

# Smart Waiter User Guide

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# Revision History

Date	Comments
February 26, 2016	First Draft.
February 27, 2016	Create Account section complete.
February 28, 2016	Account Setup complete
February 28, 2016	Placing an Order complete

Table 1: Revision History Table

## 1 Introduction

### 1.1 What is Smart-Waiter?

Smart-Waiter is an application that aims to provide a solution to allow users to order and pay through a mobile application at restaurants. More specifically, it allows users to walk into a restaurant, scan a code to view the menu, and proceed to order and pay for their meal.

### 1.2 Objectives of User Manual

This document describes how to use Smart-Waiter mobile application. For the scope of this project, this guide is written for restaurant patrons. This manual will describe instructions necessary for a user to walk into a restaurant and place an order using Smart-Waiter application.

### 1.3 System Requirements

To use Smart-Waiter, your phone must be running Android's Ice Cream Sandwich (4.0.1) operating system or higher. Your device must also have at least 512MB of RAM. The minimum and recommended requirements for running Smart-Waiter are given below. Minimum Requirements:

1. Android OS Version: Ice Cream Sandwich (4.0.1)
2. Resolution: 480 x 854 pixels ( 195 PPI pixel density)
3. Processor: 1.0 GHz

4. Storage: 100MB
5. RAM: 512MB
6. Camera: 2.0 MP Front Facing Camera
7. WLAN: WiFi 802.11 b/g/n OR HSPA compatible data service

Recommended Requirements:

1. Android OS Version: Marshmallow (6.0)
2. Resolution: 1440 x 2560 pixels ( 575 PPI pixel density)
3. Processor: Exynos 7420 Octacore (1.5 GHz Quad Core & 2.1 GHz Quad Core)
4. Storage: 100MB
5. RAM: 3GB
6. Camera: 16.0 MP Front Facing Camera
7. WLAN: WiFi 802.11 b/g/n OR LTE compatible data service

## 1.4 Installation Instructions

Instructions for installing Smart-Waiter with 3 different methods are presented below. Currently, the only way to install Smart-Waiter is through Android Studio. Once the final revision is complete, installation using the application APK or through the Play Store will be available.

### Installation through the Play Store:

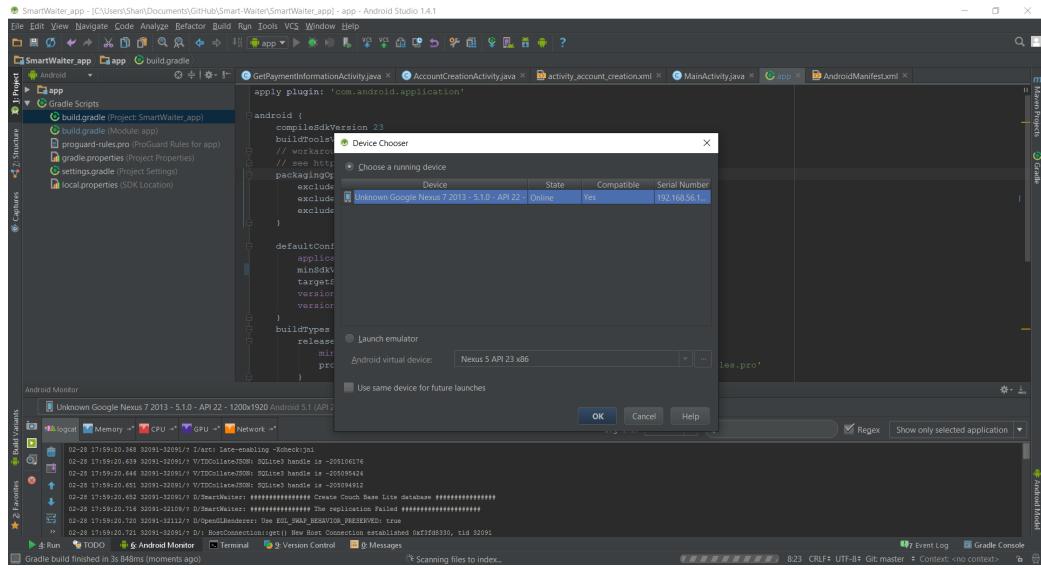
1. Open the Play Store application on your device.
2. Press the Search Button
3. Enter *Smart Waiter* into the search field.
4. Select *Smart Waiter* from the search results.
5. Press the **Install** button.

