



**INSTRUCTION  
MANUAL FOR  
ESM FOR  
BOOKING  
TOKENS**

**DISC CANTEN ONLINE TOKEN  
SYSTEM (D-COTS)**

## **DSC CANTEEN ONLINE TOKEN SYSTEM (DCOTS)**

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 DSC canteens at Kannur, Kanhangad, Malappuram and VadaKara. Dependent users of these canteens 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 7 to 14 days in advance and you will get a token number and the time of entry. This advance booking restriction is to avoid cancellation and to ensure that minimum tokens are wasted. The token system replaces the Telephone booking system which was being followed in September and October.
3. Convenient dates can be selected and your visit can be well planned.
4. Convenient time slots can be selected.
5. Separate token series are available for Liquor only purchases to enable ESM to collect only liquor without much waiting period at URC Kannur and also at other canteens on liquor only specified days.
6. Exclusive slots have been earmarked for ESM/Widows who are in the age group of 80 years and above on Saturdays.
7. Convenient and streamlined procedure inside the canteen for smooth shopping and express clearance.
8. Facility to cancel booked tokens once in a month, and rebook once, in case of unforeseen emergencies.

### **Procedure of Booking**

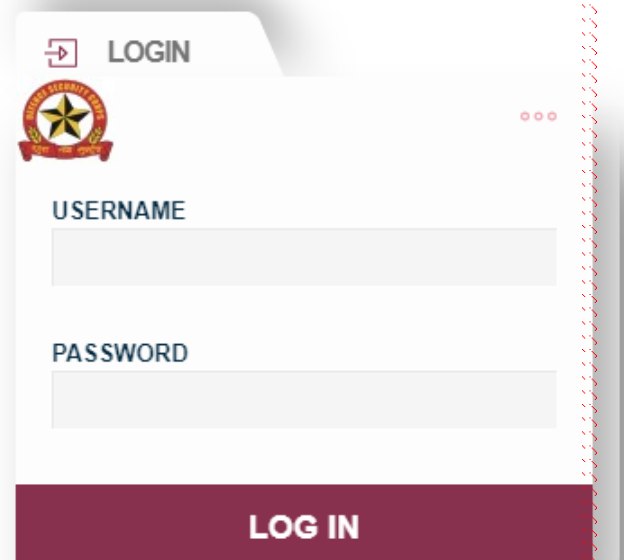
9. Type <https://dcots.in> in your browser of computer or mobile phone or click the Link below.

[Book Token Now](#)

10. If you have not registered till now, click the link below and register. You will be included in the booking system within 48 hours.

[Register Now](#)

11. You will get a login page as Shown
12. Enter Your Grocery Card Number as it is as user name
13. Enter your mobile number as password.
14. Press Login



