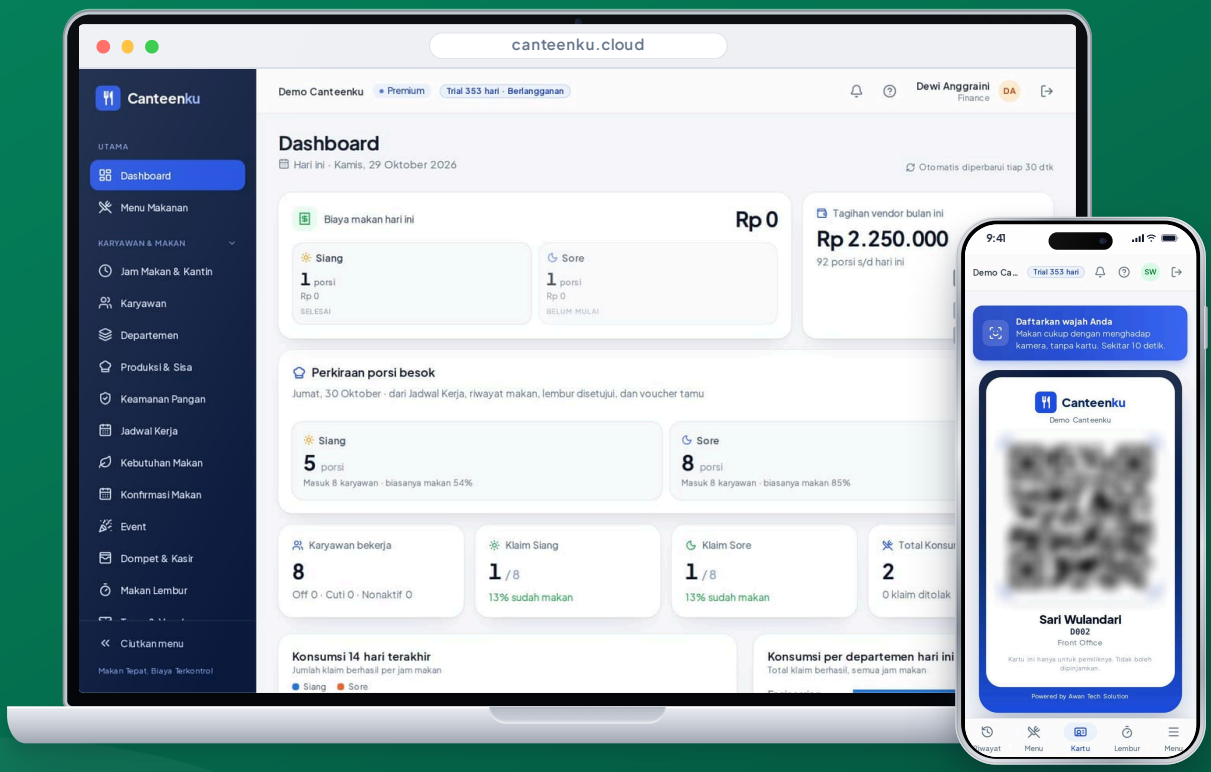
Canteenku | User Guide

USER GUIDE

Finance

Reconcile vendor bills, control budgets, review corrections and anomalies, and manage your Canteenku subscription.



Scan for the web version

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

START HERE

Finance guide contents

For the finance team that approves vendor bills, tracks meal costs, and looks after the subscription. Most of the work is most comfortable on a laptop.

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

WHAT YOU CAN DO

- Check and **approve vendor bills** against the claim data
- Set **department budgets** and track their usage
- Decide **corrections and disputes** on claims
- Review **anomalies**, **savings**, and the **audit log**
- Manage the **subscription** and its payments

OUTSIDE THIS ROLE

- Change the original claim history (it is only corrected, never deleted)
- Approve a correction you submitted yourself (a second person is needed)
- Manage employees, departments, or menus
- Set meal times and canteens (an Admin task)

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

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6 **Subscription and the employee wallet**
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7 **Frequently asked questions**
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CHAPTER 1

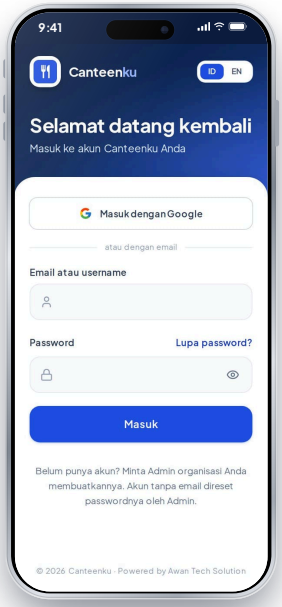
Get started: sign in and install

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.



