

## **USER GUIDE FOR CUSTOMERS**

### **WELCOME TO FEATHERQ**

#### **GENERAL INFORMATION**

FeatherQ is a cloud-based line management application which allows you to locate businesses and lets you check the status of their lines anytime, anywhere. It lets you take control of your time as it has unique features that allow you to be just in time for your turn. There is no need for you to be on-site just to check the number of people waiting because FeatherQ provides the necessary information such as the number of people waiting, waiting time estimation, and the operating hours of the businesses which will help you decide whether you go or not.

All you need to do is download the FeatherQ application from Google Play into your Android device, for free. You can also download the iOS version of the FeatherQ application to your smartphone or tablet. Just make sure you are connected to the internet to make the FeatherQ application work.

#### **GETTING STARTED**

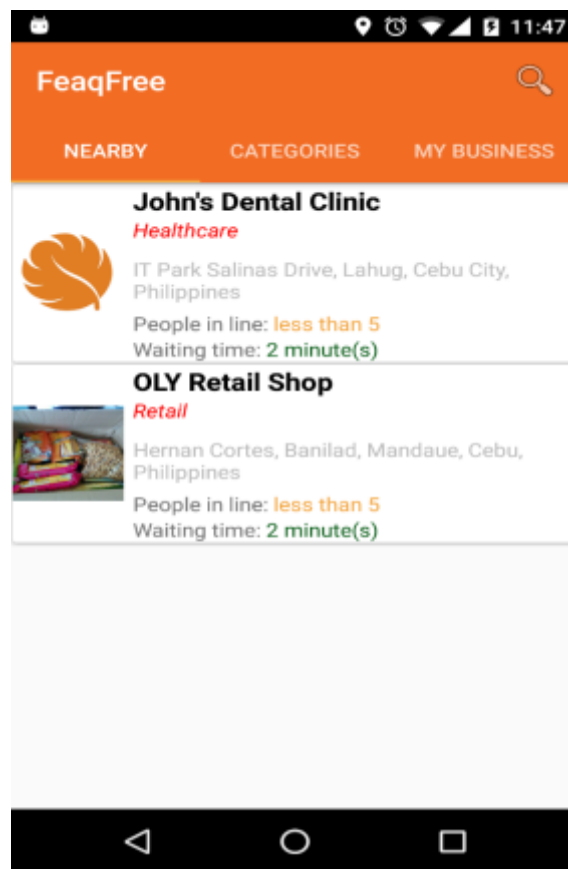
Go to Google Play and download the Android version of the FeatherQ application into your smartphone, tablet, or any mobile device with internet connection. Make sure you are connected to the internet to make the FeatherQ application work.

#### **CUSTOMER**

Click on the CUSTOMER tab if you want to start using the FeatherQ application to search for businesses.

## NEARBY BUSINESSES

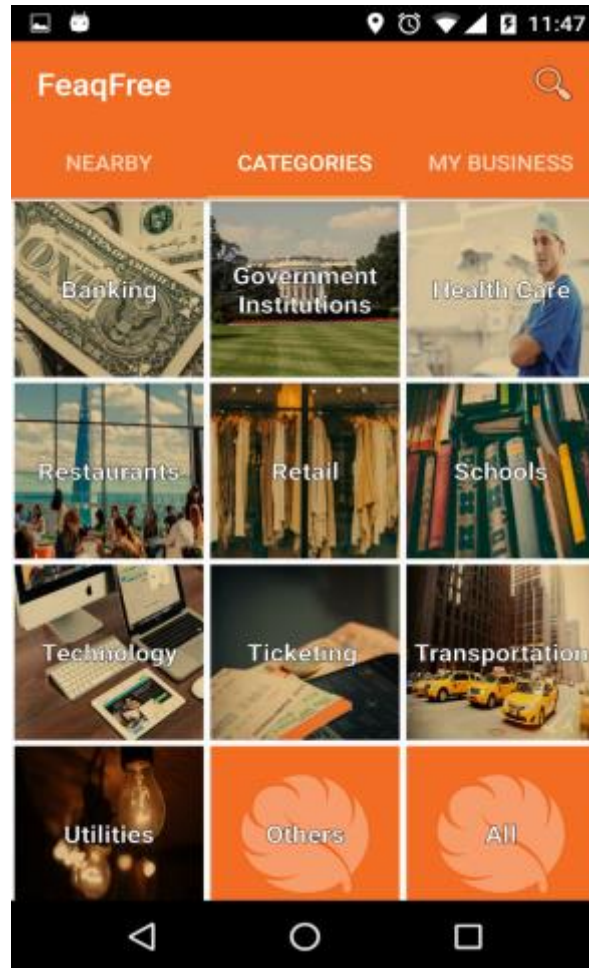
After downloading the FeatherQ application, you will be directed to a page where you will be asked to either ALLOW or DENY the application to access the current location of your device. Click on ALLOW to see a list of NEARBY businesses where you can start queuing. On the other hand, click on DENY if you do not want the application to access your location. This action directs you to a page where you can find ALL businesses that use FeatherQ to manage their lines.



To search for a business, navigate to the FeatherQ search bar on the upper part of the screen. Just type the business name or the 4-digit code to easily find the business that you are looking for.

## CATEGORIES PAGE

If you do not know the business name, you can click on **CATEGORIES** where you can find 12 categories or industries to choose from. Click on a category to see a list of businesses.



## BROADCAST SCREEN

When you find the business that you are looking for, click on the business card. The business card has the following information:

- Business name
- Business location
- Time Open
- Time Close

You will then be directed to the broadcast screen where you can find the number of people waiting in line. You will also see the estimated time for your turn if you get the next available number.



**Note: If you happen to be in a company with problematic lines and does not show up on FeatherQ list of businesses, you can ask them to download FeatherQ from Google Play or App Store for free.**