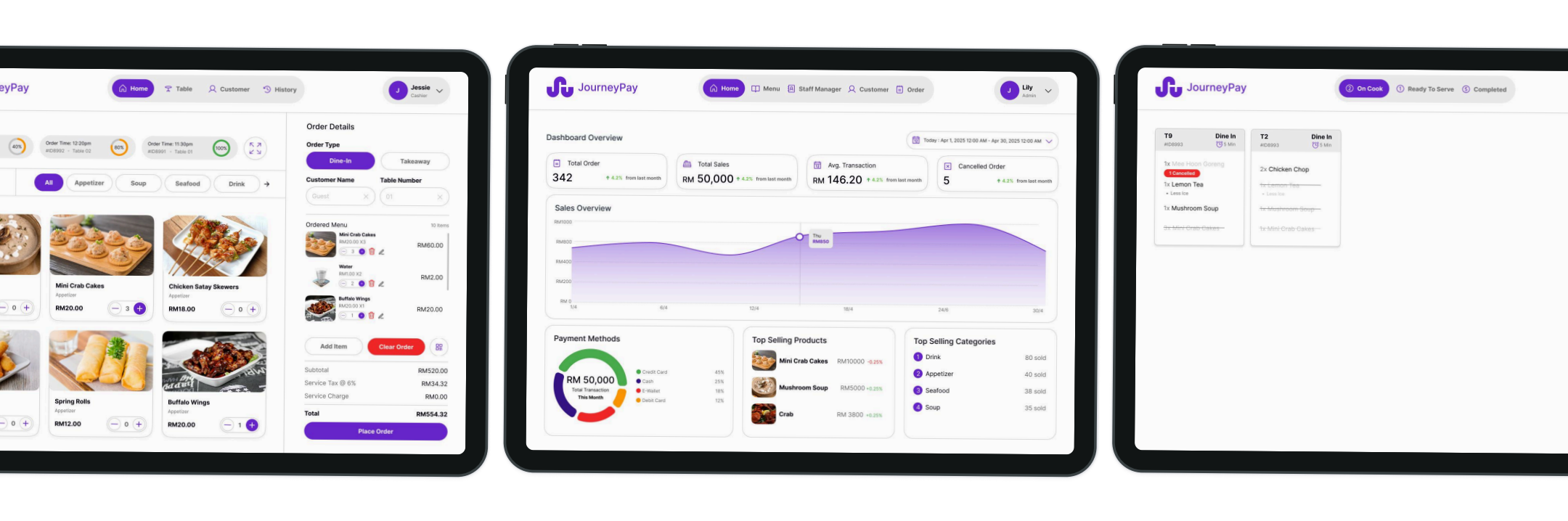
JOURNEYPAY

Introduction

JourneyPay

JourneyPay is a Point-of-Sale (POS) system designed specifically for the dynamic needs of the restaurant industry. It moves beyond simple transaction processing to create a comprehensive hospitality management tool that is intuitive, fast, and error-resistant. The primary objective of this design is to streamline the operational workflow from the moment an order is taken to the moment it is fulfilled and paid for, supporting all restaurant formats—from fast-casual to fine dining.



Goal:
JourneyPay is a unified, cloud-based Point-of-Sale (POS) system designed specifically for the dynamic needs of the restaurant industry. It moves beyond simple transaction processing to create a comprehensive hospitality management tool that is intuitive, fast, and error-resistant. The primary objective of this design is to streamline the operational workflow from the moment an order is taken to the moment it is fulfilled and paid for, supporting all restaurant formats—from fast-casual to fine dining.

Target User:
1. Admin (Restaurant Owner / Manager)
2. Cashier / Front-of-House Staff
3. Kitchen Staff / Chef

Persona

The user base of the JourneyPay POS system consists of three core personas: the Admin (Restaurant Owner/ Manager), the Cashier, and the Kitchen Staff. Each persona plays a critical role in daily restaurant operations, and their unique needs guide the design toward speed, clarity, and operational efficiency.

Persona — Admin

Emily Tan

Age: 38
Gender: Female
Occupation: Restaurant Owner & Manager
Marital Status: Married
Location: Kuala Lumpur, Malaysia
Other Traits: Detail-oriented, business-focused, analytical, time-conscious, multitasker

Context and Obstacles Faced

Emily oversees daily restaurant operations, from managing staff to updating menus and tracking finances. She often deals with systems that require manual reporting, don't provide real-time data, or are too complicated. She needs quick, accurate information to make decisions and doesn't have time to navigate confusing dashboards or multiple platforms.

How She Will Interact With JourneyPay

Emily mainly uses JourneyPay on her desktop or tablet to:
- Check daily and weekly revenue
- Update menu items and categories
- Manage staff access and roles
- Review customer data and loyalty activity

She checks the system a few times a day but depends most on the dashboard at the start and end of each shift.

Questions She Will Ask

1. "How much did we earn today?"
2. "Which dishes are selling the best?"
3. "Are my staff managing orders properly?"
4. "Do I need to adjust the menu or pricing?"

Goals, Behaviours, Motivations

1. Wants clear, real-time insights to support fast decision-making.
2. Prefers systems that reduce manual work and mistakes.
3. Motivated to improve staff productivity and customer experience.
4. Proactive—checks data regularly and responds quickly.

Goal: Grow the business and improve daily operations with smarter tools

Stories of Use

Every morning, Emily logs into JourneyPay to check yesterday's sales and top-performing dishes. During lunch peak hours, she monitors the dashboard to track order flow and kitchen speed. If she sees a menu item not performing well, she updates the pricing or content immediately. Monthly, she exports automated reports to plan staffing schedules and manage inventory purchases.

Persona — Cashier

Chong Zhee Ming

Age: 38
Gender: Male
Occupation: Restaurant Cashier
Marital Status: Single
Location: Petaling Jaya, Malaysia
Other Traits: Friendly, fast learner, customer-oriented, adaptable, easily stressed during peak hours

Context and Obstacles Faced

Amirul handles customer orders, manages table seating, processes payments, and coordinates with the kitchen. His challenges often come from slow systems, unclear table layouts, and confusing order flows. When the restaurant is busy, any delay or system lag leads to mistakes, long queues, and frustrated customers. He needs a POS that is fast, clear, and easy to use—especially when handling multiple orders at once.

How He Will Interact With JourneyPay

Amirul mainly uses JourneyPay on the POS terminal or tablet to:
- Select tables for dine-in customers
- Take orders quickly with clear menu categories
- Handle takeaway orders
- Process payments (cash, card, e-wallet)
- Check and manage customer information when needed

He interacts with the system constantly throughout his shift, especially during peak hours.

Questions He Will Ask

1. "Which tables are still available?"
2. "Did the order go through to the kitchen?"
3. "Is this item out of stock?"
4. "Why is the system lagging right now?"

Goals, Behaviours, Motivations

1. Wants a system that helps him take orders fast and accurately
2. Motivated to reduce mistakes and speed up service
3. Behaves calmly but becomes stressed when the system slows down
4. Wants clear visual feedback (e.g., order sent, table status updated)

Goal: Serve customers quickly and avoid errors

Stories of Use

During busy lunch hours, Amirul uses JourneyPay to assign tables and enter orders rapidly. The clean layout helps him find menu items fast—even when customers order multiple dishes at once. When a customer wants to split the bill, he uses the streamlined payment interface to complete the transaction without slowing the queue. Throughout the shift, he checks order statuses to ensure the kitchen has received everything correctly.

Persona — Kitchen

Farid Iskandar

Age: 32
Gender: Male
Occupation: Line Cook / Kitchen Staff
Marital Status: Single
Location: Petaling Jaya, Malaysia
Other Traits: Fast-paced, focused, practical, disciplined, easily frustrated by unclear orders or last-minute changes

Context and Obstacles Faced

Farid works in a high-pressure environment where speed and accuracy are crucial. He manages food preparation, coordinates with other kitchen staff, and keeps track of multiple orders at the same time. His biggest challenges come from unclear order printouts, missing information, last-minute customer changes, and systems that don't update in real time. When orders pile up, any confusion can slow down the entire kitchen. He needs a system that shows orders clearly, updates instantly, and helps him prioritise efficiently.

