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## TERMINOLOGY

**Venue / Restaurant** - Casual dining establishment

**Customer / User** - The person who is eating

**Server** - The restaurant employee who is taking the order

**Food Runner** - The restaurant employee who works in the kitchen and delivers the meal to the Customer

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## CHANGE LOG

4.3 // MARCH 16, 2017 // CREATIVE ART UPDATE

4.2 // MARCH 15, 2017 // LRS REVIEW  
LRS / MICHELLE STRONG, JOHN WEBER

4.1 // MARCH 14, 2017 // CREATIVE ART UPDATE

4.0 // MARCH 12, 2017 // INTERNAL UX UPDATE

3.01 // FEBRUARY 27, 2017 // DEVELOPER REVIEW  
LRS/MICHELLE STRONG

2.0 // FEBRUARY 21, 2017 // INTERNAL

1.0 // FEBRUARY 15, 2017 // INTERNAL

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## DESCRIPTION

1. A customer enters a restaurant to order a meal at either an unmanned kiosk or with a server at the front.
2. During order creation, the order is linked to the service number associated with the customer's mobile device.
3. Once the user is at a table, their location is linked to their order
4. Updates on the progress of their order is sent to their mobile device.
5. The User is alerted when the meal is on its way to the table.
6. From the table, the user can use the app to check on the status, ask for assistance, add items to their order and receive offers.
7. When exiting the venue, the user receives a Thank You message and update on their rewards.

