

UBSIDI

User Manual

Tiffintom Partner

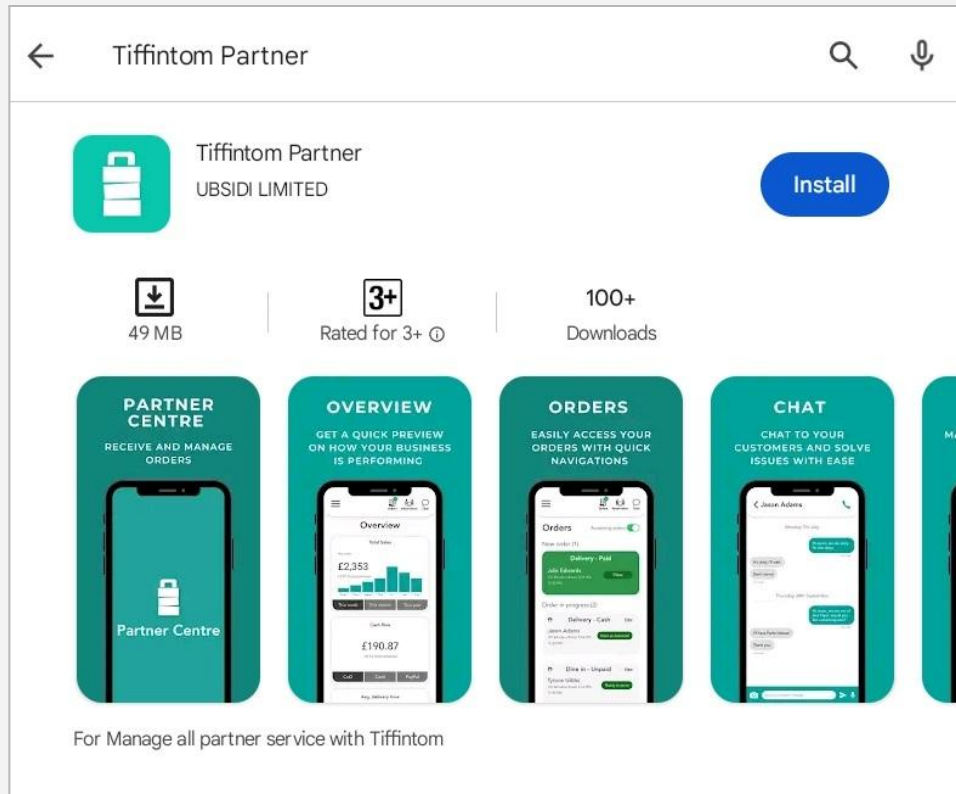
➔ **Version 6.3**

➔ Download **Tiffintom Partner** from Google Play Store link :-

https://play.google.com/store/apps/details?id=com.tiffintompartner1&pcampaignid=web_share

1. How to download the Tiffintom partner application ?

1. On your device, open Google Play Store application.
2. Type in search bar “**Tiffintom Partner**”.
3. Tap on **Install** button.



2. Login to Tiffintom Partner

- Service provider will send you **Username** and **Password** to log in to tiffintom partner.
- **Login steps :**
 1. Enter **username**
 2. Enter **password**
 3. Tap on **Login** button.

