

WaiterBot User Manual

Everything you need to know about WaiterBot System

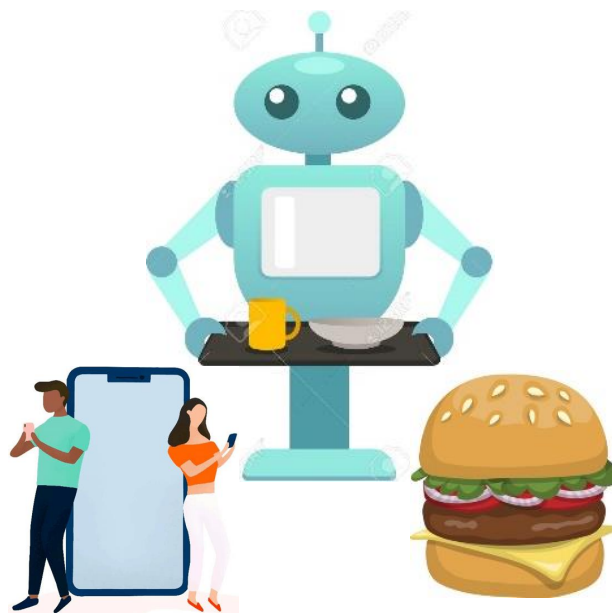


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1 Introduction

1.1 What is WaiterBot System ?

The WaiterBot System is an automated system designed for placing and delivering orders in a restaurant. This system will replace the human waiters with robot waiters for an efficient delivery process and also give customers a new experience. Customers can place orders via the mobile application and once the orders are ready, the WaiterBots will deliver the orders to the customer.

The system consists of :

1. One or more WaiterBots
2. Shop Owner Web Application
3. Operator Desktop Application
4. Customer Mobile App

2 WaiterBot

2.1 How to setup a WaiterBot?

Turn on your WaiterBot and you will see a Welcome screen.



Then it will be automatically connected to your WiFi network.



Place your food items in the tray.



Now your WaiterBot is ready to deliver the food.



3 WaiterBot Mobile App

3.1 Downloading the App

In order to place the orders in a restaurant you must have the WaiterBot Mobile App installed in your mobile device. WaiterBot Mobile App compatible with both Android and iOS.

Android users :

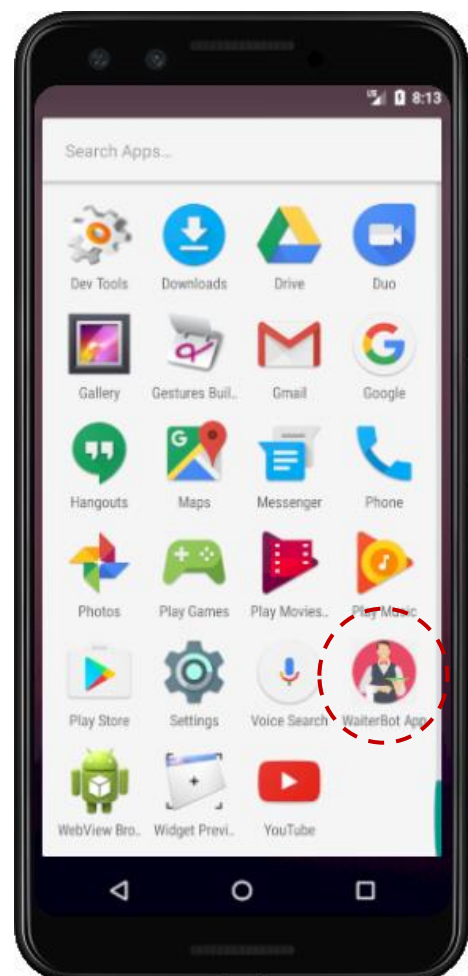
Open **Play Store**  and search “WaiterBot” in the search bar. Then tap **Install**.

iOS users :

Open **AppStore**  and search “WaiterBot” in the search bar. Then tap **Get**.

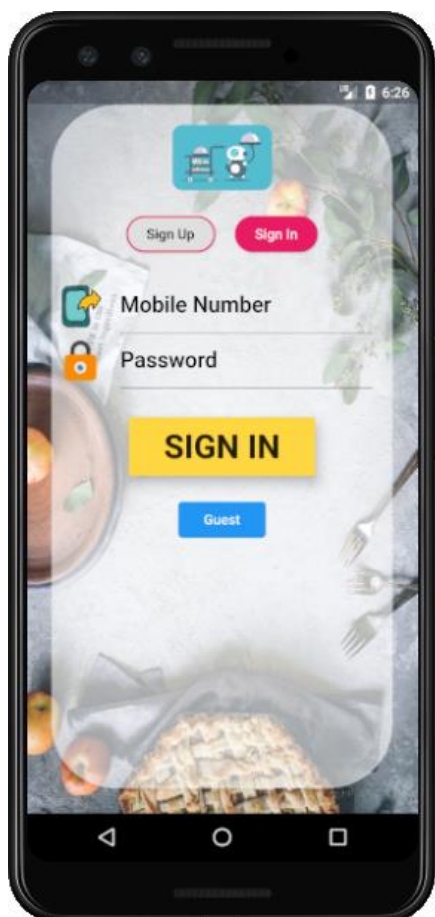
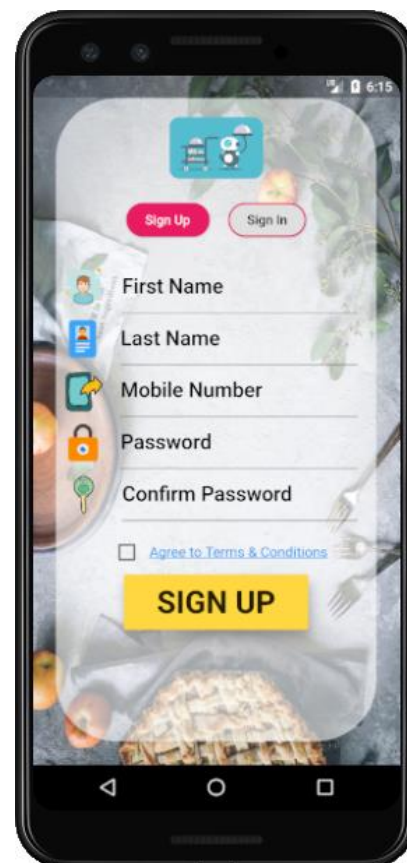
Now launch the App from your device screen.

Now you are ready to go !



3.2 Login to your account

If you don't have an account associated with WaiterBot system, you can create an account in the **Sign Up** tab.



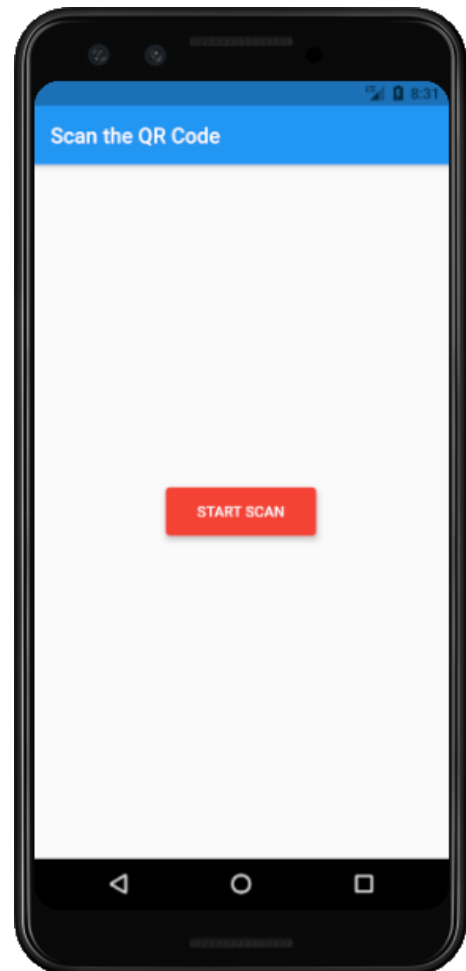
If you have an account, you can directly **Sign In**. Otherwise, you can use the **Guest** option, which doesn't require any account.

But remember, you cannot add any reviews/ratings to the food items you purchase if you use the **Guest** option.

3.3 Scan the QR Code

Scan the QR Code on your table.
Then you will be redirected to
the food menu.


Just remember, you cannot change
the table after you have scanned the
QR Code. The orders will be arrived
to the table which you have scanned
the QR Code.