CLIENT  
**LONG RANGE SYSTEMS**

PROJECT  
**MOBILE PROXIMITY EXPERIENCE - KRONOS**

PROJECT NO.  
**LRS012**

EXPERIENCE  
**Mobile Proximity (Casual Dining)**

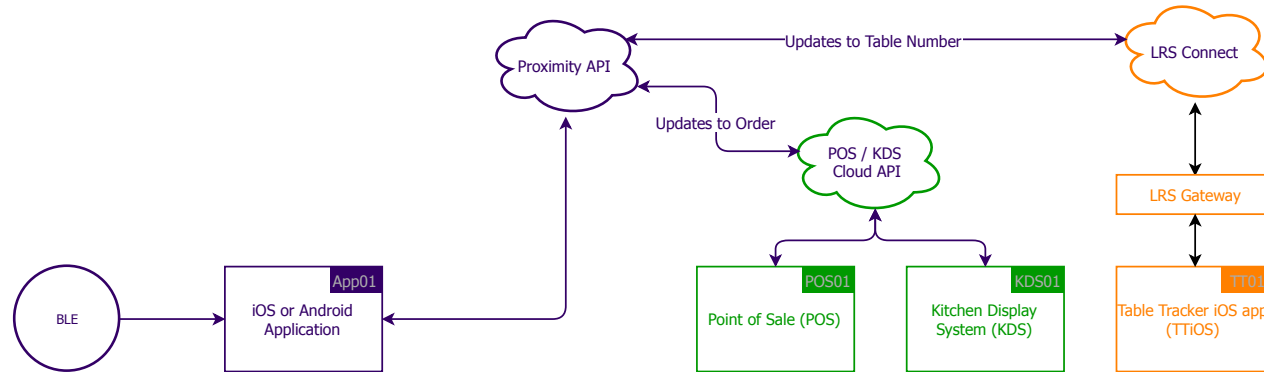
VERSION  
**4.3**

OWNER  
**PAUL MEDCALF**

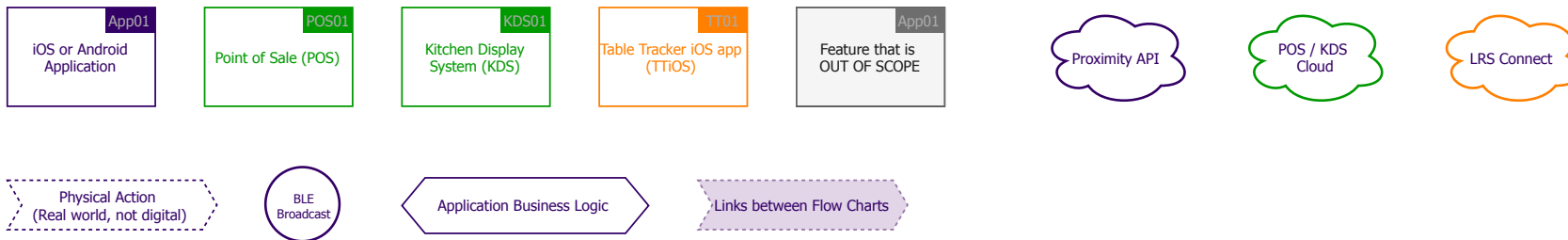
LAST UPDATE  
**MARCH 12, 2017**

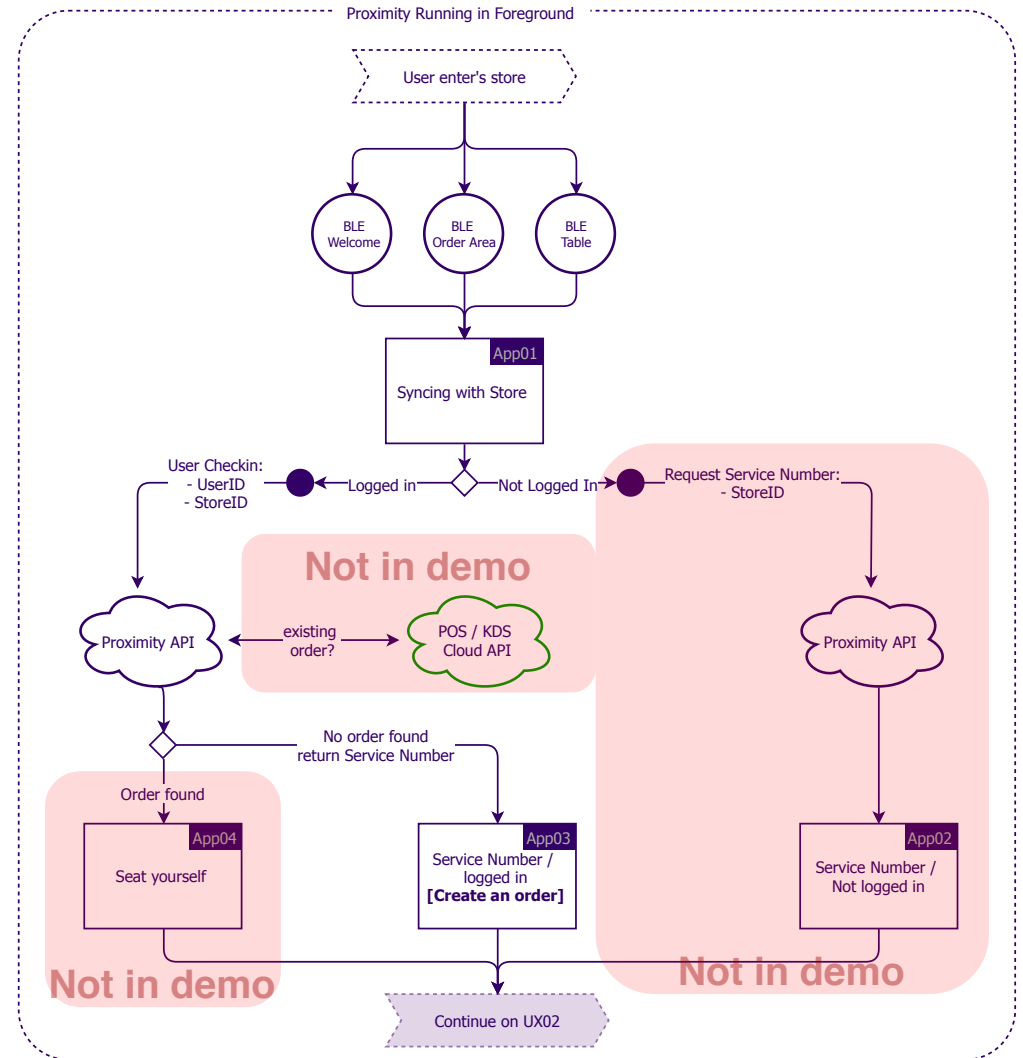
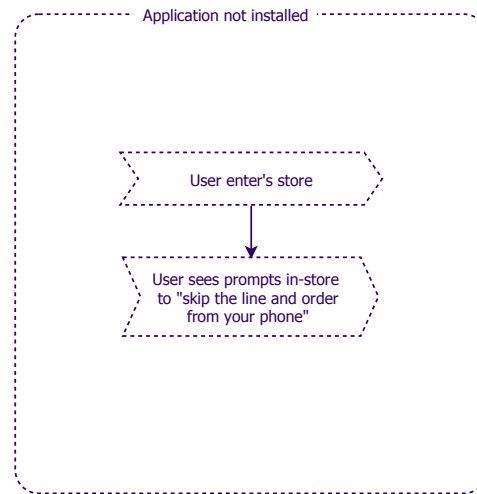
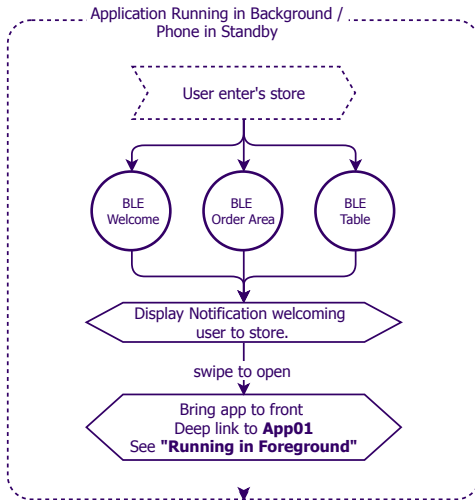
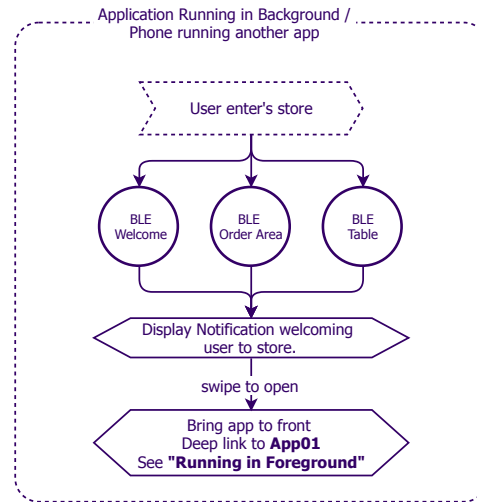
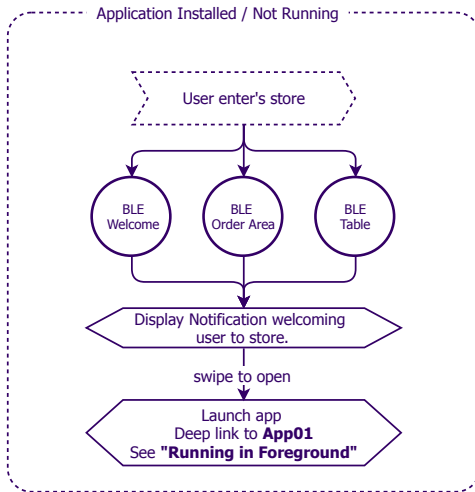


