

FEATHERQ FOR FREE

USER GUIDE FOR BUSINESS OWNERS

WELCOME TO FEATHERQ

FeatherQ is a cloud-based line management application that allows you to inform your clients/customers/patients of your business schedule and line status. It allows you to issue and call numbers efficiently by just clicking on to your device. The information is being communicated to the clients which allows them to be just in time for their turn.

With the kind of information FeatherQ provides, your establishment will be able to address problems such as congestion and long waiting times. In effect, you will be able to avoid negative feedbacks from your clients/ customers/ patients who generally hate to wait.

FeatherQ embodies the concept of transparency which is very important for businesses like yours in order for your clients to understand how you operate and manage your lines. All you need to do is download the FeatherQ application from the Google Play into your Android device **FOR FREE**. Just make sure you have an internet connection to make the FeatherQ application work.

You may also download the iOS version of the FeatherQ application from the App Store for free. If you are using the paid version of FeatherQ, you may also go to the website www.feather.com/business.

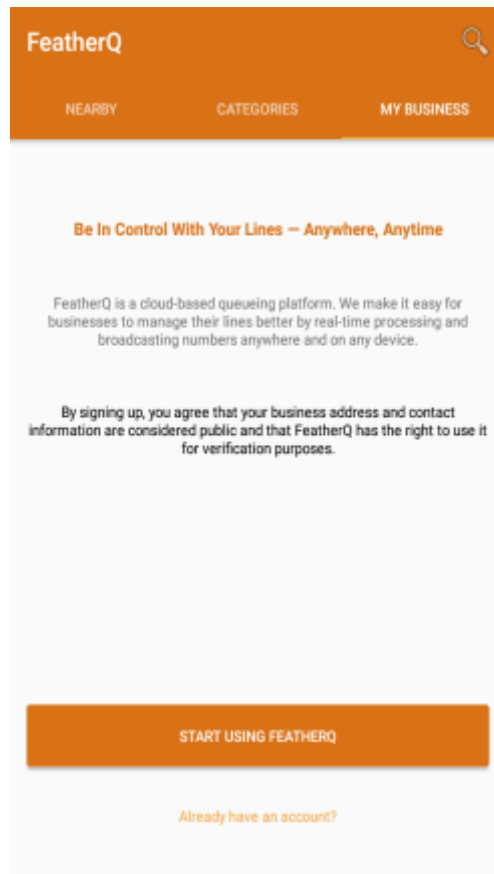
If you only have a single line to manage, you need to have at least two devices with the FeatherQ application. You will need one for issuing and processing numbers, and another one for the broadcast screen.

Who can use FeatherQ for free?

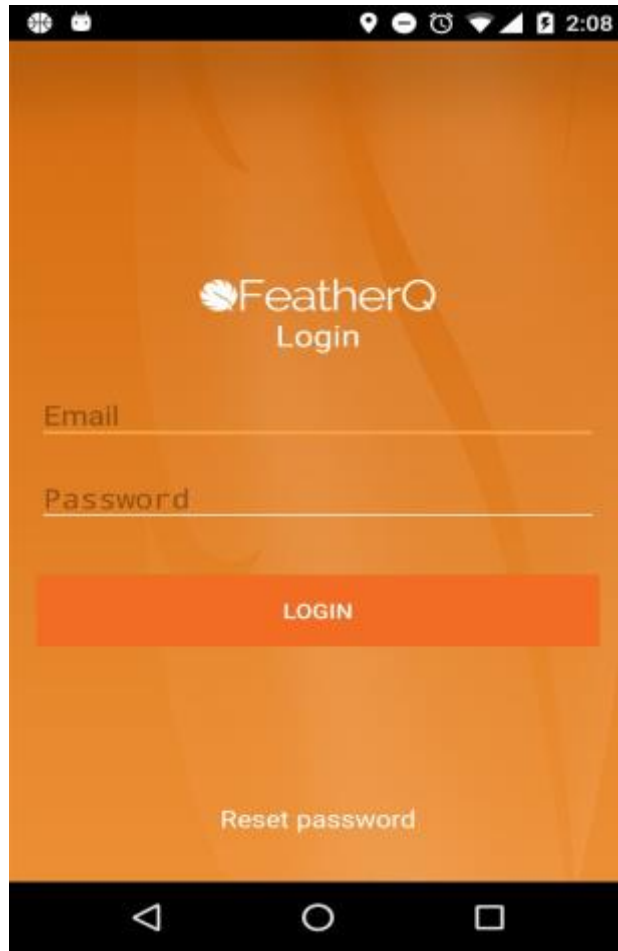
FeatherQ for free can be used by different businesses. It can be utilized by banks, clinics, hospitals, schools, and government agencies who want to change the way they manage their lines. It can be used by businesses with one or more lines to manage.