3.4 Add food items to your order

Now you can browse through the food categories and you can add them to your food order by tapping **ADD TO CART** button.

You can change the number of plates and the portion size (Normal, Large) from a specific food item as well.

After adding enough items to your order, goto the checkout by tapping  on the bottom right corner.



3.5 Checking the ratings, reviews & ingredients

You can check for the ratings and reviews which was added by previous customers for any food item. You will also see the ingredients of that food in there.

Number of yellow colored stars represents the rating earned out of 5 for that food item.

Tap on that  to check the ingredients and current reviews.

Each tile represents a review from a customer and the stars he/she contributed and the date-time the review added is displayed in the bottom right corner.

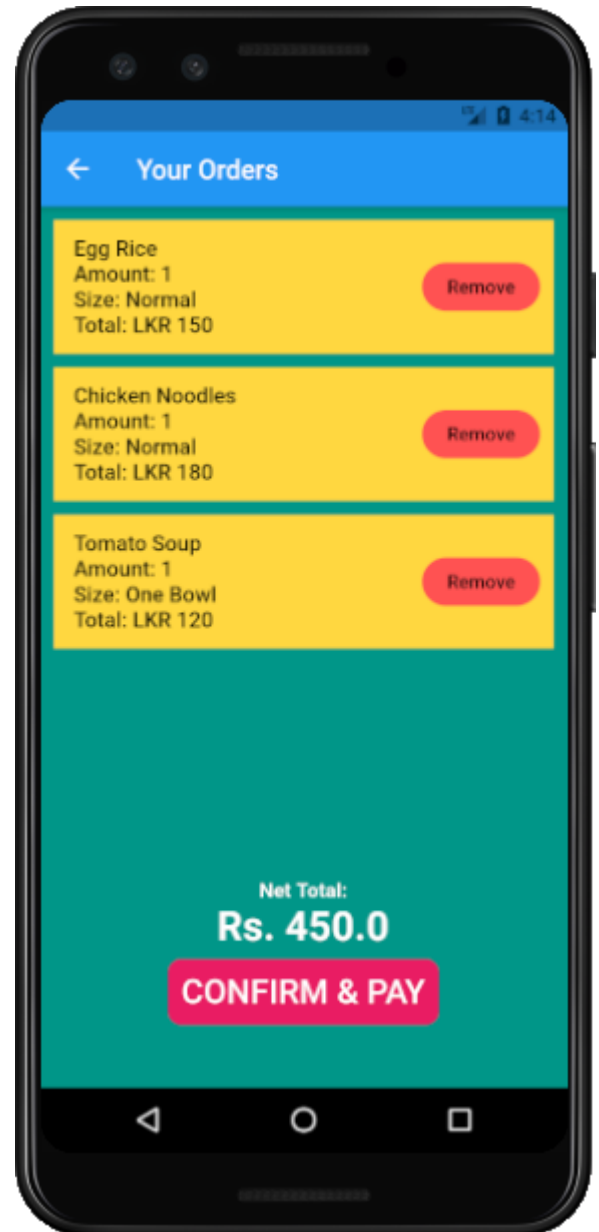


3.6 Checkout

You can further remove any items from your order if you want.

After finalizing your order check the total amount you have to pay and tap on **CONFIRM & PAY**.

Now you will be redirected to the payment gateway.

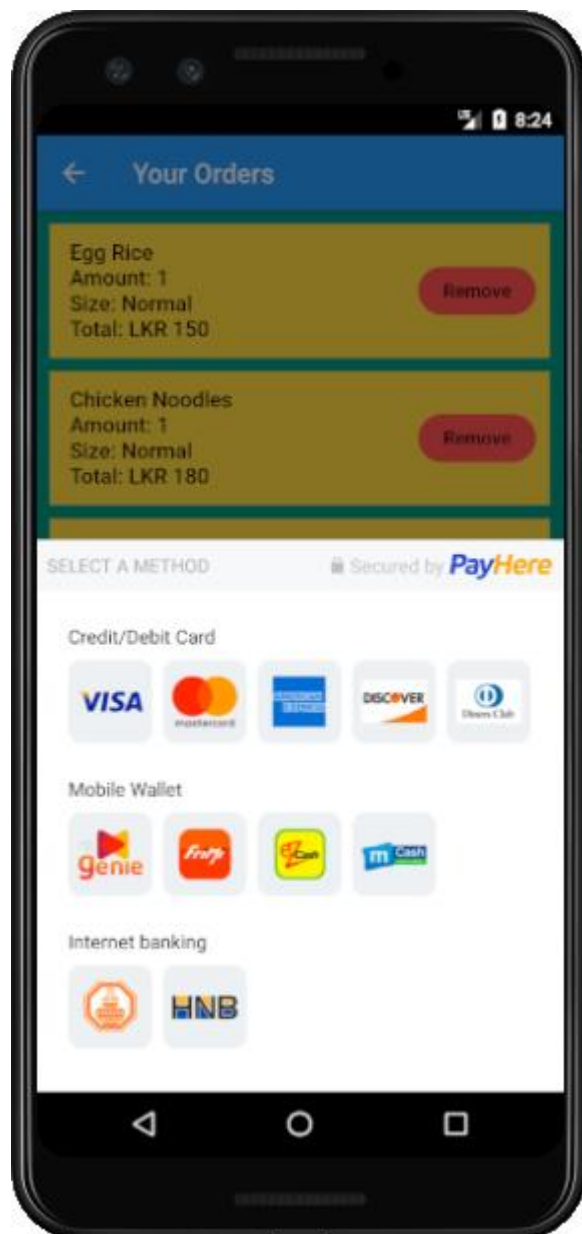


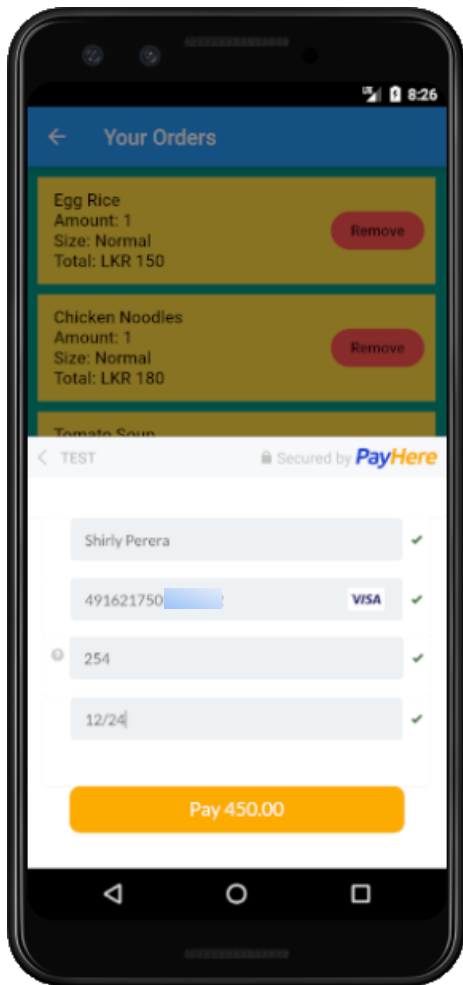
3.7 Payments

Use your **VISA**, **MasterCard** or **AMEX** cards for the payments.

Otherwise you can use 3rd party payments apps like **genie**, **FriMi** as well for this payment.

Or else use your **eZ Cash** or **mCash** wallets.

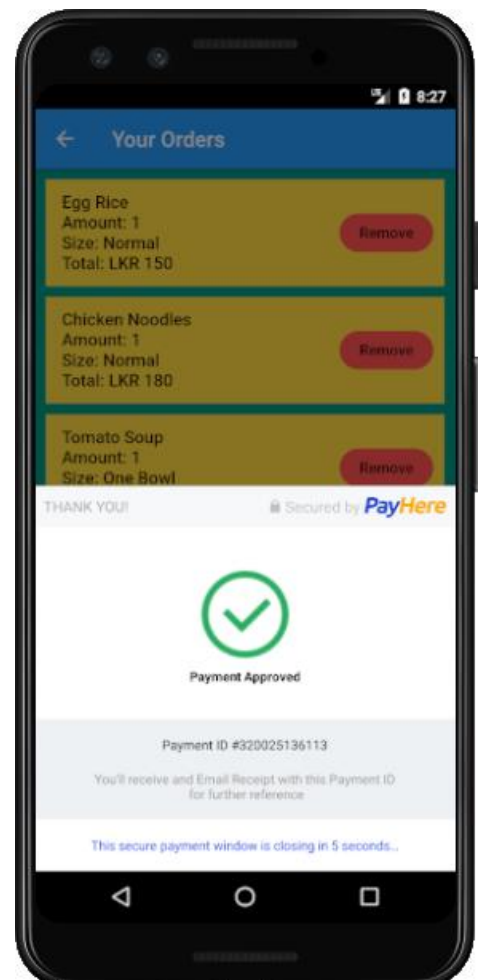




Enter your card details. Your **Name, Card Number, CVV, Expiry date** should be entered correctly.

