

USER GUIDE FOR CUSTOMERS

WELCOME TO FEATHERQ

GENERAL INFORMATION

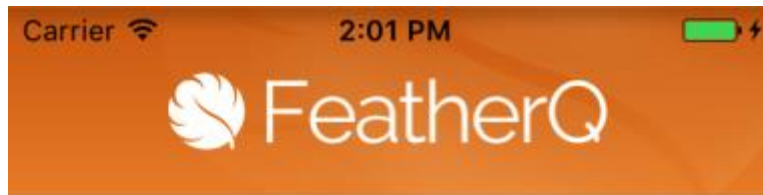
FeatherQ is a cloud-based line management application which allows you to locate businesses that are using FeatherQ to manage their lines and lets you check their line progress using the internet. It lets you take control of your time as it has unique features that allow you to be just in time for your 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 business which will help you decide and plan out your schedule.

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

GETTING STARTED

To start using the FeatherQ application, just download the iOS version from App Store into your iOS device for free.

After downloading, open the FeatherQ application and click on **Get Me Started**.



Don't Waste Your Life — Waiting

Reduce the hassle of waiting and turn
your waiting time into a better
experience.

FeatherQ is a line-management
application that uses your mobile
device and internet connection to line
up for a business.

Get Me Started

CUSTOMER. Ignore the Business Owner tab and click on **Customer** to start checking the status of the line of the establishments that you want to be in.

Carrier 

2:01 PM



How do you plan to use FeatherQ?

