

DIE KOFFIEBLIK

Coffee shop management system

User Manual



Version 3.0

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Getting started

Landing Page

All users begin their journey at the landing page, which serves as the main entry point to the Coffee Shop Manager system. From here, users can choose to either log in with existing credentials or register for a new account.



System Access

The website uses JWT (JSON Web Tokens) for secure authentication, ensuring that users only access pages and features appropriate to their role. This means employees and customers will see different interfaces based on their account type.

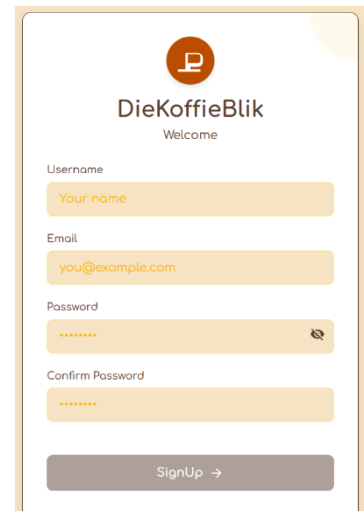
Employee guide

Initial setup

Registration and Login

1. **New employees:** Click “Register” from the landing page

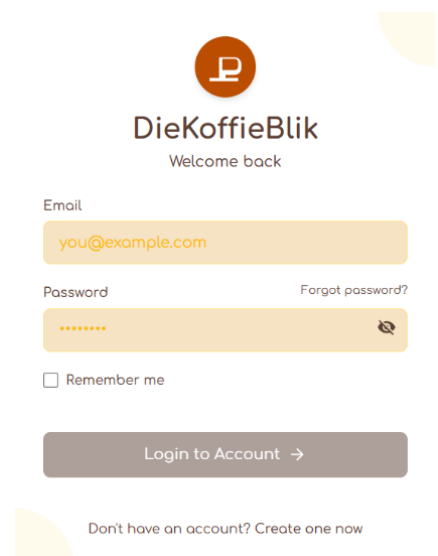
- Enter your employee credentials
- Wait for account approval from management
- Once approved new employees can log in



The registration form for DieKoffieBlik features a logo at the top, followed by the text "DieKoffieBlik" and "Welcome". It includes input fields for "Username" (placeholder: "Your name"), "Email" (placeholder: "you@example.com"), "Password" (with a strength indicator), and "Confirm Password" (with a strength indicator). A "SignUp →" button is at the bottom.

2. **Existing employees:** Click “Login” from the landing page

- Enter your email and password.
- Click “Login to Account”
- After successful login employees will be taken to the Dashboard.



The login form for DieKoffieBlik features a logo at the top, followed by the text "DieKoffieBlik" and "Welcome back". It includes input fields for "Email" (placeholder: "you@example.com") and "Password" (with a strength indicator). A "Forgot password?" link is next to the password field. Below the fields is a "Remember me" checkbox and a "Login to Account →" button. At the bottom, there is a link: "Don't have an account? Create one now".

Employee Dashboard

After successful login employees are directed to the dashboard which provides employees with:

- **Navigation menu:** Links to all employee sections.
- **Overall metrics:** Daily sales, popular items and inventory stock alerts.
- **Recent orders:** Dropdown menu is provided to filter orders.

Inventory

Coffee Shop Dashboard				
Welcome back, Juan			Thursday, 26 June 2025 09:53	
Dashboard	Inventory	Reports	POS	Manage
Help		Juan		Logout

Inventory Menu

Overview

Inventory

Add Item

Item	Category	Quantity	Price	Actions	
Coffee beans	Coffee	12	R 15.00	Edit	Delete
Decaf Espresso Beans	Coffee	10	R 15.00	Edit	Delete
Full Cream Milk	Dairy	8	R 5.00	Edit	Delete
Almond Milk	Dairy Alternative	5	R 7.50	Edit	Delete
Syrup	Syrups	3	R 10.00	Edit	Delete
Chocolate Powder	Mixes	6	R 15.00	Edit	Delete
Black Tea Bags	Tea	20	R 5.00	Edit	Delete
Green Tea Bags	Tea	15	R 6.00	Edit	Delete
Sugar Packets	Condiments	200	R 2.50	Edit	Delete

Accessing the inventory

Navigate to the “Inventory” using the global navigation menu.