MY BUSINESS PAGE

You can use FeatherQ to manage your lines. Just click on MY BUSINESS to register your business and start using FeatherQ.

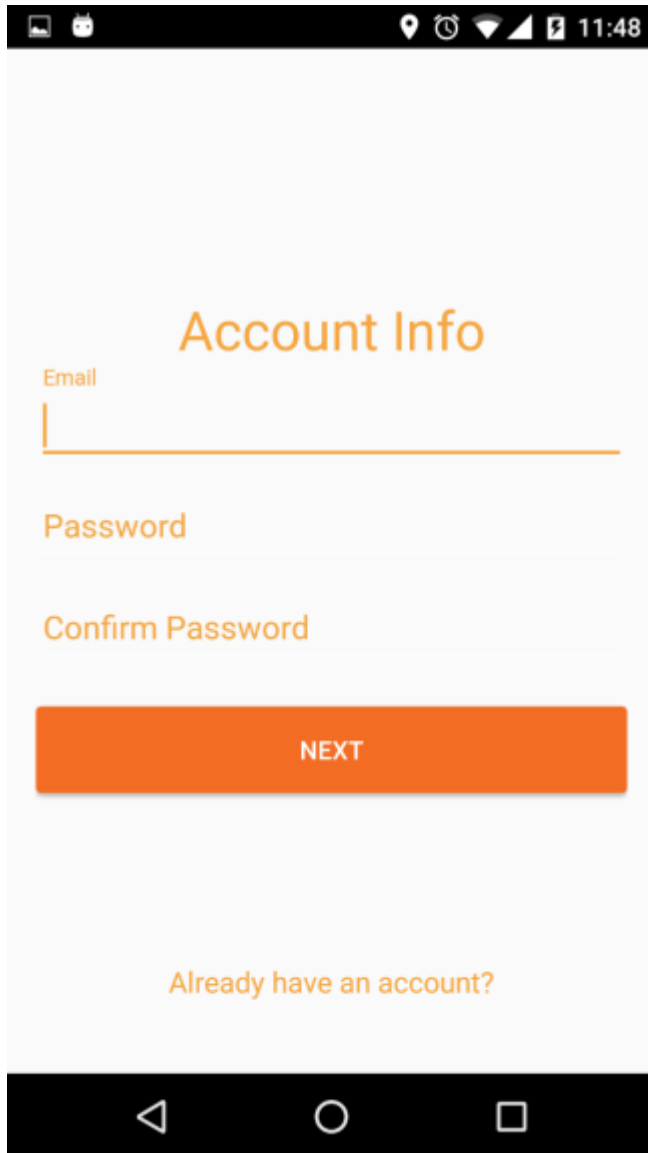


If you already have an account, just click on **Already have an account?** and you will automatically be directed to a page where you can log in. Enter your email and password. Click on **LOGIN** to start or you can **Reset password** if you wish to.



NEW TO FEATHERQ?

Click on **START USING FEATHERQ** and fill out the information being asked. Enter your email and password. Make sure to confirm password for verification. Click on NEXT to continue.



