EATSEASY APP MANUAL

EatsEasy App Manual

1. Login Screen

Download EatsEasy App in Google Playstore or visit https://foods.eatseasy.online and the login screen will appear when you launch the EatsEasy App.

- **Existing Users:**
    - In the provided fields, type your password and email address. To access your account, use the Login button.
- **New Users**:
    - If you don't have an account yet, tap the **Register** button to create one.

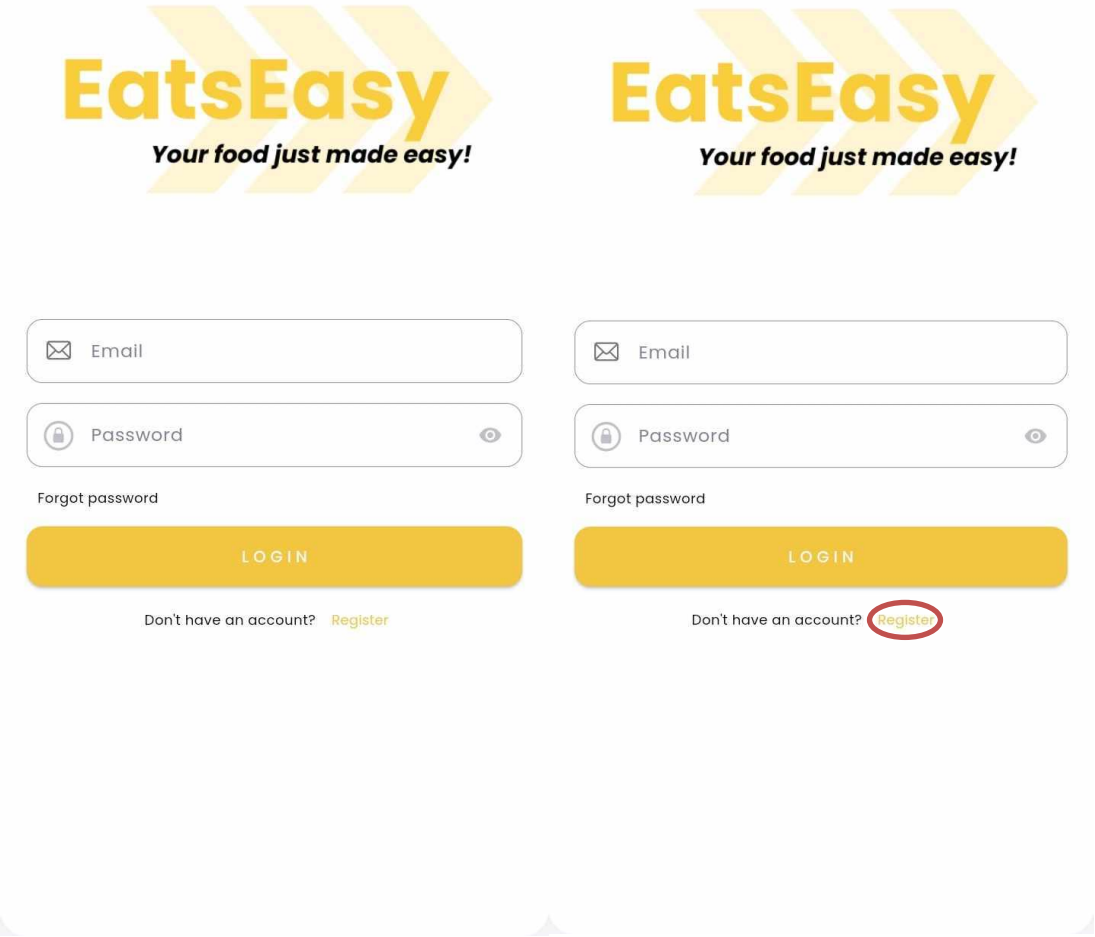

Figure 1. EatsEasy Login Page

2. Register

- The registration process is a quick one.
- You'll need to fill in the following information:
    - **First Name** and **Last Name**
    - **Email Address** (make sure it’s valid as you'll need it for verification)
    - **Password** (choose a strong password to protect your account)
    - **Valid ID**
    - **Proof of residence**
- Once all fields are filled out, tap **Submit**.

Email Verification

- After registering, a **verification code** will be sent to your email.
- Enter this code in the app to verify your account.
- If you’ve entered the wrong email, you have the option to **Delete Email** and start the registration process again
- You can also choose to **Log Out** and browse the app without an account.

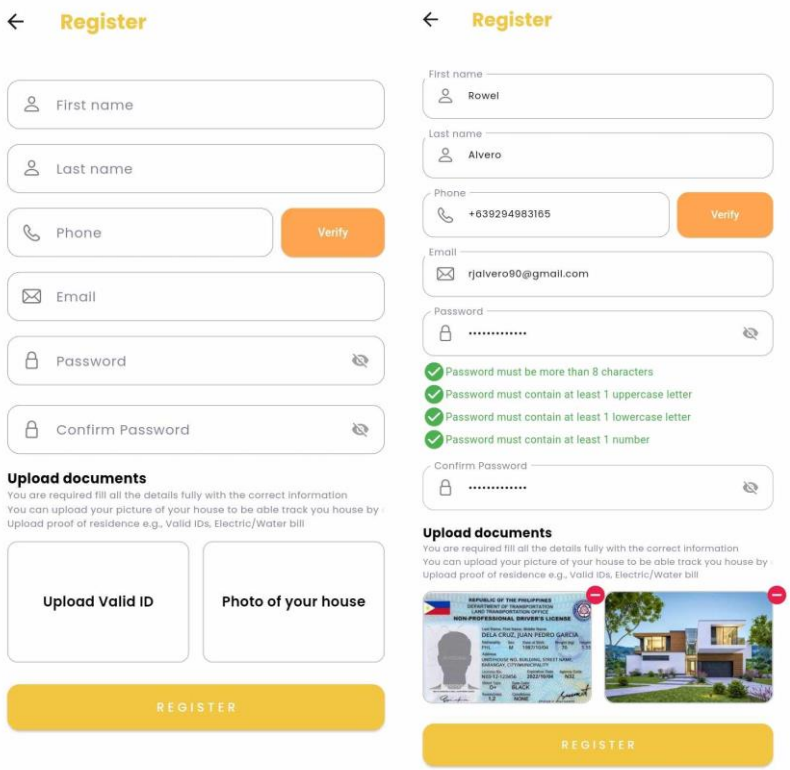

Figure 2. EatsEasy Registration Page

3. Home Page Overview

After logging in and being verified, you'll be directed to the **Home Page**.

- Here, different food categories are available, and several sorts of dishes can be browsed through.
- Scroll through popular categories or use the search bar to find specific items.

Selecting a Dish

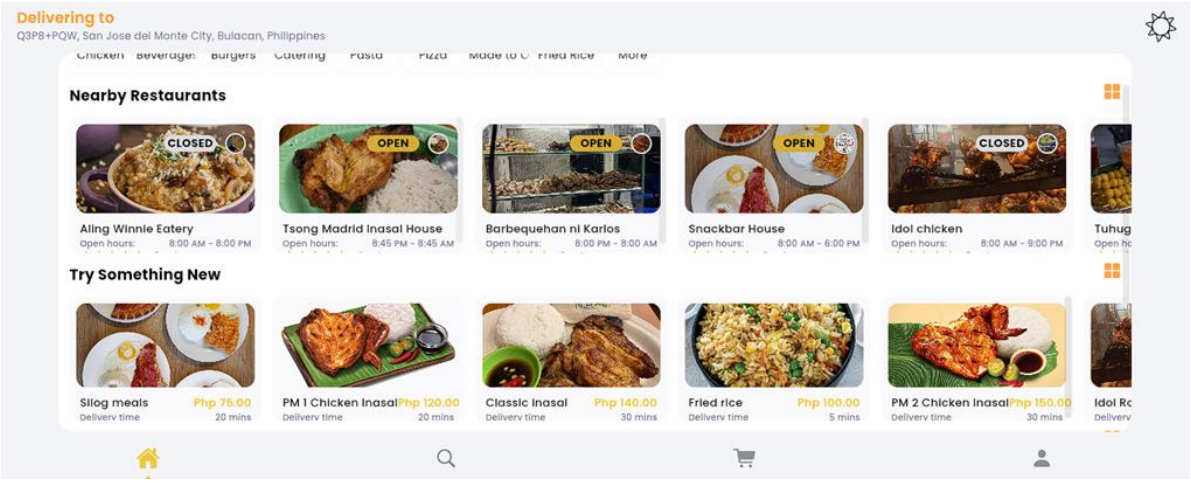

Figure 3. EatsEasy Homepage

- When you have found food that you want to order, just tap the food.
- You will see more details about the dish, including options to customize your order.

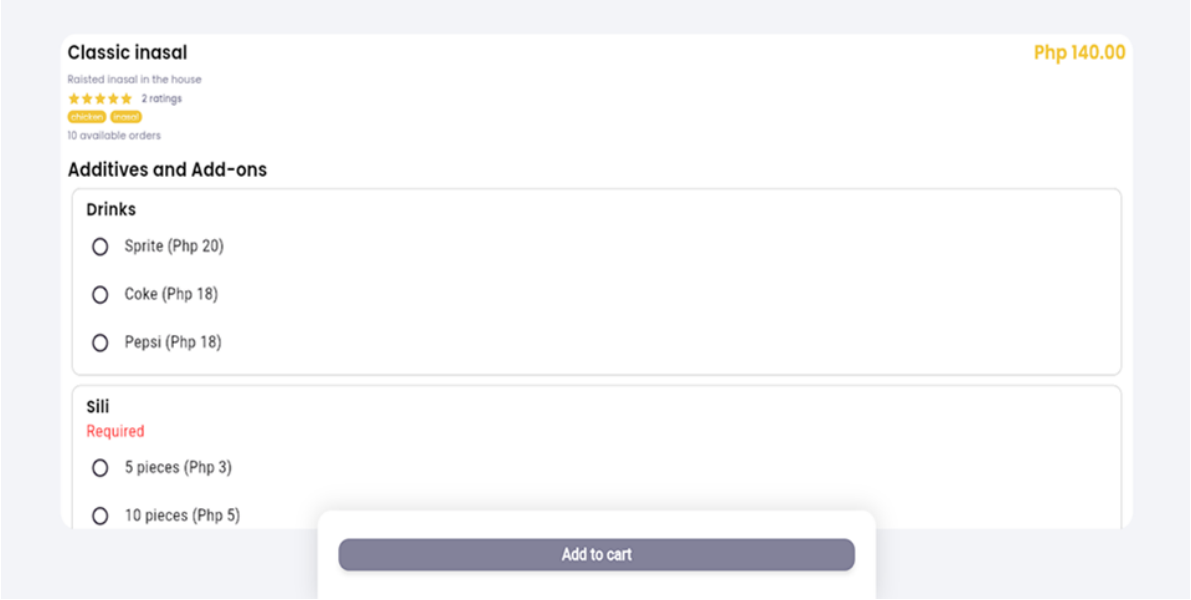

Figure 4. EatsEasy Food Page

4. Exploring the Restaurant

- Once you choose a food, you will have two options:
    - **Open Restaurant:** Tap this button to view the full restaurant menu and what they offer.
    - **Chat**: Use the Chat button to contact the restaurant for any special requests or questions.

Adding Food Additives

- Some food includes additional extras or sides (like additional toppings or side orders).
- Select any you'd like to add before proceeding to the next step.

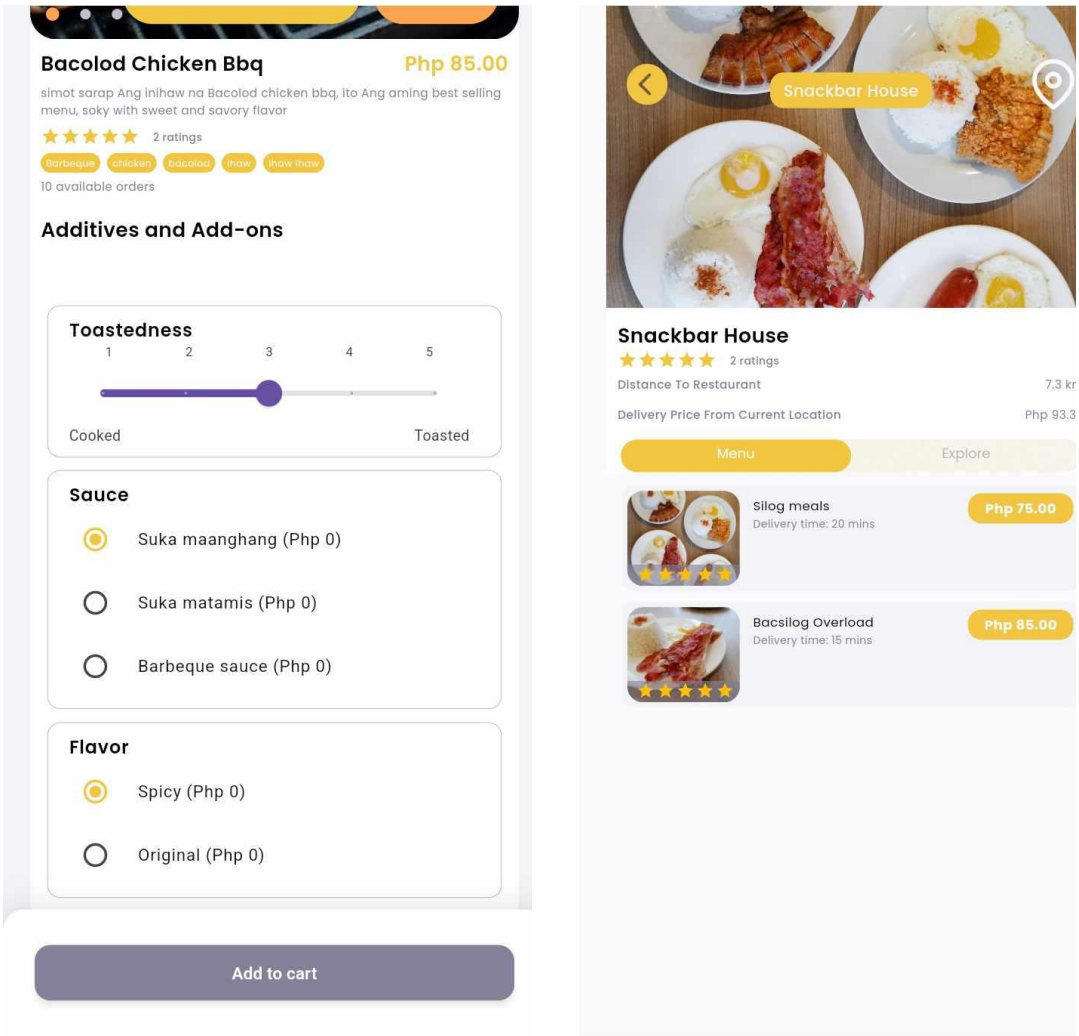

Figure 5. EatsEasy Food and Restaurant Page

5. Checkout Process

Once you've chosen your dish and any extras, proceed to the **Checkout Screen**:

Delivery Options

- You can update the **delivery address** if needed.
- Choose your preferred **delivery option**:
    - **Priority Delivery**: Fastest option with the shortest waiting time.
    - **Standard Delivery**: Default delivery option with regular waiting times.
    - **Saver Delivery**: More economical option, but with a longer waiting time.
    - **Order for Later**: Schedule your order for a later time and date.
- If you change your mind, you can **delete items** from your order before finalizing.

Payment Options

- Choose your payment method:
    - **Wallet** (Cashless):
        - Will use your eats easy wallet balance if you have enough balance.
    - **Cash on Delivery (COD)**:
        - Select this option if you prefer to pay with cash when your order is delivered.

6. Payment Options

- Choose your payment method:
    - **Wallet** (Cashless Payment):
        - Select this option if you have enough balance on your EatsEasy Wallet, if not but you want to access this type of payment, you must top up in the wallet page located in user profile.
    - **Cash on Delivery (COD)**:
        - Select this option if you prefer to pay with cash when your order is delivered.
- A successful payment notification pop-up will show up once an order has been placed.

