



ILLUSTRATED OPERATIONAL MANUAL

User manual

Customer

A practical illustrated guide to the website, Management Studio and delivery app. Edition: 25 October 2026.

Role and access

Registration, ordering, your profile, your order history, invoices and tracking. Staff-only illustrations are explanatory and do not grant Management Studio access.

Your administrator can change permissions. Follow only the sections available to your account.

01

Choose

02

Confirm

03

Complete

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01 / LOGIN

Sign in and your account

CEYLON KITCHEN / LOGIN

Mobile number or email

0771234567

1

My account

One active login

Password

2

Sign in

3

Screen illustration - sample data, not a live screenshot

How to use

- 1 Customers use their phone number and password. Staff open admin.php and use a saved mobile number or email and password. Sri Lankan numbers accept 0771234567, 94771234567 or +94771234567.
- 2 New passwords need at least 8 characters. Use My account (staff) or My profile (customer) to edit your own details and change your password; a password change requires your current password.
- 3 Use your own account. A new login with the same credentials ends the previous app or browser session. Tabs sharing one browser session remain signed in together. Sign out on shared devices.

Remember

If a session expires, reload and sign in again. A staff mobile must be saved uniquely before mobile login works. Ask admin if an expected tab is missing.

Registration and SMS password reset

CEYLON KITCHEN / OTP

Phone number

0771234567

SMS verification code

123456

Verify & continue

1

Code valid: 5 minutes

2

3

Request code / Resend

Screen illustration - sample data, not a live screenshot

How to use

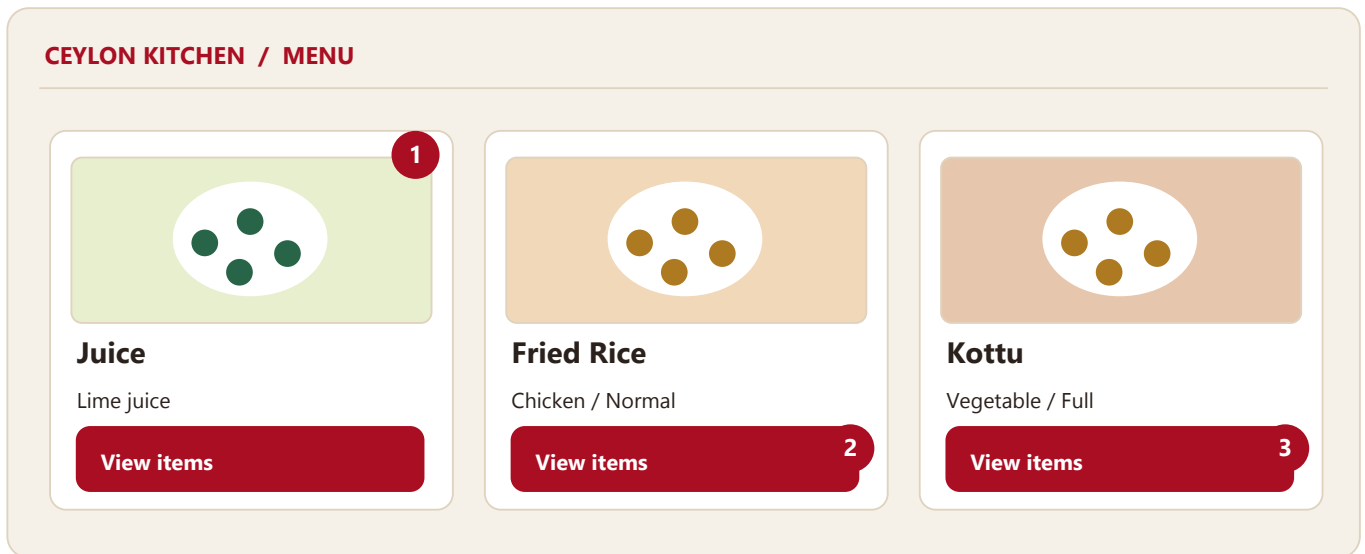
- 1 Choose Create an account and enter name, phone, address, password and confirmation. NIC, email and username are not required. An OTP field appears only when registration verification is enabled.
- 2 When shown, request and enter the 6-digit SMS code. It expires after 5 minutes. Wait 60 seconds before another request; repeated wrong attempts block that code.
- 3 Use Forgot password? Reset by SMS when available. Verify the mobile saved to the account and set a new password with at least 8 characters. Staff use the staff reset link. If disabled, contact authorised support.

Remember

Registration, customer reset and staff reset have separate admin switches. Never share an OTP or existing password. Resetting a password signs out previous sessions.

