USER MANUAL

Golden Palm Canteen Online Token System Thrissur

For Any Assistance Call: 0487 - 2352190

(Office Time Only)

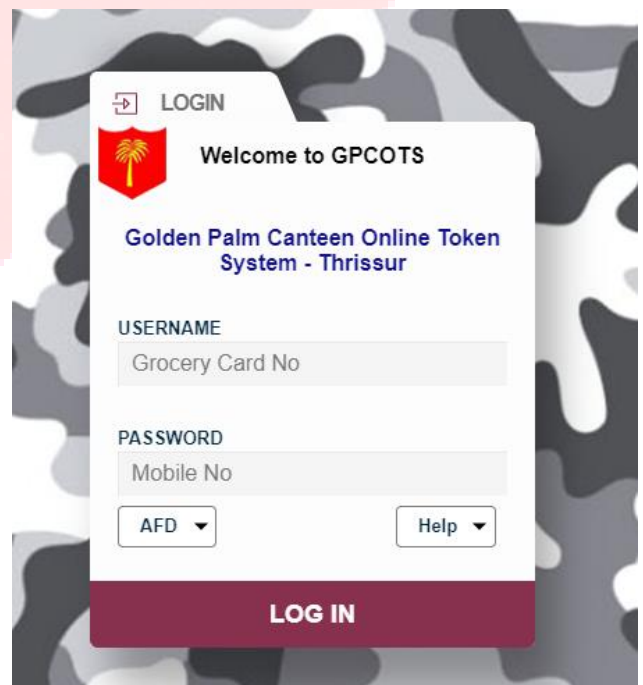# GOLDEN PALM CANTEEN ONLINE TOKEN SYSTEM (GPCOTS)

1.   Due to the COVID -19 situation, there is a need to keep social distancing and avoid crowding in the canteen. So, we have developed an online token system for Golden Palm Canteen Thrissur. Dependent users of the canteen can book the Grocery cum Liquor and Liquor only Tokens online through this system.
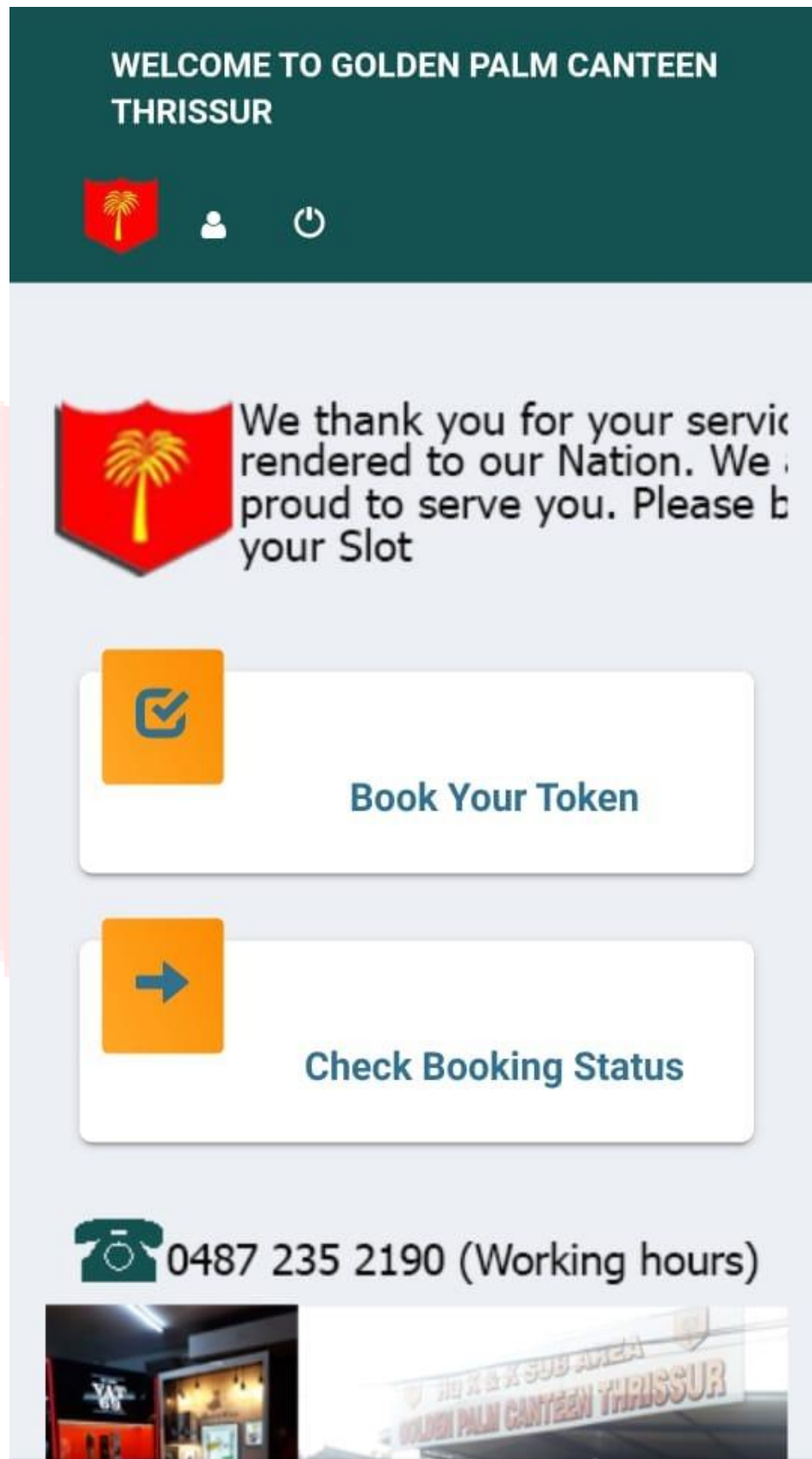
Advantages of the System.

