User Manual

for

Grocery Delivery System

**Version 1.0 approved**

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**Revision History**

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| **Name** | **Date** | **Reason For Changes** | **Version** |
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# Introduction

Thank you for choosing our app, Grocon! This is a Grocery Delivery System that can be accessed by anyone who has the desire to have their groceries delivered. Grocon offers a fully remote interface of all the products in a grocery store that uses Grocon. Users can create accounts, sign-in to their accounts, search for specific groceries, and remove items. Stores can add items, remove items, and update quantities. All of this is done in real time. Our aim is to target people who have difficulties making it to the store in-person. These people include the elderly, people with health conditions, people who may be physically challenged, or simply people who do not have time to make it to the store. The hope is making store fronts less crowded and safer (health wise) and making getting people who need it easier.

# Overview

The home page is the main interface the user will be interacting with for most of the time. This is where a page of products is previewed and can be added to the cart. This page also includes a search bar, user sign-in, order page button, ‘your’ account page button, and a cart button.

* The search bar allows the user to search for specific items instead of scrolling through most of the page.
* The user sign-in button takes the user to the sign-in page so the user can access their account.
* The order page button takes the user to their orders they have placed in the past.
* The account button takes the user to their personal account to manage their settings

Additionally, this app is web-based based on the user’s default browser.

## Conventions

1. The term ‘user’ refers to the person accessing the application from the buyer’s point of view.
2. The term ‘store’ refers to the company that is offering this service from their own respective store.

## Cautions & Warnings

* None to report on yet.

# Getting Started

If this is the first time the user is accessing the application this will be a brief guide on how to go about this.

## The user should first create an account and sign-in to that account

## The user should update any settings the desire to

1. The user can now browse the store main page to choose their desired groceries and add them to their cart
2. Once the user has chosen their groceries, they can proceed to the checkout page to pay
3. In the cart page the user can pay for their groceries and get them delivered
4. The user can now receive their groceries to their home/location

## Set-Up Considerations

These are a few basic requirements to run the app:

1. Must have internet access
2. Must have a pc and monitor with appropriate peripherals
3. Recommended to use google chrome to run application
4. Must have a location recognizable by google maps for delivery
5. Must have a valid credit/debit card for transactions
6. Make sure all personal information is valid and secure

## User Access Considerations

There are no user restrictions, anyone is welcome to use our application. However, the location given must be recognizable and accessible by google maps. The user must also choose a delivery time that is appropriate to ensure the freshest product quality.

## Accessing the System

Accessing the system is simple. Just run the application and proceed to the sign-in page. Once in the next page, the user can then sign-in to their existing account or, if the user is new, the user can create a new account.

## System Organization & Navigation

The main navigation will be through the home page which contains the product list and the various buttons to lead to other pages.

## Exiting the System

It is recommended that the user signs out of the application of their web browser. Then closing out the window completely.

# Using the System

## Registration

### Registration page allows secure registration for shop customers with getting detailed information about the user.

### Includes secure questions to protect the shop customer’s account.

## Enter User Details

3.2.1 Shop customers will enter their detailed information as filling out the first name, last name, cell phone number, email address, payment card information, building address, billing address, preferences, registration parts.

3.2.2 Shop customers can also add a profile picture.

3.2.3 Includes a secure questions menu which the shop customer can choose and answer three questions from there to protect the account.

3.2.4 Database system will have all information for shop customers.

## Shop for Groceries

3.3.1 Shop customers will view the product advertisements and navigate through item pages by giving that item specific information such as its price, variety, the number of that product, and use-by date.

3.3.2 Includes a search place, where also items can be searched from category-based shopping suggestions, or from their lastly bought products section.

3.3.3 Also, shop customers can view more items according to their preferences/shopping habits through the AI recommender system. As implemented in section 2.2.1.7.

## Add item to Cart

3.4.1 Chosen items can be added to the cart, and on the corner of the cart shape there will be a number that shows how many products the shop customer wants to buy.

