

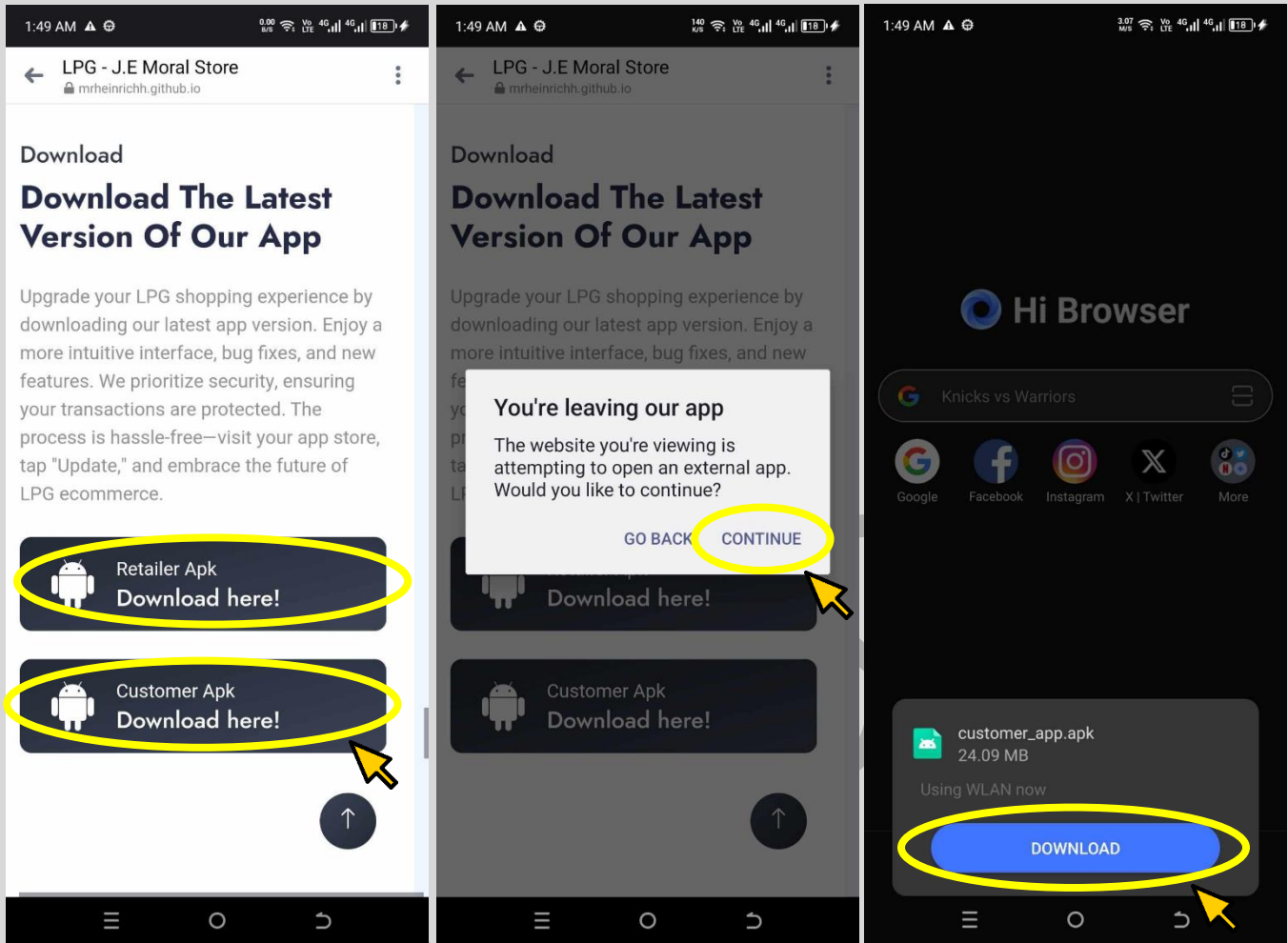


**MOBILE AND WEB APPLICATION  
USER MANUAL**

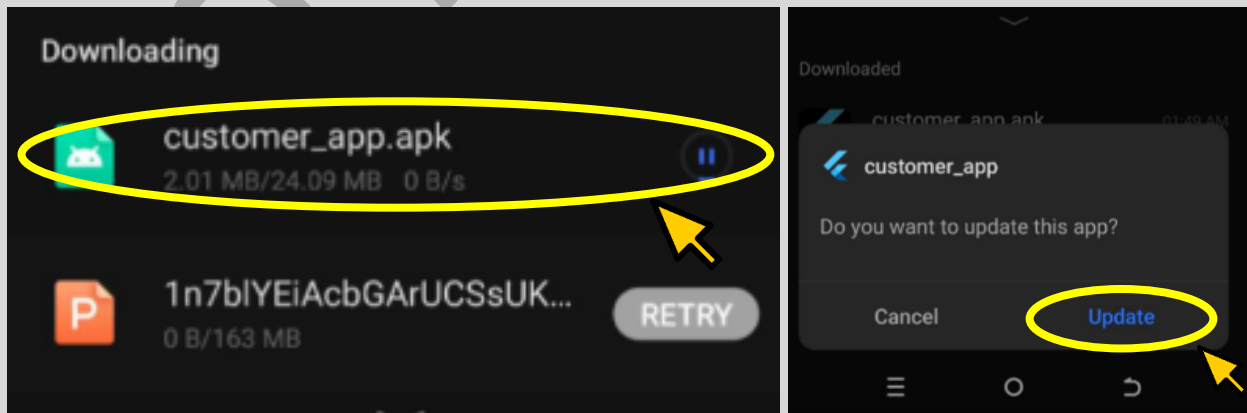
**Updated as of: March 01, 2024**

# **MOBILE APPLICATION**



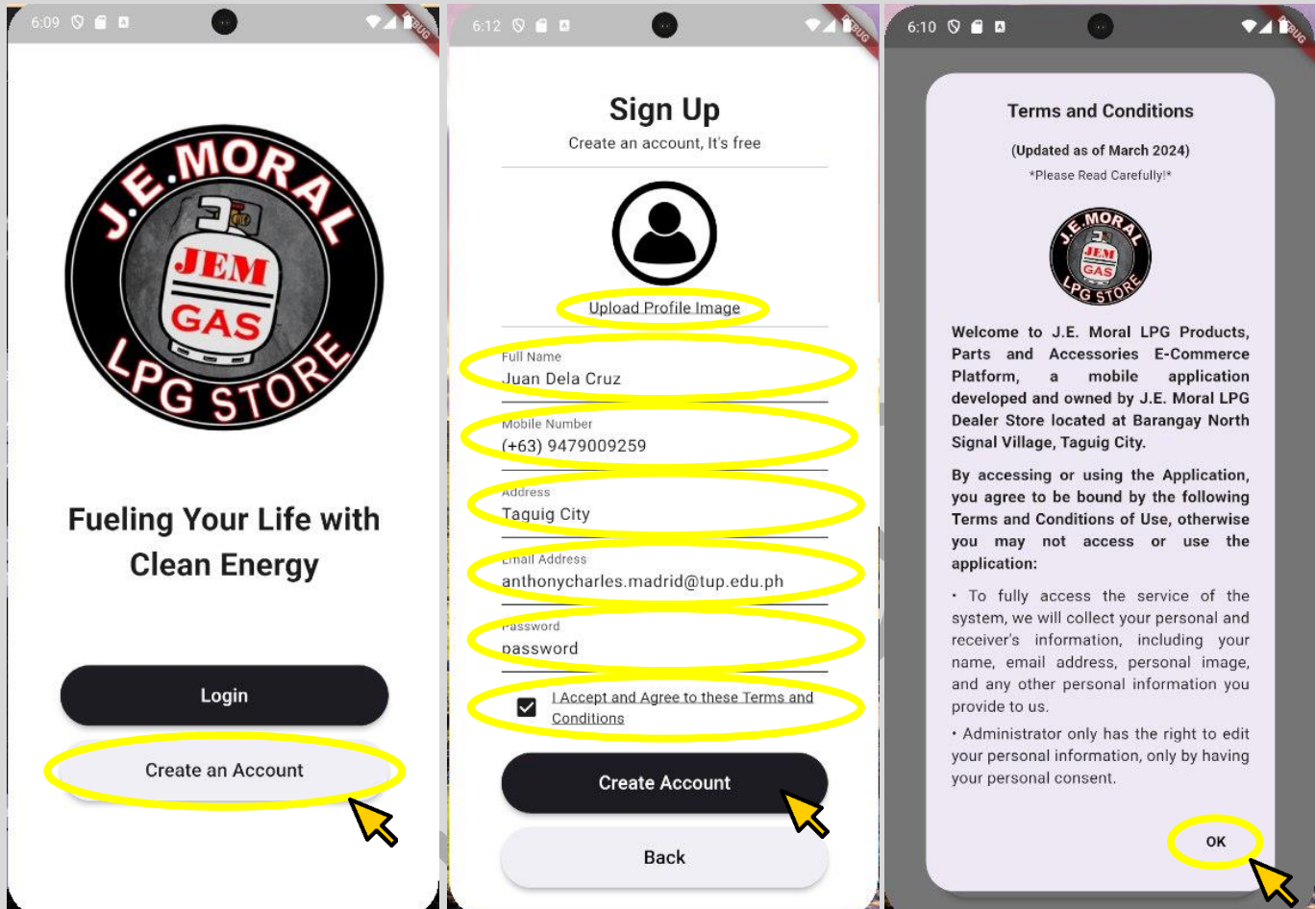


Once on the website, look for “Customer Apk” if you are downloading as customer or “Retailer Apk” if you are downloading as retailer. Once clicked, just accept/continue the necessary confirmation, and wait for it to download.



Once downloaded, check if the application has an update. It will require you to update the app first before opening. Once updated, you can now enter the app.