2.   Canteen Tokens can be booked online from home in advance, as set by the canteen authorities, and you will get a token number and the time of entry.

3.   The time spend by the ESM/Widows in the canteen will be maximum 45minutes to one hour from the time of entry.

4.   Convenient dates can be selected and your visit can be well planned.

5.   Convenient time slots can be selected.

6.   Separate token series available for Liquor only purchases, so that those who wants only liquor need not be in a queue behind the others.

7.   Convenient and streamlined procedure inside the canteen for express shopping and clearance.

8.   Facility to cancel booked tokens once in a month, and rebook once, in case of unforeseen emergencies.
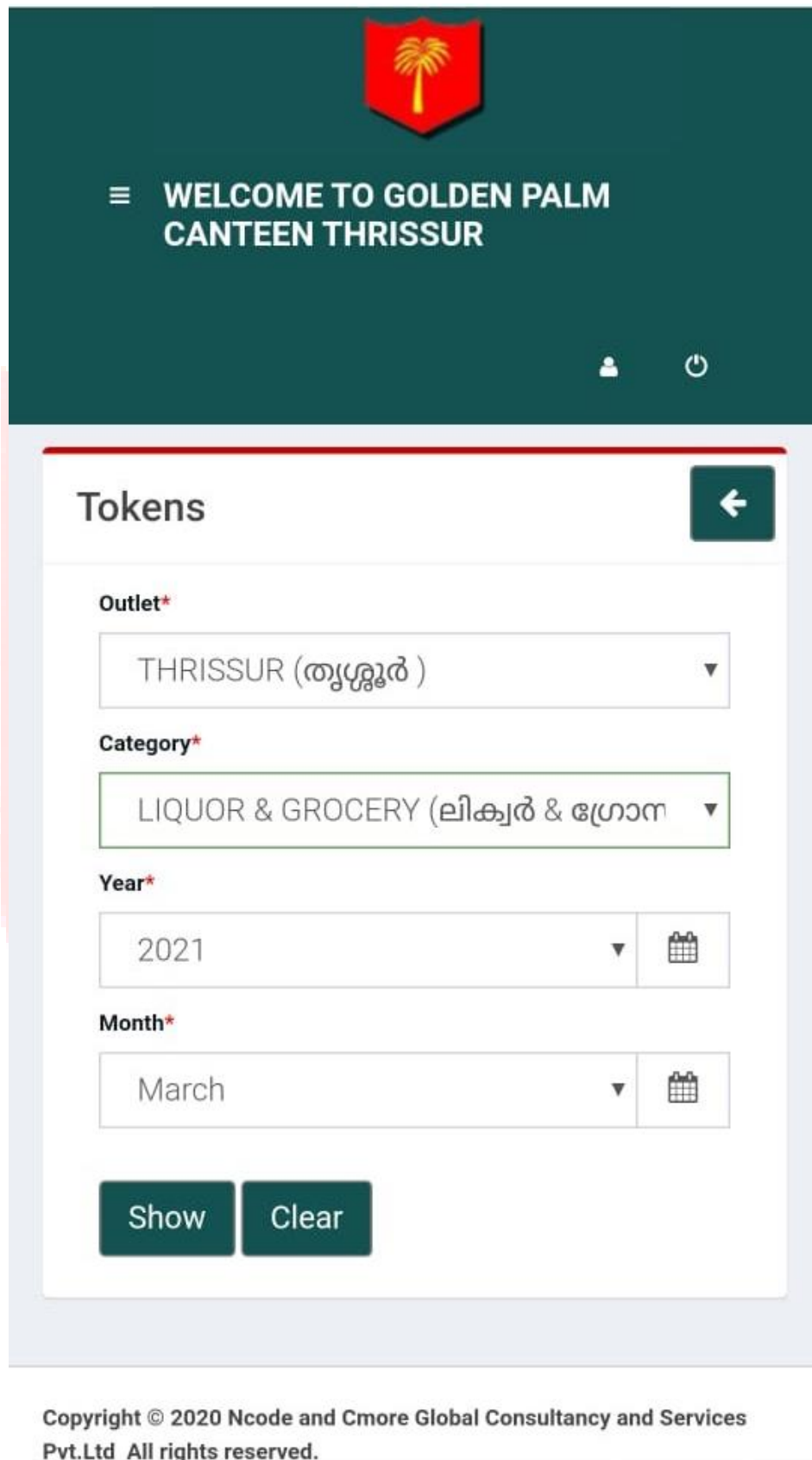
Procedure of Booking

9.   Type https://gpcotstcr.in in your browser of computer or mobile phone.

10.   You will get a login page as Shown.

11.   Enter Your Grocery Card Number as it is, as user name.

12.   Enter your mobile number as password.

13.   Click Login.

14. You will get a screen as shown.

WELCOME TO GOLDEN PALM CANTEEN THRISSUR

