

**FOS365**

**Admin Portal**

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## 1. VERSION HISTORY

VERSION	DATE	REMARKS
1.0	24 - April - 2017	

## **2. Purpose of the Document**

There will be admin user who will be using the FOS365 application.

### ❖ Admin Users

And the sole purpose of this User Manual is to help the users traverse the application on their own without much help from a third party technical support.

The Manual provides an overview of the main features of FOS365 software and enter data, search, view and generate reports needed by them.

### 3. Introduction

Food Ordering System (FOS365) : This application allows the user to select local restaurants and place order through Web as well as Mobile (accepts orders via its websites and mobile application). Order made through the application will be received by restaurant. FOS sends out an SMS/Email of confirmed orders and their estimated delivery time. The same has been covered under various modules:

- ❖ Operations
- ❖ Item configuration
- ❖ Location configuration
- ❖ Tax configuration
- ❖ Loyalty & Promos
- ❖ Structural
- ❖ Configuration
- ❖ Security
- ❖ Filters
- ❖ Reports
- ❖ Workflow & Notification

Access or Permissions to these various modules are controlled by the Type of User logging in and their User privileges Set in the Role Menu Master.

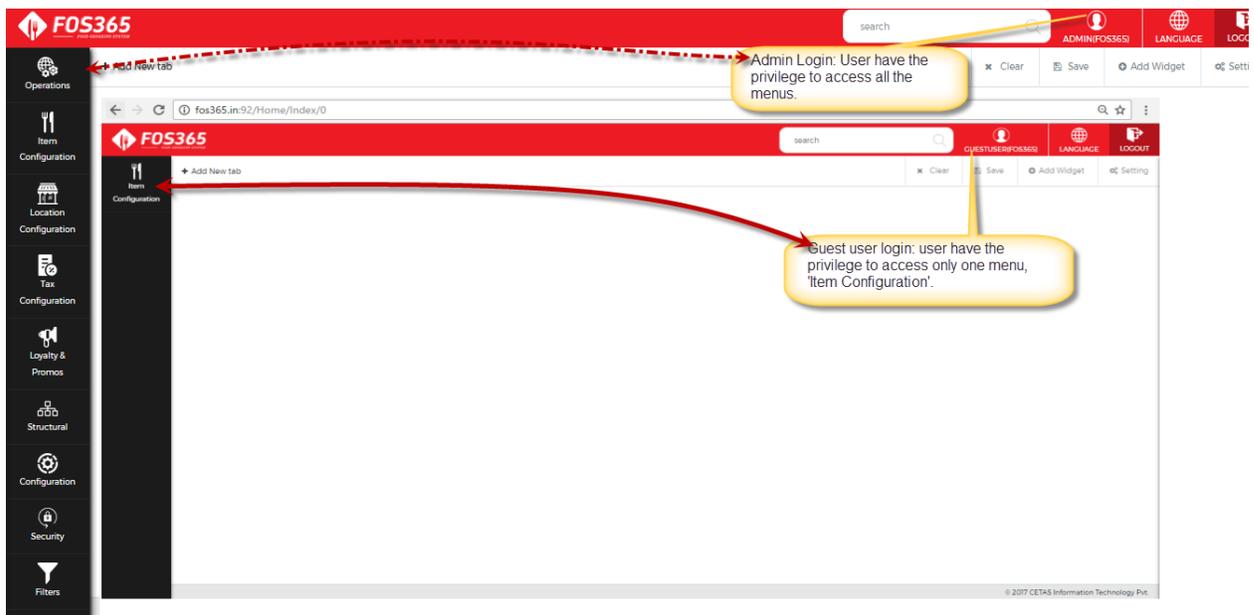


Figure 1 Differential Menu Display for different User privileges

### 4. Login

The following screen appears for the user to log into the FOS365 application.

The Users Authorities Control will define the privilege of the user.

Enter the User Name and the Password and Click Login to log into the system.

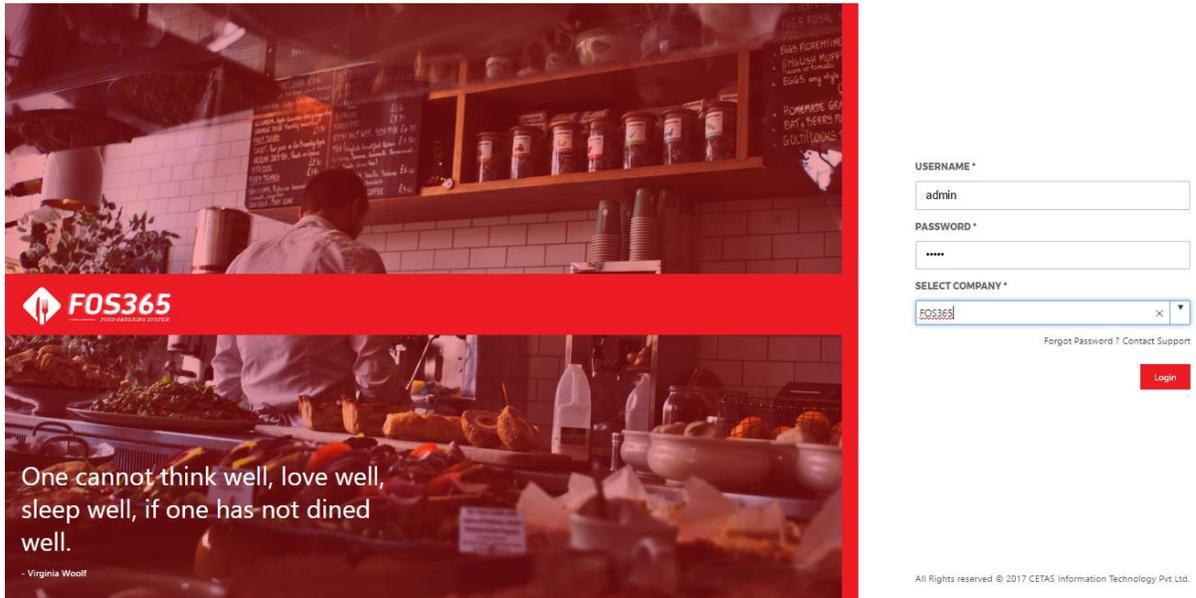


Figure 2 Login

Login

User logged in will land in the Home page of the FOS365 Application where the dashboard will show selected chart.

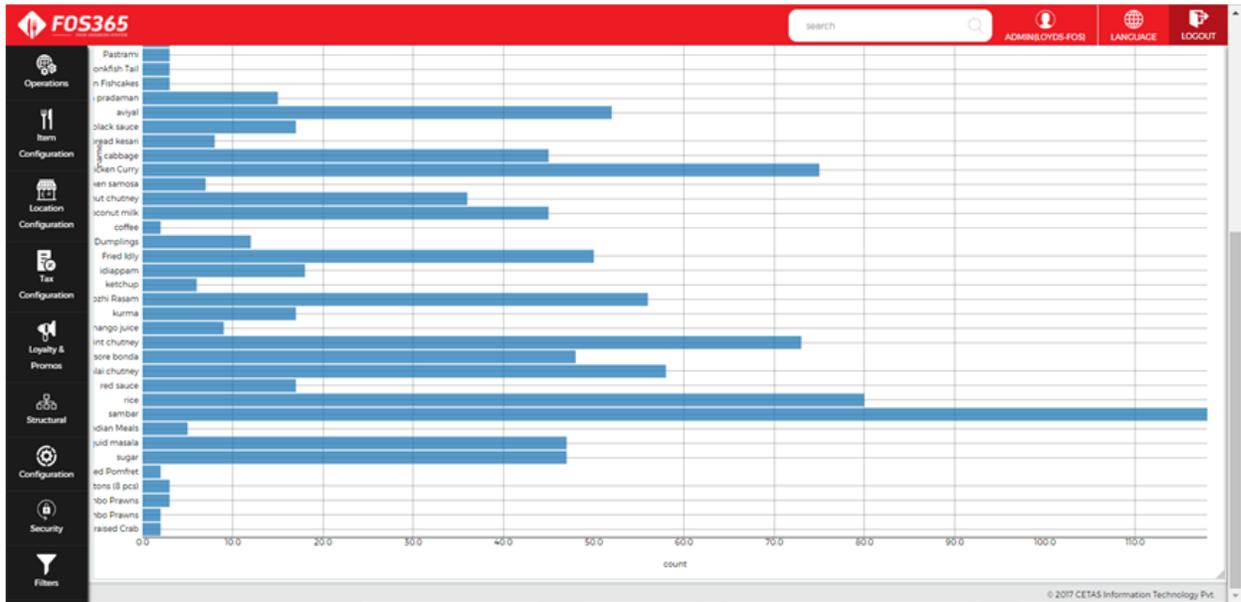
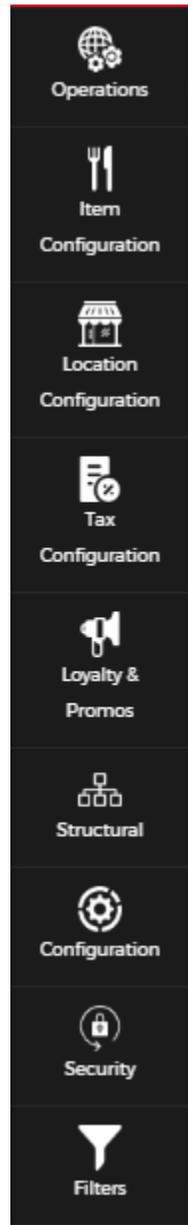


Figure 3 Dashboard

## 5. Special Features

Any user, once logged in will be taken to a Home page with the Main Menu Modules which will be the main user interface. Shown below is the Home page view for an Admin User with the entire Menu listed.



*Figure 4 Menu*

The salient features of FOS365 can be broadly classified into two:

A) Home Screen Features and B) Page Features

Some of the salient Home Screen Features are listed below

- ❖ Language Options
- ❖ Audit Trail
- ❖ Smart Search
- ❖ Home
- ❖ Logout
- ❖ Mail Alert

Page Features would be

- ❖ Add  New
- ❖ Save  Save
- ❖ List  List
- ❖ Delete  Delete
- ❖ Attach File  Attachment
- ❖ Refresh 

## 5. 1. Language Options in FOS365

Food Ordering System is available in four differ languages to the user;

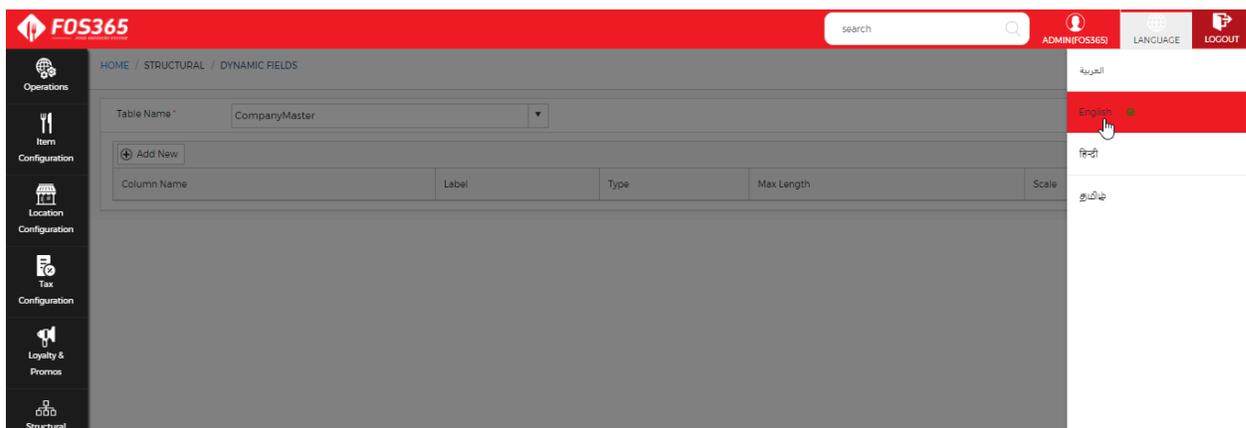


Figure 5 Language options

- ❖ English
- ❖ Tamil
- ❖ Arabic and
- ❖ Hindi languages.

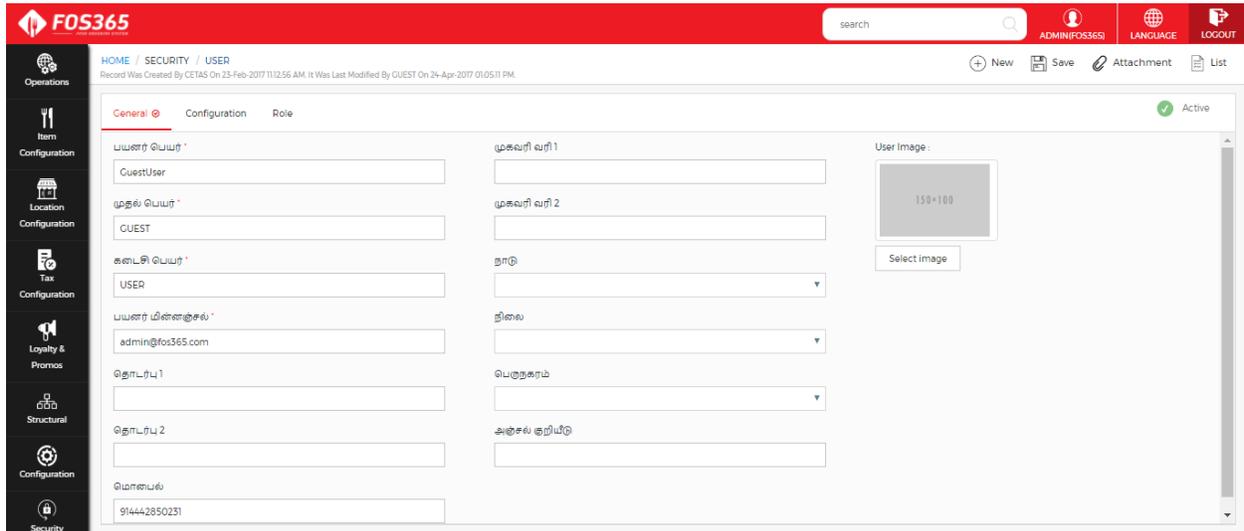


Figure 6 Language -Tamil

From Home page, select Language ‘Tamil’ and Click Enter.

There other important feature of Home page is

- ❖ Chart in Dashboard



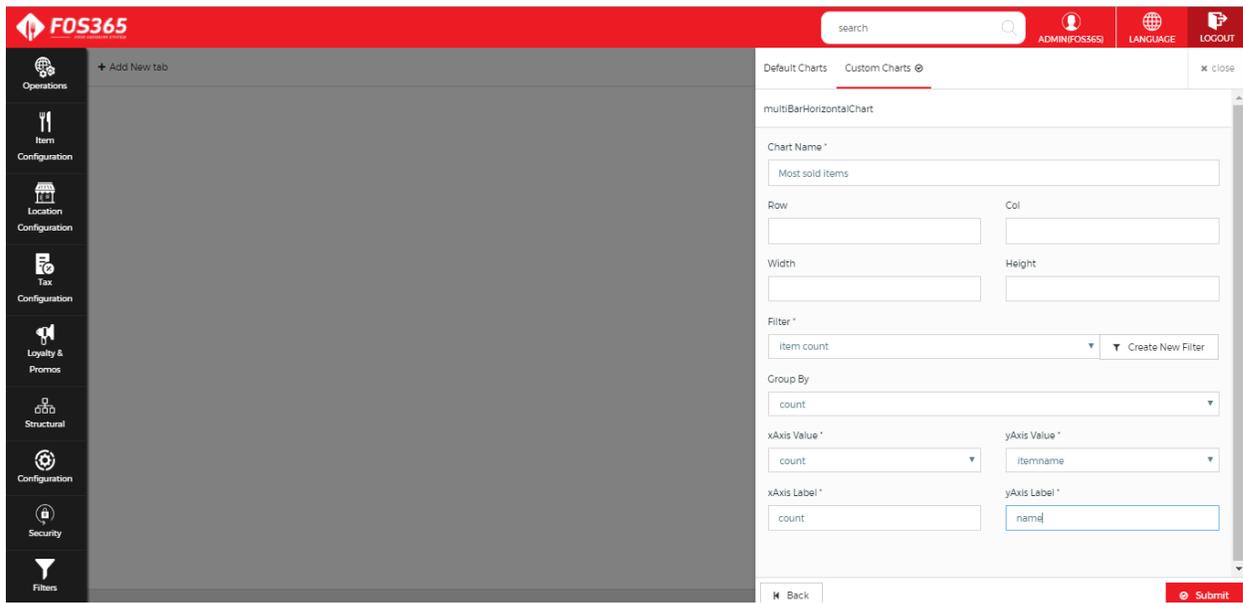


Figure 9 Naming the chart and adding filter

Multiple charts can be displayed in the home page of FOS365. Based on the filters selected the charts will show data. We have filter master and preview in menu which will be explained later in this user manual.

Yet other important features in the application are

- ❖ Audit Trail
- ❖ Smart Search
  - ❖ Content Search
- ❖ Home
- ❖ Logout

## 5. 4. Audit Trail

The Audit Trail feature in FOS365 Food ordering System, is an Edit / Change tracking phenomenon available to the user. This provides the User with details about the current screen on

which he / she is browsing through; By who and when the particular screen has been created and By who and when the same has been last modified.

Shown below is an Item master screen, where the Audit Trail shows creation and modification of the screen done by Admin user on a particular date with time stamp on it.

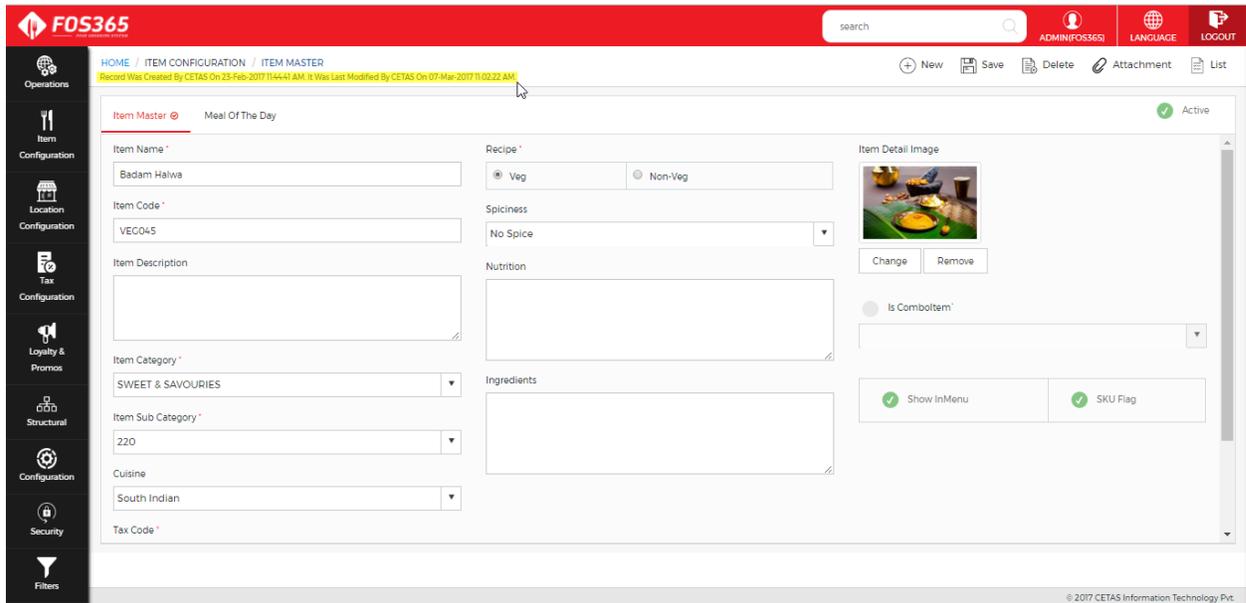


Figure 10 Audit Trail

## 5. 5. Smart Search

The Search done here would be an overall application search i.e. searching the entire application and not restricted within a single page.

In Application Configuration, value for 'IsSmartSearchEnabled' should be True. After that update or save any record and do the content search for update/inserted record.



Figure 11 Smart Search

Type of search:

- ❖ Content Search

### 5.5.1. Content Search

Content Search searches the entire application for any given word in the field provided.

Click the Search  icon shown, to open the Search window.

Enter the Content to be searched for eg: Badam Halwa Click Search.

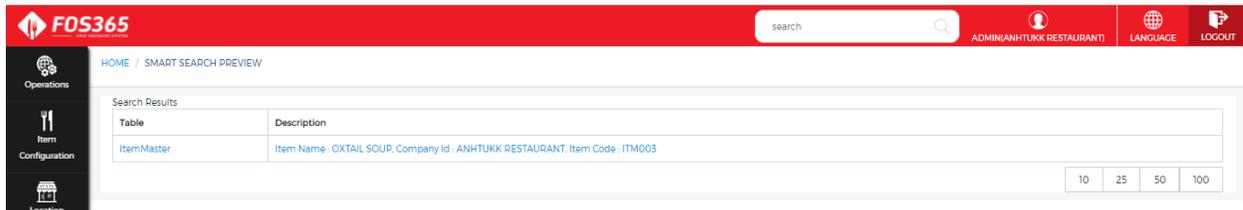


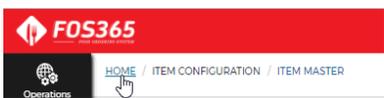
Figure 12 Search Result

Results show that, the term ‘ ’ appears in ‘ ’ places in the system as on date.

Click more for further details of each and every line item on the result displayed.

Shown in the inner window, is the detail of the first result obtained.

### 5.6. Home

Home link  is located on the top left corner along with name of the page.

The function of Home link is to take back the user, from whichever screen he / she is currently in, to the Home page.

Click on the Home link. The user will be taken to the Home page.

### 5.7. Logout

The Logout  image which is placed at the right corner, at the top of every page.

A single Click of the Logout button will Logout the currently logged in user from the session and open a new Login window and wait for another user or fresh login.

### 5.9. Pages & their types

Pages in FOS365 application can be grouped as

- ❖ List Screens

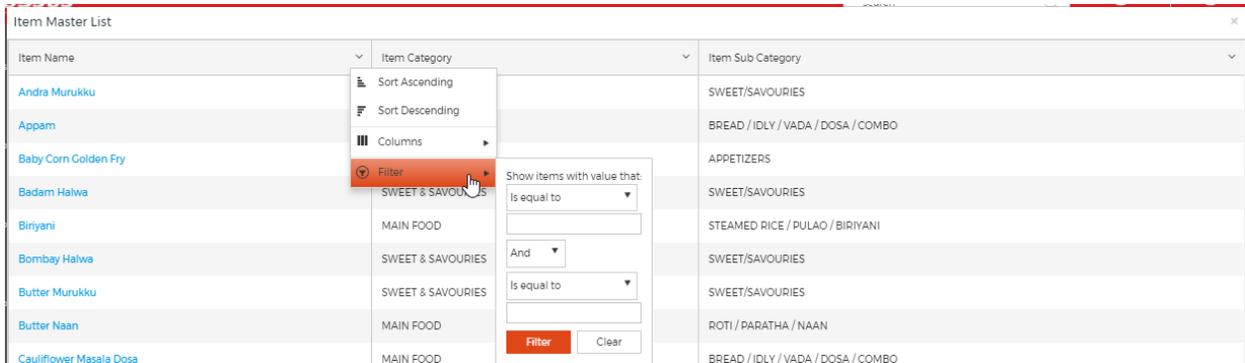
- ❖ View Screens and
- ❖ Add / Edit Screens

### 5.9.1. List Screen

List screen is a screen to display all primary data entered in each and every main menu entity.

This screen will have options to

- ❖ Search data based on filters



- ❖ View a record of interest in detail by clicking the hyper link [Andra Murukku](#)

- ❖ Add new data  New

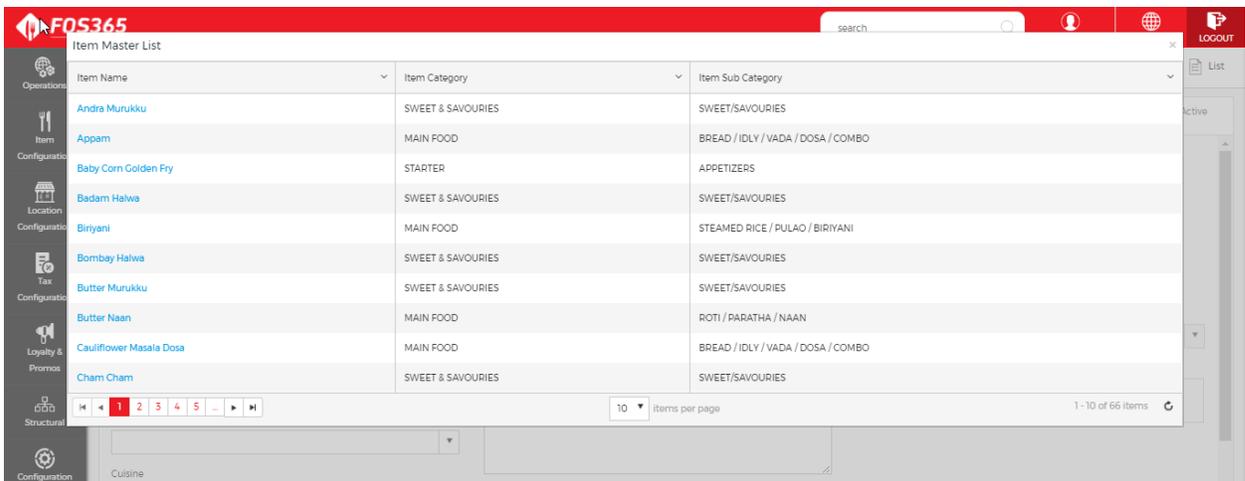


Figure 13 List page

### 5.9.2. View Screen

View screen is basically a transition screen from the List screen; the view screen gets used when a user wants to view one particular record / data in detail.