UK

TIFFIN
TOM

LOGIN

Enter username

Enter password

Log In

4. The next screen is the **Select Business**. Select a business which you want to open.
5. Tap on **Done** button.

TIFFIN
TOM

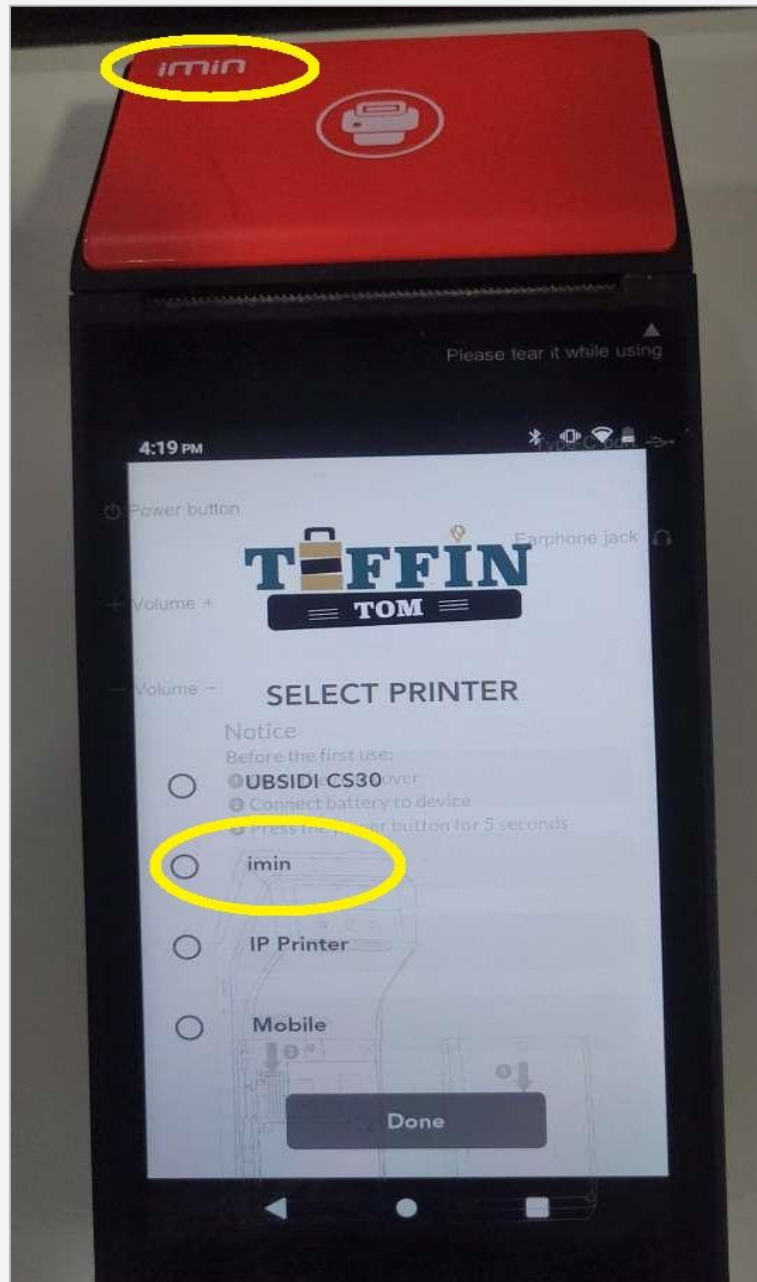
SELECT BUSINESS

ABC

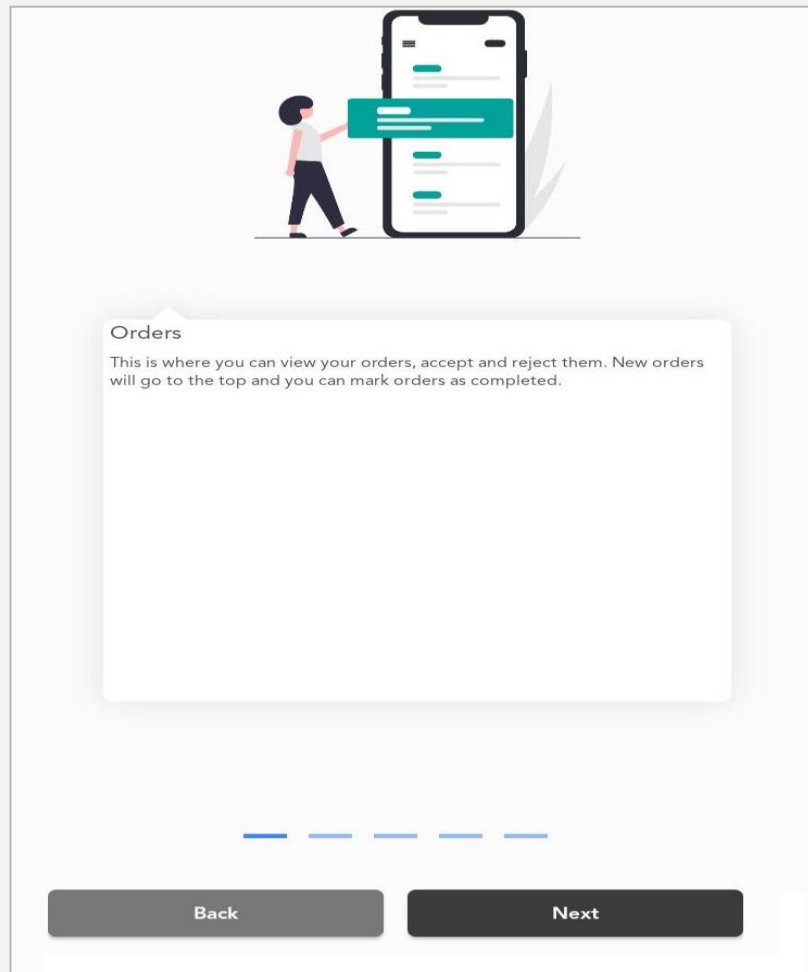
XYZ

Done

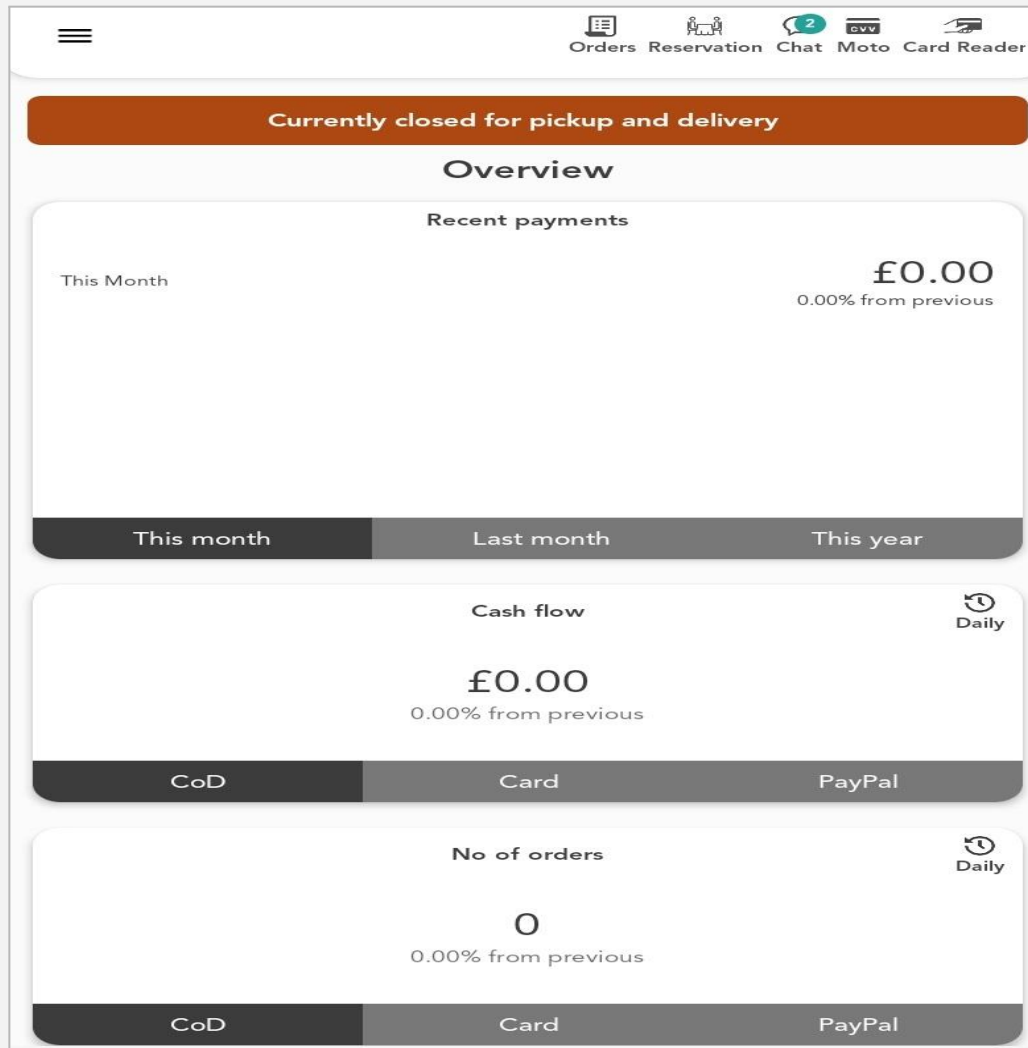
6. The next screen is **Select Printer**. Now you have to select the printer name which will be same as your device name.
7. Tap on **Done** button.