03 / MENU

Browse food and build your cart



Screen illustration - sample data, not a live screenshot

How to use

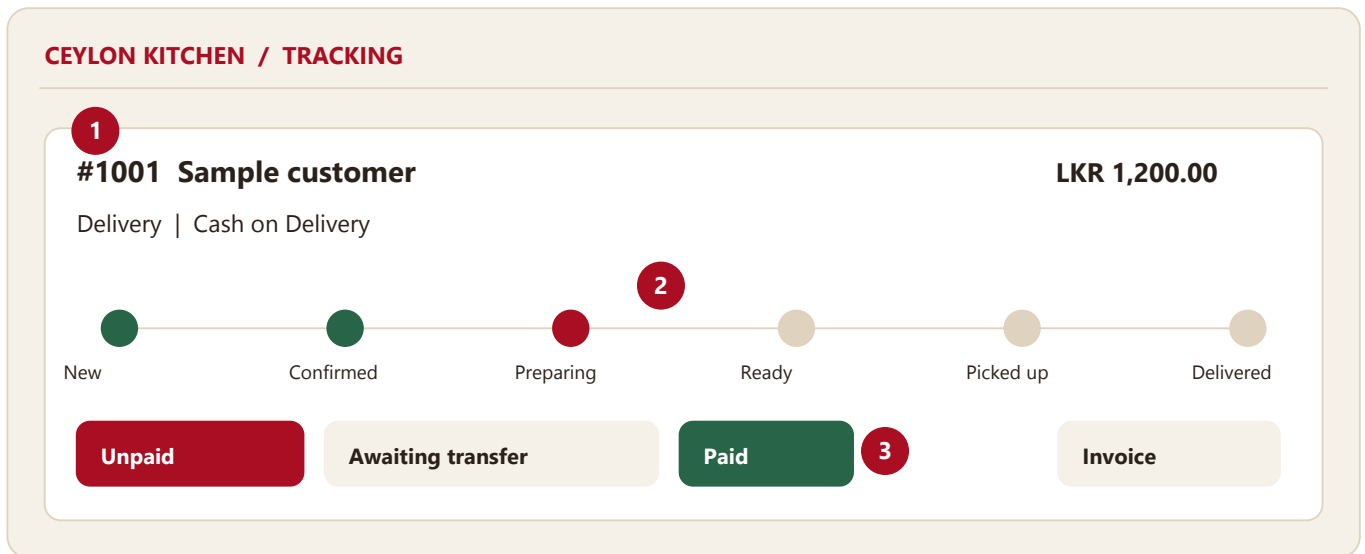
- 1 Open the website menu and choose a dish > View items. Select the item, variety and portion where offered, then quantity and add to cart.
- 2 Juice and Short Eats use individual item prices with no Normal / Full portion selection. Other dishes can have several portions. Review the cart and adjust or remove items.
- 3 Choose Pickup or Delivery. Confirm delivery address and map location. Delivery fee and total are calculated automatically; review discounts and charges before placing the order.

Remember

A displayed opening-hours label or closure notice does not automatically block orders. Check availability or contact the restaurant if unsure.

04 / TRACKING

Place an order, pay and track



Screen illustration - sample data, not a live screenshot

How to use

- 1** Sign in when prompted and confirm phone, name and fulfilment details. Choose a payment method: cash at pickup / Cash on Delivery, bank transfer, or online card when configured.
- 2** Pay cash at handover or follow the displayed bank instructions. For online card, complete the payment screen and wait for the result. A pending or unpaid invoice is not proof of payment.
- 3** Open My orders after placing the order. Status refreshes automatically. Open the order for items, invoice and live map when available. Pickup ends at Collected; delivery ends at Delivered.

Remember

Profile edits do not change details already saved on an order. Contact the restaurant for corrections. Tracking requires an assigned driver sharing a fresh location.

05 / INVOICE

Invoices: 80mm, A4 and PDF

CEYLON KITCHEN / INVOICE

80mm / black & white
Ceylon Kitchen
Bill CK-001001
Food x 1 900.00
Total LKR 900.00
Payment: Unpaid
Thank you!