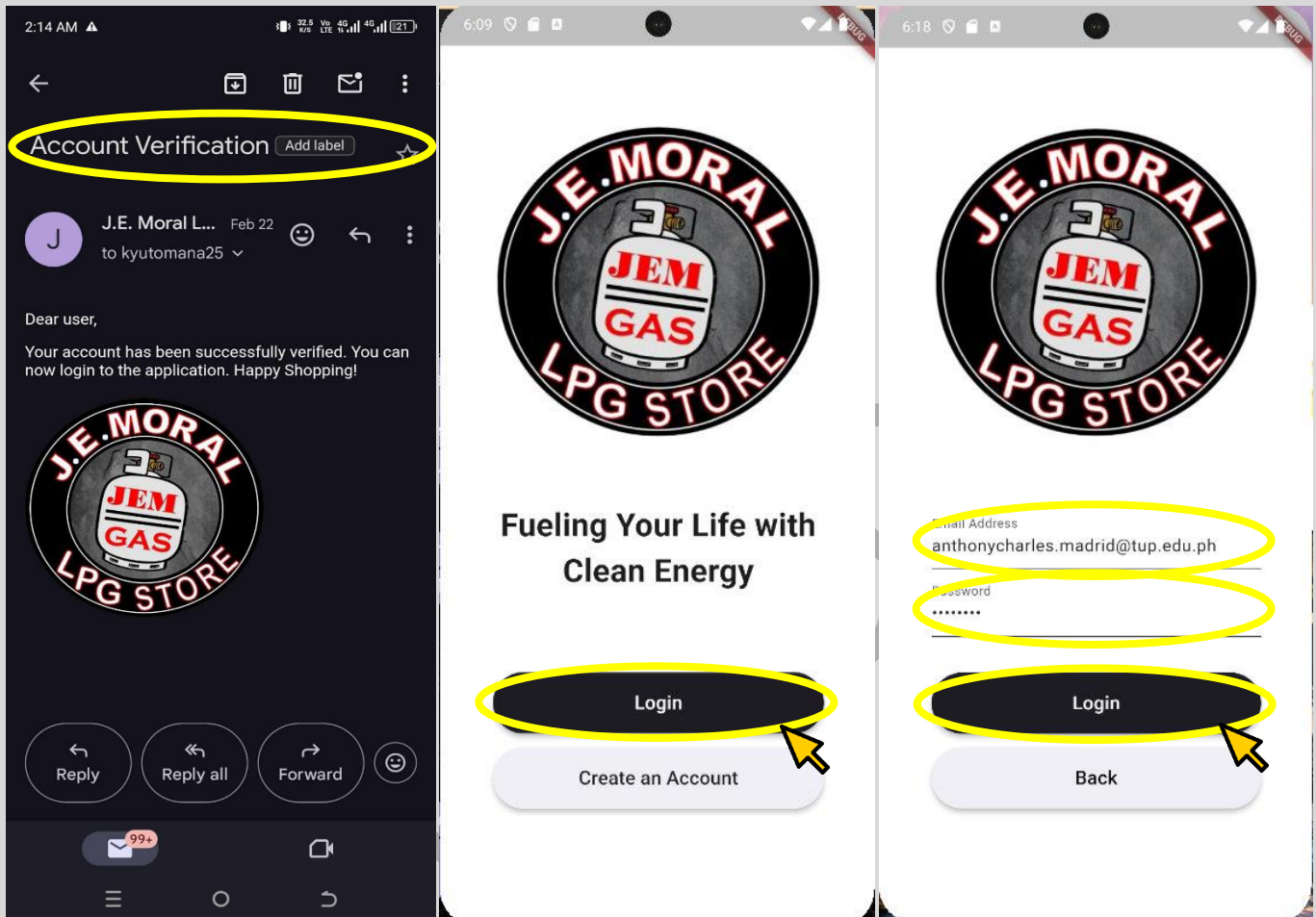
# ACCOUNT REGISTRATION



Upon running the app, buttons “Login” and “Create an Account” will appear. If you already have an account, you can “Login” to the app, if you haven’t, click the “Create an Account” > Fill up all the information needed > Read, Accept, and Agree to the Applications Terms of Usage and Conditions.

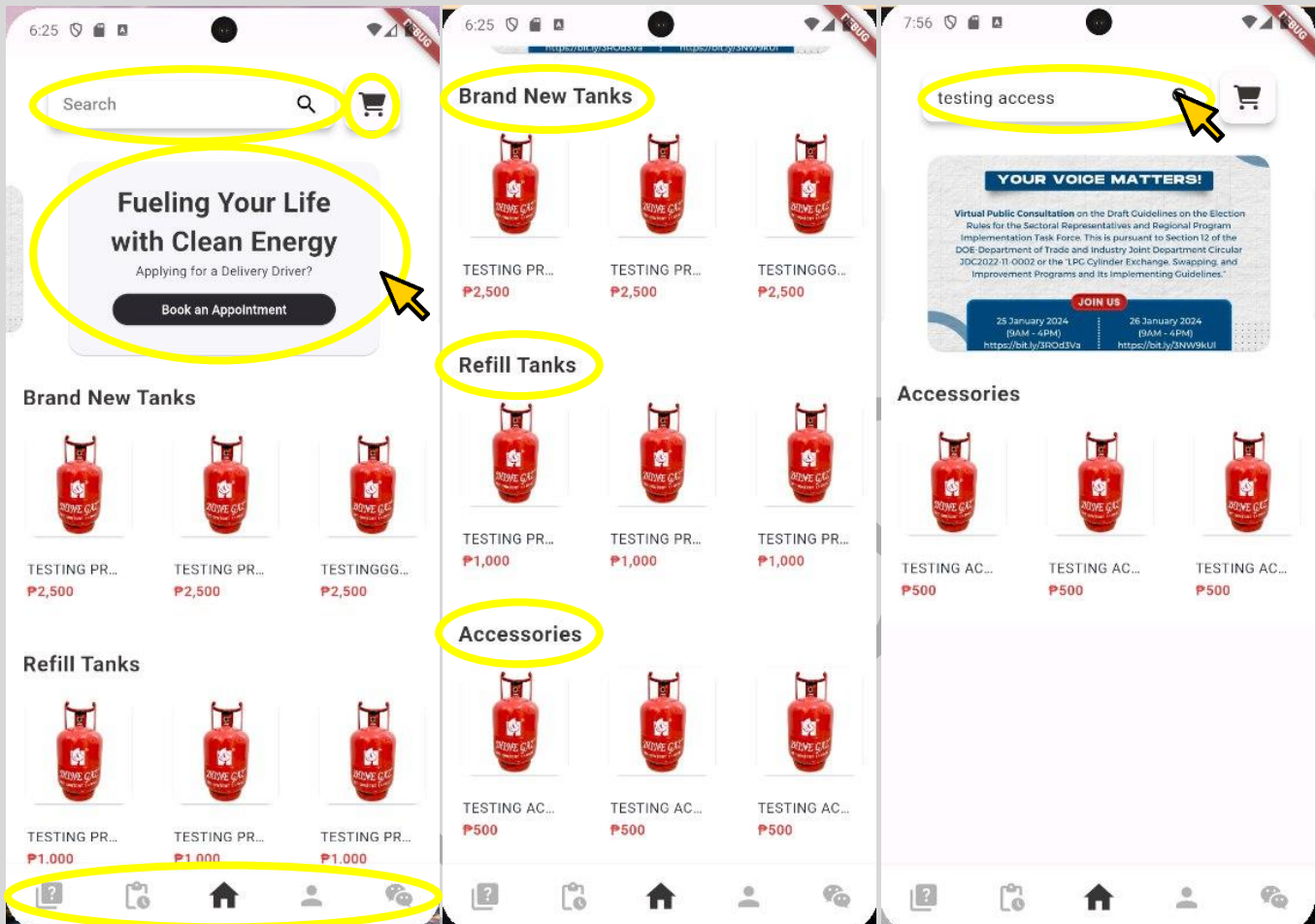


## ACCOUNT LOGIN



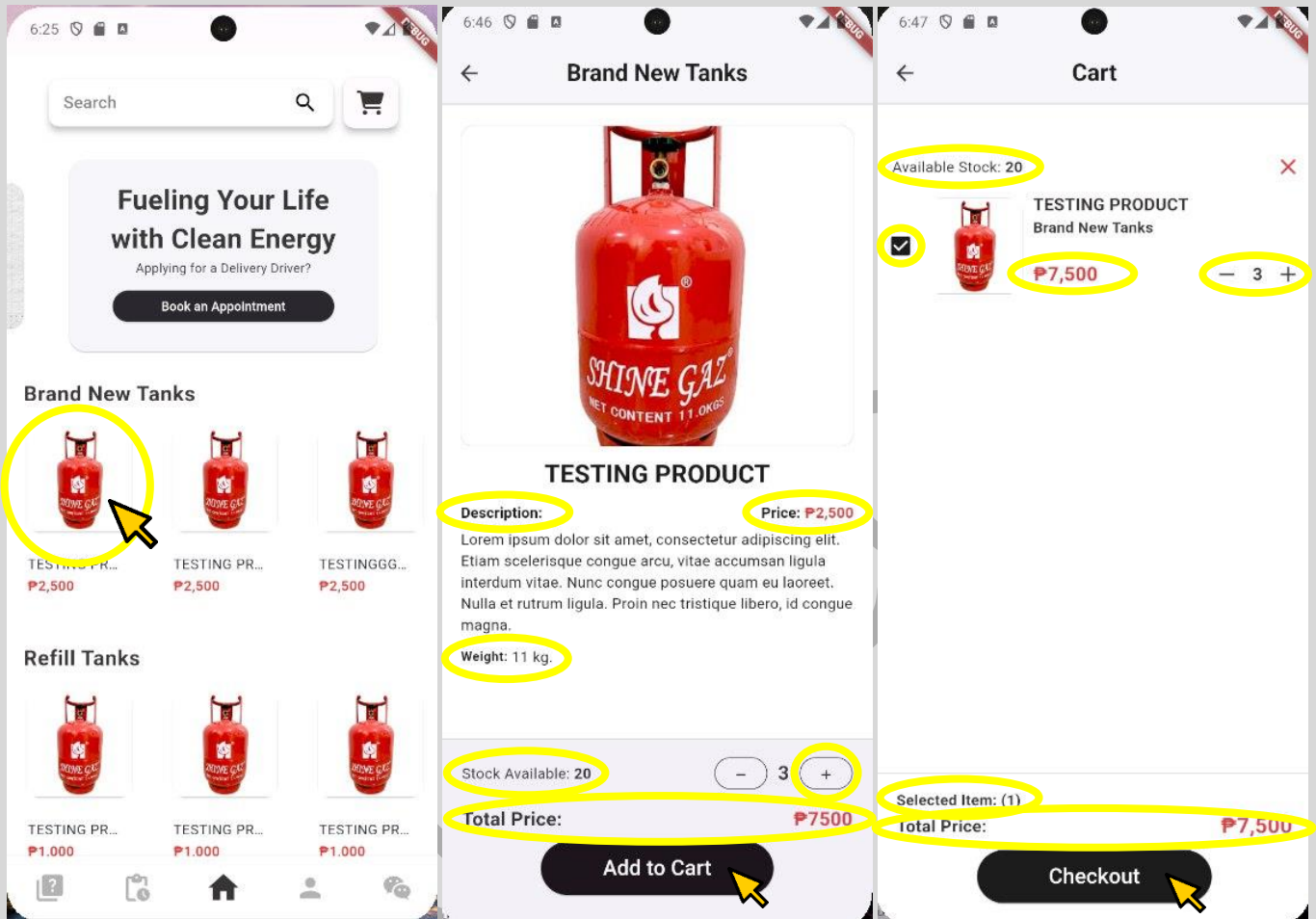
Once you “Created an Account”, an email message will be sent to your registered email address stating that your account has been successfully verified by the Administrator and can now login to the mobile app. To Login, Go back to the Application’s Starting Page > Click “Login” > Enter your Account Details > Click “Login” Again.

