

FRESCO Vegybox Delivery Service System User Guide

SEP 2016

VERSION 1.1

AGENDA

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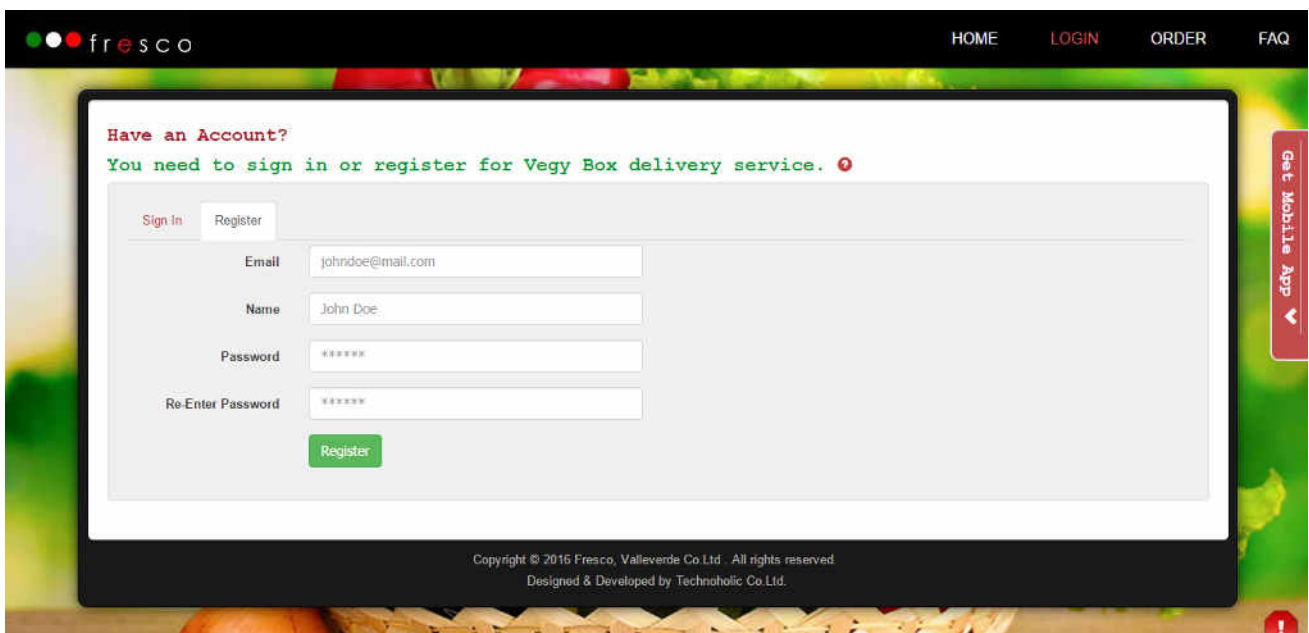
1. System Overview

The Fresco Vegybox Delivery Service website is a web application system that uses an intuitive user interface to allowing inputting and editing order records fast and efficient. This system provides a graphical user interface that allows a user to input all information and store it electronically to exterminate the need for using paper records.

2. Getting Started

2.1: Registration

First of all, you will need to register for an account to start using the vegybox delivery service. In order to do so, you will need to provide email, name and password to get an account.



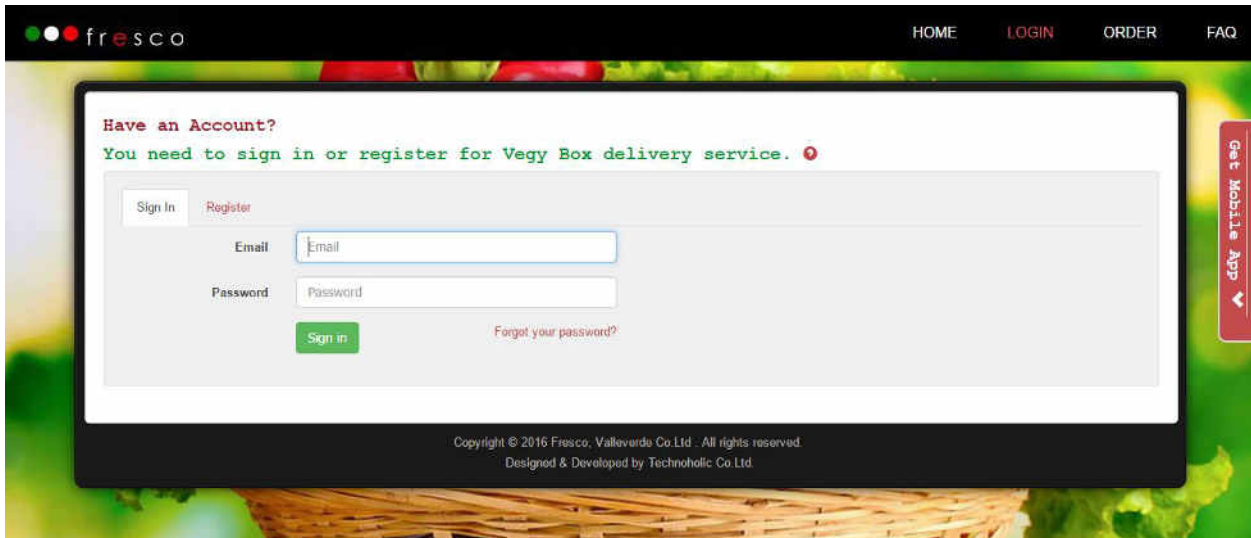
Note: If the given email is already registered, you will received the message: *“Registration Failed! This email already exist!”*.