We thank you for your servic rendered to our Nation. We proud to serve you. Please b your Slot

☑ **Book Your Token**

→ **Check Booking Status**

☎ 0487 235 2190 (Working hours)

15. Press Book Your Token Button. You will get a screen as shown below.

WELCOME TO GOLDEN PALM CANTEEN THRISSUR

Tokens

Outlet*

THRISSUR (തൃശ്ശൂർ) ▼

Category*

LIQUOR & GROCERY (ലിക്വർ & ഗ്രോസ ▼

Year*

2021 ▼ 📅

Month*

March ▼ 📅

Show   Clear

16. Select Outlet, Select Category, that is liquor and grocery or liquor only, select year and month and press show. You get a screen as under.

Outlet*

THRISSUR (തൃശ്ശൂർ) ▼

Category*

LIQUOR & GROCERY (ലിക്വർ & ഗ്രോസ ▼

Year*

2021 ▼ 📅

Month*

March ▼ 📅

[Show] [Clear]

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

☐ Holiday
☐ Token Full
☐ Open
☐ Fast Filling
☐ Booking Not Open

17. Scroll Down if necessary and see the booking calendar. Dates marked in Red are holidays, or days in which tokens are full, Green are where tokens are available and open for booking, Yellow are dates which are fast filling and grey dates are not opened for booking yet. Presently 10 days advanced booking is permitted.

