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**Norm's Pizza**

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**Electronic Restaurant Order and Delivery System  
Final System Report  
For Online Restaurant System**

**Version 1.0**

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# Final System Report

## 1. Introduction

In order to install and run the system from scratch locally, first clone the [github repo](#) and go into the project directory. Then, first run the command [ npm install ] to install the necessary modules and [ npm start dev ] to run the react.js project in development mode, this will open <http://localhost:3000> in your browser. If package error appears run these commands before running npm start dev: [ npm install react-icons ], [ npm install react-select --save ], [ npm install @material-ui/core ] and [ npm install react scripts --save ].

For our electronic restaurant order and delivery system, we used React.js for the frontend and Firebase Firestore for the database. We also used Firebase for authentication and hosting the website. While navigating through the website if you create/login to a registered customer account and wish to add money to the wallet to order food use 0123765443210190 as the card number. Here are various accounts to rapidly try out different user roles use scenarios: Registered Customer (Email: [dawasherpa1022@gmail.com](mailto:dawasherpa1022@gmail.com), Password: Dawa1022), VIP Customer (Email: [vip@gmail.com](mailto:vip@gmail.com), Password: Dawa1022), Delivery Personnel (Email: [deliveryone@gmail.com](mailto:deliveryone@gmail.com), Password: test1234), Chef (Email: [chefOne@gmail.com](mailto:chefOne@gmail.com), Password: test1234) and Manager (Email: [manager@gmail.com](mailto:manager@gmail.com), Password: Dawa1022). You can also refer to the README.md file in the repository which provides the same information but in a more organized structure.

## 2. 1-1 correspondence to the 9 required system features laid out in the system

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## spec

- Provide a GUI, not necessarily web-based, with pictures to show the descriptions of each dish and price; each registered customer/VIP has a password to login, when they log in, based on the history of their prior choices, different registered customer/VIP will have different top 3 listing dishes. For new customers or visitors, the top 3 most popular dishes and top 3 highest rated dishes are listed on the first page.
  - We created a website for our system. The photos below show that when a registered customer/VIP has login they are shown 3 highest rated dishes based on their history of their prior choices and 3 most popular dishes overall.

The screenshot shows a web browser window for the URL <https://ccnycsc322-730da.web.app>. The page is titled "Norm's PIZZA". At the top right, it says "Hello, VIP Dawa" and there is a red "Cart" button with "0" items. A search bar at the top center contains the placeholder "Search Pizzas and more...". Below the header, there are two sections: "Highest Rated Dishes" and "Popular Dishes".

**Highest Rated Dishes:**

- Traditional Pizza**: Rating 5, Price \$16, Quantity 0. Description: Our classic pizza with secret recipe tomato sauce, hand-sliced mozzarella, and a garnish of basil. Topped with our signature cheese and spice blend.
- Parma Pizza**: Rating 3.5, Price \$34, Quantity 0. Description: Marinara sauce and cheese, prosciutto crisps, farm-fresh millionaire bacon, fresh arugula, green apples, and balsamic reduction.
- Shrimp Linguine**: Rating 3.25, Price \$18, Quantity 0. Description: Linguine and shrimp tossed with white wine, lemon, olive oil, and garlic, topped with pangrattato and parsley.

**Popular Dishes:**

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https://ccnycsc322-730da.web.app

## Popular Dishes



**Parma Pizza** ★

Marinara sauce and cheese, prosciutto crisps, farm-fresh millionaire bacon, fresh arugula, green apples, and balsamic reduction.

Rating	Price	Quantity
3.5	\$34	(- 0 +)

[See Reviews](#)



**Shrimp Linguine**

Linguine and shrimp tossed with white wine, lemon, olive oil, and garlic, topped with pangrattato and parsley.

Rating	Price	Quantity
3.25	\$18	(- 0 +)

[See Reviews](#)



**Meat Lasagna** ★

Homemade meat lasagna layered with pasture-raised prime Angus ground beef sirloin and fresh mozzarella, Parmesan, Pomodoro sauce, garlic, and ricotta cheese.

