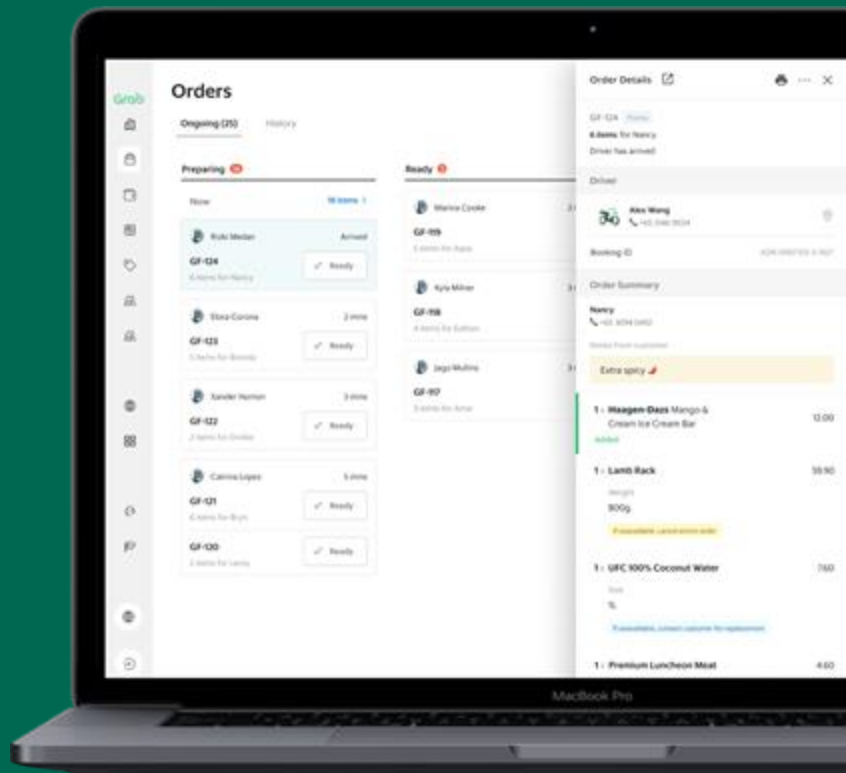


GrabFood | Merchant Web app

Order Manager on Portal



Chapter 1

Background

Background

Timeline

Targeted sign-off date: **TBD**



BACKGROUND

Imagine... managing hundreds of orders on an phone-sized device



What problems are being solved?



High order volume efficiency

- Once you go above 50 ongoing orders, it gets increasingly difficult to manage it from a phone sized screen android device.



Back office access

- Back office staff are using laptop and desktop for daily work.
- No portal access to live order data



Large orders editing

- Inefficient to edit from a phone sized screen.



Troubleshoot customer problems quickly

- Cumbersome for merchants that manage customer complaints from the back office to get order info from the store.

Target Consumer Segments



GrabMart merchants with high order volume and large orders

760+ Mart merchants operating out of a warehouse, supermarkets and popular merchants. Includes Grab's Quick Commerce upcoming darkstores.



GrabFood & GrabMart Marketing and operations managers

Back office staff who need access to order data to troubleshoot customer issues, to identify improvements for the business and to track the real-time operations across stores.

OPPORTUNITY

Vision, Mission, Value



Product Vision

Enable merchants to manage orders efficiently with minimal error

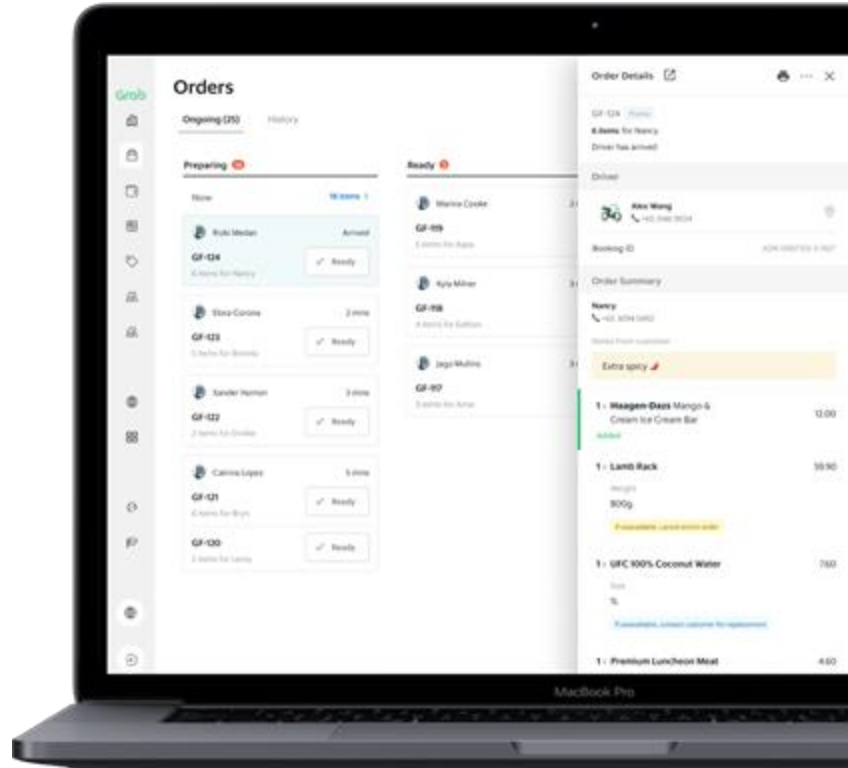


Product Mission

Provide a best-in-class order management system that works effectively on the web browser to handle orders from GrabFood, GrabMart and future business models

Customer Value Proposition

Manage orders efficiently from your preferred device



Breakdown of JTBD



Mex Portal MVP - 1H22

*Existing Mex app features



PHASE 1



PHASE 2



Cashier Role

2 View orders

3 Print receipt manually (bulk)

4 Merchant order ready (bulk)

5 Merchant edit order

6 Merchant cancel order

7 New order notification

8 Set store status

10 Order Search

11 OOS handling

* 12 Other special scenarios

1 Toggle between stores

9 New cashier role



Manager / Owner
Role
(add-on)

Download historical order as csv

Aggregated live orders for all stores

Smart packing for large orders

Order insights

Chapter 2

Design

Design Goals



Increase efficiency of order manager


Decrease the average order processing time.



Increase accessibility

Allow multiple cashiers, managers or owners to manage the orders at the same time.

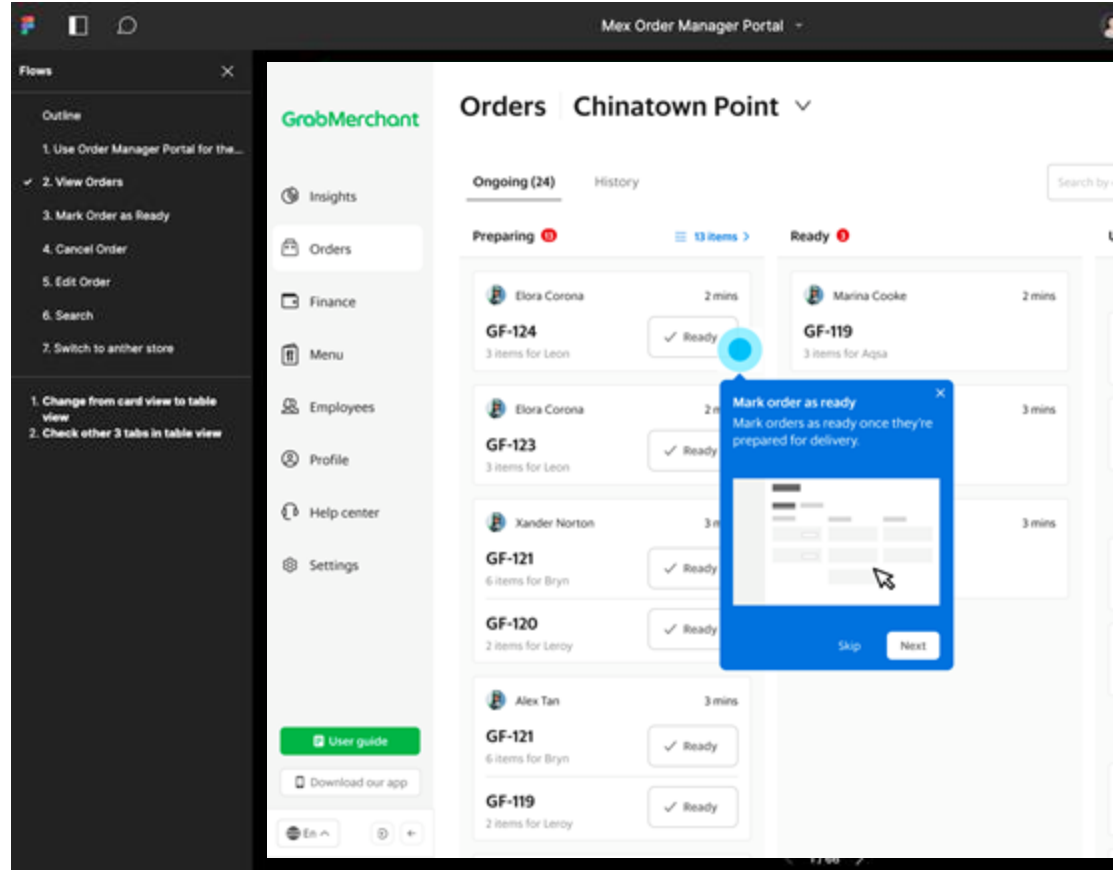
Prototype

Try out the prototypes here for a better experience. 



Figma Guide:

1. Open the Figma Prototype above (Log in with your Grab email)
1. Navigate the flow outline on the left panel.
2. The instruction is on the left, below the flows.
3. Each prototype has 1 success flow only, limited areas can be clicked.
4. The clickable area will be highlighted if you click on the dumb buttons.



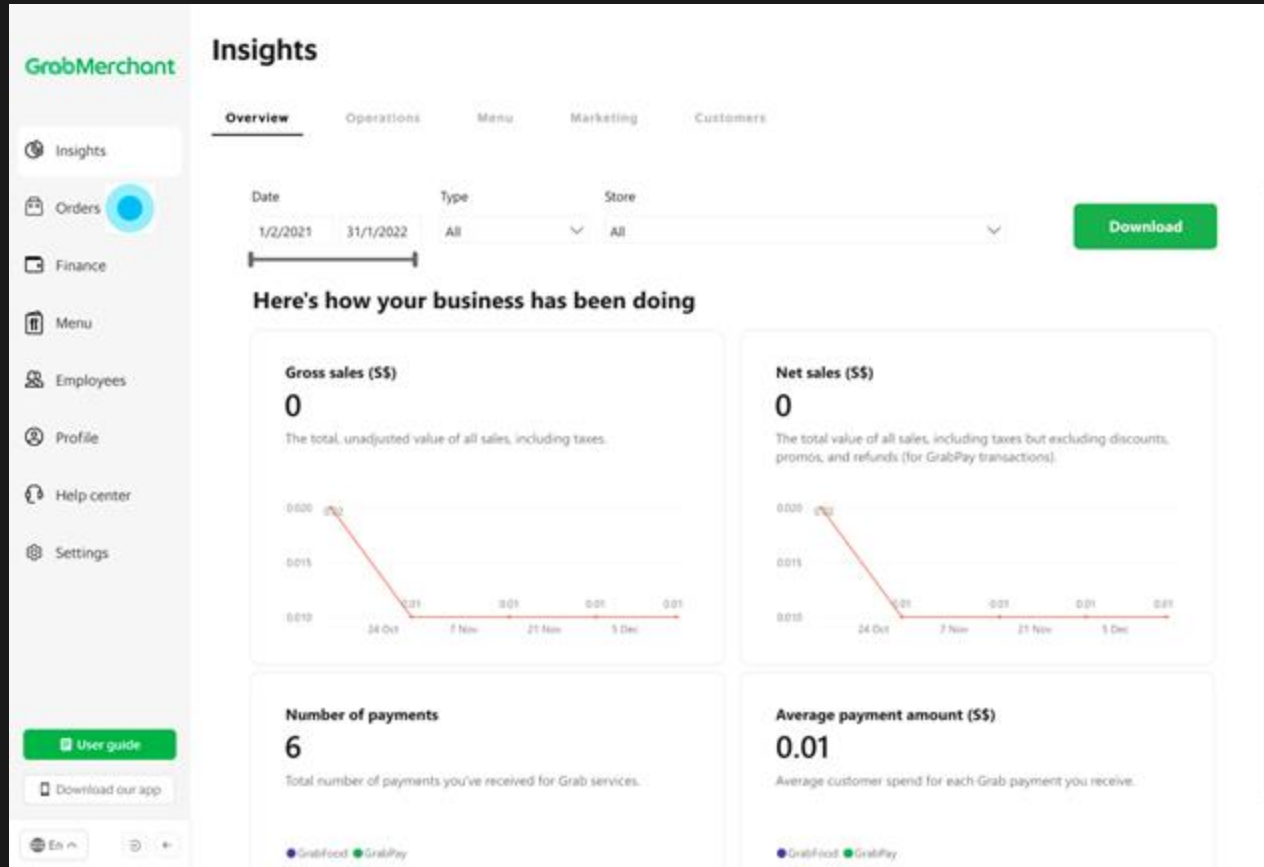
Design Flows

1. First time user of order manager on Portal

2. View Orders
3. Mark Order as Ready
4. Edit Order
5. Cancels Order
6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases

1

1. First time user of order manager on Portal



1. First time user of order manager on Portal

GrobMerchant Orders Chinatown Point Normal

Insights

Orders **Preparing (10)** 13 items > **Ready (1)** **Upcoming (1)** 13 items >

Search by order ID or item name

New! Order Management Portal
Now you could manage your orders on Merchant Portal and Merchant app together!
Skip Next

GF-123 3 items for Leon 2 mins ✓ Ready

GF-121 6 items for Bryn 3 mins ✓ Ready

GF-120 2 items for Leroy 3 mins ✓ Ready

GF-121 6 items for Bryn 3 mins ✓ Ready

GF-119 2 items for Leroy 3 mins ✓ Ready

GF-119 3 items for Aqsa 2 mins

GF-118 3 items for Amie 3 mins

GF-117 3 items for Aqsa 3 mins

Today

GF-134 4 items for Zoya Today, 1:30pm

GF-135 4 items for Elsa Today, 6:00pm

Tomorrow

GF-136 4 items for Abbie Tomorrow, 5:40pm

GF-137 4 items for Cavan Tomorrow, 6:00pm

Sunday, Dec 21

GF-138 5 items for Hugh Tomorrow, 5:40pm

User guide

Download our app

En

1. First time user of order manager on Portal

The screenshot displays the GrobMerchant Order Manager Portal interface. The top left features the GrobMerchant logo and a sidebar with navigation options: Insights, Orders, Finance, Menu, Employees, Profile, Help center, and Settings. A 'User guide' button and 'Download our app' link are also present in the sidebar. The main content area is titled 'Orders Chinatown Point' and includes a 'Normal' status filter. Below the title, there are tabs for 'Ongoing (24)' and 'History'. A search bar is located on the right, with the text 'Search by order ID or item name'. The interface is divided into three columns: 'Preparing (13 items)', 'Ready (1 item)', and 'Upcoming (13 items)'. The 'Preparing' column lists several orders, each with a 'Ready' button. A blue callout box is overlaid on the 'Ready' button for order GF-124, containing the text: 'Mark order as ready', 'Mark orders as ready once they're prepared for delivery.', and a 'Next' button. The 'Ready' column shows one order, GF-119, for Marina Cooke. The 'Upcoming' column lists orders for today and tomorrow, including GF-134, GF-135, GF-136, GF-137, and GF-138.

