

Inflight Ordering Website – Customer Profile User Manual

Overview

Welcome to the *Inflight Ordering Website – Customer Profile User Manual*.

This guide provides step-by-step instructions for using the platform, enabling customers to efficiently manage their accounts and place in-flight meal orders.

The manual covers key features and functionalities, including:

- User registration
- Account login and password management.
- Menu generation
- Order placement
- Quotation request and approval
- Order tracking

The purpose of this document is to help users navigate the system smoothly and make full use of its features. It should be used as a reference whenever assistance is required.

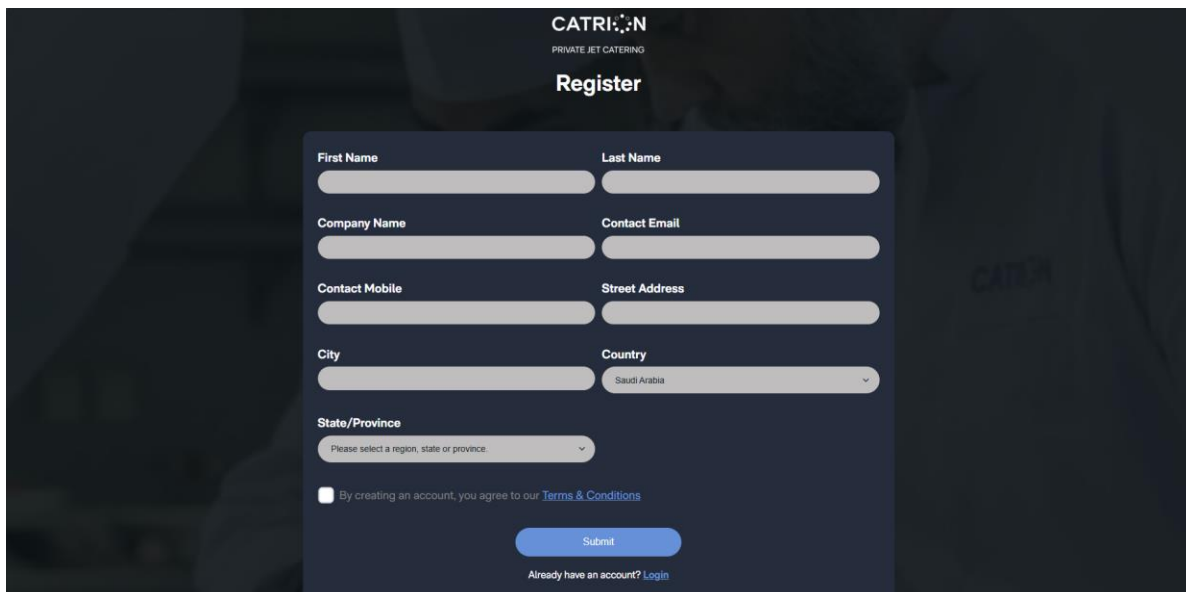
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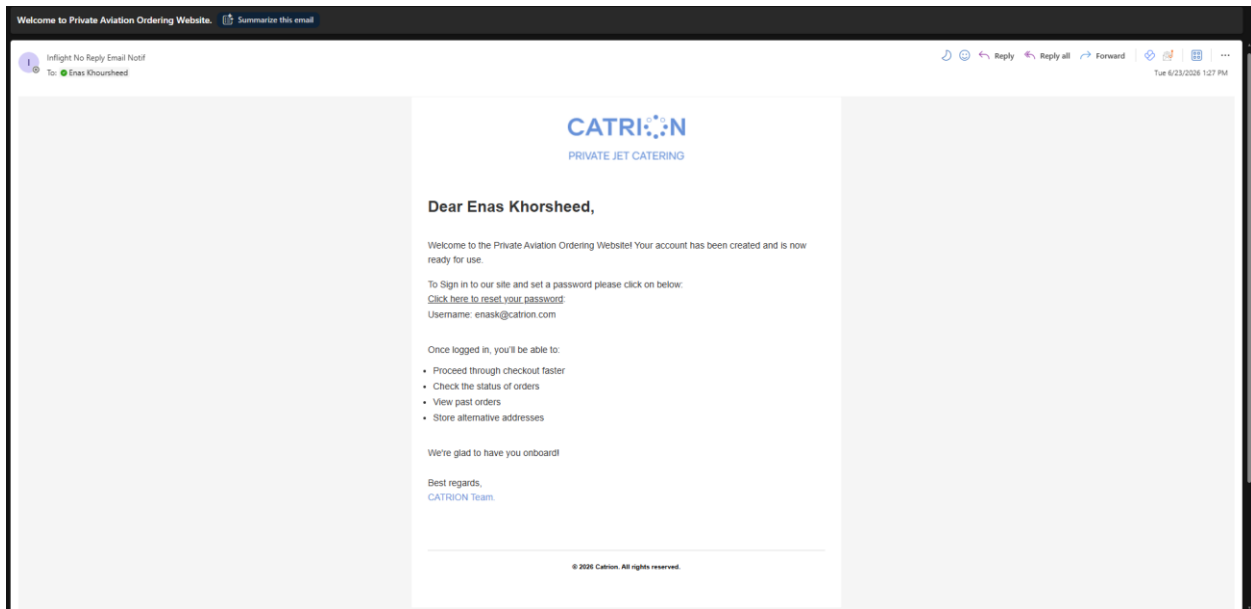
Customer Profile

