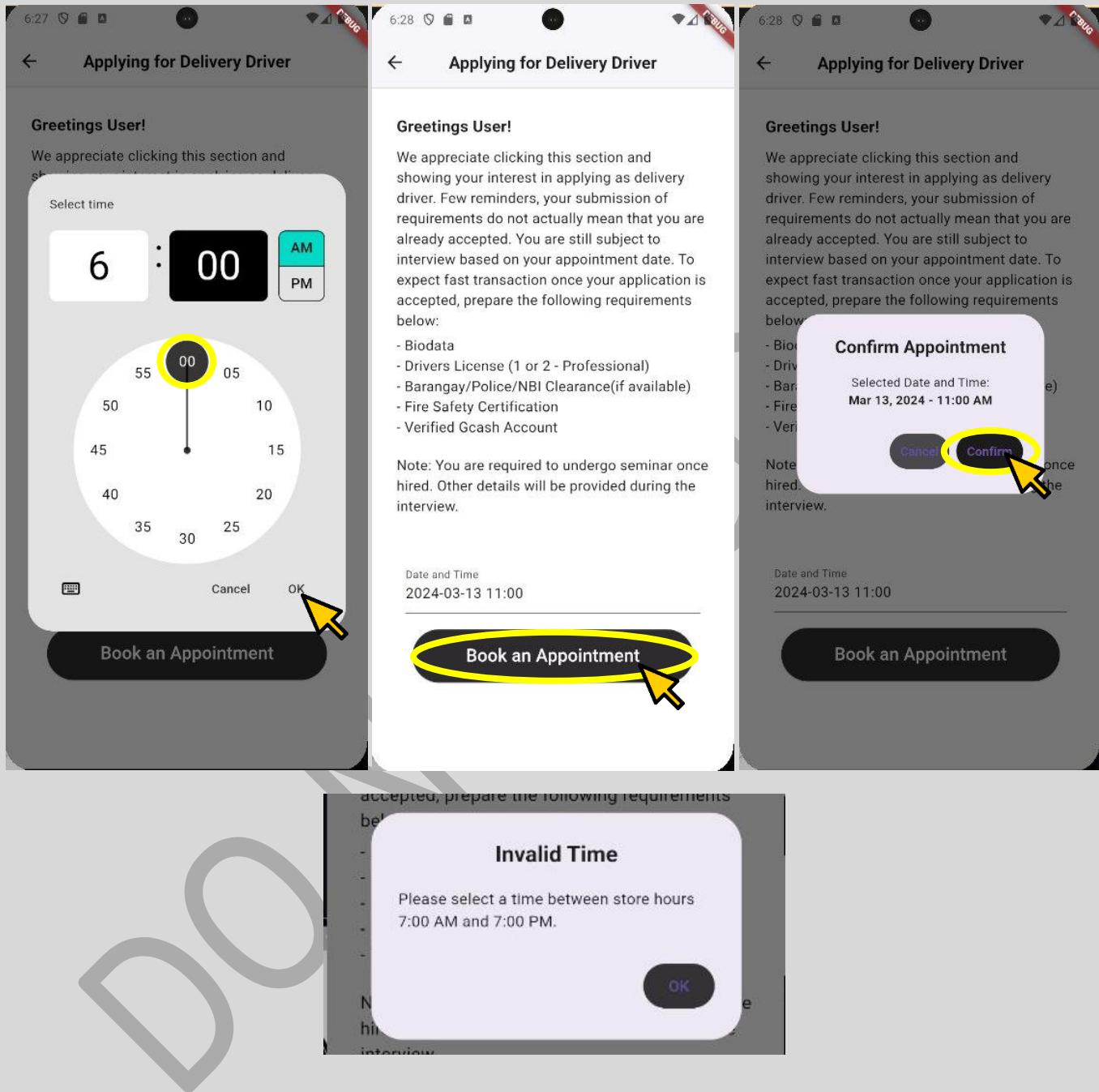
Once done giving feedback, the Order Card will be removed from “My Orders” and will be displayed in the “Transaction History Page”. The “Transaction History Page” can be accessed by the 2nd button icon on the bottom of the homepage (left to right) and only displays “Completed Transactions.” The “Transactions History” order cards are also clickable, displaying the images being generated in the transaction.

DELIVERY DRIVER APPLICATION



As a regular customer being logged-in, one feature for you to access is the “Book an Appointment” if ever you are a Delivery Driver Aspirant. To Book an Application, Click the “Book and Appointment” > Read and Understand the content > Click the “Date and Time” text field to schedule. Once clicked, the application will prompt a modal asking for the specific date of your application > Click “Ok”.

