

User Manual

for

Quick Crave

Version 1.0

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1 Overview

1.1 Purpose

The purpose of this document is to provide clear instructions on how to use the website effectively and safely. It explains the features, functionalities, and troubleshooting steps to help users operate the website with ease. The manual ensures a smooth user experience by reducing confusion and minimizing errors.

1.2 Product Scope

The application **Quick Crave** is an intelligent ordering and canteen management system for the IIT Kanpur campus, offering a seamless platform for students, faculty, and staff to order food and book events. It enables live updates, meal reservations, and an intuitive dashboard for efficient operations. Users can easily browse menus, place orders, and track them, while canteen managers can monitor orders and plan for peak hours. This user-friendly system enhances convenience, making food ordering and management simpler and more efficient.

1.3 Intended Audience

The intended audience for **Quick Crave** are campus residents of IITK which includes students, faculty, and staff who reside or work within the campus. It is designed for individuals looking for a convenient way to browse menus, place food orders, get deliveries or place reservations from campus eateries. The app caters to those seeking quick meal options, late-night snacks, or scheduled food pickups, enhancing the overall dining experience on campus .

1.4 Software Requirements

Quick Crave is a web application for integrating food ordering and services across all the campus eateries. Thus, it can run across all the latest versions of web browsers viz. Google Chrome, Mozilla Firefox, Safari etc. Responsive design adapts to various screen sizes.

1.5 Customer Mode

The **Customer Mode** provides a seamless food ordering experience for IITK campus residents, including students, faculty, and staff. Users can browse menus from different canteens, place customized food orders, and make payments using various options. The mode allows real-time order tracking, quick reordering, and access to order history.

1.6 Canteen Manager Mode

The **Canteen Manager Mode** is designed to help canteen owners and staff efficiently handle food orders and streamline operations. Managers can view and manage incoming orders, update food availability, and track payments through a dedicated dashboard. The system enables real-time order status updates, ensuring timely preparation and delivery.

2 Guide for Customers

2.1 Login

The user needs to enter their username and password to log in. If the user does not have an account, they can select "**Signup**". If they forget their password, they have the option to press "**Forgot Password**".

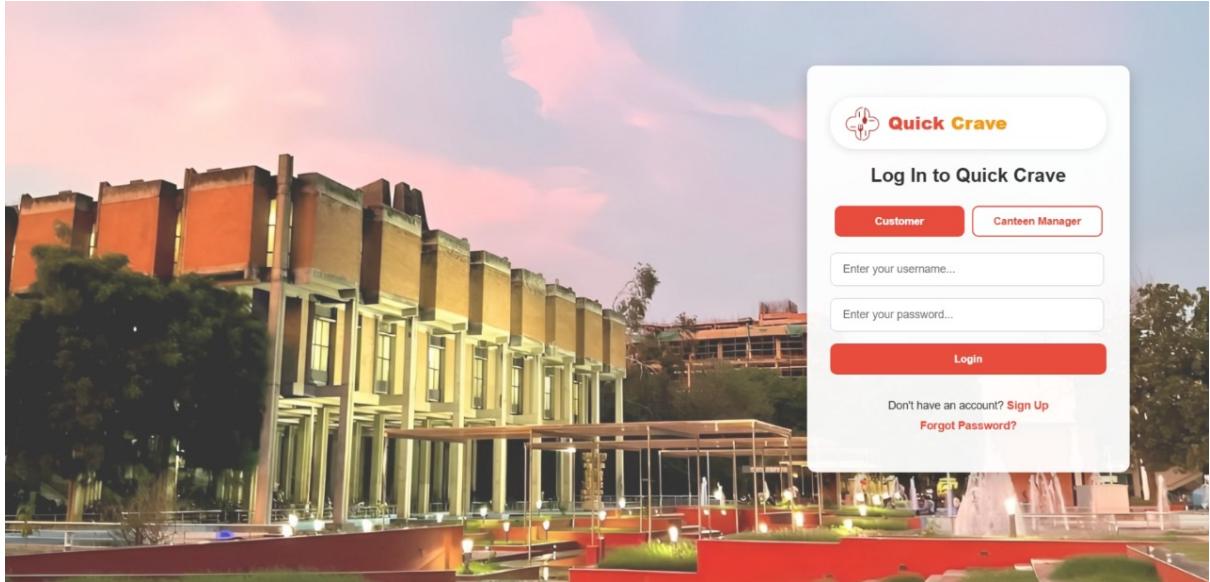


Figure 1: Customer Login page

2.2 Signup

On pressing the signup, the user is asked to enter the following details:

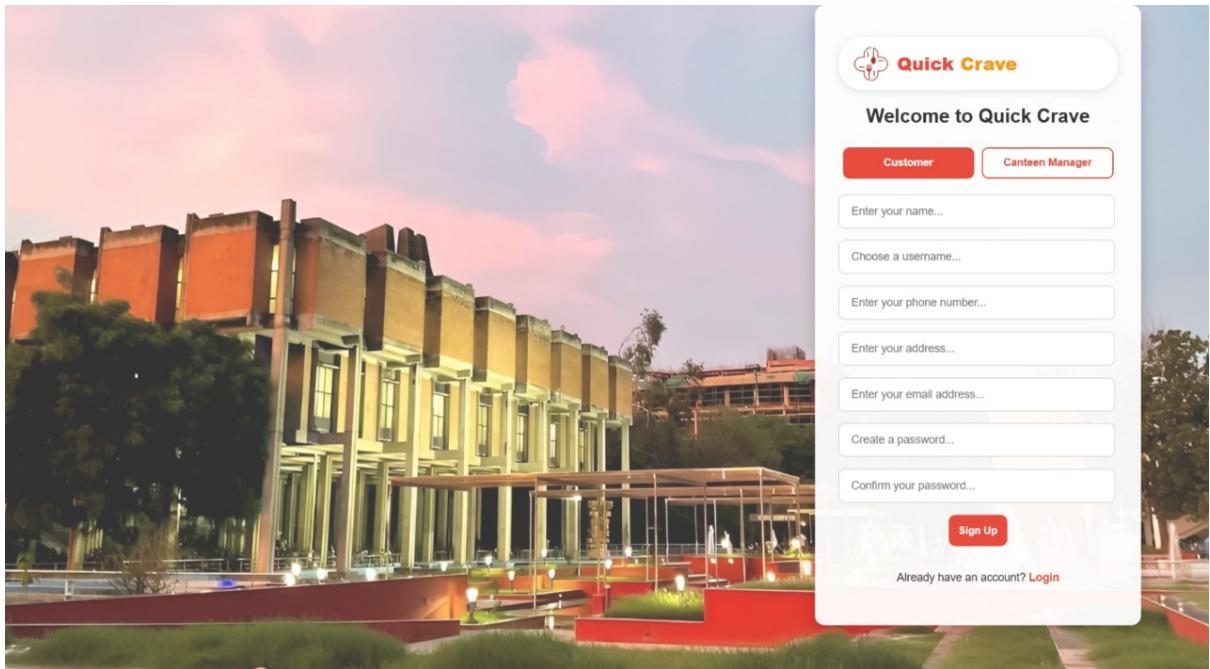


Figure 2: Customer signup page

- **Name:** User needs to enter their name.
- **Username:** User needs to enter their username, which will be used to log in to the application.
- **Phone Number:** User needs to enter their 10-digit phone number here.
- **Address:** User needs to enter his address here in the **Room number, Hall of Residence** format
- **Email Address:** The user needs to enter a valid email address, which will be used for OTP verification.
- **Password:** User needs to enter a password here, which will be required for logging in to the application.
- **Confirm Password:** User needs to re-enter the password here to confirm it, which will be required for logging in to the application.

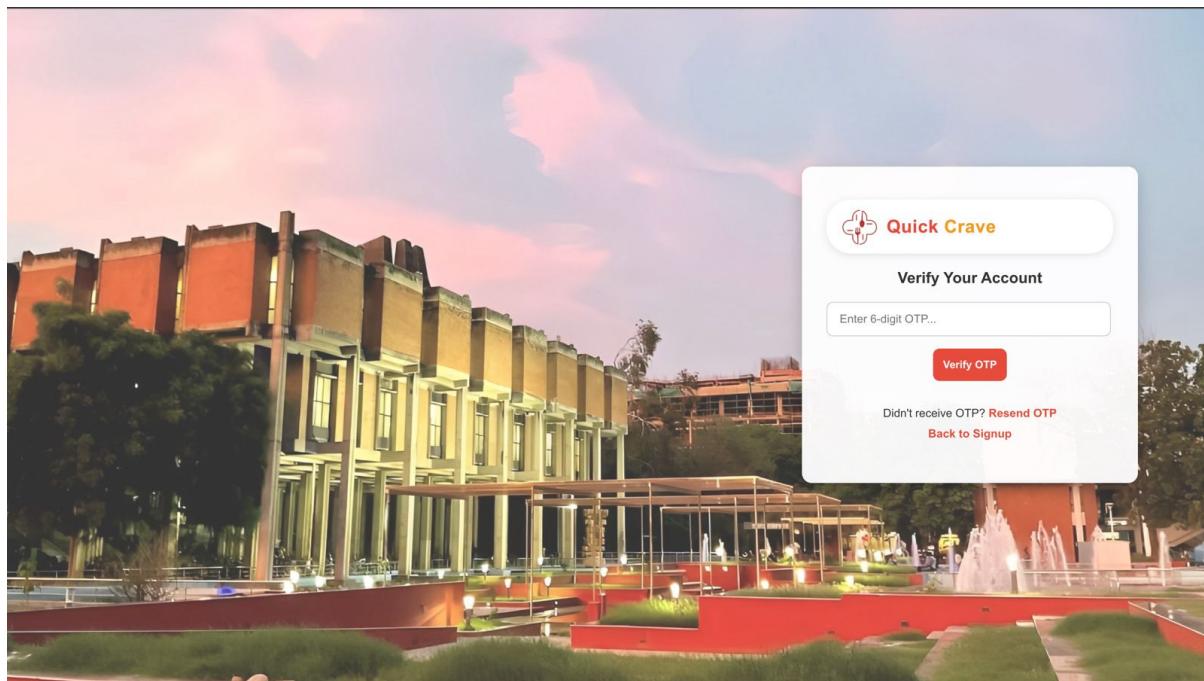


Figure 3: OTP Verification

2.3 Forgot Password

The user needs to enter their username or email and then click on **Reset Password** and set new password.

