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1 Purpose of the Document

User who will be using the FOS365 application for ordering food.

Customer

In addition, 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 flow of FOS365 Customer portal.

FOS365

2 INTRODUCTION

Food Ordering System (FOS365) : This applictaion 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 restaruant. FOS sends out an SMS/Email of confirmed orders and their estimated delivery time.

3 CONVERTION OF GUEST USER TO CUSTOMER

When will a guest user becomes a customer of FOS? In the following ways a guest user get converts to Customer.

3.1 Signup

Normal registration process. Click on Signup in the top panel and enter email, mobile no. country password and check terms and conditions (all mandatory fields) and submit the form. User will registered as customer and get <u>notification</u> for the same.



Figure 1: Signup

3.2 Login with Facebook

Enter the mail id or phone number and password. Automatically mail will be sent to customer.

faceboo	Sign Up						
		Log in to	Facebook				
		Email address or pho	ne number				
		Password					
		Lo	g In				
		Forgotten account?	Sign up for Facet	book			
English (UK) தமிழ் செ	ಯ ಕನ್ನಡ ೨೨ हिन्दी ಬಲಯಂ	Bo සිංහල ਪੰਜਾਬੀ वाश्मा भु	૪રાતી 🛨				
Sign Up Log In Celebrities Marketplace Cookies AdChoices₿	Messenger Facebook Lite Groups Moments Terms Help	Mobile Find Friends Instagram About	People Create Advert	Pages Create Page	Places Developers	Games Careers	Locations Privacy
Facebook © 2017							

Search Facebook	Q Sowmya Find Friends 👖 🔿 🖑 🕢 🗸	
	1	
	Domain_Fos365 will receive: your public profile and email address. 0	
	C Edit This	
	Continue as Sowmya	
	Cancel	
	M Ins deentivitie app post to - accessor	

Figure 2: Login with Facebook



3.3 Login with google

Google

One account. All of Google.

Sign in with your Google Account

Figure 4: Login with Google

3.4 Book table

Table booked will be shown in table reservation page.



Figure 5: Reservation

3.5 At the time of checkout

<u>Notification</u> will be sent for the sign up and the order made. User will be redirected to signup page if the user is a guest user.

(👤	Address1*		Location Pin
	Sydenhams Road		Help us find your location of map, makes it easier for us to reach you quickly.
Order Type*	Address2		49, Sydenhams Rd, Park Town, Chennai, Tamil Nadu 600003, 1
Home Delivery T Delivery Details*	Enter your address		ASIRVADAPURAM KOL GARDEN B ADHI ANDRA KOTHWAL WW Address
Order Now Order	Street	Country*	LOCK
Estimated Delivery Time	Park Town	INDIA 🔻	AGAR PERIYAMEDU Madras High
Delivery Instructions	State*	City*	OR 6 VEPERY G
	Tamil Nadu 🔻	Chennai 🔻	Aultiplex COLONY
	Area*	Pincode	Admession N.N.COLONY Starsall
	Choose Area 🔻	Park Town	EGMORE PARK TOWN Island Grounds
			Googlement Muse Web data 62017 Google Terms of Use Report a map error
a state of the			

Figure 6: Add new Address-Check out

3.6 Address

Pin a loction in the map OR click on the icon O, the current locations address will be copied in the respective address field(s). This address will be the delviery address of the customer.

DRESS BOOK eate New Address		Save Reset	Addressbook List
Address Label *		Location Pin	номе
	 Active 	Help us find your location on map, makes it easier for us to reach you quickly.	aaaa Nandambakkam
Name *		49, Sydenhams Rd, Park Town, Chennai, Tamil Nadu é	CHENNAI. TAMIL NADU
		ASIRVADAPURAM KOIL GARDEN	
Mobile No *		CK CHOOLAI COLONY CHAVAD	Edit Delete Defa
• +91 •		R Madras High	
Address Line 1 *		6 VEPERY	
Sydenhams Road		Chehnai (114)	
Address Line 2		EVR Rd ADIKESAVARPURAM	
		Arunachal	AA AA
Street		EGMORE Island Grounds	
Park Town			
Country *	State *	Pin Code	
INDIA 🔻	Tamil Nadu 🔻	Park Town	
City *	Aroa *		

Figure 7: Add new Address-Sign Up

4 Notification

4.1 Notification for Signup

Customer will get Email/SMS for signing up the application. This will be based on the configuration made in the masters.



4.2 Notification for order





Figure 9: Email for Order

5 Steps to make an order in Customer Portal

5.1 Multiple companies

Companies defined in the Admin Portal are South Indian, North Indian and Arabic Cusine, these three different companies are defined in the admin portal.