GrobMerchant

Orders | Chinatown Point Normal

Ongoing (24) | History

Search by order ID or item name

Preparing (13 items) | Ready (1) | Upcoming (13 items)

Preparing

- Elora Corona | 2 mins | GF-124 | 3 items for Leon | Ready
- Elora Corona | 2 mins | GF-123 | 3 items for Leon | Ready
- Xander Norton | 3 mins | GF-121 | 6 items for Bryn | Ready
- GF-120 | 2 items for Leroy | Ready
- Alex Tan | 3 mins | GF-121 | 6 items for Bryn | Ready
- GF-119 | 2 items for Leroy | Ready

Ready

- Marina Cooke | 2 mins | GF-119 | 3 items for Aqsa

Upcoming

Today

- GF-134 | 4 items for Zoya | Today, 1:30pm
- GF-135 | 4 items for Elsa | Today, 6:00pm

Tomorrow

- GF-136 | 4 items for Abbie | Tomorrow, 5:40pm
- GF-137 | 4 items for Cavan | Tomorrow, 6:00pm

Sunday, Dec 21

- GF-138 | 5 items for Hugh | Tomorrow, 5:40pm

Mark order as ready
Mark orders as ready once they're prepared for delivery.

Skip Next

1. First time user of order manager on Portal

The screenshot displays the GrobMerchant Order Manager Portal interface. The main header shows "Orders" for "Chinatown Point" with a "Normal" status filter. The interface is divided into four columns representing different order statuses: Ongoing (24), Preparing (13 items), Ready (1), and Upcoming (13 items). A search bar is located at the top right. A blue tooltip is visible over the "Upcoming" column, indicating "2 view modes" and providing a "Switch to Table View" button. The left sidebar contains navigation options: Insights, Orders, Finance, Menu, Employees, Profile, Help center, and Settings. At the bottom of the sidebar, there is a "User guide" button and a "Download our app" button. The main content area shows individual order cards with customer names, order IDs, item counts, and estimated preparation times. Each card has a "Ready" button with a checkmark.

GrobMerchant Orders | Chinatown Point Normal

Ongoing (24) History

Preparing 13 items

- Elora Corona 2 mins
GF-124 3 items for Leon
- Elora Corona 2 mins
GF-123 3 items for Leon
- Xander Norton 3 mins
GF-121 6 items for Bryn
- GF-120 2 items for Leroy
- Alex Tan 3 mins
GF-121 6 items for Bryn
- GF-119 2 items for Leroy

Ready 1

- Marina Cooke 2 mins
GF-119 3 items for Aqsa
- Rizki Medan 3 mins
GF-118 3 items for Amie
- Joshua Tang 3 mins
GF-117 3 items for Aqsa

Upcoming 13 items

Today

- GF-134 4 items for Zoysa
- GF-135 4 items for Elsa Today, 6:00pm

Tomorrow

- GF-136 4 items for Abbie Tomorrow, 5:40pm
- GF-137 4 items for Cavan Tomorrow, 6:00pm

Sunday, Dec 21

- GF-138 5 items for Hugh Tomorrow, 5:40pm

2 view modes
Change to table view and manage orders by bulk.

User guide
Download our app

En

1. First time user of order manager on Portal

GrobMerchant Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Nig	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver		Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis		Not Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer		Not Printed	Ready

Bulk actions
Select more than 1 items, print or mark them ready by bulk.

Skip Done

Showing 1-14 of 14 Preparing orders [Select all](#) [Mark as Ready](#) [Print Selected Orders](#)

Design Flows

1. First time user of order manager on Portal

2. View Orders

a. Switch between List/Card view 

b. View order details

3. Mark Order as Ready

4. Edit Order

5. Cancels Order and mark an item as out of stock

6. Search Order

7. Switch Store Status

8. Prints Receipts by bulk

9. Multi Store Use Cases

2a

2. Switch between List/Card view

The screenshot displays the Grob Orders interface for 'Chinatown Point'. The interface is organized into columns based on order status: Ongoing (25), Preparing (13 items), Ready (1), and Upcoming (13 items). Each order card includes the customer name, order ID, item count, and a 'Ready' button. A search bar is located at the top right, and a view mode toggle button (represented by a grid icon) is also present. A red arrow points to this toggle button, indicating the action of switching between list and card views.

Orders Chinatown Point Normal

Ongoing (25) History

Preparing (13 items) Ready (1) Upcoming (13 items)

Prepared Orders:

- Rizki Medan (2 mins) GF-125 (6 items for Hatta) Ready
- Elora Corona (2 mins) GF-124 (3 items for Leon) Ready
- Elora Corona (2 mins) GF-123 (3 items for Leon) Ready
- Xander Norton (3 mins) GF-121 (6 items for Bryn) Ready
- GF-120 (2 items for Leroy) Ready
- Alex Tan (3 mins) GF-121

Ready Orders:

- Marina Cooke (2 mins) GF-119 (3 items for Agsa)
- Rizki Medan (3 mins) GF-118 (3 items for Arnie)
- Joshua Tang (3 mins) GF-117 (3 items for Agsa)

Upcoming Orders:

Today

- GF-134 (4 items for Zoya) Today, 1:30pm
- GF-135 (4 items for Elsa) Today, 6:00pm

Tomorrow

- GF-136 (4 items for Abbie) Tomorrow, 5:40pm
- GF-137 (4 items for Cavan) Tomorrow, 6:00pm

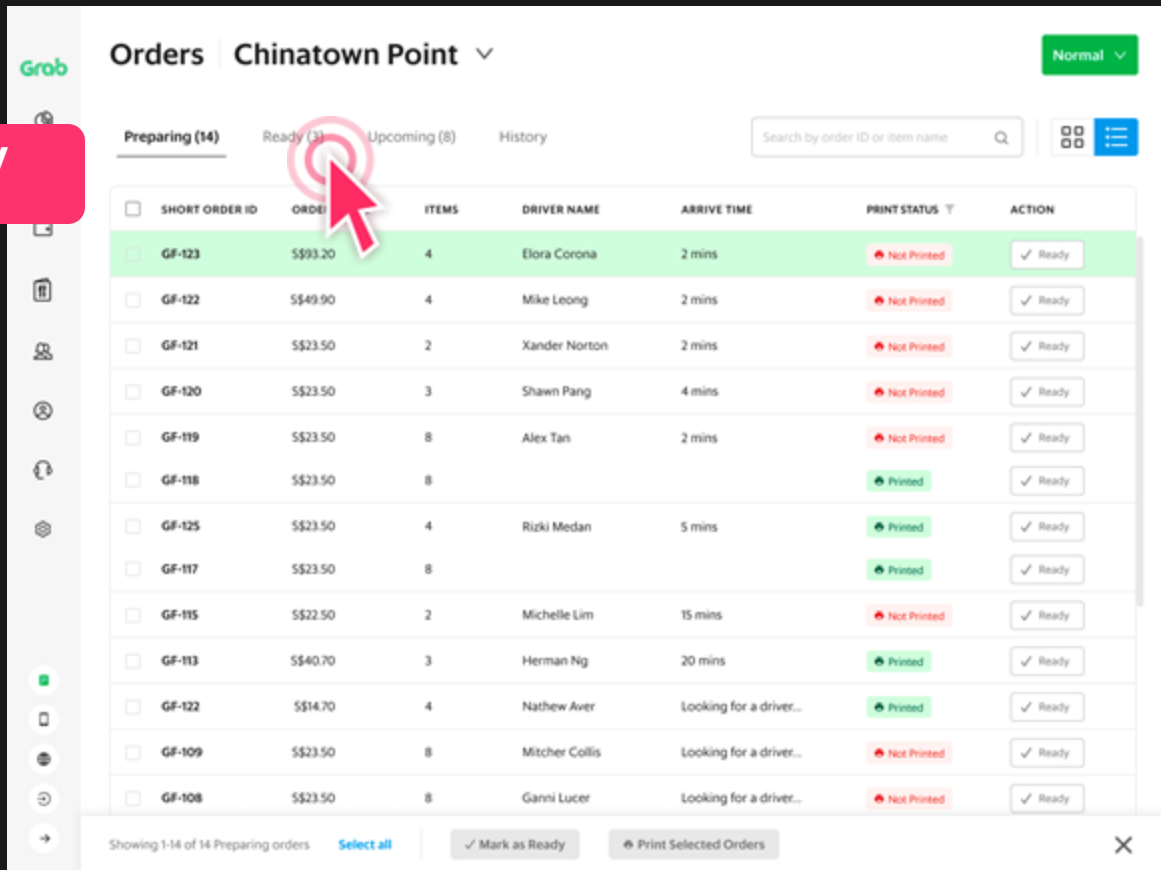
Sunday, Dec 21

- GF-138 (5 items for Hugh) Tomorrow, 5:40pm

User clicks on the view mode toggle button

2. Switch between List/Card view

User Clicks Ready tab



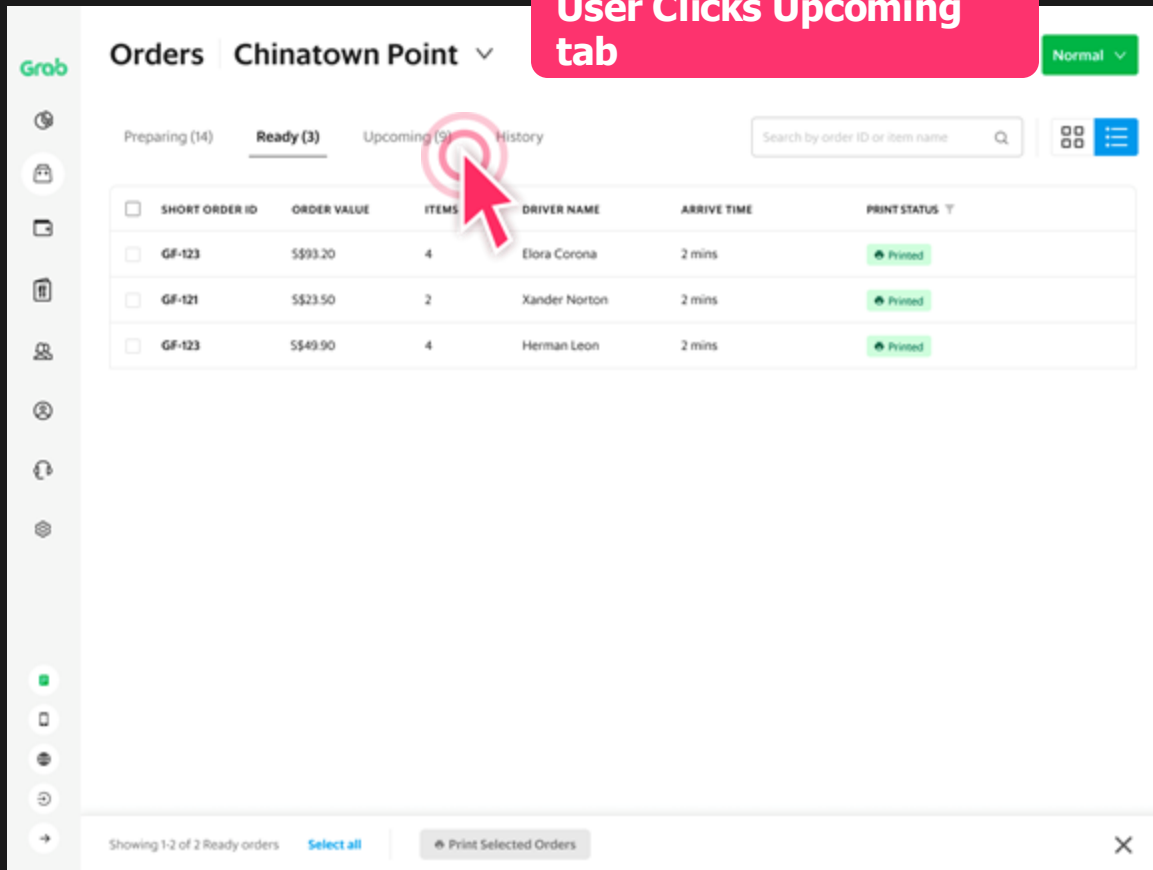
The screenshot displays the Grob Orders interface for 'Chinatown Point'. The 'Preparing (14)' tab is active, showing a list of 14 orders. A red circle and arrow highlight the 'Ready (3)' tab, indicating a user click. The table below shows the details of the orders.