18. Select your date and click on it. Scroll down. The slot Details will appear.

19. Click on your convenient slot. Slots which are full will be in grey colour and unclickable. Click on the blue slots only.

20. A popup as shown will appear. If you are satisfied, agree to the terms and conditions and click confirm. Else click cancel to go back to the slot selection screen. Once you press confirm, the following screen will appear.

10:18 🖼 ▲ ✎   🔔 🛜 .ıl .ıl 95% ▪

Booking Confirmation

Outlet:	THRISSUR (തൃശ്ശൂർ)
Category:	LIQUOR & GROCERY (ലിക്വർ & ഗ്രോസറി)
Slot Name:	02/03/2021–MORNING SLOT 3
Time Details:	11:00 am – 12:00 pm
Date:	02/03/2021
☐	I agree Terms and Conditions Read

Confirm   Cancel

SLOT 2

3	02/03/2021–MORNING SLOT 3	11:00 am – 12:00 pm	Book
4	02/03/2021–MORNING SLOT 4	12:00 pm – 01:00 pm	Book
5	02/03/2021–EVENING SLOT 1	02:00 pm – 03:00 pm	Book
6	02/03/2021–EVENING SLOT 2	03:00 pm – 04:00 pm	Book

21.   Your token is generated as shown. Date, time, Outlet etc are mentioned in the Token. Download the ticket by clicking download button. It is saved as an image in your mobile phone in the download folder, and will appear in gallery as per settings in your mobile.
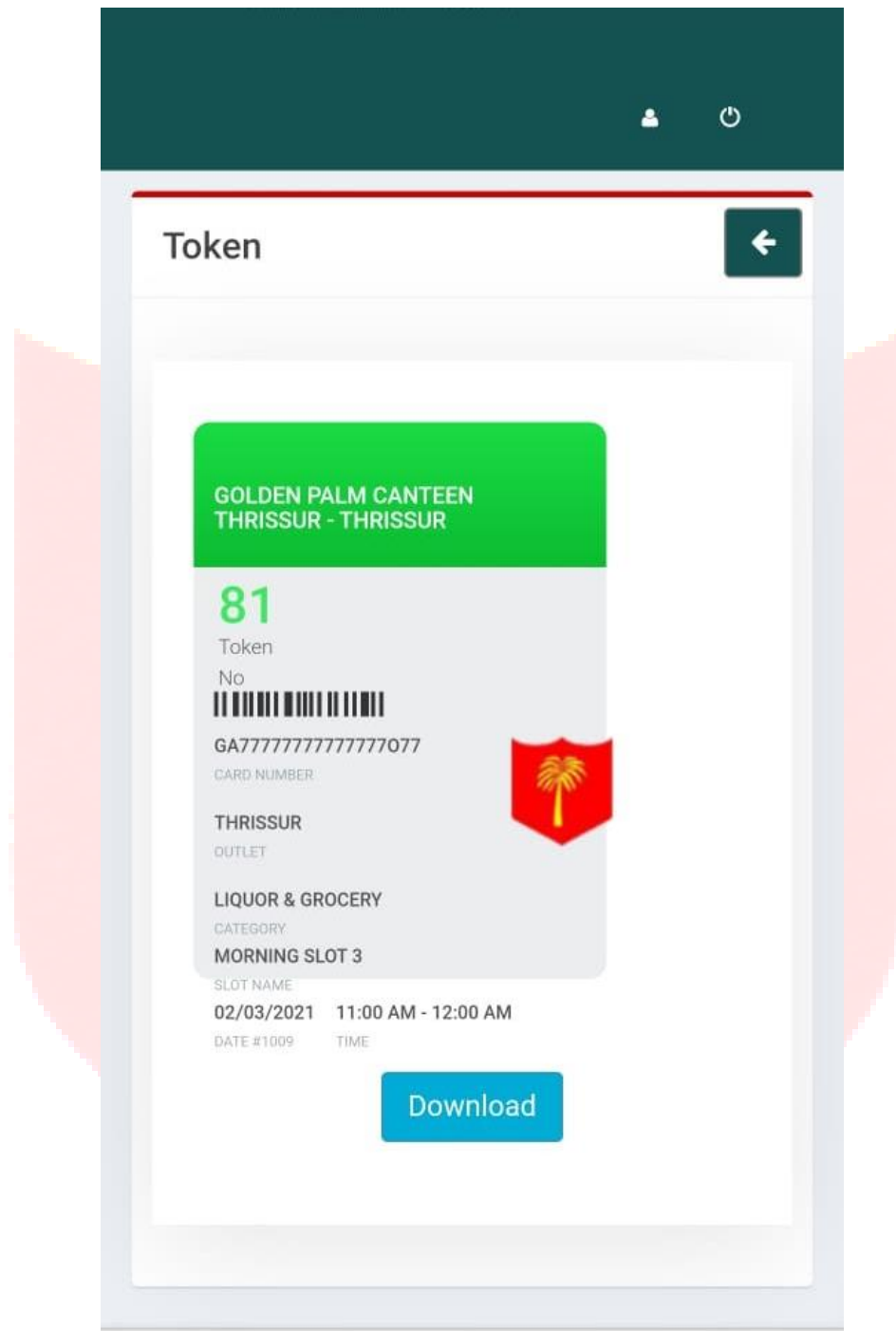
22. You can produce your token and your Canteen Cards in the CSD Gate to gain entry in the prescribed time.

