



**Foodifox** **SELF-SERVE**

***SELF-SERVE backend -  
user manual***

<b>Version Number</b>	<b>Purpose/Change</b>	<b>Author</b>	<b>Date</b>
Version 0.1	First draft	IT Products	24/11/2023
Version 0.2	Document updates	JZ / NY	1/12/2023
Version 0.3	Document updates	Product Mgt.	14/12/2023
Version 1.0	Final design/Go live	Product Mgt.	8/02/2024
Version 3.0	Platform Update: [Redelivery] and No available cubicle]	Product Mgt. / AU	24/04/2024

**Version:** **3.0**

**Last update:** **24/04/2024**

**Author:** **Product Mgt / AU**

- Release notes:
1. Constrain order binding time - Lunch within lunchtime, dinner within dinnertime
    - 1.1. When the user clicks [print Foodifox label], only the orders in the correct time frame will be automatically binding cubicles. All orders in the wrong time frame will fail to bind cubicles, which will display blank or put in the fridge on the printed label.
    - 1.2. Currently, all orders assigned between 12 am and 12 pm are regarded as LUNCH. The orders assigned between 12:01 pm and 5:30 pm are regarded as DINNER.
  2. Constrain order binding date
    - 2.1. Only the orders of the same day can be successfully bound to the cubicles. For example, orders of 20/04/2024 cannot be bound to the cubicles on 19/04/2024 or 21/04/2024.
  3. Orders that failed to bind before (because they were in the wrong assigning time) are allowed to print labels again and bind to new available cubicles
  4. Allow REDELIVER single/multi/all orders in case of a misclick and complete the orders
    - 4.1. Allow users to select single/multi/all orders on the COMPLETED page
    - 4.2. Once selected, a [RE-DELIVER] button appears.
    - 4.3. The user can redeliver the selected orders by clicking [RE-DELIVER]. The selected orders will appear on 'TO BE DELIVERED' page and bind the original cubicles again. If the original cubicle is occupied, it automatically binds the next available cubicle. If there is no available cubicle, it will inform the user to place the meal in alternate storage location.
  5. Add each order ID on the COMPLETED page under the NAME field
  6. Add a status for orders that cannot be put in the cubicles
    - 6.1. Users will see a popup that "All available cubicles are full - please place the meal in alternate storage location." when an order cannot be put in the cubicle.
    - 6.2. The system also calls MSC API and says the order is not in the locker.
    - 6.3. The order will be on the COMPLETED page with no Door no. and no pickup time
    - 6.4. The order can be bound again once there is another cubicle available by clicking [RE-DELIVER]

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## Welcome to the Foodifox SELF-SERVE backend user manual.

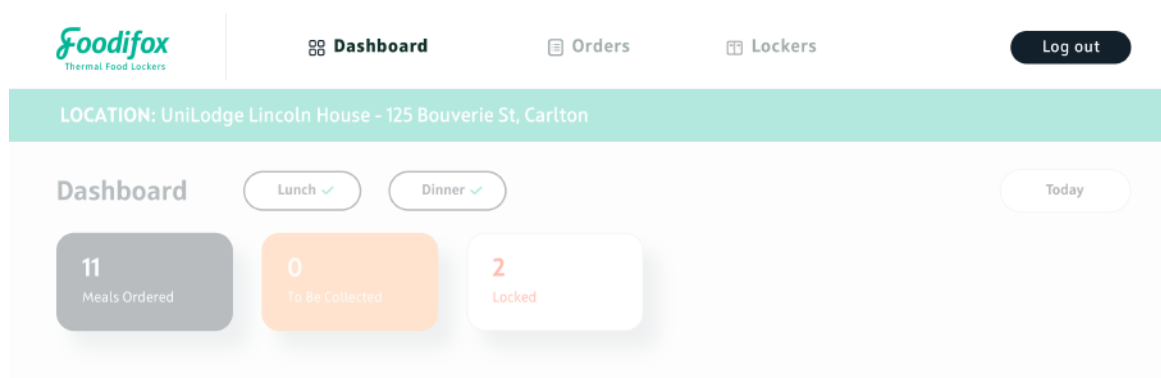
### Some things to remember:

- Before getting started, we recommend contacting [Foodifox customer support](#) to obtain your login details. You can change your password at any time.
- Foodifox lockers offer a thermal solution. However, each meal is preset with a specific temperature. If you want to modify the heating settings, please contact [Foodifox customer support](#).
- Each Foodifox locker is equipped with a TV centrally controlled by Foodifox. For content changes, please contact [Foodifox customer support](#) as this feature is not included in the self-service option.

### Overview:

Let's take a closer look at the SELF-SERVE system structure. It's comprised of three key sections, and they are as follows:

### Let's explore what each section has in store for you:



#### **Dashboard:**

Your comprehensive overview of today's sales and deliveries.

#### **Order:**

The hub for detailed information – encompassing delivery orders, those awaiting collection, locked orders, and completed transactions.

