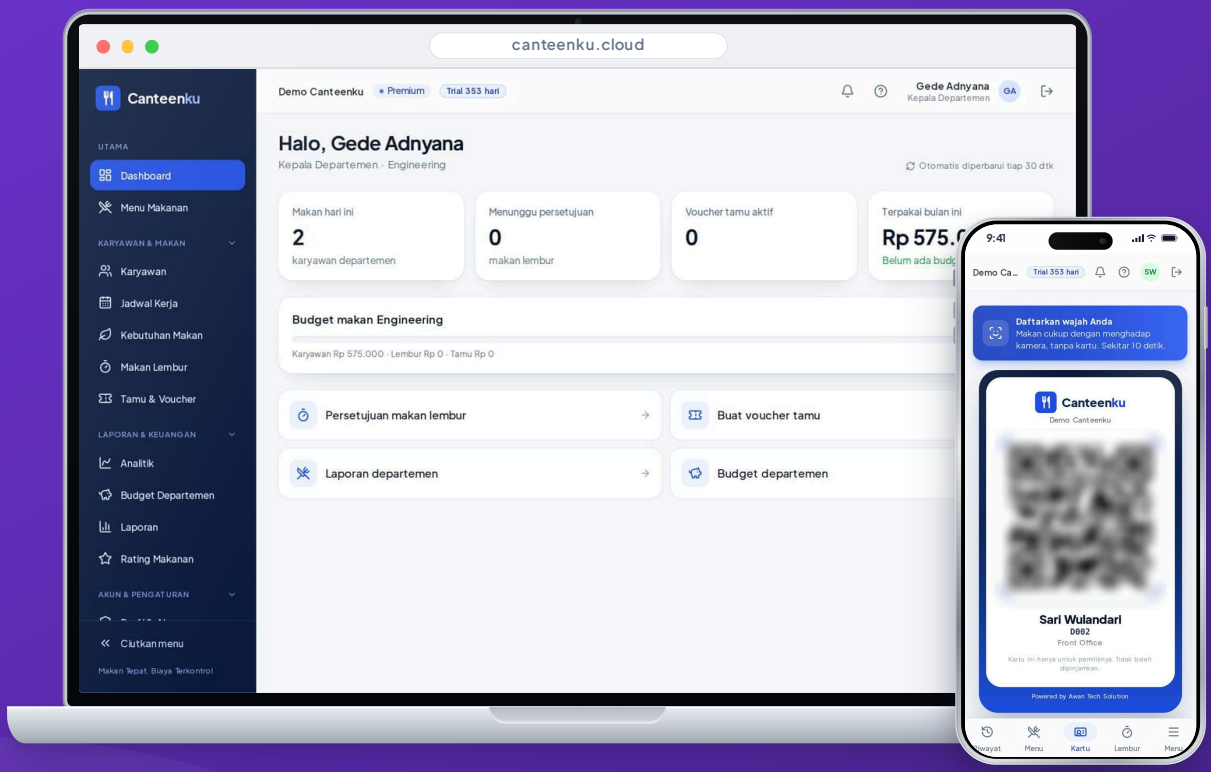
Canteenku | User Guide

USER GUIDE

Department Head

Set your team's duty roster, approve overtime meals, create guest vouchers, and track your department's meal costs.



Scan for the web version

Version 1.0 · 29 October 2026
canteenku.cloud/panduan/en
WhatsApp +62 857-0779-9569

START HERE

Department Head guide contents

For department heads and managers who are responsible for their team and its meal costs. Everything you see is limited to your own department.

The screenshots show the app in Indonesian. In the app, open Profile & Account and choose EN to switch the language.

WHAT YOU CAN DO

- Fill in the team's **duty roster** and days off
- Approve or grant **overtime meals**
- Create **guest vouchers** charged to your department
- Track the department's **budget**, reports, and analytics
- See **dietary needs** (vegetarian, allergies) and menu ratings

OUTSIDE THIS ROLE

- See or change other departments
- Change meal times, prices, or organisation settings
- Add or delete employees
- Change the roster for past dates (Admin or HR only)

1 **Get started: sign in and install**
Sign in, install on your phone, turn on notifications, and set up your account.