After you have successfully registered, you will get an email with the code to activate your account. In the email, you can click on the “Activate Now” button to activate your account. After activating your account, you may start ordering the vegy boxes.

Note: Please check your Spam box if you cannot find our activation mail in your Inbox.

2.2: Log in

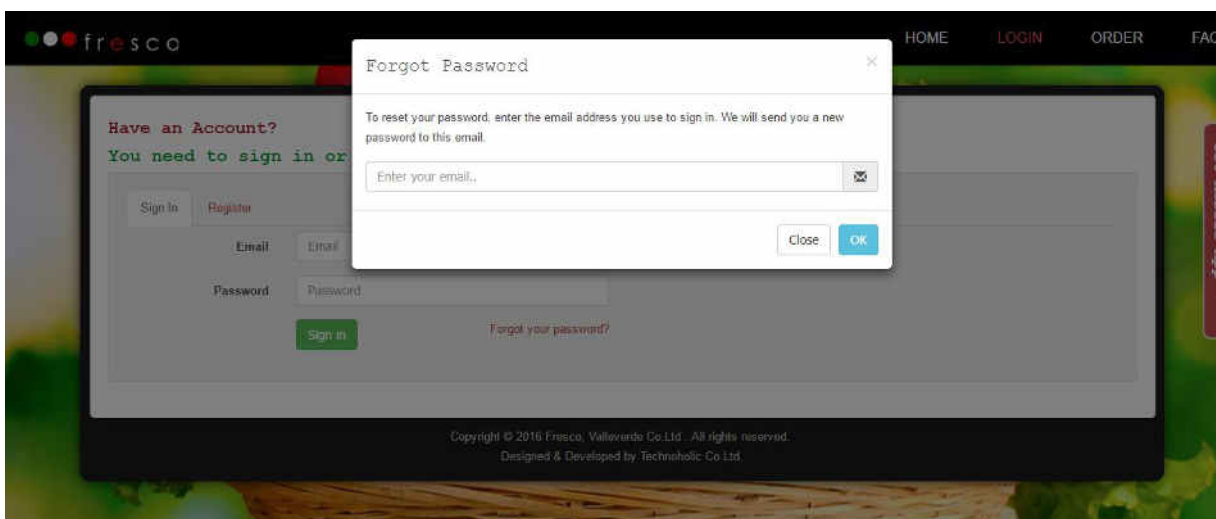
After you have activated your account, you can now log in to the system using the registered email and password. You can find the link to the “Login” page on the top right corner of the screen. *Please note that the Login menu will only show up when you haven’t login yet and the system will redirect you to the Login page if you try to access the order page without logging into the system.*



Note: You will not be able to login to the system and get a message saying “*Sorry! Your account has been banned by the administrator!*” if your account has been banned by administrator for some reason.

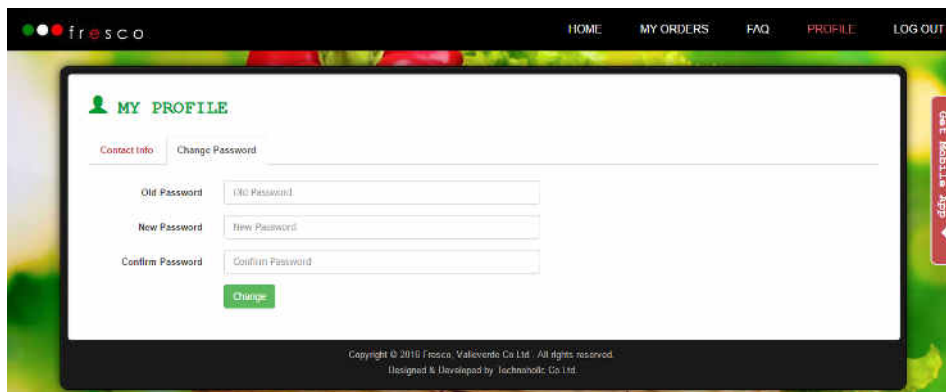
2.3: Forgot Password

In case you have forgotten your password, click on the “Forgot your password?” link in the right corner of the login page and a dialogue box will show up. In the dialogue box, enter the email you have used to register the account then the system will send the new password to that email.



2.4: Change Password

1. Login to the system using the current password or new password the system has created when you report about forgot password.
2. Click on the “Profile” link in menu bar then go to “Change Password” tab in Profile page.
3. Type in the old password correctly in the first textbox then the new password you would like to change in the second textbox and re-enter the new password in the third textbox.