SHORT ORDER ID	ORDER ID	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
GF-123	\$593.20	4	Elora Corona	2 mins	Not Printed	Ready
GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
GF-118	\$523.50	8			Printed	Ready
GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
GF-117	\$523.50	8			Printed	Ready
GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) [Mark as Ready](#) [Print Selected Orders](#)

2. Switch between List/Card view

User Clicks Upcoming tab



The screenshot displays the Grob Orders management interface for 'Chinatown Point'. The interface includes a sidebar with navigation icons, a top navigation bar with the Grob logo and location, and a main content area with tabs for 'Preparing (14)', 'Ready (3)', 'Upcoming (9)', and 'History'. A search bar and view toggles are also present. A table lists three orders, and a footer shows the current view of 'Ready' orders.

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed
<input type="checkbox"/>	GF-123	\$549.90	4	Herman Leon	2 mins	Printed

Showing 1-2 of 2 Ready orders [Select all](#) [Print Selected Orders](#)

2. Switch between List/Card view

User Clicks History tab

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (9) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER	ARRIVE TIME	PRINT STATUS
<input type="checkbox"/>	GF-202T	\$523.50	4	Rizki Medan	Today, 6:30 pm	Not Printed
<input type="checkbox"/>	GF-201T	\$523.50	8	Rizki Medan	Today, 7:00 pm	Not Printed
<input type="checkbox"/>	GF-200T	\$523.50	4	Rizki Medan	Tomorrow, 11:30 am	Not Printed
<input type="checkbox"/>	GF-199T	\$523.50	4	Rizki Medan	Tomorrow, 12:30 pm	Not Printed
<input type="checkbox"/>	GF-198T	\$523.50	4	Rizki Medan	12 Jan 2022, 12:30 pm	Not Printed
<input type="checkbox"/>	GF-197T	\$523.50	4	Rizki Medan	12 Jan 2022, 1:30 pm	Not Printed
<input type="checkbox"/>	GF-196T	\$523.50	4	Rizki Medan	12 Jan 2022, 4:30 pm	Not Printed
<input type="checkbox"/>	GF-195T	\$523.50	4	Rizki Medan	12 Jan 2022, 6:00 pm	Not Printed
<input type="checkbox"/>	GF-194T	\$523.50	4	Rizki Medan	12 Jan 2022, 7:30 pm	Not Printed

Showing 1-9 of 9 Upcoming orders [Select all](#) [Print Selected Orders](#)

2. Switch between List/Card view

Grob Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (9) **History**

Search by order ID or item name

Today, 28 Oct 2021 Order Status


Summary
Today, 28 Oct 2021

Total Sales	Completed orders	Cancelled orders
SGD 3,000.00	125	2

<input type="checkbox"/>	LONG ORDER ID	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER ARRIVED TIME	ORDER STATUS
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Out for delivery
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Out for delivery
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50 0	-	-	Cancelled
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50 0	-	-	Cancelled
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Delivered
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Delivered
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Delivered
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Delivered
<input type="checkbox"/>	111920392-DOWIFDLSOIDFOCK	GF-123	\$523.50	8	28 Oct 2021 18:20	Delivered

Showing 1-50 of 102 orders [Select all](#) [Export as csv](#) ✕

Design Flows

1. First time user of order manager on Portal
- 2. View Orders**
 - a. Switch between List/Card view
 - b. View order details** 
3. Mark Order as Ready
4. Edit Order
5. Cancels Order and mark an item as out of stock
6. Search Order
7. Switch Store Status
8. Prints Receipts by bulk
9. Multi Store Use Cases

2b

2. View Order Details

Grob Orders Chinatown Point Normal

Ongoing (25) History

Preparing 13 items >

- Rizki Medan** 2 mins
GF-125 6 items for Hizza ✓ Ready
- Elora Corona** 2 mins
GF-124 3 items for Leon ✓ Ready
- Elora Corona** 2 mins
GF-123 3 items for Leon ✓ Ready
- Xander Norton** 3 mins
GF-121 6 items for Bryn ✓ Ready
- GF-120** 2 items for Leroy ✓ Ready
- Alex Tan** 3 mins
GF-121

Ready 1

- Marina Cooke** 2 mins
GF-119 3 items for Agsa
- Rizki Medan** 3 mins
GF-118 3 items for Amie
- Joshua Tang** 3 mins
GF-117 3 items for Agsa

Upcoming 13 items >

Today

- GF-134** Today, 1:30pm
4 items for Zoya
- GF-135** Today, 6:00pm
4 items for Elsa

Tomorrow

- GF-136** Tomorrow, 5:40pm
4 items for Abbie
- GF-137** Tomorrow, 6:00pm
4 items for Cavan

Sunday, Dec 21

- GF-138** Tomorrow, 5:40pm
5 items for Hugh

User Clicks on
order GF-125 card

2. View Order Details

Grob Orders Chinatown Point GF-125 11920392-DOWIFDLSDFOCK

Ongoing (25) History

Preparing 4

Driver **Arrived**

Rizki Medan +65 3094 0492

Booking ID: ADR-0907351-3-1927

Customer

Hatta +65 3094 0492

Notes from customer

Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
[Merchant Brothers] Artisan Fresh - Pkikan	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Contact customer for replacement if any of these are unavailable ↓			
Egg Story Pastuerized Eggs with Omega 3...	8.00	1	8.00
Frozen Chestnut Pork Collar	6.90	1	6.90
Remove from order if any of these are unavailable ↓			
Everbest Fried Bean Curd Sheet 200G	3.00	2	6.00
Glass Prawn 300G	7.90	1	7.90

Orders

- Rizki Medan** 2 mins
GF-125
6 items for Hatta ✓ Ready
- Elora Corona** 2 mins
GF-124
3 items for Leon ✓ Ready
- Elora Corona** 2 mins
GF-123
3 items for Leon ✓ Ready
- Xander Norton** 3 mins
GF-121
6 items for Bryn ✓ Ready
- GF-120**
2 items for Leroy ✓ Ready
- Alex Tan** 3 mins
GF-121
✓ Ready

Cancel Order **Edit Order**

2. View Order Details

User Clicks on row of order GF-124

Orders Chinatown Point Normal


Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-124	\$523.50	4	Bora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-123	\$593.20	4	Bora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Ke Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

2. View Order Details



Orders Chinatown Point

GF-125 11920392-DOWIFDL5OIDFOCX

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
<input type="checkbox"/> GF-124	\$523.50	4
<input type="checkbox"/> GF-123	\$593.20	4
<input type="checkbox"/> GF-122	\$549.90	4
<input type="checkbox"/> GF-121	\$523.50	2
<input type="checkbox"/> GF-120	\$523.50	3
<input type="checkbox"/> GF-119	\$523.50	8
<input type="checkbox"/> GF-118	\$523.50	8
<input type="checkbox"/> GF-125	\$523.50	4
<input type="checkbox"/> GF-117	\$523.50	8
<input type="checkbox"/> GF-115	\$522.50	2
<input type="checkbox"/> GF-113	\$540.70	3
<input type="checkbox"/> GF-122	14.70 SGD	4
<input type="checkbox"/> GF-109	\$523.50	8

Showing 1-14 of 14 Preparing orders [Select all](#)

Driver

Rizki Medan Arrived
+65 3094 0492

Booking ID
ADR-0907351-3-1927

Customer

Hatta
+65 3094 0492

Notes from customer
Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
[Merchant Brothers] Artisan Fresh - Pkian	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Seng Choon Quail Eggs 15s	2.60	2	5.20
Everbest Ring Roll 168G	4.00	3	12.00
[Merchant Brothers] MILKLAB Coconut Milk	8.00	1	8.00
Beef Shortplate Shabu 250G	10.90	3	32.70
[Merchant Brothers] MILKLAB Oat Milk	8.00	1	8.00

[Cancel Order](#) [Edit Order](#)

2. View Order Details

Orders Chinatown Point **GF-125** 111920392-DOWIFDL5OIDFOCX

Preparing (14) Ready (3) Upcoming (8)

Driver
Rizki Medan
+65 3094 0492
Arrived
Booking ID: ADR-0907351-3-1927

Customer
Hatta
+65 3094 0492
Notes from customer
Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
[Merchant Brothers] Artisan Fresh - Pkian	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Seng Choon Quail Eggs 15s	2.60	2	5.20
Everbest Ring Roll 168G	4.00	3	12.00
[Merchant Brothers] MILKLAB Coconut Milk	8.00	1	8.00
Beef Shortplate Shabu 250G	10.90	3	32.70
[Merchant Brothers] MILKLAB Oat Milk	8.00	1	8.00

Showing 1-14 of 14 Preparing orders [Select all](#) [Cancel Order](#) [Edit Order](#)



User scrolls up and check the order details

2. View Order Details

Orders Chinatown Point

GF-125 111920392-DOWIFDLSDIOFDOCK

Preparing (14) Ready (2) Upcoming (9)

ORDER ID	ORDER VALUE	ITEMS
GF-124	\$523.50	2
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$549.90	5
GF-118	\$565.20	6
GF-117	\$533.30	4
GF-116	\$563.40	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	\$514.70	4


ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable			
[Merchant Brothers] Artisan Fresh - Pkian	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Seng Choon Quail Eggs 15s	2.60	2	5.20
Everbest Ring Roll 168G	4.00	3	12.00
[Merchant Brothers] MILKLAB Coconut Milk	8.00	1	8.00
Beef Shortplate Shabu 250G	10.90	3	32.70
[Merchant Brothers] MILKLAB Oat Milk	8.00	1	8.00
[GSM] Tiger Larger Beer Can	45.90	1	45.90
Anchor Salted Butter 250G	4.80	2	9.60
Yoplait Petit Miam Strawberry Yoghurt 70G	1.10	1	1.10
Egg Story Pasteurized Eggs with Omega 3...	8.00	1	8.00
Frozen Chestnut Pork Collar	6.90	1	6.90
Everbest Fried Bean Curd Sheet 200G	3.00	2	6.00
Glass Prawn 300G	7.90	1	7.90

Showing 1-14 of 14 Preparing orders [Select all](#)

[Cancel Order](#) [Edit Order](#)

Becomes sticky header when the items below are longer than 1 screen.

Design Flows

1. First time user of order manager on Portal
2. View Orders
- 3. Mark Order as Ready**
 - a. Card/Table view** 
 - b. Future
4. Edit Order
5. Cancels Order
6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases

3a

3. Card view - Mark as Ready

The screenshot displays the Grob app interface for a user named 'Chinatown Point'. The interface is organized into three main columns: 'Preparing', 'Ready', and 'Upcoming'. Each column contains a list of order cards. The 'Preparing' column shows orders GF-125, GF-124, GF-123, GF-121, and GF-120. The 'Ready' column shows orders GF-119, GF-118, and GF-117. The 'Upcoming' column shows orders GF-134, GF-135, GF-136, GF-137, and GF-138. A red callout bubble with a white arrow points to the 'Ready' button on the GF-125 card. The interface also includes a search bar, a 'Normal' dropdown menu, and a sidebar with navigation icons.

Order ID	Customer	Items	Status	Time
GF-125	Rizki Medan	3 items for Hatta	Preparing	2 mins
GF-124	Elora Corona	3 items for Leon	Preparing	2 mins
GF-123	Elora Corona	3 items for Leon	Preparing	2 mins
GF-121	Xander Norton	6 items for Bryn	Preparing	3 mins
GF-120	Alex Tan	2 items for Leroy	Preparing	3 mins
GF-119	Marina Cooke	3 items for Agsa	Ready	2 mins
GF-118	Rizki Medan	3 items for Arnie	Ready	3 mins
GF-117	Joshua Tang	3 items for Agsa	Ready	3 mins
GF-134		4 items for Zoya	Upcoming	Today, 1:30pm
GF-135		4 items for Elsa	Upcoming	Today, 6:00pm
GF-136		4 items for Abbie	Upcoming	Tomorrow, 5:40pm
GF-137		4 items for Cavan	Upcoming	Tomorrow, 6:00pm
GF-138		5 items for Hugh	Upcoming	Tomorrow, 5:40pm

User clicks on the Ready button in GF-125 card

3. Card view - Mark as Ready

The screenshot shows the Grob Orders interface for 'Chinatown Point'. The interface is divided into three columns: 'Preparing' (24 items), 'Ready' (10 items), and 'Upcoming' (3 items). A red notification icon is present above the 'Ready' column. A pink callout box with a white arrow points to the 'Ready' card for order GF-125, indicating that it has moved to the 'Ready' column.

Orders Chinatown Point Normal

Ongoing (24) History

Preparing 10 items **Ready** **Upcoming**

Customer	Order ID	Items	Status	Time
Elora Corona	GF-124	3 items for Leon	Ready	2 mins
Elora Corona	GF-123	3 items for Leon	Ready	2 mins
Xander Norton	GF-121	6 items for Bryn	Ready	3 mins
	GF-120	2 items for Leroy	Ready	
Alex Tan	GF-121	6 items for Bryn	Ready	3 mins
	GF-119	2 items for Leroy	Ready	
Rizki Medan	GF-125	3 items for Hatta	Ready	2 mins
Marina Cooke	GF-119	3 items for Aqsa	Ready	2 mins
Rizki Medan	GF-118	3 items for Amie	Ready	3 mins
Joshua Tang	GF-117	3 items for Aqsa	Ready	3 mins
	GF-125	4 items for Zoya	Upcoming	
	GF-135	4 items for Elsa	Upcoming	Today, 6:00pm
	GF-136	4 items for Abbie	Upcoming	Tomorrow, 5:40pm
	GF-137	4 items for Cavan	Upcoming	Tomorrow, 6:00pm
	GF-138	5 items for Hugh	Upcoming	Tomorrow, 5:40pm

GF-125 moves to Ready column

3. Table view - Mark as Ready

Grob

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User clicks on the Ready button in GF-123 row

3. Table view - Mark as Ready

Grob

Orders Chinatown Point Normal

Preparing (14) Ready (4) Upcoming (8) History


Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Nig	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Rizki Medan	28 Oct 2021 18:20	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

GF-123 disappears on Preparing Tab and moves to Ready Tab.