Account Info

Email

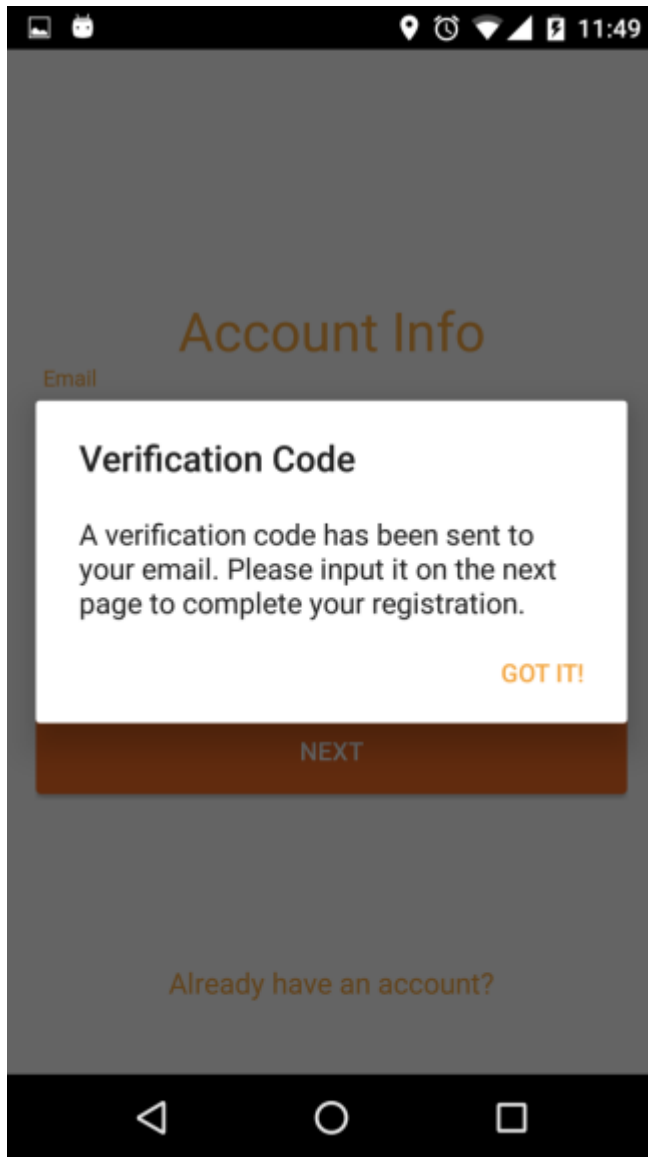
Password

Confirm Password

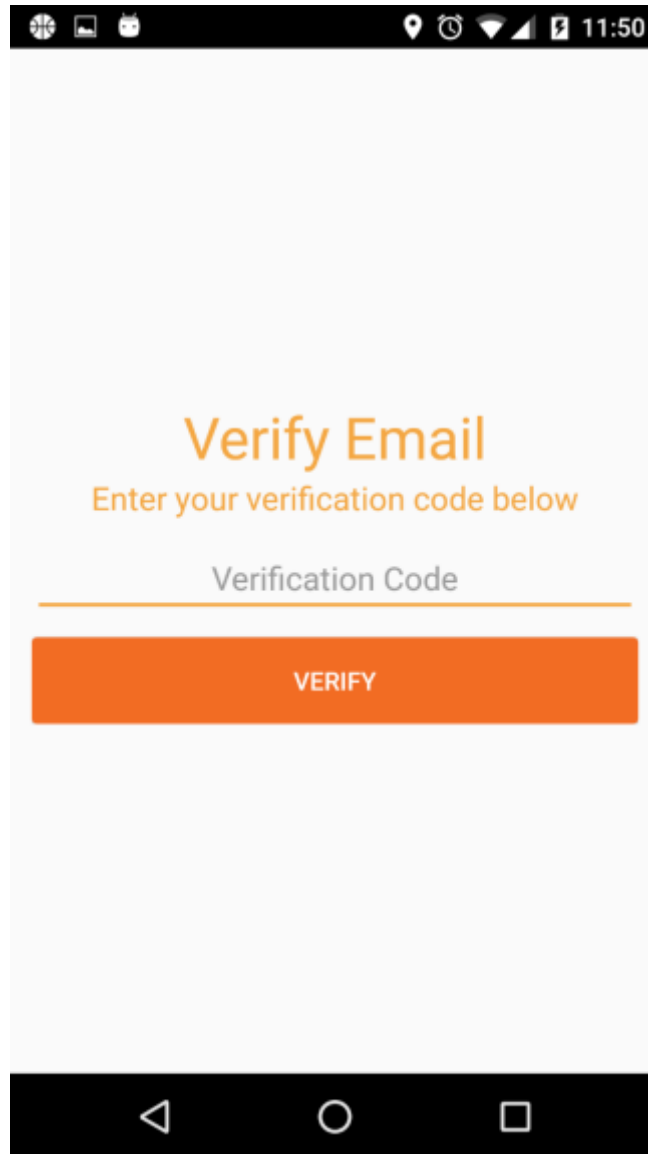
NEXT

Already have an account?