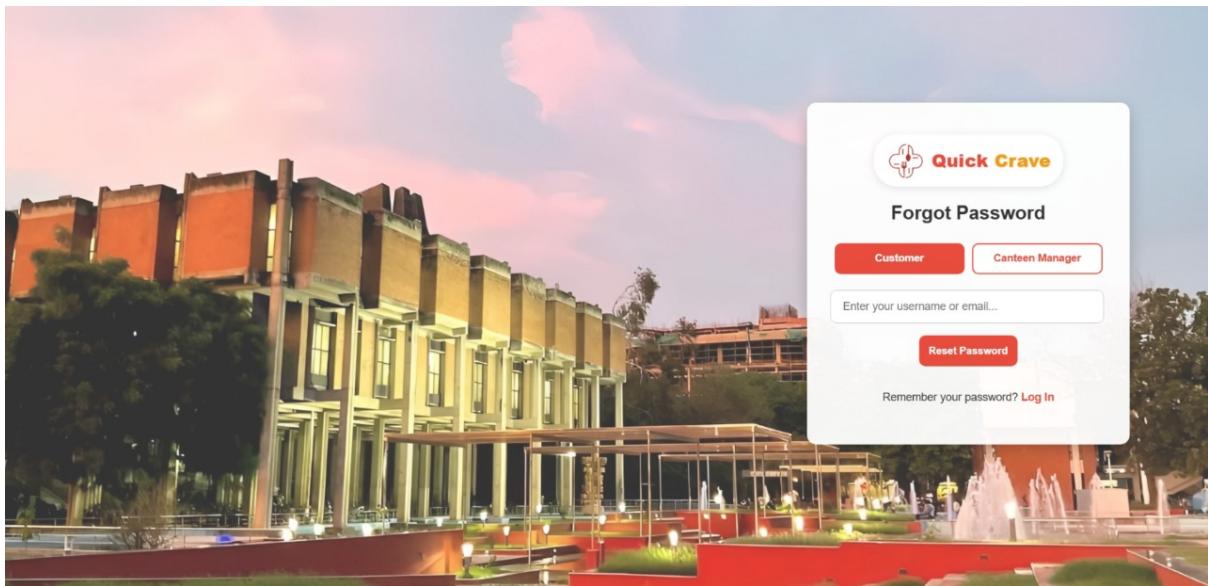


Figure 4: Customer Forgot Password

2.4 Home Page

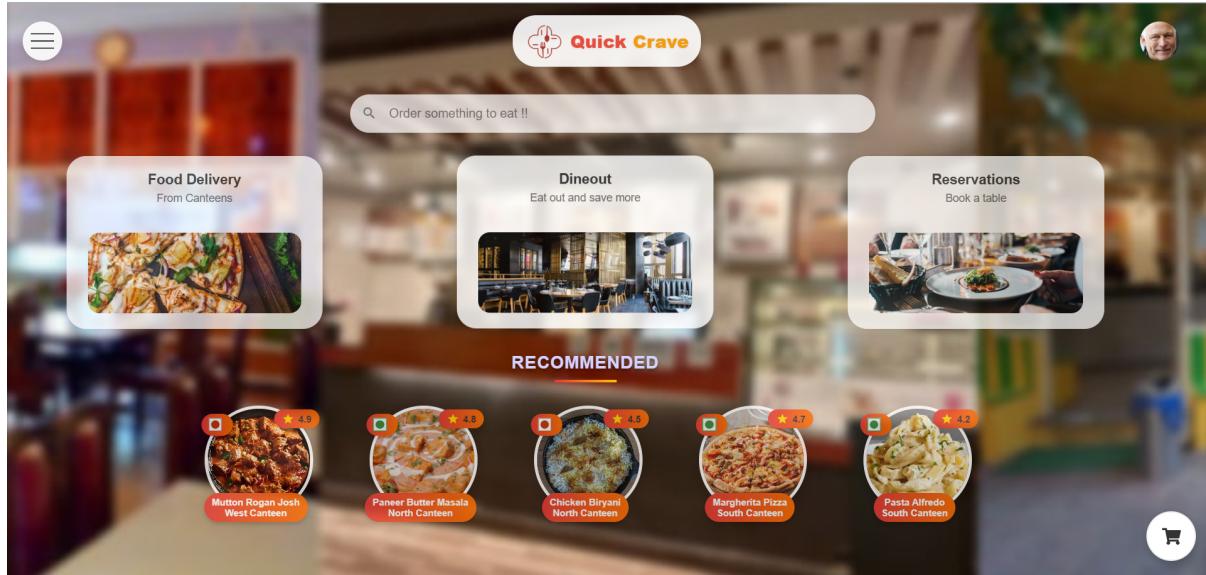


Figure 5: Customer Home Page

On the customer's home page, users have access to three main options: **Food Delivery**, **Dineout**, and **Reservations**. Users can also view food recommendations at the bottom of the page. Users can also search for food items or canteens using the search bar. They can also view their **profile** by clicking on the profile icon, and explore additional features through **side menu bar**. There is also a cart option at the bottom, where users can view all the items they have added so far by clicking on the cart icon.

2.5 Cart Page

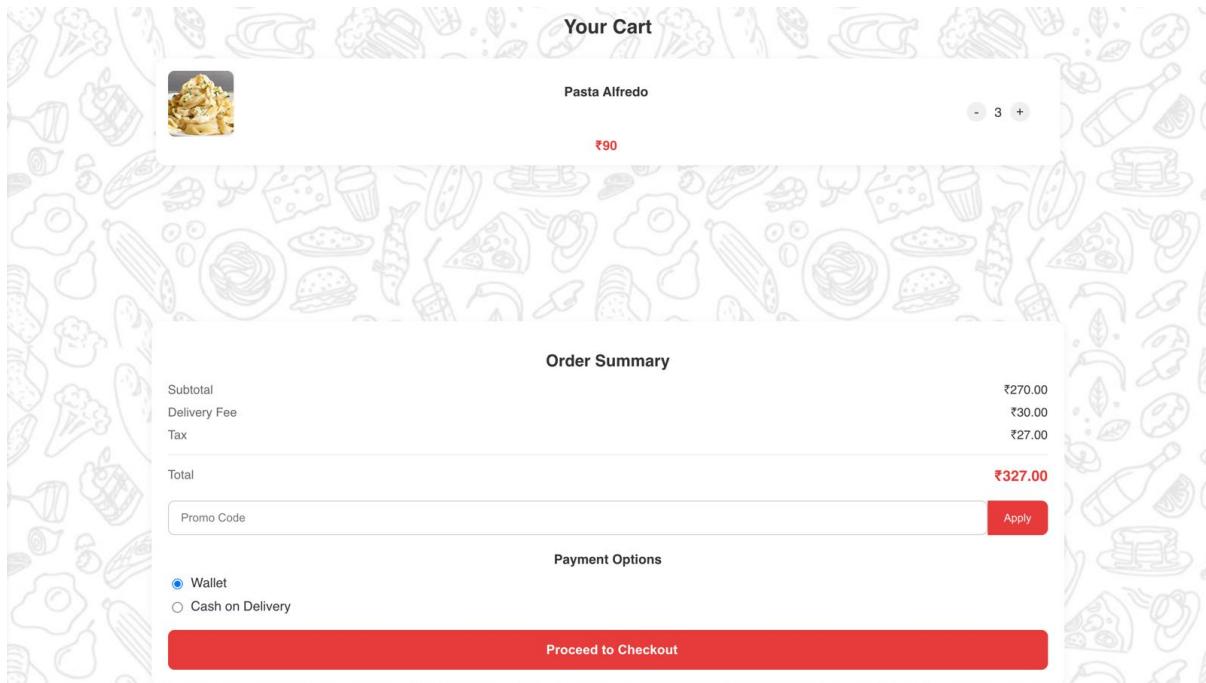


Figure 6: Customer Cart

On this page, the users can view the food items they have added to their cart, along with a detailed cost breakdown including the **Subtotal**, **Delivery Fee** and **Tax**. They can choose to complete their payment either through their **Wallet** or opt for **Cash on Delivery**.

2.6 Food Delivery and Dineout

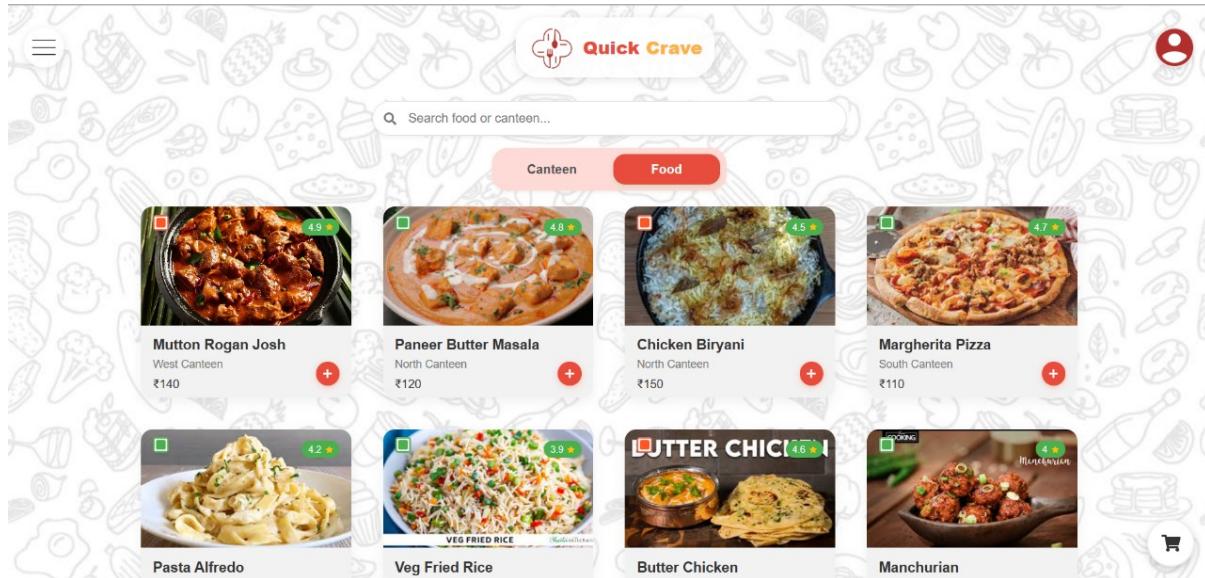


Figure 7: Customer Dineout & Delivery Page

If a user wants food to be delivered, they can select the Food Delivery option. Alternatively, they also have the choice to Dine Out.

On both pages, food items can be selected in two ways:

1. Using the "Food" Button:

- Users can scroll down the page, browse food items from different canteens, and add them to the cart.
- Alternatively, they can use the search bar to find a specific food item and add it to the cart directly.

2. Using the "Canteen" Button:

- Users can scroll through the page, select a canteen, and be directed to that canteen's menu, where they can choose food items and add them to the cart.
- Alternatively, they can search for a specific canteen using the search bar, select the canteen, and then add food items from its menu to the cart.

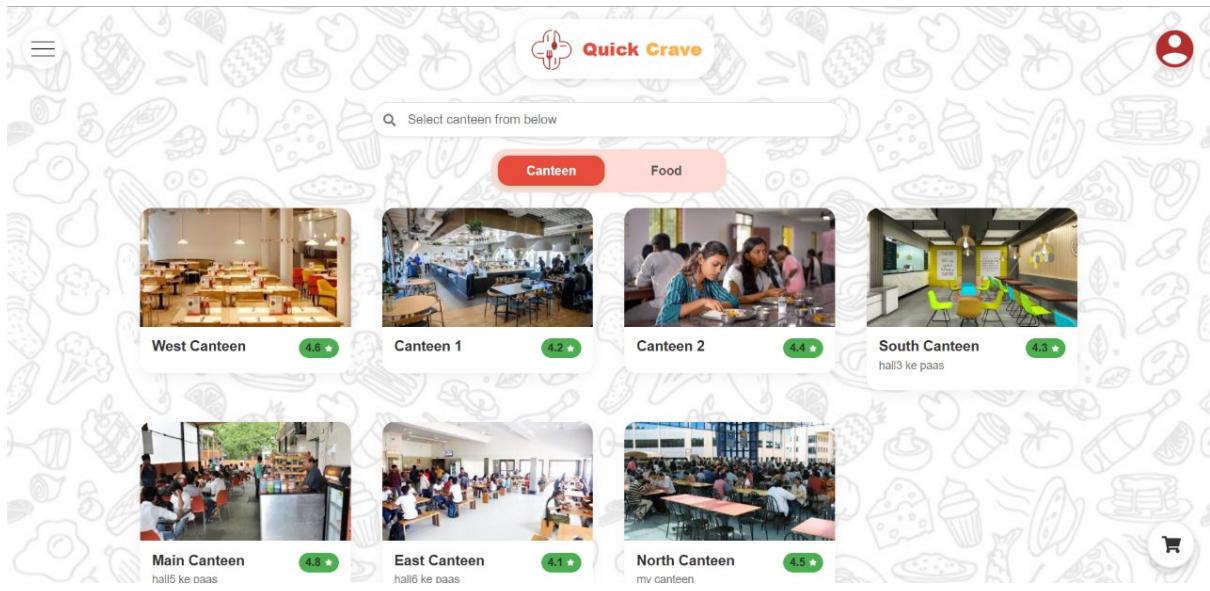


Figure 8: Canteen Browse Page

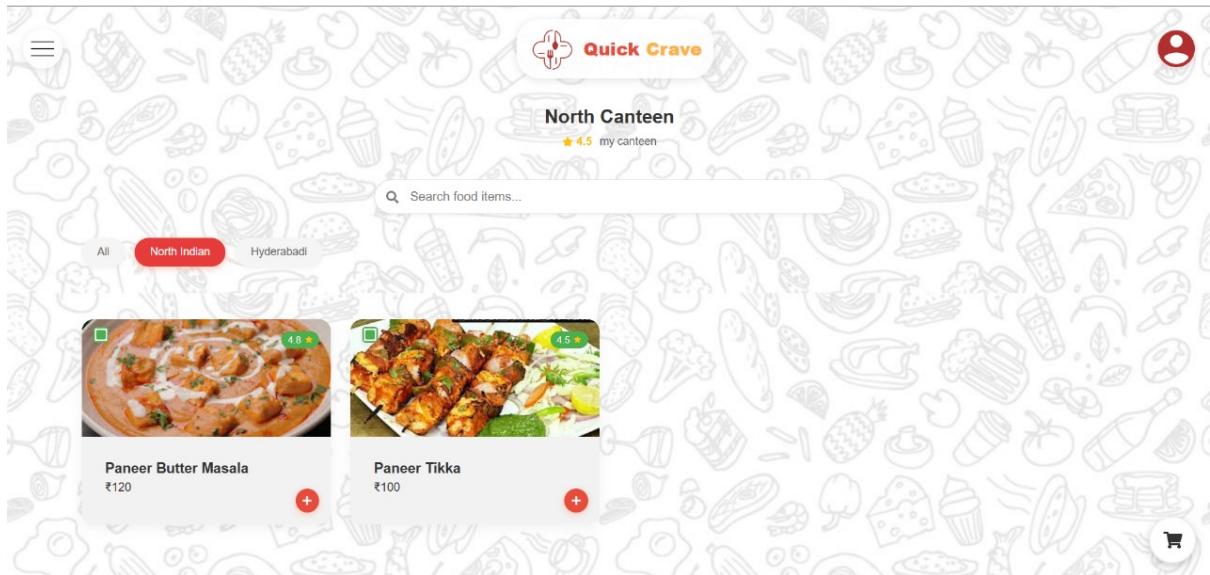


Figure 9: Inside a Canteen on Customer Page

2.7 Profile Page

The **Customer Profile Page** provides customers the seamless experience to view and edit various profile features. The features include -