2 **The department dashboard**
Today's summary and shortcuts to the main tasks.

3 **The team's duty roster**
Today's roster decides who may eat at the canteen.

4 **Overtime meals**
An extra meal allowance for overtime or a double shift. The cost goes to your department.

5 **Guests and vouchers**
QR vouchers for guests, vendor staff, contractors, trainees, or groups.

6 **Budget, reports, and analytics**
Track your department's usage and meal costs.

7 **Employees, dietary needs, and ratings**
See your team and feedback about the food.

8 **Frequently asked questions**
Short answers to the most common problems.

CHAPTER 1

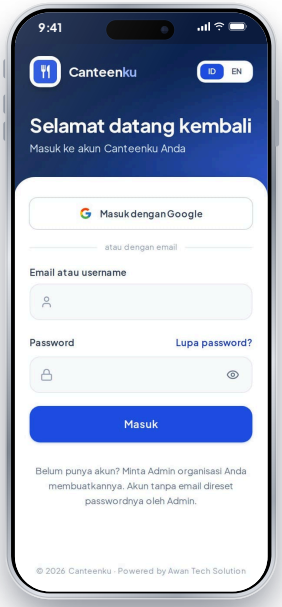
Get started: sign in and install

Sign in, install on your phone, turn on notifications, and set up your account.

1 Sign in to Canteenku

Your account is created by the admin or HR of your organisation. You do not need to register yourself.

1. Open **canteenku.cloud** in Safari or Chrome, or open the **Canteenku** app if it is already installed.
2. Enter the **Email or username** and **Password** your admin gave you, then tap **Sign in**.
3. If your account uses a Google email, tap **Sign in with Google**.
4. After signing in, you land on the home page for your role.



The sign-in page on iPhone

INFO

Forgot your password? Tap **Forgot password?** on the sign-in page, enter your email, and follow the button in the email. Accounts without an email: ask your admin to reset the password.

TIP

After your first sign-in, change your password in **Profile & Account** so only you know it.

2 Install it on your phone

Canteenku works in a browser, but it is more convenient installed like an app. Choose your phone.

1. **Android:** open **canteenku.cloud/unduh**, tap the download button, open the **Canteenku.apk** file from the notification or the Files app, allow **install from this source** if asked, then tap **Install**.
2. **iPhone:** open **canteenku.cloud** in **Safari**, tap the **Share** button (a box with an arrow pointing up) at the bottom of the screen, choose **Add to Home Screen**, then tap **Add**.
3. Open Canteenku from the icon on your home screen and sign in with your account.



The download page and install instructions

CAUTION

On iPhone, notifications only work when Canteenku is opened from the **icon on the home screen** (iOS 16.4 or later), not from regular Safari.

3 Turn on notifications

Notifications tell you what matters right on your phone or computer, with the Canteenku logo.

1. Open **Notifications** (from the main menu or the bell icon).
2. Under **This device**, tap **Turn on notifications**, then choose **Allow** when your phone asks.
3. Under **Notification type**, tick the notifications you want to receive.

> **TIP**
> Turn this on for every phone or computer you use. The setting applies per device.



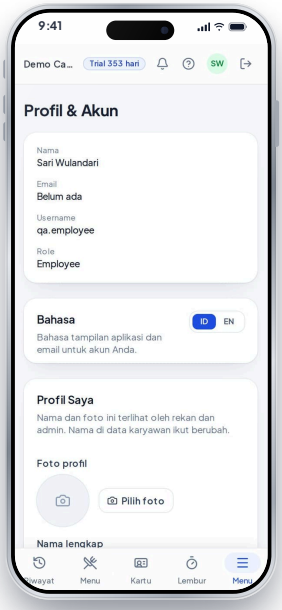
The Notifications menu

4 Profile, password, and language

It is all in the **Profile & Account** menu.

1. Open **Profile & Account** from the main menu.
2. **Language:** choose **ID** (Indonesian) or **EN** (English) for the app and email.
3. **Profile photo:** tap **Choose photo**. Colleagues and admins can see your photo.
4. **Change password:** tap **Change password**, enter a new password, then save.
5. **Two-step verification (2FA):** turn it on for extra protection. Some organisations require it for certain roles.