1. Sign Up for a New User

- Go to the Inflight Login Page and click Register.
- Fill out the registration form:
 - First Name
 - Last Name
 - Company Name
 - Contact Email
 - Contact Mobile
 - Street Address
 - City
 - Country & State
- Agree to the Terms & Conditions.
- Click Submit.
- You will receive an email to set your password.

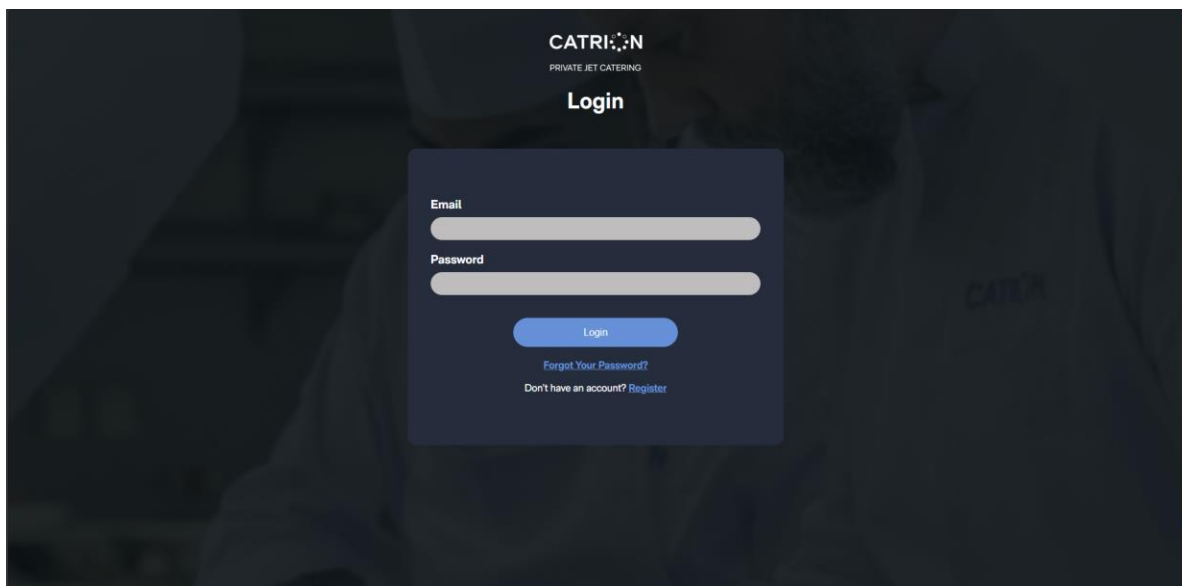


The screenshot shows the 'Register' page for CATRION Private Jet Catering. The form is dark-themed with white text and input fields. It includes fields for First Name, Last Name, Company Name, Contact Email, Contact Mobile, Street Address, City, and Country (a dropdown menu currently showing 'Saudi Arabia'). There is also a 'State/Province' dropdown menu with the placeholder text 'Please select a region, state or province:'. Below the form fields is a checkbox for 'By creating an account, you agree to our Terms & Conditions'. At the bottom of the form is a blue 'Submit' button and a link for 'Already have an account? Login'.