If so, you will see green ticks for each field. Then verify the payment amount and click **Pay**.

If everything goes well, you will see **Payment Approved**.



3.8 Waiting for the order

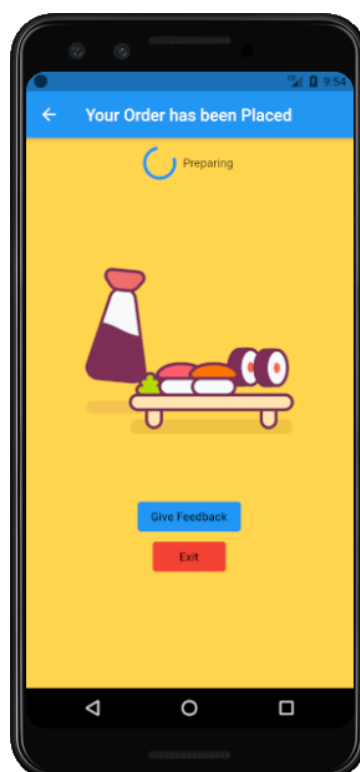
After the payments have been done, you should wait until the order is arrived at your table.

You will be notified by the app about the current state of your order. Has the order been placed? is it preparing? Is it delivering? Is it cancelled? You can see these states in the app.

Even the app is closed, you will get real time notifications about the current status.



(1)



(2)

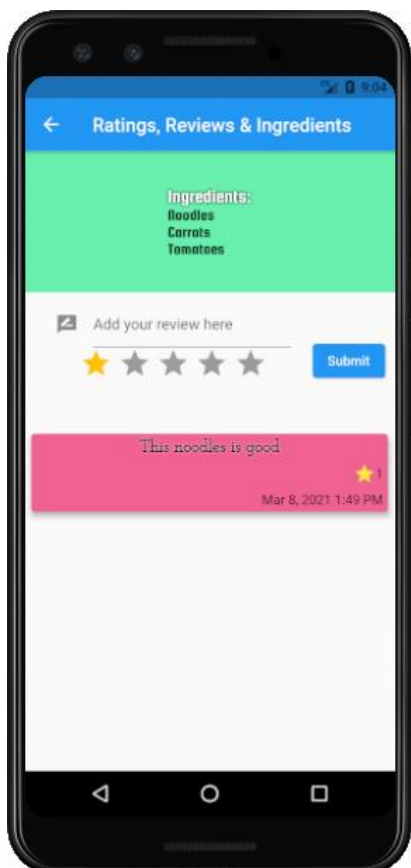
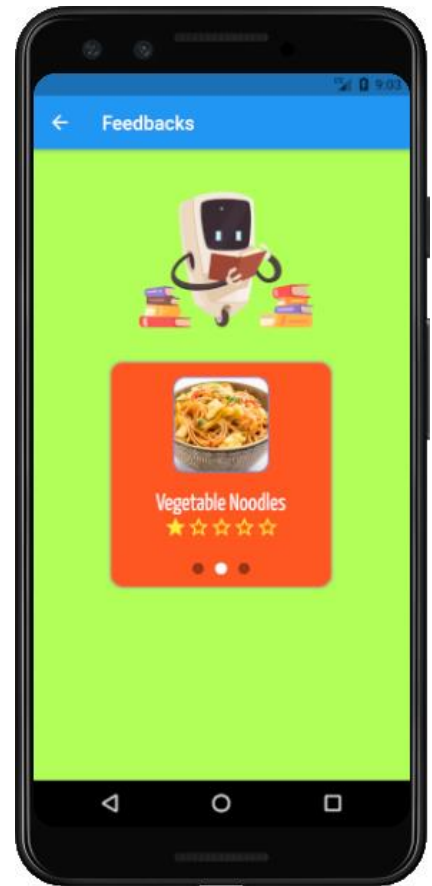


(3)

- 1- Order has been placed
- 2- Order is preparing
- 3- Order is delivering

3.9 Adding Ratings and Reviews

After your food has been delivered you can rate your order and add reviews to it.



This option is only available if you have sign in with your account.

This is not available for guest accounts.

4 WaiterBot Operator Desktop Application

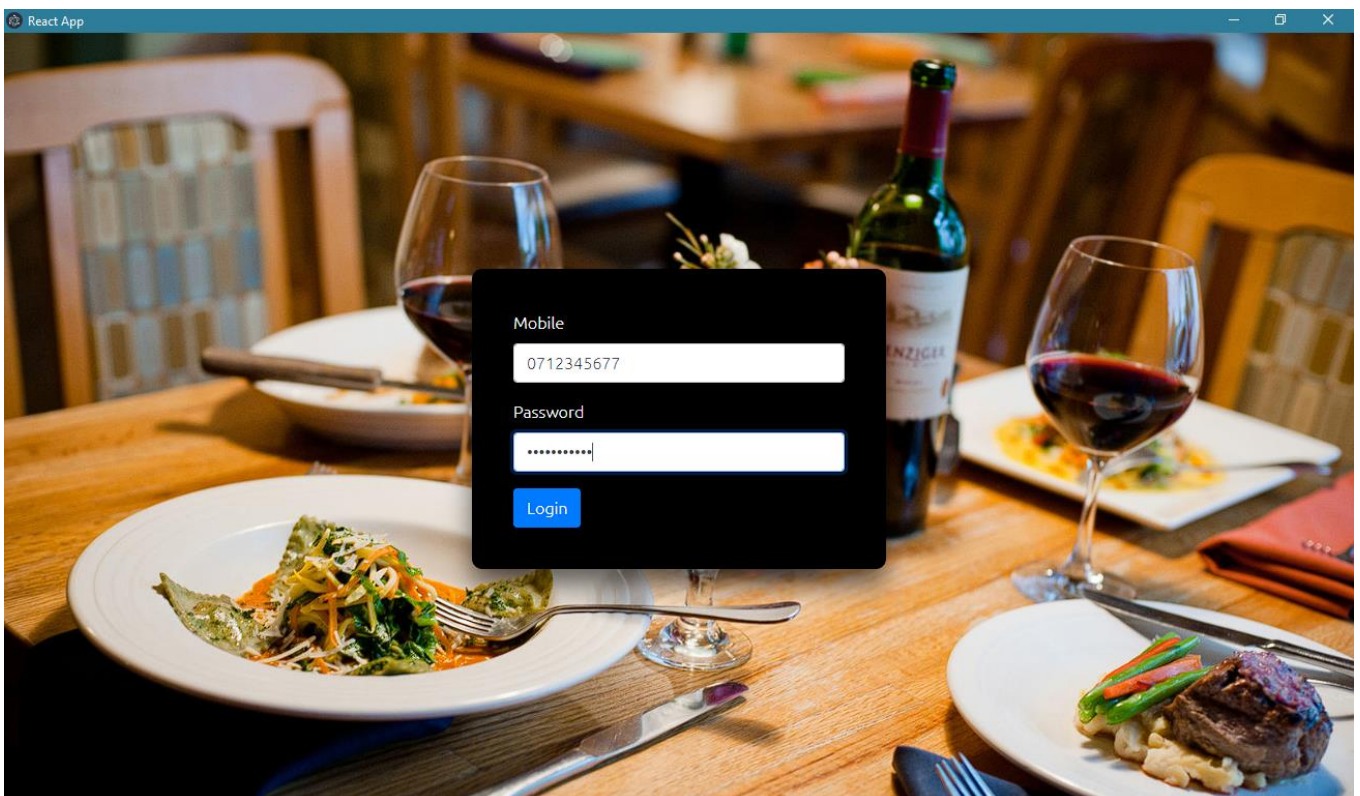
4.1 Why there is a Desktop Application?

This Desktop Application is meant for handling the orders and for handling the deployment of robots.

It can be installed in Windows, macOS and Linux. Therefore you need a desktop pc or laptop to run this application.

4.2 Login to your operator account

After launching the desktop application, first you need to login.



