User Manual

Tiffintom Partner

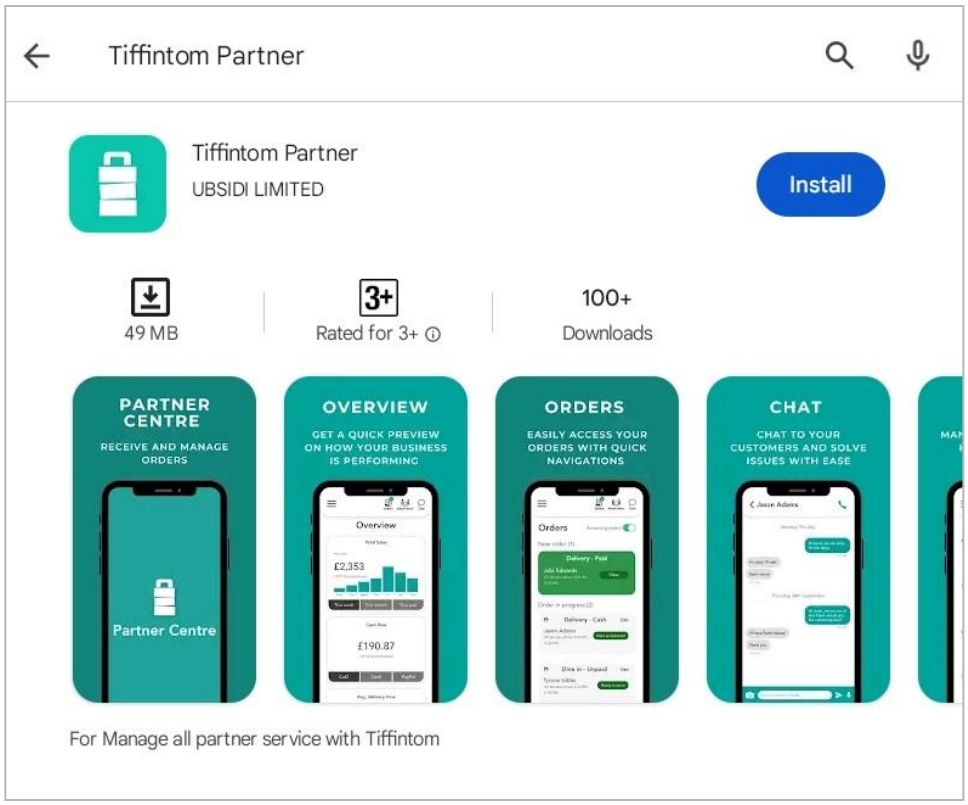
Version 6.3

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 ?

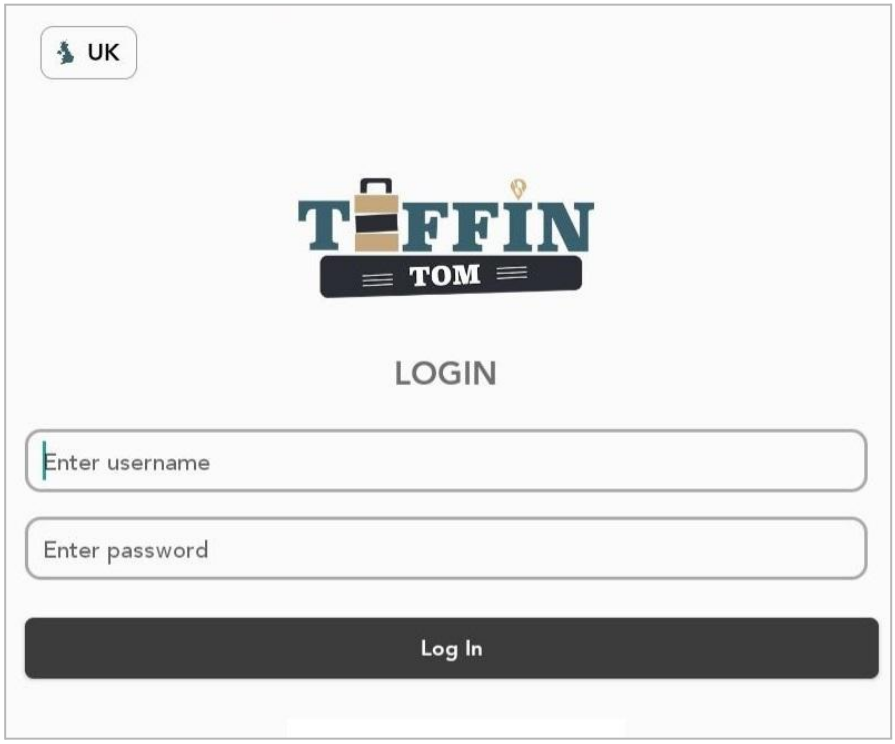
1. On your device, open Google Play Store application.
2. Type in search bar “**Tiffintom Partner**”.
3. Tap on **Install** button.



