

## Agenda:

1. Login and initial password
2. Home page
3. Ordering
4. Payment History
5. Order History and Credit
6. Order Cancellation
7. Sibling Account

## Page:

2-3

4

5-7

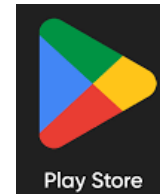
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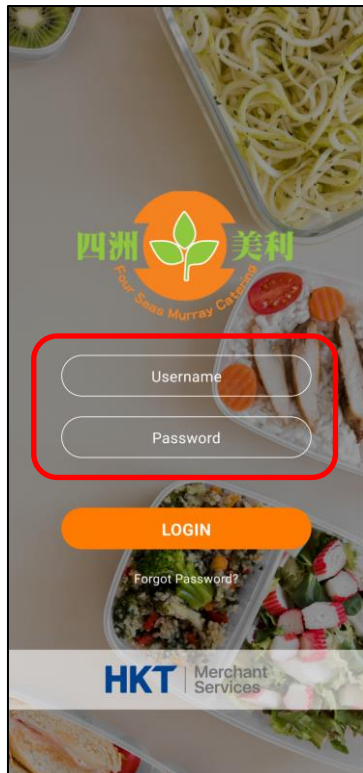
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11

Four Seas Murray by HKT, lunch ordering app is available in iOS App Store and Android Play Store.

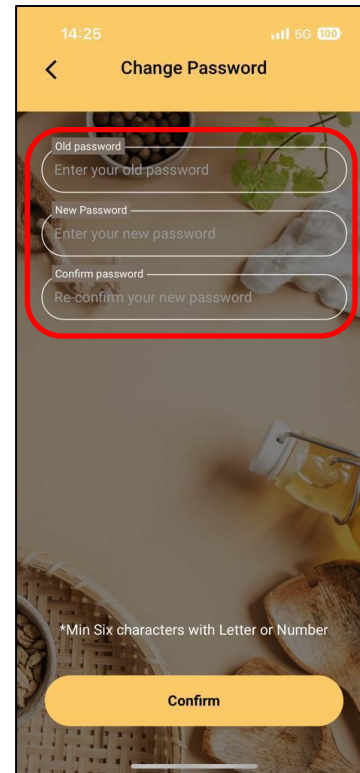


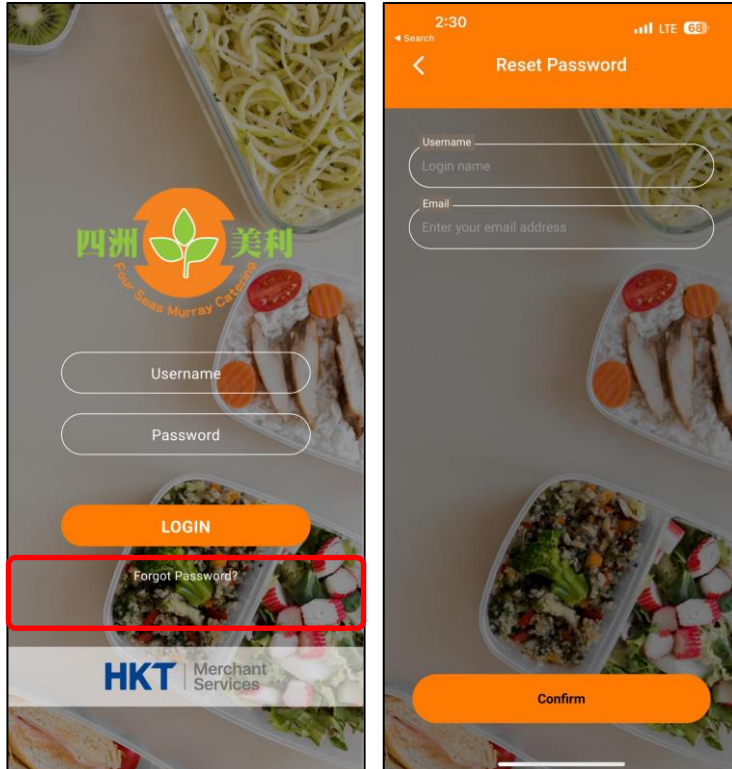
# Login and initial password



You have to change from the initial → password to a new password upon your first login.

← You will receive a login and an initial password for your children from school or catering company.