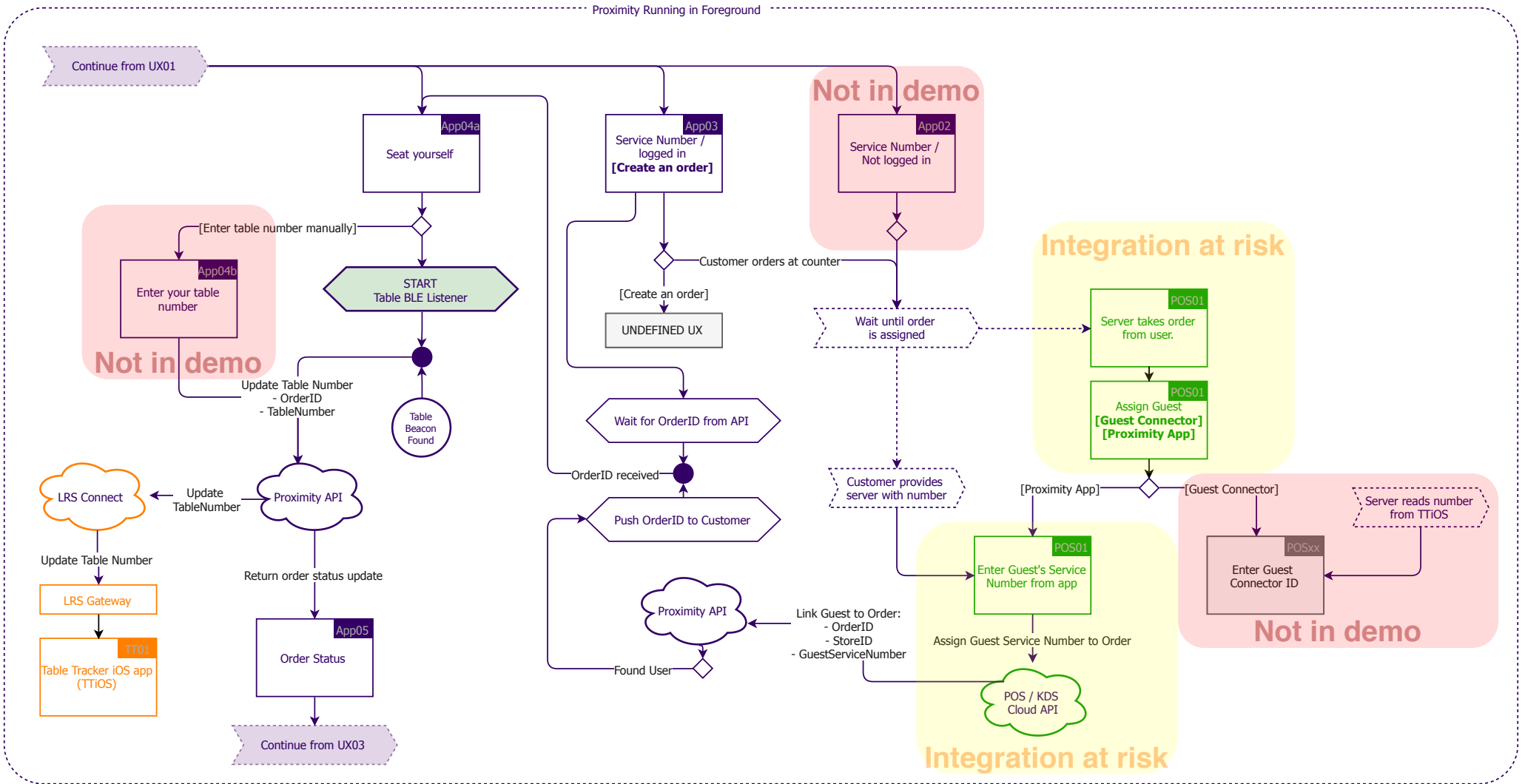
**GENERAL ARCHITECTURE**

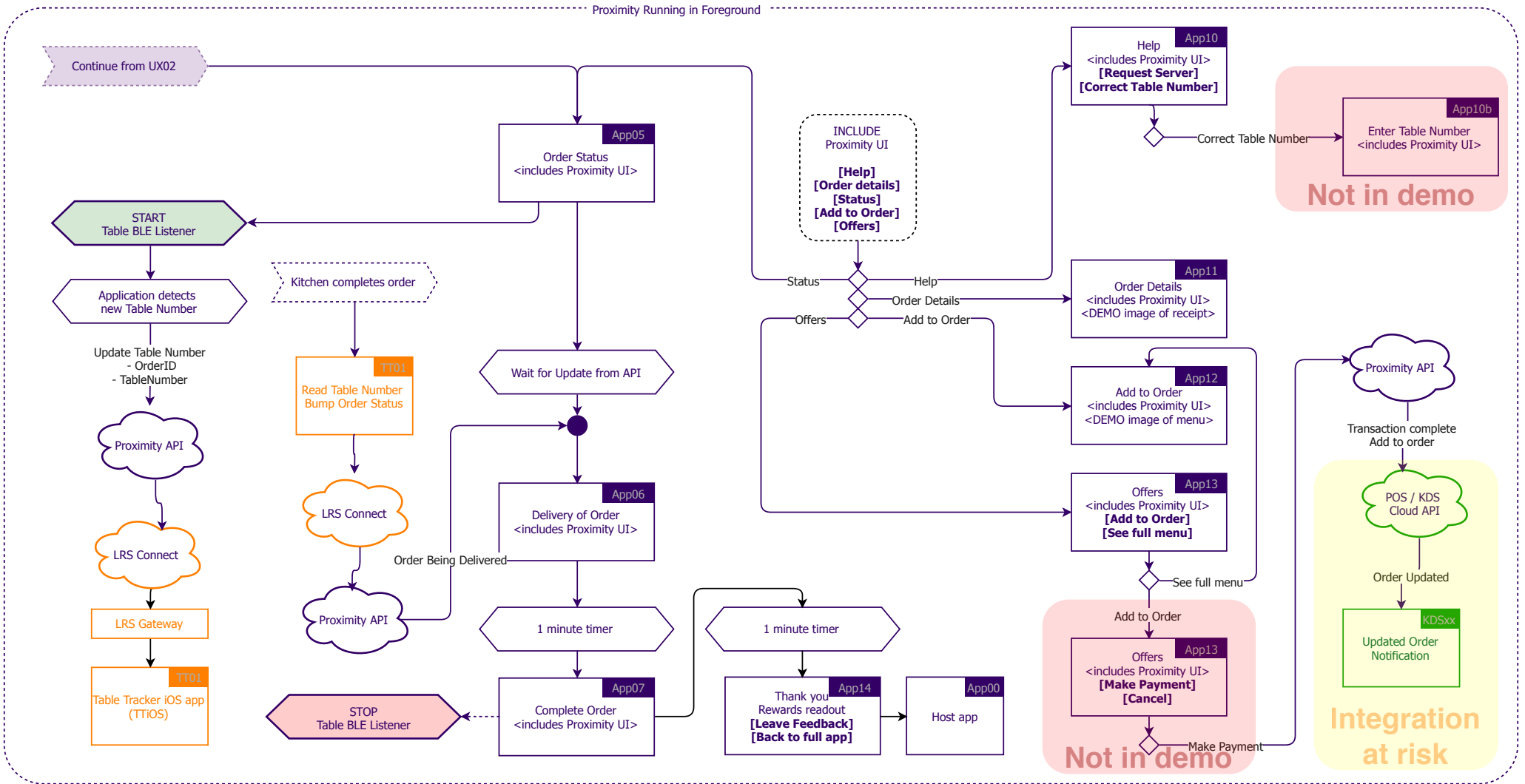


**LEGEND**









### Branding

## LRS Proximity Demo

Please select a user for this device.

User 1

User 2


User 3

User 4

User 5

User 6

This Admin screen is only seen upon launch. When a user is selected, set that user as the logged in user. Then go to **App00 - Host App**



## LRS Proximity Demo

Please select a user for this device.