23. Now use the left arrow at the top corner to go back to the main page. And press booking Status Button.
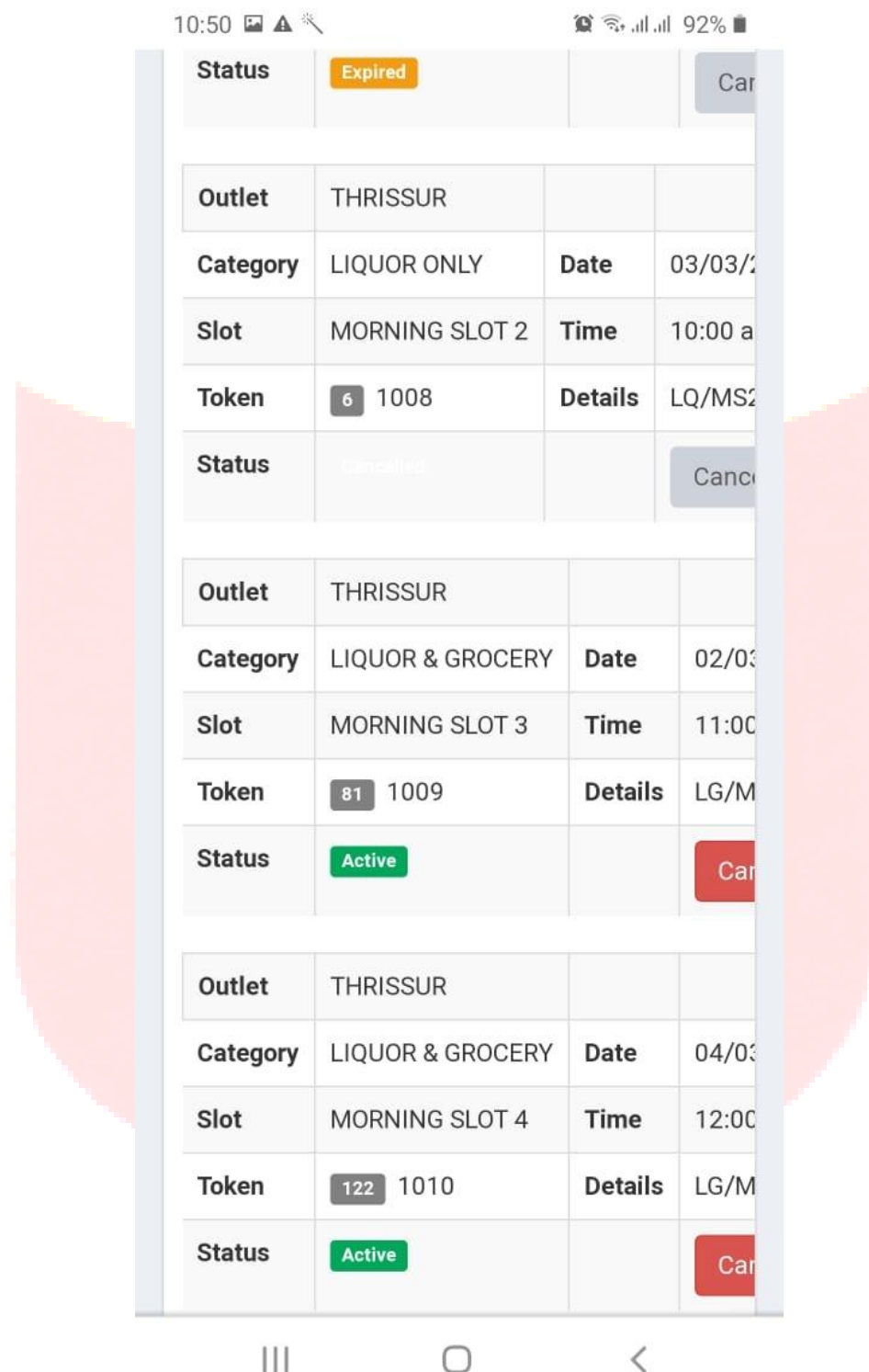
24. If you are not able to get the image of your token, don't worry. Reach the canteen, login and press this button. You can produce the same at the canteen gate.

