STANDARD OPERATING PROCEDURE
VERSION 2.0 · 2026

DIGITAL CAFETERIA OPERATIONS

# Digital Cafeteria *SOP.*

A complete operational framework for MealPe-powered cafeterias — covering the full workflow across **Customers, Kitchen Staff, Corporate Admin,** and the MealPe Platform. Updated to include the Corporate Admin Module and Subsidy Management.

| STAKEHOLDERS | MODULES | SUBSIDY TYPES | RECON OPTIONS |
|---|---|---|---|
| 4 | 9 | 3 | 2 |
| Customer · Kitchen · Admin · MealPe | Full Admin Feature Set | Fixed · % · % with Cap | Via MealPe · Direct to Vendor |

OPERATIONS · ROLES · FLOWS · ADMIN MODULE · SUBSIDY MANAGEMENT

MEALPE SOP

+ CORPORATE ADMIN

★ THE GOAL

## A frictionless cafeteria experience — for every stakeholder.

This SOP defines how MealPe-powered digital cafeterias operate — from a Corporate Admin setting up the organisation and subsidy programs, to an employee ordering on their phone, to the kitchen preparing and dispatching food. Every interaction is mapped, every role is clear, every exception is handled.

SECTION 01

# Who is Involved?

The MealPe cafeteria ecosystem has **four stakeholders**, each with distinct responsibilities that connect into a single, seamless flow.

### 👤 CUSTOMER / EMPLOYEE

- → Views menu, browses categories, places order
- → Selects delivery point or counter pickup
- → Pays via wallet, UPI, or subsidy credit
- → Receives order confirmation + token number
- → Collects food at counter or delivery point

### 🧑‍🍳 KITCHEN / COUNTER STAFF

- → Receives KOT (Kitchen Order Ticket) on display
- → Acknowledges and begins preparation
- → Marks order Ready — token displayed
- → Hands over to customer after verification
- → Flags unavailable items / stock issues

### 🏢 CORPORATE ADMIN — KEY STAKEHOLDER

- → Sets up organisation, locations, vendor mapping
- → Onboards employees (individual or bulk CSV)
- → **★ Creates and manages Subsidy Programs**
- → **★ Chooses reconciliation mode (MealPe / Direct)**
- → Monitors analytics, billing, GST, consumption trends

### ⚡ MEALPE PLATFORM

- → Hosts the ordering app and kitchen display
- → Routes orders in real-time, manages tokens
- → Applies subsidy deductions per program rules
- → Generates billing, settlement & GST reports
- → Handles QR / RFID / Biometric access control

★ WHAT'S NEW IN V2.0

The **Corporate Admin Module** is now a full first-class stakeholder — with its own setup flow, subsidy management system, finance suite, analytics dashboard, access control, and reporting. The swimlane and customer journey have been updated to reflect all Admin touchpoints. Subsidy reconciliation now supports two options: **through MealPe** or **direct to vendor**.

SECTION 02

# Before Day One.

Complete these steps in sequence before the cafeteria goes live. Steps 1–3 are handled by MealPe operations; Steps 4–6 are **Corporate Admin responsibilities**.

### 1 · MEALPE PLATFORM SETUP

- → Create vendor account on MealPe dashboard
- → Configure outlet — name, timings, categories
- → Upload menu items with prices, photos, veg/non-veg tags
- → Set up KOT display / kitchen screen
- → Test order flow — place, confirm, complete

### 2 · KITCHEN & COUNTER SETUP

- → Install KOT screen / tablet at kitchen counter
- → Verify internet / Wi-Fi connectivity
- → Brief kitchen staff on KOT workflow and token system
- → Run trial orders — confirm timing and display

### 3 · ORDERING ACCESS FOR EMPLOYEES

- → Share app download link / QR with employees
- → Enable QR / RFID / Biometric access at entry points
- → Confirm payment modes — wallet top-up, UPI

### 4 · ORGANISATION SETUP ADMIN

- → Create Organisation Account on MealPe Admin Portal
- → Add locations — office/campus names, addresses, geo-coordinates, operating hours
- → Map vendor(s) to each location — assign outlet type
- → Enable/disable vendor access as required