#### **Locker:**

Take control of a single cubicle or the whole locker – manage doors, heat, and availability.

Simply click on the section you need, and you're in!

For any tailored requirements or general feedback, don't hesitate to contact us at [hello@foodifox.com](mailto:hello@foodifox.com)

## 1. Login

Upon launching the web application, you'll be directed to the Login page, which serves as your gateway to access the full suite of Foodifox features. Simply enter your username and password, and you're in!



### Welcome to SELF-SERVE

Please enter your account details

Username

Password

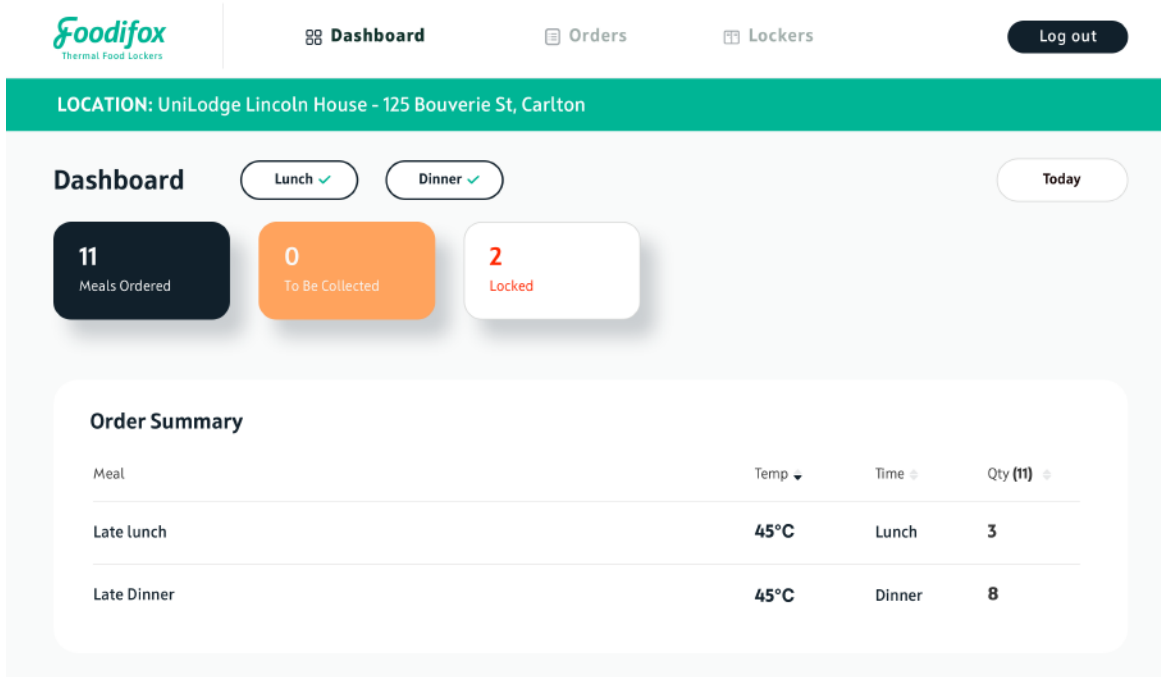
Login

Forgotten Password [Click Here](#)

In case you've forgotten your password, simply select '**Click here**' below the login. Alternatively, if you haven't received your login details yet, feel free to reach out to [Foodifox customer support](#) for assistance.

## 2. Dashboard

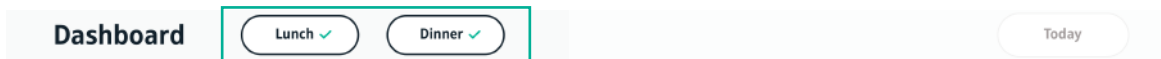
Upon logging in, you'll transition to the **Dashboard** section, which shows you an overview of today's sales and the tools to map out your deliveries for the day.



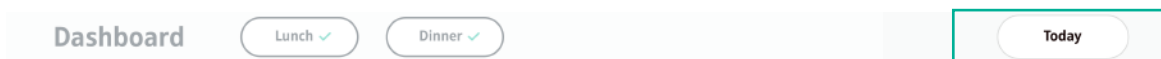
Each dashboard is specifically designed for one location, ensuring a tailored experience. For those managing multiple locations, select **'Location'** to designate another site, or opt for **'All locations'** to access the comprehensive Order Summary.

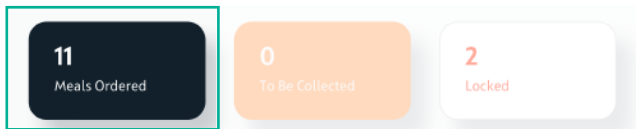


Located in the upper-right corner, you'll find the **'Today'** button, offering a quick view of the day's orders. You can fine-tune the dashboard by selecting or deselecting time sections **'Lunch'** or **'Dinner'** for a filtered dashboard. Alternatively, you can select both to review all the meals.