- **Profile Photo** : This shows the current profile photo of the user which an option to change which occurs when the cursor is hovered over the picture
- **Name** : This shows the name entered by the user
- **Email Address** : This shows the email address which is used for authentication purposes.
- **Phone Number** : This displays the phone number used for authentication and contact purposes
- **Local Address** : This shows the current local address of the customer in the campus where the ordered food would be delivered

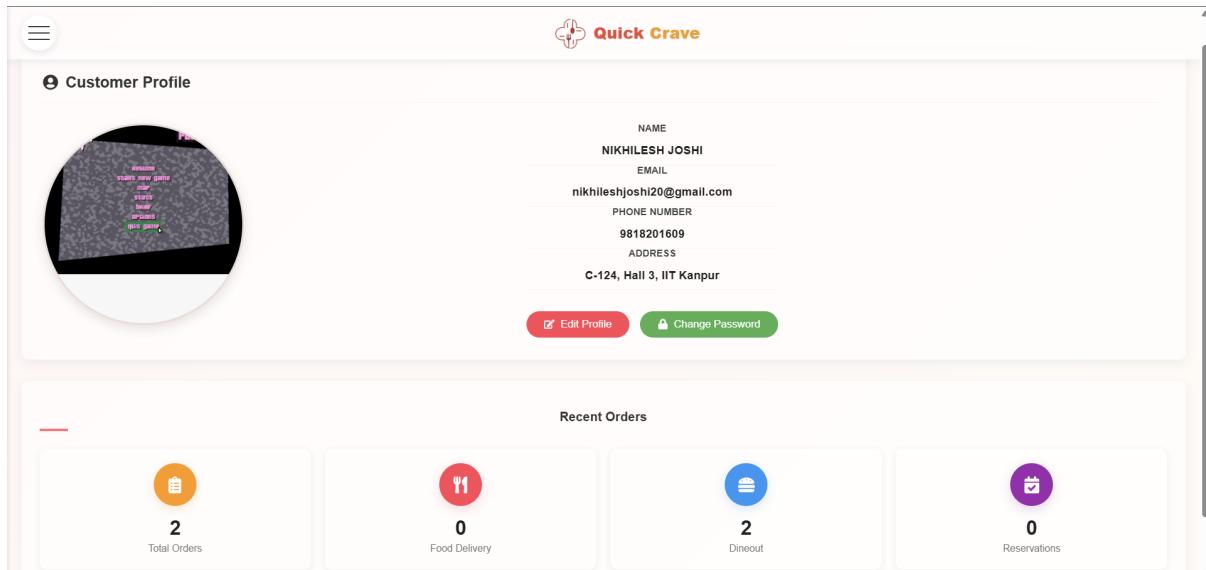


Figure 10: Customer Profile Page

- Edit Profile :** This Edit Profile allows user to edit the Name, Phone Number and the Local Address of the Customer seamlessly
- Change Password :** The Change Password button allows user to change the old password and set a new one, in case of security breach or other reasons
- Track History Data :** This part of the Profile Page shows the Past History data which includes Total no. of Orders, Food Delivery, Dineouts and Reservations

2.8 Edit Profile Page

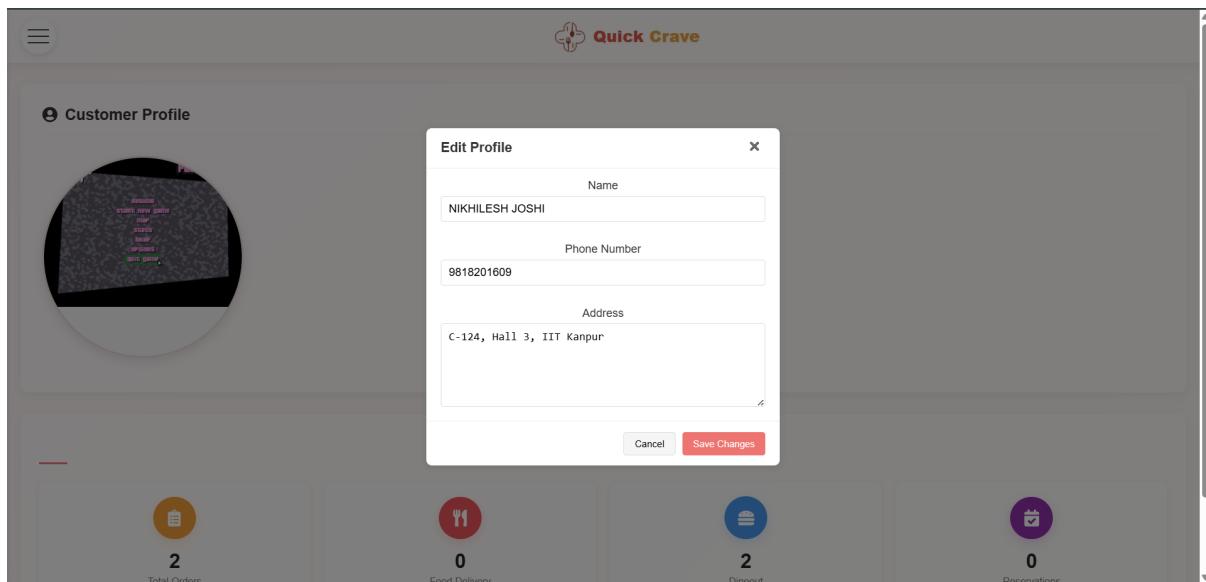


Figure 11: Edit Profile Page

This Operation allows customer to change the **Name**, **Phone Number** and **Address**. Once the required changes are made, there are two options; one, **Save Changes** which updates the

data as changes; two, **Cancel** which restores the original Name, Phone Number and Address without updating any such change.

2.9 Change Password Page

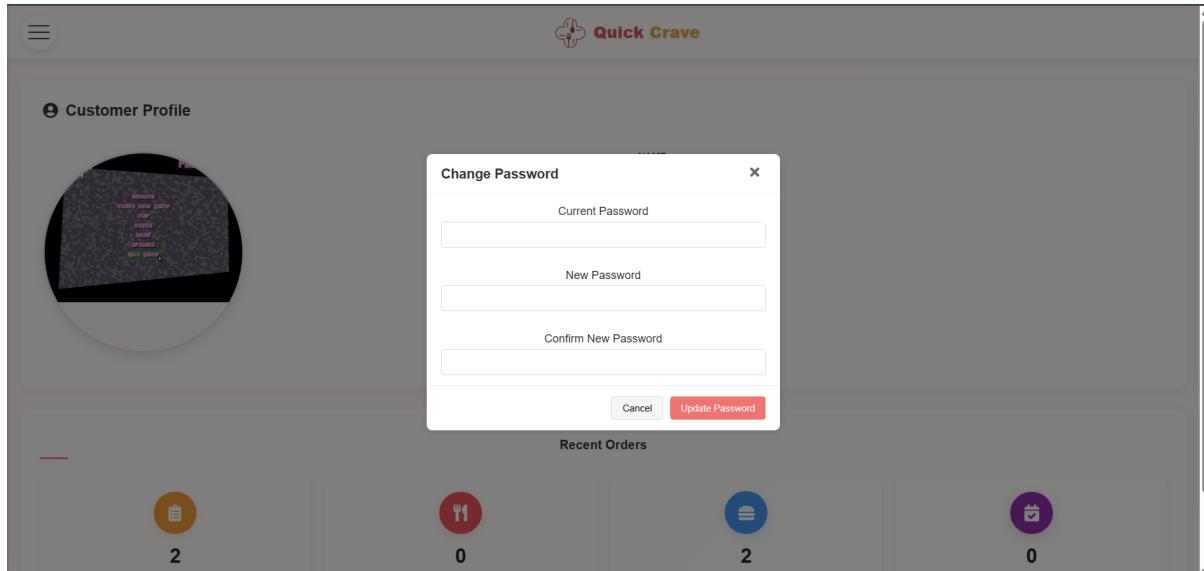


Figure 12: Change Password Page

This Operation allows customer to change the **Password** of the account. If the password entered in the **Old Password** does not match the initial password, or the password entered in **New Password** and the **Confirm New Password** do not match, the password change operation goes unsuccessful.

2.10 Side Menu

The **Side Menu** button contains various other features for customer usage which includes -

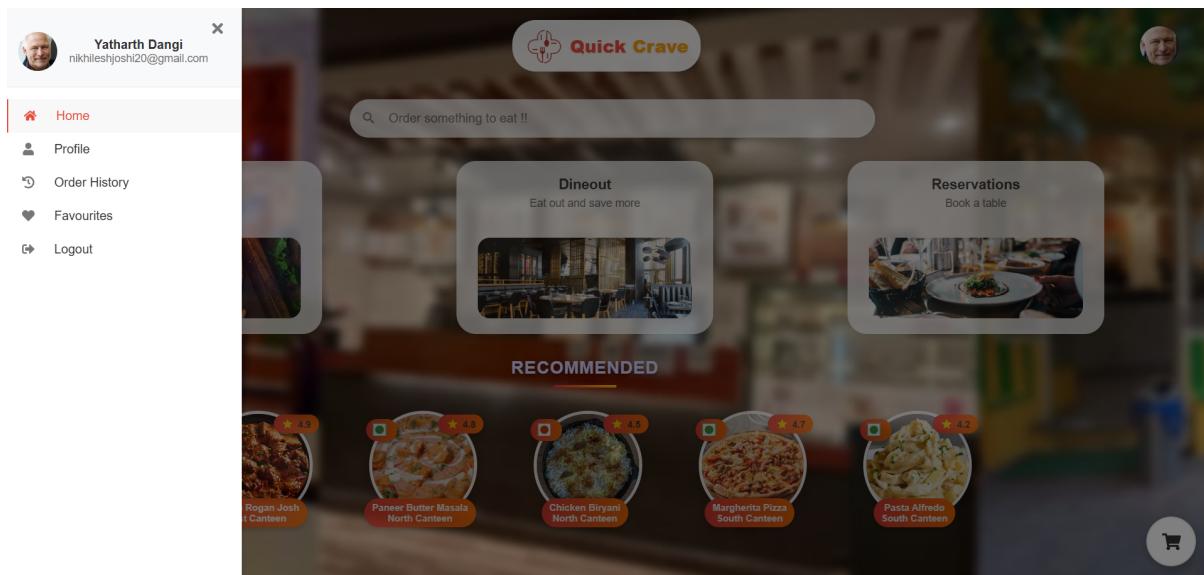


Figure 13: Side Menu

- **Home** - This option dives the Customer back to the home page which contains options for Delivery, Dineout and Reservations including the recommended the food items
- **Profile** - This option takes the Customer to the **Profile Page** which has been demonstrated above
- **Order History** - This feature allows Customer to view all the past orders made through **Quick Crave**, be it be Dineout, Delivery or Reservation
- **Favourites** - This feature allows Customers to view their favourite food items from different canteens
- **Log Out** - This feature logs out the account of the customer and takes them back to the **Login Page**