### 5 · USER MANAGEMENT ADMIN

- → Invite employees via email or mobile (individual)
- → Or: Bulk upload via CSV — system auto-creates accounts
- → Map employees to departments — enables reporting by dept.
- → Configure delivery locations / pickup points

### 6 · SUBSIDY PROGRAM SETUP KEY STEP

- → **Create subsidy program(s) — Fixed, % Amount, or % with Cap**
- → **Assign employees or departments to subsidy programs**
- → **Choose reconciliation mode — Via MealPe or Direct to Vendor**
- → Set effective dates and utilisation limits
- → Preview subsidy report before go-live

SECTION 03

# The Complete Order Journey.

Every order flows through three layers — the **Customer** placing it, the **Kitchen** fulfilling it, and the **Corporate Admin** configuring and monitoring it in the background. Admin actions happen before and after — not during — the order itself.

## ORDER FLOW — STEP BY STEP

| Step | Stage | Detail | Layer |
|---|---|---|---|
| 1 | Opens App | Employee scans QR or logs in | CUSTOMER |
| 2 | Browses Menu | Categories, prices, veg tags | CUSTOMER |
| 3 | Adds to Cart | Quantity, customisations | CUSTOMER |
| 4 | Subsidy Applied | Auto-deducted per program | ★ ADMIN |
| 5 | Payment | Net amount after subsidy | CUSTOMER |
| 6 | Order Confirmed | Token # generated | PLATFORM |
| 7 | KOT Received | Kitchen display fires | KITCHEN |
| 8 | Prepared | Token called — Ready | KITCHEN |
| 9 | Pickup | Collected at counter | CUSTOMER |

## CORPORATE ADMIN TOUCHPOINTS IN THE JOURNEY

### BEFORE ORDERING

Admin configures the org — locations, vendors, users, departments. Subsidy programs are created and employees assigned. These settings govern every order silently.

### AT CHECKOUT (AUTO)

MealPe platform reads the employee's subsidy program and auto-deducts the benefit at checkout. Employee sees only the net payable. No manual action required.

### POST-ORDER (REPORTS)

Admin views daily/weekly consumption trends, subsidy utilisation, billing reports, and vendor settlement data. Announces policy changes via Admin Announcements.

### KITCHEN: HANDLING EXCEPTIONS

- → Item unavailable → mark item as out-of-stock on POS
- → Customer does not collect → hold for 10 min, then log and discard
- → Order dispute → flag to MealPe admin, do not process manually
- → Device/internet failure → switch to manual token slip until restored

### ADMIN: REAL-TIME MONITORING

- → Live dashboard — orders, revenue, active users
- → Order alerts — notified of failed or disputed transactions
- → Vendor access toggle — disable vendor in emergencies
- → Announcements — push notifications to all employees

SECTION 04

# Kitchen & Dispatch Flow.

The kitchen workflow ensures every order is acknowledged, prepared, and dispatched within the committed time. The counter protocol ensures the right order reaches the right person.

## KITCHEN ORDER FLOW

### STEP-BY-STEP KITCHEN PROTOCOL

- → **KOT Fires** — order appears on kitchen display with token #, items, quantity
- → **Acknowledge** — chef taps "Accept" within 60 seconds; timer starts
- → **Prepare** — follow standard recipe; maintain portion consistency
- → **Pack & Label** — bag/box with token sticker; mark veg/non-veg clearly
- → **Mark Ready** — tap "Ready" on KOT; token number announced on display board
- → **Hand Over** — verify token # with customer before releasing order
- → **Close Order** — mark "Delivered" to complete the cycle

## CUSTOMER PICKUP SEQUENCE

### PICKUP PROTOCOL

- → Customer watches the token board / receives push notification
- → Approaches counter when token is called
- → Shows token # on phone or verbal confirmation
- → Staff verifies token and hands over order
- → Customer may rate the order in-app (optional)

## TIMING STANDARDS

### TARGET SLA (SERVICE LEVEL AGREEMENT)

- → Order acknowledgement — within **60 seconds** of KOT fire
- → Simple items (snacks, beverages) — ready within **5 minutes**
- → Full meals — ready within **10–12 minutes**
- → Peak hour queue — max wait time **15 minutes**
- → Uncollected orders — hold for **10 minutes**, then log and discard

## ADMIN VISIBILITY DURING KITCHEN OPERATIONS

### LIVE ORDER DASHBOARD

Admin can see active order counts, average prep time, and peak usage periods from the analytics dashboard in real time.

