# Redesign the payment flow of Point of Sale (POS) software for better user experience

**Design Team:** Mukesh and Prashant (design intern)

Mukesh Kumar Ranjan

**Product Designer, Dineout** 

## **ABOUT DINEOUT**

Dineout is full-stack food tech company with having the product line in both B2C and B2B segments.

**Dineout (B2C)** is a table booking platform helping customers to do table booking in their favourite restaurants for free and help them get great discounts.

**Dineout (B2B)** is a one-stop technology solution that empowers restaurateurs to manage their operations efficiently. we cater to any F&B establishment's front & back-end house affairs.

Through innovative & integrated solutions, we aims to disrupt the restaurant industry & put an end to the problems that have riddled restaurateurs since the beginning of time.

Dineout have 2 B2B software which help restaurant to manage their operations and efficiency. both the software were acquired by dineout from **Inresto** and **Torqus** 

1. POS (Point of Sale)

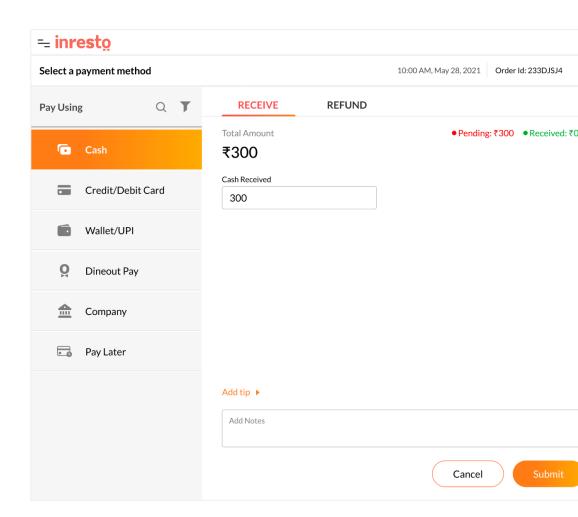
2. SCM (Supply Chain Management)

## **CURRENT POS PAYMENT PAGE DESIGN**

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Payment			• Pending Amount:	466 🛛 🕑 Payment	Received : 1,000	Notifications				:
Cash	Card	Company	Pending				OTHERS 2	Mana	ge Online Orde	ers
Company Payment						<b>#113345765</b> Order at 16, A	5 <b>4</b> pril 2020, 5:00 PM	Requ	est Configuratio M. 998798	
Company Pay						Select ETA ~ 2 It	em Delivery	Reject	Accept Order	HL
Company List						Restaurant Delivery   M	м. 9879847678	<b>₹ 466.00</b> (On	line Paid, Spicy)	~
Swiggy cash ×	Swiggy ×	Zomato ×	Zomato cash ×	Google pay ×		<b>#57654</b> Order at 16, A	pril 2020, 5:00 PM		Deepak Agga M. 998798	
Paytm ×	🗌 Talabat 🛛 ×	C Zomato pay ×	Phone ×	Phone pay ×		Select ETA > 2 Iten	n, Delivery Out o	f Stock Reject	Accept Ord	der
Sodexo ×	Google pay 1 ×	Dineout Pay ×				Restaurant Delivery   M	м. 9879847678	₹ <b>466.00</b> (On	line Paid, Spicy)	~
		Amount 1000				A8 New din	er is seated, conta	ctless table PIN	is 231 0	Ok
0					Total : ₹135	A10 New dim	er is seated, conta	octless table PIN	is 345 O	Ok
Add Notes						<b>#113345765</b> Order at 16, A	5 <b>4</b> pril 2020, 5:00 PM		Deepak Agga M. 998798	
						Select ETA ~ 2 It	em   Delivery	Reject	Accept Order	sr
				Cancel	Submit	Restaurant Delivery   M	м. 9879847678	₹ <b>466.00</b> (On	line Paid, Spicy)	~

## POS Payment Flow (revamp)

- Mukesh Kr Ranjan



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Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	Current Running Ord	ers ▲ ₹1	<b>8,12,307.7</b> ng Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
	Total Amount	Pending: ₹300     Received: ₹00		Section Name HD	
Cash	₹300		Customer Name Phone Number	Address 🖈	8 <u>8</u>
Credit/Debit Card	Cash Received		mins		
Credit/Debit Card					
Wallet/UPI					
<b>O</b> Dineout Pay					
🟦 Company					
💼 Pay Later					
	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Tota	₹0.0
			Discount	Total Disco	
				Grand Tota	₹0
		Cancel Submit		Print Bill Paymen	t Close Table