3. Placing Order

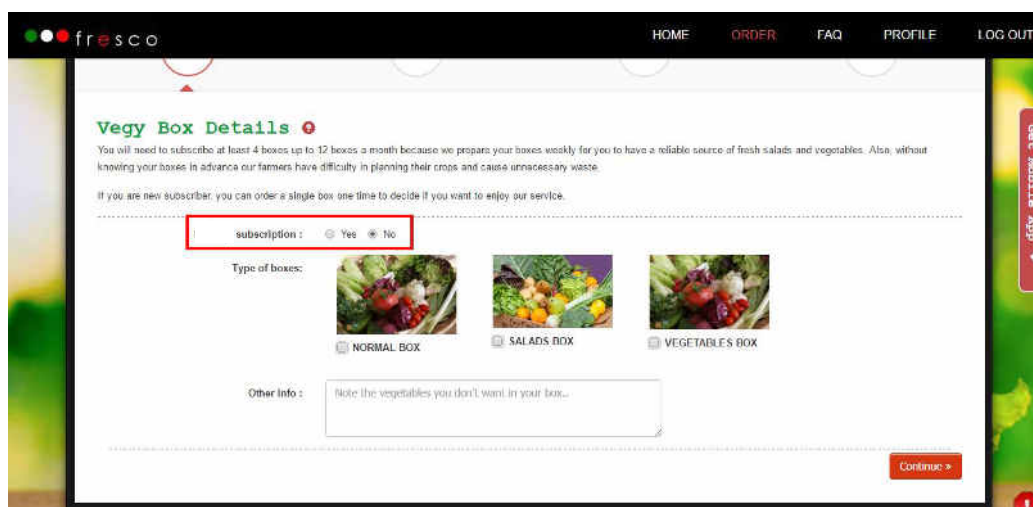
You can place a new order only when: _

- you are newly registered
- your subscription ends in coming week
- your subscription ended

3.1 : Vegy Box Details

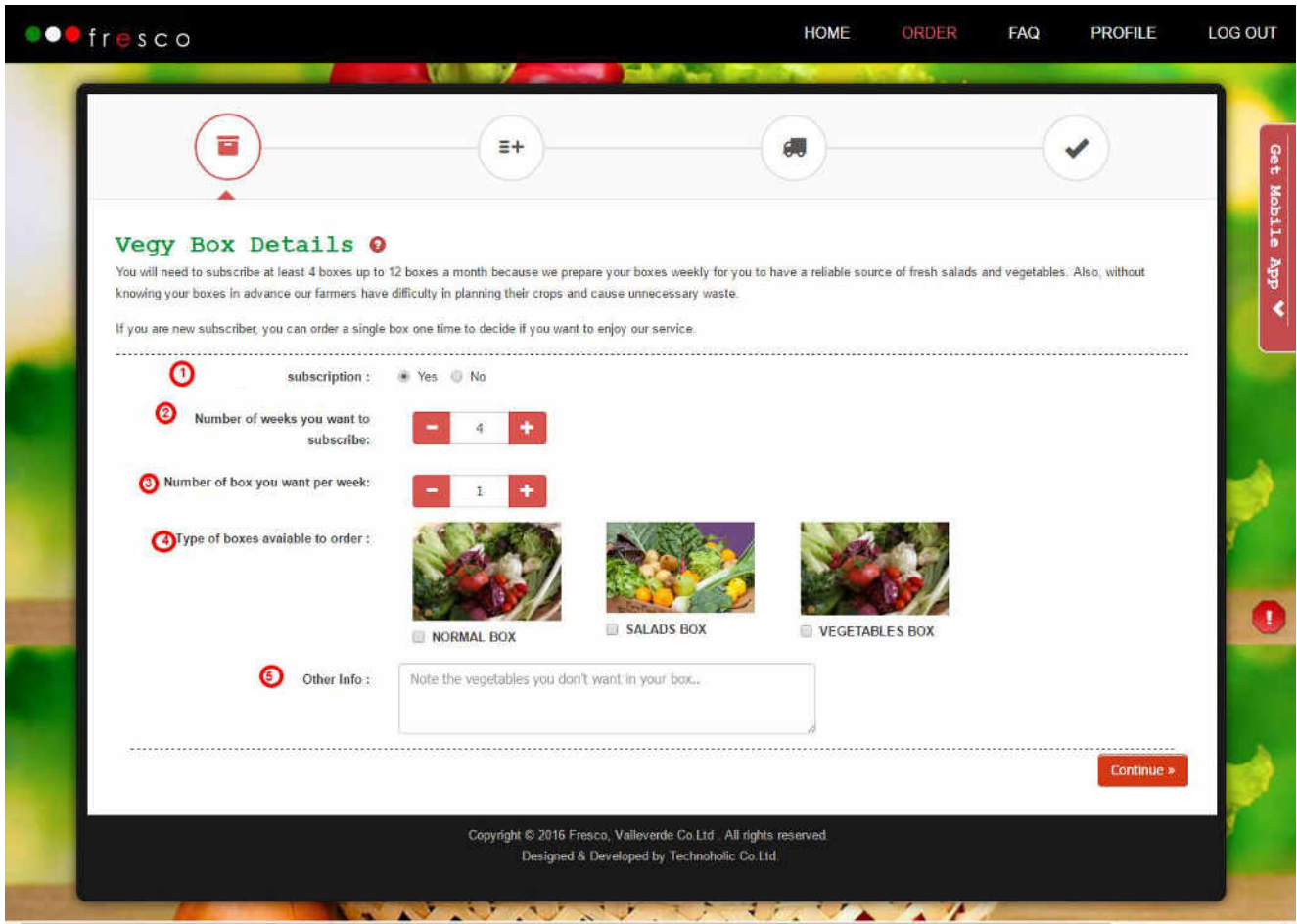
If you are newly registered, the system will provide the “Subscription” option to choose if you want to start the subscription right away or to order a single box one time to decide if you want to continue the service.

If you select “No” option, it means you choose not to subscribe for now and the system will ask you to choose the type of box you would like to try out as shown below. You can also add other additional information like the particular vegetable you do not want in your box in “Other Info” textbox.



If you choose “Yes” option, it means you would like to start the subscription right away then the system will ask for: _

2. Number of weeks you would like to subscribe. You will need to subscribe for a **minimum of 4 weeks** to 20 weeks maximum.
3. Number of box you would like to order a week. You can order 1-3 box a week.
4. Type of boxes available to order.
5. Additional Information like the particular vegetable you do not want in your box.



