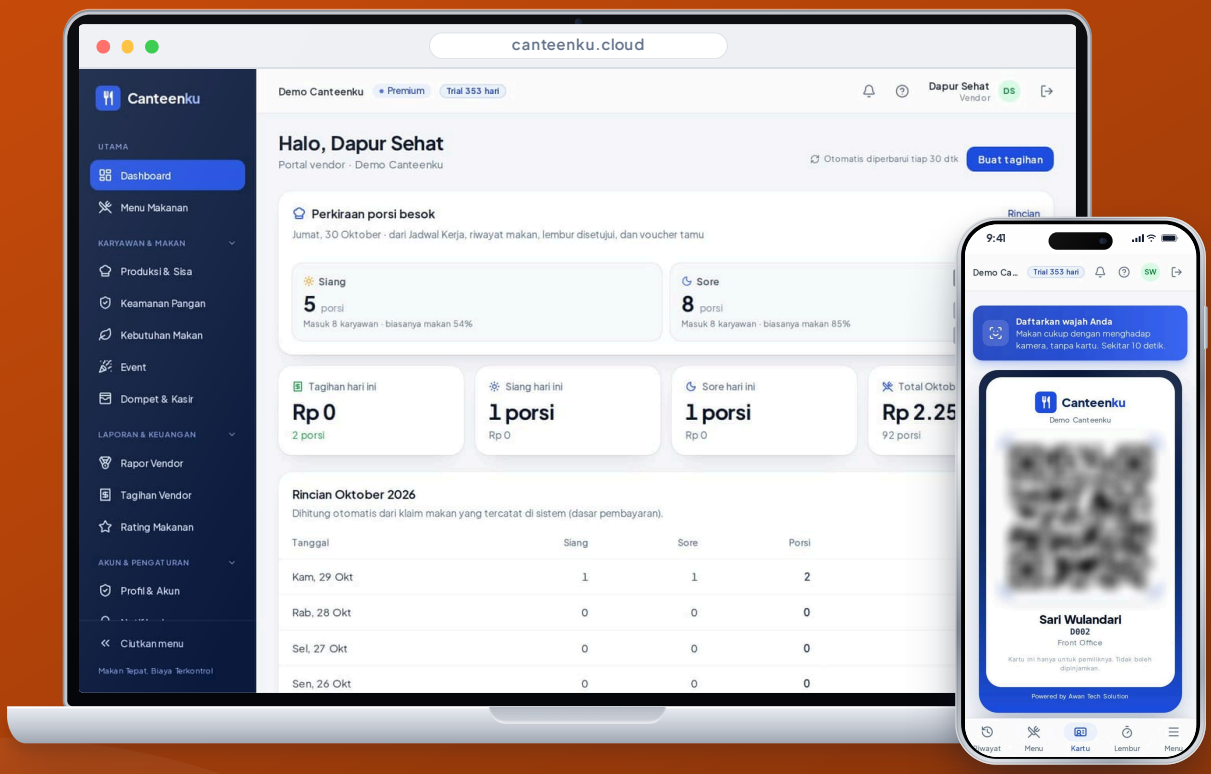
Canteenku | User Guide

USER GUIDE

Vendor

Prepare portions from the forecast, fill in the menu, record production and leftovers, and send bills that match the claim data.



Version 1.0 · 29 October 2026
canteenku.cloud/panduan/en
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Scan for the web version

START HERE

Vendor guide contents

For caterers and kitchens that supply food. You only see your own vendor's data in the organisation where you work.