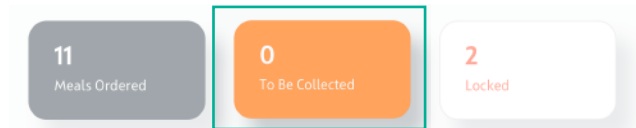


For a more focused look, click and select any time range of your choice to view a filtered dashboard.

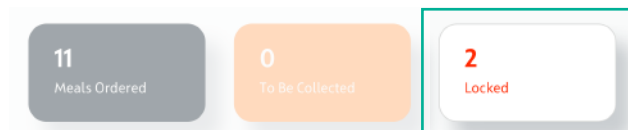




The **'Meals ordered'** section shows the number of meals slated for delivery to the locker. Click on this section for a more comprehensive breakdown.



The **'To be collected'** section shows the number of delivered meals awaiting collection in the locker. Click on this section for a more comprehensive breakdown.



The **'Locked'** section shows the number of meals that were not picked up within food safety time frames and are slated for disposal. Click on this section for a more comprehensive breakdown.

The **'Order summary'** table shows a breakdown of the quantity of each meal scheduled for delivery into the locker. Additionally, we provide insights into the current temperature settings for each meal and the time they are set to be delivered.

Foodifox Thermal Food Lockers

Dashboard Orders Lockers Log out

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

Dashboard Lunch Dinner Today

11 Meals Ordered 0 To Be Collected 2 Locked

Meal	Temp	Time	Qty (11)
Late lunch	45°C	Lunch	3
Late Dinner	45°C	Dinner	8

## 3. Orders

The **Orders** section neatly categorises meals destined for collection, en route for delivery, securely locked, and those that have been successfully picked up.

### 3.1 To be delivered

Once orders are placed by the recipient, they will be logged into the system. These meals that are waiting to be fulfilled can be found in the **'To be delivered'** section.

Foodifox Thermal Food Lockers | Dashboard | Orders | Lockers | Log out

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

TO BE DELIVERED | TO BE COLLECTED | LOCKED | COMPLETED | Today

Lunch ✓ | Dinner ✓

**TO BE DELIVERED (11)** Deliver all

Door No.	Meal	Qty (11)	Time	Temp	
1 #	Late lunch	1	Lunch	45°C	Deliver
2 #	Late lunch	1	Lunch	45°C	Deliver
3 #	Late lunch	1	Lunch	45°C	Deliver
4 #	Late Dinner	1	Dinner	45°C	Deliver
5 #	Late Dinner	1	Dinner	45°C	Deliver
6 #	Late Dinner	1	Dinner	45°C	Deliver
7 #	Late Dinner	1	Dinner	45°C	Deliver
8 #	Late Dinner	1	Dinner	45°C	Deliver
9 #	Late Dinner	1	Dinner	45°C	Deliver
10 #	Late Dinner	1	Dinner	45°C	Deliver
11 #	Late Dinner	1	Dinner	45°C	Deliver

For a more organised view, you can arrange the data by **'Lunch'** or **'Dinner'** or both, according to your preferences.

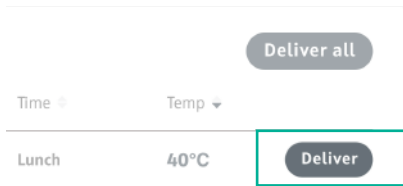
TO BE DELIVERED | TO BE COLLECTED | LOCKED | COMPLETED | Today

Lunch ✓ | Dinner ✓

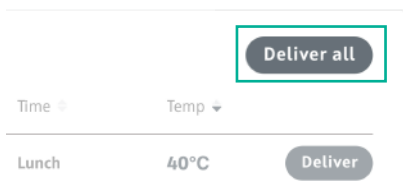


Located in the upper-right corner, you'll find the **'Today'** button, offering a quick view of the day's meal orders. If you're aiming for a specific date, you can fine-tune the dashboard by selecting or deselecting time sections for a filtered dashboard.

For a more focused look, click and select any time range of your choice to view a filtered dashboard.



If you want to manually open locker doors to fulfil a delivery, you can click **'Deliver'** to open the designated door. Upon closing the door, the recipient will receive a QR code for efficient pickup.



If you want to manually deliver all the meals awaiting fulfilment, click **'Deliver all'** to open all doors. However, please ensure you put the correct meal in the designated cubicle.

Door No.	Meal	Qty (11)	Time	Temp	
1 #	Late lunch	1	Lunch	45°C	Deliver
2 #	Late lunch	1	Lunch	45°C	Deliver
3 #	Late lunch	1	Lunch	45°C	Deliver
4 #	Late Dinner	1	Dinner	45°C	Deliver
5 #	Late Dinner	1	Dinner	45°C	Deliver

**Note** If the meal is assigned to the **'To be delivered'** tab, the recipient won't receive a notification or QR code for pickup immediately. The order will only be considered successfully delivered or placed in the locker once the door is closed. If the orders are still visible on this page, it indicates that they have not been delivered/placed in the locker, and the recipient has not received the QR Code yet.