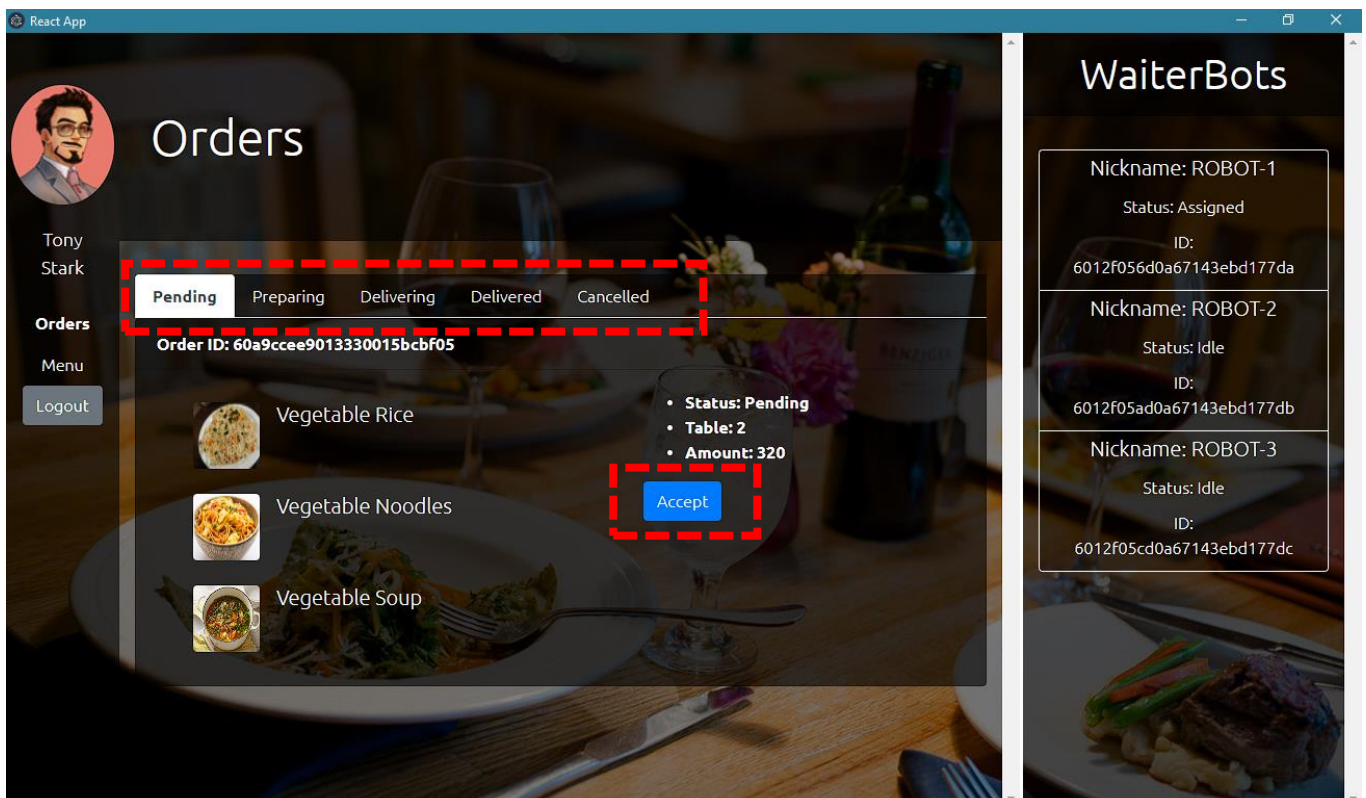
4.3 Orders information

Every order will be categorized according to its status.

When a customer has placed an order, it will be seen in the **Pending** tab. When you **Accept** It, it goes to the **Preparing** tab.

After the preparation has been done and the robot has been deployed, it goes to the **Delivering** tab.

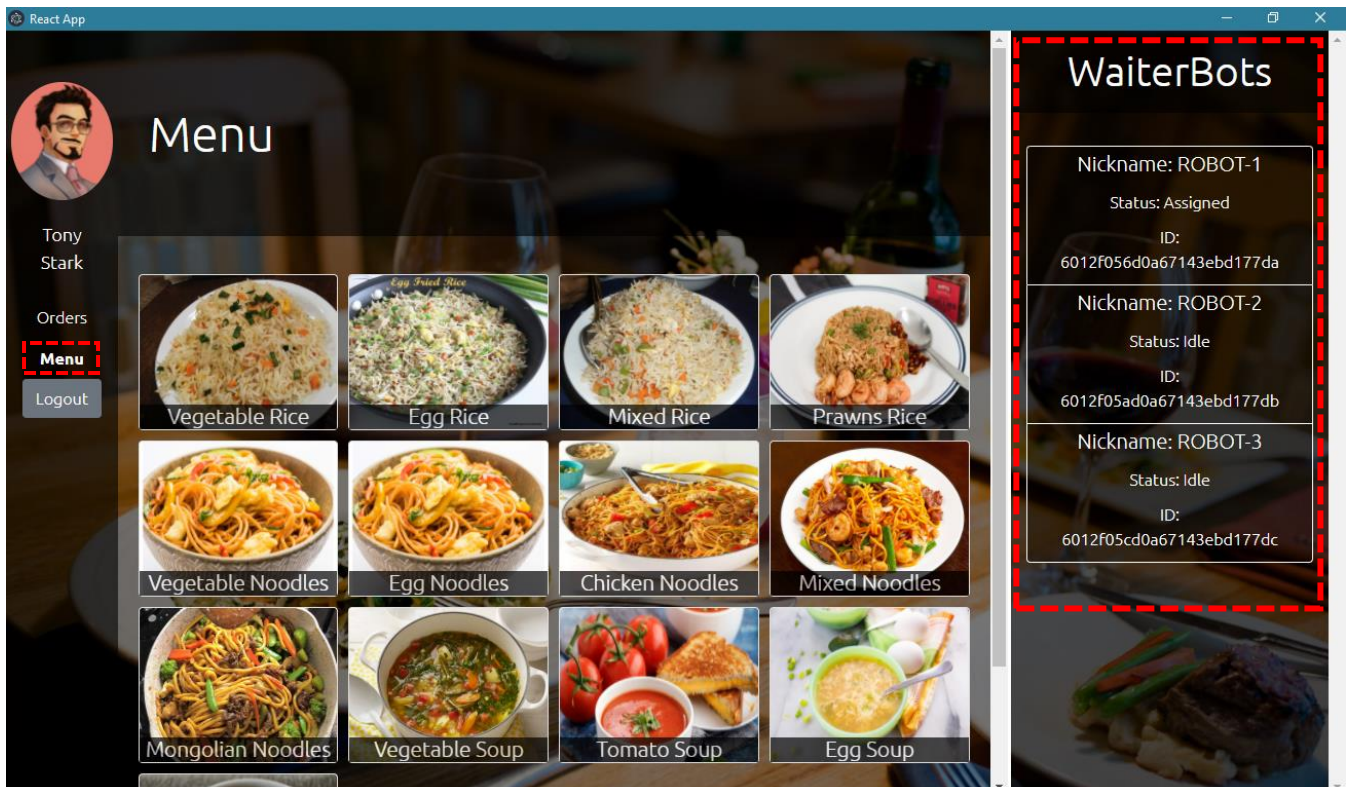
Once the delivering has been finished or order has been somehow cancelled, it goes to the **Delivered** or **Cancelled** tab accordingly.



4.4 Main Menu

In the main menu, you can see the currently available food items in the menu.

When you click on each food item, you will be redirect to the specific page of that food.



4.5 WaiterBots information

In the right side of each page, you can see the information about currently available WaiterBots.