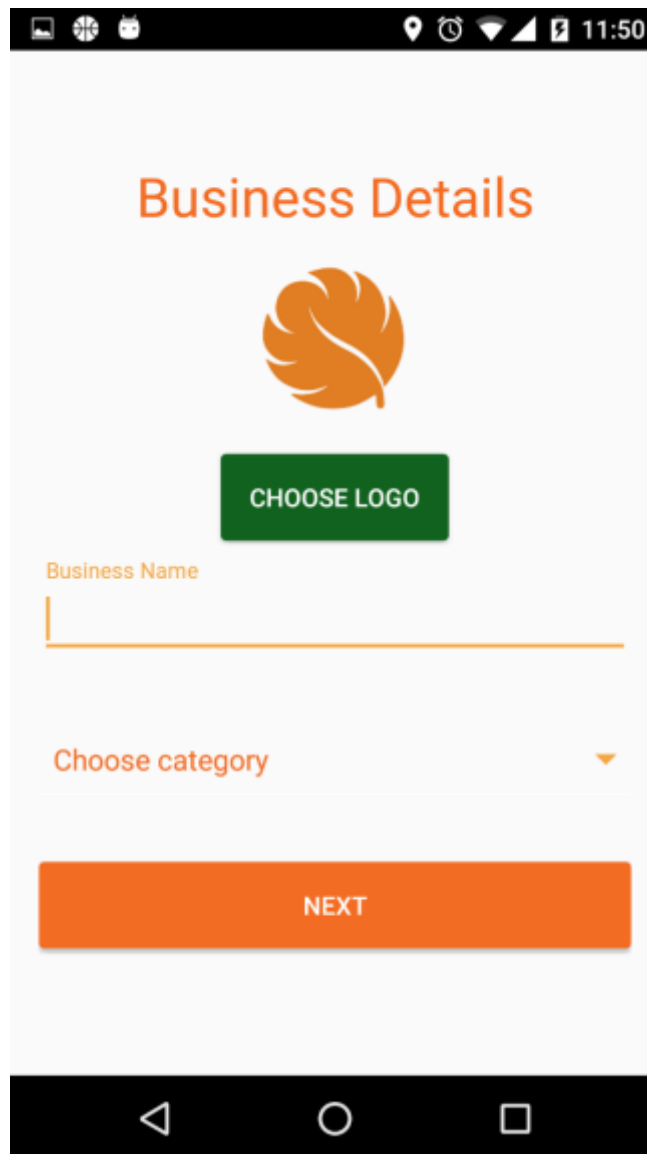
You will then be notified that a verification code has been sent to your email.



Enter the verification code and click on VERIFY to proceed.



After the verification process, you will be asked to enter your business details. Fill out the business name field and choose a category that fits your business and click on **NEXT**.



The next page will require you to fill out the **Business Address** form, however if you allowed the application to identify your location in the beginning, the application will automatically fill out the form for you. Click on NEXT to proceed to the **Business Operations** page.

Business Address

Building/Office
1285

Street/Block
Hernan Cortes Street

Town/City
Mandaue City

State/Province
Cebu

Zip/Postal Code
600

Country
Philippines ▼

NEXT

The **Business Operations** page will ask for the Time Open, Time Close, the first and last number to be called within the operating hours.