Rating	Price	Quantity
0	\$22	(- 0 +)

[See Reviews](#)

## Search Results..



**Mac and Cheese**

Elbow macaroni bathed in our



**Spaghetti with Meatballs in Marinara Sauce**

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- The photos below show that when new customers or visitors go to the website, the top 3 most popular dishes and top 3 highest rated dishes are listed on the first page.

Screenshot of Norm's Pizza website showing the "Highest Rated Dishes" section.

### Highest Rated Dishes

	<b>Traditional Pizza</b> Our classic pizza with secret recipe tomato sauce, hand-sliced mozzarella, and a garnish of basil. Topped with our signature cheese and spice blend.  Rating: 5   Price: \$16   Quantity: - 0 + <a href="#">See Reviews</a>		<b>Shrimp Linguine</b> Linguine and shrimp tossed with white wine, lemon, olive oil, and garlic, topped with pangrattato and parsley.  Rating: 3.25   Price: \$18   Quantity: - 0 + <a href="#">See Reviews</a>
	<b>Chickpotle Pizza</b> Marinara sauce and cheese, shredded chicken, homemade chipotle sauce, sautéed onions, fresh pineapple, and cilantro.  Rating: 0   Price: \$30   Quantity: - 0 + <a href="#">See Reviews</a>		

Screenshot of Norm's Pizza website showing the "Popular Dishes" section.

### Popular Dishes

	<b>Shrimp Linguine</b> Linguine and shrimp tossed with white wine, lemon, olive oil, and garlic, topped with pangrattato and parsley.  Rating: 3.25   Price: \$18   Quantity: - 0 + <a href="#">See Reviews</a>		<b>Chickpotle Pizza</b> Marinara sauce and cheese, shredded chicken, homemade chipotle sauce, sautéed onions, fresh pineapple, and cilantro.  Rating: 0   Price: \$30   Quantity: - 0 + <a href="#">See Reviews</a>
	<b>Margherita Pizza</b> Traditional Pizza With Extra Famous Sauce And Fresh Basil.  Rating: 0   Price: \$26   Quantity: - 0 + <a href="#">See Reviews</a>		

### Search Results..

	<b>Mac and Cheese</b> Elbow macaroni bathed in our		<b>Spaghetti with Meatballs in Marinara Sauce</b>
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2. A customer can choose to 1) pick up the dishes in person, or 2) by restaurant delivery. For case 1) s/he can only complain/compliment the chef.

- The photos below shows that a customer can choose to pickup the dishes in person or by restaurant delivery.

The screenshot shows a web browser window with the URL <https://ccnycsc322-730da.web.app/checkoutCart>. The page is titled "Review Your Cart". It lists two items:

Item	Price	Quantity
Mac and Cheese	\$ 16	x 1
Margherita Pizza	\$ 26	x 1

Below the items, there is a "VIP Discount" section showing a discount of -\$ 2.10. The total amount is listed as \$ 39.90. At the bottom, there are three buttons: "Pick Up" (yellow), "Delivery" (white), and "Checkout Out" (red).

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Review Your Cart

Mac and Cheese	\$ 16	x 1
Margherita Pizza	\$ 26	x 1
<hr/>		
VIP Discount	-\$ 2.10	
Delivery Fee	+\$3	
Total	\$ 42.9	

Pick Up

Delivery

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- We can see in the photo below that when a customer makes a pickup order they have the option to only give compliment or complaints to the chef and leave a rating for the food.

The screenshot shows a web browser window for 'Norm's PIZZA' at the URL <https://ccnycsc322-730da.web.app/orderReview/0>. The page has a header with the restaurant name, a search bar, and user information 'Hello, Dawa Sherpa'. A 'Cart' button shows 0 items. The main content area is titled 'Review Order'. It includes fields for 'Rating' (set to 5), 'Complaint / Complement' (set to 'Compliment'), and a 'Review' text area containing the text 'Good food.'. A green circular icon with a 'G' is visible next to the review text. A yellow 'Submit Review' button is at the bottom right.