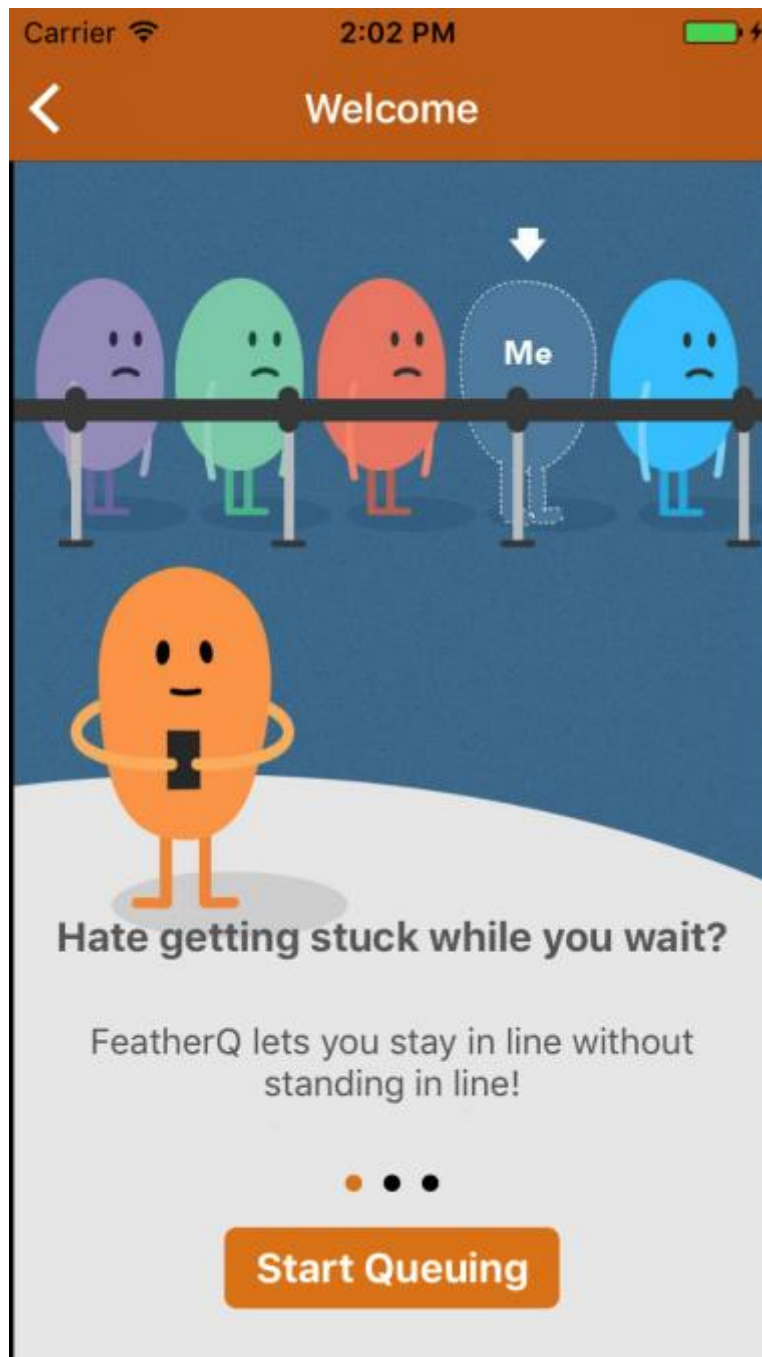
**Customer**

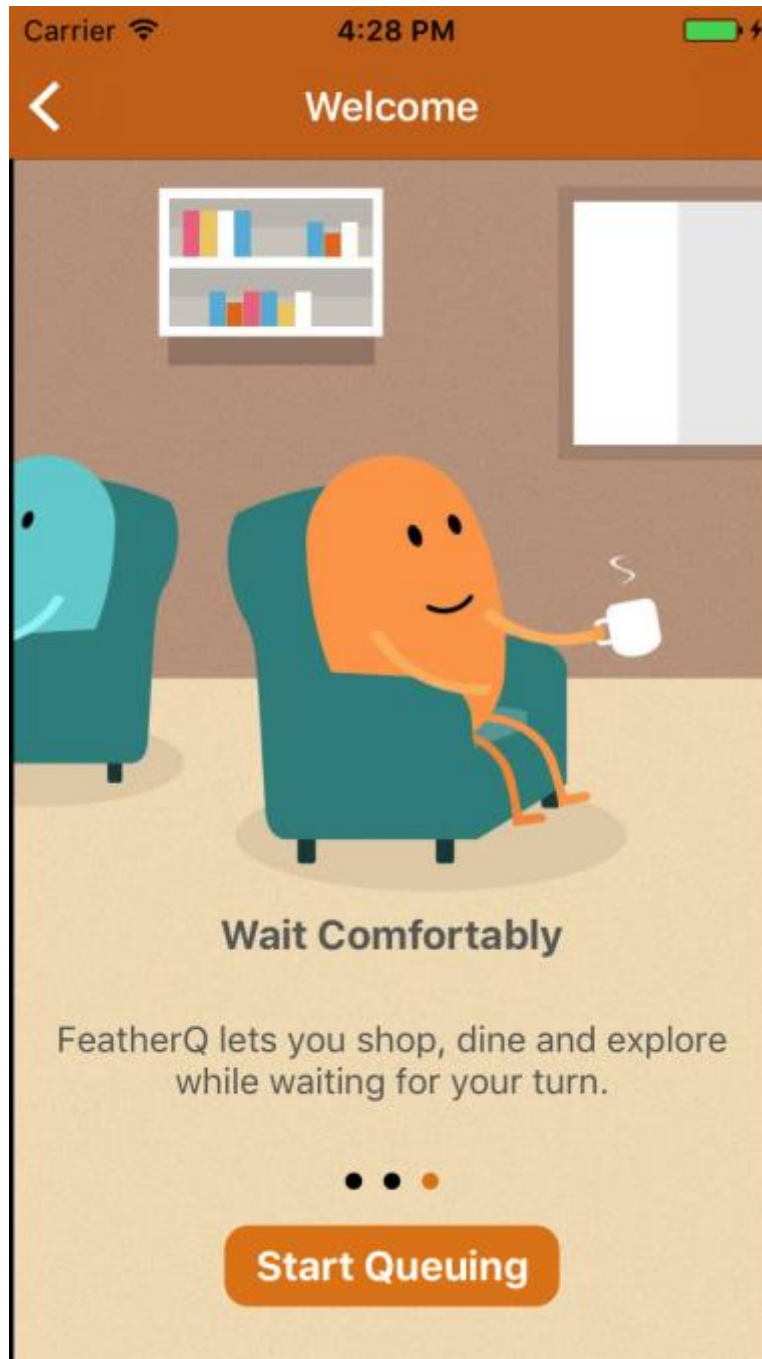
As a customer, you get to see the numbers directly in the broadcast screen of the business of your choice. You can register your business later if you need to.

**Business Owner**

As a business owner, FeatherQ will provide step by step instructions on how to register your business for free. After registration, you will then be guided on how to start calling and serving numbers.

ONBOARDING PROCESS. Just swipe left or tap the **Start Queuing** button below the screen to skip the first few onboarding screens. Although FeatherQ's user-interface is very user-friendly, it is still best for first-time users to go over the onboarding process and see how FeatherQ helps ease your waiting experience.