User 1

User 2

User 3

User 4

User 5

User 6



**Branding**

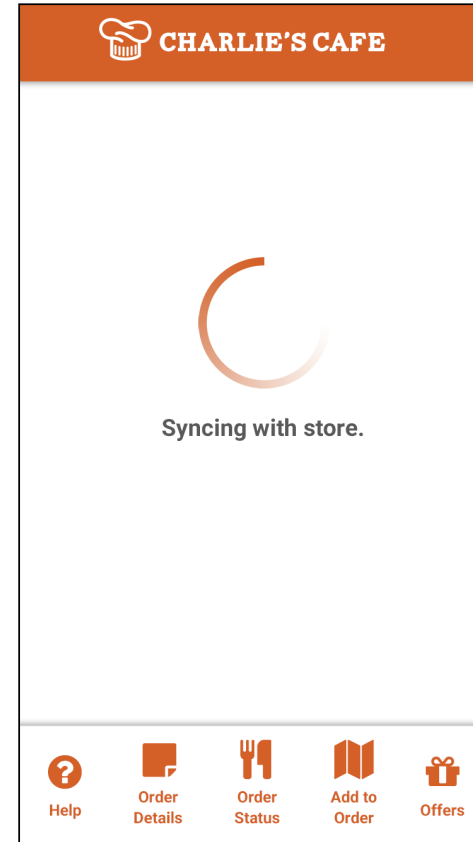
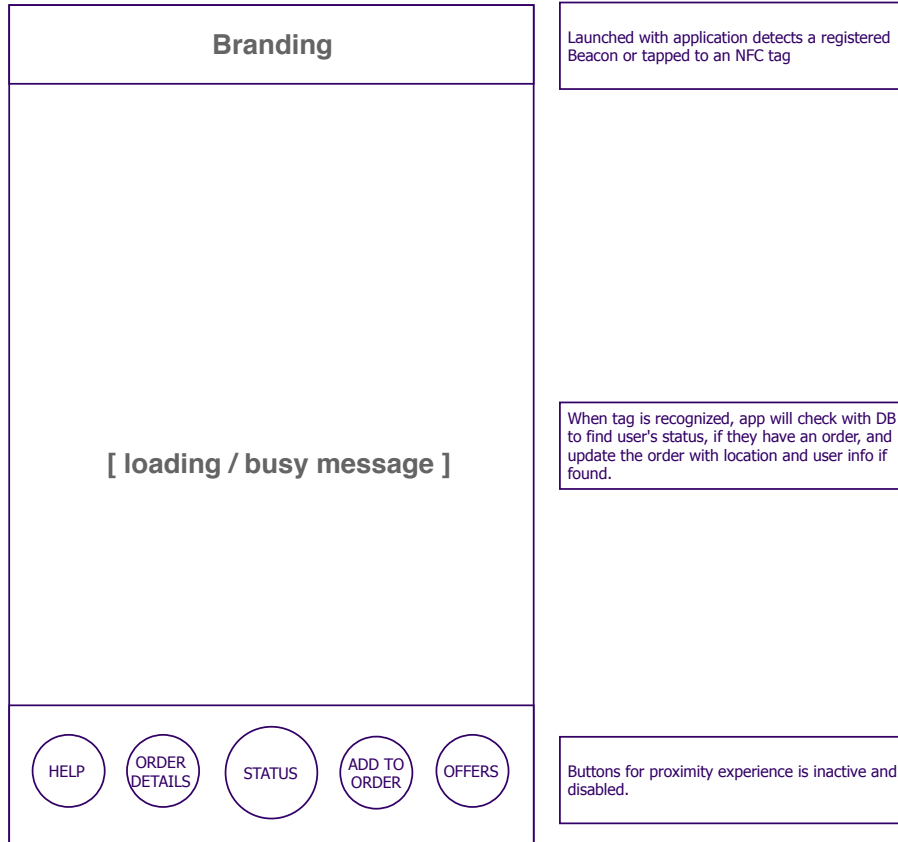
Sample screen of a generic restaurant's native application.

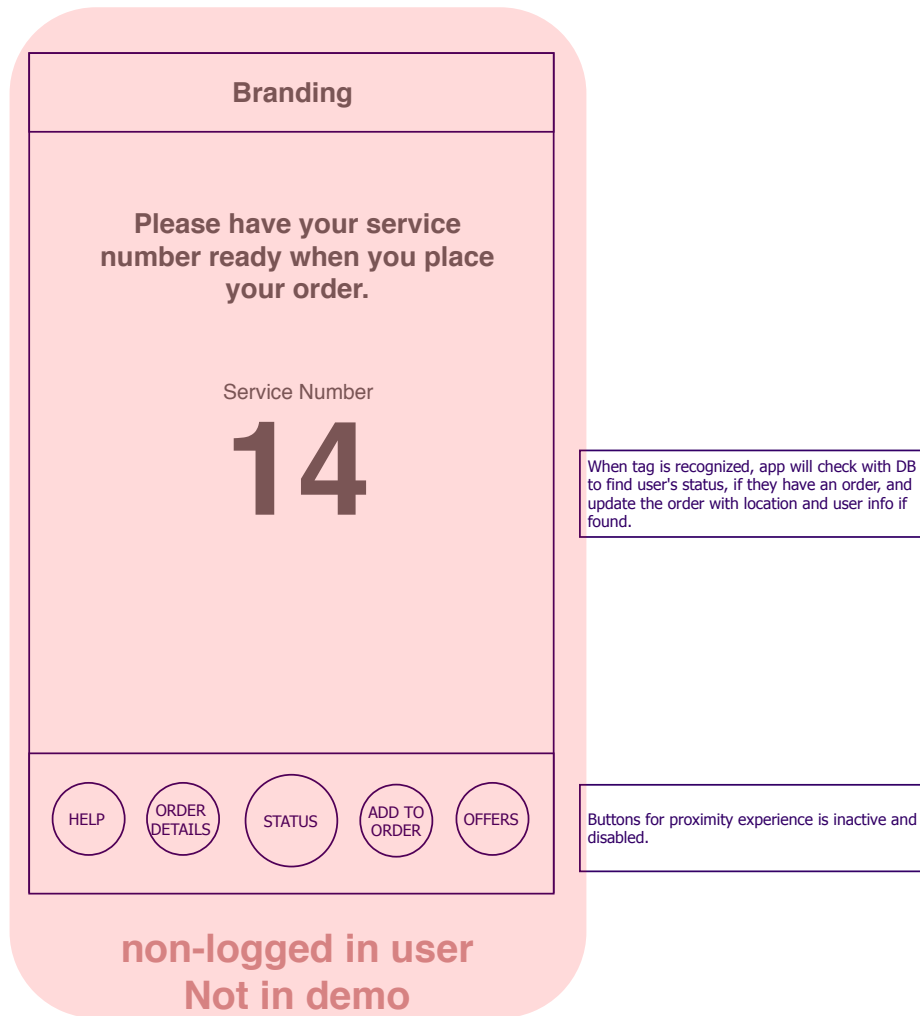
UX for host app can be anything and is not dictated or controlled by LRS or s-kema.

