QWICKSERVE MOBILE MANUAL

## For Petrosoft Customers

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ABOUT QWICKSERVE MOBILE

Petrosoft introduces QwickServe Mobile — a mobile portal that enables your customers to place orders and pay for them quickly and easily. QwickServe Mobile eliminates rush and phone calls: your business is now accessible from any device and at any time.

With QwickServe Mobile, you can enable your location and menu items offered at this location to be shown to customers in the mobile portal. Customers can make orders from their mobile devices, and the orders will be received at KDUs, just like orders made at self-service ordering terminals.

QwickServe Mobile features the following advantages:

- **Apple iOS and Android platform support**: QwickServe Mobile is available in Apple App Store and Google Play Market and can be installed on Apple iOS and Android-based mobile devices.

- **Variety of payment methods**: customers can choose whether to pay for the orders online with credit cards or to pay at registers upon order pickup.

- **One-click payment**: customers can link their credit and debit cards to their accounts in the portal and pay for orders in one click.

- **Locations rating**: customers can post feedback and rate locations accessible through QwickServe Mobile.

- **Favorites list**: menu items and locations can be added to favorites for faster ordering.
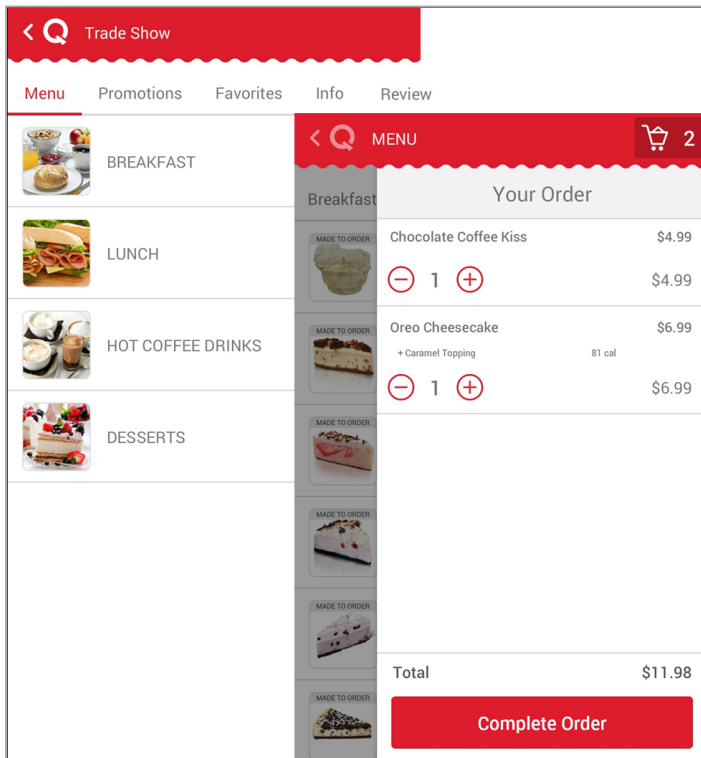
WORKING WITH QWICKSERVE MOBILE

To place an order using QwickServe Mobile, you need to go through the next simple steps:

1. Configure settings for QwickServe Mobile in C-Store Office. For more details, see QwickServe Mobile Pilot Application Startup Guide at Petrosoft Cloud Help (for authorized users only).

2. Create an account and register at the mobile portal. For more details, see Registering in QwickServe Mobile.

3. Choose a location and add items that you want to order to the cart. For more details, see Placing Orders.

4. Place your order and pay online or upon pick up. For more details, see Checking Out.

You can also perform the following activities in QwickServe Mobile:

- Add items that you order most frequently to favorites for easier access. For more details, see Adding to Favorites.

- Leave a review about the service level for locations from which you order items. For more details, see Providing Feedback.

- View information about locations in QwickServe Mobile. For more details, see Viewing Location Information.

- View the history of your orders in QwickServe Mobile. For more details, see Viewing Orders History.

Registering in QwickServe Mobile

Customers who want to work with QwickServe Mobile must register in the application using their phone numbers. After registration, customers will be able to log in to QwickServe Mobile to place their orders and pay for them from mobile devices.