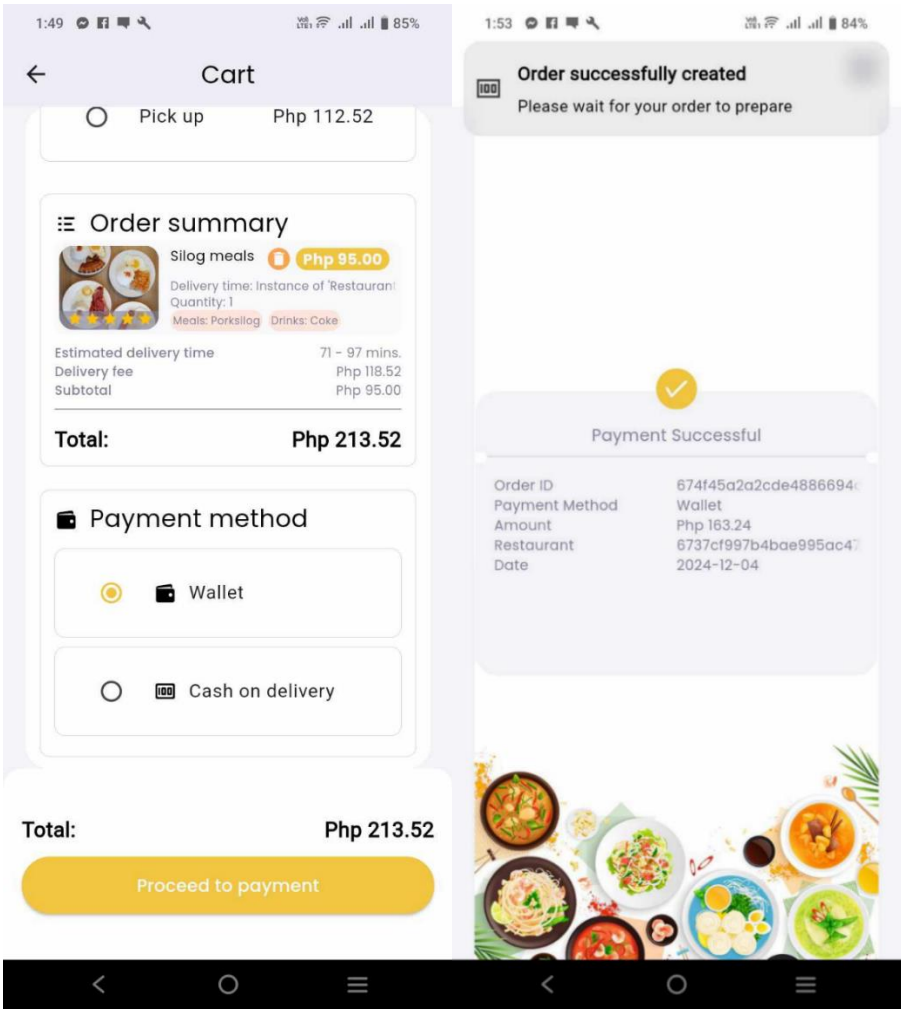

Figure 6. EatsEasy Cart Page

7. Tracking and Confirmation of an Order

- Once your payment is processed, you will receive an **order confirmation**.
- Track the status of your order in real-time, from preparation to delivery.
- Use the profile tab then press my orders to view updates, estimated delivery times, and any notifications from the restaurant.

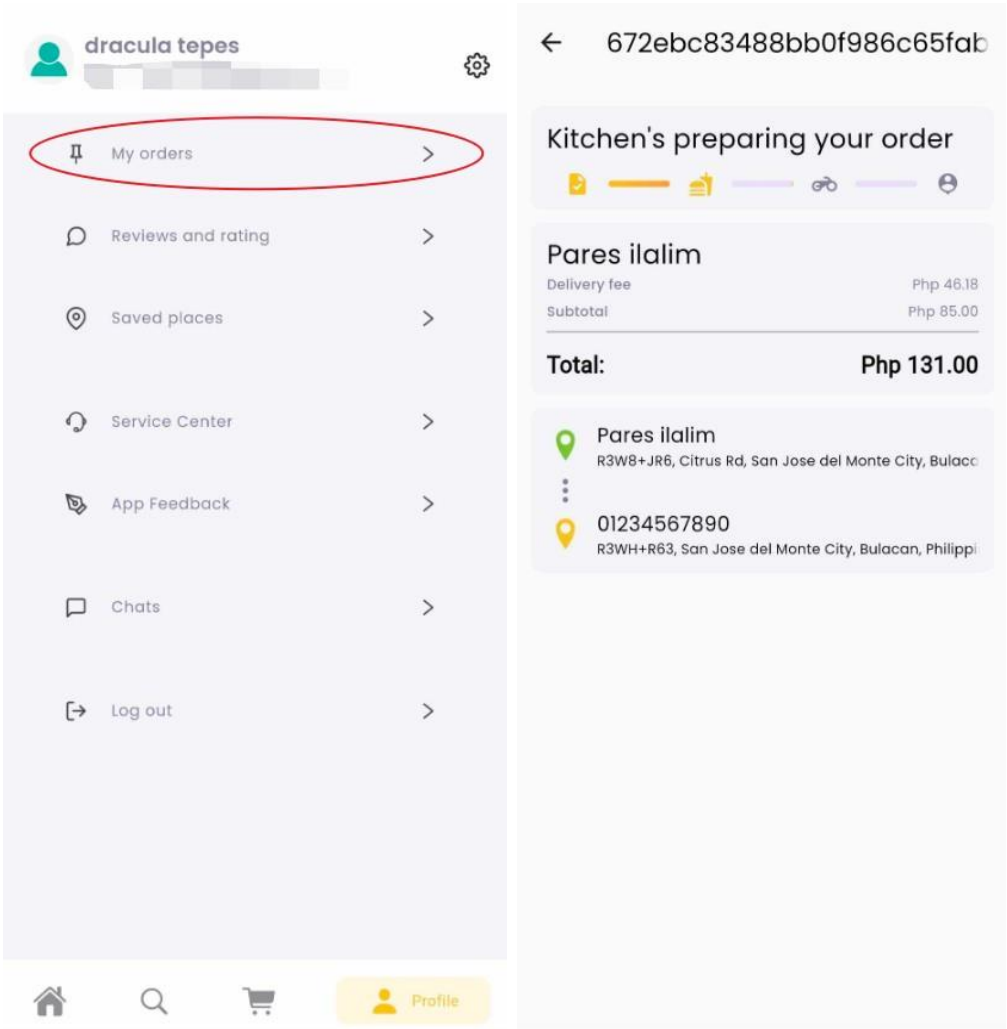

Figure 7. EatsEasy My Orders Page

8. EatsEasy User wallet top-up for cashless payment

- Users can access cashless payment by topping up balance in the wallet page located in the user profile.
    - Click the profile button on the homepage
    - Click the wallet button.

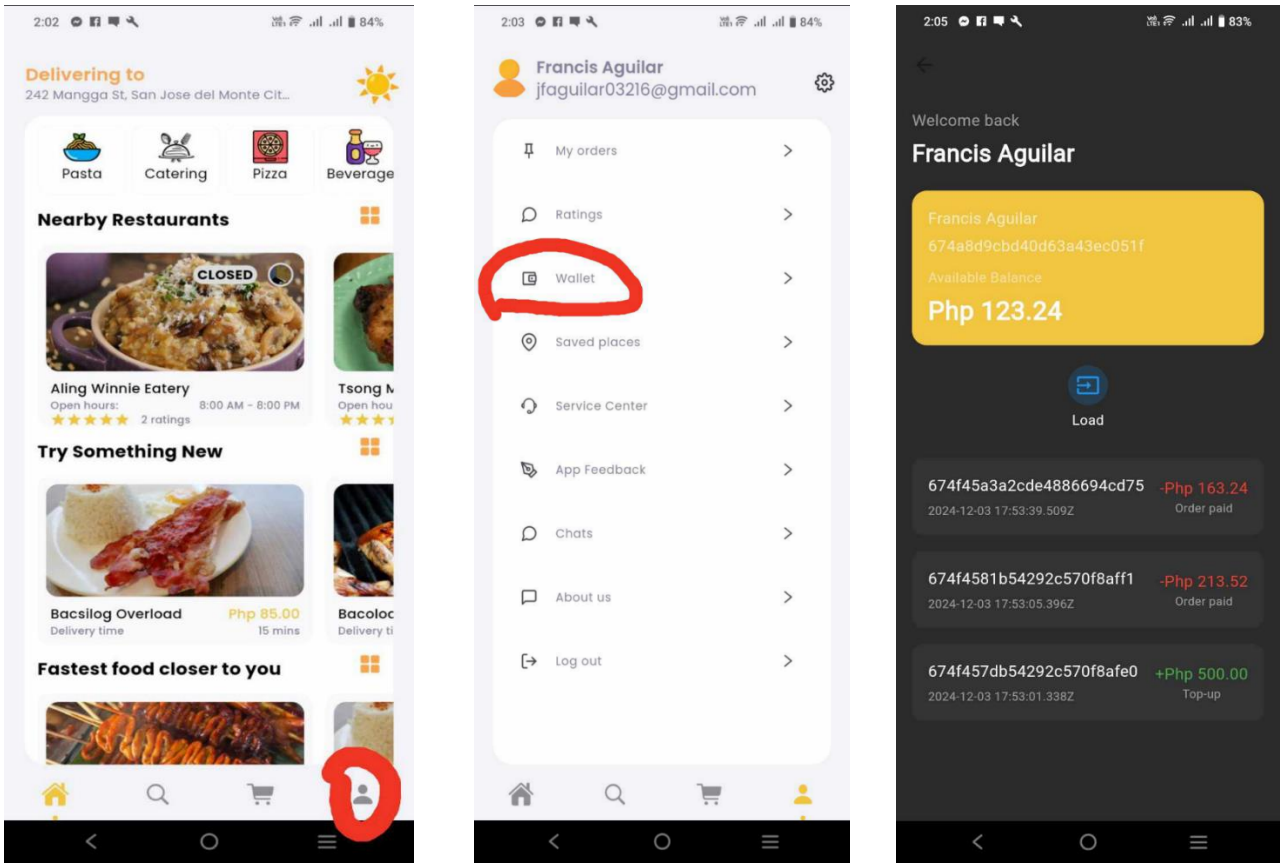

Figure 8. EatsEasy Wallet Page

- To top up in the user wallet, just click the load button.
    - The minimum amount of top up must be 260 Php (around 5 USD)
- Clicking on the load button will navigate you to our 3rd party payment partner.
    - Fill in all the details and ensure everything is correct.
    - Incorrect details will result in a top-up failure.
    - A successful top up will navigate you back to the wallet page indicating that you have a new balance amount along with a notification confirming the successful top-up.

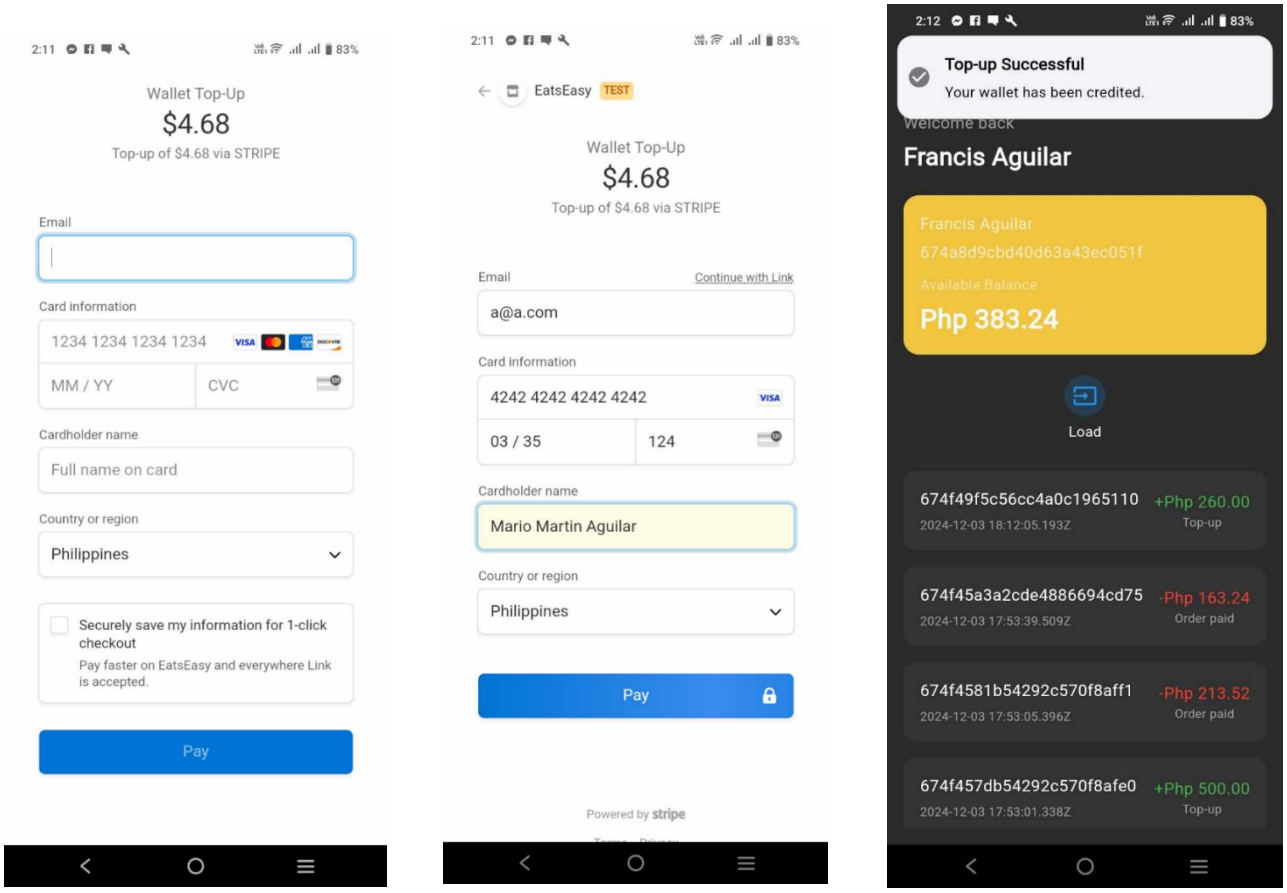

Figure 9. EatsEasy Stripe Top-up Page

EATSEASY PARTNER MANUAL

EatsEasy Partner App

1. Login Screen

Download EatsEasy Partner App in Google Playstore or visit https://partner.eatseasy.online and you start with login screen.

Existing Users:

- Enter your **Email** and **Password** in the box.
- Tap the **Login** button to access your account.

New Users:

- click on the register button to make an account.

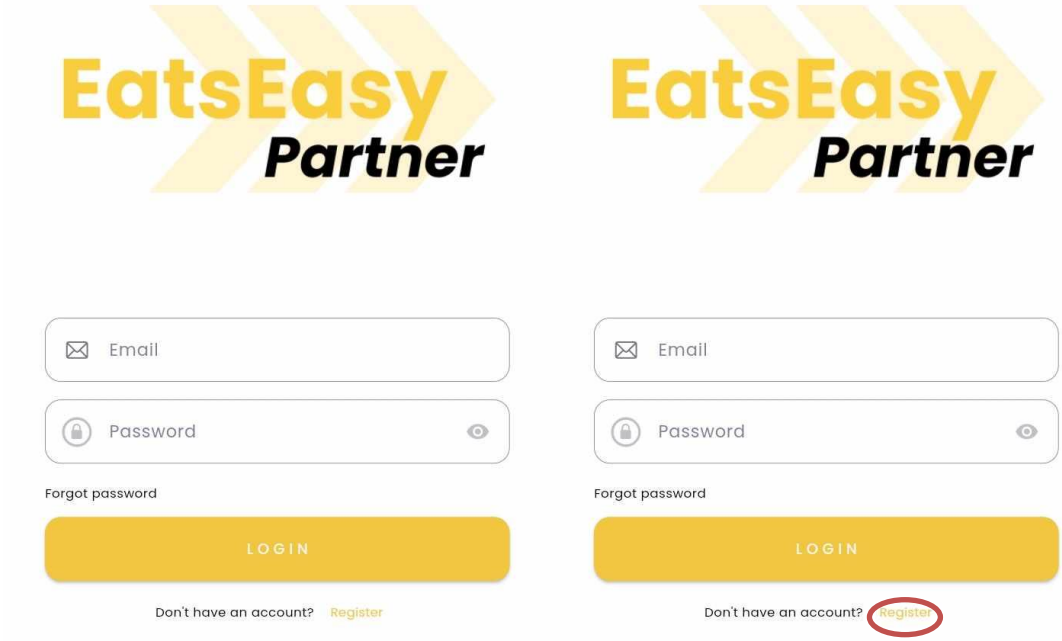

Figure 10. EatsEasy Partner Login Page

2. Register

Registration is done in a fast, easy way.