> **CAUTION**
> Never share your password or QR card. Every claim is recorded in the account owner's name.



Profile & Account

CHAPTER 2

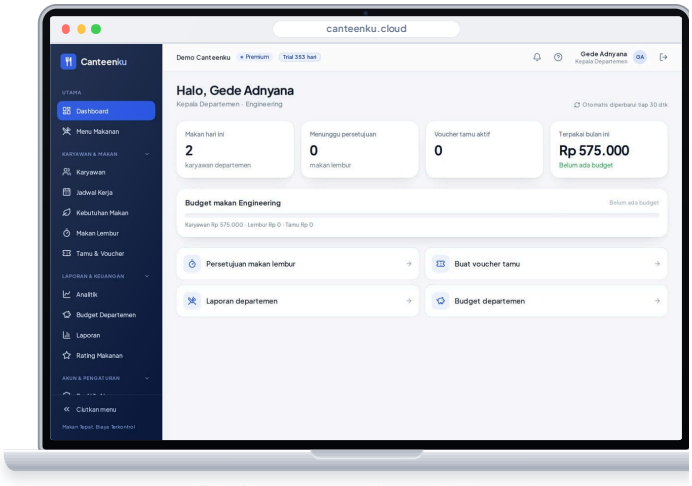
The department dashboard

Today's summary and shortcuts to the main tasks.

1 Reading the dashboard

After you sign in, the first page greets you by name and shows your department.

1. **Meals today:** how many employees in your department have eaten.
2. **Awaiting approval:** overtime meal requests waiting for your decision.
3. **Active guest vouchers:** vouchers that are still valid.
4. **Used this month:** the department's meal cost for the current month, with the **Meal budget** below it.
5. Four shortcuts take you straight to **Overtime approval**, **Create guest voucher**, **Department report**, and **Department budget**.



The Department Head dashboard

CHAPTER 3

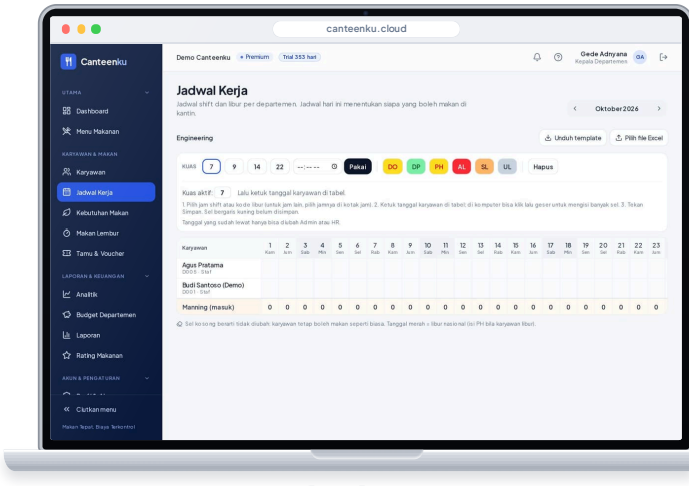
The team's duty roster

Today's roster decides who may eat at the canteen.

1 Filling in shifts and days off

Open **Duty Roster**. Choose the month with the arrows at the top right. Each row is an employee, each column is a date.

1. Pick a **shift time** from the brush above the table, or pick a **day-off code** (for example DP, PH, AL, SL, UL). For another time, type it in the time box, for example 7, 7.30, or 19:00.
2. Tap an employee's date in the table. On a computer, click and drag to fill many cells at once.
3. Press **Save**. Cells outlined in yellow are not saved yet.
4. Tap **Delete** on the brush to clear a cell.



Duty Roster

TIP

An **empty** cell means unchanged: the employee may still eat as usual. Red dates are national holidays (enter **PH** if the employee is off).

CAUTION

Dates that are **already past** can only be changed by an Admin or HR.

TIP

Need to fill a whole month? Use **Download template**, fill it in Excel, then import it again.