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- We can see in the photo below that when a customer makes a delivery order they have the option to give a rating for the food, complaint/compliment to the chef and then complaint/compliment to the delivery personnel.

The image contains two screenshots of a web application interface for reviewing Norm's Pizza orders. Both screenshots show the same basic layout with different content in the text input fields.

**Screenshot 1 (Top):**

- Header:** Shows the URL <https://ccnycsc322-730da.web.app/orderReview/>, a search bar with placeholder "Search Pizzas and more...", and a user greeting "Hello, VIP Dawa".
- Section Headers:** "Review Order" and "Review :".
- Input Fields:**
  - "Rating :" followed by a text input field containing "Enter Rating".
  - "Complaint / Complement :" followed by a dropdown menu set to "Complaint".
  - "Review :" followed by a large text input area.

**Screenshot 2 (Bottom):**

- Header:** Shows the URL <https://ccnycsc322-730da.web.app/orderReview/>, a search bar with placeholder "Search Pizzas and more...", and a user greeting "Hello, VIP Dawa".
- Section Headers:** "Review :" and "Delivery Person Review :".
- Input Fields:**
  - "Complaint / Complement Delivery :" followed by a dropdown menu set to "Complaint".
  - "Delivery Person Review :" followed by a large text input area.
- Buttons:** A yellow "Submit Review" button at the bottom right.

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3. A customer can file complaints/compliments to chef of the food s/he purchased and person who delivered the dish or other customers who didn't behave in the discussion forums. Delivery person can complain/compliment customers s/he delivered dishes, all complaints/compliments are handled by the manager. The complained person has the right to dispute the complaint, the manager made the final call to dismiss the complaint or let the warning stay and inform the impacted parties.
- Customers/delivery people whose complaints are decided to be without merit by the manager will receive one additional warning.
- We already saw that customers can file complaints/compliments to the chef of the food s/he purchased and person who delivered the dish. We can now see in the photos below that delivery person can also complain/compliment customers s/he delivered dishes for.

The screenshot shows a web browser window with the URL <http://localhost:3000/deliveryProfile>. The title bar reads "Delivery One". Below the title, there is a summary of metrics:

Complaints	Compliments	Bonus	Demotions	Warnings	Completed Orders	Total Earned
1	3	Nothing	0	0	1	\$ 128

Below the metrics, there are two buttons: "Bidding" and "My Orders".

The "My Orders" section contains two entries:

- Order #1** (2022-5-15): Includes a photo of a pizza and a drink. The order details show "Mac and Cheese x1" and "Margherita Pizza x1". The bid amount is \$ 10. Buttons for "Review Order" and "Delivered" are present.
- Order #2** (2022-5-4): Includes a photo of a pizza and a drink.

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The screenshot shows a web browser window for 'Norm's PIZZA' at the URL <http://localhost:3000/deliveryOrderReview/0>. The page displays a customer feedback form. At the top, there is a navigation bar with links like 'Go Back', 'Search Pizzas and more...', 'Hello, Delivery One', and a 'Cart' icon showing 0 items. The main content area is titled 'Customer feedback' and includes fields for 'Category' (set to 'Compliment'), 'Review' (containing the text 'Perfect delivery, very fast!'), and a text area for 'Your Customer Review' with the placeholder 'Thank you for your kind words!'. A green circular icon with a checkmark is visible in the text area. A yellow button labeled 'Submit Delivery Review' is located at the bottom right.

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- The complained person has the right to dispute the complaint, and we can see in the photo below that the manager makes the final call to dismiss the complaint or let the warning stay and inform the impacted parties. Customers/delivery people whose complaints are decided to be without merit by the manager will receive one additional warning.