## 3.2 To be collected

Following successful delivery and placement of meals in the locker, you'll find them neatly organised in the **'To be collected'** section. This is where you'll see the meals that have been successfully delivered (placed in the locker). Recipients will receive a notification, signalling them to pick up and enjoy their delicious meal!

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

TO BE DELIVERED **TO BE COLLECTED** LOCKED COMPLETED Today

Lunch ✓ Dinner ✓

**TO BE COLLECTED (11)** Collect all

Door No.	Meal	Qty (11)	Time	Temp	
1 #	Late lunch	1	Lunch	45°C	Collect
2 #	Late lunch	1	Lunch	45°C	Collect
3 #	Late lunch	1	Lunch	45°C	Collect
4 #	Late Dinner	1	Dinner	45°C	Collect
5 #	Late Dinner	1	Dinner	45°C	Collect
6 #	Late Dinner	1	Dinner	45°C	Collect
7 #	Late Dinner	1	Dinner	45°C	Collect
8 #	Late Dinner	1	Dinner	45°C	Collect
9 #	Late Dinner	1	Dinner	45°C	Collect
10 #	Late Dinner	1	Dinner	45°C	Collect
11 #	Late Dinner	1	Dinner	45°C	Collect

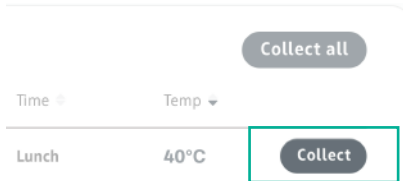
You can review the details of meals that are currently awaiting recipients to pick up from the designated cubicle. It provides a comprehensive overview of meals in this status. For a more organised view, you can arrange the data by **'Lunch'** or **'Dinner,'** or both, according to your preferences.

TO BE DELIVERED **TO BE COLLECTED** LOCKED COMPLETED Today

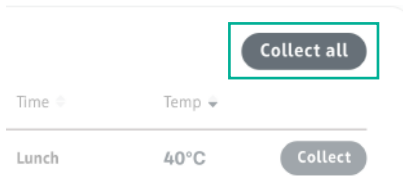
Lunch ✓ Dinner ✓

Located in the upper-right corner, you'll find the **'Today'** button, offering a quick view of the day's orders. If you're aiming for a specific date, you can fine-tune the dashboard by selecting or deselecting time sections for a filtered dashboard.

For a more focused look, click and select any time range of your choice to view a filtered dashboard.



If, for any reason, you need to manually open the locker for collection, simply click on the **'Collect'** button associated with the order you wish to collect. This will open the assigned door for the meal.



If you would like to manually collect all the orders, clicking **'Collect all'** will open all the cubicles with orders.

## Note

- If the admin (you) manually collects orders, the QR code that was sent to the recipient will be invalid.
- In the event that a recipient closes the door without picking up or removing the order, they must contact the admin (you).
- If this happens, the order status will be moved from 'To be collected' to 'Completed' even though the order is still in the locker.
- The admin will have to manually open the door from the 'Lockers' tab.

**Total number of ordered to be collected.** (points to the count '11')

**Total number of meals to be collected.** (points to the 'Qty (11)' column)

**Cubicle temperature.** (points to the 'Temp' column)

**Click to collect all orders, all assigned doors open and cubicles are cleared. QR Codes will be invalid.** (points to the 'Collect all' button)

Door No.	Meal	Qty (11)	Time	Temp	Action
1 #	Late lunch	1	Lunch	45°C	Collect
2 #	Late lunch	1	Lunch	45°C	Collect
3 #	Late lunch	1	Lunch	45°C	Collect
4 #	Late Dinner	1	Dinner	45°C	Collect
5 #	Late Dinner	1	Dinner	45°C	Collect

**Locker door number that the order is in.** (points to 'Door No.')

**Meal type.** (points to 'Meal')

**Total number of meals placed into door #5.** (points to 'Qty (11)' for door 5)

**Click to collect current order, door will open and the cubicle will be cleared. QR code will be invalid.** (points to a 'Collect' button)

## 3.3 Locked

Orders entering the **'Locked'** stage indicate the meals that were not picked up within the specified time frames or were abandoned by the recipient. As a precautionary measure, these orders are marked for disposal.

You can review the details of **'Locked'** orders here. It includes the door number for each meal, along with the meal and quantity in each cubicle.

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

TO BE DELIVERED TO BE COLLECTED **LOCKED** COMPLETED Today

Lunch ✓ Dinner ✓

**LOCKED(2)** Complete all

Door No.	Meal	Qty (2)	Time	Temp	
13 #	Late lunch	1	Lunch	45°C	Complete
14 #	Late lunch	1	Lunch	45°C	Complete

You can fine-tune the details by selecting or deselecting time sections marked as **'Lunch'** or **'Dinner'** for a filtered dashboard. Alternatively, you can select both to review all the meals.