How He Will Interact With JourneyPay

Farid uses JourneyPay primarily on a kitchen display system (KDS) to:
- View incoming orders under "Pending"
- Mark dishes as "Ready" once completed
- Review completed orders
- Track special requests or allergies
- Prioritise orders based on waiting times

He checks the system constantly during the entire shift, especially during peak periods.

Questions He Will Ask

1. "Which order came in first?"
2. "Is this special request correct?"
3. "Any takeaway orders coming?"
4. "Why is this order not appearing?"
5. "Is this dish already sent to the front?"

Goals, Behaviours, Motivations

1. Wants clear and accurate orders to avoid mistakes
2. Behaves systematically—prepares in order of urgency
3. Motivated to serve dishes fast and reduce waiting time
4. Prefers systems that show orders neatly and in real time

Goal: Maintain kitchen efficiency and deliver consistent food quality

Stories of Use

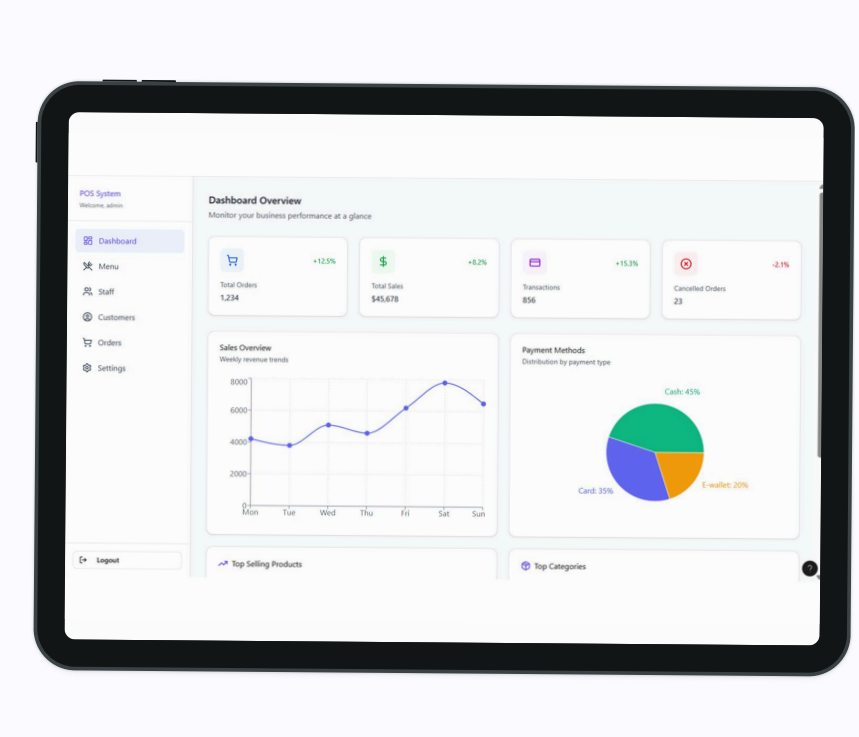
During a busy dinner service, Farid monitors the Pending tab on JourneyPay to track all incoming orders. He uses the clear layout to identify table numbers, dish names, and any special instructions. As he finishes each dish, he marks it as "Ready," allowing the cashier and servers to pick it up promptly. If he sees too many orders queued, he quickly prioritises items that take longer to cook, ensuring smoother flow and faster service.

Brainstorming Session

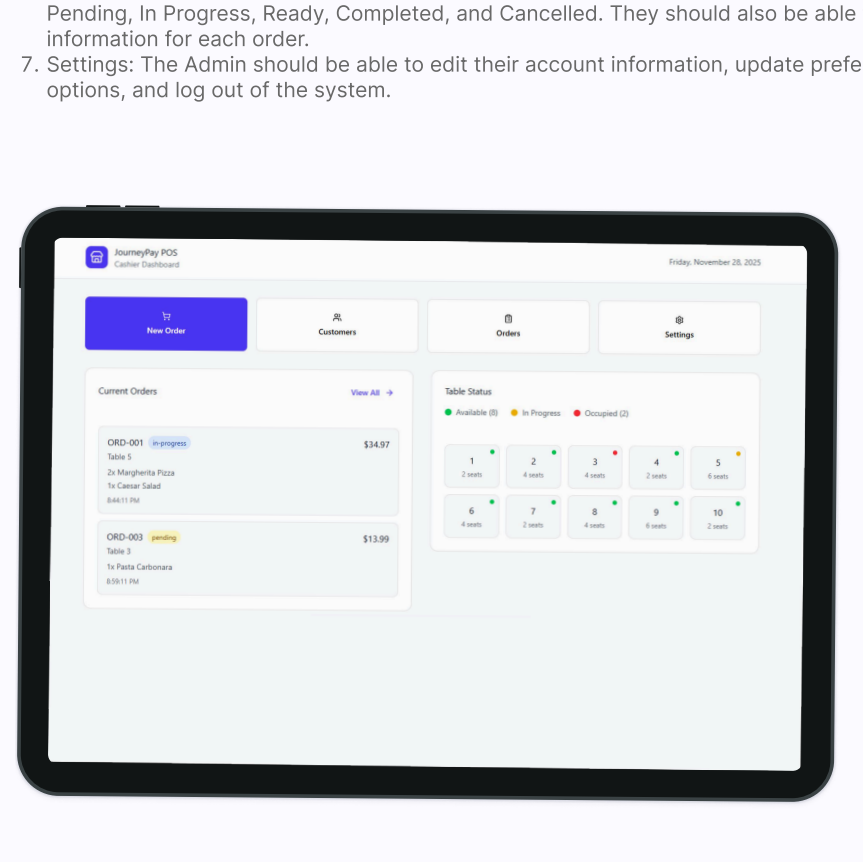
The Brainstorming Session is the initial ideation phase for JourneyPay's restaurant POS system. In this stage, details are provided to ChatGPT to generate ideas, prompts, and design suggestions. These outputs are then used in FigJam to visualize and organize concepts, explore workflows, and identify potential solutions. Based on the generated designs and insights from the session, the team creates and refines the actual UI screens in Figma, ensuring that the final designs are user-centered, efficient, and aligned with restaurant operations.

Prompt of Admin

Design the Admin interface for JourneyPay, a restaurant POS system. The interface should focus on clarity, efficiency, and providing actionable insights for restaurant management.
1. Login & Shift Start: The Admin should first see a login screen where they can enter their username and password. The system should validate the credentials and display an error message if the login is invalid. Once the credentials are correct, the Admin can start their shift by pressing the "Start Shift" button, which navigates to the Dashboard.
2. Dashboard (Home Tab): The Dashboard should display KPI summary cards that show Total Orders, Sales, Transactions, and Cancelled Orders. It should include a Sales Overview chart displaying daily, weekly, and monthly revenue trends. The Dashboard should also provide a breakdown of payment methods, including Cash, Card, and E-wallets, and highlight top-selling products and categories.
3. Menu Management: The Admin should be able to add, edit, and delete menu items. They should also be able to manage categories by creating, editing, or deleting them as needed.
4. Staff Management: The Admin should be able to add, edit, or delete staff accounts and assign roles such as Cashier, Kitchen, or Admin.
5. Customer Management: The Admin should be able to add, edit, or delete customer profiles. They should also be able to view loyalty points and the customer's order history.
6. Orders Management: The Admin should be able to view all orders and filter them by status, including Pending, In Progress, Ready, Completed, and Cancelled. They should also be able to view detailed information for each order.
7. Settings: The Admin should be able to edit their account information, update preferences and layout options, and log out of the system.