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Figure 10: Multiple Companies

5.2 Outlet(s)

Multiple Outlets for selected company South Indian: In location master of the Admin Portal has these three locations/outlets, which will be shown when South Indian Company is selected.



Figure 11: Outlets

5.3 Top Menu

The top panel has the logo of the company, login details of the customer, language change, and other pages like outlets, menu, locator, reservation, feedbacks and today's special which will be further explained below.

MENU STORE LOCATOR	BOOK TABLE FEEDBACK	TODAY'S SPECIAL	Ë	LOGIN	å SIGN UP	ENGLISH 🔽
	Figur	re 12: Top Menu				

5.4 Order type

For the outlet Adayar, only two order types are enabled (Home Delivery and Take Away). Click of Reset will show the outlet page so that customer can change the outlet.

Click Submit to go to next page Menu.

	ORE LOCATOR BOOK TABLE FEEDBACK TODAY'S SPECIAL	📜 LOGIN 🛔 SIGN UP EN	IGLISH 🔽
Select State ; TAMIL NADU	Select City : CHENNAI		
ADYAR	GUINDY T.NAGAR		
Store Timing : 10:00 AM to 10:00 PM	st, Outlets / Order Type *		
Shop No 7, 1st Main Road, Near Reliance Digital, Gandhi Nagar, Adyar, Chennai, Tamil Nadu 600020	#3 Gu Outlet Ta ADYAR		
	Choose your Order Type *		
			24
	C Reset		
		f У 8 📹	· • =

Figure 13: Order Type

6 Menu

6.1.1 Left Navigation Panel

In the Left navigation panel customer have the choice of filters, categories of food to choose.

6.1.2 Filters

For a vegetarian restaurant filters will be as shown in the below screen.



Figure 14 Filters

6.1.3 Right Navigation Panel

In the **Right navigation panel** customer can see the address of the outlet selected. Click Change function to change the outlet.

6.1.4 Quick Cart

Quick cart will show the selected items and the total cost.

6.1.5 Clear Cart

This will clear the items in the cart.



Figure 15: Menu

6.2 Quick Cart

Items added to the cart. With the selection of category, items related to the selected category alone will be shown. In the image shown below category, Dessert is selected and there is only one item under that category.



Figure 16 Menu Categories

6.3 Check out:

<u> </u>			
Order Type*	Mobile No.*	Address Details*	
🖲 Home Delivery 💿 Take Away	= +91 ▼ Enter Your Mobile	♀ Address Book ✔ Add New A	ddress
Delivery Details*	Email Id*		
🔊 Order Now 🔘 Order Later	Enter Your Email		
stimated Delivery Time Next :10 Mins			
Delivery Instructions	Name*		
	Enter Your Name	✓ Default	
		Edit Cart Cancel Order F	Proceed Checkoul

Figure 17: Check Out

6.3.1 Delivery and Personal details

6.3.1.1 Existing User

If mobile number or email is already registered, then customer need to login using the mobile number/ email id. Application will ask for the password.

6.3.1.2 New user

If user is not a customer, then click Sign Up to register. Items added before sign up will be available in the cart, using the new password (which will be mailed to the given email id) login and proceed checkout.

6.3.1.3 Other options

All options are configurable in this page; customer can change the order type, delivery time, and address. If the order type is Home delivery address details are mandatory.

6.3.1.3.1 Edit cart

Will take to the Menu page, customer can add or remove any items from the cart.

6.3.1.3.2 Cancel order

Alert message will be shown to the customer, with the click of OK Menu page will be directed with empty cart.

6.3.1.3.3 Proceed Checkout

Item category will be shown for checkout.

	R BOOKTABLE FEEDBACK TODAY'S SPECIAL	
Order Type*	Mobile No.* +91 • 72999 89951 Email Id* sowmya./@cetastech.com Name*	Address Details* Address Book Add New Address GRN Sannidhanam, Madhavan Nair Rd, Mahalingapuram, Nungambakkam, Chennai, Tamil Nadu 600034, India Otomoto Address Address Details Address
e 2017 Cetas Information Technology. Jall rights reserved J Terms and	Conditions Disclaims' Privacy Policy	Edit Cart Cancel Order Proceed Checkout

Figure 18: Delivery and Personal details

6.3.2 Item details

Verify items added in the cart along with qty and rate. Special instructions can be added to each item (if required).

6.3.2.1 Promotion Code

if the customer have promotion code, enter the code and click apply promotion. From the gross amount, the promotion value will be reduced.

6.3.2.2 Loyalty

Customer can redeem within the max redemption value.

6.3.2.3 Other charges

VAT, Service Charges, Delivery charges, packing charges and service tax, based on the configuration defined in the masters these will be calculated.