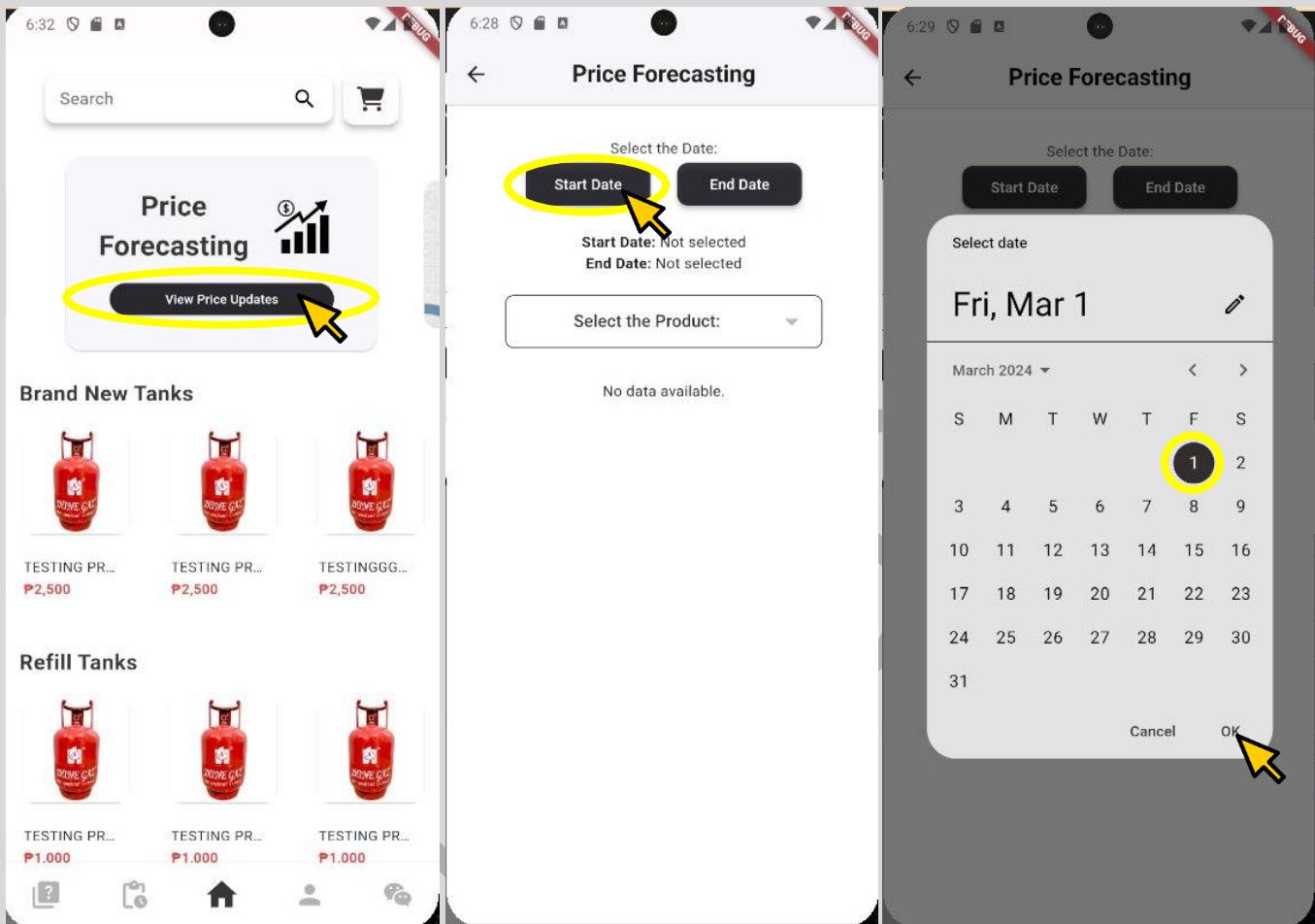
DELIVERY DRIVER APPLICATION



After choosing date, next is a modal popping out for the time of the appointment. Choose the time and click “Ok”. Double check the appointment date and time, once true, click “Book an Appointment” then “Confirm.”

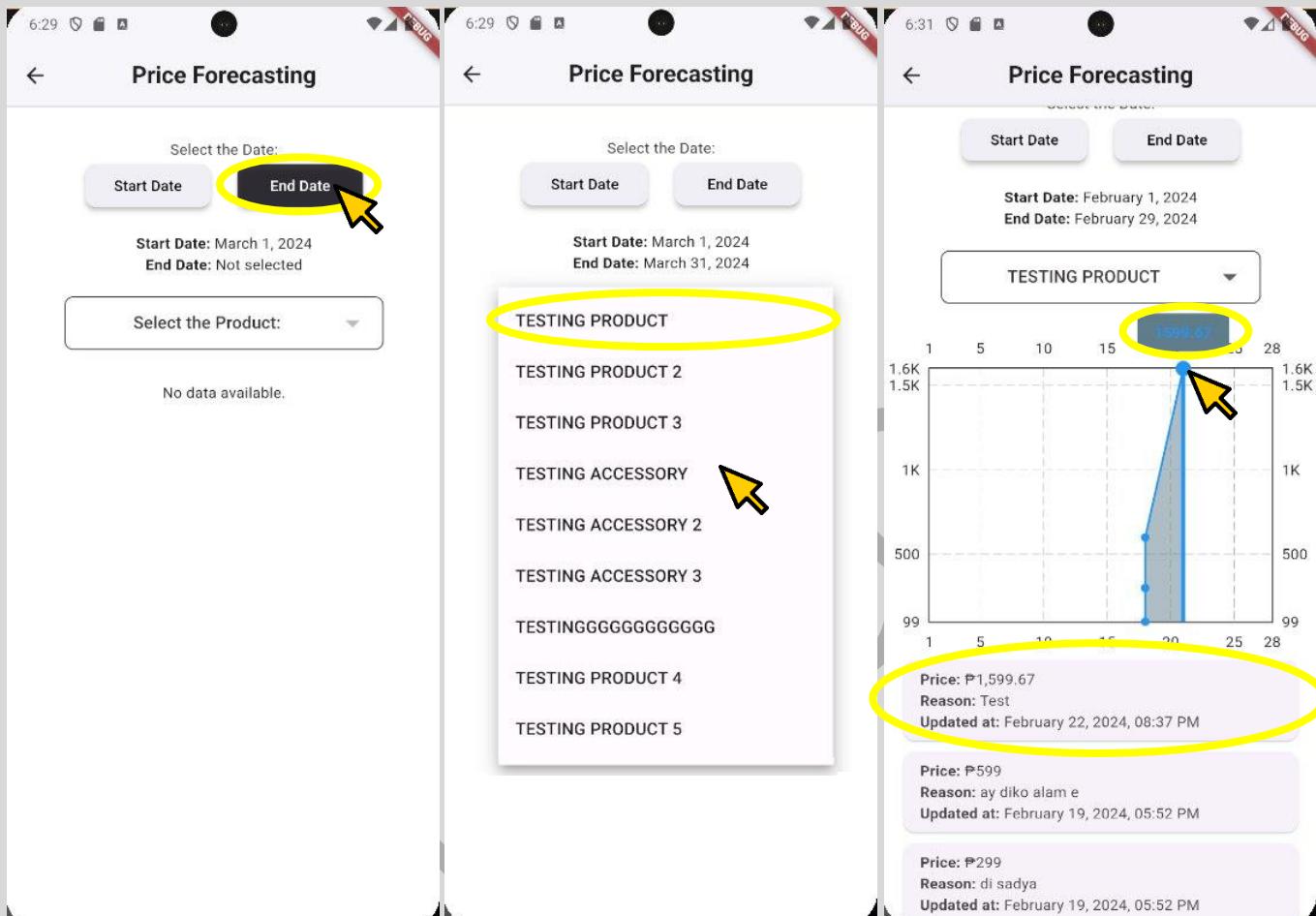
Note: The Delivery Driver Application Date and Time to be chosen is strictly following the store hours of the shop from 7:00 A.M. to 7:00 PM.

