



● SHREAY TECHNOLOGY SOLUTIONS

S.M.A.R.T Laundry

Software Flow Guide

End-to-end operational workflow from customer booking to delivery

This guide provides a step-by-step walkthrough of the complete SMART Laundry operational flow — how every module connects and the journey of a garment from booking to final delivery and payment.

400+

ACTIVE CLIENTS

360°

BUSINESS REPORTS

30+

CORE FEATURES

24/7

SUPPORT

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● END-TO-END OVERVIEW

Complete Operational Flow

The following steps describe the complete lifecycle of an order in SMART Laundry — from the moment a customer places a booking to payment collection and business reporting.

01	Customer Booking Customer visits the website or calls the store to schedule a pickup. They select the store location, area/pin code, and enter their name, mobile, address, pickup date, and time slot. A booking confirmation with Booking ID is instantly sent via SMS and email.
02	Booking Challan Creation The store creates a Booking Challan at the counter. Items are added via shortcut codes or garment images. Each item is tagged with service type, quantity, brand, colour, pattern, and damage/stain notes. Advance payment, discount, delivery date, rack number, and delivery type are recorded. Bar-coded garment tags are printed for every individual piece.
03	SMS & WhatsApp Notification Upon saving the challan, an automatic SMS and/or WhatsApp message is sent to the customer confirming the booking — items received, total amount, and expected delivery date. All notification templates are fully customizable from the Setup module.
04	Send to Factory If the store uses a central processing factory, challans are marked "Send to Factory". The factory receives all inbound orders with garment details. Each piece travels with its barcode tag for identification at every stage.
05	Processing → Sorting → Packing Garments pass through three tracked stages: Processing (cleaning/dryclean), Sorting (grouping by order), and Packing. When Packing is completed by scanning the barcode, an automatic SMS is sent to the customer: "Your order is packed and ready for delivery."
06	Send to Store Processed and packed garments are returned from factory to store. The "Send to Store" module records which challans have been received, with date and quantity confirmation for full accountability.
07	Challan to Invoice The store converts challans to invoices — single challan to one invoice, or multiple challans merged into one invoice (ideal for monthly billing customers). The invoice is GST-compliant and can be printed in A5, A4, or Thermal POS format.



<p>08</p>	<p>Pending Deliveries</p> <p>The Pending Deliveries screen lists all orders ready for delivery. Staff click "Delivery" to mark as delivered, or "Delivery & Pay" to simultaneously deliver, generate the invoice, and collect payment in a single action. Partial delivery is also supported.</p>
<p>09</p>	<p>Payment Collection</p> <p>Full or partial payments are recorded against invoices. Supports Cash, UPI, Paytm, PhonePe, IMPS, Google Pay, Bhim, Credit Card, Wallet, and more. A payment confirmation SMS is sent to the customer and a payment receipt can be generated and printed.</p>
<p>10</p>	<p>Reports & Analytics</p> <p>Every action generates data accessible through 360° reporting — challan reports, invoice reports, payment reports, factory reports, productivity reports, cash flow statement, business summary, and more. All reports are filterable by date range, store, and customer.</p>



● DAILY OPERATIONS

Day-wise Dashboard Activities

The dashboard surfaces all operational activities for the selected date across four live panels.

Dashboard Panel	Data Shown
Customer's Day-wise Pickup	Name, Mobile, Address, Area, Pickup Slot, Customer Remark, Pickup Location, Assigned By
Customer's Day-wise Delivery	Challan ID, Book No, Customer, Mobile, Delivery Date, Total Amount, Items, Challan Status, Delivery & Delivery & Pay buttons
Customer's Day-wise Challan	Challan ID, Book No, Created By, Customer Name, Mobile, Address, Item Summary, No. of Pieces, Total Amount
Customer's Day-wise Invoice	Invoice ID, Challan ID, Created By, Customer, Mobile, Address, Items, No. of Pieces, Total Amount, Paid Amount, Balance Amount

● SMS / WHATSAPP / EMAIL

Customer Notification Flow

SMART Laundry sends automatic notifications at every key stage of the order lifecycle. All message templates are fully customizable.

Stage	Channel	Trigger
Pickup Booked (Website)	SMS + Email	Customer submits booking form on website
Challan Created	SMS + WhatsApp	Store saves the challan at the counter
Garments Packed	SMS	Packing stage completed by scanning barcode
Invoice Generated	SMS + WhatsApp	Challan converted to invoice
Delivery Made	SMS	Delivery button clicked on Pending Deliveries screen
Payment Received	SMS	Payment recorded against invoice
Birthday / Anniversary	SMS	Auto-triggered on customer's birthday or anniversary date

● ONLINE PICKUP SCHEDULING

Customer Website Booking

A pre-designed, branded one-page website is provided on the smartlaundry.in domain (or the client's own domain). Customers can schedule pickups 24/7 without calling the store.



Store Selection	Customer selects their nearest laundry store location
Area / Pin Code	Customer enters their area or pin code to confirm service coverage
Customer Details	Name, mobile number, email, address, and remark for pickup
Schedule Pickup	Choose pickup date and time slot
Promo Code	Optional promo code field for discount application
Booking Confirmation	Booking ID, summary, and confirmation sent via SMS and email instantly
Store Notification	Pickup appears on the store dashboard under "Customer's Day-wise Pickup"