Inventory overview

The inventory page shows all the items in the coffee shop with the following information:

- **Item name:** Help employees identify each item.
- **Category:** Items are classified into categories (Coffee, tea, syrups, condiments etc.)
- **Quantity:** Track stock levels of each item
- **Price:** Price of each item
- **Actions:** Employees can edit and delete options

Inventory management

1. Adding new items

- Click the “add item” button in the top right corner of your screen
- Enter item name, select category from the dropdown menu, quantity and price
- Click “add item” to add to inventory system

2. Modifying existing inventory items

- Click the “edit” button next to the item you want to modify
- Modify the item details
- Click “save”

3. Delete items

- Click the “delete” item next to each item
- Confirm deletion of the item
- Please note that deleting items are not reversible

Point of sale system (POS)

Accessing the POS

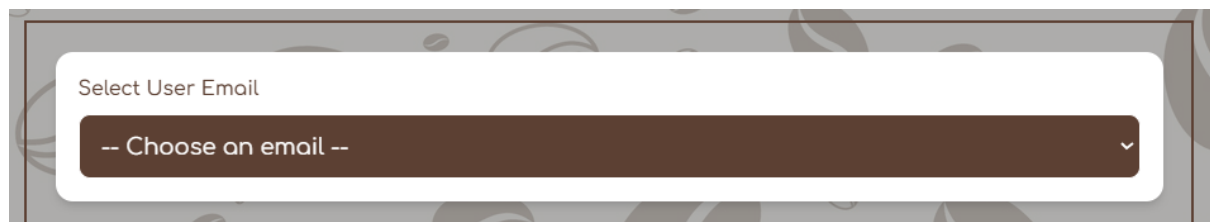
Navigate to the POS section using the global navigation menu.

POS overview

The POS interface is simple and easy to understand interface with:

Customer information fields:

1. **Email address:** Drop down menu to enter customers email address for:
 - Real time tracking
 - Loyalty points and discount



The image shows a screenshot of a web interface with a coffee-themed background. A white rectangular box contains the text 'Select User Email' in a small, grey font. Below this text is a dark brown dropdown menu with the text '-- Choose an email --' in white. A small white downward-pointing arrow is visible on the right side of the dropdown menu.

