



VIRACLE

The Circle That Matters



Viracle Merchant Application User Guide & Manual Version 11 August 2021

Viracle Merchant Application User Guide & Manual

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1 Document Purpose

This document is provided a complete and comprehensive overview with step-by-step guidance, for Merchants (Management and Staff), to understand and use the Vircle Merchant Application for enabling it to receive payments and for daily business operations and use.

The Vircle Merchant Application, also known as the Merchant Back Office (BO)), allows you to control what a Vircle App User (e.g., a Parent) sees from their Phone App in relation to the goods on offer and their pricing or Pre-Order Meals Menus, and what is visible for Vircle users to select and purchase from a's Point of Sale (POS) terminal. User reports on items such as sales, voided transactions, inventory records etc can also be generated from reports available in the Application.

This manual is designed to help you or your staff with all the process steps, requisite information and requirements required for the successful use and operation of the Vircle Merchants Application (Also known as the Merchant Back Office (BO)).

This manual is applicable for all types of Merchants, e.g., Canteen Operators, Catering companies, Factory Caterers, Stores such as Bookstores or Product Stores, Administration offices. Libraries, etc. From the Vircle Merchant Application, a user will be able to View, Manage, Edit, Add, delete any business operational items or details such as; Products, Product Descriptions and Names, viewing rights and privileges, Pricing, Stock availability and Display options for products that may be required to be visible in a Merchants Point of Sale (POS) Terminal or Parents Vircle App or both.

It also describes management reporting and how to generate and use those reports.

2 Introduction

This Merchant manual is provided as a guide to perform the various typical merchant operations used to operate a business daily with the Vircle platform.

How you use the Vircle system and other users engage with the Vircle Merchant App is dependent upon the type of Vircle payment services that a you offer. There are three (3) sales possibilities that exist for payment types you can establish, there are:

1. Cash Allowance

- 1.1. Vircle users can buy any items available in your store or Cafeteria etc. The Vircle POS will enable items, quantities and prices to be selected and totals calculated. The list of goods available to purchase, their prices and descriptions as displayed in the POS terminal are all managed by the Merchant App. For these goods, payments are collected automatically as Vircle user's check-out. The user need only to tap their Vircle linked card or bracelet on the POS Terminal to make payment.

1.2. An open Purchase capability also exists for ad-hoc items that may not be listed in the POS inventory to be purchased and paid for. This can be used for open categories like Food, Drinks and the operator manually keys in the price when processing a purchase.

2. Order & Pick-Up

2.1. Parents simply pre-select items from published catalogue. The list of goods available to select for Order and Pick-Up, their prices and descriptions are all managed from the Merchant App. Once a parent selects an item for the user to pick-up, you will receive a forecast report in the Merchant App listing the items, quantities and Vircle users name who intends to pick up the items. Once a child taps their Vircle linked card or bracelet, the items to be picked up are displayed in the POS terminal and payment is then processed as you confirm the transaction during check out.

3. Prepaid Meal plans

3.1. At present this is designed for Merchants selling food items as Pre-Ordered Meals. Parents purchase and select which meal items they want for a meal plan which may be daily, weekly, monthly or term based.

3.2. You can receive all the reports of menu forecasts and delivery lists for users. The delivery lists can be used as a checklist for delivery or exported to a label printer so labels are printed to attach to each meal box. The labelling process takes only minutes and can save hours of work.

3.3. The Vircle App provides the opportunity for you to show case Pre-Paid meal plans with color images of their food, full descriptions of the food and even Tags to qualify food preferences such as Vegan or Vegetarian or Beef etc. to make a parent's selection faster and easier. It's promoting your food to boost sales and overcome buyer resistance. Whilst providing images is optional, we recommend the use of the images in the app and a professional photographer.

3.4. See Appendix 1 to get more tips on how to take better food photographs to highlight your love and care in preparing school meals.

Normally the Merchant, you, shall decide if only some or all of the above listed features will be activated for their accounts. At any time, some features can be disable or enabled.

4. Maker Checker Functionality

This Merchant App is designed to allow an executive to prepare meal plans and layouts etc., but have a supervisor check, conform and approve the inputs before being published to the POS or Vircle App.

Once the executive has created and defined a catalog item, a POS layout or a Meal plan and is satisfied it is ready to publish to the Vircle App and your POS Terminals, the individual can

- a. If permitted approve the item themselves to be come active and be published or
- b. Request a supervisor or manager to review the changes and approve the changes to be published.

It is up to you should you want to utilize this Maker Checker functionality.

5. Copy & Paste Meal Plan

The functionality is provided to enable you to Copy a Meal Plan to reuse or repeat it for another set of dates. Where meal plans rotate over time, i.e., every 5th week or each week, and the same food items are provided, this copy function saves you the effort of recreating the same meal plans as they repeat. You simply copy the meal plan you want to reuse, up-date the availability and ordering dates and Plan name, then submit it as a new plan.

You can remove days which are holidays or amend some meals or prices etc., as you wish, but the entire Meal Plan does not need to be recreated.

3 How to Log into the Merchant Application

3.1 Website Address

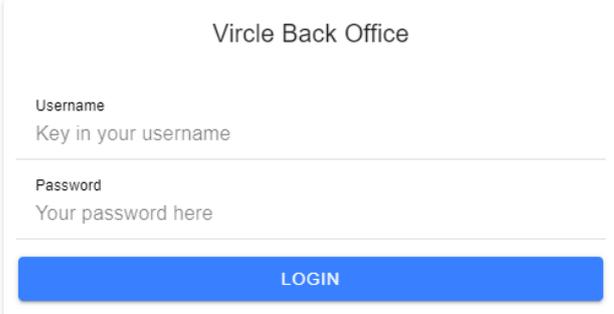
To use the Merchant Application, the you shall login to the following website: <http://biz.vircle.com>

Please go to your internet browser on a PC or laptop and enter the website address as above. Once you have entered the website address above, the following login screen will appear.

3.2 Login Screen

You will have already received a Merchant Username and Password when the Merchant Point of Sale (POS) Terminal accounts were created after the Merchant Agreement is signed.

Please use the POS login information provided to access the Merchant Application as shown as the screenshot below.



Vircle Back Office

Username
Key in your username

Password
Your password here

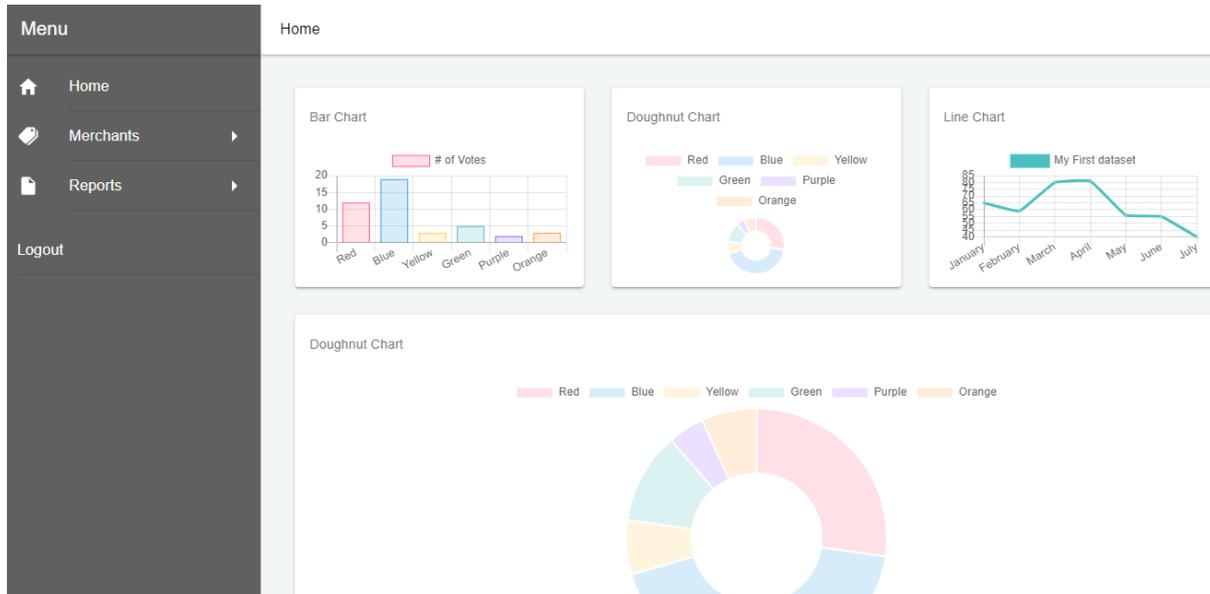
LOGIN

1. Enter Vircle registered email address in Username field.
2. Enter correct Password in Password field.
3. Select the Login button to proceed to the Main Menu Screen after entering the Username and Password.

4 Home Screen

After you have logged in to Vircle Merchant Application, the Home Page as displayed below will appear.

The Home Screen as shown below is a placeholder for a dashboard, which will be integrated to your personal dashboard overview.



From the Menu showing on the left side of the screen, you can select a number of different menu items. Each menu serves different purposes and will allow user to view, edit, add, change and delete items related to the POS Terminal and Parents App view of your product item offerings.

The menu allows you to view and drill down to the next detailed level, and/or edit the following items:

1. Home Page
2. Merchants
 - 2.1. Category
 - 2.2. Catalogue
 - 2.3. POS Layout
 - 2.4. Meal Plan
3. Reports
 - 3.1. Purchase Details Report
 - 3.2. Transaction Report (Reports for Individual Transactions over a selected Time Period)
 - 3.3. Order & Pickup Forecast Report
 - 3.4. Meal Plan Forecast Report
 - 3.5. Meal Plan Delivery Report
4. Logout

5 Merchant Screen

This section of the Merchant App allows you to manage the Merchants Product; Categories, Catalogue, POS Layout, and Pre-Paid Meal Plans Menus & offerings.

5.1 Categories Screen

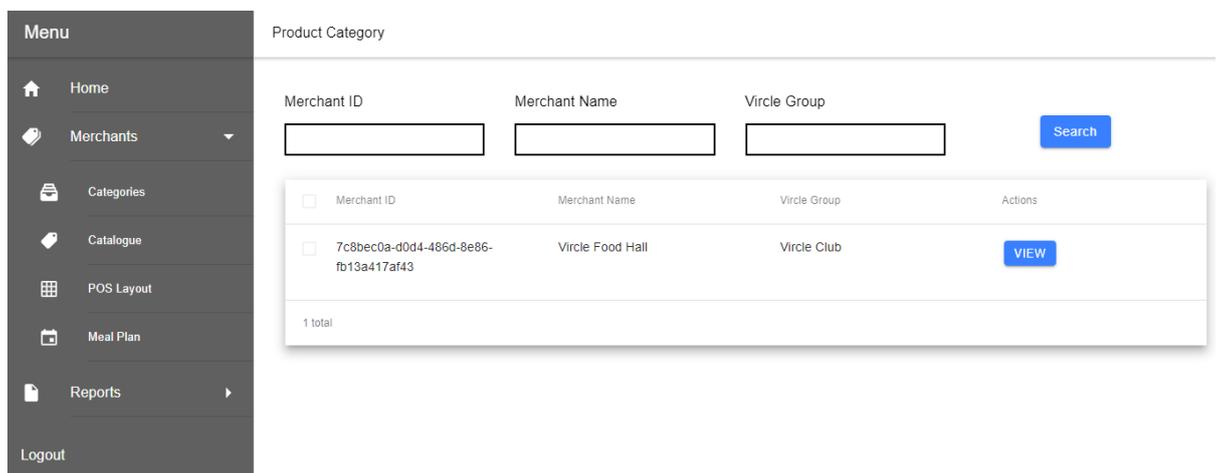
Categories provide convenient groupings for various items in the Catalogue. For example; 'Beverages' may be grouped in a separate Category, used for all drink products in the Catalogue. 'Lunch' may be a category for all midday meal items. This makes it easier for a POS Terminal operator to quickly find specific items in a customer's purchase to select to add up the price, without having to search through a long list of items in the Catalogue.

Under each Category created, all of the product items from the Catalogue that are specific to the Category will be displayed. This helps organise all the menus and/or product items according to their own category when using the POS terminal or on the Parents Vircle App. Categories are conveniently listed in a bar at the top of the POS terminal, making selecting an item simple.

Be carefully naming and arranging items in the Product Catalogue, you can organize a category sequence which appears in both the POS Terminal and on the Parents Vircle App. You can organise the catalogue in a friendly way to make selecting goods easier and intuitive.