ITEMS PRICE FORECASTING



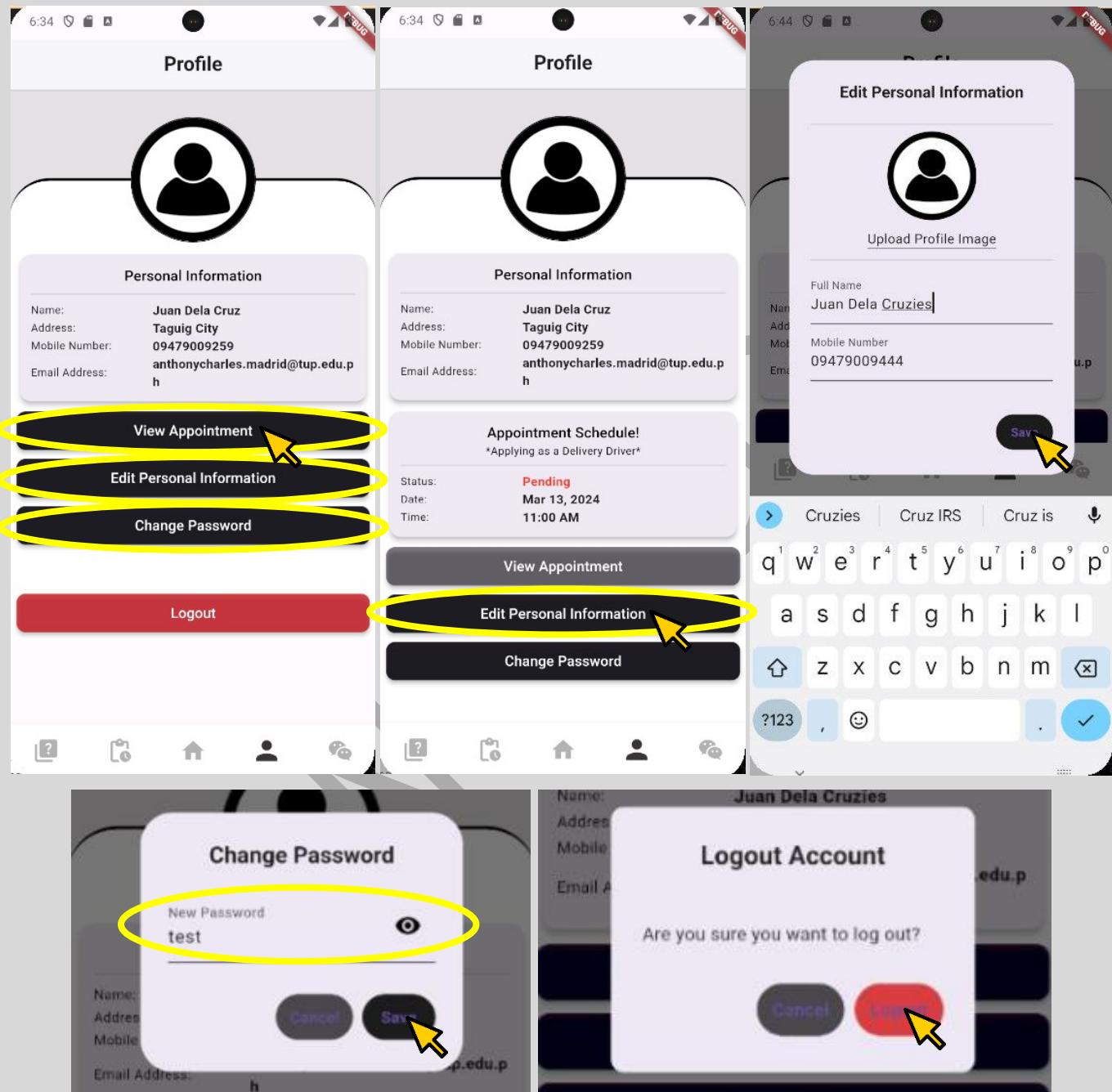
One more feature that the customer can access in the app is the viewing of the products available for purchase's price forecasting, allowing you to be aware of the ever-changing price adjustments especially the LPG Tanks. To access the “Price Forecasting”: Go to homepage > Click “View Price Updates” under the Product Forecasting in carousel > Choose “Select Date” and “End Date” of the span of dates of prices you want to check > Click “Select the Product” and choose the specific product to check the price forecast.

