



# Food Delivery Management System User Guide



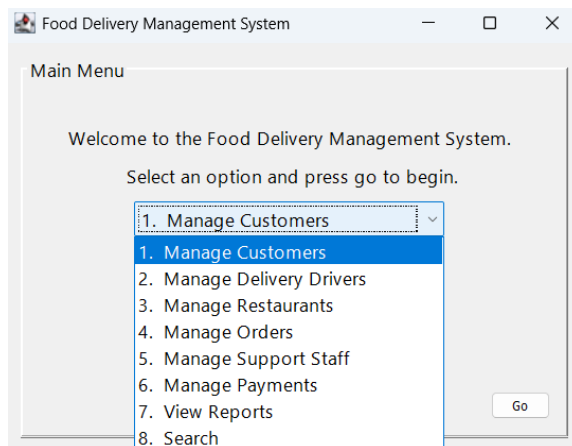
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## Main Menu

Select an option and press go to open the menu you need. This will take you to a new window based on your choice. When a new window is opened, you can move or close that window to return to the main menu. Close the main menu window to close the program.



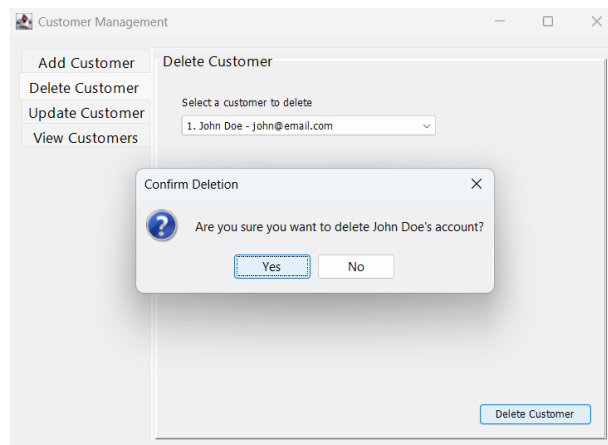
## Customer Management

Select "Manage Customers" from the main menu to open this window. Click on a tab to access the page to add, remove, update, or view all customers.

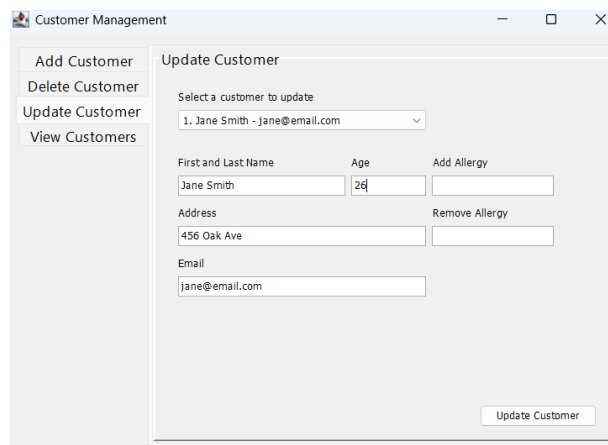
**Add Customer** – Type in all the required information (Name, age, address, and email). Adding allergies is optional. Click "Add Customer" to add that customer.

A screenshot of a software window titled "Customer Management". On the left side, there is a vertical list of tabs: "Add Customer", "Delete Customer", "Update Customer", and "View Customers". The "Add Customer" tab is selected. The main area of the window is titled "Add Customer" and contains several input fields: "First and Last Name" (with "Aiden Pearce" entered), "Age" (with "39" entered), "Address" (with "324 Fox St, Portales, NM" entered), "Email" (with "Aiden@email.com" entered), and "Allergies. Separate each one with a comma. (optional)" (with an empty text box). At the bottom right of the form is an "Add Customer" button.

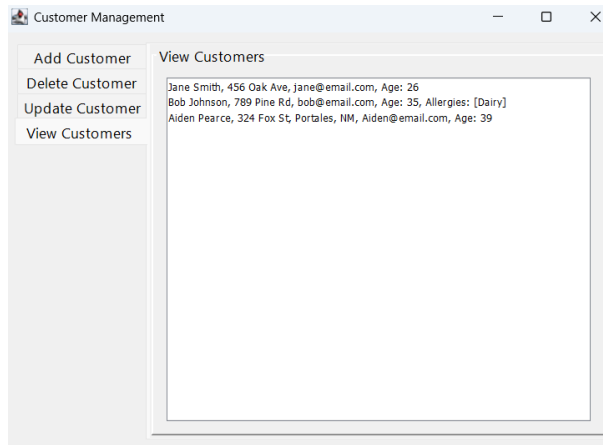
**Delete Customer** – Select a customer from the drop-down list, click “Delete Customer”, and confirm the deletion by clicking “Yes” on the popup window to delete a customer’s account.