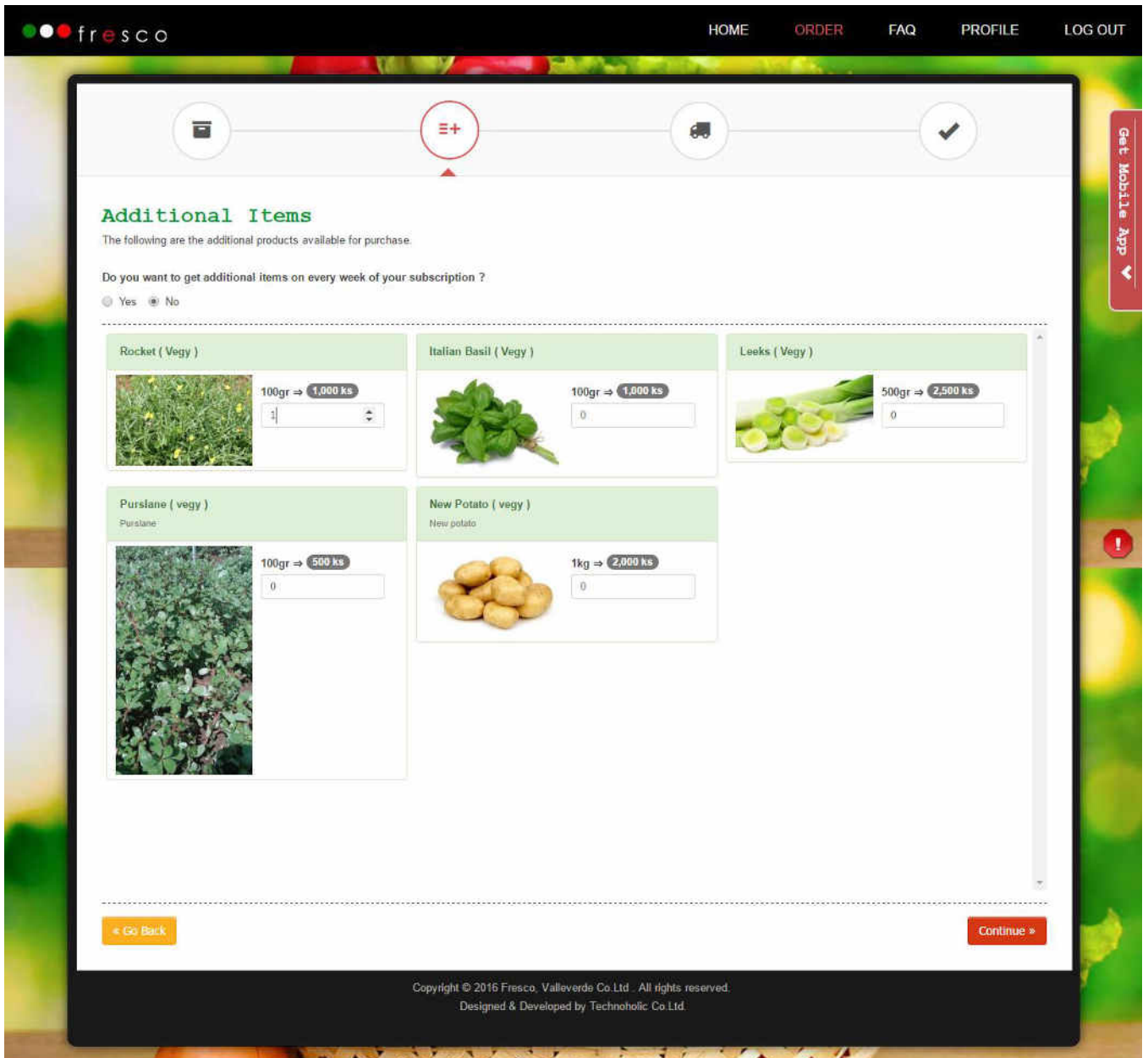
Then, click “Continue” button to proceed to next step.

Note: A subscription means that you will receive the box every week on the same day. If you are new subscriber, you can order a single box one time to decide if you want to enjoy our service. After the first trial, if you want you can order again, you will need to subscribe for a minimum of 4 boxes.

3.2 : Additional Items

Here, you will see a list of vegetables or herbs that can additionally be added to your order at supplemental cost.

1. You can also choose “No” option if you want the extra one time only or “Yes” option to include extra in every week of your subscription.
2. Then you can choose how many quantity you want for particular vegetables or herbs.



Then, click “Continue” button to proceed to next step.

Note: You can just skip to next step by clicking “Continue” if you do not want any extra items.

3.3: Delivery Details

Here, you will need to fill out the information of your location and address for the delivery as follow: _

The screenshot displays the 'Delivery Details' screen in the Fresco mobile app. At the top, there is a navigation bar with 'HOME', 'ORDER', 'FAQ', 'PROFILE', and 'LOG OUT'. Below this is a header with a shopping cart icon, a menu icon, a delivery truck icon (highlighted with a red circle 1), and a checkmark icon. The main content area is titled 'Delivery Details' and includes a note: 'The box will be delivered according with the area you live, on Tue - Thu - Sat from 12.00 am to 4.30 pm.' The form contains the following fields:

- Name of Myanmar Person:** Shwe Yee (highlighted with a red circle 1)
- Phone Number:** 01 398928 (highlighted with a red circle 2)
- Mobile:** 09 448540945 (highlighted with a red circle 3)
- Township:** Mingalar Taung Nyunt (highlighted with a red circle 4)
- Delivery Day:** Tue (highlighted with a red circle 5)
- Map:** A Google Map showing the delivery location (highlighted with a red circle 6). The map includes labels for 'Theinbyu Market', 'Thein Phyu Market', 'Post Office', 'NGU Moe Myanmar Language Centre', and various streets like 'Bo Min Yaung St' and 'Myanma Gone Yi St'.
- Address:** No.55, 101st (lower block), 2nd Floor, The apartment is in the middle of the street and there is ABC convenience store under the apartment. (highlighted with a red circle 7)
- Delivery Instruction:** Can give it to the cashier of the convenience store (highlighted with a red circle 8)

At the bottom of the form, there are two buttons: 'Go Back' and 'Continue >'. The footer contains the text: 'Copyright © 2016 Fresco, Valleverde Co.Ltd. All rights reserved. Designed & Developed by Technoholic Co.Ltd.'