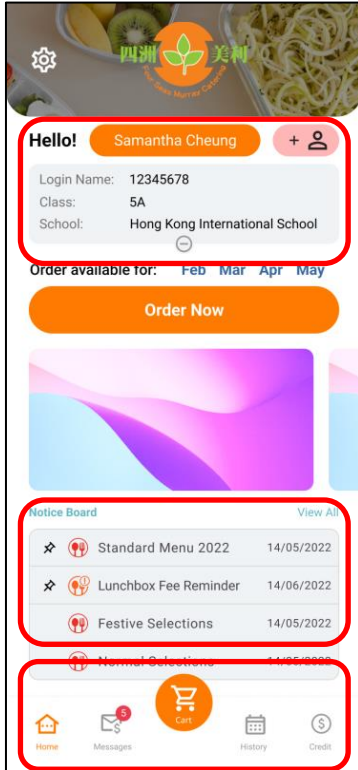


## Forget Password

If parent has provided email address in the app, you can select "Forget Password" at Login Page,

Input "Login name and Email Address" to verify the identity.

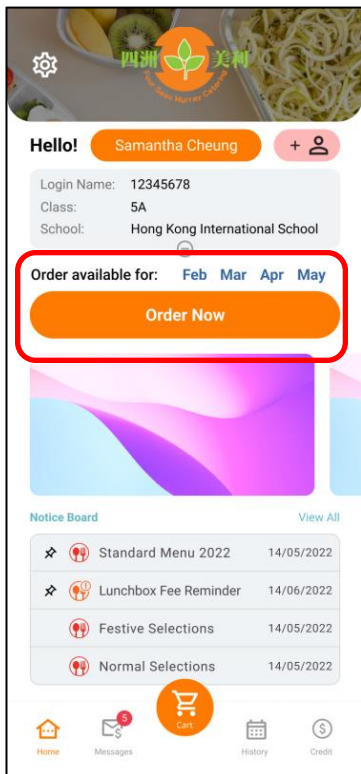
New password will send to your email address



← Student profile: name, login name, class and school

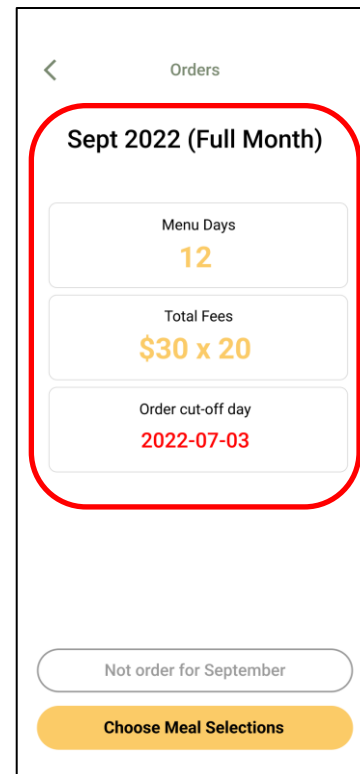
← Notice board

← Message & payment history, shopping cart, order history and credit



← Available menu

Menu summary →  
including number of meal day,  
fee per meal and deadline



## Choose meals and pay in shopping cart.

Choose Meal Selections

Sept 2022

1 Mon 2 Tue 3 Wed 4 Thur 5 Fri 8 Mon

**1 Monday**

- A** Japanese Pork Ramen 日式吉列豬扒湯拉麵 \$65 kcal.670
- B** Baked Tuna Pasta with Cheese 焗芝士吞拿魚 \$65 kcal.670
- C** Boiled eggs with rice 三色蒸水蛋 \$50 kcal.450
- D** Pumpkin Pasta 南瓜通粉 \$55 kcal.490

**2 Tuesday**

- A** Japanese Pork Ramen 日式吉列豬扒湯拉麵 \$65 kcal.670
- B** Baked Tuna Pasta with Cheese 焗芝士吞拿魚 \$65 kcal.670
- C** Boiled eggs with rice 三色蒸水蛋 \$50 kcal.450
- D** Pumpkin Pasta 南瓜通粉 \$55

Next

Choose Meal Selections

Sept 2022

7 Mon 8 Tue 9 Wed 10 Thur 11 Fri 14 Mon

**7 Monday**

- A** Spaghetti 肉醬焗意粉 \$65 kcal.533

**8 Tuesday**

- A** Spaghetti 肉醬焗意粉 \$65 kcal.533

**9 Wednesday**

- A** Japanese Pork Ramen 日式吉列豬扒湯拉麵 \$65 kcal.670
- B** Baked Tuna Pasta with Cheese 焗芝士吞拿魚 \$65 kcal.670
- C** Boiled eggs with rice 三色蒸水蛋 \$50 kcal.450
- D** Baked Tuna Pasta with Cheese 焗芝士吞拿魚 \$55 kcal.670
- E** Baked Tuna Pasta with Cheese 焗芝士吞拿魚 \$55 kcal.670
- F** Pumpkin Pasta 南瓜通粉 \$65