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

WHAT YOU CAN DO

- See the **portion forecast for tomorrow** and a billing summary
- Fill in the **menu** with photos
- Record **production and leftover** food
- Fill in the daily **food safety check** (HACCP)
- Create and track **bills**, and see the **vendor scorecard**

OUTSIDE THIS ROLE

- Change employees' meal claims
- See other vendors or employee data
- Approve your own bills (Finance decides)
- Change meal times, prices, or organisation settings

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CHAPTER 1

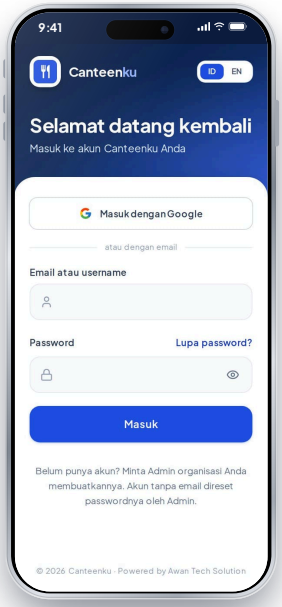
Get started: sign in and install

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.



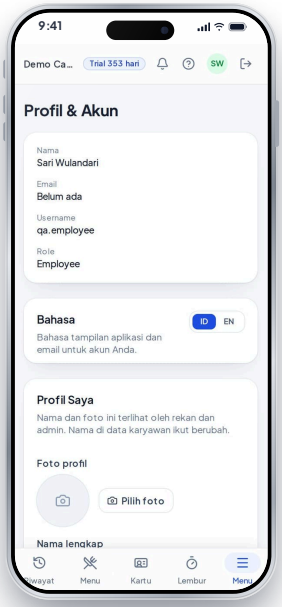
The Notifications menu

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

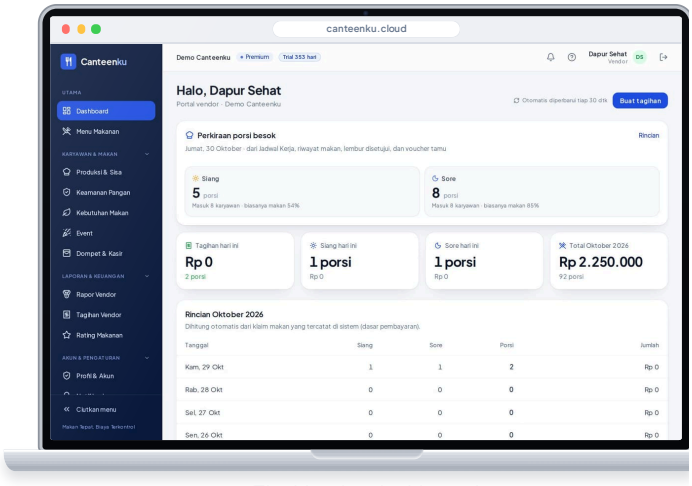
The vendor dashboard

Tomorrow's portion forecast and a billing summary.

1 Reading the dashboard

The first page greets your vendor name, with a **Create bill** button at the top right.

1. **Tomorrow's portion forecast:** how many portions to prepare for Lunch and Dinner. It is based on the duty roster, meal history, approved overtime, and guest vouchers. Tap **Details** for the breakdown.
2. The **Today's bill**, **Lunch today**, **Dinner today**, and **Total this month** cards show the portions and value the system has recorded.
3. **This month's breakdown** shows a table per date: Lunch portions, Dinner portions, and the total.



The Vendor dashboard

> **INFO**
> The forecast for tomorrow is sent to the vendor automatically every day at **15:00**, so the kitchen can prepare ingredients.

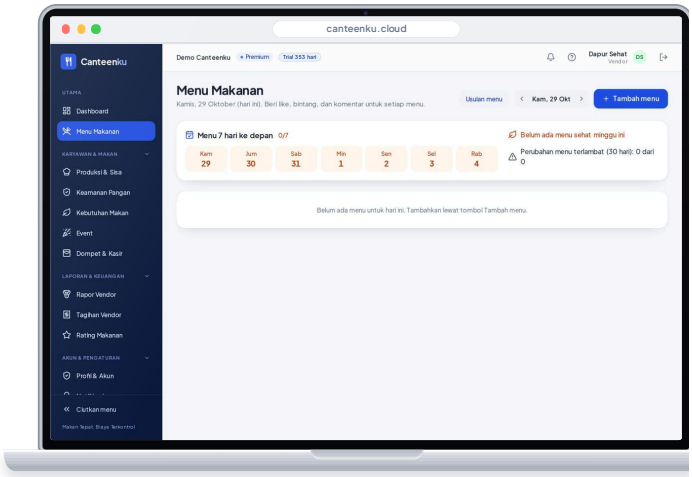
CHAPTER 3

Filling in the menu

Employees see the menu in their app straight away.