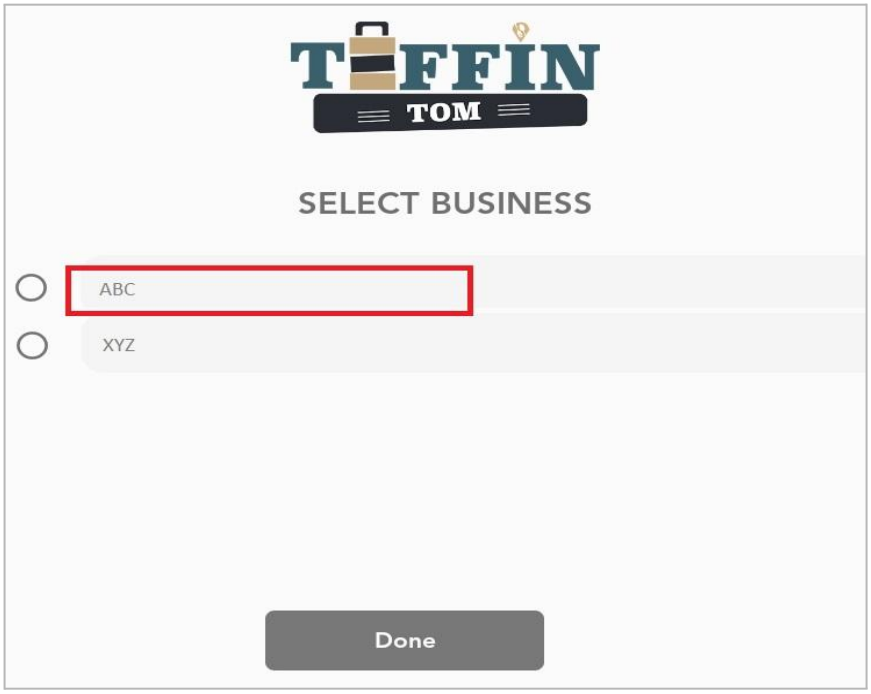
2. Login to Tiffintom Partner

- Service provider will send you **Username** and **Password** to log in to tiffintom partner.
- **Login steps :**

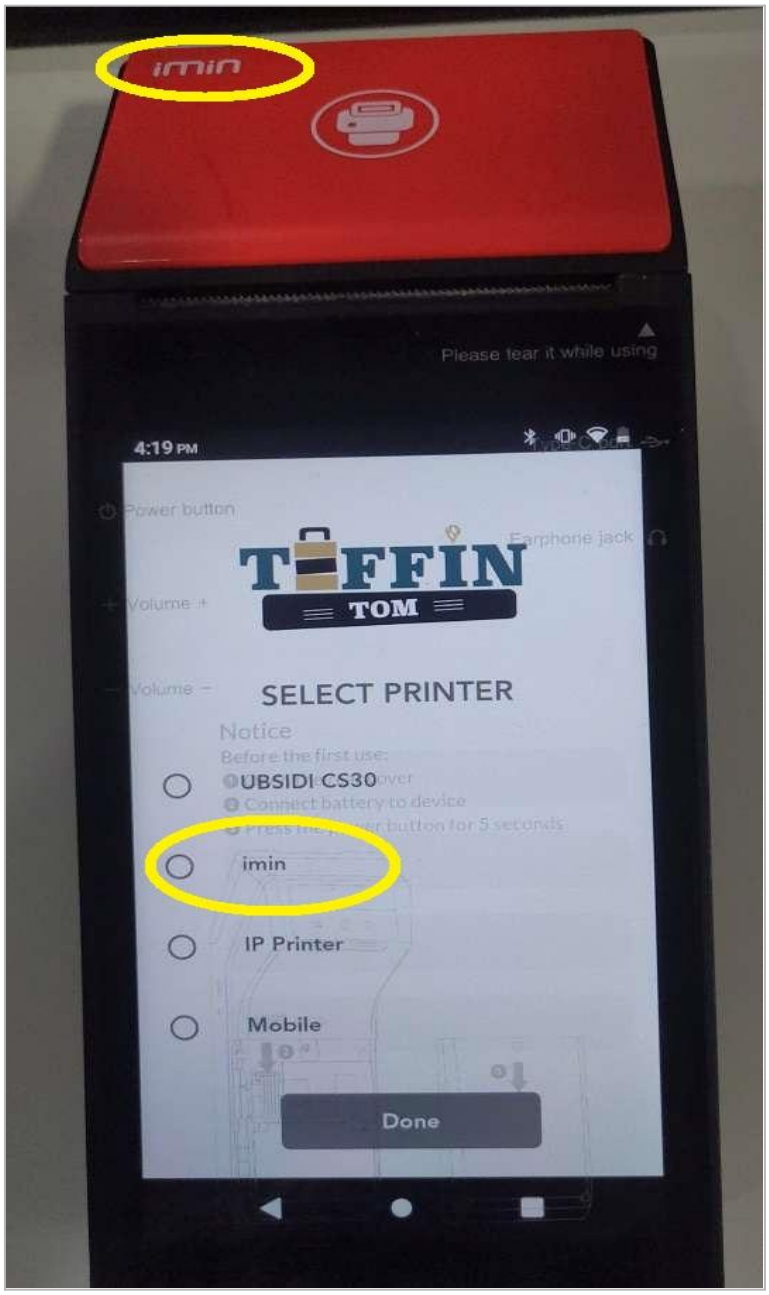
1. Enter **username**
2. Enter **password**
3. Tap on **Login** button.