You'll need to fill in the following information:

- **You just need to enter the following info First Name** and **Last Name**
- **Email Address** (make sure it’s valid as you'll need it for verification)
- **Password** (choose a strong password to protect your account)
- **Valid ID**
- **Proof of residence**

Once all fields are filled out, tap **Submit**.

Email Verification

- Immediately after registration, you'll receive a verification code to your email.
- Enter this code in the app to verify your account.
- If you entered the wrong email address, you can Delete Email and then enter your correct email address.
- You can also choose to **Log Out** and browse the app without an account.

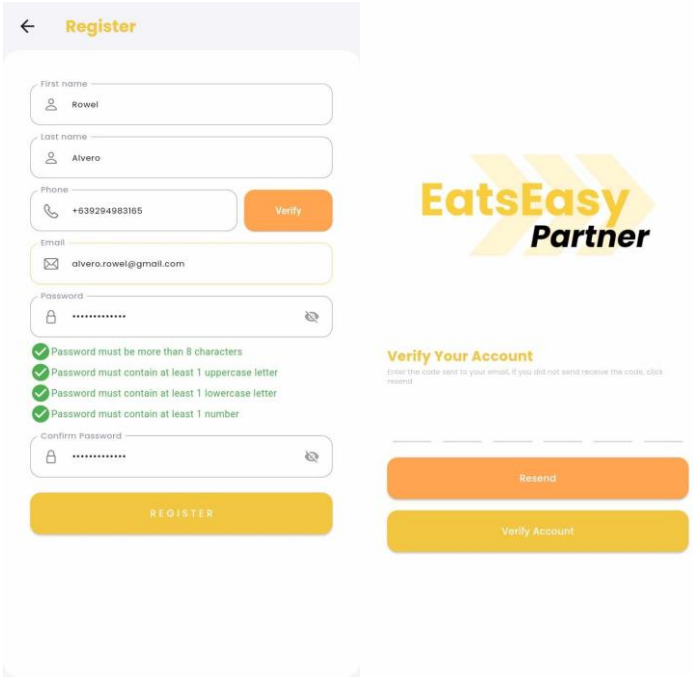

Figure 11. EatsEasy Registration Page

3. Overview of Home Page

After logging in and being authenticated, you will be forwarded to the Home Page.

- After you have logged in and got authenticated, you are taken to the Home Page from where you can choose different varieties of food.
- You also get to see the different varieties of foods.

  Selecting a food

  - When you find food that you wish to order, simply tap the food.
  - You are able to view additional information of the food, such as available options to customize an order.

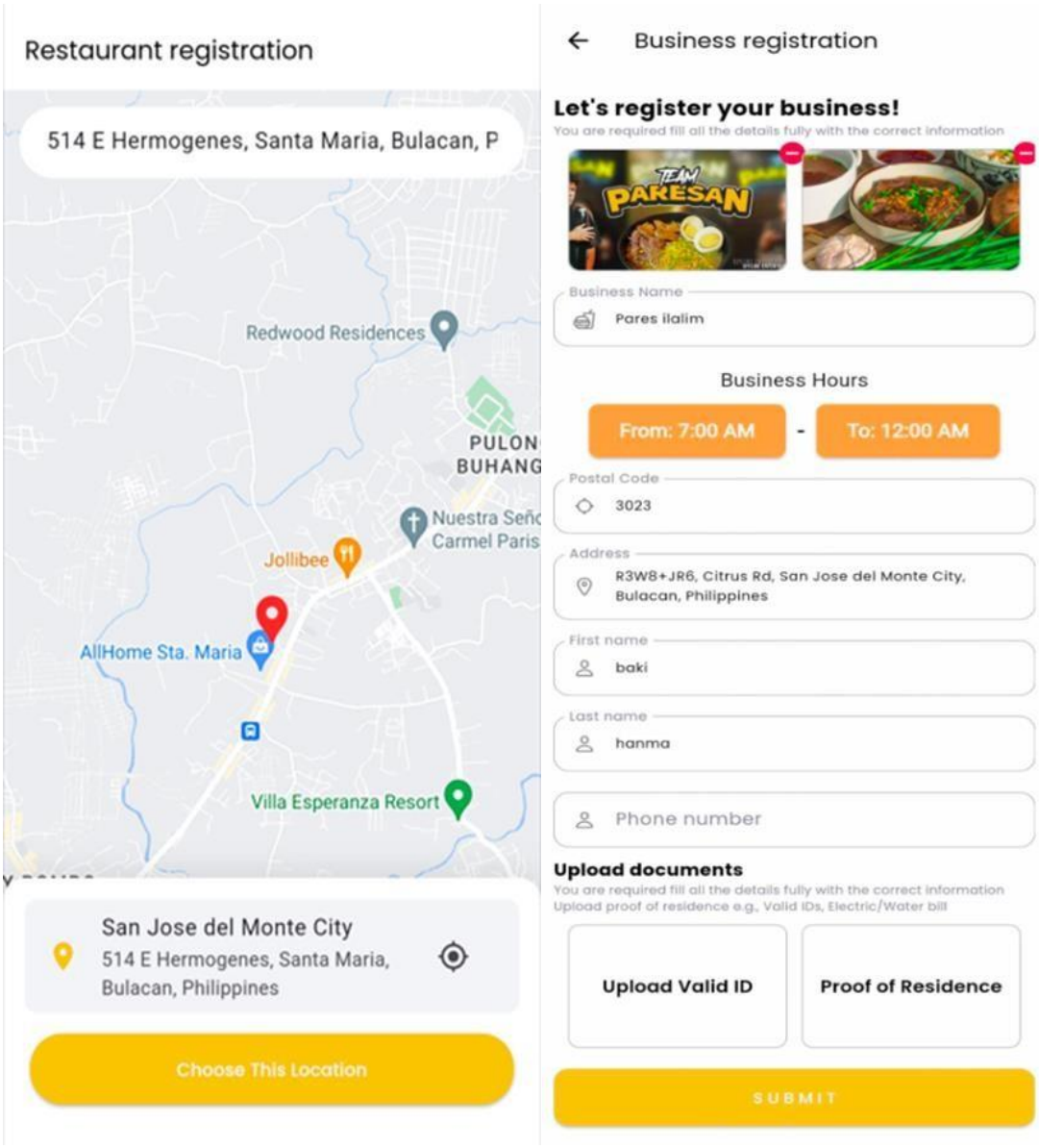

Figure 12. EatsEasy Partner Registration Page

4. Home Page Overview

After your account is verified, log in to access the Home Page. Here, you'll find everything you need to manage your restaurant:

- **Create Menus**: Add new dishes, update existing ones, and organize your food offerings.
- **Wallet**: Keep track of your finances, including earnings and fees.
- **Orders Management**:
    - View and manage orders in different stages:
        - **Incoming Orders**
        - **Preparing Orders**
        - **Ready for Delivery**
        - **Self-Delivery** (if you want to deliver yourself)
        - **Pick-Up Orders**
        - **Canceled Orders**
- **Customer Chat**: Communicate directly with customers to answer questions or resolve issues.
- **Sales Charts**: Analyze your performance with visual charts that show daily, monthly, and yearly sales trends.

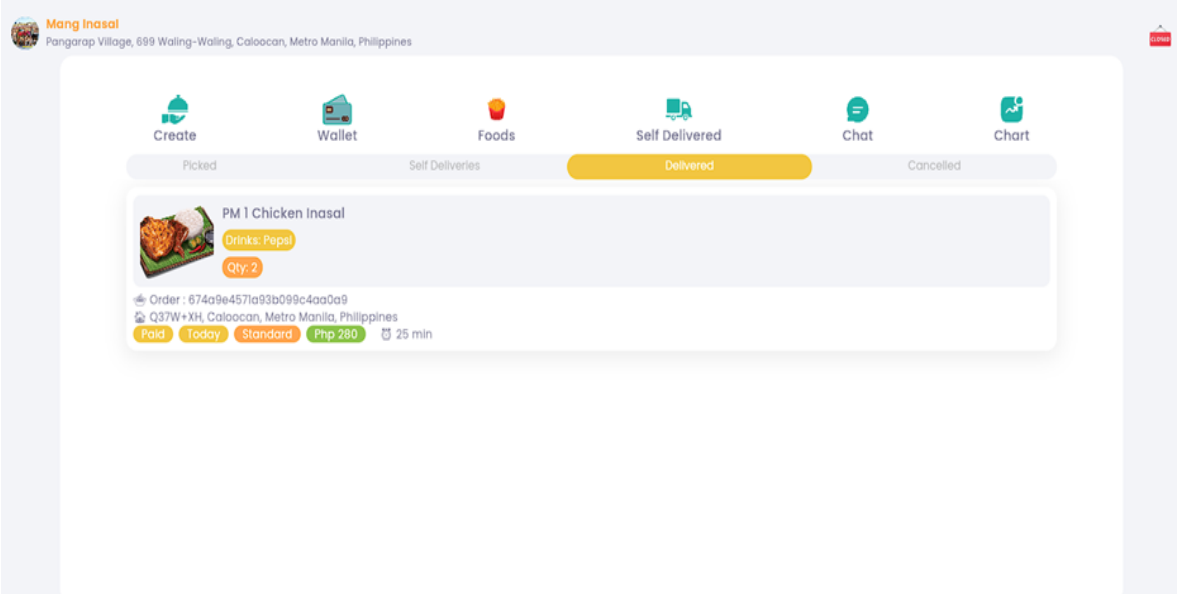

Figure 13. EatsEasy Partner Homepage

5. Food menus

Creating your menu is important in attracting the customers and increasing sales. Here's how to create your food items:

1. Category selection:
    - Choose the categories you have for your cuisine.
2. Uploading images:
    - Add the best images of your prepared dishes to attract customers. Make sure the photos of your foods are vivid and well-lit to attract customers.
3. Food details:
    - Enter the name of your food, short description, and price.
    - Include serving sizes, ingredients, and any special notes.
4. Add-Ons & Extras:
    - List optional add-ons (e.g. extra cheese, sides, sauces) which the customer can choose.
5. Food Tags:
    - Apply the relevant tags (spicy, vegetarian, popular, etc.) so that customers can find your product through search.
    - Once you've entered the details, tap Add to save your menu item.
6. Management of Menu:
    - You can update the menu items you created at any time by editing or deleting them.

a. Choose from categories.

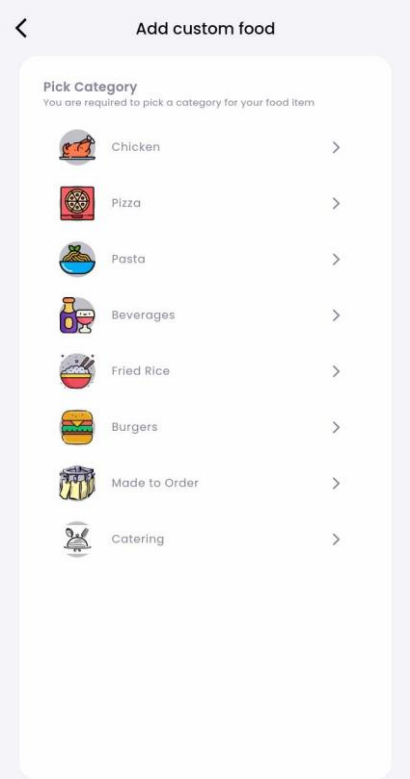

Figure 14. EatsEasy Partner Add Custom Food Category Page

b. Add high- quality images of your dishes to make them appealing. Ensure your photos are clear and well-lit to attract customers.

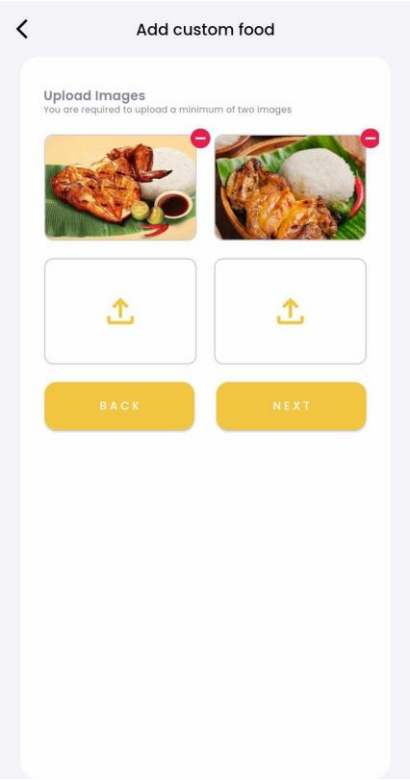

Figure 15. EatsEasy Partner Add Custom Food Images Page

c. Enter the Name of the dish, a Short Description, and the Price.

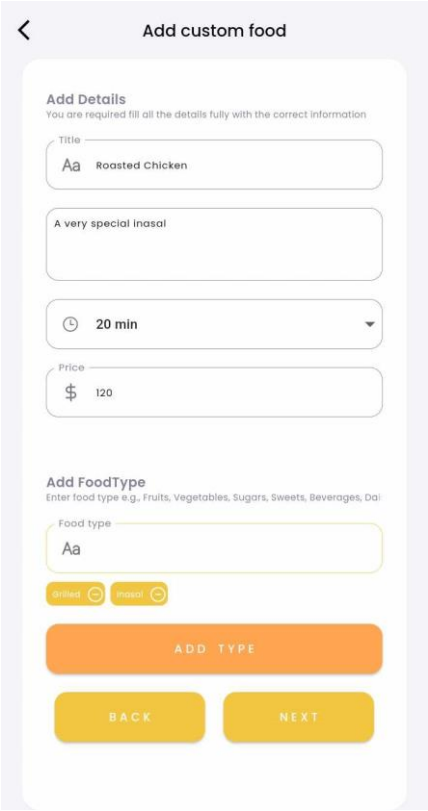

Figure 16. EatsEasy Partner Add Custom Food Details Page

d. Enter the Name of the dish, a Short Description, and the Price.

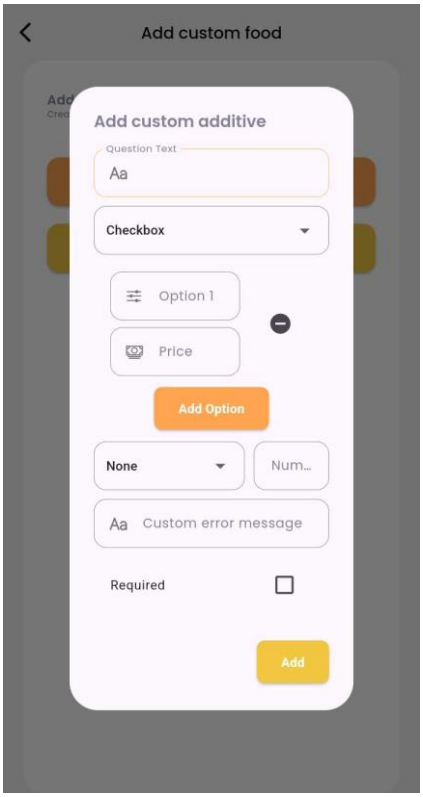

Figure 17. EatsEasy Partner Add Custom Food Additives Page

e. Use relevant tags to help customers find your items through search. Indicate your number of food stocks and enable your food availability.