A4 invoice / colour

Item	Qty	Amount
Chicken	1	900.00

Total: LKR 900.00

Print invoice**Download PDF**

Screen illustration - sample data, not a live screenshot

How to use

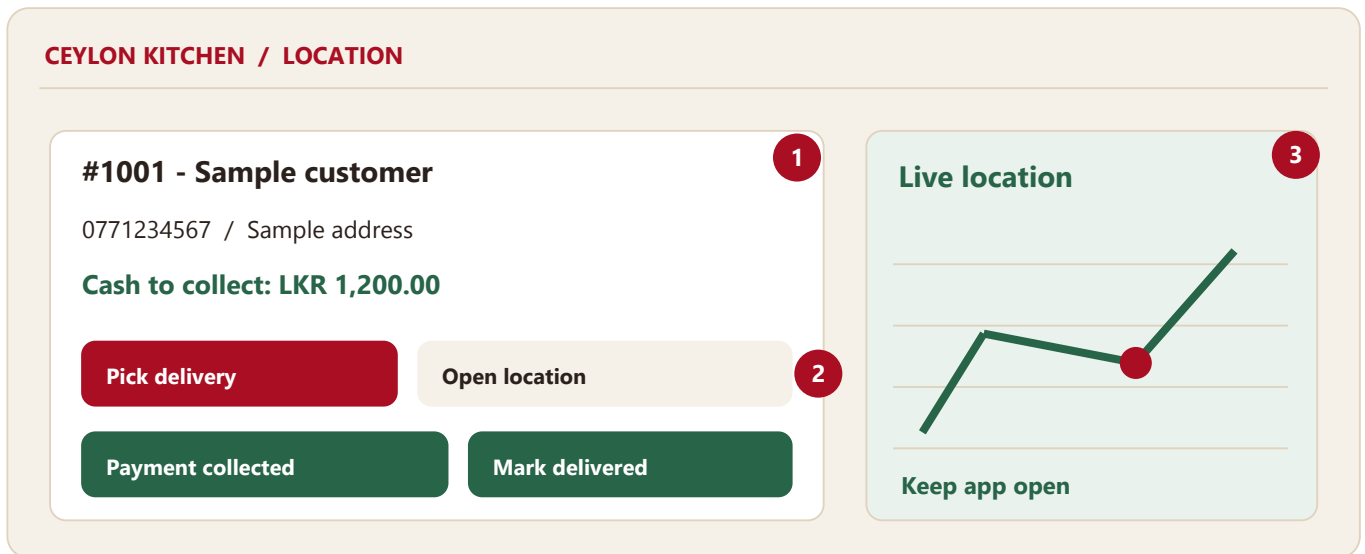
- Every invoice defaults to 80mm. It uses the dedicated black-and-white receipt logo and Times New Roman. For a full page choose Paper > A4 invoice with the colour website logo and colour layout.
- Print invoice and Download PDF use the selected Paper size: 80mm receipt or A4 invoice. Staff can email only if the order already has a saved email address. New customer registration does not require email.
- Check bill number, items, quantity, amount and current payment status. Use Back to my orders or the cashier return link when finished.

Remember

An unpaid invoice shows money due, not money received. Colour printing depends on the device and printer settings. Browser print completion is not proof that paper printed.

06 / LOCATION

Install the app and share location



Screen illustration - sample data, not a live screenshot

How to use

- 1 Use Install app on supported browsers. Android Chrome and desktop Chrome/Edge support installation; iPhone uses Safari > Share > Add to Home Screen. Use a secure HTTPS site on phones.
- 2 The separate Android delivery release is v1.0.17, restored to the working v1.0.11 approach. Drivers allow location when the device asks, enable GPS/internet and pick an assigned delivery.
- 3 Check the sharing banner; use Pause sharing / resume deliberately. Keep the delivery app visible and phone awake. If stale, return to the app, check permission/connection and wait for a fresh position.

Remember

Installation does not grant permanent background GPS. Screen lock, force stop, battery saving or another login can interrupt sharing. Tracking while the app is closed is not guaranteed.

07 / CATERING

Catering requests

CEYLON KITCHEN / CATERING

Catering requests

Filter

Event date / Guests / Phone

Sample record 1 | Review details

Sample record 2 | Review details

Update request

Screen illustration - sample data, not a live screenshot

How to use

- 1 Customers submit name, phone, event date, guest count and message through the catering form. This enquiry is separate from a normal cart order.
- 2 Staff open Catering requests, review the details and contact the customer to agree menu, price and arrangements.
- 3 Update New, Confirmed, Preparing, Ready, Completed or Cancelled as appropriate. Check the saved state and tell the kitchen and responsible staff.

Remember

A request is not automatically a regular food order or proof of payment. Arrange billing and payment verification separately.

Troubleshooting and end-of-shift checklist

CEYLON KITCHEN / HELP

- 1 Connection and correct account
- 2 Current order and payment status
- 3 Review unfinished work, then sign out

Screen illustration - sample data, not a live screenshot

How to use

- 1 Session expired: reload and sign in; another login may have ended yours. Driver access: ask admin to check actual Delivery Staff role and order assignment. Do not create a duplicate sale or order.
- 2 No updates: clear restrictive filters, check Active/history and internet, bring app to foreground. No GPS: enable permission/GPS, keep app open and check a picked delivery. No SMS: check purpose switch, saved phone and provider result with admin.
- 3 No print: reprint the saved invoice and check driver, paper, selected printer and mode. Before signing out, review unfinished orders, unpaid money and picked deliveries; hand over responsibilities.

Remember

Give support the order number, time, device and exact message, never passwords or OTP. This guide matches the 25 October 2026 release; later changes may alter screens.