Design Flows

1. First time user of order manager on Portal
2. View Orders
- 3. Mark Order as Ready**
 - a. Card/Table view
 - b. Future** 
4. Edit Order
5. Cancels Order
6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases

3b

3. Table view - Future

The screenshot displays the Grob Orders interface for 'Chinatown Point'. At the top, there are tabs for 'Preparing (13)', 'Ready (3)', 'Upcoming (8)', and 'History'. A search bar is located to the right of these tabs. Below the tabs is a table with columns: 'SHORT ORDER ID', 'ORDER ID', 'ITEMS', 'DRIVER NAME', 'ARRIVE TIME', and 'SHOPPER STATUS'. A red callout box with the number '2' and the text 'User clicks Ready tab' points to the 'Ready (3)' tab. Another red callout box with the number '1' and the text 'Show shopper status instead of Print status, once the shopper completed the orders, it goes to Ready automatically.' points to the 'SHOPPER STATUS' column. The table contains 18 rows of order data with various statuses like 'Picking', 'Assigned', 'Pending Allocation', and 'Not Printed'.

SHORT ORDER ID	ORDER ID	ITEMS	DRIVER NAME	ARRIVE TIME	SHOPPER STATUS
GF-122	\$549.90	4	Mike Leong	2 mins	Picking
GF-121	\$523.50	2	Xander Norton	2 mins	Picking
GF-120	\$523.50	3	Shawn Pang	4 mins	Picking
GF-119	\$523.50	8	Alex Tan	2 mins	Picking
GF-118	\$523.50	8			Picking
GF-119	\$523.50	8	Rizki Medan	5 mins	Picking
GF-118	\$523.50	8			Picking
GF-119	\$523.50	8	Alex Tan	6 mins	Cancelled
GF-118	\$523.50	8			Picking
GF-115	\$522.50	2	Michelle Lim	15 mins	Assigned
GF-113	\$540.70	3	Herman Ng	20 mins	Assigned
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Pending Allocation
GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Pending Allocation
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed

2
User clicks Ready tab

1
Show shopper status instead of Print status, once the shopper completed the orders, it goes to Ready automatically.

3. Table view - Future

Grob

Orders Chinatown Point Normal

Preparing (14) **Ready (3)** Upcoming (9) History

Search by order ID or item name

<input type="checkbox"/>	ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	SHOPPER STATUS ↑
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Completed
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Completed
<input type="checkbox"/>	GF-123	\$549.90	4	Herman Leon	2 mins	Completed

Showing 1-2 of 2 Ready orders [Select all](#) [Print Selected Orders](#) ×

Design Flows

1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready

4. Edit Order

5. Cancels Order
6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases



4. Edit Order

Grob Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-125	\$593.20	4	Rizki Medan	Arrived	Not Printed	Ready
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	14.70 SGD	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User clicks order GF-125

4. Edit Order

The screenshot displays the Grob app interface for managing orders. The top navigation bar shows the Grob logo, the current location 'Chinatown Point', and the selected order 'GF-125'. Below the navigation, there are tabs for 'Preparing (14)', 'Ready (3)', and 'Upcoming (8)'. A list of orders is shown, with 'GF-125' selected. The order details panel on the right shows the driver 'Rizki Medan' (Arrived), the customer 'Hatta', and a note from the customer: 'Please knock on door, don't use bell - baby is sleeping.' Below this is the 'Order Summary' table.

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
Country salad	8.00	1	8.00
French Fries	8.00	1	8.00
Contact customer for replacement if any of these are unavailable ↓			
Beef Burger	8.00	1	8.00
Country salad	4.00	2	8.00
Remove from order if any of these are unavailable ↓			
Cheese burger	8.00	1	8.00
Choice of bread	Honey Oat		

At the bottom of the order details panel, there are two buttons: 'Cancel Order' and 'Edit Order'. A red callout bubble with a white arrow points to the 'Edit Order' button.

User clicks the Edit button

4. Edit Order

Grob Orders Chinatown Point < GF-125 111920392-DOWYDLSOJDFOCK

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	8
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	14.70 SGD	4
GF-109	\$523.50	8
GF-108	\$523.50	8


Driver Rizki Medan Arrived
+65 3094 0492
Booking ID: ADR-0907351-3-1927

Customer Hatta
+65 3094 0492
Notes from customer: Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	PRICE	ACTIONS
Cancel entire order if any of these are unavailable				
Country salad	8.00	1	8.00	
Cheese burger	8.00	1	8.00	
Choice of bread: Honey Dat				
Add-on: Cheese	1.00		1.00	
Contact customer for replacement if any of these are unavailable				
Beef Burger	8.00	1	8.00	
Country Salad	4.00	2	8.00	
Remove from order if any of these are unavailable				

Cancel Order Review Order



User clicks the modifier group

4. Edit Order

Grob Orders Chinatown Point GF-125 111920392-DOWIFDLSOIDFOCK

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	8
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	\$514.70	4
GF-109	\$523.50	8

Driver
Rizki Medan
+65 3094 0492
Arrived

Customer
Hatta
+65 3094 0492

Notes from customer
Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	PRICE	ACTIONS
Cancel entire order if any of these are unavailable				
Country salad	8.00	1	8.00	
Cheese burger	8.00	1	8.00	
Choice of bread				
Add-on			1.00	
Contact customer for				
Beef Burger		1	8.00	
Country Salad		2	8.00	

Showing 1-14 of 14 Preparing orders [Select all](#)

[Cancel Order](#) [Edit Order](#)

User changes it to Wholemeal

4. Edit Order

Grob Orders Chinatown Point < GF-125 111920392-DOWYDLSOJDFOCK

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	8
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	14.70 SGD	4
GF-109	\$523.50	8
GF-108	\$523.50	8

Driver Rizki Medan Arrived
+65 3094 0492
Booking ID: ADR-0907351-3-1927

Customer Hatta
+65 3094 0492
Notes from customer: Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	PRICE	ACTIONS
Cancel entire order if any of these are unavailable				
Country salad	8.00	1	8.00	
Cheese burger	8.00	1	8.00	
Choice of bread: Wholemeal				Edited
Add-on: Cheese	1.00		2.00	
Contact customer for replacement if any of these are unavailable				
Beef Burger	8.00	1	8.00	
Country Salad	4.00	2	8.00	
Remove from order if any of these are unavailable				

Cancel Order Review Order

User increases it to 2.

4. Edit Order

The screenshot displays the Grob Orders management interface. On the left, a sidebar contains navigation icons. The main area is titled 'Orders Chinatown Point' and shows a list of orders under the 'Preparing (14)' tab. The order list includes columns for 'SHORT ORDER ID', 'ORDER VALUE', and 'ITEMS'. The selected order, GF-125, is highlighted in blue. Below the list, a detailed view of order GF-125 is shown, including an 'Order Summary' table with columns for 'ITEM', 'ITEM PRICE', 'QUANTITY', 'PRICE', and 'ACTIONS'. The summary includes items like 'Country salad', 'Cheese burger', 'Choice of bread', 'Add-on', 'Beef Burger', 'Country Salad', 'Ice Lemon Tea', and 'Coke'. A 'Subtotal' of \$528.00 is shown at the bottom. A red arrow points to the 'Review Order' button at the bottom right.

Orders Chinatown Point GF-125 111920392-DOWIFDLSOIDFOCK

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	8
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	\$514.70	4
GF-109	\$523.50	8

Showing 1-14 of 14 Preparing orders [Select all](#)

Order Summary

ITEM	ITEM PRICE	QUANTITY	PRICE	ACTIONS
Cancel entire order if any of these are unavailable ↓				
Country salad	8.00	1	8.00	⌵ ⌶ ⌵
Cheese burger	8.00	2	16.00	⌵ ⌶ ⌵
Choice of bread	Wholemeal	Edited	Quantity adjusted	
Add-on	Cheese		2.00	
Contact customer for replacement if any of these are unavailable ↓				
Beef Burger	8.00	1	8.00	⌵ ⌶ ⌵
Country Salad	4.00	2	8.00	⌵ ⌶ ⌵
Remove from order if any of these are unavailable ↓				
Ice Lemon Tea	3.00	1	3.00	⌵ ⌶ ⌵
Coke	8.00	1	8.00	⌵ ⌶ ⌵
Removed				
Subtotal			\$528.00	
Include Tax (\$1.00)				

[Cancel Order](#) [Review Order](#)

User clicks review order button

4. Edit Order

Orders Chinatown Point

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	8
GF-123	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	\$514.70	4
GF-109	\$523.50	8

Showing 1-14 of 14 Preparing orders [Select all](#)

GF-125 111920392-DOWIFDLSOIDFOCX

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
Country Salad	8.00	1	8.00
French Fries	8.00	1	8.00
Contact customer for replacement if any of these are unavailable ↓			
Beef Burger	8.00	1	8.00
Country salad	4.00	2	8.00
Remove from order if any of these are unavailable ↓			
Cheese burger	8.00	1	8.00
Choice of bread Wholemeal			
Add-on Cheese	1.00		1.00
Edited			
Coke	2.00	2	4.00
Removed			
Subtotal			\$528.00
Include Tax (\$1.00)			
Total			\$529.00
* Note: This total value is different from the total amount customer will pay because other fees are not included here			

The updated order detail will be shared with customer and driver.

[Confirm Edited Order](#)

User confirms the edit.

4. Edit Order

Grob Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-125 ✓	\$593.20	4	Rizki Medan	Arrived	Not Printed	Ready
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a dri...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready

The updated order detail has been shared with customer and driver.

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

Successful system feedback.

Design Flows

1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready
4. Edit Order

5. Cancels Order

6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases

5

5. Cancel Order

Grob Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-125	\$593.20	4	Rizki Medan	Arrived	Not Printed	Ready
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#)

User clicks order GF-125

5. Cancel Order

The screenshot shows the Grob driver app interface. On the left is a sidebar with navigation icons. The main area is titled 'Orders Chinatown Point' and shows a list of orders under the 'Preparing (14)' tab. The order GF-125 is highlighted. To the right, there are sections for 'Driver' (Rizki Medan, Arrived), 'Customer' (Hatta), and 'Order Summary'. The 'Order Summary' table lists items like Country salad, French Fries, Beef Burger, and Cheese burger. At the bottom, there are 'Cancel Order' and 'Edit Order' buttons. A red callout bubble with a white arrow points to the 'Cancel Order' button.

Orders Chinatown Point

GF-125 111920392-DOWIFDLSOIDFOCK

Preparing (14) Ready (3) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS
GF-125	\$593.20	4
GF-122	\$593.20	4
GF-122	\$549.90	4
GF-121	\$523.50	2
GF-120	\$523.50	3
GF-119	\$523.50	8
GF-118	\$523.50	8
GF-125	\$523.50	4
GF-117	\$523.50	8
GF-115	\$522.50	2
GF-113	\$540.70	3
GF-122	\$514.70	4
GF-109	\$523.50	8

Driver
Rizki Medan
+65 3094 0492
Arrived

Customer
Hatta
+65 3094 0492

Notes from customer
Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
Country salad	3.00	2	6.00
French Fries	4.00	1	4.00
Contact customer for replacement if any of these are unavailable ↓			
Beef Burger	16.00	1	16.00
Country salad	4.00	2	8.00
Remove from order if any of these are unavailable ↓			
Cheese burger	8.00	1	8.00
Choice of bread	Honey Oat		

Showing 1-14 of 14 Preparing orders [Select all](#)

[Cancel Order](#) [Edit Order](#)

User clicks the Cancel button

5. Cancel Order

The screenshot displays the Grob app interface. On the left, a sidebar contains navigation icons. The main area shows a list of orders under the heading "Orders Chinatown Point". The orders are categorized by status: "Preparing (14)", "Ready (3)", "Upcoming (8)", and "History". A table lists the orders with columns for "SHORT ORDER ID", "ORDER VALUE", "ITEMS", "DRIVER NAME", and "ARRIVE TIME".

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-125	\$93.20	4	Rizki Medan	Arrived
GF-123	\$93.20	4	Elora Corona	2 mins
GF-122	\$49.90	4	Mike Leong	2 mins
GF-121	\$23.50	2	Xander Norton	2 mins
GF-120	\$23.50	3	Shawn Pang	4 mins
GF-119	\$23.50	8	Alex Tan	2 mins
GF-118	\$23.50	8		
GF-125	\$23.50	4	Rizki Medan	5 mins
GF-117	\$23.50	8		
GF-115	\$22.50	2	Michelle Lim	15 mins
GF-113	\$40.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for
GF-109	\$23.50	8	Mitcher Collis	Looking for

At the bottom of the list, it says "Showing 1-14 of 14 Preparing orders" and includes buttons for "Select all", "Mark as Ready", and "Print Selected Orders".

On the right, a modal window is open for order "GF-125". It shows the driver's name "Hatta" and phone number "+65 3094 0492". Under "Conversation tips", there is a message: "I'm sorry, we don't have most of the items you ordered right now. I'll cancel your order and you won't be charged. I'll update the menu so, if you'd like something else, please place a new order through GrabFood." Below this, a section titled "Why are you cancelling?" lists four reasons with radio buttons: "Some or all items are unavailable", "We're too busy right now", "We're closed right now", and "We're closing soon". A red mouse cursor is pointing at the first option. At the bottom of the modal is a "Confirm Cancellation" button.

User selects the Cancel reason

5. Cancel Order

The screenshot shows the Grob app interface. On the left, there's a sidebar with navigation icons. The main area displays a list of orders under the heading "Orders Chinatown Point". The orders are categorized by status: "Preparing (14)", "Ready (3)", "Upcoming (8)", and "History". A table lists the orders with columns for "SHORT ORDER ID", "ORDER VALUE", "ITEMS", "DRIVER NAME", and "ARRIVE TIME".