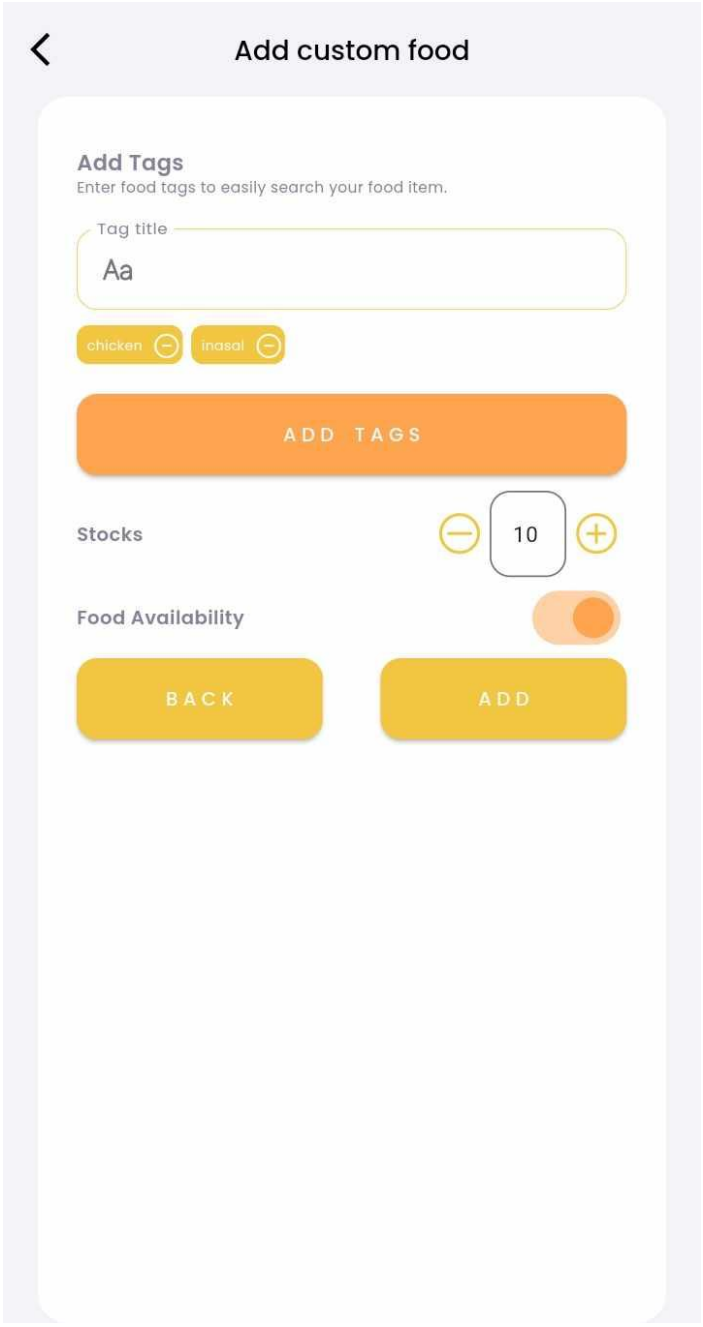

Figure 18. EatsEasy Partner Add Custom Food Final Page

6. Wallet Overview

This wallet section displays in

depth breakdowns of all the activities that happened regarding your money:

- **Total Orders**: It indicates the total orders made and completed.
- **Processing Orders**: The number of the orders being prepared to process at the moment.
- **Canceled Orders**: Shows the records of orders canceled
- **Total Deliveries**: All deliveries count is tallied
- **Delivery revenue**: Indicated how much a user earned from their delivery.
- **Commission**: total commission on all sales from sales.

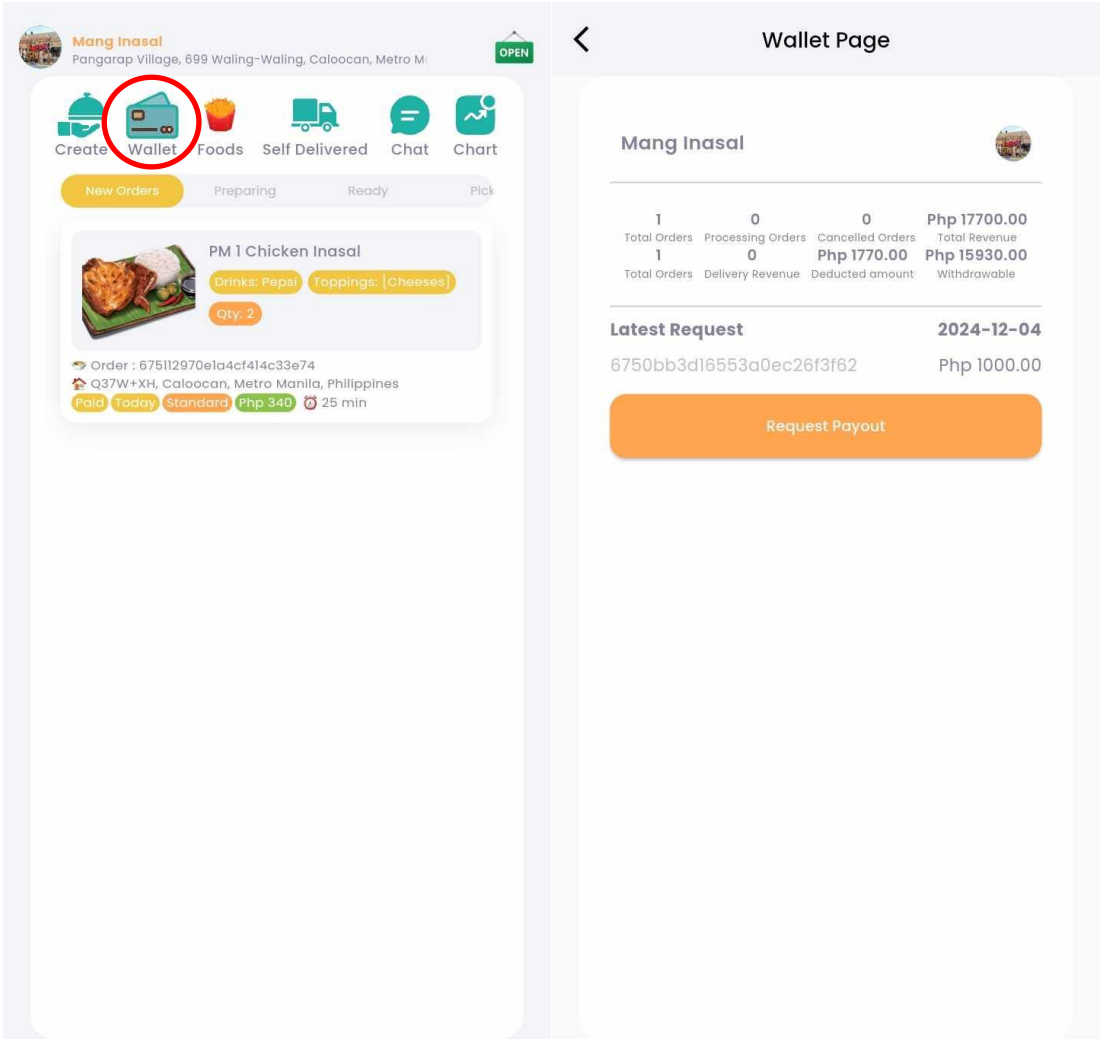

Figure 19. EatsEasy Partner Wallet Page

7. Self-Delivery Option

If you prefer to deliver orders yourself rather than using a third-party service:

- Go to the **Self-Delivery** section.
- You can choose which orders to deliver personally.
- Manage delivery statuses and keep customers updated on their orders.

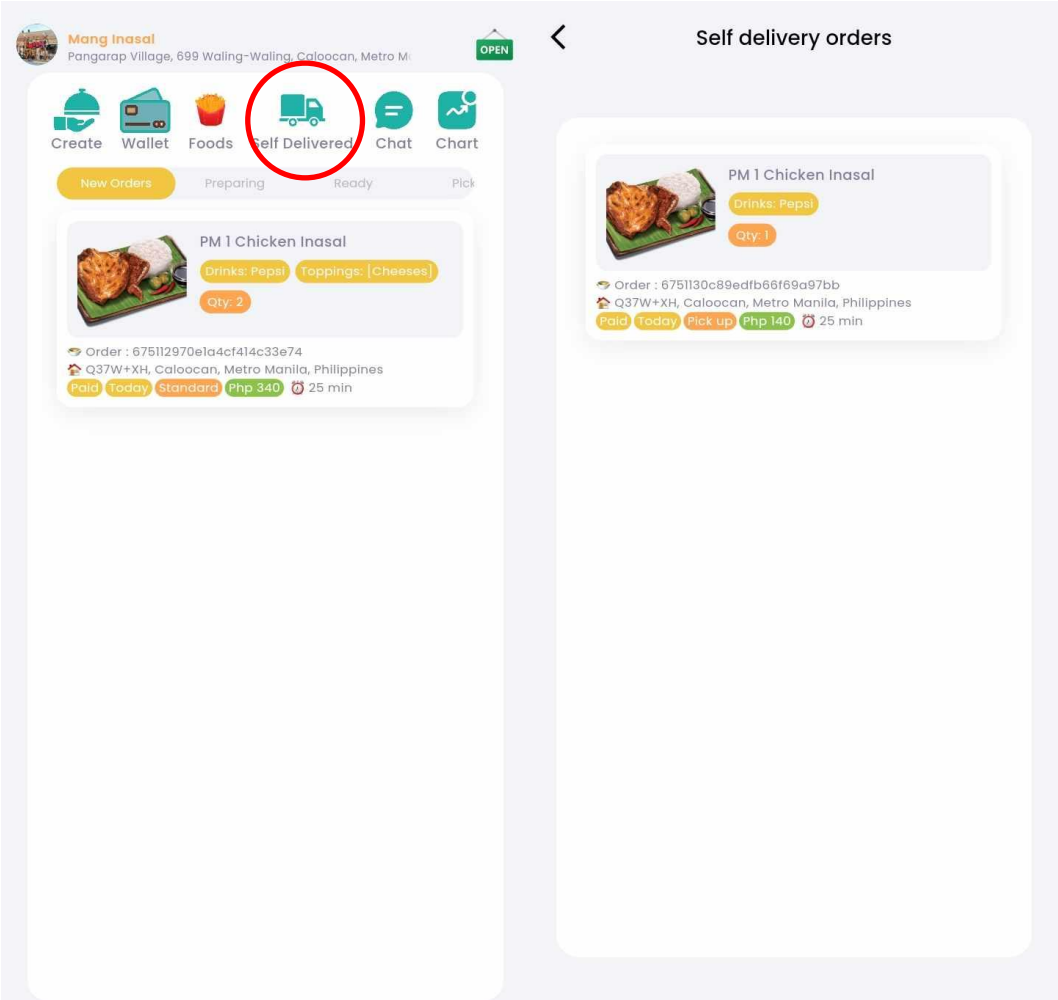

Figure 20. EatsEasy Partner Self-Delivery Page

8. Customer Chat

The **Chat** feature allows you to stay connected with your customers:

- Access the chat screen to view incoming messages.
- Respond promptly to customer inquiries, feedback, or special requests.
- Good communication can improve customer satisfaction and encourage repeat business.

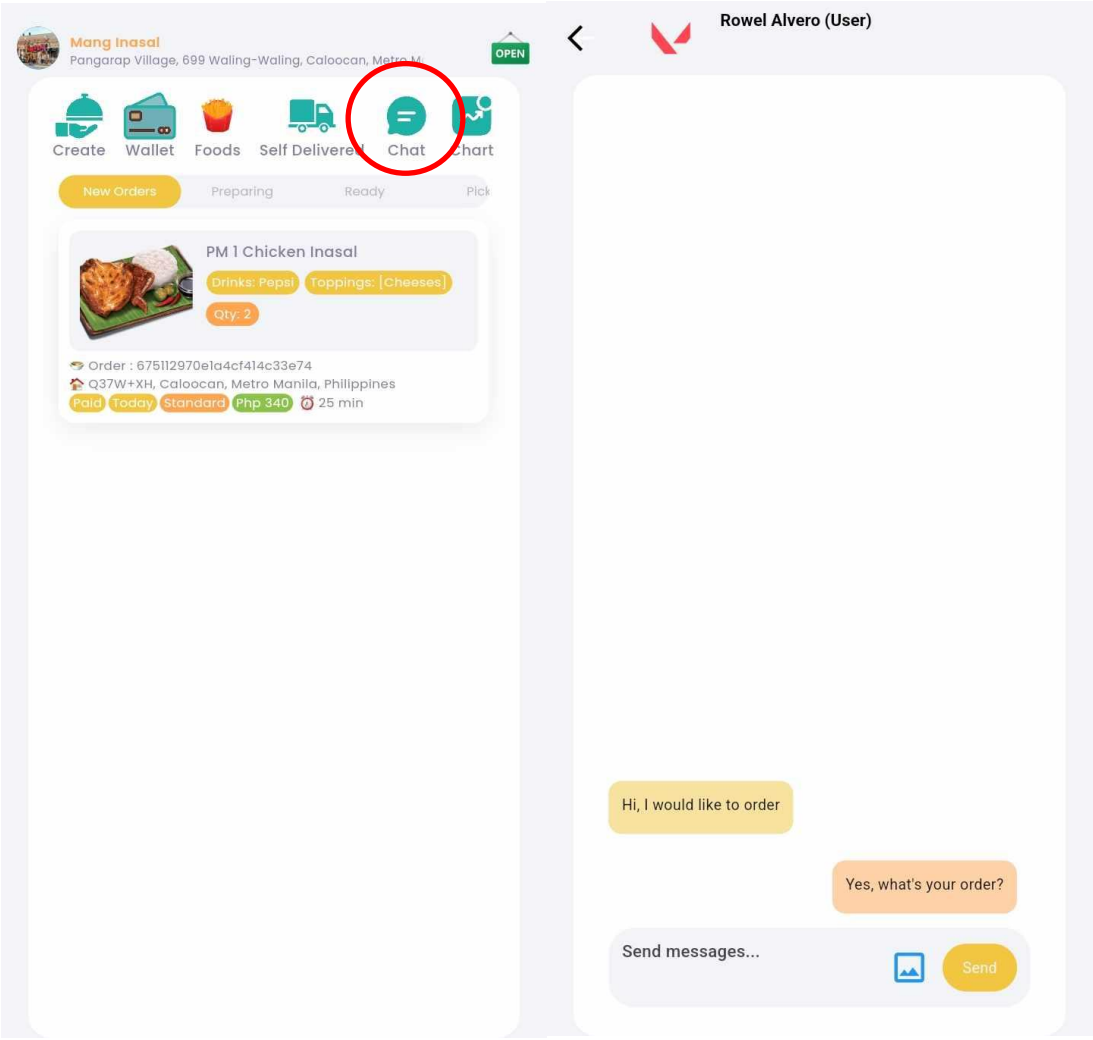

Figure 21. EatsEasy Partner Chat with User Page

9. Sales Charts

Track the performance of your restaurant with the **Charts** feature:

- View **Daily**, **Monthly**, and **Annual** sales reports.
- Analyze your revenue trends and identify peak sales periods.
- Use this data to make informed decisions, such as running promotions or adjusting menu items.

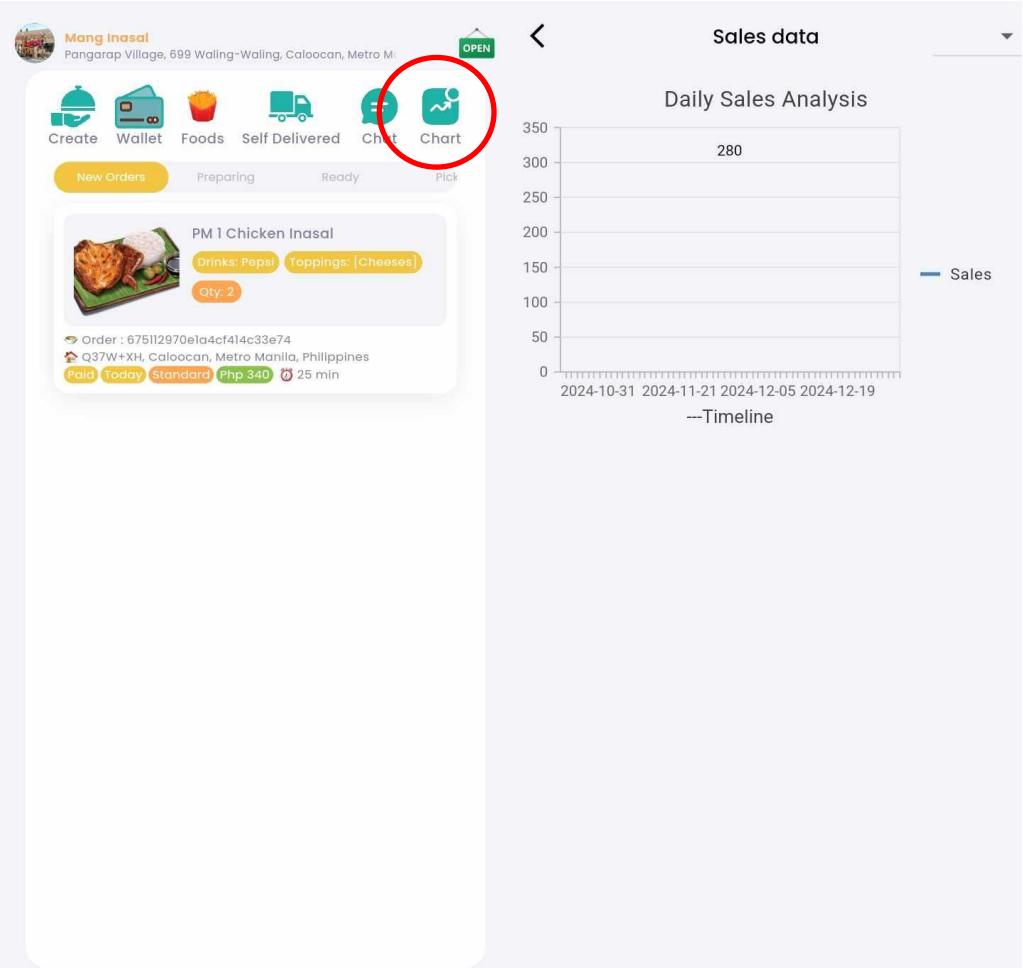

Figure 22. EatsEasy Partner Sales Chart Page

10. Requesting Payout

Orders that have been paid by the customers through the eats easy wallet would deposit its payment in the vendor's wallet. Requesting payout can be done by accessing the wallet page in the vendor app.