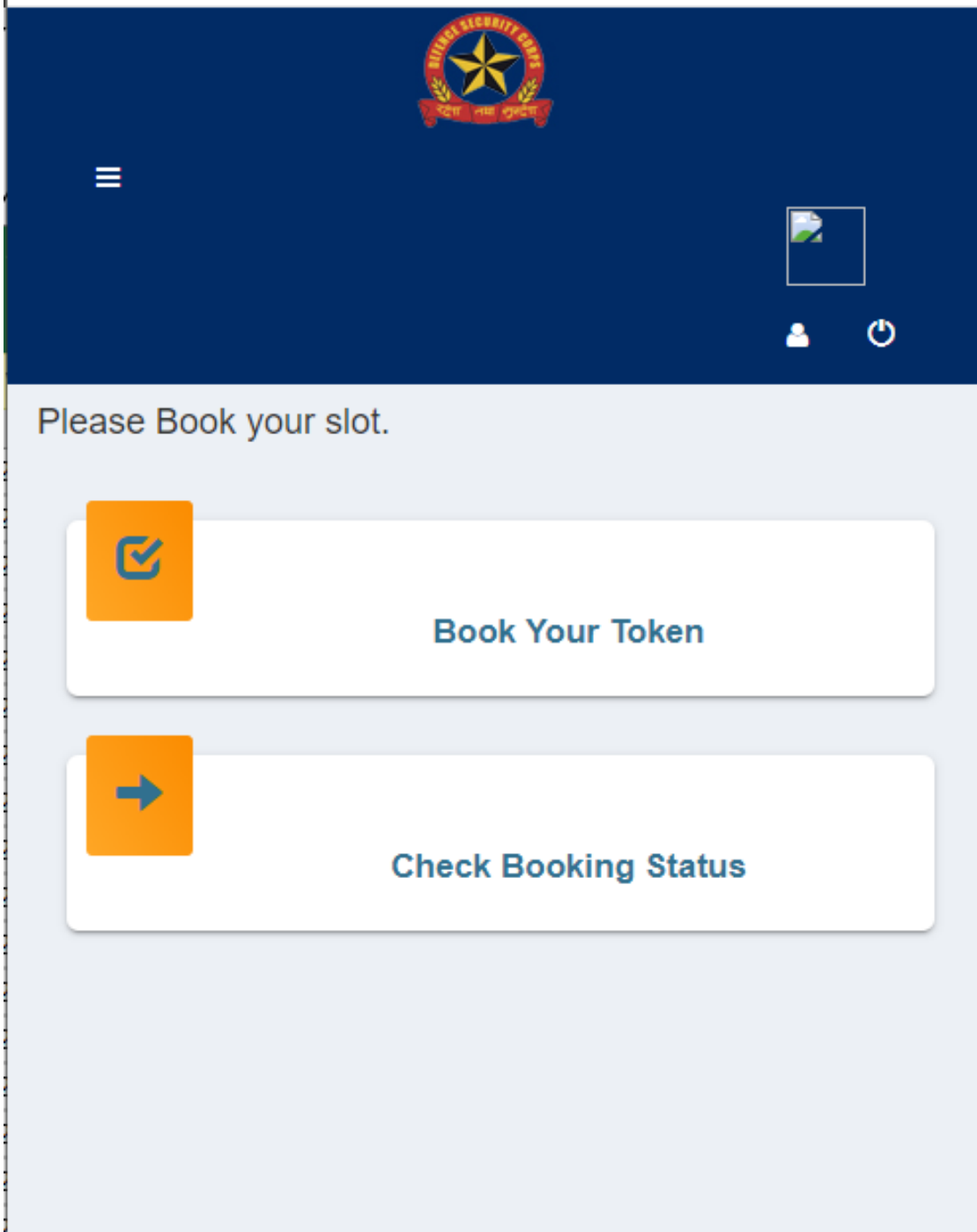
LOGIN

USERNAME

PASSWORD

LOG IN

15. You will get a login screen as shown.



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



☰ WELCOME TO DSC CANTEEN



## Tokens

**Outlet\***

--Select Outlet--



**Category\***

--Select Category--



**Year\***

2020



**Month\***

October



Show

Clear

17. Select Outlet, Select Category, that is liquor and grocery or liquor only, select year and month and press show.

### Tokens

**Outlet\***  
KANNUR (കണ്ണൂർ) ▼

**Category\***  
LIQUOR & GROCERY (ലിക്വർ & ഭക്ഷ്യസാധനം) ▼