Click the hyper link item name ‘ [Andra Murukku](#) ’ for the record to be viewed in detail.  
 The particular record is opened in Edit mode.

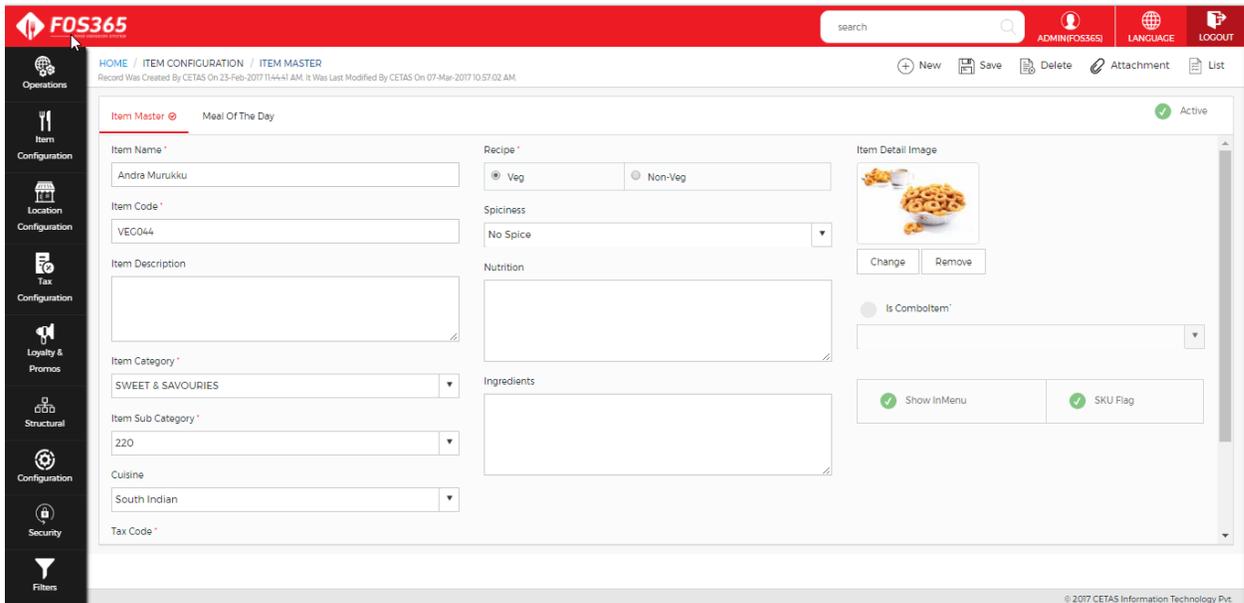


Figure 14 View Screen

View screen will have access to all other edit functions provided the user has role privileges for the same.

### 5.9.3. Add Screen

Add function in Food Ordering System can be initiated both from the List Screen and the View Screen also.

Click Add Function  **New** on the top right of the screen, to open the Add screen in New mode.

Enter relevant data and click Save  **Save**

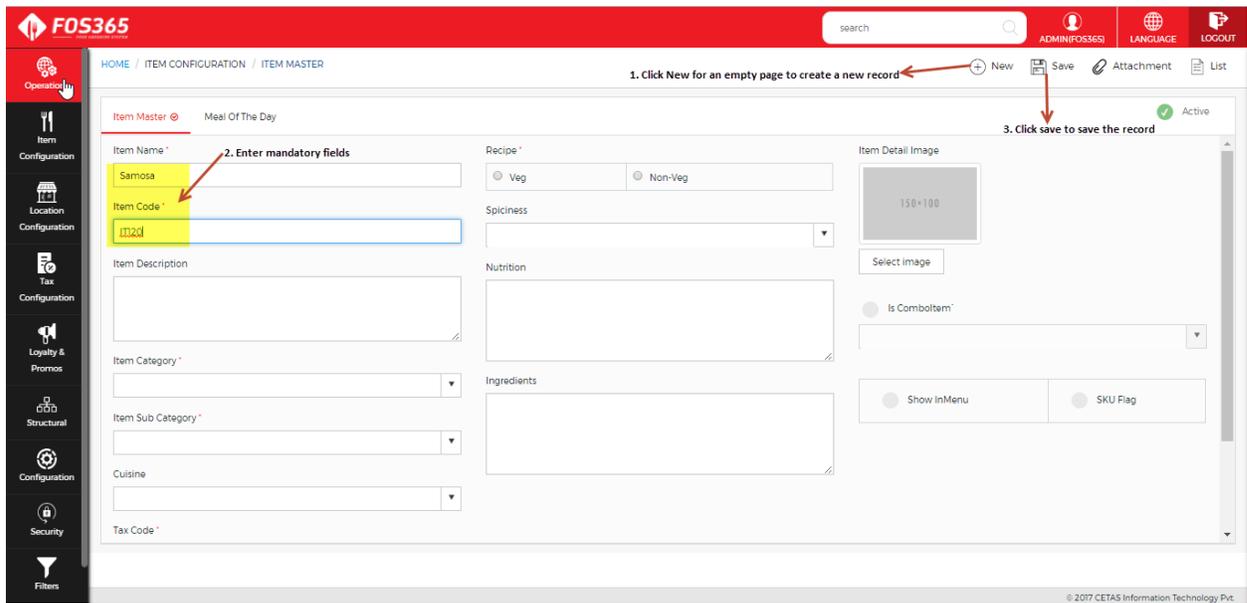


Figure 15 Add Screen

## 5. 10. Data Search - Filters

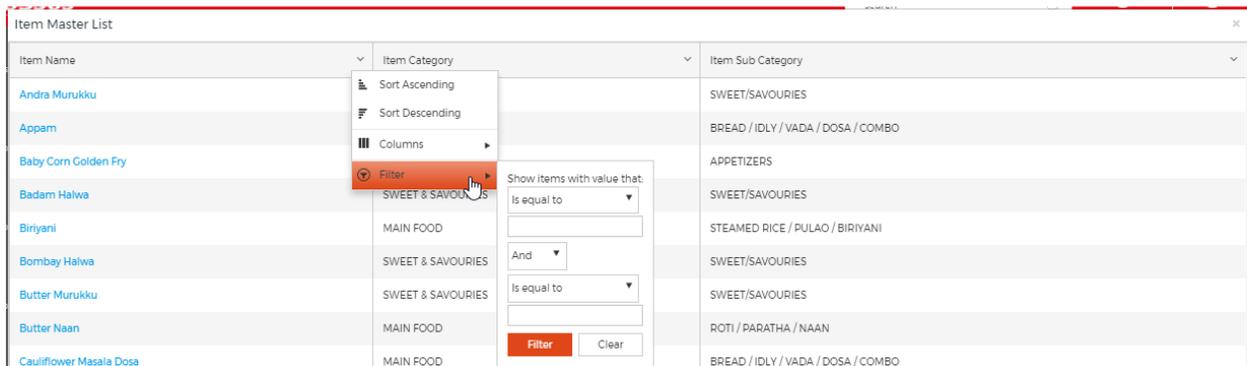


Figure 16 Filters on Column Headers

The data search filters helps the user to filter and fetch results from a table using criteria like

- ❖ Is equal to
- ❖ Is not equal to
- ❖ Starts with
- ❖ Contains
- ❖ Does not contain
- ❖ Ends with
- ❖ Is null
- ❖ Is not null
- ❖ Is empty

See image below for further details on the same.

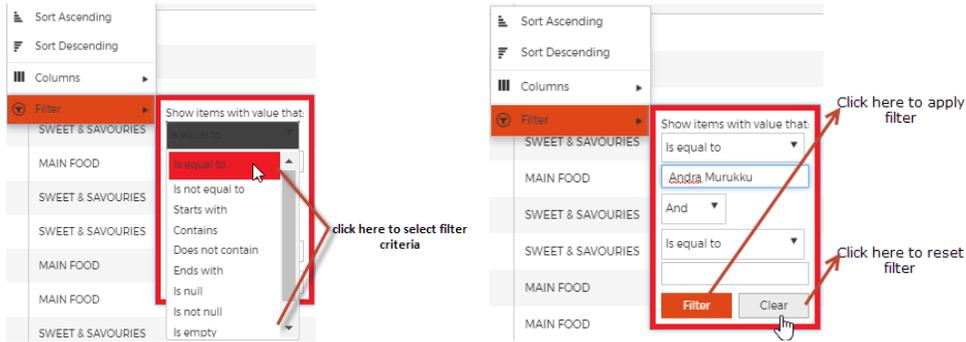


Figure 17 Filter Criteria

### 5. 10. 1. How to apply filters?

Filters work only when the User is sure that the data exists in that particular Module /Menu.

Go to the specific module and have the list page open.

Filters will be available on the column headers; Click open the filter specific to which header the data search is to be performed.

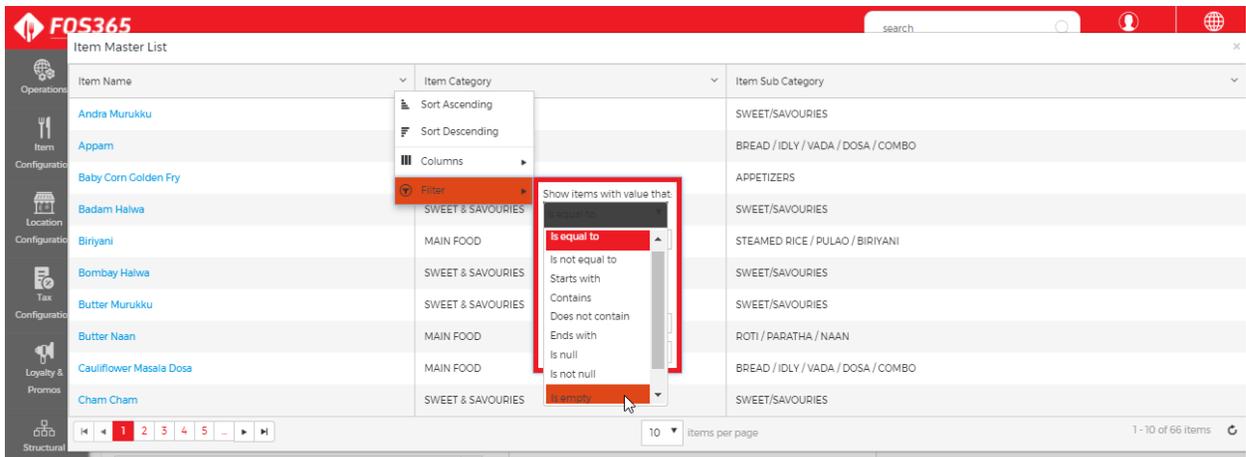


Figure 27. Apply Filter - Single Column

Select Filter criterion and Enter a Value on which the data is to be filtered.

Click **Filter** to apply filter.

Shown below are the results made with Filter criterion ‘Contains’ and Filter Value ‘Main’ on the Menu ‘Item Master’ in the column item category, Searching for the item ‘Veg’.

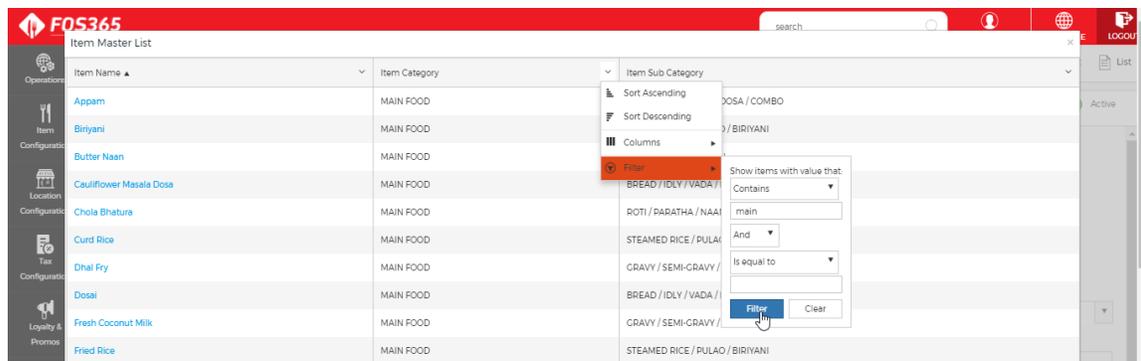


Figure 18 Data Search

To refine the results further, filter criterion can be added in column 'item name' also. So, I would place another filter criterion 'contains' with value - 'Veg' on Item name.

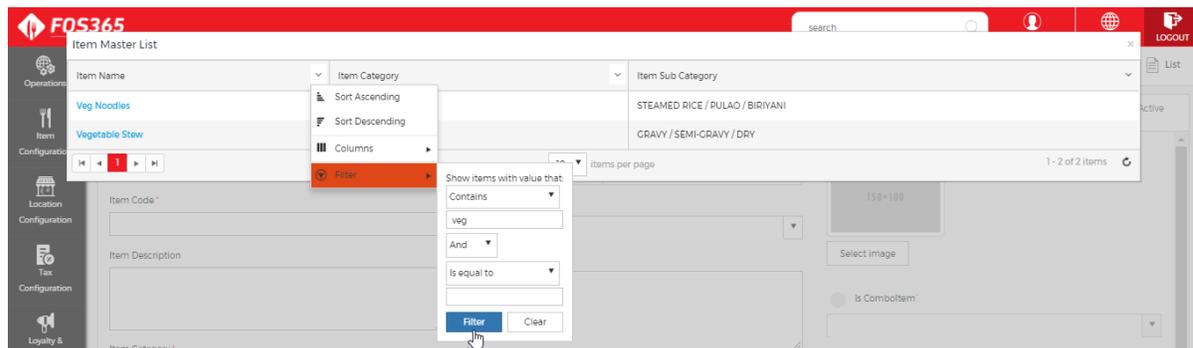


Figure 19 Filters on two columns

Click here   to reset filters already applied.

Any search made, via Smart Search through Content Search Or Data Search through filters, the results will be listed in a tabular / grid form as rows and columns with the key data alone listed.

## 5. 11. Pagination

The User will have the choice to select the number of rows to be populated in the grid, starting from 10, 25 and increment-ed in 25 upto 100 per page.

By default, 10 itmes will be shown in the list grid.

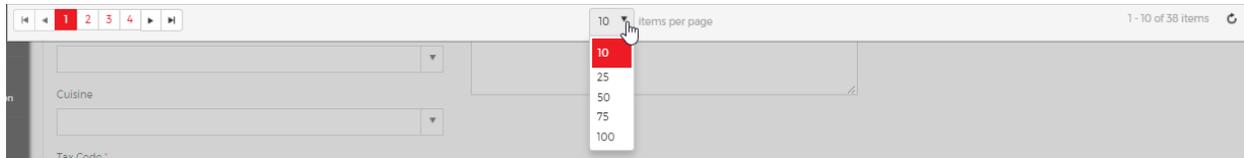


Figure 20 Pagination1

Item per page can be changed by selecting values in the drop down, in the above image per page will show 10 items, in the image given below 25 items will be shown in one page. And there are total of two pages.

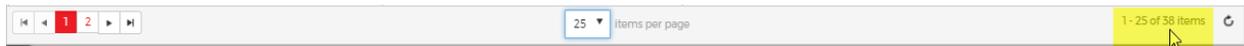


Figure 21 Pagination2

## 5. 12. Add /Edit Page Functions

Other functions available in the New or Edit mode are listed

Functions available in New Mode:



Figure 22 New mode function

Functions available in Edit Mode:



Figure 23 Edit mode function

### 5. 12. 1. Add

 **New** Add Button: Used to add a new entry. With the click of this button an empty form is displayed with relevant information's required for the form.

### 5. 12. 2. Save

 **Save** Save Function: To save the new entries from the Add form and to update an existing entry when edited.

### 5. 12. 3. Delete

 **Delete** Delete Function: To delete the existing entry

## 5.12.4. List

 **List** List Button: View the list of all entries. Click on this button takes the user to the List screen, enabling the user to view all main information about the menu item.

## 5.12.7. Attach Files

 **Attachment** This function aids the user to attach a file or a document to the form.

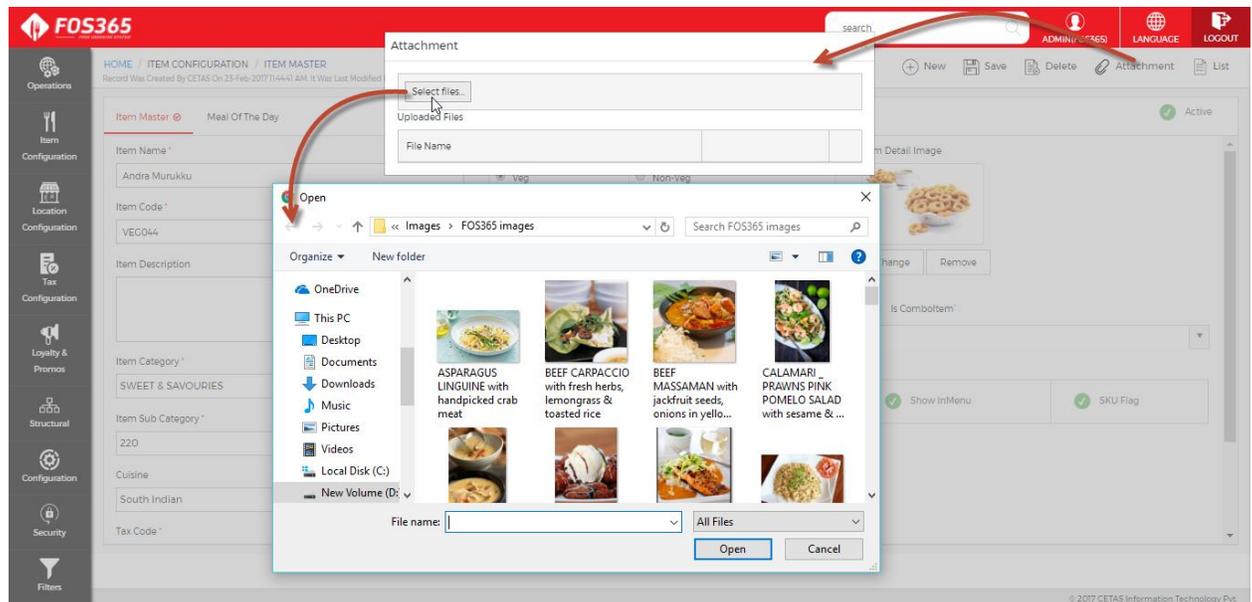


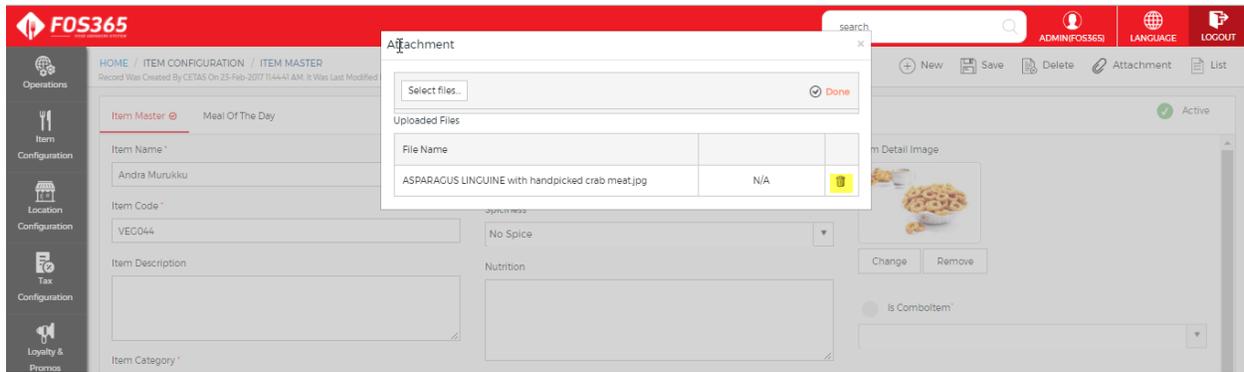
Figure 24 File Attachment

Click  **Attachment** to open Attach files window; Browse & Select files for attachment.

Click Upload file button to Attach file to the Menu it belongs.

Click 'SELECT FILE' to select multiple files in a single instance and upload together.

The selection may be reset with the Remove selection button  located next to the uploaded file table.



## 5. 13. Grid Functions

### 5. 13. 1. Check box

Checked box  Active this means the record is Active.

Unchecked box  Active means record is Inactive, which means the record will not be deleted permanently.

### 5. 13. 3. Add New row

The add new button, placed on top left of the grid  is used to make additional row entries in the grid.

Click on the button will open a pop-up with fields same as that in the grid.

Enter relevant values and save the same with clicking the  button or close the window by selecting the  button.

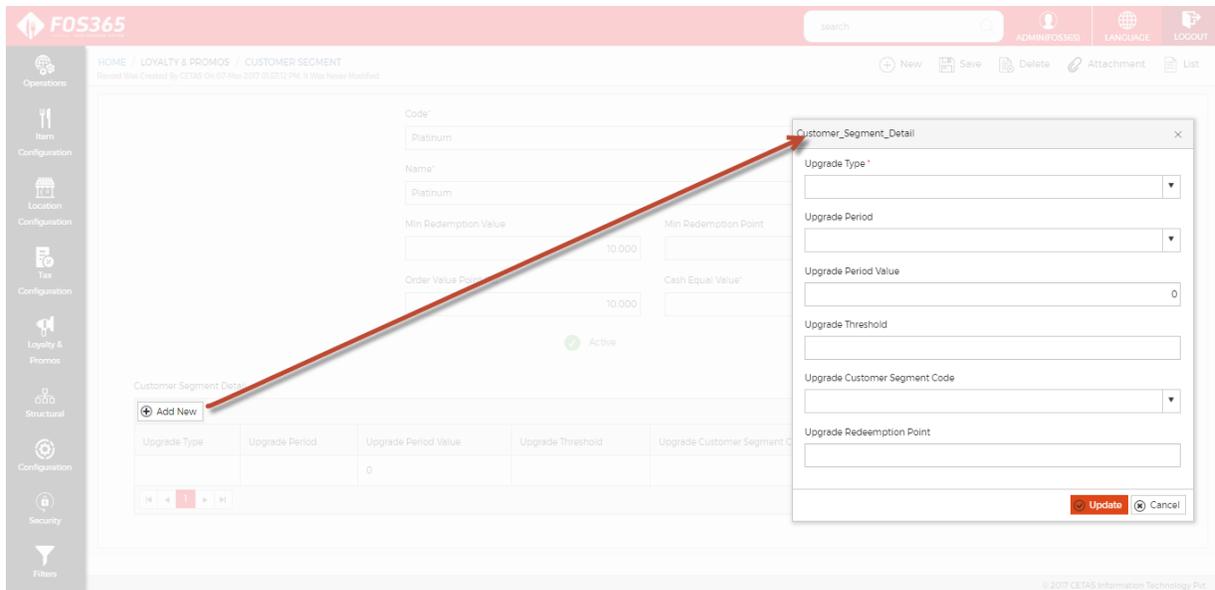


Figure 25 Add new Row in Grid

### 5.13.4. Edit Row

 Click Edit icon for the specific row to be edited.

The record to be edited gets opened in edit mode.

Click of update will confirm the edit

Click of cancel will close the popup without any effect on the record.