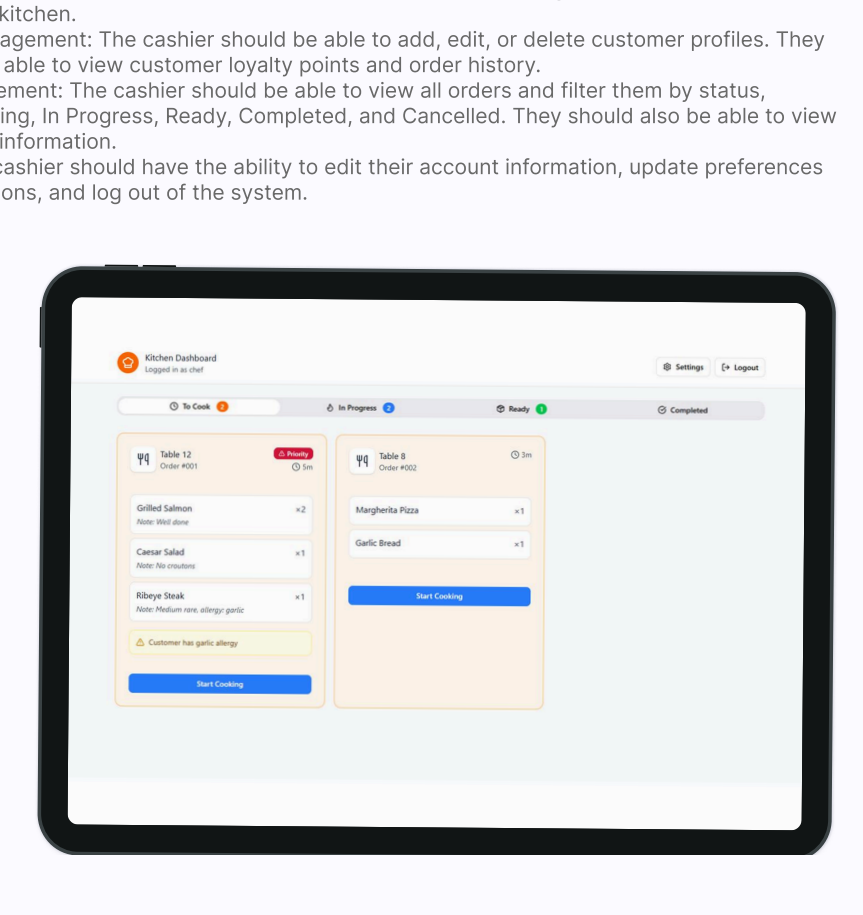
Prompt of Caisher



Design the Cashier interface for JourneyPay, a restaurant POS system. The interface should focus on speed, clarity, and ease of use during peak hours to ensure efficient operations.
The features to include are as follows:
1. Login & Shift Start: The cashier should first see a login screen where they enter their username and password. The system should validate the credentials and display an error message if the login is invalid. Once credentials are correct, the cashier can start their shift by pressing the "Start Shift" button, which navigates to the dashboard.
2. Dashboard (Home Tab): The dashboard should display current orders and include a visual table status map showing available, occupied, and in-progress tables. It should also provide quick navigation to Customer Management, Orders, and Settings.
3. Order Creation Flow: The cashier should be able to select products using a grid layout or category tabs. They can then choose the order type, either Dine-In or Takeaway. For Dine-In orders, the cashier selects a table from an interactive table map. For Takeaway orders, they can input optional notes, such as "No ice," "Extra spicy," or "Pick-up time." After confirming the order, it should be sent directly to the kitchen.
4. Customer Management: The cashier should be able to add, edit, or delete customer profiles. They should also be able to view customer loyalty points and order history.
5. Orders Management: The cashier should be able to view all orders and filter them by status, including Pending, In Progress, Ready, Completed, and Cancelled. They should also be able to view detailed order information.
6. Settings: The cashier should have the ability to edit their account information, update preferences and layout options, and log out of the system.

Prompt of Kitchen

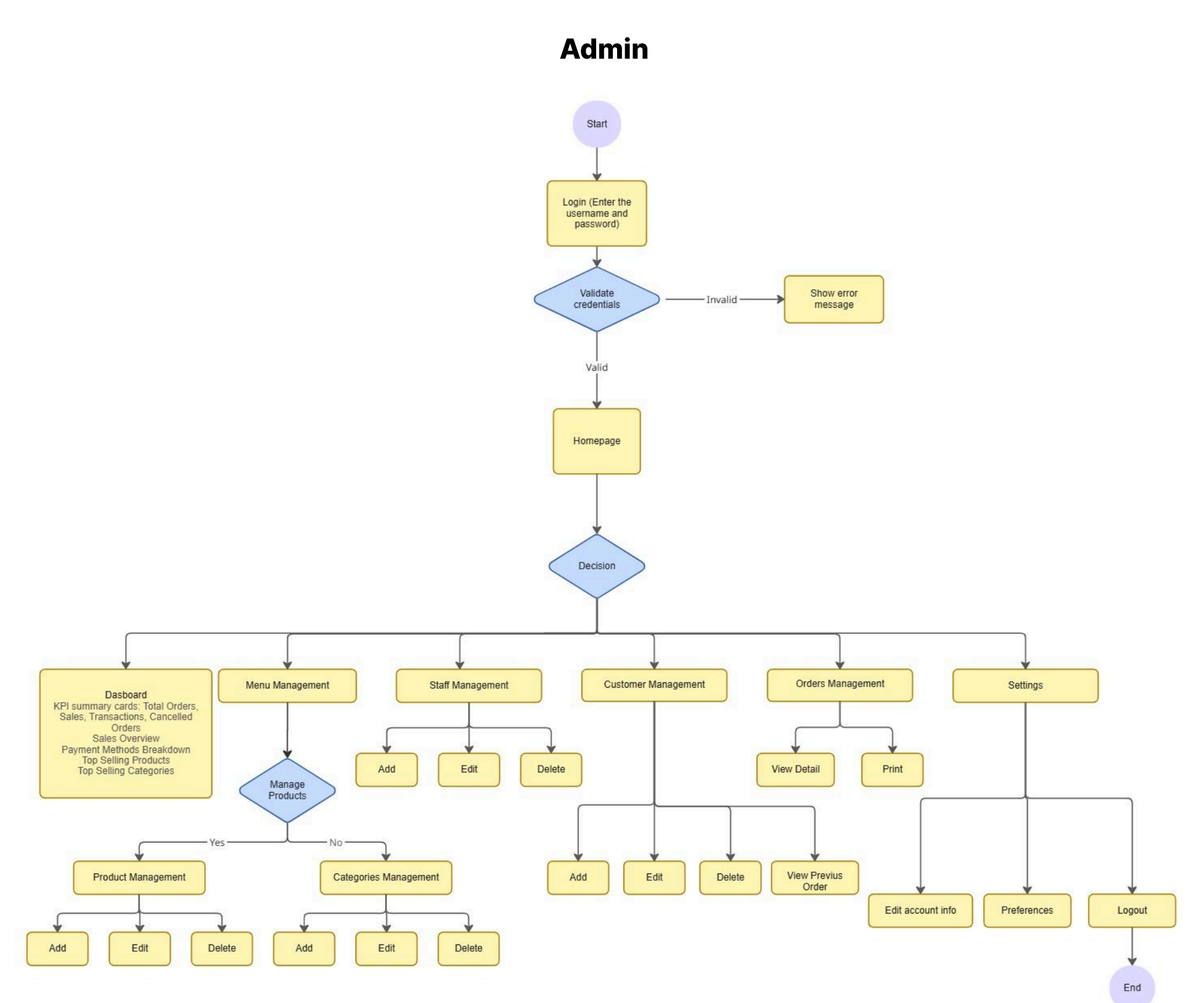
Design the Kitchen interface for JourneyPay, a restaurant POS system. The interface should focus on speed, clarity, and real-time order management to ensure efficient kitchen operations.
1. Login & Shift Start: The Kitchen staff should first see a login screen where they can enter their username and password. The system should validate the credentials and display an error message if the login is invalid. Once credentials are correct, staff can start their shift, which navigates them to the Kitchen Dashboard.
2. Kitchen Dashboard: The Kitchen Dashboard should include order tabs for To Cook, In Progress, Ready, and Completed orders. The To Cook tab shows new incoming orders, In Progress shows orders currently being prepared, Ready displays completed orders waiting to be served, and Completed shows orders that have been served or picked up. Each order should display the table number, order items, and any special instructions. Color-coded statuses should be used for quick recognition and prioritization.
3. Special Instructions & Notes: The system should prominently display takeaway notes, allergy information, or other special requests. Priority items or dishes requiring longer preparation times should be highlighted to help staff manage their workflow efficiently.
4. Settings: Kitchen staff should be able to edit their account information, adjust preferences and layout options, and log out of the system.