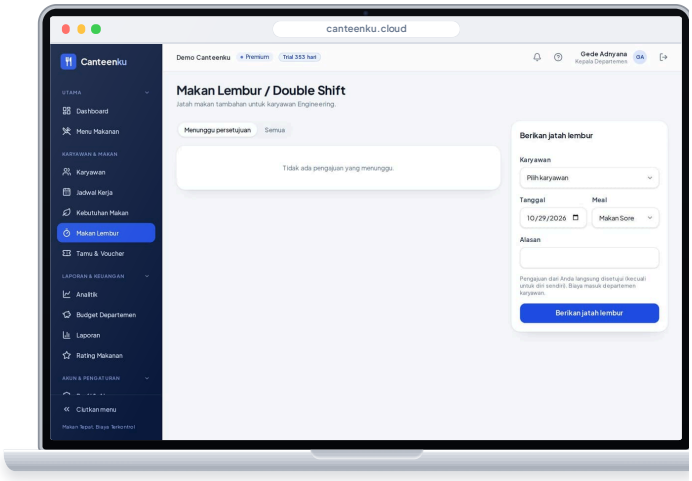
CHAPTER 4

Overtime meals

An extra meal allowance for overtime or a double shift. The cost goes to your department.

1 Approving employee requests

1. Open **Overtime Meals**. The **Awaiting approval** tab shows requests that need your decision. The **All** tab shows the history.
2. Read the request's **date**, **meal time**, and **reason**.
3. Approve or refuse. The employee receives the result as a notification.



Overtime Meals

2 Granting an overtime meal directly

In the **Grant overtime meal** box on the right side of the page:

1. Choose the **Employee**, **Date**, and **Meal** (meal time).
2. Write the **Reason**.
3. Click **Grant overtime meal**. Because you are the one granting it, it is **approved straight away** and can be used at the canteen (except for yourself). The cost goes to the employee's department.

> **TIP**
>
> At the canteen, the operator sees the **Overtime meal approved** mark when that employee uses the extra allowance.

CHAPTER 5

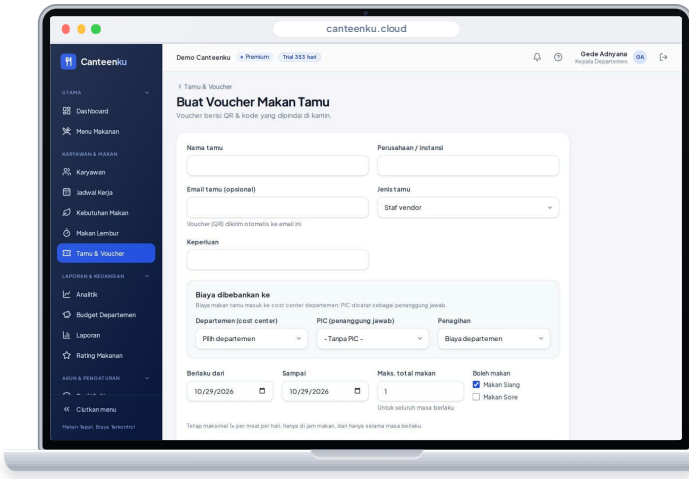
Guests and vouchers

QR vouchers for guests, vendor staff, contractors, trainees, or groups.

1 Creating a guest voucher

A voucher holds a **QR and a code** that is scanned at the canteen. The cost goes to the department's cost centre, and the PIC is recorded as the person in charge.

1. Open **Guests & Vouchers**, then choose **Create Voucher**.
2. Fill in the **Guest name**, **Company / institution**, and **Guest type**. The guest's email is optional: if you enter it, the QR voucher is sent automatically.
3. Under **Cost charged to**, choose the **Department (cost centre)** and the **PIC (person in charge)**.
4. Set **Valid from/to**, **Max. total meals**, and the meal times that are **allowed** (Lunch and/or Dinner).
5. Save. The voucher is ready to scan at the canteen.



Create a guest meal voucher

> **TIP**
>
> Each voucher is still limited to **1 claim per meal time per day**, only during meal times, and only while valid.

2 Bulk vouchers and cancelling

1. **Bulk Vouchers:** many vouchers at once for daily workers, event staff, or groups. The vouchers print on one sheet.
2. **Cancel:** if the event ends early or a card is lost, cancel the voucher batch. The QR stops working immediately.
3. **Usage history** cannot be changed or deleted.