- Click the wallet button.
- Click Request payout
- Enter all necessary details.

Vendors must wait for the admin to validate your request before depositing the balance on the bank account entered by the customer.

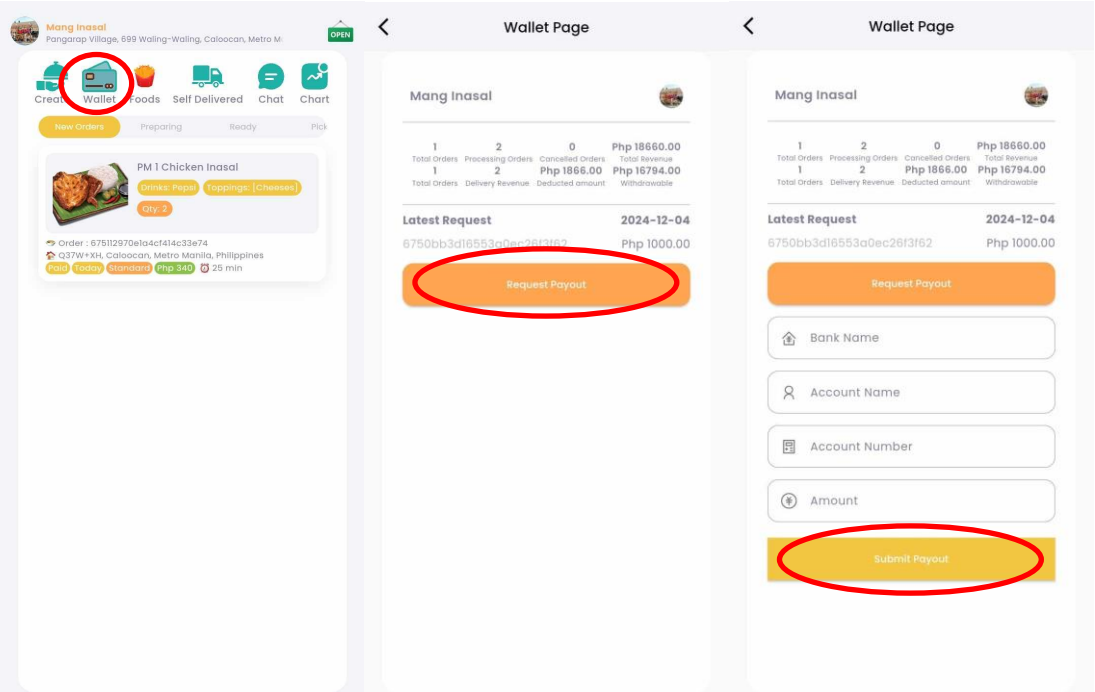

Figure 23. EatsEasy Partner Request Payout Page

EATSEASY RIDER MANUAL

EatsEasy Rider App

1. Login Screen

Download EatsEasy Rider App in Google Playstore and the app you start with login screen.

Existing Users:

- Enter your **Email** and **Password** in the box.
- Tap the **Login** button to access your account.

New Users:

- Click on the register button to make an account.

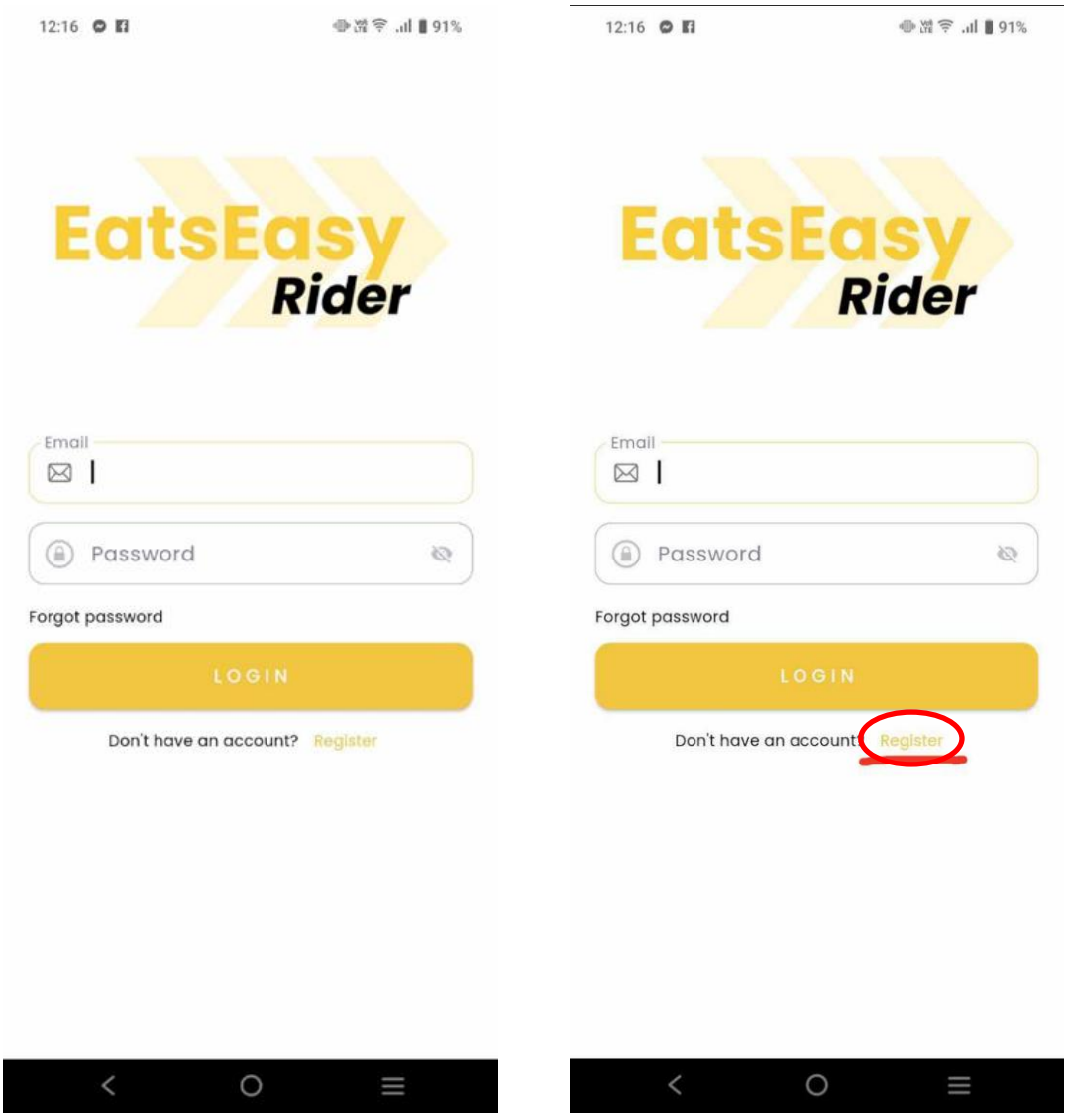

Figure 24. EatsEasy Rider Login Page

2. Register

Registration is done in a fast, easy way.

You'll need to fill in the following information:

- **You just need to enter the following info First Name** and **Last Name**
- **Email Address** (make sure it's valid as you'll need it for verification)
- **Password** (choose a strong password to protect your account)
- **Valid ID**
- **Proof of residence**
- Once all fields are filled out, tap **Submit**.

Email Verification

- Immediately after registration, you'll receive a verification code into your email.
- Enter this code in the app to verify your account.
- If you entered the wrong email address, you could Delete Email and then enter your correct email address.
- You can also choose to **Log Out** and browse the app without an account.

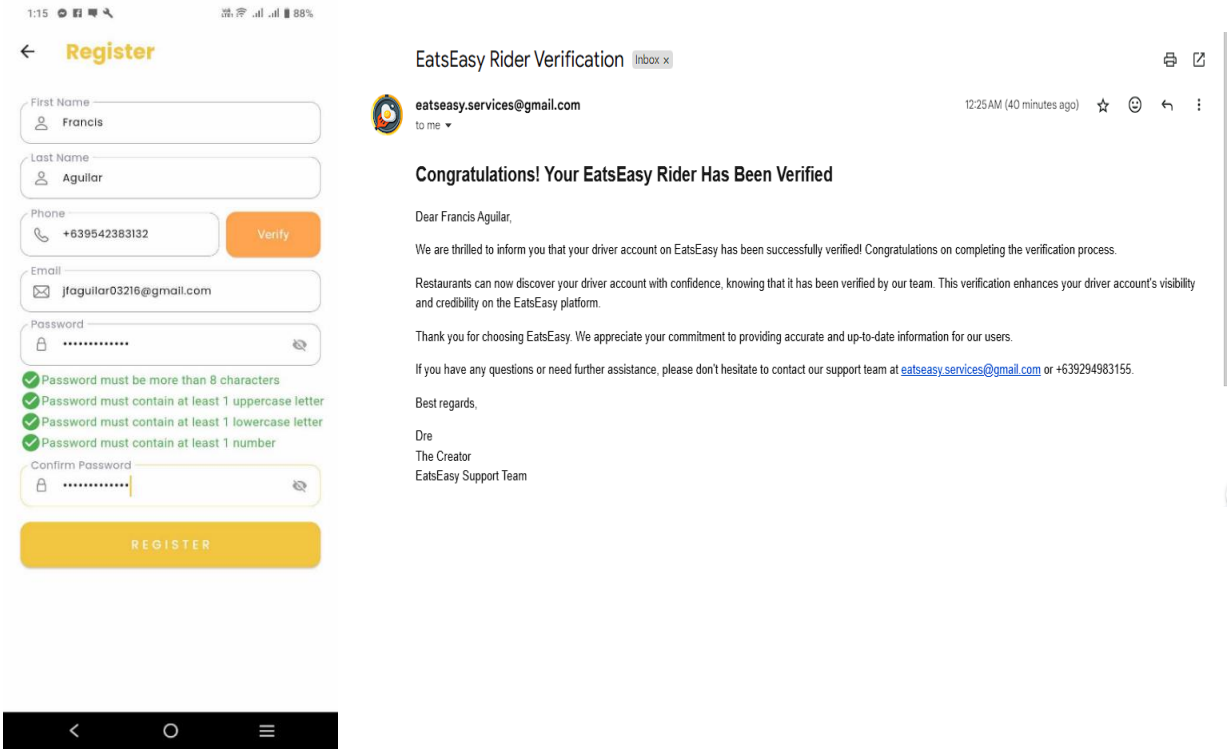

Figure 25. EatsEasy User Registration Page

3. Setting Up Your Driver Account

After Registration

- Once you've registered, log in using your **Email** and **Password**. Vehicle Information
- You'll have to provide details about your vehicle:
    - **Select Your Vehicle Type**: Between **Bike**, **Scooter**, or **Car**.
    - **Enter Your Phone Number**.
    - **Vehicle Details**:
        - **Vehicle Name** (e.g., Honda, Yamaha)
        - **Plate Number**
        - **License Number**
        - **License Expiration Date** (select from the calendar).
    - **Upload Required Documents**:
        - A clear photo of your **Driver's License**.
        - A scanned copy of your **NBI Clearance**.
- Once everything is filled out, tap **Submit**. It will take 3 – 5 days to verify your account.

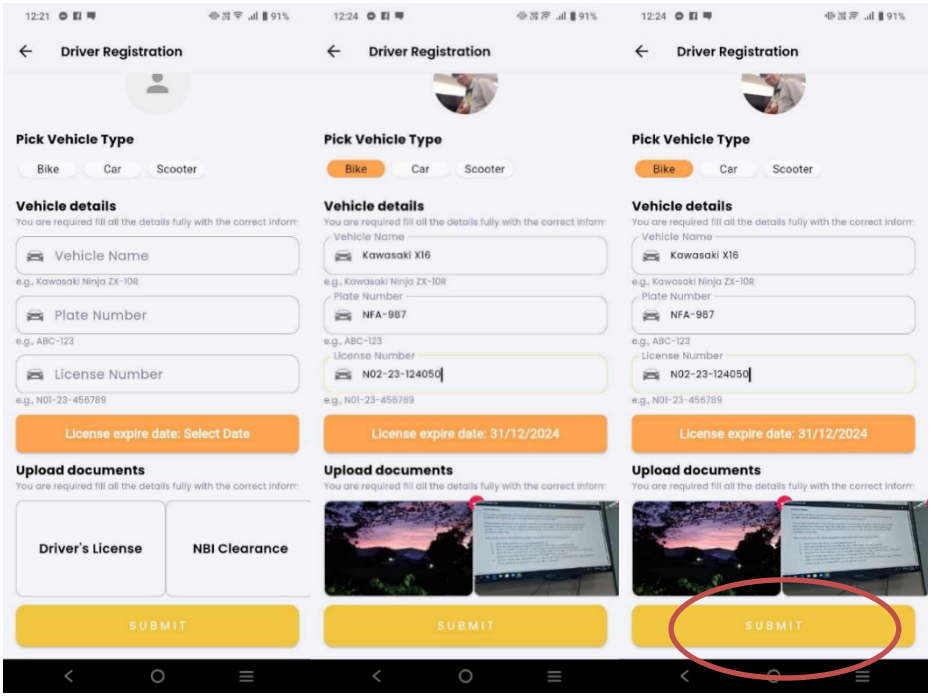

Figure 26. EatsEasy Rider Registration Page

4. Delivery Option

Exploring the Home Tab

- After logging in, you'll see the **Home Tab**.
- You'll see the list of **Available Foods to Deliver**.

Accepting an Order

1. Browse through the available orders and select the one you want to deliver.
2. Tap **Show Order Details** to review the order.
3. If everything looks good, tap **Pay and Accept Order** to confirm.

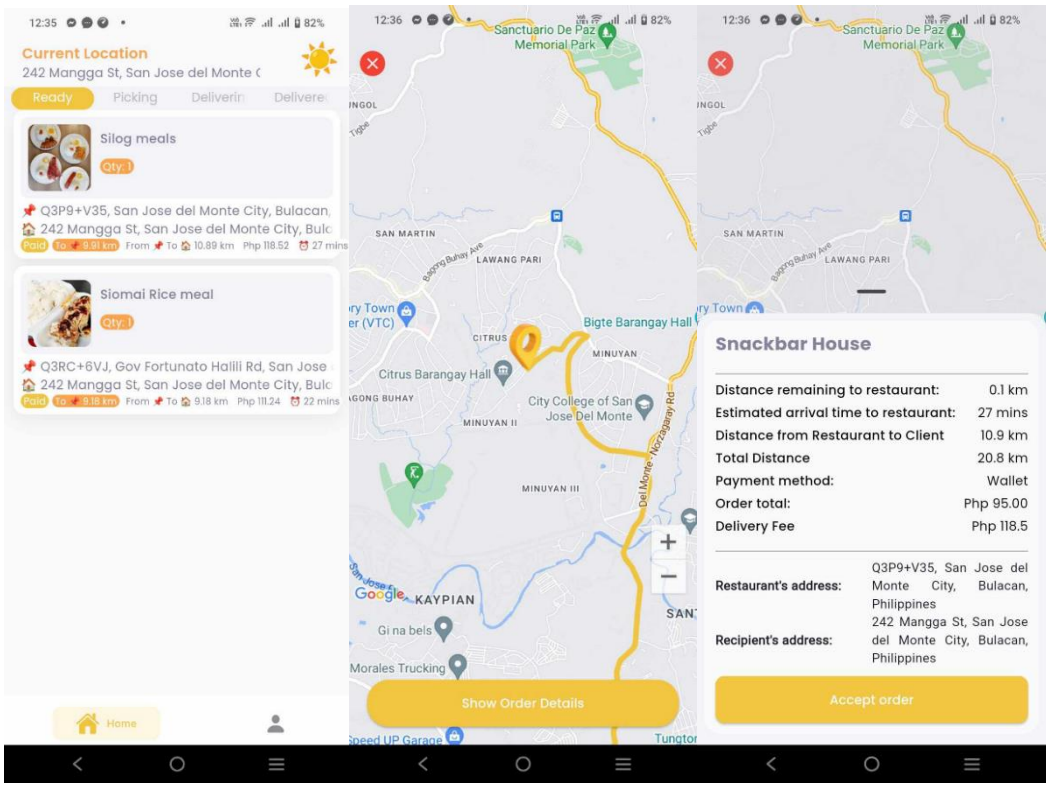

Figure 27. EatsEasy Rider Ready Page

5. Pick Up Process

Navigating the Picking Tab

- Go back to the **Home Tab** and swipe right to access the **Picking Tab**.
- Here, you'll find your assigned delivery. Tracking Your Pickup

1. Tap on **Your Delivery Item** to get directions to the restaurant.
2. Once you've picked up the food, press **Mark as Order Picked**.