# APPLICATION HOMEPAGE



After successfully logging in, you will be directed to the mobile application's landing page. On the landing page (see left-most photo above), you will see the items available for purchase. Search bar is found above where you can search for the specific item available to purchase (see right-most photo above), your personal Cart on its right. Below the Search Bar is a carousel of "Booking an Appointment" for Delivery Driver Applicant, "Product Forecasting", and "Announcements." On the bottom part, you can find the button icon navigations that will direct you to: "Frequently Asked Questions", "Transaction History", "Homepage", "Profile Page", "Chat Support" (leftmost to rightmost order respectively).

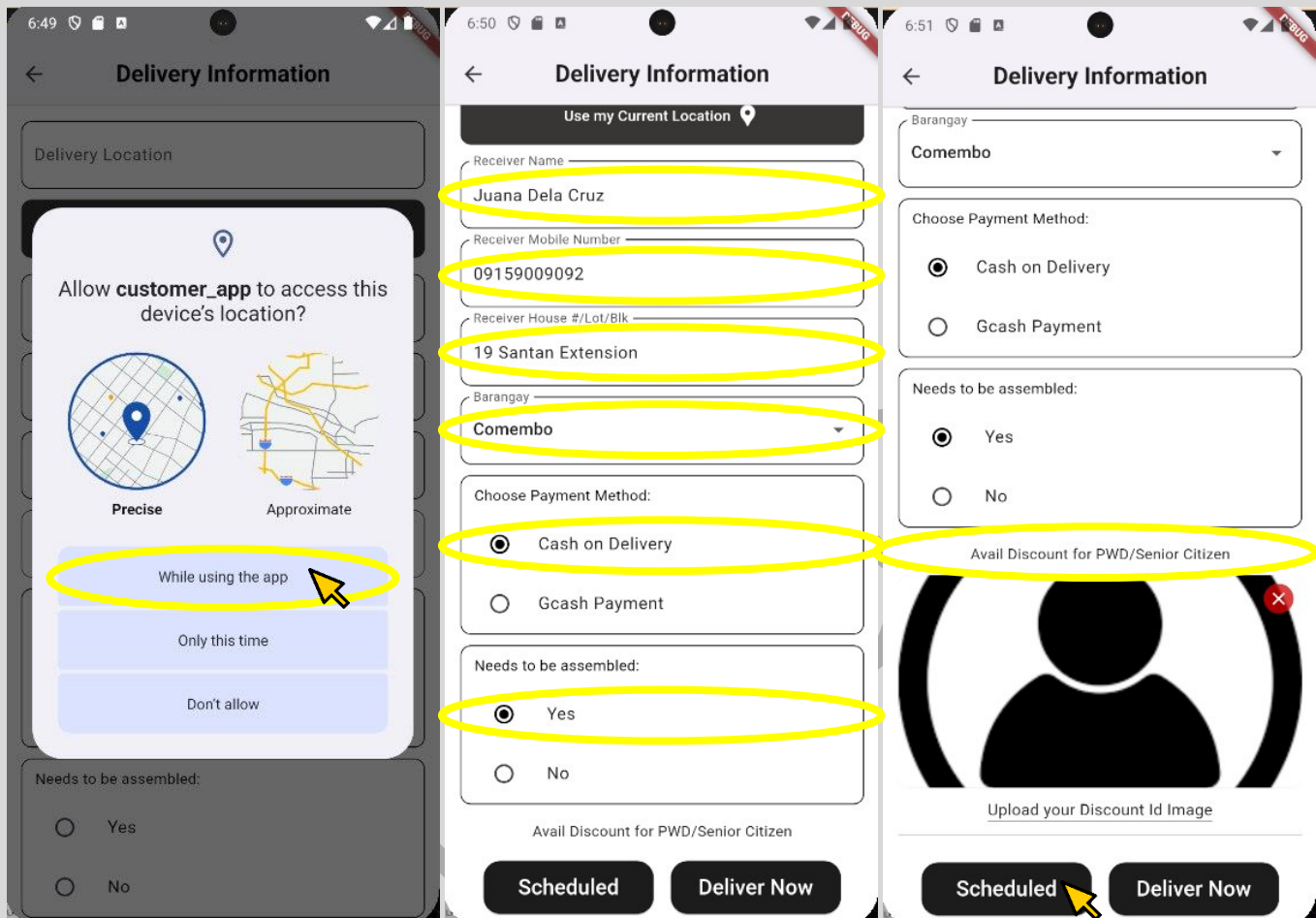
# PURCHASE ORDER INSTRUCTIONS



To purchase a product in the mobile application, you need to click first the product in the homepage (leftmost image above) > Then, you can see the product's information: "Description", "Price", "Stock Available", "Total Price". Feel free to add or subtract the quantity you wished to be added in cart. > Once true, click "Add to Cart". > Now the item is added in cart, it is now time to finalize all products in cart that you are going to check out. > If finalized, click the "Checkout" button.



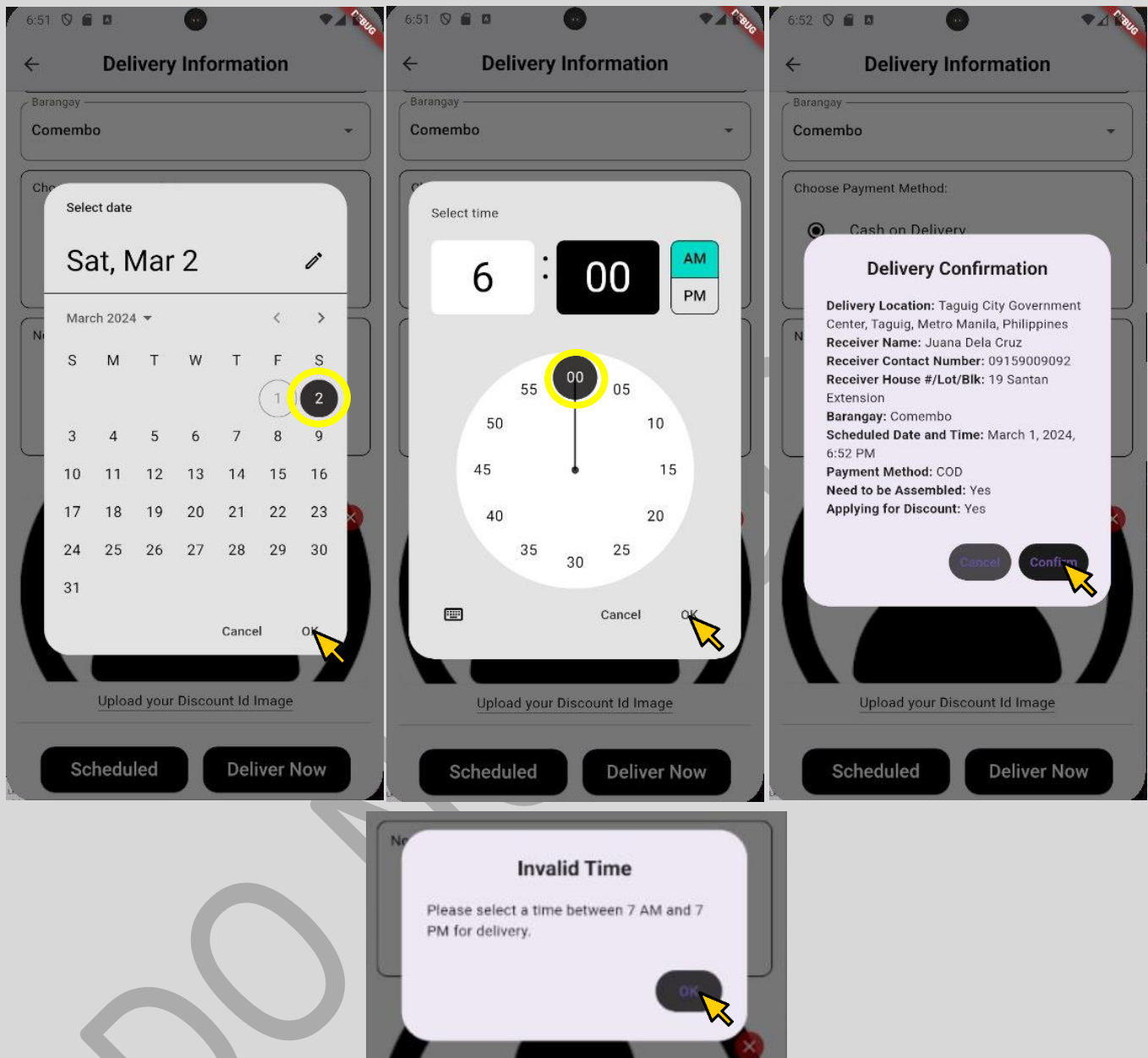
## PURCHASE ORDER INSTRUCTIONS



Once you had clicked the “Checkout” button, you will now fill-up the “Delivery Information” form. In answering the form, you are required to share your device’s location in case you will pin your exact/current location as the receiver address.