**Update Customer** – Select a customer from the drop-down list. This will populate the customer’s information in all the required fields. Change the information you need to and click “Update Customer” to update the customer’s information.



**View Customers** – You can view all customers’ names, ages, emails, addresses, and allergies.



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## Driver Management

Select a tab to access the page to add, remove, or update a driver. You can also assign a driver to a vehicle, and view or add a rating to a driver.

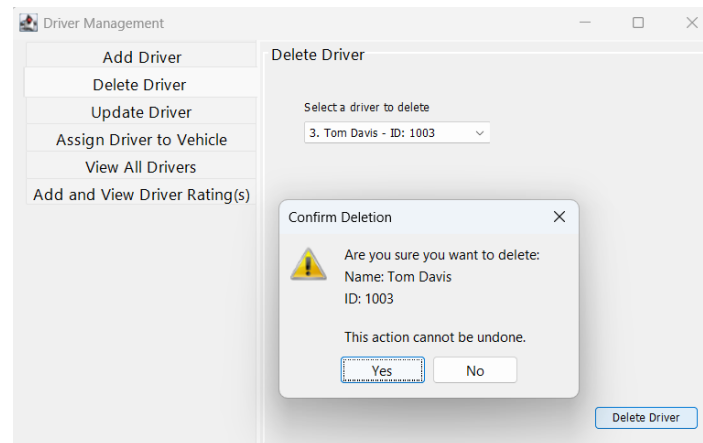
**Add Driver** – Fill out all text fields and click “Add Driver” to add a new driver.

The screenshot shows a window titled "Driver Management" with a sidebar on the left containing six buttons: "Add Driver", "Delete Driver", "Update Driver", "Assign Driver to Vehicle", "View All Drivers", and "Add and View Driver Rating(s)". The main area is titled "Add Driver" and contains the following form fields:

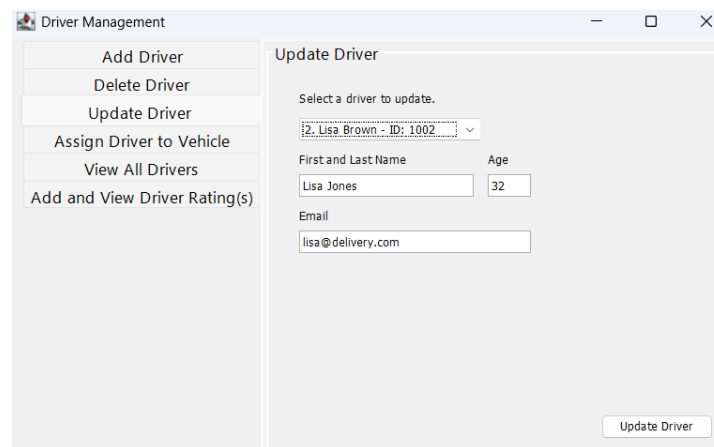
- Driver ID:
- First and Last Name:
- Age:
- Email:

An "Add Driver" button is located at the bottom right of the form.

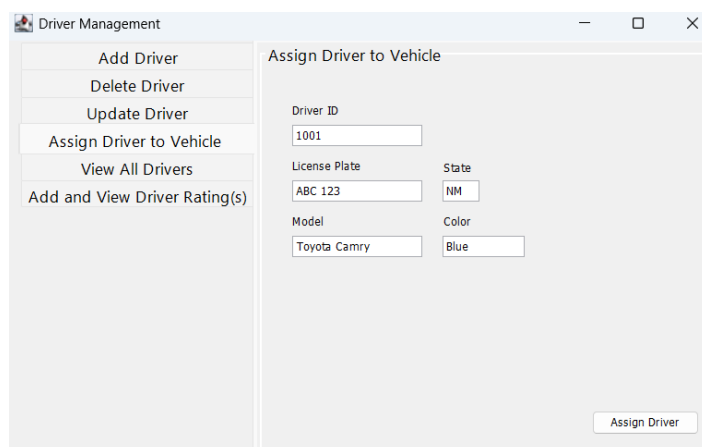
**Delete Driver** – Select a driver from the drop-down list, click “Delete Driver”, and confirm the deletion by clicking “Yes” on the popup window to delete that driver.



