
User Manual

for

Campus Craves

Version 0.1

Prepared by

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CONTENTS.....	II
REVISIONS.....	II
1 INTRODUCTION.....	1
1.1 PURPOSE.....	1
1.2 PROJECT SCOPE.....	1
1.3 INTENDED AUDIENCE AND READING SUGGESTIONS.....	1
2 SOFTWARE REQUIREMENTS.....	2
3 DEFINITIONS.....	3
4 FUNCTIONALITIES OF BUYER.....	4
5 FUNCTIONALITIES OF SELLER.....	6
6 TROUBLESHOOTING.....	8

Revisions

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1 Introduction

1.1. Purpose

The purpose of this document is to provide the users of this website (the buyers and the manager) with the information about the functionality of the website describing the operations which can be done by them. This document also lists the various issues which can be faced by the users of this portal and provides solutions to them.

1.2. Project Scope

The product, campus craves aims to digitize various physical stores and service providers at the IIT Kanpur campus. The store owners and service providers will catalog their products and services online using the application. Any modern web browser can access the application. The application is helpful for the campus residents and students to place orders online. The store owners would manage the orders, inventory and gain insights into their sales. Broadly, the application will provide more product variety at one place, improved customer comfort, improved customer experience and ease of customer interaction.

1.3. Intended Audience and Reading Suggestions

This Product Documentation is for the residents of IITK who plan to make use of this website to purchase stuff online as well as for the store owners who wish to use this app to sell their stuff.

2 Software Requirements

The website will run smoothly on any device (PCs, Mobile Phones, Tablets) which has web browsers installed.

The recommended web browsers are

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Apart from this, there are no software constraints for using this web application.

3 Definitions

User	The buyers and the sellers using the app
Store	A digital shop having a unique entity
Email-ID	The IITK email address (suggested) to be used
Address	The IITK address where an order is to be delivered
Seller	The owner of any store
Cart	The digital shopping bag with the list of items bought
Checkout	Finalising an order

4 Functionality of Buyers

When the buyer visits the webpage, he can perform two actions:

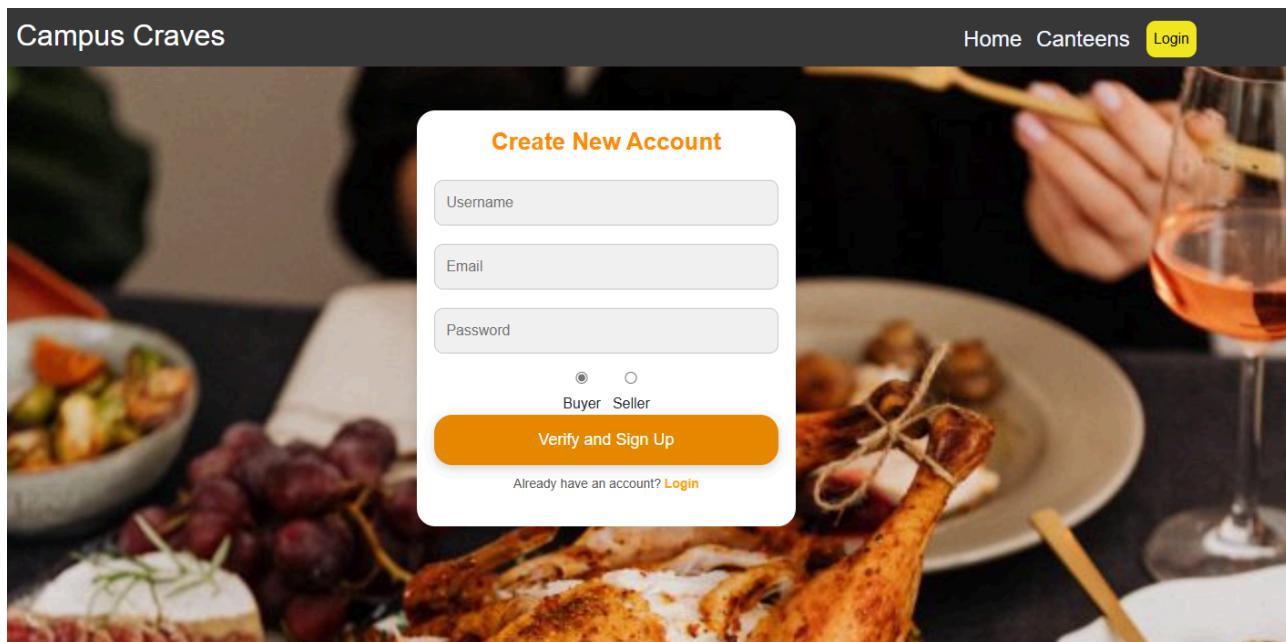
- Sign up: If the buyer wants to create an account on the portal.
- Log In: If the buyer is an existing customer and has signed up on the portal before.