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<b>≕ inrest</b> o				∰ 🛱 🖨	inrestocafede
Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	49 Current Running Ord	ers ♣ ₹1	<b>8,12,307.7</b> ng Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
	Total Amount	Pending: ₹300     Received: ₹00		Section Name	
💿 Cash	₹300		Customer Name Phone Number	Address	8 <u>83</u> -
Credit/Debit Card	Cash Received		mins		
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Wallet/UPI					
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	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Tota	₹0.0
			Discount	Total Disco	
				Grand Tota	₹0
		Cancel Submit		Print Bill Paymen	t Close Table

#### = inresto inrestocafede... -49 Current Running Orders **₹18,12,307.7** Running Orders Value Select a payment method 10:00 AM, May 28, 2021 Order Id: 233DJSJ4 Dine In Take Away RECEIVE REFUND Pay Using Q T • Pending: ₹300 • Received: ₹00 ₹300 Customer Name Cash Received . Credit/Debit Card 300 Wallet/UPI **Payment Successful** $\checkmark$ You have received ₹ 300 via Cash for table no. T4 (order id: 233DJSJ) Ö Reference ID: 34762ABCD **Dineout** Pay Company Close Pay Later Cancel

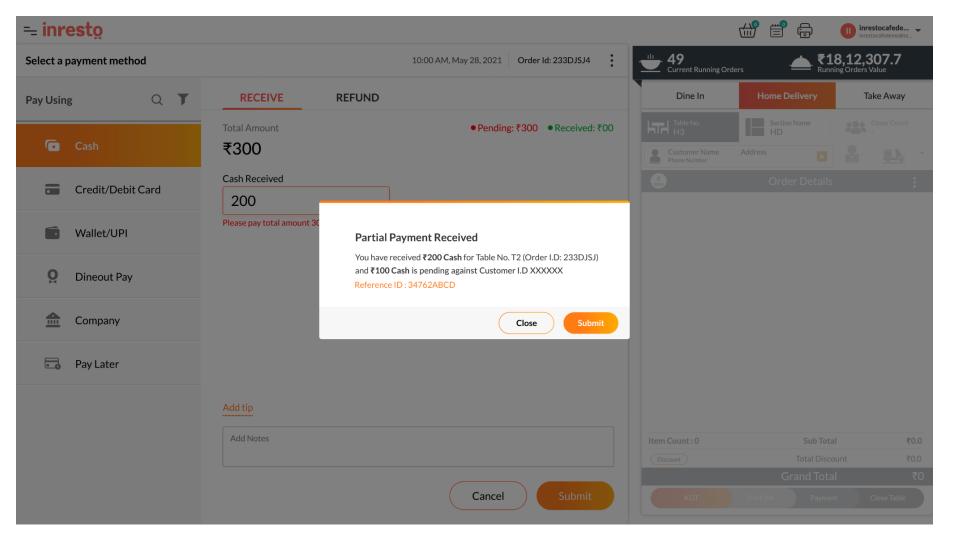
#### = inresto inrestocafede.... 49 Current Running Orders **₹18,12,307.7** Running Orders Value Select a payment method 10:00 AM, May 28, 2021 Order Id: 233DJSJ4 : Take Away Dine In RECEIVE REFUND Pay Using Q T • Pending: ₹300 • Received: ₹00 ₹300 Customer Name Phone Number Cash Received . Credit/Debit Card 300 Wallet/UPI Close the Table Are you sure you want to close the table no. T4? Ö **Dineout** Pay No Company Pay Later Cancel

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Select a payment method		10:00 AM, May 28, 2021 Order ld: 233DJSJ4	-11- 49 Current Running Ord	ers 📥 🐔	<b>8,12,307.7</b> ng Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
	Total Amount	Pending: ₹300     Received: ₹00		Section Name	
💿 Cash	₹300		Customer Name Phone Number	Address 🔀	8 <u>8.</u>
Credit/Debit Card	Cash Received		0 mins		
Credit/Debit Card	500				
Wallet/UPI	Please return ₹200 Cash to the Customer				
<b>O</b> Dineout Pay					
f Company					
Pay Later					
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	Add Notes		Item Count : 0	Sub Tota	₹0.0
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Select a payment method		10:00 AM, May 28, 2021 Order ld: 233DJSJ4	49 Current Running Ord	ers ▲ ₹1	<b>8,12,307.7</b> ng Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
	Total Amount	Pending: ₹300     Received: ₹00		Section Name	
Cash	₹300		Customer Name Phone Number	Address 🔀	8 <u>83</u> -
Credit/Debit Card	Cash Received		mins		
	₹100				
Wallet/UPI	Please pay total amount 300 to avoid pending				
O Dineout Pay					
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Pay Later					
	Add tip 🕨				
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			Discount	Total Disco	
				Grand Tota	₹0
		Cancel Submit		Print Bill Paymen	Close Table