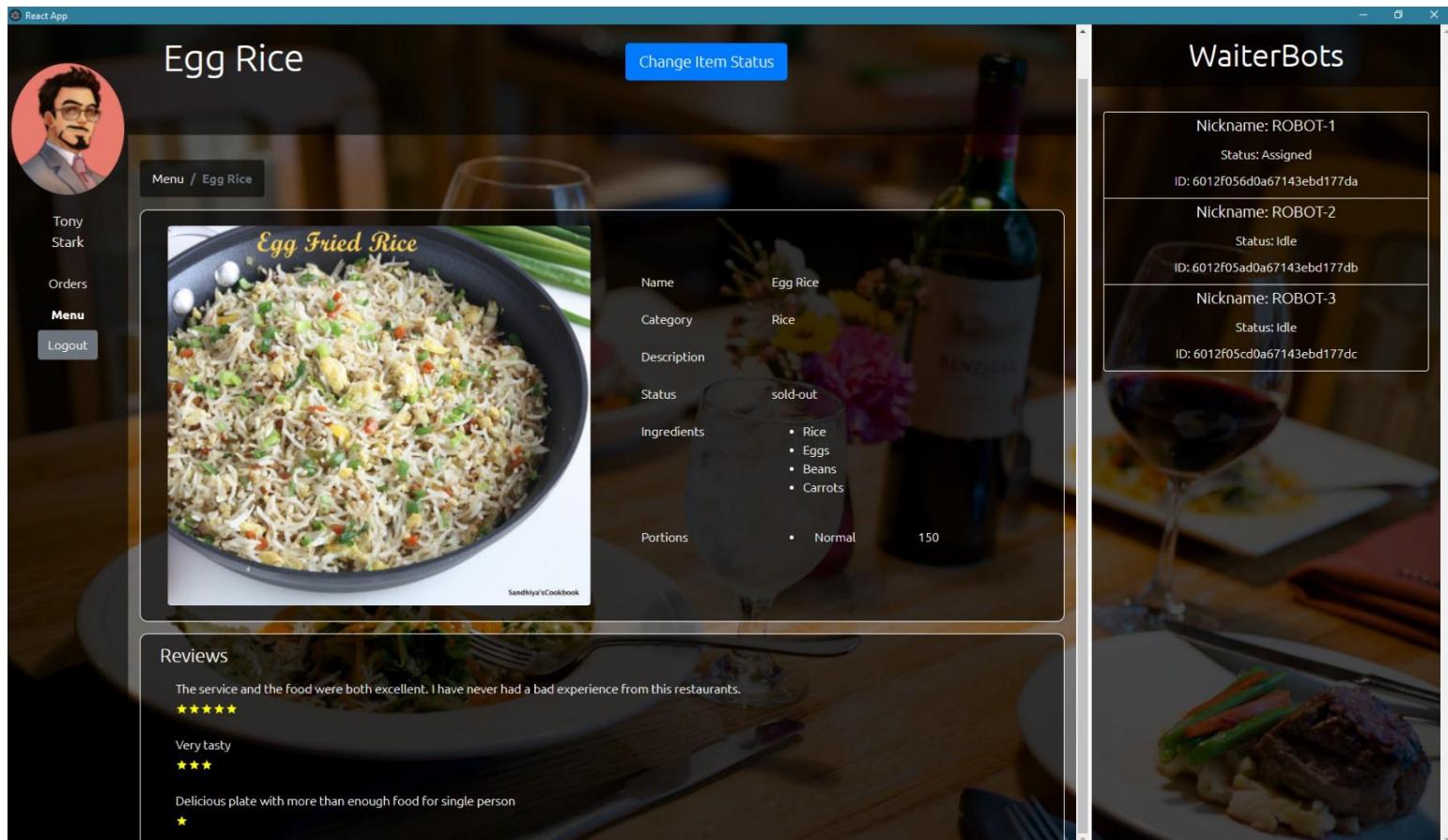
You can see the Name, Status and ID of a particular WaiterBot.

4.6 Food information

In this page you can see the **Name, Category, Description, Status, Ingredients, Portions** of a particular food item.

You can toggle the status of the food by tapping **Change Item Status** button.

You can check the ratings and reviews currently have for that food item in the bottom of the window as well.



5 Shop Owner Web Application

5.1 Web Application Features

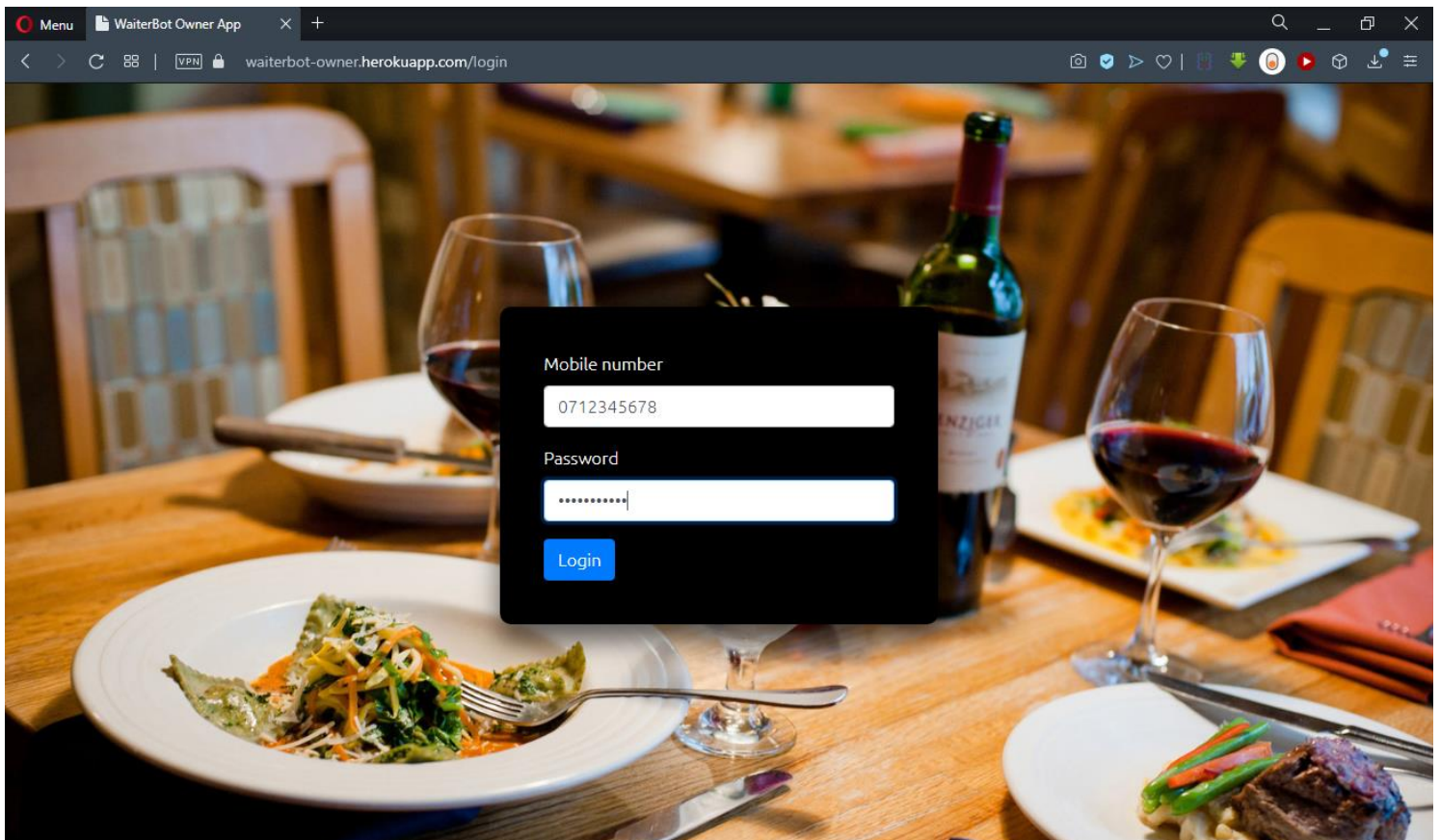
If you are the owner of the restaurant, then you need to monitor and manage your restaurant consistently.

No need to worry, you can do it anywhere, anytime with any device you want with our web application.

It is a platform independent, device independent web app for you to manage and operate your restaurant.