The screenshot shows the Charlie's Cafe mobile app interface. At the top is the logo and name 'CHARLIE'S CAFE'. Below that are navigation tabs: 'Most Popular', 'Top Rated', 'Flatbreads', and 'Pizza'. The main content area features a large hero image for a 'Soup and Salad Combo' priced at 'Only \$6.99!'. Below this is a section titled 'Flatbreads' with a grid of four items: two 'Lonestar Flatbread' items and two 'Blue Buffalo' items, each priced at '\$6.99'. The entire screenshot is overlaid on a light yellow background with rounded corners.

**No interactivity  
on this screen**







### Branding

Please have your service number ready when you place your order.

Service Number

# 14

**button does not function**

CREATE AN ORDER

HELP ORDER DETAILS STATUS ADD TO ORDER OFFERS

Launched with application detects a registered Beacon or tapped to an NFC tag

When tag is recognized, app will check with DB to find user's status, if they have an order, and update the order with location and user info if found.

If no orders are linked to user:  
- CREATE AN ORDER - goes to "Create Order"  
- APP is also listening for an order to be assigned to service number 14

Buttons for proximity experience is inactive and disabled.

### CHARLIE'S CAFE

Please have your service number ready when you place your order.

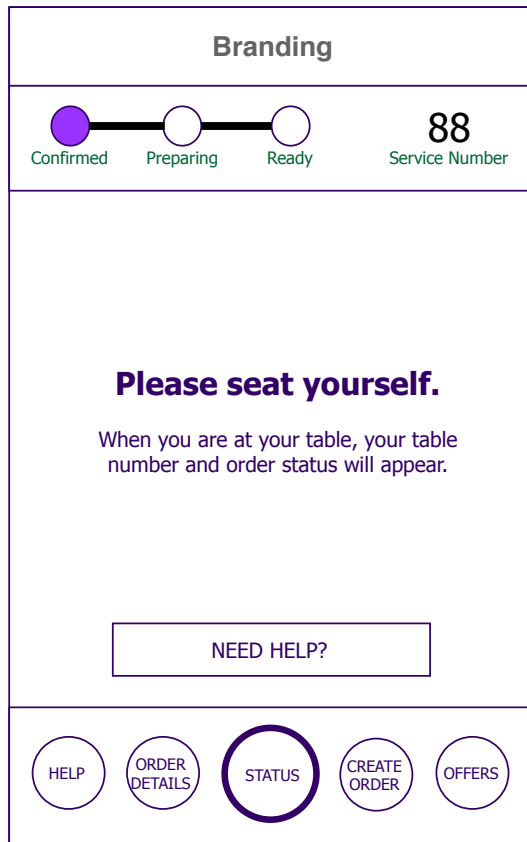
Service Number

# 88

Create an Order

Help Order Details Order Status Add to Order Offers





When no table is identified:

- Message to sync with table is displayed.
- if using Beacons, message will say it is automatic
- if using NFC, message will say to place phone on table
- if neither, or if tech does not work with phone, user can still enter their table number manually.

Error messaging - May need to display troubleshooting messages like:

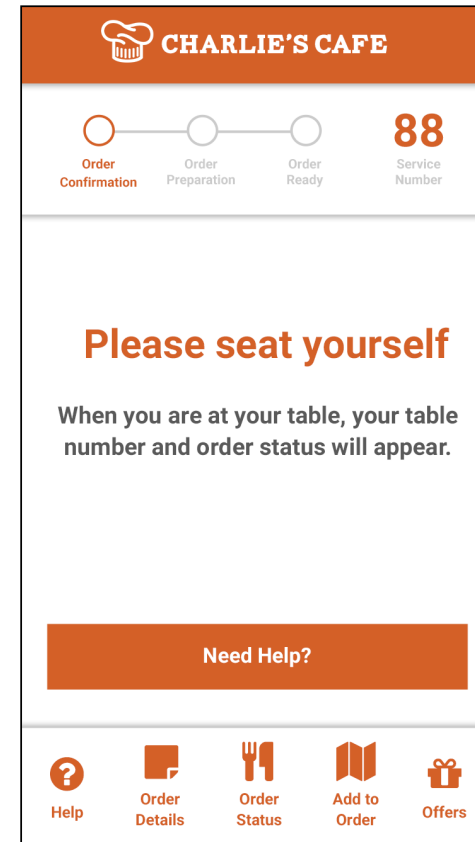
- please turn on your phone's bluetooth

If no table number is found, when order is ready, message will say:

- "Your meal is ready. Please go to the counter to pickup your order."

HELP BUTTON  
Goes to App10 - Help

Display help button after 1 minute if still haven't found a table number



**Branding**

Confirmed Preparing Ready **88**  
Service Number

TABLE  
**8**

STATUS MESSAGE

HELP ORDER DETAILS STATUS ADD TO ORDER OFFERS

**Progress nodes:**  
Displays all the steps in the process. The user can see past, current and future steps. Steps are defined by the service bus. Any number of steps can be defined.  
UI should account for displaying up to 4 steps without scrolling... more than that and pagination arrows will appear allowing scrolling.

**Each node will have 3 states:**

- not started
- in progress
- completed

**Lines between nodes have 2 states which are set by the latter node in the process**

- haven't started at least one node
- started or completed both nodes

**Progress bar:**

- based on % complete returned from Service Bus

**Center text:**

- Will display minutes (if provided from Service Bus)
- If number of minutes is not provided, % complete (rounded to nearest 5%) will be displayed.

**Activity Message:**

- provided by Service Bus

**Proximity Nav (when active):**

- HELP - always available
- ORDER DETAILS - enabled if an order is active
- STATUS - default location. always available.
- ADD TO ORDER - always available. May also be labeled PLACE AN ORDER if no order is available.
- OFFERS - always available

**CHARLIE'S CAFE**

Order Confirmation Order Preparation Order Ready **88**  
Service Number

TABLE  
**24**

Your order is in the kitchen.