**Year\***  
2020 ▼ 📅

**Month\***  
November ▼ 📅

**Show** **Clear**

SUN	MON	TUE	WED	THE	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					

- Closed/Holiday
- Open
- Fast Filling
- Booking Not Open

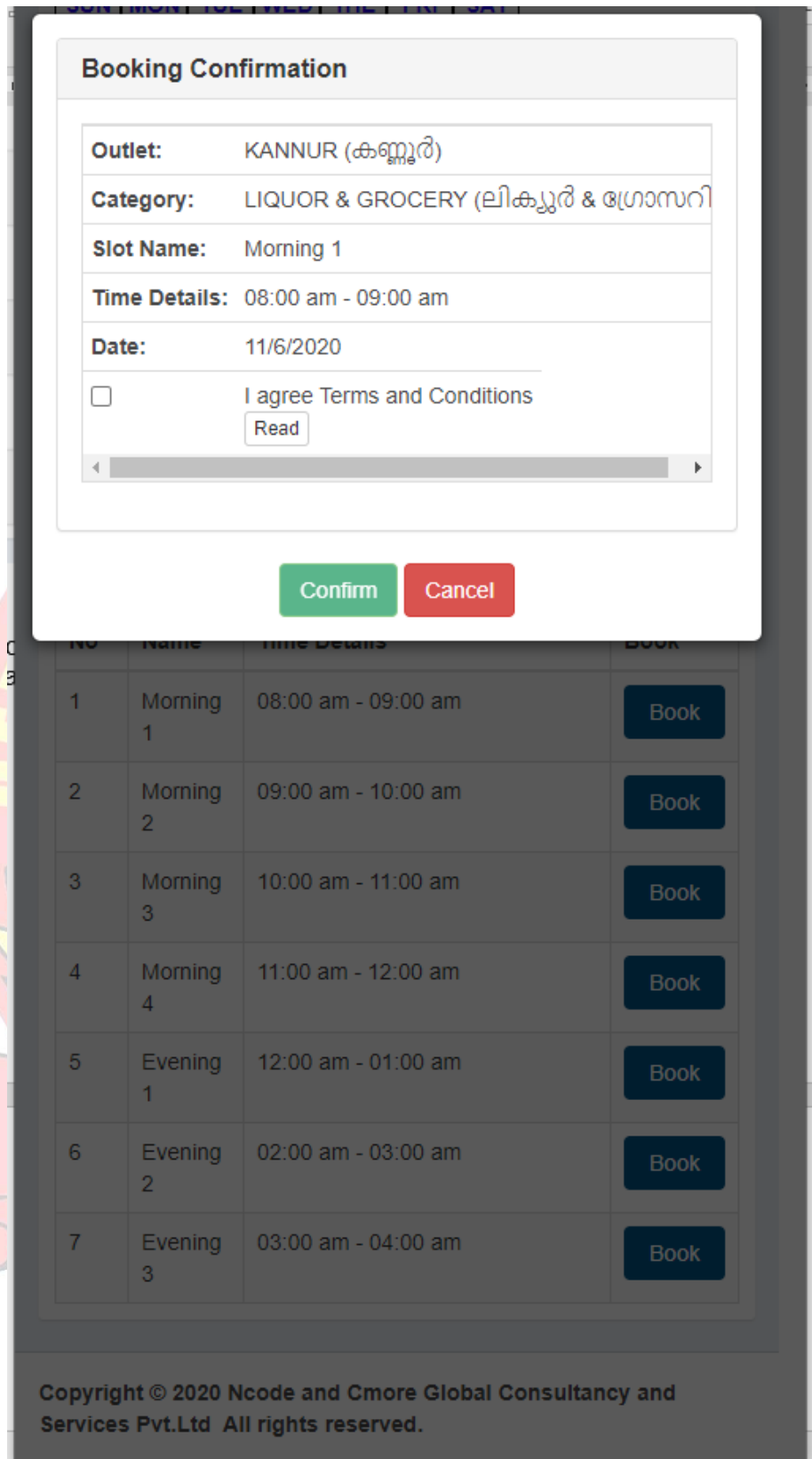
18. Scroll Down if necessary and see the booking calendar. Dates marked in Red are holidays, Green are where tokens are available and open for booking, Yellow are dates which are fast filling and grey dates are not opened for booking yet. Presently two weeks advanced booking is permitted.