5.2 Login to your account

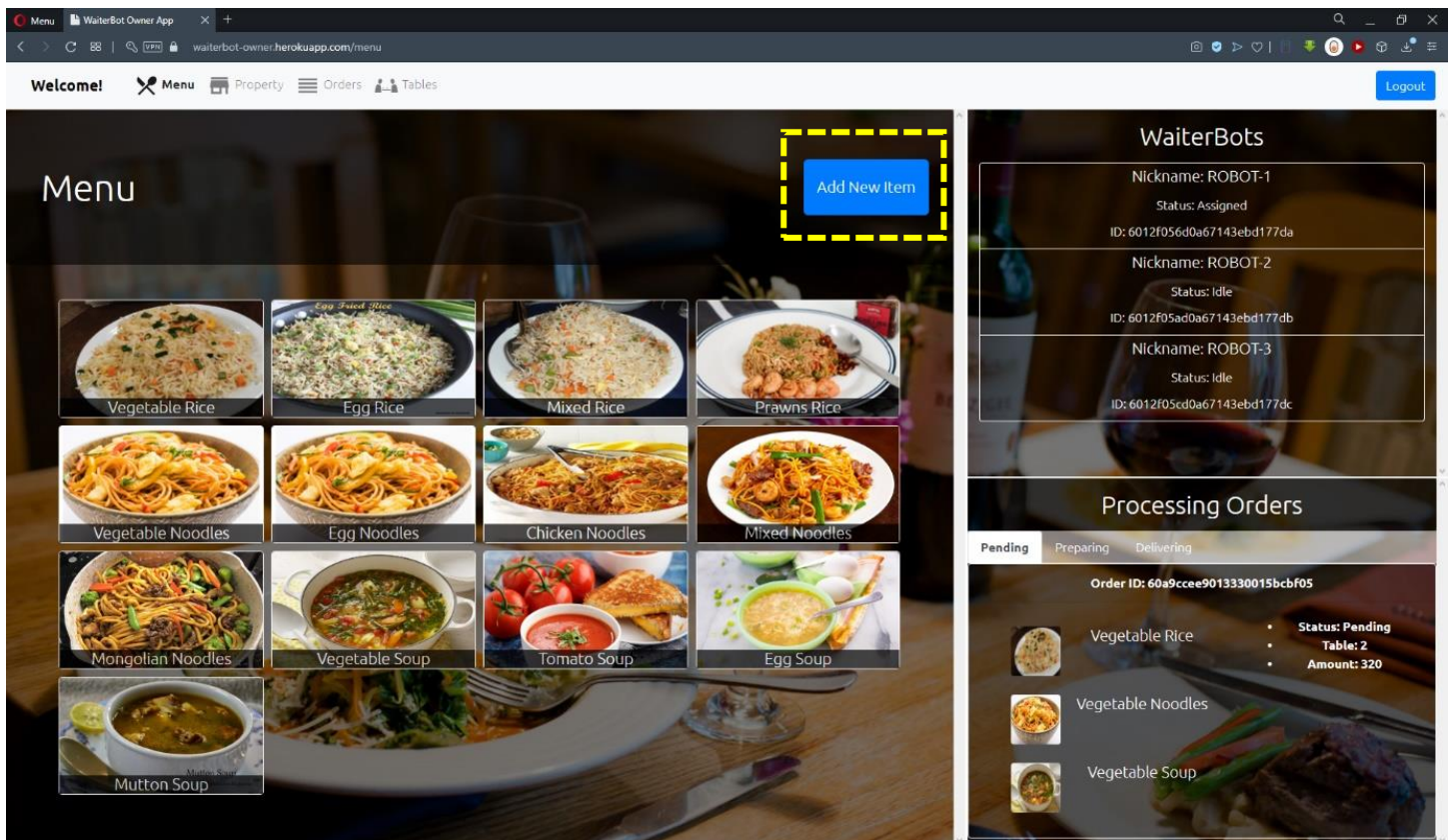
Goto <https://waiterbot-owner.herokuapp.com> and enter your login details.



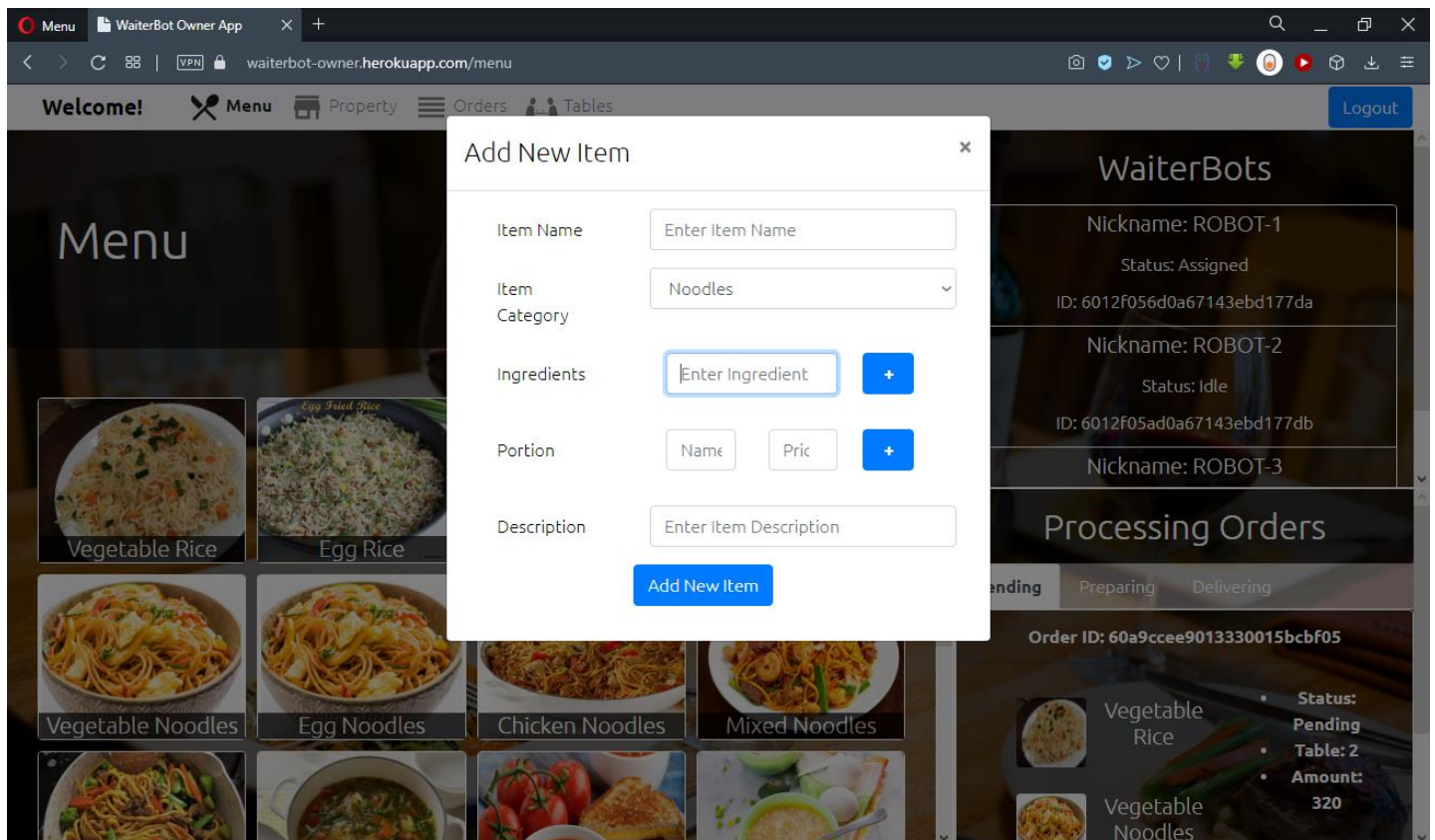
5.3 Adding a new food item

In the main menu you view or add new food items for your restaurant.

To add new food item, simply tap on **Add New Item**.



In the popup window, enter **Item Name**, **Item Category**, **Ingredients**, **Portion**, **Price** and **Description** for the new food item.



Then tap on **Add New Item** to save it.

5.4 Delete or Edit details of an existing food item

Tap on the food item you wish to edit the details.
Then you will be redirected to the page of that food item.

The screenshot displays the 'Egg Rice' menu item page in the WaiterBot Owner App. The page features a navigation bar with 'Welcome!', 'Menu', 'Property', 'Orders', and 'Tables'. The main title is 'Egg Rice', and the breadcrumb is 'Menu / Egg Rice'. A photo of 'Egg Fried Rice' is shown on the left. On the right, a details panel lists the following information:

Name	Egg Rice
Category	Rice
Description	
Status	sold-out
Ingredients	<ul style="list-style-type: none">• Rice• Eggs• Beans• Carrots
Portions	<ul style="list-style-type: none">• Normal 150

A yellow dashed box highlights three blue buttons: 'Edit Item Image', 'Edit Item', and 'Delete Item'.

If you want to edit the display picture of the food item, tap on **Edit Item Image**.

Choose the new image file for the food item and click tap **Upload**.



If you want to edit the existing details of the food item, tap **Edit Item**.

Enter new values for each type and click **Upload**.