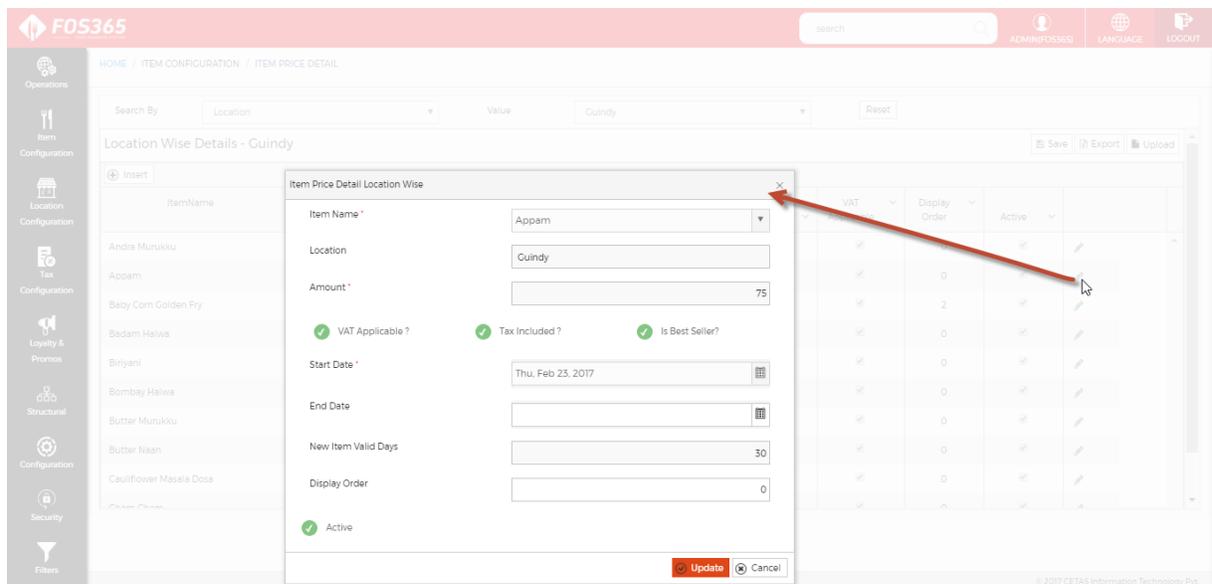


Figure 26 Edit row

### 5. 13. 5. Delete Row

 Delete Row function is available for individual records in the grid.

Click on the icon to delete a single entry at a time; which asks for a re-confirmation from the user with a pop up window.

Confirm or Cancel deletion, as per the requirement.

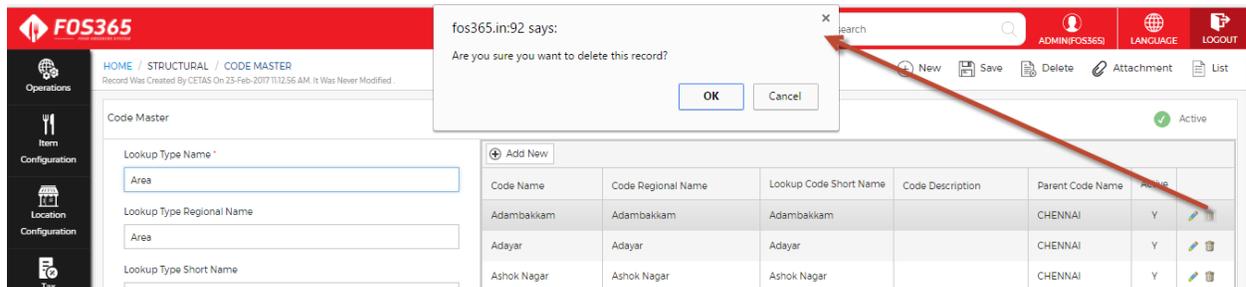


Figure 27 Delete Row

## 6. Modules in FOS365

The modules in Food Ordering System are accessible to the users based on their role played in the application, i.e. role as defined in the User Master.

So, the Modules as such are in turn classified further into two:

- ❖ Master Pages and
- ❖ Transaction Pages

**Master Pages:** Master Pages are the foundation or reference pages created by the User, based on which transactions are performed. Without master data, no transactions can be completed.

In the below image item master is an master page and item price detail, out of stock item, today’s special, item modifier etc. are transaction pages. Without items defined in the item master these transaction pages will not work.

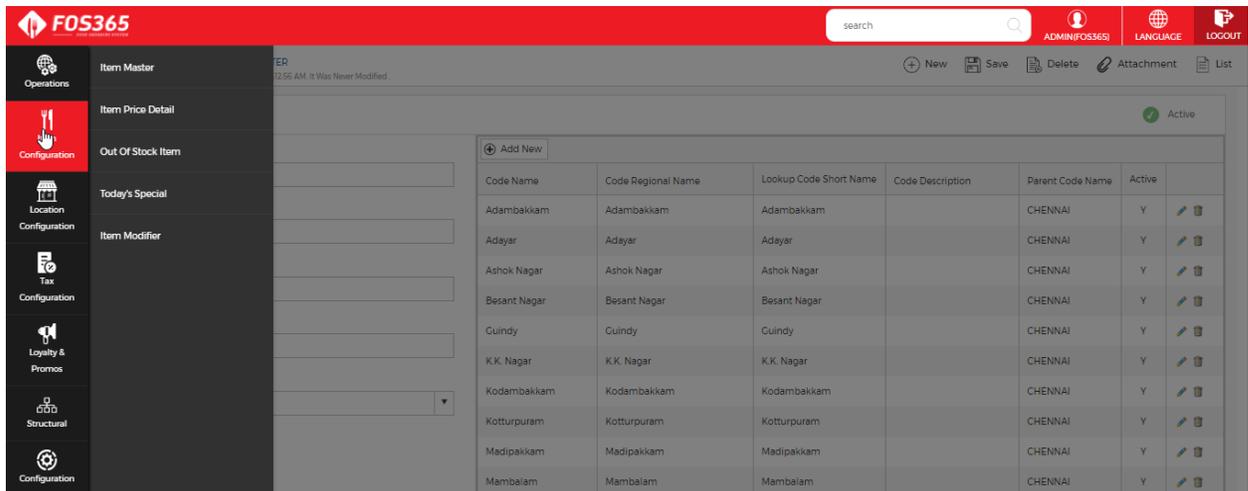


Figure 28 Menu – Item master

## 6. 1. Security Module

Security Module consist of User, Users Authorities Control, Audit log, Change password.

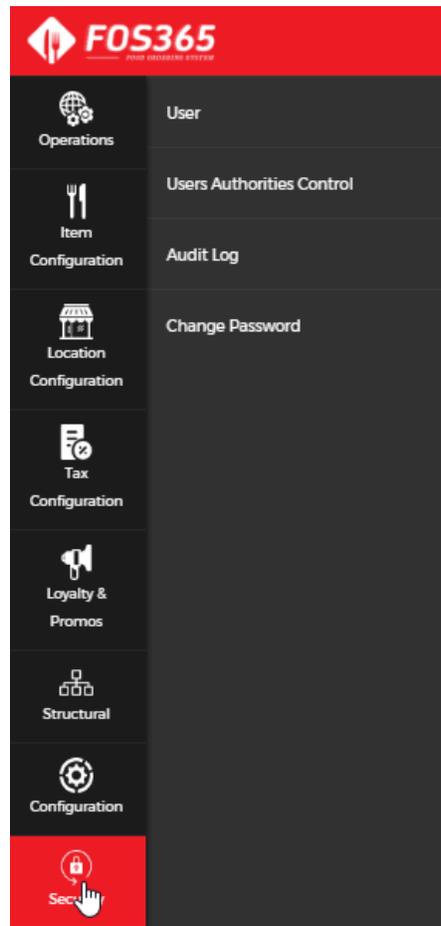


Figure 29 Menu-Security

### User

User who need to login to the admin portal will be defined in user master. User's basic details are gathered here. After creating a user, the user name will be the password. The password will be sent to the users email id. User can change the password through change password.

HOME / SECURITY / USER  
Record Was Created By CETAS On 25-Apr-2017 04:28:39 PM. It Was Never Modified.

General Configuration Role

User Name \*  
tu

First Name \*  
T

Last Name \*  
U

User Email \*  
sowmya.r@cetastech.com

Contact 1

Contact 2

Address Line 1

Address Line 2

Country  
INDIA

State  
TAMIL NADU

City  
CHENNAI

PIN Code

User Image :  
  
Change Remove

Figure 30 User master- General

HOME / SECURITY / USER  
Record Was Created By CETAS On 25-Apr-2017 04:28:39 PM. It Was Never Modified.

General Configuration Role

Roles \*

+ Insert

Role	Active	
SA	Y	

Figure 31 User Master- Roles

Search Current Mailbox (... Current Mailbox

All Unread By Date Newest

Today

FOS365  
Password Details 4:29 PM  
Hi, You Can Log In with this

Last Week

Reply Reply All Forward

Tue 25-04-2017 04:29 PM  
FOS365 <admin@fos365.com>  
Password Details  
To sowmya.r@cetastech.com

Hi,

You Can Log In with this Password And Can Change Password After Loged In

-----

Your Password : tu

-----

This message is auto-generated, please do not reply to this email.

Thank you,  
Admin Group

Figure 32 User master-Mail for new user creation

## User Authorities Control

This form deals with granting privilege to access a menu/form. Roles defined in the Code Master are used here and right to menu are assigned to the selected role. Once this process is over these roles are linked to user in User master.

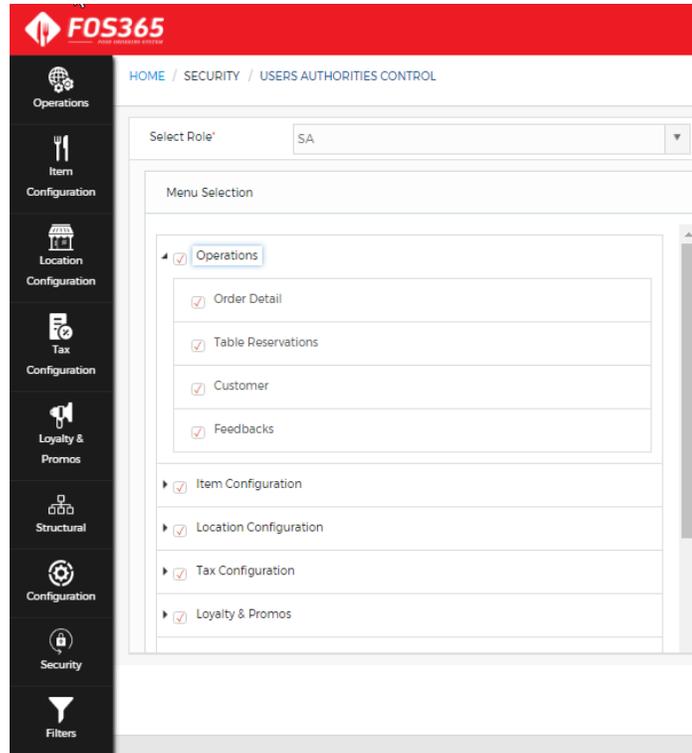


Figure 33 Users Authorities Control

If controller name is given in Menu that will be shown in application configuration.

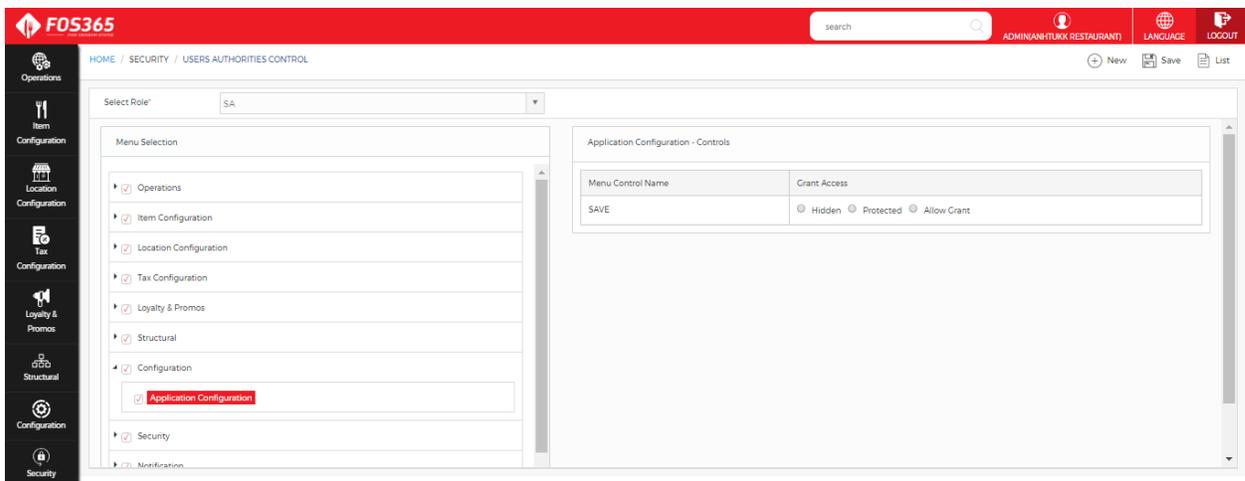


Figure 34 Users Authorities Control-Page and Contol Access

## Audit Log

The purpose of the Audit Log Screen is to view the insert, update and delete action in each page, by any user in a selected period.

Select table name from the in built values in the drop down.

Select Action (Insert or Update or Delete) from the drop down box.

Select User Name, listed from the User Master.

Select from Date and To Date to run the report. Click Generate Report.

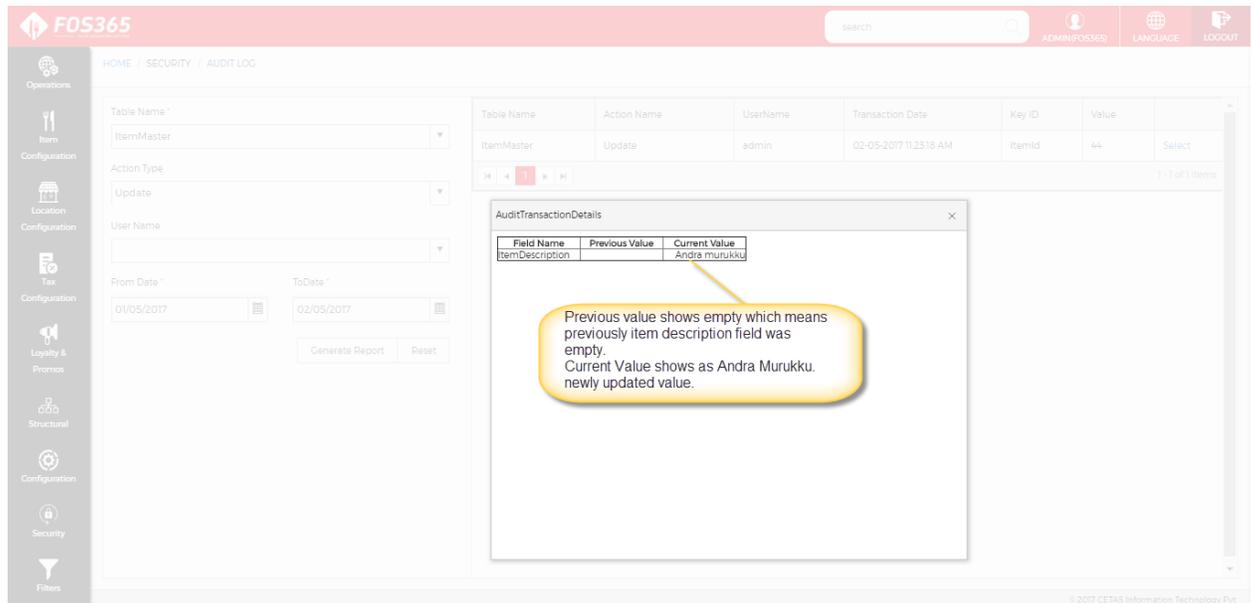


Figure 35 Audit Log

## Change Password

The purpose of the Change password screen is to reset and change the current password of the user

While creating a new user, the password is sent to the user's e-mail. The User password can be reset and changed from the 'Change password' page.

Admin user has the right to change every users password, user name will be a drop down for admin user. What determines a user as an admin user? In the user master if the type of user is defined as super user that user will be admin user.

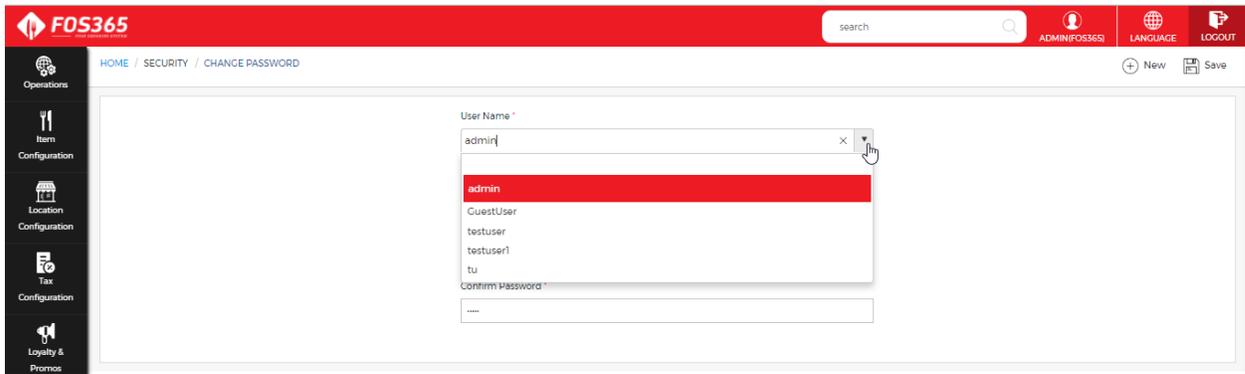


Figure 36 Change Password-Admin User

For test of the user, by default logged in users name will be shown in user name.

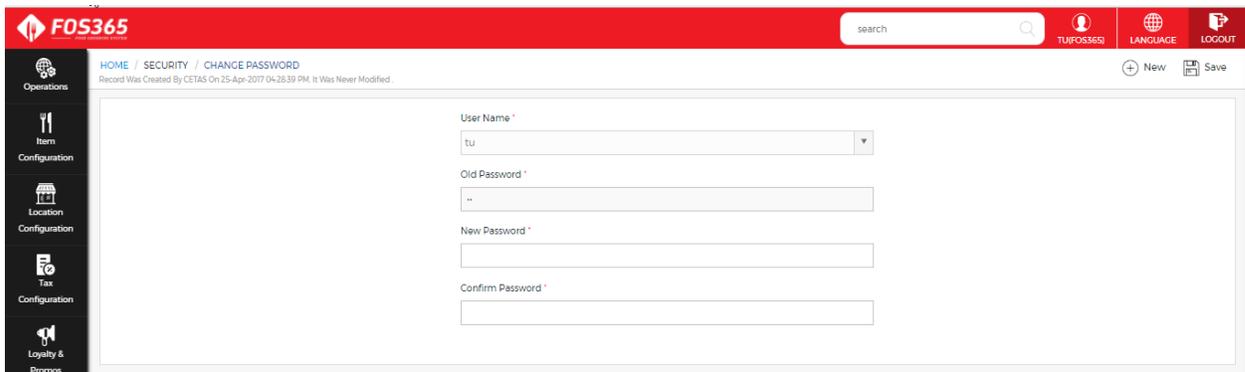


Figure 37 Change Password - Normal User

**NOTE**

Logged in user used in this user manual will be admin user. Hence, all the menus will be shown throughout the manual. A sample image will be shown in Figure1 for different user privileges.

## 6. 2. Structural Module:

Another set of master data, which are pre-requisites of other pages. Including LOV's, Menu, Company etc.

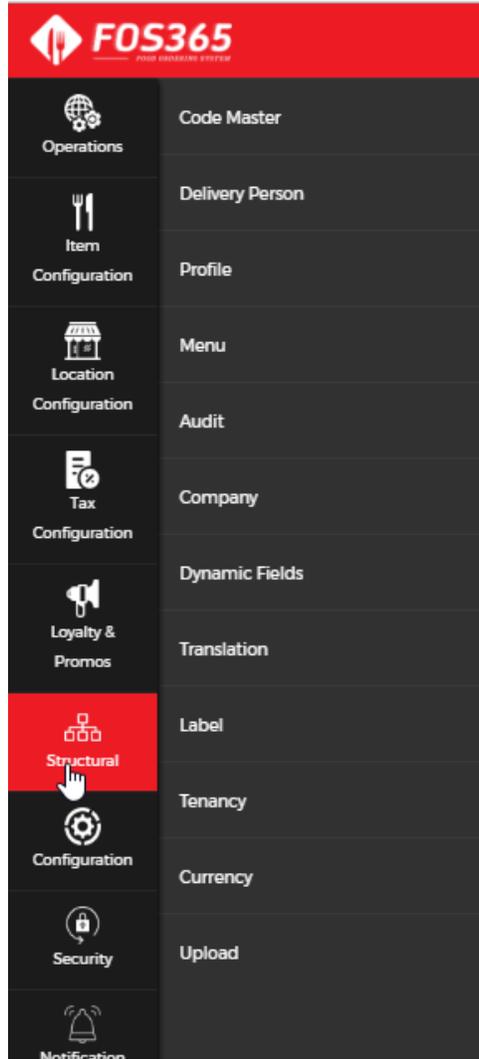


Figure 38 Structural Module

### Code master

Master details for single field gets described in code master. Code master entities created initially behave as Parent Lookup codes for the Lookup codes getting created later.

Open Code master Add page in New mode

Enter Lookup Type Name and Short Name

Select Parent from the List, if applicable and add description if any.

Click Add new record; Enter appropriate values in the fields Lookup Code Name, Parent Lookup, Short name and Description.

### Save record

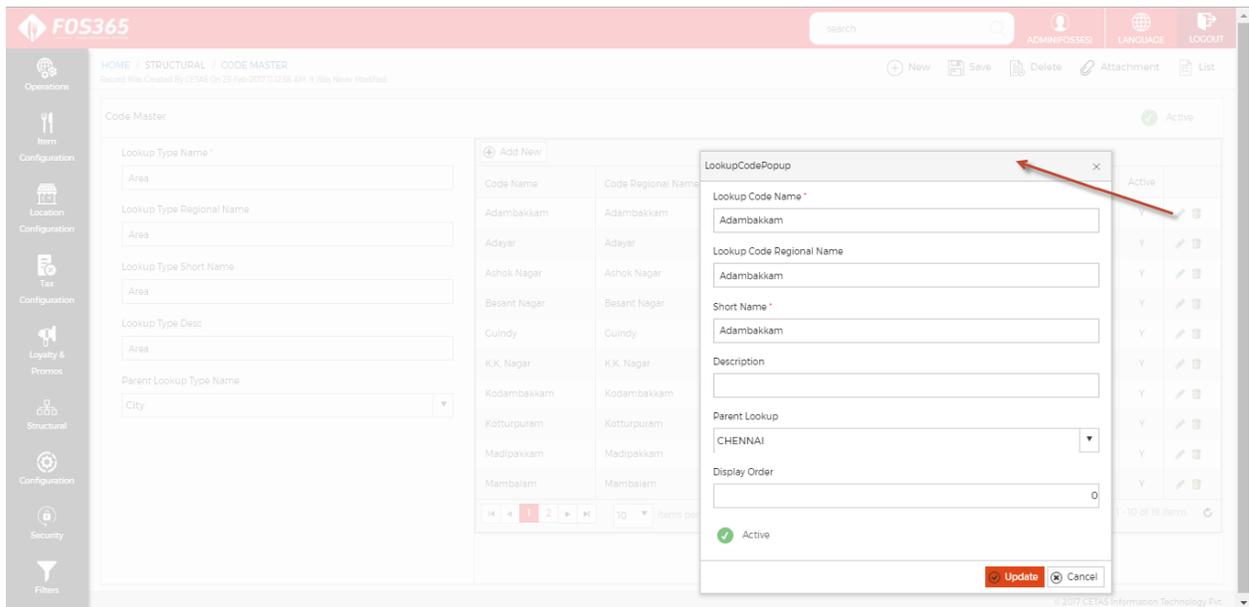


Figure 39 Code master

### Delivery Person

Details of the person who is going make home delivery is captured here in delivery person page. Enter Code, Name, Mobile number, Location of the person and click save. In Delivery app, this person will be shown for the selected location.