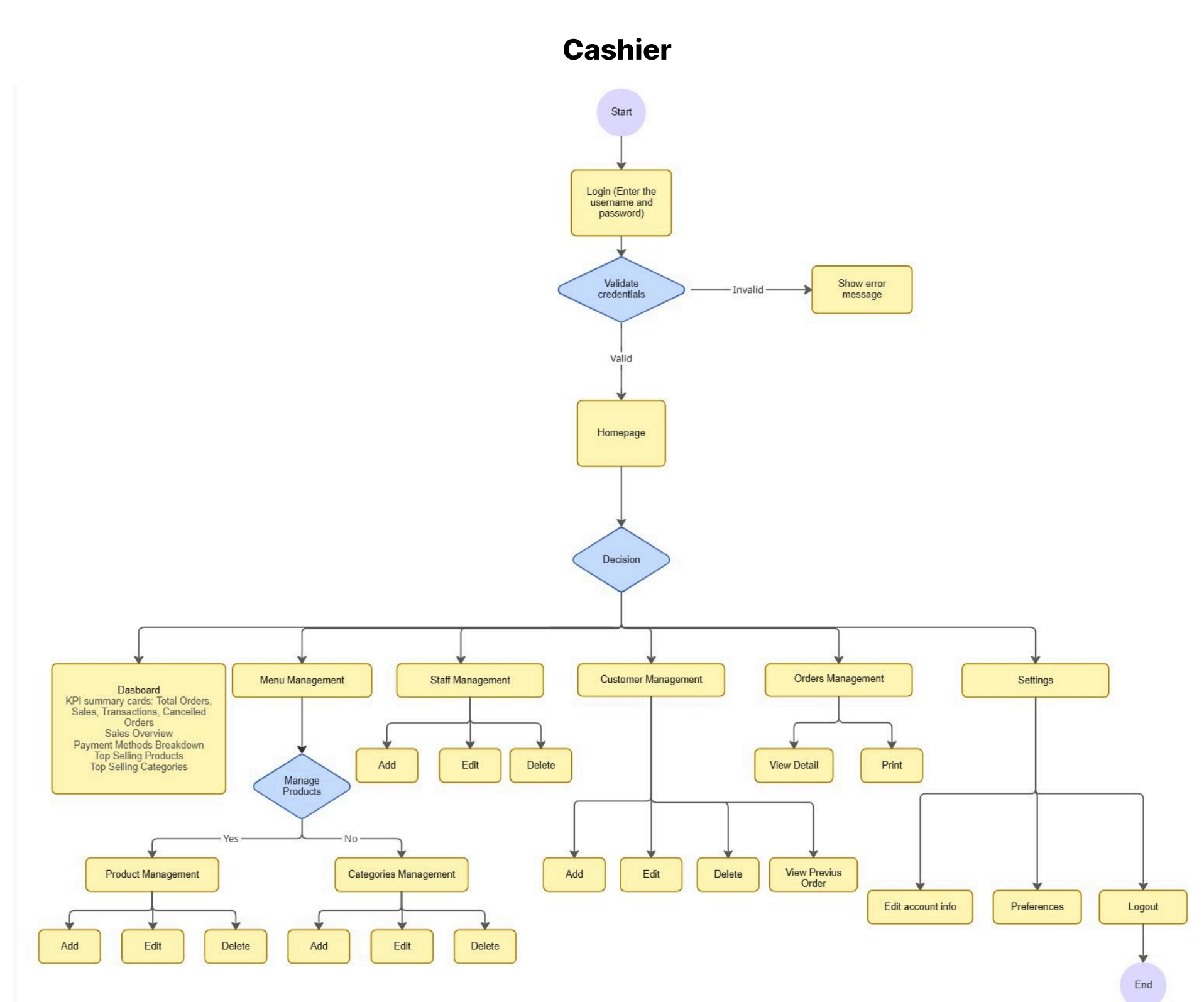
User Flow Diagram

The user flow diagram illustrates how different users navigate through the JourneyPay POS system, highlighting each key decision point, interaction, and path. It visualizes the complete journey from login to task completion, helping ensure the system is intuitive, efficient, and aligned with real restaurant workflows.