Edit Item Details [Close]

Item Name:

Item Category:

Ingredients:

- Rice [-]
- Eggs [-]
- Beans [-]
- Carrots [-]
- [+]

Portion: Normal 150 [-]

[+]

Description:

Upload

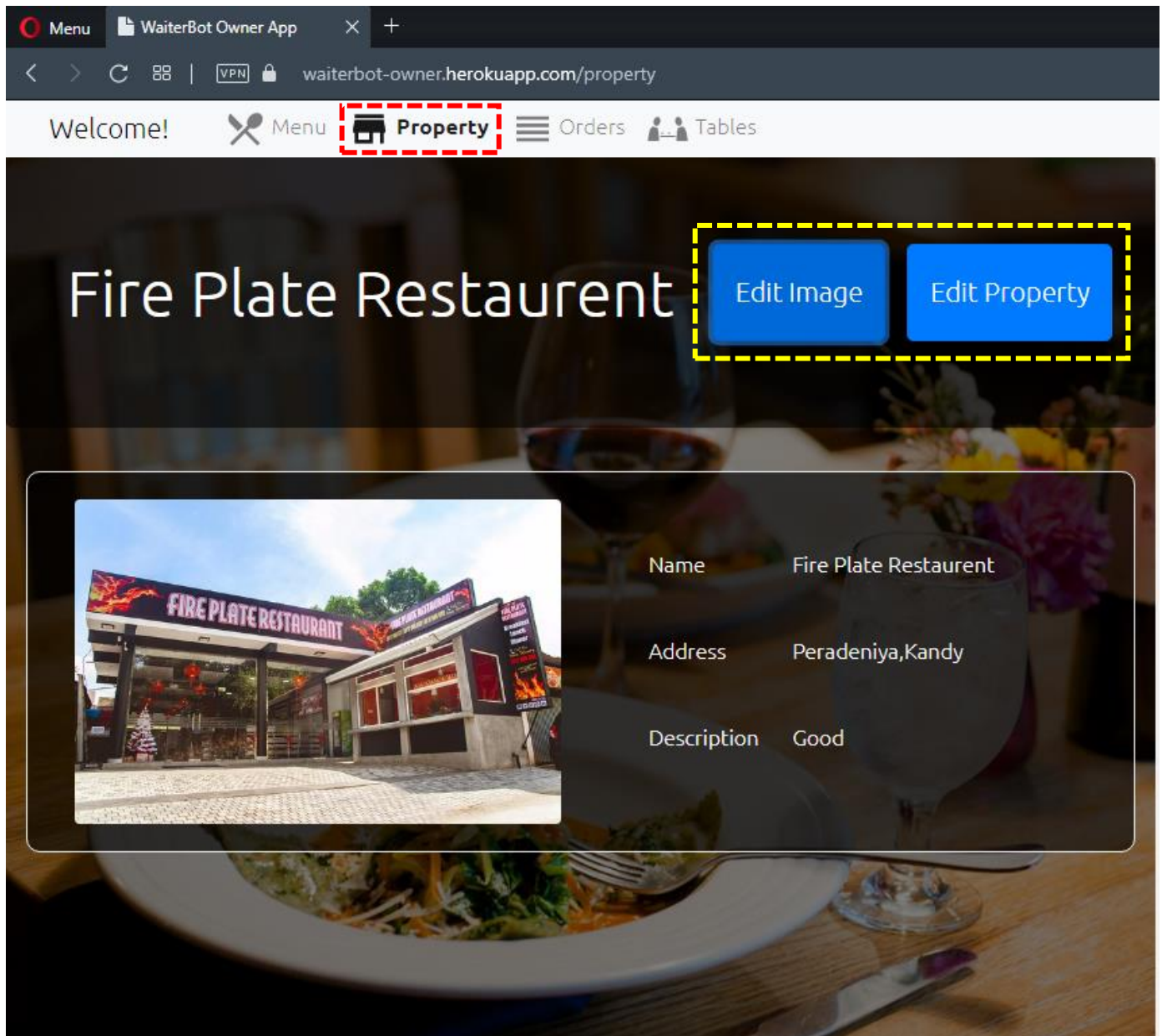
If you need to delete a food item **Delete Item**.

Delete Item [Close]

Are you sure you want to delete?

5.5 View and Edit your property details

You can update the details of your restaurant in the **Property** tab.

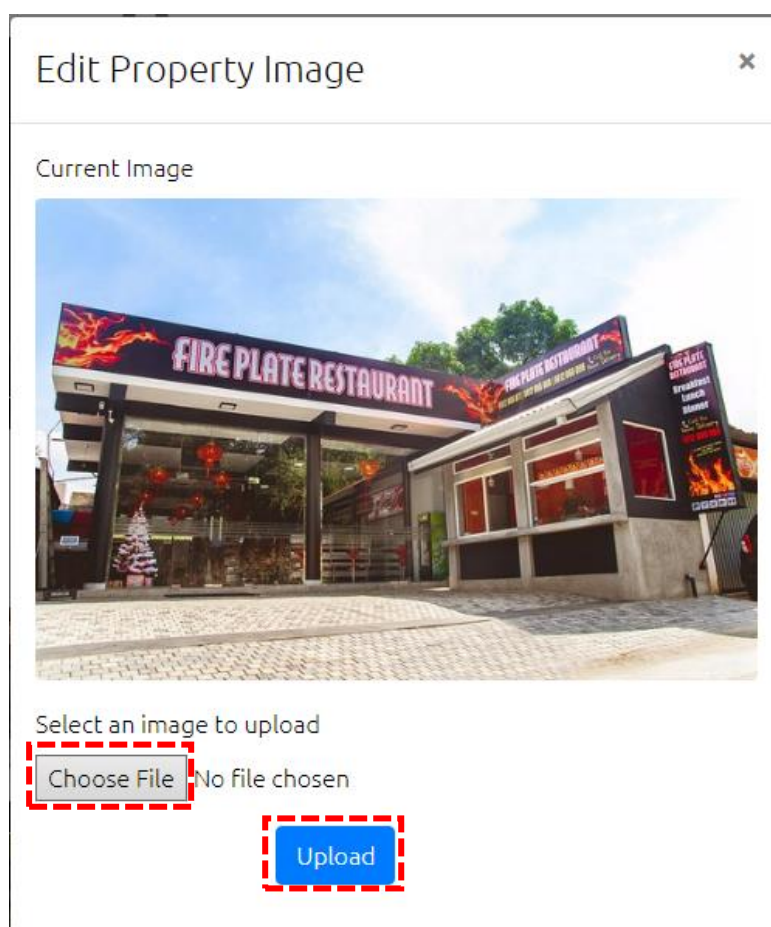


The screenshot displays the WaiterBot Owner App interface. The browser address bar shows the URL `waiterbot-owner.herokuapp.com/property`. The navigation menu includes "Welcome!", "Menu", "Property" (highlighted with a red dashed box), "Orders", and "Tables". The main content area features a large image of a restaurant entrance with the text "Fire Plate Restaurant" overlaid. To the right of the image are two blue buttons: "Edit Image" and "Edit Property", both enclosed in a yellow dashed box. Below the main image is a modal window containing a smaller image of the restaurant and a table of details:

Name	Fire Plate Restaurant
Address	Peradeniya, Kandy
Description	Good

If you want to edit the display image of your restaurant, click **Edit Image**.

Choose the new image you want to display and click **Upload**.



If you want to edit details of your restaurant, click **Edit Property**.

Update with new values and click **Upload**.