2.11 Favourites

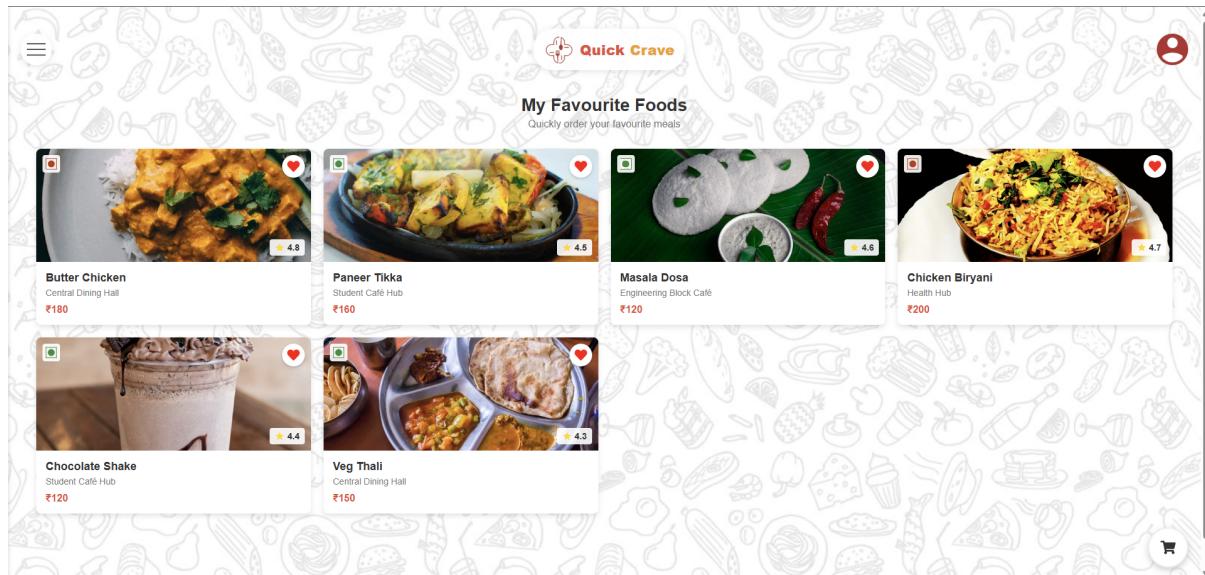


Figure 14: Customer Favourites Page

This page contains all the **Favourite food items** of the Customer across different canteens with **Rating**, **Price** and **Veg/Non-veg** attributes. It also offers the option of removing a selected favoured food item by deselecting the Red Heart.

2.12 Order History

The screenshot displays the 'Order History' section of the Quick Crave website. At the top, there are tabs for 'Delivery', 'Dine-Out', and 'Reservations'. Below these are filters for 'From' and 'To' dates, 'Status' (set to 'All Status'), 'Sort By' (set to 'Date (Newest First)'), and a 'Apply Filters' button. The main area shows two completed orders:

- Order #ORD001** (Completed) from Spice Garden on Jun 25, 2023, at 07:45 PM. It includes items: Paneer Butter Masala (x1), Butter Naan (x2), and a total of ₹250.
- Order #ORD002** (Completed) from Burger Palace on Jun 22, 2023, at 01:30 PM. It includes items: Butter Naan (x2), and a total of ₹180.

Figure 15: Customer Order History Page

This page shows all the past orders placed by the Customer on **Quick Crave** including Dineout, Delivery and Reservation each of which can be viewed by selecting the particular tab. It also offers the feature of applying various filters like sorting, status of completion and viewing within a particular dates.

2.13 Reservations Page

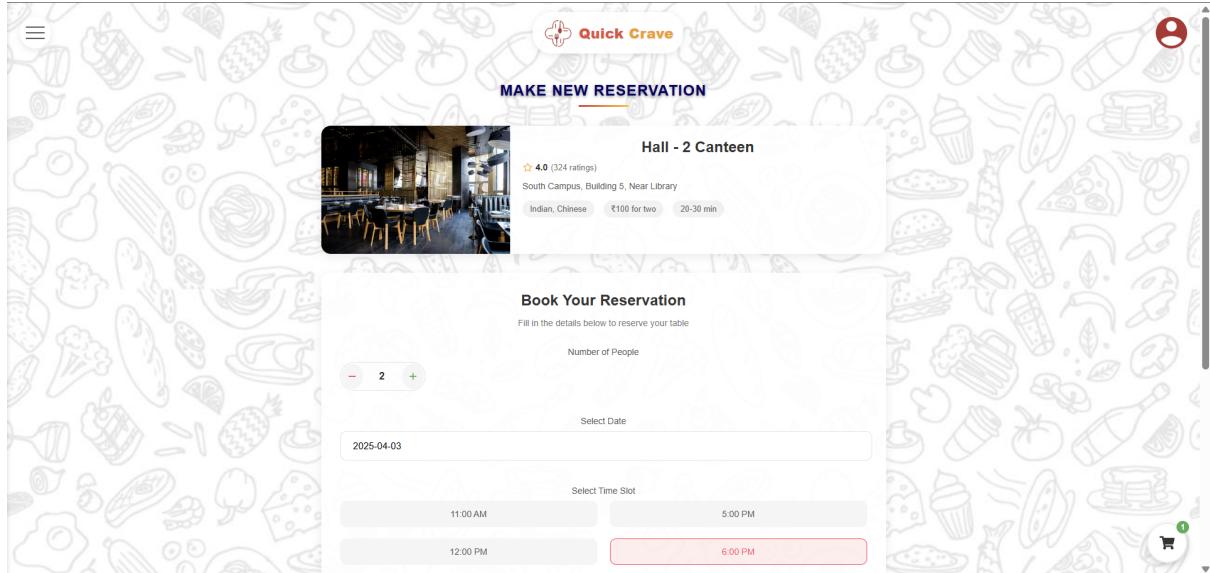


Figure 16: Customer Reservations Page 1

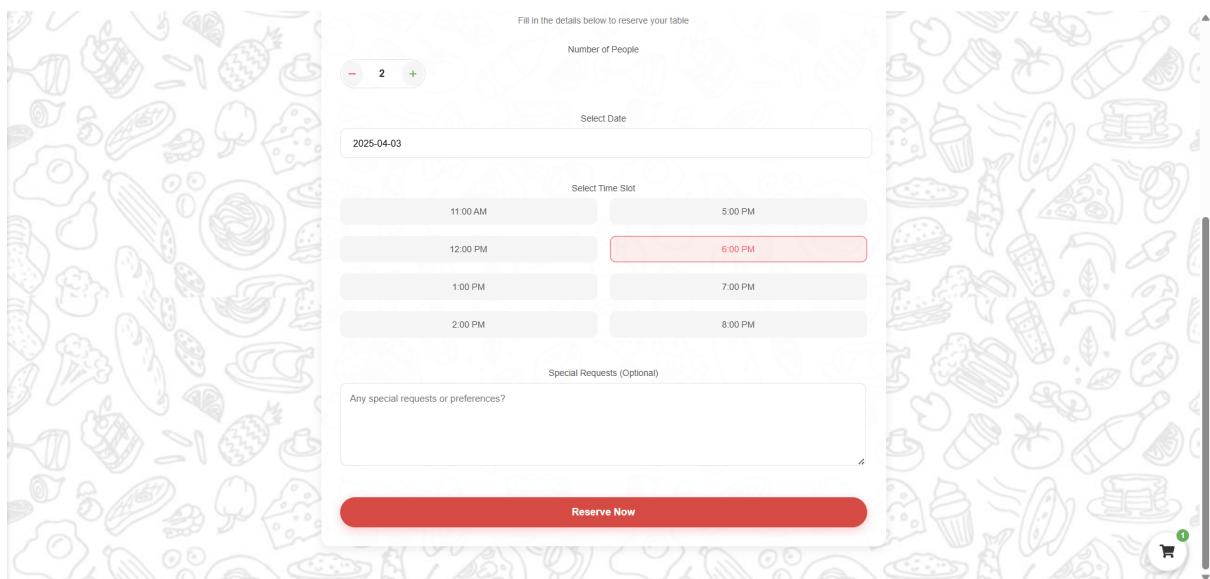


Figure 17: Customer Reservations Page 2

Once the canteen to be made reservation is selected, the following page has these features :

- **Number of people** - This requires the customer to enter the number of people required for such reservation.
- **Select Date** - This requires the customer to select the date for the reservation by browsing through the pop-up calendar
- **Select Time Slot** - This requires customer to select the time slot from the given ones for the reservation
- **Special Request** - This optional feature allows customer to fill in any special request for their reservation

2.14 Customer Statistics

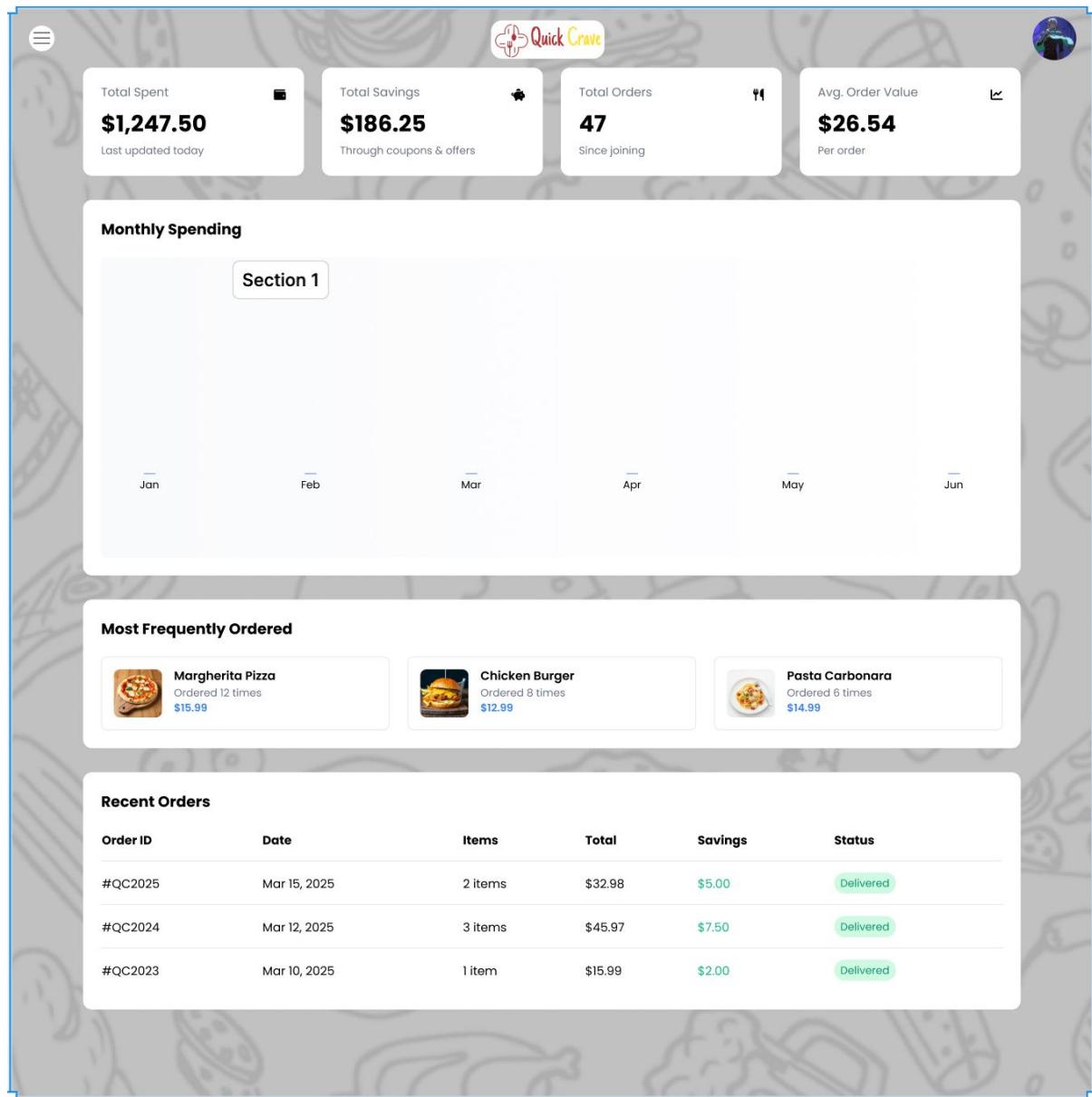


Figure 18: Customer Statistics

This page allows Customer to view their Statistics which include **Monthly Ordering Bar graph**, **Frequently Ordered** and **Recent Orders**. The above image can be seen for reference.

3 Guide for Canteen Managers

3.1 Login

The canteen manager needs to enter canteen's business username(i.e canteen's name) and business password to log in. If they have not created a canteen account, they can select "Signup". If they forget the canteen's password, they can choose "**Forgot Password**".