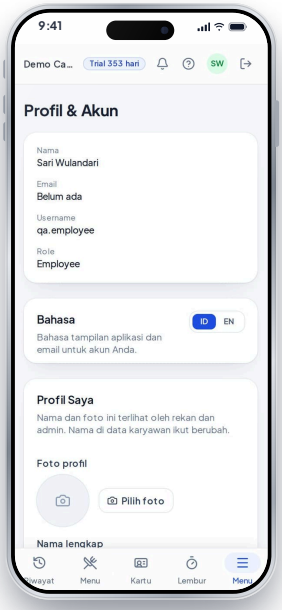
The Notifications menu

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

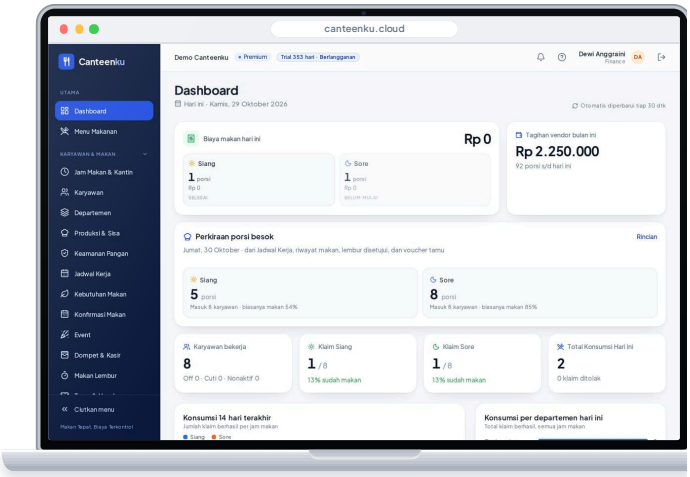
CHAPTER 2

Dashboard and reports

Today's cost, this month's vendor bill, and reports you can download.

1 Reading the dashboard

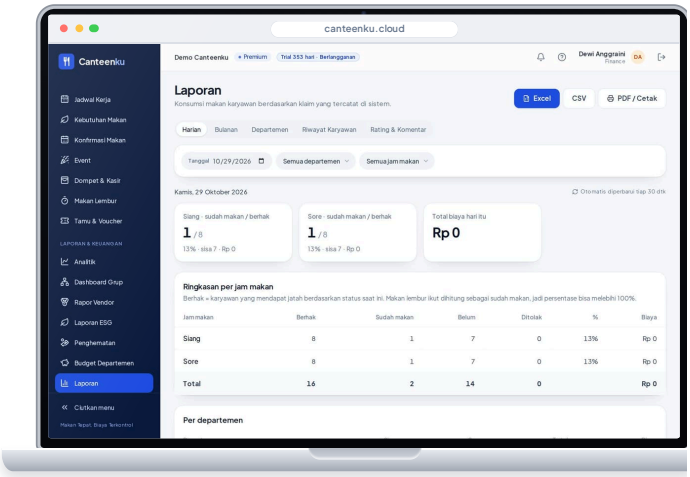
1. **Meal cost today** is broken down by meal time (portions and rupiah), with the meal time's status: in progress, finished, or not yet.
2. **Vendor bill this month** shows the estimated bill and the number of portions up to today. If there is a minimum portion count, the number of billed portions is explained beneath it.
3. **Tomorrow's portion forecast** shows portions per meal time, based on the duty roster, meal history, overtime, and guest vouchers.
4. The **Employees working**, **Lunch claims**, **Dinner claims**, and **Total Consumption Today** cards show who has already eaten. A 14-day chart and the **Latest claims** are below.
5. The page refreshes itself every 30 seconds.



