DIE KOFFIEBLIK

Coffee shop management system

User Manual

Version 2.0

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Table of contents

Contents

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.

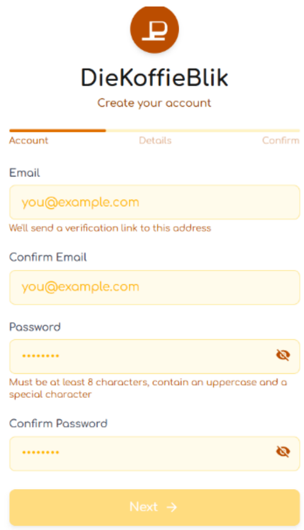
Employee guide

Initial setup

Registration and Login

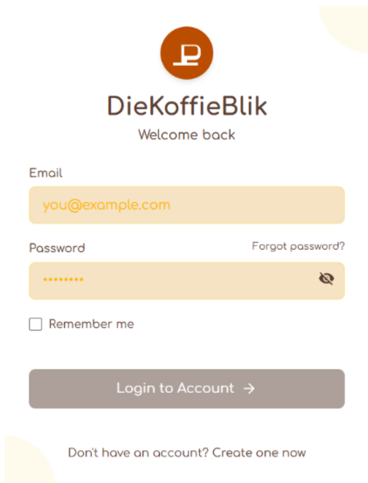
1. **New employees**: Click “Register” from the landing page

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



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.

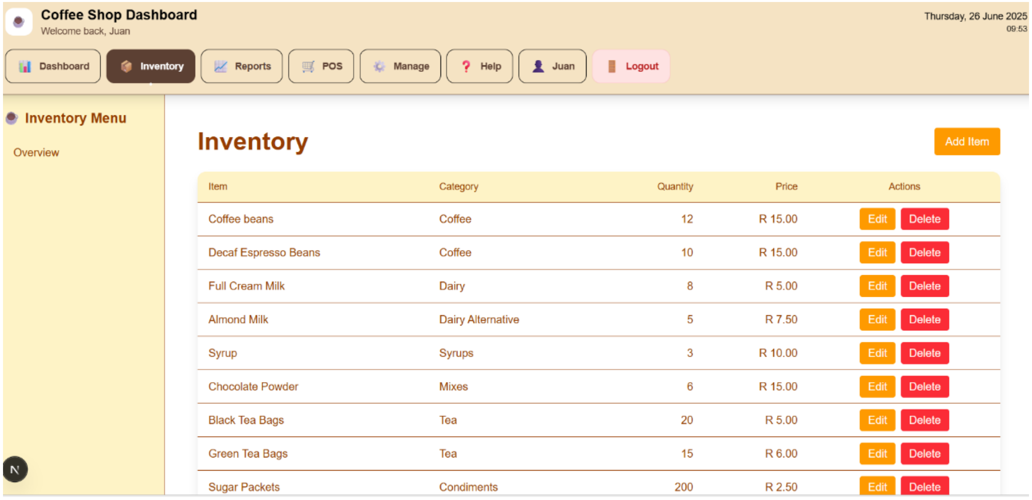


Employee Dashboard

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



Accessing the inventory

Navigate to the "Inventory" from the employee dashboard or the navigation bar.

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 reversable

Point of sale system (POS)

Accessing the POS

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

POS overview

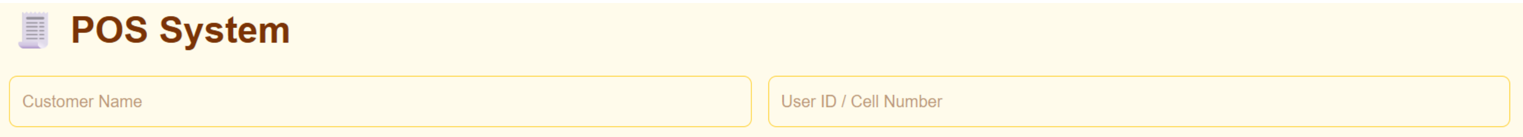
The POS interface is simple and easy to understand interface with:

Customer information fields:

1. **Customer name:** Enter the customers name in the first field

2. **Cell number:** Enter customers phone number for:

    - Real time tracking
    - Loyalty points and discount



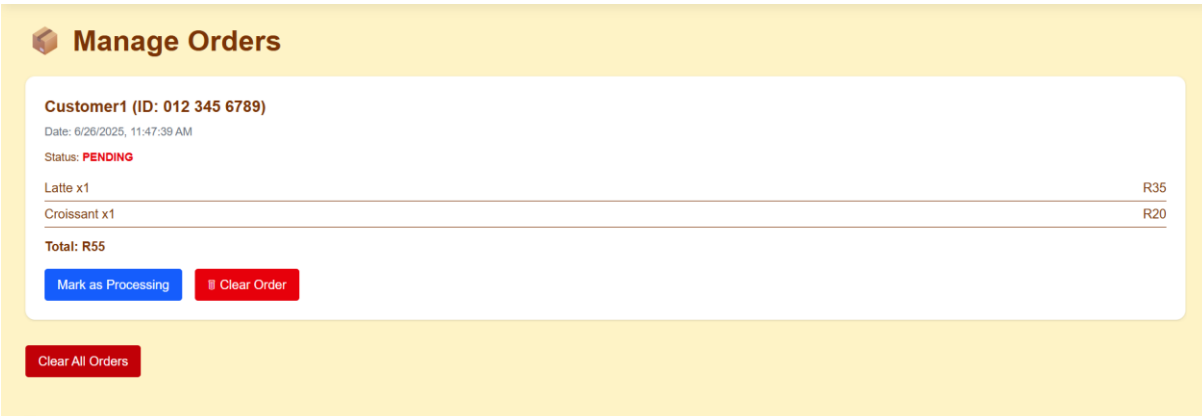
Menu grid

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



Accessing manage orders

Navigate to the “Manage” section from the global navigation menu.

Order information display

- **Customer details:** Customer name and ID that placed the order
- **Order date and time:** Timestamp showing exactly when the order was placed
- **Order status:** Status of the order for tracking purposes.
- **Order items:** Items that was ordered by the customer
- **Order total:** Total amount of order placed

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 processing**
    - Click the blue “Mark as processing” button updating the order status showing that the barista has started preparing the order.
    - Customers will receive a notification of status change.

2. **Mark as finished**
    - The “mark as finished” button will only be visible once step 1 has been completed.
    - Customers will receive a notification that the order is ready for collection.

3. **Clear order**
    - Click the red “clear order” button
    - Removes completed or cancelled orders.
    - Please note that the action is irreversible.

4. **Bulk order management**
    - The red “Clear All Orders” button to remove all orders at once
    - Use for bulk order management or at the end of each day.

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

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 any filters if necessary.
3. Click the "Export Report" button.
4. Results can be viewed on screen or export.

Quick actions

1. **Generate Daily report:** Export a summary of the sales for the day
2. **Export sales data:** Export sales data to external format
3. **Inventory alert:** Quick access to stock levels in the inventory
4. **Customer insights:** Export customer analytics and preferences.

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.

Technical difficulties

Issue: Website not loading or functioning.

Solutions:

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

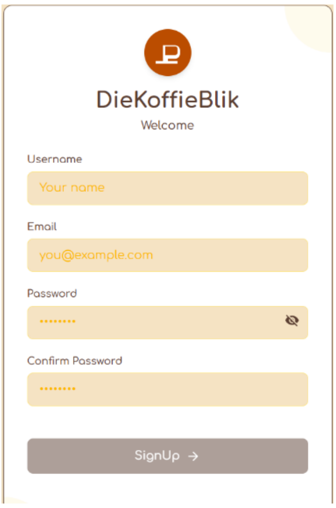
Customer guide

Initial setup

Registration and Login

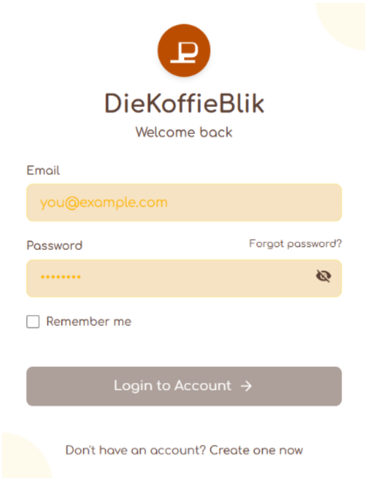
3. **New customers**: Click “Register” from the landing page

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



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.



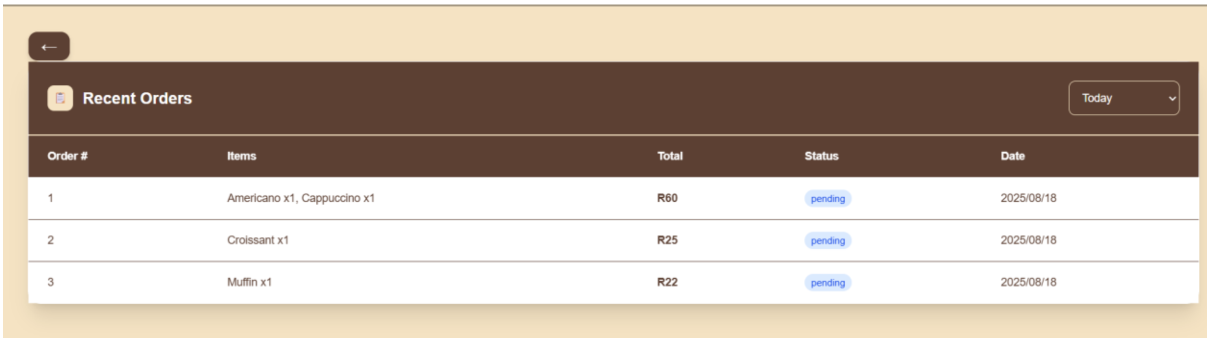
Employee Dashboard

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

- **Navigation menu:** Links to all customer sections.
- **Available points:** Points available that can we used for discounts on items.