2. Log in for User

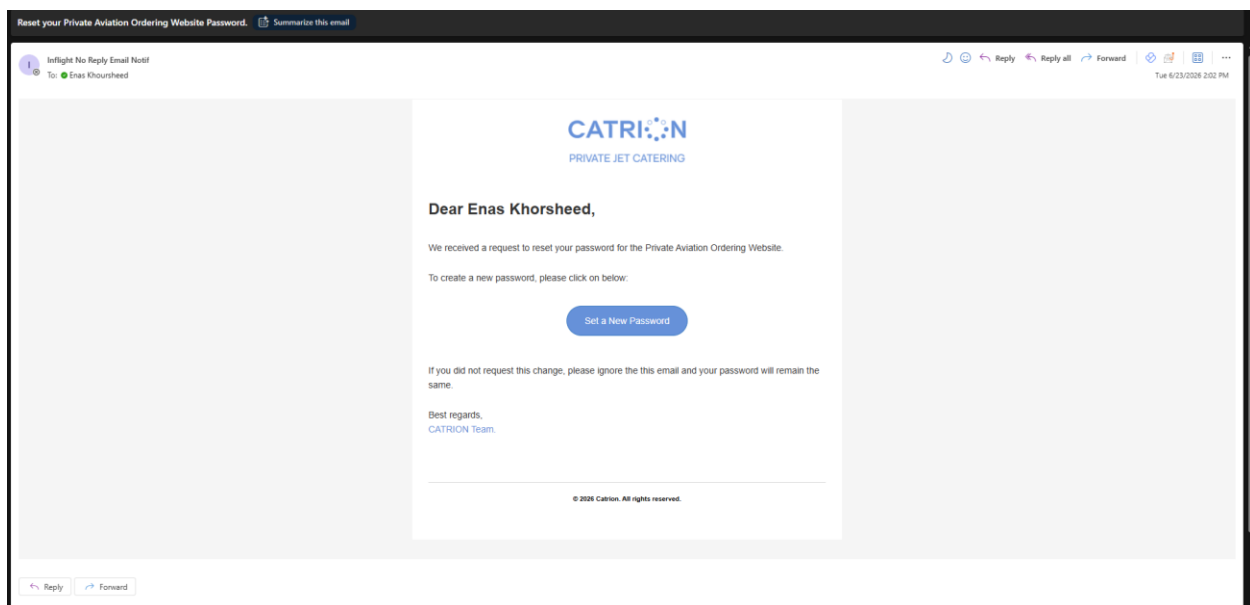
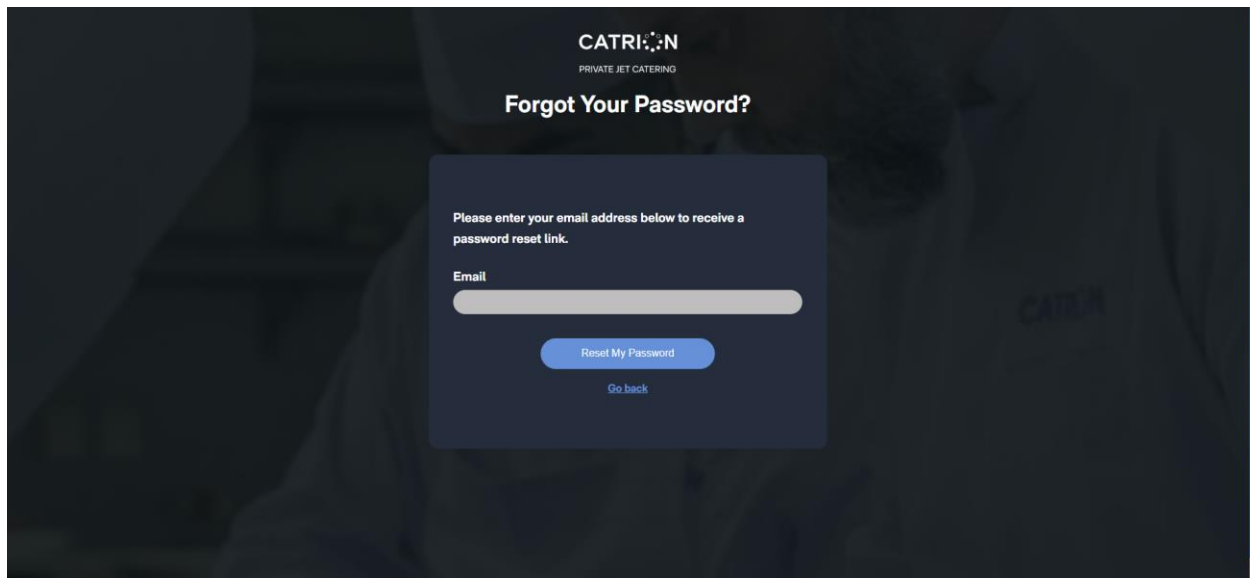
- Go to the Inflight Login Page.
- Enter your Email ID and Password.
- Click Login.