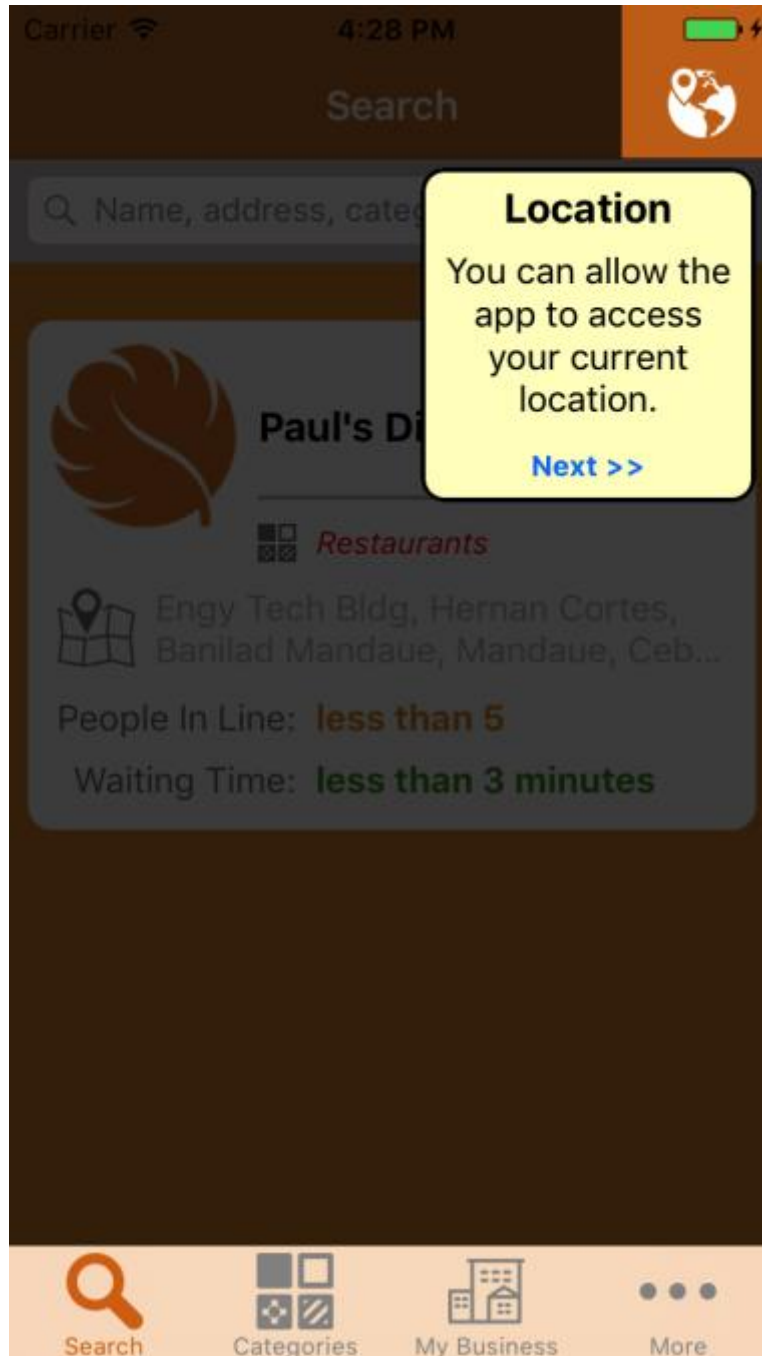




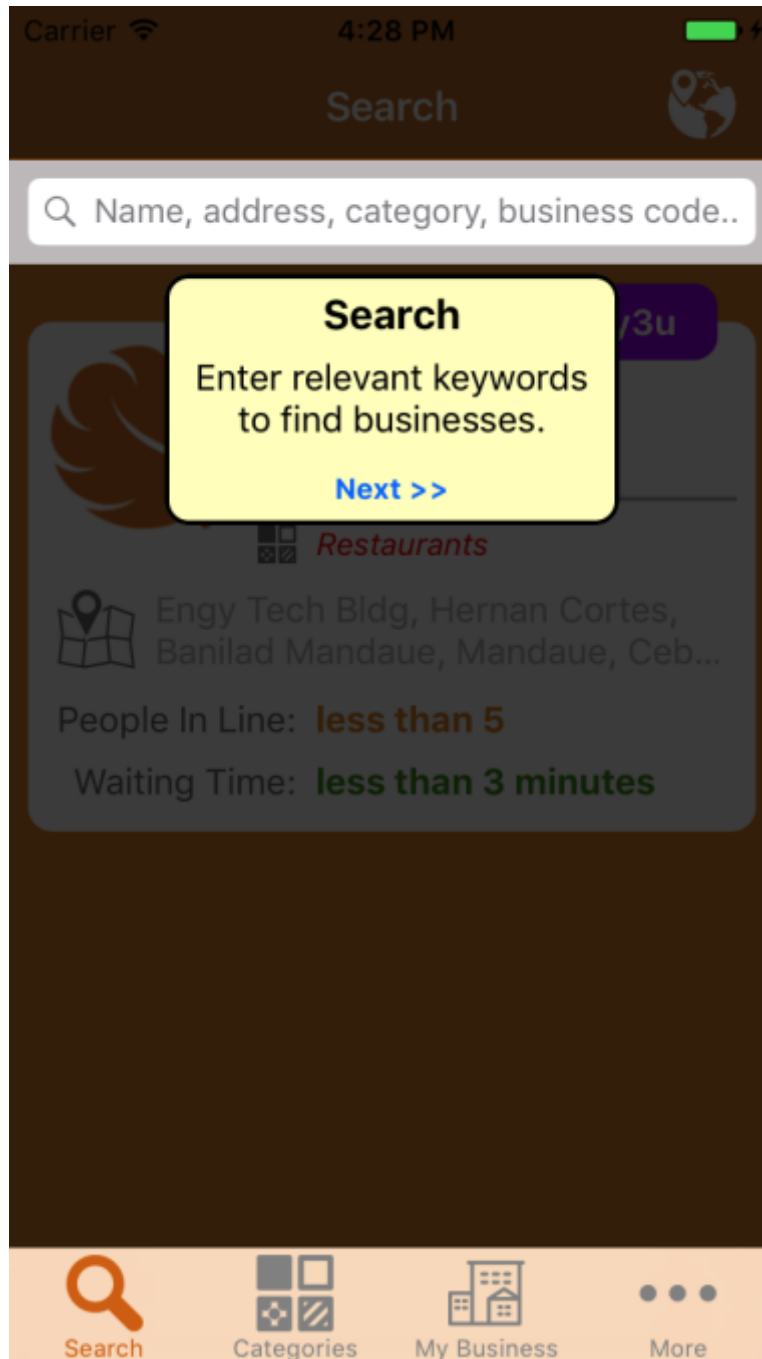
The next screens will give you a glimpse of how FeatherQ works. Note that each part of the screen is being highlighted to give you an idea on how FeatherQ improves your waiting experience. Just tap **Next>>** to go over each part.

There are three ways to look for a business that uses FeatherQ:

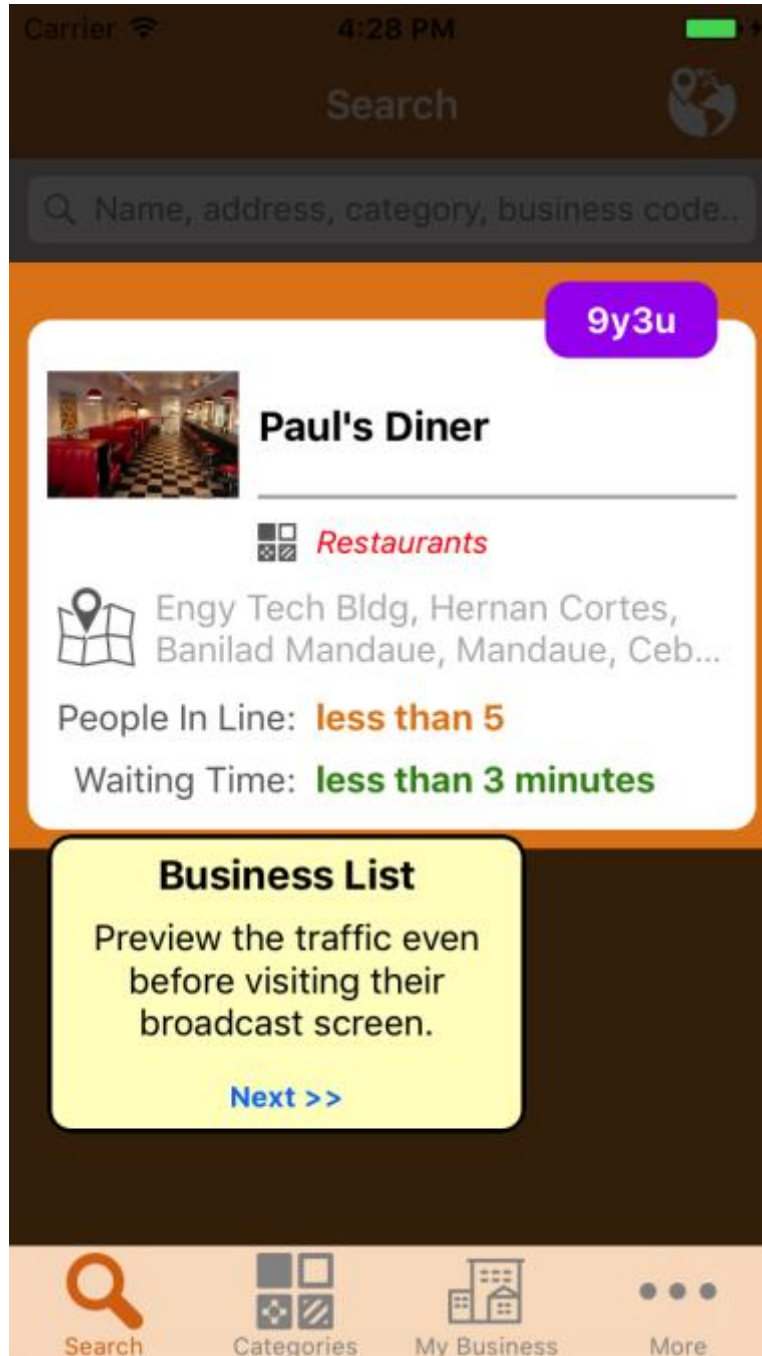
- 1. LOCATION.** Location information is very important to make the FeatherQ application provide better service and user-experience. On the upper right part of the screen, click on the Location icon to allow the FeatherQ application to access your current location and automatically give you a list of businesses near you.