Item	Quantity	Rate Per Item ₹	Price ₹	Discount Amount ₹	Special Instruction	Amount ₹
Malai Beda	1	47.17	47.17	0.00		47.17
Sambar Vada	1	25.00	25.00	0.00		25.00
Curd Rice	1	130.00	130.00	0.00		130.00
Firamisu	1	518.87	518.87	0.00		518.87
Do you have any Promo Code	/Coupons?				Gross Amount	721.04
Bill Promo2		Cancel Perm			Other Charges (Click for Details)	60.19
			_		VAT Amount	3.10
Ausilable Dainte	In Mahar (2)	Max Badaamatian (3)			Service Charge Delivery Charge	0.00
1562	791 50	71.00			Packing Charge	3.61
1303	701.30	71.00			Service Tax	43.48
50		Cancel Loyalty			Promo Amount	72.10
					Loyalty Disc Amount	50.00
					Net Amount	659.13

Figure 19: Item Details

6.3.3 Order Review

Brief of order to review the order type, date and time, amount and delivery address.

6.3.3.1 Edit cart

Click of edit cart will redirect to MENU page with selected items in the cart.

6.3.3.2 Cancel Order

Click of cancel order redirect to MENU page with empty cart.

6.3.3.3 COD

Click of COD will show the success page. Confirmation of order with order number.



Figure 20:Order Details

6.3.4 Success

Order confirmation is done here.

6.3.4.1 Set as favourite

This order will be saved in favourites (which can be viewed in future or can reorder)

6.3.4.2 Order again

Without logging out, again customer can make another order.

6.3.4.3 Back to home

Customer will be logged out.



Figure 21: Order Confirmation

7 STORE LOCATOR

To show outlets in the map, city need to be selected. Select the outlet and proceed with order now or table booking based on the configuration done for the selected location.



Figure 22: Store Locator

8 BOOK TABLE

By default book table will not be shown in customer portal, if the location master is check with reservation/dine in then this function will be available.

Enter the email id/ mobile number, if the number or email exists then the application ask for login, and the table booking will be done for the logged in customer.

8.1 New User

If the user is not a customer of the application, click of Book table will register the user as new customer and table reservation will be done for the new customer.

9 Feedback

User can give the feedback (either praise or criticise) on the service or food provided for the selected location. The consolidated feedback can be seen in My Review

🌓 🖪	05365 OUTLET	s menu	STORE LOCATOR	BOOK TABLE FEED		TODAY'S SPECIAL				📁 rogi	n 🔺 sign up	english 🔻	
1º	R			FEEDBACK		100	12000	213					
all'		L Press		Mobile No. *					-	See .			
			10	= +91 •							Soll Brill		
	WAR OF A		12	Email Id *						A B	Ather		
	Star.	-	1										
-	Mar and a start of the	1.		Select City *			Location *						
1-			S Plan	CHENNAI		v	Select Location		-		110	6	
R		A SHE		Category *			Criteria *			-20°	2	1500	
	1. Com			Select Catego	iry	*	Select Criteria		-		Sec. B	# Ala	
		AL.		Remarks *						A A	100	BACK.	
1 72	Nº ANO		14	3							AA Y	Stall 1	ALC: NOT
	ras	IN	PA	Smileys : -							Ple 1	1 21	
and the second	104	1	Ren P	1000		A State of the	_			C PA		1-1	ľ
	~	1 m	W.	A CAR		Submit	Reset		18 BA	North Martin	17	Re-L	
	all a con	W. T.	200		- Barters			No. of Concession, Name	A REAL	A State	Con Sugar	and succession	l

Figure 23 Feedback

10 Today's Special

By default today's special will not be shown, If there is no item in today's special that menu will not be shown, only if item there are special items defined for the day user can see the menu. In the below image only one item (Chum Chum) is added as days special item. Click of category will show days special based on category.



Figure 24 Today's Special

11 CUSTOMER DETAILS

Click on the customer name to see the drop down, where account details can be reviewed.

	LETS MENU STORE LOCATOR BOOK TABLE FEEDBACK TODAYS SPECIAL MY OR	der 🛫 🔁 a soyimya english 🛪
Offers 🔗	q	ADYAR My Account My AddressBook Change
All	TON 100% IS 10%	Quick Cart My Wishlist 5 X Clear Cart
SWEET & SAVOURIES	/0% III	Loyalty
STARTER	20%	My Review My Reservation
MAIN FOOD	90%	Change Password
DESSERT		Logour
Best Sellers		
FILTERS		
Spiciness		
All Hot		
Mild No Spice		
Specials		8
New		Minimum Order : ₹ 100.00 Still requires ₹ 100.00 to CheckOut
4200		Total : ₹ 0.00
	Spi Mixture Spi Mysorepak Vada Curd Rice	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	₹63.00 🗮 Add to Cart ₹900.00 🗮 Add to Cart ₹20.00 🗮 Add to Cart ₹130.00 🗮 Add to Cart	I LECTOR