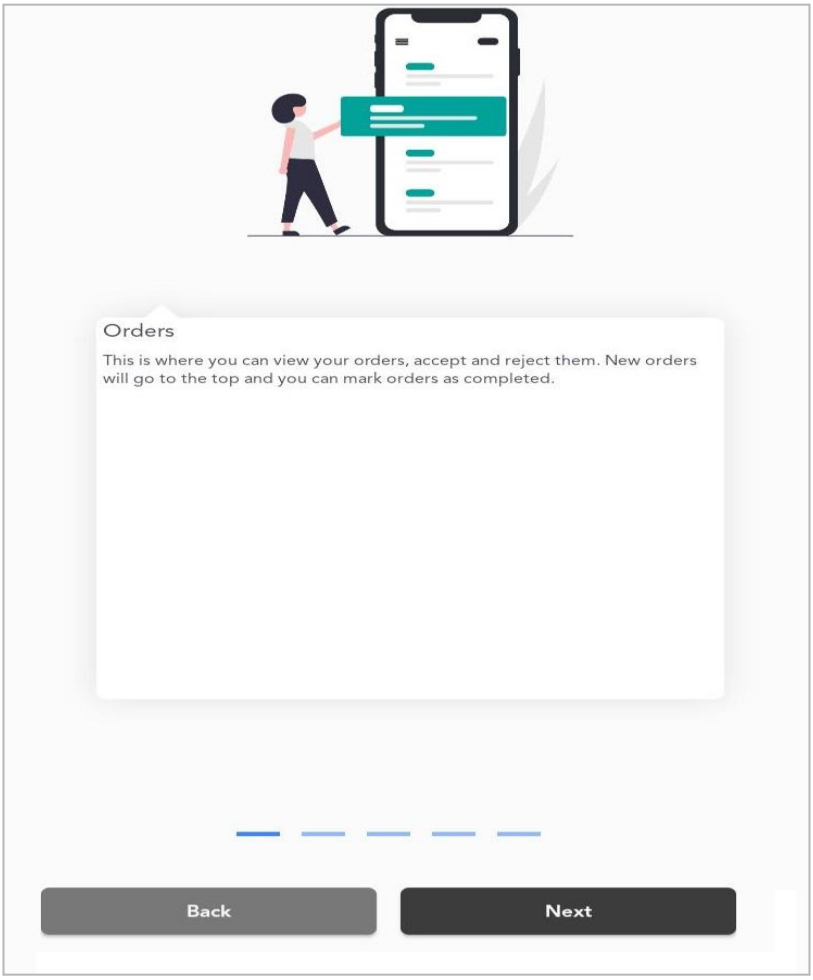
4. The next screen is the **Select Business**. Select a business which you want to open.
5. Tap on **Done** button.