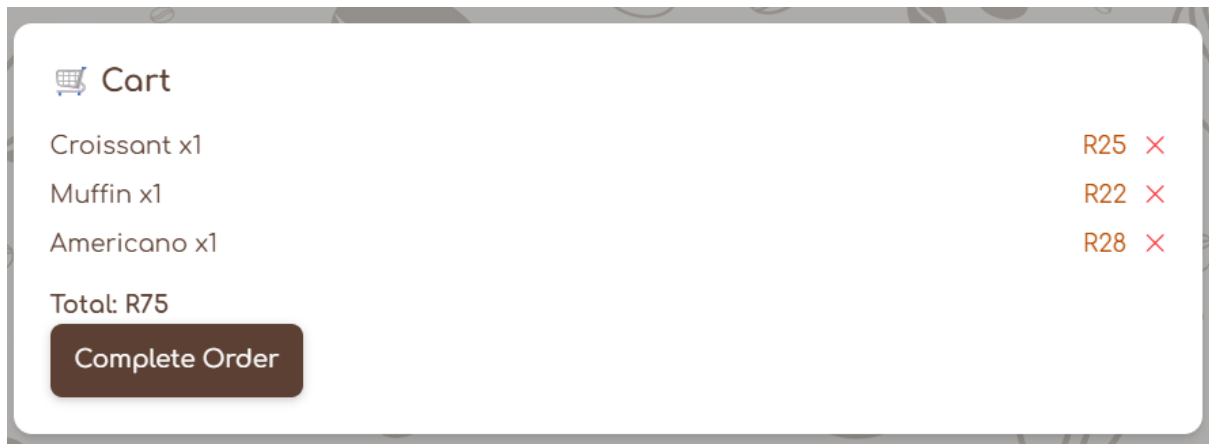
Menu grid

The menu displays all the available items and their prices in a grid format, enabling employees to add items to the cart with a single click on each item.



Shopping cart

The shopping cart updates automatically as items are added, showing all the items and the total amount at the bottom.



Manage orders

A screenshot of the "Recent Orders" management interface. The header is dark brown and contains a "Recent Orders" title, a pagination control showing "1-5", and a "Today" dropdown menu. Below the header, there are three filter buttons: "pending", "completed", and "cancelled". The main content is a table with the following data:

Order #	Status	Date	Total	Actions
#60	completed	9/28/2025, 9:07:27 AM	R35	<button>Revert</button>
#61	pending	9/28/2025, 9:14:34 AM	R75	<button>Complete</button> <button>Cancel</button>

Accessing manage orders

Navigate to the "Manage" section from the global navigation menu.

Order information display

- **Order ID:** Order ID for tracking purposes.
- **Order date and time:** Timestamp showing exactly when the order was placed
- **Order status:** Status of the order for tracking purposes.
- **Order total:** Total amount of order placed
- **Actions:** Buttons to change the status of the order:
 - **Complete:** Order marked as completed and is ready for collection.
 - **Cancel:** Cancel order.
 - **Revert:** Undo button if any error occurs and order status needs to be changed.

Order status management

- **Pending:** New orders placed waiting to be processed
- **Processing:** Order is currently being processed by the barista
- **Finished:** Order is completed and ready for collection

Order actions

1. **Mark as Complete**
 - Mark order as finished and triggers customer notification to collect the order.
2. **Cancel order**
 - Cancel order with confirmation.
3. **Revert**
 - Undo status changes if needed.

Report section

Accessing reports

Navigate to the report section from the employee dashboard or using the global navigation menu.

Reports available

1. **Weekly sales report**
 - Total revenue generated for selected date
 - Items sold break down
2. **Hourly trends**
 - Peak hour analysis
 - Bestselling item analysis
3. **Notable orders:**
 - Bulk corporate orders
 - Returning customers to apply special loyalty points
 - Biggest single order of the day

Generating reports

1. Select the report timeframe from the dropdown menu.
2. Apply filters if needed.
3. Click the “Export Report” button.
4. Results can be viewed on screen or export.



This Week ▾

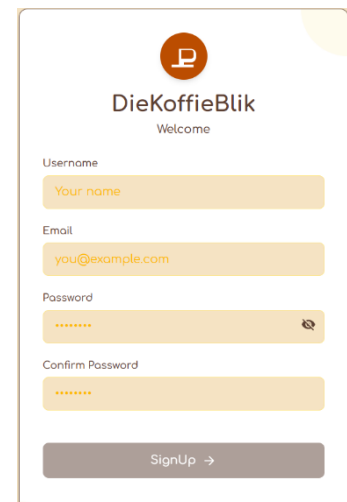
Export Report


Customer guide

Initial setup

Registration and Login

3. **New customers:** Click “Register” from the landing page
 - Enter your employee credentials
 - Wait for account approval from management
 - Once approved new employees can log in




DieKoffieBlik
Welcome

Username
Your name

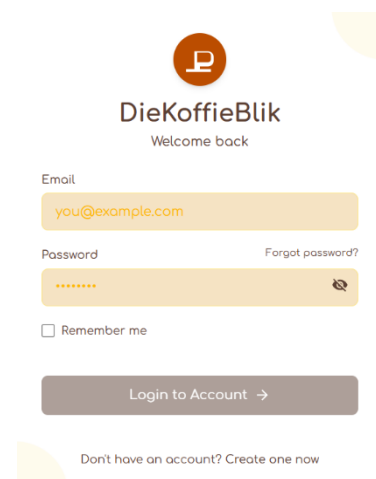
Email
you@example.com


Password

Confirm Password

Sign Up →

4. **Existing customers:** Click “Login” from the landing page
 - Enter your email and password.
 - Click “Login to Account”
 - After successful login customers will be taken to the Dashboard.