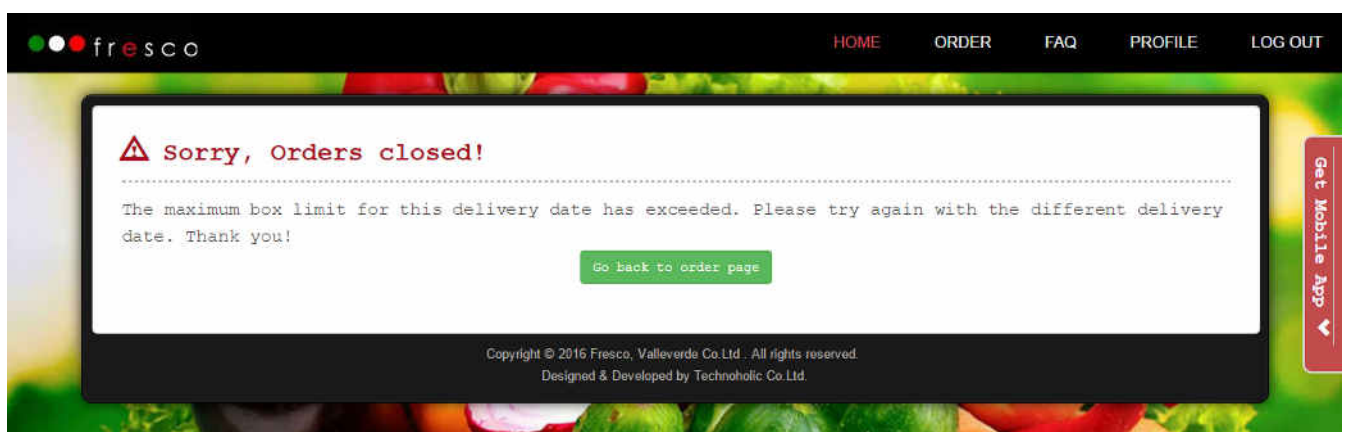
Note: Please fill out the very specific details of your location in order to make sure that the delivery staff to be able to find your place of delivery easily and quickly.

1. Enter the name of the Myanmar person to reach out in case our Myanmar delivery staff cannot find your place or there is any problem during the delivery
2. Enter your home phone number to contact in case the delivery staff cannot find your place.
3. Enter your mobile phone number.
4. Choose the township of your place among the list of township that we cover.
5. Your delivery day depends on where you live, and can't be chosen. So the system will show you the respective delivery day of your order and the map of the chosen township.
6. Click & drag on the map to find your location and once you find your place, click on the map to mark the location. *Please try to mark the location as specific as you can because this exact information of the location is super useful for the delivery staff to find your place.*
7. Enter your full address including the building number, floor, street and landmark/building nearby.
8. Enter a place or instruction to leave your delivery in a safe place when you are not at home. *(According to our delivery routes and traffic, we could not tell you the exact time the delivery will be made. If you cannot be home during the delivery time, leave us your message through this instruction so that you can make sure your delivery is in safe place).*

Note: You only need to fill out the form once since the system will store this address for upcoming order.

Then, click “Continue” button to proceed to next step.

Please note that we have a limited number of boxes we deliver for each delivery day. In case the delivery day you choose is fully packed, the system will take you to the below page saying that the order is closed for that delivery day. Then, click on the “Go back to order page” button to place the order with the different delivery day.