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

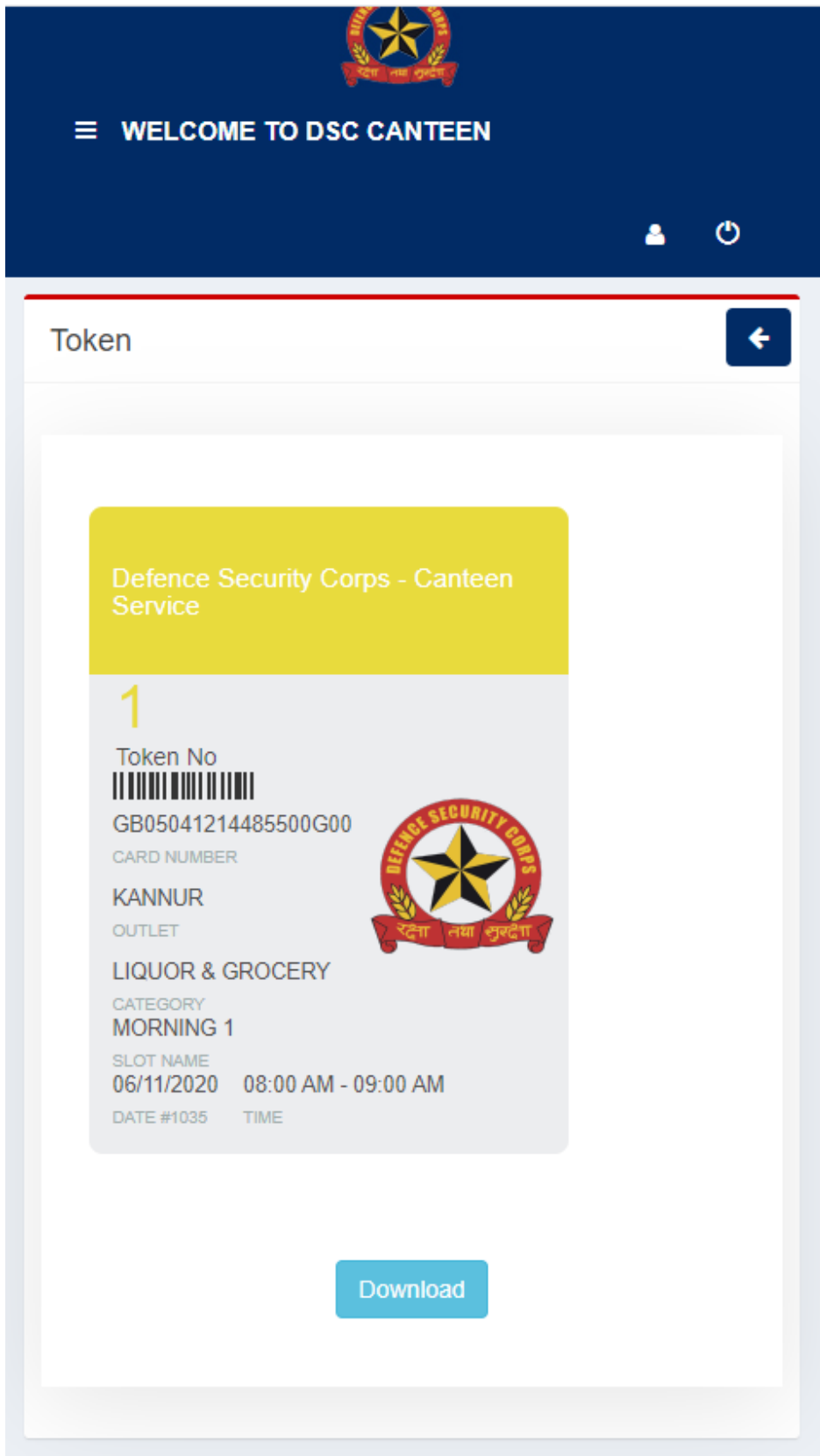
The screenshot displays a booking interface. At the top, there is a calendar grid with columns for days of the week (SUN to SAT) and rows for dates (1 to 30). The calendar uses color coding: red for closed/holiday days (1, 8, 15, 22, 29), green for open days (2-7, 9-14, 16), grey for fast filling days (17-21, 23-28, 30), and white for booking not open days (empty cells). Below the calendar is a legend: a red square for 'Closed/Holiday', a green square for 'Open', a yellow square for 'Fast Filling', and a grey square for 'Booking Not Open'. Below the legend is a table with 7 rows and 4 columns: 'SI No', 'Slot Name', 'Time Details', and 'Book'. Each row contains a slot number, a slot name (Morning or Evening), a time range, and a blue 'Book' button.