ITEMS PRICE FORECASTING



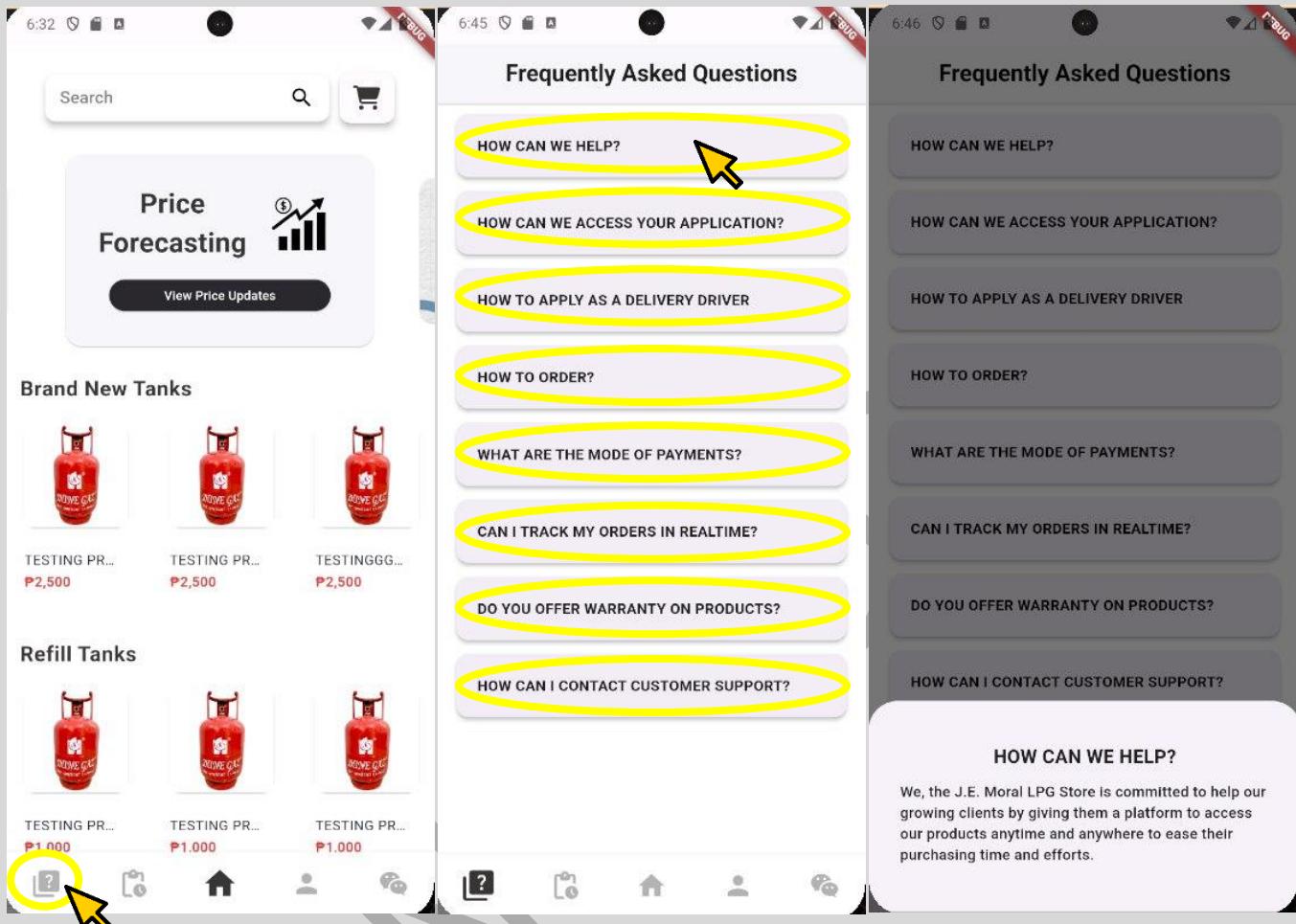
Once you chose the product name, if it has an update on price, it will show a line graph (x, y: number of days, price) and a data below. If you hover on the part of the line graph, it will show the price being updated on the specific day, while the data below has a content of: price reason for being updated, and the date when was it updated.

ACCOUNT PROFILE SECTION



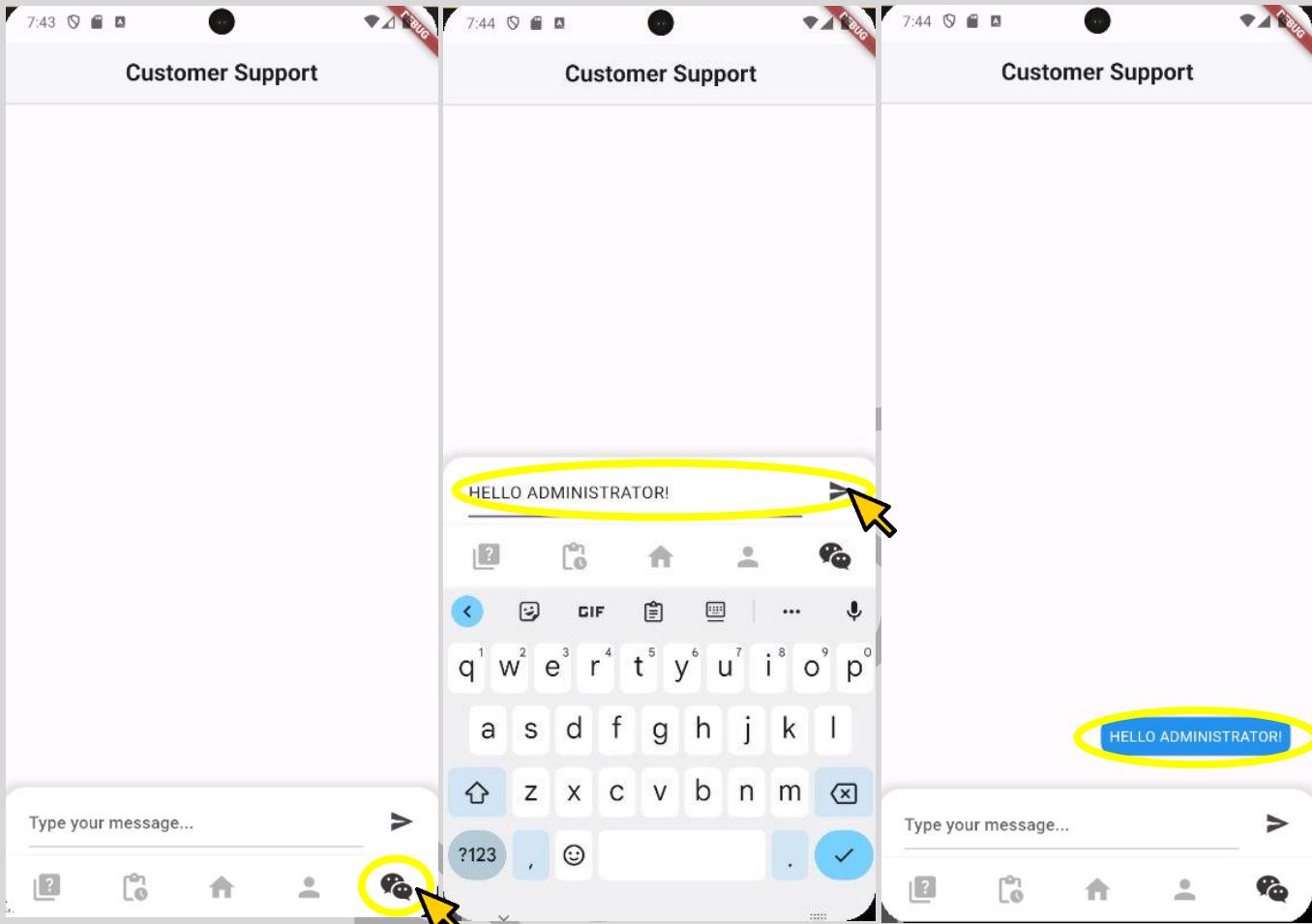
To see your account profile, go back to homepage and click the 4th icon on the bottom. In the profile page, aside from seeing your “Personal Information” you can also view your “Driver Appointment Status” if you had set one, “Edit your Personal Information”, “Change Password”, and even “Logout of your account.”