The Finance dashboard

2 Reports

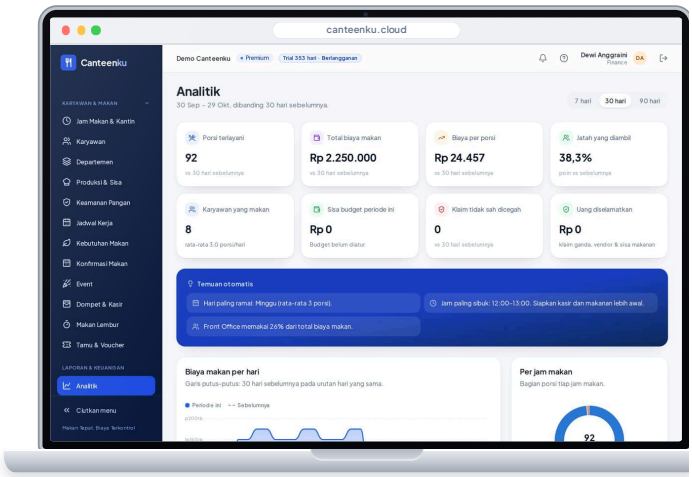
1. Open **Reports**. Choose the **Daily**, **Monthly**, **Department**, **Employee History**, or **Ratings & Comments** tab.
2. Set the **Date**, **All departments**, and **All meal times**.
3. Read the **Summary per meal time** and the table below it, then download with **Excel**, **CSV**, or **PDF / Print**.



Reports

3 Analytics, the Group Dashboard, and the ESG Report

1. **Analytics:** portions, total cost, cost per portion, allowances not taken, and **Automatic findings** (the busiest day and hour). Choose 7, 30, or 90 days.
2. **Group Dashboard:** compares cost, portions, ratings, and HACCP across locations. It is useful when the organisation has more than one location.
3. **ESG Report:** a summary of food waste and its impact.



Analytics

CHAPTER 3

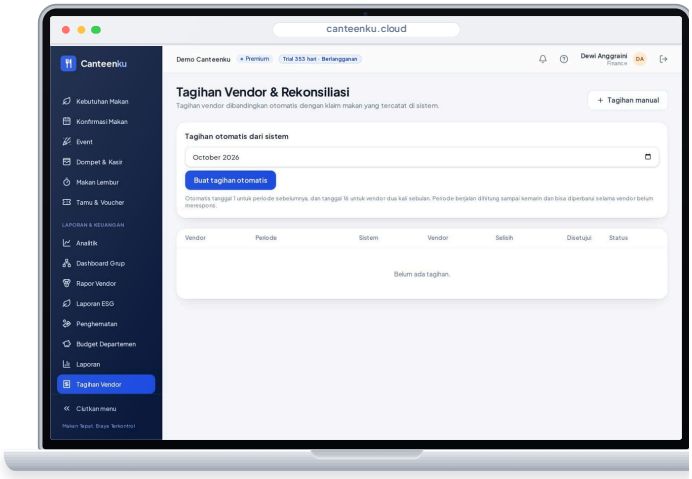
Vendor bills

Bills are compared automatically with the meal claims recorded in the system.

1 How reconciliation works

Open **Vendor Bills** (**Vendor Bills & Reconciliation**). The portion count comes from the scans at the canteen (employees and guests) multiplied by the agreed price per portion.

1. **Automatic bill from the system:** created on the 1st for the previous period, and on the 16th for vendors billed twice a month. You can also choose a month and click **Create automatic bill**. The current period is calculated up to yesterday and can be refreshed while the vendor has not responded.
2. **Manual bill:** click **Manual bill** to fill it in yourself (or let the vendor fill it in).
3. Open a bill to see the **portions, price, and cost for each day**. It can be printed or saved as a PDF.



Vendor Bills & Reconciliation

2 Deciding on a bill

1. **Approve per system data:** use the figures from the recorded claims.
2. **Approve per vendor bill:** use the figures the vendor submitted.
3. **Dispute / refuse:** fill in the **Note / reason** (required).
4. **Return to the vendor for revision:** the bill goes back to draft and the vendor can change the counts.

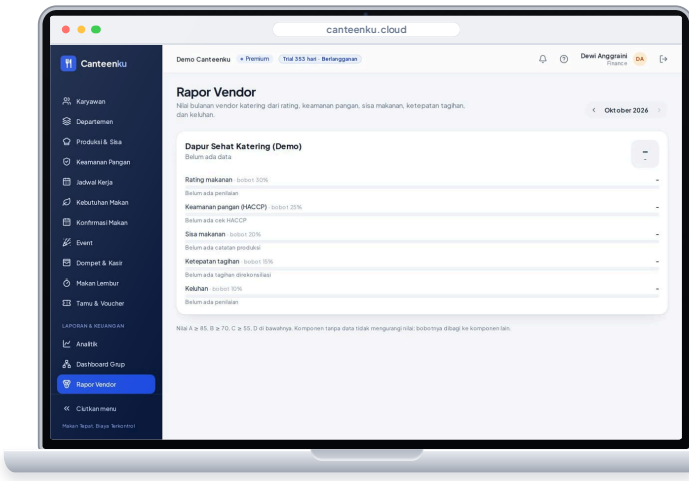
> **CAUTION**
> Once the vendor has submitted, the counts cannot be changed unless Finance returns the bill.