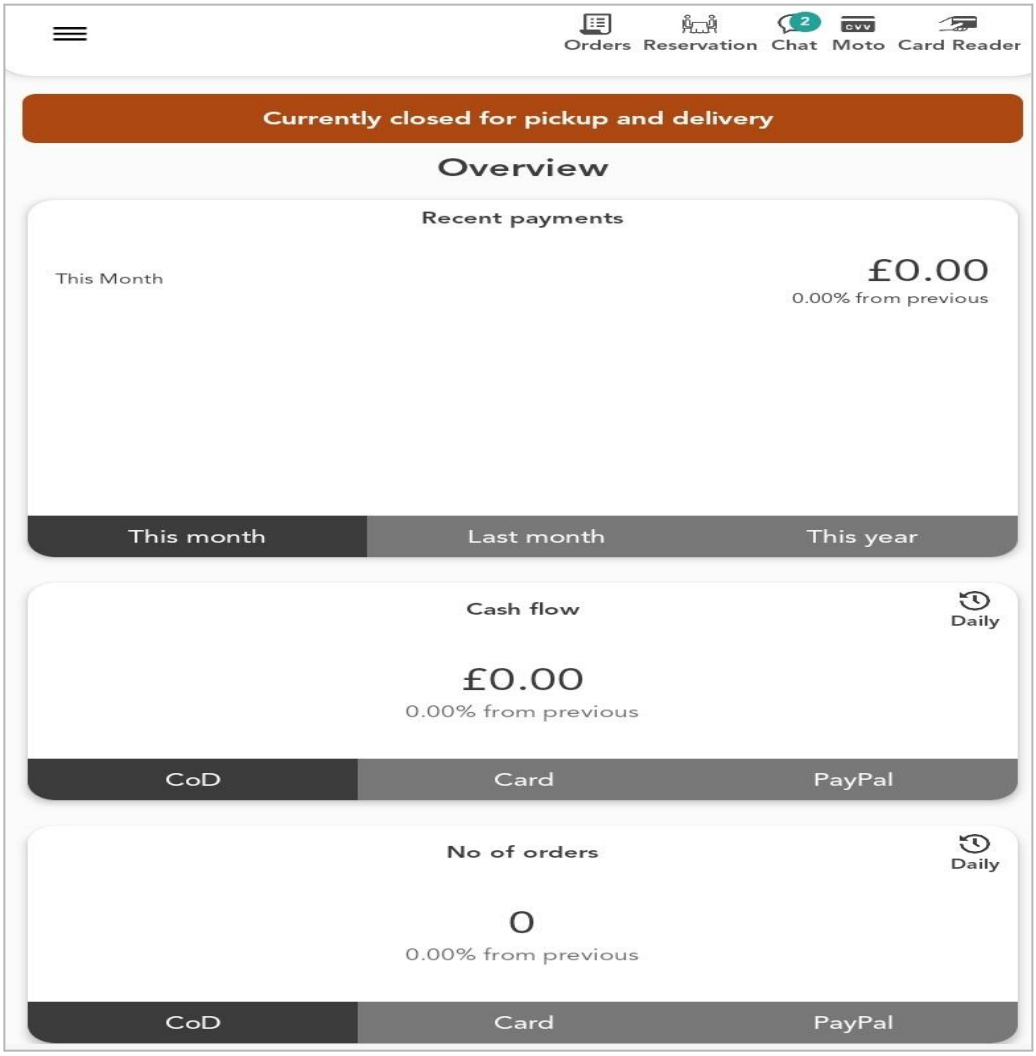
6. The next screen is **Select Printer**. Now you have to select the printer name which will be same as your device name.
7. Tap on **Done** button.



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 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 ?

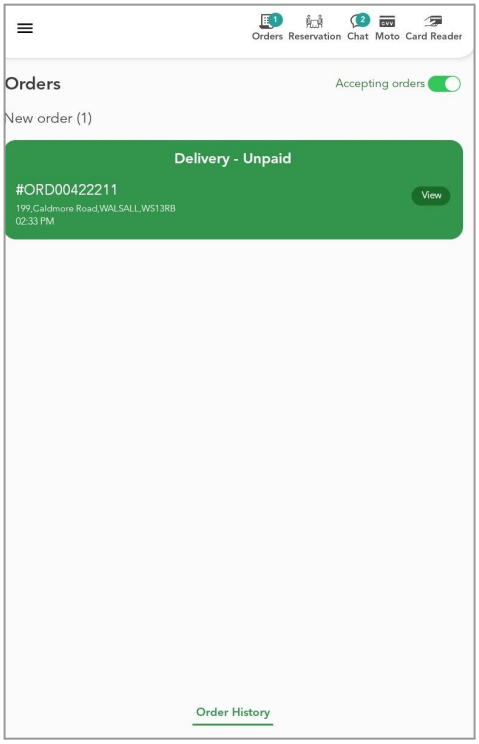
1. If you want to reject an order, open that order and tap the **Reject** button.
2. Select a reason for rejecting the order, or you can type a specific reason by tap the **Other** button.
3. Now tap the **Confirm** button.