8. Now you will first see the information and guidance pages. Be sure to read over everything on the page. Once you're ready, tap the **Next** button to continue. If you want to read again the previous page, just tap on **Back** button.



9. After finishing the info pages, you will navigate to the home page, as you can see in the image. You will see here your business overview.



3. How to approve a Device ?

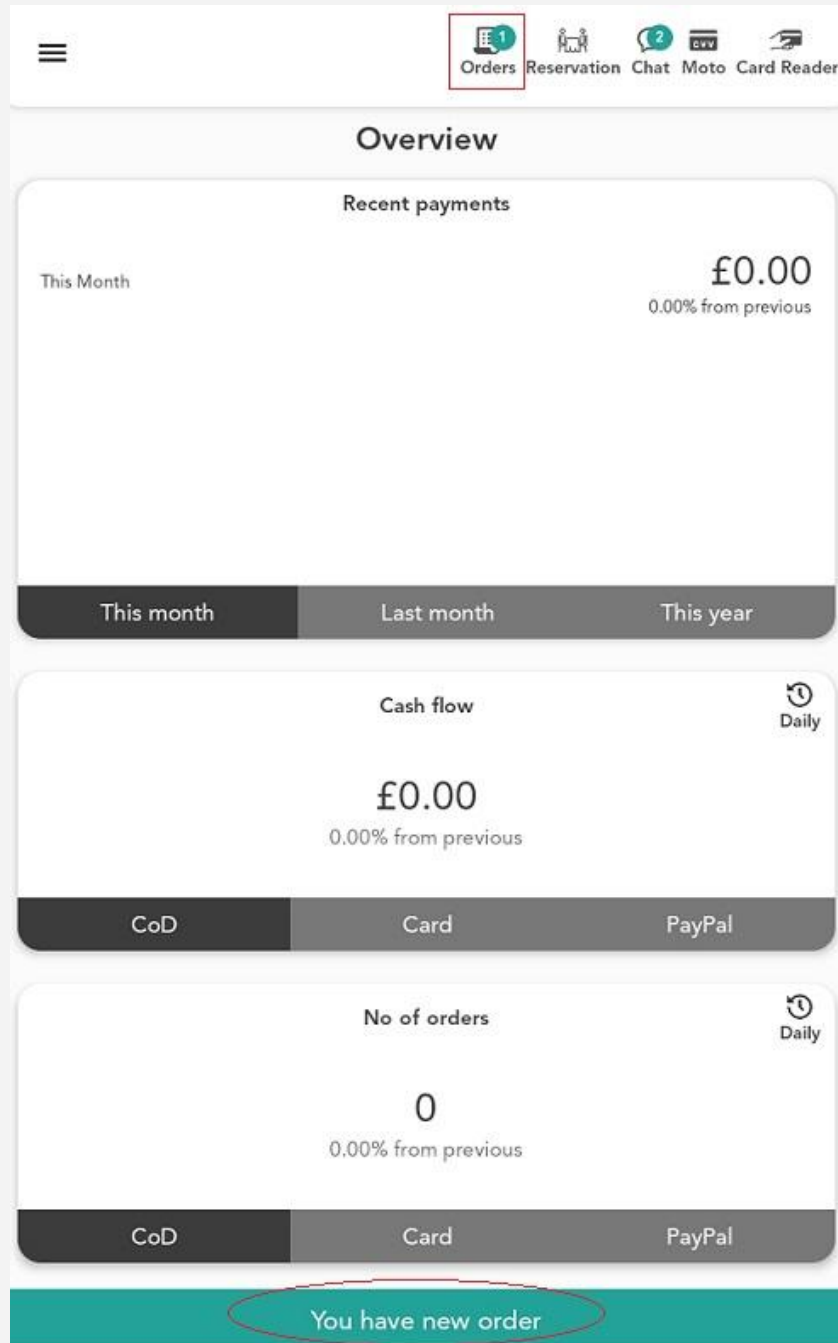
- When you will tap on any options, a device approves page will open. You have to approve your device from the service provider before going to use all the services except payments(moto & card reader).
- To **contact the service provider** message on **WhatsApp** with the **device name**.
- Your device name will be on that page, as you can see in the below image.



- After getting a confirmation message of device approval from service provider, tap on the **Refresh** button.
- Now you can access all the services.

4. Orders

- When you will receive a new online order on your system, your device will ring only if the app is open or minimized, and a notification over the **Orders** button will appear. A new order notification bar button also appear at the bottom of the page, as you can see in the below image.
- Now tap on **Orders** button or **bottom notification bar** button to view the order. All Online Orders will appear on the orders page.