> **TIP**
> **Expenses and extra services** are billed separately from portions and are not part of the tax deduction.

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3 Vendors and their scorecard

Vendors lists the vendors who serve employee meals, their contacts, the canteens they serve, and their status. **Vendor Scorecard** gives a monthly score from food ratings, food safety, food waste, billing accuracy, and complaints.



Vendor Scorecard

CHAPTER 4

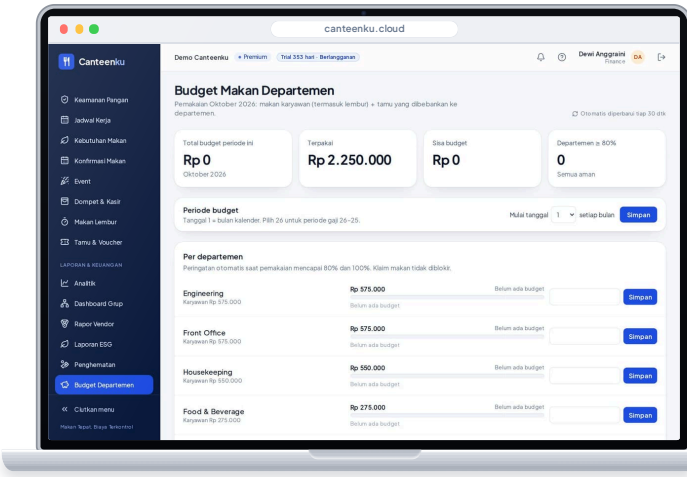
Department budgets and savings

Control meal cost per department and see what Canteenku gives you.

1 Setting budgets

1. Open **Department Budgets**. The top cards show the **total budget for this period**, **used**, **remaining budget**, and the number of **departments above 80%**.
2. Under **Budget period**, choose the start date: **1** means a calendar month, **26** means a payroll period of the 26th to the 25th. Click **Save**.
3. Under **Per department**, fill in each department's budget, then click **Save** on its row.

> **INFO**
> The system sends an **automatic reminder** when usage reaches **80% and 100%**. Meals are **not blocked**: only the warning is configured.

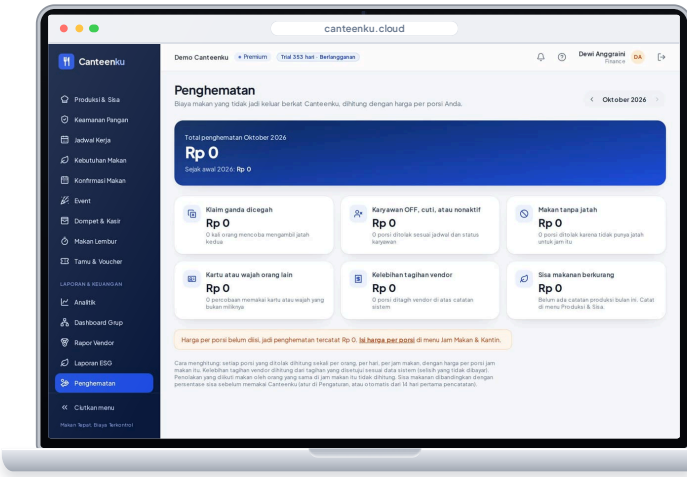


Department Budgets

2 Savings

Savings shows the cost you did not have to pay thanks to Canteenku, calculated with your organisation's price per portion: double claims prevented, employees who are Off, on leave, or inactive, meals without an allowance, someone else's card or face, vendor overbilling, and reduced food waste.

> **TIP**
> If the price per portion has not been filled in, savings show Rp 0. Fill in the price under **Meal Times & Canteens** (an Admin task).