To register in QwickServe Mobile:

1. At the top left corner of the QwickServe Mobile window, tap the main menu icon and select **Profile**.

2. In the **Phone Number** field, select your country code and then enter your phone number. To quickly find the necessary country, start typing the country name in the **Phone Number** field.

3. Tap **Continue**. QwickServe Mobile will send a text message with a PIN code at the specified phone number.

4. In the **PIN Code** field, enter the received PIN code and tap **Continue**. If you have not received the PIN code at your phone number, tap **Send PIN again**.

5. After you register in QwickServe Mobile, you will be offered to specify your personal data:

   o In the **Your Name** field, specify your first and last name.

   o In the **Main Address** field, specify your address details.

6. Click **Continue**.
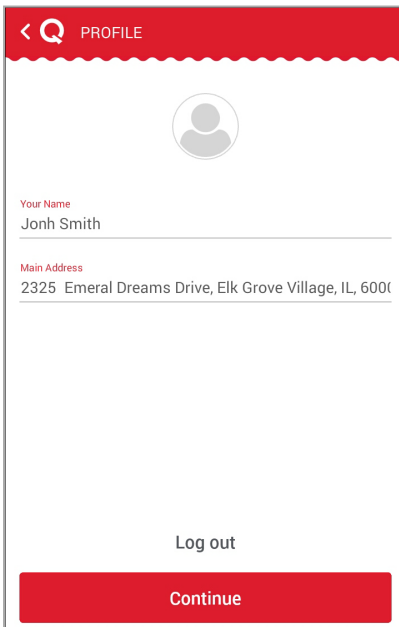
Result: Your profile settings are saved, and you can place and pay for orders with QwickServe Mobile.

Placing Orders

To start ordering, you need to select a location from which you want to order menu items and add the desired items to the cart.

ℹ️ *Only registered users can place orders with QwickServe Mobile. For more details, see Registering in QwickServe Mobile.*

To place an order with QwickServe Mobile:

1. In the main view of QwickServe Mobile, tap a location at which you want to place an order.

2. In the **Menu** view, tap a category whose items you want to browse.

3. In the category list, tap an item that you want to order.

4. If you select a made-to-order item, specify the item recipe:

   o Choose base ingredients that you want to add or remove from the item.

   o Select one or more add-ons to come with the item and enter the number of add-on portions that you want to order.

   o Some ingredients can be reduced to halves and quarters. This ability is applied to all ingredients in the set. Such ingredients are marked with the red circle icon displayed over the item image. To reduce the ingredient portion, tap the red circle and define the portion size that you want to order.

5. Once ready, tap the arrow icon at the top right corner of the add-ons or ingredients list.
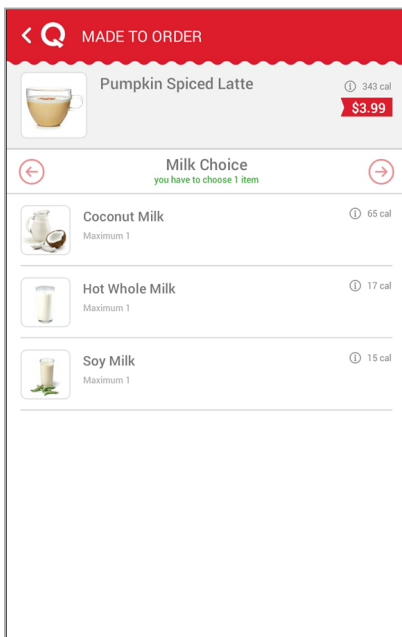
6. Select add-ons and special offers if any of them are available for the item.

7. At the review step, tap **Add an Order** to add your order to the cart or **Cancel** to cancel your order and get back to the menu.