FREQUENTLY ASKED QUESTIONS



Another feature that you can access in the app is viewing of the answers to the common questions regarding the application and some of its business process, also known as “Frequently Asked Questions.” To view the FAQ’s, click the 1st icon button on the bottom of the homepage (left to right) > Click a Specific Question > View the Answer to the corresponding question being clicked.

CHAT SUPPORT



“Chat Support” gives you a direct opportunity to talk to the administrator if you have queries or concerns. To access the “Chat Support”, just click the 5th button icon on the bottom of the homepage > click the text box and type your concerns > submit then wait for the administrator to respond.

WEB APPLICATION

DO NOT COPY

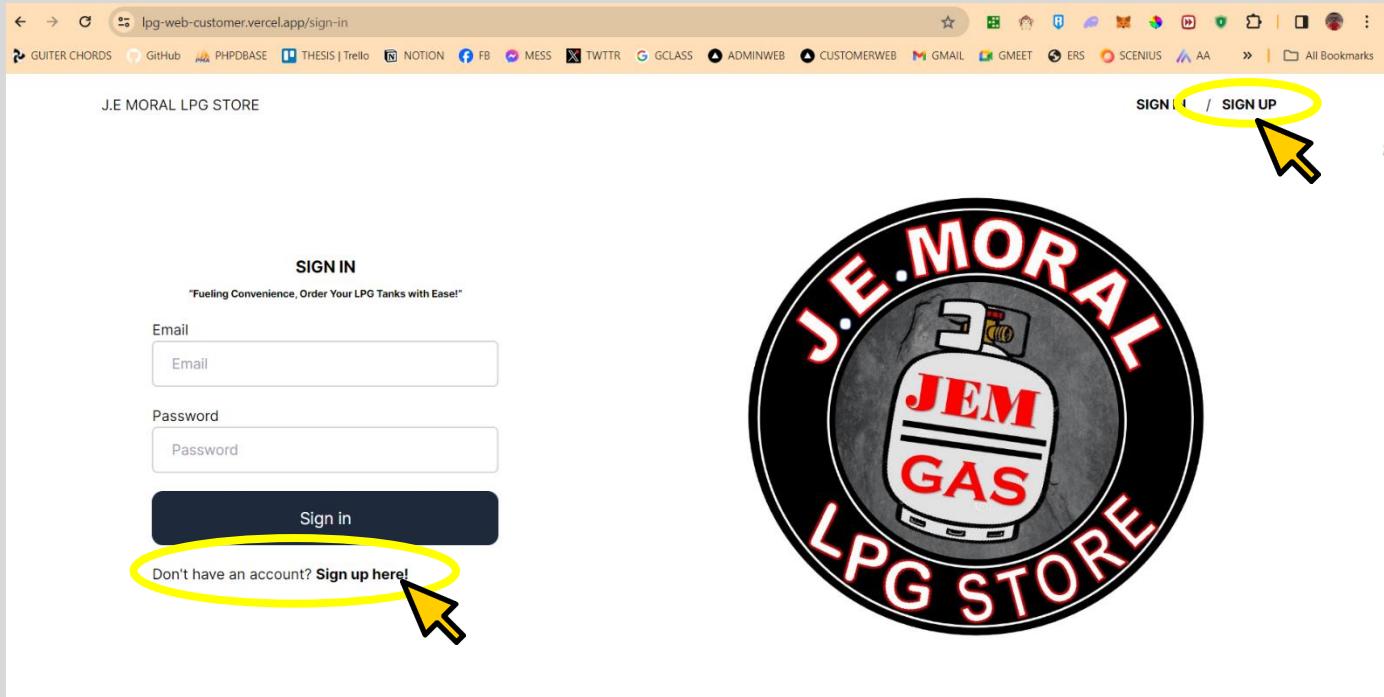
ACCESSING THE WEBSITE



To access the mobile application, just type in your browser, type in the domain link: <https://lpg-web-customer.vercel.app>.

Done!

ACCOUNT REGISTRATION



The screenshot shows the account creation form titled 'Create your account'. It includes fields for 'Choose Image' (with a 'Choose File' button), 'Full Name' (with a 'Contact Number' field next to it), 'Address', 'Email', and 'Password'. Each of these five fields is circled with a yellow line. At the bottom of the form is a checkbox labeled 'I accept the terms and agreements of data privacy' and a 'Submit' button, which is also highlighted by a yellow circle and has a cursor pointing at it.

To register an account: Click “Sign up here!” or “Sign Up” in the landing page > Fill all the credentials required. Once done, click the “Submit” button. An email message will be sent to your registered email confirming your account.

ACCOUNT LOGIN

The screenshot shows a web browser window with the URL lpg-web-customer.vercel.app/sign-in. The page title is "J.E MORAL LPG STORE". At the top right are "SIGN IN" and "SIGN UP" links. The main form is titled "SIGN IN" with the sub-instruction "Fueling Convenience, Order Your LPG Tanks with Ease!". It contains two input fields: "Email" (customer@gmail.com) and "Password" (****), both highlighted with yellow circles. A "Sign in" button is at the bottom, with a yellow arrow pointing to it. Below the button is a link "Don't have an account? [Sign up here!](#)". To the right of the form is the company logo, which is a circular emblem with "J.E. MORAL" at the top and "LPG STORE" at the bottom, featuring a central propane tank labeled "JEM GAS".

The screenshot shows the same web browser window now displaying the homepage after login. The URL is lpg-web-customer.vercel.app. The top navigation bar includes "HOME", "ANNOUNCEMENTS", "TRANSACTIONS", "FAQ's", "RIDER APPLY", "DOWNLOAD APP", "Logout", and user icons (cart, profile, message). The main content features the company's slogan: "**"Fueling your daily needs with our clean Energy"**". Below the slogan is the text "We deliver safe and fast to your doorstep!". The logo is again displayed on the right side.

To register the account: Go back to the landing page > Enter your email and password > Click the “Sign In” button. You will know that you are successfully logged-in if you can now access the app’s features listed in the 2nd image.