Help Order Details Order Status Add to Order Offers

**CHARLIE'S CAFE**

Order Confirmation Order Preparation Order Ready **88**  
Service Number

TABLE  
**24**

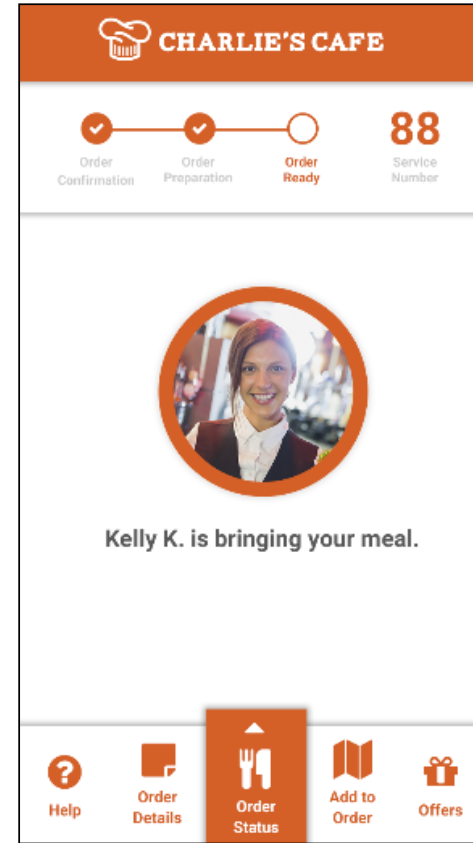
Our artisans are preparing your meal.

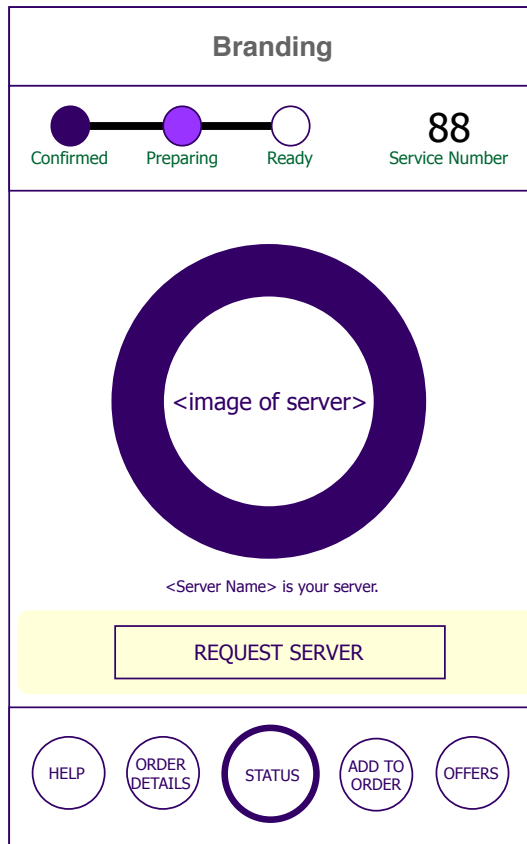
Help Order Details Order Status Add to Order Offers





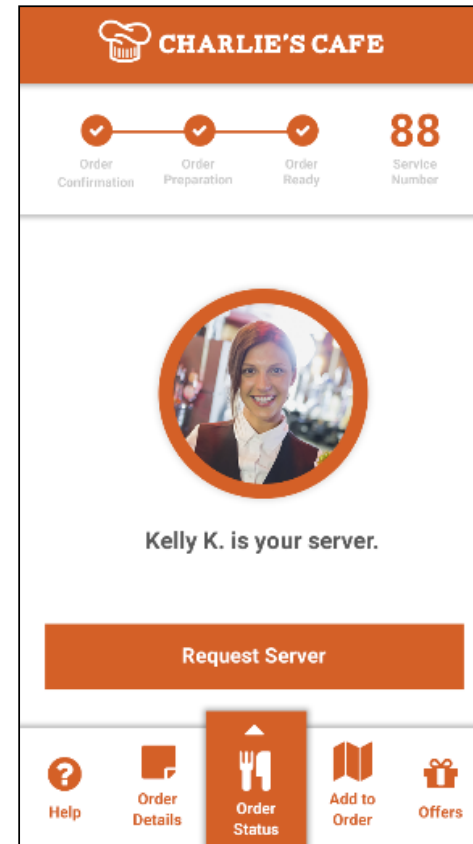
For "Delivery" node:  
- image URL of server will be provided by Service Bus  
- name of server will be provided by Service Bus

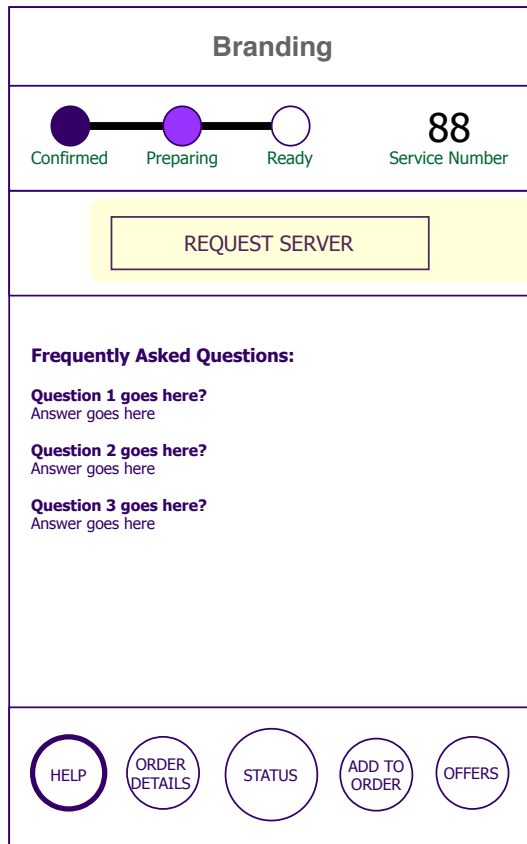




If Active Order is complete:  
- Display image of server & name.