25. In case you are not able to visit on the date, you can cancel the token till previous day by pressing cancel button.

26. One cancellation and one rebooking is only allowed in a calendar month. So, cancel your token only in emergencies. Also, if you don't cancel by previous day, your token for the month is lapsed.

27. Please adhere to the COVID protocols.

GPCOTS THRISSUR - TERMS AND CONDITIONS

By Booking the token through GPCOTS I understand/undertake/assure: -

1.   That my dependency is at GPC Thrissur.

2.   That I will adhere to the COVID-19 protocols and procedures prescribed by the Govt of India, Govt of Kerala, and all directions and procedures prescribed by CSD Canteen Authorities.

3.   That I will register in the Arogya Setu App before booking my token.

4.   That time slot entry will only be permitted **10 min prior to token start time and 20 min after the token start time.eg For time slot 10:00 am to 11:00 am entry will be permitted from 9:50 am till 10:20 am**.

5.   That I will not be allowed before the token entry time and also if I get late, I will forfeit my chance of entry. Allocating an empty slot in another time frame is not mandatory and will be purely at the discretion of the Canteen Authorities.

6.   That if the details in the e-Token and the canteen Card does not match, entry will be denied.

7.   That entry will be denied/terminated/cut short immediately in case of non-adherence to COVID-19 protocols, existing canteen directions and any form of non-adherence to the instructions of the canteen staff or authorities.

8.   That I am required to minimise purchase time while inside the canteen in order to ensure a minimum waiting period for other following ESMs in the same time slot.

9.   That due to the current situation my booking can be cancelled without any prior notice in case of unforeseen circumstances or due to any technical problems.

10.   That the canteen staff is working following all existing protocols and directions with utmost importance given to the safety of veterans, Senior Citizens and serving personnel and that I will not unnecessarily represent against any difficulty, delay etc. experienced in the course of my purchase in the Canteen.

11.   That only one person per token will be allowed to enter the canteen due to COVID-19 situation.

12.   That only one liquor cum grocery and one liquor only Token can be booked by a person in a month.

13.   That only one rebooking against cancellation will be available in a month.

14.   Saturday will be half day.

15.   That token booking will be completely automated online.

WISH YOU A SAFE AND HAPPY SHOPPING