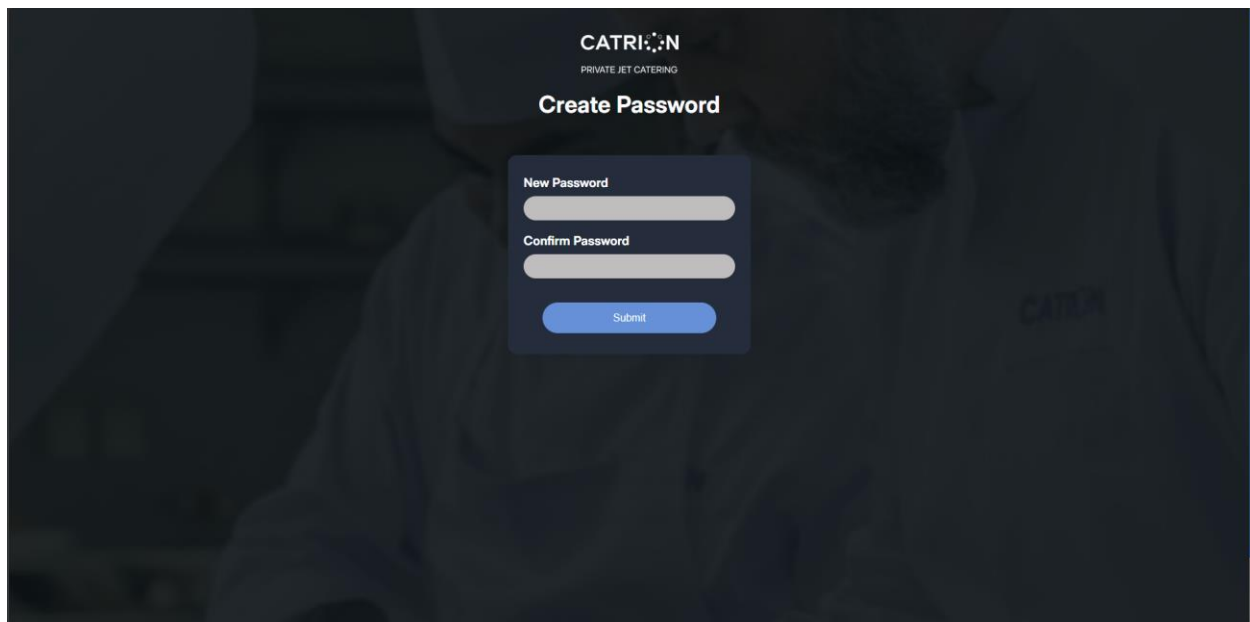


3. Reset / Forgot Password

- Go to the login page and click "Forgot Your Password?"
- Enter your email and click Reset My Password.

- You will receive an email with a reset link.
- Click "Set a New Password".
- Enter and confirm your new password, then submit.





4. Generate Order

After logging in, users can create an order through a 7-step process:

Step 1: Flight Details

Enter:

- Flight Number
- Airport of Departure
- Aircraft Type
- Aircraft Registration
- From City / To City
- Route
- Departure Date & Time
- Requested Load Time
- Remarks

Click Next.

Build Your Menu
Home / [Build Your Menu](#)

GUEST MENU
Personalized In-Flight Dining, Tailored to You

1 Flight Details 2 Meal Requirements 3 Meal Preferences 4 Menu Generation 5 Order List 6 Checkout

Flight Number?
Enter

Aircraft Type?
Enter

From City
Select

Route
Enter

Departure Time (Local Time)
--:--:--

Airport Departure?
Select

Aircraft Registration?
Enter

To City
Select

Departure Date
Select

Requested load time
--:--:--

Remarks
Enter

0 / 200 words

[Logout](#)

Step 2: Meal Requirements

Enter:

- Number of passengers (members)
- Number of guests

Click Next.

Build Your Menu
Home / [Build Your Menu](#)

GUEST MENU
Personalized In-Flight Dining, Tailored to You

1 Flight Details 2 Meal Requirements 3 Meal Preferences 4 Menu Generation 5 Order List 6 Checkout

How many crew members need meals?

How many guests need meals?

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Step 3: Meal Preferences

Select:

- Service
- Cuisine
- Meal Type
- Dietary Restrictions
- Dish Type
- Beverages (if required)
- Additional services

Repeat for crew requirements.

Click Generate Menu.

The screenshot displays the 'Build Your Menu' interface for CATRION. The top navigation bar includes the CATRION logo, 'PRIVATE JET CATERING', and a 'Home / Press Chat AI' link. A user profile icon labeled 'Enas Test2' is in the top right. The main header is 'GUEST MENU' with the subtitle 'Personalized In-Flight Dining, Tailored to You'. A progress bar shows six steps: Flight Details, Meal Requirements, Meal Preference (current), Menu Generation, Order List, and Checkout. The 'Meal Preference' section is titled 'Guests Meals' and contains several form fields: 'For Guests, which meals do you need?' with radio buttons for Breakfast, Lunch (selected), Dinner, Snacks, and Beverage; 'Choose Type (Applicable only for Main Course items)' with radio buttons for Hot (selected) and Cold; 'What type of Cuisine is desired?' with checkboxes for Arabic, Asian, and Continental, and a 'Number of guests' input field; 'How many generated options you want?' with checkboxes for Appetizer, Main Course (selected), Dessert, and Beverage, each with a 'Number of guests' input field. A 'Generate Menu' button is at the bottom left, and a 'Logout' button is at the bottom right.

CATRION

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Home

Favorites

Orders

How many generated options you want?

☒ Appetizer
 ☐ Dessert

☒ Main Course
 ☐ Beverage

Is there any dietary restriction?