staff pager integration  
dependent on LRS

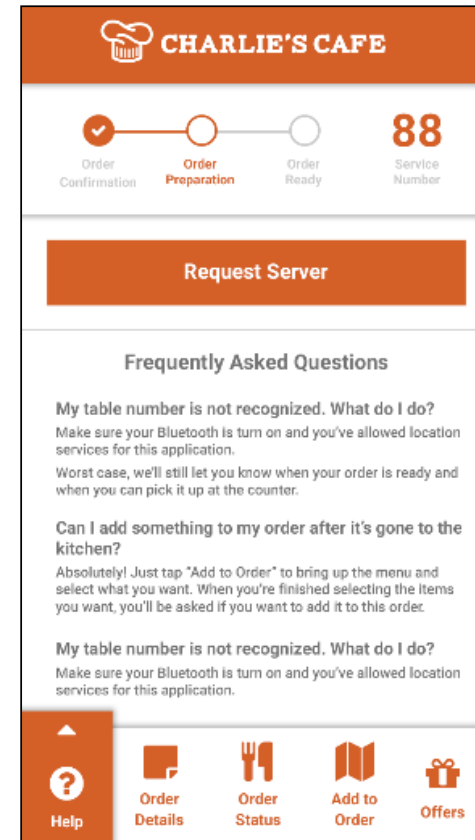




staff pager integration dependent on LRS

REQUEST SERVER  
(if possible) submit to the Service bus, a request for a server to visit the table

FAQ  
Scrollable text



### Branding

Confirmed   Preparing   Ready

88

Service Number

---

ORDER #####	TABLE NO. ##
SOUP & SALAD COMBO	\$12.98
Chicken House Salad	
SIDES	\$2.39
Coleslaw	
DRINKS	\$3.40
1 x large 1 x small	
<b>TOTAL - \$19.99</b>	

HELP

ORDER  
DETAILS

STATUS

ADD TO  
ORDER

OFFERS

Order Details

- order number
- table number
- date & time
- itemized list of order
- anything else relevant from Service Bus
- list add-ons to order separately

CHARLIE'S CAFE

Order Confirmation   **Order Preparation**   Order Ready

88

Service Number

---

**Order #093254**

Service Number 88

Table 24

Service Number 88

Soup and Salad Combo	\$12.98
Chicken House Salad	
Sides	\$2.39
Coleslaw	
Drinks	\$3.40
Soda Soda	
Subtotal   \$18.77	
Tax   \$1.55	
<b>TOTAL   20.32</b>	

?

↑  
Order  
Details

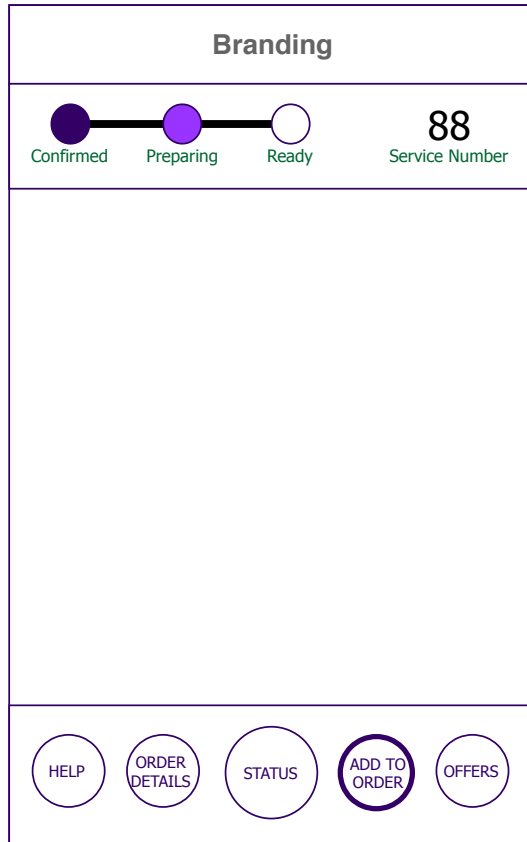
🍴

📖

🎁

Order data not pulled  
from POS/ESB

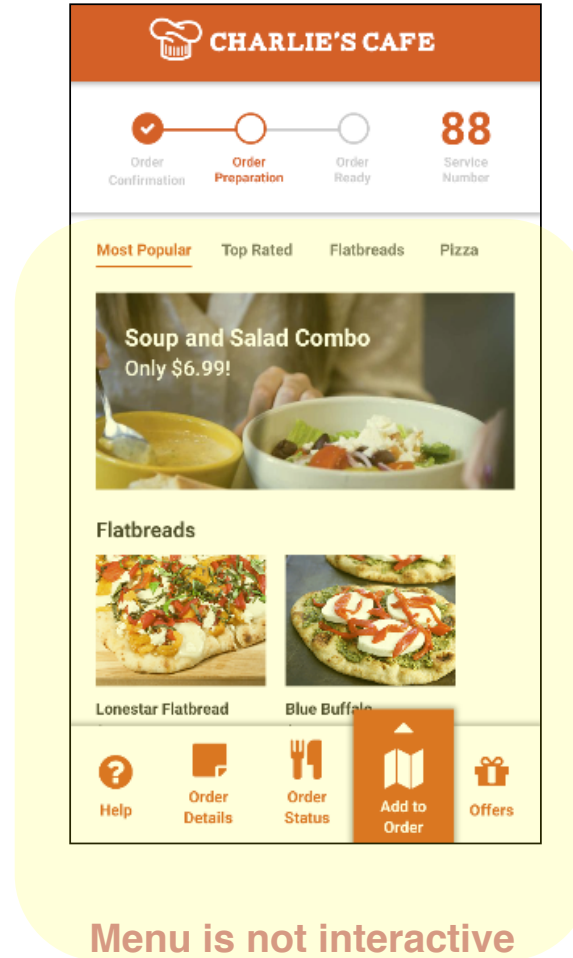
S-KEMA LLC © ALL RIGHTS RESERVED (PRIVATE & CONFIDENTIAL)



**ADD TO ORDER**

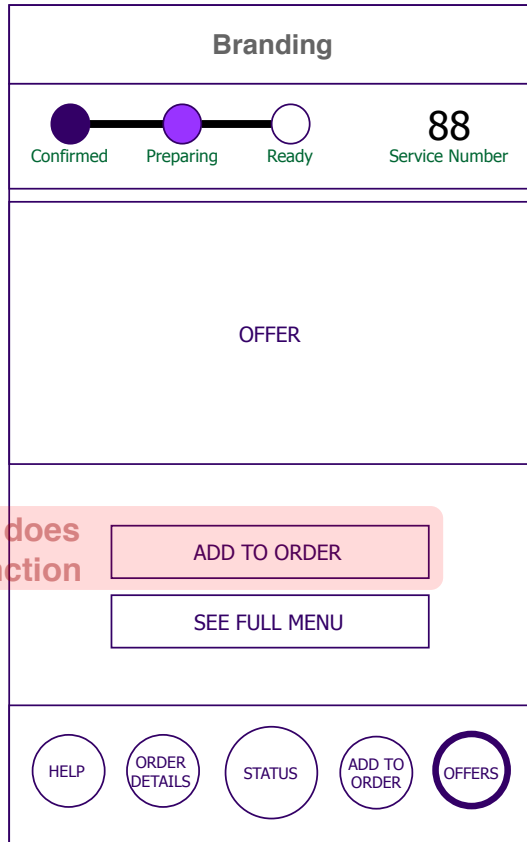
Will display a view to the full menu within the proximity mode.