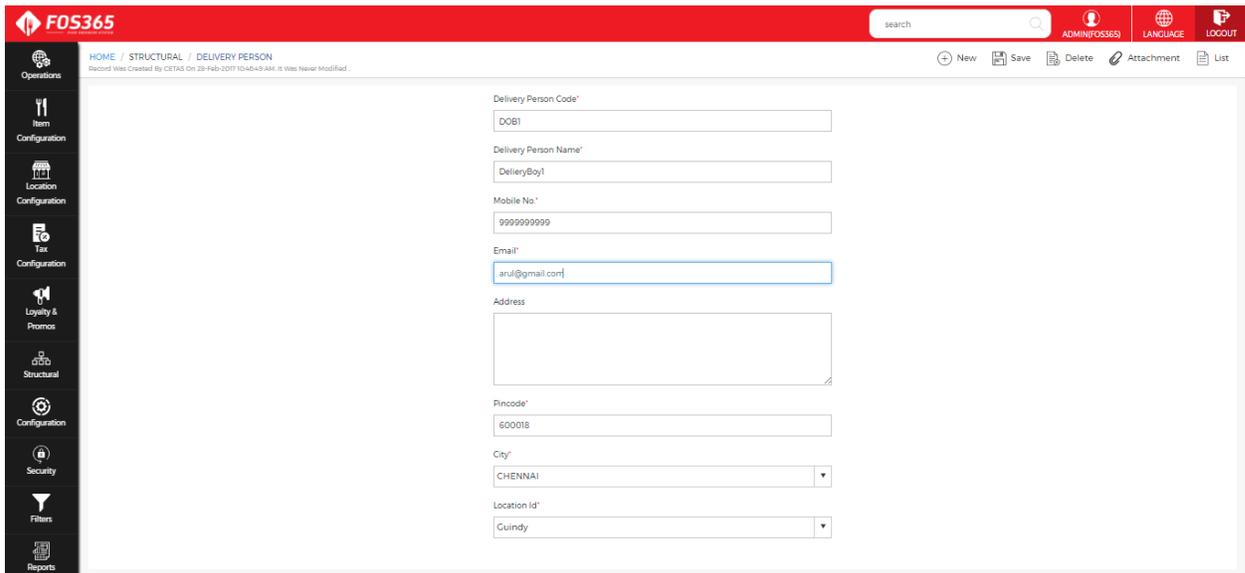


Figure 40 Delivery Person

## Profile

The purpose of this page is to have data security throughout the application. For example, items are defined for multiple companies; items of one company should not be shown in another company. That will be attained through this page.

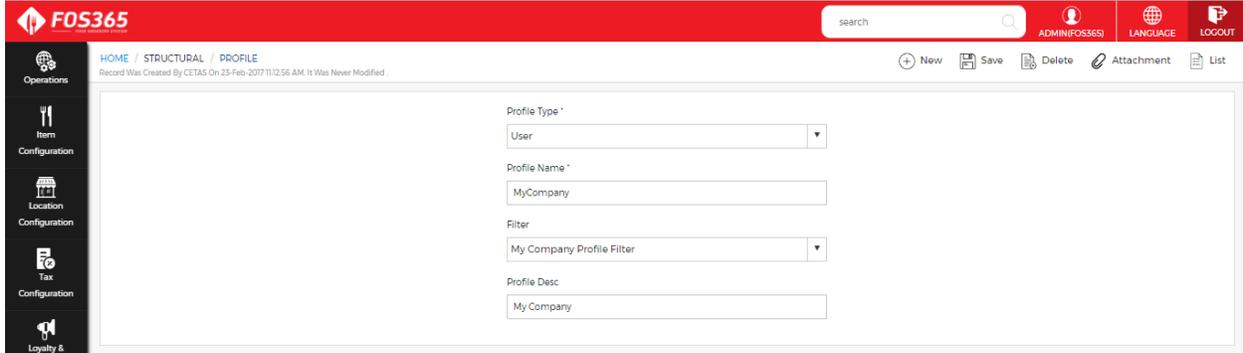


Figure 41 Profile

## Menu

Purpose of menu is to decide which page will be shown under which main menu.

Enter Menu name, Display name (which will be displayed in the application), Menu Type (displayed as link or a menu), Parent (under which main menu this page will be shown)

Menu URL (landing page with the click of page link)

For a menu to be shown under a main menu, that page should be added in menu as shown in the below screen as well as rights should be given to the role in User Authorities Control.

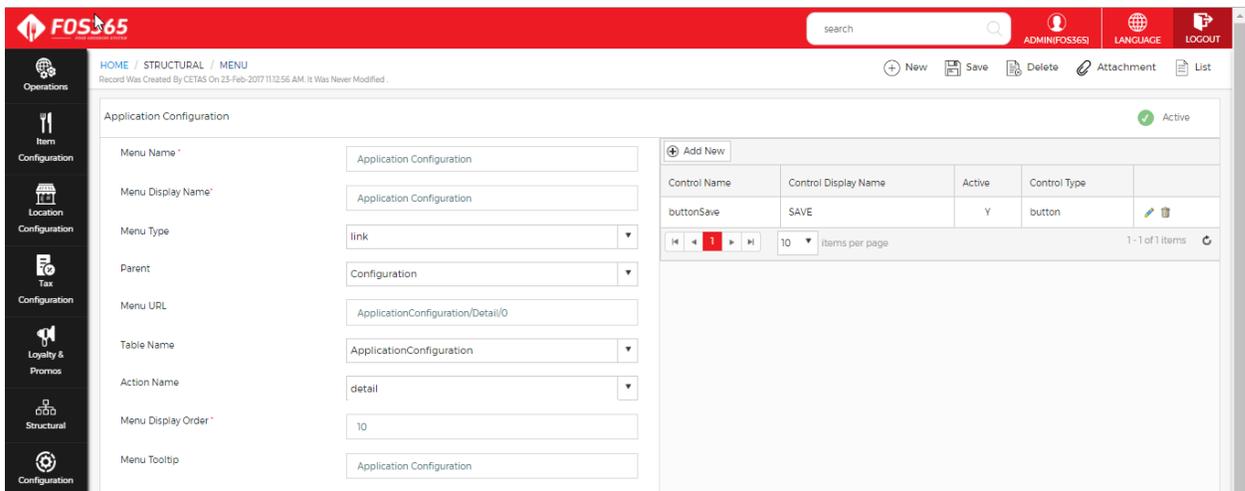


Figure 42 Menu

## Audit

This is the master page to define the Insert, Update & Delete Events for each page.

For example, we define the 'Insert' - event name for 'User Master' in this page

Open Audit in New Mode;

Give a suitable audit name and description, select table name, and action (Insert or Update or Delete) which comes from code master.

Active Check box, by default remains checked i.e. In Active state.

Click Save to Save entry.

After saving this audit this will reflect in audit log, where there is an insert in user master.

The screenshot displays the 'Audit' configuration page in the FOS365 Admin Portal. The page is titled 'HOME / STRUCTURAL / AUDIT' and shows a record created on 23-Feb-2017 11:32:56 AM. The main form contains the following fields:

- Audit Name:** UserMaster Insert Audit
- Audit Desc:** When new records are created in UserMaster audit log will be generated
- Table Name:** UserMaster
- Record Action:** Insert
- Condition:** (Empty)

The 'Active' checkbox is checked. Below the form is a table with the following data:

Fields	Field Condition	Active
UserName		Y
UserEmail		Y
UserMobileNo		Y

The table also shows a pagination control for 10 items per page and 1 - 3 of 3 items.

Figure 43 Audit

## Company

The purpose of this menu is to create a New Company entity. The details of the same is gathered under two sub heads: General, Configurations tabs.

**General:** Open Company Setup in New mode using the Add button at the top right from the List Page or the View Page.

Enter the name, short name, Address of the company; City, State and Country as listed from the Lookup Master.

**Configuration:** In Configuration tab, enter delivery distance threshold, reservation cancel threshold, reservation threshold, max day of reservation.

The page remains Active, as in any other Master page.

Click Save.

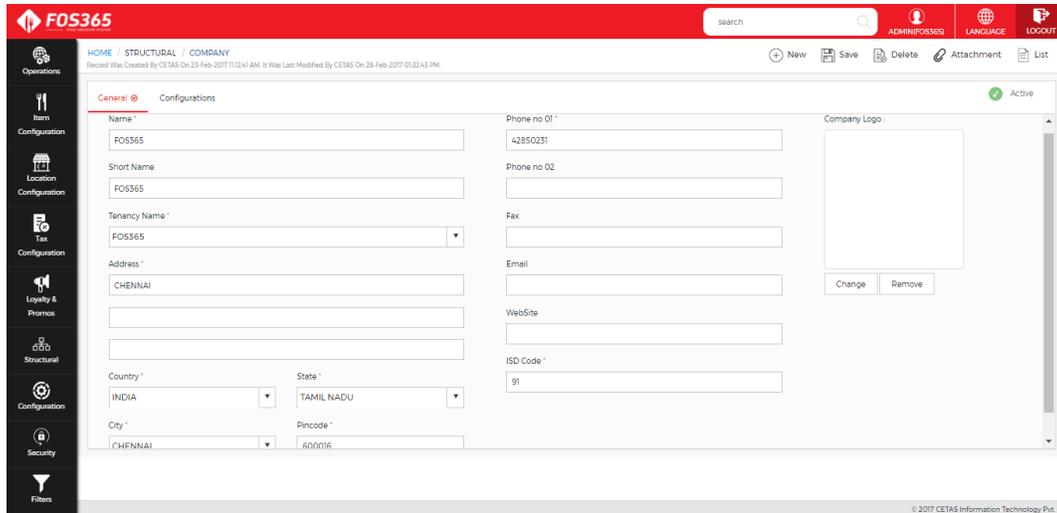


Figure 44 Company - General

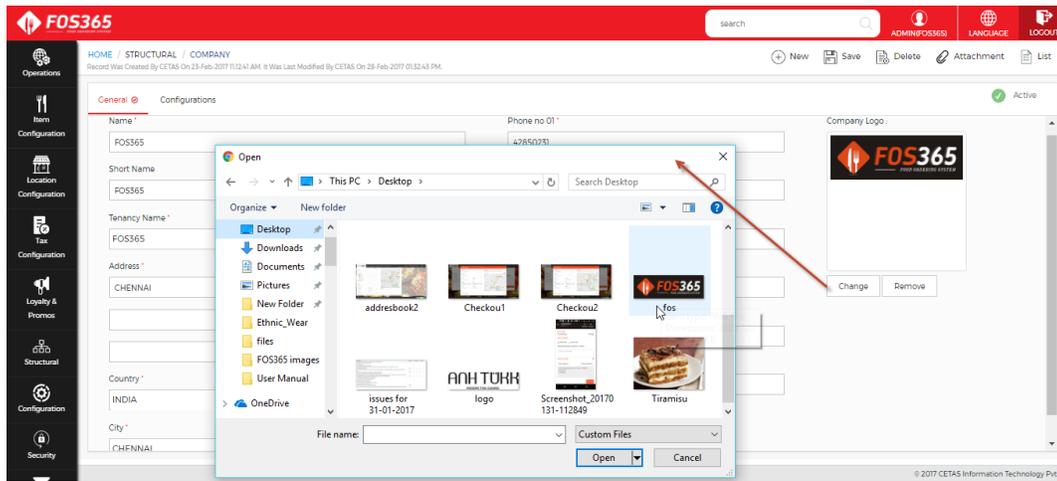


Figure 45 company-insert logo

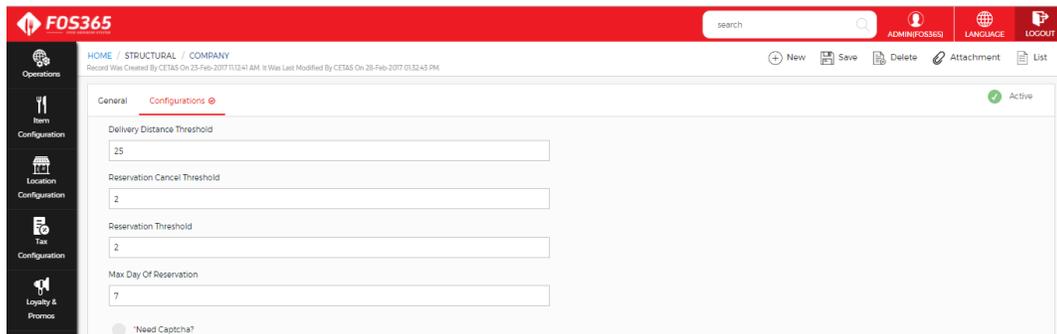


Figure 46 Company Configuration

## Dynamic Field:

Dynamic Fields help in adding additional fields to all other pages.

All the master and transaction pages have the feature of adding additional field in FOS365.

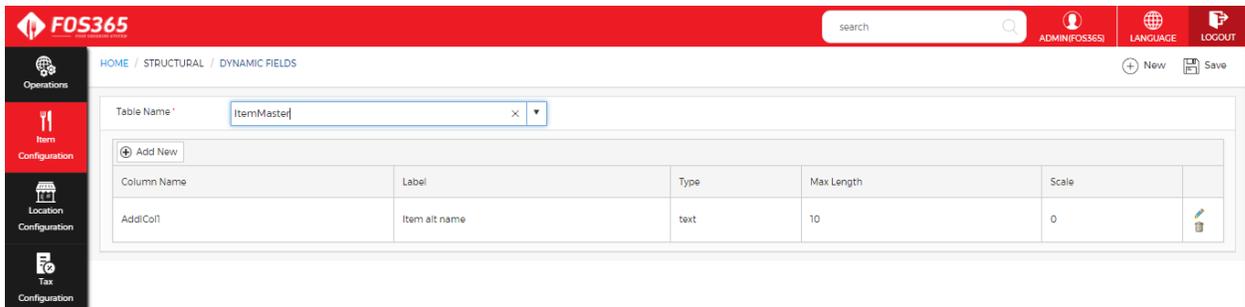


Figure 47 Dynamic field

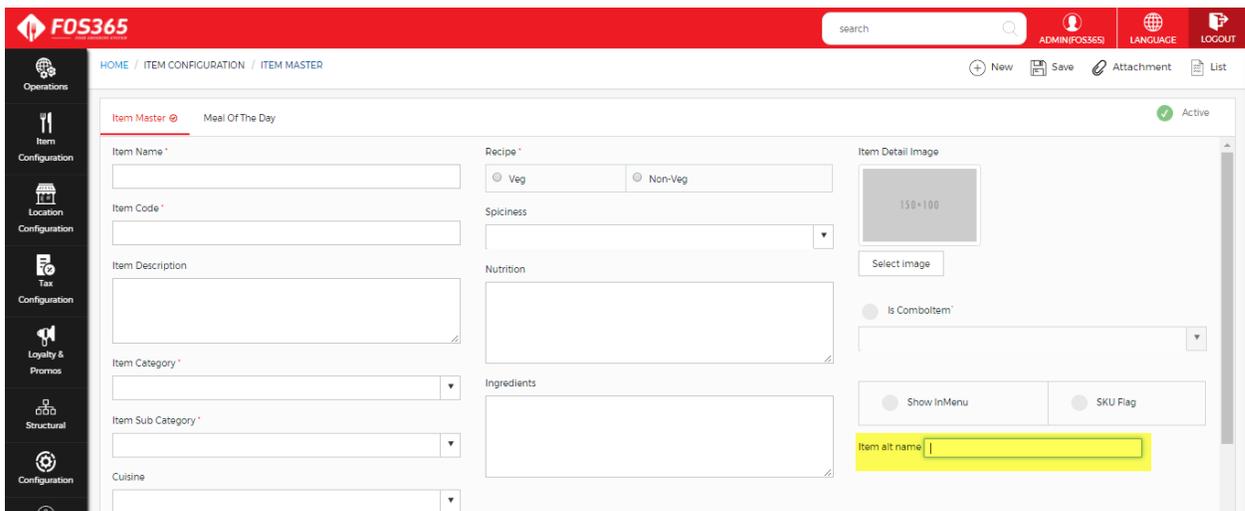


Figure 48 Additional field in item master

## Translation

User can add new languages to the application through this translation page. The language in the translation will be loaded from code master. In code master user need to define the language and lookup Code Short Name should be given correctly.

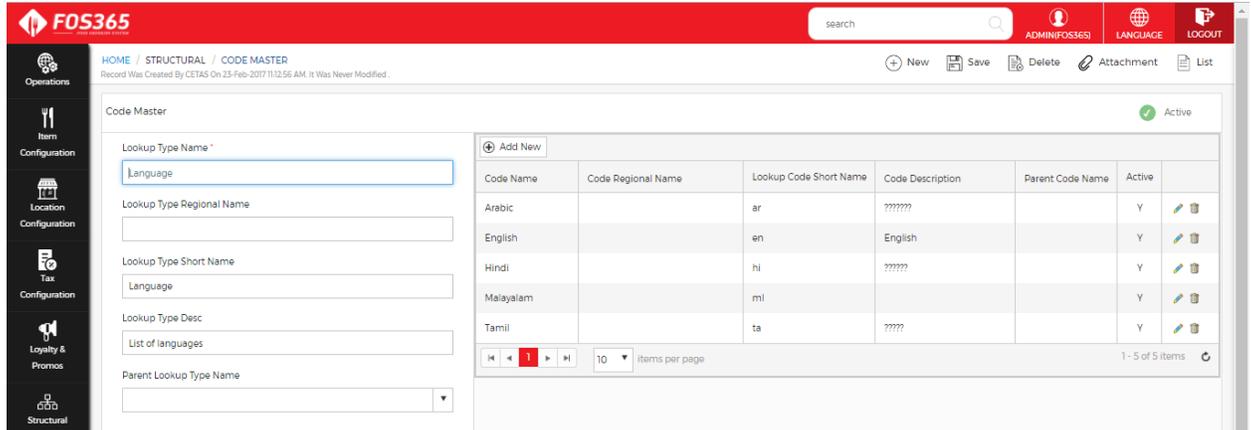


Figure 49 Translate

If a language is used in the application, the translated label names will be shown in the translation page as shown below.

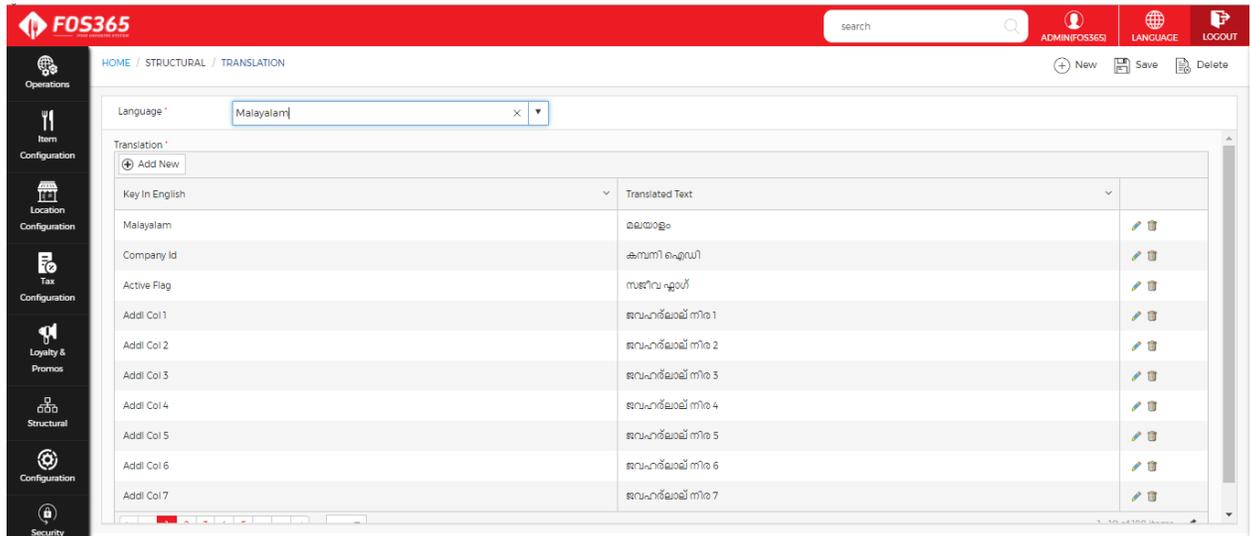


Figure 50 Language Translated

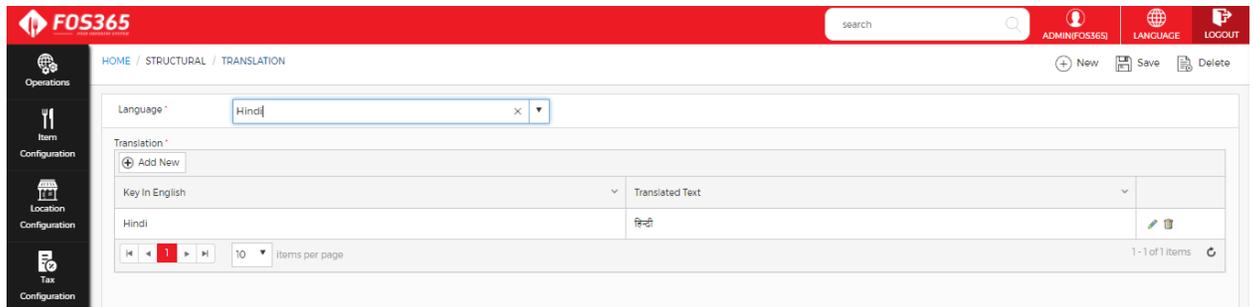


Figure 51 Language not used in the application

## Label

Labels given in each page can be modified using this page.

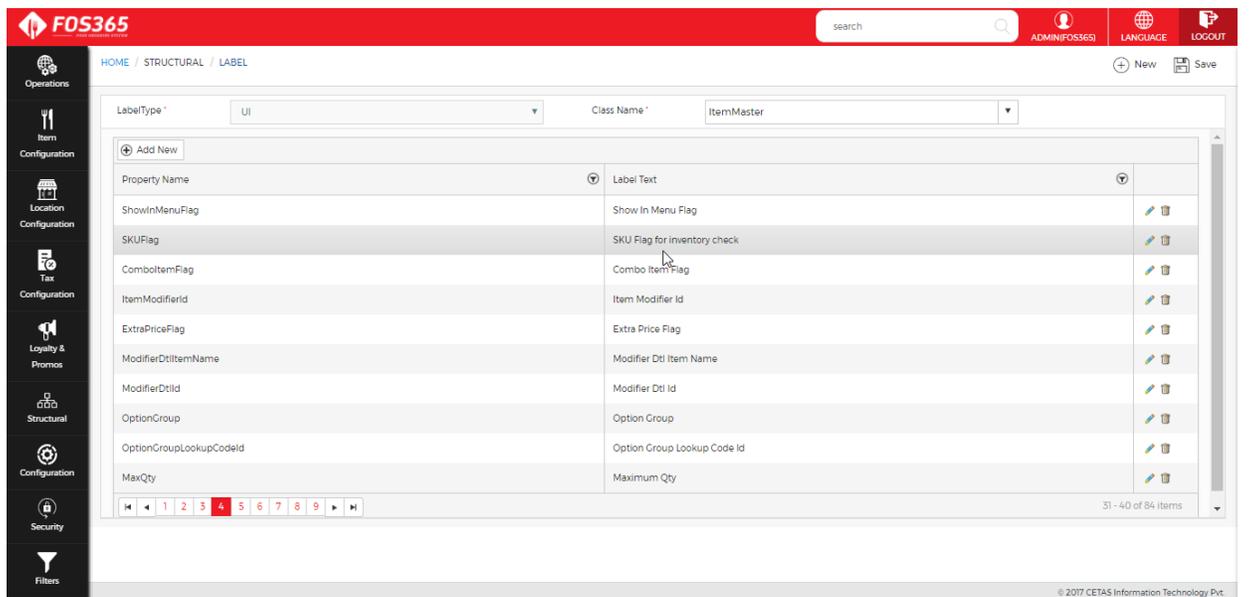


Figure 52 Label

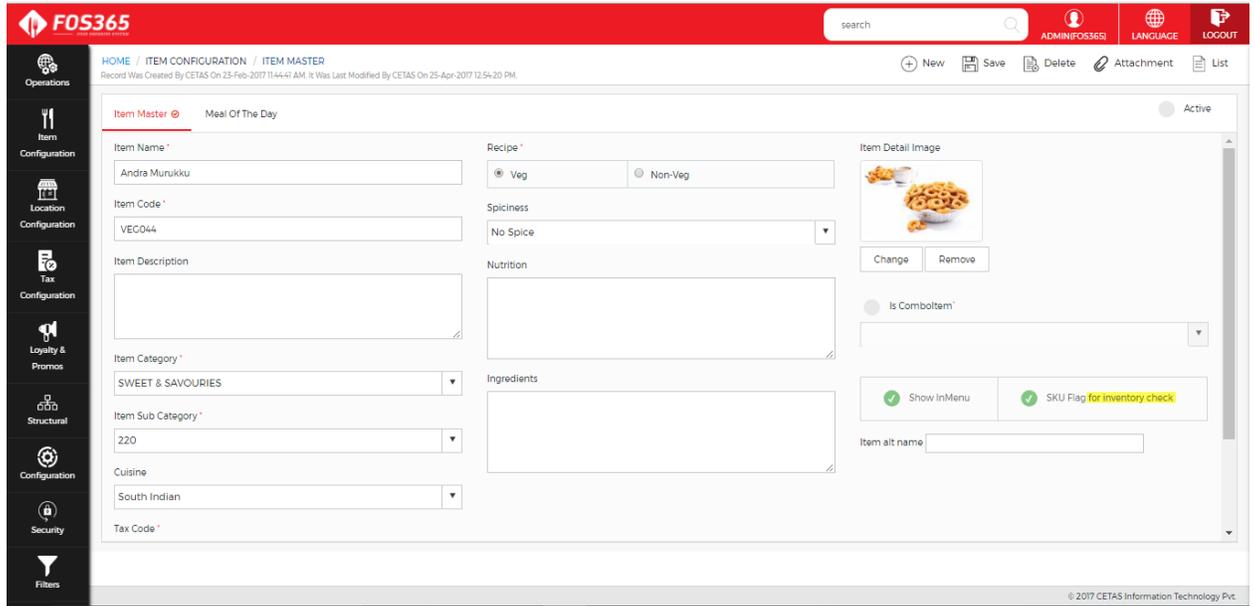


Figure 53 Label change in respective page

## Currency

The Currency master defines the various currency(s) the used in the application.