Savings

CHAPTER 5

Corrections, anomalies, and audit

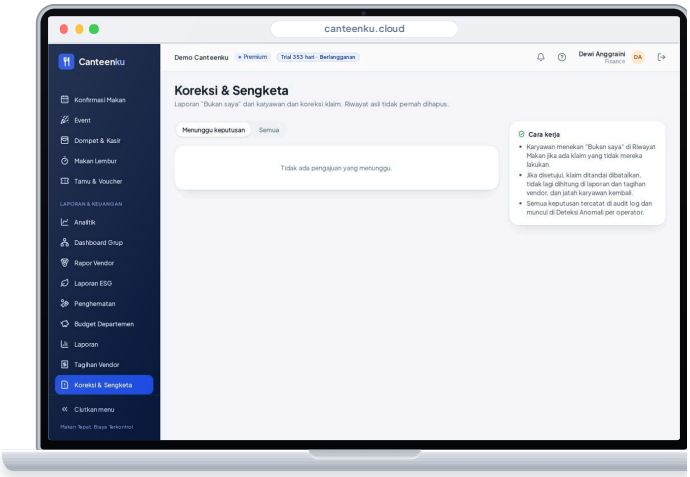
Keeping the claim data honest.

1 Corrections & Disputes

Employees tap **Not me** in Meal History when there is a claim they did not make. The original history is **never deleted**.

1. Open **Corrections & Disputes**. The **Awaiting decision** tab holds reports that need you.
2. Check the employee's note, then approve or refuse.
3. If approved, the claim is marked **voided**, no longer counted in reports and vendor bills, and the employee's allowance is returned.
4. For **Submit a correction** (a cancellation or a missed claim), the two-person principle applies: the person who submitted it cannot approve it themselves; another Admin or Finance user must. This feature is available on the Premium plan.

> **TIP**
> Every decision is recorded in the audit log and appears in Anomaly Detection per operator.

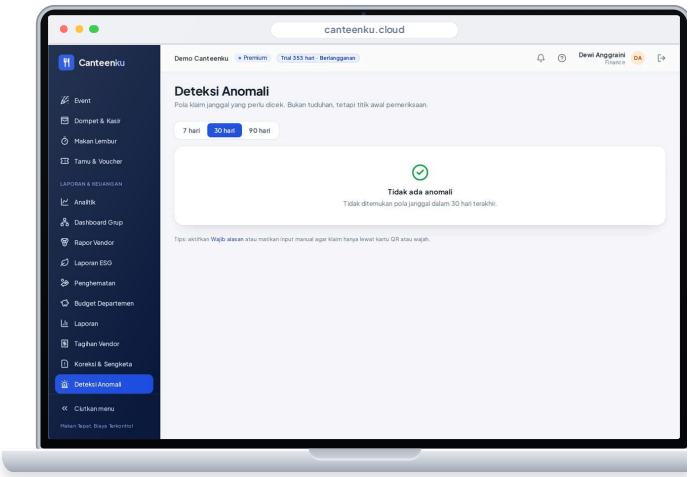


Corrections & Disputes

2 Anomaly Detection

Available on the Pro and Premium plans. The system automatically flags unusual claim patterns: excessive manual entry, back-to-back claims that are too quick, **Not me** reports, and attempts with someone else's face.

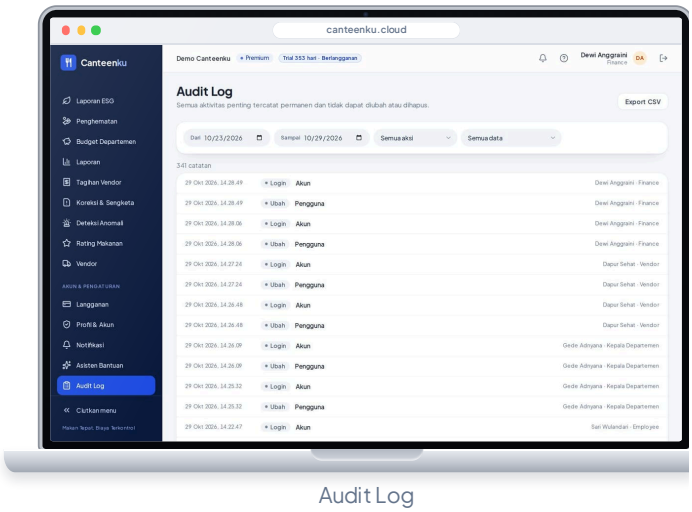
1. Open **Anomaly Detection** and choose a range of 7, 30, or 90 days.
2. Check each finding. It is **not an accusation**, only a starting point for review.
3. If there is a lot of manual entry, consider turning it off so claims only go through a QR card or a face.



Anomaly Detection

3 Audit Log

All important activity is recorded permanently and cannot be changed or deleted. Filter by date, action, and data, then download with **Export CSV**.