Following are the functionalities buyer have, in the website:

→ Sign Up

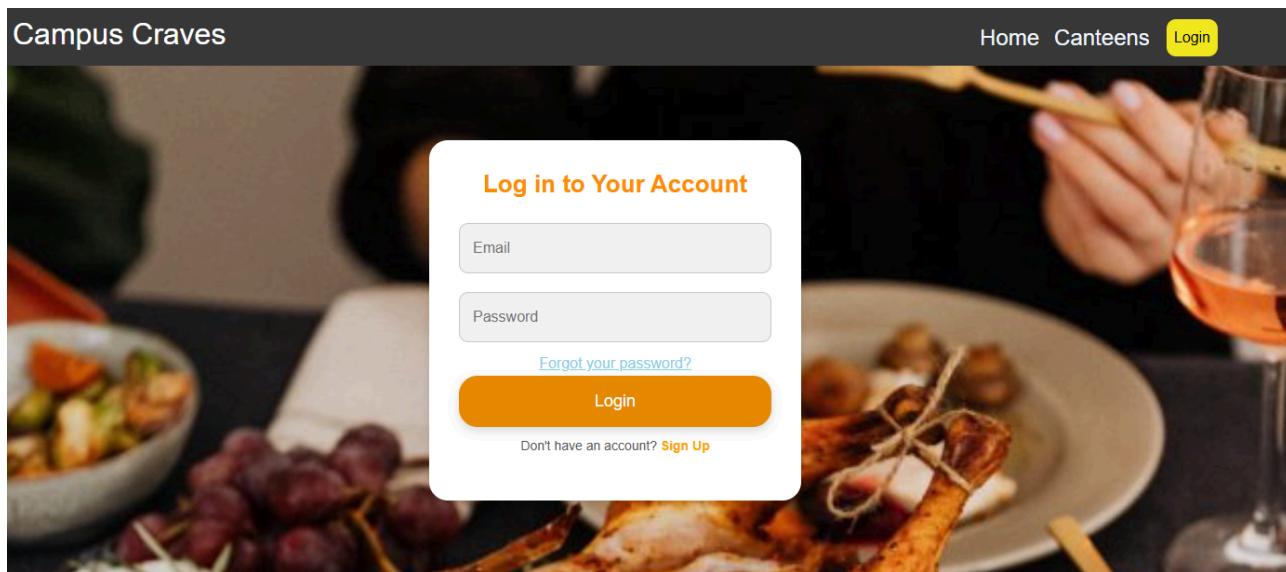
To create an account on the portal, the buyer needs to provide the following details:

- a. **Username:** Buyer needs to provide a name which will be used by him/her when he/she logs in the portal.
- b. **Password:** When the buyer wants to sign up, he/she needs to create a password.
- c. **Email:** Enter the email id you want to use. This email address would be used to receive OTPs while checking out and an OTP is also sent during signing up.



→ Login

The buyer can login using the email and password used for signing up on the web page. If the credentials are correct, the buyer will be taken to the login home page.



→ Search for Items

Once logged in, the buyer is taken to the 'Stores' page.

- Searching for items:** The buyer can select canteens options and look for all the available canteens. After selecting a canteen he can see all the categories available on the canteen. Then he can search on the basis of 'Product name'. The products which are out of stock are not shown here.



- Adding To cart:** After deciding to purchase something, the buyer can add the product to the cart by clicking on the changing the quantity corresponding to

that item. He can increase(+) or decrease(-) the quantity. If the quantity is set to zero, that product will disappear from the cart.

- c. **Removing from Cart:** If the buyer wants to remove something for some reason, then he/she can remove that item from the cart by changing the quantity corresponding to that item to zero.

The screenshot shows the Campus Craves website interface. On the left, there's a sidebar for 'Hall 13 Canteen' with contact details and a menu section where 'Pizza' is selected. The main content area displays a 'Pizza' menu with three items: Cheese Pizza, Capsicum Pizza, and Onion Pizza, each with an 'Add' button. To the right, a 'Cart' summary shows one item: 'Cheese Pizza' at ₹120.00, with a quantity of 1. The total is ₹120. A 'Checkout →' button is visible at the bottom of the cart summary.

→ Checkout

Once the buyer is satisfied with the items in the cart, he/she can checkout by clicking the checkout button at the bottom of the cart. During checkout, the buyer needs to make sure that phone number and address are fixed by the buyer at his/her profile page.