- **Recent orders:** Dropdown menu is provided to filter orders.

Recent orders



Accessing the recent orders

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

Recent orders overview

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

- **Order items:** Names of each item that was ordered.
- **Quantity:** The amount that was ordered by the customer.
- **Price:** Total price for each order.
- **Status:** Order status providing real time updates.
- **Date:** The exact date when the order was placed.

Order Online

Accessing the order online page

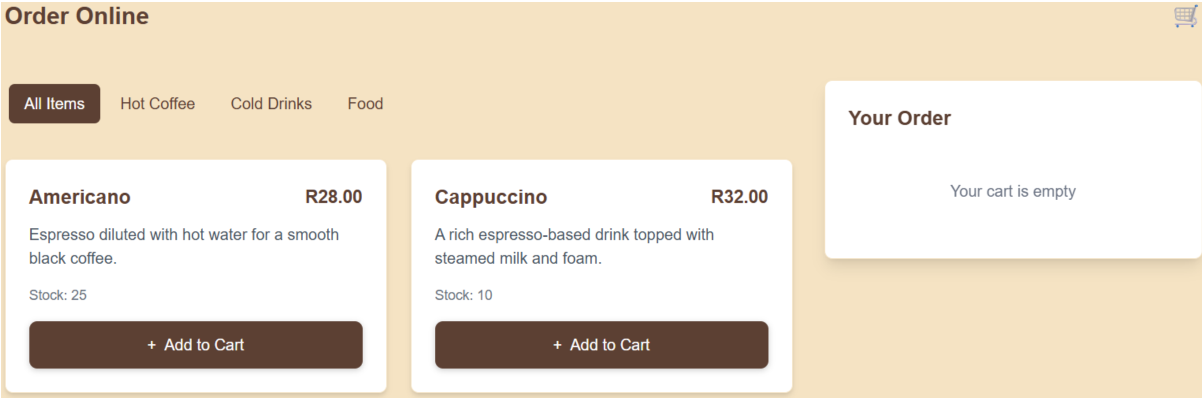
Navigate to the “Order here” section using the global navigation menu.

Order online overview

The interface is simple and easy to understand interface with:

1. **Categories for items** to quickly find the item you are looking for.
2. **Menu item cards** displaying product details including name, description, price, and stock availability.

3. **Add to cart buttons** for easy item selection.
4. **Shopping cart panel** on the right side showing your current order and total.



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
- Button will show "Processing..." while your order is being submitted
- Upon successful submission, you'll see a confirmation screen with:
  - Checkmark indicating success
  - "Order Placed Successfully!" message

Loyalty points

Accessing the Loyalty points page

Navigate to the user dashboard where the loyalty points section is displayed at the top of the screen.

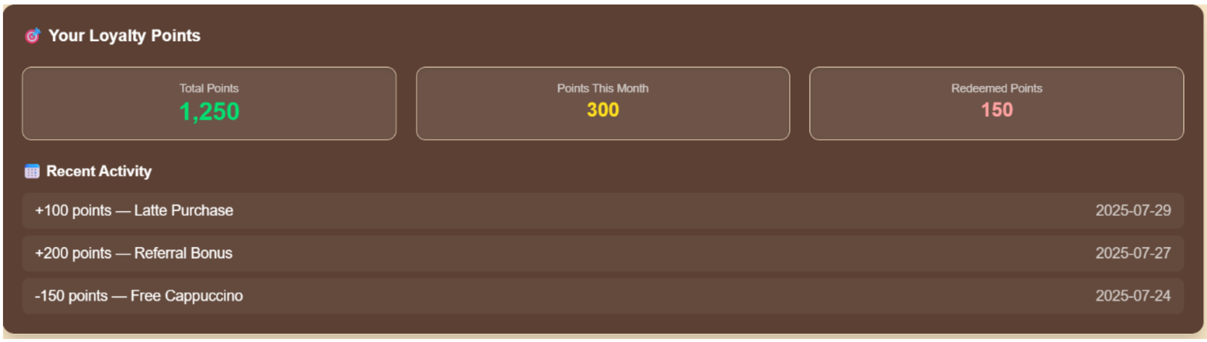
Loyalty points overview

The top section displays three important metrics:

- **Total points:** Your current available points balance. This is the amount you can use for rewards
- **Points this month:** Points earned in the current month, helps track your monthly point earnings.
- **Redeemed points:** Total points you have spent on rewards.

Recent activity section

The activity feed shows your point transaction history.



How to earn Loyalty points

Earn points automatically with every purchase you make. Different items may award different point values. Points are added after completed orders.