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-125	\$523.50	8	Rizki Medan	Arrived
GF-123	\$593.20	4	Elora Corona	2 mins
GF-122	\$549.90	4	Mike Leong	2 mins
GF-121	\$523.50	2	Xander Norton	2 mins
GF-120	\$523.50	3	Shawn Pang	4 mins
GF-119	\$523.50	8	Alex Tan	2 mins
GF-118	\$523.50	8		
GF-125	\$523.50	4	Rizki Medan	5 mins
GF-117	\$523.50	8		
GF-115	\$522.50	2	Michelle Lim	15 mins
GF-113	\$540.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for
GF-109	\$523.50	8	Mitcher Collis	Looking for

At the bottom of the list, there are options: "Showing 1-14 of 14 Preparing orders", "Select all", "Mark as Ready", and "Print Selected Orders".

On the right, a modal window is open for order "GF-125". It shows the driver's name "Hatta" and phone number "+65 3094 0492". Under "Conversation tips", there's a message: "I'm sorry, we don't have most of the items you ordered right now. I'll cancel your order and you won't be charged. I'll update the menu so, if you'd like something else, please place a new order through GrabFood." Below this, "Why are you cancelling?" is asked, with radio button options: "Some or all items are unavailable" (selected), "We're too busy right now", "We're closed right now", and "We're closing soon". At the bottom of the modal, there is a red "Confirm Cancellation" button, which is highlighted by a pink callout bubble and a mouse cursor.

User confirm the Cancellation

5. Cancel Order

The screenshot displays the Grob app interface. On the left, a sidebar contains navigation icons. The main area shows a list of orders under the heading "Orders Chinatown Point". The orders are categorized by status: "Preparing (14)", "Ready (3)", "Upcoming (8)", and "History". A table lists the orders with columns for "SHORT ORDER ID", "ORDER VALUE", "ITEMS", "DRIVER NAME", and "ARRIVE TIME".

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-125	\$523.50	8	Rizki Medan	Arrived
GF-123	\$593.20	4	Elora Corona	2 mins
GF-122	\$549.90	4	Mike Leong	2 mins
GF-121	\$523.50	2	Xander Norton	2 mins
GF-120	\$523.50	3	Shawn Pang	4 mins
GF-119	\$523.50	8	Alex Tan	2 mins
GF-118	\$523.50	8		
GF-125	\$523.50	4	Rizki Medan	5 mins
GF-117	\$523.50	8		
GF-115	\$522.50	2	Michelle Lim	15 mins
GF-113	\$540.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for
GF-109	\$523.50	8	Mitcher Collis	Looking for

At the bottom of the list, it says "Showing 1-14 of 14 Preparing orders" with buttons for "Select all", "Mark as Ready", and "Print Selected Orders".

The right side of the image shows a detailed view of order "GF-125". It includes the driver's name "Hatta" and phone number "+65 3094 0492". Under "Conversation tips", there is a message: "I'm sorry, we don't have most of the items you ordered right now. I'll cancel your order and you won't be charged. I'll update the menu so, if you'd like something else, please place a new order through GrabFood." Below this, "Why are you cancelling?" is shown with radio button options: "Some or all items are unavailable" (selected), "We're too busy right now", "We're closed right now", and "We're closing soon".

At the bottom right, a notification bubble states: "Order GF-125 has been cancelled successfully."

**Transitscreen
(2s)
Cancellation
system feedback**

5. Cancel Order

Orders Chinatown Point

Preparing (14) Ready (3) Upcoming (8) History

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-125	\$523.50	8	Rizki Medan	Arrived
GF-123	\$593.20	4	Elora Corona	2 mins
GF-122	\$549.90	4	Mike Leong	2 mins
GF-121	\$523.50	2	Xander Norton	2 mins
GF-120	\$523.50	3	Shawn Pang	4 mins
GF-119	\$523.50	8	Alex Tan	2 mins
GF-118	\$523.50	8		
GF-125	\$523.50	4	Rizki Medan	5 mins
GF-117	\$523.50	8		
GF-115	\$522.50	2	Michelle Lim	15 mins
GF-113	\$540.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for
GF-109	\$523.50	8	Mitcher Collis	Looking for

Showing 1-14 of 14 Preparing orders [Select all](#) [✓ Mark as Ready](#) [✎ Print Selected](#)

GF-125 111920392-DOWIFDLSOHDFOCK

You can mark them as available again later from [Menu](#)

Dairy & Eggs

- Meiji Milk 2L Full fat \$510.00
- MILKLAB Coconut Milk No sugar \$510.00
- Chew's Fresh Brown Eggs with Vitamin E 10s x 60g \$52.80

Beverages

- Coca-Cola Original Taste (Coke) 1.5L Original \$52.45
- Coca-Cola Zero Sugar (Coke) 1.5L Zero \$52.45
- Yoplait Petit Miam Strawberry Yoghurt 70G Strawberry \$52.45

[Mark as Unavailable](#)

User chooses OOS item in this order

5. Cancel Order

The screenshot shows the Grob app interface. On the left, there's a sidebar with navigation icons. The main area displays a list of orders under the heading 'Orders Chinatown Point'. The orders are categorized by status: Preparing (14), Ready (3), Upcoming (8), and History. A table lists the orders with columns for Short Order ID, Order Value, Items, Driver Name, and Arrive Time. The order GF-125 is highlighted in the list.

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-125	\$523.50	8	Rizki Medan	Arrived
GF-123	\$593.20	4	Elora Corona	2 mins
GF-122	\$549.90	4	Mike Leong	2 mins
GF-121	\$523.50	2	Xander Norton	2 mins
GF-120	\$523.50	3	Shawn Pang	4 mins
GF-119	\$523.50	8	Alex Tan	2 mins
GF-118	\$523.50	8		
GF-125	\$523.50	4	Rizki Medan	5 mins
GF-117	\$523.50	8		
GF-115	\$522.50	2	Michelle Lim	15 mins
GF-113	\$540.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for
GF-109	\$523.50	8	Mitcher Collis	Looking for

On the right, a detailed view of order GF-125 is shown. It includes a header with the order ID and a close button. Below the header, there's a message: 'You can mark them as available again later from Menu'. The items are categorized into 'Dairy & Eggs' and 'Beverages'. The 'Dairy & Eggs' section includes Meiji Milk 2L (checked), MILKLAB Coconut Milk, and Chew's Fresh Brown Eggs with Vitamin E. The 'Beverages' section includes Coca-Cola Original Taste (Coke) 1.5L and Coca-Cola Zero Sugar (Coke) 1.5L. At the bottom, there's a green button labeled 'Mark as Unavailable' which is highlighted by a red arrow.

User confirms OOS items

5. Cancel Order

The screenshot shows the Grob Orders management interface for 'Chinatown Point'. The interface includes a sidebar with navigation icons, a top navigation bar with the Grob logo and location, and a main content area with a table of orders. A notification bubble is overlaid on the table, indicating that items are marked as unavailable successfully.

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$523.50	8	Rizki Medan	Arrived	Printed	Ready
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Nig			
<input type="checkbox"/>	GF-122	14.70 SGD	4	Nathew Aver			
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

Items are marked as unavailable successfully.

Successful system feedback

Design Flows

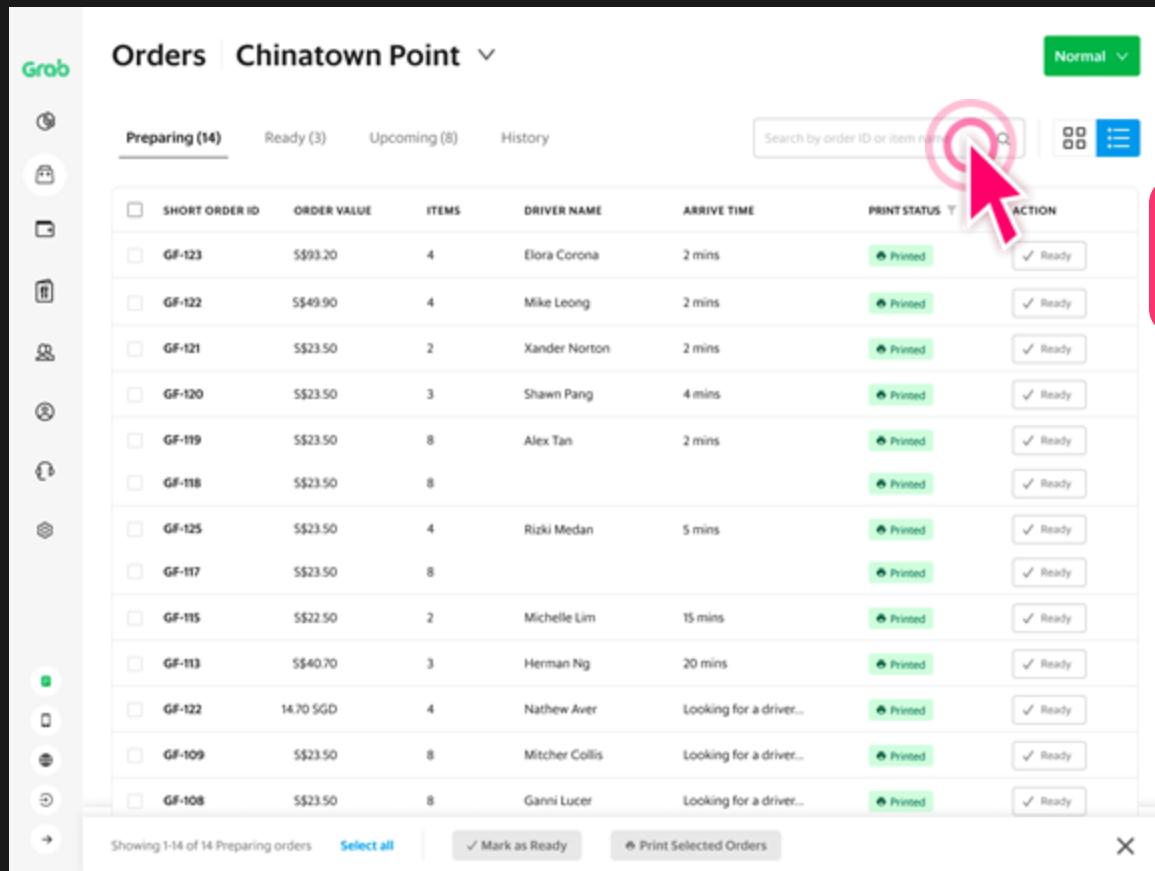
1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready
4. Edit Order
5. Cancels Order

6. Search Order

7. Switch Store Status
8. Prints Receipts by Bulk
9. Multi Store Use Cases

6

6. Search Order



The screenshot displays the Grob Orders interface for 'Chinatown Point'. The interface shows a list of 14 orders in the 'Preparing' state. A search bar is located at the top right of the order list, with a red circle and a red arrow pointing to it, indicating the search function.

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	14.70 SGD	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User invokes the search function

6. Search Order

Before the user types, Grab generated search queries are shown to help the merchant user solve for typical use cases. (P1)

Recent Searches (P0)

The screenshot displays the Grob merchant interface for 'Orders' at 'Chinatown Point'. A search dropdown menu is open, showing suggestions for 'Orders with unavailable items', 'Large orders (>30 items)', 'Orders with frozen items', and recent searches for 'Meiji', 'Parmesan Cheese', and 'Organic Lemons'. The main order list includes columns for order ID, amount, item count, driver name, and arrival time. At the bottom, there are buttons for 'Select all', 'Mark as Ready', and 'Print Selected Orders'.

Order ID	Amount	Item Count	Driver Name	Arrive Time	Status	Ready
GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
GF-117	\$523.50	8			Printed	Ready
GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
GF-122	14.70 SGD	4	Nathew Aver	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Printed	Ready

6. Search Order

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME
GF-123	\$593.20	4	Elora Corona	2 mins
GF-122	\$549.90	4	Mike Leong	2 mins
GF-121	\$523.50	2	Xander Norton	2 mins
GF-120	\$523.50	3	Shawn Pang	4 mins
GF-119	\$523.50	8	Alex Tan	2 mins
GF-118	\$523.50	8		
GF-125	\$523.50	4	Rizki Medan	5 mins
GF-117	\$523.50	8		
GF-115	\$522.50	2	Michelle Lim	15 mins
GF-113	\$540.70	3	Herman Ng	20 mins
GF-122	14.70 SGD	4	Nathew Aver	Looking for a driver...
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...

Showing 1-14 of 14 Preparing orders [Select all](#) ✓ Mark as Ready 🖨️ Print Selected Orders

As the user types, relevant search results are shown.

6. Search Order

Grob Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Meiji

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	STATUS	ACTION
GF-123	\$593.20	4	Elora Corona	2 mins	Preparing	Ready
GF-122	\$549.90	4	Mike Leong	2 mins	Preparing	Ready
GF-121	\$523.50	2	Xander Norton	2 mins	Preparing	Ready
GF-120	\$523.50	3	Shawn Pang	4 mins	Preparing	Ready
GF-119	\$523.50	8	Alex Tan	2 mins	Preparing	Ready
GF-118	\$523.50	8			Preparing	Ready
GF-125	\$523.50	4	Rizki Medan	5 mins	Preparing	Ready
GF-117	\$523.50	8			Preparing	Ready
GF-115	\$522.50	2	Michelle Lim	15 mins	Preparing	Ready
GF-113	\$540.70	3	Herman Ng	20 mins	Preparing	Ready
GF-122	14.70 SGD	4	Nathew Aver	Looking for a driver...	Preparing	Ready
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Preparing	Ready
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Preparing	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) ✓ Mark as Ready 🖨️ Print Selected Orders ✕

6. Search Order

Showing 1-3 of 3 search results

BOOKING ID	ORDER ID	ORDER VALUE	ITEMS	ARRIVE TIME	ORDER STATUS	PRINT STATUS	ACTION
ADR-0907351-3-1927	GF-125	\$523.50	10	3 mins	Preparing	Not Printed	Ready
2 x Meiji Milk 2L <small>If unavailable, cancel entire order</small> Full fat							
ADR-0907351-3-1927	GF-124	\$539.80	8	4 mins	Preparing	Not Printed	Ready
1 x Meiji Milk 2L <small>If unavailable, contact customer for replacement</small> Full fat							
ADR-0907351-3-1927	GF-111	\$530.30	2	Oct 21 2021 11:10am	Delivered	Not Printed	
1 x Meiji Milk 2L Full fat							

User clicks on the order

6. Search Order

The screenshot displays the Grob app interface. On the left, a sidebar contains navigation icons. The main area is titled "Orders Chinatown Point" and shows search results for "Meiji Milk 2L Full fat". The results are listed in a table with columns for "BOOKING ID", "ORDER ID", and "QUANTITY".