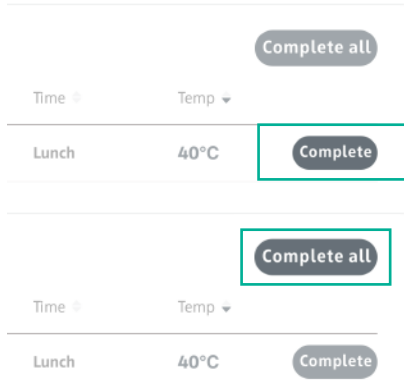
TO BE DELIVERED TO BE COLLECTED **LOCKED** COMPLETED Today

Lunch ✓ Dinner ✓

For a more focused look, simply click the **'Today'** button on the upper right-hand corner and select any time range of your choice to view a filtered dashboard

TO BE DELIVERED TO BE COLLECTED **LOCKED** COMPLETED Today

Lunch ✓ Dinner ✓

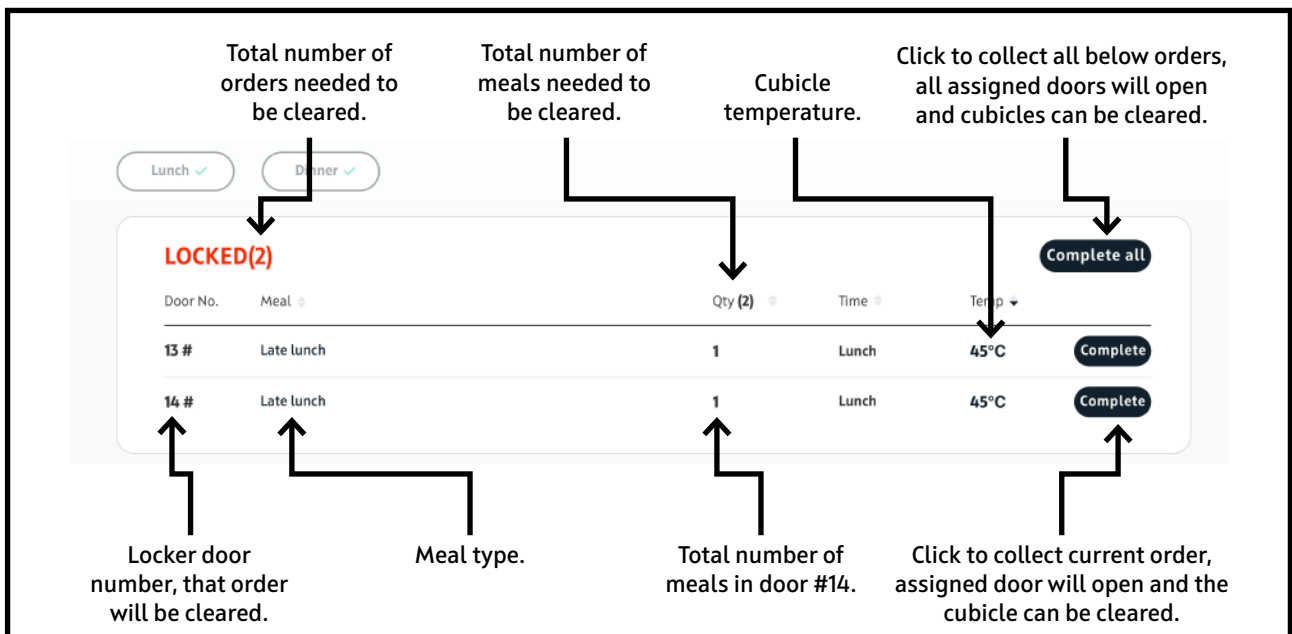


To retrieve an unclaimed meal, simply click the **'Complete'** button to open the locker.

In the event of multiple unclaimed orders, simply select **'Complete all'** to unlock all corresponding lockers for convenient and efficient pickup, clean up and disposal.

### Things to remember:

- Ensure you clear the lockers with locked orders so that they can be available for use in the next shift.
- 'Locked' orders that have been disposed of will automatically appear in the 'Completed' section, and will be labelled as "Disposed." Refer to the image in section 3.4 for clarification.



## 3.4 Completed

In the **'Completed'** stage, you'll find a comprehensive list of meals that have been successfully picked up by the recipient.

This section will also show the complete details around each meal, such as the door number, the time, temperature, pick-up time, the recipient, their contact details and if there are any notes. This section will also include disposed orders.

### Note

- Collected orders will display the pickup time, as well as the recipient details
- Orders that are disposed of will show 'disposed' instead of a pick-up time.