CHAPTER 6

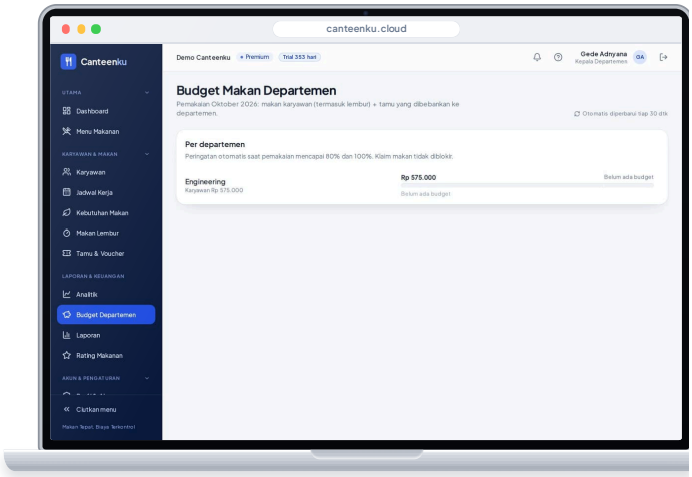
Budget, reports, and analytics

Track your department's usage and meal costs.

1 The department meal budget

1. Open **Department Budgets** to see this period's total usage and what is left.
2. Usage is calculated automatically from employees' meal claims (including overtime) plus guest meals.
3. The system sends an **automatic reminder** when usage reaches **80% and 100%**. Meal claims are **not blocked**.

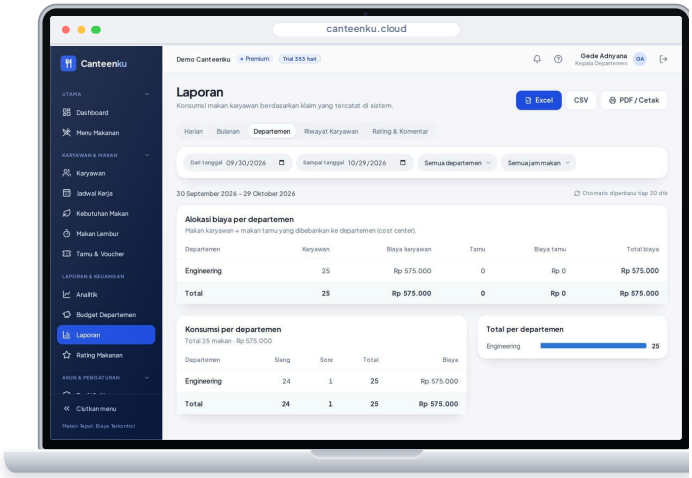
> **TIP**
> Finance or Admin sets the budget period. The 1st means a calendar month, and for example the 26th means a payroll period of the 26th to the 25th.



Department Budgets

2 Department reports

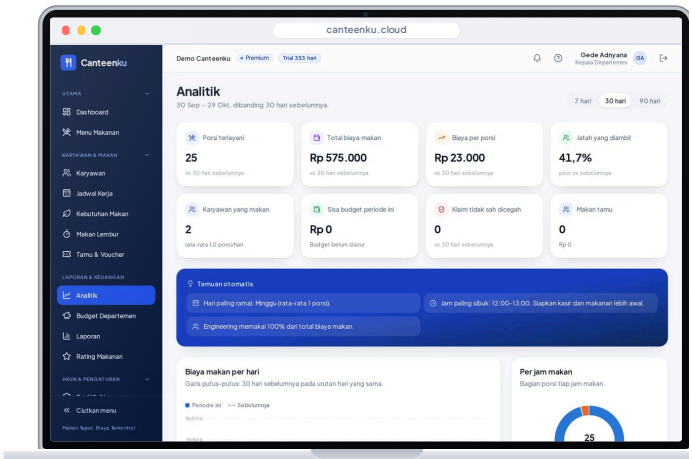
1. Open **Reports**. Tabs: **Daily**, **Monthly**, **Department**, **Employee History**, and **Ratings & Comments**.
2. Set **From date**, **To date**, and the meal time, then look at **Cost allocation per department** and **Consumption per department**.
3. Download with the **Excel**, **CSV**, or **PDF / Print** buttons.