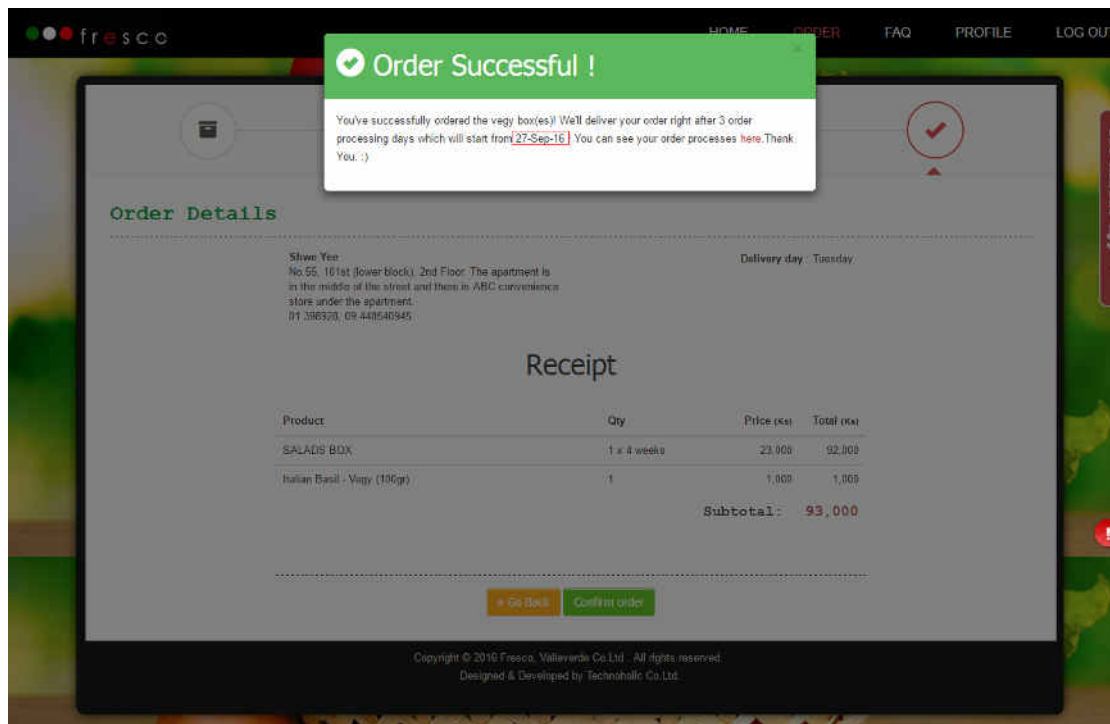


3.4: Order Details

This is the order confirmation page where the system will show all the details you have filled out in the form.

- If you are not satisfied with the order, click on the “Go Back” button to modify your details.
- When you are confirmed with the details, click “Confirm Order” button to place the order to the system. Then the “Confirm Order” button will be disabled with the label “Processing...” while the system is processing the order. And when the order is placed successfully to the system, the success message dialogue box will show up including the date of your first delivery as shown below.

Note: We require 3 working days to process your order because we do not keep a stock of vegetables in order to offer the freshest products from our farms. If your chosen delivery day does not have 3 working days, then the delivery will only be made on next week. E.g: Today is Saturday and you choose Tuesday for the delivery then the delivery will only be made on next week Tuesday because there is only 2 working days between the order date and delivery date.



Until the process of placing order to system is successfully completed, the button will be disabled. The time taken for order processing to the system may differ according to the speed of your internet connection. The slower the connection, the longer the processing will take. In case your connection drop or it is extremely bad, the button will be froze at the processing stage. Then you will need to refresh the browser and try again.

In case the system fails to process your order despite from the connection problem, the dialogue box will show up with the message saying that there is an error encountered when processing your request. Then you will need to refresh the browser and try again.

4. My Orders

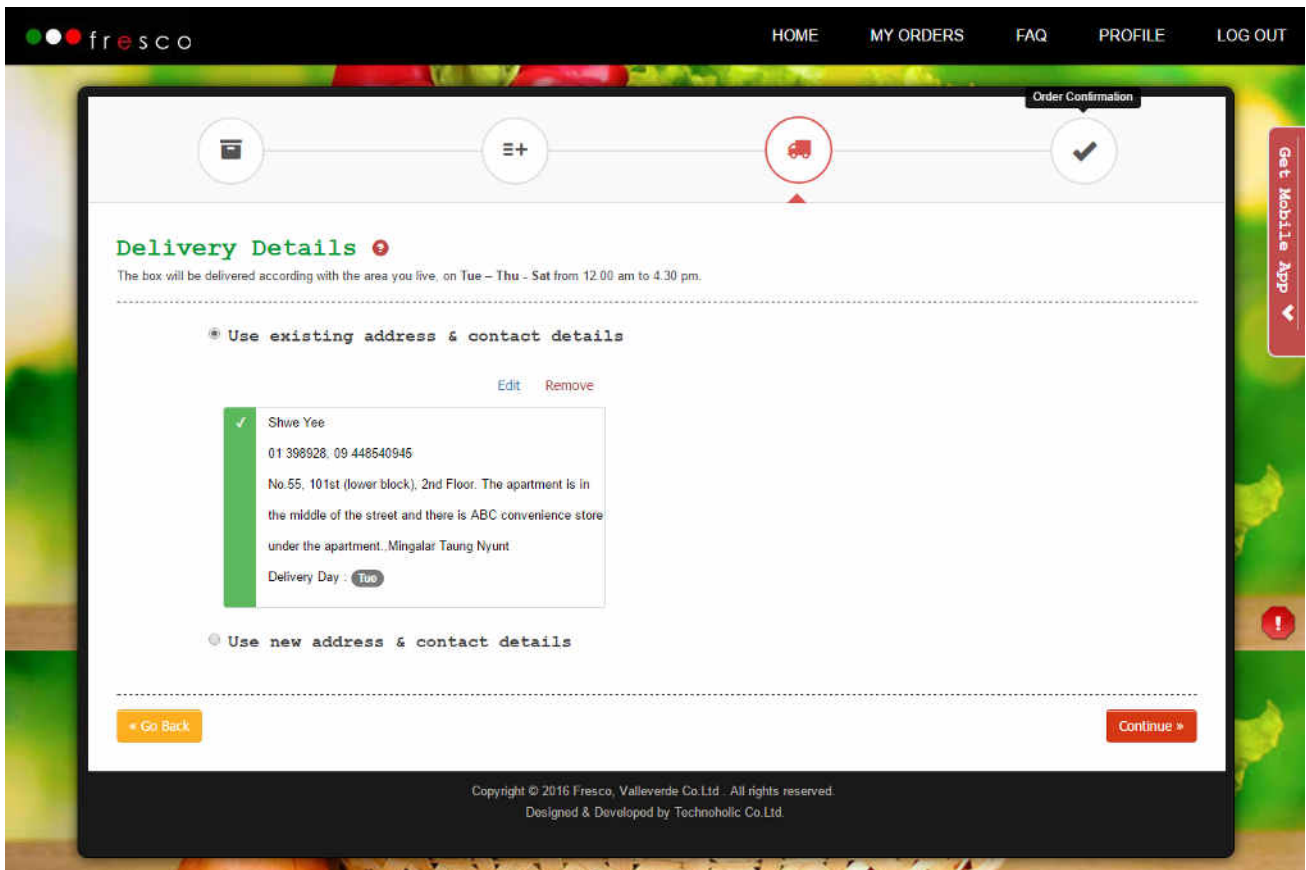
This is the place where you can see the list of the orders you've placed. Here, you can also edit your order, on hold your subscription or cancel your subscription. However, in order to give three working days in advance to process your changes and requests, the button for these functions will only show up when it is before 3 days of delivery.