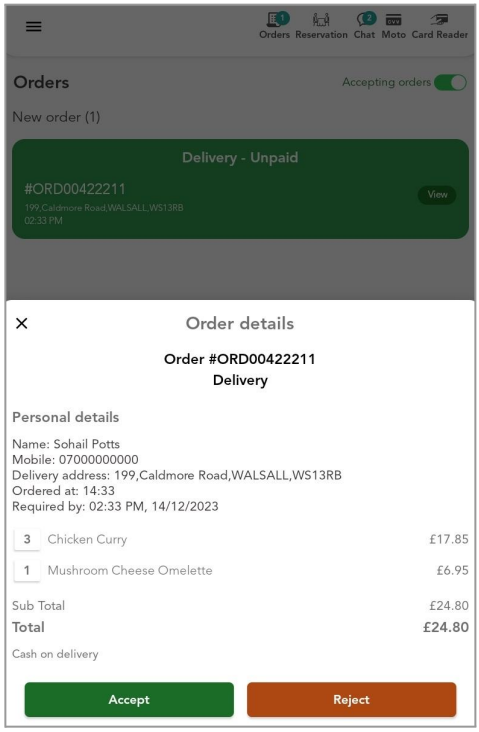
➢ If order is delayed

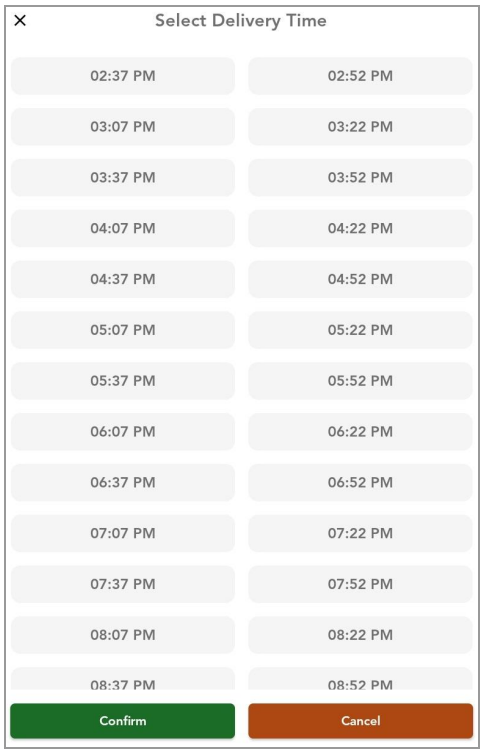
- Delayed orders will show in **Brown** color and Delayed name will show on that order.
- If an order is not ready by the time promised, you can change the time limit.
    1. tap on **Delay** button.
    2. Select a new time or enter a custom time by tap on **Custom** button.
    3. Tap on **Confirm** button.