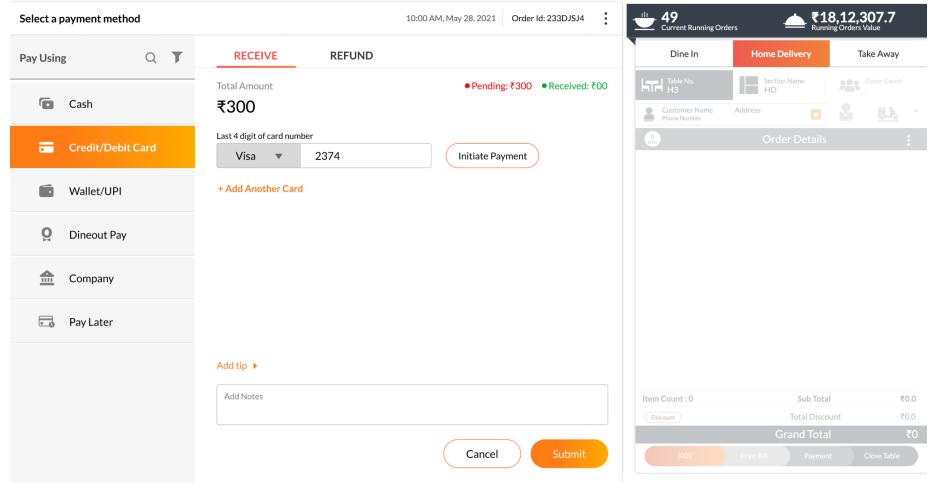
#### = inresto inrestocafede... -49 Current Running Orders **₹18,12,307.7** Running Orders Value Select a payment method 10:00 AM, May 28, 2021 Order Id: 233DJSJ4 Take Away Dine In RECEIVE REFUND Pay Using Q T Pending: ₹300 Received: ₹00 ₹300 Customer Name Phone Number Cash Received . Credit/Debit Card 200 Please pay total amount 30 Wallet/UPI Close the Table Are you sure you want to close the table no. T4? Ö **Dineout** Pay No Company Pay Later Cancel

Card Payment Flow



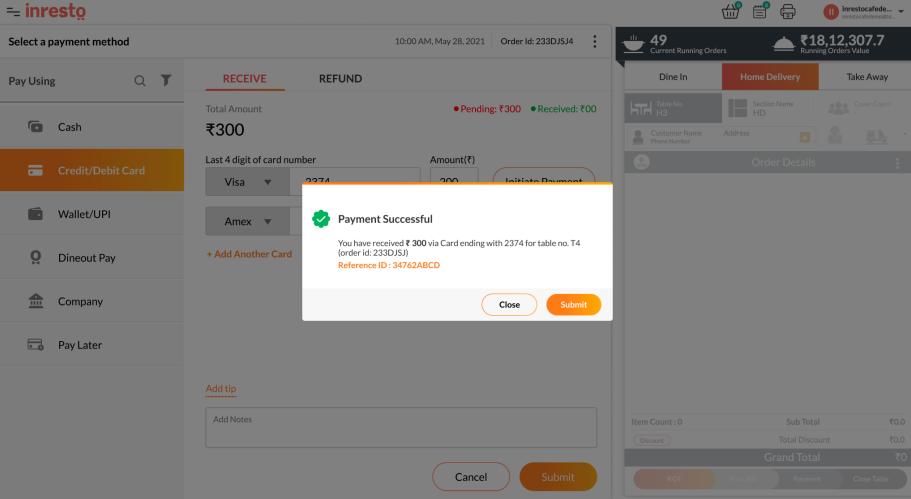
Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	Current Running Ord	lers ▲ ₹18	<b>3,12,307.7</b> <sup>Ing Orders Value</sup>
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount ₹300	Pending: ₹300     Received: ₹00	HTH Table No. H3	Address	Cover Count
💼 Credit/Debit Card	Last 4 digit of card number	Initiate Payment	Customer Name Phone Number	Address 🔀	<u>ه الله</u> :
Wallet/UPI	+ Add Another Card				
<b>Q</b> Dineout Pay					
Company					
🔂 Pay Later					
	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Total	₹0.0
			Discount	Total Discou	
				Grand Total	₹0
		Cancel Submit		Print Bill Payment	Close Table