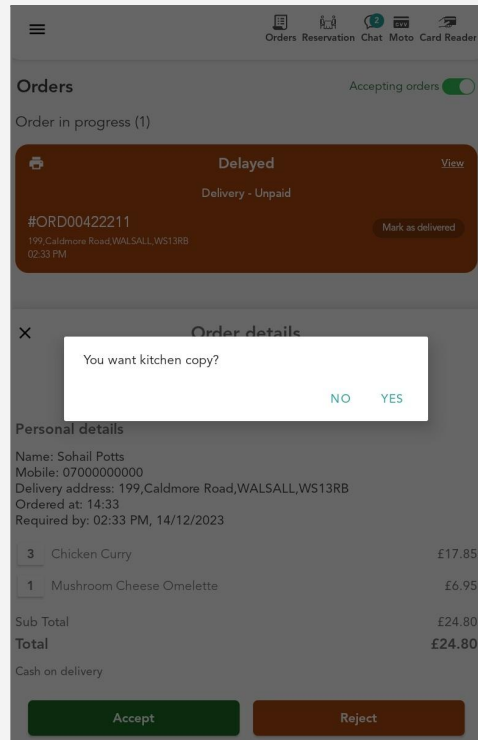
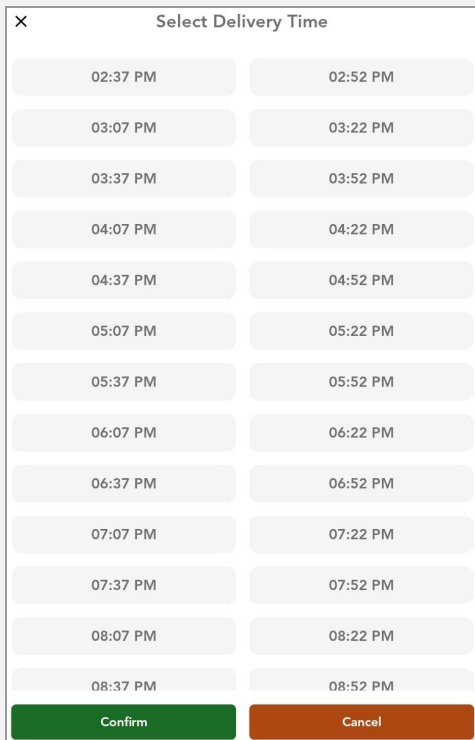
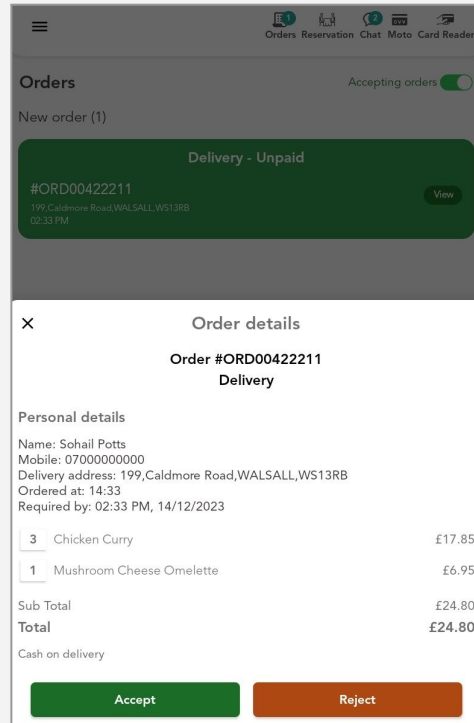
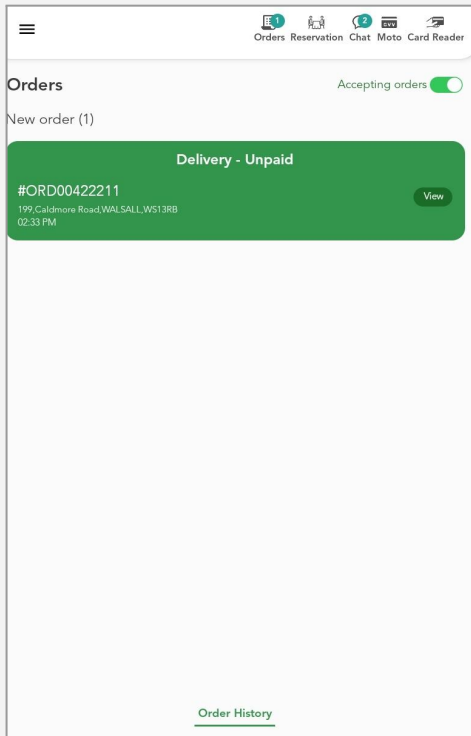


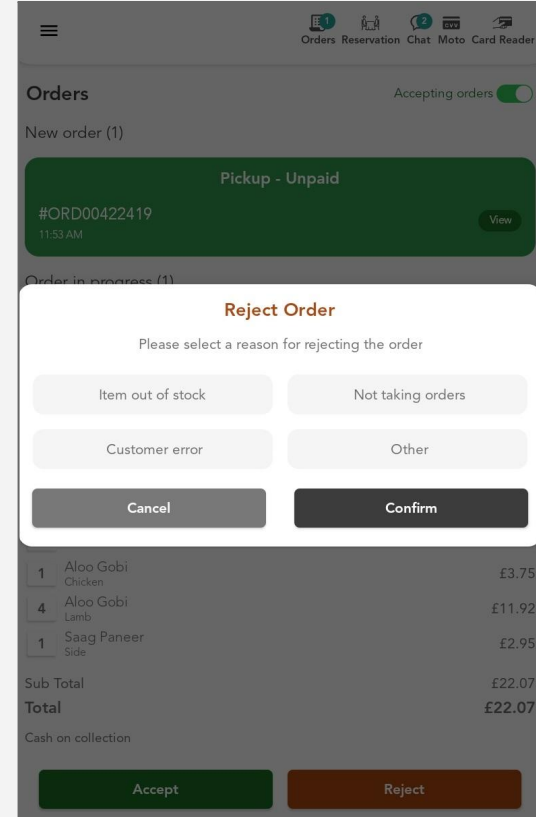
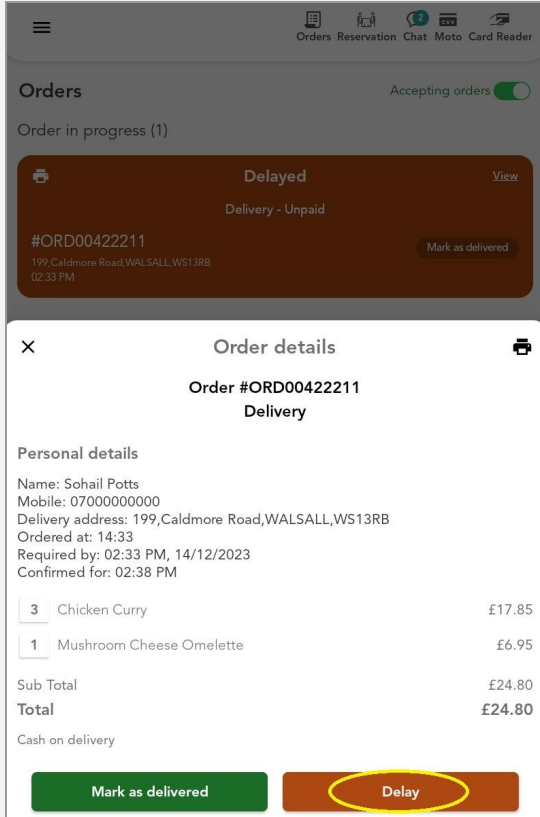
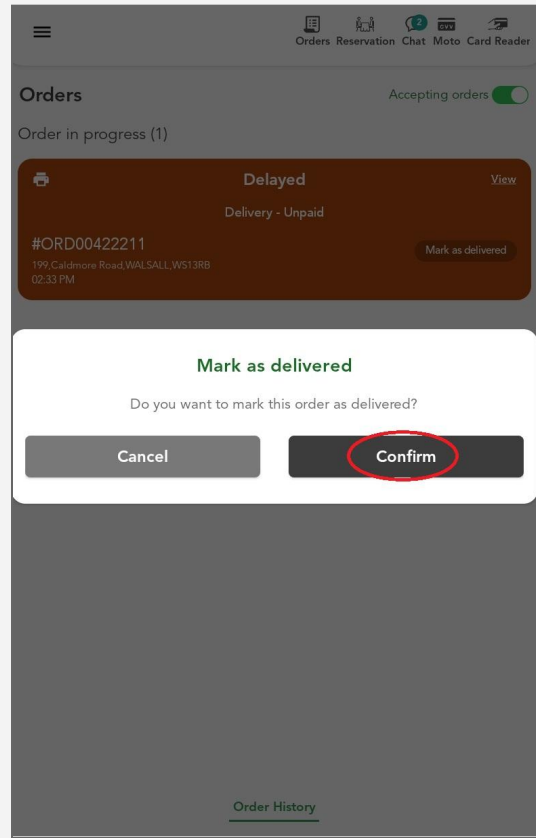
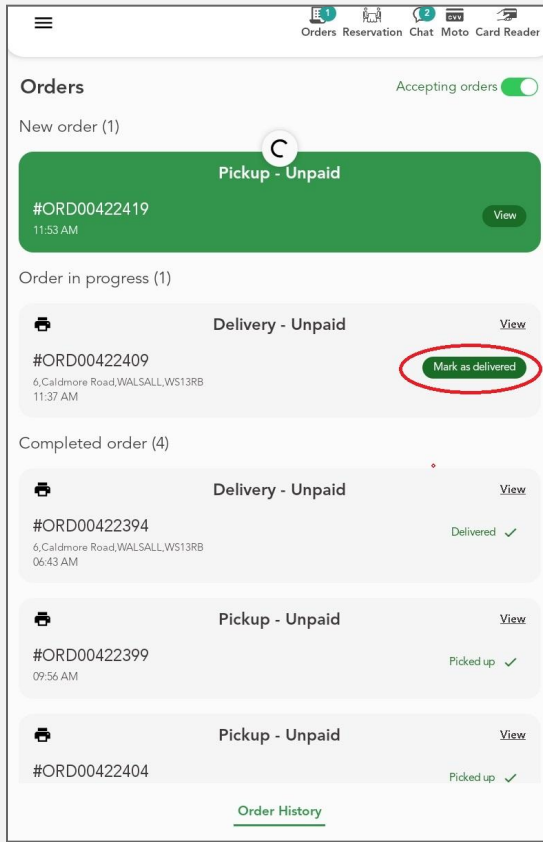
- Tap on order to see full order details.
- **How to Accept an order ?**
 - Delivery and Pickup both have the same steps to accept an order.