To set up a Category or Categories, perform the following steps below:

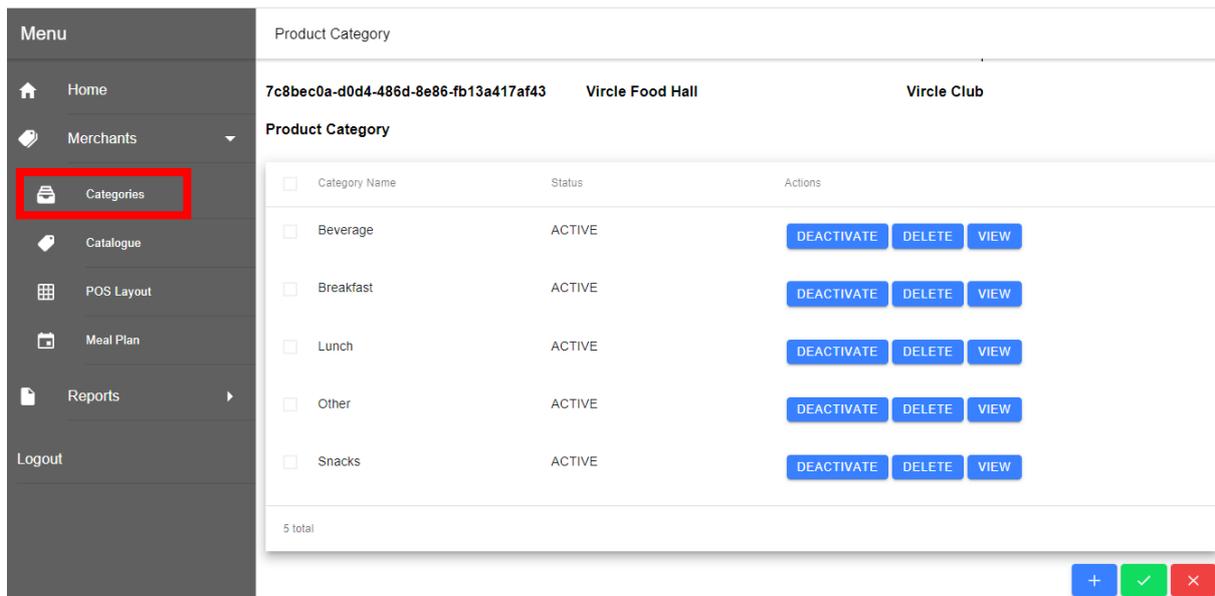
1. Select the Merchants Menu
In the left pane, open the **Merchant** drop down menu, click **Categories**
2. Select the blue **VIEW** button on the right of the screen.
Check the **Merchant Name** is correct & click the blue **VIEW** button to Add or Edit a Category



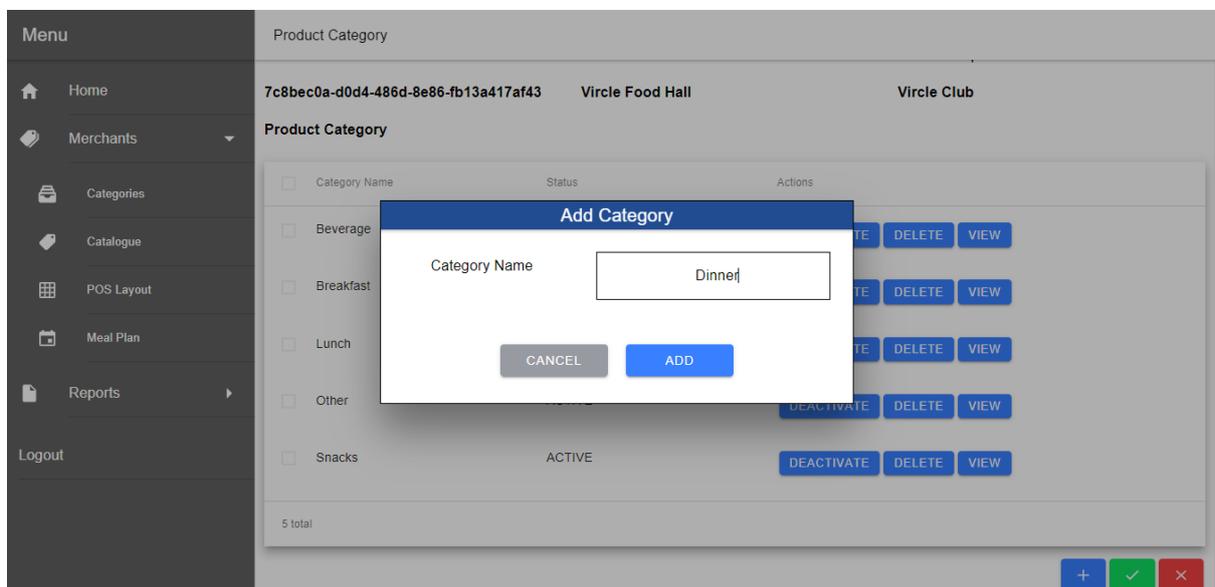
5.1.1 Adding a Category

Follow these steps to create a new Category.

1. Select **Categories** from the Menu



2. You are able to add a new Category which will appear on the POS terminal and in Order and Pick-Up on the Parents Vircle App, just select the add button (**+**) on the bottom right of the screen. Once you select the add button (**+**), it will bring you the add category screen.
4. Key in the new **Category Name** in the box. (e.g., Fruits, Beverages, Lunch. Etc.)
5. Select the blue **ADD** button once the Category Name is correctly entered



6. Once you have created or added a new Category, the status column will show **PENDING_ADD**, you will need to Activate that Category.

Menu

- Home
- Merchants
- Categories
- Catalogue
- POS Layout
- Meal Plan
- Reports
- Logout

Product Category

7c8bec0a-d0d4-486d-8e86-fb13a417af43 Vircle Food Hall Vircle Club

Product Category

<input type="checkbox"/> Category Name	Status	Actions
<input type="checkbox"/> Beverage	ACTIVE	DEACTIVATE DELETE VIEW
<input type="checkbox"/> Breakfast	ACTIVE	DEACTIVATE DELETE VIEW
<input type="checkbox"/> Dinner	PENDING_ADD	ACTIVATE DELETE
<input type="checkbox"/> Lunch	ACTIVE	DEACTIVATE DELETE VIEW
<input type="checkbox"/> Other	ACTIVE	DEACTIVATE DELETE VIEW
<input type="checkbox"/> Snacks	ACTIVE	DEACTIVATE DELETE VIEW

6 total

7. Select the tick box on the left of the new Category, so it changes to a tick () on the left side of the selected Category you now wish to delete.

8. Now select the approve tick () on the bottom right of the screen to Add the category. The Status will show INACTIVE.

<input type="checkbox"/> test	INACTIVE	ACTIVATE DELETE UPDATE
-------------------------------	----------	------------------------

9. A supervisor can now determine if the Category can be active and activate the new Category.

10. Click the Blue **ACTIVATE** button and the Status will change to **ACTIVE**. Now the new category is active and show in the POS Terminal and Order & Pick Up on the Parent Apps

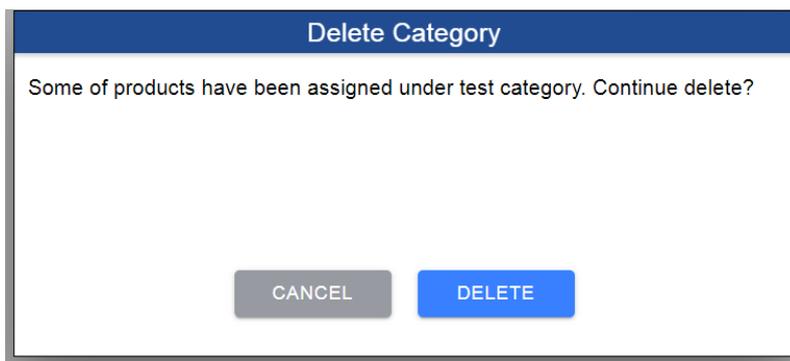
<input type="checkbox"/> test	ACTIVE	DEACTIVATE DELETE VIEW
-------------------------------	--------	------------------------

5.1.2 Deleting a Category

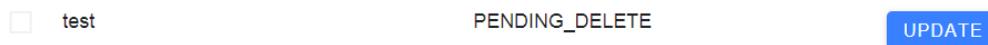
This function is used by you to delete a category that is no longer used or needs to be changed. This does not delete the items in the Catalogue that may be attached to this Category.

To delete a category:

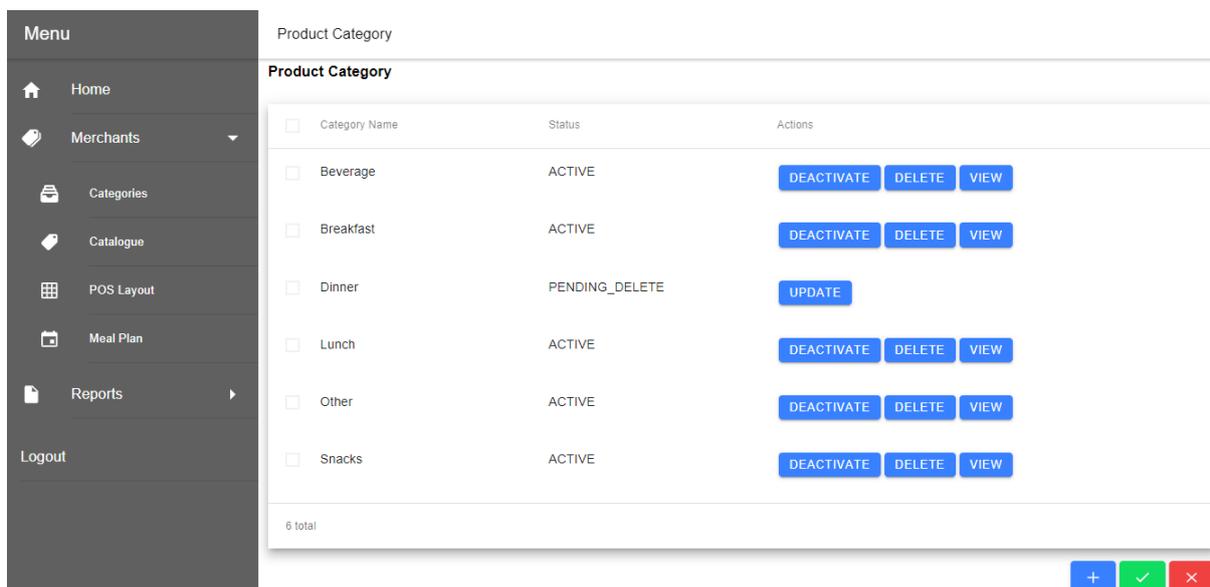
1. Select the tick box so it changes to a tick () on the left side of the selected Category Name you now wish to delete.
2. Select the blue **DELETE** button on the right side of the category description. A windows prompt appears: Some of products have been assigned under this category. Continue delete? Click the blue **DELETE** button if you want to confirm to delete the selected category.



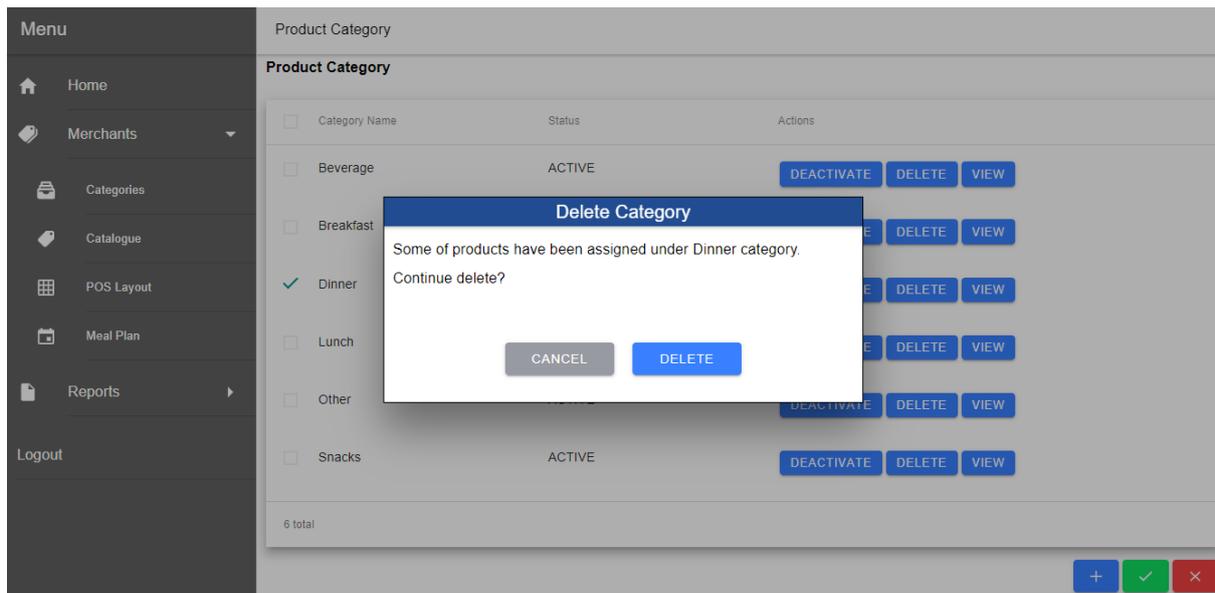
3. Status of the selected Category will be changed from **ACTIVE** to **PENDING_DELETE**



4. Click the tick box so it changes to a tick () on the left side of the Category Name you wish to delete.
5. Now select the approve tick () on the bottom right of the screen to permanently Delete the category.