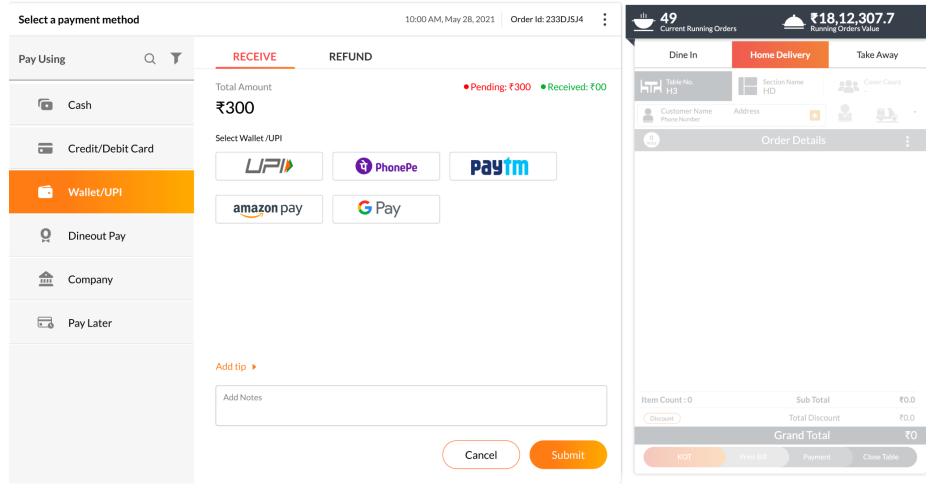
Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	49 Current Running Or	ders <b>₹18</b> Runnir	<b>3,12,307.7</b> Ig Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount	Pending: ₹300     Received: ₹00		Section Name	
Casil	₹300		Customer Name Phone Number	Address 🔀	
💳 Credit/Debit Card	Last 4 digit of card number Visa v 2374	Amount(₹) 200 Initiate Payment	mins		:
💼 Wallet/UPI	Visa 💌 7645	100 Initiate Payment			
<b>Q</b> Dineout Pay	+ Add Another Card				
f Company					
💼 Pay Later					
	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Total	₹0.0
			Discount	Total Discou	
				Grand Total	₹O
		Cancel Submit		Print Bill Payment	Close Table



#### = inresto inrestocafede.... 49 Current Running Orders ₹18,12,307.7 Select a payment method 10:00 AM, May 28, 2021 Order Id: 233DJSJ4 Take Away Dine In RECEIVE REFUND Pay Using Q T • Pending: ₹300 • Received: ₹00 C Cash ₹300 Customer Name Last 4 digit of card number Amount(₹) 2374 200 Initiate Payment Visa 🔹 Wallet/UPI Close the Table Amex 🔻 Are you sure you want to close the table no. T4? + Add Another Card Ö **Dineout** Pay No Company Pay Later Cancel