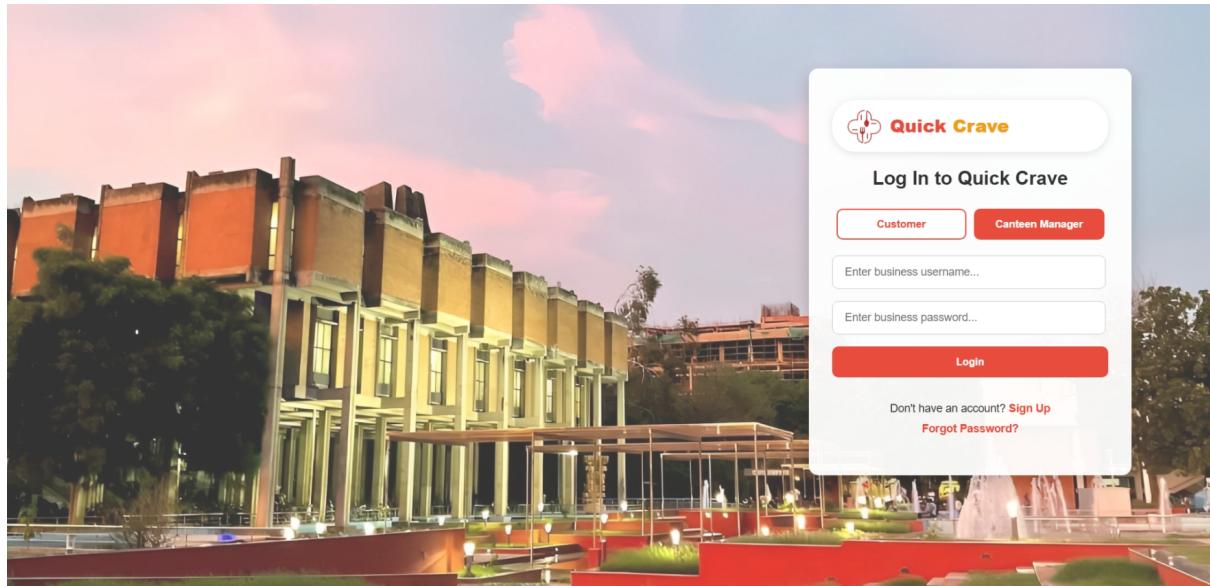


Figure 19: Canteen manager login

3.2 Signup

On pressing the signup, the canteen manager is asked to enter the following details:

- **Name:** Canteen manager needs to enter their name.
- **Canteen name:** The Canteen manager needs to enter the canteen name, which will be used to log in to the application.
- **Phone Number:** The Canteen manager needs to enter their 10-digit phone number here.
- **Canteen Address:** Canteen manager needs to enter the address of the canteen here
- **Email Address:** Canteen manager needs to enter a valid email address, which will be used for OTP verification.
- **Password:** Canteen manager needs to enter the password of the canteen here, which will be required for logging in to the application.
- **Confirm Password:** Canteen manager needs to re-enter the password here to confirm it, which will be required for logging in to the application.

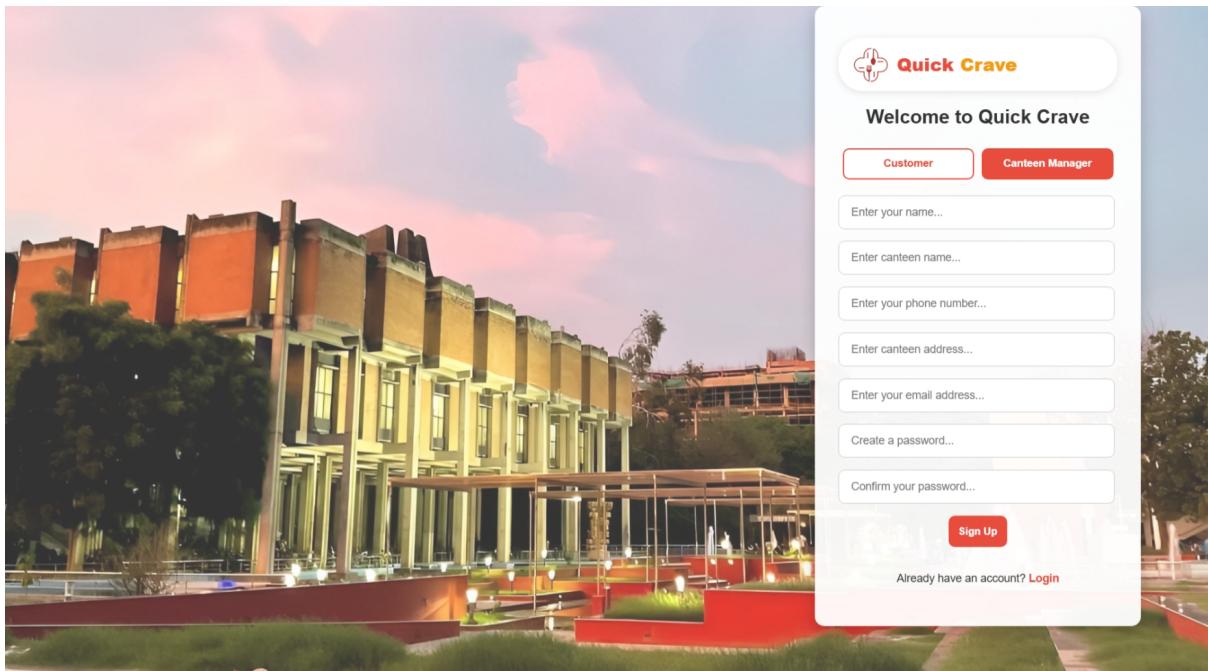


Figure 20: Canteen Manager Signup

After signing up canteen manager will be redirected to the canteen verification page, where the canteen manager needs to upload their business license or any official documentation for verification. After verification, the canteen will be added via backend.

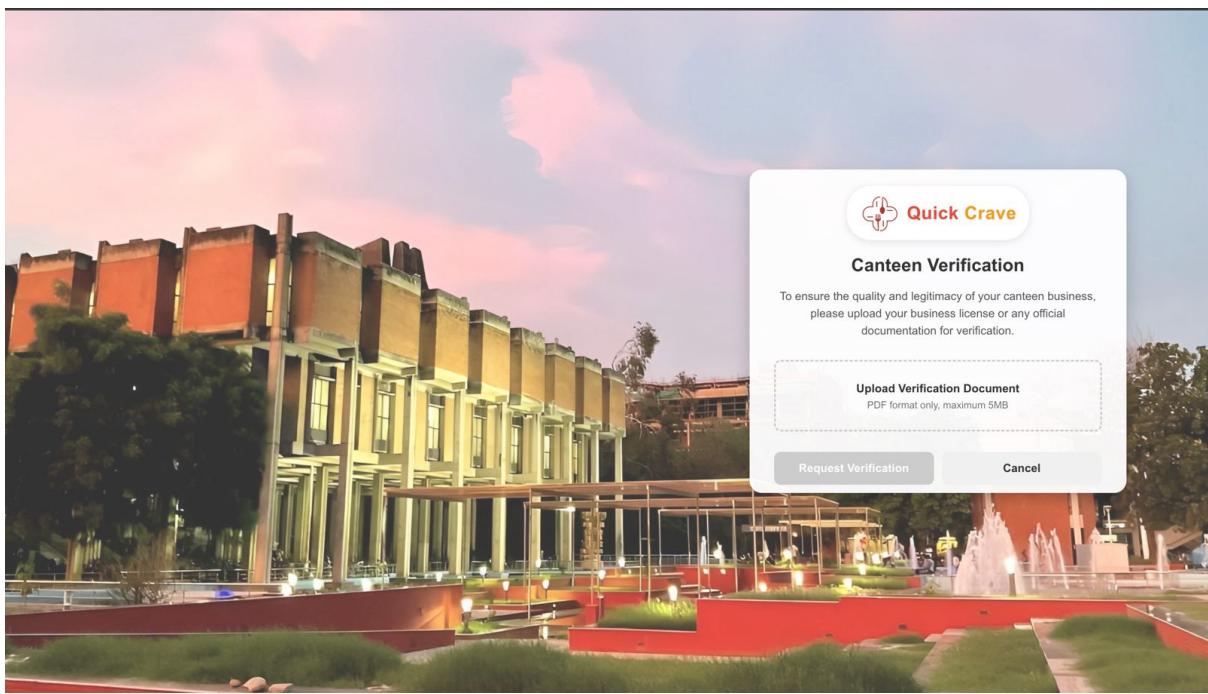


Figure 21: Canteen Verification

3.3 Forgot Password

The canteen manager needs to enter the canteen's name or his email and then click on **Reset Password** and set new password for the canteen.

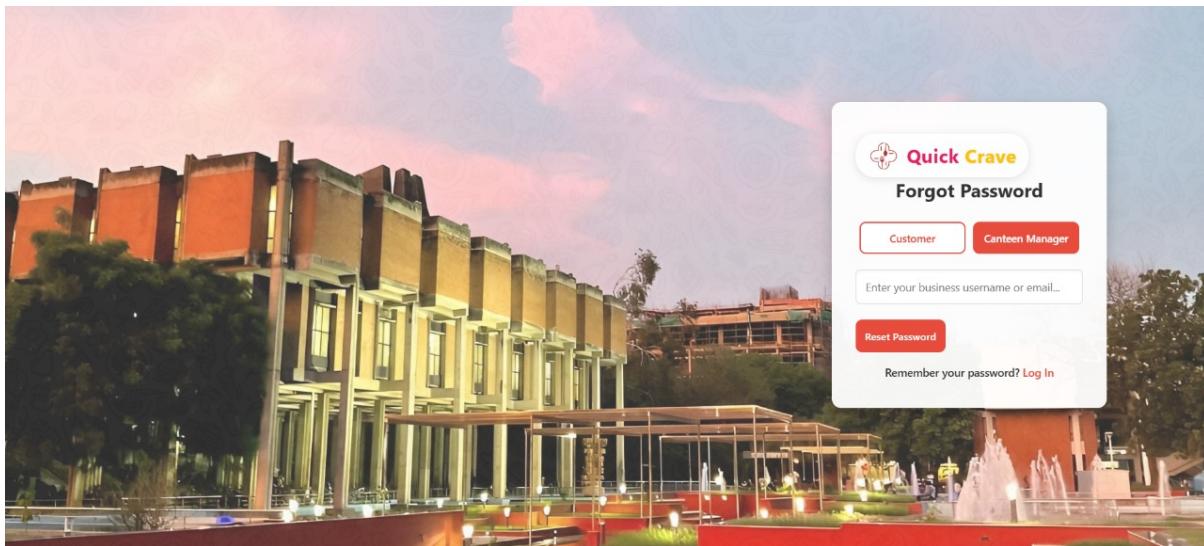


Figure 22: Canteen Manager Forgot Password page

3.4 Profile Page

The **Canteen Profile Page** provides the Canteen Managers the seamless experience to view and edit various profile features. The features include -

- **Profile Photo** : This shows the current profile photo of the Canteen Manager which an option to change which occurs when the cursor is hovered over the picture
- **Personal Information** - This shows all the personal contact details of the canteen including-
 - **Full Name** : This shows the name of the Canteen Manager
 - **Username** : This shows the username of the Canteen Manager
 - **Phone Number** : This displays the phone number of the Canteen Manager for contact purposes
- **Canteen Details** : This shows all the relevant of the canteen associated with the Canteen Manager which includes:

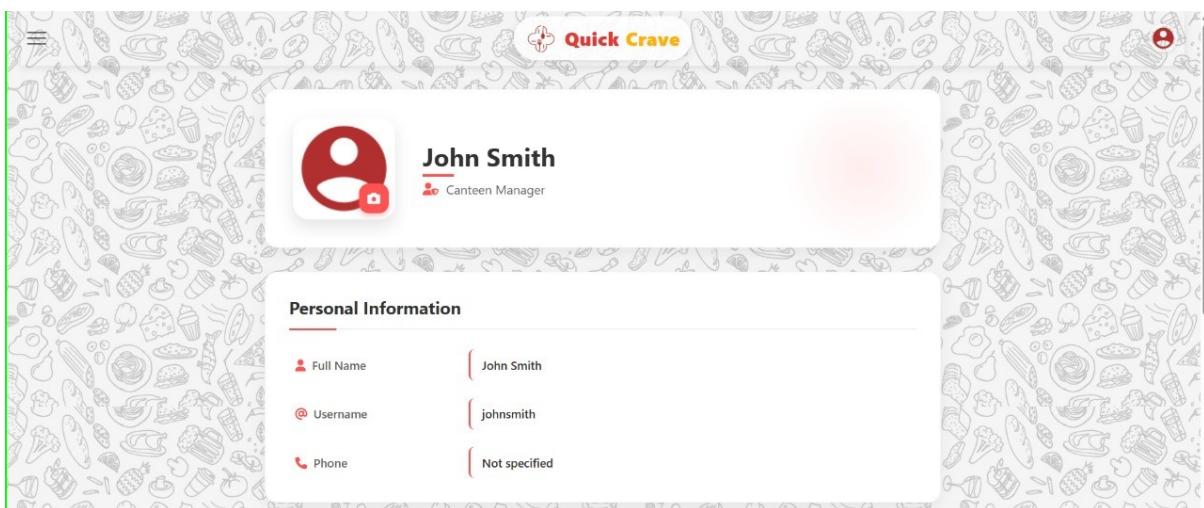


Figure 23: Customer Profile Page 1

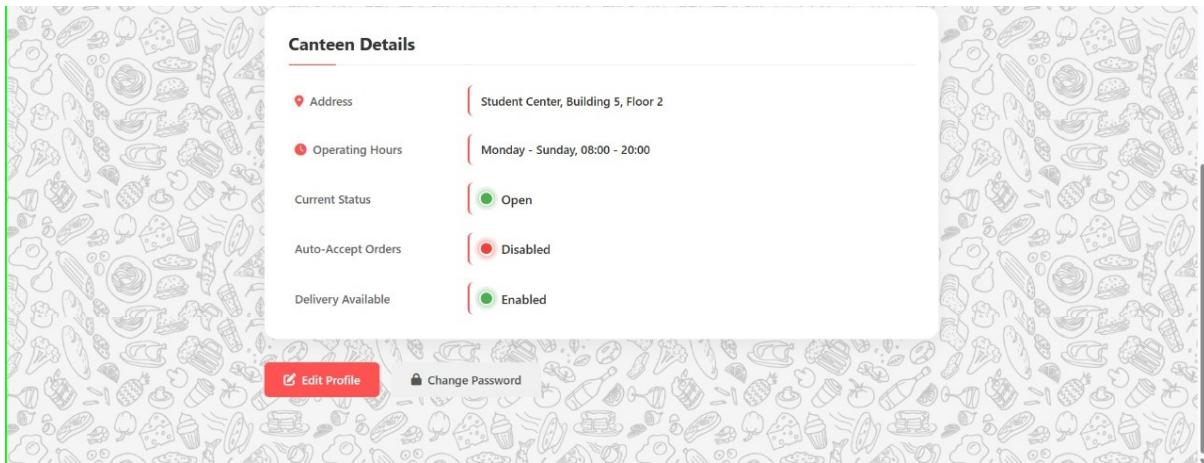


Figure 24: Customer Profile Page 2

- **Canteen Address** : This shows the address of the canteen associated with the Canteen Manager
- **Operating Hours** : These show the operating hours of the canteen on weekdays and weekends
- **Current Status** - This shows the live status of the Canteen - Open or not
- **Auto-Accept Orders** - This allows Canteen Manager to disable or enable auto-accepting orders
- **Delivery Available** - This shows whether the particular canteen has delivery enabled or not
- **Edit Profile** : This Edit Profile allows Canteen Manager to edit the Name and Phone Number of himself as well as the Canteen details of Canteen he's associated with
- **Change Password** : The Change Password button allows the Canteen Manager to change the old password and set a new one, in case of security breach or other reasons

3.5 Edit Profile Page

This Operation allows Canteen Manager to change the **Personal details** viz. **Full Name** and **Username** and the **Canteen Details** viz. **Address**, **Operating Hours**, **Currently Open**, **Auto-Accept Orders** and **Delivery Available**. Once the required changes are made, there are two options; one, **Save Changes** which updates the data as changes; two, **Cancel** which restores the original data without updating any such change.

3.6 Change Password Page

This Operation allows Canteen Manager to change the **Password** of the Canteen account. If the password entered in the **Old Password** does not match the initial password, or the password entered in **New Password** and the **Confirm New Password** do not match, the password change operation goes unsuccessful.

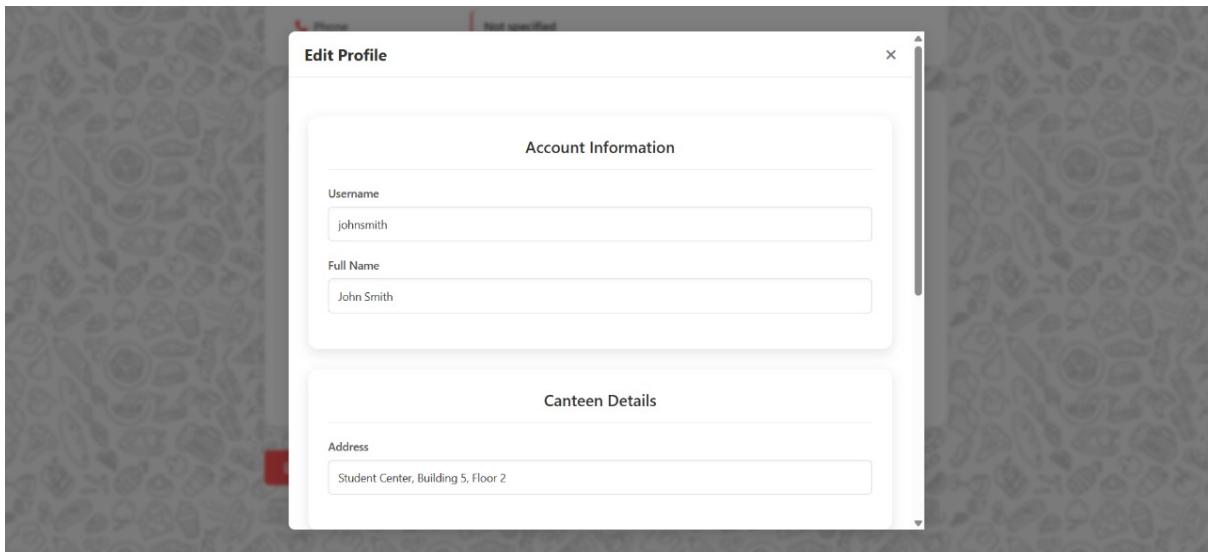


Figure 25: Edit Profile Page 1

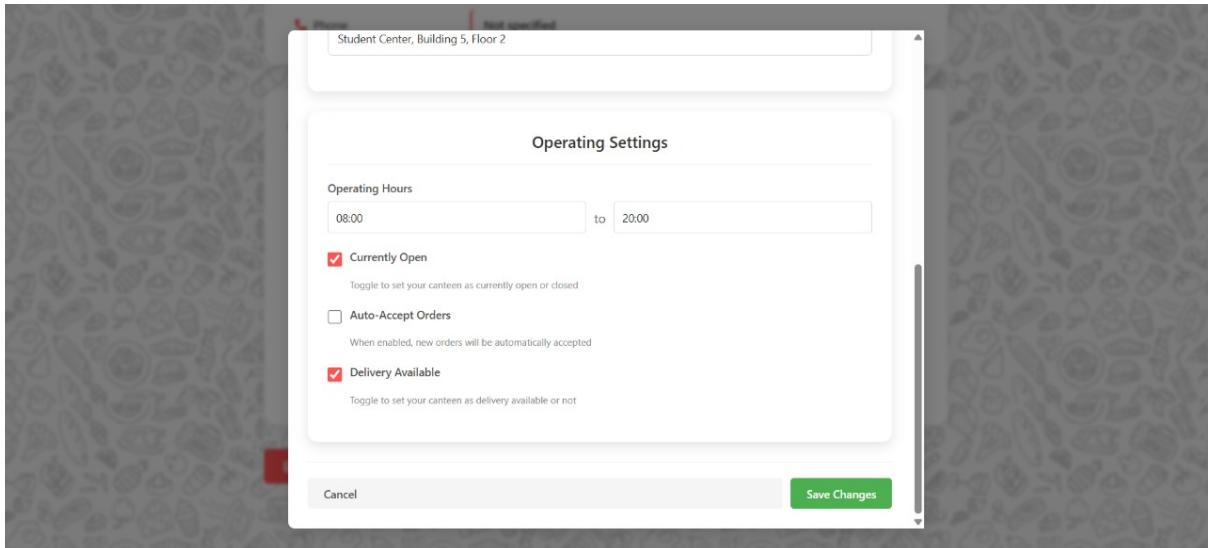


Figure 26: Edit Profile Page 2

3.7 Home Page

On the canteen's home page, canteen managers can efficiently manage their canteen through three main features: **Manage Order Queues**, **Discount and Coupons**, and **Reservations Management**.

On the home page, the **Manage Order Queues** button displays the number of orders in the queue along with the count of pending requests. The **Discount and Coupons** button displays the number of active coupons and active discounts. The **Reservations Management button** displays the number of pending reservation requests and number of approved reservation requests on that day.

Along with this they have the option to showcase the canteen's **Trending Picks** at the bottom of the page. Managers can also view and edit the canteen's **profile** by clicking on the profile icon, and access further functionalities through the **side menu bar**.

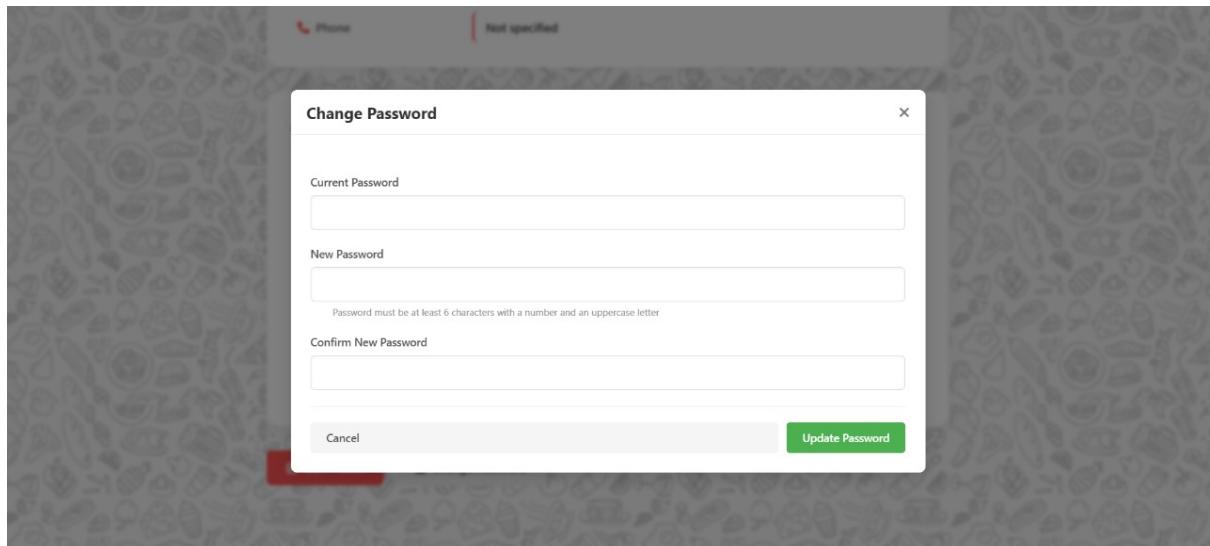


Figure 27: Change Password Page

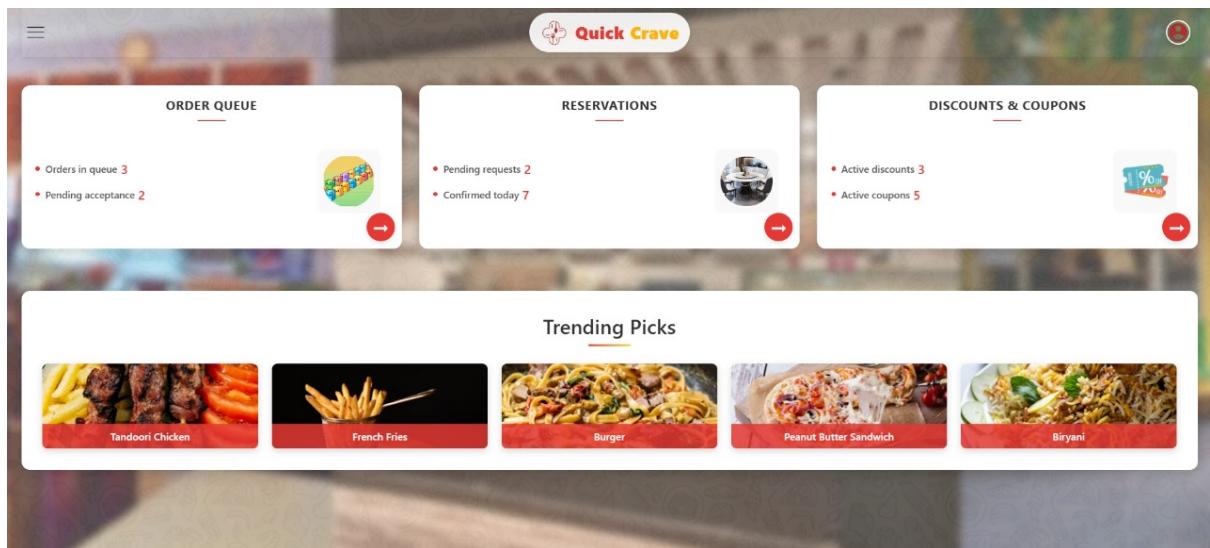


Figure 28: Canteen Manager Home Page

3.8 Manage Order Queues

The Manage Order Queue page allows canteen managers to **track and handle customer orders** in real time. The interface provides a clear overview of the order status distribution, including:

- **Waiting for Approval:** Orders that have just been placed and are yet to be accepted.
- **Waiting for Payment:** Orders that have accepted and are in line for payment.
- **Cooking:** Orders that are being prepared to be picked up or delivered.
- **Ready for Pickup/Delivery:** The total number of orders received which are ready for pickup or delivery
- **Total Today:** The total number of orders received on the current day.