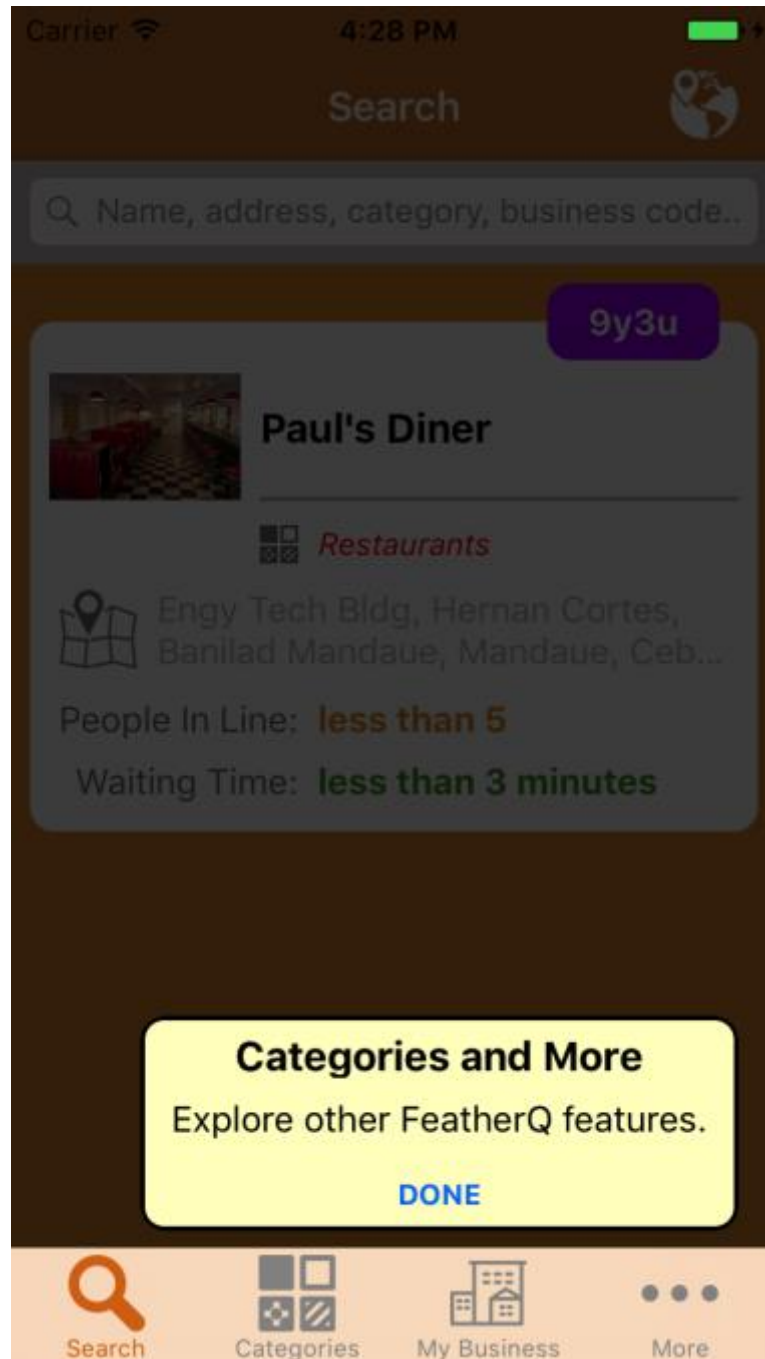
- 2. SEARCH.** If you do not allow the FeatherQ application to access your current location, you may still find a business that uses FeatherQ. Just enter the **business name or the four-character code** of the business. Note that **ONLY** the businesses that use FeatherQ will be available for search.