Items added to order will need to be added to same order number.



Menu is not interactive



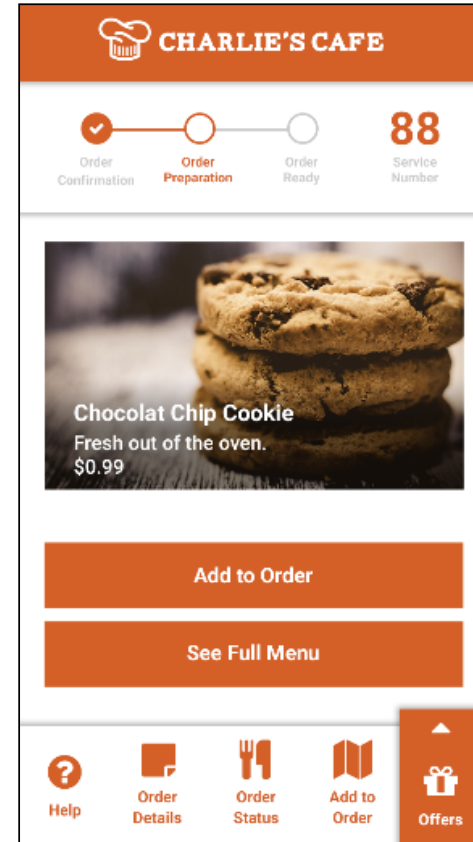


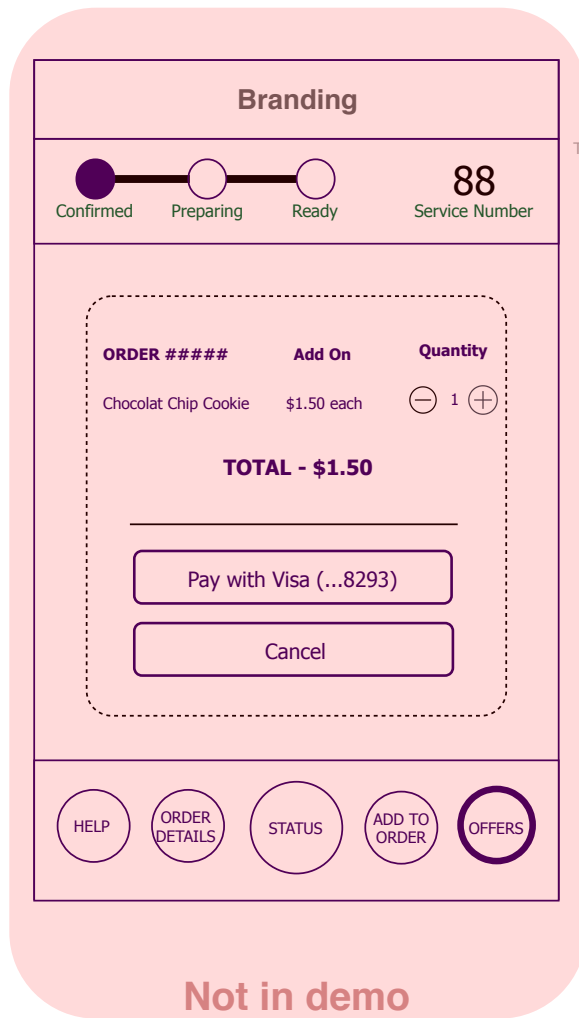
button does not function

compressed status bar  
 - Order XXX - link to Status  
 - 3 mins - Use same rules for displaying # minutes vs % complete

offer message  
 - Title, body, price, and image will be supplied by Service Bus

ADD TO ORDER  
 - opens confirmation so user can enter quantity, method of payment, etc.  
 SEE FULL MENU  
 - opens same screen as ADD TO ORDER button



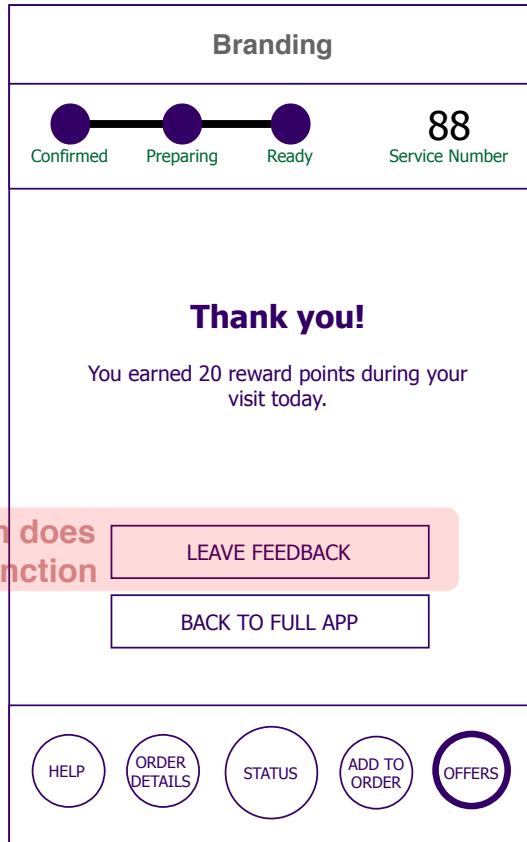


compressed status bar  
 - Order XXX - link to Status  
 - 3 mins - Use same rules for displaying # minutes vs % complete

offer message  
 - Title, body, price, and image will be supplied by Service Bus

ADD TO ORDER  
 - opens confirmation so user can enter quantity, method of payment, etc.  
 SEE FULL MENU  
 - opens same screen as ADD TO ORDER button





compressed status bar  
 - Order XXX - link to Status  
 - 3 mins - Use same rules for displaying # minutes vs % complete

offer message  
 - Title, body, price, and image will be supplied by Service Bus

LEAVE FEEDBACK  
 - Does nothing - talking point prompt  
 BACK TO FULL APP  
 - Closes the 'proximity' portion of the app and navigates to **App00 - Hosting App**

button does not function