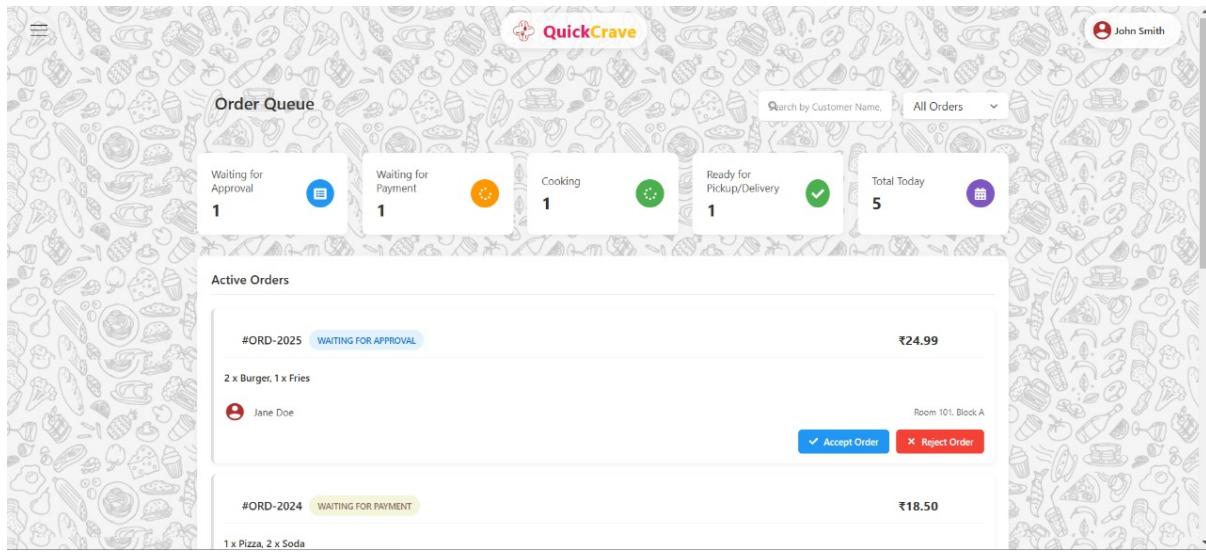


Figure 29: Canteen Manager Order Management Queue Page

Managers can search for specific orders using the search bar or filter through different order statuses using the dropdown menu.

Under the **Active Orders** section, each order is displayed with:

- The order ID and current status.
- List of ordered food items.
- The customer's name and avatar.
- The total cost of the order.
- The address of delivery, if the order type is delivery
- The timestamp of when the order was completed, if completed.
- And quick action buttons such as **Accept Orders** for new orders, **Mark as Ready** for ongoing orders, and **Complete order** for ready orders.

3.9 Discount and Coupons

The Discount & Coupon Management page enables canteen managers to create, view, and manage discounts and coupons for various menu items. At the beginning of this page you can see:

- **Active Discounts:** Total number of currently applied discounts on menu items.
- **Active Coupons:** Total number of valid coupons available for users.

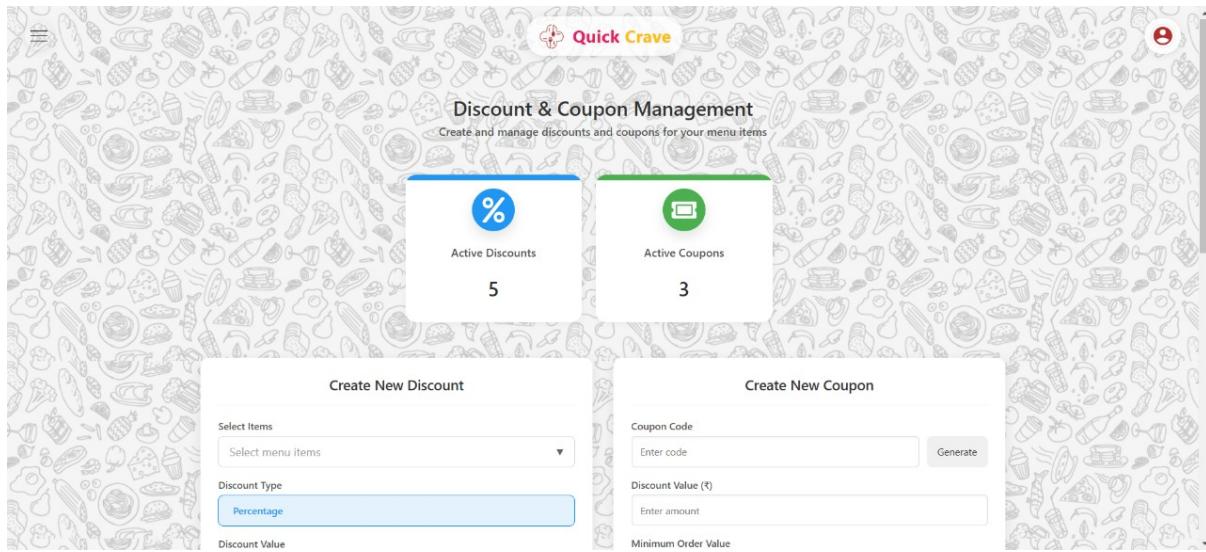


Figure 30: Canteen Manager Create Discounts and Coupons Page

The canteen manager has access to four main features on this page:

- 1. Create New Discount:** Canteen Managers can select specific menu items and define a discount type:
 - Menu Item to be given discount at
 - Percentage(e.g. 20% off)
 - Fixed Amount(e.g. Rs. 5 off)
- 2. Create New Coupon:** Managers can either manually enter a coupon code or use the Generate button to create one automatically, followed by:
 - **Coupon Code:** The Coupon Code for the corresponding discount to be given to Customers
 - **Discount Value:** The discount amount offered through the coupon.
 - **Minimum Order Value:** The minimum order total required to apply the coupon.
 - **Valid Until date:** The coupon's expiration date.

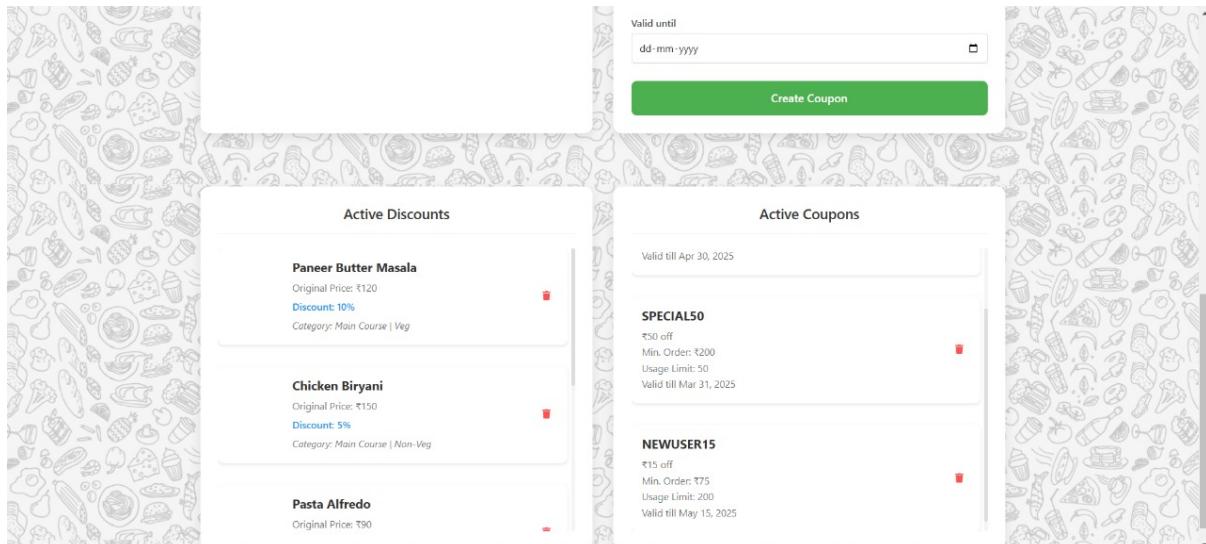


Figure 31: Canteen Manager Active Discounts and Coupons

3. Active Discounts: This section displays each active discount, showing item name, original price, offer details, and category. Each entry includes a delete option to remove the discount if needed.

4. Active Coupons: This section displays current coupon codes with their respective values, Min. Order, usage limits, and expiration details. Each coupon entry includes a delete option to remove the coupon if needed.

3.10 Reservations Management

The Reservation Management Page enables canteen managers to handle table bookings, monitor reservation statuses, and respond to customer requests in real time. At the beginning of this page you can see:

- Pending Requests
- Approved Today
- Rejected Today
- Total Tables

All Reservation Requests	
Sarah Johnson 4 People • Table #8	May 15, 2025 7:00 PM - 8:00 PM Additional Request: Window seat preferred, celebrating anniversary Booking Amount: ₹50 Accept Reject
Michael Chen 2 People • Table #4	May 15, 2025 6:30 PM - 7:30 PM Additional Request: None Booking Amount: ₹30 Approved Accept

Figure 32: Canteen Manager Reservation Management Page

Canteen Managers can filter reservations using the dropdown menu (e.g, Approved, Rejected, etc.) or apply specific criteria via the Filter button to refine the displayed list.

At the bottom of the page, canteen managers can see the reservation requests. Each reservation request comprises of the following:

- **Customer Info:** Name, avatar, and party size(e.g. 4 people)
- **Date and Time**
- **Special Notes:** Customer's additional requests(if any)
- **Booking Amount**
- **Action Buttons:** The canteen manager can either Accept the request or reject the request.