### CONSUMPTION TRENDS

Item-wise demand analysis — which items sell most, at what time. Used by admin to advise vendor on prep quantities.

### ORDER ALERTS

Admin receives push alerts for failed payments, disputes, or unusual order patterns. Can flag to MealPe support instantly.

SECTION 05

# 4-Lane Process Map.

Each lane shows what that stakeholder is responsible for — and when. Admin actions are pre-order (setup) and post-order (reporting), while Customer, Kitchen, and MealPe lanes run in real time.

| | |
|---|---|
| 🏢 CORPORATE ADMIN | Create Org Account · Add Locations · Map Vendors · Invite Employees · Dept. Mapping · ★ Create Subsidy Program · ★ Assign Employees to Program · ★ Set Reconciliation Mode · ↳ Monitor Utilisation · View Billing Reports · GST Export · User Ledger · Analytics Dashboard · Consumption Trends · Export Reports · Send Announcements · Vendor Settlement |
| 👤 CUSTOMER / EMPLOYEE | Receives Invite / Joins Org · Opens MealPe App · Logs In (QR / RFID / Biometric) · Browses Menu · Adds to Cart · Sees Subsidy Applied at Checkout · Pays Net Amount · Receives Token # · Waits for Token Call · Collects Order at Counter · Rates Order (Optional) |
| 🧑‍🍳 KITCHEN / COUNTER | Pre-Opening: Prep & Stock Check · Receives KOT on Display · Acknowledges Order (<60 sec) · Prepares Items · Packs + Labels · Marks Ready — Token Called · Verifies Token, Hands Over · Marks Delivered · End-of-Day: Waste Log, Clean |
| ⚡ MEALPE PLATFORM | Hosts App + Dashboard · Manages Org Config · Authenticates User Login · Serves Live Menu · Applies Subsidy at Checkout · Processes Payment · Generates Token # · Routes KOT to Kitchen · Updates Token Display Board · Sends Push Notifications · Logs Transaction in Ledger · Calculates Subsidy Utilisation · Generates Billing & GST Reports · Executes Reconciliation (Option A) · Provides Access Control (QR/RFID) |

**★ Highlighted steps** denote Admin-configured rules that execute automatically at the platform level — subsidy deduction, utilisation tracking, and Option A reconciliation all happen without manual intervention once configured.

SECTION 06

# Corporate Admin Features.

The Corporate Admin Module gives HR, Finance, and Ops teams full control over the cafeteria ecosystem — from org setup to subsidy management, analytics, and access control.