6. Confirm the Delete in the Delete Category Box.



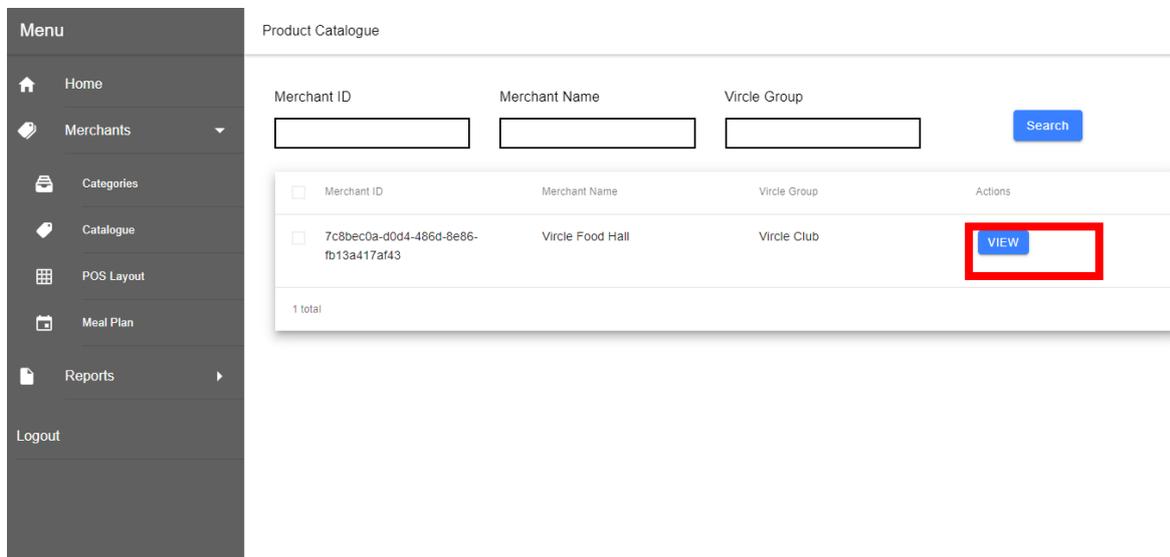
7. Category and the products that displayed within the Category is now deleted and not visible in the POS or Viricle App.

5.2 Catalogue: Loading Product Item Details into the Catalogue

The Merchant Catalogue is used to list all the products or items to be consumed by the customers, their attributes or features, photos, nutritional value, prices etc. In this Catalogue, you can Add, Edit, or Delete products. Changes made in the Catalogue will be visible on the POS terminal and in the Vircle App. It is a two-step process where a staff member can add, edit, or delete a catalogue item, then a supervisor can view and approve the changes or addition. Maker - Checker process.

5.2.1 View Catalogue

1. Select **Catalogue** under Merchants Configuration from the Left-Hand Menu.
2. Select the blue **VIEW** button on the action buttons.



The screenshot displays the 'Product Catalogue' interface. On the left is a dark grey sidebar menu with options: Home, Merchants (expanded), Categories, Catalogue, POS Layout, Meal Plan, Reports, and Logout. The main content area has a title 'Product Catalogue' and a search form with three input fields: 'Merchant ID', 'Merchant Name', and 'Vircle Group', followed by a blue 'Search' button. Below the search form is a table with the following data:

<input type="checkbox"/>	Merchant ID	Merchant Name	Vircle Group	Actions
<input type="checkbox"/>	7c8bec0a-d0d4-486d-8e86-fb13a417af43	Vircle Food Hall	Vircle Club	VIEW

At the bottom of the table, it indicates '1 total'. The 'VIEW' button in the Actions column is highlighted with a red rectangular box.

5.2.2 Adding a New Products or Items into the Catalogue

You can add new products/items and all their attributes, photos, features, availability, prices, product and inventory details etc. into the Catalogue for each product or item.

1. Select the blue **ADD** button on the right-hand side of the screen to add a new product/item into the product Catalogue.

2. Key in the relevant fields into the Product Details form as required to record the details of the Product. This data to input consists of:

- **PRODUCT NAMES AND IMAGE**
- **Product Type:** Select specific product type according to item added, e.g., Books, Food and Beverage, Meal Plan etc.
- **Short Name:** 30 Characters MAX limit. This field appears only on the POS Terminal Keys. Use Proper Format: Upper case character at start of each word, followed by lower case characters, i.e., Lettuce & Egg Sandwich. Other languages can be added if required to aid the canteen operator.
- **Long Name:** 100 Characters MAX limit. This field appears only on the Vircle App and is used for Order & Pick Up and Prepaid Meals. Use UPPERCASE characters for each word, i.e., LETTUCE & EGG SANDWICH
- **Picture of the product:** (Optional). Enter link address to the photo. Image appears in Vircle App. Photo should be clear and have the item taking up 95% of the screen so the details can be seen clearly in a small sized image. Size must be 300 x 300 pixels. (See Appendix 1)
- **Product Description:** (130 Characters MAX limit). This field appears only on the Vircle App for Order & Pick Up and Prepaid Meals. Use Sentence formatting: i.e., Upper Case Characters at the Start of Sentence, followed by all lower-case characters, i.e., Fresh salad with iceberg lettuce, cherry tomatoes, sliced farm egg, celery and creamy thousand island dressing.
- **PRODUCT VISIBILITY & AVAILABILITY**
- **Visible in POS:** If checked, these Items will be shown in the POS terminal screen so they can be selected and purchased at a POS terminal.
- **Visible for Order:** Item added will be shown in Order and Pick-up in the Vircle App
- **Product Price:** Price Amount including decimals. Minimum purchase is 0.01.
- **Availability:** Allows you to select days of the week that a product is available to purchase from a POS Terminal or show in the Order and Pick-Up on the Vircle App. Useful where daily different items are offered, like a 5-day different lunch menu.
- **POS Category:** From the individual POS terminal Categories you have set up earlier, select specific category for each item. e.g., Beverages, or Lunch.

Merchant Product Details

Product Type: Food & Beverage

Short Name: Nasi Lemak (as seen on POS)

Long Name: Nasi Lemak (as seen on App)

Product Description: Nasi Lemak with Chicken

Product Visibility & Availability

Visible in POS: Yes No Visible for order: Yes No Product Price: 2.5

Availability: Mon Tue Wed Thu Fri
 Sat Sun POS Category: Breakfast

NUTRITION DETAILS

- **Nutritional Score:** Food Nutritional Score. Select N/A, Low, Moderate or Good Nutrition.
- **Allergies:** Select which Allergies apply to the food item. (See Appendix 2.)
- **Nutritional Details:** This is a future function, not used yet.
- **Food Tags:** Select a tag for Food Preferences, e.g., Vegetarian, Vegan, etc. (See Appendix 3.)

Merchant Product Details

Nutrition Details

Nutritional Score: Poor (1) Moderate (3) Good (5) Not Available

Allergies: Egg Allergy Fish Allergy
 Soy Allergy Nuts Allergy
 Seafood Allergy Wheat Allergy
 MSG Allergy Dairy Allergy

Food Tags: Beef
 Vegetarian
 Vegan
 Spicy
 Non-Halal
 Popular
 Low Carb
 Mustard

Nutritional Details: Carbs: 0, Fats: 0, Protein: 0, Calories: 0, Sugar: 0, Salt: 0

CANCEL SUBMIT

- **EXTERNAL INTEGRATION DETAILS (Optional)**
- These are optional and used if you want to link sales information etc. to an existing inventory control system etc.
- **Code:** Different Inventory codes for each item. This can link to your existing inventory code if you want to track stock levels or trigger purchases in an existing inventory system)
- **Client Category:** If you have a category for goods classification in your exiting Inventory system you can link it here.
- **SKU number:** If you use SKU codes for each good
- **Barcode:** To link to existing Barcodes if a barcode reader is desired to be used.

3. Select blue **SUBMIT** button once your Product Details are correct.

Merchant Product Details

Sugar

Salt

External Integration Details (Optional)

Code Client Category

SKU Number

Barcode

4. Status for the new product will show **PENDING_ADD**.

Product Catalogue

Merchant Details

Merchant ID: 7c8bec0a-d0d4-486d-8e86-fb13a417af43 Merchant Details: Vircle Food Hall Vircle Group: Vircle Club

Product List

Product Name: Category: No Selection Product Type: No Selection

Product Name	Product Type	Category	Amount	Status	Actions
Nasi Lemak	Food & Beverage	N/A	2.50	PENDING_ADD	<input type="button" value="VIEW"/>
Peach Danish Pastries	Meal Plan	N/A	0.00	ACTIVE	<input type="button" value="DEACTIVATE"/> <input type="button" value="DELETE"/> <input type="button" value="VIEW"/>

5. Click the blue **VIEW** button for the new product you want to approve (or have a supervisor approve) to check and validate the new Product Details are correct.

6. Once you or your supervisor has checked the details are correct, click the green **APPROVE** button at the button right of the screen

7. The Status column will change from **PENDING_ADD** to **ACTIVE**

5.2.3 Editing the Product Catalogue

This function is used to change Product Details that are already in the catalogue. This may be a change of price or size or an update image etc.

1. Search for the specific Product in the Catalogue you want to edit. Use the blue **SEARCH** button
2. Then select the blue **VIEW** button under Actions.
3. Make any amendments, edits, or changes required to the product Details
4. Press the Blue **SUBMIT** button once changes are correct.

Merchant Product Details

Sugar

Salt

External Integration Details (Optional)

Code Client Category

SKU Number

Barcode

5. The Status changes to **PENDING_MODIFY**
6. Select the Product you have edited that where the Status is **PENDING_MODIFY**.

Product Catalogue

Merchant Details

Merchant ID: 7c8bec0a-d0d4-486d-8e86-fb13a417af43 Merchant Details: Vircle Food Hall Vircle Group: Vircle Club

Product List

Product Name Category Product Type

Product Name	Product Type	Category	Amount	Status	Actions
Nasi Lemak	Food & Beverage	Breakfast	2.50	PENDING_MODIFY	<input type="button" value="VIEW"/>
Peach Danish Pastries	Meal Plan	N/A	0.00	ACTIVE	<input type="button" value="DEACTIVATE"/> <input type="button" value="DELETE"/> <input type="button" value="VIEW"/>

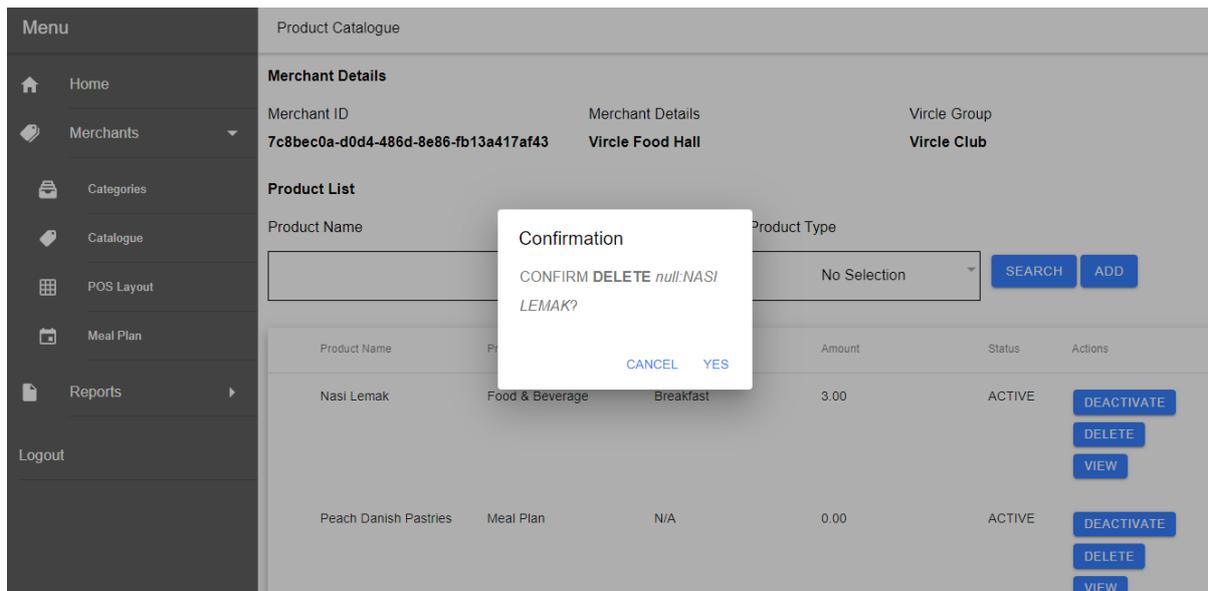
8. Click the blue **VIEW** button for the new product you want to approve (or have a supervisor approve) to check and validate the new Product Details are correct.
9. Once you or your supervisor has checked the details are correct, click the green **APPROVE** button at the bottom right of the screen

10. The Status column will change from **PENDING_MODIFY** to **ACTIVE**

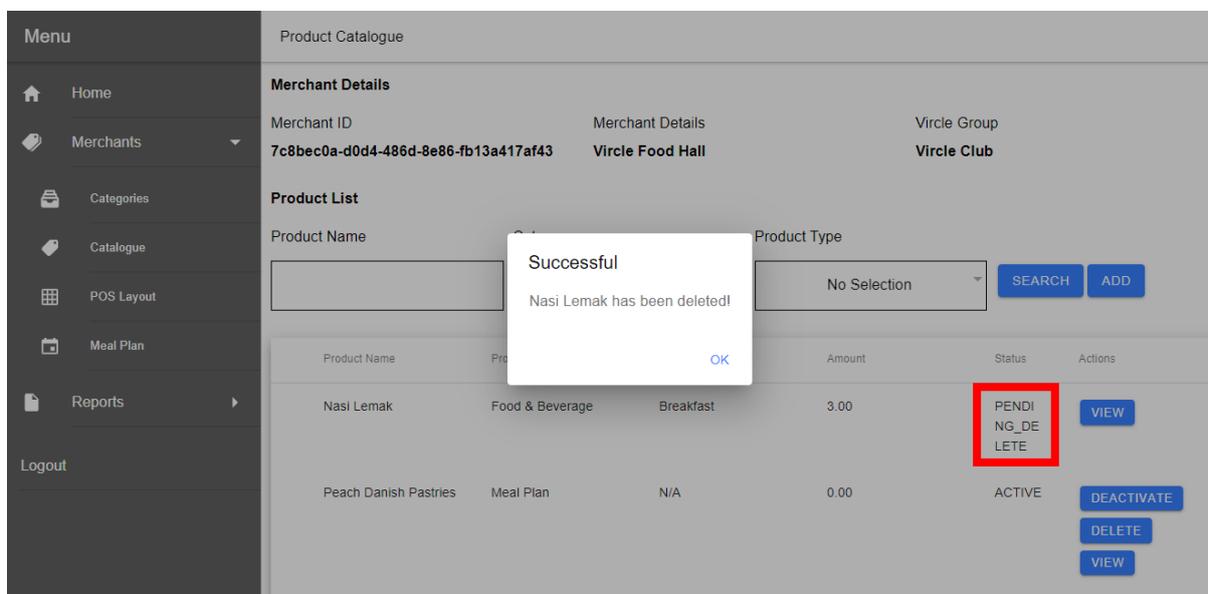
5.2.4 Deleting a Catalogue Item

This function allows you to totally remove a Product item and its details from the Catalogue. Once deleted it will not show in the POS Terminal or Vircle App.