**Currency Code:** Enter a code. Enter alphabet, number, and special characters.

**Currency Name:** Enter a Currency Name.

**Major:** Name the major portion of the currency.

**Minor:** Name the minor portion of the currency.

**Symbol:** Enter the Symbol of the currency.

**Decimal Place:** Enter a Decimal Place. Only accepts numeric value.

Save details.

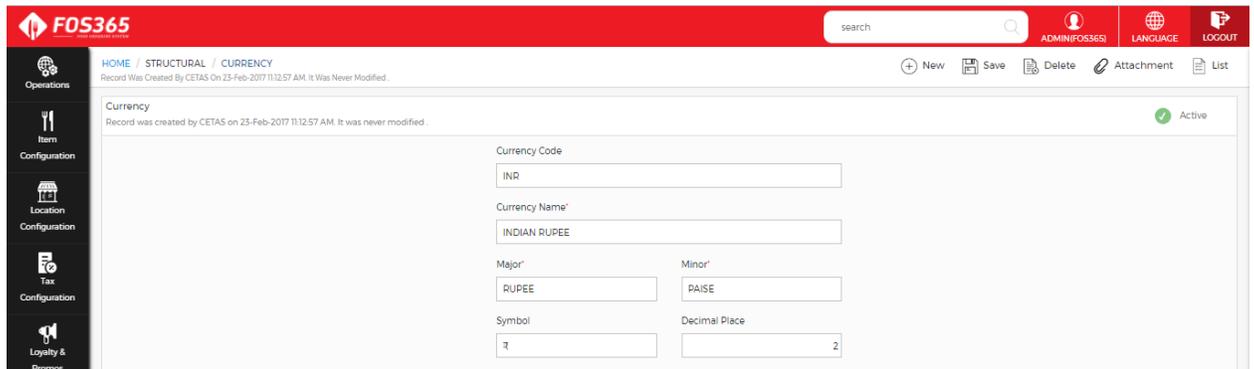


Figure 54 Currency

## Upload

Upload bunch of data with ease, by selecting the correct excel format. Fill the excel given below and upload the excel which can be seen in the respective page.

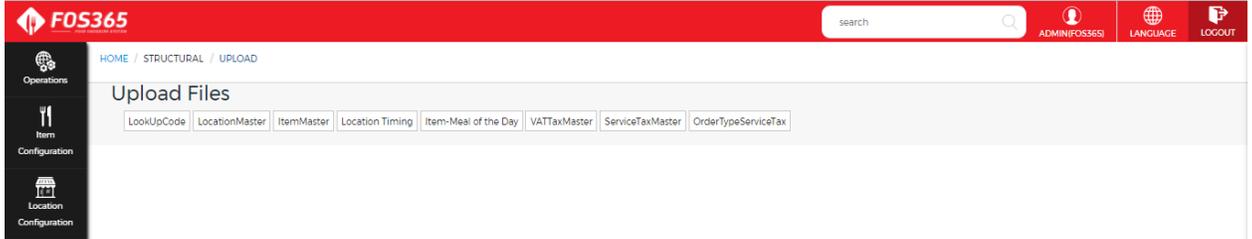


Figure 55 Upload

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	ItemCode	ItemName	Category	SubCategory	VitA	Nutriti	Ingredients	Cuisine	TaxCode	Spicine	ItemDescription	ActiveFl		
1	ITM001	Non Veg Lemon Coriander Thick Soup -	Soup	Soup	V			Chinese	No VAT	Mild		Y		
2	ITM002	Non Veg Lemon Coriander Thick Soup -Prawn	Soup	Soup	V			Chinese	No VAT	Mild		Y		
3	ITM003	Non Veg Lemon Coriander Thick Soup -Mixed	Soup	Soup	V			Chinese	No VAT	Mild		Y		
4	ITM004	Veg Sweet Corn Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
5	ITM005	Veg Clear Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
6	ITM006	Veg Noodle Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
7	ITM007	Veg Hot and Sour Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
8	ITM008	Veg Manchow Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
9	ITM009	Veg Lemon Coriander Thick Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
10	ITM010	Veg Lemon Pepper Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
11	ITM011	Veg Four Treasure Soup	Soup	Soup	V			Chinese	No VAT	Mild		Y		
12	ITM012	Chicken Sweet Corn Soup	Soup	Soup	N			Chinese	No VAT	Mild		Y		
13	ITM013	Chicken Clear Soup	Soup	Soup	N			Chinese	No VAT	Mild		Y		
14	ITM014	Non Veg Noodle Soup -Chicken	Soup	Soup	N			Chinese	No VAT	Mild		Y		
15	ITM015	Non Veg Noodle Soup -Prawn	Soup	Soup	N			Chinese	No VAT	Mild		Y		

Figure 56 Master excel for Item master

Once excel is saved with data, in this example bunch of items it can be uploaded in the item master in Upload files page. For items to get properly uploaded data given should be correct or else message will be shown to the user. If data saved in excel is correct, record will be saved to item master.

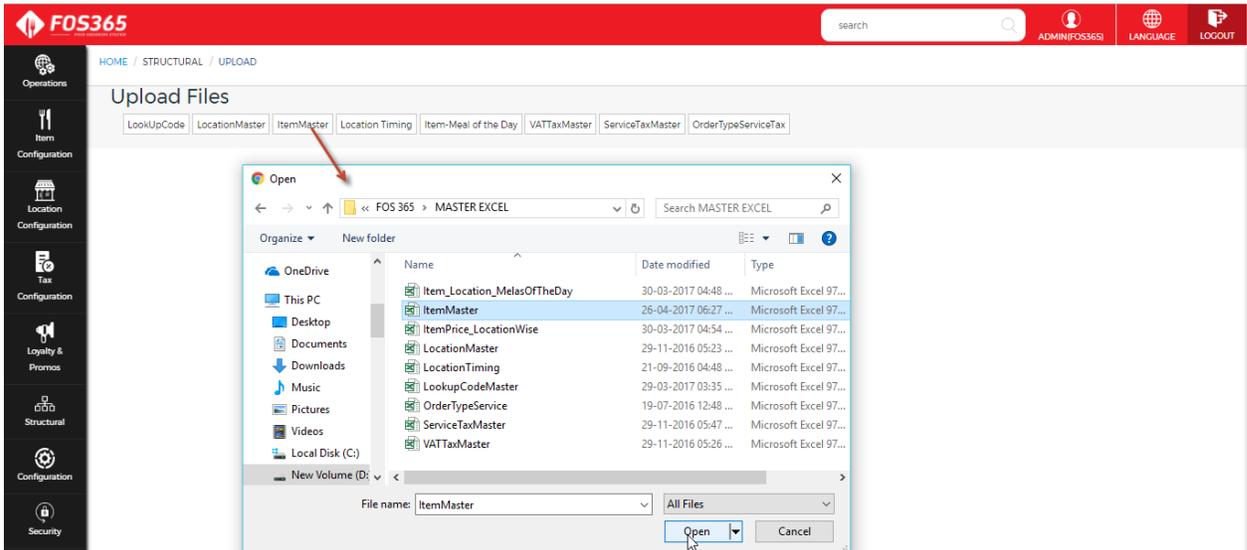


Figure 57 Item Upload

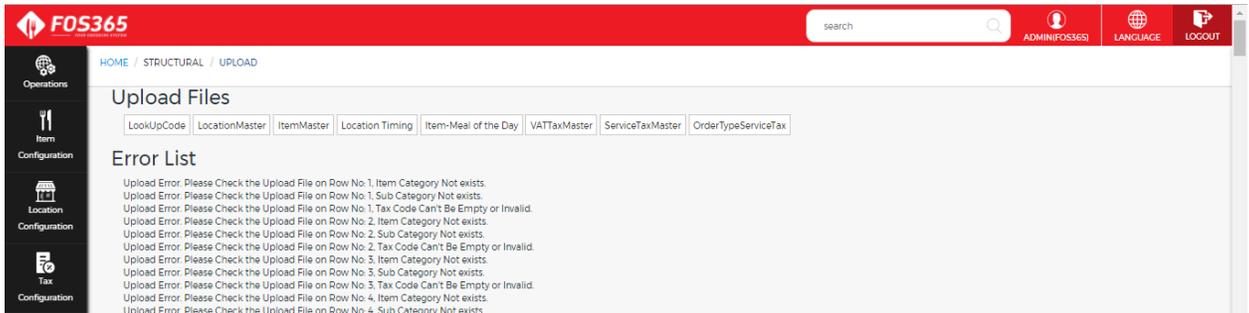


Figure 58 Alert for Wrong data

**NOTE**

Records can be inserted individually in all master pages; New will render a new page with empty fields, after entering values click Save to get the record saved. If multiple records are there to insert Upload can also be used.

**6. 3. Item Configuration**

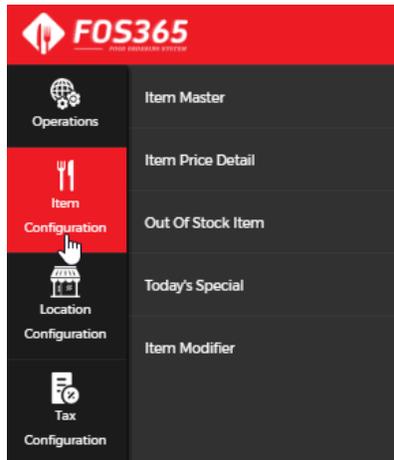


Figure 59 Item Configuration Module

**Item Master**

Item Master: Master to define items for a location. Enter item name, code, category, sub category, tax, and recipe in item master.

In meal of the day, check the location where this item will be available.

Tax code: The group will be defined in the code master, this code will be used in VAT Tax to define the percentage of tax and the same is called in the item master. Based on the tax given in the VAT Tax the value will be calculated.

Click New for a fresh page and key in mandatory fields and click save to create a new record.

Default item: In the grid of the user master select the Raw material and then enter the serving size and UOM. This will be shown as default items for the selected combo as shown in the figure:



Figure 60 Default item

[NOTE: In Item is combo is selected: in the grid need to select it as dish to show the default item. For individual items if the quantity need to be shown then select raw material.]

From the list page, click item name to edit a record.

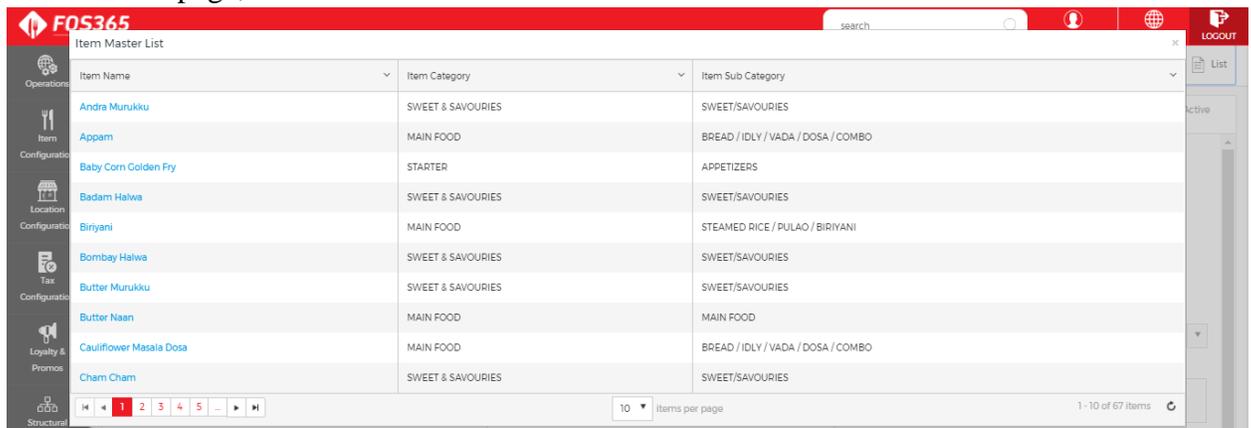


Figure 61 Item master - List page

Shown below is the detail page of item master.

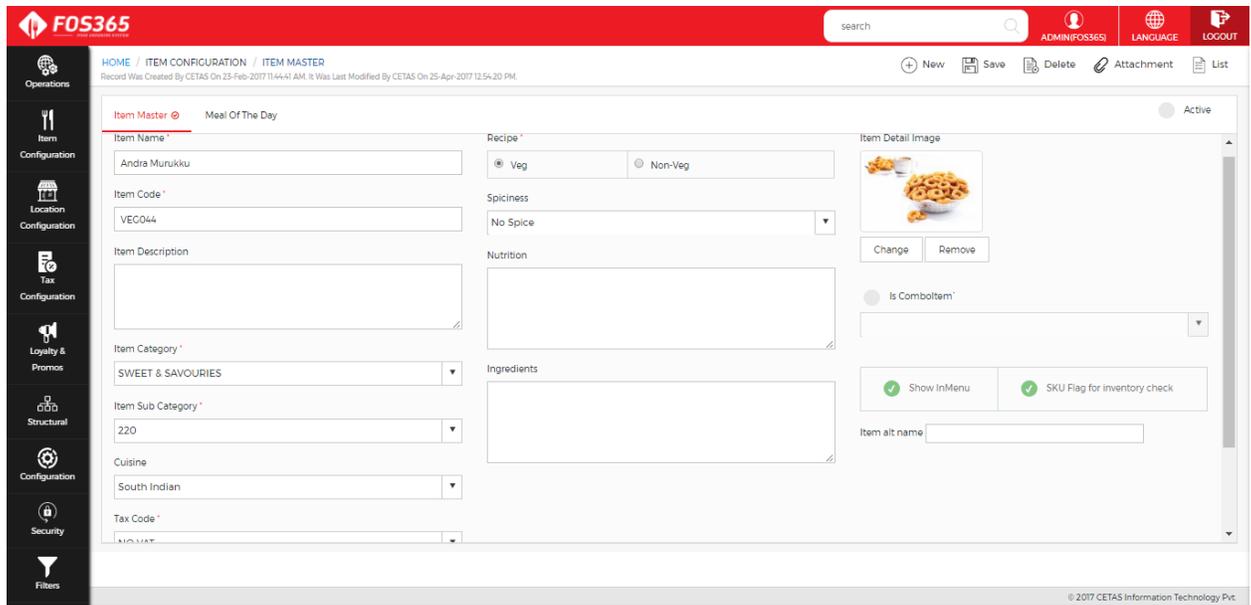


Figure 62 Item Master

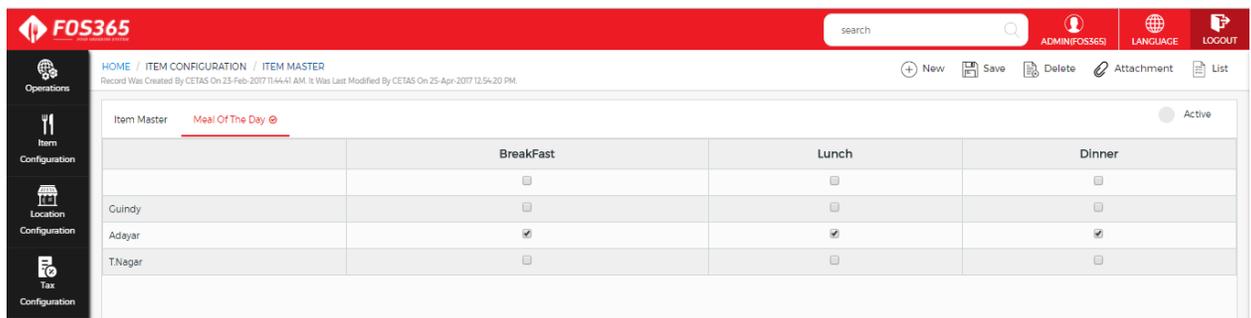


Figure 63 Item master - Meal of the Day

## Item Price Detail

Search by location, the value will show the saved locations

Search by item, the value will show the saved items.

If the search by is selected with item, all the items will be shown in the value dropdown.

 click on this edit button to edit the record in the grid, end date and display order fields alone can be modified in item price detail.

If a new line is added for the same item, end date will be automatically updated and this record will be inactive.

Tax will be calculated in customer portal only if the VAT applicable is checked. If Tax included is checked then the price of each item is inclusive of tax.

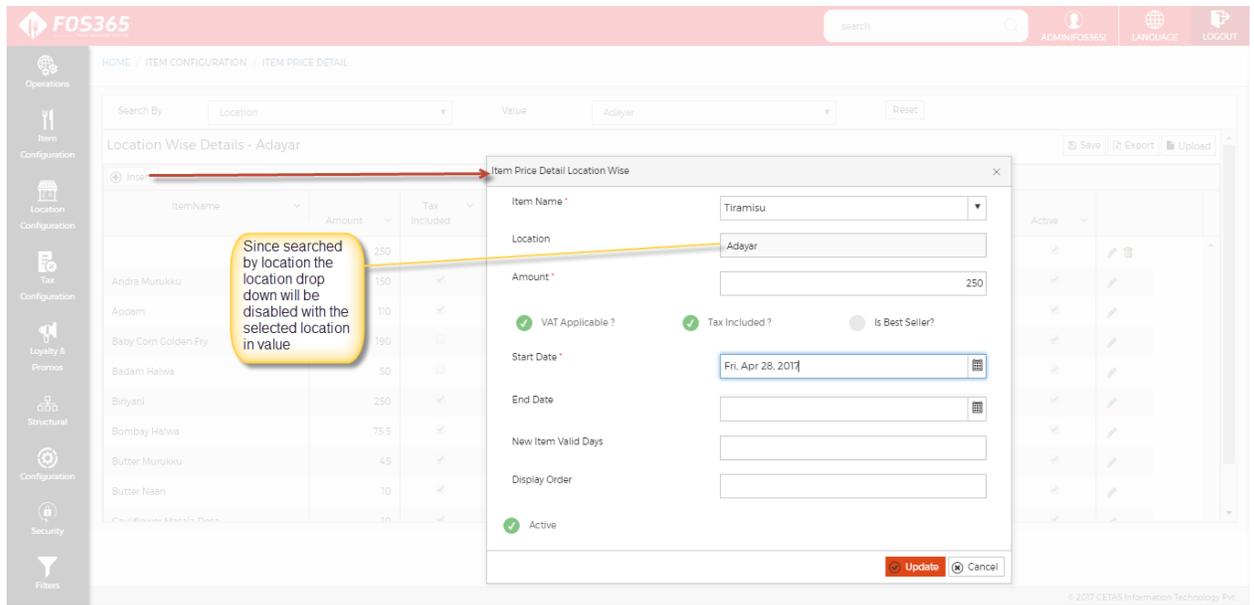


Figure 64 Item price detail- search by location

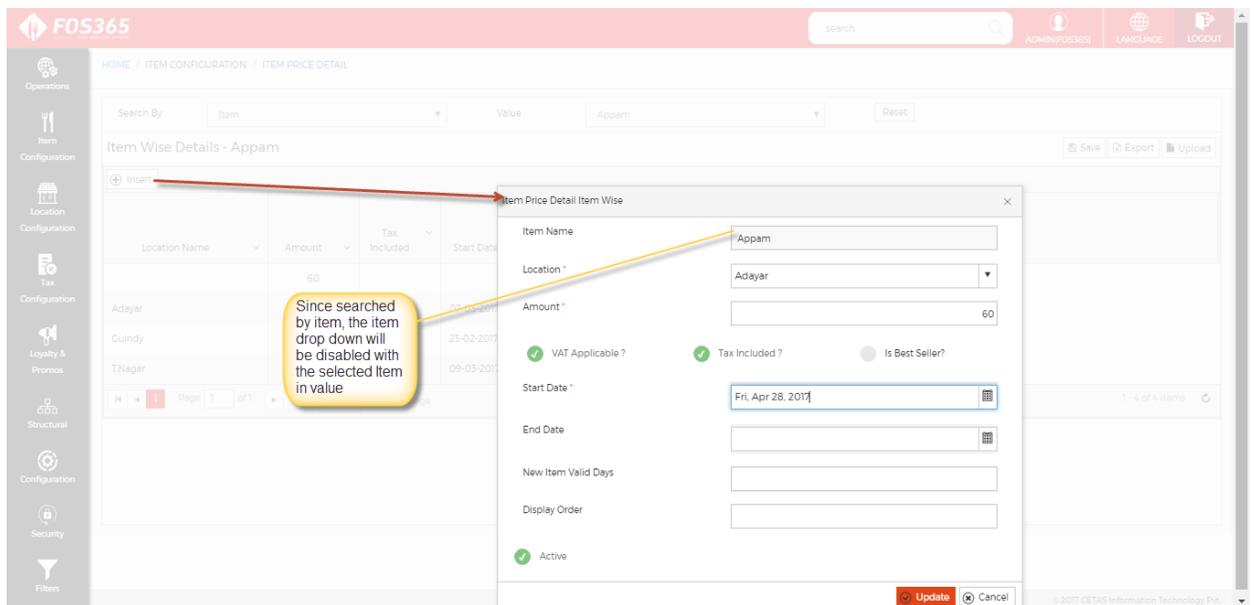


Figure 65 Item price detail- Search by item

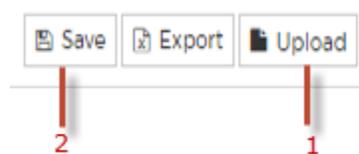


Figure 66 Item price detail

1 Upload: Enter master excel and upload the same here in the item price detail. All the columns shown in the excel are mandatory fields, all the columns should have value.

	A	B	C	D	E	F	G	H	I	J
1	ItemName	LocationName	TaxIncludFlag	Amount	EffStartDate	EffEndDate	NewItemValidDays	BestSellerFlag	VATApplicable	DisplayOrder
2	Non Veg Lemon Coriander Thick Soup -Chicken	Chowman-Ballygunge	Y	152	30-03-2017		30	Y	Y	0
3	Non Veg Lemon Coriander Thick Soup -Prawn	Chowman-Ballygunge	Y	162	30-03-2017		30	Y	Y	0
4	Non Veg Lemon Coriander Thick Soup -Mixed	Chowman-Ballygunge	Y	177	30-03-2017		30	Y	Y	0
5	Veg Sweet Corn Soup	Chowman-Ballygunge	Y	137	30-03-2017		30	Y	Y	0
6	Veg Clear Soup	Chowman-Ballygunge	Y	137	30-03-2017		30	Y	Y	0
7	Veg Noodle Soup	Chowman-Ballygunge	Y	142	30-03-2017		30	Y	Y	0
8	Veg Hot and Sour Soup	Chowman-Ballygunge	Y	142	30-03-2017		30	Y	Y	0

Figure 67 Master excel for Item price detail

2 Save: If the values are available in the master pages, (items already saved in item master, and location already defined). The price will be uploaded and click save.

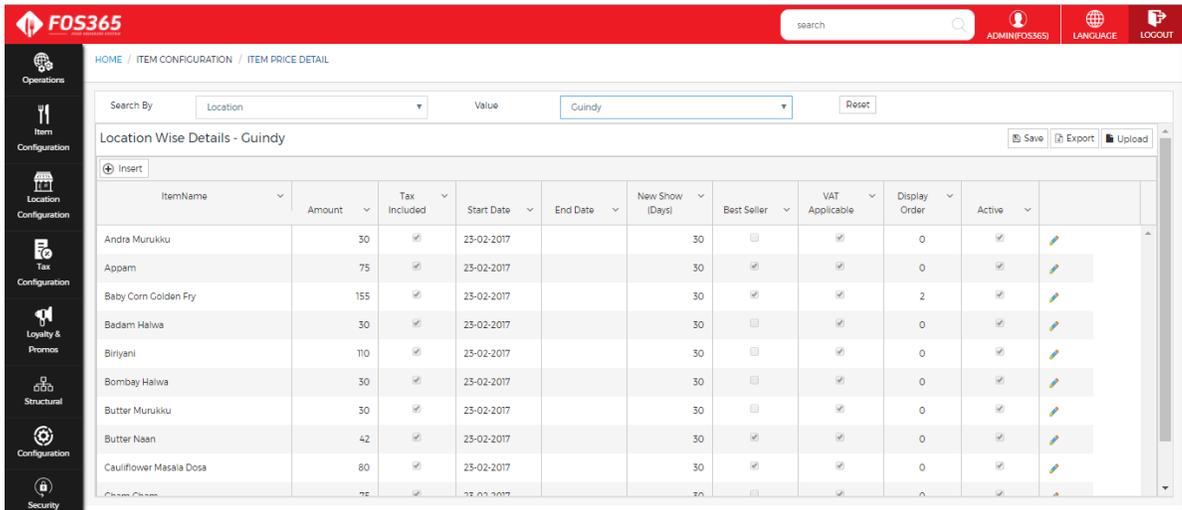


Figure 68 Item price detail after upload and save

## Out of Stock

Select the effective date, item name to specify the item is out of stock for a given location and time. After selecting, the above said fields click Block to confirm the items are out of stock. Items can be blocked for all the locations or time or to selective location, by clicking partial.