### **Installation with APK:**

1. Download the APK file from the Smart-Waiter Git Repository
2. Open your device's *File Explorer* application
3. Navigate to the folder where the APK file was saved
4. Open the APK file using your device's *File Explorer*
5. Press the **Install** button

### **Installation with Android Studio:**

1. Checkout the Smart-Waiter Git Repository to a directory of your choice
2. Open *Android Studio*
3. Select the **File** tab from the Menu
4. Select **New Project >> Import Project...**
5. Navigate to the folder where Smart-Waiter is saved
6. Select the `build.gradle` file in the *root* directory
7. Wait for the project to build
8. Plug your Android device in to your computer
9. Press the **Run 'app'** button or Press **Shift+F10**
10. Select your Android device from the *Choose a running device* section



11. Press the OK button

You have successfully installed Smart-Waiter on your Android device.

## 2 Account Setup

### 2.1 Creating an Account

If this is the first time that Smart-Waiter is launched, you will be asked to create an account. You will be brought to the Account Creation screen as soon as Smart-Waiter is initialized. Your screen will look similar to Figure 1 below.

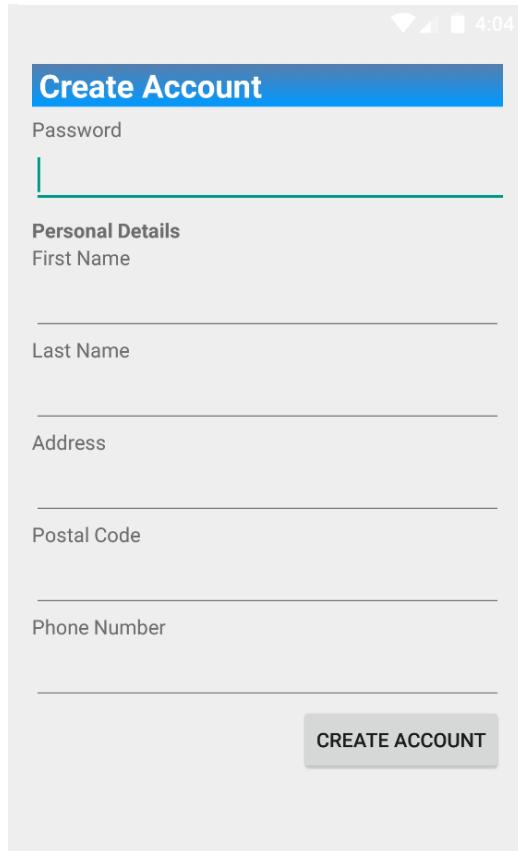


Figure 1

The instructions to create an account are as follows:

1. Choose a password between 2-5 characters long.
2. Enter your first name into the corresponding field.
3. Enter your last name into the corresponding field.
4. Enter the first line of your home address as it appears on your mail.  
Ex: 125 Royal Ave
5. Enter your postal code in the following format: L4H 3Y4
6. Enter your phone number in the following format: 4165551911
7. Press the Create Account button.

Your Smart-Waiter account has now been successfully created.

## 2.2 Accessing Account Settings

This feature is set to be implemented in our final revision. For the time being, a general walk-through is given using a generic android application settings module. To access your Account Settings in Smart-Waiter proceed with the following steps:

1. Press the button with 3 horizontal white lines on the top right-hand corner of the screen to bring up the Navigation menu, as seen in Figure 2:



Figure 2

2. Press the Settings button in the Navigation Menu as seen in Figure 3:

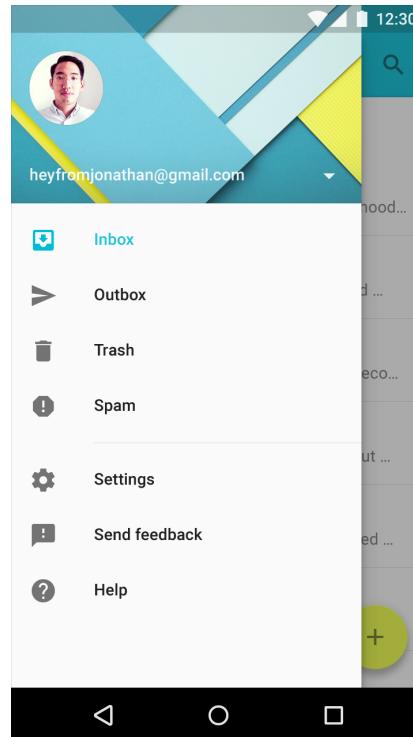


Figure 3

From here you can edit your Account Settings. You can perform the following actions in the settings page: Change Password and Edit Personal Details.

#### **Changing Your Password:**

1. Press the Change Password label.
2. Enter your current password into the corresponding field
3. Press the Confirm button
4. Enter a new password between 2-5 characters
5. Enter your new password again into the Confirm Password field
6. Press the Update Password button.

#### **Editing Your Personal Details:**

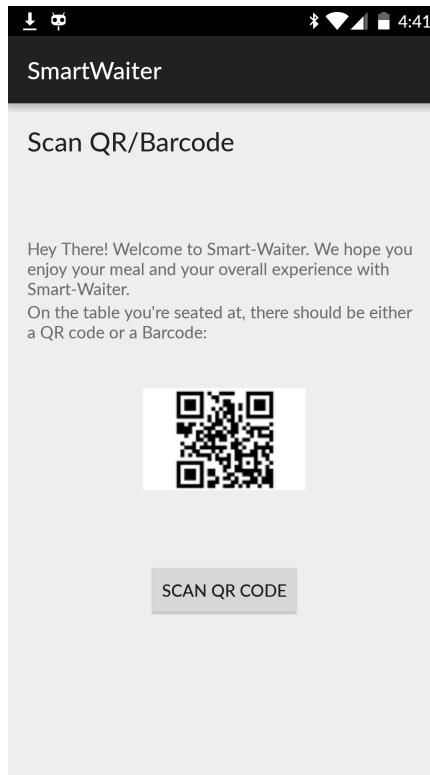
1. Press the Edit Personal Details label.
2. Enter your updated information into the corresponding field
  - (a) **NOTE:** If you leave a field blank, the information for the corresponding field will not be updated.
3. Press the Save Changes button.

## **3 View Restaurant Menu**

The following section provides step by step process of how to access restaurant menu using Smart-Waiter. As well it provides a detail overview of menu layout.

### **3.1 Scanning Barcode**

After logging into Smart-Waiter application, a barcode scanning page will be presented.



To access a restaurant menu, you are required to scan a barcode located within the restaurant. Please follow these instructions to scan the barcode:

1. In the restaurant, locate the barcode placed on the dining table.
2. Press "Scan QR Code" button on the application. This will open camera page on the user phone.
3. Proceed to scan the barcode by aligning the red line on screen with the barcode like shown.



4. Wait for the application to recognize the code.

If the scan is successful, the application will transition to the menu. Otherwise, the application will transition back to the scan page, and prompt to try again.

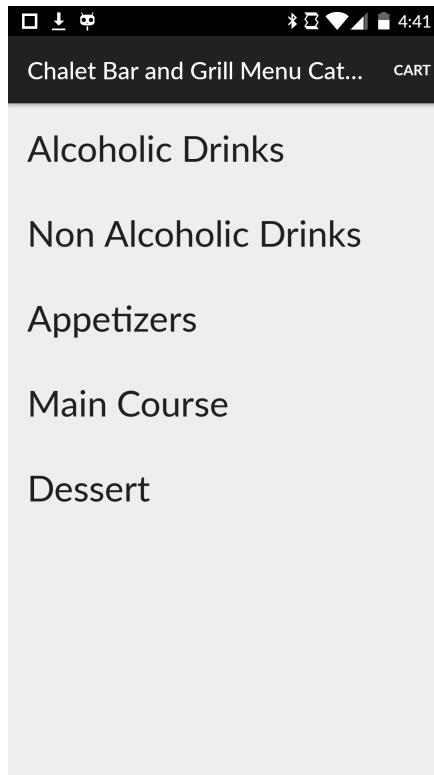
Please view troubleshooting section if you are having consistent errors scanning the barcode.