Next

Summary

2023

June

Ordered meals	Fee per meal	Avg. kcal
6	\$30-\$35	317
9 Friday	<b>B</b> 冬菇豉茸蒸雞肉蒸麥飯 Chicken Leg in Swiss Style with Carrot Rice kcal.350	\$35
12 Monday	<b>C</b> 櫻菜花低脂白汁肉片長通粉(綠) Sliced Pork and Assorted Vegetables in Russian Style Macaroni kcal.350	\$35
19 Monday	<b>C</b> 低脂芝士薯絲肉片長通粉(綠) Diced Pork in Japanese Low Fat Curry Twalty Pasta kcal.300	\$30
20 Tuesday	<b>B</b> 韓式小南瓜蒸雞甘菊飯 Chicken Wings in Barbecue Sauce with Pumpkin Rice kcal.300	\$30
21	意式鮮茄免焗豬肉飯	\$30

Meals orders x 6 Total \$190

I have read and agree to Terms & conditions

Add to Cart

Shopping Cart

Belle Cheung

Month	Ordered meals	Sub-Total
Sept 2022	10/20	\$500
Oct 2022	12/20	\$600

**Total \$1,100**

Choose Payment Option:

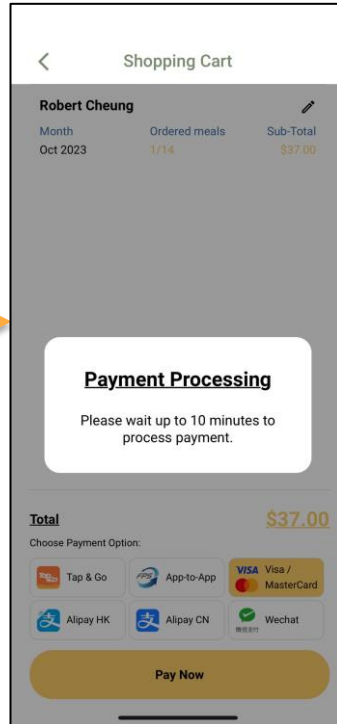
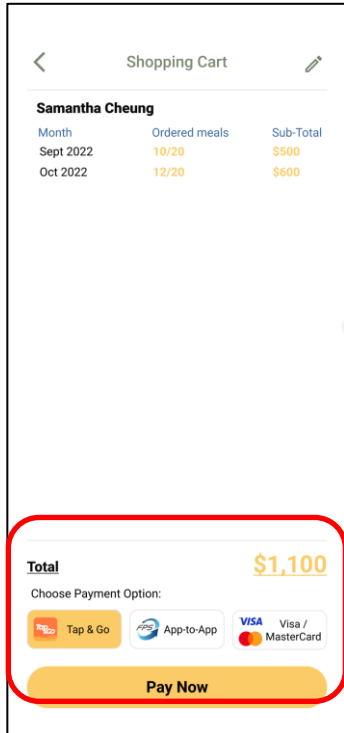
- Tap & Go
- App-to-App
- VISA Visa / MasterCard
- Alipay HK
- Alipay CN
- WeChat Pay