**UPI/Wallet Payment Flow** 

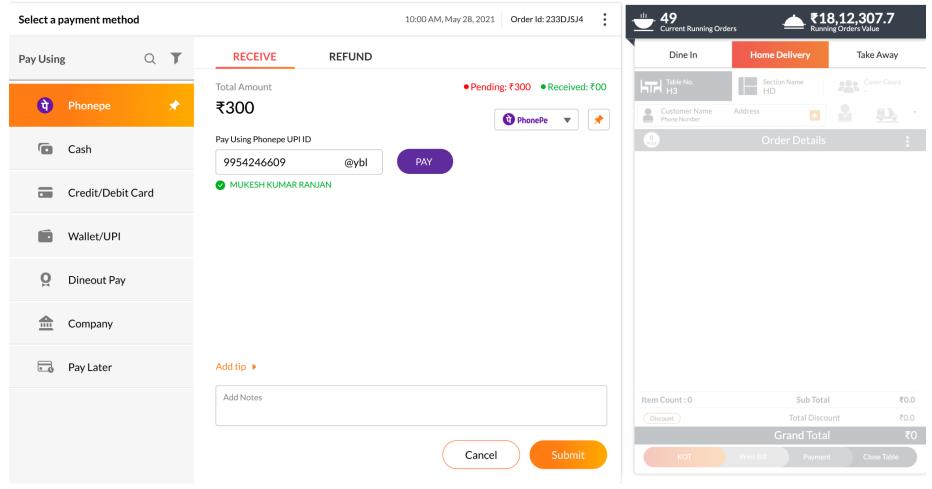


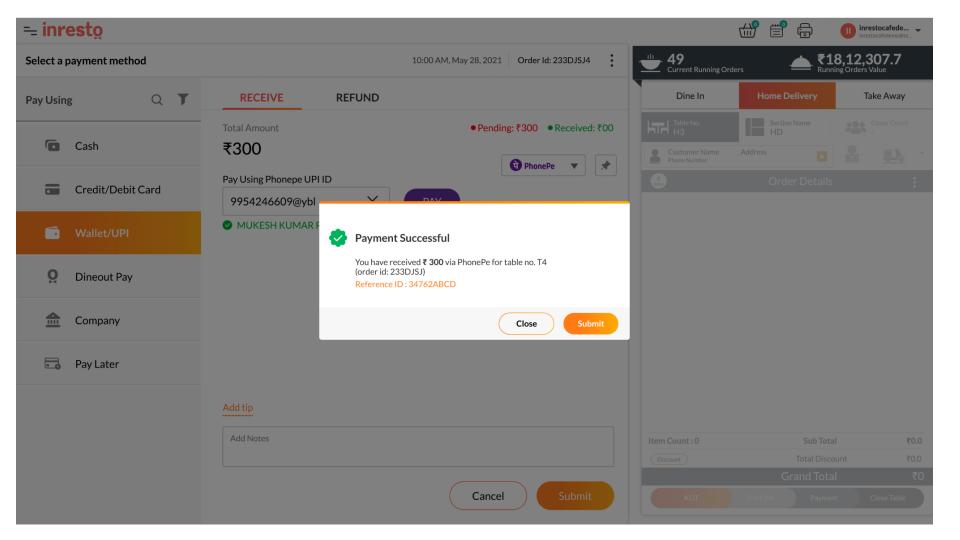


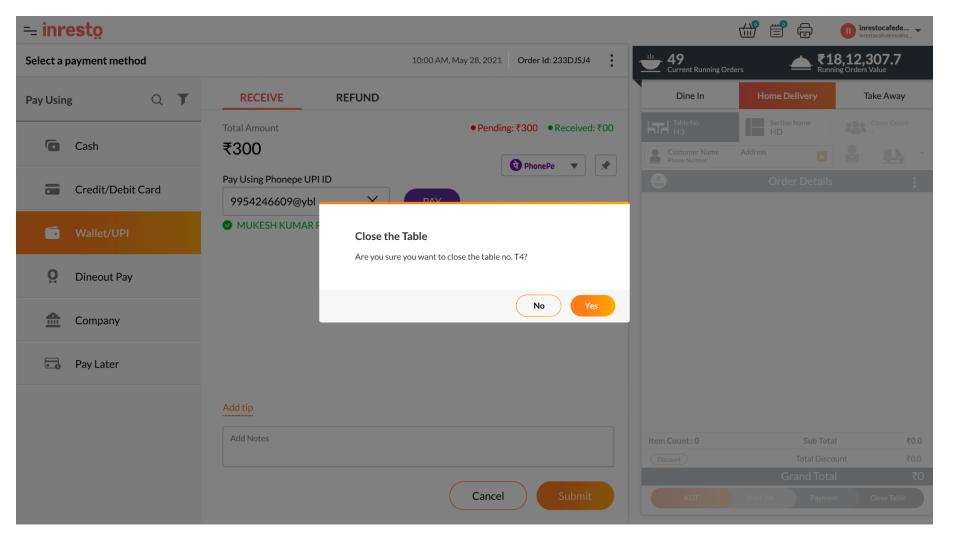
Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	- <u>11</u> - <b>49</b> Current Running O	rders ▲ ₹18	<b>9,12,307.7</b> g Orders Value
PAY USING Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount ₹300	Pending: ₹300     Received: ₹00     PhonePe     ✓	LIFE Table No. H3 Customer Name Phone Number	Address Section Name	Cover Count
Credit/Debit Card	Pay Using Phonepe UPI ID 99454246609 @ybl		0 mins		1
🔂 Wallet/UPI					
<b>Q</b> Dineout Pay					
Company					
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	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Total	₹0.0
			Discount	Total Discou	
				Grand Total	₹0
		Cancel Submit		Print Bill Payment	Close Table

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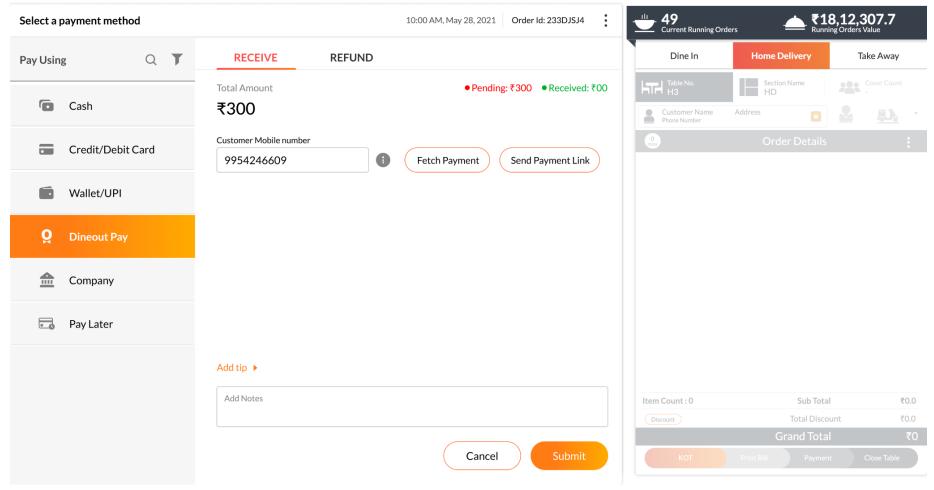
Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	49 Current Running Or	rders ▲ ₹18	<b>3,12,307.7</b> Ig Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount ₹300	• Pending: ₹300 • Received: ₹00	LTTH Table No. H3 Customer Name Phone Number	Address Section Name	Cover Count
Credit/Debit Card	Pay Using Phonepe UPI ID 9954246609 @ybl	PAY			:
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				Grand Total	₹0
		Cancel Submit		Print Bill Payment	Close Table