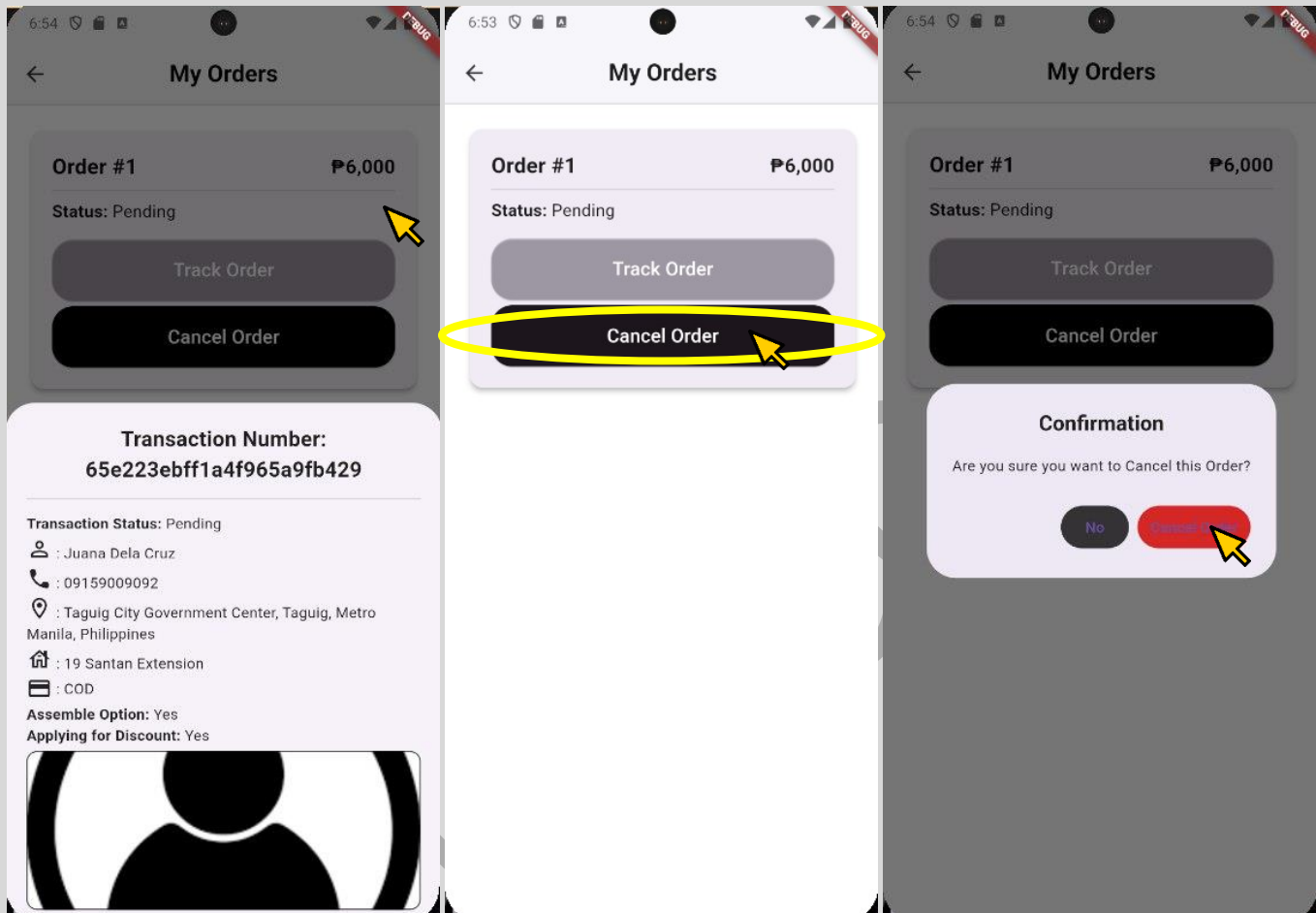
You are also required to provide details such as: “Receiver Name”, “Receiver Mobile Number”, “Receiver House #/Lot/Blk”, “Barangay”, “Payment Method”. “Assembly Option. If there is an instance where you as the customer wants to avail exclusive discount for PWD/Senior Citizen, you surely can, that is by uploading your discount I.D.

## PURCHASE ORDER INSTRUCTIONS



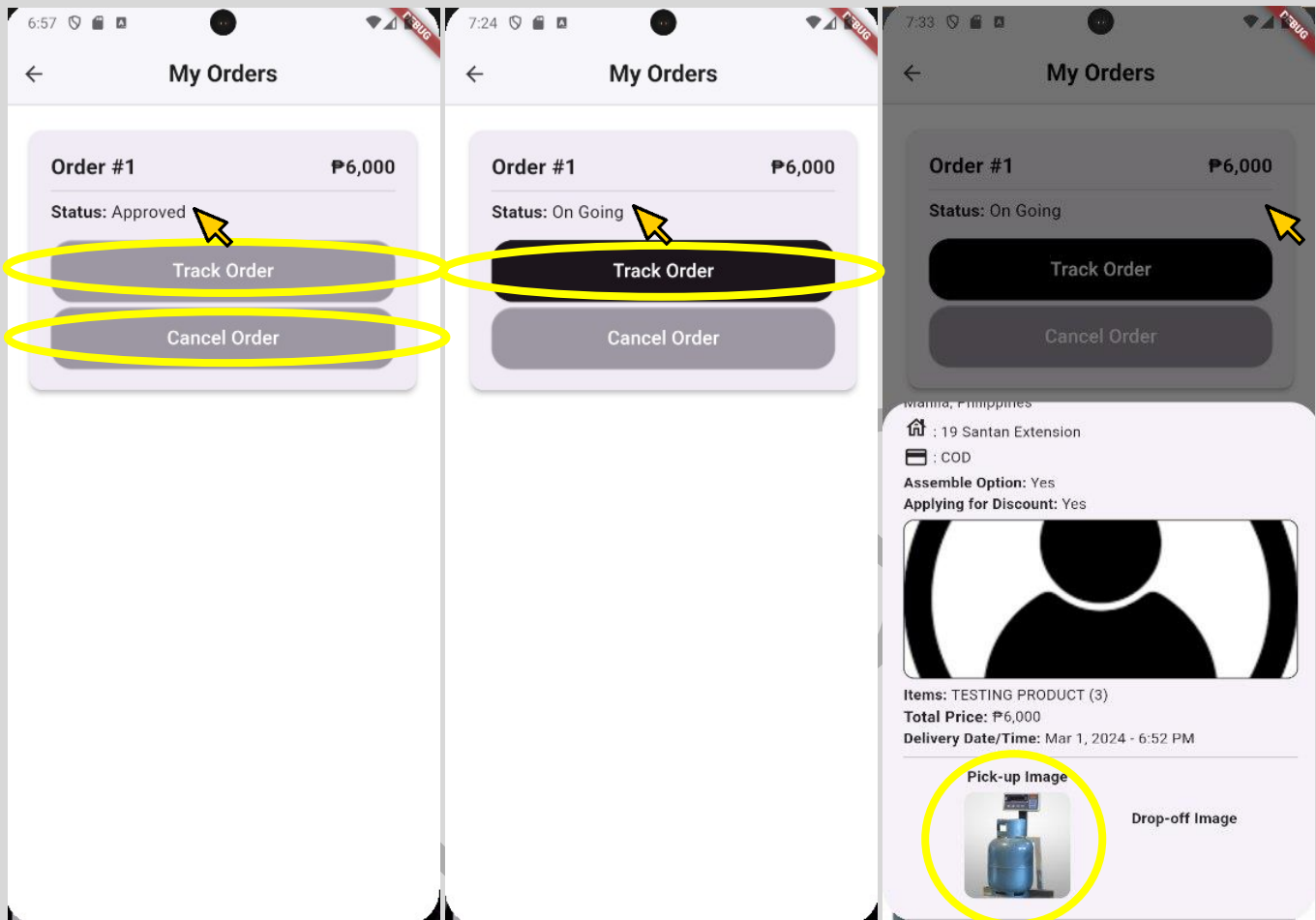
Once true with the “Delivery Information fields”, you have two (2) choice about the delivery time: “Scheduled” and “Deliver Now”. By choosing “Scheduled”, you can choose your date and time of delivery according to the operation hours of the shop. Otherwise, it will notify to choose other delivery time. Either if “Scheduled” or “Deliver Now” is chosen, you are required to finalized the “Delivery Information” by clicking the “Confirm” button in a pop-up “Delivery Confirmation” message.

## PURCHASE ORDER INSTRUCTIONS



Now that your order is placed, you will be redirected to “My Orders Page”, where if you click the entire card of the “Order #”, you can review and access your order details. Besides, for as long as your order status is “Pending” or have not yet approved by the administrator under his certain criteria (e.g. delivery address), that is your only time to “Cancel” your order. To successfully cancel your current order, click “Cancel Order” button in “My Orders” page >and “Cancel Order” button in confirmation dialog.