## 3.2 Menu Layout

After successfully scanning a barcode, the application will transition to the restaurant menu. The layout is split into sections as you would see in a typical menu. The following sections are provided and described below.

### 3.2.1 Menu Categories

The first section called upon is menu categories. This is a single page that displays category names of a restaurant menu. Each category contains a list of items available to order at the restaurant.



To view items of a category, tap on the name. This will transition the page to menu items section.

### 3.2.2 Menu Items

This section contains a single page that displays menu items specific to the category selected. To select an item, tap on the row. This will transition to the next section to allow customization of the selected item.



Category Items		CART
<b>8oz New York Striploin</b>	12.99	
Fresh cut frites, Madagascar peppercorn, sauce, truffle aioli		
<b>Beef diced potatoes</b>	10.99	
Stewed ground beef with minced potatoes		
<b>House Smoked Baby Back Ribs</b>	7.99	
Sweet potato fries, smoky ancho BBQ sauce		
<b>Chicken Burger</b>	18.99	
Yukon gold mash, mint & peas, natural jus		
<b>Cheese Burger</b>	10.99	
Grilled chicken, market vegetables, cashews, basmati rice		
<b>House Smoked Turkey Club</b>	7.99	
Bacon, cranberry remoulade on rosemary focaccia		
<b>Baked Salmon</b>	15.99	
red chili & honey glaze, mini potatoes, jalapeno cream		
<b>Mushroom Ravioli</b>	15.99	

### 3.2.3 Customize Item

There are three different methods available to customize an item.

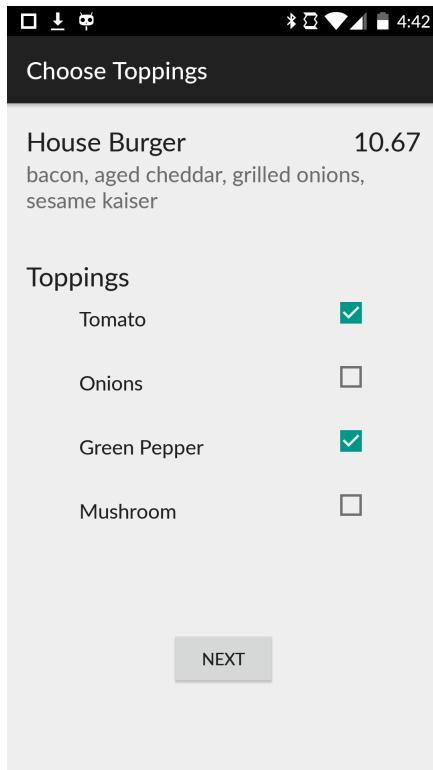
1. Custom Toppings
2. Custom Sides
3. Special Instructions

Each method is presented on a separate page, and is shown in accordance to the item selected. This means, that you will have the ability to customize the item by choosing toppings, picking a side and by setting special instructions if applicable.

The layout of the page, and use of each method is provided below:

## Custom Toppings

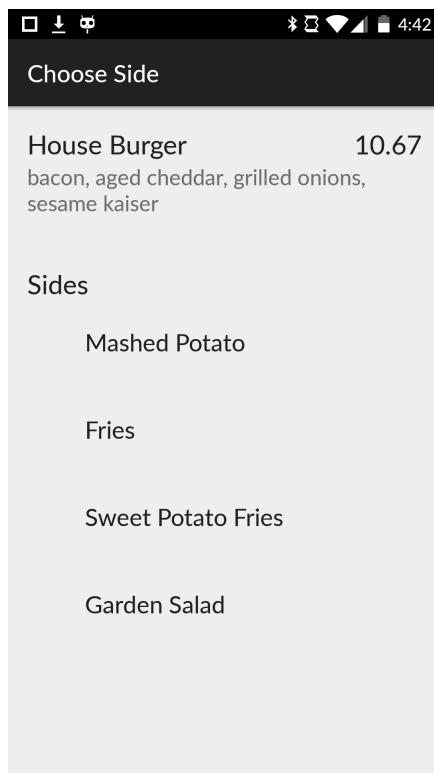
If toppings are available to add to the item, the following page is presented:



This page displays a list of toppings available. To add a topping, tap on the check box to the right of the topping name. Multiple toppings can be selected. When complete, press "Next" button on the bottom of the page to proceed.

## Custom Sides

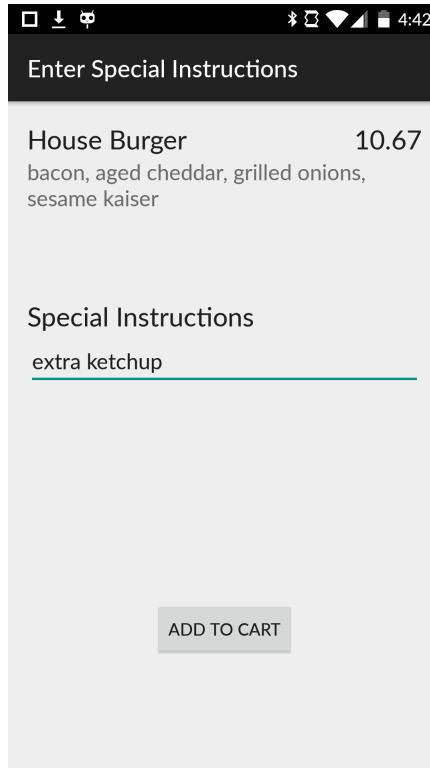
If the item selected is offered a side, the following page is displayed:



This page is used to select a side dish for an item. Side dish names are presented in a list. To select a side dish, simply tap on its name.

## Special Instructions

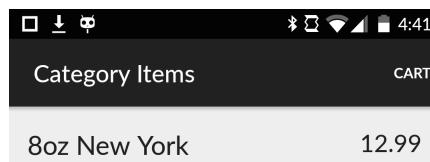
For all menu items, special instructions can be requested. To make a request, tap on the text field under "Special Instructions", and enter your text.



Once complete, tap "Add to Cart" button on the bottom of the page. This will add the selected item to cart, and transition the page back to menu items section.

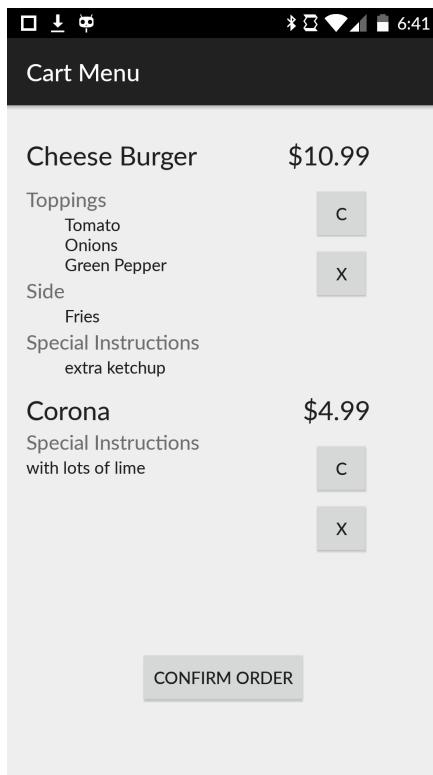
### 3.2.4 Menu Cart

Menu cart section contains all items selected to order. During any section after scanning the barcode, you can view your cart by tapping "Cart" on the title bar.