Business Operations

Time Open

07:00 AM

SET OPENING TIME

Time Close

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SET CLOSING TIME

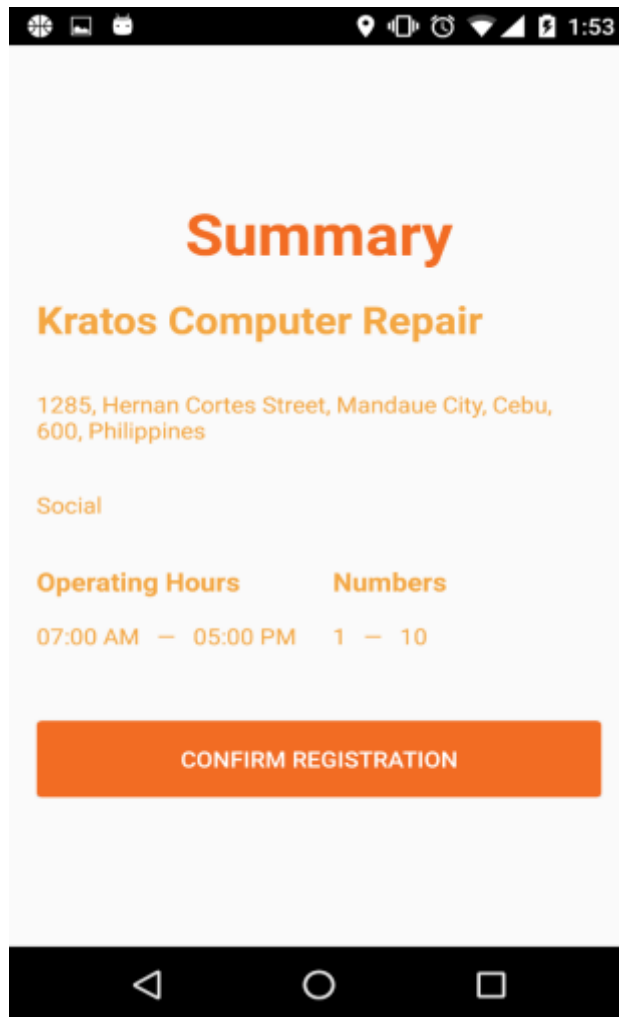
Number Start

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Number Limit

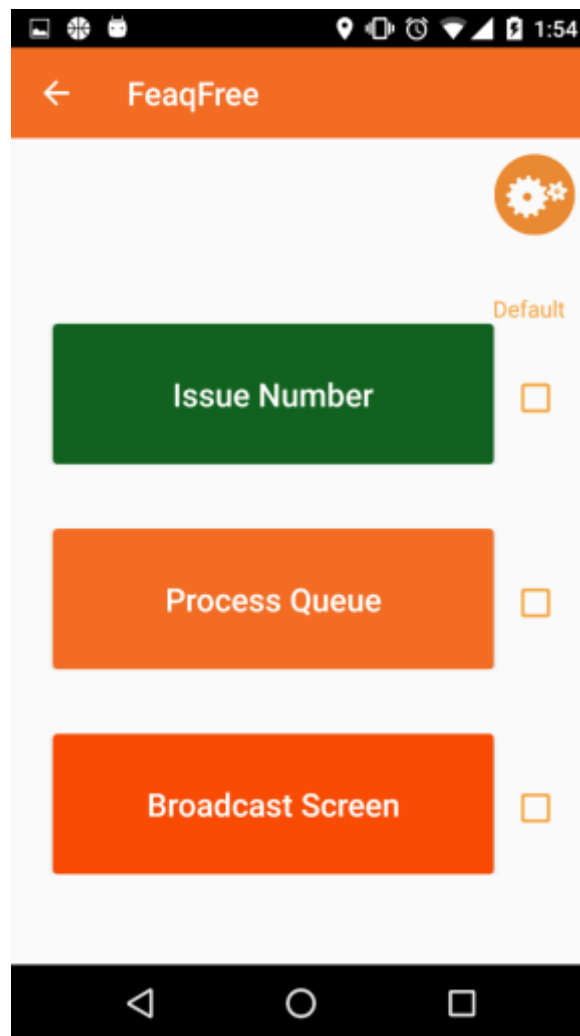
NEXT

After filling out the Business Operations form, click on **NEXT** and to see the **Summary** page. Review all the information and click on **CONFIRM REGISTRATION** to continue.



After the registration process, you will see the **dashboard page** where you can choose and set a default. You can have the Issue Number, Process Queue, or the Broadcast Screen as the default page.

Note: The chosen default page will be the first page you will see the next time you open the FeatherQ application.