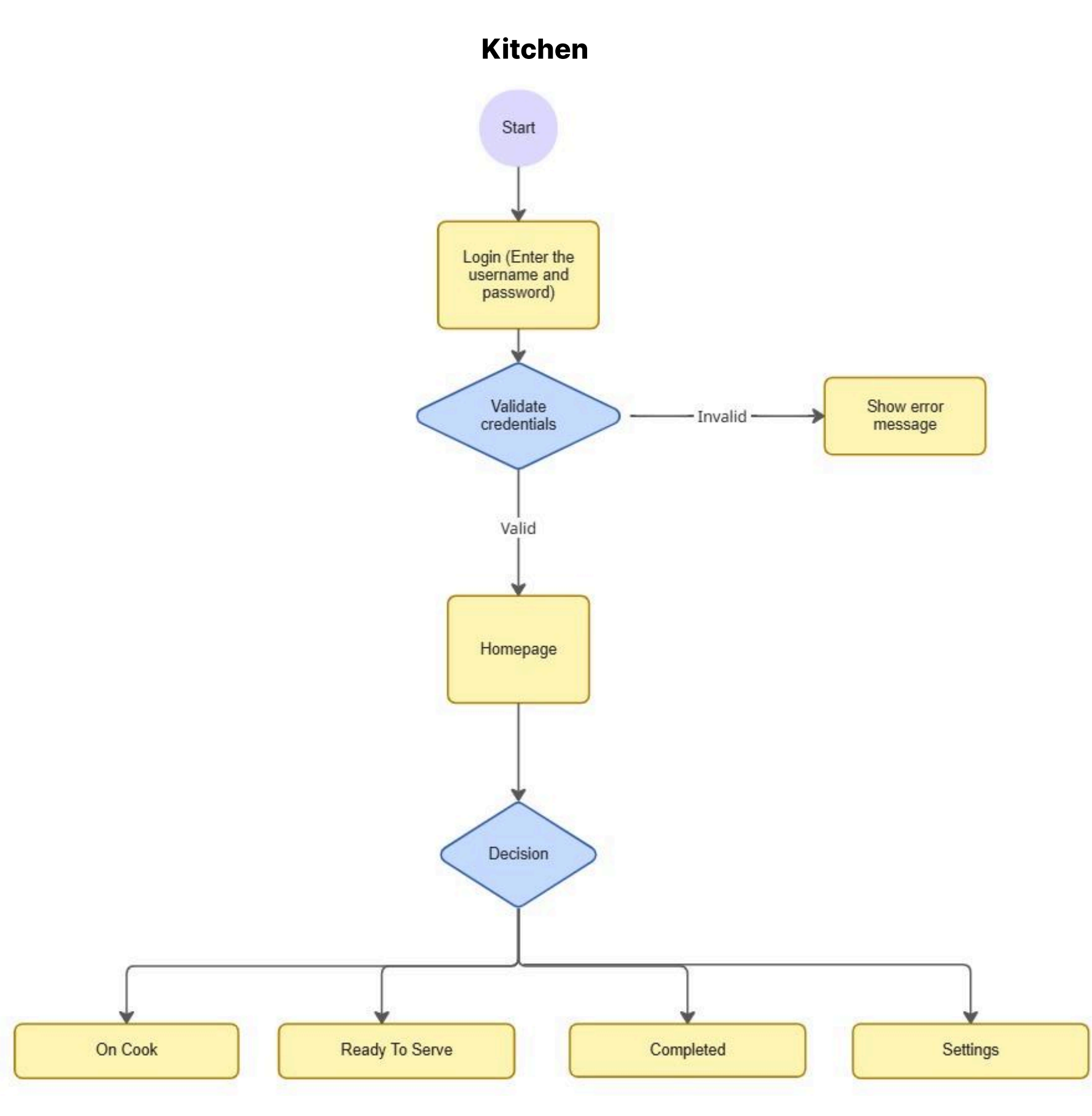
Admin



Cashier

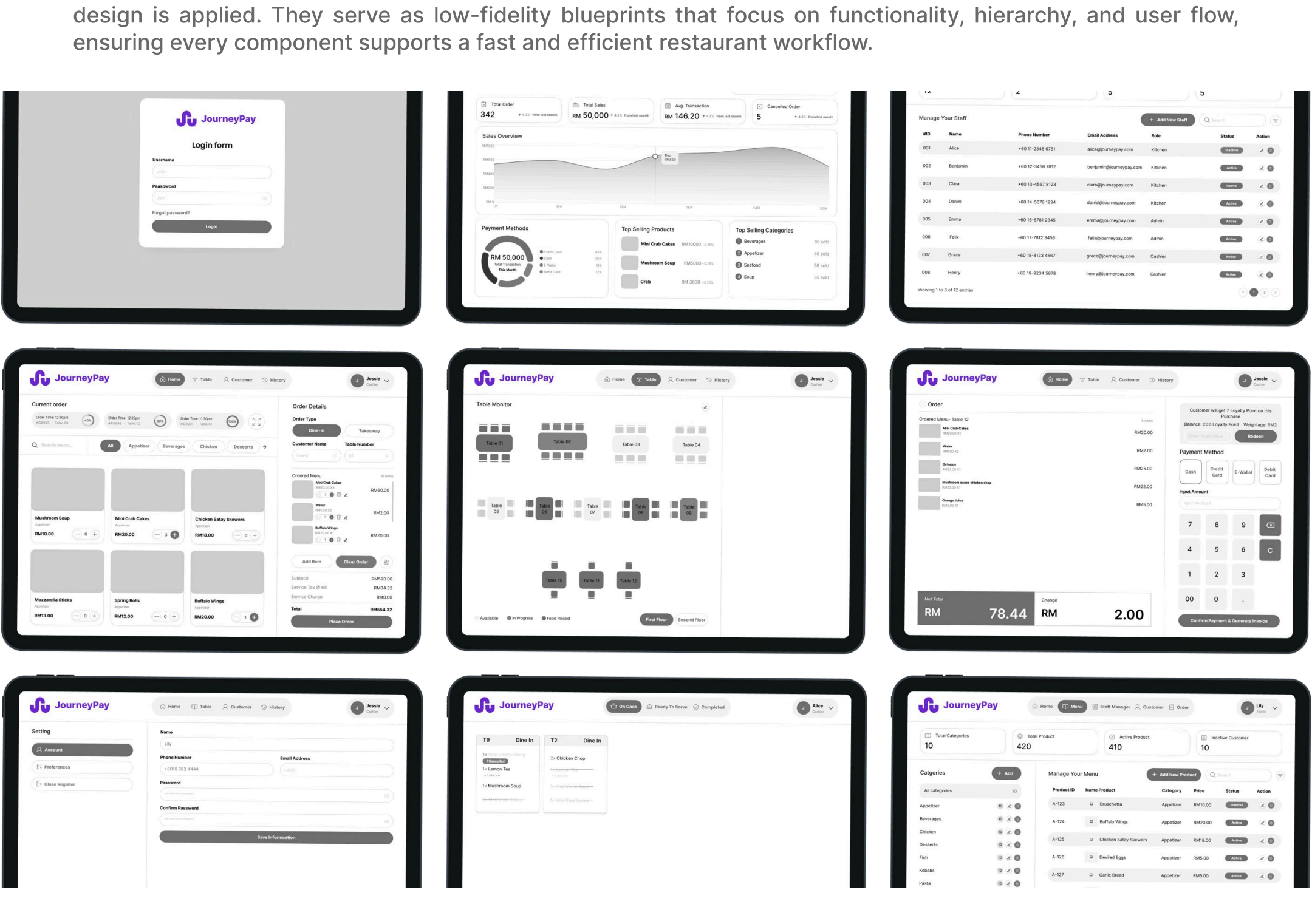


Kitchen



Wireframe

The wireframes for JourneyPay outline the foundational structure and layout of each screen before visual design is applied. They serve as low-fidelity blueprints that focus on functionality, hierarchy, and user flow, ensuring every component supports a fast and efficient restaurant workflow.



Typography

INTER

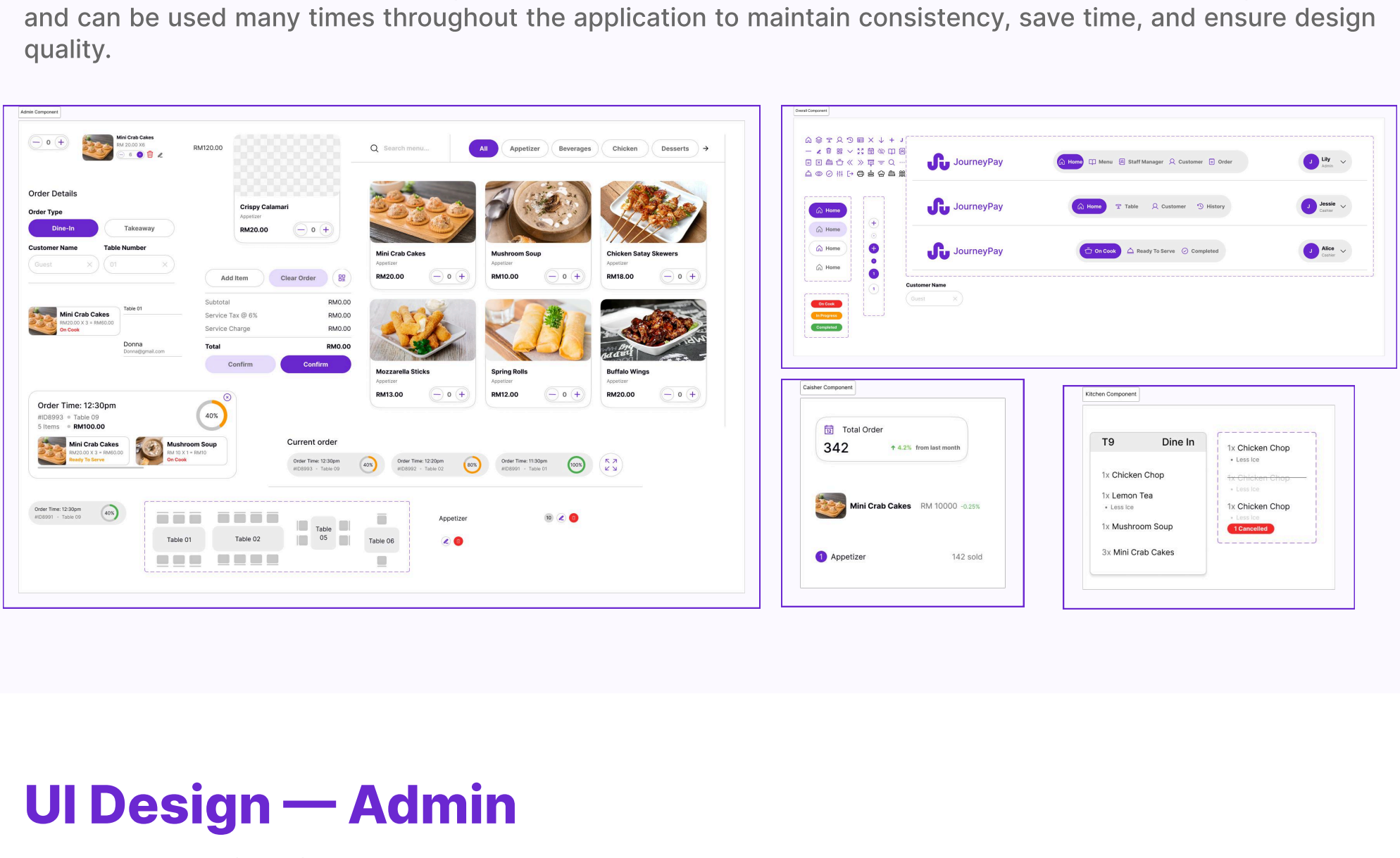
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
Regular | Meduim | Semi Bold | Bold