1. Open the order which you want to accept.
 2. Now tap on **Accept** button.
 3. Now you have to select a time at which that order will be pickup or deliver.
You can also set a particular time by tap on **Custom** button.
 - Tap on **Custom** button > Set time > Select AM or GM > tap on **Ok** button.
 4. Now tap on **Confirm** button.
 5. After clicking on Confirm button, a print popup will show up. If you want a kitchen copy then tap on **Yes** button, else tap on **No** Button. Order will be accepted.
- **For a Delivery order: Change order status as **Delivered** ?**
1. Tap on **Mark as delivered** button to change the order status. Then tap on **Confirm** button. Order status will show up as **Delivered**.
- **For a Pickup order: Change order status as **Picked up** ?**
1. **Send a message to customer to collect the order:**
 - When the order is ready, just tap on **Ready to collect** button, a message will be sent to the customer to pick up the order.
 2. **Change status as picked up:**
 - Tap on **Mark as picked up** button to change the order status. Then tap on **Confirm** button. Order status will be changed into **Picked up**.
- **How to **Reject** an order ?**
1. If you want to reject an order, open that order and tap the **Reject** button.
 2. Select a reason for rejecting the order, or you can type a specific reason by tap the **Other** button.
 3. Now tap the **Confirm** button.
- **If order is **delayed****
- Delayed orders will show in **Brown** color and Delayed name will show on that order.
 - If an order is not ready by the time promised, you can change the time limit.
 1. tap on **Delay** button.
 2. Select a new time or enter a custom time by tap on **Custom** button.
 3. Tap on **Confirm** button.

➤ Order History

- In order history, you can see all the completed order (delivered, picked up, rejected order) by tap on **Order History**.



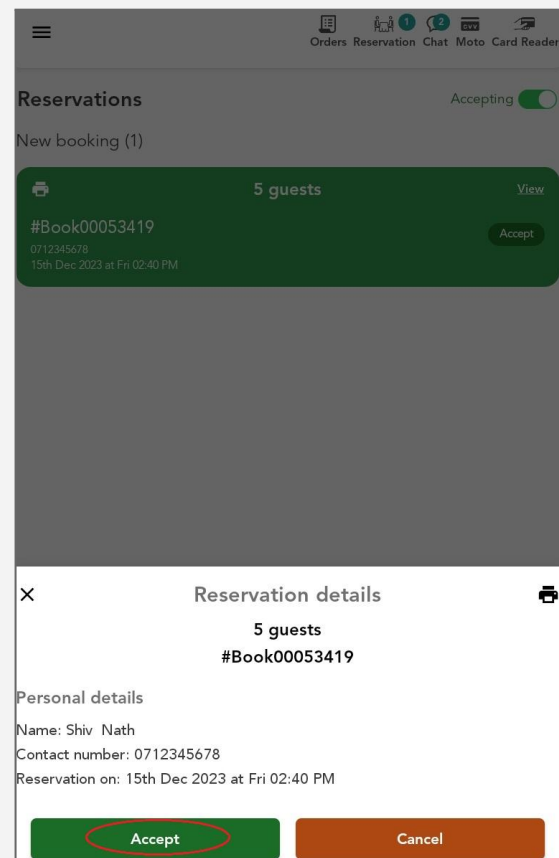
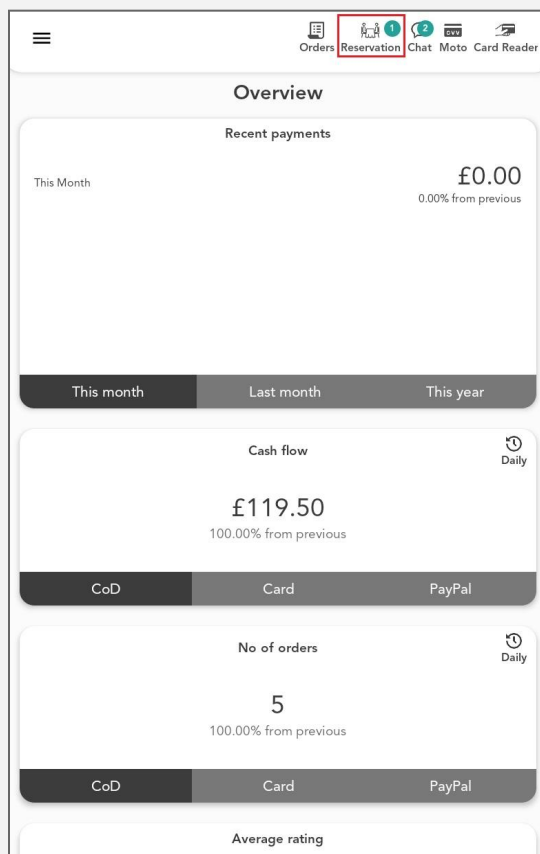