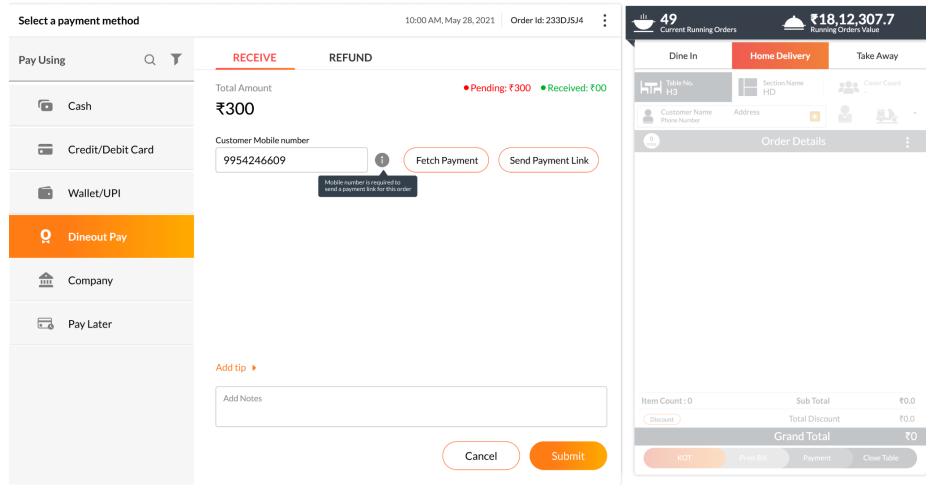


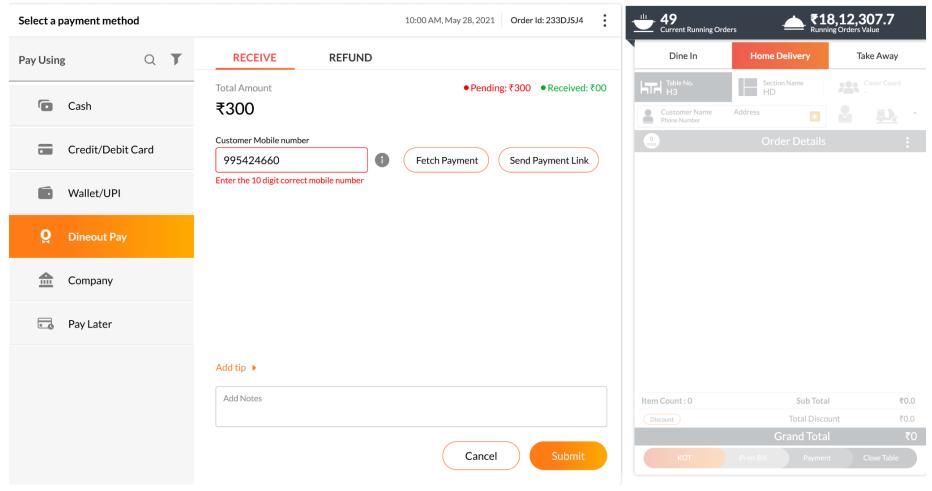


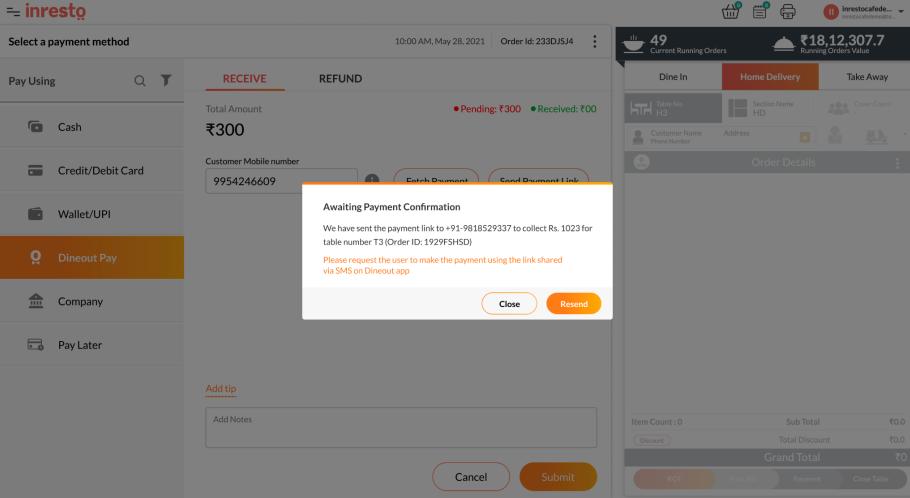


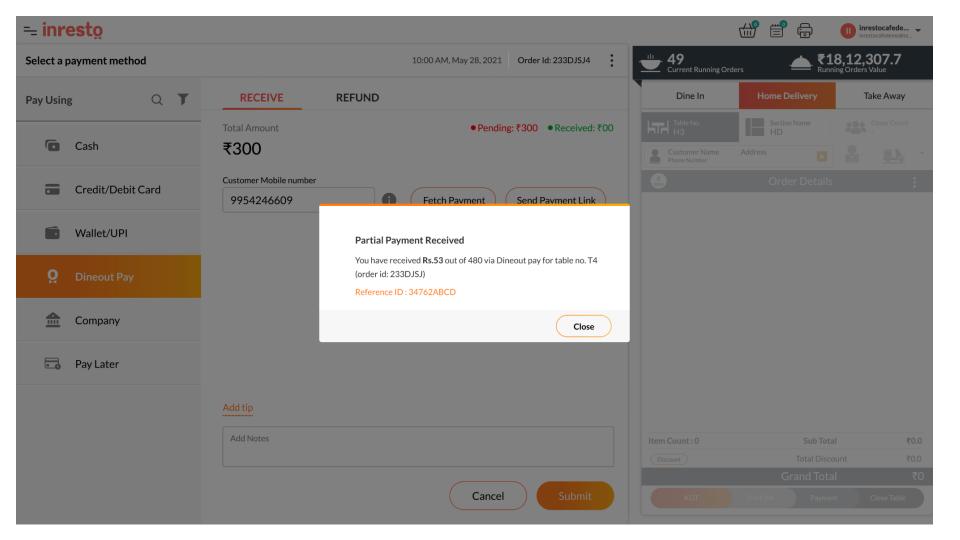
Dineout Pay(proposed)

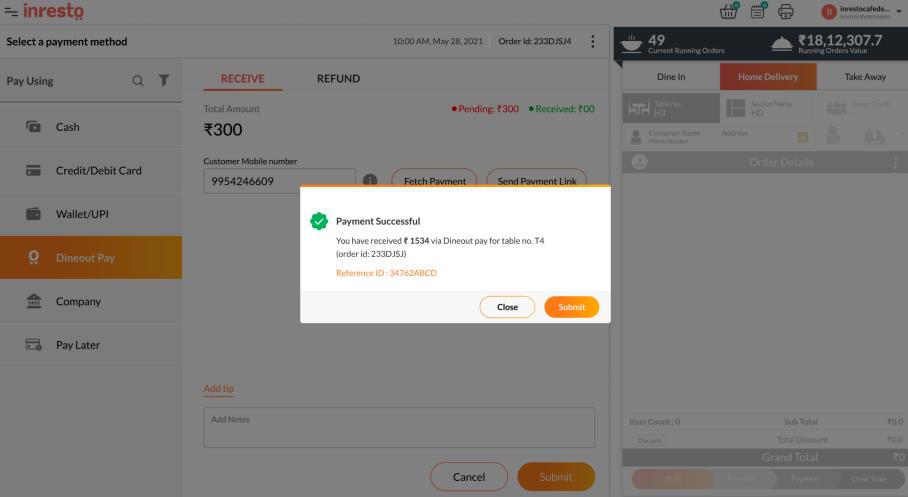












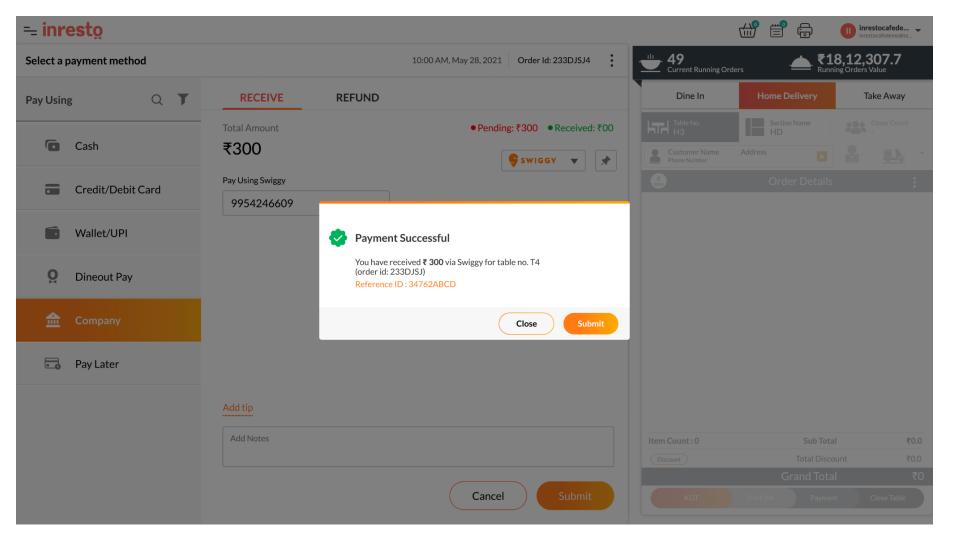
#### = inresto inrestocafede.... 49 Current Running Orders **₹18,12,307.7** Running Orders Value Select a payment method Take Away Dine In RECEIVE REFUND Pay Using Q T • Pending: ₹300 • Received: ₹00 Ē Cash ₹300 Customer Name Phone Number Customer Mobile number . Credit/Debit Card 9954246609 A Fetch Payment Send Payment Link Wallet/UPI Close the Table Are you sure you want to close the table no. T4? No Company Pay Later Cancel