Figure 25: Customer Details

11.1 My Account:

My Account will show the User name, mobile number, mail id, default address. The user name and other details can be edited in My account.

	nl my order 📌 🔁 🛦 sowana ram english 🔻
MY ACCOUNT	A SAND A SA
First Name*	Street
sowmya ram	GRN Sannidhanam, Madhavan Nair Rd, Mahalingapuram,
Last Name	Country*
	INDIA
Email*	State*
sowmya.r@cetastech.com	TAMIL NADU
Mobile No *	City.
→ +91 • 72999 89951	CHENNAI
Address Line 1*	Area
GRN Sannidhanam, Madhavan Nair Rd, Mahalingapuram, Nungambakkam, Chennai, Tamil Nadu 600034, India	Nungambakkam
Address Line 2	Pin Code
	600034
	Submit Reset

Figure 26: Customer Account

11.2 My Address book

Existing address will be shown in the address book; customer can edit, delete or change the default address.

11.3 My wish list

Items marked as favourite will be listed in the wish list. Customer can add the items to the cart and checkout.

11.4 Track order

Status of the last order made will be tracked, when track order is clicked.

11.5 Loyalty

To which loyalty card does the customer belong, what are the points earned and redeemed are listed in loyalty.

How loyalty points are calculated? For each item, a percentage or fixed value will be defined in loyalty master. To redeem loyalty customer need to get minimum points defined in the customer segment.

	OOK TABLE FEEDBACK TO	DDAY'S SPECIAL		MY ORDER ☆	📜 🔺 SOWMYA RAM	ENGLISH 🔻
12 Rel	Loyalty		D	-		
	Segment F	latinum				
	Card No. 2	0170307015933691683			A COLA	
	Balance 1	543 pts			1 1×1	
	SUMMARY EARNED POINT	S DETAIL REDEEMED POINTS DETAIL				
	Points Earned	Points Redeemed	Expiry Date			9
The Alter	790.00	-1.00	07-03-2018	N DEAD		
	50.00	-0.70	08-03-2018	CALLED AND A	2.2	
	200.00	-35.30	29-03-2018		Service La	
	40.00	0	04-04-2018		A Stephing	Selfan .
	380.00	-132.00	05-04-2018			A COM
Old To Control Co	tions Disclaimed Privacy Polic					
© 2017 Cetas Information Technology. All rights reserved Terms and Cond	itions Disclaimer Privacy Polic				f 🍠 8:	* •

Figure 27: Loyalty

Segment upgrade: click of upgrade now will change the segment to next level. Each segment will be defined with respective points. Loyalty points will be redeemed while upgrading to new segment or while applying loyalty at checkout.

In the figure given below present segment is Platinum, if upgraded now the segment will be changed to Silver and 10 points will be redeemed from the loyalty points.

	F05365	OUTLETS	MENU	STORE LOCATOR	BOOK TABLE	FEEDBACK	TODAY'S SPECIAL			MY ORDER	☆	Ë	SOWMYA RAM	English •	
-					Loyalty		Note	e : 10 points will b	Upgrade Now e deducted for Silver Upgradation				-		
2	KA S	1	Star		Segment		Platinum								
N.		5.5	25.	112	Card No.		20170307015933691683			No.		14	23,1		
	12.20	A CAR			Balance		1543 pts						CAN.		
	The Part	1	Aug	C Ser	SUMMARY	EARNED POI	NTS DETAIL REDEEMED P	OINTS DETAIL					- and -		
	Procession in the second		~	1	Points Earned	1	Points Redeemed		Expiry Date	1650		~	Par St		
25					1	790.	00	-1.00	07-03-2018			-			
The						50.	00	-0.70	08-03-2018		6	30.		a Sec	
		and the second s	1000000			200.	00	-35.30	29-03-2018			·	A Trank	A ALL	
1			-	1/ *	5	40.	00	0	04-04-2018		1	1		ALCA.	
C. C	N. Store	10.30	4	11 8		380.	00	-132.00	05-04-2018				112 7	12	ŝ
	12		6	Sel-				144	4 1 2 ₩ ₩		9	2	XELL	15	- Veril
4		/	1	12/ 2	100 - 0	and the second	The second s					1.1	-100-	B ST - CO	1

Figure 28 Upgradation points

11.6 My review

Feedback made by the customer are listed here in My Review.

11.7 My Reservation

Reservation made through book table will be shown in My Reservation.