4.1: Editing Order

You can modify your order details by clicking the "Edit" button on the last column of the list. By clicking the button, the system will redirect you to the page that looks the same as the "Order" page but with the detail information of your order. You can modify every single details of your order just like you place the order in the first time. The only tricky part is when you edit your delivery details.

4.1.1: Editing delivery details

In delivery details section, the address you have filled out will be automatically selected as shown below. If you have added multiple address, you will see multiple option boxes there.



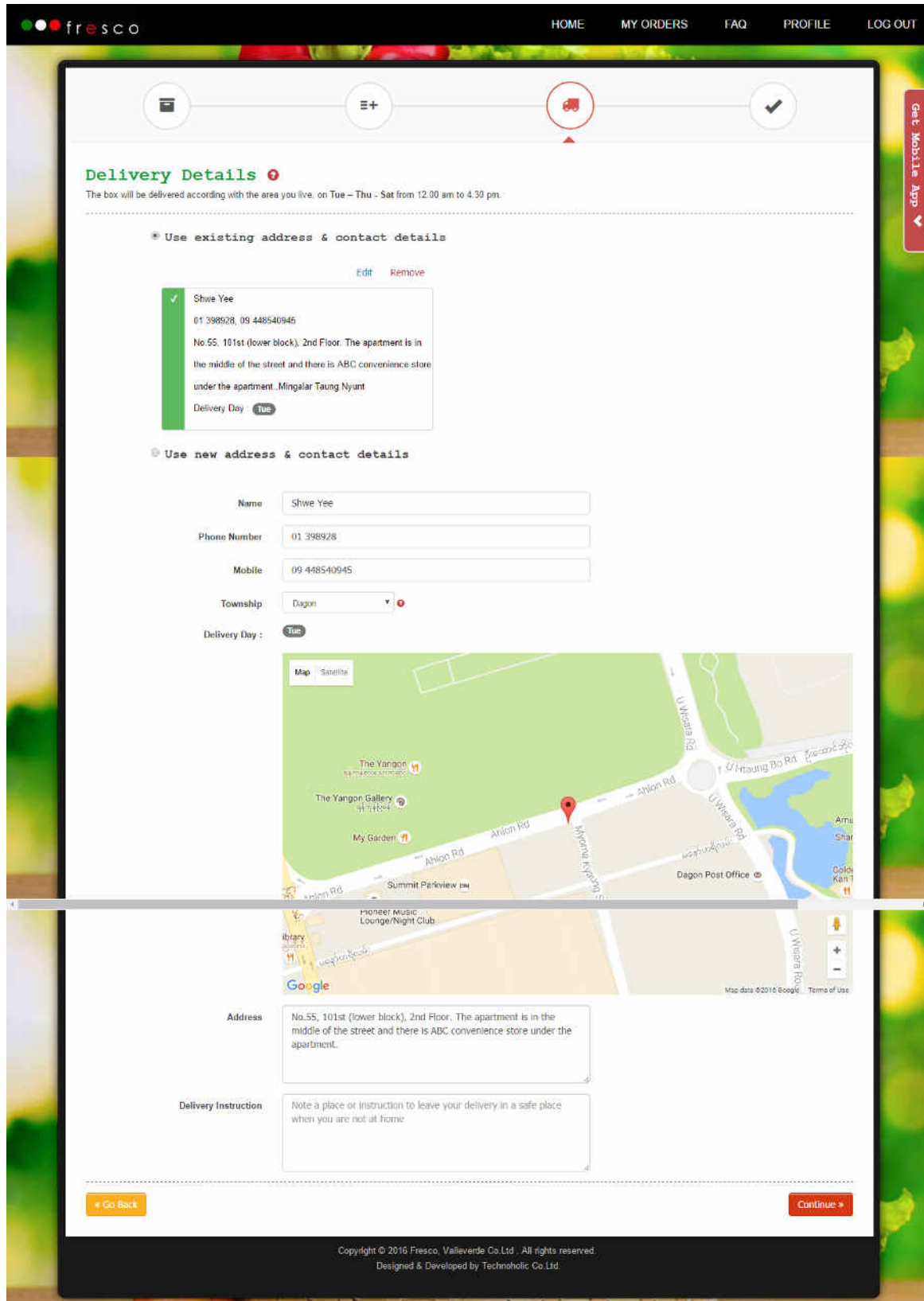
You can either use existing address, edit the existing address or add a new one.

4.1.2: Editing address

To edit the existing address,

1. Choose the address you want to modify. Then the chosen address will be highlighted with green.
2. Click the blue "Edit" Link on the top right corner of the address box.