If they are available in the later point of time then click Remove.

If the items are blocked those will not be shown to the customer to order.

If the restriction is removed then the items will be shown.

In the below figure60 Item ‘Appam’ is blocked for the location Adayar, for breakfast, lunch, and dinner. Subsequent figure61 does not show the blocked item in adayar location, and figure62 shows the item because the selected location is Guindy.

List page of Out of stock item:

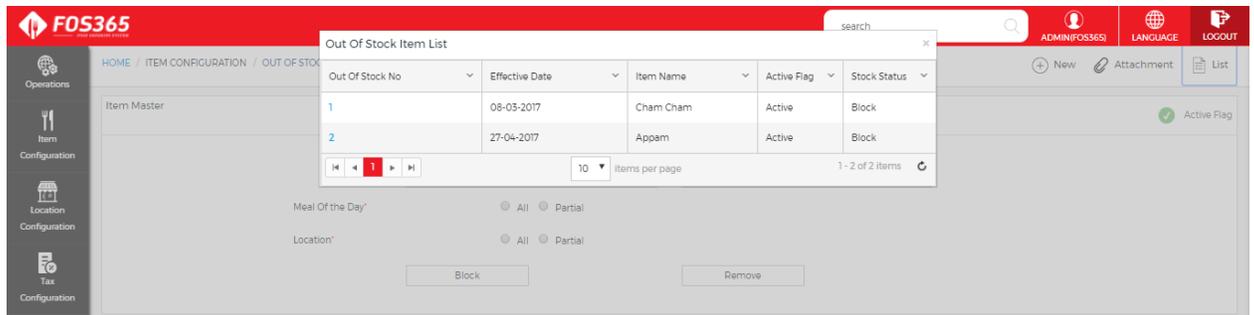


Figure 69 List Page-Out of stock item

Detail page of Out of stock item:

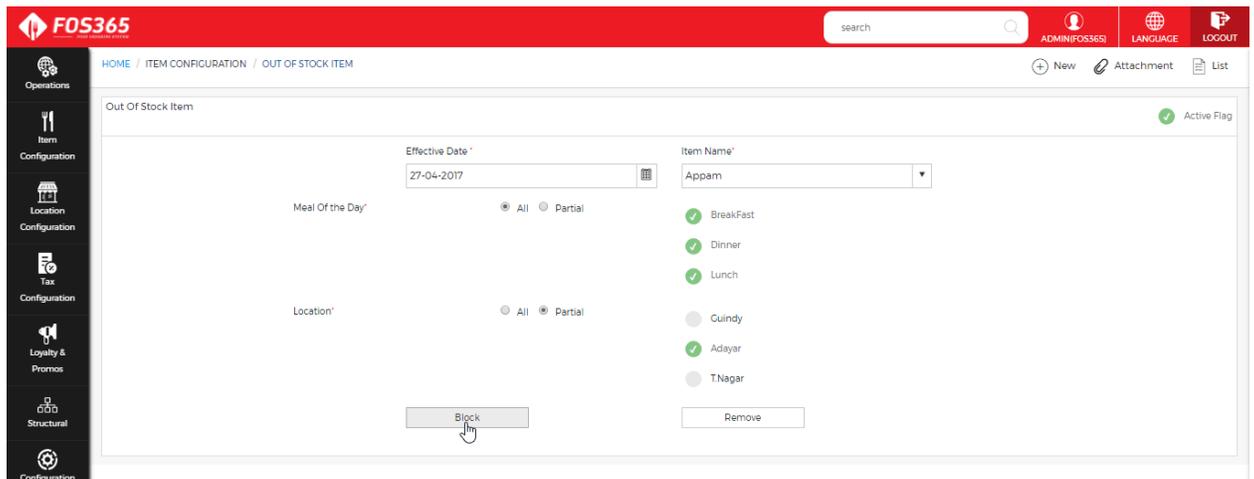


Figure 70 Out of stock

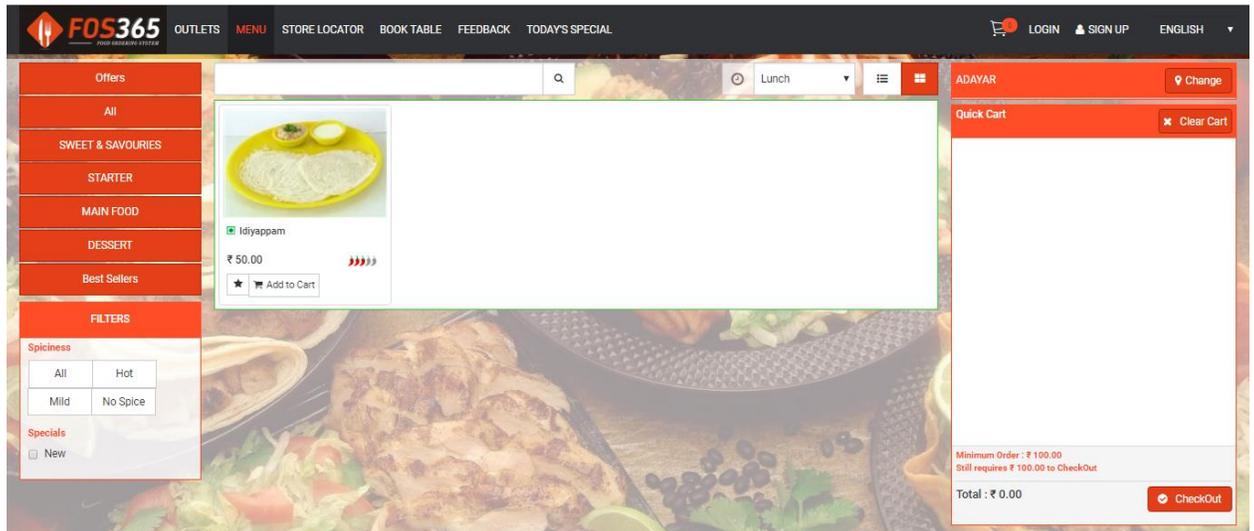


Figure 71 Item Appam not available in Adayar.

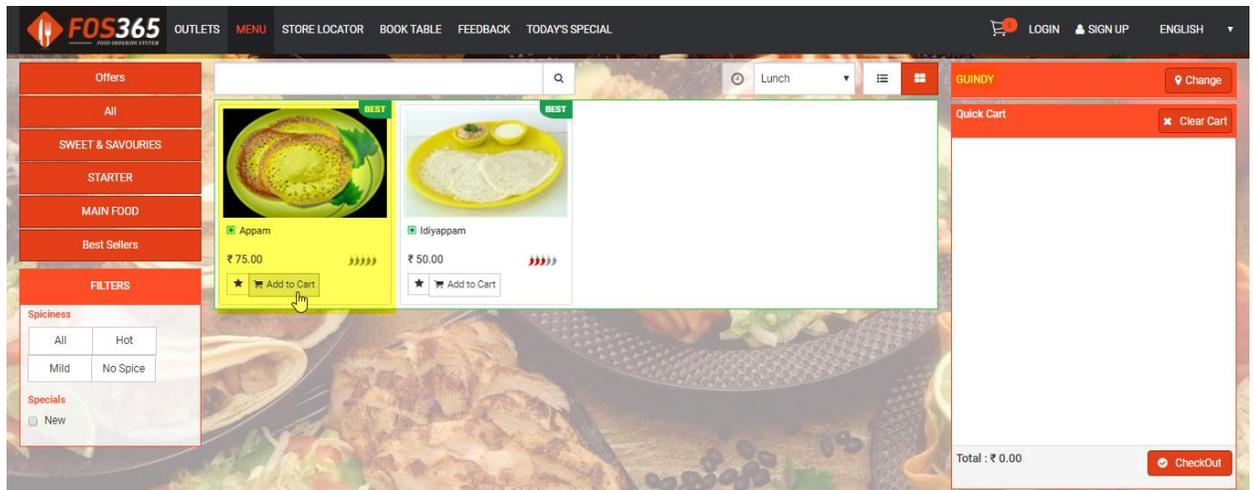


Figure 72 Item Appam available in Guindy Location

### Today's Special

Special for the day for the selected location. To show an item as special in the customer portal, either select location in search by, or item in search by.

If location is selected then the value will be the locations saved.

If the item is selected then value will show the active items saved in the item master.

In Application configuration by default the menu will be hidden if the today's special page have value defined/saved, this menu will be shown in the customer portal

Configuration Key	Value	Description
IsMenuImageEnabled	TRUE	IsMenuImageEnabled=true will show images in Browse Menu. By default this feature will be enabled.
IsTodaysSpiEnabled	FALSE	IsMenuImageEnabled=true will show Todays Special Menu. By default this feature will be disabled.
IsBookTableEnabled	FALSE	IsBookTableEnabled=true will show Book Table Menu. By default this feature will be disabled.
ShowFilterInMenu	FALSE	ShowFilterInMenu=true will show Filter in Menu Page. By default this feature will be disabled.

Figure 73 Application configuration - todays special

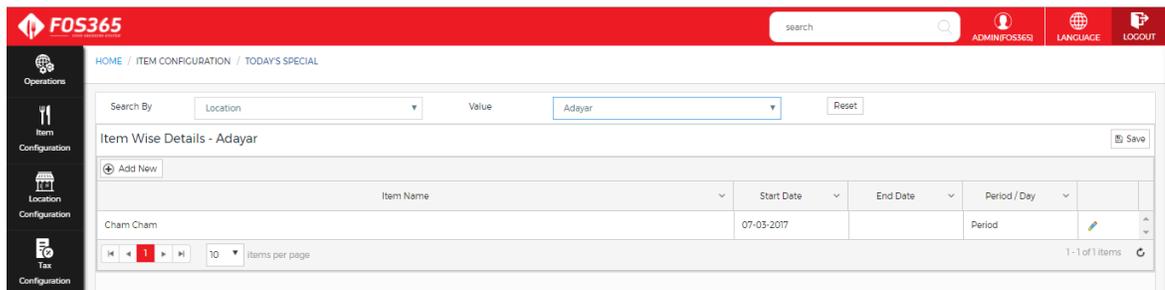


Figure 74 Today's Special

In the Grid: Click Add New, select Item, location will be automatically shown what is selected in the search by and the field will be disabled.

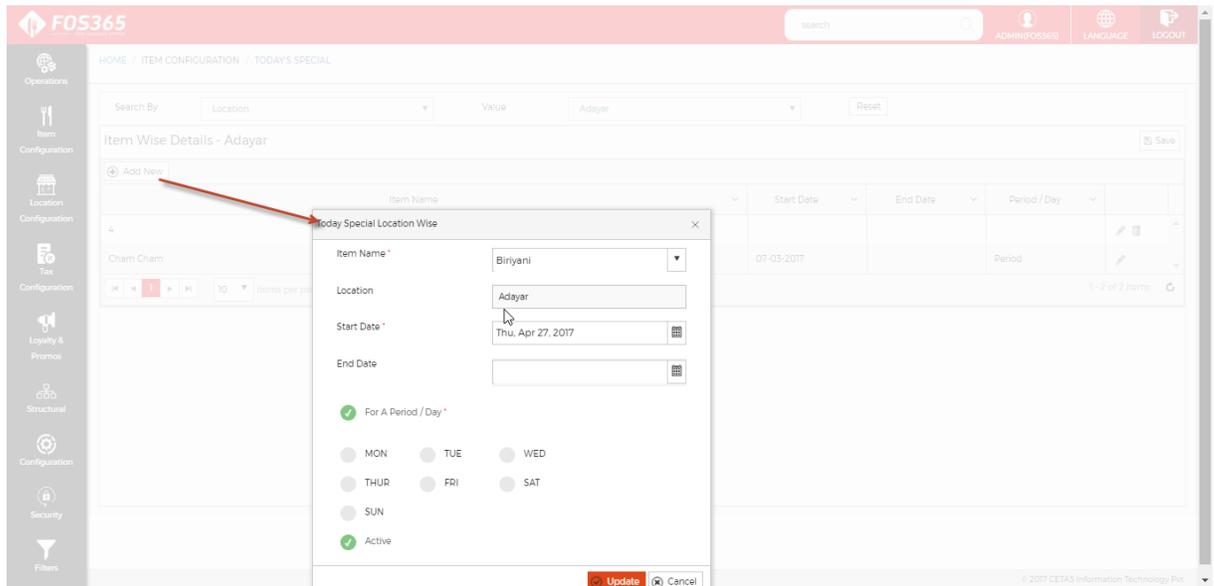


Figure 75 Item price detail- search by location

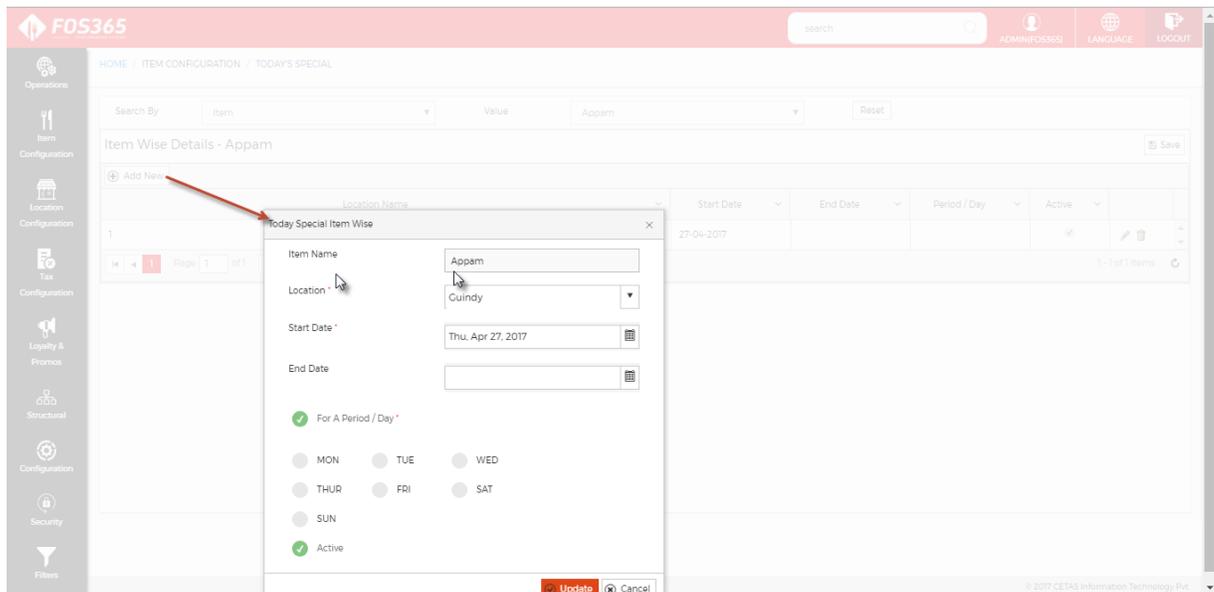


Figure 76 Item price detail- search by Item

## Item Modifier

Modifier: Optional/Complimentary item(s) offered for a main item. Modifiers will not be charged separately. If roti is selected, choices of roties like Naan, kulcha, rumali roti etc. can be added as modifiers

OR for a main dish Naan, modifiers could be Paneer butter masala, or Gobi Manjuria gravy or Bindi masala.

For the same cost of the main item, customer can take away complementary items.

Add-ons: additional item with a cost to it. If add-on is added along with, a main item the total cost will added with the cost of the add-on.

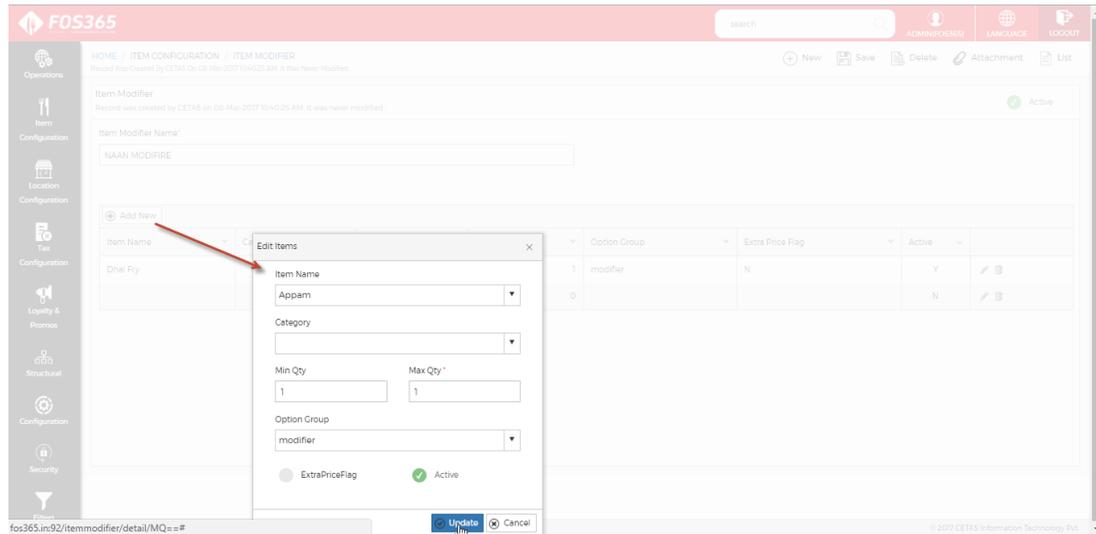


Figure 77 Item Modifier

When the extra price flag is selected, that item will be costed while adding to cart.

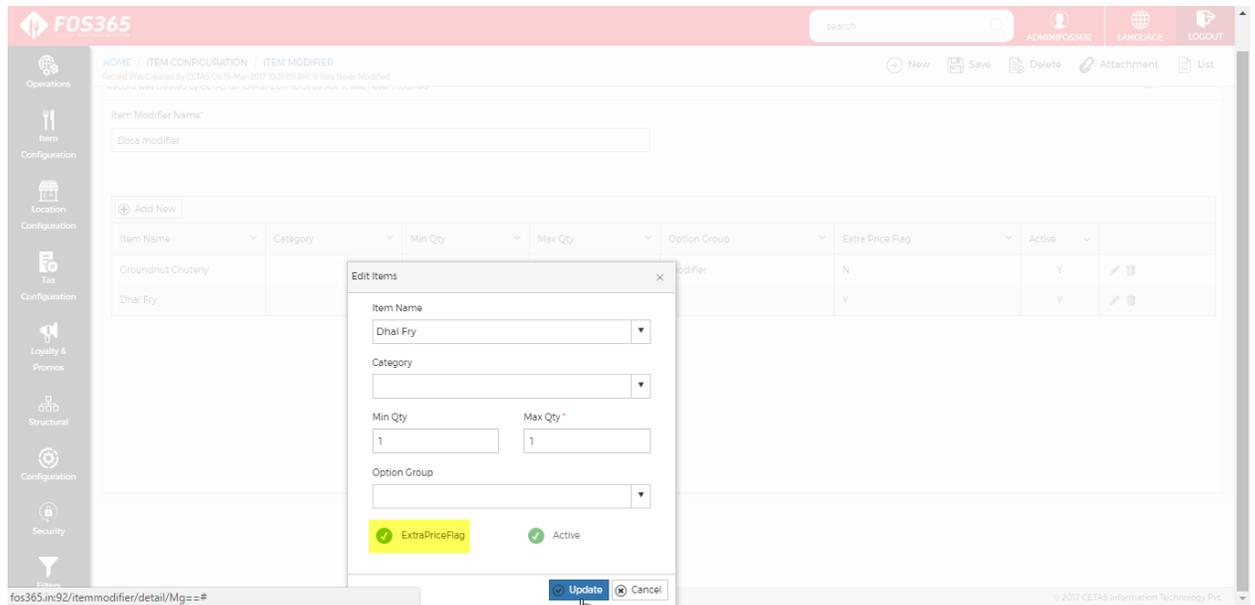


Figure 78 Add-ons

## 6. 4. Location configuration



Figure 79 Location Configuration

### Location

The restaurant location is defined in this page. Location details are captured in Four tabs: General, Communication, Configuration, Delivery distance details.

In General tab, the mandatory fields are Location's code, name, address, city and currency. The address in the location general tab is the pickup location or pickup address for a home delivery or for a take away facility.

Google Maps Co ordinates will show the exact spot of the location based on the address provided.

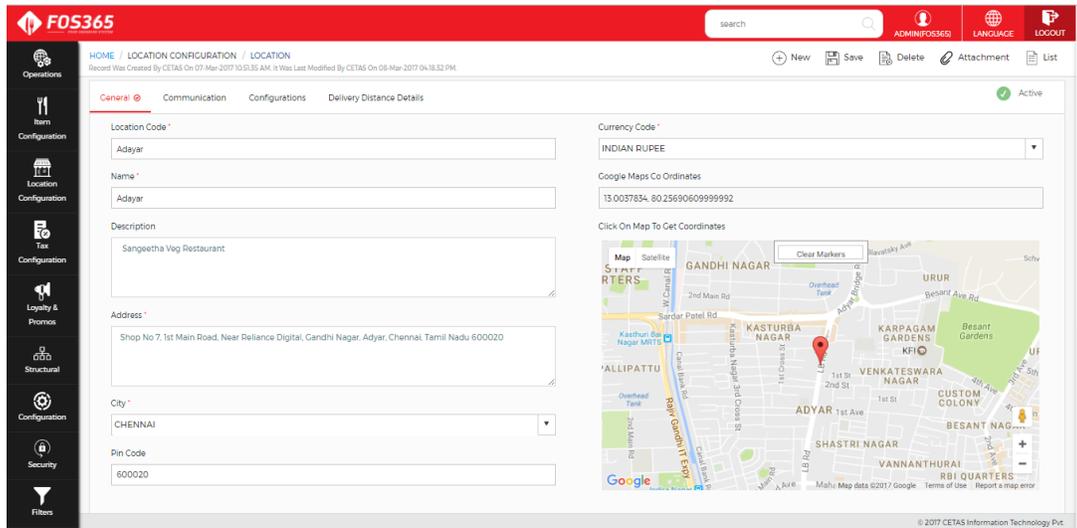


Figure 80 Location - General

Communication tab: It deals with contact details like mobile no; of home phone number.

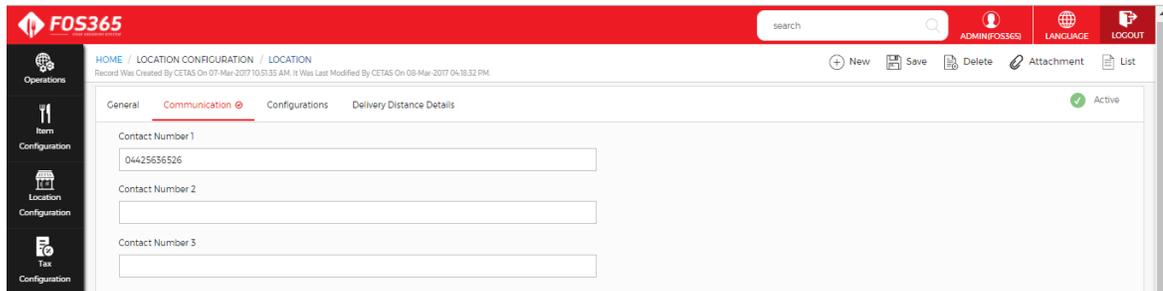


Figure 81 Location – Communication

Configuration: Set up a basic configuration for the location like what all facilities are provided. store over all timings, if home delivery is selected what is the delivery time and distance threshold, if take away is selected then what will be the waiting time?

whether the location has Tax applicable or not are defined here, based on this VAT and service tax will be calculated in the customer portal.

The outlet facilities selected here will be displayed in the customer portal. If dine-in or reservation is not selected here, book table function will not be available for this location.