BOOKING ID	ORDER ID	QUANTITY
ADR-0907351-3-1927	GF-125	23
ADR-0907351-3-1927	GF-124	39
ADR-0907351-3-1927	GF-111	30

The detailed view for order GF-125 is shown on the right. It includes driver and customer information, a booking ID, and a note from the customer: "Please knock on door, don't use bell - baby is sleeping." Below this is an "Order Summary" table.

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
Country salad	8.00	1	8.00
French Fries	8.00	1	8.00
Contact customer for replacement if any of these are unavailable ↓			
Beef Burger	8.00	1	8.00
Country salad	4.00	2	8.00
Remove from order if any of these are unavailable ↓			
Cheese burger	8.00	1	8.00
Choice of bread	Honey Oat		

At the bottom right, there are two buttons: "Cancel Order" (red) and "Edit Order" (green).

Order details opens in side panel.

Design Flows

1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready
4. Edit Order
5. Cancels Order
6. Search Order

7. Switch Store Status 🖱️

8. Prints Receipts by Bulk
9. Multi Store Use Cases

7

7. Switch Store Status - Normal to Busy

The screenshot displays the Grob Orders management interface for the store 'Chinatown Point'. The interface is organized into three main columns: 'Preparing' (4 items), 'Ready' (3 items), and 'Upcoming' (3 items). Each item card includes the customer name, order ID, item count, and a 'Ready' button. A red circle highlights the 'Normal' status button in the top right corner, with a red arrow pointing to it from a pink callout box.

Orders Chinatown Point Normal

Ongoing (24) History

Preparing 4 items **Ready** 3 items **Upcoming** 3 items

Customer	Order ID	Items	Status
Rizki Medan	GF-125	3 items for Hatta	Ready
Elora Corona	GF-124	3 items for Leon	Ready
Elora Corona	GF-123	3 items for Leon	Ready
Xander Norton	GF-121	6 items for Bryn	Ready
	GF-120	2 items for Leroy	Ready
Alex Tan	GF-121		
Marina Cooke	GF-119	3 items for Agsa	Ready
Rizki Medan	GF-118	3 items for Armie	Ready
Joshua Tang	GF-117	3 items for Agsa	Ready
	GF-134	4 items for Zoya	Upcoming
	GF-135	4 items for Elsa	Upcoming
	GF-136	4 items for Abbie	Upcoming
	GF-137	4 items for Cavan	Upcoming
	GF-138	5 items for Hugh	Upcoming

User clicks the Normal button

7. Switch Store Status - Normal to Busy

The screenshot displays the Grob app interface for a store named 'Chinatown Point'. The store status is currently set to 'Normal'. The interface shows two columns of orders: 'Preparing' and 'Ready'. A 'Set store status' dialog box is open, allowing the user to change the store's status. The dialog lists three options: 'Normal' (selected), 'Busy', and 'Paused'. A pink callout bubble with a target icon points to the 'Busy' option, with the text 'User selects Busy mode'. The 'Confirm' button is visible at the bottom of the dialog.

Orders Chinatown Point Normal

Ongoing (24) History

Preparing (13 items)

- Rizki Medan 2 mins
GF-125 3 items for Hatta ✓ Ready
- Elora Corona 2 mins
GF-124 3 items for Leon ✓ Ready
- Elora Corona 2 mins
GF-123 3 items for Leon ✓ Ready
- Xander Norton 3 mins
GF-121 6 items for Bryn ✓ Ready
- GF-120 2 items for Leroy ✓ Ready
- Alex Tan 3 mins
GF-121

Ready (1)

- Marina Cooke 2 mins
GF-119 3 items for Agsa
- Rizki Medan 3 mins
GF-118 3 items for Anis
- Joshua Tang 3 mins
GF-117 3 items for Agsa

Set store status

- Normal**
Opens 8:00am - 10:00pm today ✓
- Busy**
Adjust the preparation time for orders
- Paused**
Stop orders temporarily

Confirm

Tomorrow

- GF-136 4 items for Abbie Tomorrow, 5:40pm
- GF-137 4 items for Cavan Tomorrow, 6:00pm

Sunday, Dec 21

- GF-138 5 items for Hugh Tomorrow, 5:40pm

7. Switch Store Status - Normal to Busy

The screenshot displays the Grob app interface for a store named 'Chinatown Point'. The store status is currently 'Normal'. A 'Set store status' dialog box is open, allowing the user to change the status to 'Busy'. The 'Busy' option is selected, and the preparation time is set to 20 minutes. A pink callout bubble points to the '20 min' field with the text 'User sets 25 mins preparation time'.

Orders Chinatown Point Normal

Ongoing (24) History

Preparing 13 items Ready 1

Customer	Order ID	Items	Status	Time
Rizki Medan	GF-125	3 items for Hatta	Ready	2 mins
Elora Corona	GF-124	3 items for Leon	Ready	2 mins
Elora Corona	GF-123	3 items for Leon	Ready	2 mins
Xander Norton	GF-121	6 items for Bryn	Ready	3 mins
	GF-120	2 items for Leroy	Ready	
Alex Tan	GF-121			3 mins
Marina Cooke	GF-119	3 items for Agsa	Ready	2 mins
Rizki Medan	GF-118	3 items for Amie	Ready	3 mins
Joshua Tang	GF-117	3 items for Agsa	Ready	3 mins

Set store status

Normal
Opens 8:00am - 10:00pm today

Busy
How much time do you need to prepare an order?
20 min

Paused
Stop orders temporarily

Confirm

tomorrow

GF-136 Tomorrow, 5:40pm
4 items for Abbie

GF-137 Tomorrow, 6:00pm
4 items for Cavan

Sunday, Dec 21

GF-138 Tomorrow, 5:40pm
5 items for Hugh

7. Switch Store Status - Normal to Busy

The screenshot displays the Grob app interface for a store named 'Chinatown Point'. The store status is currently 'Normal'. A 'Set store status' dialog box is open, showing three options: 'Normal' (selected), 'Busy' (with a 25 min timer), and 'Paused'. A red mouse cursor is clicking the 'Confirm' button. A pink callout box on the right says 'User confirms the selection'.

Orders Chinatown Point Normal

Ongoing (24) History

Preparing (13 items)

Ready (1)

Order ID	Customer	Items	Status
GF-125	Rizki Medan	3 items for Hatta	Ready
GF-124	Elora Corona	3 items for Leon	Ready
GF-123	Elora Corona	3 items for Leon	Ready
GF-121	Xander Norton	6 items for Bryn	Ready
GF-120	Xander Norton	2 items for Leroy	Ready
GF-121	Alex Tan	3 items for Leon	Ready
GF-119	Marina Cooke	3 items for Agsa	Ready
GF-118	Rizki Medan	3 items for Amie	Ready
GF-117	Joshua Tang	3 items for Agsa	Ready
GF-136	Abbie	4 items for Abbie	Tomorrow, 5:00pm
GF-137	Cavan	4 items for Cavan	Tomorrow, 6:00pm
GF-138	Hugh	5 items for Hugh	Tomorrow, 5:40pm

User confirms the selection

7. Switch Store Status - Busy to Paused

The screenshot shows the Grob Orders management interface for the store 'Chinatown Point'. The status is currently 'Busy'. The interface is divided into three main sections: 'Preparing', 'Ready', and 'Upcoming'. Each section contains a list of orders with details such as the customer name, order ID, and item count.

Preparing (24)	Ready (1)	Upcoming (1)
<p>Rizki Medan 2 mins GF-125 3 items for Hatta ✓ Ready</p>	<p>Marina Cooke 2 mins GF-119 3 items for Agsa</p>	<p>Today</p> <p>GF-134 Today, 1:30pm 4 items for Zoya</p> <p>GF-135 Today, 6:00pm 4 items for Elsa</p> <p>Tomorrow</p> <p>GF-136 Tomorrow, 5:40pm 4 items for Abbie</p> <p>GF-137 Tomorrow, 6:00pm 4 items for Cavan</p> <p>Sunday, Dec 21</p> <p>GF-138 Tomorrow, 5:40pm 5 items for Hugh</p>
<p>Elora Corona 2 mins GF-124 3 items for Leon ✓ Ready</p>	<p>Rizki Medan 3 mins GF-118 3 items for Amie</p>	
<p>Elora Corona 2 mins GF-123 3 items for Leon ✓ Ready</p>	<p>Joshua Tang 3 mins GF-117 3 items for Agsa</p>	
<p>Xander Norton 3 mins GF-121 6 items for Bryn ✓ Ready</p>		
<p>GF-120 2 items for Leroy ✓ Ready</p>		
<p>Alex Tan 3 mins GF-121</p>		

User clicks the status button

7. Switch Store Status - Busy to Paused

The screenshot shows the Grob app interface for a store named 'Chinatown Point'. The store status is currently 'Busy'. A 'Set store status' dialog box is open, allowing the user to change the status. The dialog has three options: 'Normal' (selected), 'Busy', and 'Paused'. The 'Paused' option is highlighted in green, and a red target icon with a pink arrow points to it. The 'Confirm' button is also visible. The background shows a list of orders in 'Preparing' and 'Ready' states.

Set store status

- Normal**
Opens 8:00am - 10:00pm today
- Busy**
How much time do you need to prepare an order?
- 25 min +
- Paused**
Stop orders temporarily

Confirm

Preparing (13 items)

- Rizki Medan 2 mins
GF-125 3 items for Hatta ✓ Ready
- Elora Corona 2 mins
GF-124 3 items for Leon ✓ Ready
- Elora Corona 2 mins
GF-123 3 items for Leon ✓ Ready
- Xander Norton 3 mins
GF-121 6 items for Bryn ✓ Ready
- GF-120 2 items for Leroy ✓ Ready
- Alex Tan 3 mins
GF-121

Ready (1)

- Marina Cooke 2 mins
GF-119 3 items for Agsa
- Rizki Medan 3 mins
GF-118 3 items for Amie
- Joshua Tang 3 mins
GF-117 3 items for Agsa

Tomorrow

- GF-136 Tomorrow, 5:40pm
4 items for Abbie
- GF-137 Tomorrow, 6:00pm
4 items for Cavan
- Sunday, Dec 21
- GF-138 Tomorrow, 5:40pm
5 items for Hugh

User selects Paused mode

7. Switch Store Status - Busy to Paused

The screenshot shows the Grob app interface for a store named 'Chinatown Point'. The store status is currently 'Busy'. A 'Set store status' dialog box is open, allowing the user to change the status to 'Normal', 'Busy', or 'Paused'. The 'Paused' option is selected, and a red circle with a white mouse cursor points to the 'Confirm' button.

Orders Chinatown Point Busy

Ongoing (24) History

Preparing (1) 13 items > **Ready (1)**

Order ID	Customer	Items	Status	Time
GF-125	Rizki Medan	3 items for Hatta	Ready	2 mins
GF-124	Elora Corona	3 items for Leon	Ready	2 mins
GF-123	Elora Corona	3 items for Leon	Ready	2 mins
GF-121	Xander Norton	6 items for Bryn	Ready	3 mins
GF-120		2 items for Leroy	Ready	
GF-121	Alex Tan			3 mins
GF-119	Marina Cooke	3 items for Agsa	Ready	2 mins
GF-118	Rizki Medan	3 items for Arnie	Ready	3 mins
GF-117	Joshua Tang	3 items for Agsa	Ready	3 mins

Set store status

Normal
Opens 8:00am - 10:00pm today

Busy
Adjust the preparation time for orders

Paused
How long do you want to stop incoming order for?
30 mins 1 hour 24 hours

Confirm

GF-136 Tomorrow, 5:00pm
4 items for Abbie

GF-137 Tomorrow, 6:00pm
4 items for Cavan

Sunday, Dec 21

GF-138 Tomorrow, 5:40pm
5 items for Hugh

User confirms selection

7. Switch Store Status - Busy to Paused

The screenshot shows the Grob driver app interface for a store named "Chinatown Point". The store status is "Paused", indicated by a red button in the top right corner. A notification banner at the top states "Incoming orders paused until 15:06, 09 Feb." with a "Resume Orders" button. Below this, there are sections for "Ongoing (11)", "Preparing", "Ready", and "Upcoming". The "Ready" section lists three orders: GF-119 (3 items for Agia, 2 mins), GF-118 (3 items for Amie, 3 mins), and GF-117 (3 items for Agia, 3 mins). The "Upcoming" section lists two orders: GF-134 (4 items for Zoya, Today, 1:30pm) and GF-135 (4 items for Elia, Today, 6:00pm). A tip box in the "Preparing" section reads: "Tip: Keep marking orders as Ready! We are able to deliver a great experience to our customers when you mark orders as ready." The left sidebar contains various navigation icons, and the bottom bar shows a home indicator.

Paused

Orders Chinatown Point

Incoming orders paused until 15:06, 09 Feb.
To get incoming orders again, you may resume orders.

Resume Orders

Ongoing (11) History

Search by order ID or item name

Preparing

Ready 3

Upcoming 13 items

Today

GF-134 Today, 1:30pm
4 items for Zoya

GF-135 Today, 6:00pm
4 items for Elia

Tomorrow

GF-136 Tomorrow, 5:40pm
4 items for Abbie

GF-137 Tomorrow, 6:00pm
4 items for Cavan

Sunday, Dec 21

Tip: Keep marking orders as Ready!
We are able to deliver a great experience to our customers when you mark orders as ready.