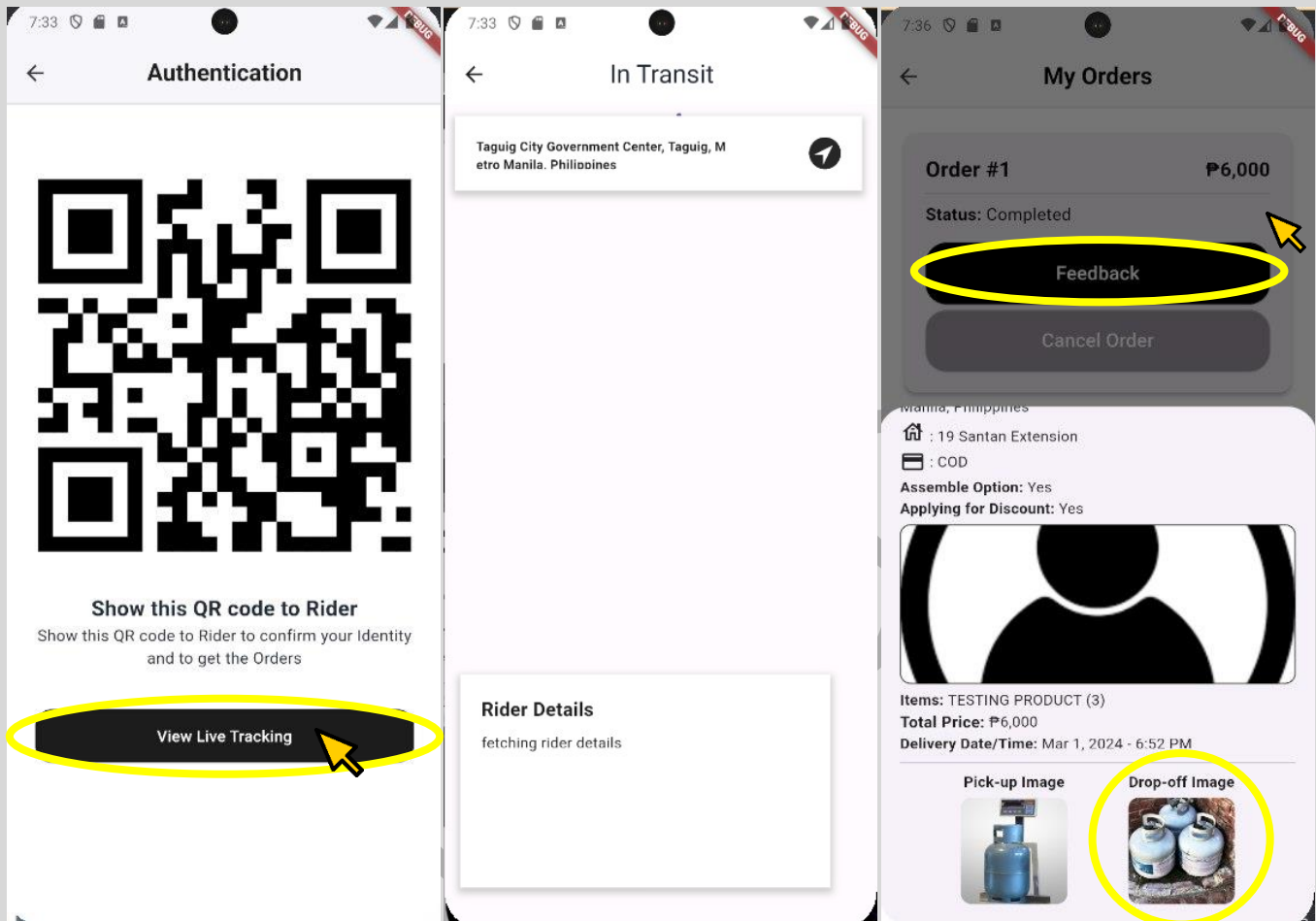
## ORDER DELIVERY INSTRUCTIONS



However, if the administrator had already accepted the order: Status: “Approved”, you can no longer cancel the order for it will only be waiting for a delivery driver to pick-up the item in the shop. If the delivery driver had accepted the “Approved” order by the admin in his app, the Status will now become “On Going”. Meaning, that the rider had already uploaded proof of pick-up such as the LPG weight and now on his way to the delivery address provided earlier.

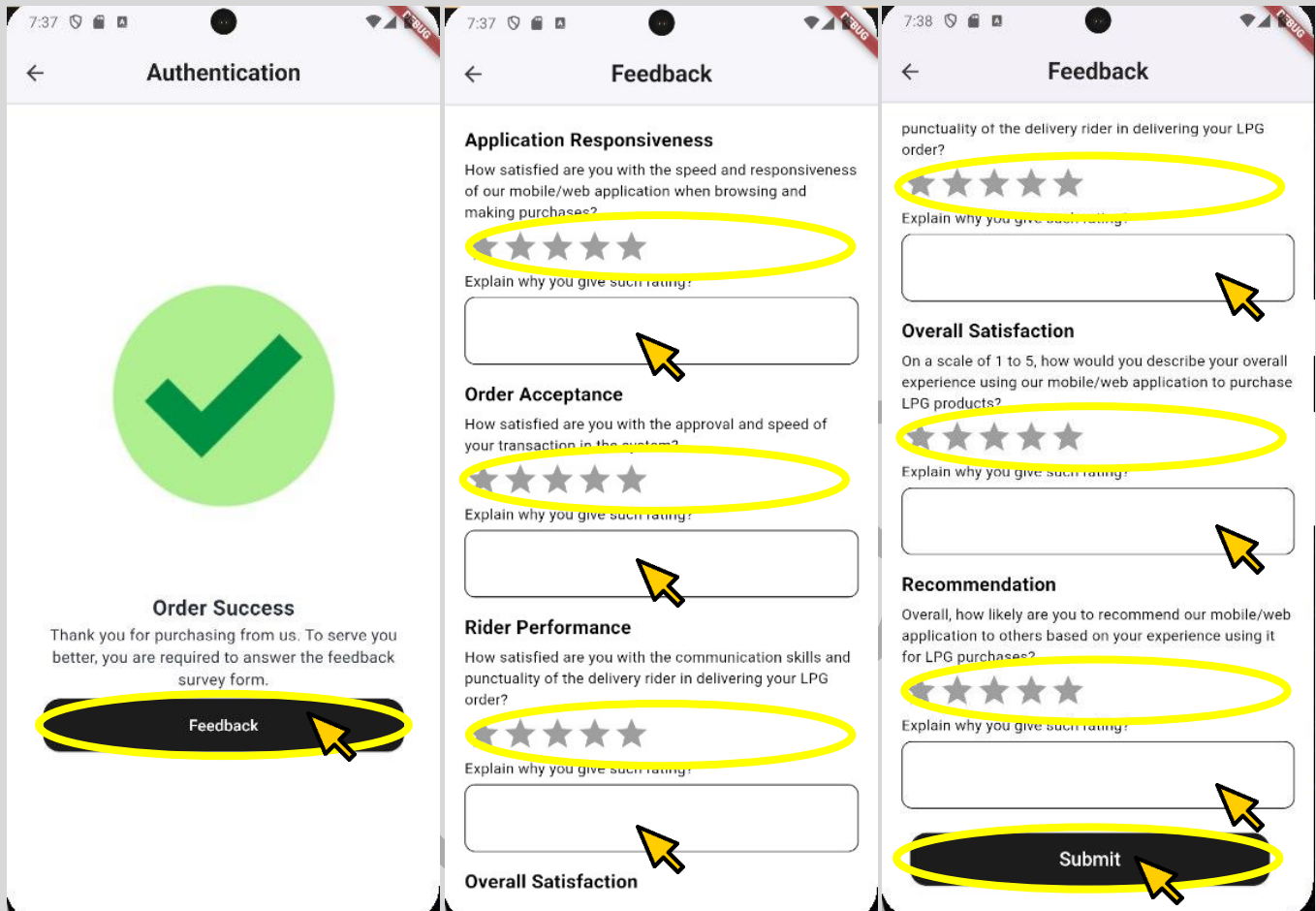


## ORDER DELIVERY INSTRUCTIONS



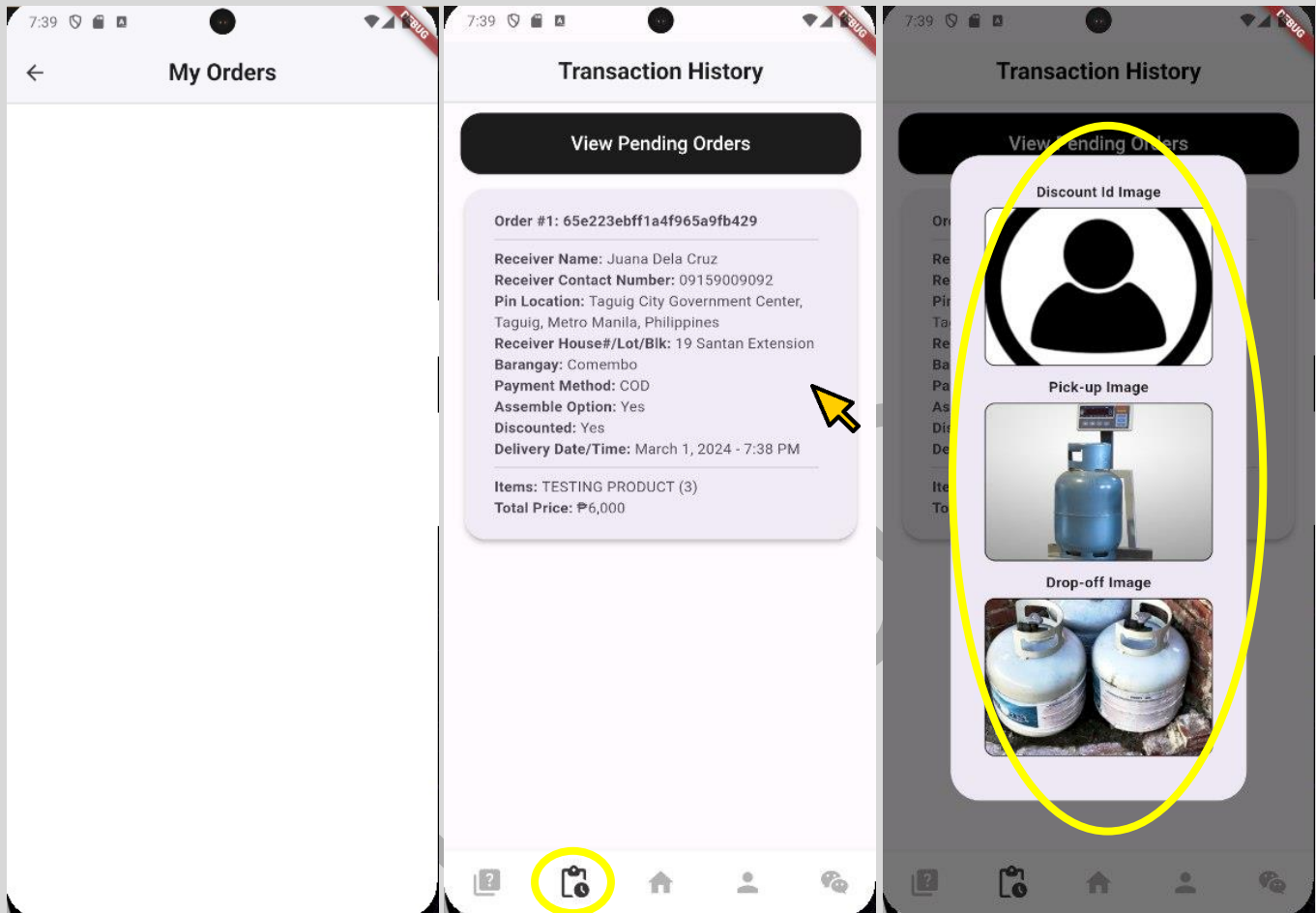
You can track the delivery driver of your order by clicking the “View Live Tracking” button. You can also call or text the rider provided his contact details in the live tracking section. If the delivery driver arrived at the Receiver’s Address, just show the QR Code for authentication of identity and proceed with the payment. From “On Going”, the Status will now become “Completed”, adding a “Drop-off” image in the transaction card, and changing its button label from “Track Order” to “Feedback”.