The screenshot shows a web browser window for 'http://localhost:3000/managerProfile'. The title bar says 'Hello, Manager Dawa' and there is a 'Cart' icon with a red '0'.

## Managers Page

Navigation buttons: Customer Approvals, Complaints (highlighted), Delivery Bids, Kickedout Customers, Account Deletion, Employees, Job Applications.

**Order #1**  
 Mac and Cheese x 1  
 Margherita Pizza x 1  
 User : VIP Dawa  
 Delivery Name : Delivery One Review

**Order #2**  
 Parma Pizza x 2  
 User : Dawa Sherpa  
 Delivery Name : Review

The screenshot shows a web browser window for 'http://localhost:3000/seeFullReview/0'. The title bar says 'Hello, Manager Dawa' and there is a 'Cart' icon with a red '0'.

**Customer's Review**  
 Review Category : Compliment  
 Review : Perfect delivery, very fast!

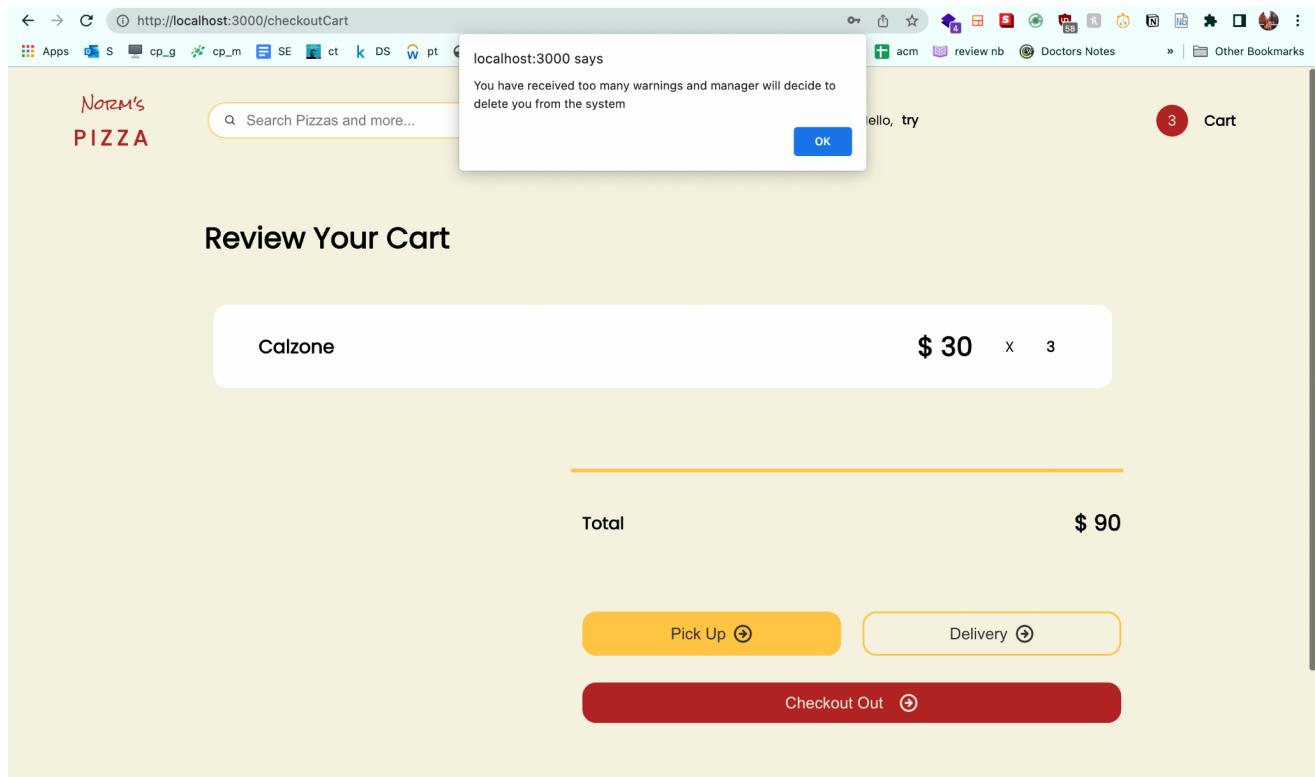
**Delivery Person's Review**  
 Review : Thank you for your kind words!