Foodifox Thermal Food Lockers

Dashboard Orders Lockers Log out

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

TO BE DELIVERED TO BE COLLECTED LOCKED **COMPLETED** Today

Lunch ✓ Dinner ✓

**COMPLETED(19)**

<input type="checkbox"/>	Door No.	Meal	Qty (19)	Time	Temp	Pickup time	Name	Contact	Note
<input type="checkbox"/>	03 #	Lunch - Late Meal Order	1	Lunch	-	Disposed	4319851-218995-4985-2558-20240223		
<input type="checkbox"/>	07 #	Lunch - Late Meal Order	1	Lunch	-	Disposed	4319851		
<input type="checkbox"/>	02 #	Lunch - Late Meal Order	1	Lunch	70°C	20:11:33	5360357		
<input type="checkbox"/>	09 #	Dinner - Late Meal Order	1	Dinner	70°C	20:01:33	51478523		
<input type="checkbox"/>	04 #	Dinner - Late Meal Order	1	Dinner	70°C	19:13:01	2281189		
<input type="checkbox"/>	05 #	Dinner - Late Meal Order	1	Dinner	70°C	17:55:21	51478523		
<input type="checkbox"/>	10 #	Dinner - Late Meal Order	1	Dinner	70°C	17:01:33	51478523		
<input type="checkbox"/>	02 #	Lunch - Late Meal Order	1	Lunch	70°C	13:56:20	6322992		
<input type="checkbox"/>	06 #	Lunch - Late Meal Order	1	Lunch	70°C	13:15:20	6322992		

You can fine-tune the details by selecting or deselecting time sections marked as **'Lunch' or 'Dinner'** for a filtered dashboard. Alternatively, you can select both to review all the meals.

TO BE DELIVERED TO BE COLLECTED LOCKED **COMPLETED** Today

Lunch ✓ Dinner ✓

For a more focused look, simply click the **'Today'** button on the upper right-hand corner and select any time range of your choice to view a filtered dashboard

TO BE DELIVERED TO BE COLLECTED LOCKED **COMPLETED** Today

Lunch ✓ Dinner ✓

## 3.5 Redelivery

What if you accidentally misclick and complete the order? Don't worry. There is a way to go back.

In the **'Completed'** stage, you'll find a checkbox, this is located to the left of the 'Door No'. You can simply select single/multi/all orders by clicking the checkbox.

LOCATION: UniLodge Lincoln House - 125 Bouverie St, Carlton

TO BE DELIVERED TO BE COLLECTED LOCKED **COMPLETED** Today

Lunch ✓ Dinner ✓

**COMPLETED(19)** Re-deliver (2)

<input type="checkbox"/>	Door No.	Meal	Qty (19)	Time	Temp	Pickup time	Name	Contact	Note
<input checked="" type="checkbox"/>	03 #	Lunch - Late Meal Order	1	Lunch	-	Disposed	4319851-218995-4985-2558-20240223		
<input type="checkbox"/>	07 #	Lunch - Late Meal Order	1	Lunch	-	Disposed	4319851		
<input checked="" type="checkbox"/>	02 #	Lunch - Late Meal Order	1	Lunch	70°C	20:11:33	5360357		
<input type="checkbox"/>	09 #	Dinner - Late Meal Order	1	Dinner	70°C	20:01:33	51478523		
<input type="checkbox"/>	04 #	Dinner - Late Meal Order	1	Dinner	70°C	19:13:01	2281189		
<input type="checkbox"/>	05 #	Dinner - Late Meal Order	1	Dinner	70°C	17:55:21	51478523		
<input type="checkbox"/>	10 #	Dinner - Late Meal Order	1	Dinner	70°C	17:01:33	51478523		
<input type="checkbox"/>	02 #	Lunch - Late Meal Order	1	Lunch	70°C	13:56:20	6322992		
<input type="checkbox"/>	06 #	Lunch - Late Meal Order	1	Lunch	70°C	13:15:20	6322992		
<input type="checkbox"/>	08 #	Dinner - Late Meal Order	1	Dinner	70°C	12:13:01	2281189		

Once selected, you will see a **'Re-deliver'** button in the top right of the page with the number of orders you've selected. By clicking it, all the selected orders will be moved to **"TO BE DELIVERED"** page so you can redeliver the orders.

### Note

- A recipients' QR Code will only be valid when the order is under the **"TO BE COLLECTED"** tab.
- **DO NOT FORGET** to deliver the order when redelivering the order.

## 4. Lockers

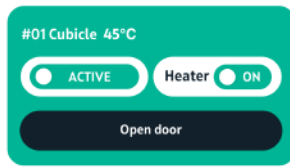
The **Lockers** section provides a comprehensive overview of each cubicle in your locker. It's your central hub for all the details you need.

Within this section, you can monitor each cubicle's availability and occupancy. Take charge by controlling either a single cubicle or all of them, depending on your needs.

Each '**Lockers**' section is specifically designed for one location, ensuring a tailored experience. For those managing multiple locations, select '**Location**' to designate another site.