Doing so will transition the page to cart page. Every item selected is presented in sequent rows on this page. Specifically, the item name, price, and custom details are provided for review. There are several options available on this page:

- C - Customize item: Pressing this button allows you to modify the item
- D - Delete item: Pressing this button will remove item from cart
- Confirm Order: Pressing this button will transition to payment page



## 4 Placing an Order

The following section provides a step by step example of placing an order. If you have not already, it is advised you review *View Restaurant Menu* section before proceeding to avoid confusion.

## 4.1 Adding Item to Cart

This section will walk-through how to add an item to your cart. In this case we are using the Chalet Bar and Grill Menu, however these instructions can be applied to any menu available through Smart-Waiter. Your screen will look similar to Figure 4 below. To learn how to add an item to your cart, proceed with the following instructions:

1. Press the label for the category of your choice. Ex: Appetizers

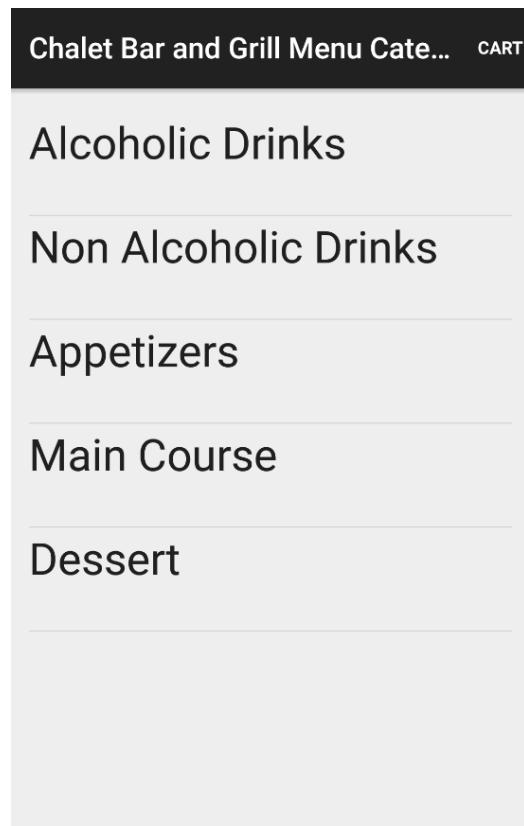


Figure 4

2. Press the label for the menu item of your choice. Ex: Autumn Spinach Salad

Category Items	CART
<b>Creamy Chciken Soup</b> 6.99	
Hearty pieces of Rotisserie Chicken in a rich creamy broth topped with shredded cheese and green onions	
<b>Squash &amp; Apple Bisque</b> 6.99	
orzo pasta, spiced chorizo	
<b>Greek Salad</b> 10.99	
Fresh mixed greens, cucumbers, Roma tomatoes, red onion, and Kalamata olives.	
<b>Autumn Spinach Salad</b> 10.99	
avocado, strawberries, candied pecans, goat cheese, vanilla balsamic.	
<b>4-Cheese Spinach Dip</b> 7.99	
A dreamy, creamy creation of spinach and artichoke, topped with melted cheese and red peppers.	
<b>Cheese Perogies</b> 5.99	
Our Perogies are essentially pillows of dough stuffed with cheesy potatoes and fried to	

Figure 5

- Given the selected item, the only means of customization is special instructions. Thus, enter any special instructions you may have for the menu item. Ex: Easy on the salad dressing - Refer to Figure 6