Colour

Primary Colour #6B28D1	Disable Colour #E6DCFD	Title Colour #07040F	Description Colour #6A6A6A	Line Colour #C8C8C9

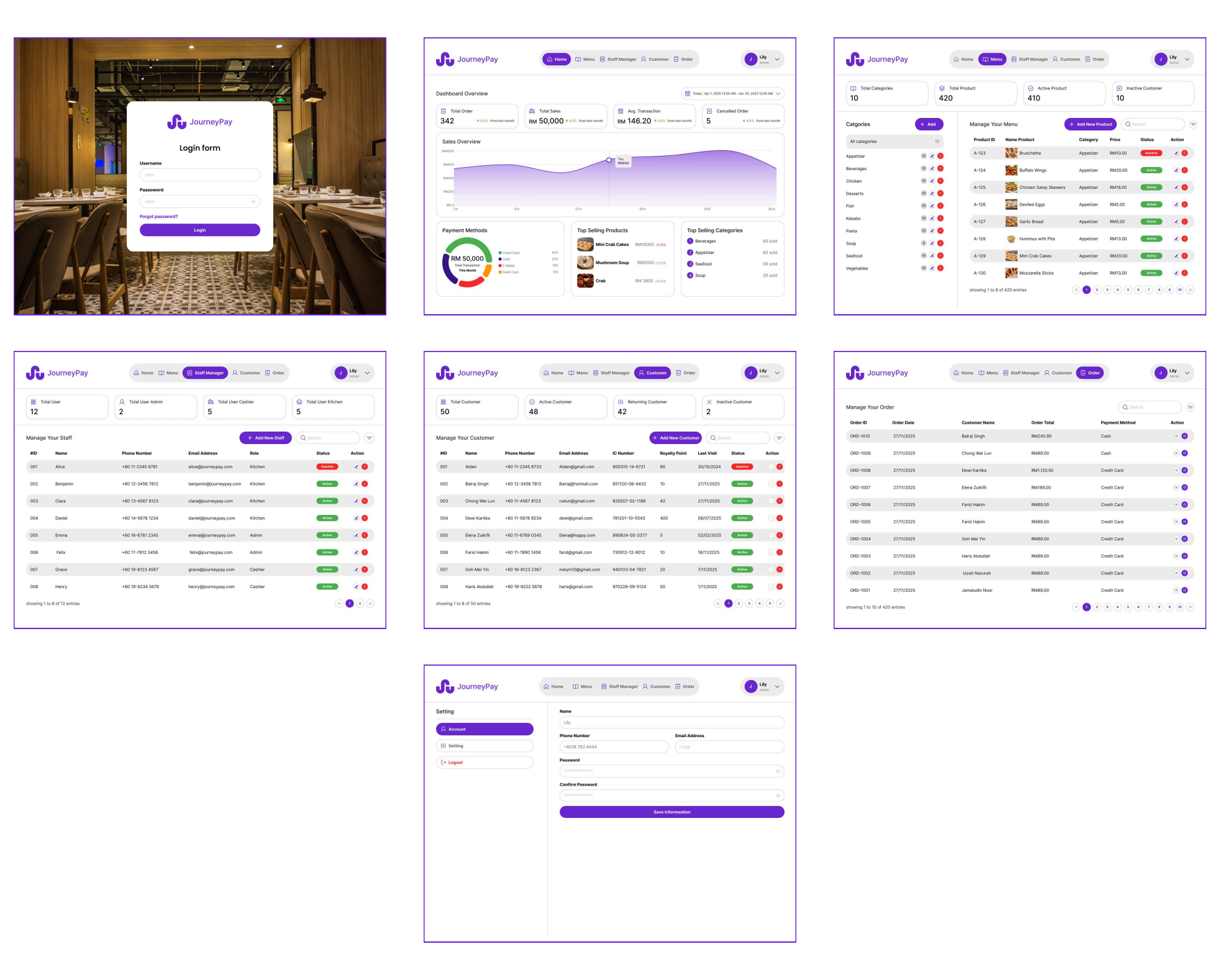
Component

A Component is a reusable building block in a user interface. It is a UI element that has been designed once, and can be used many times throughout the application to maintain consistency, save time, and ensure design quality.

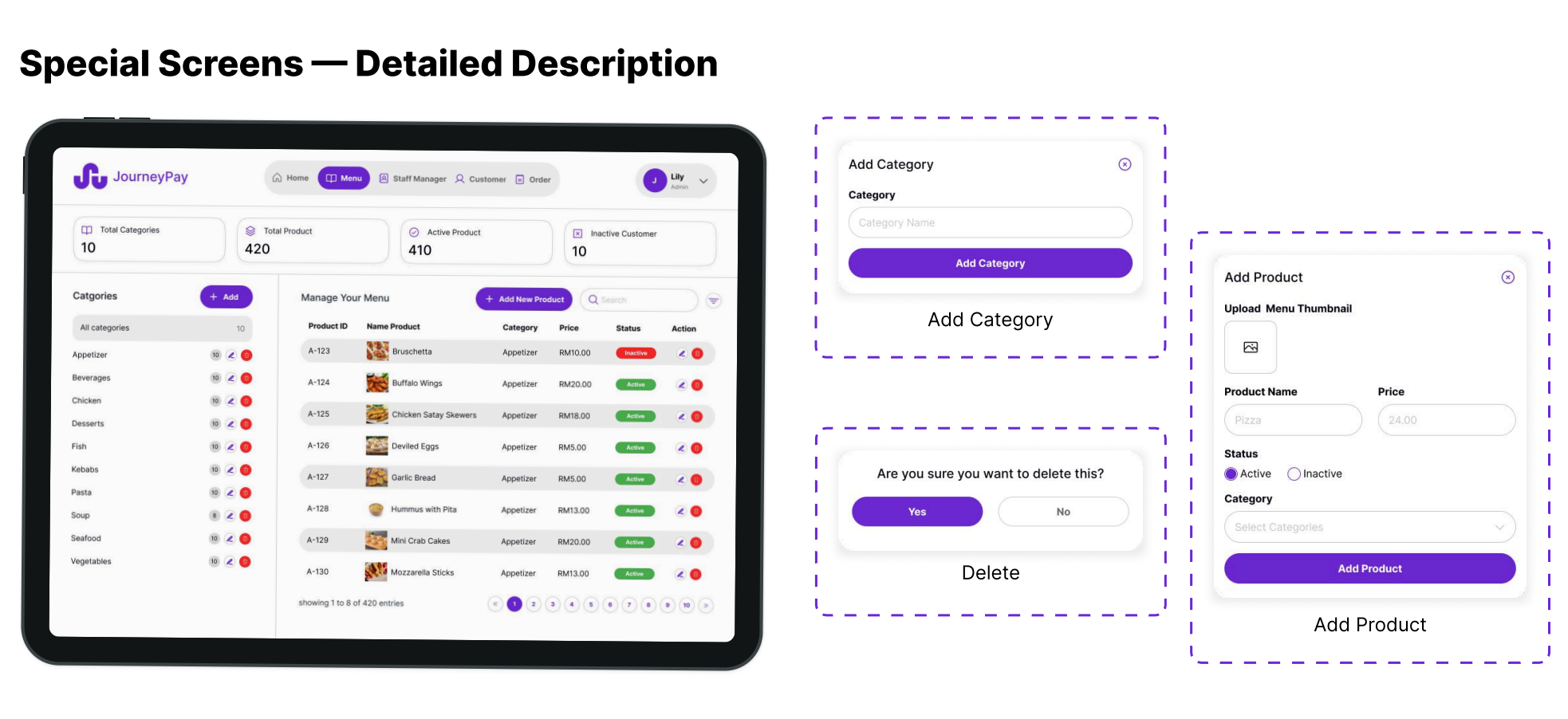


UI Design — Admin

The Admin interface for JourneyPay is designed with a clean, modern, and data-driven layout that helps restaurant owners and managers quickly access important insights and efficiently manage operations. The design emphasizes clarity, accessibility, and fast navigation, ensuring that even users with minimal technical experience can confidently manage their restaurant's backend.