Pay Now

Payment Success

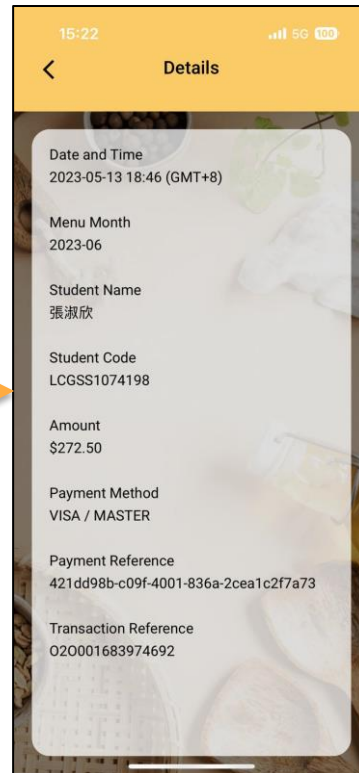
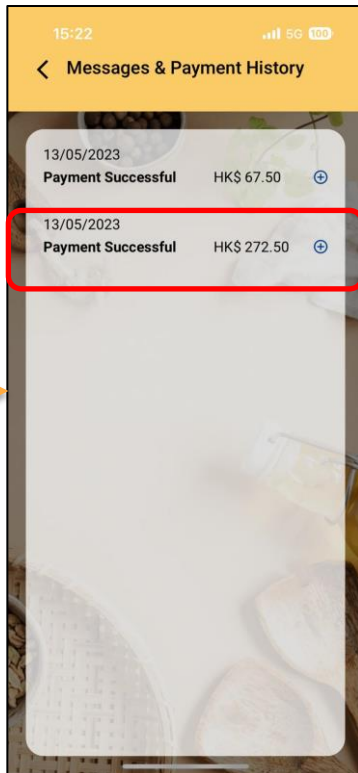
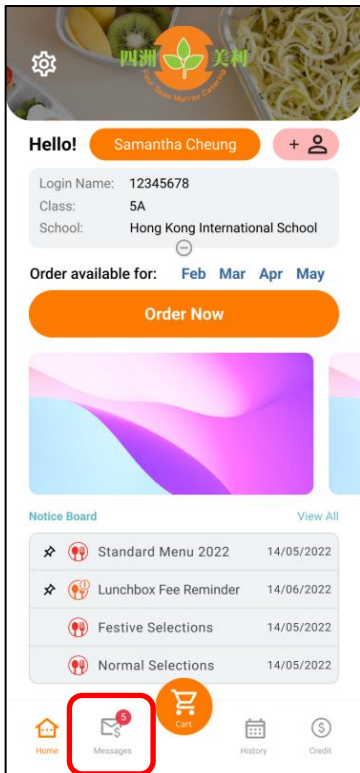
Thank you for ordering  
You can review your order in "Order History".

Back to Home



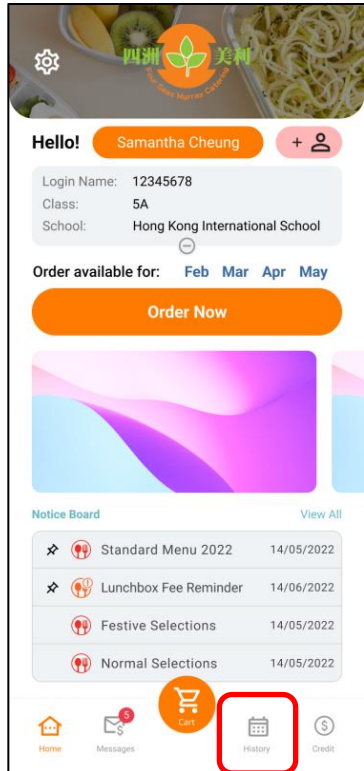
Q: Parent fail to process the payment in app, warning message pop up

A: As the 1<sup>st</sup> payment attempt is still processing, to avoid parent being double charged, please wait up to 10 minutes for the 2<sup>nd</sup> payment attempt