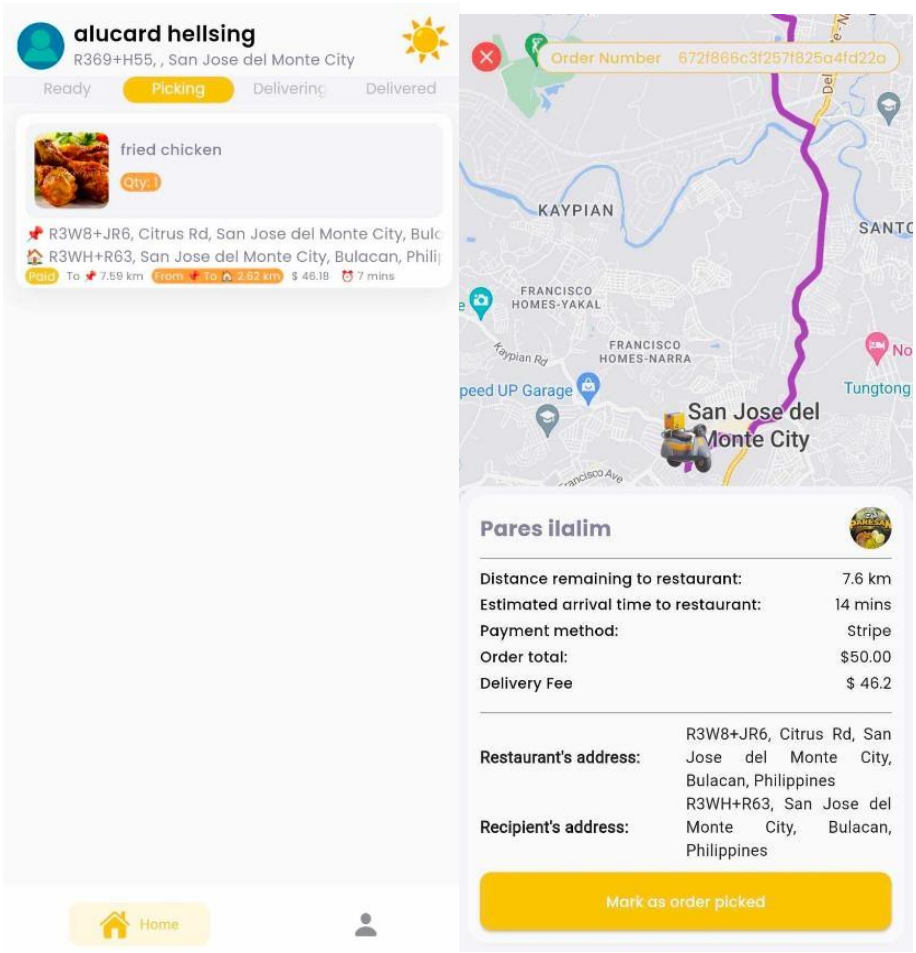

Figure 28. EatsEasy Rider Picking Page

6. Wallet Top-up

EatsEasy rider wallet top-up

Riders must have a wallet balance in order to accept COD orders. The wallet balance would be used to pay the food vendors upfront. This process is the same with the Grabfood cash on delivery order flow for riders.

- Navigate to the rider profile
- Click on the wallet button to access the wallet page.
- Click load to add balance on your rider wallet.

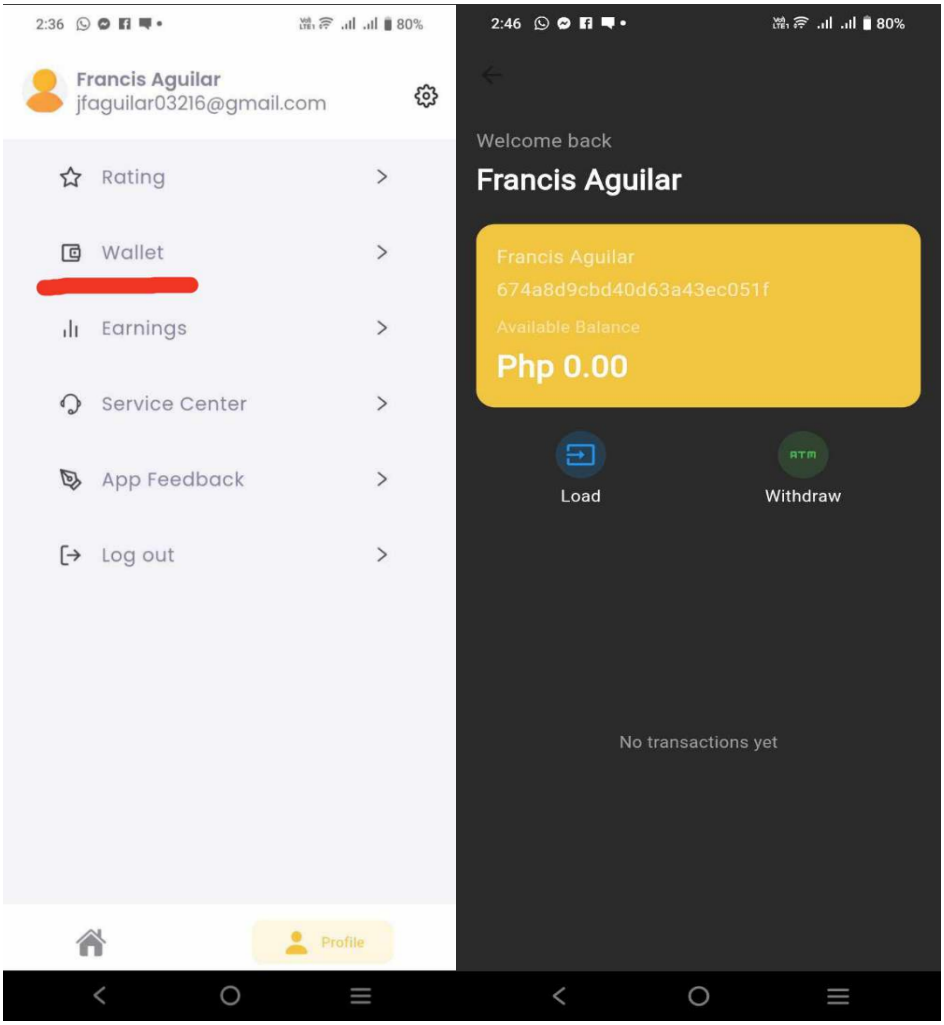

Figure 29. EatsEasy Rider Wallet Page

- Clicking on the load button would navigate you to our 3rd party online payment partner.
    - The minimum amount for topping up must be 260 Php (around 5 USD).
    - Fill in all the necessary details as failure to do so would result in a unsuccessful transaction.

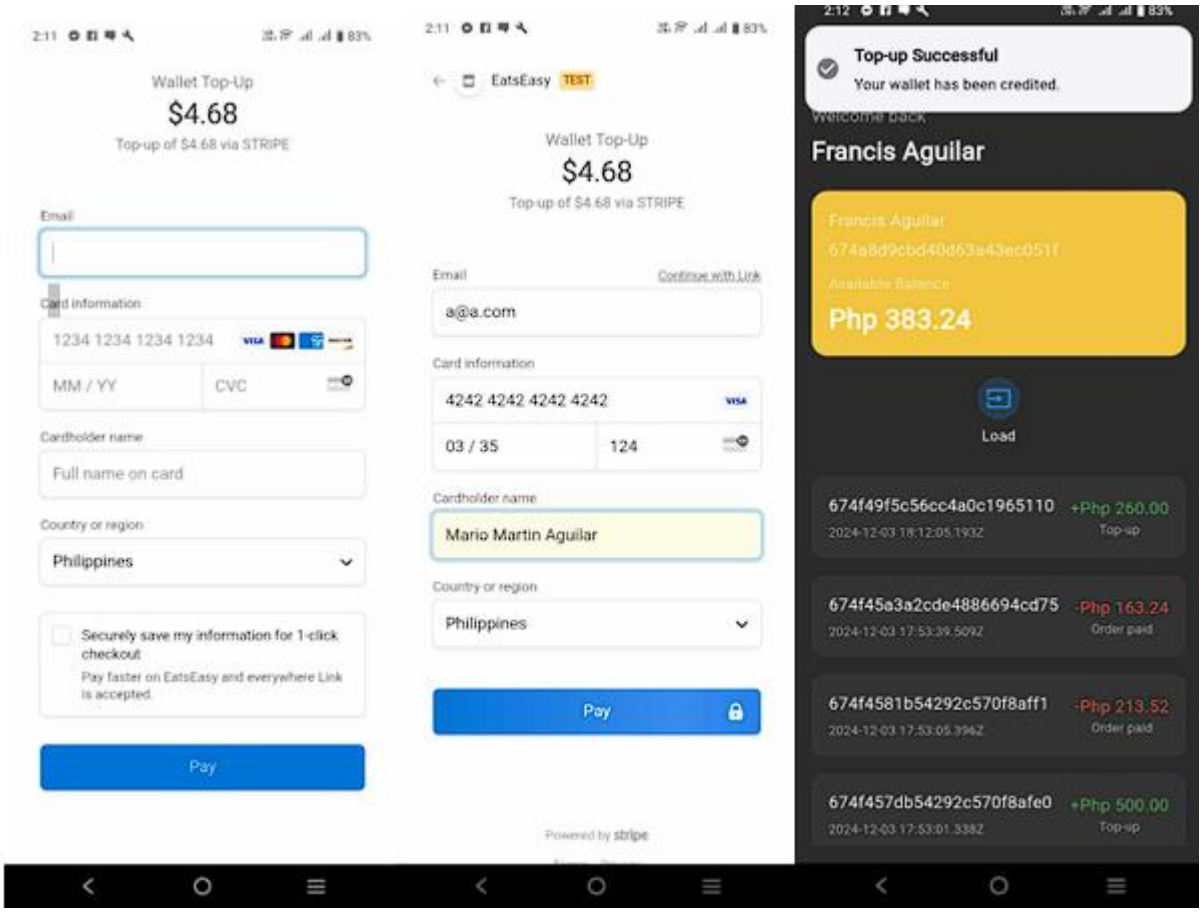

Figure 30. EatsEasy Rider Wallet Top-up Page

7. Delivering to the Customer

Navigating the Delivery Tab

- Return to the **Home Tab**, swipe right again to access the **Delivery Tab**.
- Tap on your assigned order to get the customer's delivery address.

Completing the Delivery

1. Drive to the customer's location using the in-app navigation.
2. Once you've handed over the food, tap **Mark as Delivered**.
3. After confirming the delivery, you'll see a summary screen with:
    - **Order Number**
    - **Recipient's Contact Number**
    - **Your Rating** from the customer
    - **Earnings** for the delivery

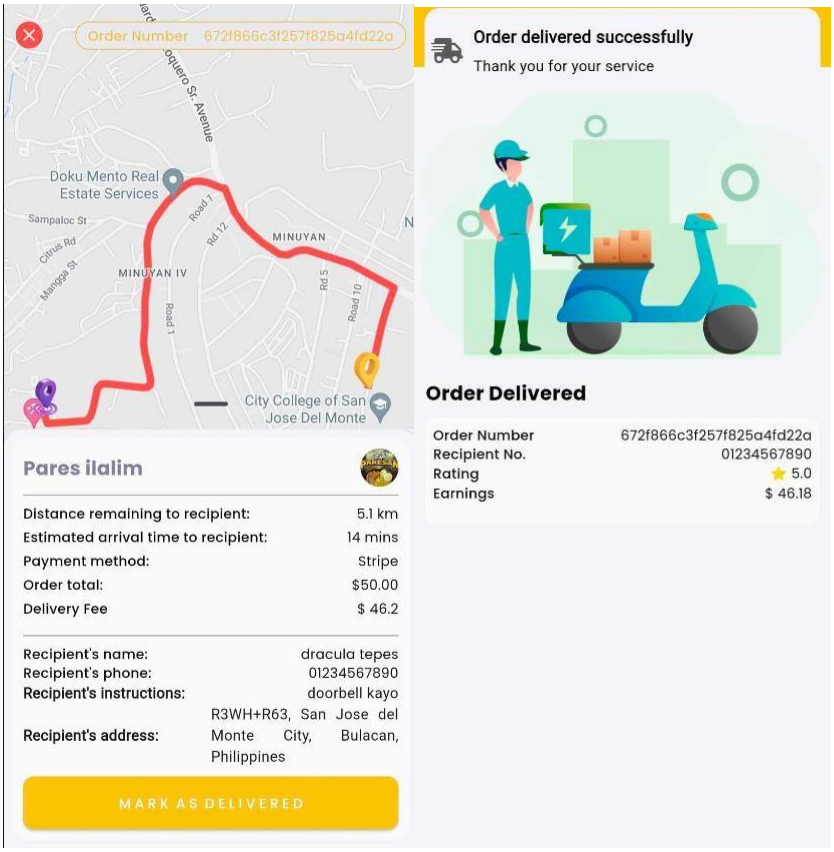

Figure 31. EatsEasy Rider Delivering Page

8. Reviewing Your Deliveries

Tracking Your Past Deliveries

- Head back to the **Home Tab** and swipe right to see the **Delivered Tab**.
- This section shows a history of all the orders you've successfully delivered.

Figure 32. EatsEasy Rider Delivered Page.

EATSEASY ADMIN MANUAL

EatsEasy Admin App

1. Accessing the Admin App

- This app is for admin use only.
- Download EatsEasy Admin App in Google Playstore or visit https://admin.eatseasy.online
- Simply **log in** using your admin credentials.
- Once logged in, you'll be taken to the **Home Tab**, which is your control panel for managing the platform.

