

Order Details screen

Order details screen is invoked when the user clicks on any order in any of the Home screen columns or in the Orders screen.

1 'Back to Home' link takes user back to Home screen.

2 Print icon prints a ticket for the order.

3 Screen Info:

- Order number
- Status - 'Incoming', 'In-progress', 'In Transit', or 'Fulfilled'/'Delivered'.
- Customer's information.
 - Picture if one is provided. For example, if they logged on to 'TheMarketplace' app with their Facebook credentials.
 - Customer's name, phone number, and address.
 - Delivery information: Deliver/Pickup icon, Order Time, and Ready Time.
- Courier's information.
 - Image if available, name, phone number, and delivery service logo.
- Ordered Items.
 - Number of each individual item, item name, item price, subtotal, tax, delivery charge, tip, total.
- 'Add More Items' button - this will open a sub-page where the user will see the restaurant's menu and be able to add items to the order.
- Special Instructions - food prep instructions from customer.
- Marketplace Notes - notes from merchant (internal use).
- Order Details action buttons - Cancel Order, Issue Refund, Accept Order.

If order has been accepted, merchant can still cancel order or issue refund.
If order is in transit or fulfilled, then cancel button is grayed out. Issue refund button is still available.
Accept order will be grayed out.

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Order Details

ORDER NO. #23892 ORDER STATUS DELIVERED

CUSTOMER INFO

Shannon Elizabeth
212.203.5010
2401 Utah Avenue S, Seattle WA 98134

Order Time: 10.40a Ready Time: 11.40a

COURIER INFO

Josh Thomas
404.392.9302

Picked Up: 11.40a Delivered: 12.00a

ORDERED ITEMS

Qty.	Item(s)	Price
1	Tres Lanches French Toast <small>Cinnamon, Toast, Bread</small>	\$13.50
1	Chorizo & Egg Skillet <small>Chorizo, Egg, Potatoes</small>	\$10.50
1	Fresh Fruit <small>Bananas, Peach, Water Melon</small>	\$4.00
1	Santa Fe Enchilada <small>Cinnamon, Toast, Bread</small>	\$9.50
	Subtotal	\$37.50
	Tax	\$3.75
	Delivery Charge	\$6.50
	Tip	Cash
	TOTAL	\$47.75

Special Instructions

"Could you please make sure to really cook the eggs till they're well done. I would also like a lot of hot sauce on my Enchilada"

Issue Refund

Order Details screen - Delete Item

- 1 Individual ordered items can be deleted from order. Merchant can slide item to the left, revealing a 'Delete' button. Once clicked, an alert pop-up will come up asking the merchant if s/he is sure of the action. Options will be 'Cancel' and 'Delete'.

Messages:

Scenario: User cannot delete an item.
"Our systems are temporarily down. Please try again later or contact customer support."



Order Details screen showing order information, customer info, courier info, and a list of ordered items. A red circle highlights the 'Delete' button next to the first item, 'enchanches French Toast'.

Qty.	Item(s)	Price	
	enchanches French Toast	\$13.50	Delete
1	Chorizo & Egg Skillet	\$10.50	
1	Fresh Fruit	\$4.00	
1	Santa Fe Enchilada	\$9.50	

Summary:

Subtotal	\$37.50
Tax	\$3.75
Delivery Charge	\$6.50
Tip	Cash
TOTAL	\$47.75

Buttons: Cancel Order, Issue Refund, Accept Order

Order Detail - Issue Refund

The 'Issue Refund' screen is invoked from the Order Details screen when the user taps the 'Issue Refund' button at the bottom of the screen.

Here the user first sees the order total at the top of the screen. User can change the amount of refund by tapping the dollar value located on the right side of the 'Enter Refund Amount' row. This will bring up a numeric pad.

The user can choose to refund a percentage of the order total. The user slides to the desired amount or taps on the blue percentage number at the center of the row to input a numeric value using a scroll function.

Once a refund amount has been selected, the user will then tap on one of the reasons for refund and enter his/her approval code.