BUSINESS LIST. Allowing the FeatherQ application to access your current location will automatically give you a list of businesses near you that are using the FeatherQ application to manage their lines. A **business list** is a collection of business cards of different businesses. Each business card contains the business address, schedule, waiting time, people in line, and the four-character code of the business.



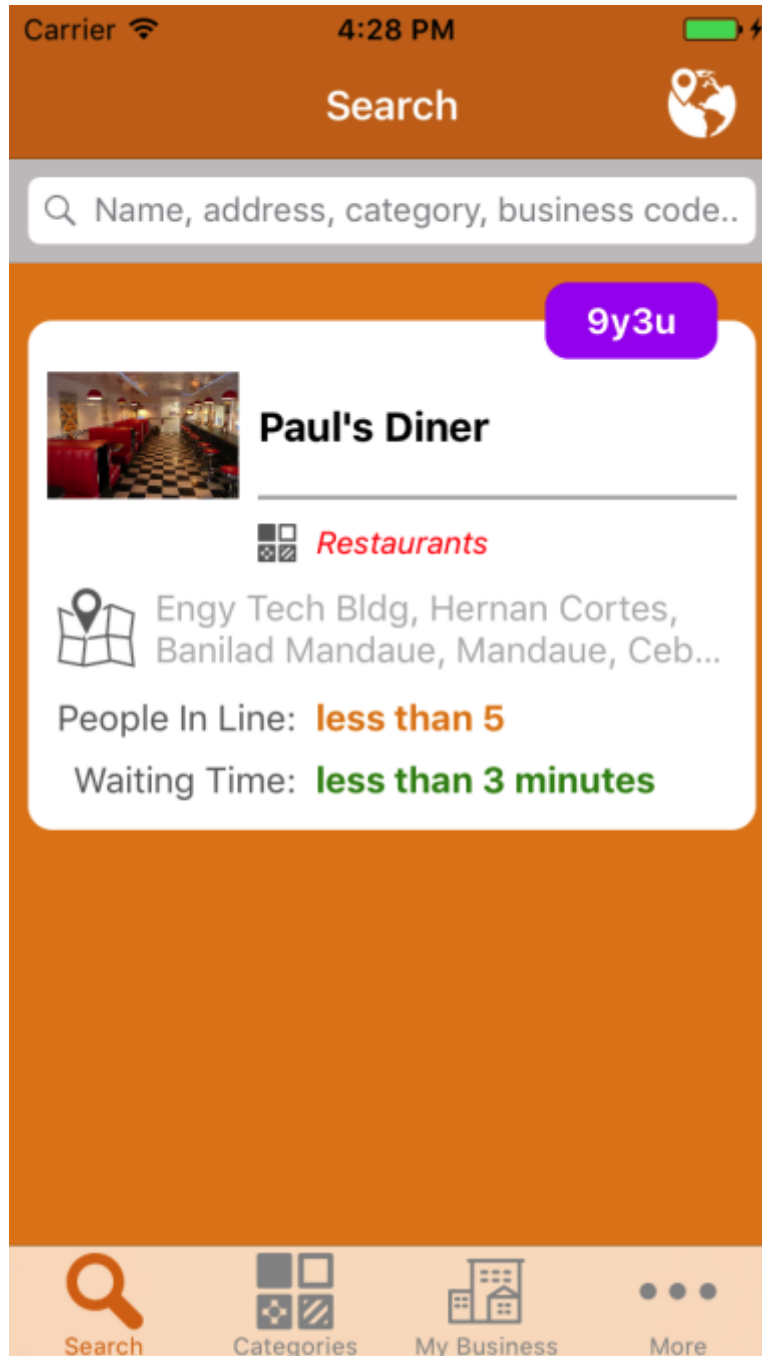
3. **CATEGORIES.** If you are not sure of the business name or the four-character code of the business, just tap the **Categories** icon at the bottom of the screen to see the Categories page where you can find twelve categories to choose from. Each **business category** contains a business list.