1 Adding a dish

1. Open **Menu**, then click **Add menu**.
2. Fill in the **Date**, **Meal time**, and **Canteen**, then write the **Dish name**.
3. Add a **Note** (optional) and a **Photo**. Tick **Healthy dish** if it qualifies.
4. Save. Employees see the dish in their app straight away.



Menu

TIP

Pre-order option: mark two or more dishes at the same meal time. Employees choose one by **the day before** at the latest, and the kitchen sees the count per choice.

TIP

The **Menu for the next 7 days** section shows which days are filled and which are not. **See late changes** lists menu changes made close to the day itself.

CHAPTER 4

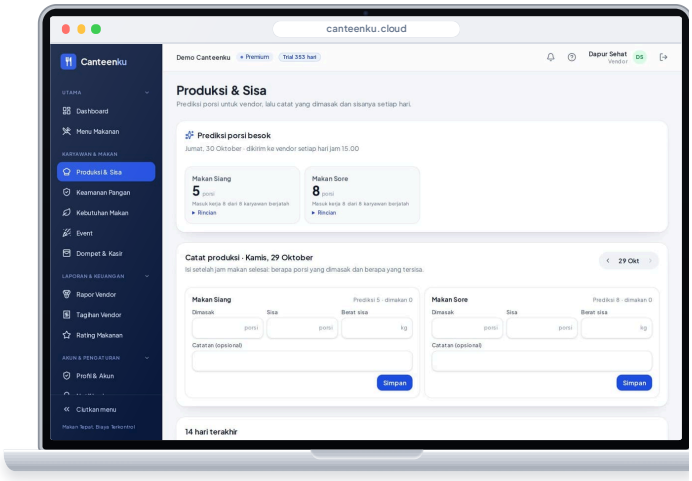
Production, leftovers, and food safety

Daily records that make forecasts and quality better.

1 Recording production and leftovers

Open **Production & Waste**. At the top is the **Tomorrow's portion forecast** per meal time.

1. In the **Record production** card, choose the date (arrows at the top right).
2. For each meal time, fill in **Cooked** (portions), **Leftover** (portions), and **Leftover weight** (kg). The note is optional.
3. Click **Save**. The **Last 14 days** history appears below.



Production & Waste

TIP

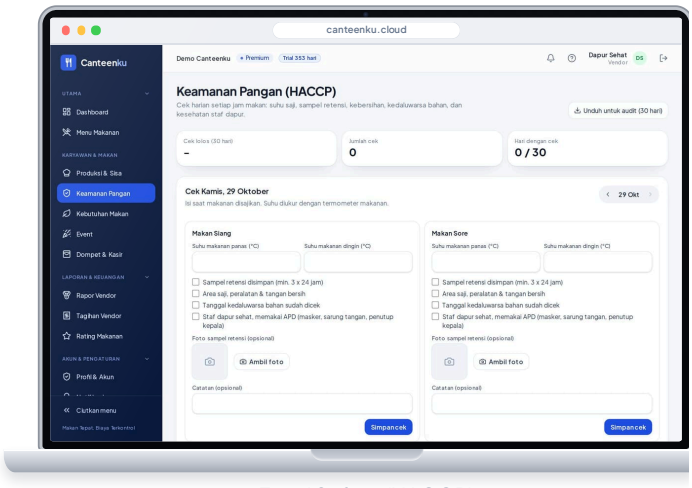
Fill it in after the meal time ends: how many portions were cooked and how many are left. This data is used to reduce food waste and feeds into the vendor scorecard.

2 The food safety check (HACCP)

A daily check for each meal time: serving temperature, retention sample, cleanliness, ingredients, and staff health.