DieKoffieBlik
Welcome back

Email
you@example.com

Password

[Forgot password?](#)

☐ Remember me

Login to Account →

[Don't have an account? Create one now](#)

Customer Dashboard

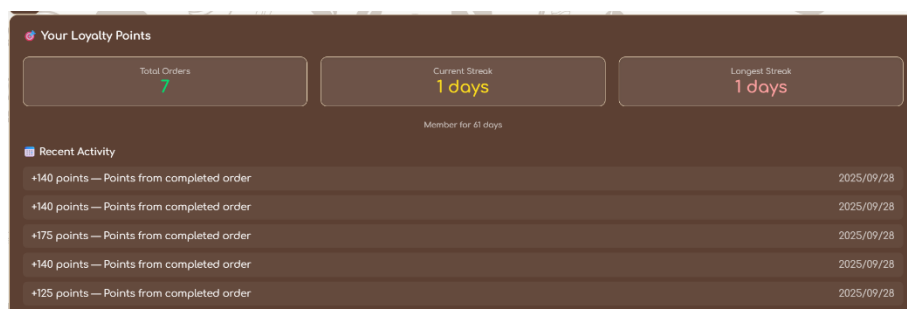
After successful login customers are directed to the dashboard which provides customers with:

- **Navigation menu:** Links to all customer sections.
- **Loyalty points growth:** A graph showing loyalty points earned since registration.
- **Recent orders:** Dropdown menu is provided to filter orders.
- **View points:** More in detail table showing how a user has earned points and progress.

Loyalty points

Navigate to the loyalty points section by clicking on the “See points” button from the customer dashboard.

- **Recent activity:** Shows recent orders and the loyalty points gained from each order
- **Your progress:** Important user analytics such as total orders, current streak, longest streak and total points.



How to earn loyalty points

- Loyalty points are earned automatically every time a customer places an order.
- Points are calculated at **5% of the order value**.
- Collected points can be redeemed at the coffee shop for discounts or free items.

View orders

Recent Orders				
		Today		All Status
Order	Items	Total	Status	Date
1	Americano x1	R28	completed	2025/09/28
2	Americano x1	R28	completed	2025/09/28
3	Lotte x1	R35	completed	2025/09/28
4	Lotte x1	R35	completed	2025/09/28

Accessing View orders

Navigate to the “Dashboard” using the navigation menu and select “View Orders”

View orders overview

The view orders page shows all the items ordered by the customer with the following information:

- **Order items:** Names of each item that was ordered.
- **Price:** Total price for each order.
- **Quantity:** The amount of each item that was ordered by the customer.
- **Status:** Order status providing real time updates.
- **Date:** The exact date when the order was placed.
- **Filters:** Allows the user to filter orders based on the following criteria:
 - Timeframe
 - Order status