Edit Property Details ✕

Property Name
Fire Plate Restaurent

Address
Peradeniya,Kandy

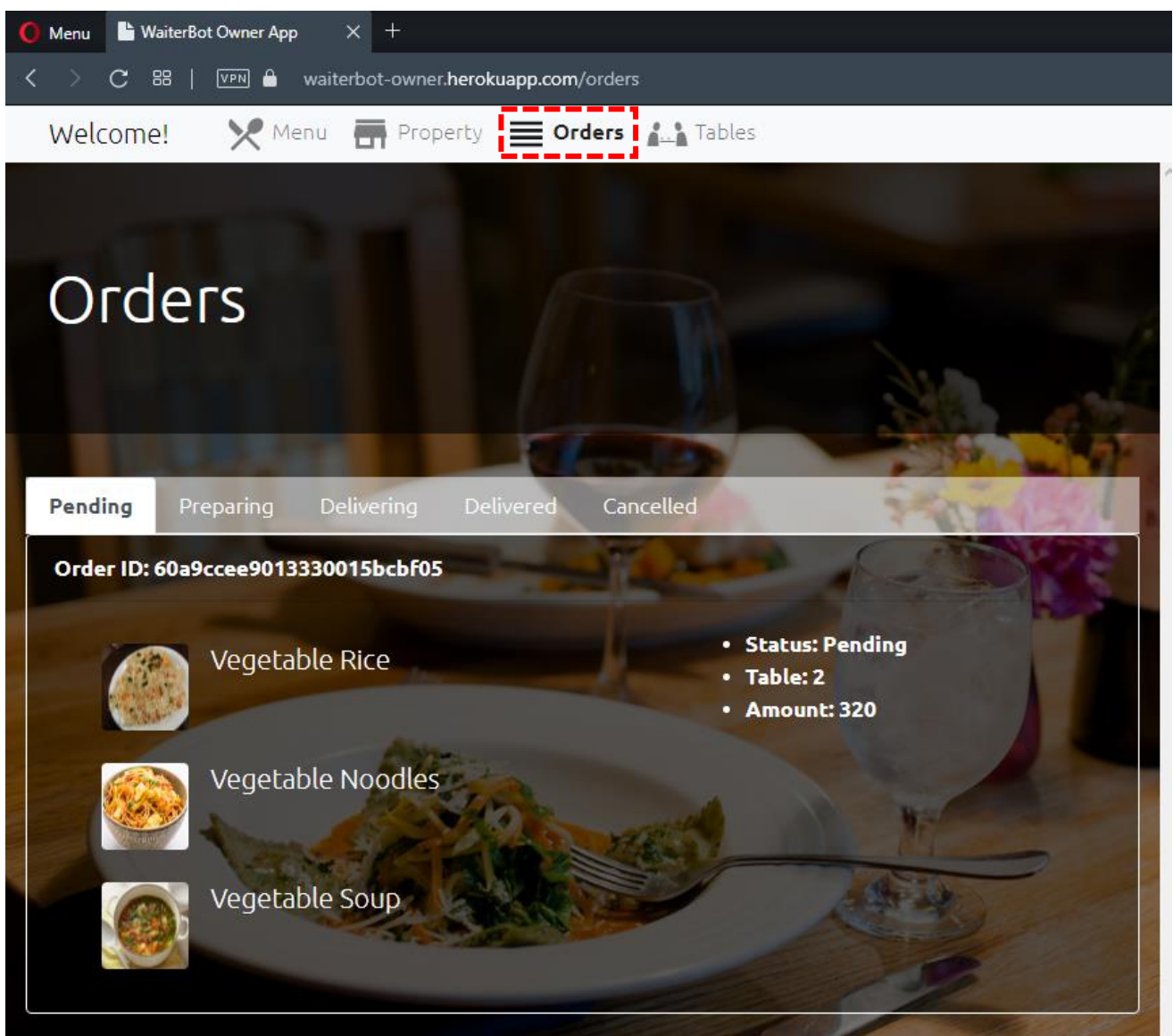
Description
Good

Upload

5.6 View the Orders

You can see the information about orders in your restaurant in here.

Therefore you will get an idea about what are the **Pending, Preparing, Delivering, Delivered, Cancelled** orders in your restaurant in that day.



The screenshot shows the WaiterBot Owner App interface. The browser address bar indicates the URL is `waiterbot-owner.herokuapp.com/orders`. The navigation bar includes 'Welcome!', 'Menu', 'Property', 'Orders' (highlighted with a red dashed box), and 'Tables'. The main content area is titled 'Orders' and features a status filter bar with options: 'Pending', 'Preparing', 'Delivering', 'Delivered', and 'Cancelled'. The 'Pending' filter is selected. Below the filter, the order details are displayed for Order ID: `60a9ccee9013330015bcbf05`. The order items are:

- Vegetable Rice
- Vegetable Noodles
- Vegetable Soup

Order summary details:

- Status: Pending
- Table: 2
- Amount: 320

5.7 Table Mangement

You can see the currently available table in your restaurent in the **Table** tab.

In order to find the correct table when delivering the order by the robot, you need to enter the information about **Junction**, **Turn Direction** so the WaiterBot can follow those accordingly.

The screenshot shows the 'Tables' management page in the WaiterBot Owner App. The browser address bar shows 'waiterbot-owner.herokuapp.com/tables'. The navigation menu includes 'Welcome!', 'Menu', 'Property', 'Orders', and 'Tables' (highlighted with a red dashed box). The main content area features a large 'Add New Table' button (highlighted with a yellow dashed box) and three existing table entries, each with a 'Delete Table' button.

Table Number	Junction	Turn Direction
1	1	left
2	1	right
3	2	right

If you need to add new table to your restaurant, click **Add New Table**.

Enter **Table Number**, **Junction Number** and **Turn Direction** for the table. Finally, click **Add New Table**.

Add New Table

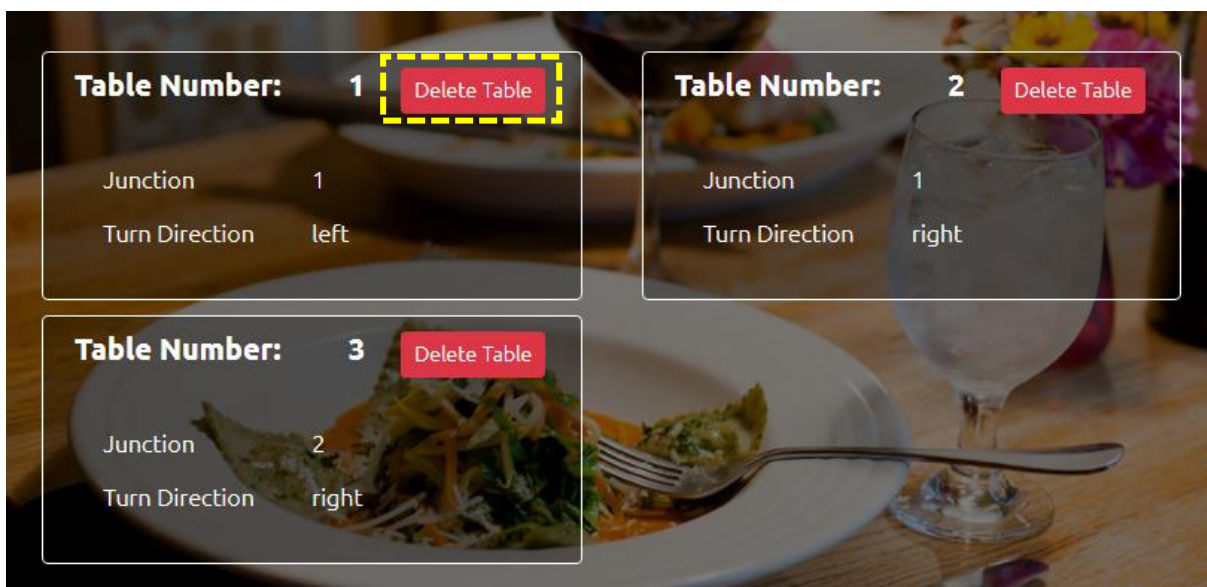
Table No

Junction No

Turn Direction

Add New Table

If you need to delete an existing table, click **Delete**.



5.8 Sidebar

You can see this sidebar independent of the tab you are currently on.

It is there for you to take a quick look at the WaiterBots information and the order information in less time.

You can see the WaiterBot **Status** as well as the **Pending, Preparing, Delivering** orders in your restaurant.

The screenshot displays a web application interface for a restaurant. On the left is a sidebar with a dark background and a blue 'Add New Item' button. Below the button are six food items in a grid: 'Prawns Rice', 'Mixed Noodles', and 'Egg Soup' are clearly visible. The main panel on the right has a dark background and a 'Logout' button in the top right corner. It is divided into two main sections: 'WaiterBots' and 'Processing Orders'. The 'WaiterBots' section lists three bots: 'ROBOT-1' with status 'Assigned', 'ROBOT-2' with status 'Idle', and 'ROBOT-3' with status 'Idle'. The 'Processing Orders' section has three tabs: 'Pending', 'Preparing', and 'Delivering'. The 'Pending' tab is active, showing an order with ID '60a9ccee9013330015bcbf05'. The order items are 'Vegetable Rice', 'Vegetable Noodles', and 'Vegetable Soup'. The order status is 'Pending', at 'Table: 2', with an 'Amount: 320'.

6 Certificate of Warranty



WaiterBot System

WARRANTY CERTIFICATE

We hereby guarantee and warrant all work performed. For a period of 3 (three) years from the date of completion (Your Company Name). Will repair or replace any defective work which we performed at no additional charge to the product owner.

Customer Name: _____ Date: ____/____/____

Authority Name: _____ Signature: _____



We always appreciate our customers. Feel free to contact us for any inquiries or feedback.

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