The screenshot displays the 'Lockers' management interface for the location 'Inilodge Lincoln House - 125 Bourverie St, Carlton'. At the top, it shows the location name, status 'Active', and occupancy 'Occupied: 11/17'. A 'Deliver' button is present, with an annotation stating: 'Click to deliver all below orders, which means all assigned doors will open and recipients receive a QR code and this button changes to 'Complete''. Below the status bar, there are three legend items: 'Occupied cubicle' (green dot), 'Spare cubicle' (grey dot), and 'Inactive cubicle' (dark grey dot). The main area contains 17 cubicle cards, each with a temperature of 45°C, an 'ACTIVE' indicator, a 'Heater' toggle, and an 'Open door' button. Cubicles #16 and #17 are shown as 'INACTIVE'. Annotations with arrows point to various elements: 'Internet status' points to the location bar; 'Total doors occupied' points to the occupancy indicator; 'Open all active doors' points to the 'Open all' button; 'Turn on or off cubicles' heat' points to the 'Heater' toggle; and 'Click to deliver all below orders...' points to the 'Deliver' button.



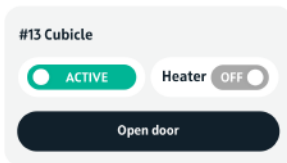


## Assigned cubicle

An assigned cubicle is easily spotted when it's highlighted in green, this means there's a delicious meal inside intended for the recipient listed on the upper-right corner.

### Note

When you deactivate a locker that currently has an active order, the system will automatically transfer the order to the next available locker. For example, if Locker 1 has an active order with any status (to be delivered/collected, etc.), this order will be automatically assigned to the next available locker. The newly assigned locker will open, allowing you to transfer existing orders. This transfer process also applies to the order status.



## Unassigned cubicle

Spot the light grey doors?

They're the unassigned cubicles. When a door is in this shade, it's up for grabs – waiting to be assigned a delicious meal order.



## Inactive cubicle

In unfortunate circumstances where errors, bugs, or network issues render a cubicle faulty, it will be highlighted in dark grey, indicating it's unavailable for use. Should this occur, please contact Foodifox, and our technical team will promptly investigate and resolve the issue.

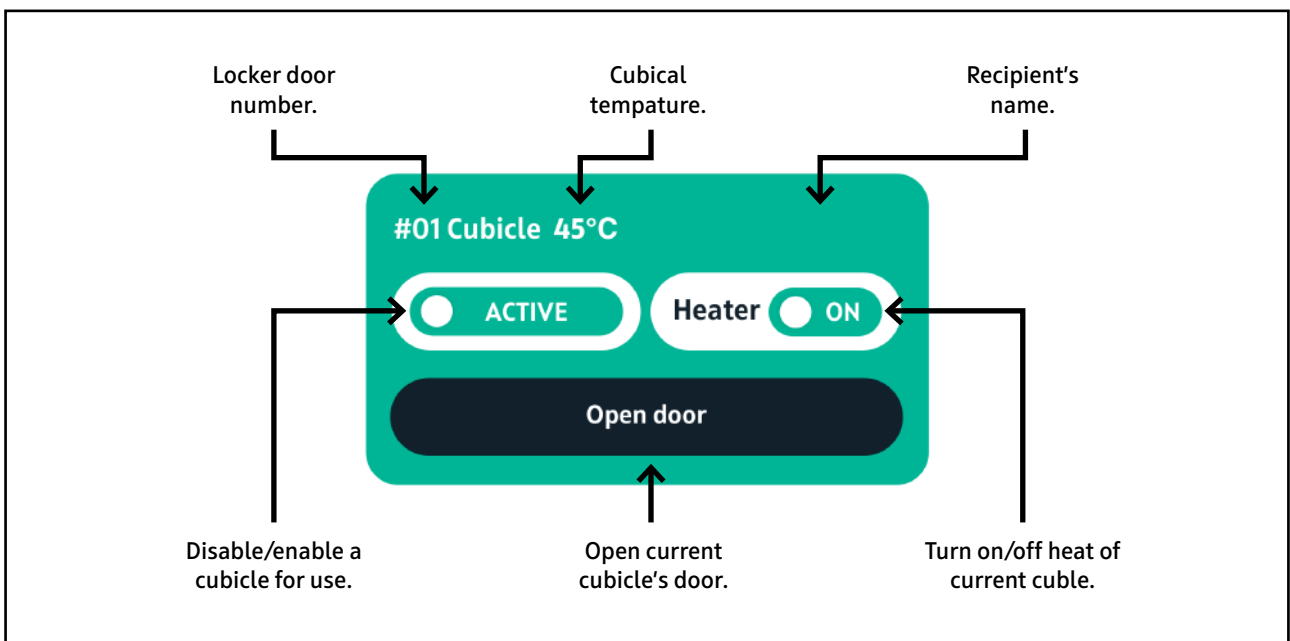
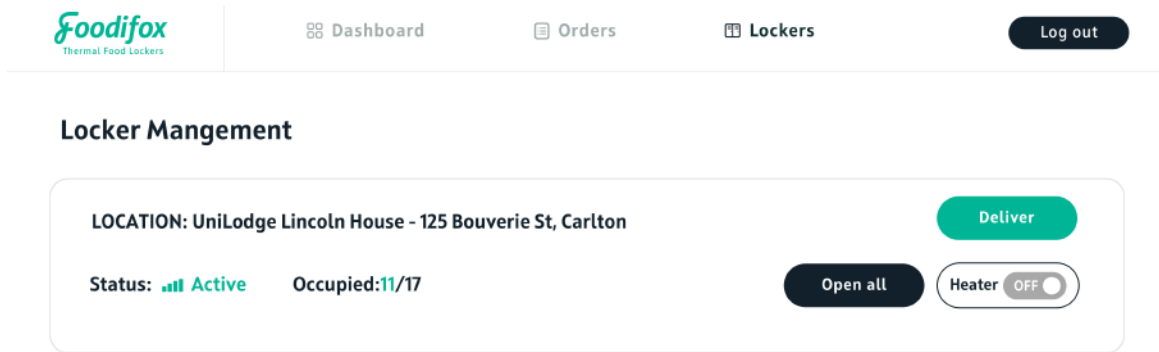
### Note