☐ Regular
 ☒ Vegetarian
 ☐ Ketogenic

☐ Gluten free
 ☐ Lactose free

Is there any dish type preference?

-- Please Select --

Customize the total weight of the items you have choose for your meal

Beverage	QTY	Measurement
Hot Drink	Qty	Select unit
Fresh Drink	1	LTR
Soft Drink	Qty	Select unit

+ Add New Service

Crew Meals

Login

Service 1*

CATRION

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Home

Favorites

Orders

Crew Meals

Service 1*

For Guests, which meals do you need?

☒ Breakfast
 ☐ Lunch
 ☐ Dinner
 ☐ Snacks
 ☐ Beverage

Choose Type (Applicable only for Main Course Items)

☒ Hot
 ☐ Cold

What type of Cuisine is desired?

☒ Arabic
 ☐ Asian
 ☐ Continental
 ☐ Western
 ☐ General

How many generated options you want?

☐ Appetizer
 ☒ Main Course
 ☐ Beverage

Is there any dietary restriction?

☐ Regular
 ☐ Vegetarian
 ☐ Ketogenic

☐ Gluten free
 ☐ Lactose free

Login

CATRION
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Favorites
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Is there any dietary restriction?
Tick as many as needed

☐ Regular ☐ Vegetarian ☐ Ketogenic
☐ Gluten free ☐ Lactose free

Is there any dish type preference?
-- Please Select --

Customize the total weight of the items you have choose for your meal

Beverage	QTY	Measurement
Hot Drink	Qty	Select unit
Fresh Drink	Qty	Select unit
Soft Drink	Qty	Select unit

[+ Add New Service](#)

[Previous](#) [Generate Menu](#)

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Step 4: Menu Generation & Customization

- The system generates a menu based on preferences.
- Users can:
 - Regenerate items or services
 - Add/remove items.
 - Add items to Favorites.
 - Adjust quantities and portion sizes.
- Additional services (e.g., chocolates, flowers) can be added.

Click:

- Add to Cart (for each service)
- Then click Add to Cart & Craft Your VIP Menu

CATRION Chef - Wishing You a Delightful Flight!

Guest Meal

Service 1 Regenerate Service Add to Cart

Western Appetizer Main Course Vegetarian

Appetizer

CHEESE BURRATA (400GR) Medium (BULK) Regenerate Qty: 1 + - ♥

Add additional notes

Service category: Lunch, Dinner
Meal type: Cold
Cuisine: Italian
Service type: Regular
Diet restrictions: Vegetarian, Vegan

CHEESE ASSORTED W/ GARNISH (KG) Large (BULK) Regenerate Qty: 1 + - ♥

Add additional notes

Service category: Lunch, Dinner
Meal type: Cold
Cuisine: Italian
Service type: Regular
Diet restrictions: Vegetarian, Vegan

Main Course

VEGETABLE LASAGNA/TOMATO CONCASSÉ Individual portion Regenerate Qty: 1 + - ♥

Add additional notes

Service category: Breakfast, Lunch, Dinner
Meal type: Hot
Cuisine: Italian
Service type: Main Course
Diet restrictions: Vegetarian

BREAKFAST BURRITOS Individual portion Regenerate Qty: 1 + - ♥

Add additional notes

Service category: Breakfast, Lunch, Dinner
Meal type: Hot
Cuisine: Mexican
Service type: Main Course
Diet restrictions: Vegetarian

Beverages

JUICE KIWI FRESH (1LTR) Regenerate Qty: 1 + - ♥

Add additional notes

Beverage category: Fresh Drink
Beverage unit: LTR

Crew Meal

Service 1 Regenerate Service Add to Cart

Western Main Course Gluten free

Main Course

BEEF FILLET STEAK GRILLED (200GR) Individual portion Regenerate Qty: 1 + - ♥

Add additional notes

Service category: Lunch, Dinner
Meal type: Hot
Cuisine: Western
Service type: Main Course
Diet restrictions: Gluten free, Gluten free, Lactose free
Food preferences: None
Porting type: Without Plate