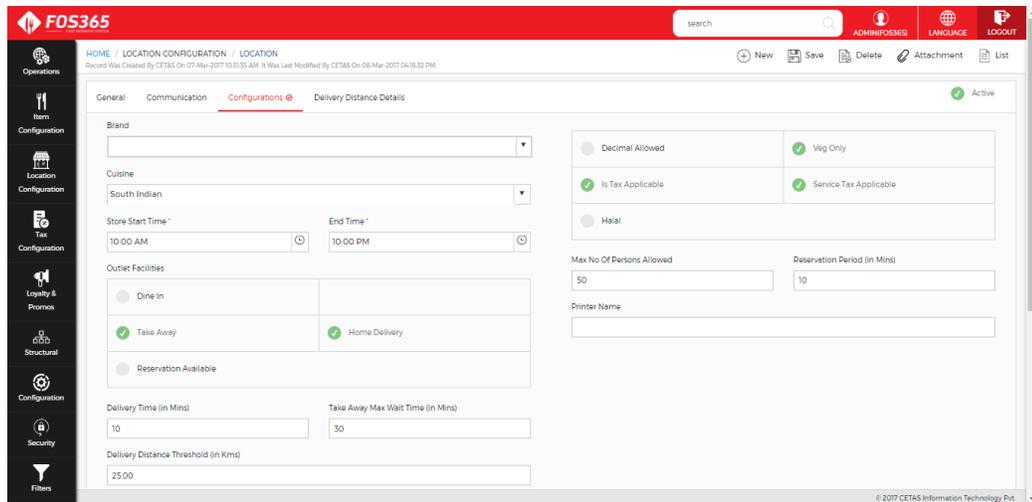


Figure 82 Location - Configuration

Delivery distance Details: delivery distance details will capture the order value, distance, charge type, charge value, and service and packing charges in %. By default the record will be active.

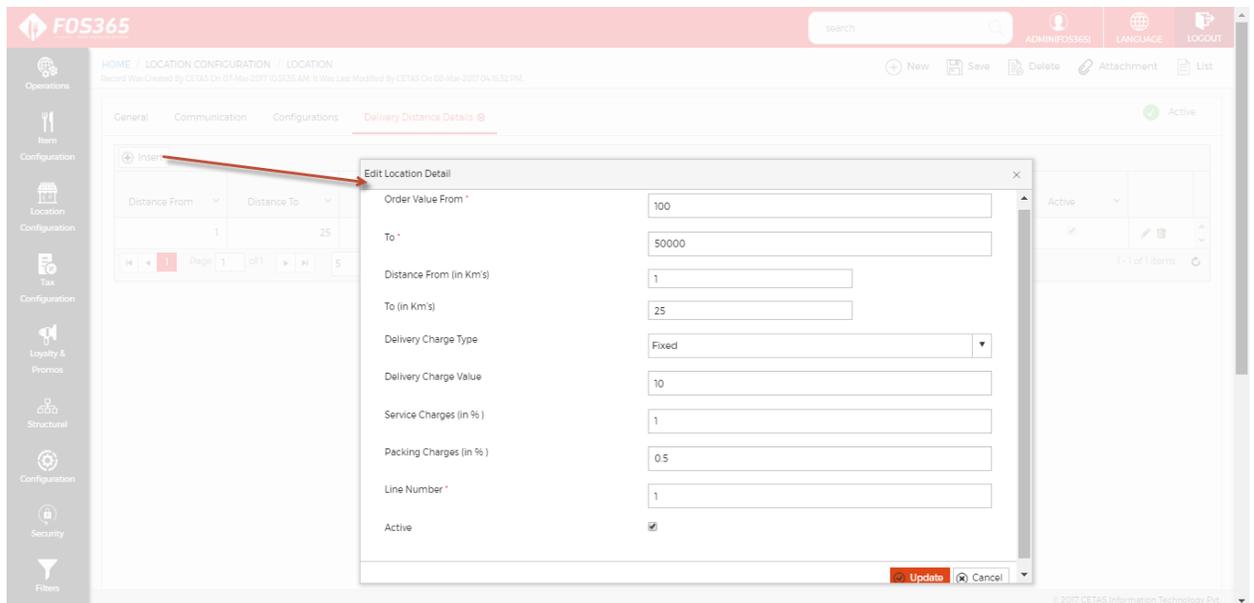


Figure 83 Location - Delivery Distance Details

## Location timing

Location will have the overall time of the (start and end time) the location defined. E.g. Adayar location will start working by 9.00 AM in the morning and close @ 10.00 PM. Location timing will define the timing of meal of the day (Breakfast, Lunch, Dinner).

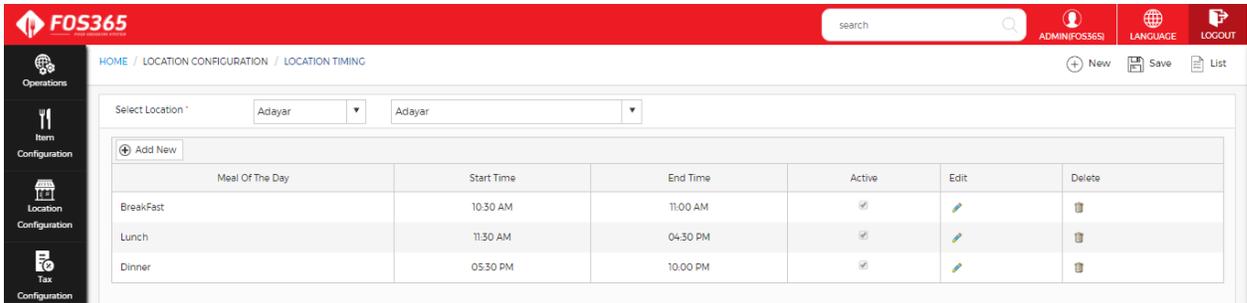


Figure 84 Location Timing

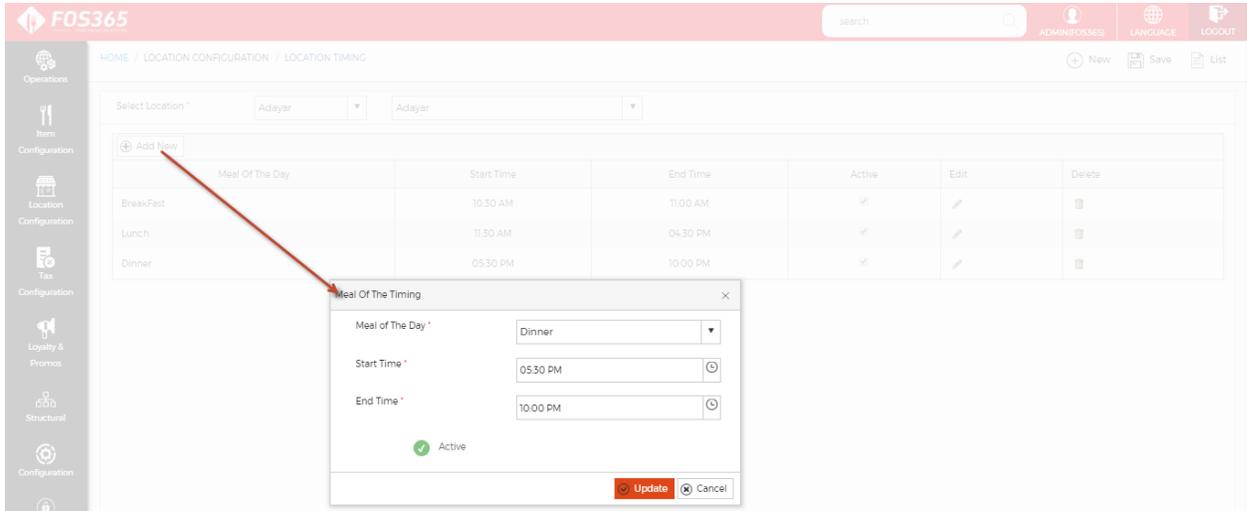


Figure 85 Location timing- Add to grid

## Brand

Brand of Food in market, for the branded materials used need to be defined here in brand.

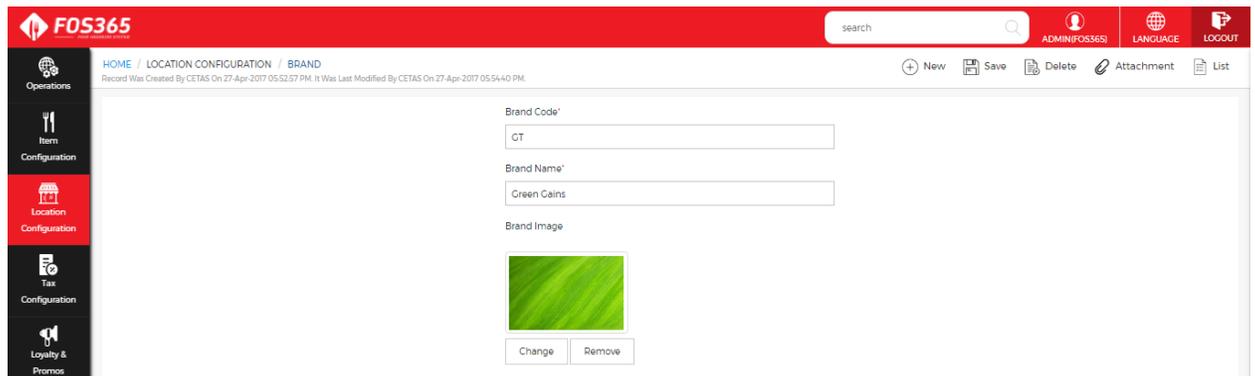


Figure 86 Brand

## 6.5. Tax Configuration

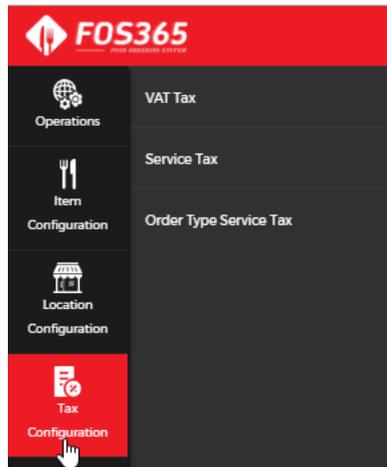


Figure 87 Tax Configuration

### VAT Tax

Value Added Tax for the item. The VAT tax code should be defined in the code master. Once the code is defined percentage of tax will be defined in the VAT Tax under Tax configuration menu. This code will be used in item master's tax code field, based on the percentage given in the below shown image, tax value will be calculated for item while checkout.

 A screenshot of the FOS365 Admin Portal showing the VAT Tax configuration form. The form is located in the main content area and contains several fields:
 

- State Name: A dropdown menu with 'TAMIL NADU' selected.
- VAT Group: A dropdown menu with 'Cooked food' selected.
- VAT %: A text input field containing '2.000'.
- VAT Code: A text input field containing 'TN VAT 2%'.
- Effective Date: A date picker field showing '01-01-2015'.

 The form is titled 'HOME / TAX CONFIGURATION / VAT TAX' and includes a search bar, user information (ADMIN/FOS365), language selection, and a logout button. There are also buttons for '+ New', 'Delete', 'Attachment', and 'List' at the top right of the form area.

Figure 88 VAT Tax

### Service Tax

The Service tax code should be defined in the code master. Once the code is defined percentage of tax will be defined in the Service Tax under Tax configuration menu. This will get applicable when the customer makes order.

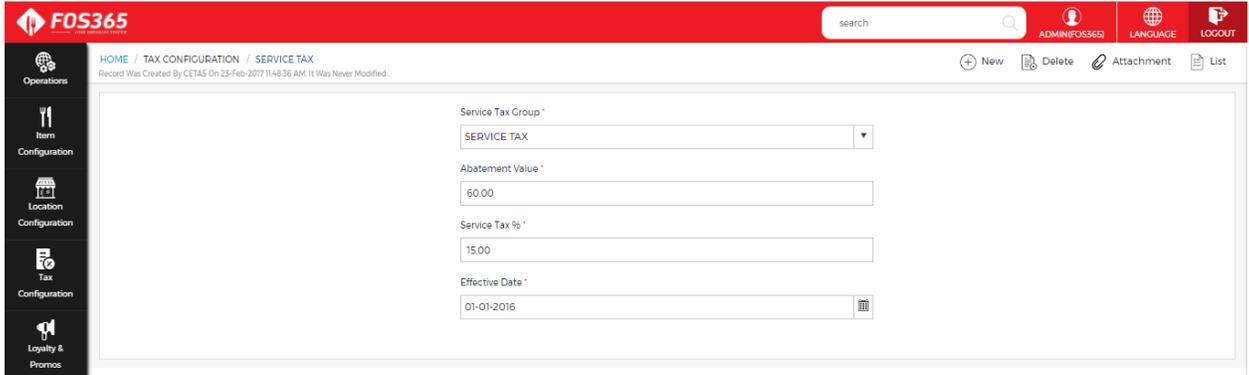


Figure 89 Service Tax

### Order Type Service Tax

Order type have the options Home delivery, Dine in and Take away.

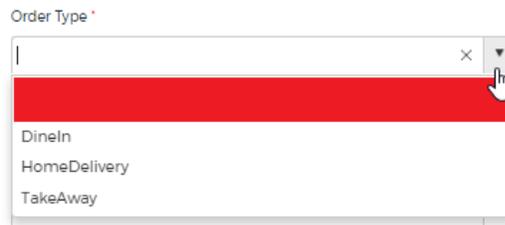


Figure 90 Order Type Service Tax-Order Type

Service Tax Group: This value will come from code master. This service tax group will be used in service tax where the percentage is fixed. The service tax code are shown in Packing service tax, Service charge tax, Delivery service tax. Charges are defined in Location master’s Delivery Distance Details tab. If the Is Packing charge Applicable OR Is service charges Applicable are checked the charges specified in the [location](#) will be added to net amount while check out.

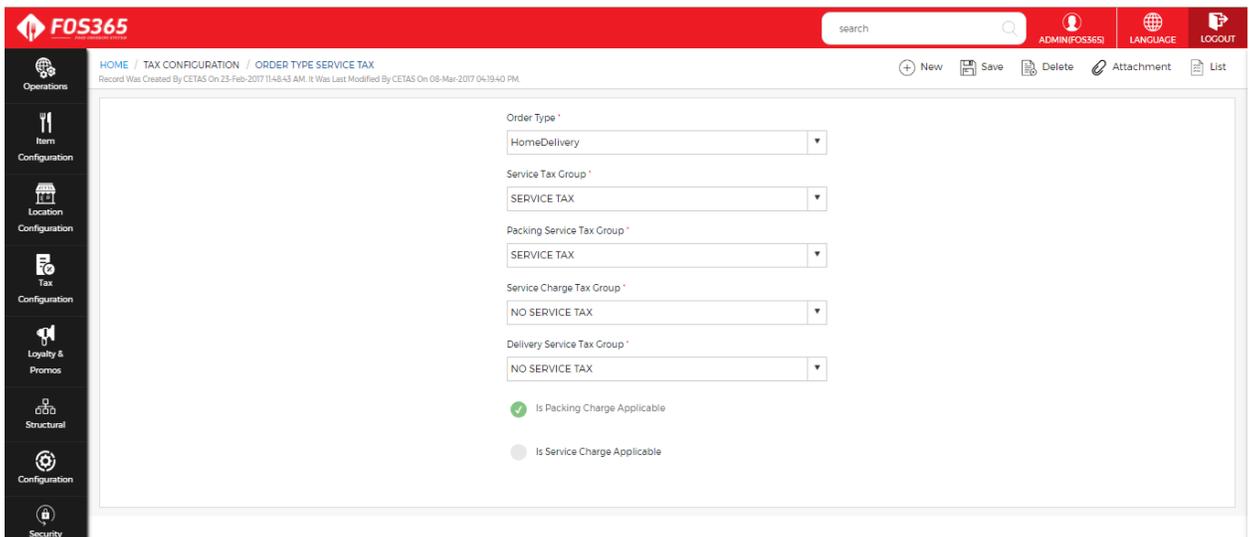


Figure 91 Order Type Service Tax

## 6. 6. Configuration

- ❖ Define a constant value for the application.
- ❖ Application configuration will be specific to the company.

For example, the Decimal Digits is defined in application configuration; this will be applicable for the current company.

Open Application Configuration in New mode.

Enter Configuration Key; Enter Configuration Value and description

Click Save to Add entry.

Figure 92 Application Configuration

## 6. 7. Loyalty & Promos

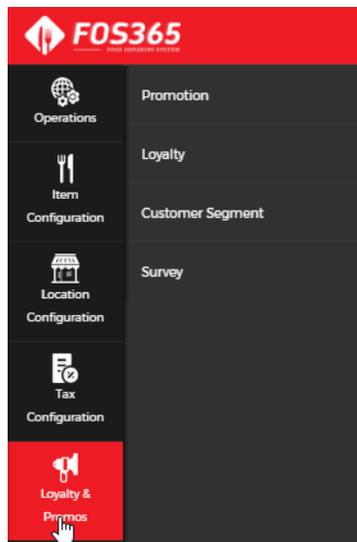


Figure 93 Loyalty and promos

## Promotion

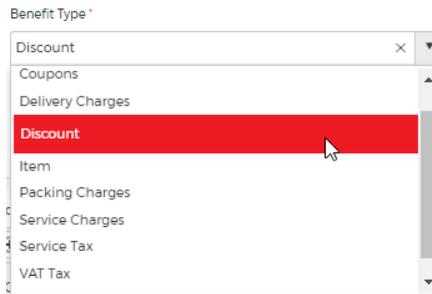
To define all Promotion and Discount configurations in the system, whether item based, item-combo based, store based, order quantity based, day based, time based, order mode based, delivery mode based, payment mode based etc. and their effective From and To dates. The promotion amount will be deducted from the gross amount.

If coupon flag is checked that promo will be applicable only if u give the promo Code while checkout.

If club with other promo is checked, it will be combined with other promos too. For both promo code should be entered while check out.



Enter promo code, name. Promo type can be Item, Sub-category, or for All. Based on the value selected in the promo type scope value will show data, if promo type is selected with All scope value will be empty, if the promo type is selected with category, scope value will show all categories



Benefit type decides on which the value will be deducted, if discount is selected, based on the configuration, from the gross amount discount value will be reduced to derive the New amount. If the benefit type is given as Service tax then the value will be deducted from the service tax amount. Same with packing charges, service charges etc.

Select from date, to date, days for which promotion is applicable, channels whether Promotion condition:

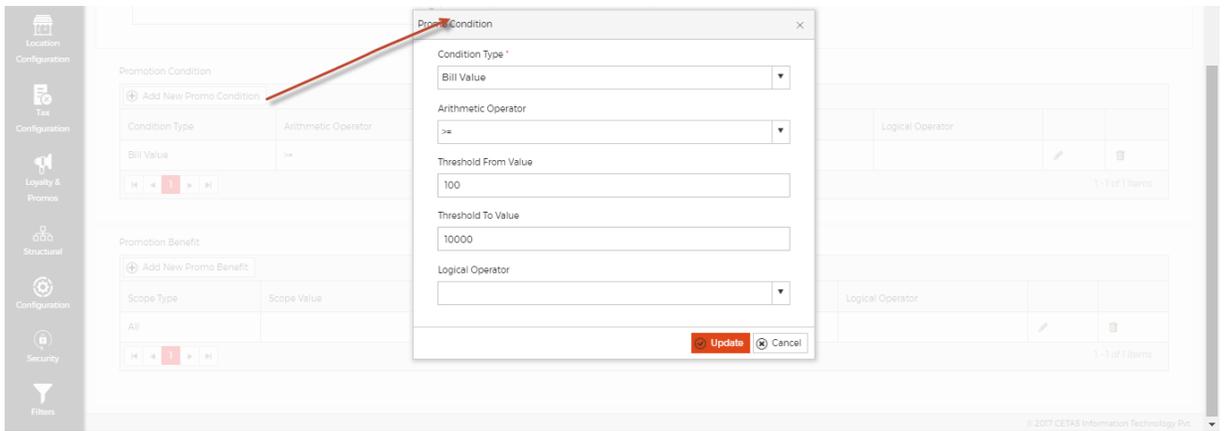
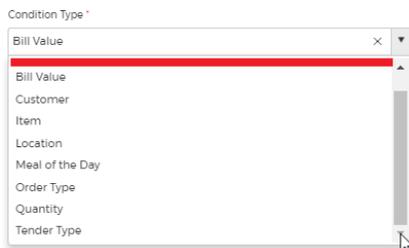


Figure 94 Promotion Condition



Condition type: in promotion condition, condition is defined, if the order satisfies those conditions Promotion will get applied. For example, if the condition type is selected with bill value, Arithmetic operator >= (greater than or equal to) threshold from value of 100 to threshold to value of 10000, the promotion will get applied. If the condition type is selected as customer, the discount will be applicable for that customer alone.

Promotion Benefit:

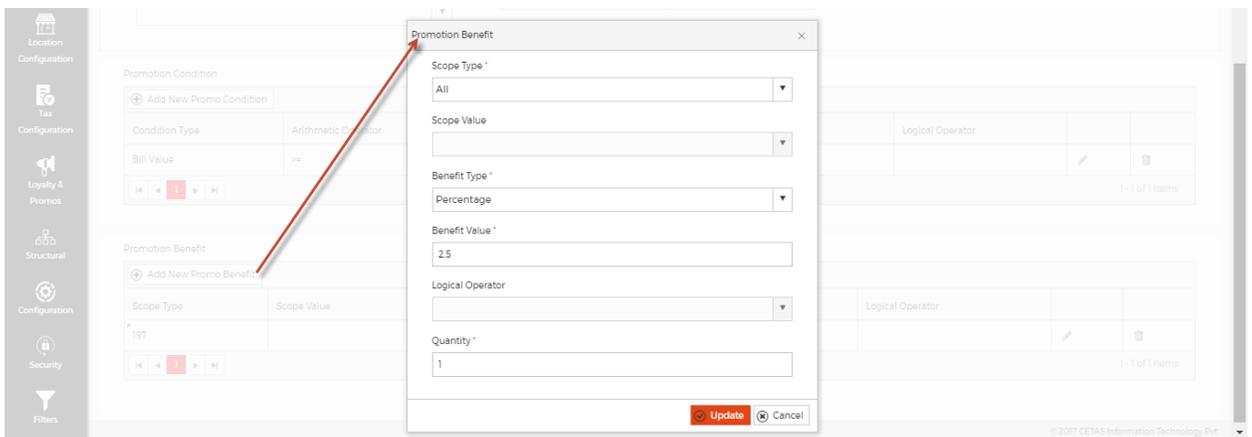


Figure 95 Promotion Benefit



Scope type: What benefit is offered for this promotion. If all is selected and if the benefit type is discount, which means for any item this discount will be applicable if the order cost is in between given condition in



promotion condition. Benefit type can be fixed, percentage or amount.

Benefit Value: if given 2.5 in benefit value and in benefit type percentage is given, 2.5% of the order cost will be calculated while check out and will be deducted.

**Act Like**

- Coupon
- Can Club With Other Promo

**Promo Code**: DIS001

**Promo Name**: Discount

**Promo Type**: All

**Scope Value**: [Dropdown]

**Benefit Type**: Discount

**Outlet Group Name**: [Dropdown]

**From Date**: 15-03-2017

**To Date**: 15-12-2017

**From Time**: [Dropdown]

**To Time**: [Dropdown]

**Select days**

<input checked="" type="radio"/> All	<input type="radio"/> Sunday
<input type="radio"/> Monday	<input type="radio"/> Tuesday
<input type="radio"/> Wednesday	<input type="radio"/> Thursday
<input type="radio"/> Friday	<input type="radio"/> Saturday

**Priority**: 1

**Image**: 900x350

**Select Channel**

- All Channel
- Web Channel
- App Channel

**Promotion Condition**

Condition Type	Arithmetic Operator	Threshold From Value	Threshold To Value	Logical Operator		
Bill Value	>=	100	10000			

1 - 1 of 1 items

**Promotion Benefit**

Scope Type	Scope Value	Benefit Type	Benefit Value	Quantity	Logical Operator		
All		Percentage	25	1			

1 - 1 of 1 items

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Figure 96 Promotion

## Loyalty

Customers are offered points toward order made. As a reward this points can be redeemed towards next purchase of food.

In this loyalty page configuration is defined, based on which the points will be calculated. For this page to work Customer segment is pre-requisite.