PURCHASE ORDER INSTRUCTIONS

Brand New Tanks



 Regasco (POL Valve) ₱1000	 Rising Sun (POL Valve) ₱2900	 Shine Gaz (POL Valve) ₱1000	 Rising Sun (POL Valve) ₱1000	 Regasco (POL Valve) ₱3100
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Next

Refill Tanks

				
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J.E MORAL LPG STORE HOME ANNOUNCEMENTS TRANSACTIONS FAQ's RIDER APPLY DOWNLOAD APP Logout   



Regasco (POL Valve)
₱ 1000.00

Ideal for camping and outdoor use or for small families. Best for emergency and small scale cooking.

Stock Available: 15



To purchase a product: Scroll down the website > Select a product you want to purchase > Adjust the quantity > Click the Add to Cart. After clicking, you will be directed to your Cart section to finalize products you wanted to purchase.

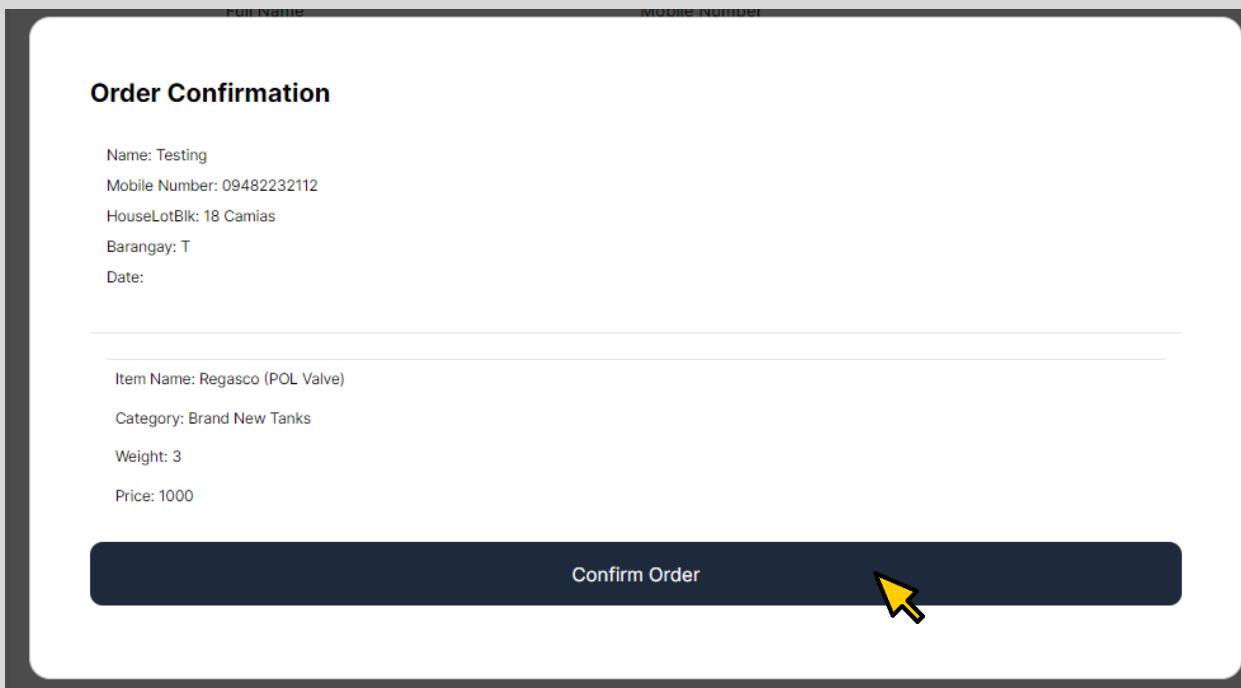
PURCHASE ORDER INSTRUCTIONS

The screenshot shows a web browser displaying the J.E. MORAL LPG STORE website. At the top, there is a navigation bar with links for HOME, ANNOUNCEMENTS, TRANSACTIONS, FAQ's, RIDER APPLY, DOWNLOAD APP, Logout, and a shopping cart icon. Below the navigation bar, a product is displayed: a blue propane tank labeled "Regasco (POL Valve)" and "Superkalay gas". A yellow circle highlights the checkbox next to the product description, which states "Ideal for camping and outdoor use or for small families. Best for emergency and small scale cooking. Stocks available: 15 Price: ₱ 1000.00 / Piece". Below the product, it says "Total: ₱ 1000.00". There are two buttons at the bottom: "Delete Selected" (red) and "Checkout" (dark blue). A yellow arrow points to the "Checkout" button. The next screen, titled "Set Delivery", shows fields for delivery address ("Taguig, Metro Manila, Philippines"), full name ("Testing"), house number ("House 1111"), barangay ("North Signal"), mobile number ("09482232112"), and delivery date and time ("dd/mm/yyyy - - : --"). It also includes a "Choose Payment Method" section with radio buttons for "Cash on Delivery" and "GCASH", and a "Need delivery earlier?" checkbox. A yellow circle highlights the "Need delivery earlier?" checkbox. At the bottom, there is a "Review Order" button with a yellow arrow pointing to it.

Check on to the checkbox of the product if you want to purchase it. Once done, click the “Checkout” button then fill up all the necessary delivery information.

Afterwards, click the “Review Order” to proceed.

PURCHASE ORDER INSTRUCTIONS AND TRACKING



The screenshot shows the 'TRANSACTIONS' page. At the top, there is a navigation bar with links: HOME, ANNOUNCEMENT, TRANSACTIONS (which is highlighted with a yellow circle), FAQ's, RIDER APPLY, DOWNLOAD APP, and Logout. There are also icons for a shopping cart, user profile, and message.

Order #2 (On Going):
Receiver: mads +63 (09383376506)
S F Llamer Street, Taguig, 1630 Metro Manila, Philippines
South Signal Village Lot
Assemble ✓ COD
Delivery Date: 2024-03-10T21:26:31.209Z Total Price: ₱ 256.00
Regasco (POL Valve) (1x) ₱ 320.00 / Piece
₱ 320.00
Total: ₱ 256.00

Order #1 (Pending):
Receiver: Testing +63 (09482232112)
Taguig, Metro Manila, Philippines T 18 Camias
Assemble ✓ GCASH
Delivery Date: 2024-03-10T21:38:41.275Z Total Price: ₱ 800.00

Once your order is reviewed, you can now click the “Confirm Order.” It will be redirected to home screen. If you want to check your order, click “Transactions” in the navigation bar, then you can all see your personal orders and its status.