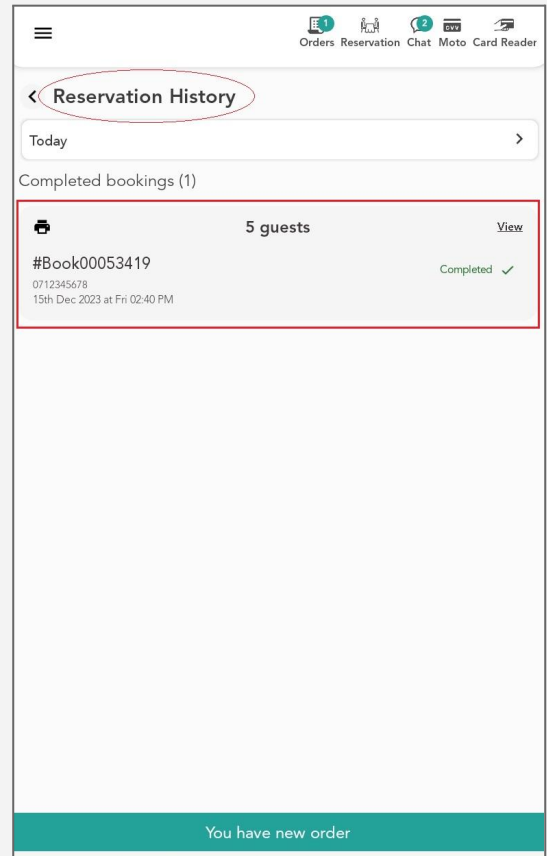
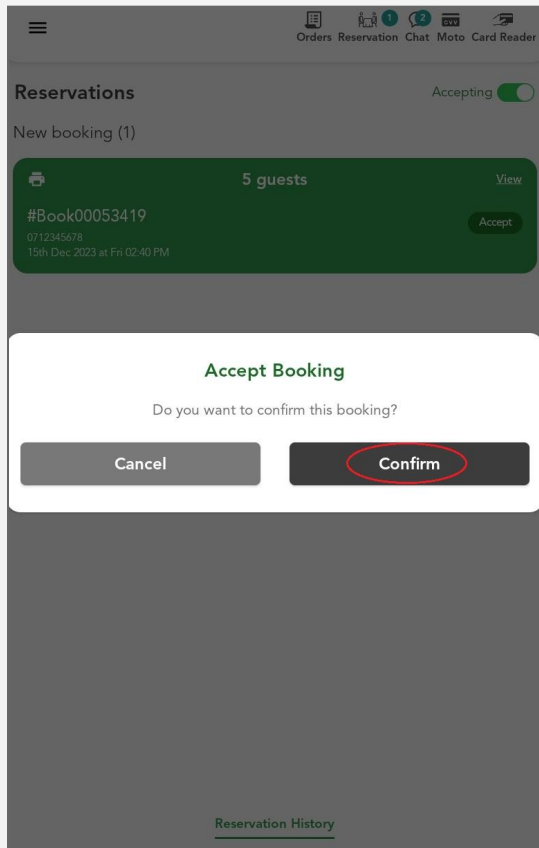
5. Reservations

- When you will receive a new table booking order on your system, your device will ring only if the app is open or minimized, and a notification over the **Reservation** button will appear.
- Now tap on **Reservation** button to view the reservation order details. All table booking orders will appear on the [Reservations page](#).

➤ **Accept booking order:**

1. Tap on [new booking order](#).
 2. Click on **Accept** button.
 3. Click on **Confirm** button. Order will be accepted.
- Now, to see the accepted booking order details, you have to open the [Reservation History](#) page by click on the **Reservation history** button. **Reservation History** button is located in the bottom of the reservation page.





5. Moto Payment

- There are 3 different payment options given on the moto payment page. You can use any from them to take payment.

1. Pay by link
2. Moto
3. QR

1. Pay by link

Steps:

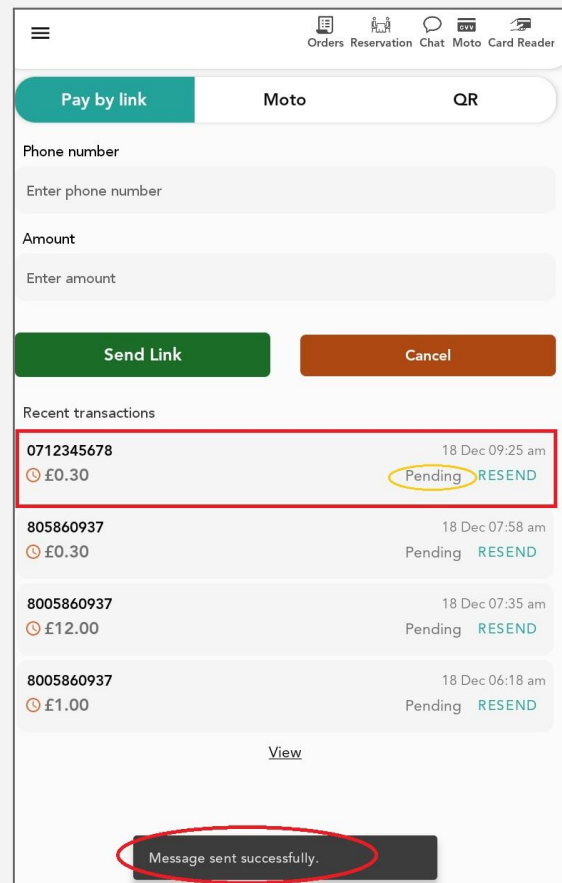
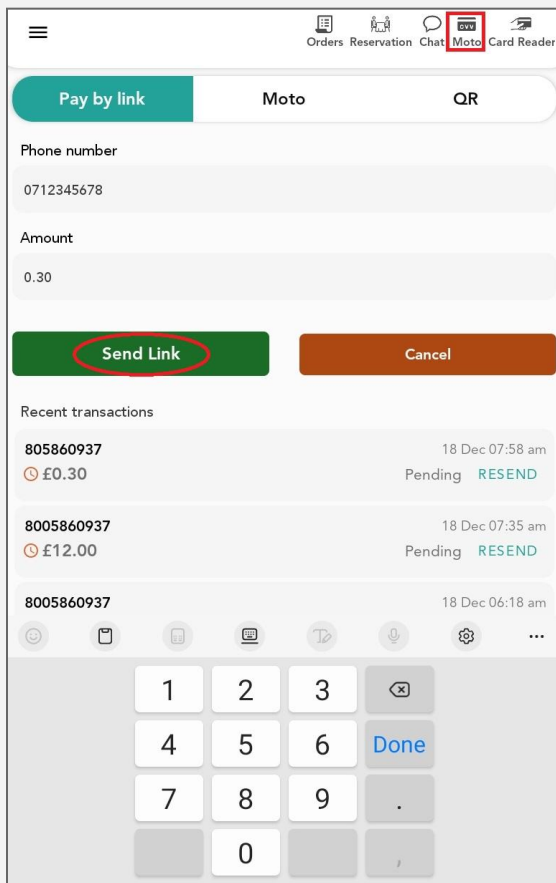
1. Click on **Moto** button and select Pay by link.
2. Enter customer phone number.
3. Enter amount.

4. Click on **Send Link** button. A message will be sent to the customer's phone number.

(if the customer doesn't receive the link, you can resend the link by clicking on **RESEND** button.)

5. Customer clicks on the received payment link.
6. The customer is redirected to a secure payment page where they can complete their purchase.
7. When the payment is done, status will be changed Pending to Successful.

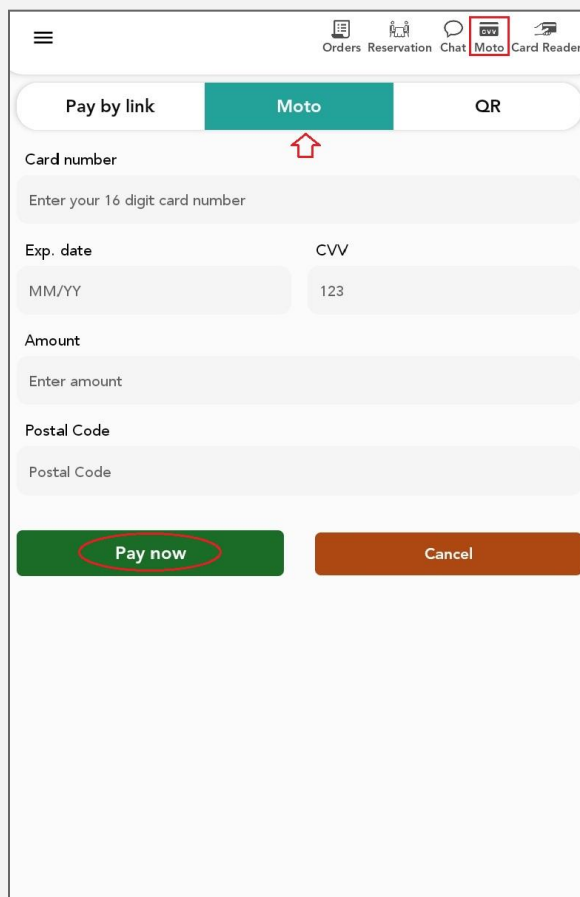
Note: if your customer doesn't fill out the payment link within the next 24 hours, the payment will show as **Expired**.



2. Moto Payment

Steps:

1. Click on **Moto** button and select Moto option.
2. Enter 16 digit card number.
3. Enter Expiry date and CVV.
4. Enter amount.
5. Enter Postal code (optional).
6. Now Click on **Pay Now** button.
- 7.



The screenshot displays a mobile application interface for payment. At the top, there is a navigation bar with icons for Orders, Reservation, Chat, Moto (highlighted with a red box), and Card Reader. Below this, there are three tabs: "Pay by link", "Moto" (selected and highlighted in green), and "QR". A red arrow points to the "Moto" tab. The main form contains several input fields: "Card number" with a placeholder "Enter your 16 digit card number", "Exp. date" with a placeholder "MM/YY", "CVV" with a placeholder "123", "Amount" with a placeholder "Enter amount", and "Postal Code" with a placeholder "Postal Code". At the bottom, there are two buttons: "Pay now" (green) and "Cancel" (orange). The "Pay now" button is circled in red.