User could resume orders here

Design Flows

1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready
4. Edit Order
5. Cancels Order
6. Search Order
7. Switch Store Status

8. Prints Receipts by Bulk 🖱️

9. Multi Store Use Cases



8. Prints Receipts by Bulk

Grob Orders **Chinatown Point** Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User clicks on the print status filter

8. Prints Receipts by Bulk

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
GF-123	\$593.20	4	Elora Corona	2 mins	All	14 orders
GF-122	\$549.90	4	Mike Leong	2 mins	Not Printed	10 orders
GF-121	\$523.50	2	Xander Norton	2 mins	Printed	1 orders
GF-120	\$523.50	3	Shawn Pang	4 mins	Not Printed	Ready
GF-119	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
GF-118	\$523.50	8			Printed	Ready
GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
GF-117	\$523.50	8			Printed	Ready
GF-115	\$522.50	2	Michelle Lim	15 mins	Not Printed	Ready
GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User selects Not printed status

8. Prints Receipts by Bulk

The screenshot shows the Grob Orders interface for 'Chinatown Point'. The 'Preparing (14)' tab is active. A filter 'Not Printed' is applied. A table lists 10 orders, all with a 'Not Printed' status. A red circle highlights the first checkbox in the table, and a red arrow points to it. The bottom of the interface shows 'Showing 1-10 of 10 filtered orders' and buttons for 'Select all', 'Mark as Ready', and 'Print Selected Orders'.

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
<input checked="" type="checkbox"/>	\$593.20	4	Elora Corona	2 mins	Not Printed	Ready
<input type="checkbox"/>	\$549.90	4	Mike Leong	2 mins	Not Printed	Ready
<input type="checkbox"/>	\$523.50	2	Xander Norton	2 mins	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Alex Tan	2 mins	Not Printed	Ready
<input type="checkbox"/>	\$514.70	4	Nathew Aver	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Mitcher Collis	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Ganni Lucer	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Rizki Medan	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Rizki Medan	Looking for a driver...	Not Printed	Ready
<input type="checkbox"/>	\$523.50	8	Rizki Medan	Looking for a driver...	Not Printed	Ready

User selects all the not printed orders

8. Prints Receipts by Bulk

The screenshot shows the Grob Orders interface for 'Chinatown Point'. The interface includes a sidebar with navigation icons, a top bar with the Grob logo and location, and a main content area with filters and a table of orders. A red arrow points to the 'Print Selected Orders' button at the bottom of the table.

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcoming (8) History

Search by order ID or item name

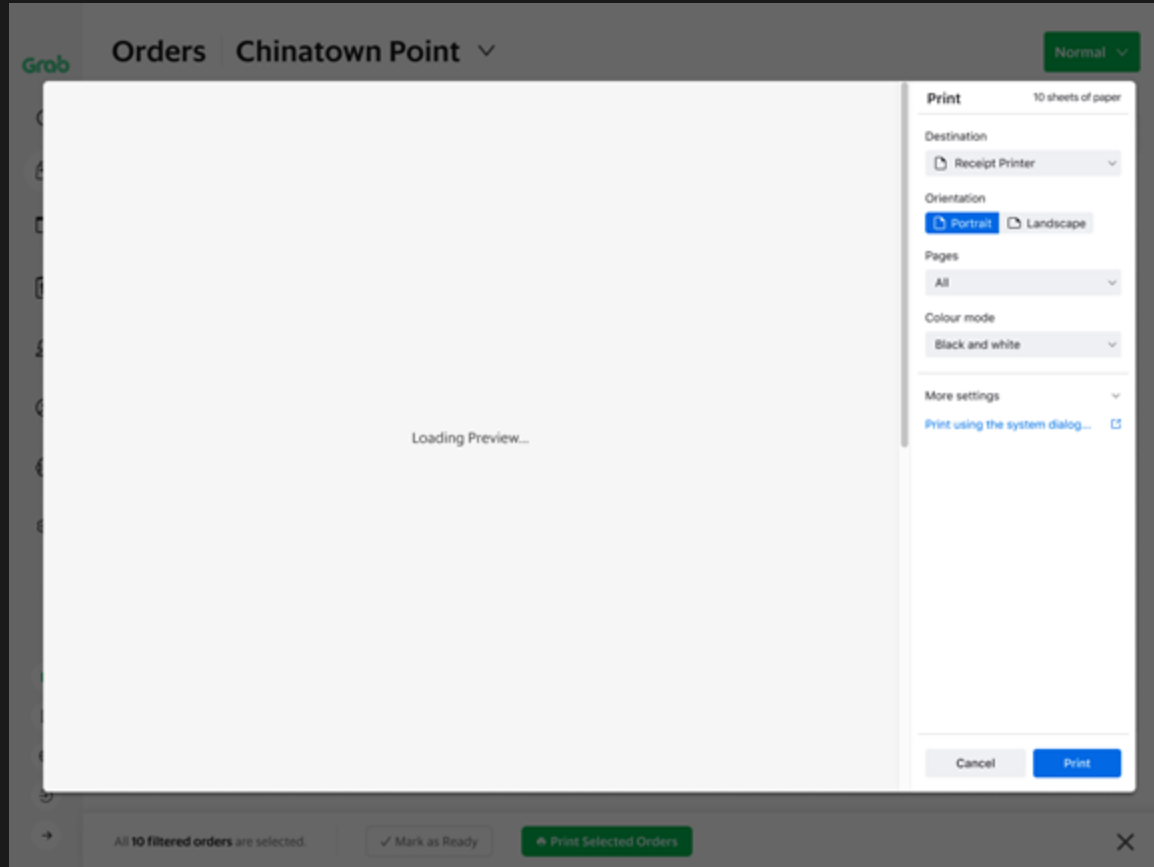
Not Printed

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready
GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Rizki Medan	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Rizki Medan	Looking for a driver...	Printed	Ready
GF-109	\$523.50	8	Rizki Medan	Looking for a driver...	Printed	Ready

All 10 filtered orders are selected. Mark as Ready Print Selected Orders

User clicks print order button

8. Prints Receipts by Bulk



Transitscreen
:
Loading
preview

8. Prints Receipts by Bulk

The screenshot shows a software interface for managing orders. At the top, there's a header with the 'Grab' logo, 'Orders', and 'Chinatown Point'. A 'Normal' dropdown menu is visible in the top right. The main content area displays a receipt preview for 'GrabMart' with order ID 'GM-123'. The receipt includes pickup time '14:30', items like 'Pepsi Original' and 'Crimes Red Wine', and a total of '5528.00'. To the right of the receipt is a 'Print' settings panel with options for destination, orientation (Portrait selected), pages, and color mode. A red mouse cursor is clicking the 'Print' button in this panel.

GrabMart
GM-123

Pickup at 14:30
Placed at 14:15, Tue 27
2 items for Wilson

1x Pepsi Original	4.00
- Pack of 2 (1.2 L each)	
- Code: 15FKSFH2850KS234	
1x Crimes Red Wine - Cabernet Sauvignon	24.00
- Pack of 2 (750ml each)	
- Code: 15FKSFH2850KS926	

Subtotal 5528.00
Includes Tax (551.00)

Total 5528.00

Note to customer: check order receipt in your app for the final price.

ABC Mart

1/10

Print 10 sheets of paper

Destination
Receipt Printer

Orientation
Portrait Landscape

Pages
All

Colour mode
Black and white

More settings
Print using the system dialog...

Cancel Print

All 10 filtered orders are selected. ✓ Mark as Ready Print Selected Orders

User confirms printing

8. Prints Receipts by Bulk

- Printer printing 10 orders...



Design Flows

1. First time user of order manager on Portal
2. View Orders
3. Mark Order as Ready
4. Edit Order
5. Cancels Order
6. Search Order
7. Switch Store Status
8. Prints Receipts by Bulk

9. Multi Store Use Cases

9

9. Multi Store Use Cases

The screenshot shows the Grob Orders management interface for the store 'Chinatown Point'. The interface includes a sidebar with navigation icons, a top header with the store name and a 'Normal' filter, and a main table of orders. A red callout box highlights the store name 'Chinatown Point' in the header, with a mouse cursor icon pointing to it and the text 'User clicks the store name'.

Orders Chinatown Point Normal

Preparing (14) Ready (3) Upcom

by order ID or item name

<input type="checkbox"/>	SHORT ORDER ID	ORDER VALUE	ITEMS			PRINT STATUS	ACTION
<input type="checkbox"/>	GF-123	\$593.20	4	Elora Corona	2 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$549.90	4	Mike Leong	2 mins	Printed	Ready
<input type="checkbox"/>	GF-121	\$523.50	2	Xander Norton	2 mins	Printed	Ready
<input type="checkbox"/>	GF-120	\$523.50	3	Shawn Pang	4 mins	Printed	Ready
<input type="checkbox"/>	GF-119	\$523.50	8	Alex Tan	2 mins	Printed	Ready
<input type="checkbox"/>	GF-118	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-125	\$523.50	4	Rizki Medan	5 mins	Printed	Ready
<input type="checkbox"/>	GF-117	\$523.50	8			Printed	Ready
<input type="checkbox"/>	GF-115	\$522.50	2	Michelle Lim	15 mins	Printed	Ready
<input type="checkbox"/>	GF-113	\$540.70	3	Herman Ng	20 mins	Printed	Ready
<input type="checkbox"/>	GF-122	\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-109	\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready
<input type="checkbox"/>	GF-108	\$523.50	8	Ganni Lucer	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

9. Multi Store Use Cases

Orders Chinatown Point Normal

Preparing (14)

Search by store Name

Search by order ID or item name

All stores

- Chinatown Point
- Tanjong Pagar**
- Ion
- Takashimaya
- Vivo City
- Tampines One


SHORT OR	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
GF-123	Elor		Printed	Ready
GF-122	Mik		Printed	Ready
GF-121	Xan		Printed	Ready
GF-120	Sha		Printed	Ready
GF-119	Alex Tan	2 mins	Printed	Ready
GF-118			Printed	Ready
GF-125	Rizki Medan	5 mins	Printed	Ready
GF-117			Printed	Ready
GF-115	Michelle Lim	15 mins	Printed	Ready
GF-113	Herman Ng	20 mins	Printed	Ready
GF-122	Nathew Aver	Looking for a driver...	Printed	Ready
GF-109	Mitcher Collis	Looking for a driver...	Printed	Ready
GF-108	Ganni Lucer	Looking for a driver...	Printed	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

9. Multi Store Use Cases

Grob Orders **Tanjong Pagar** Closed

Preparing (0) Ready (0) Upcoming (8)

SHORT ORDER ID	ORDER VALUE	ITEMS	DRIVER NAME	ARRIVE TIME	PRINT STATUS	ACTION
 Open tomorrow, Aug 19 at 10:30 am						

9. Multi Store Use Cases

Orders Chinatown Point Normal

Preparing (14)

Search by store Name

Search by order ID or item name

All stores

Chinatown Point

Tanjong Pagar

Shaw House

Lucky Plaza

Vivo City

Tampines One

									ACTION
<input type="checkbox"/>	SHORT OR	Chinatown Point							Ready
<input type="checkbox"/>	GF-123	Tanjong Pagar			Liora Corona	2 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-122	Shaw House			Mike Leong	2 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-121	Lucky Plaza			Xander Norton	2 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-120	Vivo City			Shawn Pang	4 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-119	Tampines One			Alex Tan	2 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-118		\$523.50	8			Printed	Ready	Ready
<input type="checkbox"/>	GF-125		\$523.50	4	Rizki Medan	5 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-117		\$523.50	8			Printed	Ready	Ready
<input type="checkbox"/>	GF-115		\$522.50	2	Michelle Lim	15 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-113		\$540.70	3	Herman Ng	20 mins	Printed	Ready	Ready
<input type="checkbox"/>	GF-122		\$514.70	4	Nathew Aver	Looking for a driver...	Printed	Ready	Ready
<input type="checkbox"/>	GF-109		\$523.50	8	Mitcher Collis	Looking for a driver...	Printed	Ready	Ready
<input type="checkbox"/>	GF-108		\$523.50	8	Ganni Lucer	Looking for a driver...	Printed	Ready	Ready

Showing 1-14 of 14 Preparing orders [Select all](#) Mark as Ready Print Selected Orders

User selects all stores

9. Multi Store Use Cases

Grob Orders

All Stores (18)

STORE NAME	ONGOING ORDERS	STORE STATUS	BUSINESS TYPE	CITY	AD
Tanjong Pagar	39	Busy	GrabFood	Singapore	13
Chinatown Point	30	Normal	GrabFood	Singapore	133 New Bridge Rd, #01-03 Chinatown Point
Shaw House	20	Normal	GrabFood	Singapore	350 Orchard Rd, 05-12/13/21 Shaw House, Singapore
Shaw House	16	Normal	GrabMart	Singapore	350 Orchard Rd, 05-12/13/21 Shaw House, Singapore
Lucky Plaza	15	Normal	GrabFood	Singapore	304 Orchard Rd, B1-19/20/21/22/23/24/44/45/46 Luck
Vivo City	12	Normal	GrabFood	Singapore	1 HarbourFront Walk, B2-40/41 VivoCity, Singapore
Aeon Mall Celadon Tân Phú	10	Normal	GrabFood	Ho Chi Minh	30 Đ. Tân Thắng, Sơn Kỳ, Tân Phú, Thành phố Hồ C
Sarinah Malang	8	Normal	GrabFood	Hanoi	2 P. Hàng Bài, Tràng Tiền, Hoàn Kiếm, Hà Nội, Vietn
Sarinah Malang	6	Normal	GrabMart	Jakarta	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	6	Normal	GrabFood	Bandung	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	5	Normal	GrabFood	Surabaya	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	-	Closed	GrabFood	Makassar	133 New Bridge Rd, #01-03 Chinatown Point

9. Multi Store Use Cases

Grob

Orders

All Stores (18)