1. Search and select the Product Item to be deleted, and press the Blue **DELETE** button.
2. Delete Confirmation Icon will appear. Click on **YES**



3. Successful Icon will appear. Click **OK**



4. The Status of the deleted item is now change to **PENDING_DELETE**.

5. Click the blue **VIEW** button for the new product you want to approve (or have a supervisor approve) to check and validate the new Product Details are correct.

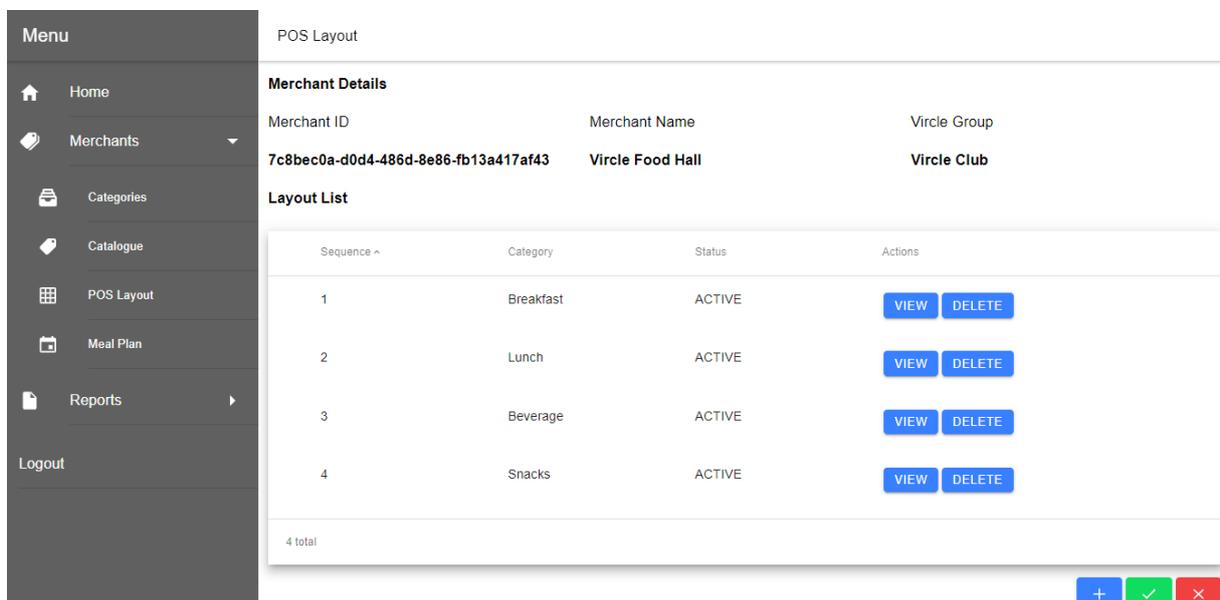
- Once you or your supervisor has checked the details are correct, click the green **APPROVE** button at the button right of the screen
- The Status column will change from **PENDING_DELETE** and product will no longer be visible on the Back office, POS or Vircle App.

5.3 POS Layout

POS Layout makes it possible to layout the screen and catalogue items in a clear and concise manner on the POS Terminal. Thus, a POS terminal operator can more easily and efficiently select the items a customer is purchasing and tally up a total more quickly, improving throughput of customers.

5.3.1 Edit the Category and Product Display Sequence in the POS

- Select the Blue  Button (Add) at bottom RHS to create a new Layout List for at Category.



The screenshot shows the 'POS Layout' interface. On the left is a dark sidebar menu with options: Home, Merchants, Categories, Catalogue, POS Layout, Meal Plan, Reports, and Logout. The main content area is titled 'POS Layout' and contains 'Merchant Details' and a 'Layout List' table.

Merchant Details

Merchant ID	Merchant Name	Vircle Group
7c8bec0a-d0d4-486d-8e86-fb13a417af43	Vircle Food Hall	Vircle Club

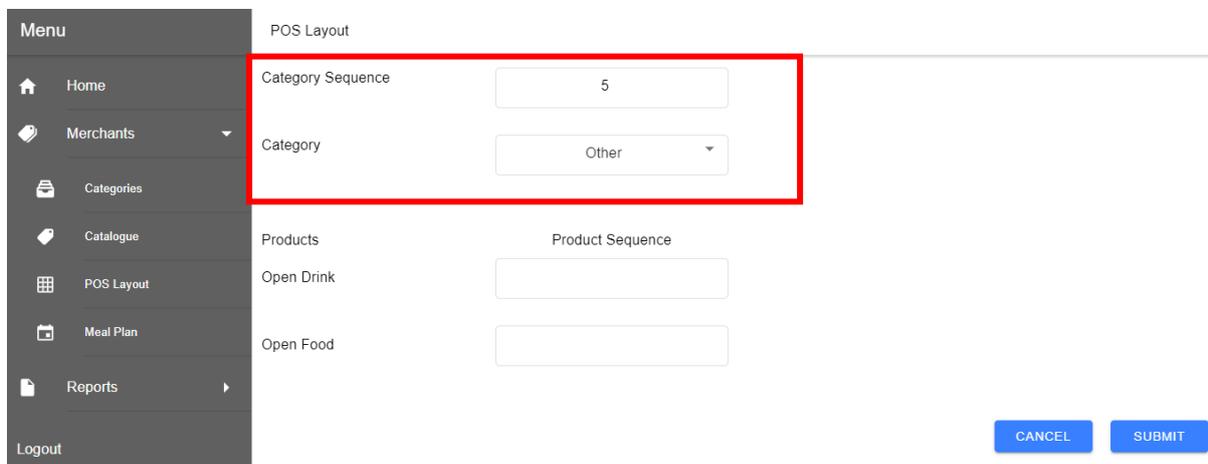
Layout List

Sequence ^	Category	Status	Actions
1	Breakfast	ACTIVE	VIEW DELETE
2	Lunch	ACTIVE	VIEW DELETE
3	Beverage	ACTIVE	VIEW DELETE
4	Snacks	ACTIVE	VIEW DELETE

4 total

At the bottom right of the table area are three buttons: a blue '+' button, a green checkmark button, and a red 'x' button.

- Number the **Category Sequence**, (from 1 to 20, from left to right on the POS terminal screen.) 1 is the first category on the left of the POS terminal screen. 20 is the right most Category where you want the category label to appear that makes finding items easier.



The screenshot shows the 'POS Layout' configuration form. A red box highlights the 'Category Sequence' and 'Category' fields.

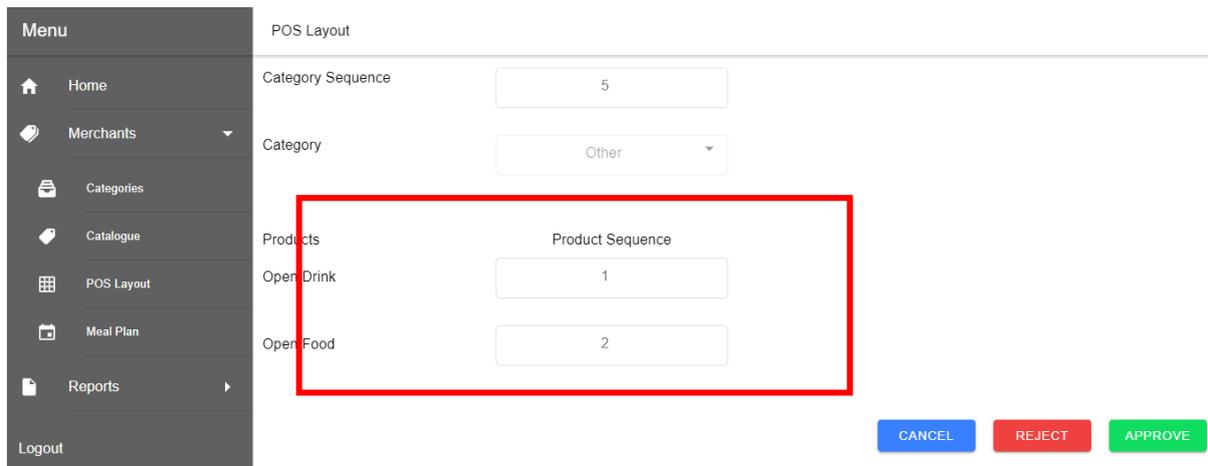
Category Sequence

Category

Below these fields are sections for 'Products' and 'Product Sequence' with input fields for 'Open Drink' and 'Open Food'.

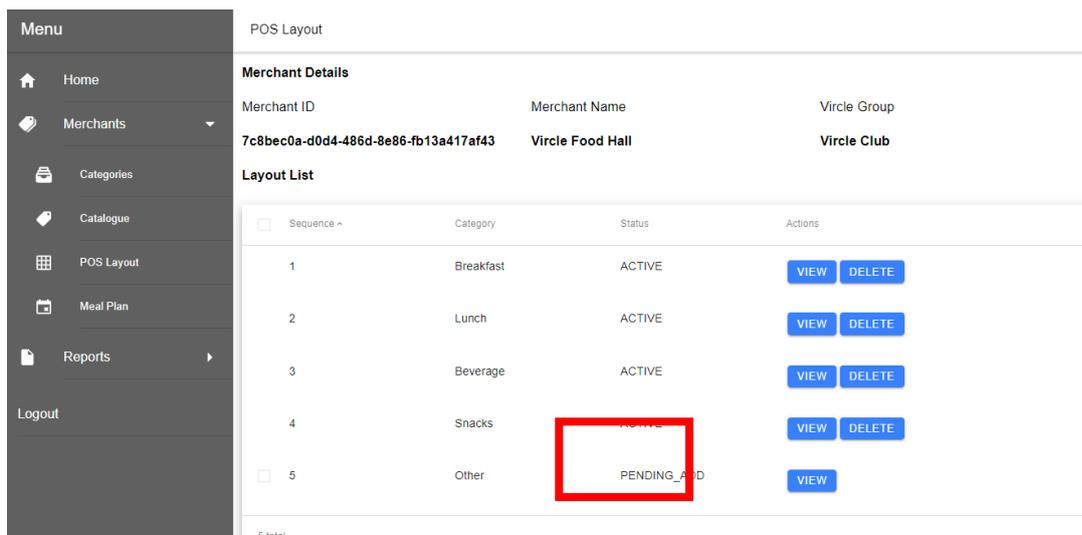
At the bottom right are two buttons: 'CANCEL' and 'SUBMIT'.

2. Number the **Product Sequence** or order in each of those Categories (top to bottom in rows of 5, placed left to right) on the POS Terminal screen.