8. Repeat steps 2-7 for all items that you want to add to the cart.

What You Do Next

After you add the necessary items to the cart, you need to complete the order and proceed to paying for the items or obtaining a check for the placed order. For more details, see Checking out.
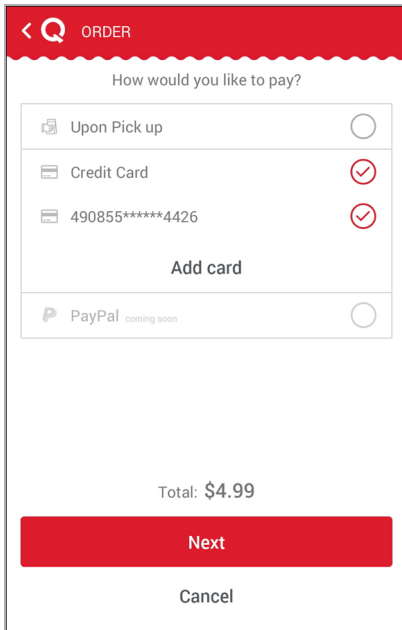
Checking out

After you add all items that you want to order to the cart, you can finalize your order. QwickServe Mobile allows you to finalize the order in two ways:

- Pay for the order online
- Get a check and pay at the cash register upon the order pickup

Paying for Order Online

To pay for items added to the cart online:

1. At the top right corner of the QwickServe Mobile window, tap the cart icon.

2. Make sure that all items that you want to order are added to the cart.

3. At the bottom of the list, tap **Complete Order**.

4. At the **Order** step, tap **Credit Card**.

5. If no credit or debit cards are added to QwickServe Mobile yet, specify information about a new card. Do the following:

   o Tap **Add card**.

   o In the **Card Number** field, specify the card number and then tap the next icon on the right of the field.

   o In the **Exp** field, enter the expiration date of the card and then tap the next icon on the right of the field.

   o In the **CVV** field, enter the CVV code of the card and then tap the next icon on the right of the field.

   o Tap **Add** to link the card to your profile in QwickServe Mobile.

6. Select the card with which you want to pay for the order and then tap **Next** at the bottom of the view.

ORDER

How would you like to pay?

Upon Pick up		◯
Credit Card		⊘
490855******4426		⊘

Add card

PayPal *coming soon* ◯

Total: **$4.99**

Next

Cancel

7. Select how you would like to get your order: **Self Pickup**, and then tap **Place Order**. QwickServe Mobile will display details of your order.

To cancel the operation and get back to the menu, tap **Cancel**.

> ℹ️ *At present, the **Self Pickup** option is only supported. The **Delivery** option will be supported in future releases of the application.*

Paying Upon Order Pickup

To pay for the items added to the cart at the cash register upon the order pickup:

1. At the top right corner of the QwickServe Mobile window, tap the cart icon.

2. Make sure that all items that you want to order are added to the cart.

3. At the bottom of the list, tap **Complete Order**.

4. At the **Order** step, tap **Upon Pick up** and then tap **Next**.

5. Select how you would like to get your order: **Self Pickup**, and then tap **Place Order**. QwickServe Mobile will display details of your order.

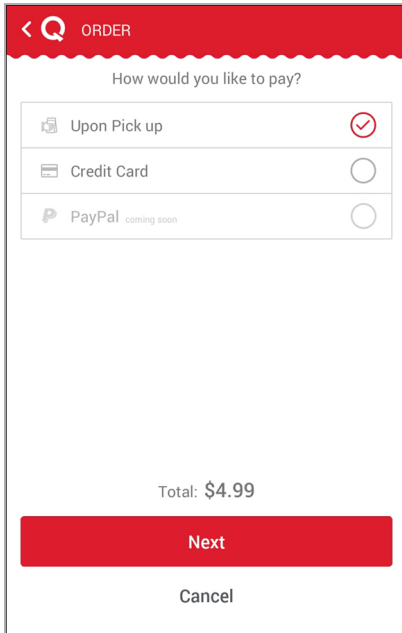   To cancel the operation and get back to the menu, tap **Cancel**.

> At present, the *Self Pickup* option is only supported. The *Delivery* option will be supported in future releases of the application.