Reports

3 Analytics

Analytics shows portions served, total meal cost, cost per portion, allowances not taken, and **Automatic findings**: the busiest day, the busiest hour, and the biggest portions per department. Choose a range of **7, 30, or 90 days**.



Analytics

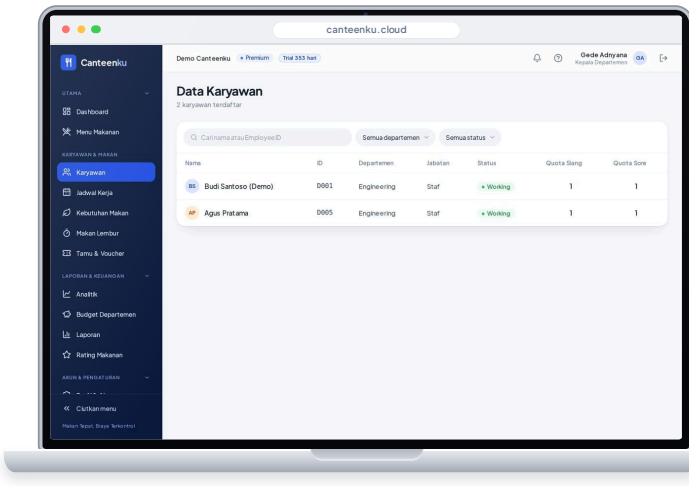
CHAPTER 7

Employees, dietary needs, and ratings

See your team and feedback about the food.

1 Employee data

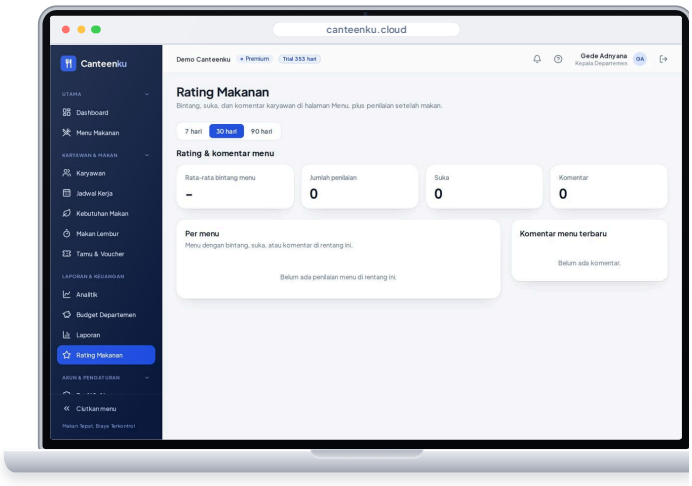
Employees shows the members of your department: name, ID, position, status, and the remaining **Lunch and Dinner allowance**. Use the search box (name or Employee ID) and the status filter.



Employee data

2 Dietary needs and ratings

1. **Dietary Needs:** the number of vegetarian and allergic employees, without names, so the kitchen can prepare special meals.
2. **Food Ratings:** stars, likes, and employee comments. Choose a range of 7, 30, or 90 days.
3. **Menu:** today's menu and the next few days.



Food Ratings

CHAPTER 8

Frequently asked questions

Short answers to the most common problems.

I do not see an employee in the roster.

The roster only shows **active** employees in your department. If someone is missing, ask HR to check that employee's status and department.

An overtime request does not appear under Awaiting approval.

Make sure notifications are on, and open the **All** tab. Requests only appear for employees in your department.

A guest voucher will not scan.

Check the **validity** and the **allowed meal times**. A voucher only works during meal times and once per meal time per day. If it is wrong, cancel it and create it again.

My employee was refused at the canteen even though they are working.

Check the **Duty Roster**: a day-off code or a status of Off or Leave makes the allowance invalid. An empty cell is fine. If the roster is correct and it is still refused, contact HR.

The budget is over 100%. Are meals blocked?

No. The system only sends a reminder. Employees can still eat, but the cost is recorded against your department.

Still have questions?

Contact us on WhatsApp +62 857-0779-9569 or by email at awantechsolution.bali@gmail.com. Tell us your role and the name of the menu you opened.