3. Select the blue **SUBMIT** button once confirmed.

4. Status will show '**PENDING_ADD**'.



Sequence	Category	Status	Actions
1	Breakfast	ACTIVE	VIEW DELETE
2	Lunch	ACTIVE	VIEW DELETE
3	Beverage	ACTIVE	VIEW DELETE
4	Snacks	ACTIVE	VIEW DELETE
5	Other	PENDING_ADD	VIEW

5. To add Confirm changes made, click "**View**" button. A supervisor can check the sequence is correct.

6. Select the approve tick () on the bottom right of the screen to activate the new product change to category. Status column will change from **PENDING_ADD** to **ACTIVE**

5.3.2 Delete Category and/or Product Sequence

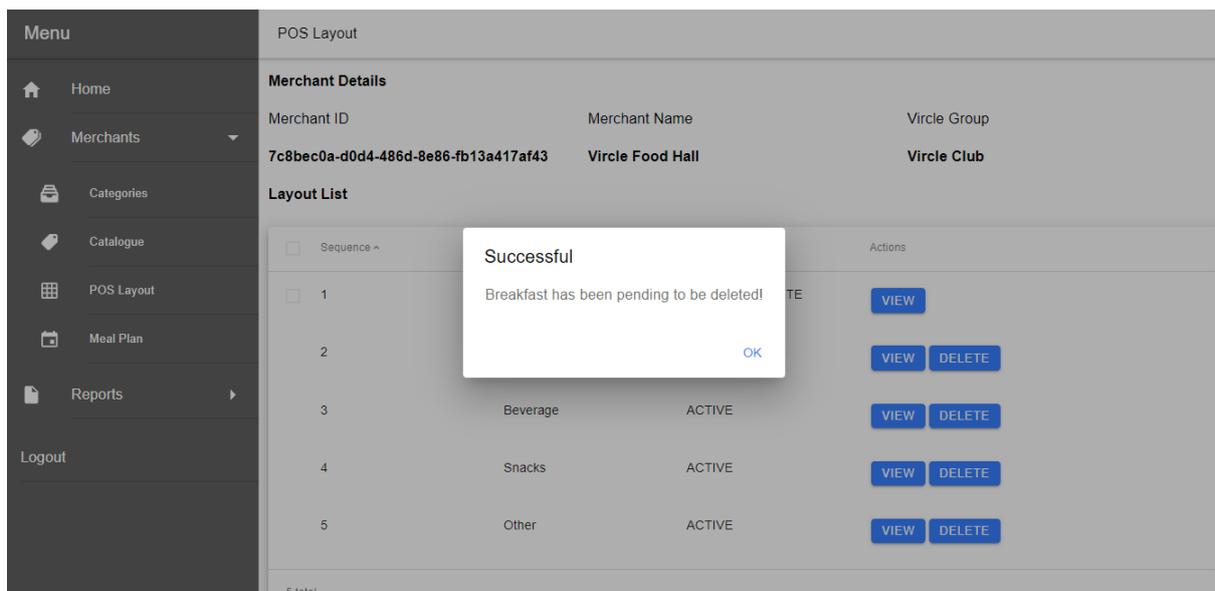
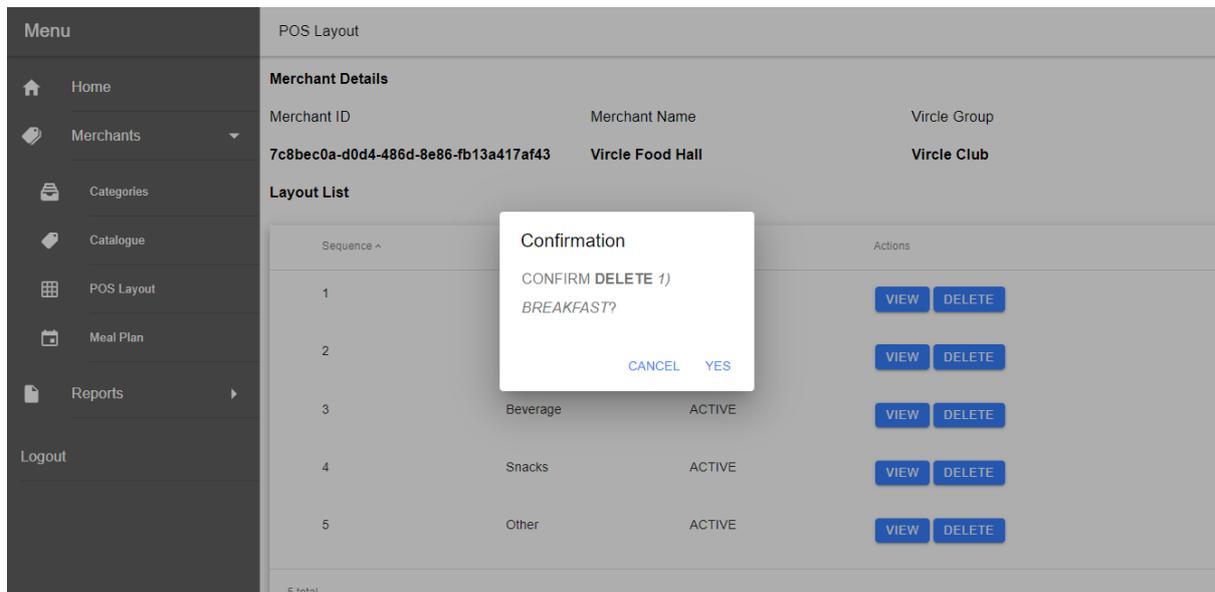
This function is to remove the Category sequence or Product sequence items from the POS Terminal and the Viricle App.

1. Select blue **DELETE** button under Actions.

2. Screen will ask for confirmation of the deletion.

3. Select Yes for confirmation.

4. Successful screen will be shown.



5. Status will change to **PENDING DELETE**

6. Select Category Sequence and select the Green **APPROVE** button.

7. The deleted Category or Product Sequence will no longer be shown on the screen.

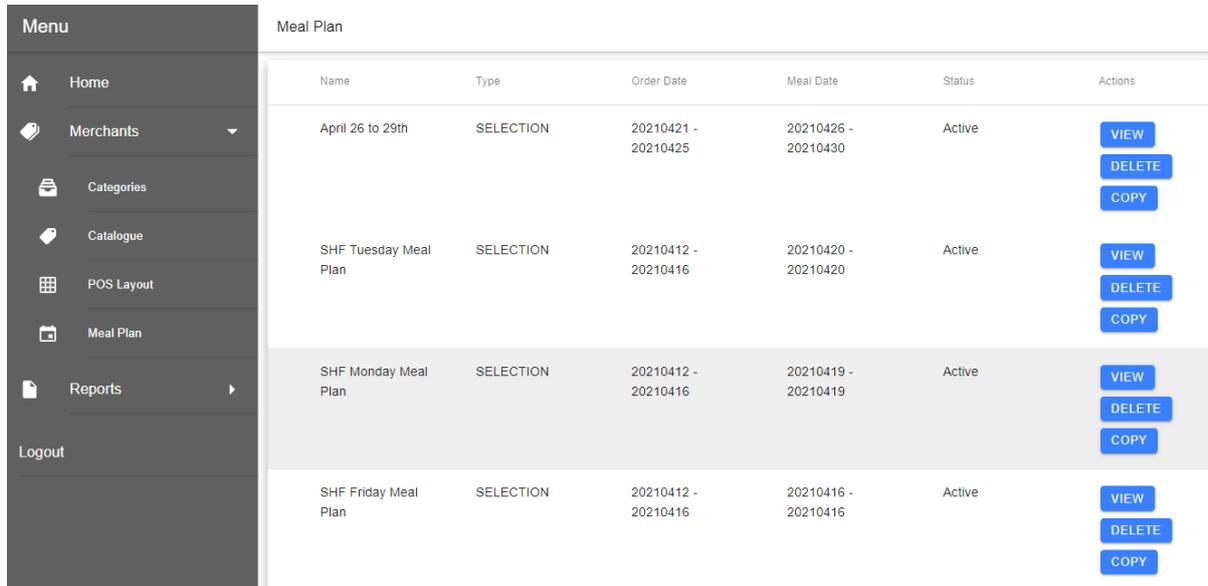
Menu		POS Layout			
Home	Products	Product Sequence	Products	Product Sequence	
Merchants	Big Breakfast	<input type="text" value="1"/>	Big Breakfast	<input type="text" value="1"/>	
Categories	Nasi Lemak	<input type="text" value="2"/>	Nasi Lemak	<input type="text" value="2"/>	
Catalogue	Roti Bakar	<input type="text" value="3"/>	Roti Bakar	<input type="text" value="3"/>	
POS Layout	Nasi Lemak Biasa	<input type="text" value="4"/>	Nasi Lemak Biasa	<input type="text" value="4"/>	
Meal Plan	Nasi Lemak	<input type="text"/>	Nasi Lemak	<input type="text"/>	
Reports	Nasi Lemak	<input type="text"/>	Nasi Lemak	<input type="text"/>	
Logout	Nasi Lemak	<input type="text"/>	Nasi Lemak	<input type="text"/>	

5.4 Pre-Ordered Meal Plans

A Meal Plan is a mechanism for you to allow parents to pre order set meals in advance for various period of times i.e., daily, weekly, fortnightly, monthly, or by term. Set Meals normally include main course, beverage and snack/fruit but can be made of a variety of products.

Once a meal plan has been selected by a parent for a child, and the plan is active and live, any changes towards the layout, product, and price will not impact any users who have already purchased it.

5.4.1 Creating a Meal Plan

1. Select “Meal Plan” from the Merchants drop down menu. Click “


Name	Type	Order Date	Meal Date	Status	Actions
April 26 to 29th	SELECTION	20210421 - 20210425	20210426 - 20210430	Active	VIEW DELETE COPY
SHF Tuesday Meal Plan	SELECTION	20210412 - 20210416	20210420 - 20210420	Active	VIEW DELETE COPY
SHF Monday Meal Plan	SELECTION	20210412 - 20210416	20210419 - 20210419	Active	VIEW DELETE COPY
SHF Friday Meal Plan	SELECTION	20210412 - 20210416	20210416 - 20210416	Active	VIEW DELETE COPY

2. Key in Meal Plan Details:

- **Year** -The year the plan is produced. E.g., 2021
- **Viricle Group** or school Canteen providing the Meal Plan
- **Short Name** - Meal Plan Short Name. (Maximum 10 characters), this name appears on Viricle App to indicate the available Meal plan e.g.: Jan 2020 or Mar 21-27 or Feb Week1
- **Long Name**- Meal Plan Long Name (70 characters (2 lines) or Maximum 105 Characters (3 lines)) e.g.: P1-P6 January Meal Plan Week 1 or March 21st-28th Daily Meal Plan
- **Type** (used to set if Parents will be able to select as well as children)
- **Meal Plan Document** (PDF file which documents all the meal plan details and options for the parents to see in the Viricle App)
- **Meal Start Date** - The first date that the meal plan is available on
- **Meal End Date** - The last date that the meal plan is available on
- **Order Start Date** – The first date when parents can start to order the plan
- **Order End Date** – The last date when parents can order the plan
- **Last Day for Selection** – Last date when parent can select. (May be after **Order End Date**)
- **Meal Days** -The Days of week plan can be purchased. Do not tick for a holiday etc.

Meal Plan

Meal Plan Details

Year	<input type="text" value="2021"/>	Meal Start Date	<input type="text" value="26/04/2021"/>	(First Date of Meal Plan)
Vircle Group	<input type="text" value="Vircle Club"/>	Meal End date	<input type="text" value="30/04/2021"/>	(Last Date of Meal Plan)
Meal Plan Name	<input type="text" value="April 26 to 29th"/>	Order Start Date	<input type="text" value="21/04/2021"/>	(Parent Start Orders)
Short Name	<input type="text" value="April 2021"/> (Side Banner Name)	Order End Date	<input type="text" value="25/04/2021"/>	(Parent End Orders)
Type	<input type="text" value="Selection"/>	Last Day For Selection	<input type="text" value="04/05/2021"/>	
Meal Plan Document	<input type="text" value="1002/20210421154935_elc"/> <input type="button" value="Choose File"/> No file chosen	Meal Days	<input checked="" type="radio"/> M <input checked="" type="radio"/> T <input checked="" type="radio"/> W <input checked="" type="radio"/> TH <input checked="" type="radio"/> F <input type="radio"/> S <input type="radio"/> SU	

- **Class Assignment** – Select which Years and Classes can select the Meal Plan

Meal Plan

Class Assignment

Select All

1

1A 1B 1C

2

2A 2B 2C

3

3A 3B 3C

4

4A 4B 4C

5

5A 5B 5C

6

6A 6B 6C

- **Meal Plan Products** – Click the blue **+ PRODUCT** button to add a **Meal Plan Product Name**, e.g., Breakfast Weekly, enter the Meal Plan price; for example, Breakfast Weekly is RM4.00, Lunch Weekly is RM8.00” & add Notes e.g., “Inclusive of Drinks”

Meal Plan

Meal Plan Products

Meal Plan Product Name	Price (RM)	Notes	
<input type="text" value="Breakfast Weekly"/>	<input type="text" value="20.00"/>	<input type="text" value="Inclusive Drinks"/>	<input type="button" value="DELETE"/>
<input type="text" value="Lunch Weekly"/>	<input type="text" value="40.00"/>	<input type="text" value="Inclusive Drinks"/>	<input type="button" value="DELETE"/>

- **Meal Plan Selection** – For each day of the plan, for each product, list the choices available that are already in the Catalogue from the drop-down menus

Date	Product	Option (1)	Option (2)	Option (3)	Option (4)	Option (5)
14/06/2021 (Mon)	Weekly Lunch Meal Plan	Mushroom Aglio...	Chicken Marmit...	Mixed Green Sa...		
15/06/2021 (Tue)	Weekly Lunch Meal Plan	Chicken Hawai...	Chicken Katsu & ...	Mediterranean ...		
16/06/2021 (Wed)	Weekly Lunch Meal Plan	Balsamic Chicke...	Black Pepper Fl...	Greek Pasta Sal...		
17/06/2021 (Thu)	Weekly Lunch Meal Plan	Tuna & Cheese ...	Fried Rice & Ste...	Caesar Salad		
18/06/2021 (Fri)	Weekly Lunch Meal Plan	Beef Stroganoff ...	Fried Vermicelli ...	Chicken Salad		