| MODULE | FEATURE / SUB-FEATURE | WHAT THE ADMIN DOES | USER FLOW |
|---|---|---|---|
| **Organisation Setup** | **Create Organisation Account** | Creates the master org with name, ID, industry type, admin email & contact | *Super Admin creates org → system generates Org ID* |
| | **Multi-location Setup** | Adds offices or campuses with name, address, geo-coordinates, operating hours | *Admin logs in → adds locations → vendors mapped to location* |
| | **Vendor Mapping** | Maps vendors to the organisation by location and outlet type | *Admin adds vendor → assigns to location → visible to users* |
| | **Vendor Access Control** | Enables or disables a vendor's visibility to employees instantly | *Admin disables vendor → vendor disappears from user app* |
| **User Management** | **User Onboarding** | Invites employees via email or mobile; they receive a login link | *Admin sends invite → user receives link → joins org* |
| | **Bulk User Upload** | Uploads a CSV file; system auto-creates user accounts in bulk | *Admin uploads CSV → system creates users automatically* |
| | **Department Mapping** | Tags users to departments — drives subsidy assignment and reporting | *Admin assigns department → used for reporting* |
| **Delivery** | **Delivery Locations** | Configures named delivery points within the campus/office | *User selects delivery point at checkout* |
| **★ Subsidy Management** | **Create Subsidy Programs** | Creates Fixed Amount, % Amount, or % with Cap subsidy types with limits and dates | *Admin creates program → sets type and amount → activates* |
| | **Assign Employees** | Assigns individual employees or full departments to a subsidy program | *Admin selects employees → links to program → takes effect next order* |
| | **Track Utilisation & Reports** | Monitors per-employee and total subsidy spend; exports reports | *Admin opens subsidy report → filters by period/dept → exports* |
| **Finance** | **Billing Reports** | Downloads organisation-level billing invoices | *Admin downloads billing report* |
| | **Vendor Settlement** | Views and triggers vendor payout calculations | *System calculates payout based on orders* |
| | **User Ledger** | Views per-employee transaction history and wallet balance | *Admin views ledger for any employee* |
| | **GST Reports** | Generates and exports GST-compliant tax reports | *Export reports by date range* |
| **Analytics** | **Dashboard** | Overview of orders, revenue, active users in one screen | *Admin dashboard loads all key metrics on login* |
| | **Consumption Trends** | Item-wise demand analysis — what sells, when, by whom | *Admin views trends → uses to optimise menu/stock* |
| | **Export Reports** | Downloads all report types (orders, finance, subsidy) by date range | *Admin selects date range → exports data* |
| **Notifications** | **Admin Announcements** | Sends push notifications / announcements to all or select employees | *Admin sends message → users notified in app* |
| | **Order Alerts** | Receives real-time alerts for failed, disputed, or unusual orders | *User places order → alert sent to admin on exception* |
| **Access Control** | **QR Access** | Employee scans QR code at cafeteria entry; access logged | *User scans QR → access granted* |
| | **RFID Access** | Employee taps RFID card; entry recorded automatically | *User taps card → entry recorded* |
| | **Biometric Access** | Fingerprint-based entry and attendance recording | *Fingerprint scan → attendance logged* |

SECTION 07 · HIGHLIGHTED FEATURE

# Subsidy Programs & Reconciliation.

Subsidy Management is the most powerful feature of the Corporate Admin Module — allowing organisations to fund part or all of employee meal costs. Three program types, flexible assignment, and two reconciliation modes give full control.

## STEP 1 — CHOOSE A SUBSIDY PROGRAM TYPE

₹
### Fixed Amount
A flat rupee amount is deducted from every order, regardless of order value. Simple and predictable for both admin and employee.

e.g. ₹50 off every order

%
### % Amount
A percentage of the order value is subsidised. Higher orders receive more subsidy in absolute terms. No upper limit.

e.g. 30% off every order

%🔒
### % with Cap
A percentage subsidy, but capped at a maximum rupee amount per order or per day. Balances flexibility with cost control.

e.g. 30% off, max ₹100/order

## STEP 2 — ASSIGN EMPLOYEES TO SUBSIDY PROGRAMS

### INDIVIDUAL ASSIGNMENT
Admin selects specific employees from the user list and links them to a subsidy program. Ideal for role-based benefits — e.g. senior employees get a higher subsidy tier.

### DEPARTMENT-LEVEL ASSIGNMENT
Admin assigns an entire department to a subsidy program in one action. All members of the department immediately receive the benefit. When a new employee joins the department, they're automatically included.

## STEP 3 — CHOOSE RECONCILIATION MODE

OPTION A
### Through MealPe
MealPe collects the full order value from the employee, aggregates the subsidy amounts across all orders, and pays the net vendor settlement after deducting the subsidy pool from the corporate account.

- **Employee pays full amount → MealPe deducts subsidy credit**
- **MealPe aggregates total subsidy used across all employees**
- **Corporate is invoiced for total subsidy consumed (weekly/monthly)**
- **MealPe pays vendor the full settlement**

Best for: Orgs who want zero vendor interaction

OPTION B
### Direct to Vendor
MealPe provides the subsidy utilisation report to the Corporate Admin. The corporate pays the subsidy portion directly to the vendor — bypassing MealPe for the subsidy component.