Additional Service

Chocolate

☐ CHOCOLATE ASSORTED PATCH (1KG) Qty

Flower

☐ FLOWER ARRANGEMENT ROUND 40X40CM Qty

Dates

☐ DATES ASSORTED TALAH (1.2KG) Qty

Arabic Sweet

☐ ARABIC SWEETS SAADUDDIN (1.2KG) Qty

Others

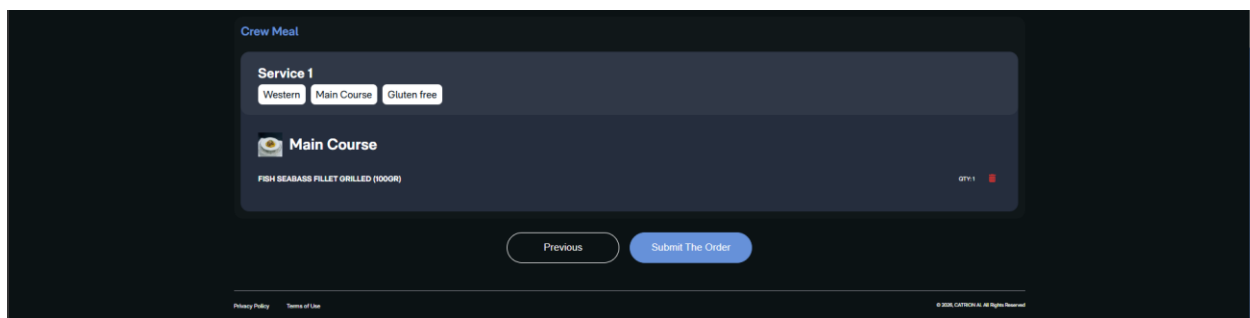
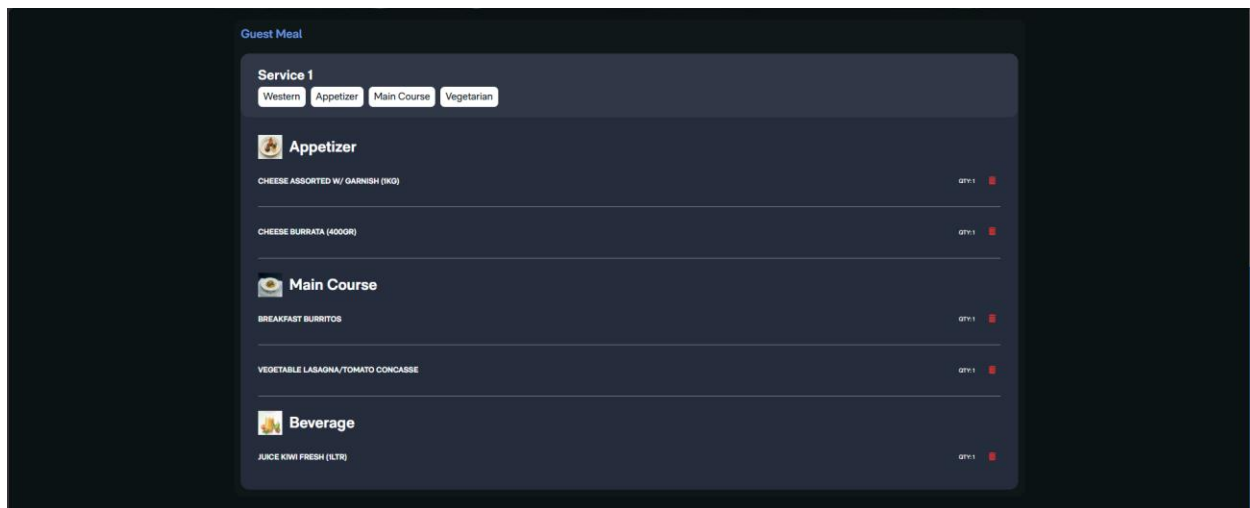
Item	Qty	UOM

Before sending your request, you can edit your request above and change your specific choices and regenerate your favorite menu.

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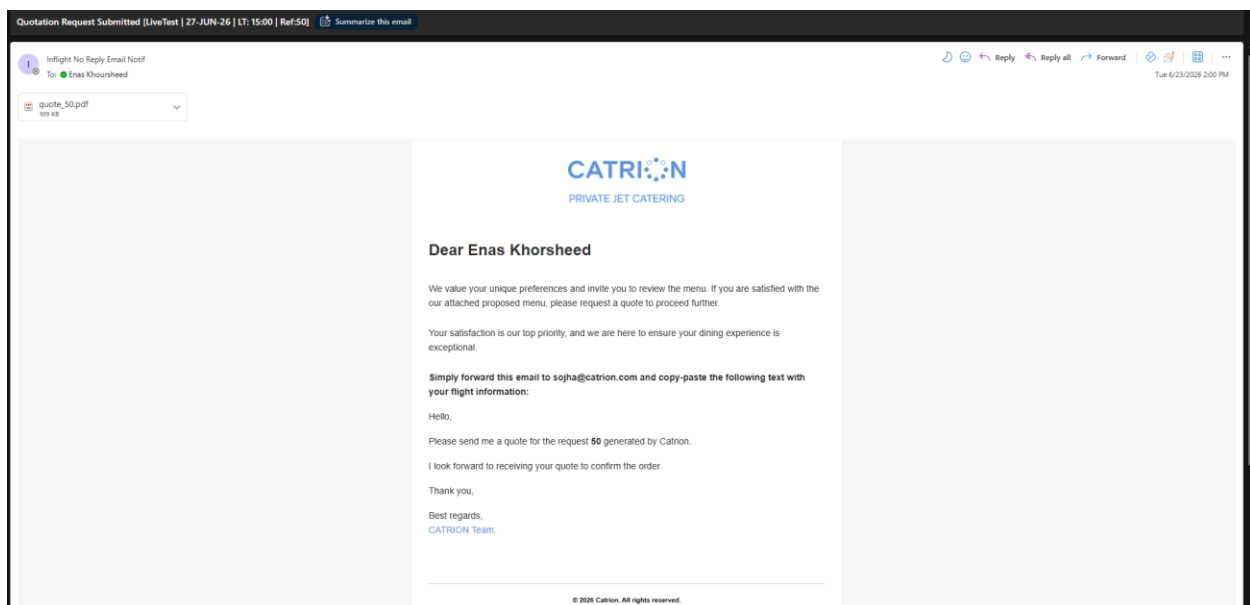
Step 5: Order Review