Once you are done with the onboarding process, tap **DONE** to explore more.

START QUEUING AND EXPLORE OTHER FEATHERQ FEATURES

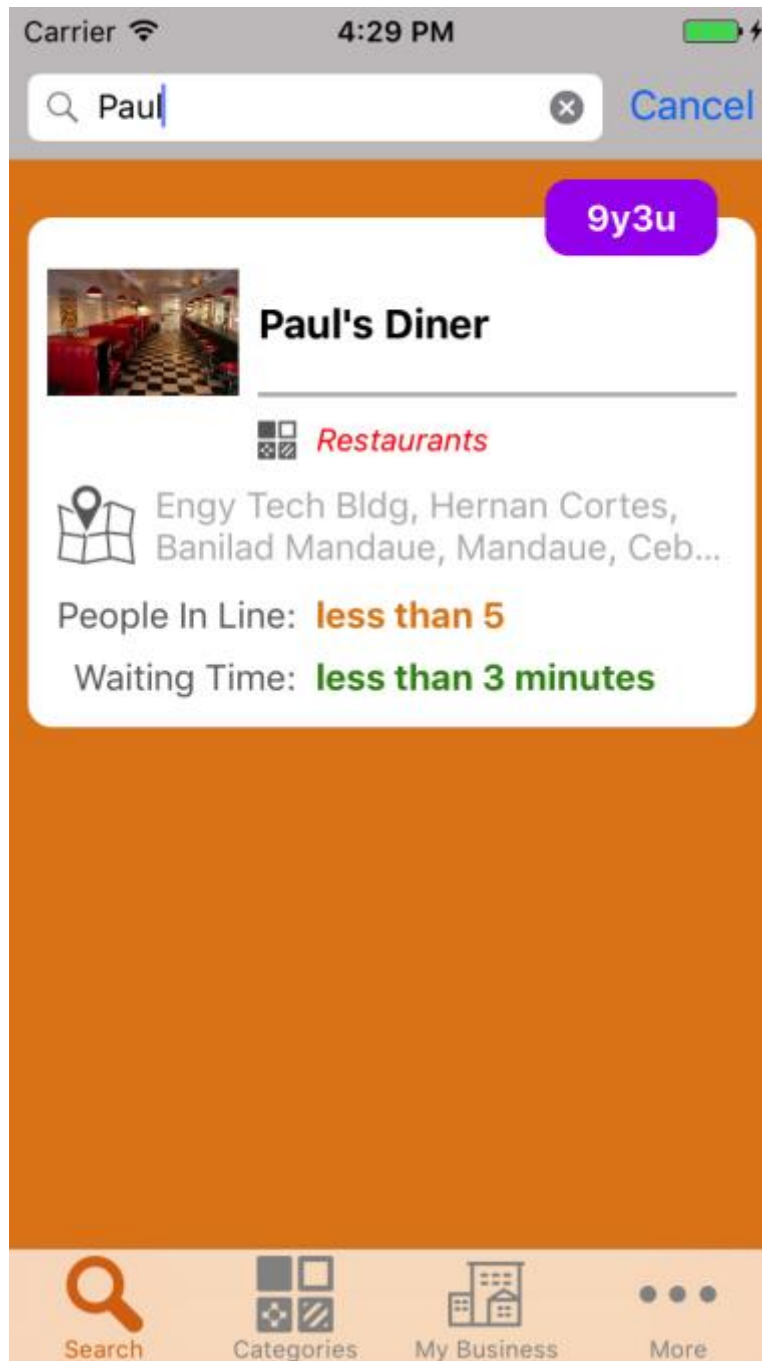
1. LOCATION. After tapping **DONE**, allow the FeatherQ application to access your current location by tapping the **Location icon** on the upper right part of the screen. Allowing the FeatherQ application to access your current location to access your location will automatically give you a list of businesses near you.



Despite the fact that **Location Information** is crucial to make the FeatherQ application work and provide you better service, it is still up to you to decide whether you allow the application to access your current location or not. You are **highly encouraged** to tap **Allow** to make the FeatherQ application work efficiently, just for you.