Action buttons: Go Back, Give Warning to Customer, Give Warning to Delivery Person, Give Warning to Both Parties, No Warnings.

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4. Registered customers having 3 warnings are de-registered. VIPs having 2 warnings are put back to registered customers (with warnings cleared). The warnings should be displayed in the page when the customer logs in.
- Photo below shows a user who had 2 warnings, this was his third warning so he has now been de-registered.



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- The photo below shows that warnings are displayed in the user profile page.

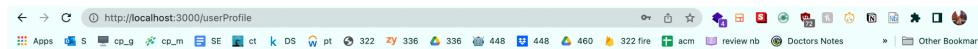
The screenshot shows a web browser window for 'tryvip' at 'http://localhost:3000/userProfile'. At the top, there is a teal circular logo with 'TR' and the word 'tryvip' below it. A yellow button labeled 'Delete Account' is visible. Below the logo, there are three sections: 'Warnings' (0), 'Your Current Level' (\*VIP\*), and 'Wallet' (\$ 86). Under 'Previous Orders', a box displays 'Order #1' from '2022-5-15' with a single item: 'Spaghetti with Meatballs in Marinara Sauce x 1' costing '\$114.00'.

- The photo below shows the vip customer from the photo above, after receiving 2 warnings for trying to order a food worth more than the money in their wallet the vip customer was demoted to registered customer and their warnings were cleared.

The screenshot shows the same web browser window for 'tryvip' at 'http://localhost:3000/userProfile'. The user's name 'Hello, tryvip' is at the top right, with a red circle indicating 9 notifications. The profile information remains the same: 0 warnings, 'Regular' current level, and \$ 86 in the wallet. The 'Previous Orders' section is identical to the first screenshot.

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5. Every customer should deposit some money to the system. If the price of the order is more expensive than the deposited money in the account, the order is rejected and the customer receives one warning automatically for being reckless.
- We can see in the photo below that every customer has the option to deposit money to the system by pressing the wallet button.



### Wallet

Card Number  
0123765443210190

Amount  
10

**Add Money**

**Close**

- The customer now has \$96 dollars after adding \$10 to their account which had \$86.

Norm's PIZZA

Search Pizzas and more...

Hello, tryvip

Cart (9)

tryvip

0 Warnings

Your Current Level

Regular

Wallet

\$ 96

Delete Account

Previous Orders

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- Now when the customer wants to make a order but the price of the order is more expensive than the deposited money in the account, the order is rejected and the customer receives one warning automatically for being reckless as we can see in the photos below.