- View summarized order (items, quantities, services).
- Verify details.
- Click Submit Order.



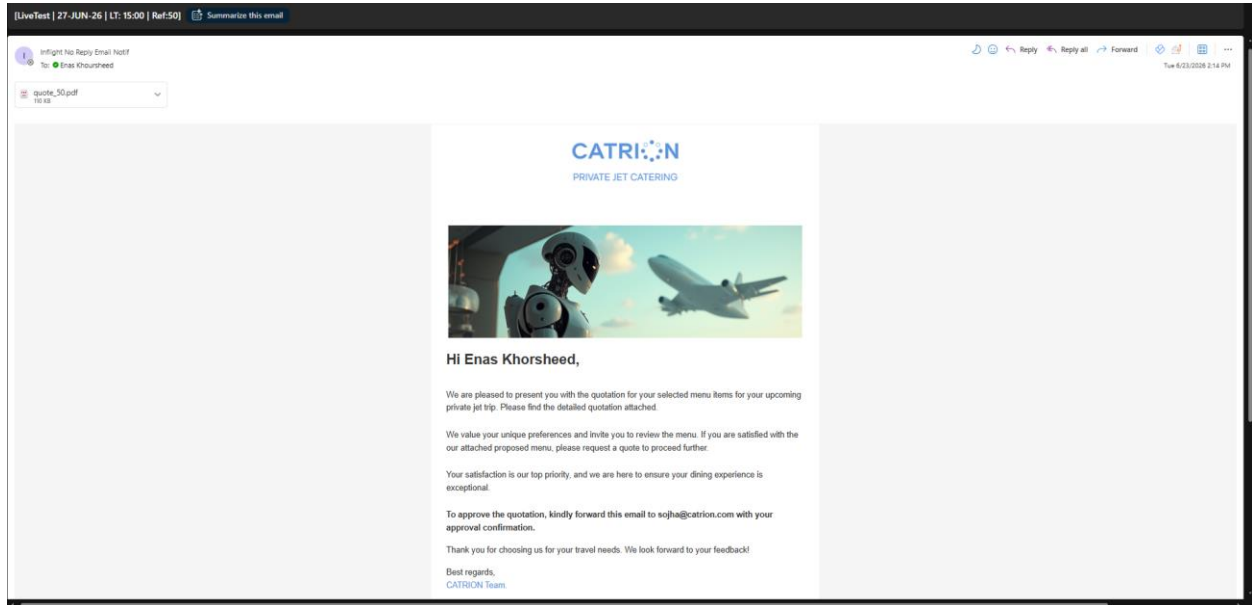
Step 6: Request Quotation

- You will receive an email request.
- Forward the email to the Dispatch Team for quotation processing.