2. SEARCH. Enter the business name or the four-character code of the business on the Search bar on upper part of the screen to find a business that is not necessarily within your area.



3. CATEGORIES. If you do not know the business name, you may go to the **categories page** to try looking for the business based on the category it belongs to. Tap the Categories icon on the bottom part of the screen. You can select multiple categories to simultaneously check the line status of businesses from different business categories.



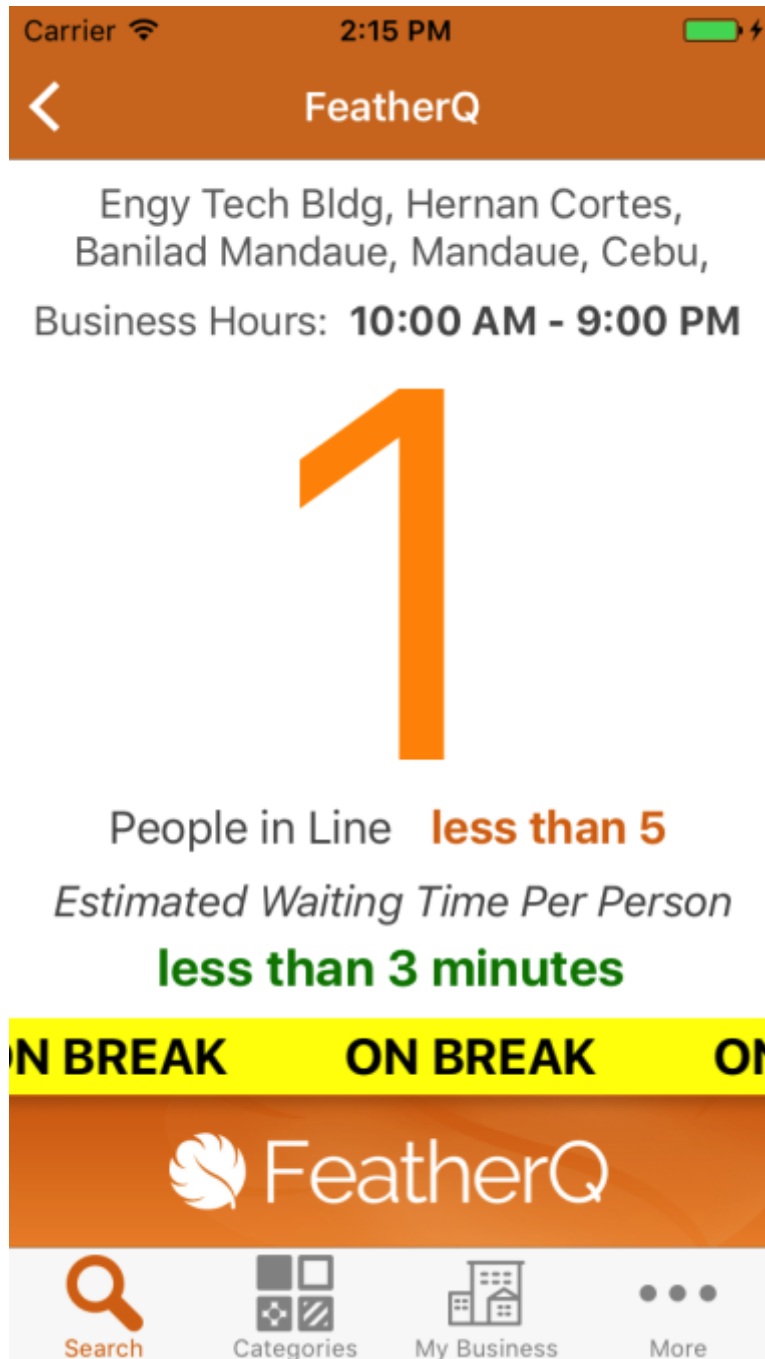
Selecting Multiple Categories. You can select more **two or more business categories** to see the business lists of the three categories right away.

Selecting All Categories. You can select **ALL** categories if you wish to see all businesses that are using the FeatherQ application to manage their lines.

Example: If you want to go to Restaurant A, Retail B, and Government Institution C, select the categories Restaurants, Government Institutions, and Retail to easily find the three businesses. You will then be given a business list to see all businesses that belong to the three categories. Just scroll down to find the businesses that you want to check.

CATEGORIES PAGE

4. BROADCAST SCREEN. To check the status of the line, click on the business card to see the broadcast screen of the business that you are going to visit. You will see on the broadcast screen the business name, business address, number of people in line, the numbers being called, and the estimated waiting time for each person.



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.