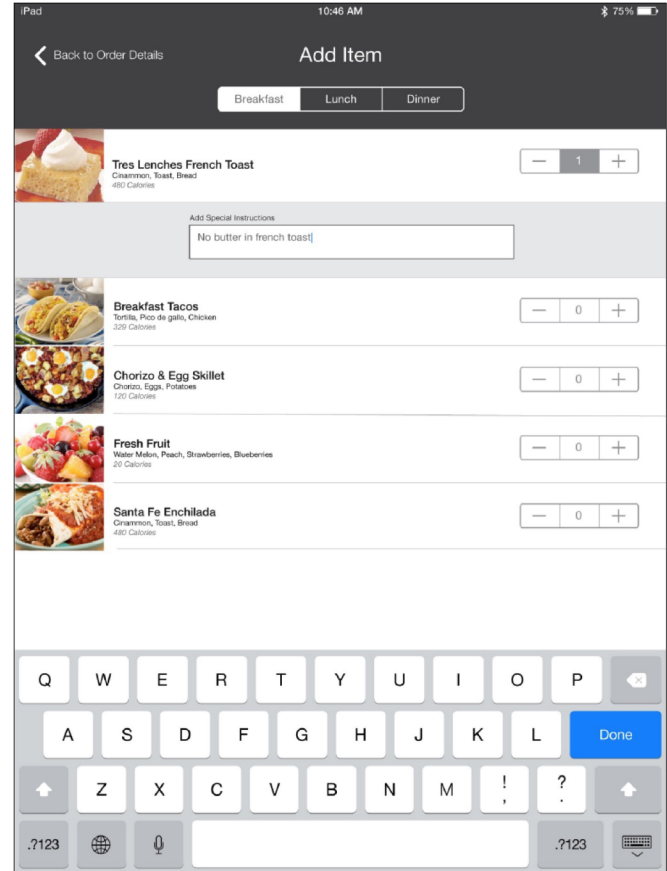
The bottom of the screen has two buttons - a 'Cancel' and a 'Process Refund' button. Tapping any of these bottom buttons will close the Issue Refund screen and take the user back to the Order Details screen.

The screenshot displays the 'Issue Refund' interface on an iPad. At the top, the status bar shows 'iPad', '10:00 AM', and '75%' battery. The navigation bar includes a back arrow labeled 'Order Details' and the title 'Issue Refund'. The main content area shows the 'Order Total' as '\$47.50'. Below this is a section for 'Enter Refund Amount' with a text input field containing '\$14.25' and a small circular icon to its right. A slider below the input field is set to '35%' and is labeled 'Percentage of Order Total'. The slider has '0%' on the left and '100%' on the right. Underneath the slider is the heading 'SELECT REASON FOR REFUND' followed by four selectable options: 'Item Change', 'Accidental Charge', 'Cancelled Order', and 'Other'. Below these options is the heading 'ENTER APPROVAL PASSCODE' and a text input field labeled 'PASSCODE'. At the bottom of the screen, there are two buttons: 'Cancel' on the left and 'Process Refund' on the right.

Order Details - Add Item

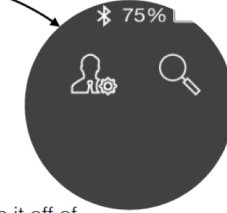
This screen, 'Add Item' is invoked from the Order Details screen when the user taps on the 'Add Item' button.

Here, the user taps on the '+' or '-' buttons to add the item to the order. Once the '+' or '-' buttons have been tapped, an 'Add Special Instructions' opens up enabling the user to add any special instructions to the order. Once done, the user clicks on the 'Done' button in the keyboard or closes the keyboard. Once all items have been added, the user can either cancel or tap the 'Add # item(s) to order' button to be taken back to the updated Order Details screen.



Administration - Configuration

Administration icon



Administration screen

is invoked when user taps the 'Administration' icon on the top-right of the main home screen.

Features:

- Restaurant On/Off toggle switch with instructions.
- Marketplace App toggle On/Off switch with instructions - pauses restaurant (takes it off of Marketplace).
- Order Acceptance toggle On/Off - sets orders to either manual (Off) or automatic (On).
- Ready Status toggle On/Off with instructions.
- Time to order readiness - merchant can customize their time to orders completion. With instructions.

Messages:

Scenario: User toggles restaurant to 'Off'.

"Are you sure you wish to close the restaurant? This will shut down the Marketplace App - any orders in progress will be canceled." (options will be 'Cancel' or 'Shut Off').

Scenario: User toggles restaurant to 'Off'.

"Are you sure you wish to pause the restaurant? This will remove the restaurant from the Marketplace App. (options will be 'Cancel' or 'Pause').

Scenario: User toggles Order Acceptance to 'On'. This enables the DOM app to automatically accept orders and moves them into the 'In-progress' column.

"Are you sure you wish to set Order Acceptance to 'Automatic'? Incoming orders will automatically be accepted. (Options will be 'Cancel' or 'Set Automatic').

Scenario: User toggles 'Ready Status' to 'On'.

"Are you sure you wish to automatically mark orders as 'Ready' when their timer runs out?"