3. Select the blue **SUBMIT** button once Meal Plan Details are keyed in correctly.

4. Status will show **Pending Add**.

Name	Type	Order Date	Meal Date	Status	Actions
<input type="checkbox"/> 2 - Meal Plan (MEDIUM) - April 19th-23rd	SELECTION	20210504 - 20210505	20210504 - 20210505	Pending Add	VIEW
April 26 to 29th	SELECTION	20210421 - 20210425	20210426 - 20210430	Active	VIEW DELETE COPY
SHF Tuesday Meal Plan	SELECTION	20210412 - 20210416	20210420 - 20210420	Active	VIEW DELETE COPY
SHF Monday Meal Plan	SELECTION	20210412 - 20210416	20210419 - 20210419	Active	VIEW DELETE COPY
SHF Friday Meal	SELECTION	20210412 -	20210416 -	Active	VIEW

5. Select the Meal Plan by Tick the box so it changes to a tick () on the left side of the Meal Plan Name you created.

6. Click the approve tick () on the bottom right of the screen to activate the new Meal Plan you just created. Add this sentence

7. The Status column will change from **PENDING_ADD** to **ACTIVE**

5.4.2 Amending the Meal Plan Details

1. If you would like to update the Meal Plan information, click the blue **VIEW** button or the Meal Plan and edit then click **SUBMIT**.
2. The Status is now change to “**Pending Modify**”

Meal Plan

<input type="checkbox"/>	Name	Type	Order Date	Meal Date	Status	Actions
<input type="checkbox"/>	April 26 to 29th	SELECTION	20210421 - 20210425	20210426 - 20210430	Pending Modify	VIEW

3. Select the Meal Plan by Tick the box so it changes to a tick () on the left side of the Meal Plan Name you modified.
4. Click the approve tick () on the bottom right of the screen to approve the changes.
5. The Status is now changed to **ACTIVE**

5.4.3 Copy & Paste a Repeated Meal Plan

This function enables you to Copy & Paste an existing Meal Plan to repeat the food items for a different set of dates and Meal Plan name. It allows you to reuse all of the Products and food Items in that plan for another set of dates. For example, the products and food items in Week 1 plan in March can be repeated for Week2 in April. You will need to amend the dates and change the plan for holidays etc, but this saves having to recreate the plan from scratch.

1. If you would like to Copy & Paste a repeated meal plan, find the Meal Plan you wish to Copy.
2. Select the blue **COPY** button on the actions column. This will allow you to copy the meal plan and food selection

Name	Type	Order Date	Meal Date	Status	Actions
TESTING	SELECTION	20210604 - 20210613	20210607 - 20210611	Active	VIEW DELETE COPY

- On the Right Hand Side of the screen, update the new details of the Meal Plan, i.e.,: Year, New Meal Plan Name, New Meal Plan Short Name, Insert a Meal Plan Document (optional), update the New Order Start & New Order End Date and the Meal Plan Delivery Dates.
- Review the dates of the New Meal Plan and select the blue **SUBMIT** button once it has all been filled.

The image shows two screenshots of the 'Meal Plan Details' form. The top screenshot displays the 'Original Meal Plan' and 'Duplicate Meal Plan Details' sections. The 'Original Meal Plan' section includes fields for Year (2021), Meal Plan Name (TESTING), Short Name (TESTING), Meal Plan Document (1002/20210604163324_FV MEA), Order Start Date (04/06/2021), and Order End Date (13/06/2021). The 'Duplicate Meal Plan Details' section has corresponding empty fields for Year, Meal Plan Name, Short Name, Meal Plan Document, Order Start Date, and Order End Date. The bottom screenshot shows the 'Original Meal Plan Dates' and 'Meal Plan Dates' sections. The 'Original Meal Plan Dates' section lists five 'Old Meal Date' entries: 07/06/2021, 08/06/2021, 09/06/2021, 10/06/2021, and 11/06/2021. The 'Meal Plan Dates' section has a 'New Meal Date' field. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons, with the 'SUBMIT' button highlighted in red.

- The new meal plan you have copied, with all the same menu items will be created with the updated dates. This new plan will show Status as **Pending Add**.
- Select the blue **VIEW** button

<input type="checkbox"/>	Testing	SELECTION	20210611 - 20210620	20210614 - 20210618	Pending Add	VIEW
	TESTING	SELECTION	20210604 - 20210613	20210607 - 20210611	Active	VIEW DELETE COPY

7. Review and double check that all the details, dates, names etc are correct and ready to go. Note: In the repeated week you may have holidays for some of the days and the price and available days may need to also be edited. Scroll all the way down to after checking and select the green **APPROVE** button. Once Approved, you're copied meal plan is ready to go.

Menu

- [Home](#)
- [Merchants](#)
- [Categories](#)
- [Catalogue](#)
- [POS Layout](#)
- [Meal Plan](#)
- [Reports](#)
- [Logout](#)

Start

Meal Plan

Date	Product	Option (1)	Option (2)	Option (3)	Option (4)	Option (5)
<input checked="" type="checkbox"/> 14/06/2021 (Mon)	<input checked="" type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH	A: Chicken Ka...	100 plus 325ml			
<input checked="" type="checkbox"/> 15/06/2021 (Tue)	<input checked="" type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH	A: Fish Fillet K...	100 plus 325ml			
<input checked="" type="checkbox"/> 16/06/2021 (Wed)	<input checked="" type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH	A: Fish with Pe...	100 plus 325ml			
<input checked="" type="checkbox"/> 17/06/2021 (Thu)	<input checked="" type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH	A: Nyonya Chic...	100 plus 325ml			
<input checked="" type="checkbox"/> 18/06/2021 (Fri)	<input checked="" type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH	A: Spiced Chic...	100 plus 325ml			

CANCEL
REJECT
APPROVE

6 Reports

Reports enable you to view different types of business activities for a given time period such as:

- **Purchase Details Report** summarize all the transaction with Vircle Serial Number
- **Transaction Reports** showing all successful and unsuccessful transactions
- **Order & Pick Up Forecast Report** to prepare items for pickup in a canteen or bookshop
- **Meal Plan Forecast Report:** summarize the quantity of meal plan ordered by parents for chef to estimate and prepare the food.
- **Meal Plan Delivery Report:** provides the *Information include Date, Student Name, Class, Meal Plan Name, Meal Plan Product & Selected Meal* for canteen operator easy distribution.

6.1 Purchase Details Report

1. The Purchase Details Report can be viewed under the Reports Menu.
2. You will be able to select a timeframe to view the details of the student who has made a purchase between that period of time.
3. You will be able to Export the transaction history to an Excel file for further analysis.
4. You will be able to view:
 - Transaction Reference No
 - Transaction Date
 - Vircle Group
 - Merchant Name
 - Vircle Serial Number
 - Item
 - Amount
 - Status (Success/Failed)

Purchase Details Report

From Date 04/05/2021	To Date 04/05/2021	Status None					
Transaction Referenc...	Vircle Serial No						
<input type="button" value="EXPORT"/>		<input type="button" value="SEARCH"/>					
Transaction Reference No.	Transaction Date	Vircle Group	Merchant Name	Vircle Serial No.	Item	Amount	Status
No record(s) found							
0 total							

6.2 Transaction Report

1. Transaction Report allows you to view the total number of transactions at a specific duration.
2. You will be able to view the total number of successful/failed transactions at a given time.
3. You will be able to Export the transaction history to an Excel file for further analysis.
4. You will be able to view:
 - Transaction Date
 - Vircle TX ID
 - Banking TX ID
 - Merchant Name
 - Vircle Serial No
 - Product Type
 - Amount
 - Status of transaction. (Success/Failed)

Transaction Report

Transaction Date	Vircle TX ID	Banking TX ID	Merchant Name	Vircle Serial No.	Product Type	Amount	Status
No record(s) found							
0 total							

6.3 Order & Pickup Forecast Report

1. Order & Pickup Forecast report give you a view of the orders and total number of items that parents have made for their child/children.
2. You will be given the ability to prepare in advance the food/drinks/products that parents have ordered in advance.
3. You will be able to Export the transaction history to an Excel file for further analysis.
4. You will be able to view:
 - Forecast Date
 - Item ordered by day

Order & Pickup Forecast Report

Date
04/05/2021

EXPORT SEARCH

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

No record(s) found

0 total

6.4 Meal Plan Forecast Report

1. Meal Plan Forecast Report enables you to view the total number of meal plan orders at a specific day.
2. You will be given the ability to prepare just the right amount of food/drink for students to stop food wastage.
3. You will be able to Export the transaction history to an Excel file for further analysis.
4. You will be able to view:
 - Meal Plan Date
 - Merchant Name
 - Meal Plan Name
 - Meal Plan Product
 - Meal Plan Selections
 - Total Order

Meal Plan Forecast Report

From Date To Date

EXPORT SEARCH

Meal Plan Date	Merchant Name	Meal Plan Name	Meal Plan Product	Meal Plan Selections	Total Order
No record(s) found					
0 total					

6.5 Meal Plan Delivery Report

1. Meal Plan Delivery Report enables you to view different variety of meal plan that each student has purchased.
2. You will be able to view the student's details such as student name, student class, Vircle serial number and the meal plan that the student has purchased.
3. You will be able to Export the transaction history to an Excel file for further analysis or to input to a label printer to print labels for student lunch boxes for delivery.
4. You will be able to view:
 - Meal Date
 - Merchant Name
 - Student Class
 - Name
 - Meal Plan Name
 - Meal Plan Product
 - Selected Meal

Meal Plan Delivery Report

Meal Date	Merchant Name	Student Class	Name	Meal Plan Name	Meal Plan Product	Selected Meal
No record(s) found						
0 total						

6.6 Exporting a report to Excel

1. Please run the report you want to export as described above to generate the required data
2. Then click the blue **EXPORT** button on the left of the screen
3. Select the desired export format you want to export too. (Usually Excel) You can use this format to input to a label printer where you want to print labels.
4. File will open in the selected Program (excel etc) in the format desired

7 Merchant Support

If you require support with the Vircle Product, please Chat with us in WhatsApp: +60 16-796 2757

8 APPENDIX 1. Taking Food Photos

Chefs use the term *plating* to describe the arrangement of their food on the plate. Plating may seem crazy at first. You may think that the taste of food isn't affected by how it's presented on the plate but recent studies found that when food was presented to test subjects in an arranged presentation, the subjects were more likely to rate both the taste of the food as well as the amount of care taken in cooking it, as much higher. So, photos of your food can boost sales and the perception of your Cafeteria. Presentation is therefore very important when it comes to photographing food.

A parent selecting the meal has only your image and description to go by. To take images of food plating, is the first step to creating the idea that the food being photographed is just as juicy and mouth-watering as it appears to be.

1. Know the Look: If you're photographing food that's more natural-looking, (say a nasi Lemak or a Roti Chanai) you can be a bit more chaotic and messier with the plating. This isn't to say that the food shouldn't be arranged—but you may want to think of naturally occurring spectacles in nature like a fresh rugged jungle full of flowers, shoots and lush leaves.

If you're photographing food that's a little more modern for example Chicken Burgers and salad rolls or Beef Steak Pie with Roast Garden coloured Vegetables, then neat plating may be better. These types of meals rely more on the balance of colours and symmetry, the same way it would be with a painting, drawing, or sculpture.

2. Display on the right surface: Wooden cutting boards or bowls can give a more rustic feel and look great for presenting natural homely foods like Nasi Lemak and Beef Rendang. Classic white plates can give colourful foods a more vibrant feel. Choose plates that best align with the food's look and are able to bring out the strengths of the food's visual appeal.

3. Start from the Centre: When plating your dishes. food, start in the middle and work your way out from there in order to ensure symmetry on the plate.

4. Be Artistic: Decorate your plates with sauces and greens or other trimmings to give your plate an artistic edge.

After you've prepared your food to be photographed, you'll want to start thinking about the arrangement and composition of the photographs themselves.

8.1 Lighting your Food Images.

Good lighting is key to emphasize textures and colours. Thinking about what parts of the food you want to emphasize. Maybe you want to showcase the juiciness of a freshly cooked cut of Chicken, or show-off the unique texture of a perfectly sliced piece of Sugi cake.

Here are some things to keep in mind to get the best lighting for your photograph:

1. Side Lighting: Light on the side of the food is a great way to bring out the shadows and bright spots of certain food textures—such as breads, different meats and cakes. This is especially important when photographing food that balance a lot of textures, like sandwiches and burgers.

2. Eliminate Harsh Shadow: Harsh shadows can make food look unappetizing. If you notice a lot of harsh shadow in an image, adjust the light angle or light angle or camera to remove the shading and

highlight the food's texture or grain.

3. Soft, Diffused Light is Best: Harsh shadows can be prevented by using softer lighting. Try using a reflective surface to bounce and diffuse natural light or artificial light onto your subject to soften the light and reduce shadows.

4. No Front lighting: Direct front lighting can create harsh bright glaring spots on your image, so some foods won't be contrasted to in a way that emphasizes the texture. The food can appear bland and tasteless. Take care to use reflected side lighting

8.2 Composition of Food Photography

Here are some guidelines on how to capture an image that clearly emphasizes the strengths and flavours of your food.