STORE NAME	ONGOING ORDERS	STORE STATUS	BUSINESS TYPE	CITY	ADDRESS
Tanjong Pagar	39	Busy	GrabFood	Singapore	133 New Bridge Rd, #01-03 Chinatown Point
Chinatown Point	30	Normal	GrabFood	Singapore	133 New Bridge Rd, #01-03 Chinatown Point
Shaw House	20	Normal	GrabFood	Singapore	350 Orchard Rd, 05-12/13/21 Shaw House, Singapore
Shaw House	12	Normal	GrabMart	Singapore	350 Orchard Rd, 05-12/13/21 Shaw House, Singapore
Lucky Plaza	15	Normal	GrabFood	Singapore	304 Orchard Rd, B1-19/20/21/22/23/24/44/45/46 Lucky Plaza
Vivo City	5	Normal	GrabFood	Singapore	1 HarbourFront Walk, B2-40/41 VivoCity, Singapore
Aeon Mall Celadon Tân Phú	24	Normal	GrabFood	Ho Chi Minh	30 Đ. Tân Thắng, Sơn Kỳ, Tân Phú, Thành phố Hồ Chí Minh
Sarinah Malang →	18	Normal	GrabFood	Hanoi	133 New Bridge Rd, #01-03 Chinatown Point
Sarinah Malang	13	Normal	GrabMart	Jakarta	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	80	Normal	GrabFood	Bandung	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	39	Normal	GrabFood	Surabaya	133 New Bridge Rd, #01-03 Chinatown Point
ChinaTown Point	41	Closed	GrabFood	Makassar	133 New Bridge Rd, #01-03 Chinatown Point

Appendix

I. Item summary

II. Card view: Ready and Upcoming order details

1. Item summary

The screenshot displays the Grob Orders interface for Chinatown Point. The interface is organized into several sections:

- Header:** Grob logo, location "Chinatown Point", and a "Normal" status dropdown.
- Navigation:** "Ongoing (24)" and "History" tabs. A search bar for "Search by order ID or item name" and a menu icon.
- Preparing (13 items):** A list of orders with their status and a "Ready" button. A red arrow points to the "Ready" button for order GF-124.
- Ready (1 item):** A list of orders that are ready for pickup.
- Upcoming (13 items):** A list of orders scheduled for future delivery, categorized by "Today" and "Tomorrow".

Order ID	Customer	Items	Status	Time
GF-124	Elora Corona	3 items for Leon	Preparing	2 mins
GF-123	Elora Corona	3 items for Leon	Preparing	2 mins
GF-121	Xander Norton	6 items for Bryn	Preparing	3 mins
GF-120	Xander Norton	2 items for Leroy	Preparing	3 mins
GF-121	Alex Tan	6 items for Bryn	Preparing	3 mins
GF-119	Alex Tan	2 items for Leroy	Preparing	3 mins
GF-119	Marina Cooke	3 items for Agsa	Ready	2 mins
GF-118	Rizki Medan	3 items for Arnie	Ready	3 mins
GF-117	Joshua Tang	3 items for Agsa	Ready	3 mins
GF-134	Zoya	4 items for Zoya	Upcoming	Today, 1:30pm
GF-135	Elsa	4 items for Elsa	Upcoming	Today, 6:00pm
GF-136	Abbie	4 items for Abbie	Upcoming	Tomorrow, 5:40pm
GF-137	Cavan	4 items for Cavan	Upcoming	Tomorrow, 6:00pm
GF-138	Hugh	5 items for Hugh	Upcoming	Tomorrow, 5:40pm

1. Item summary

Grob

Item Summary

Preparing (18) Upcoming (13)

ITEM NAME ▾	CATEGORY ▾	QUANTITY ▾
[Merchant Brothers] Artisan Fresh - China Pkikan	CNY Specials	5
2 X Lays classic	CNY Specials	4
2 X Lay's Sour Cream N Onion	CNY Specials	4
[Merchant Brothers] Artisan Fresh - Traffic Light	Fruits & Vegetables	3
[Merchant Brothers] Artisan Fresh - Spring Onion	Fruits & Vegetables	3
[Merchant Brothers] Artisan Fresh - Cherry Tomatoes on Vine	Fruits & Vegetables	2
[Merchant Brothers] Artisan Fresh - White Button Mushroom	Fruits & Vegetables	2
[Merchant Brothers] MILKLAB Coconut Milk	Dairy & Eggs	1
[Merchant Brothers] MILKLAB Soy Milk	Dairy & Eggs	1
[Merchant Brothers] MILKLAB Oat Milk	Dairy & Eggs	1


Taps the item row to expand the item breakdown by order number

1. Item summary

Grob

Item Summary

Preparing (18) Upcoming (13)



ITEM NAME	CATEGORY	QUANTITY		
<input type="checkbox"/> CNY Specials	[Merchant Brothers] Artisan Fresh - China Pikan	5		
#NO.	MODIFIERS	QUANTITY	ORDER ID	CUSTOMER'S INSTRUCTION
1	12 per pack	1	GF-123	If unavailable, cancel entire order
2	12 per pack	1	GF-122	If unavailable, cancel entire order
3	12 per pack	1	GF-121	If unavailable, contact customer for replacement
4	12 per pack	1	GF-120	If unavailable, remove from order
5	12 per pack	1	GF-119	If unavailable, remove from order
<input type="checkbox"/> 2 X Lays classic	CNY Specials	4		
<input type="checkbox"/> 2 X Lay's Sour Cream N Onion	CNY Specials	4		
<input type="checkbox"/> [Merchant Brothers] Artisan Fresh - Traffic Light	Fruits & Vegetables	3		
<input type="checkbox"/> [Merchant Brothers] Artisan Fresh - Spring Onion	Fruits & Vegetables	3		
<input type="checkbox"/> [Merchant Brothers] Artisan Fresh - Cherry Tomatoes on Vine	Fruits & Vegetables	2		
<input type="checkbox"/> [Merchant Brothers] Artisan Fresh - White Button Mushroom	Fruits & Vegetables	2		

1. Item summary

Grob

Item Summary

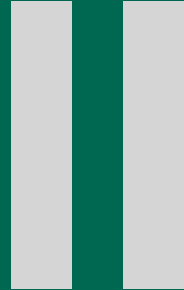
Preparing (18) Upcoming (13)

DATE	ITEM NAME	CATEGORY	QUANTITY	NOTES
Today	[Merchant Brothers] Artisan Fresh - China Pkian	CNY Specials	5	*
Today	2 X Lays classic	CNY Specials	4	
Today	[Merchant Brothers] Artisan Fresh - Traffic Light	Fruits & Vegetables	3	
Today	[Merchant Brothers] Artisan Fresh - White Button Mushroom	Fruits & Vegetables	2	
Today	[Merchant Brothers] MILKLAB Coconut Milk	Dairy & Eggs	1	
Today	[Merchant Brothers] MILKLAB Soy Milk	Dairy & Eggs	1	
Today	[Merchant Brothers] MILKLAB Strawberry Ice Cream	Dairy & Eggs	1	*
Tomorrow	[Merchant Brothers] Artisan Fresh - China Pkian	CNY Specials	5	
Tomorrow	2 X Lays classic	CNY Specials	4	
Sunday, 22 Feb	[Merchant Brothers] Artisan Fresh - Traffic Light	Fruits & Vegetables	3	
Sunday, 22 Feb	[Merchant Brothers] Artisan Fresh - White Button Mushroom	Fruits & Vegetables	2	
Sunday, 22 Feb	[Merchant Brothers] MILKLAB Coconut Milk	Dairy & Eggs	1	

Appendix

I. Item summary

II. Card view: Ready and Upcoming order details



II. Card view: Ready and Upcoming order details

The screenshot displays the Grob Orders interface for 'Chinatown Point'. It is divided into three columns: 'Preparing' (13 items), 'Ready' (1 item), and 'Upcoming' (13 items). The 'Ready' column contains order GF-119 for Marina Cooke, which is highlighted with a red target icon and a mouse cursor. A pink callout box on the right states: 'User clicks on the order GF-119 (Ready)'. The 'Upcoming' column shows orders for today and tomorrow.

Order ID	Customer	Items	Status	Time
GF-124	Elora Corona	3 items for Leon	Ready	2 mins
GF-123	Elora Corona	3 items for Leon	Ready	2 mins
GF-121	Xander Norton	6 items for Bryn	Ready	3 mins
GF-120	Xander Norton	2 items for Leroy	Ready	3 mins
GF-121	Alex Tan	6 items for Bryn	Ready	3 mins
GF-119	Alex Tan	2 items for Leroy	Ready	3 mins
GF-119	Marina Cooke	3 items for Agsa	Ready	2 mins
GF-118	Rizki Medan	3 items for Arnie	Ready	2 mins
GF-117	Joshua Tang	3 items for Agsa	Ready	3 mins
GF-134	Zoya	4 items for Zoya	Upcoming	Today, 1:30pm
GF-135	Elsa	4 items for Elsa	Upcoming	Today, 6:00pm
GF-136	Abbie	4 items for Abbie	Upcoming	Tomorrow, 5:40pm
GF-137	Cavan	4 items for Cavan	Upcoming	Tomorrow, 6:00pm
GF-138	Hugh	5 items for Hugh	Upcoming	Tomorrow, 5:40pm

II. Card view: Ready and Upcoming order details

Orders Chinatown Point

Ongoing (25) History

Ready 13 items

- Marina Cooke 2 mins
GF-119
3 items for Aqsa
- Rizki Medan 3 mins
GF-118
3 items for Artie
- Joshua Tang 3 mins
GF-117
3 items for Aqsa

Driver **Arrived**

Rizki Medan
+65 3094 0492

Booking ID
ADR-0907351-3-1927

Customer

Hatta
+65 3094 0492

Notes from customer
Please knock on door, don't use bell - baby is sleeping.

Order Summary

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
[Merchant Brothers] Artisan Fresh - Pkikan	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Contact customer for replacement if any of these are unavailable ↓			
Egg Story Pastuerized Eggs with Omega 3...	8.00	1	8.00
Frozen Chestnut Pork Collar	6.90	1	6.90
Remove from order if any of these are unavailable ↓			
Everbest Fried Bean Curd Sheet 200G	3.00	2	6.00
Green Bean 300G	7.00	1	7.00

Cancel Order Edit Order

Scrolls left and right to navigate the 3 columns.

II. Card view: Ready and Upcoming order details

The screenshot displays the Grob Orders interface for 'Chinatown Point'. It is divided into three main sections: 'Preparing', 'Ready', and 'Upcoming'. The 'Preparing' section shows 13 items, all marked as 'Ready'. The 'Ready' section shows 13 items, also marked as 'Ready'. The 'Upcoming' section shows 13 items, with a red callout bubble highlighting order GF-134. The callout bubble contains the text: 'User clicks on the order GF-134.' The interface includes a search bar, a 'Normal' dropdown menu, and a sidebar with navigation icons.

Order ID	Customer	Items	Status	Time
GF-124	Elora Corona	3 items for Leon	Ready	2 mins
GF-123	Elora Corona	3 items for Leon	Ready	2 mins
GF-121	Xander Norton	6 items for Bryn	Ready	3 mins
GF-120	Xander Norton	2 items for Leroy	Ready	3 mins
GF-121	Alex Tan	6 items for Bryn	Ready	3 mins
GF-119	Alex Tan	2 items for Leroy	Ready	3 mins
GF-119	Marina Cooke	3 items for Agsa	Ready	2 mins
GF-118	Rizki Medan	3 items for Arnie	Ready	3 mins
GF-117	Joshua Tang	3 items for Agsa	Ready	3 mins
GF-134	Zoya	4 items for Zoya	Upcoming	Today, 1:30pm
GF-135	Elsa	4 items for Elsa	Upcoming	Today, 6:00pm
GF-136	Abbie	4 items for Abbie	Upcoming	Tomorrow, 5:40pm
GF-137	Cavan	4 items for Cavan	Upcoming	Tomorrow, 6:00pm
GF-138	Hugh	5 items for Hugh	Upcoming	Tomorrow, 5:40pm

II. Card view: Ready and Upcoming order details

The screenshot displays the Grob app interface for a user named Zoya. The main header shows 'Orders' and 'Chinatown Point' with order ID 'GF-134' and a tracking number '111920392-DOWIFDLSDIOFDOCK'. The interface is divided into a left sidebar with navigation icons and a main content area. The main content area is split into two columns: the left column lists upcoming orders, and the right column shows details for the selected order 'GF-134'.

Orders List:

- Ongoing (25)** | History
- Upcoming (1)** | 13 items
- Today**
 - GF-134** | Today, 1:30pm | 4 items for Zoya
 - GF-135** | Today, 6:00pm | 4 items for Elsa
- Tomorrow**
 - GF-136** | Tomorrow, 5:40pm | 4 items for Abbie
 - GF-137** | Tomorrow, 6:00pm | 4 items for Cavan
- Sunday, Dec 21**
 - GF-138** | Tomorrow, 5:40pm | 5 items for Hugh

Order Details for GF-134:

Don't prepare this order yet
This order is scheduled for later. We'll move it to Now tab when it's time for you to start preparing. [Learn more](#)

Customer: Hatta
+65 3094 0492

Notes from customer: Please knock on door, don't use bell - baby is sleeping.

Scheduled for: Sat, 21 Sep, 9:30 PM

Order Summary:

ITEM	ITEM PRICE	QUANTITY	TOTAL PRICE
Cancel entire order if any of these are unavailable ↓			
[Merchant Brothers] Artisan Fresh - Pikan	8.00	1	8.00
2 X Lays Black Truffles	8.00	2	16.00
Contact customer for replacement if any of these are unavailable ↓			
Egg Story Pastuerized Eggs with Omega 3...	8.00	1	8.00
Frozen Chestnut Pork Collar	6.90	1	6.90
Remove from order if any of these are unavailable ↓			
Everbest Fried Bean Curd Sheet 200G	3.00	2	6.00
Clear Brown 300G	7.00	1	7.00

Actions: Cancel Order | Edit Order