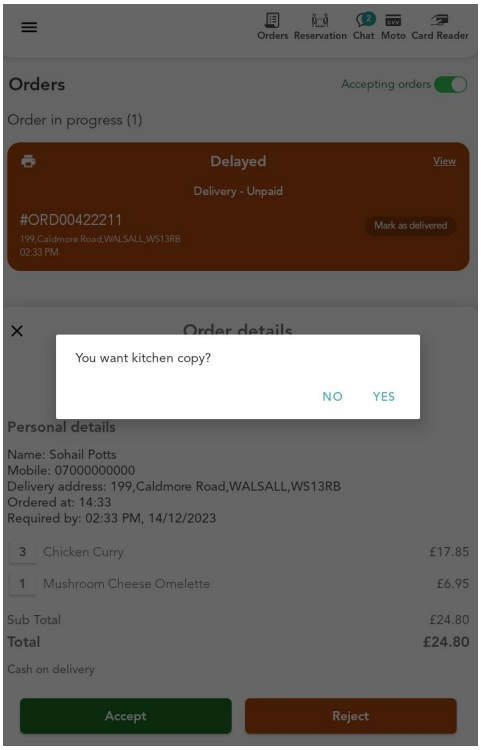
➢ Order History

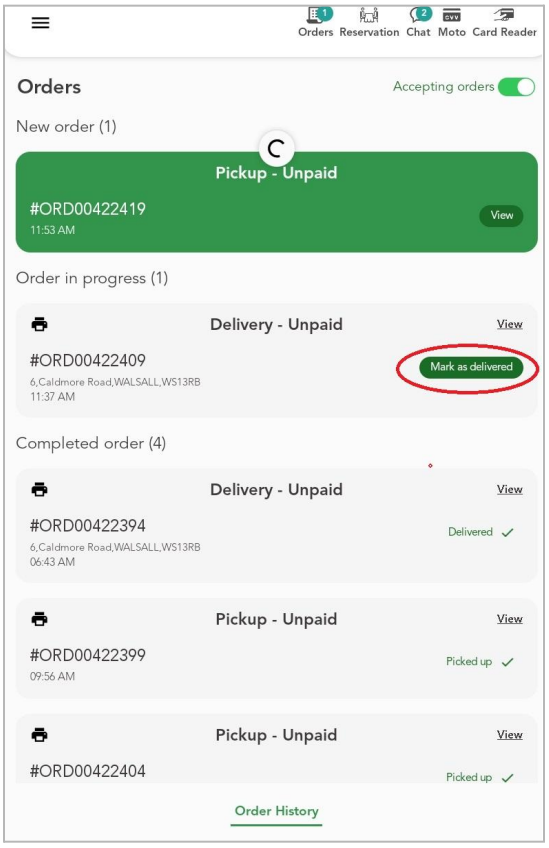
- In order history, you can see all the completed order (delivered, picked up, rejected order) by tap on **Order History**.