1. Shooting Angle: think about the part of the food you want to emphasize. If you're taking a picture of a sandwich, you might think about cutting it in half and shooting from the side to show the textures, layers and juiciness of the beef or tomatoes. Side-shots can't work for all foods. Garden Salads or Pastas are best shot from overhead, flat style in order to show the intricacies of the arrangement of the food elements.

Avoid taking pictures from a front-facing, downward angle. Adjust the camera angle downwards or at say 45 degrees to get the best textures and lines of the food emphasized from this angle. This shows quantity better than an overhead shot.

2. Colours: Try to compliment your food with props like cutlery, garnishes etc or use interesting textures and patterns in complementary colours and try to keep the colour balanced. Remember the interest is in the food not the plate.

Warmer colours such as reds, oranges, and yellows are the best for stimulating appetites. Greens and creams give a more natural and organic feel to your photographs.

Avoid harsh, cool colours (blues and purples). Most food look unappetizing under a blue or purple hue.

3. Focus and Depth of Field: Depth of field is the distance between objects in frame and the way that focus creates emphasis on parts of the food that are closest. In the same way that certain foods have better angles, they also have better spots to be in the photo to be more focused. Play around with the focus point. This technique works especially well with noodle dishes.

8.3 Editing your food images

Here's some editing steps in applications like Photo Shop you can simply apply to improve food images:

- 1. Sharpen the Image:** Adjustments to the sharpness of the image give the edges of the food items more definition and differentiate aspects of the image.
- 2.** In Photoshop and other photo-editing platforms, you can sharpen an image by applying what's called an **Unsharp Mask**. Unsharp Mask filters give the edges of your food in the image a more defined look.

Unsharp masks have 3 adjustment options:

2.1 Radius: This controls how many pixels adjacent to high-contrast edges are affected. If your photo contains only a few, large objects, you can adjust this to a higher radius of about 2. For images with more smaller elements and sharper lines, you'll want to use a lower radius between 0.05 and 1.

2.2 Amount: It is best to keep this minimal. A lot of sharpening can give a grainy feel to your image, and the food can appear unappetizing.

2.3 Threshold: Adjusts how much of the image is affected by the filter. A value of 0 will apply the filter to the whole image.

2. White Balance: White balance means the tinting of the white parts of your food image. By adjusting white balance, you can help to make an image look more "warm" or "cool" depending on how you adjust it. Using a warmer white (a little more yellow) will make the food look more appetizing especially for noodles and pastas.

For Photoshop, you can adjust this by selecting the image and then selecting Adjustments > Colour Balance.

3. Brightness & Contrast: Contrast is the separation between the darkest and lightest areas of your photograph. Adding higher contrast between light and dark parts of the image will give it more detail.

In Photoshop, you can do this by selecting Layer > New Adjustment Layer > Brightness/Contrast. This gives you a control with sliders so you can adjust the brightness and contrast of your food image. Giving a slight boost to your brightness and contrast will bring out the diversity of colours, highlights and shadows in your photo and make for a more eye-catching image.

4. Adjust Saturation: This is the colour intensity in your photograph. More saturated, warm colours are more appetizing. Imagine the colour of a fish fillet in creamy butter sauce or a bright orange slice of mango. Adding saturation is a great way to bring out the colours and the image seems more mouth-watering.

These are just some basic photo-editing techniques, but even with all of these techniques applied we can see a big difference in the way the image looks.

8.4 Resizing the Image (300x300) Pixels. Important!

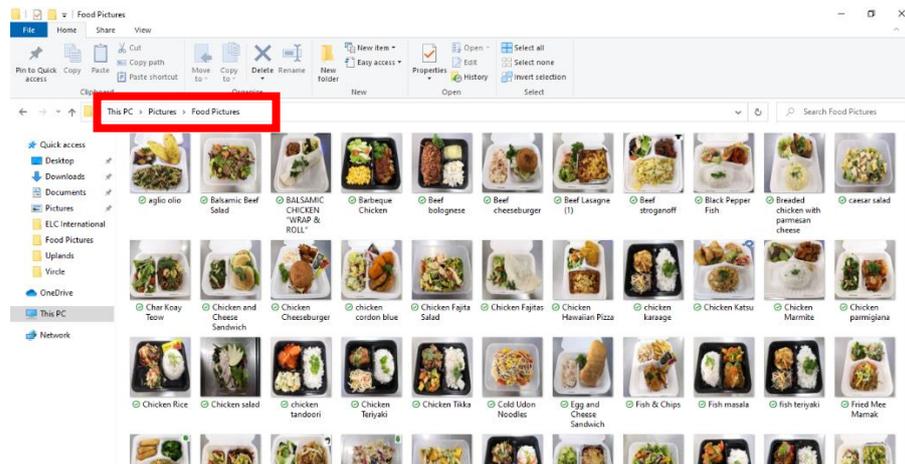
In order for the photo image of your food to display properly and clearly in the App, your photo image size should be 300x300 pixels.

This may mean some of your photo images may need to be resized, or different sized images cropped or adjusted to fit the 300 x 300-pixel format.

This is important because to see the quality of the food and items you are offering, otherwise the image will appear distorted to Parents or Customers. If your image is showing a lot of background or plate, you may wish to crop the photo first to make it stand out in the Viricle App.

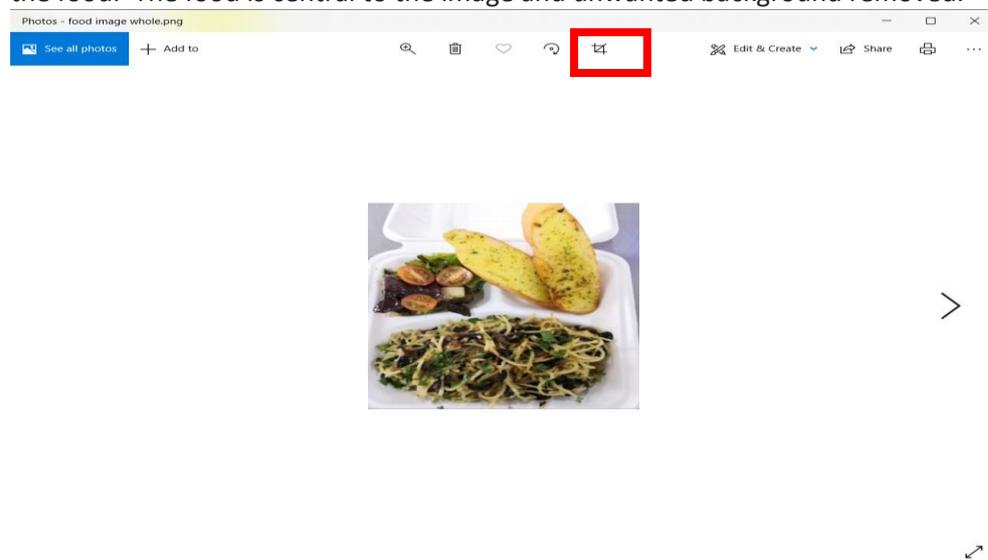
To Crop and resize your images:

1. Go to My Computer and to the folder where you keep all your images of the meals or Items.
2. Select and click on the image you wish to adjust.



3. Select the Crop function (Red box) in your photo editor.

Adjust the image borders to eliminate the background or container plate etc so the focus is on the food. The food is central to the image and unwanted background removed.

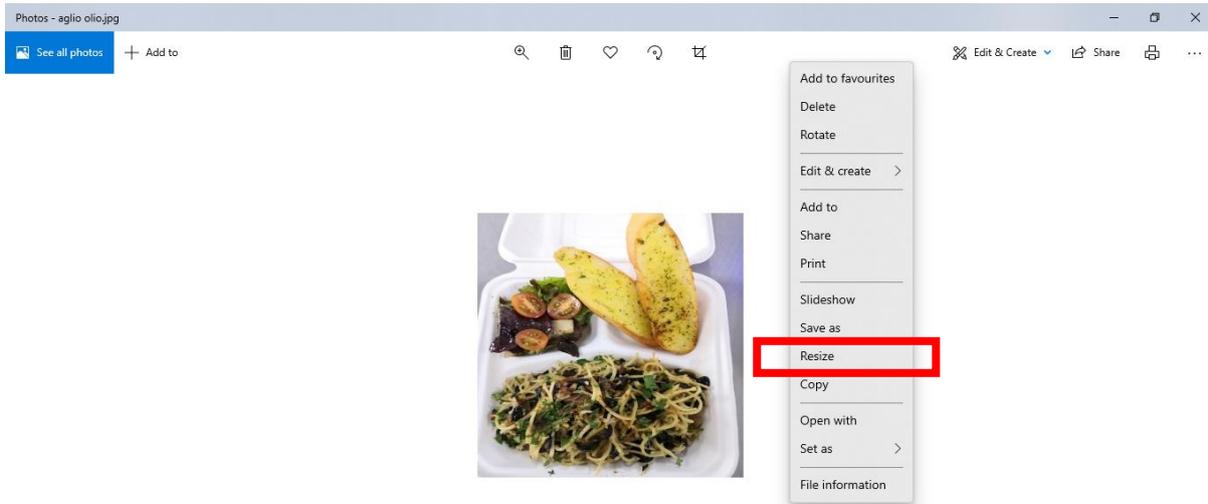


Before Copping

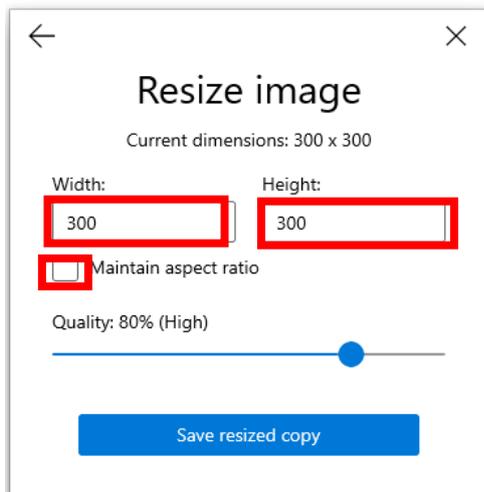


After Cropping

4. Now click on the cropped image and select **Resize**



5. Select **Define Custom Dimension**. Input **300** for Width and **300** for Height. **Untick the Maintain Aspect Ratio box.**



6. Now save the cropped and resized image to your folder with the **Long Name** for the meal so its easy for you to find and attach to a Catalogue item later.

8.5 Relax and Be Creative

Food photography should be an adventure. There are many incredible and interesting ways to capture images of your food. Try new things, like using food to sculpt a landscape or making desserts that look like cute animals. Remember the people eating it are school children so have some fun. Your mission is just to catch the attention of those keen social media users scrolling through their pre-ordered Meal Plan. If you catch people's attention, then hopefully you capture their tastebuds and receive orders and compliments, that is what's most important.

9 APPENDIX 2. Typical Food Allergies

A food allergy is a person's immune system reaction or response that occurs soon after eating, drinking or inhaling certain food ingredients. The reaction can vary from person to person, and some children may not even be aware they have an allergy until they consume a food contains an element, they are allergic too.

The amount of a food to cause a problem may be tiny. Even very small amounts of the allergy-causing food can trigger various signs and symptoms in a child or adult. These problems may be reactions such as indigestion, stomach upset, vomiting or other digestive problems, hives, eczema or swollen airways and difficulty breathing as a result.

In some people, food allergies can result in very severe symptoms or even a life-threatening reaction known as anaphylactic shock.

Some schools require a Cafeteria Operator to identify if ingredients in their meals or food items may be potentially allergenic.