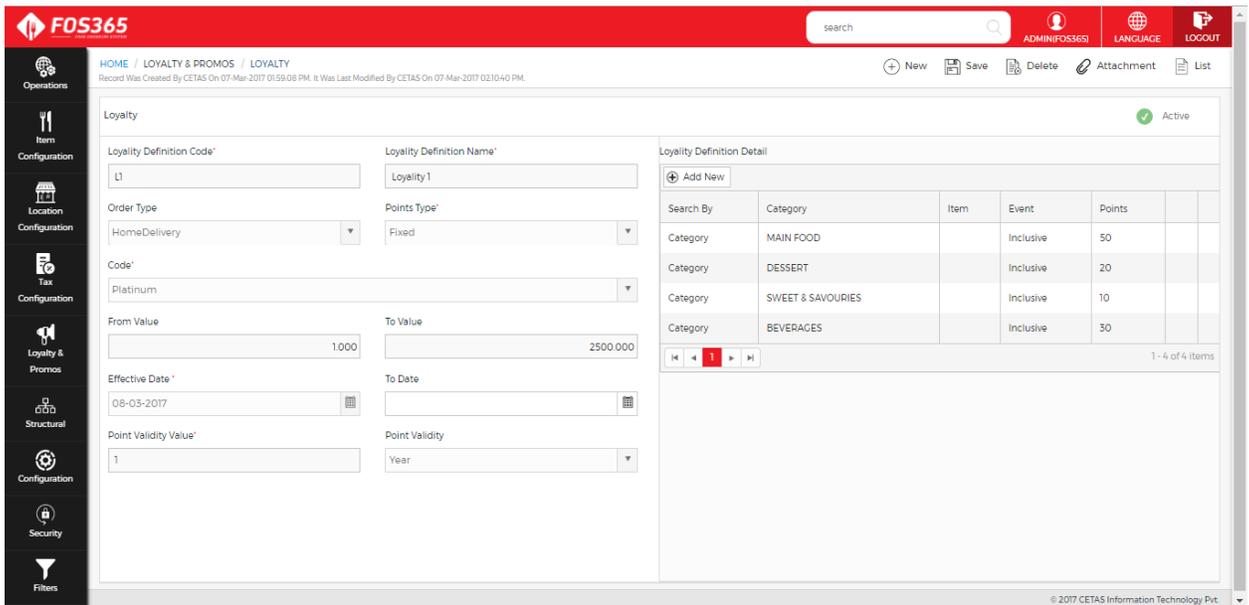


Figure 97 Loyalty

## Customer Segment

Definition for the card name the card, and set the redemption value and its cash equivalent value.

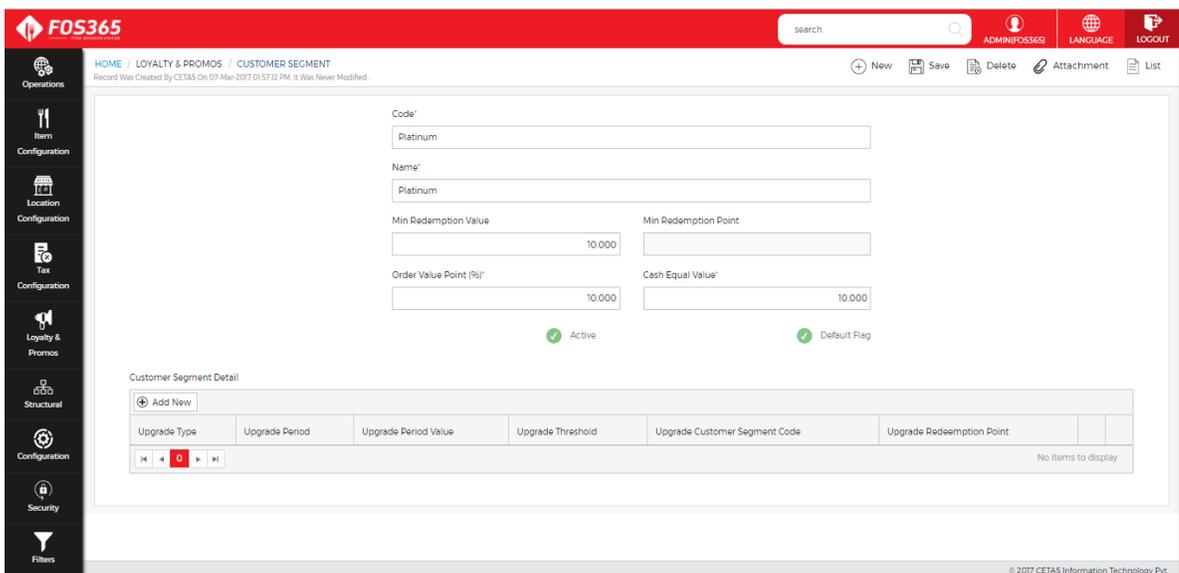


Figure 98 Customer Segment

For further upgradation, fill details in the grid. Select Upgrade type as transaction volume or balance. Upgrade period as either week, month or year. Specify upgrade period value and Upgrade Threshold should always be in terms of 'Points' irrespective of the Upgrade Type. Upgrade customer segment where another segment is selected, redemption points if upgraded this point will be reduced from the existing points.

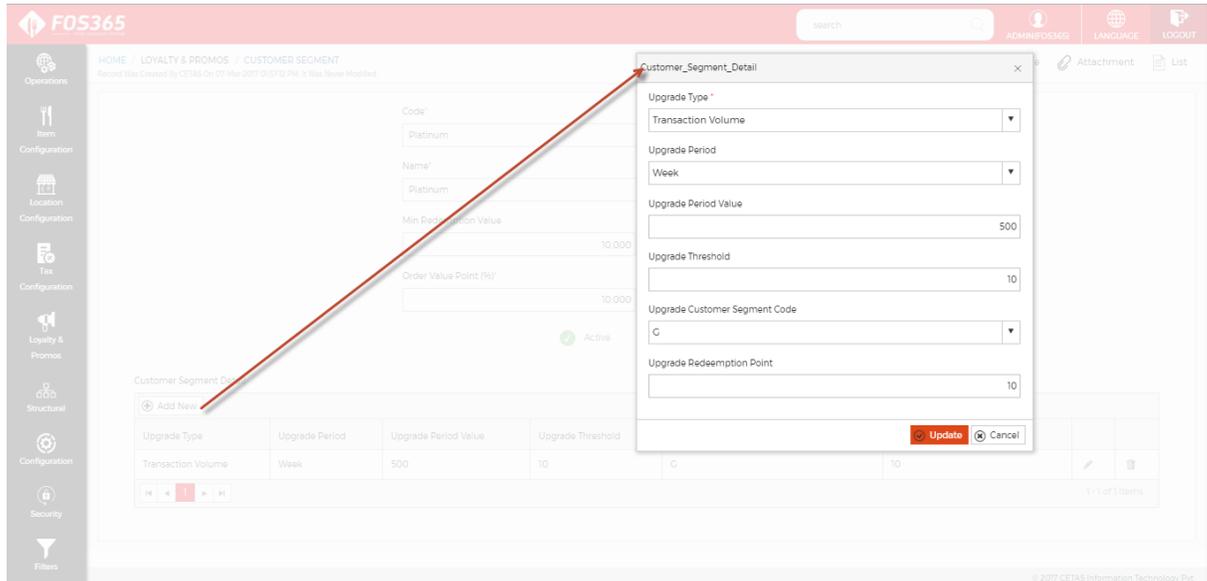


Figure 99 Customer segment - upgrade

## Survey

To understand the customer's view about restaurant or food, questioners are defined in survey, for which customer will answer and give there review in customer portal after making order.

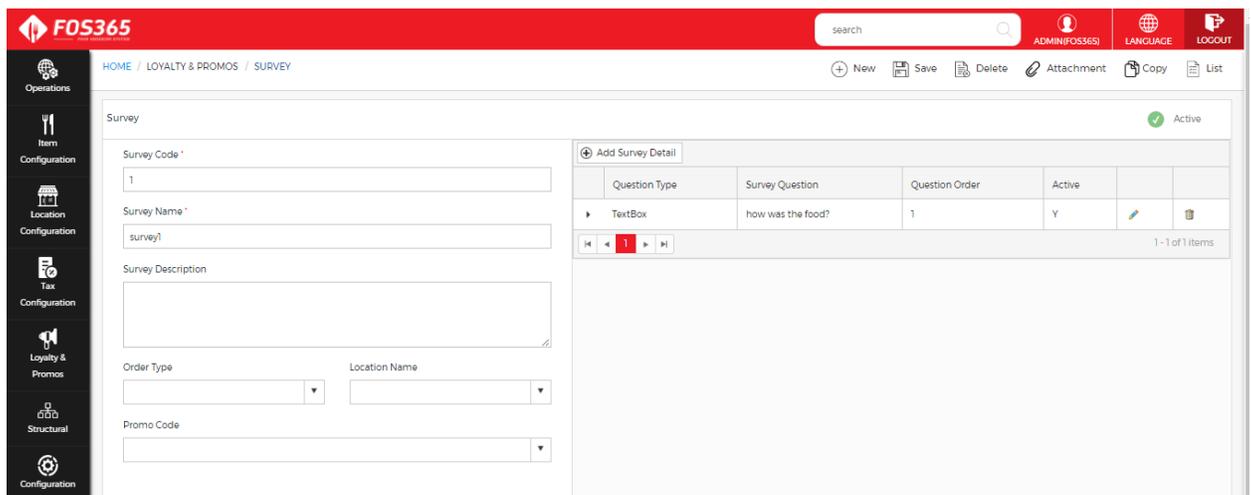


Figure 100 Survey

## 6. 8. Operations:

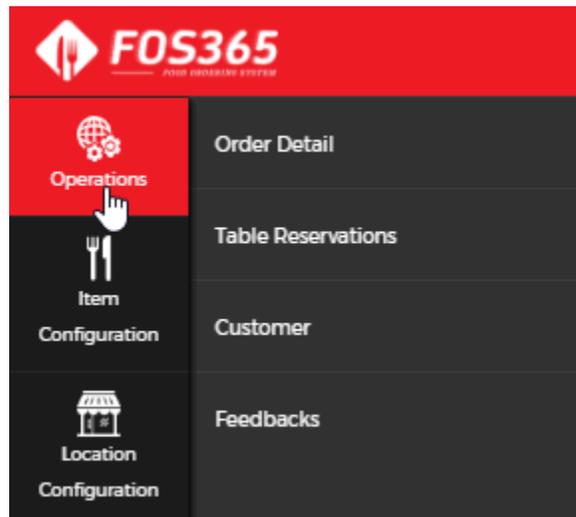


Figure 101 Operations

## Order detail

Details of the order made is shown in the order detail page. Order number will be shown in the order detail page. User has the right to change the delivery date, time, address, items in the order detail page. When the order is made, the status will be confirmed that will be shown here in the status of the order.

HOME / ORDER DETAIL 20170428000094  
Record Was Created By CUEST On 28-Apr-2017 04:11:46 PM. It Was Never Modified.

Location Name: Adayar | Mobile No.: 7299989951 | Area: Thiruvanniyur

Order Type: HomeDelivery | Email Id: sowmya.r@cetasstech.com | Street: Street

Delivery Date: 28-04-2017 | Name: sowmya | Address1: Kalakshetra Road.

Delivery Time: 04:20 PM | Country: INDIA | Address2: Thiruvanniyur, Chennai, Tamil Nadu 600041

State: TAMIL NADU | Pincode: 600041 | City: CHENNAI

Item Name	Quantity	Rate per Item	Spcl Instruction	Discount Amount	Price
Malai Bida	1	47.17		0	47.17
Masala Ground Nut	1	77.36		0	77.36
Mini Thattai	1	90		0	90

1 - 3 of 3 Items

Promo Code	Enter PromoCode/Coupons	Gross Amount	214.530
		VAT	0.000
		Service Tax	12.930
		Service Charge	0.000
		Delivery Charge	10.000
		Packing Charge	1.070
		Promo Amount	
		Loyalty Disc Amount	0.000
		Net Amount	238.530
		Order Status	Confirmed

Figure 102 Order detail

Insert a new item to the order number: 20170428000094. When an item is added to the order, the will be reflected in the customer portal.

The screenshot displays the 'Order detail-Grid Insert' interface. At the top, there is a table with columns: Item Name, Quantity, Rate per Item, Spcl Instruction, Discount Amount, and Price. Below the table, there are fields for 'Promo Code' and 'Enter PromoCode/Coupons'. To the right, a summary section lists 'Gross Amount', 'VAT', 'Service Tax', 'Service Charge', 'Delivery Charge', 'Packing Charge', and 'Promo Amount'. An 'Item Edit' modal window is open, showing fields for 'Item Name' (Idiyappam), 'Quantity' (2), and 'Spcl Instruction'. The modal has 'Update' and 'Cancel' buttons.

Figure 103 Order detail-Grid Insert

### Table Reservation

Reservation done in customer portal will be shown in this page, user have the right to confirm the reservation.

The screenshot shows the 'Table Reservations' page in the FOS365 Admin Portal. The page has a red header with the FOS365 logo and navigation links. A sidebar on the left contains various configuration options. The main content is a table with the following columns: Reservation No, Customer Name, Customer Mobil., location Name, Date, Time, Number of Pers., Reservation Sta., and Reason For Can.. The table contains 8 rows of reservation data. A pagination bar at the bottom indicates '10 Items per page' and '1 - 8 of 8 items'.

Figure 104 Table Reservation

This screenshot shows the 'Table Reservation' page with a modal window open for changing the status of a reservation. The modal is titled 'Table Reservation' and contains a 'Reservation Status' dropdown menu (set to 'Request') and a 'Reason' text input field. The modal has 'Update' and 'Cancel' buttons. A red arrow points to the 'Update' button.

Figure 105 Table reservation change of status

These are the reservation status available. The option to update will be available only if the date has not expired. For those date is over user can only view the record.



Figure 106 Reservation status

## Customer

Customer details gathered while sign up in customer portal are saved here. Data will be save in three tabs: Customer profile, Address book and loyalty. In customer profile name, address, email, contact number are stored. Click SUBMIT to save the changes, RESET will clear all fields.

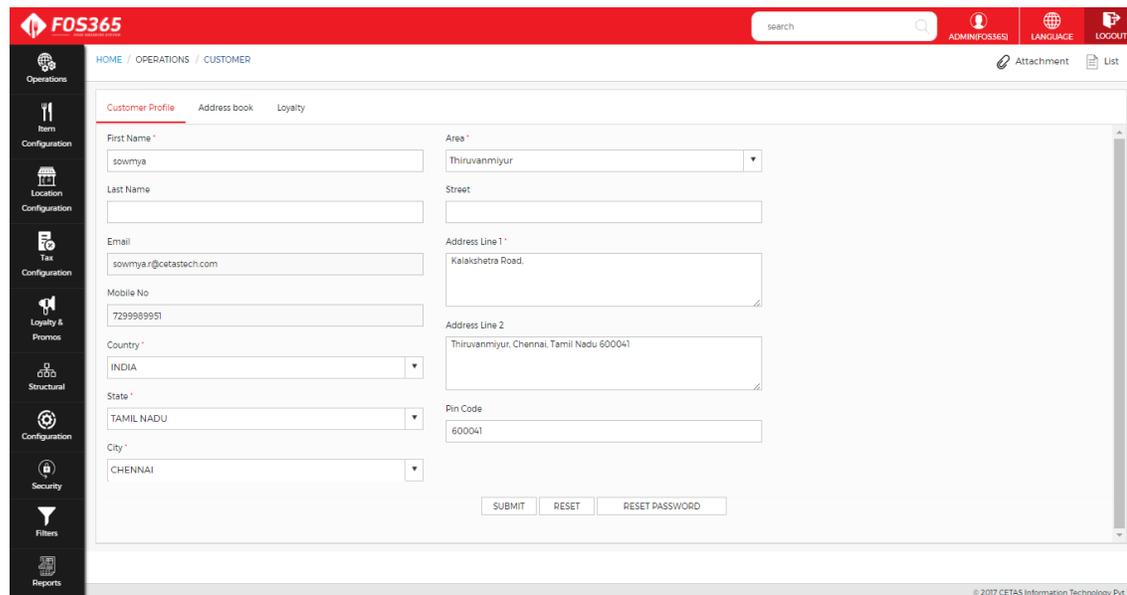


Figure 107 Customer profile

Click of RESET PASSWORD will ask and confirmation message, yes to the message will sent the password to the customer's mail.

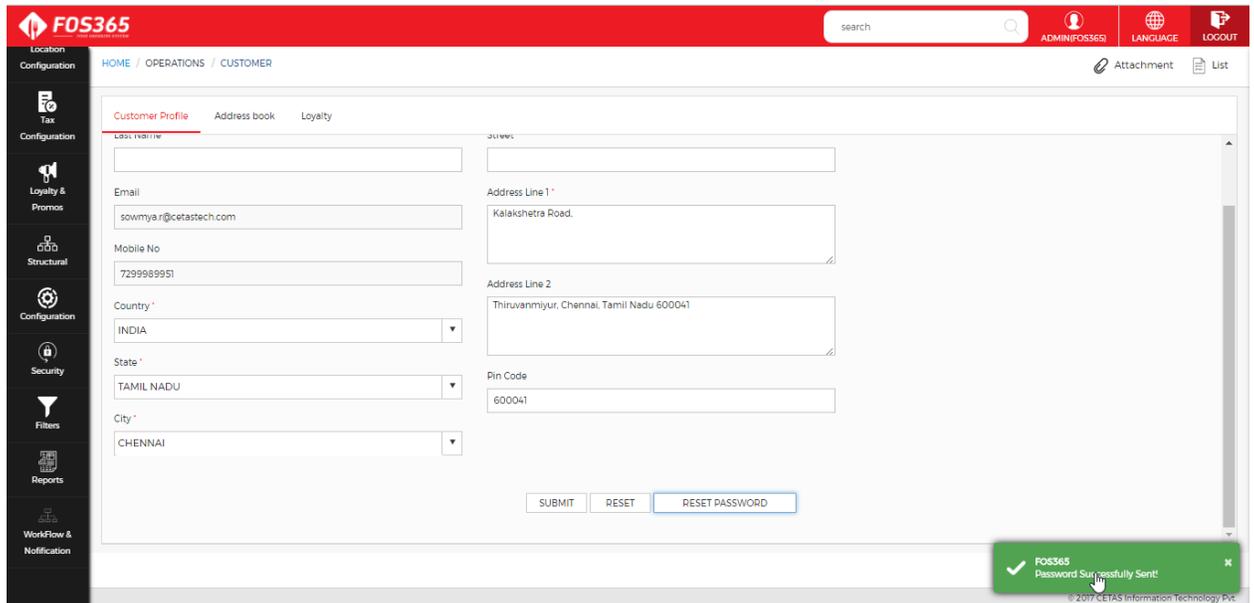


Figure 108 Customer profile- reset password

Customer - Address Book: already saved address will be shown under Your Saved Address. Fields in the page will get data when edit is clicked. Delete will permanently delete the address. To save the edited address click save address and reset will clear all fields.

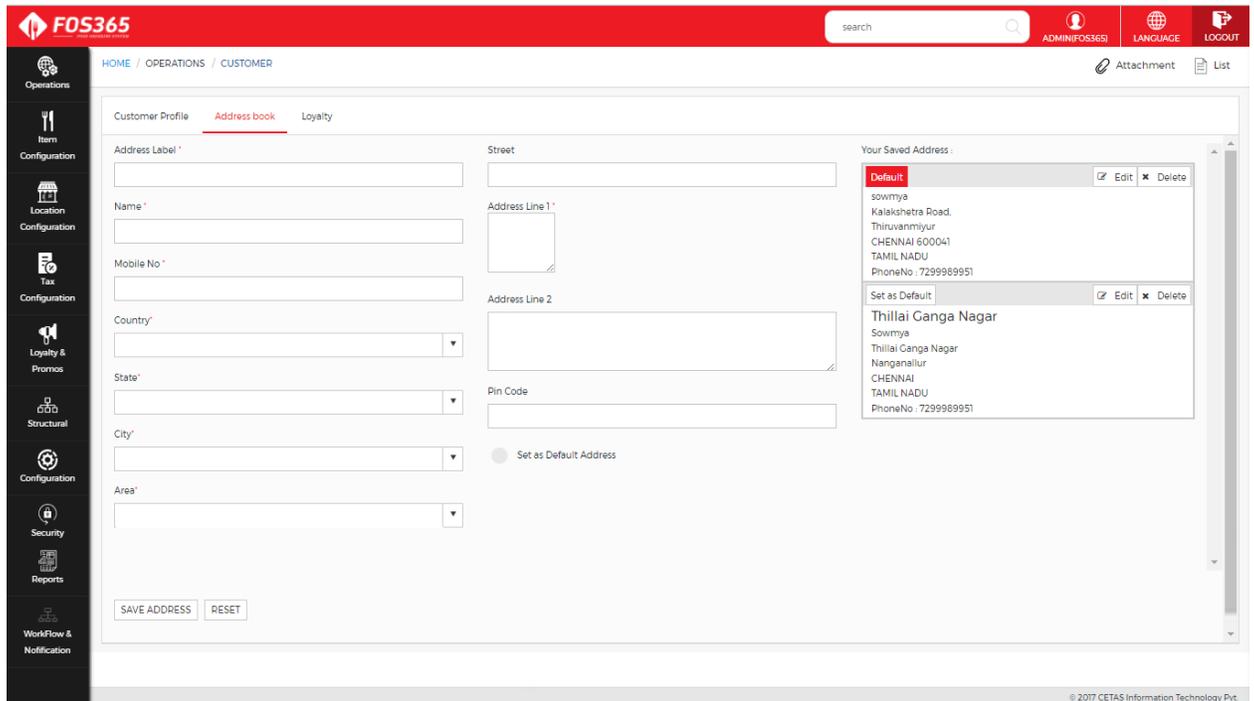


Figure 109 Customer-Address book

Loyalty: details of loyalty earned and redeemed are shown here in customer's loyalty tab.

The screenshot shows the FOS365 Admin Portal interface. The top navigation bar includes the FOS365 logo, a search bar, and user information (ADMINFOS365, LANGUAGE, LOGOUT). The main content area is titled 'HOME / OPERATIONS / CUSTOMER' and has three tabs: 'Customer Profile', 'Address book', and 'Loyalty'. The 'Loyalty' tab is selected, displaying a customer's loyalty details. On the left, there is a sidebar with various configuration options like Location, Tax, Configuration, Loyalty & Promos, Structural, Configuration, Security, Filters, and Reports. The main content area shows a 'Customer Profile' section with fields for Segment (Platinum) and Balance (1168.30). Below this is a 'Card No.' field with the value 20170307015933691683. A 'Summary' table shows points earned and redeemed. To the right, there is a 'Points Detail' section with a table titled 'EARNED POINTS DETAIL' showing transaction dates, reference numbers, and points earned. Below that is a section for 'REDEEMED POINTS DETAIL'.

Points Earned	Points Redeemed	Expiry Date
790.00	-1.00	07-03-2018
50.00	-0.70	08-05-2018
300.00	0	28-05-2018
30.00	0	28-04-2018

Transaction Date	Ref No.	Points Earned
28-04-2017	20170428000094	30.00
28-03-2017	20170328000042	300.00
08-03-2017	20170308000024	50.00
07-03-2017	20170307000023	210.00
07-03-2017	20170307000022	200.00

Figure 110 Customer-Loyalty

## Feedbacks

The response, reviews given by the customer in customer portal will be shown here in feedback page. If the feedback is criticism measures taken to resolve the issue can be noted while closing the status of the feedback which is shown in figure 112

The screenshot shows the FOS365 Admin Portal interface for the 'Feedbacks' page. The top navigation bar is the same as in Figure 110. The main content area is titled 'HOME / OPERATIONS / FEEDBACKS'. On the left, the sidebar has options like Operations, Items, Configuration, Location, Configuration, and Tax. The main content area displays a table with the following columns: Customer Name, Location, Comment, Feedback Date, Resolution, Resolution Date, and Status. There are two rows of feedback data. The first row has a 'New' status, and the second row has a 'Closed' status. Below the table, there is a pagination control showing '10' items per page and '1 - 2 of 2 items'.

Customer Name	Location	Comment	Feedback Date	Resolution	Resolution Date	Status
sowmya	Adayar	loyalty is calculated and displayed for the customer	08-03-2017 10:23 AM			New
sowmya	T.Nagar	no loyalty is calculated for the orders. no loyalty points added to account.	07-03-2017 03:09 PM	configuration fault: need to enable loyalty in application configuration to get the loyalty value in screen.	08-03-2017 10:27 AM	Closed

Figure 111 Feedback

The status of the feedback can be changed by editing the record

The screenshot displays the FOS365 Admin Portal interface. At the top, there is a search bar and navigation links for ADMIN/FOSSSES, LANGUAGE, and LOGOUT. The main navigation menu on the left includes Operations, Items, Location, Tax, Loyalty & Promos, and Structural. The central area shows a 'FEEDBACKS' table with columns for Customer Name, Location, Comment, Feedback Date, Resolution, Resolution Date, and Status. Two feedback entries are visible. A 'FeedBack View' modal is open, allowing the user to edit the status and resolution of a selected feedback item.

Customer Name	Location	Comment	Feedback Date	Resolution	Resolution Date	Status
sowmya	Adayar	loyalty is calculated and displayed for the customer	08-05-2017 10:23 AM			New
sowmya	T.Nagar	no loyalty is calculated for the orders, no loyalty points added to account.	07-05-2017 03:09 PM	configuration fault. need to enable loyalty in application configuration to get the loyalty value in screen.	08-05-2017 10:27 AM	Closed

**FeedBack View**

Status: Closed

Resolution: configuration fault. need to enable loyalty in application configuration to get the loyalty value in screen.

Buttons: Update, Cancel

Figure 112 Feed Back Edit