# FEEDBACK INSTRUCTIONS



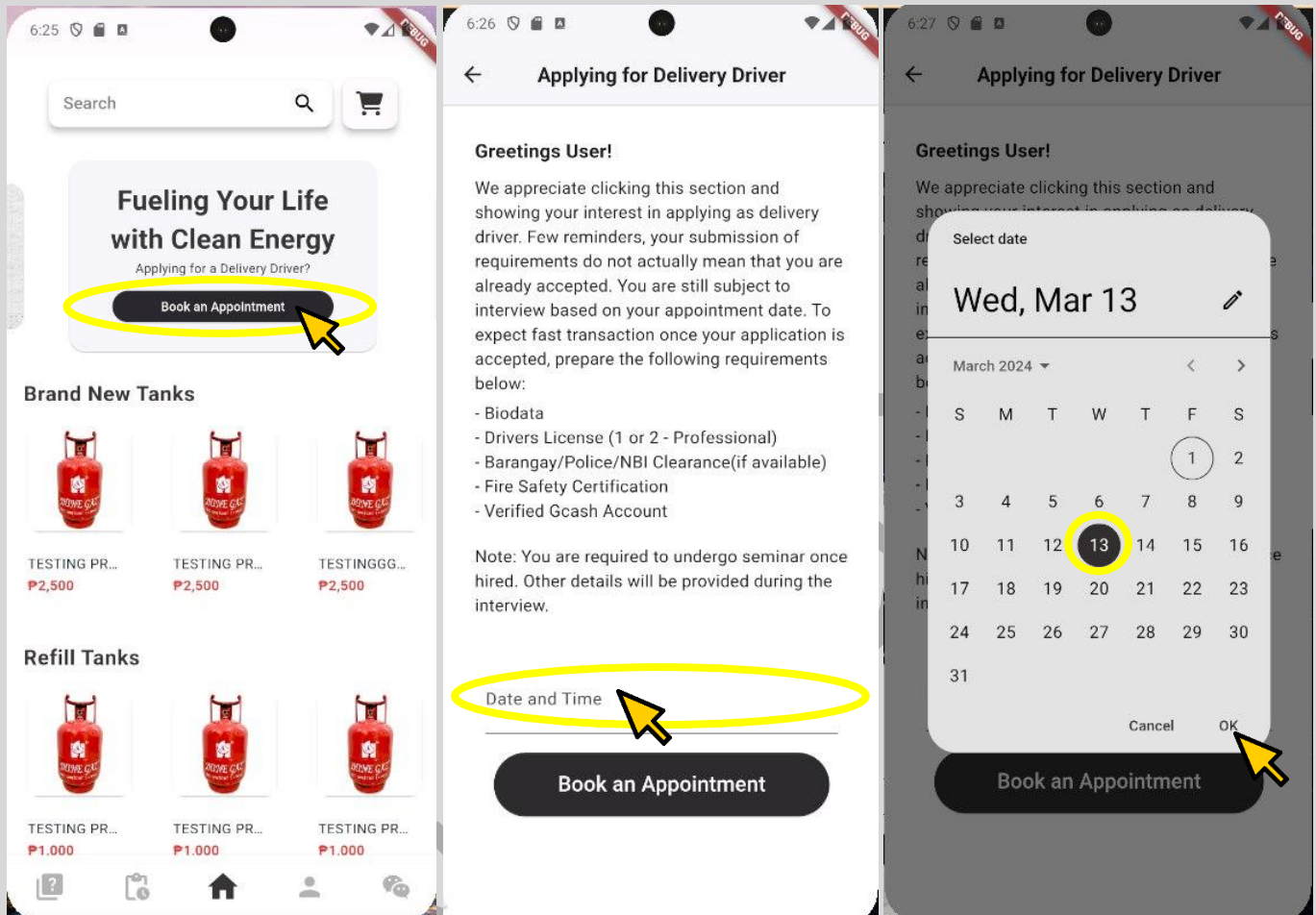
Your purchase feedback is very vital for our business's improvement and performance rating. Answer the feedback form to completely end the transaction by clicking the button "Feedback" > Read and Rate through Stars each question > Explain the reason of your rating > click the "Submit" button.

## TRANSACTION HISTORY



Once done giving feedback, the Order Card will be removed from “My Orders” and will be displayed in the “Transaction History Page”. The “Transaction History Page” can be accessed by the 2<sup>nd</sup> button icon on the bottom of the homepage (left to right) and only displays “Completed Transactions.” The “Transactions History” order cards are also clickable, displaying the images being generated in the transaction.

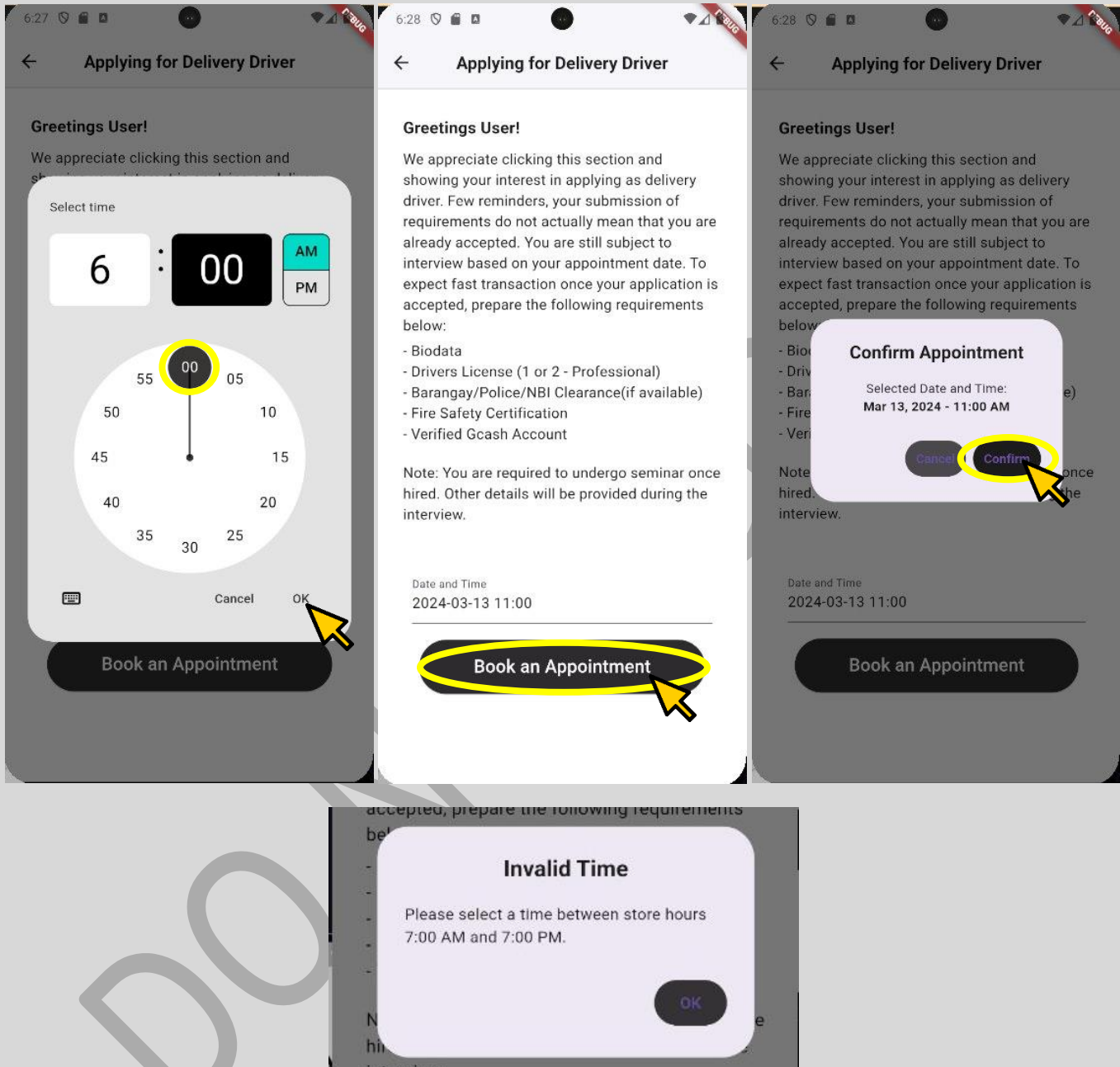
# DELIVERY DRIVER APPLICATION



As a regular customer being logged-in, one feature for you to access is the “Book an Appointment” if ever you are a Delivery Driver Aspirant. To Book an Application, Click the “Book and Appointment” > Read and Understand the content > Click the “Date and Time” text field to schedule. Once clicked, the application will prompt a modal asking for the specific date of your application > Click “Ok”.