DELIVERY DRIVER APPLICATION

The screenshot shows a web application interface for a delivery driver application. At the top, there is a navigation bar with links: J.E MORAL LPG STORE, HOME, ANNOUNCEMENTS, TRANSACTIONS, FAQ's, RIDER APPLY (which is highlighted with a yellow circle), DOWNLOAD APP, Logout, and a shopping cart icon.

The main content area starts with a greeting: "Greetings Users!". Below it, a note states: "We appreciate clicking this section and showing your interest in applying as delivery driver. Few reminders, your submission of requirements do not actually mean that you are already accepted. You are still subject to interview based on your appointment date. To expect fast transaction once your application is accepted, prepare the following requirements below:"

- Biodata
- Drivers License (1 or 2 - Professional)
- Barangay/Police/NBI Clearance(if available)
- Fire Safety Certification
- Verified Geash Account

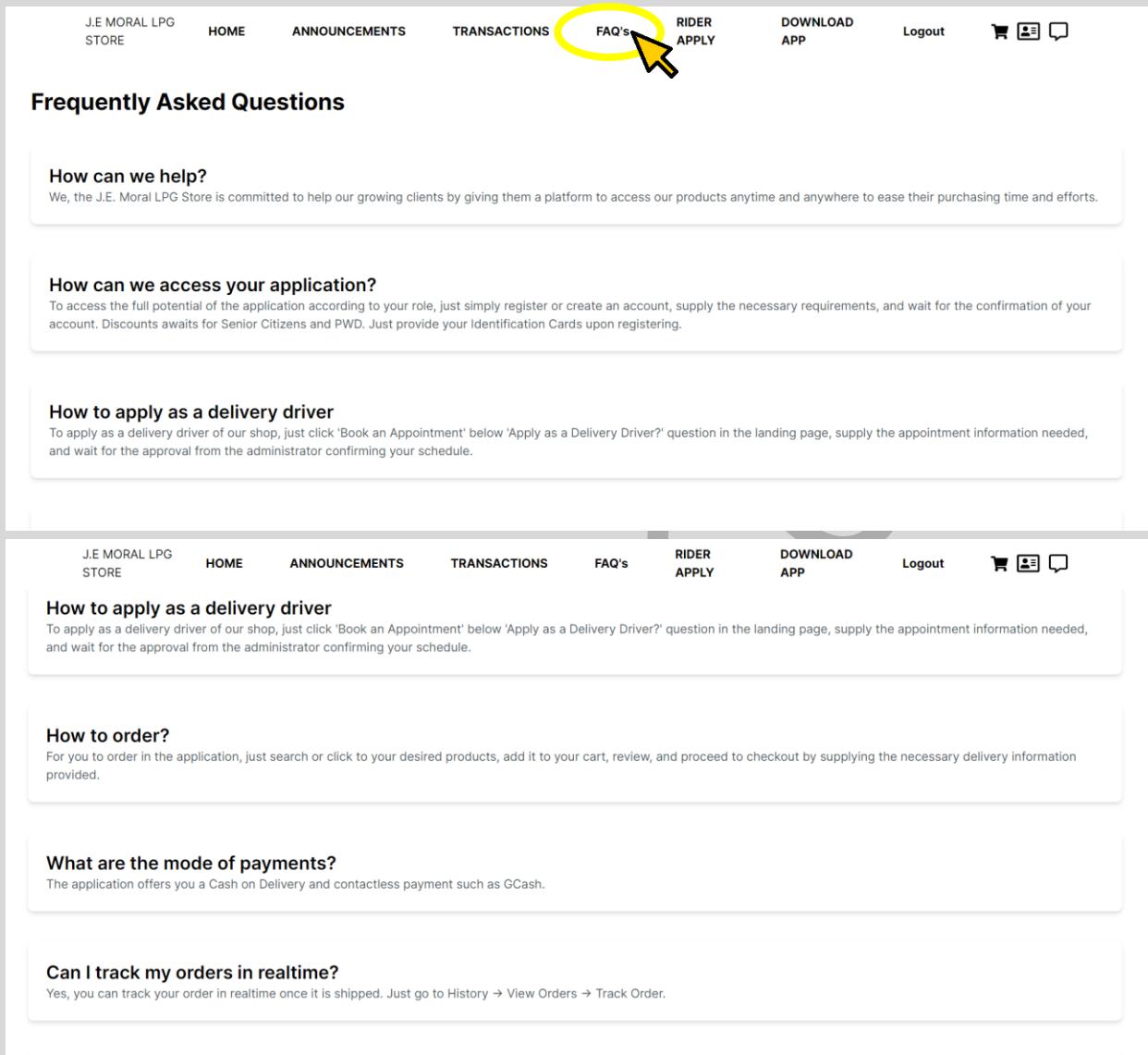
Note: You are required to undergo seminar once hired. Other details will be provided during the interview.

A "Rider Appointment" section follows, featuring a date input field labeled "Appointment Date" with the placeholder "dd/mm/yyyy" and a yellow circle around it. Below it is a large blue button labeled "Apply as a rider" with a yellow arrow pointing to it.

Below the application form is a calendar for March 2024. The calendar shows days from Sunday to Saturday. A yellow circle highlights the date "11" in a blue box. At the bottom right of the calendar, there is a "Today" link with a yellow arrow pointing to it.

To apply for delivery driver: Click the “Rider Apply” from the menu > Read carefully the message > Once agreed, choose date of appointment > Click “Apply as a Rider.”

FREQUENTLY ASKED QUESTIONS



J.E MORAL LPG
STORE HOME ANNOUNCEMENTS TRANSACTIONS **FAQ's** RIDER
APPLY DOWNLOAD
APP Logout   

Frequently Asked Questions

How can we help?
We, the J.E. Moral LPG Store is committed to help our growing clients by giving them a platform to access our products anytime and anywhere to ease their purchasing time and efforts.

How can we access your application?
To access the full potential of the application according to your role, just simply register or create an account, supply the necessary requirements, and wait for the confirmation of your account. Discounts awaits for Senior Citizens and PWD. Just provide your Identification Cards upon registering.

How to apply as a delivery driver
To apply as a delivery driver of our shop, just click 'Book an Appointment' below 'Apply as a Delivery Driver?' question in the landing page, supply the appointment information needed, and wait for the approval from the administrator confirming your schedule.