The screenshot shows the 'Checkout' page. It lists the items in the cart: Cheese Pizza (₹120.00 x 5) and Onion Pizza (₹90.00 x 1). The total amount is ₹690. Below this, there's a section for 'Select Payment Method' with two options: 'Razorpay' (selected) and 'Cash on Delivery'. At the bottom, there are two buttons: 'Confirm Order' (in a dark grey box) and 'Back to Cart' (in an orange box).

- a. **Orders:** A buyer can view his/her order by going on the orders page by clicking on the top-right 'ORDERS' section. He can cancel the order before the delivery. If the order is delivered, he can mark it as delivered.
- b. **Payment:** At present the webpage only allows payment to be made at the time of delivery, in cash or through UPI ids. We have also made a dummy online payment system using Razorpay. For this just enter dummy card number 4111111111111111, and 06/28 as card expiry date and CV as 111. After that you can enter any number as OTP to process the payment.

The screenshot shows a user interface for managing orders. At the top, there's a navigation bar with 'Campus Craves' on the left and links for 'Home', 'Canteens', 'Orders', 'Siddharth Pathak' (highlighted in yellow), and 'Logout' on the right. Below the navigation is a section titled 'My Orders'.

There are five order cards displayed, each representing an order from 'Hall 13 Canteen':

- Order 5:** Status: Confirmed, Payment: CoD, Total: ₹600.00. Delivery Address: Hall of Residence 9, B-216. Date: 5/4/2025, 14:04:19 pm. Ordered Items: Cheese Pizza x 5 = ₹600, Onion Pizza x 1 = ₹90. Buttons: 'Cancel Order' (red) and 'Order Received' (green).
- Order 4:** Status: cancelled, Payment: CoD, Total: ₹90.00. Delivery Address: Hall of Residence 9, B-216. Date: 5/4/2025, 14:04:46 am. Ordered Items: Onion Pizza x 1 = ₹90.
- Order 3:** Status: delivered, Payment: razorpay, Total: ₹85.00. Delivery Address: Hall of Residence 9, B-216. Date: 5/4/2025, 14:04:46 am. Ordered Items: Sahi Paneer x 1 = ₹85.
- Order 2:** Status: cancelled, Payment: CoD, Total: ₹210.00. Delivery Address: Hall of Residence 9, B-216. Date: 2/4/2025, 3:14:26 am. Ordered Items: Capsicum Pizza x 1 = ₹120, Onion Pizza x 1 = ₹90.
- Order 1:** Status: delivered, Payment: CoD, Total: ₹200.00. Delivery Address: Hall of Residence 9, B-216. Date: 2/4/2025, 3:13:07 am. Ordered Items: Handi Paneer x 1 = ₹80, Cheese Pizza x 1 = ₹120.

→ Logout

To logout, click on the 'LOGOUT' button in the top-right corner.

5 Functionality for Sellers

When the seller visits the webpage, he can perform two actions:

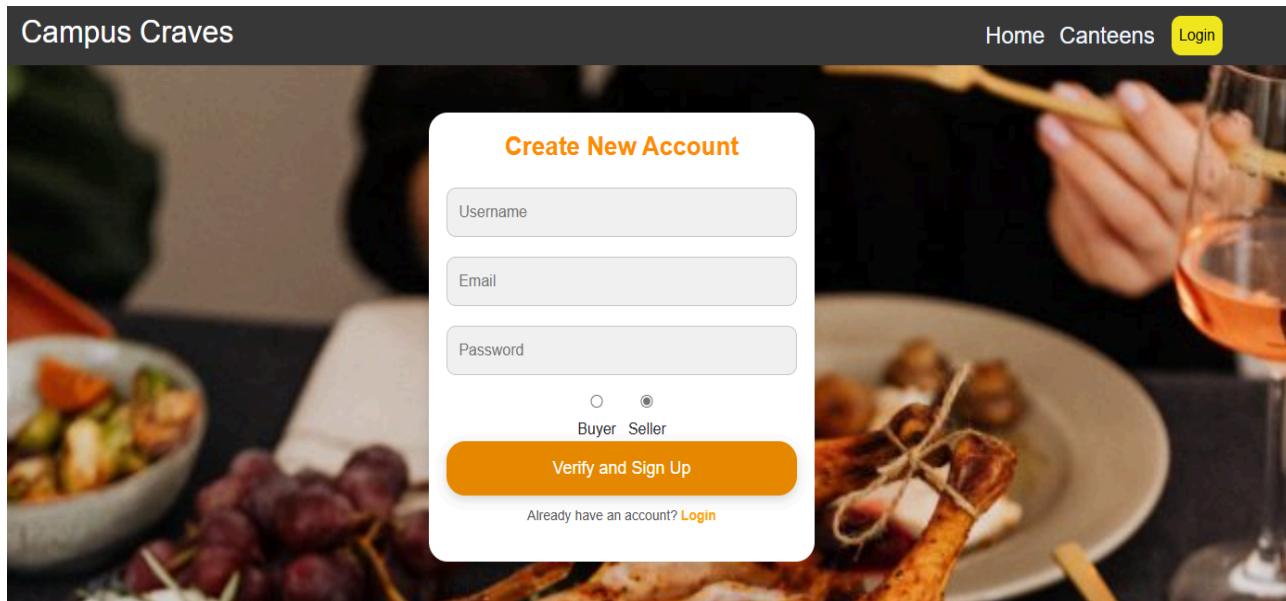
- Sign up: If the seller wants to create an account on the portal.
- Log In: If the seller is an existing canteen owner and has signed up on the portal before.