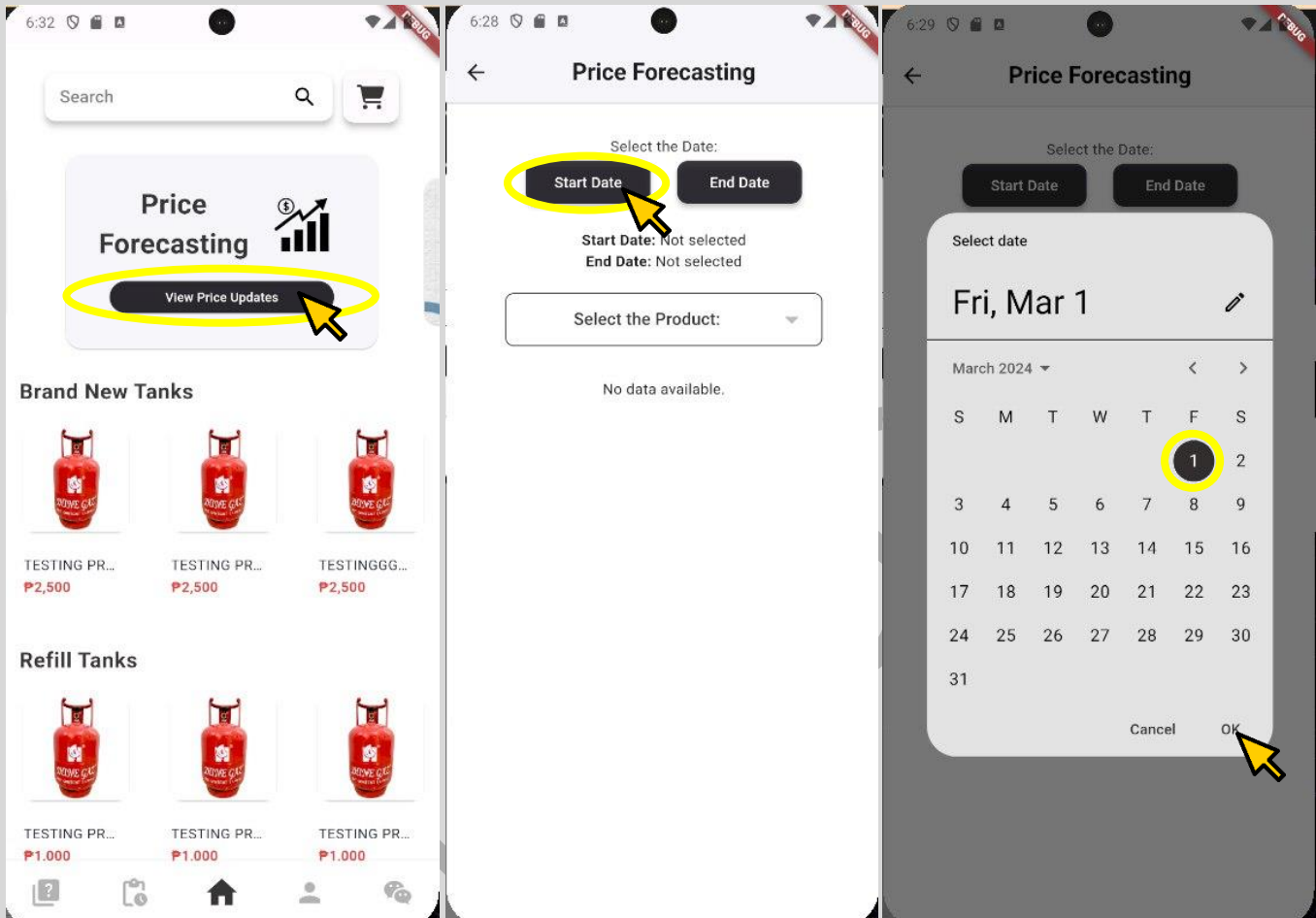
# DELIVERY DRIVER APPLICATION



After choosing date, next is a modal popping out for the time of the appointment. Choose the time and click “Ok”. Double check the appointment date and time, once true, click “Book an Appointment” then “Confirm.”

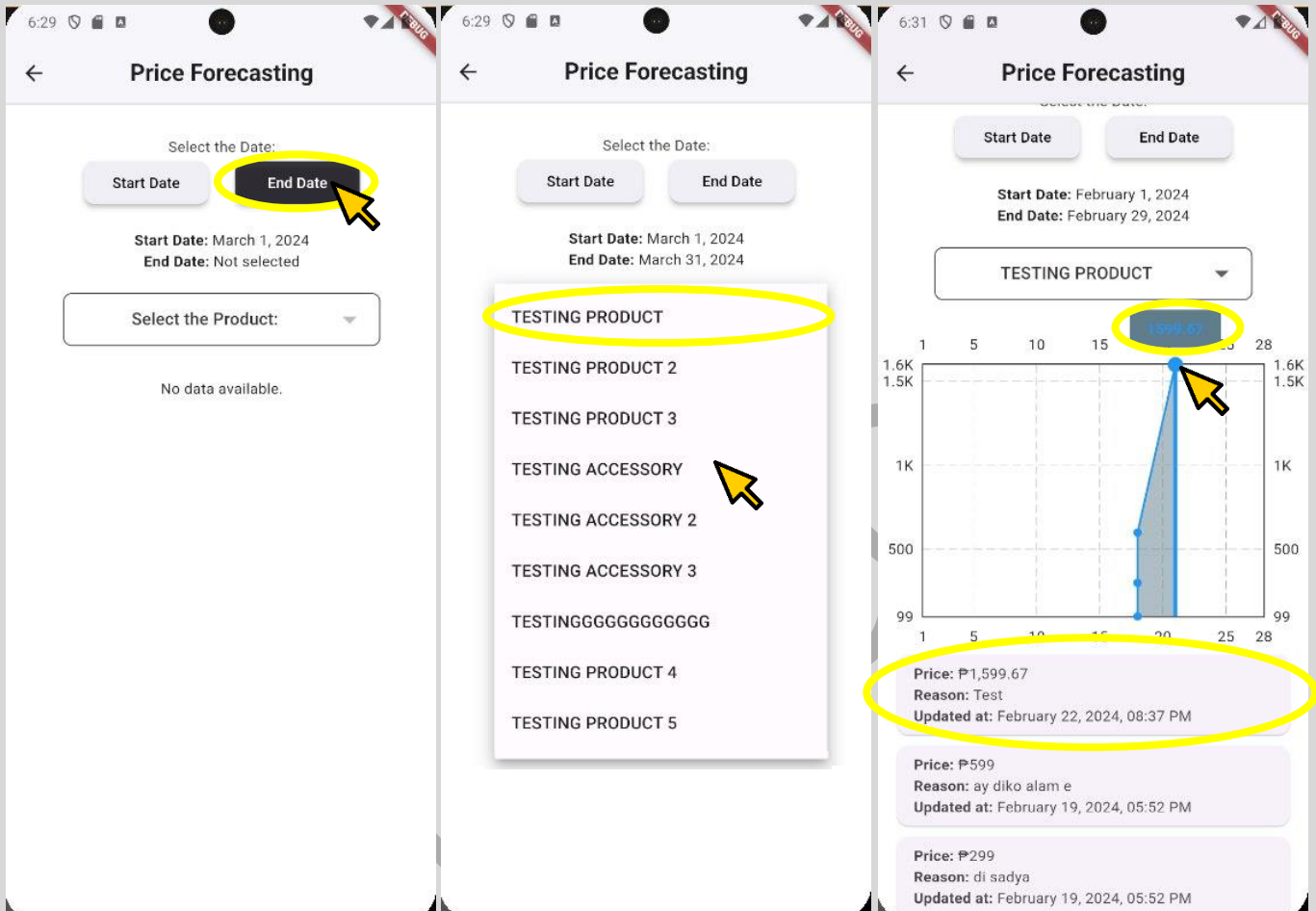
*Note: The Delivery Driver Application Date and Time to be chosen is strictly following the store hours of the shop from 7:00 A.M. to 7:00 P.M.*

## ITEMS PRICE FORECASTING



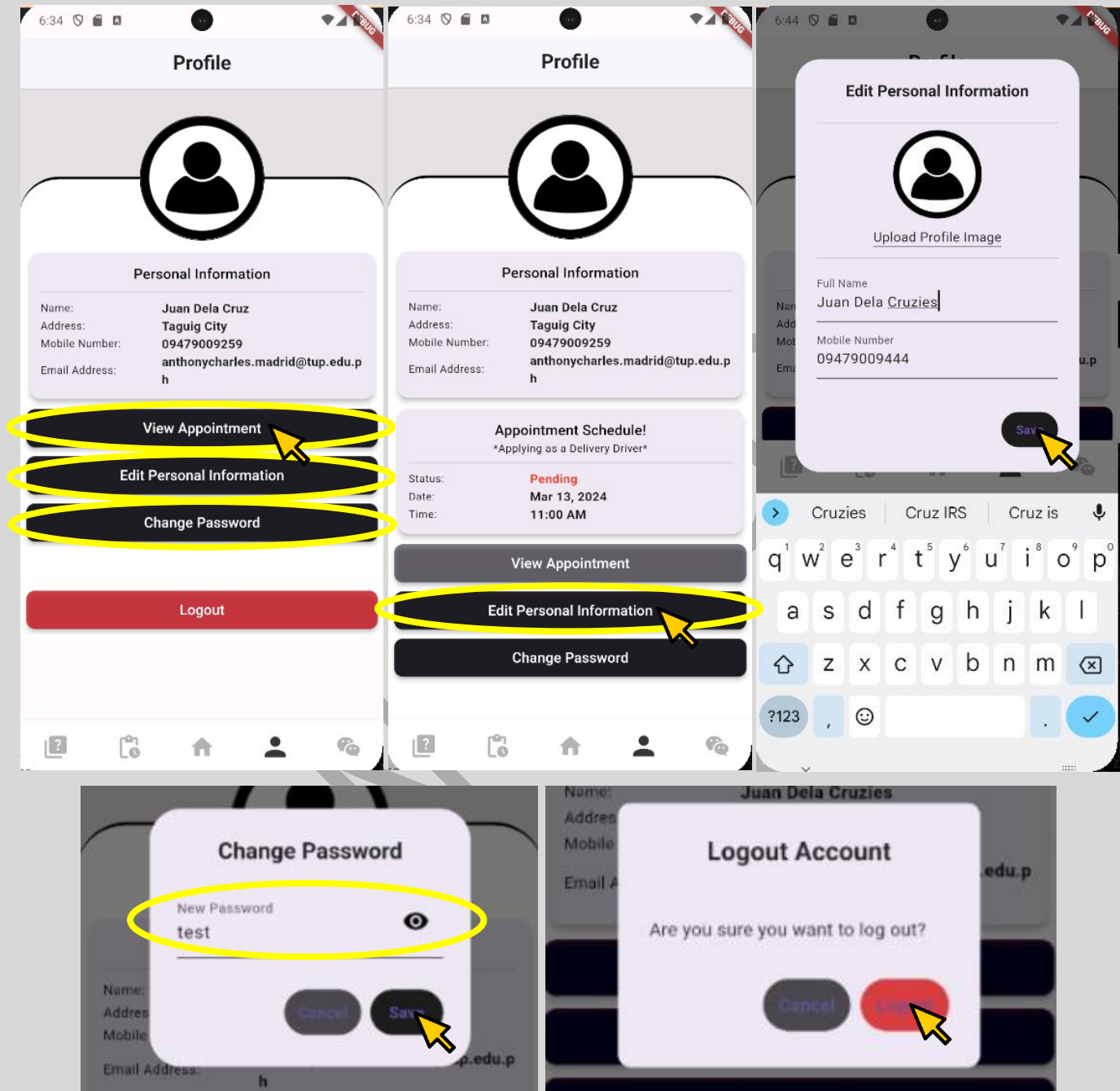
One more feature that the customer can access in the app is the viewing of the products available for purchase's price forecasting, allowing you to be aware of the ever-changing price adjustments especially the LPG Tanks. To access the "Price Forecasting": Go to homepage > Click "View Price Updates" under the Product Forecasting in carousel > Choose "Select Date" and "End Date" of the span of dates of prices you want to check > Click "Select the Product" and choose the specific product to check the price forecast.