SI No	Slot Name	Time Details	Book
1	Morning 1	08:00 am - 09:00 am	<a href="#">Book</a>
2	Morning 2	09:00 am - 10:00 am	<a href="#">Book</a>
3	Morning 3	10:00 am - 11:00 am	<a href="#">Book</a>
4	Morning 4	11:00 am - 12:00 am	<a href="#">Book</a>
5	Evening 1	12:00 am - 01:00 am	<a href="#">Book</a>
6	Evening 2	02:00 am - 03:00 am	<a href="#">Book</a>
7	Evening 3	03:00 am - 04:00 am	<a href="#">Book</a>

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



21. 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.

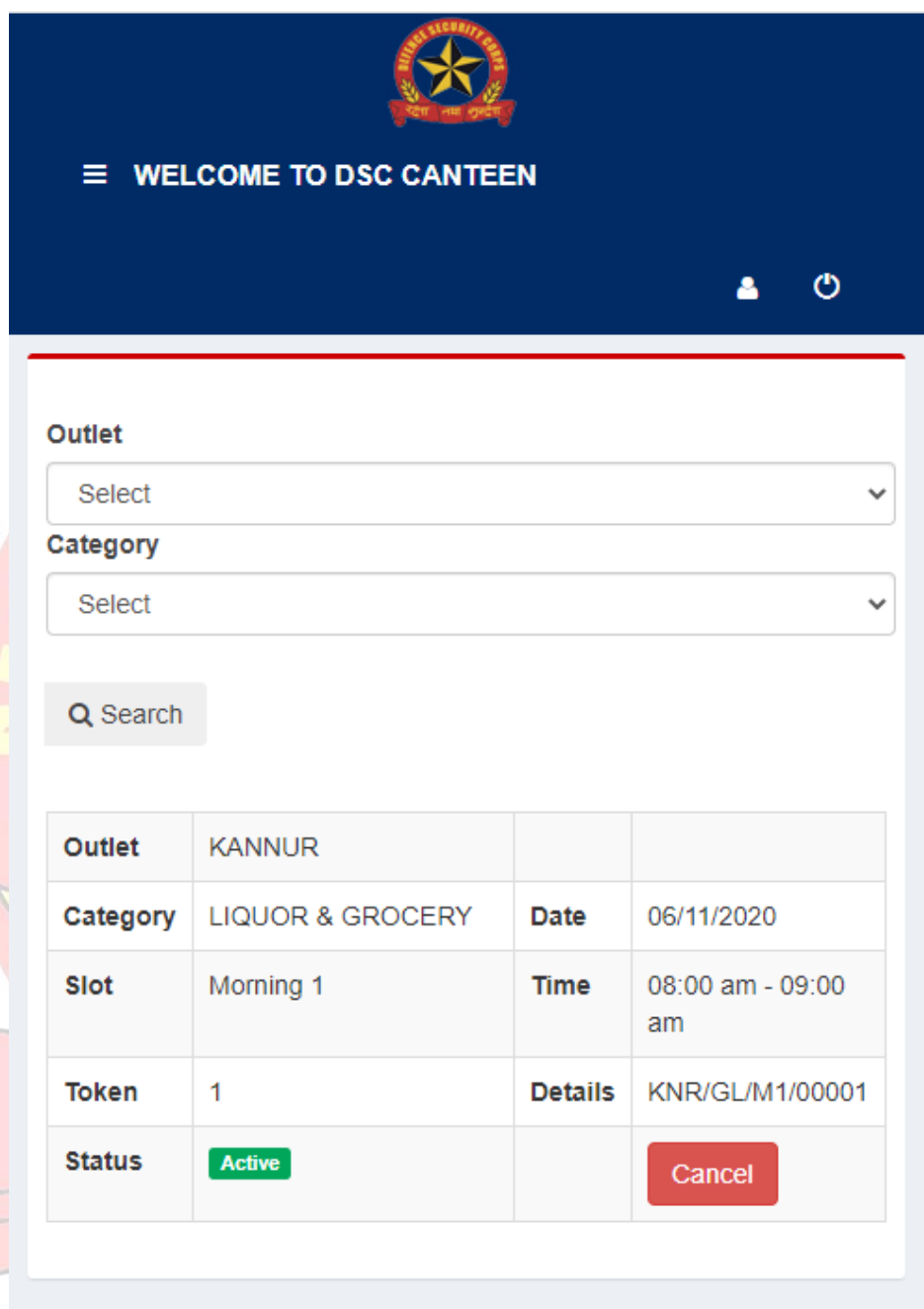


22. Your token is generated as shown. Date, time, Outlet etc are mentioned in the Token. Download the ticket by clicking download button. It is saved as an image in your mobile phone in the download folder, and will appear in gallery as per settings in your mobile.



23. You can produce this token and your Canteen Cards in the CSD Gate to gain entry in the prescribed time.

24. Now use the left arrow at the top corner to go back to the main page. And press booking Status Button.



The screenshot shows the 'WELCOME TO DSC CANTEEN' app interface. At the top, there is a dark blue header with the DSC logo and the text 'WELCOME TO DSC CANTEEN'. Below the header, there are two dropdown menus for 'Outlet' and 'Category', both currently set to 'Select'. A search bar with a magnifying glass icon and the text 'Search' is located below the dropdowns. The main content area displays a table with the following details:

<b>Outlet</b>	KANNUR		
<b>Category</b>	LIQUOR & GROCERY	<b>Date</b>	06/11/2020
<b>Slot</b>	Morning 1	<b>Time</b>	08:00 am - 09:00 am
<b>Token</b>	1	<b>Details</b>	KNR/GL/M1/00001
<b>Status</b>	<span style="background-color: green; color: white; padding: 2px;">Active</span>		<span style="background-color: red; color: white; padding: 5px;">Cancel</span>

25. If you are not able to get the image, don't worry. Reach the canteen, login and press this button. You can produce the same at the canteen gate.