3. Then the form will appear with the address information in it as shown below.



4. Edit any information you would like to change in the form.

5. After finished changing the address details, click continue to use this updated address.

Please note that you may not be able to change your delivery day if orders are fully packed for that day.

4.1.3: Removing address

You can remove the address by clicking the “Remove” button on the top right corner of the address box. Then the system will automatically remove the address from your account.

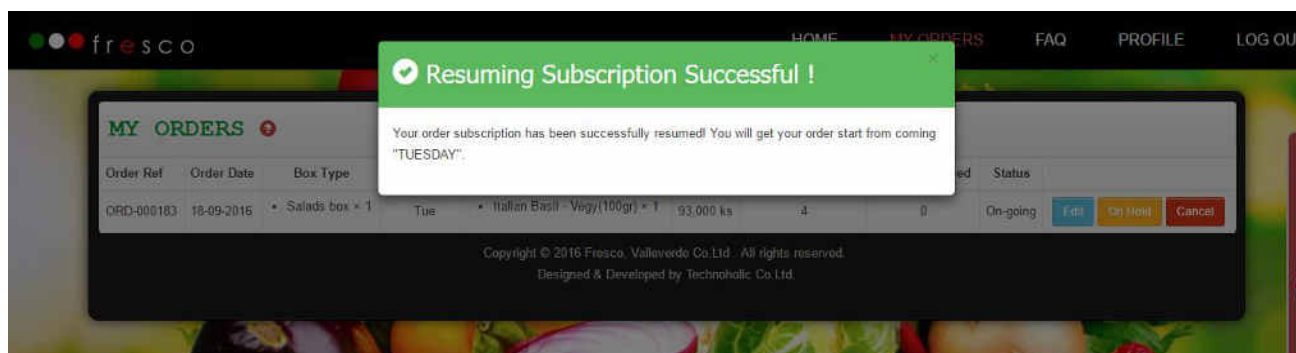
When you finished modifying the order, click “Confirm Order” to update your order. Then the success message dialogue box will show up including the date of your next delivery. Just like when you placed the order, the button will be disabled until the process of updating order to system is successfully completed and the time taken for order processing to the system may differ according to the speed of your internet connection.

4.2: Pausing the subscription

Here, you can put your subscription on hold by clicking the “On hold” button. But it require 3 working days in advance to process your request. So you can only see this button before 3 days of your delivery. When your order has been successfully on hold, the dialogue box will show up saying that you have successfully paused your subscription. In case there is a problem processing your request, the dialogue box will show up with the message saying that there is an error encountered when processing your request. Then you will need to refresh the browser and try again.

4.3: Resuming the subscription

When your order is on hold, you can see the “Resume” button to enable you to restart your subscription. When your order has been restarted successfully, the dialogue box will show up with the restarting delivery day as shown below.

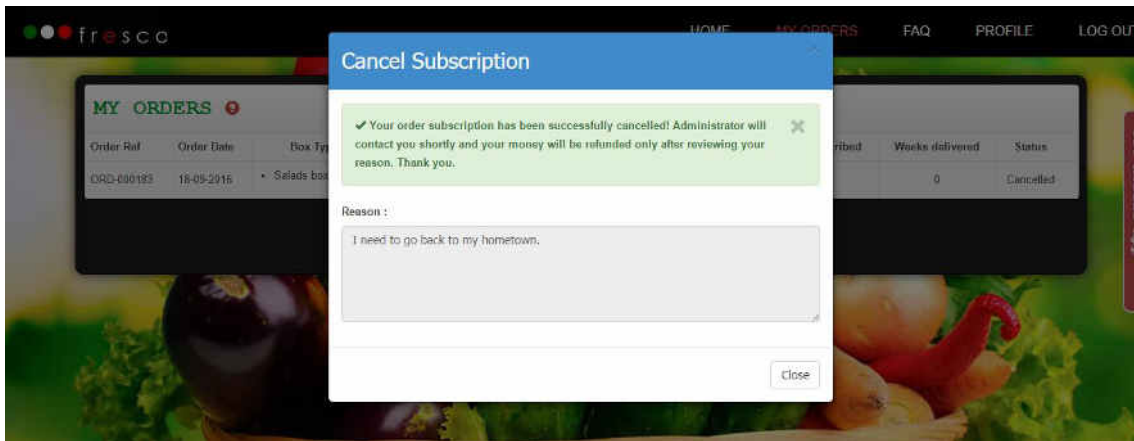


Note: You cannot restart the subscription on the same delivery day if the orders are fully packed for that delivery day. So if that happen, the system will asked you to try again with the different delivery date. Then you need to change the delivery day by editing the order first before you restart the subscription.

This also requires 3 working days in advance to process your request. So you can only see this button before 3 days of your delivery.

4.4: Cancelling subscription

Here, the last “Cancel” button can be used for cancelling your subscription. This is when you want to stop receiving the order. Click on the button to do so and the system will ask you to give the reason for cancelling subscription so that the Administrator can review your reason and decide if your money should be refunded. You will see the following message when you have successfully cancelled your subscription.



5. Order Editable Days

Delivery Day: Monday

Editable in: Tuesday, Wednesday, and Thursday

Delivery Day: Tuesday

Editable in: Wednesday, Thursday and Friday

Delivery Day: Wednesday

Editable in: Thursday, Friday, and Saturday

Delivery Day: Thursday

Editable in: Friday, Saturday, and Sunday

Delivery Day: Friday

Editable in: Saturday, Sunday, and Monday

Delivery Day: Saturday

Editable in: Sunday, Monday, and Tuesday

Delivery Day: Sunday

Editable in: Monday, Tuesday, and Wednesday