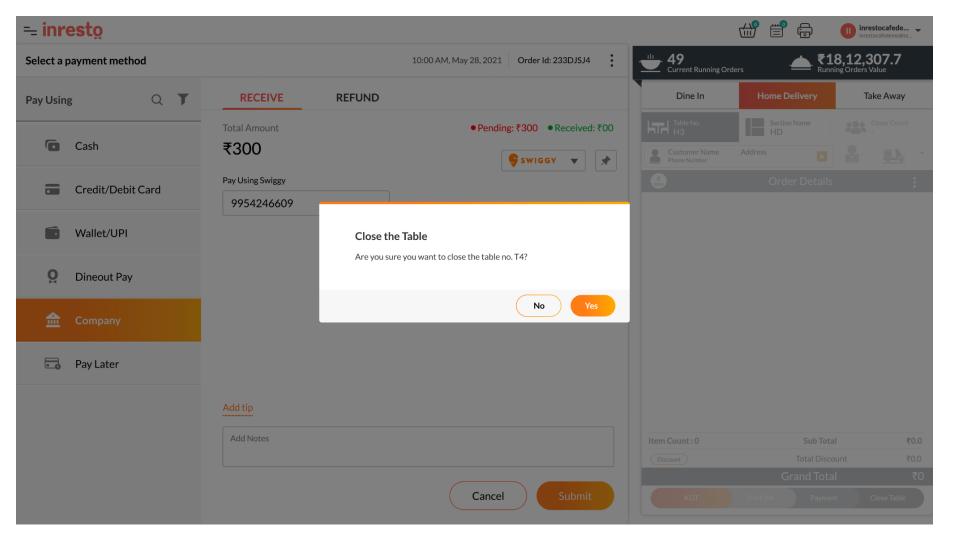
**Company Payment** 



Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	Current Running Or	ders ▲ ₹18	<b>3,12,307.7</b> Ig Orders Value
Pay Using Q	RECEIVE	REFUND	Dine In	Home Delivery	Take Away
Cash	Total Amount <b>₹300</b>	● Pending: ₹300 ● Received: ₹00	LTTH Table No. H3 Customer Name Phone Number	Address	Cover Count
Credit/Debit Card	Select Wallet /UPI	Foodpanda zomato	Phone Number		
Wallet/UPI	magicpin	Isodpanda zomato			
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	Add tip 🕨				
	Add Notes		Item Count : 0	Sub Total	₹0.0
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				Grand Total	₹0
		Cancel Submit		Print Bill Payment	Close Table

Select a payment method		10:00 AM, May 28, 2021 Order Id: 233DJSJ4	Current Running Or	rders ▲ ₹18	<b>8,12,307.7</b> ng Orders Value
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount	Pending: ₹300     Received: ₹00	HTH H3	Section Name HD	
Casil	₹300	🗣 SWIGGY 🔻 🖈	Customer Name Phone Number	Address 🔀	8 <u>8</u>
Credit/Debit Card	Pay Using Swiggy 9954246609		mins		:
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		Cancel Submit		Print Bill Payment	Close Table





Pay Later Payment Flow



Select a payment metho	d		10:00 AM, May 28, 2021 Order ld: 233DJSJ4		Drders - ₹18	<b>3,12,307.7</b> g Orders Value
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Wallet/UPI						
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					Grand Total	₹0
			Cancel Submit	кот	Print Bill Payment	Close Table



Select a payment method	10:00 AM, May 28, 2021 Order Id: 233DJSJ4		Ult 49 Current Running Orders €18,12,307.7 Running Orders Value		
Pay Using Q	RECEIVE REFUND		Dine In	Home Delivery	Take Away
Cash	Total Amount ₹300	● Pending: ₹300 ● Received: ₹00	LTTH Table No. H3 Customer Name Phone Number	Address	Cover Count
Credit/Debit Card	Pay Later 300		Phone Number		
💼 Wallet/UPI					
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	Add tip 🕨				
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		Cancel Submit		Print Bill Payment	Close Table

#### Thank You