Following are the functionalities buyer have, in the website:

→ Sign Up

To create an account on the portal, the seller needs to provide the following details:

- a. **Username:** Seller needs to provide a name which will be used by him/her when he/she logs in the portal.
- b. **Password:** When the Seller wants to sign up, he/she needs to create a password.
- c. **Email:** Enter the email id you want to use. This email address would be used to receive OTPs while checking out and an OTP is also sent during signing up.



→ Login

The seller can login using the email and password used for signing up on the web page. The seller needs to enter the username and password which was used to sign up to this portal. In case the credentials are not correct, the seller will receive a prompt message for the same. If the credentials are correct, the seller will be taken to the 'Orders' page. The seller would be able to see all the orders and their status on this page.

→ Add/Remove a Category

By clicking on that catalog option, the seller will be taken to the category page, where he/she can add or remove the categories. He can click on the category to open the drop down list which contains all the products related to this category.

→ Add/Remove Product

The seller can choose any category for which it wants to manage products. To add a product, the seller needs to fill the product name, choose the category from the drop-down list, its description(optional) and it's price. The list will contain the categories added by the seller. Removing a product The seller can remove a product by clicking on the delete can icon corresponding to that product in the products page.

→ View Orders and see status

As soon as the seller logs in the webpage, the seller gets to view the orders he has. The seller can change the status of an order from the drop-down bar at the bottom of an order. He can see the status that will be either from confirmed, delivered or cancelled.

The screenshot shows the 'Campus Craves' seller dashboard. On the left, there's a sidebar with 'Orders' (highlighted in orange), 'Catalog', and 'Profile' buttons. At the bottom is a red 'Logout' button. The main area is titled 'Store Orders' and displays four separate order cards:

- Order Number: 5 (Confirmed)**
Buyer: Siddharth Pathak
Contact: 7985051222
Payment: CoD
Total: ₹690.00
Address: Hall of Residence 9, B-216
Date: 5/4/2025, 10:40:19 pm
Items:
 - Cheese Pizza × 5 = ₹600
 - Onion Pizza × 1 = ₹90
- Order Number: 4 (cancelled)**
Buyer: Siddharth Pathak
Contact: 7985051222
Payment: CoD
Total: ₹90.00
Address: Hall of Residence 9, B-216
Date: 5/4/2025, 1:40:46 am
Items:
 - Onion Pizza × 1 = ₹90
- Order Number: 3 (delivered)**
Buyer: Siddharth Pathak
Contact: 7985051222
Payment: razorpay
Total: ₹85.00
Address: Hall of Residence 9, B-216
Date: 2/4/2025, 3:18:10 am
Items:
 - Sahi Paneer × 1 = ₹85
- Order Number: 2 (cancelled)**
Buyer: Siddharth Pathak
Contact: 7985051222
Payment: CoD
Total: ₹210.00
Address: Hall of Residence 9, B-216
Date: 2/4/2025, 3:14:26 am
Items:
 - Capsicum Pizza × 1 = ₹120
 - Onion Pizza × 1 = ₹90
- Order Number: 1 (delivered)**
Buyer: Siddharth Pathak
Contact: 7985051222
Payment: CoD
Total: ₹200.00
Address: Hall of Residence 9, B-216

→ Logout

To logout, click on the 'LOGOUT' button in the bottom-left corner.

6 Troubleshooting

6.1 Website startup

The webpage is deployed on cse server', which can hibernate in case of long durations of inactivity. Therefore, accessing the webpage after a long time can take upto 5 minutes for startup. Please wait for that duration.

6.2 OTP Verification

The OTP generation might take some time as it is managed by a third party server. Please wait for 2-3 minutes for the OTP.

6.3 Delayed Delivery

Sometimes the product might take a few days more than expected due to unforeseeable reasons.

6.4 Wrong Order Received

Although highly unlikely, if a wrong order is delivered, either report the same to the delivery guy at the time of delivery or contact the store manually within 2 days of delivery.