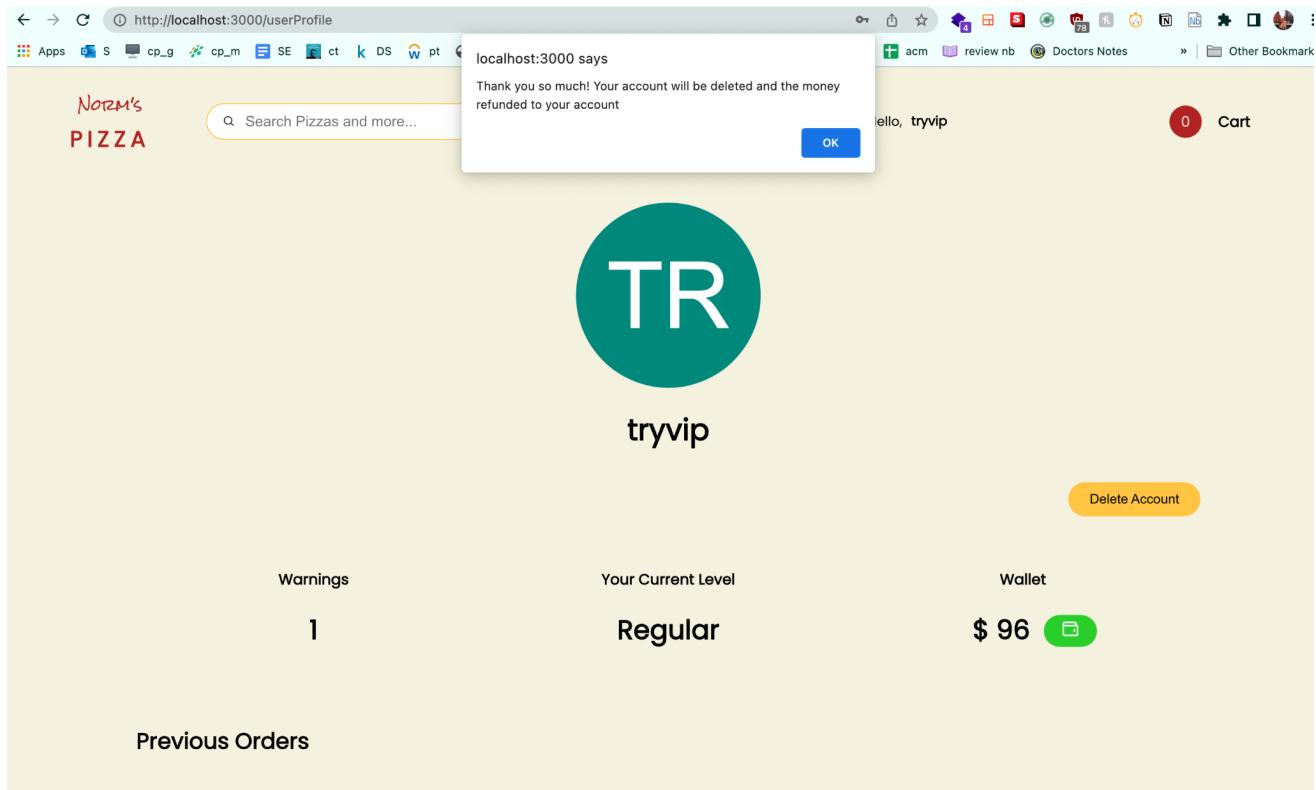
The screenshot shows a web browser window for 'localhost:3000/checkoutCart'. A modal dialog box is centered on the screen with the text 'localhost:3000 says' at the top, followed by 'You don't have enough money in your wallet' in a smaller font. At the bottom right of the dialog is a blue 'OK' button. The background of the browser shows the 'Review Your Cart' page. The cart contains one item, 'Brooklyn Bridge Pizza', priced at '\$ 31', with a quantity of 'x 9'. Below the cart summary, the total is listed as '\$ 279'. At the bottom of the page are three buttons: 'Pick Up' (yellow), 'Delivery' (yellow), and a large red 'Checkout Out' button.

The screenshot shows a web browser window for 'localhost:3000/userProfile'. The page features a large teal circular logo with the letters 'TR' in white, with the word 'tryvip' written in white below it. At the top right, there is a red circular badge with the number '9' and the text 'Cart'. Below the logo, there are three sections: 'Warnings' (1), 'Your Current Level' (Regular), and 'Wallet' (\$ 96). To the right of the wallet section is a green circular icon with a white arrow pointing outwards. At the bottom left, there is a section titled 'Previous Orders' with a small preview of an order card.

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6. Customers who are kicked out of the system or choose to quit the system will be handled by the manager: clear the deposit and close the account. And kicked-out customer is on the blacklist of the restaurant: cannot register any more.

- We can see in the photo below that when a customer chooses to quit the system, their account is deleted and their deposit is cleared.



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- [try@gmail.com](mailto:try@gmail.com) was a account that was kicked out after having 3 warnings and we can see below that the customer with this email cannot register/signIn anymore because they are in the blacklist after being kicked out.