Audit Log

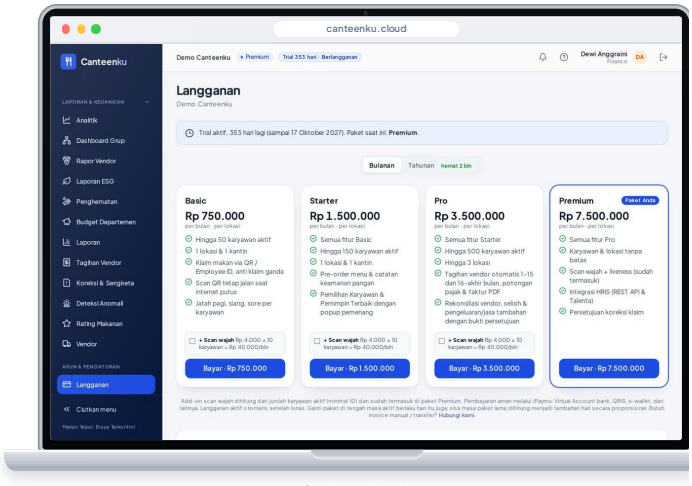
CHAPTER 6

Subscription and the employee wallet

Pay for a plan, and set up the wallet if the company uses it.

1 Paying for or changing a plan

1. Open **Subscription** at **canteenku.cloud** in a browser. Payment is not made through the Android app.
2. Choose **Monthly** or **Yearly**, then the plan (**Basic**, **Starter**, **Pro**, or **Premium**). Your current plan is marked.
3. Click **Pay**. Payment goes through **iPaymu**: bank Virtual Account, QRIS, e-wallets, and more.
4. Once **paid**, the subscription activates automatically. If you change plan in the middle of a period, the new plan applies that day and the remaining time on the old plan is converted into extra days proportionally.



Subscription

TIP

The **face scan** add-on is calculated from the number of active employees (minimum 10) and is already included in the Premium plan.

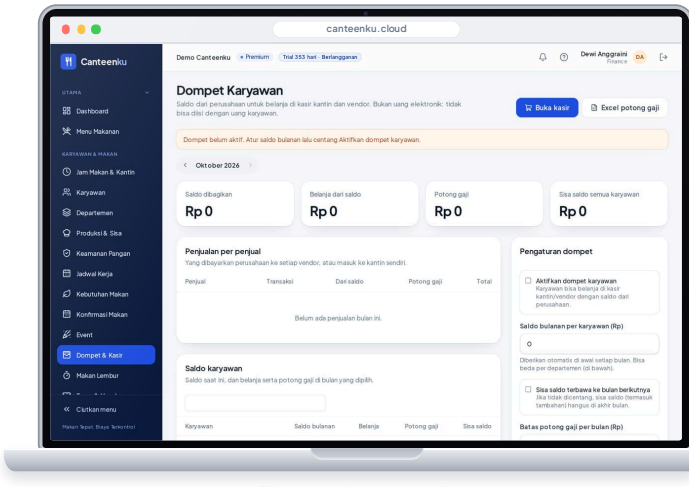
TIP

Need a **manual invoice / bank transfer**? Contact us using the details in the last chapter.

2 The employee wallet

A monthly employee balance for shopping at the canteen till and vendors, without cash. It is not electronic money: the balance is topped up by the company.

1. Open **Wallet & Till**, then turn on the employee wallet under **Wallet settings**.
2. Fill in the **Monthly balance per employee** and the monthly payroll-deduction limit.
3. Track **Sales per seller**. Use **Payroll Excel** for the payroll-deduction report, and **Open till** to sell.



The employee wallet

CHAPTER 7

Frequently asked questions

Short answers to the most common problems.

The vendor bill figure differs from the vendor's figure.

The system counts from the claims recorded at the canteen. Open the bill, look at the daily breakdown, and choose one: approve per system data, approve per vendor bill, or return it for revision with a note.

Why does Vendor bill this month already have a value when there are no claims yet?

Some hotels use a **minimum portion** per meal time. The minimum is counted from the organisation's first claim, and the dashboard writes the number beneath the bill figure.

I do not see Anomaly Detection or correction approval.

Some features depend on the **plan**: Anomaly Detection on Pro and Premium, two-person correction approval on Premium. Upgrade under **Subscription**.

How do I cancel a wrong claim?

The employee reports it with **Not me**, or an Admin or HR submits a correction. Finance decides under **Corrections & Disputes**. The original history stays.

The subscription payment succeeded but the plan is not active.

Wait a few minutes, then reload. The subscription activates automatically once the payment is confirmed. If it still is not active, contact us with the invoice number.

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.