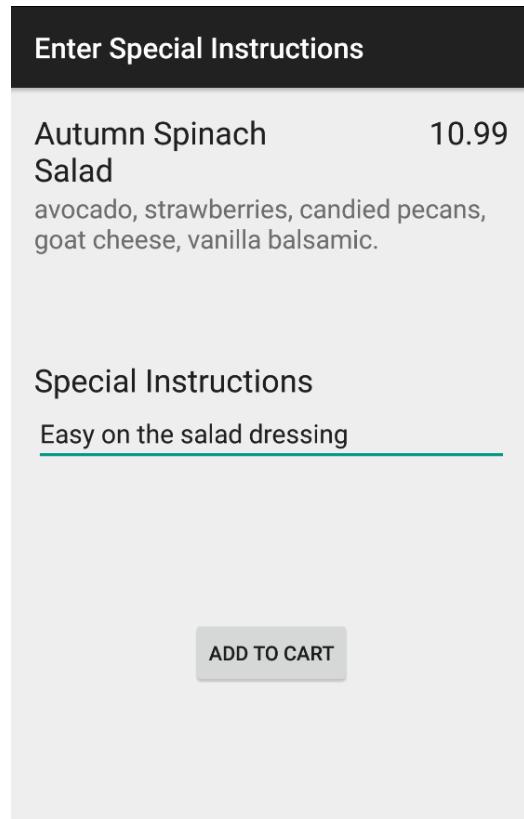


Figure 6

4. Press the Add To Cart button

## 4.2 Order Confirmation

This section will guide you through the order confirmation process. We will continue with the Chalet Bar and Grill case we followed in the previous sections. These instructions can be applied to any menu available through Smart-Waiter. To learn how to confirm your order, proceed with the following instructions:

1. Press the Cart button on the top right corner of the application.
2. Press the Confirm Order button

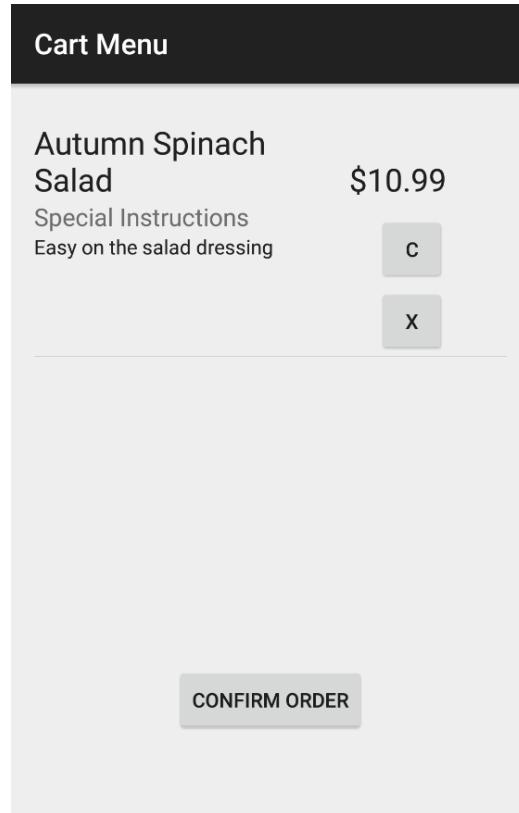


Figure 7

3. Press the Proceed to Payment button

**Edit Special Instructions:** To edit the special instructions for a menu item, proceed to the Cart Menu by pressing the Cart button on the top right corner of the screen and follow these instructions:

1. Press the C button
2. Update the Special Instructions field with your new instructions
3. Press the Modify Item button

**Remove Item from Cart:** To remove a menu item from your cart, proceed to the Cart Menu by pressing the Cart button on the top right corner of the screen and follow these instructions:

1. Press the X button

### 4.3 Paying for an Order

This section will guide you through the payment process. If you have not read the *Order Confirmation* section yet, please do so now before moving forward with this guide. This tutorial assumes that you have added at least one menu item to your cart and have followed the main *Order Confirmation* instructions up to step 3 where the user presses the *Proceed to Payment* button step. Your screen will look similar to Figure 8 below. To learn how to pay your order, proceed with the following instructions:

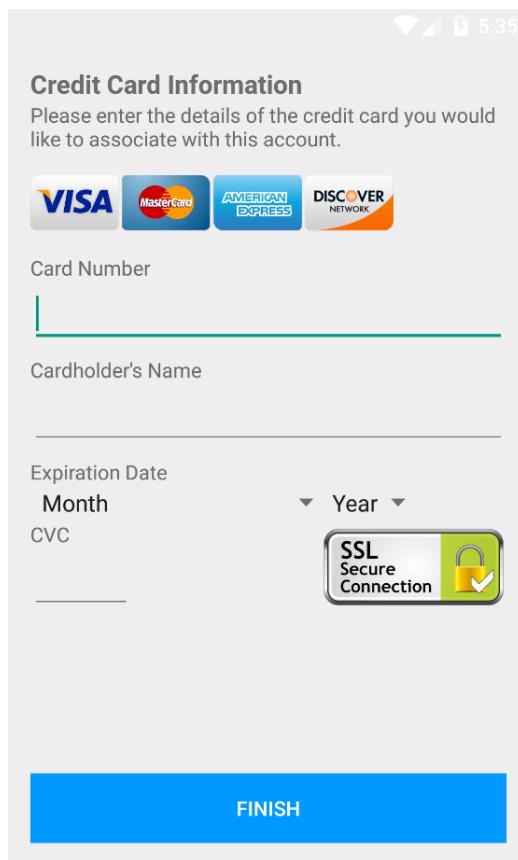


Figure 8

1. Enter your *Credit Card Number* into the *Card Number* field
2. Enter the *Cardholder's Name* into the corresponding field
3. Enter the *Expiration Date* using the dropdown list

4. Enter the *CVC* into the corresponding field
5. Press the *Finish* button

#### **4.4 Submitting an Order**

Once *Finished* is pressed as per Section 4.3, the order is placed immediately. A confirmation message will appear at the bottom of the page to alert the user. *Please note that this order is final and can no longer be modified.*

### **5 Troubleshooting**

#### **5.1 Generic Troubleshooting**

In the rare event in which the application does not respond please follow the following steps;

1. Try to restart the application
2. If restarting the application does not work, then please restart your android device.

If none of these steps work, please use the bug-reporting feature if available. If this feature is not available, send an email directly to our system admin [customer-service@smartwaiter.ca](mailto:customer-service@smartwaiter.ca).

*Note: Most errors will provide meaningful feedback and guide the user to resolve the issue. In these cases its best to follow the steps mentioned in the error.*

#### **5.2 Bug Reporting**

The bug-reporting feature has been implemented for the users convenience. There is an icon for bug reporting, located on the barcode-scanning screen (to be implemented for final version). This icon looks as follows;



Figure 9-Bug reporting Icon

Users can report bugs or any other issues by utilizing this button. Simply click on this button, and you will be prompted for information regarding the bug. Once you have provided as much information as possible, click send and our customer support will get back to you within 4 hours.

*Note: Please follow section 5.1 before reporting any bugs. In majority of the cases, the steps listed in this section can successfully resolve most issues.*

### **5.3 Frequently Asked Questions**

1. *Can I use Smart-Waiter when there is no network connectivity?*

You can still use the application to view menus. However, in order to submit your order and pay, you will be required to have network connectivity.

2. *Can I use Smart-Waiter application on any other platform?*

No, currently this application is only available for Android.

3. *What if I want to move tables after placing an order?*

You need to notify the restaurant if you move tables, so that your food can be delivered to your new table.

4. *My orders are not going through, whom should I contact?*

Contact our customer support directly at [customer-service@smartwaiter.ca](mailto:customer-service@smartwaiter.ca) or use "bug reporting" feature as per section 5.2. Please do not ask the restaurants to troubleshoot issues.

5. *I do not have a credit card; can I still use the application?*

No the application requires a credit card to pay for your meals. There is no other option to pay.

6. *Can I split the bill with my friend?*

No, this application does not support splitting the bill. However, you and your friend can both be seated at the same table, and use the application to order from two different devices.

7. *What if, I do not want to provide personal information for this application?*

Personal information is only used to send out promotion codes and perform data analytics for the restaurant. If you are not comfortable, you can simply leave these fields blank when creating an account.

8. *How do I change my account information?*

You can always change your account information through the settings gear icon on the barcode-scanning screen.

9. *Can I place multiple orders from same table?*

Yes, you can place multiple orders from multiple devices from the same table. There are no extra fees associated with this.

10. *Why can't see some of the deals in the restaurant through the application?*

This can occur if the restaurant has not uploaded their latest data to the application. Please be sure to report this bug and we will follow up on it.