3.11 Side Menu

The **Side Menu** button contains various other features for customer usage which includes -

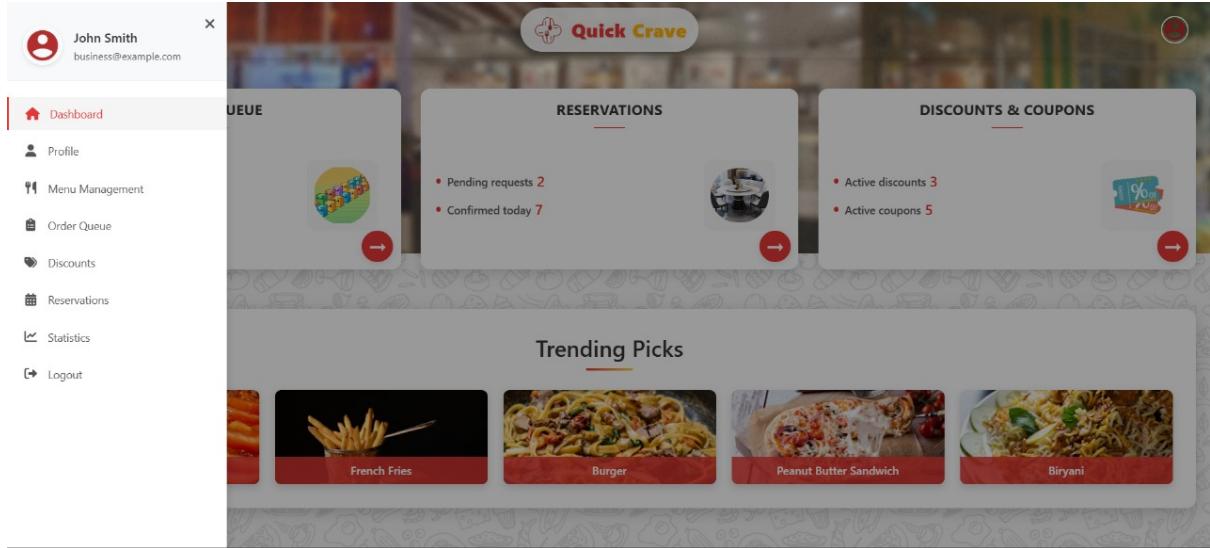


Figure 33: Canteen Manager Side Menu

- **Dashboard** - This option dives the Customer back to the Home page demonstrated above
- **Profile** - This option dives the Customer to the Profile page demonstrated above
- **Menu Management** - This option allows the Canteen Manager to **add**, **edit** and **delete** various food items in the menu
- **Order Queue** - This option directs to the **Manage Order Queue** page demonstrated above
- **Discounts** - This option directs to the **Discounts and Coupons** page demonstrated above
- **Reservations** - This option directs to the **Reservations** page demonstrated above
- **Statistics** - This feature allows Customer to view all the past orders made through **Quick Crave**, be it be Dineout, Delivery or Reservation
- **Log Out** - This feature logs out the account of the Canteen Manager and takes them back to the **Login Page**

3.12 Menu Management

This feature allows Canteen Manager to **add**, **edit** and **delete** food items in their canteen. The image attached below shows the various food items added under the Canteen's menu. To delete any food item, select the **Red Delete** button at the right corner of each food item and confirm the deletion. To edit any food item, select the **Blue Edit** button next to the delete button and edit the particular edit that you want to. Below image could be used for reference purposes-

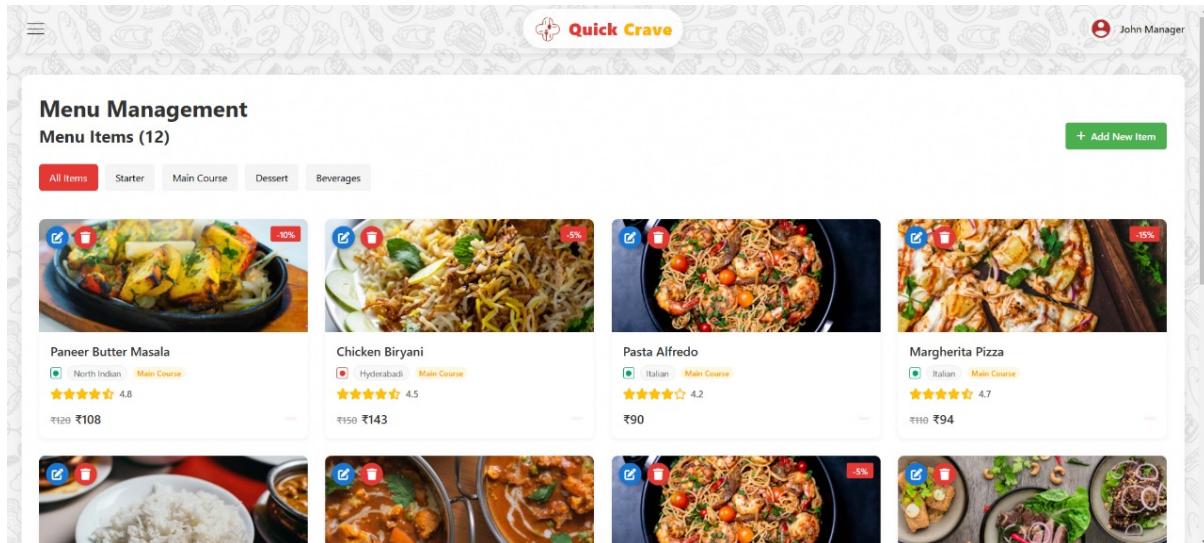


Figure 34: Canteen Manager Menu Management Page

To add new food item, click on the **Green Add New Item** button on the right side of the page and add all the corresponding details as can be seen in the image below

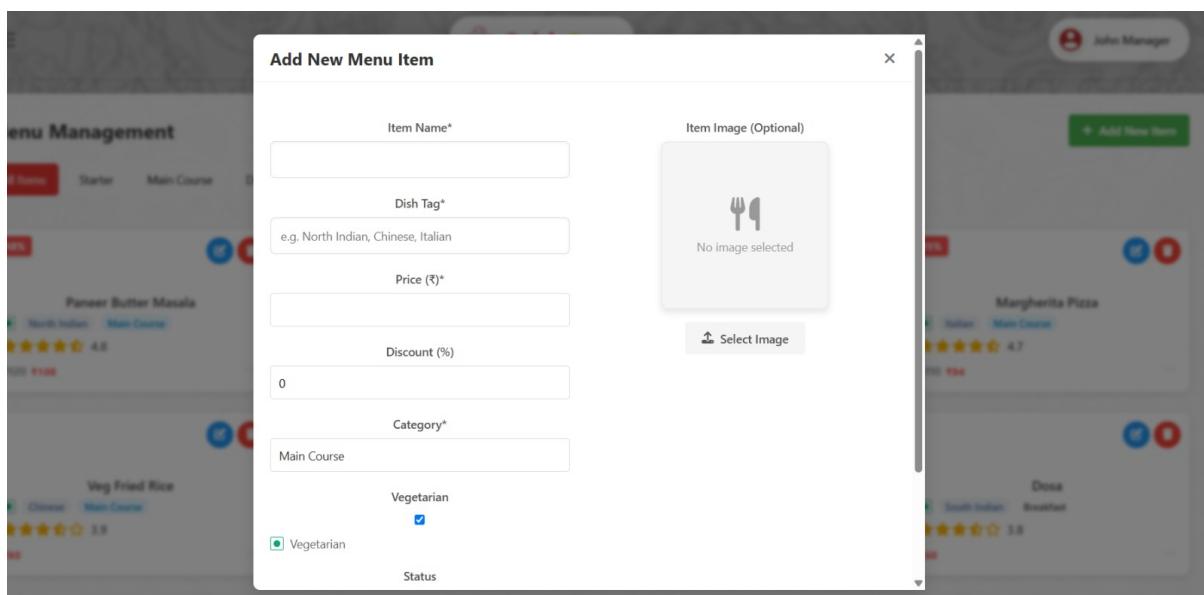


Figure 35: Add new Item page of Menu Management for Canteen Manager

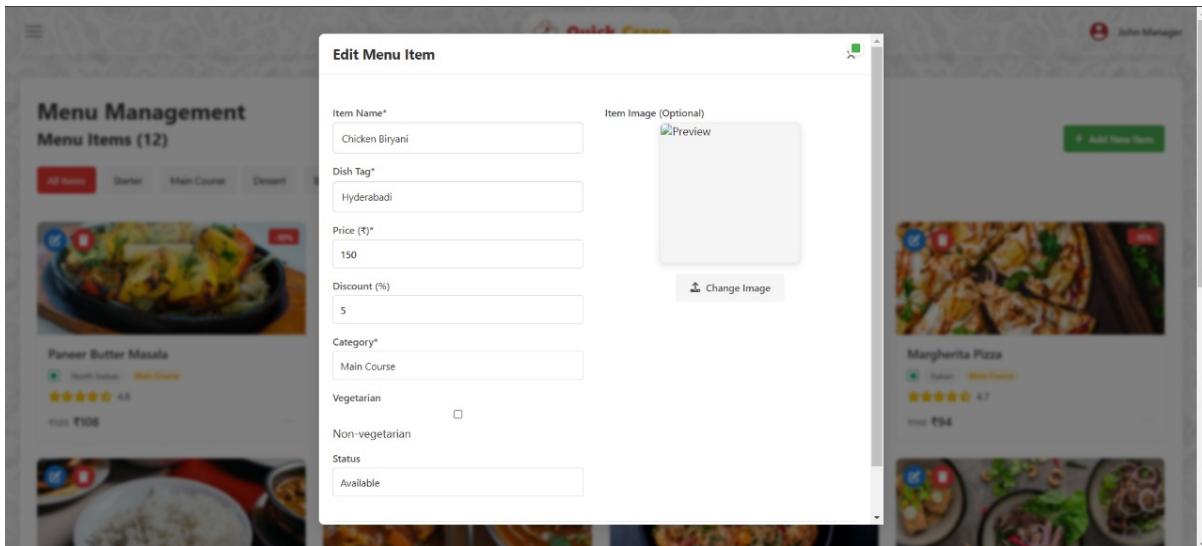


Figure 36: Canteen Management Edit Menu

3.13 Statistics

This part of the webpage provides the Canteen Manager with the insights about various transactions made in his canteen. The gross value of the following can be seen in the first half of the page :

- **Total Sales** - Total amount received this month and its comparison with the last month
- **Total Orders** - Total orders received this month and its comparison with the last month
- **Avg. Order Value** - Average value of the orders received this month and its comparison with the last month
- **Total Customers** - Total customers served this month and its comparison with the last month



Figure 37: Canteen Manager Statistics showing Last Month Sales Analytics

Below this part, another feature provides insight on the **Sales Analytics** of the Canteen as a **bar graph** with 3 options :

- **Last Week** - Sales Analytics of the Canteen each day of last week
- **Last Month** - Sales Analytics of the Canteen each day of last month
- **Last Year** - Sales Analytics of the Canteen each month of last year

The above and below images can be viewed for reference for the above part.

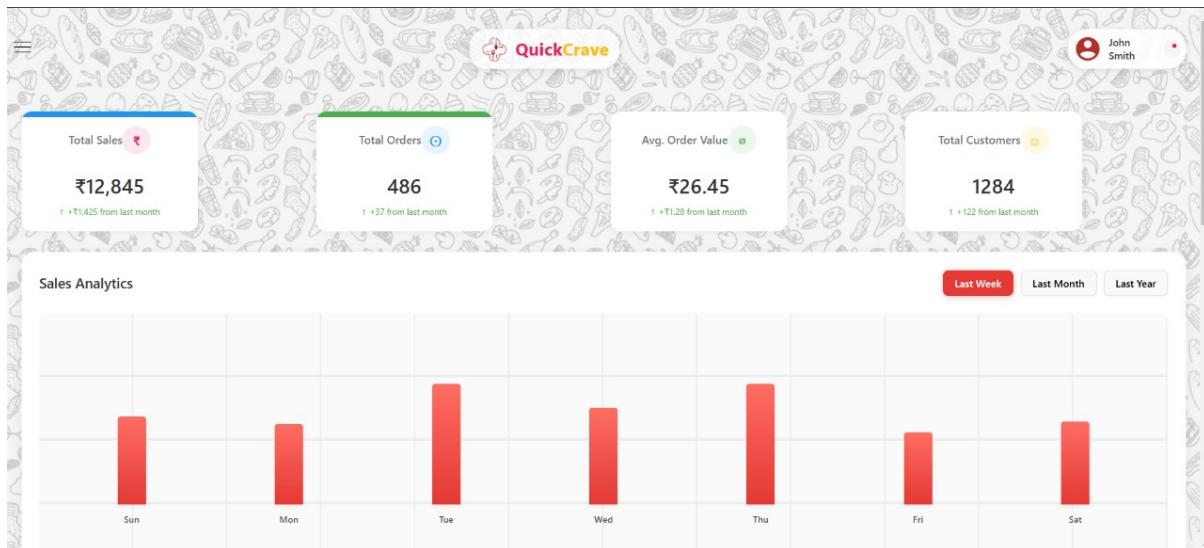


Figure 38: Canteen Manager Statistics showing Last Week Sales Analytics

The last part of the page enables Canteen Manager to view ;

- **Popular Items** - of the canteen which are frequently brought by the customer
- **Recent Order** - The orders placed in the canteen recently

The below image can be viewed as a reference for the above said part



Figure 39: Canteen Manager Statistics showing Popular Items and Recent Orders

4 Troubleshooting

If any page stops responding or doesn't load, either on the Canteen Manager or the Customer side, it mainly occurs due to expiration of cookies.

- Try logging out and logging in again.