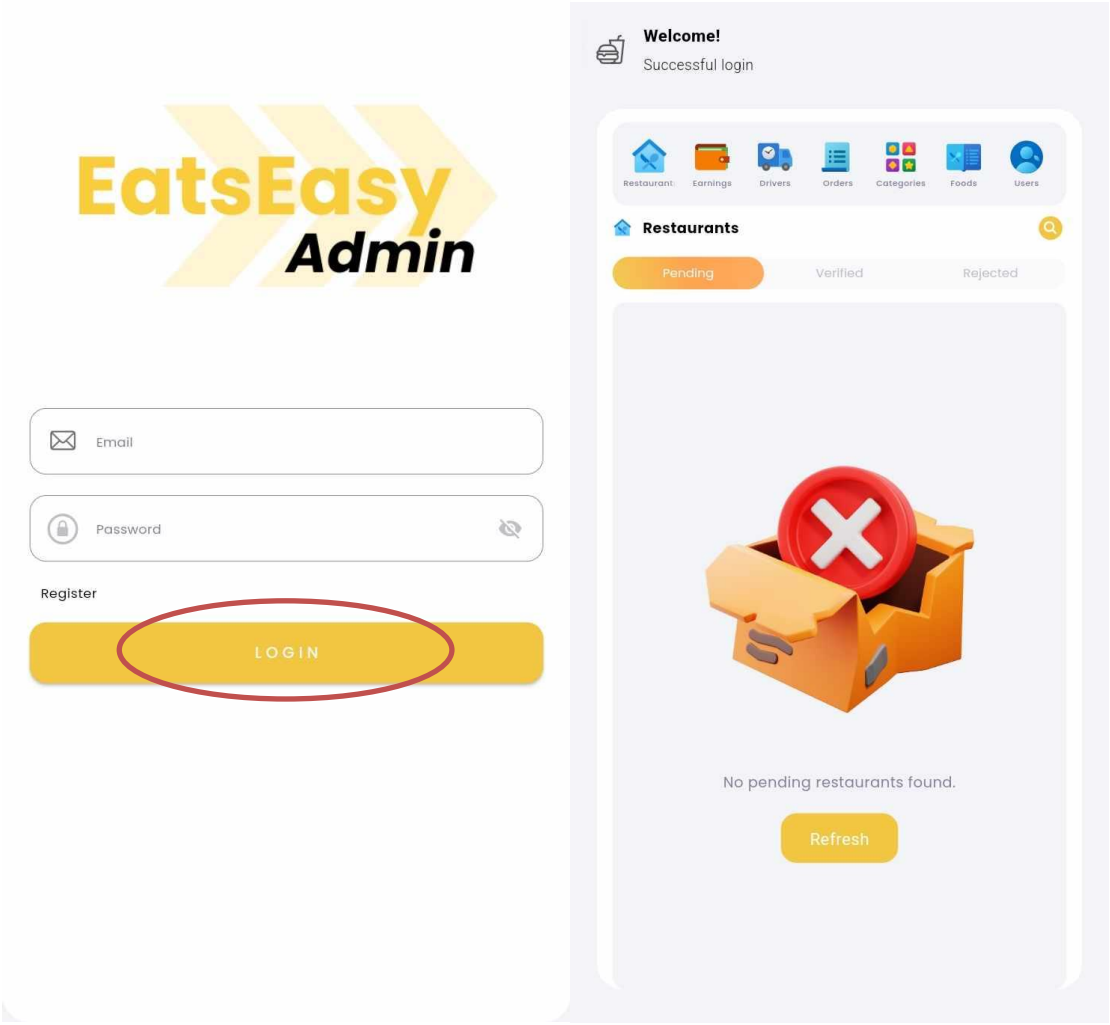

Figure 33. EatsEasy Admin Login Page and Homepage

2. Home Tab Overview

The Home Tab is your main dashboard. Where you can access different sections to manage restaurants, drivers, orders. Here's a quick overview:

Sections Available:

- **Restaurants**
- **Drivers**
- **Orders**
- **Categories**
- **Foods**
- **Users**
- **Cashouts**
- **Feedback**

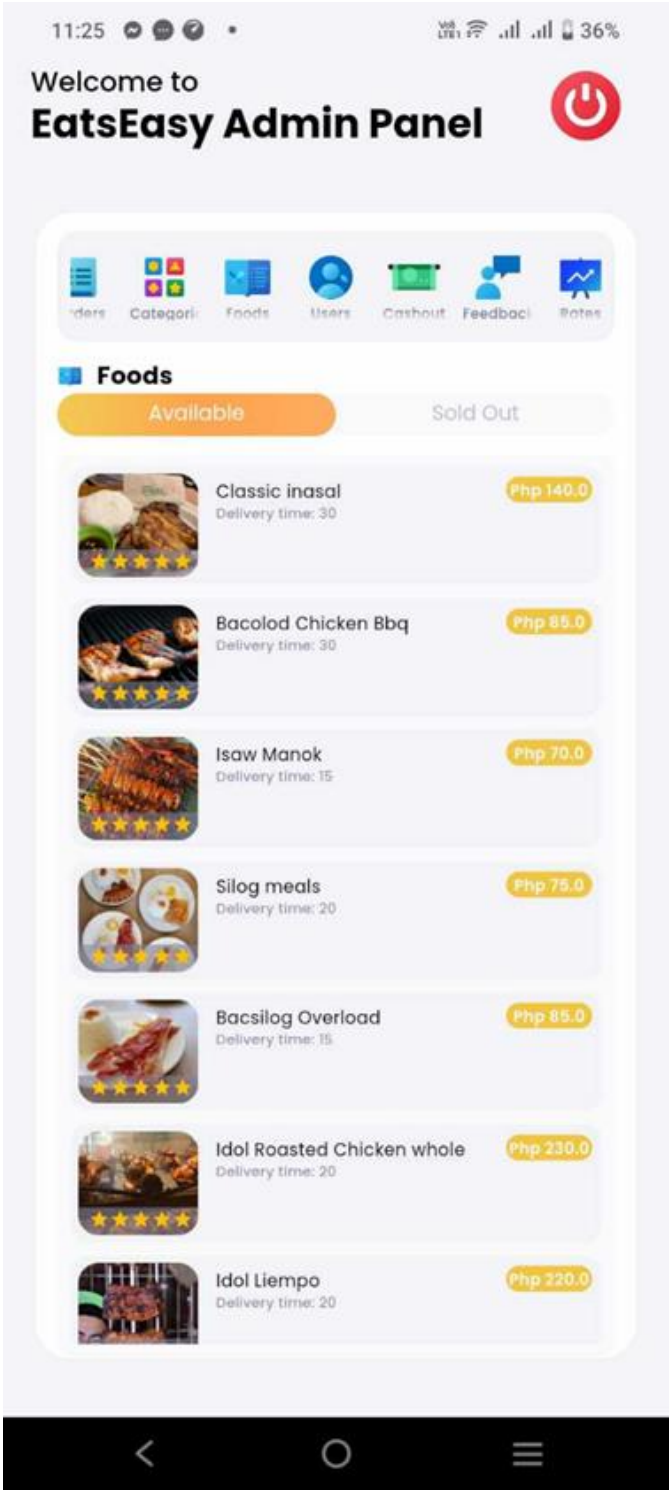

Figure 34. EatsEasy Admin Homepage

3. Managing Restaurants

- Tap on the **Restaurants Tab** to see all the restaurants using the EatsEasy platform.
- The list is divided into three categories:
    - **Pending**: New restaurants waiting for approval.
    - **Verified**: Restaurants that have been approved and are actively using the platform.
    - **Rejected**: Restaurants that didn't meet the verification criteria.

What You Can Do:

- Review pending restaurant applications.
- Approve or reject based on your evaluation.
- Manage existing verified restaurants.

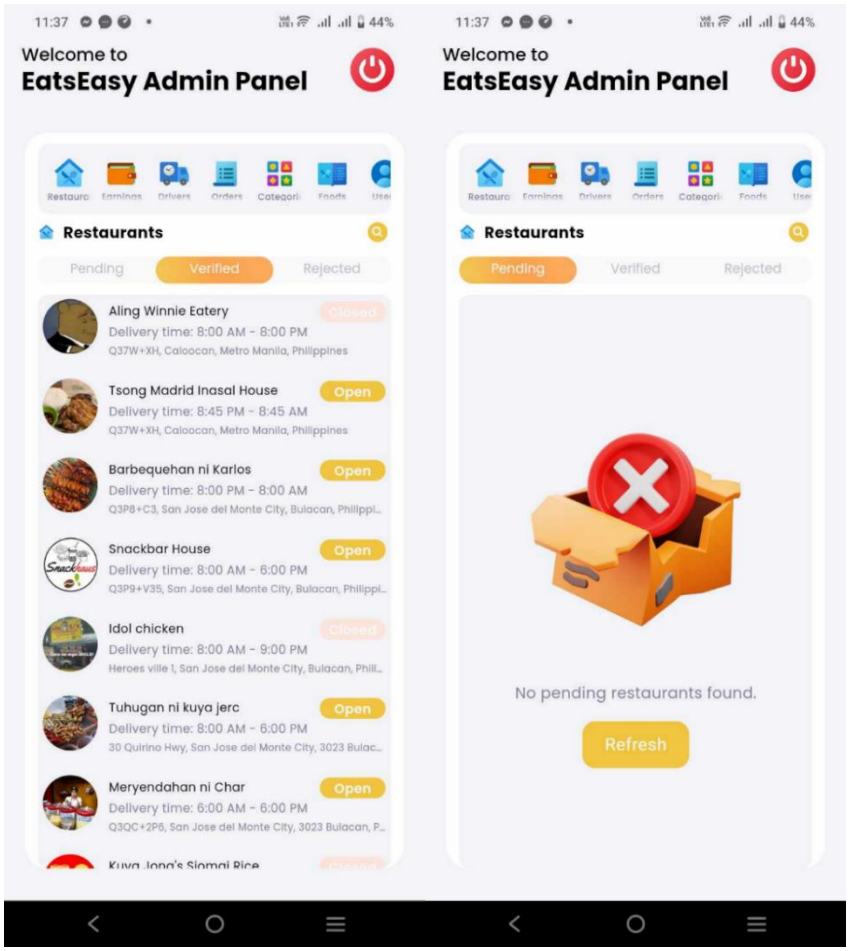

Figure 35. EatsEasy Admin Manage Restaurants Page

4. Managing Drivers

- In the **Drivers Tab**, you can view the status of delivery drivers.
- Similar to the Restaurants Tab, this section is divided into:
    - **Pending**: New drivers waiting for account approval.
    - **Verified**: Approved drivers ready to accept delivery orders.
    - **Rejected**: Drivers who were not approved.

What You Can Do:

- Review driver applications and verify their credentials.
- Approve drivers to start delivering.
- Manage the list of active drivers.

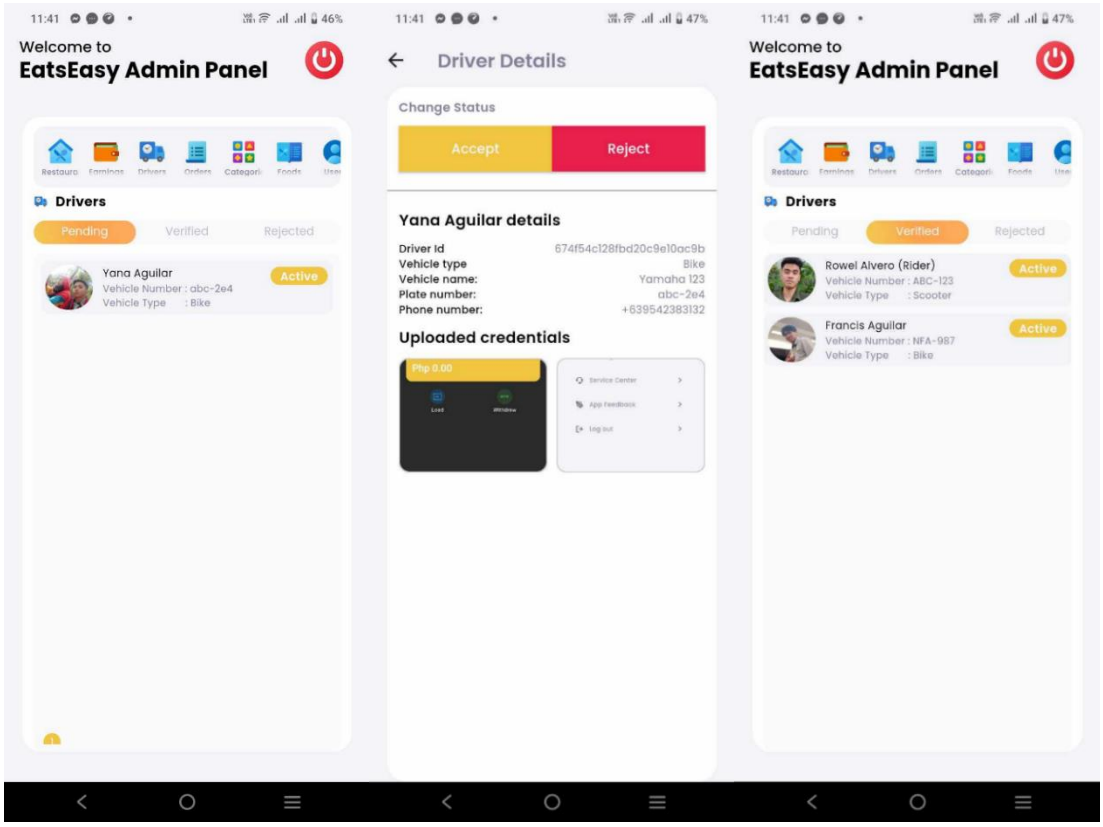

Figure 36. EatsEasy Admin Manage Drivers Page

5. Order Management

- The Orders Tab enables you to track all customer orders on the site.
- Orders are categorized into four:
    - **Placed**: These are recent orders placed by customers.
    - **Delivering**: Orders already in travel to customers.
    - **Delivered**: Successfully completed orders. Successful, completed orders.
    - **Cancelled**: Orders canceled either by the customer or the restaurant.

What You Can Do:

- Overview of orders.

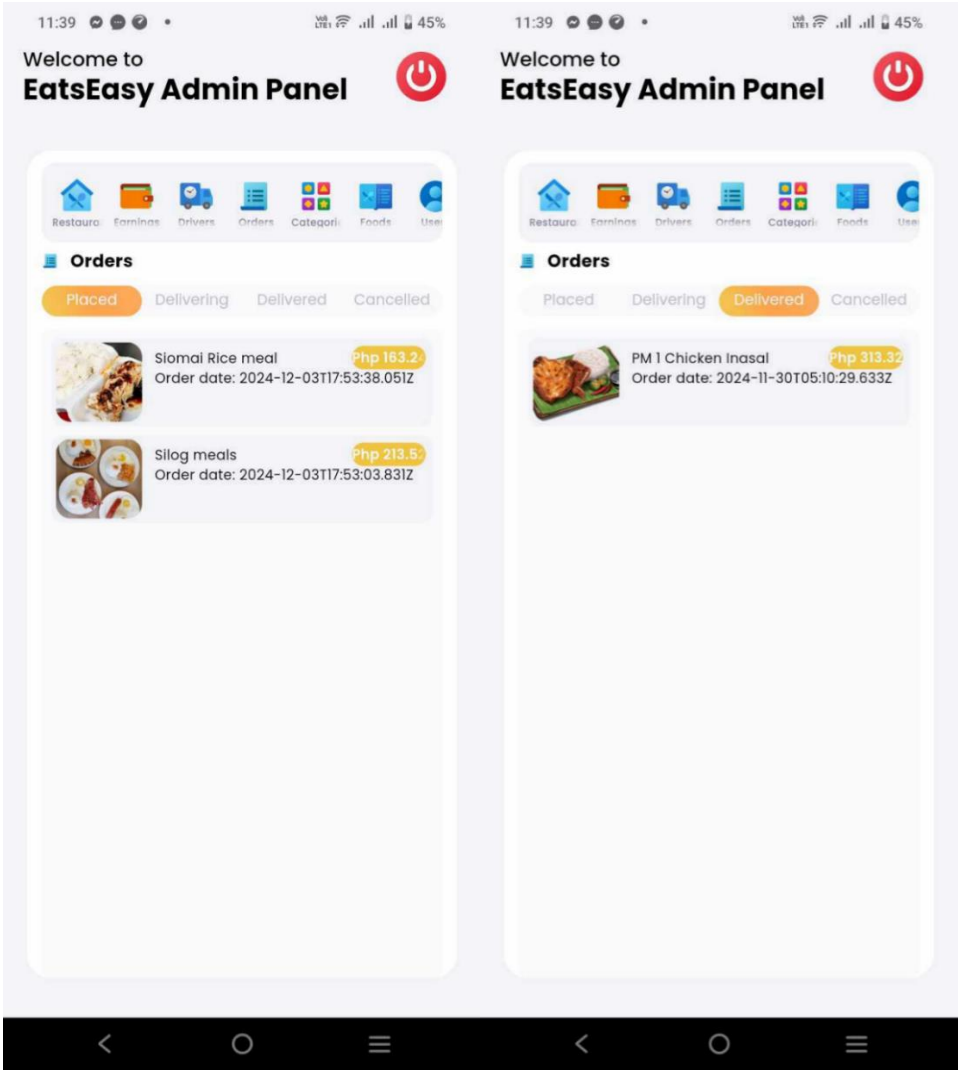

Figure 37. EatsEasy Admin View Orders Page

6. Managing Food Categories

- Go to the **Categories Tab** to manage food categories.
- These categories will be available for partner restaurants to use when listing their menu items.

What You Can Do:

- Add new categories (e.g., Appetizers, Desserts,).
- Edit or delete existing categories to keep the platform organized.