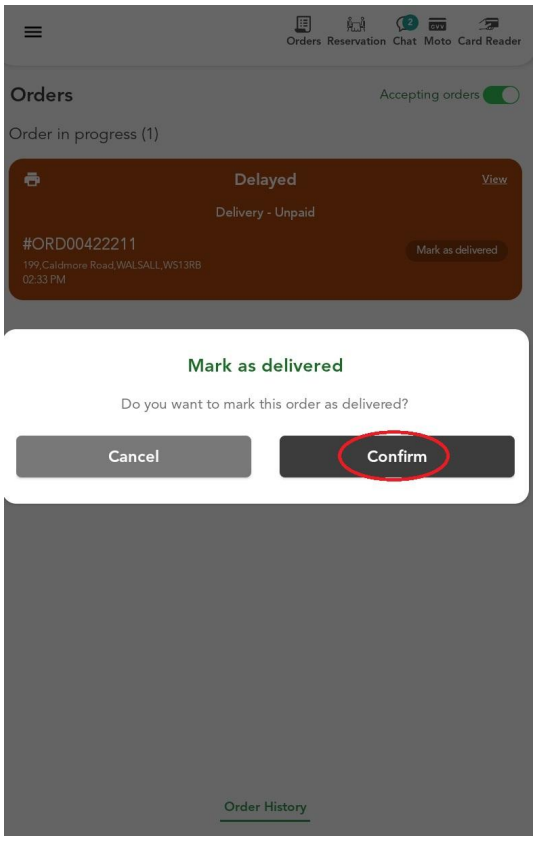


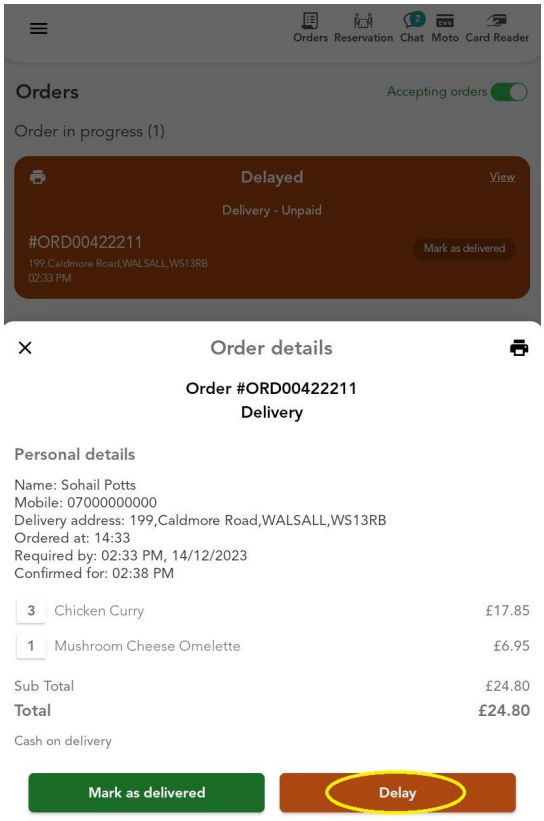


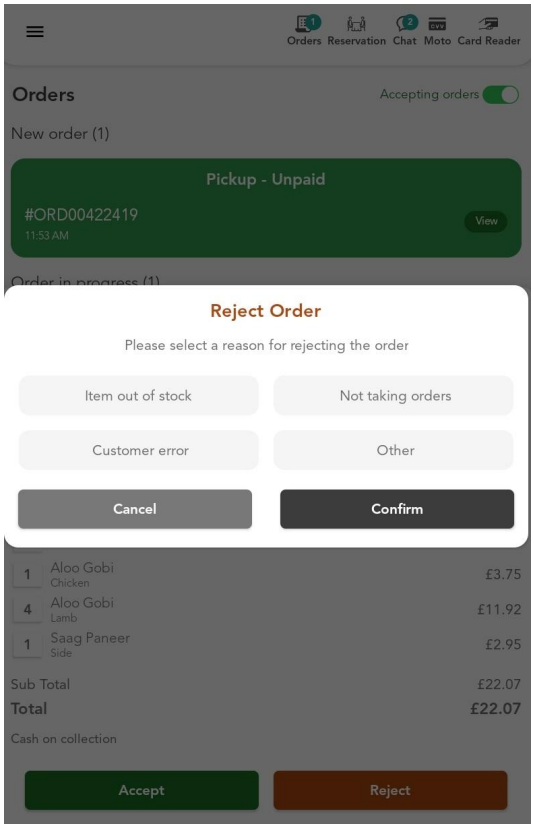





Orders
Reservation
Chat
Moto
Card Reader
Orders
Accepting orders
New order (1)
C
Pickup - Unpaid
#ORD00422419
11:53 AM
View
Order in progress (1)
Delivery - Unpaid
View
#ORD00422409
6,Caldmore Road,WALSALL,WS13RB
11:37 AM
Mark as delivered
Completed order (4)
Delivery - Unpaid
View
#ORD00422394
6,Caldmore Road,WALSALL,WS13RB
06:43 AM
Delivered
Pickup - Unpaid
View
#ORD00422399
09:56 AM
Picked up
Pickup - Unpaid
View
#ORD00422404
Picked up
Order History


Orders
Reservation
Chat
Moto
Card Reader
Orders
Accepting orders
Order in progress (1)
Delayed
View
Delivery - Unpaid
#ORD00422211
199,Caldmore Road,WALSALL,WS13RB
02:33 PM
Mark as delivered
Mark as delivered
Do you want to mark this order as delivered?
Cancel
Confirm
Order History


Orders
Reservation
Chat
Moto
Card Reader
Orders
Accepting orders
Order in progress (1)
Delayed
View
Delivery - Unpaid
#ORD00422211
199,Caldmore Road,WALSALL,WS13RB
02:33 PM
Mark as delivered
Order details
Order #ORD00422211
Delivery
Personal details
Name: Sohail Potts
Mobile: 07000000000
Delivery address: 199,Caldmore Road,WALSALL,WS13RB
Ordered at: 14:33
Required by: 02:33 PM, 14/12/2023
Confirmed for: 02:38 PM
3 Chicken Curry £17.85
1 Mushroom Cheese Omelette £6.95
Sub Total £24.80
Total £24.80
Cash on delivery
Mark as delivered
Delay


Orders
Reservation
Chat
Moto
Card Reader
Orders
Accepting orders
New order (1)
Pickup - Unpaid
#ORD00422419
11:53 AM
View
Reject Order
Please select a reason for rejecting the order
Item out of stock
Not taking orders
Customer error
Other
Cancel
Confirm
1 Aloo Gobi Chicken £3.75
4 Aloo Gobi Lamb £11.92
1 Saag Paneer Side £2.95
Sub Total £22.07
Total £22.07
Cash on collection
Accept
Reject