The Vircle App and Back Office can be used to flag the following Allergy types:

- **Seafood Allergy:** An allergic reaction to certain proteins and oils in seafood can cause life-threatening anaphylaxis in some children. Consuming fish may cause a sudden, severe, potentially fatal reaction that results in low blood pressure and throat swelling, making breathing difficult. Fish allergies can also cause a severe skin reaction, swollen lips or can trigger an asthma attack. **This is for all types of fish, both river and sea.**
- **Egg Allergy:** Eggs are one of the most common allergy-causing foods in children. Egg allergy symptoms usually occur a few minutes, to a few hours, after consuming eggs or foods containing eggs. Signs and symptoms can range from mild to severe and can include skin rashes, hives, nasal congestion, and vomiting or other digestive problems. Rarely, egg allergy can cause anaphylaxis, a life-threatening reaction. Egg allergy can occur as early as infancy. Most children, but not all, outgrow their egg allergy before adolescence. Eggs are commonly used in other foods as a protein, thickeners and binders, such as **cakes, biscuits or cooked eggs.**
- **Soy Allergy:** Allergy to Soy, a product of Soy Beans, is a common food allergy. Often, Soy allergy starts in infancy with reaction to soy-based infant formula. Although most children outgrow soy allergy, some carry the allergy into adulthood. Mild signs and symptoms of soy allergy include hives or itching in and around the mouth. In rare cases, soy allergy can cause a life-threatening allergic reaction (anaphylaxis). Having a Soy allergy means avoiding products that contain Soy, which can be difficult. **Many foods, such as meat products, bakery goods, chocolate and breakfast cereals, may contain Soy.**
- **Shellfish Allergy:** Shellfish allergy is an abnormal response by the body's immune system to proteins in certain marine animals. Marine animals in the shellfish category include **Crustaceans and Molluscs, such as Shrimp, Crab meat, Lobster, Squid, Oysters, Scallops and others.** Some people with shellfish allergy react to all shellfish; others react to only certain kinds. Reactions range from mild symptoms such as hives or a stuffy nose to severe and even life-threatening.
- **Nuts Allergy:** When someone is allergic to nuts, their immune system mistakenly identifies nuts as a harmful substance. The immune system reacts to these substances, or allergens. The first time someone is exposed to a nut allergen, they usually don't have any symptoms. Their immune system, however, has recognized the allergen as a threat and gets ready to fight the allergen the next time it enters the body. When the allergen enters the body again,

the immune system launches an attack by releasing chemicals such as histamine. The release of histamine is what causes allergy symptoms. **Nuts can be any type of Ground Nuts (Peanuts) or Tree Nuts (Walnuts, Almonds, Cashew Nuts, Pistachio nuts, etc.). Nuts are often mixed into other foods like stews, cakes, biscuits and even trace amounts can cause a reaction.**

- **Gluten Allergy:** Celiac disease, sometimes called celiac sprue or gluten-sensitive enteropathy, is an immune reaction to eating gluten, a protein found in **wheat, barley and rye**. If you have celiac disease, eating gluten triggers an immune response in your small intestine. Over time, this reaction damages your small intestine's lining and prevents it from absorbing some nutrients (malabsorption). The intestinal damage often causes diarrhoea, fatigue, weight loss, bloating and anaemia, and can lead to serious complications. In children, malabsorption can affect growth and development, besides causing the symptoms seen in adults.
1. **MSG Allergy:** MSG reaction can be mistaken for an allergic reaction. Symptoms and signs of MSG reaction include seizures, irregular heartbeats, and anaphylaxis. **MSG is a flavour enhancer in many foods**
- **Milk Allergy:** Milk allergy or Lactose intolerance, is an abnormal response by the body's immune system to milk and products containing milk. It's one of the most common food allergies in children. Cow's milk is the usual cause of milk allergy, but **milk from sheep, goats, buffalo and other mammals** also can cause a reaction. An allergic reaction usually occurs soon after a child consumes milk. Signs and symptoms of milk allergy range from mild to severe and can include wheezing, vomiting, hives and digestive problems. Milk allergy can also cause anaphylaxis — a severe, life-threatening reaction. Fortunately, most children outgrow milk allergy.

10 APPENDIX 3. Using Food Tags

A food tag allows parents to select a food based on a preference for their child. This preference might be based on what a child enjoys most, which food a child find most satisfying, or foods that meet a religious observance, that the child feels best eating, or parent thinks is a healthier choice, or food diverse choice for their child, etc., based on the child's body needs and desires. This decision comes from within the parent or child, not based on diet culture. It's you genuinely preferring one thing over another.

Food tags in the App are listed here are:

Beef: The meal contains Beef or Bovine products. This is for religious observations where some may prefer not to consume this meal.

Vegetarian: A health or religious choice where no meat products is contained in the meal.

Vegan: A health and sustainability choice where no meat, eggs or fish are in the food products.

Spicy: for some spicy foods may want to be avoided, for others they like the heat a spicy meal can offer.

Non-Halal: A religious observance where foods in the meal were killed a certain way and/or contains no pork, or animals that are amphibious.

Popular: The canteens most popular choice for meal

Low Carb: meals which ate low in carbohydrates

Mustard: If you like mustard this meal contains mustard.

11 APPENDIX 4. Meal Plan Copy & Paste Functions

11.1 Establishing a Rotating Meal Plan

Where you have Pre-Paid Meal Plans, often you want to have the same Daily, Weekly or Monthly Meal Plans, repeat after a given period of days, weeks or months.

For example, imagine a weekly Meal Plan structure has two weeks of Pre-Paid Menus. After two weeks have elapsed, these 2 weekly Menus repeat, where Week1 Meal Plan, repeats as Week 3, 5, 7 etc., Meal Plans; and Week 2 Meal Plan repeats as Week 4, 6, 8, etc, Meal Plan etc.

Or imagine where 5 weekly Meal Plans with weeks 1 to 5, repeat as Weeks 6-10 and then repeat as Weeks 11 to 15 etc.

A rotating a Meal Plan helps you save a lot of time by cutting and pasting a menu (duplicating the plan) and pasting that menu, where you can set the dates to the following week or the next couple of weeks ahead etc.

The function used for this process is the Copy & Paste function. By having this function, you can save a lot of time in creating a new meal plan for parents to order in advance. You can also edit individual meals to change them or swap them, remove holiday days in the week

Note, a Rotating meal plan can only be performed using Copy/Paste, if the menu for each day are the same from the previous meal plan. i.e., Monday Meals goes to Monday, Tuesday Meals to Tuesday

So to create a Rotating Menu:

1. After creating and approving the Pre-Paid Meal Plan for the first period, for example Week 1 and you want to repeat the same plan as Week3, copy (duplicate) the meal plan.
2. Select the blue COPY button, on the Action buttons of the Meal Plan you want to rotate on the right-hand side of the selected existing Meal Plan.

August Week1 Meal Plan	SELECTION	20210730 - 20210801	20210802 - 20210806	Active	
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3. The following details will appear. Complete new date details in the Duplicate Meal Plan Details on the right side of the screen.
 - **Year-** Enter the year the new plan will be delivered
 - **Meal Plan Name-** Rename the Meal Plan Name as the new Week. E.g., Week 3
 - **Short Name-** Rename the Short Name as the new Week. E.g., Week 3
 - **Meal Plan Document-** Upload a new Meal Plan Document if required
 - **Order Start Date-** Set the start of Week 3, e.g., the date on Monday Week 3
 - **Order End Date-** Set the start of Week 3, e.g., the date on Friday Week 3.

Original Meal Plan	Duplicate Meal Plan Details
Year: 2021	Year: 2021
Meal Plan Name: August Week1 Meal Plan	Meal Plan Name: August Week3 Meal Plan
Short Name: Aug WK1	Short Name: Aug WK3
Meal Plan Document: 1019/20210621115015_Upland [Meal Plan Document: [Empty]
Order Start Date: 30/07/2021	Order Start Date: 06/08/2021
Order End Date: 01/08/2021	Order End Date: 08/08/2021

- Once you have entered the New Meal Date, (Monday) the system will auto generate the remainder of the dates; i.e., Tuesday to Friday.
- Once done, click the blue **SUBMIT** button on the bottom right of the screen.

Original Meal Plan Dates	Meal Plan Dates
Old Meal Date: 02/08/2021	New Meal Date: 16/08/2021
Old Meal Date: 03/08/2021	New Meal Date: 17/08/2021
Old Meal Date: 04/08/2021	New Meal Date: 18/08/2021
Old Meal Date: 05/08/2021	New Meal Date: 19/08/2021
Old Meal Date: 06/08/2021	New Meal Date: 20/08/2021

- The new duplicated meal plan will auto populate the Menu from Week 1, in the Meal Plan page under the status **Pending Add**
- Select view and double-check whether all the names and dates of the new meal plan are correct. Once checked, hit the Approve button on the bottom right of the screen on the following page.

<input type="checkbox"/>	August Week3 Meal Plan	SELECTION	20210806 - 20210808	20210816 - 20210820	Pending Add	<input type="button" value="VIEW"/>
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- Once the status is **Active**, if required you can make any changes to the week 3 meal plan. For example; remove a day due to a holiday or amend a price or menu item. You may change **Name of Meal Plan, Order & Start Dates, active Meal Days, Classes applicable, Prices & Products.**

9. Select the blue **VIEW** button on the meal plan lower right-hand side. For example; if Friday is a holiday, untick the **F** (Friday) box (as shown below) to remove that days menu, so that parents cannot order on that day, since it is a school holiday. Once the changes are made, Click the Blue **SUBMIT** button on the bottom right of the screen.

Meal Plan Details

Year	2021	Meal Start Date	16/08/2021	(First Date of Meal Plan)
Vircle Group	Uplands School	Meal End date	20/08/2021	(Last Date of Meal Plan)
Meal Plan Name	August Week3 Meal Plan	Order Start Date	06/08/2021	(Parent Start Orders)
Short Name	Aug WK3 (Side Banner Name)	Order End Date	08/08/2021	(Parent End Orders)
Type	Selection	Last Day For Selection	08/08/2021	
Meal Plan Document	1019/20210621135139_Upl <input type="button" value="Choose File"/> No file chosen	Meal Days	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> TH <input checked="" type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> SU	

10. Once submitted, the Status on the right of the meal plan will be displayed as **Pending Add**
11. Select the blue **VIEW** button, and double check your changes are correct. Then select the blue **CONFIRM** button on the bottom left.

11.2 Creating different sizes (Small, Medium & Large) etc of the same Meal Plan

Sometimes you may want to offer different sizes (at different prices) of the same Meal Plan. For example, by duplicating a Small sized Meal Plan, to create a Medium Sized and/or a Large sized Meal Plan. This can save you time as you will not need to type in all the same menu items and details as the Small Plan in other sized plans. For example; by duplicating the Small Sized Plan, you can simply change the Size in the Meal plan Name and its Price, to reflect the bigger sizes .

1. Select the blue **COPY** button on the lower right of the Small Meal Plan.
2. Fill in the new details in the Duplicate Meal Plan Details on the right side of the screen. Make sure to change the Meal Plan Name to reflect the size of the meal plan accordingly (e.g., Small to Medium). Since the Medium meal plan will be the same week as the Small meal plan, please insert the same dates as the Original Meal Plan

Original Meal Plan	Duplicate Meal Plan Details
Year: 2021	Year: 2021
Meal Plan Name: Aug Week1 Meal Plan (Small)	Meal Plan Name: Aug Week1 Meal Plan (Medium)
Short Name: Aug WK1	Short Name: AugWK1 (M)
Meal Plan Document: 1019/20210621115015_Upland I	Meal Plan Document: Choose File Upland Dem...eal Plan.
Order Start Date: 30/07/2021	Order Start Date: 30/07/2021
Order End Date: 01/08/2021	Order End Date: 01/08/2021

3. Select the blue **SUBMIT** button on the bottom right of the screen.

Original Meal Plan Dates	Meal Plan Dates
Old Meal Date: 02/08/2021	New Meal Date: 09/08/2021
Old Meal Date: 03/08/2021	New Meal Date: 10/08/2021
Old Meal Date: 04/08/2021	New Meal Date: 11/08/2021
Old Meal Date: 05/08/2021	New Meal Date: 12/08/2021
Old Meal Date: 06/08/2021	New Meal Date: 13/08/2021

CANCEL SUBMIT

4. The new duplicated Medium Meal Plan will auto populate in the Meal Plan with all the menu items page under the status **Pending Add**.

Select the blue **VIEW** button to approve.

<input type="checkbox"/>	Aug Week1 Meal Plan (Medium)	SELECTION	20210730 - 20210801	20210809 - 20210813	Pending Add	VIEW
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4. Double check the details such as **Meal Plan Names**, Meal Start Date, Order Start Date, and Product & Prices are all correct.

5. Select the blue APPROVE button.

Meal Plan Details

Year	<input type="text" value="2021"/>		Meal Start Date	<input type="text" value="09/08/2021"/>	<small>(First Date of Meal Plan)</small>
Circle Group	<input type="text" value="Uplands School"/>		Meal End date	<input type="text" value="13/08/2021"/>	<small>(Last Date of Meal Plan)</small>
Meal Plan Name	<input type="text" value="Aug Week1 Meal Plan (Mec"/>		Order Start Date	<input type="text" value="30/07/2021"/>	<small>(Parent Start Orders)</small>
Short Name	<input type="text" value="AugWK1 (M)"/>	<small>(Side Banner Name)</small>	Order End Date	<input type="text" value="01/08/2021"/>	<small>(Parent End Orders)</small>
Type	<input type="text" value="Selection"/>		Last Day For Selection	<input type="text" value="01/08/2021"/>	
Meal Plan Document	<input type="text" value="1019/20210621155935_Upl"/>		Meal Days	<input type="radio"/> M <input type="radio"/> T <input type="radio"/> W <input type="radio"/> TH <input type="radio"/> F <input type="radio"/> S <input type="radio"/> SU	

Step 5: To amend the prices for the bigger sized meal, Select the blue VIEW button to change the price for the medium sized meals.

Aug Week1 Meal Plan (Medium)	SELECTION	20210730 - 20210801	20210809 - 20210813	Active	VIEW
					DELETE
					COPY

Meal Plan Products

Meal Plan Products

Meal Plan Product Name	Price (RM)	Notes	
Monday Lunch	2	Include Fruits and Muffin	DELETE
Tuesday Lunch	2	Include Fruits and Muffin	DELETE
Wednesday Lunch	2	Include Fruits and Muffin	DELETE
Thursday Lunch	2	Include Fruits and Muffin	DELETE
Friday Lunch	2	Include Fruits and Muffin	DELETE

[+ PRODUCT](#)

6. Select submit at the bottom of the screen.
7. Once submitted, the action on the right of the meal plan status will be displayed as **Pending Add**
8. Select the blue VIEW button and double check the revised prices.
9. Select the blue CONFIRM button on the bottom left and the status will be shown as **ACTIVE**.

Repeat for changing the size to large etc.

END

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Web Help & FAQs: www.vircle.com/help