**Update Driver** - Select a driver from the drop-down list. This will populate all text fields. Change the information you need to, and then click “Update Driver” to update that driver’s information.

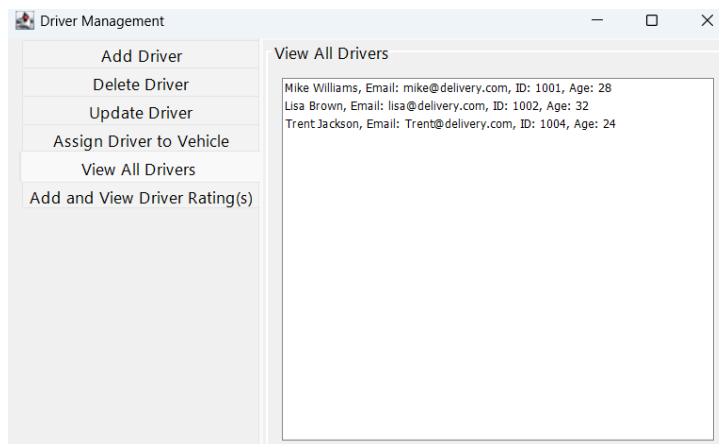


**Assign Driver to Vehicle** – Input the driver’s ID and vehicle information. All fields are required. For the “State” field, enter the state where the vehicle is registered. Only enter the state abbreviation for this field.



The screenshot shows a web application window titled "Driver Management". On the left is a sidebar menu with the following options: "Add Driver", "Delete Driver", "Update Driver", "Assign Driver to Vehicle" (which is highlighted), "View All Drivers", and "Add and View Driver Rating(s)". The main content area is titled "Assign Driver to Vehicle" and contains several input fields: "Driver ID" with the value "1001", "License Plate" with the value "ABC 123", "State" with the value "NM", "Model" with the value "Toyota Camry", and "Color" with the value "Blue". An "Assign Driver" button is located at the bottom right of the form.

**View All Drivers** – You can view drivers’ names, ages, emails, and ID numbers here.

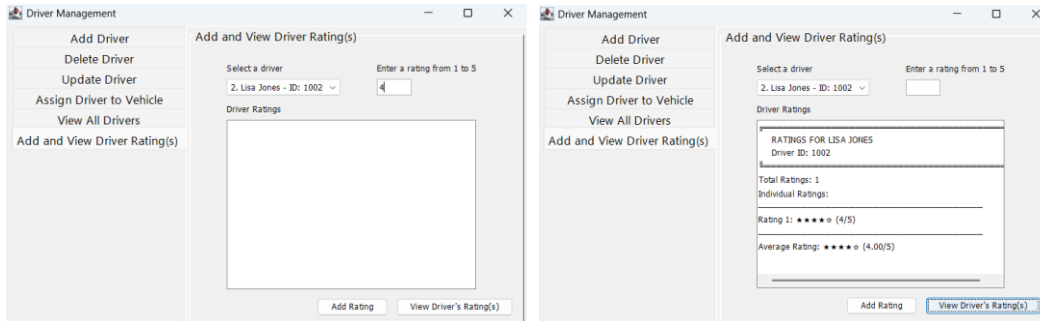


The screenshot shows the same "Driver Management" application window, but now the "View All Drivers" option in the sidebar is highlighted. The main content area is titled "View All Drivers" and displays a list of three drivers in a text box:

- Mike Williams, Email: mike@delivery.com, ID: 1001, Age: 28
- Lisa Brown, Email: lisa@delivery.com, ID: 1002, Age: 32
- Trent Jackson, Email: Trent@delivery.com, ID: 1004, Age: 24