The screenshot shows a web browser window with the URL <http://localhost:3000/signUp>. The page title is "Norm's PIZZA". The main content is a "Sign Up" form. The form fields are:

- Name : try
- Email : try@gmail.com
- Password : (redacted)
- Type of Account : Customer

A green "Sign Up" button is at the bottom. Below the button, a red error message is displayed: "Firebase: Error (auth/email-already-in-use)". At the bottom left, there is a link "ALREADY HAVE AN ACCOUNT?".

7. The chef whose dishes received consistently low ratings (<2) or 3 complaints, will be demoted (less salary), a chef demoted twice is fired. Conversely, a chef whose dishes receive high ratings (>4) or 3 compliments, will receive a bonus. One compliment can be used to cancel one complaint. The delivery people are handled the same way.

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- The photo below shows the review for kiwi pizza by the chef with email [tastuo@gmail.com](mailto:tastuo@gmail.com). As we can see the dish had bad rating and bad reviews, as a result the chef was fired and is unable to get into the system.

The screenshot shows a web browser window with the following details:

- Address Bar:** http://localhost:3000/reviews/hYhld9Gb5BKNQfAuOeCN
- User Information:** Hello, Dawa Sherpa
- Cart:** 0 items
- Page Content:**
  - A message bubble from "Dawa Sherpa" containing the text "I puked 🤢".
  - A message bubble from "VIP Dawa" containing the text "Eew worst combo -\_-".
- Page Footer:** NORM'S PIZZA | © Copyright 2022

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- The photo below shows the message displayed when chef tastuo tried to login.

The screenshot shows a web browser window for 'localhost:3000'. A modal dialog box is open, displaying the message: 'localhost:3000 says You have been permanently banned from the system and the money you had in your wallet has been returned to you' with an 'OK' button. The main page background shows a section titled 'Highest Rated Dishes' with two items listed:

- Mac and Cheese**: Elbow macaroni bathed in our blended 3 cheese sauce of white cheddar, mozzarella, and Parmesan, topped with bread crumbs. Rating: 5, Price: \$16, Quantity: 0. [See Reviews](#)
- Shrimp Linguine**: Linguine and shrimp tossed with white wine, lemon, olive oil, and garlic, topped with pangrattato and parsley. Rating: 3.25, Price: \$18, Quantity: 0. [See Reviews](#)
- Traditional Pizza**: Our classic pizza with secret recipe tomato sauce, hand-sliced mozzarella, and a garnish of basil. Topped with our signature cheese and spice blend. Rating: 3, Price: \$16, Quantity: 0. [See Reviews](#)

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- We can see in the photo below that Chef Jeevan received 13 compliments and only 6 complaints, one compliment can be used to cancel one complaint so he has 7 compliments that can be used to give him a bonus since that is more than 3.

http://localhost:3000/chefProfile

Apps S cp\_g cp\_m SE ct k DS W pt 322 zy 336 Google 336 448 448 460 322 fire acm review nb Doctors Notes Cart

Hello, Chef Jeevan

NORM'S PIZZA

kiwi

## Chef Jeevan

Complaints	Compliments	Bonus	Demotions
6	13	Bonus	0

My foods Create new dish

**Mac and Cheese**  
Elbow macaroni bathed in our blended 3 cheese sauce of white cheddar, mozzarella, and Parmesan, topped with bread crumbs.

Rating	Price
5	\$ 16

**Spaghetti with Meatballs in Marinara Sauce**  
Spaghetti tossed in marinara sauce, with pasture-raised prime Angus beef meatballs, topped with pangrattato and parsley.

Rating	Price
0	\$ 20

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- As we can see in the photo below, Delivery personnels bonus and demotions are handled the same way as chefs.