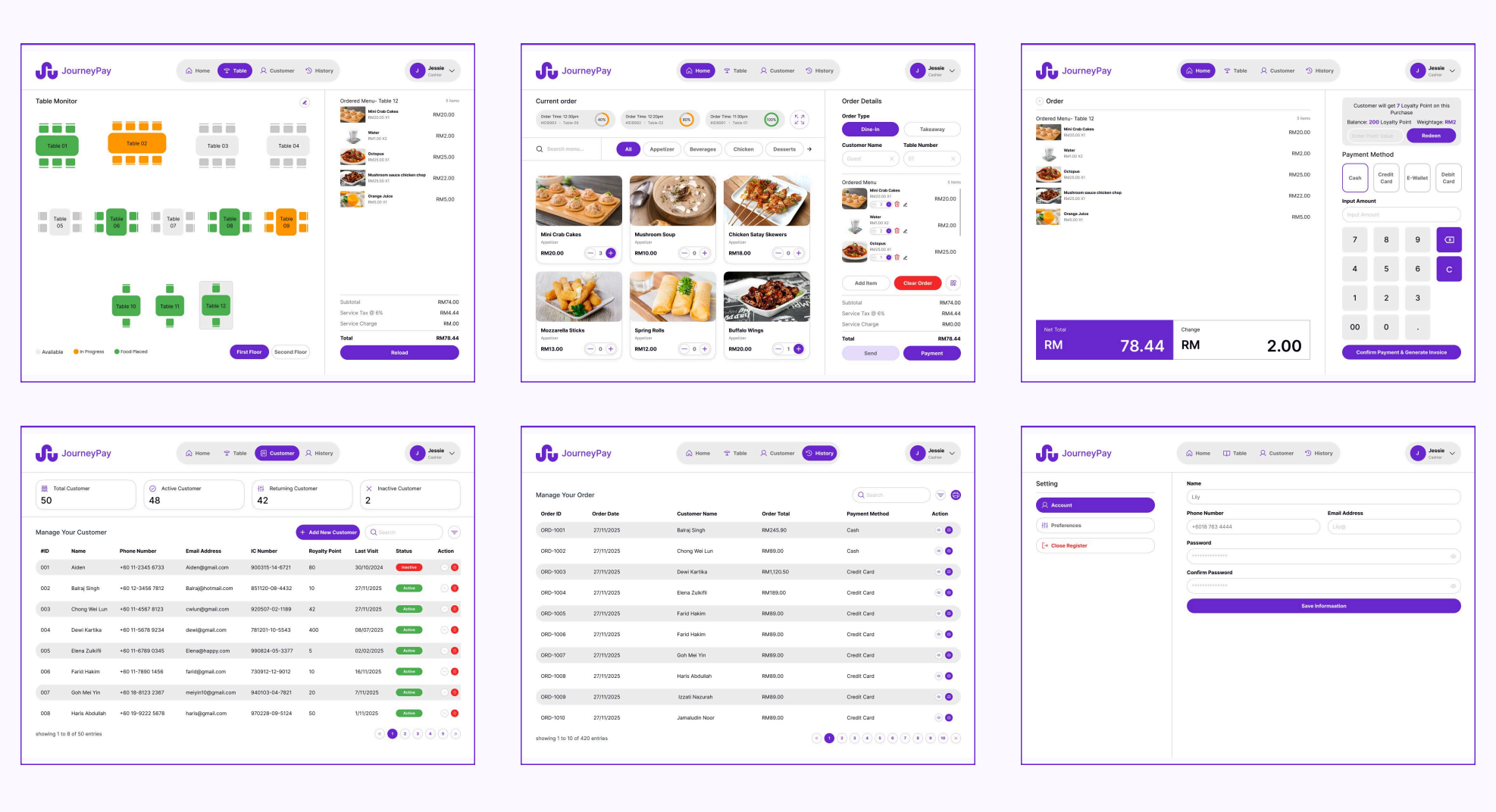


Special Screens — Detailed Description

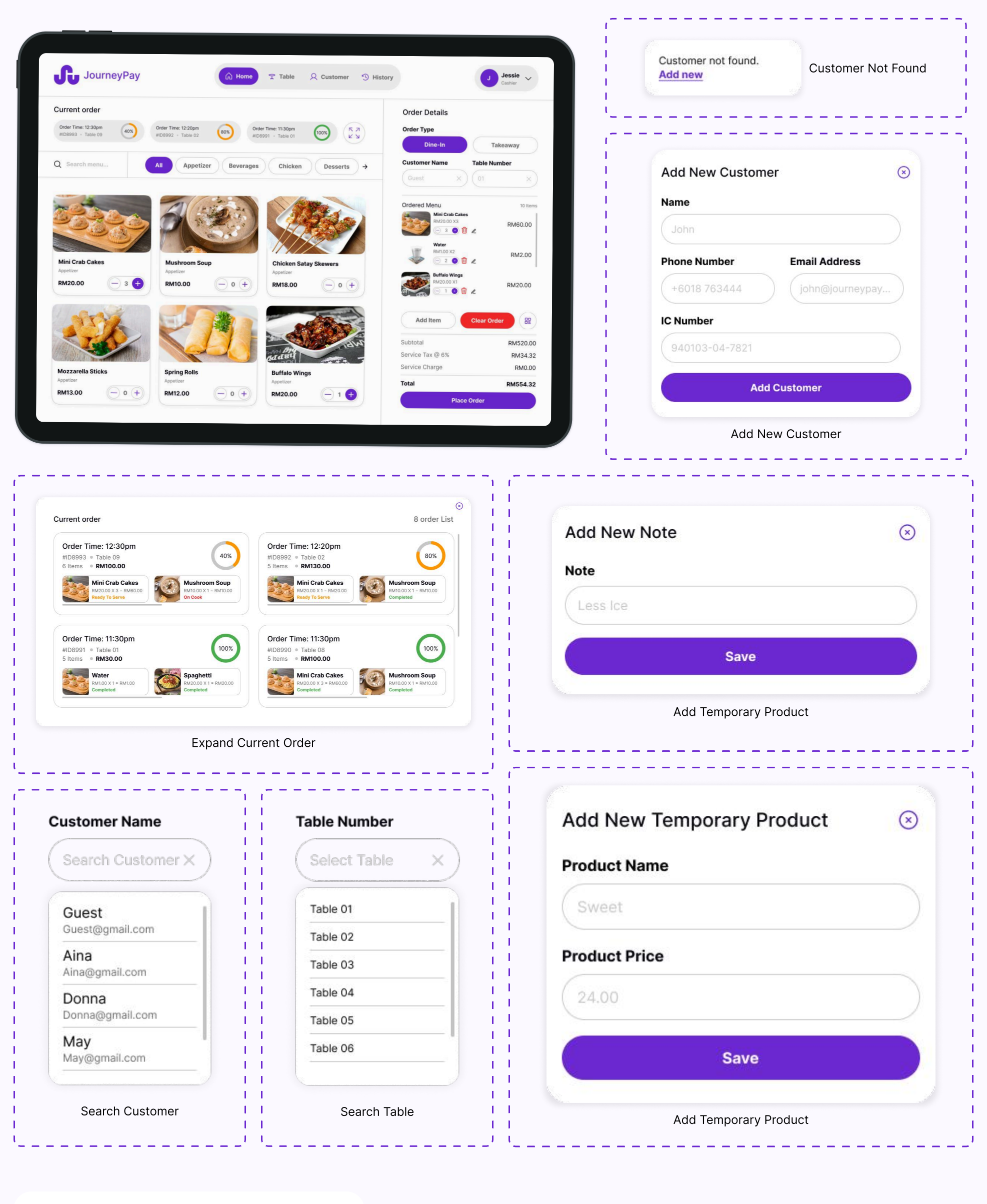


UI Design — Caisher

The Cashier interface in JourneyPay is designed to prioritize speed, clarity, and accuracy, enabling front-of-house staff to process orders, manage tables, and handle payments efficiently, even during peak hours. The interface focuses on reducing cognitive load, minimizing errors, and supporting rapid interaction, which is critical in a fast-paced restaurant environment.