How to apply as a delivery driver
To apply as a delivery driver of our shop, just click 'Book an Appointment' below 'Apply as a Delivery Driver?' question in the landing page, supply the appointment information needed, and wait for the approval from the administrator confirming your schedule.

How to order?
For you to order in the application, just search or click to your desired products, add it to your cart, review, and proceed to checkout by supplying the necessary delivery information provided.

What are the mode of payments?
The application offers you a Cash on Delivery and contactless payment such as GCash.

Can I track my orders in realtime?
Yes, you can track your order in realtime once it is shipped. Just go to History → View Orders → Track Order.

To access the Frequently Asked Questions: Click “FAQ’s” from the menu bar >
Then you can now see the Frequently Asked Questions in the app.

ANNOUNCEMENTS

The screenshot shows the 'DO's' and 'DON'Ts' section of the app. The 'DO's' column lists safe practices with icons and text: Always place cylinder at ground level, wear a cotton apron while cooking, light burners before switching on, check delivery documents, follow regulations, check flexible tube regularly, place gas stove on a platform or table, switch off regulator after every cooking, and ensure oil parts are in good condition. The 'DON'Ts' column lists unsafe practices with icons and text: Do not keep gas cylinder inside an enclosed compartment, leave cooking unattended, install cylinder near windows, store kerosene in the kitchen, keep open flame near cylinder, use damaged or worn hoses, have curtains near the stove, use lit matches for leaks, and use sharp objects near the stove.

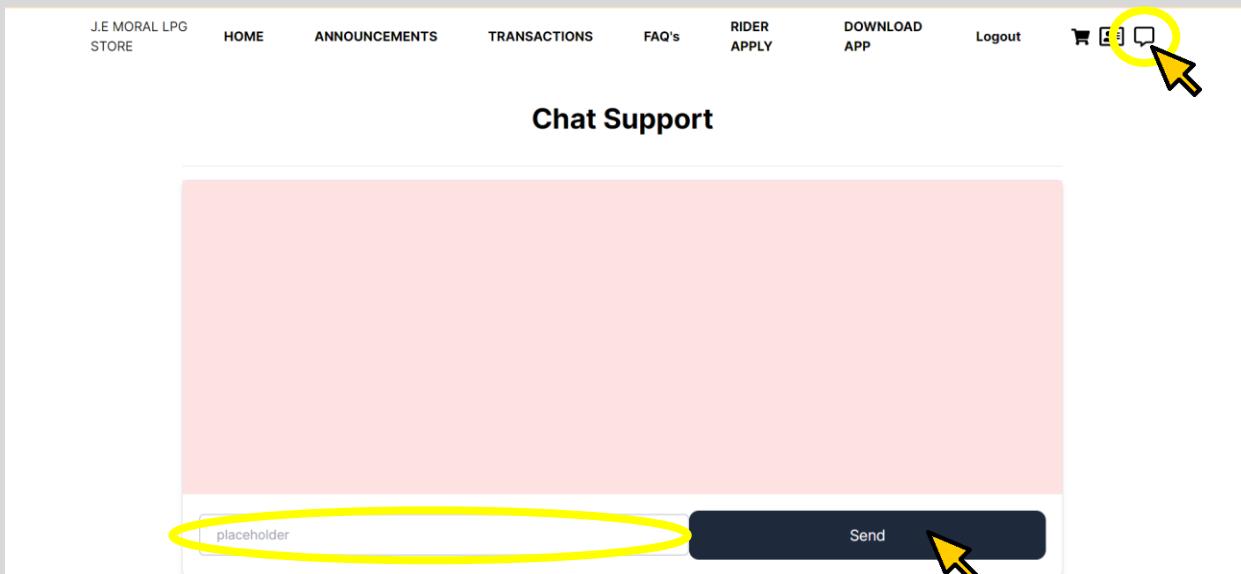
To access the Announcement: Click “Announcements” from the menu bar > Then you can now see the Announcements in the app. You can click “Left” or “Right” button to see more announcements available.

PROFILE PAGE

The screenshot shows a web-based profile page for "J.E MORAL LPG STORE". At the top, there's a navigation bar with links for HOME, ANNOUNCEMENTS, TRANSACTIONS, FAQ's, RIDER APPLY, DOWNLOAD APP, Logout, and a shopping cart icon. Below the navigation, a section titled "Create your account" features a cartoon illustration of a blue cube with a face. To the right of the illustration are input fields for "Full Name" (Customer), "Contact Number" (09956337150), "Address" (Customer), and "Email" (customer@gmail.com). A "Change Password" section follows, with a "Password" field highlighted by a yellow oval. Below these fields are two buttons: "Change Password" and "Update Profile". Both buttons have yellow arrows pointing to them, indicating they are the primary actions to take.

To access the Profile Page and edit profile: Click the icon in the menu bar and you will be directed to the profile page > Edit necessary data you want to update > Click “Change Password” if you want to change > Then Click the Update Profile.

CHAT SUPPORT



To access the Chat Support: Click the icon in the menu bar and you will be directed to the chat support page > From the textbox, you can now type your message > Click “Send” if you want to change the message.

PRICE FORECASTING

The screenshot shows the JE MORAL LPG STORE website interface. At the top, there is a navigation bar with links to HOME, ANNOUNCEMENTS, TRANSACTIONS, FAQ's, RIDER APPLY, DOWNLOAD APP, Logout, and user icons. Below the navigation bar, a product card is displayed for a "Regasco (POL Valve)" cylinder. The product image is a blue LPG cylinder with a white label that reads "Regasco (POL Valve Compatible)" and "Superkalan gaz". The price is listed as ₦ 1000.00. A description states: "Ideal for camping and outdoor use or for small families. Best for emergency and small scale cooking." Stock availability is noted as 15 units. There are quantity selection buttons (minus, plus, and current value 1) and an "Add to Cart" button, which has a yellow arrow pointing to it. Below this, there is a section titled "Time Filter" set to "Daily" and a "Units" input field set to 10. A line graph displays price changes over time, specifically for March 6, 2024, where the price was 0. At the bottom, a table provides detailed information for the selected item:

Item	Price	Reason	Date Created
placeholder			

To access the Price Forecasting: Click the product you want to see the forecast > Scroll down below. If there is an empty graph, meaning there is no changes or updates in the specific products. If there is, a line graph will be displayed as well as a tabular information below containing the Item Name, Price, Reason, and the date it was updated..