The screenshot shows a web browser window for 'Norm's Pizza' at <http://localhost:3000/deliveryProfile>. The page displays the following information:

Complaints	Compliments	Bonus	Demotions	Warnings	Completed Orders	Total Earned
2	3	Nothing	0	0	2	\$ 148

Below the stats are two buttons: 'Bidding' (yellow) and 'My Orders' (white). A large image of a pizza is displayed. To the right, an order summary for 'Order #1' dated 2022-5-15 is shown:

**Order #1** (2022-5-15)

Spaghetti with Meatballs in Marinara Sauce x 1  
Calzone x 1

A small button with the number '0' is visible next to the order details.

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8. The delivery people will compete to deliver the order by bidding, the manager assigns the order from bidding results: the one with lowest delivery price is generally chosen; if the one with higher asking price is chosen, the manager should write a memo in the system as justifications. The delivery person who didn't deliver any in the past 5 orders will automatically receive one warning.

- The photo below shows that delivery personnel are able to compete to deliver orders by bidding.

Complaints	Compliments	Bonus	Demotions	Warnings	Completed Orders	Total Earned
2	3	Nothing	0	0	2	\$ 148

**Bidding**    **My Orders**

**Order #1**    2022-5-15

Spaghetti with Meatballs in Marinara Sauce x 1  
Calzone x 1  
Brooklyn Bridge Pizza x 1  
Chickpotle Pizza x 1

**Order #2**    2022-5-15

- The photos below show that the manager is the one who assigns the order from the bidding results.

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The screenshot shows the Manager Profile interface for Norm's Pizza. At the top, there is a navigation bar with various icons and a search bar containing the text "kiwi". On the right side of the header, it says "Hello, Manager Dawa" and shows a red circular badge with the number "0" next to a "Cart" link.

## Managers Page

Below the header, there is a row of seven rounded rectangular buttons with the following labels: Customer Approvals, Complaints, Delivery Bids, Kickedout Customers, Account Deletion, Employees, and Job Applications.

Two main sections are displayed:

- Order #1**: Total Order Price: \$114.00. Date: 2022-5-15. A button labeled "See all the bids" is visible.
- Order #2**: Total Order Price: \$67.60. Date: 2022-5-15.

This screenshot shows the delivery bids for Order #1. At the top, there is a "Go Back" button. Below it, there are two cards for delivery bids:

- Delivery One Bid : \$11** with a "Choose this bid" button.
- Delivery Two Bid : \$20** with a "Choose this bid" button.

At the bottom of the page, there is a red footer bar with the text "NORM'S PIZZA" on the left and "© Copyright 2022" on the right.

- As we can see in the photo below when a bid with the higher price is chosen the manager has to write a memo in the system as justifications.

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Memo

Reason

Delivery Two personnel hasn't had many chances to earn money and \$20 is a reasonable price while \$11 is too low.

Submit Memo

Close

9. Each team comes up with a creativity feature of the system to make it more exciting, e.g., smart-phone based system, voice-based features, or efficient route planning for delivery, which is worth 10% of overall score of the final project.
- Finally, we used Google Cloud Firebase to host the website online as a creative aspect of the system to make it more exciting. This allows it to be open to the public, allowing anyone to check out, engage with, and use our electronic restaurant order and delivery system. This is the public version of our [Norm's Pizza Live](#) website [ <https://ccnycsc322-730da.web.app/> ].

### 3. Contributions of each team member

- Nishanth Prajith: Team leader, Tech Lead, Full-Stack Development, Hosting (All parts of the

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system)

- Azwad Shameem: Full-Stack Development (SignIn/SignUp page, Bidding Component, Manager Profile page')
- Dawa Sherpa: Full-Stack Development (User roles, Chef Profile Page)
- Jeevan Bastola: Front-End Development (Chef Profile Page)
- Ali Syed: Front-End Development (Delivery Personnel Profile page)

#### **4. Github Repository Address**

Address to our GitHub repository : [NishanthPrajith/CSC322\\_Final\\_Project \(github.com\)](https://github.com/NishanthPrajith/CSC322_Final_Project)

#### **5. Remarks**

No remarks