Order Online

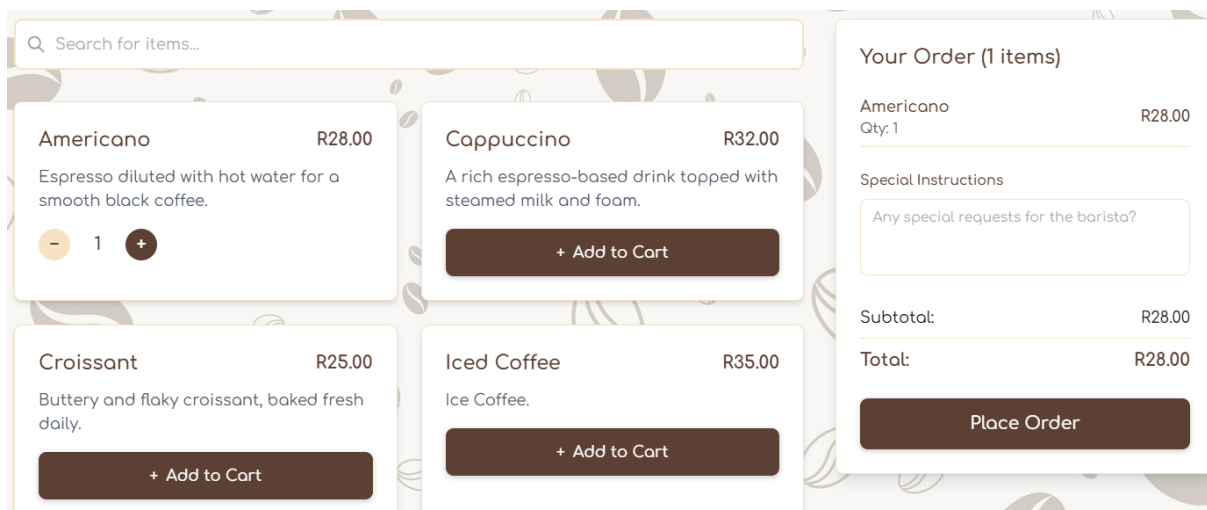
Accessing the order online page

Navigate to the “Order here” section using the global navigation menu.

Order online overview

The interface is simple and easy to understand with:

1. **Menu item cards** displaying product details including name, description and price.
2. **Add to cart buttons** for easy item selection.
3. **Quantity control buttons:** Adjust the number of items to be added.
4. **Shopping cart panel** on the right side showing your current order and total.
5. **Special instructions:** Allows customers to customize their orders.



How to place an order

Step 1: Browse Menu Items

- Use the category tabs at the top to filter items:
 - **All Items:** View the complete menu
 - **Hot Coffee:** Espresso-based drinks like Americano, Cappuccino
 - **Cold Drinks:** Iced beverages.
 - **Food:** Pastries and food items.

Step 2: Add Items to Cart

- Click the **"Add to Cart"** button on any menu item
- Items with zero stock will show "Out of Stock" and cannot be added.
- Once added, you will see quantity controls (- and +) to adjust amounts.
- The cart icon in the header will show your total item count

Step 3: Manage Your Order

- View your selected items in the "Your Order" panel on the right
- Each cart item shows:
 - Item name and quantity
 - Individual item total price
- Use the quantity controls on menu items to increase/decrease amounts
- Items are automatically removed when quantity reaches zero

Step 4: Place Your Order

- Click the **"Place Order"** button when ready
- Choose your payment method:
 - **Card:** Secure payments are processed through the payment gateway Payfast.
 - **Cash:** Pay at the coffee shop when collecting your order.
- While your order is being submitted, the Button will display "Processing..."
- Upon successful submission, you'll see a confirmation screen with:
 - Checkmark icon indicating success
 - The message "Order Placed Successfully!"

Troubleshooting

Login issues

Issue: Unable to login to account

Solutions:

- Verify that your username and password are correct.
- Click "Forgot password" to reset your old password.
- Contact support if problem persists.

Customer dashboard orders

Issue: Orders not showing on customer dashboard

Solutions:

- Orders will be displayed dynamically. Ensure you have placed an order.

Loyalty points

Issue: Loyalty points not being added to account

Solutions:

- Loyalty points will only be added after successful payment and completed order status
- Contact support if points are still not added.

Technical difficulties

Issue: Website not loading or functioning.

Solutions:

- Reload the web browser
- Clear browser cache
- Check internet connection