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

27. 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.

28. Please adhere to the COVID protocols. **HAPPY SHOPPING.**

## **DCOTS - TERMS AND CONDITIONS**

By Booking the token I undertake and assure that: -

1. **My dependency is at DSC Canteen.**
2. I will adhere to the COVID-19 protocols and procedures prescribed by Central Govt, Govt of Kerala, and all directions and procedures prescribed by CSD Canteen Authorities.
3. I will register in Arogya Setu App before booking my token.
4. **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 9:00 am to 10:00 am entry will be permitted from 8:50 am till 9:20 am.**
5. I fully understand 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. If the details in the e-Token and the canteen card does not match, entry will be denied.
7. Entry will be denied/terminated/cut short immediately in case of non-adherence to COVID-19 protocols, existing canteen directions and any form of misbehaviour with canteen staff or authorities.
8. ESMs are requested to minimise their purchase time while inside the canteen in order to ensure minimum waiting period for other following ESMs in the same time slot. Purchase time will be restricted to max 25 minutes once entry is permitted inside URC Kannur.
9. I understand 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. I understand 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 represent against any difficulty, delay etc. experienced in the course of my purchase in the Canteen.
11. Only one person per token will be allowed to enter the canteen due to COVID-19 situation.
12. Saturday Morning Slots are for ESM with 80 years and above age only. If I book my slot at this time, I am liable to show documents in proof of my age at the gate.

**HAPPY SHOPPING**

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