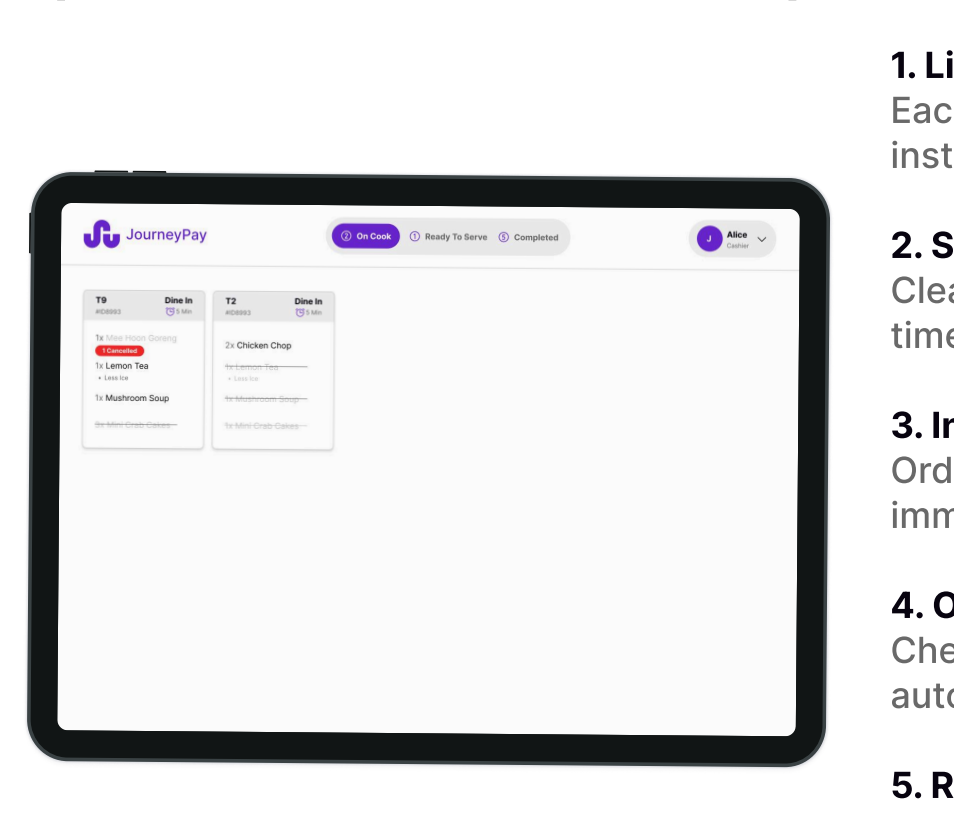
Special Screens — Detailed Description



UI Design — Kitchen

The Kitchen interface in JourneyPay is designed to support fast, clear, and highly visible order processing, helping kitchen staff manage ongoing orders with minimal confusion. The layout prioritizes real-time updates, large touch-friendly elements, and clear status indicators so chefs can work efficiently during peak cooking hours.

Special Screens — Detailed Description



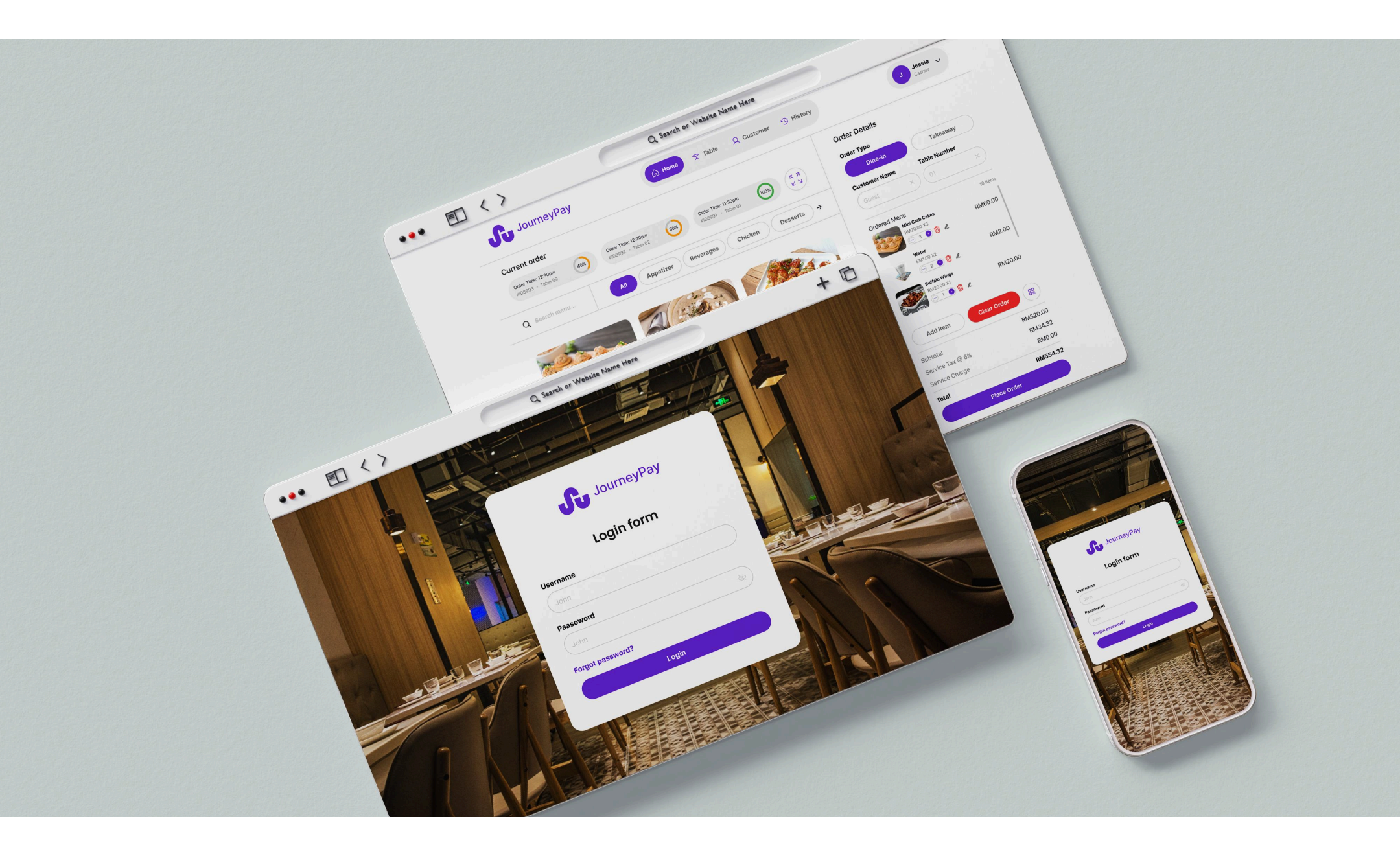
1. Live Order Status Counters
Each tab shows real-time order counts, helping chefs instantly track workload and kitchen activity.

2. Simplified Order Cards
Clean, structured cards display table, items, notes, and order time for quick and clear understanding.

3. Instant Cashier Updates
Order changes—cancellations, edits, or notes—appear immediately to keep chefs fully informed.

4. One-Tap Completion
Chefs tap items to mark them done; finished orders automatically move to Ready to Serve.

5. Ready to Serve View
Completed orders show in one place with timestamps, helping staff deliver dishes faster and more accurately.



Thank You For Watching