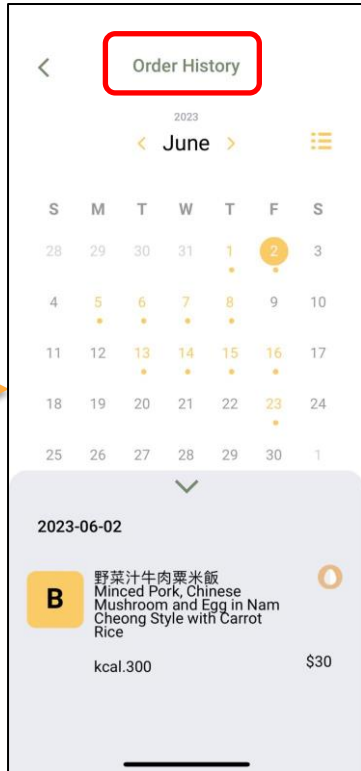




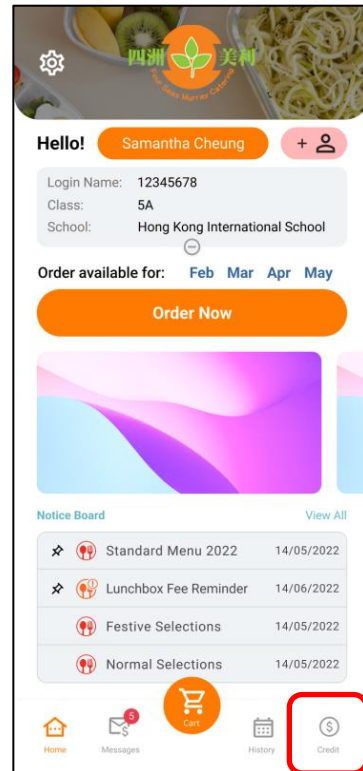
# Order history and Credit



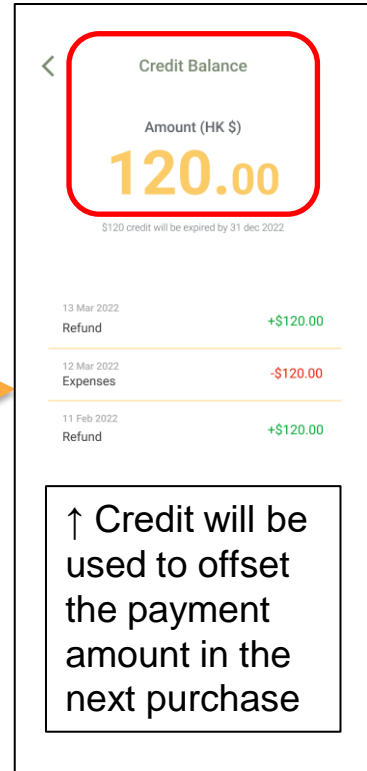
Merchant app home screen for Samantha Cheung. It displays login details (12345678, Class 5A, Hong Kong International School), an 'Order Now' button, and a Notice Board with items like 'Standard Menu 2022' and 'Lunchbox Fee Reminder'. The 'History' icon in the bottom navigation bar is highlighted with a red box.



Order History screen showing a calendar for June 2023. The 'Order History' title is highlighted with a red box. A specific order from 2023-06-02 is shown: 'B 野菜汁牛肉粟米飯' (Minced Pork, Chinese Mushroom and Egg in Nam Cheong Style with Carrot Rice) for \$30.