Adding Locations and Items to Favorites

To streamline the order process, you can set up your favorites list in QwickServe Mobile. QwickServe Mobile allows you to mark the following objects as favorite:

- Locations
- Made-to-order menu items

Adding Locations to Favorites

To add a location to favorites:

1. In the main view of QwickServe Mobile, tap the necessary location.
2. In the top menu, tap **Info**.

3. Tap the heart icon displayed over the location logo.

Result: The location is added to the favorites list, and you can find it under the **Favorites** tab.

Adding Items to Favorites

If you frequently order made-to-order items and define a specific recipe for them, you can add these items to the favorites list. As a result, when you place an order next time, you will be able to quickly get the item made according to your preferences in one click.

To add a made-to-order item to favorites:

1. In the main view of QwickServe Mobile, tap the necessary location.
2. In the **Menu** view, tap a category whose items you want to browse.
3. In the category list, tap an item that you want to order.
4. Specify the recipe for the item: select base ingredients, add-ons and define the portion size.
5. Once ready, tap the arrow icon at the top right corner of the add-ons or ingredients list.
6. At the review step, tap the heart icon displayed over the item image at the top left corner of the

view.
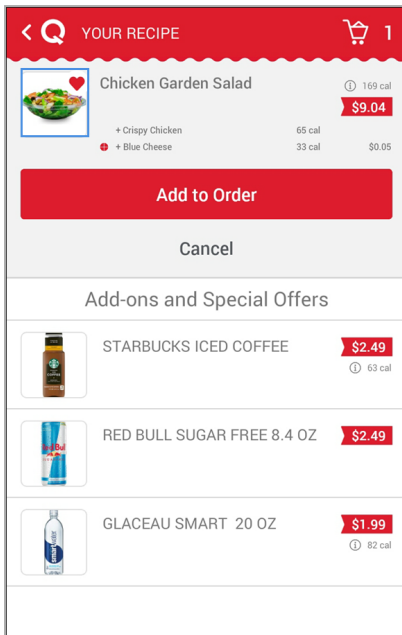
Result: The made-to-order item is added to the favorites list, and you can find it under the **Favorites** tab.

Providing Feedback

With QwickServe Mobile, you can leave a review about the service level at the location where you have ordered items and rate this location.

To provide feedback:

1. In the main view of Qwickserve Mobile, tap a location for which you want to provide feedback.
2. In the top menu, tap **Review**.
3. At the bottom of the view, tap **Write a Review**.
4. In the **Rate a Location** section, tap the star that equals the number of stars that you want to give to the location.
5. In the description field, enter a detailed review of the location.

6. Tap **Submit** to submit your review and location rating.
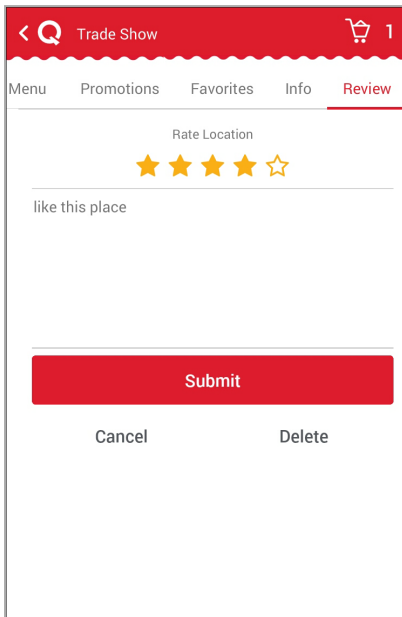
Viewing Location Information

QwickServe Mobile provides the following information about locations accessible through the mobile portal: location name, address, rating, as well as shows the location on the map.

To view information about a location:

1. In the main view of QwickServe Mobile, tap a location whose information you want to view.
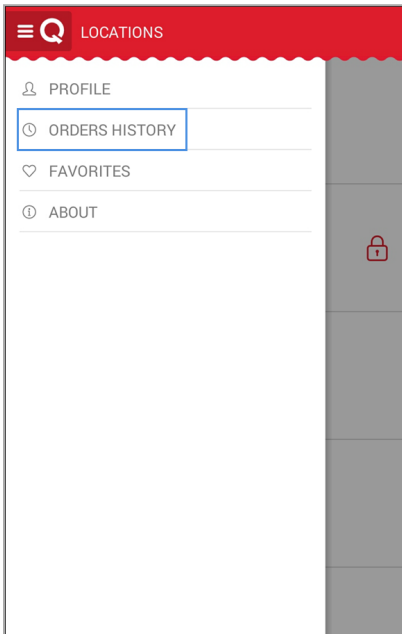
2. In the top menu, tap **Info**.
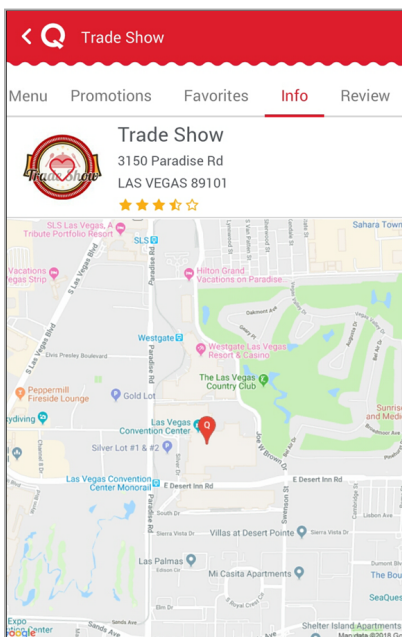
Viewing Orders History

QwickServe Mobile keeps the history of orders that you have placed using the mobile portal.

To view the order history, at the top left corner of the QwickServe Mobile window, tap the main menu icon and select **Orders History**.

Result: QwickServe displays the list of orders you have placed.

GLOSSARY

Add-on – additional items that are recommended to be purchased with the particular item (e.g. cup of coffee as an add-on item to the cheeseburger).

Administrator PIN – user PIN assigned on the C-Store Office side when the QwickServe user is created. This PIN is used for accessing the Administrator's Panel of the QwickServe terminal.

Braintree – a gateway between a consumer and a merchant bank account helping to accept and process payments in the QwickServe Mobile application.

Category – placeholder for the group of items to be sold within it.

Cost method of accounting (CMA) – this method is used for items containing several ingredients that were bought separately and are combined and sold within a recipe item. A cheeseburger, for example. Under this method, merchandise additions are made at cost value and no retail value.

Ingredient – item purchased in one form and sold in combination with the other items (e.g. cheese purchased as a wheel of cheese and sold as a portion of cheese within a cheeseburger).

KDU – kitchen display unit, a QwickServe device that provides foodservice operators with a workflow and information to complete orders. KDUs allow operators to present complete preparation instructions for items and orders, displaying detailed information about ingredients, preparation steps and specific cooking time.

Menu – set of item categories and items within them to be sold via the QwickServe device.

Online payments – payments for QwickServe orders collected directly in the QwickServe Mobile application. An online payment can be done using a credit or debit card.

Recipe costing – see Ingredient method of accounting.

Recipe item – made-to-order item with the fixed base ingredients and customizable sets of ingredients and add-ons.

Regular item – item from the Price Book sold as is.

Retail method of accounting (RMA) – this method calculates a store's total inventory value by taking the total retail value of the items that were originally in inventory, subtracting the total sales, and then multiplying that dollar amount by the cost-to-retail ratio (the percentage by which goods are marked up from their wholesale purchase price to their retail sales price).

QwickServe Mobile – a QwickServe application for iOS or Android created to allow customers to make their order remotely.

Set of ingredients – set of items user can select for his customizable made-to-order (recipe) item.

SSOT – self-service ordering terminal enabling users to place orders themselves. Once orders are placed at the SSOT, they become visible at QwickServe KDUs.

Subcategory – placeholder for the group of items located within another category (e.g. "Breakfast" subcategory within the "Holiday QS Menu").

Terminal PIN – device PIN assigned on the C-Store Office side when the device is created. This PIN is used for accessing QwickServe terminal when you launch it first time after installing the QwickServe Terminal application.

Tier pricing ranges – charging different quantity ranges of ingredients at different prices.

User PIN – a PIN received by the user to the phone number for getting access to user's favorites on the Customer's panel of the QwickServe terminal.