# ITEMS PRICE FORECASTING



Once you chose the product name, if it has an update on price, it will show a line graph (x, y: number of days, price) and a data below. If you hover on the part of the line graph, it will show the price being updated on the specific day, while the data below has a content of: price reason for being updated, and the date when was it updated.

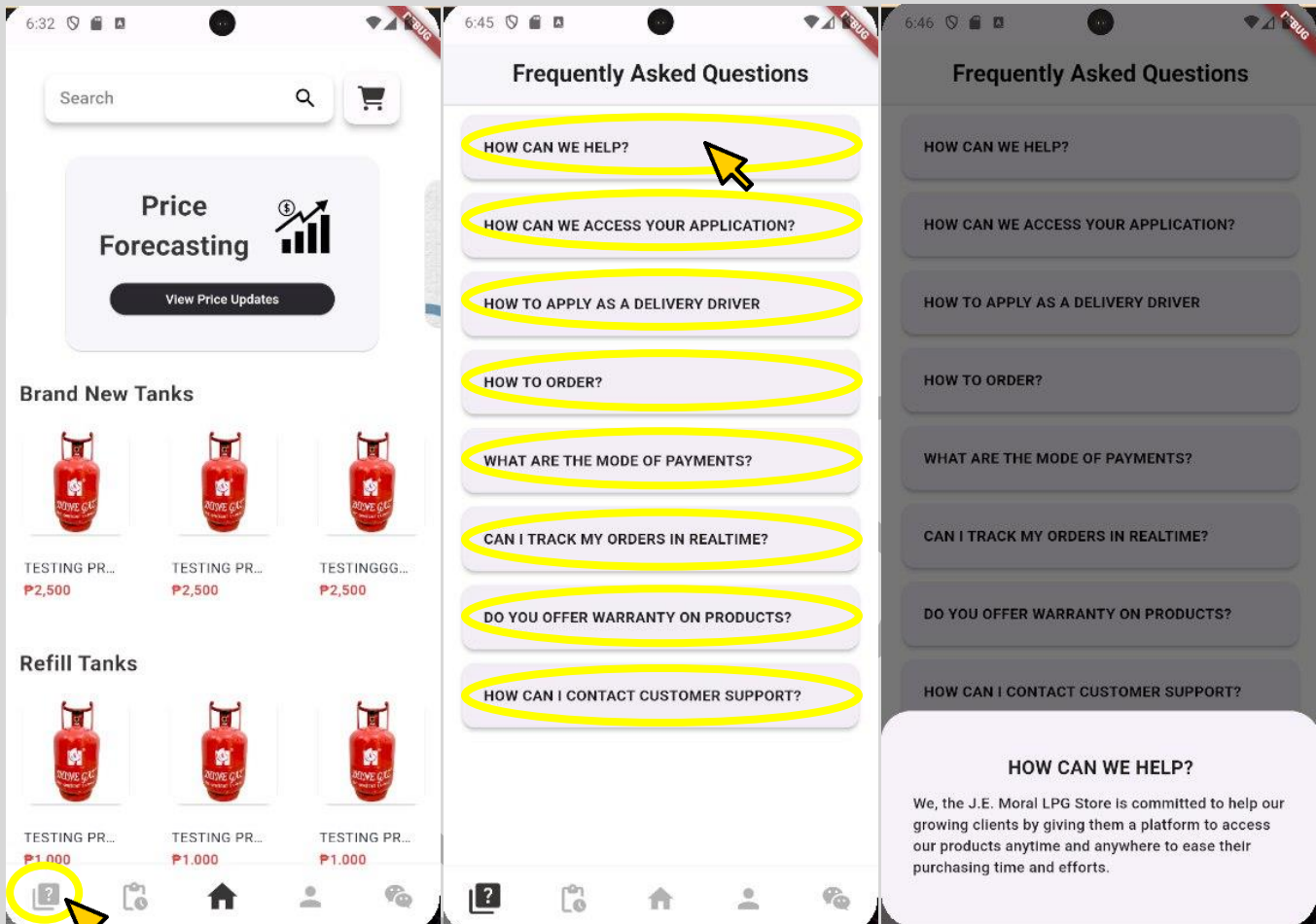
## ACCOUNT PROFILE SECTION



To see your account profile, go back to homepage and click the 4<sup>th</sup> icon on the bottom. In the profile page, aside from seeing your “Personal Information” you can also view your “Driver Appointment Status” if you had set one, “Edit your Personal Information”, “Change Password”, and even “Logout of your account.”

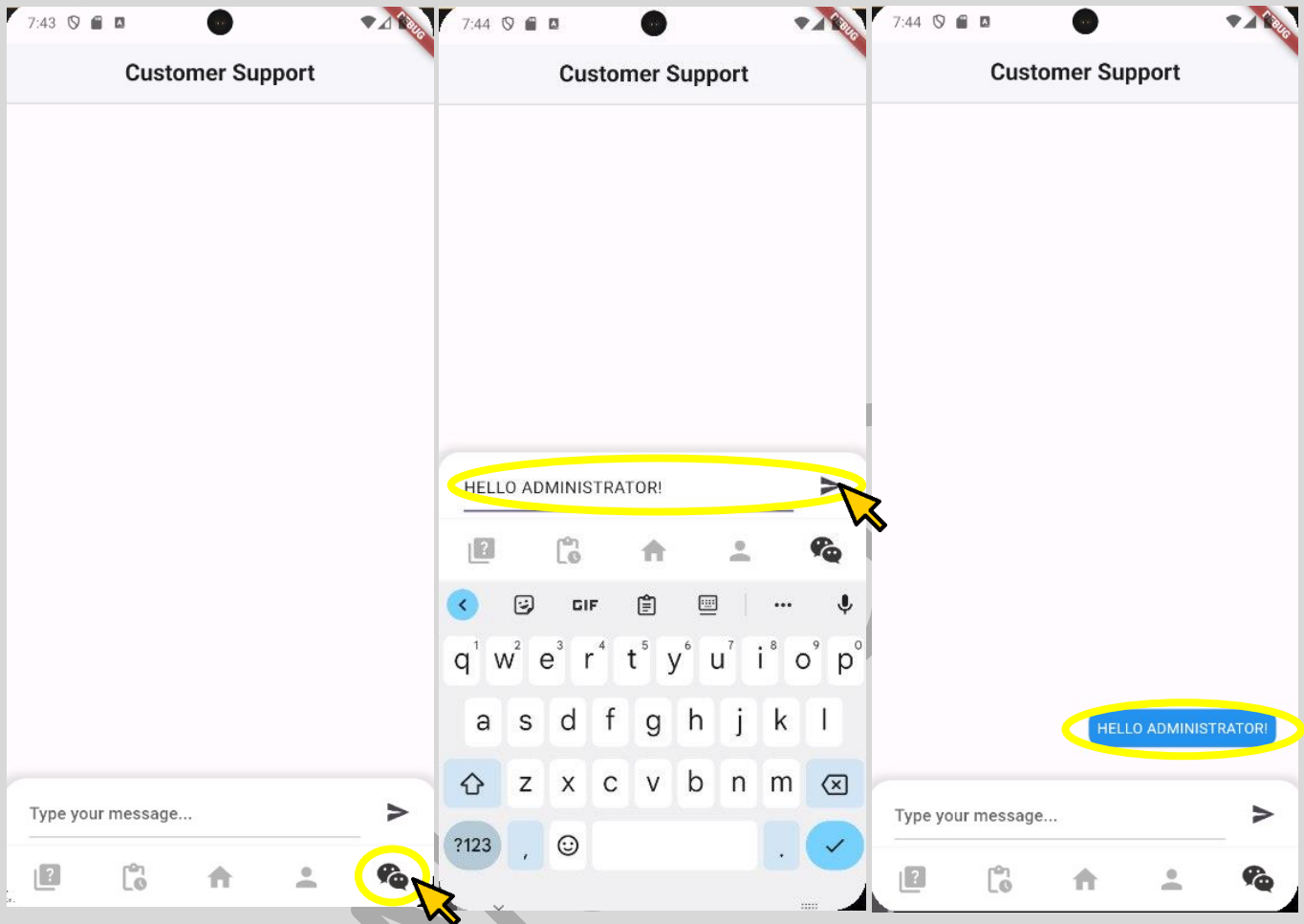


## FREQUENTLY ASKED QUESTIONS



Another feature that you can access in the app is viewing of the answers to the common questions regarding the application and some of its business process, also known as “Frequently Asked Questions.” To view the FAQ’s, click the 1<sup>st</sup> icon button on the bottom of the homepage (left to right) > Click a Specific Question > View the Answer to the corresponding question being clicked.

## CHAT SUPPORT



“Chat Support” gives you a direct opportunity to talk to the administrator if you have queries or concerns. To access the “Chat Support”, just click the 5<sup>th</sup> button icon on the bottom of the homepage > click the text box and type your concerns > submit then wait for the administrator to respond.