1. Open **Food Safety**. Choose the date at the top right of the check card.
2. Fill in the **Hot food temperature** and **Cold food temperature** (°C), measured with a thermometer.
3. Tick each item: **Retention sample kept** (at least 3 x 24 hours), **Serving area, utensils & hands clean**, **Ingredient expiry dates checked**, **Kitchen staff healthy and wearing PPE**.
4. Add a **Retention sample photo** and a note if needed, then click **Save check**.

> **TIP**
> The **Download for audit (30 days)** button produces a report of the checks for inspection. The card above shows the 30-day check compliance.



Food Safety (HACCP)

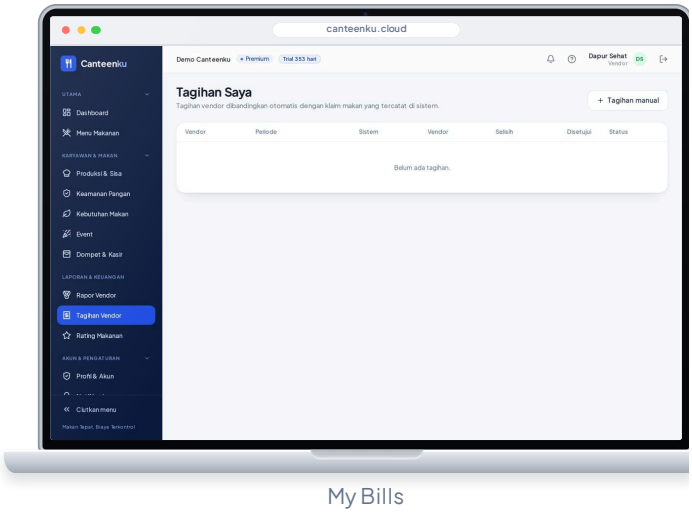
CHAPTER 5

Bills

Automatic bills from the system and manual bills that are reconciled.

1 Viewing bills

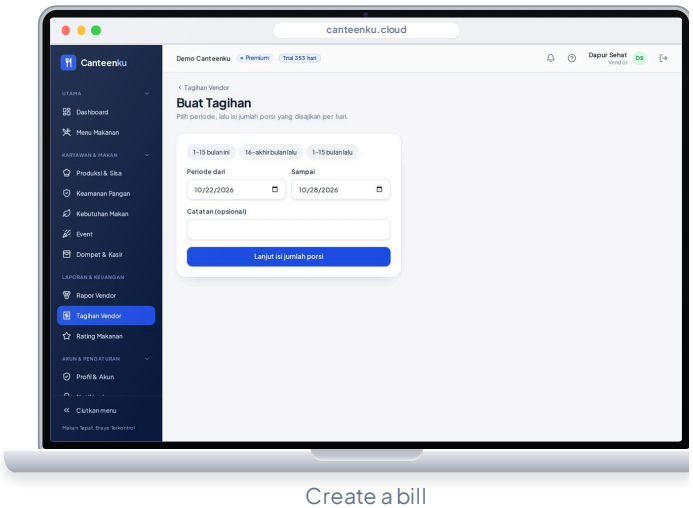
Open **Vendor Bills** (**My Bills**). Your bills are compared automatically with the meal claims recorded in the system. The table shows the period, the value per the system, the value per the vendor, the difference, the approved value, and the status.



My Bills

2 Creating a manual bill

1. Click **Manual bill** (or **Create bill** on the dashboard).
2. Choose the **Period**: use a quick option such as **1–15 last month**, **16–end of last month**, or **1–15 this month**, or set **Period from** and **To** yourself. The note is optional.
3. Click **Continue to portion counts**, then enter the number of portions you served each day.
4. Submit. Finance compares your figures with the recorded claims, then reviews and decides.



Create a bill

INFO

If your figures differ from the system, the difference is clearly visible and is discussed with Finance. So record portions carefully.

CAUTION

Once submitted, the portion counts **cannot be changed** unless Finance returns the bill to you for revision.

TIP

Automatic bills from the system are created on the 1st for the previous period, and on the 16th for vendors billed twice a month. The portion count comes from the scans at the canteen (employees and guests) multiplied by the agreed price per portion.