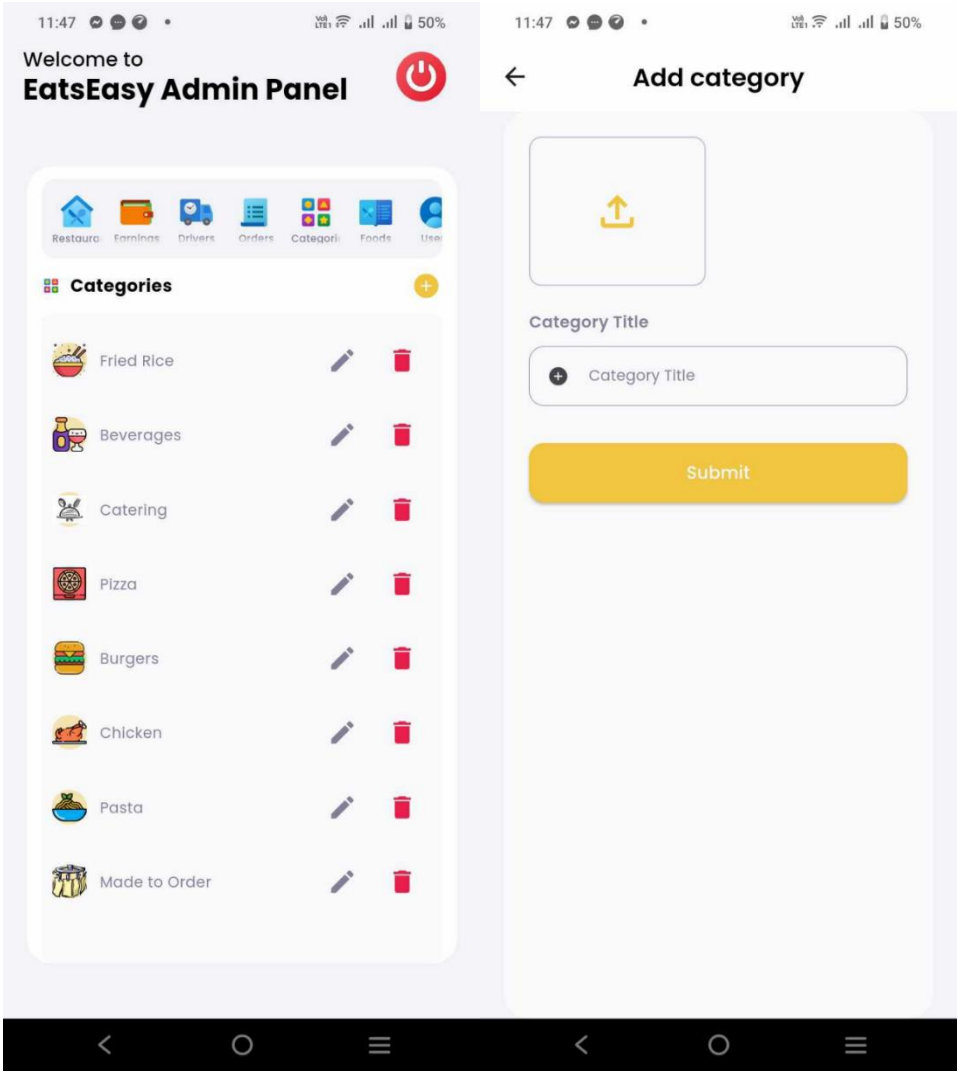

Figure 38. EatsEasy Admin Manage Categories Page

7. Viewing Of Available Foods

- In the **Foods Tab**, you can view all the food items listed by partner restaurants.
- The list is divided into:
    - **Available Foods**: Dishes that are currently being offered for delivery.
    - **Sold Out**: Items that are temporarily unavailable.

What You Can Do:

- Monitor the availability of food item.

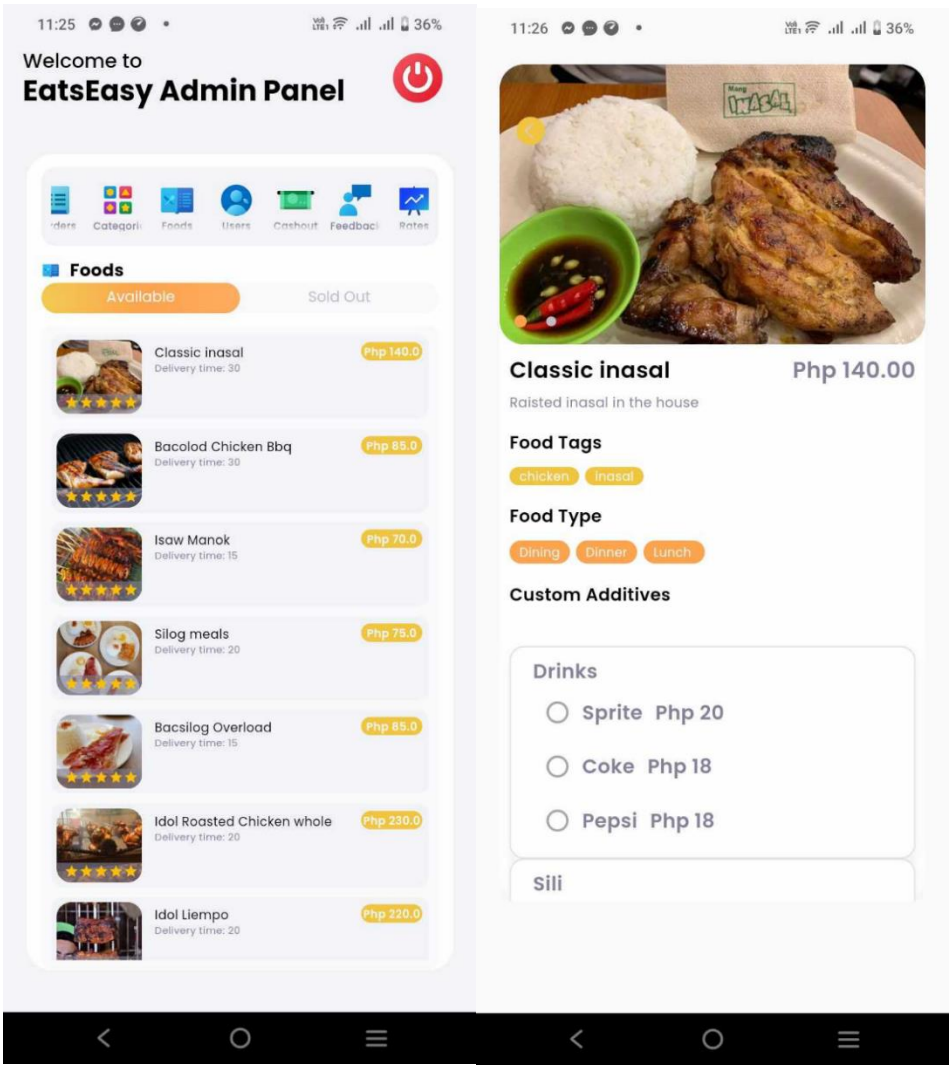

Figure 39. EatsEasy Admin View Available and Sold-out Foods Page

9. Cashout Management

- The Cashout Tab manages the financial withdrawal from restaurants and drivers.
- Cashout requests are categorized into:
    - **Request**: New cashout requests waiting for approval. Incomplete cashout requests awaiting approval.
    - **Completed**: Successfully processed payouts. Successful payout processing has been successfully completed.
    - **Failed**: Cashouts that could not be processed. Cashouts that failed to process.

What You Can Do:

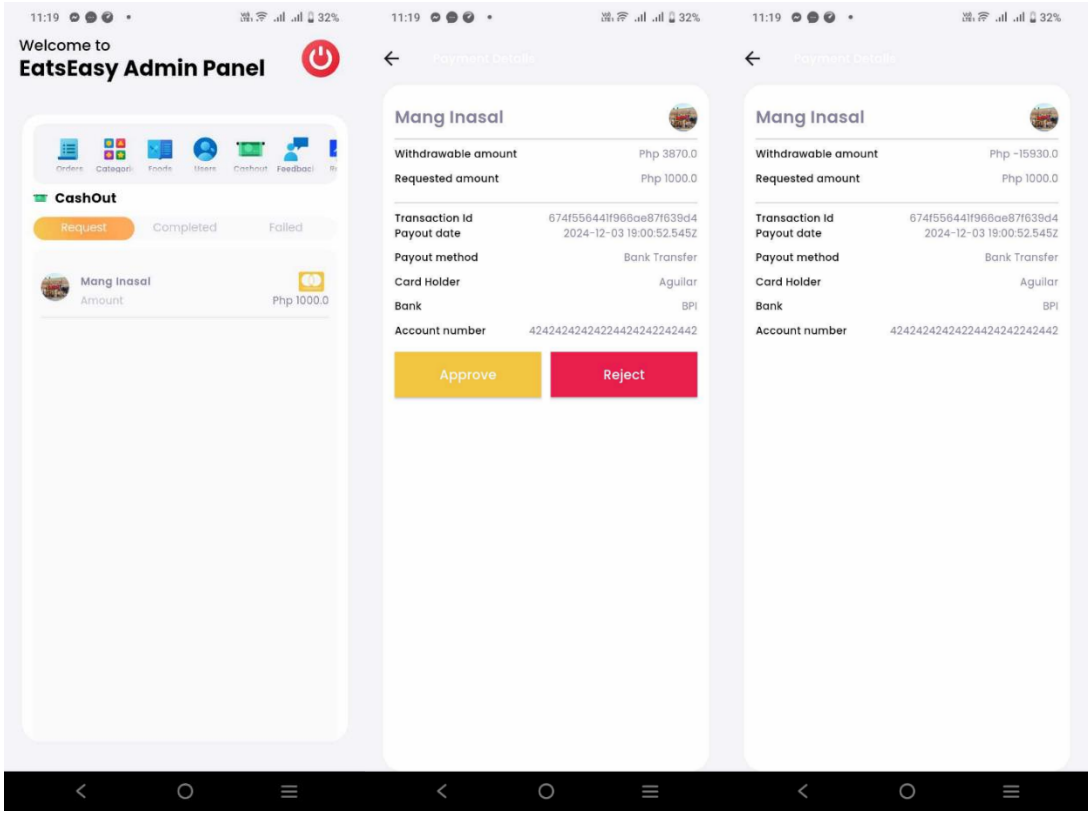

Figure 40. EatsEasy Admin Manage Cash-out Page

- Approve or deny cashout requests.
- Resolve any issues related to failed cashouts.

10. Customer Feedback

- In the **Feedback Tab**, you can review feedback from customers.
- On this feedback tab, you get a view of customer reviews.

  This section helps you stay informed about user satisfaction and address any issues promptly. The section keeps you posted on the satisfaction levels of the users and gives you an opportunity to correct issues soon.

What You Can Do:

- Read customer feedback to identify areas of improvement.

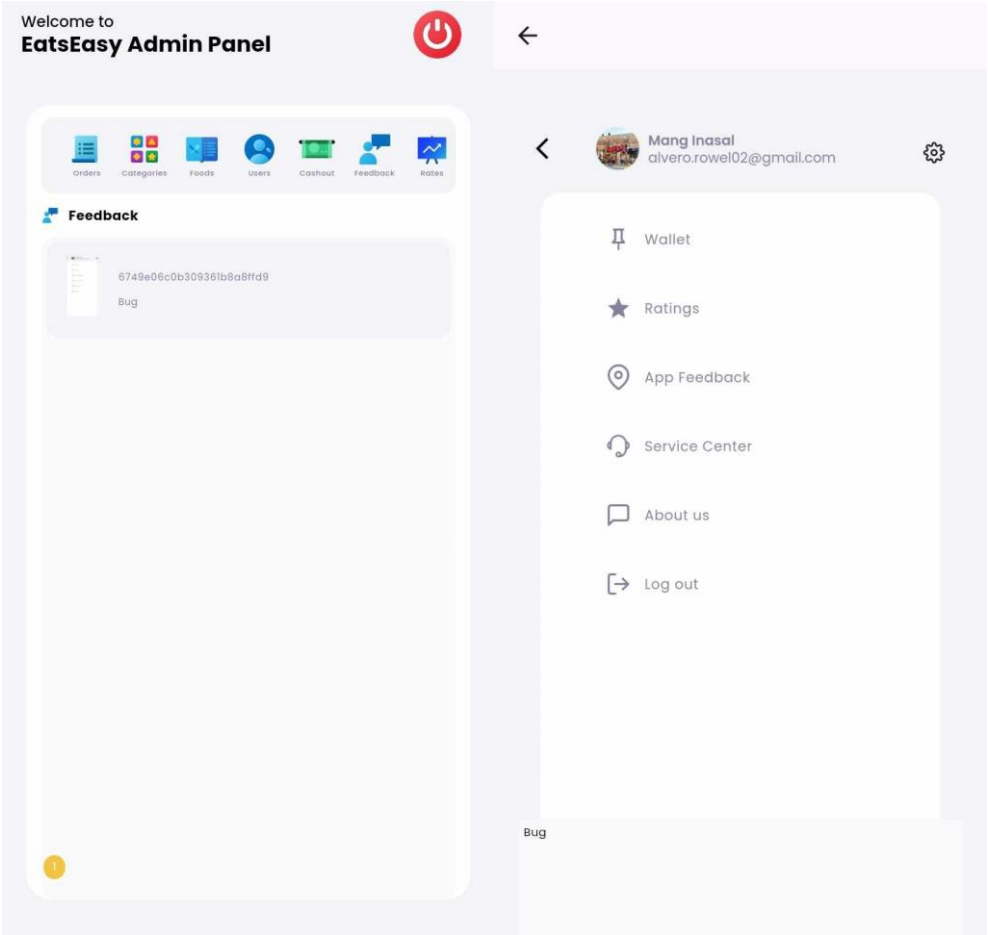

Figure 41. EatsEasy Admin Customer Feedback Page

11. Rates

- The rates tab can give the admins control of the commission rates and the driver rates.
- The admins can click the update button to edit the current commission and driver rates.
- A successful message would pop up when the update button is clicked.

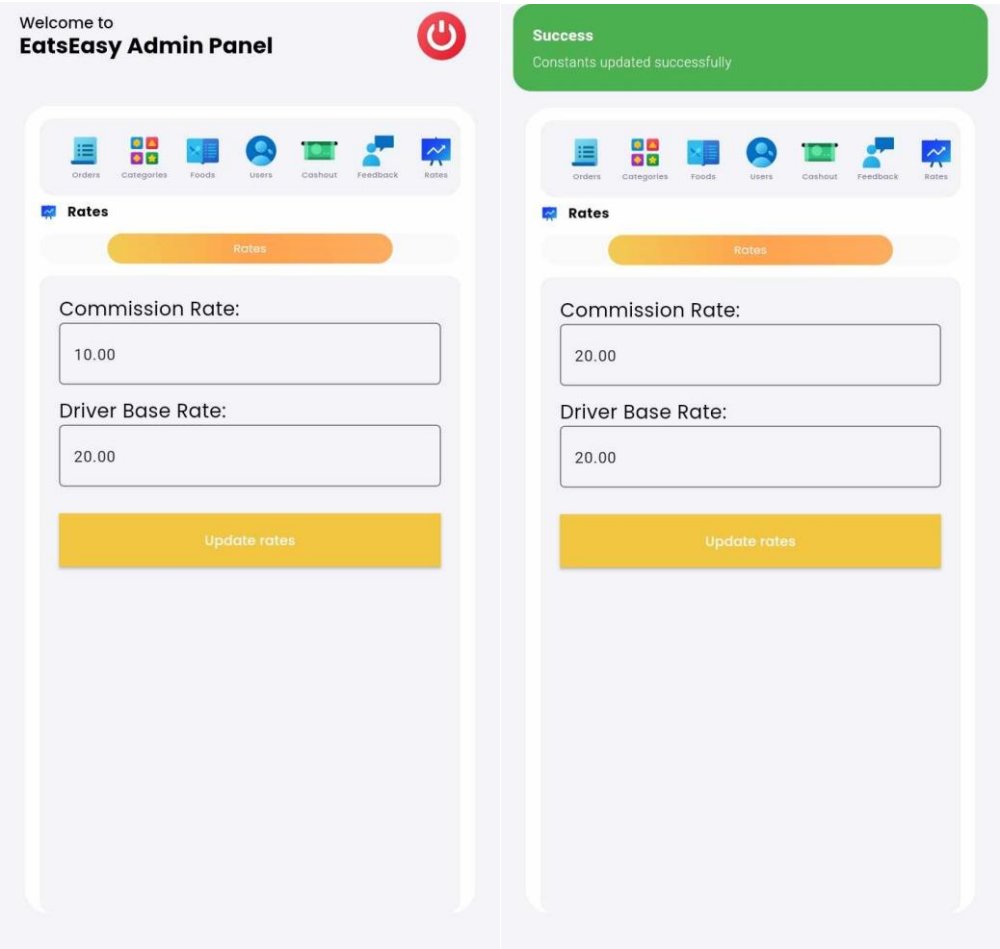

Figure 42. EatsEasy Admin Manage Rates Page