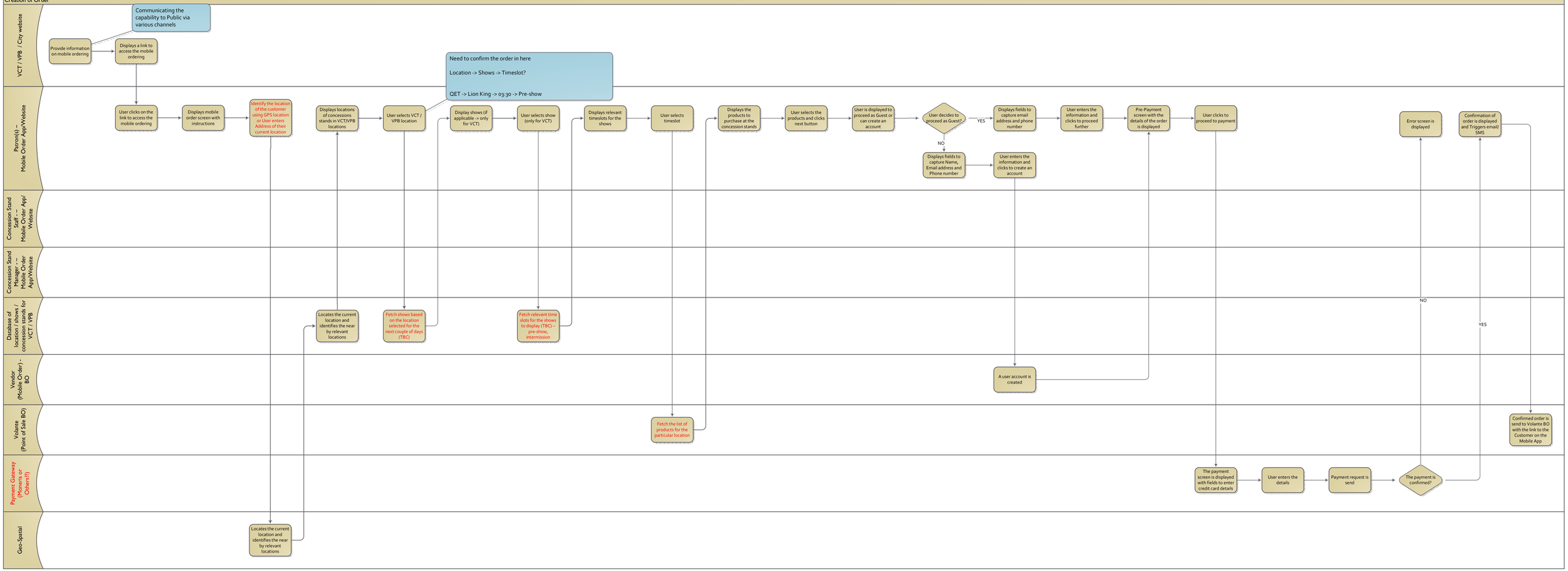
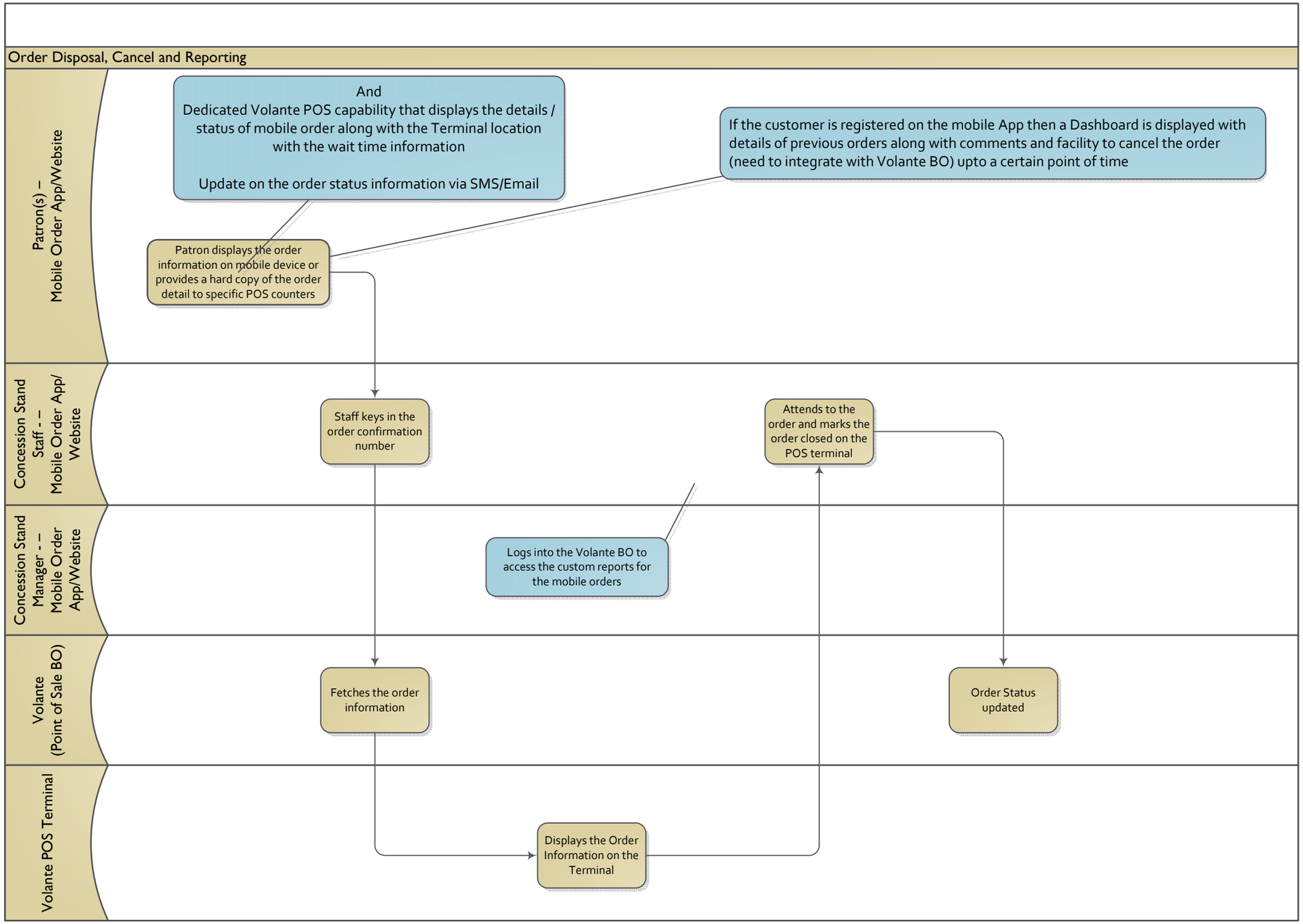
User Journey – Mobile Ordering – VCT / VPB

Creation of Order




Order Disposal, Cancel and Reporting
Patron(s) – Mobile Order App/Website
And
Dedicated Volante POS capability that displays the details / status of mobile order along with the Terminal location with the wait time information
Update on the order status information via SMS/Email
If the customer is registered on the mobile App then a Dashboard is displayed with details of previous orders along with comments and facility to cancel the order (need to integrate with Volante BO) upto a certain point of time
Patron displays the order information on mobile device or provides a hard copy of the order detail to specific POS counters
Concession Stand Staff - – Mobile Order App/ Website
Staff keys in the order confirmation number
Attends to the order and marks the order closed on the POS terminal
Concession Stand Manager - – Mobile Order App/Website
Logs into the Volante BO to access the custom reports for the mobile orders
Volante (Point of Sale BO)
Fetches the order information
Order Status updated
Volante POS Terminal
Displays the Order Information on the Terminal