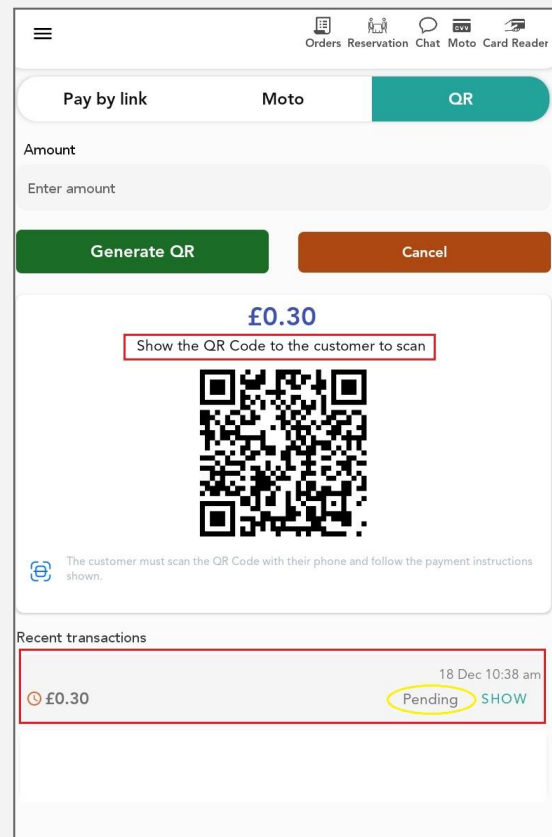
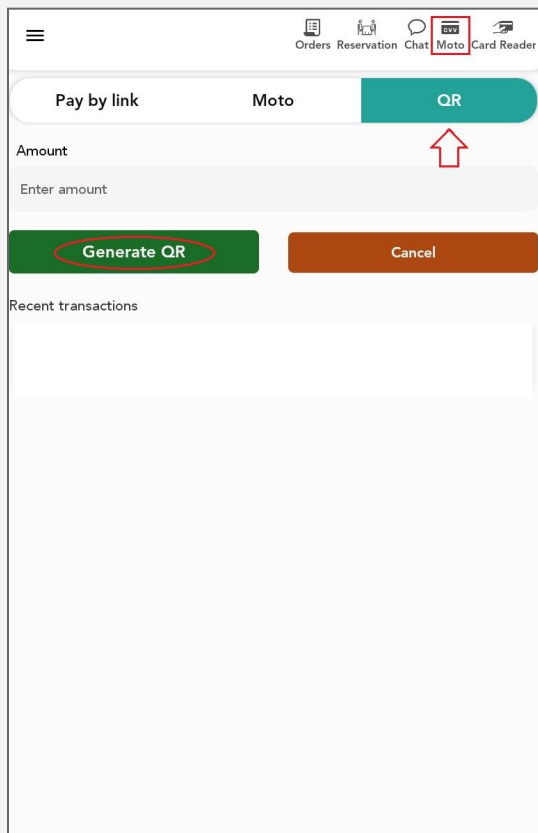
3. QR Payment

Steps:

1. Click on **Moto** button and select QR option.

2. Enter amount.
3. Click on **Generate QR** button.
4. A QR Code will generate on that page.
5. Show the QR Code to the customer to scan
6. When the payment is done, status will be changed Pending to Successful.

Note: if your customer doesn't scan the QR within the next 24 hours, the payment will show as **Expired**.



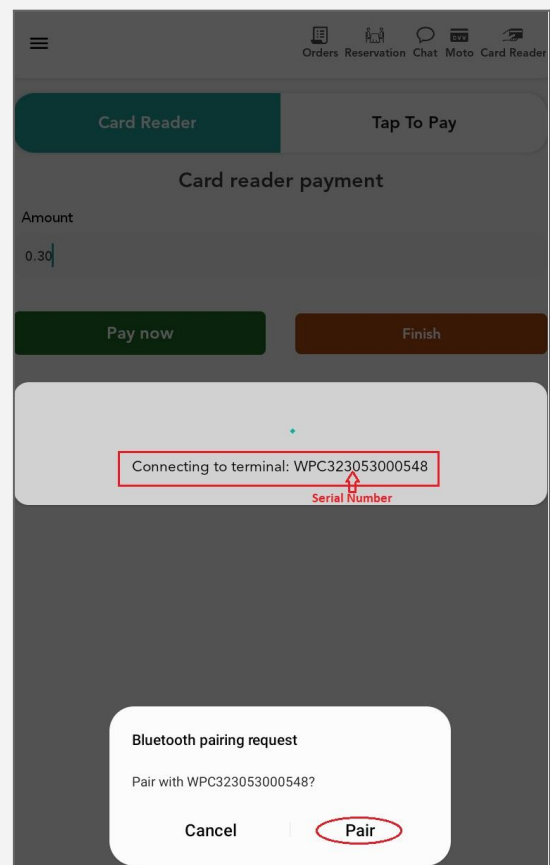
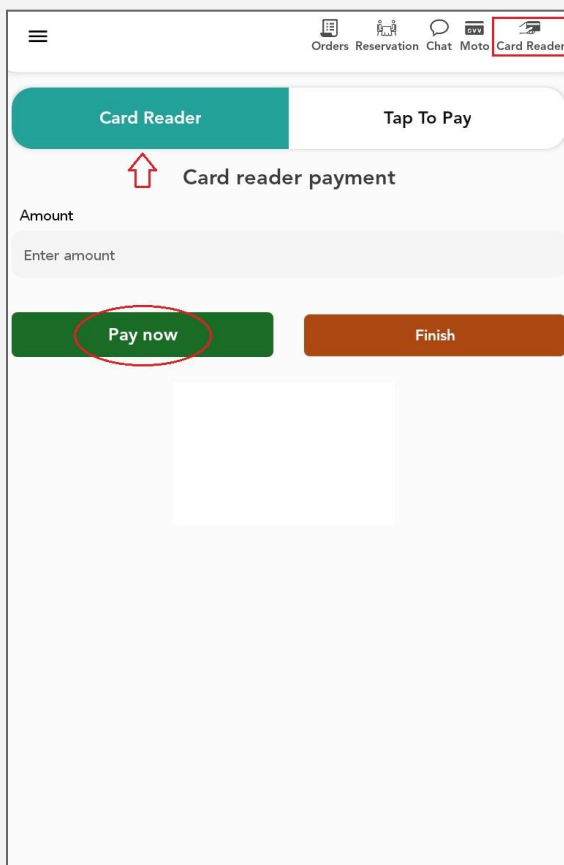
6. Card Reader Payment

Steps:

1. First Turn ON the readers.
2. Click on **Card Reader** button in your app.
3. Enter amount.
4. Click on **Pay Now** button.
5. Your app will start a searching for nearby Bluetooth connected readers.

Note: Ensure that Bluetooth and Location services are enabled on your mobile app.

6. When discovered, the reader's serial number will show in the app and a Bluetooth pairing request popup will show up on that page.
7. To connect a discovered, click on **Pair** button.
8. When you successfully connect to the reader, a message will start to show in your app "Please present card" and the payable amount will start showing in the reader. The reader prompts the customer to insert or tap their card.
9. Insert or tap the customer card.
10. After tapping or inserting the card, wait for the payment success message to appear in the Tiffintom Partner app.





2. Tap to Pay

Steps:

- 1.

7. Overview

Steps:

- 1.

8. Review & Rating

Steps:

- 1.

9. Payments

Steps:

- 1.

10. Payments

Steps:

- 1.

11. Menu

Steps:

- 1.