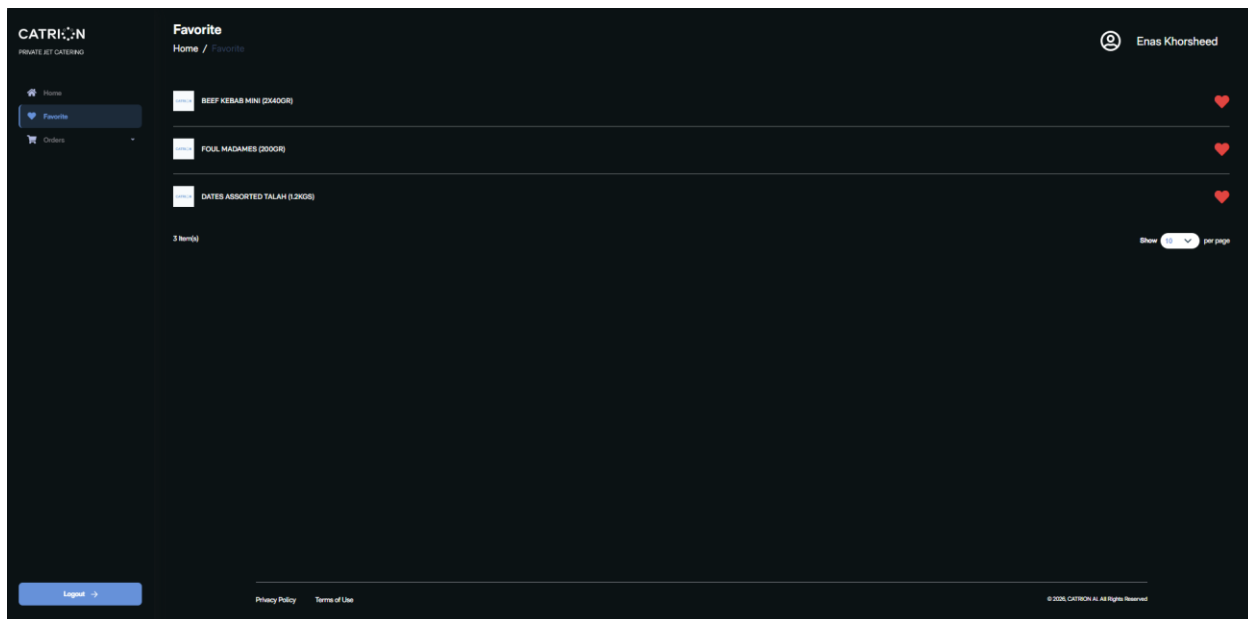
Step 7: Approve Quotation

- Receive quotation via email.
- You can:
 - Request changes (via email)
 - Approve by forwarding the email to the Dispatch Team with confirmation.



5. Favorites

- Displays items marked as favorites.
- Allows users to:
 - Remove items.
- Favorites are used as preferred recommendations during menu generation.



6. Order List

- Displays all orders (current and past) with statuses.
- Users can:
 - View order details
 - Cancel orders.
 - View CDN (once generated)

Order Cancellation Process

- Click Cancel Order
- Accept the cancellation policy.
- Provide a reason.
- Click Confirm and Apply Policy

Note:

- Orders are canceled only after the dispatch team confirmation.

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[Favorite](#)
[Orders](#)
Current Orders
Past Orders

Current Orders

Home / My Orders / Current Orders

Enas Test2

Waiting For Quotation

1

2

Company Name	Email	Flight Details	Delivery Date & Time	Payment Method	CCW POP	Status	Action
Enas Test2	enas@catrion.com	1419	Jun 26, 2026 04:06			Waiting For Quotation	New Order
Enas Test2	enas@catrion.com	Test00	Jun 26, 2026 03:00	Cash On Delivery	ENEN000007	Order Submitted	New Order Cancel Order
Enas Test2	enas@catrion.com	Test23456	Jun 16, 2026 22:00	Cash On Delivery	ENEN000008	Order Submitted	New Order Cancel Order
Enas Test2	enas@catrion.com	1419	Jun 17, 2026 07:00	Cash On Delivery	ENEN000009	Order Submitted	New Order
Enas Test2	enas@catrion.com	Test0104	Jun 14, 2026 03:14	Cash On Delivery	ENEN000010	Order Submitted	New Order
Enas Test2	enas@catrion.com	Test0103	Jun 10, 2026 04:30	Cash On Delivery		Order Submitted	New Order
Enas Test2	enas@catrion.com	Test0102	Jun 10, 2026 09:10	Cash On Delivery		Order Submitted	New Order
Enas Test2	enas@catrion.com	Test0101	Jun 10, 2026 04:43	Cash On Delivery	ENEN000011	Order Submitted	New Order
Enas Test2	enas@catrion.com	138 Test	Jun 10, 2026 06:16	Cash On Delivery	ENEN000012	Order Submitted	New Order
Enas Test2	enas@catrion.com	Test0024	Jun 10, 2026 06:01	Cash On Delivery		Order Submitted	New Order

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Login

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Current Orders
Past Orders

View Quote

Home / My Orders / Order Details

Enas Test2

Waiting For Quotation

1

2

Flight Information

Flight: 1419
Tail Number: 0545455449

Order Details

Guest Services

Type	Item Code	Description	Packaging Type	Comment	QTY
Service 1					
Appetizer	JETCH003	CHEESE BURRITOS (400GR)	MFL	N/A	1
Appetizer	JETCH007	CHEESE ASSORTED W/ DRESSING (MS)	LFL	N/A	1
Main Course	JETV001	VEGETABLE LASAGNA/TOMATO CONCASSI	POB	N/A	1
Main Course	JETSM005	BREAKFAST BURRITOS	POB	N/A	1
Beverage	JETBEV02	ACE KAW FRESH (L75)	LTR	N/A	1

Guest Services

Type	Item Code	Description	Packaging Type	Comment	QTY
Service 1					
Main Course	JETENF03	FISH SEABASS FILLET GRILLED (300GR)	POB	N/A	1

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