If there is no order in the cubicle and you deactivate it, the cubicle won't be available for use until you manually activate it

### Things to remember:

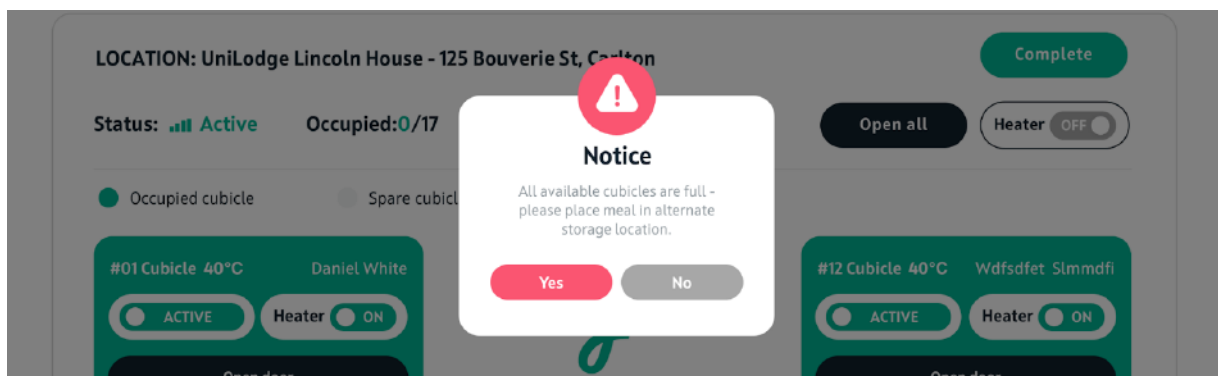
- The use of the **'Lockers'** tab is generally for manual control of the locker. Save from deactivating a locker with an existing order, manually opening lockers will not change or affect an order status. If you want to change the status of orders, you will have to access the order from their respective tabs.
- Adjusting the heaters will not affect the order status.
- If there is no available cubicle, any pending orders must be manually managed by the admin.

The **'Deliver all'** button on the 'Locker' section has the same functionality as the 'To be delivered' section. If you manually deliver, the order status will move to 'Completed'.



## 4.1 No available cubicle

For orders that cannot be put in the locker (e.g. door cannot open but order is assigned and no other available cubicle), you will see a popup that **"All available cubicles are full - please place the meal in alternate storage location."** Click **"Yes"**, the system will record this order as COMPLETED and notify the recipient automatically that the order is placed in alternative location.



## 5. Troubleshooting and FAQs

In the event of technical challenges, we've got your back. Check out these quick troubleshooting tips for common issues. If you need further assistance, feel free to reach out to Foodifox for expert support.

### 5.1 If you have a faulty network

Restart the modem properly. Turn the modem off and unplug it from power for at least 30 seconds to allow the capacitors to discharge, plugging it back in then turning it on. If you still have a faulty network, unplug the LAN from both sides and plug it back. If you still have the issue, please contact [Foodifox customer support](#).

### 5.2 If you forgot your login details

On the "Login" page, simply select 'Click here' below the login and follow the steps to reset login details.

Alternatively, if you haven't received your login details yet, feel free to reach out to [Foodifox customer support](#) for assistance.

### 5.3 The recipient's QR code is not working

The easiest way to help recipient is go to "Locker" page, simply find the correct door and click "Open".

### 5.4 A door does not open during delivery

There can be various reasons. The easiest way is disabling the current cubicle, the system will automatically open the next available door.

### 5.5 The locker has no response

Restart the locker properly. Turn the locker off and unplug it from power for at least 30 seconds to allow the capacitors to discharge, plugging it back in then turning it on. If you still have the issue, please contact [Foodifox customer support](#).

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