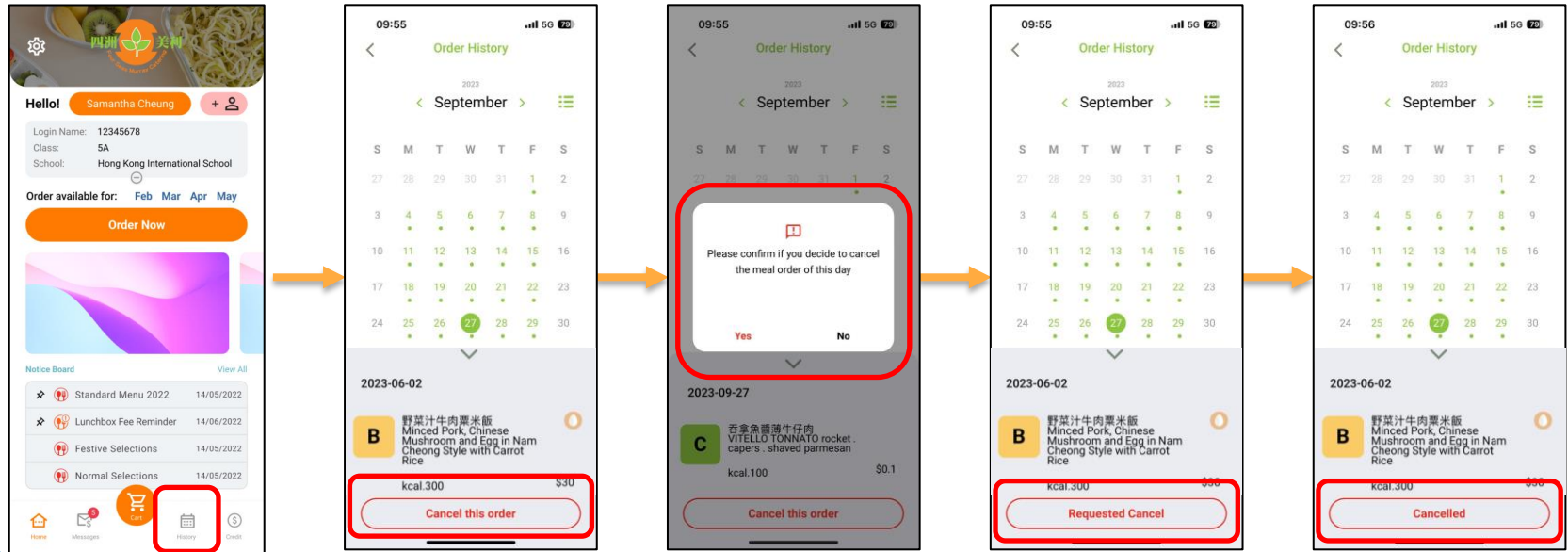


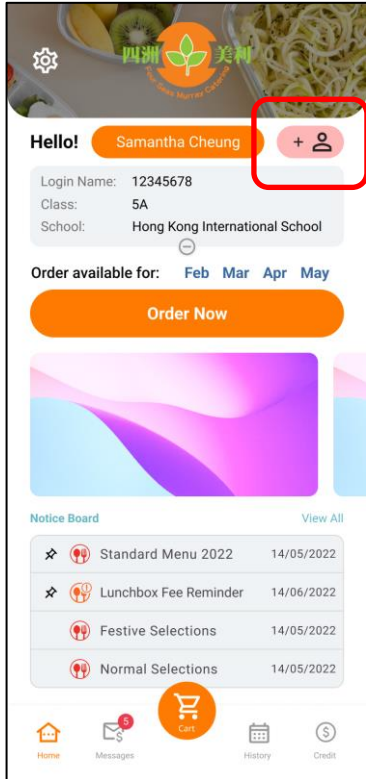
Merchant app home screen for Samantha Cheung, identical to the first screen. The 'Credit' icon in the bottom navigation bar is highlighted with a red box.



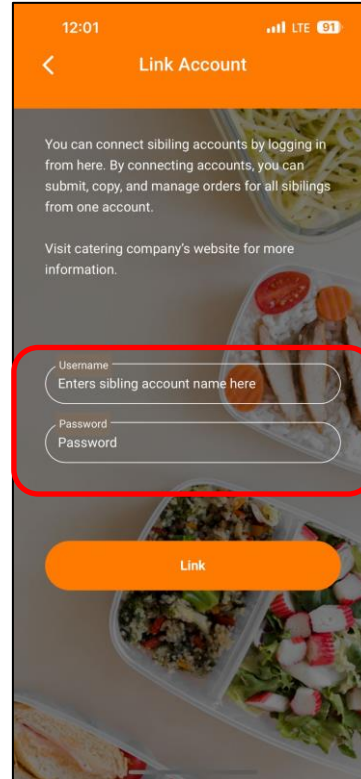
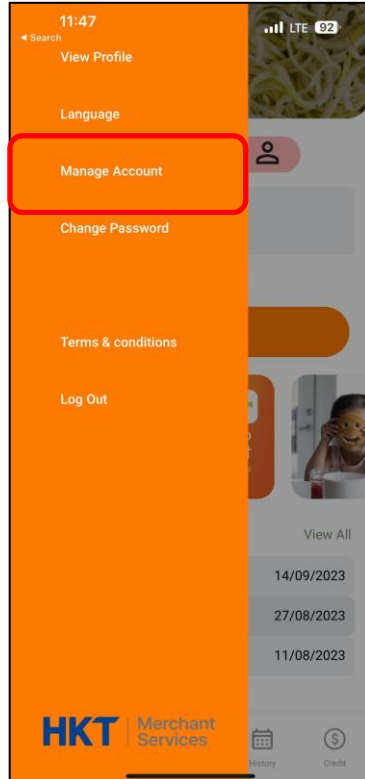
Credit Balance screen showing a balance of 120.00 HK \$. The 'Credit Balance' title and the amount are highlighted with a red box. A list of transactions is shown: a refund of +\$120.00 on 13 Mar 2022, expenses of -\$120.00 on 12 Mar 2022, and another refund of +\$120.00 on 11 Feb 2022. A note states '\$120 credit will be expired by 31 dec 2022'. A text box at the bottom explains: '↑ Credit will be used to offset the payment amount in the next purchase'.

1. You may go to "History" before 9:30am on a meal day and click "Cancel this order".
2. When you confirm the request, "Requested cancel" will be shown.
3. When Four Seas Murray confirmed your cancellation, the status will change to "Cancelled" and the credit amount will added to your account.
4. For school suspension due to **extreme weather**, you **DO NOT** need to cancel the order in app.





OR



Parent can add sibling account to one login.

Input the sibling app login name and password to merge the account in app