- **Employee pays net amount (post-subsidy) at checkout**
- **MealPe generates itemised subsidy report per period**
- **Corporate Admin downloads report and pays vendor directly**
- **MealPe collects only the employee payment portion**

Best for: Orgs with direct vendor billing relationships

SECTION 08

# Who Owns What.

Clear ownership across all four stakeholders. The Corporate Admin has the broadest set of ongoing responsibilities — both day-to-day monitoring and periodic reconciliation tasks.

### 🏢 CORPORATE ADMIN — RESPONSIBILITIES

- → **One-time:** Set up organisation, locations, vendors, access control
- → **One-time:** Create subsidy programs, assign employees, set reconciliation mode
- → **Daily: Monitor dashboard — orders, revenue, active users**
- → **Weekly: Review subsidy utilisation report; track against budget**
- → **Weekly:** Download billing report; initiate vendor settlement if Option B
- → **Monthly:** Export GST report; review user ledger; update dept. mappings
- → **As needed:** Add/remove employees, toggle vendor access, send announcements

### ⚡ MEALPE PLATFORM — AUTOMATED DUTIES

- → Applies subsidy deductions at checkout — zero manual action
- → Routes KOT to correct kitchen display in real time
- → Generates billing, GST, and subsidy reports on schedule
- → Executes Option A reconciliation — invoices corporate, pays vendor
- → Sends push alerts for exceptions (failed payments, disputes)
- → Authenticates users via QR / RFID / Biometric at entry

### 👤 CUSTOMER / EMPLOYEE — DAILY DUTIES

- → Open app, browse menu, select items and delivery point
- → Review cart — verify subsidy applied correctly
- → Complete payment (wallet, UPI, or card)
- → Track token on display board or in-app notification
- → Collect order at counter within token window
- → Rate order (optional); report issues via app if any

### 👨‍🍳 KITCHEN STAFF — DAILY DUTIES

- → **Pre-service:** Stock check, mise en place, equipment verify
- → **During service:** Acknowledge, prepare, pack, dispatch all KOTs
- → **During service:** Maintain token board accuracy; call tokens clearly
- → **During service:** Flag out-of-stock items immediately on POS
- → **Post-service:** Waste log, deep clean, stock count, close KOTs

### ESCALATION PATH

**Kitchen issue** → Cafeteria Manager → MealPe Ops
**Subsidy query** → Corporate Admin → MealPe Support
**Payment failure** → MealPe Platform auto-alert → Admin notified
**Vendor dispute** → Admin downloads ledger → resolves via MealPe portal

SECTION 09 · KEY FEATURE

# Reporting & Analytics Suite.

The Admin Module generates all the reports your HR, Finance, and Operations teams need — with export, date-range filtering, and per-department breakdowns.

### ★ SUBSIDY REPORTS

- → Total subsidy consumed — by period
- → Per-employee subsidy utilisation breakdown
- → Department-wise subsidy spend
- → Unused subsidy balance (if applicable)
- → Reconciliation statement (Option A or B)
- → Export to CSV / Excel

### FINANCE REPORTS

- → Billing report — org-level invoices
- → Vendor settlement statement
- → User ledger — per-employee transaction history
- → Wallet top-up and deduction log
- → GST report — tax-compliant export
- → Exportable by date range

### OPERATIONS REPORTS

- → Analytics dashboard — orders, revenue, users
- → Consumption trends — item-wise demand
- → Peak hour analysis
- → Order completion rate
- → Vendor performance metrics
- → Export reports by custom date range

★ SUMMARY — WHAT MEALPE DELIVERS

## One platform. Every stakeholder. Total control.

From the moment a Corporate Admin creates the organisation to the moment an employee collects their subsidised lunch — MealPe handles the entire flow. The admin configures once; the platform executes automatically. Every rupee of subsidy is tracked, every order is logged, every report is one click away.

QUICK REFERENCE — CORPORATE ADMIN DAILY CHECKLIST

### MORNING

- → Check Analytics Dashboard — orders so far, active users
- → Review any Order Alerts from overnight / early orders
- → Verify vendor is active (green status in dashboard)

### END OF DAY / WEEK

- → Download subsidy utilisation report; review against budget
- → If Option B: send subsidy amount to vendor per report
- → Export billing report for accounts team
- → Review consumption trends — flag slow-moving items to vendor