3.4.2 Shop customers can add and remove items from the cart.

3.4.3 Coupons can add to the cart. And there will be a warning if the coupon is not applicable for that specific order.

3.4.4 Items will have a quantity button to make user life easier if buying multiple items.

## View Cart

3.5.1 Chosen items can be added to the cart, and on the corner of the cart shape there will be a number that s

3.5.2 Shop customers can check the items in the cart or on the order list.

3.5.3 Order list has all the chosen goods and their prices.

3.5.4 Users can see the applied discount to the total price if the coupon barcode or number is provided.

## Modify Item Quantity

3.6.1 To modify the quantity, it has two buttons: (+) for incrementing and (-) for decrementing the chosen product.

3.6.2 Also, includes a box to enter a certain amount of the item.

## Checkout

3.7.1 Shows the total price of items and the price after coupons.

3.7.2      Gives different options for shipping according to the emergency there will be fast shipping and a day shipping options.

3.7.3      Address check part for the address that the user wants to ship.

3.7.4      Shop customers can add new payment cards to card information.

3.7.5      After checkout, the order information will show up on the page.

## Place Order

3.8.1 Place order provides success and a fast payment in a secure environment.

3.8.2 Shows the bought items and order information such as: ordered day, arrival date, total amount.

## Secure Web/Mobile Portal Logon

3.9.1      Provides a secure Web/Mobile Portal logon for the shop customer.

3.9.2      Includes a search place for users to search items, and possible items that AI mechanisms offer according to the user chooses.

3.9.3      Main page that allows users to navigate between other functions such as checking out, and viewing orders and tracking information.

3.9.4      Also has an edit button for users when there is a need to edit personal information.

## Edit User Detail

3.10.1 To modify the quantity, it has two buttons: (+) for incrementing and (-) for decrementing the number of the chosen product.

3.10.2   User will be able to edit the shipping address, name, payment card information, billing address, cell phone number and profile picture.

3.10.3 After changings users can see the accounts new view.

## View Order Details and Tracking Information

3.11.1 After logon by clicking orders, the Shop Customer can view what’s being ordered, the total price, arrival address, arrival time, billing address, and the name to pick up goods.

3.11.2   Shop customers also can see the past orders and all their details.

3.11.3   All the past orders and their details can be seen as the order review which will be ordered from newest to the oldest. The date of order can be seen on the corner of each order details.

3.11.4   Shop Customer will have the tracking number to see the updated location of his/her order. Also, the name of the driver delivery.

## Manage Hardware and Software

3.12.1 The IT Manager uses this function.

3.12.2 This extends two parts as Hardware and Software. If the system does not do its functionality in one of these parts, the IT manager works on that in the most efficient way

3.12.3   It allows changes on software to improve the Grocery Delivery System.

## Change Hardware

3.13.1 The IT Manager uses this function.

3.13.2   When there is a need to change the hardware, the IT manager will be available to change that part.

## Update Software

3.14.1 The IT Manager uses this function.

3.14.2 When there is a need for changes and new updates on the software, this provides a large functionality to improve the software.

## Fix Incorrect Data

3.15.1 The IT manager uses this function.

3.15.2   If there is a problem on the data, fix the incorrect data.

## Check Tasks and Routes

3.16.1   Delivery Drivers will have tasks (order), close to the real-time locations and in their time schedules that they provided.

3.16.2   According to the consumers shopping lists, orders will be created automatically for the Delivery Driver.

3.16.3   Delivery Driver will have the Shop Customer’s address and routes to that address. There will be route options for the Delivery Driver so all the options on route will be provided in this section.

3.16.4   Shop customers will access to see in which route the driver and the time their order is coming.

## Manage Orders and Information

3.17.1 This function is for shoppers.

3.17.2 Shoppers can see the order list and the specific information for each item.

3.17.3 From this page shoppers can also check and fill orders, and also update the stock if needed.

## Maintain Database

3.18.1 This use case for Storage Manager.

3.18.2 Stock quantity and stock freshness can be checked from here. If out of any item or the use-by date expired, then can send stock quantity alert or stock freshness alert.

## Manage System Logistics

3.19.1 This use case for Shop Manager.

3.19.2 From here the stock alerts can be checked and according to needs new stocks can be ordered.

3.19.3 Shop Managers can change or cancel the order from here based on the need.

# TroubleShooting & Support

## Error Messages

Error messages will occur if:

## Sign in information is incorrect

1. Credit/debit card information is wrong

## Support

If any other bugs or errors in the application, please let us know at utsa.com with your specific error and we will address these errors on our end.