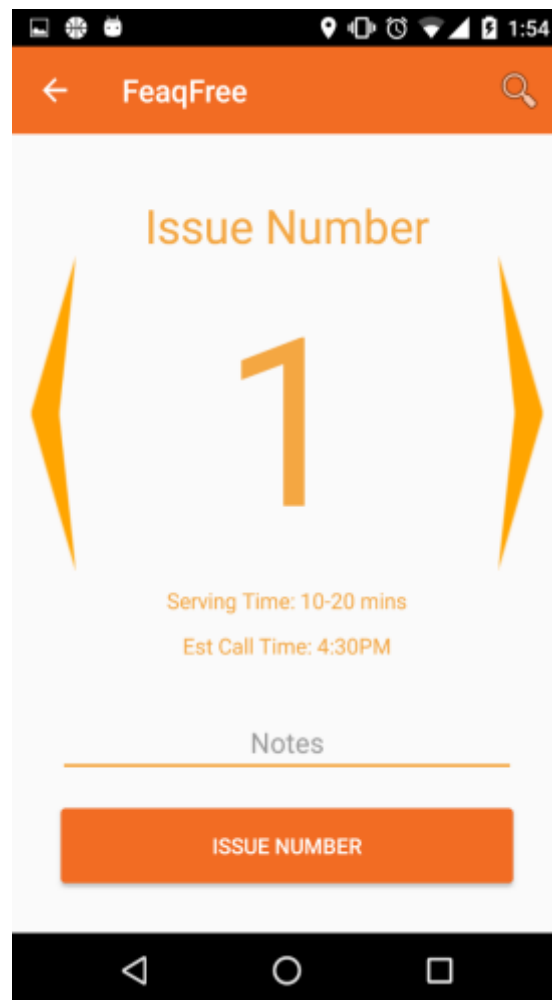


ISSUE NUMBER

To start issuing numbers, go to the **Issue Number** page where you can see the number to be issued. Select a number to be issued using the number picker. You can write notes on the Notes field below the number before clicking on **ISSUE NUMBER**. You may also ignore Notes if you do not need to

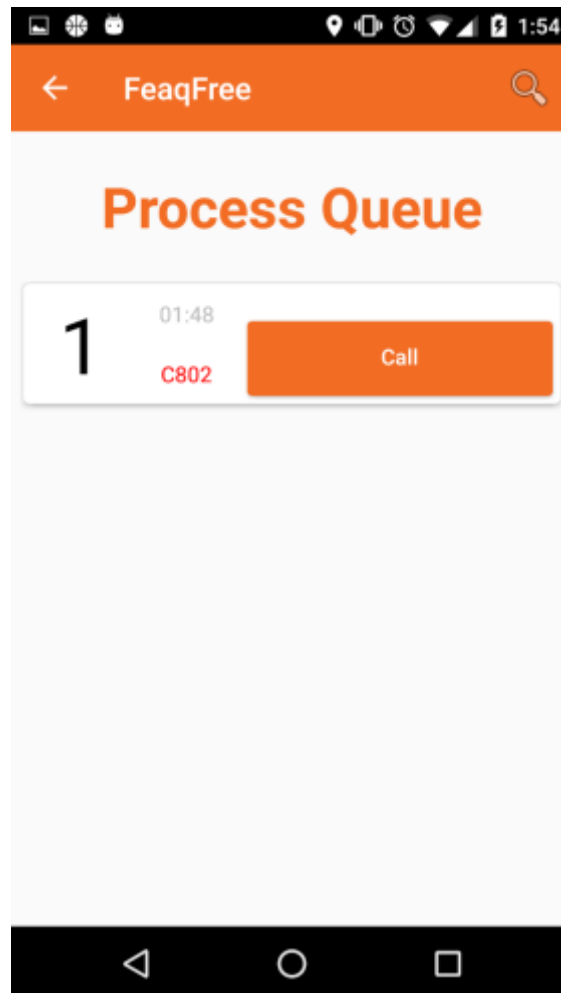
When to add notes?

1. Restaurants, for example, can add the number of people in a group for table reservation.
2. In clinics with two or more doctors, secretaries can add the doctor's name to the Notes field to easily identify the number of patients waiting for each doctor.



PROCESS QUEUE

The **PROCESS QUEUE** page will show you the complete list of issued numbers. You may click on **CALL** to call a certain number. You may call multiple numbers depending on your capacity to serve. The numbers being called will appear on the broadcast screen. If you wish to remove a certain number from the Process Queue and Broadcast Screen, just click on Drop. You can click on Drop if a client does not show up after being called.



BROADCAST SCREEN

When you click on the broadcast screen, you will see the numbers being called and the following information:

- Business name
- Business Address
- Time Open
- Time Close
- Called Numbers
- Estimated Waiting Time
- Number of people in line

The same broadcast screen will appear on your clients' device.