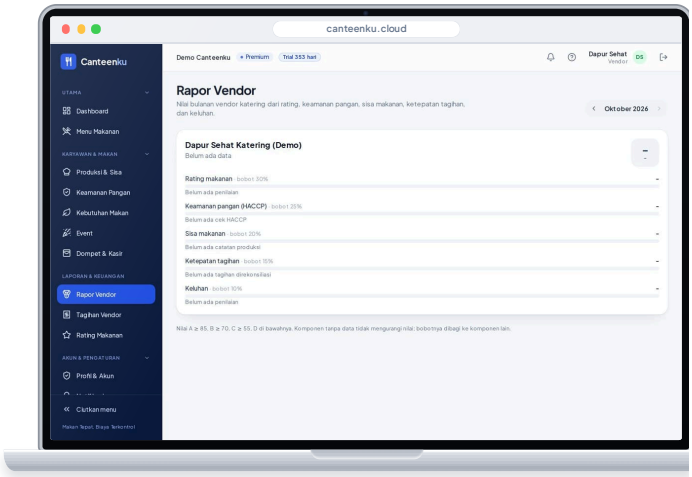
CHAPTER 6

Scorecard, ratings, events, and the till

Monthly score, employee feedback, events, and selling with the wallet.

1 The vendor scorecard and food ratings

1. **Vendor Scorecard** gives a monthly score: food ratings, food safety (HACCP), food waste, billing accuracy, and complaints. A component with no data does not lower the score.
2. **Food Ratings** shows stars, likes, and employee comments per dish. Comments are anonymous.
3. **Dietary Needs** shows how many employees are vegetarian or allergic per type, without names.

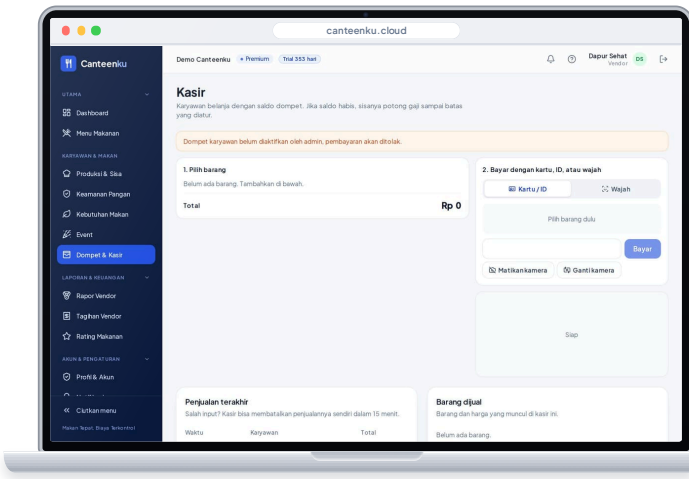


Vendor Scorecard

2 Events and Wallet & Till

1. **Events:** occasions with many food stands. Employees scan their card at each stand, and the vendor bill is calculated automatically.
2. **Wallet & Till:** if the company turns on the employee wallet, choose the items, then ask the buyer to pay with a **card or ID** or their **face**. You can cancel the last sale yourself within **15 minutes**.

> TIP
>
> If the admin has not turned on the wallet, the till shows a warning and payments are refused.



Wallet & Till

CHAPTER 7

Frequently asked questions

Short answers to the most common problems.

Today's menu does not show in the employee app.

Make sure the **Date**, **Meal time**, and **Canteen** on the dish are correct, then save. The dish appears as soon as it is saved. If it still does not, reload the page.

My portion count differs from the system bill.

The system counts from the claims recorded at the canteen. The difference is visible in the bills table. Send Finance an explanation if portions were really served outside the claims.

When is tomorrow's forecast sent?

Every day at 15:00. You can also see it at any time on the dashboard or in **Production & Waste**.

I cannot cancel a sale at the till.

A sale can only be cancelled within **15 minutes**. After that, contact the admin or Finance.

I forgot my password.

Tap **Forgot password?** on the sign-in page, or ask the admin to reset it.

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.