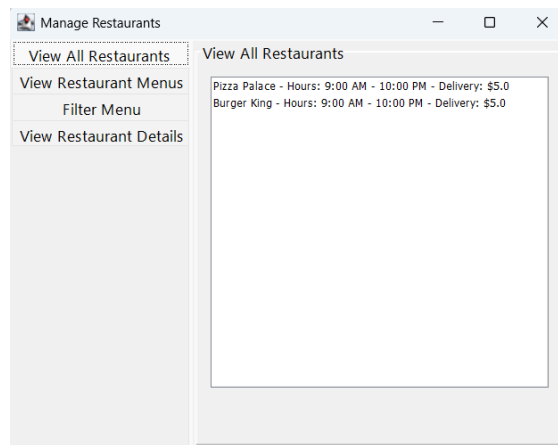
**Add and View Driver Rating(s)** - Select a driver from the drop-down list and enter a number from 1 to 5. Entering any other number will give you an error message. Then click “Add Rating” to update that driver’s ratings. Click on “View Driver’s Rating(s)” to view that driver’s ratings.



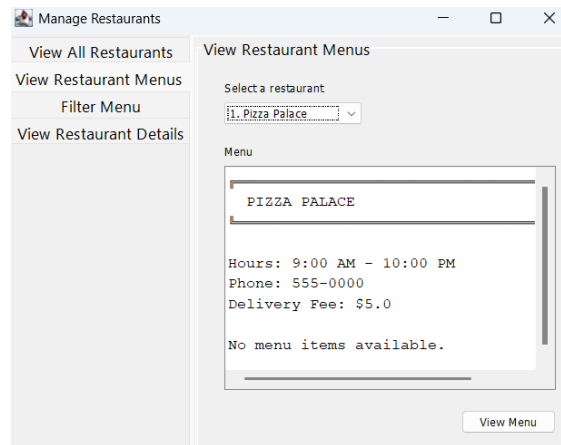
## Manage Restaurants

Select a tab to open the page to view restaurant details and their menus.

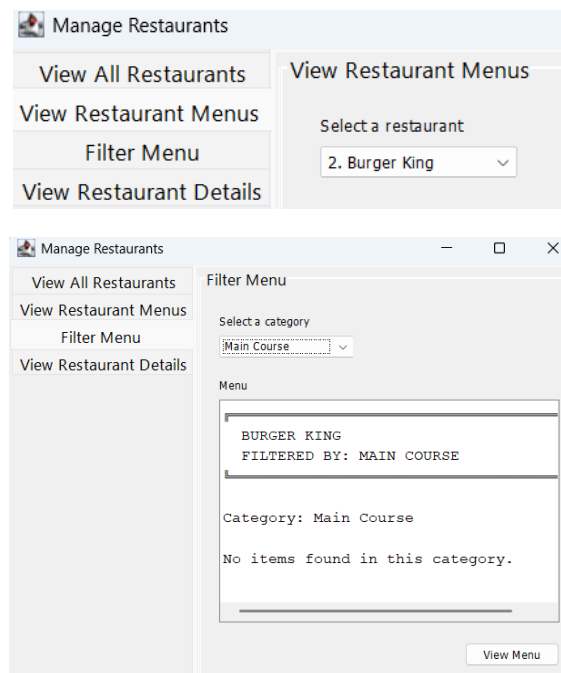
**View All Restaurants** – You can view a restaurant’s name, hours, and delivery fees in this tab.



**View Restaurant Menus** – You can view all restaurant menus from this tab. Select a restaurant from the drop-down list and click “View Menu” to view the menu.



**Filter Menu** – To select a restaurant to filter, go to the “View Restaurant Menus” tab and make your selection from the drop-down list. Next, go to the “Filter Menu” tab and select a category from that drop-down list. Then click “View Menu” to see those menu items.



**View Restaurant Details** – Select a restaurant from the drop-down list and click “View Details” to view that restaurant’s name, phone number, hours, delivery fee, and menu information. Scroll down to see their number of menu items.

The screenshot shows a window titled "Manage Restaurants" with a sidebar containing four tabs: "View All Restaurants", "View Restaurant Menus", "Filter Menu", and "View Restaurant Details". The "View Restaurant Details" tab is active. It features a "Select a restaurant" dropdown menu with "Pizza Palace" selected. Below this is a section titled "Restaurant Details" containing a scrollable box with the following information: "Name: Pizza Palace", "Phone: 555-0000", "Hours: 9:00 AM - 10:00 PM", and "Delivery Fee: \$5.0". A "View Details" button is located at the bottom right of the main content area.

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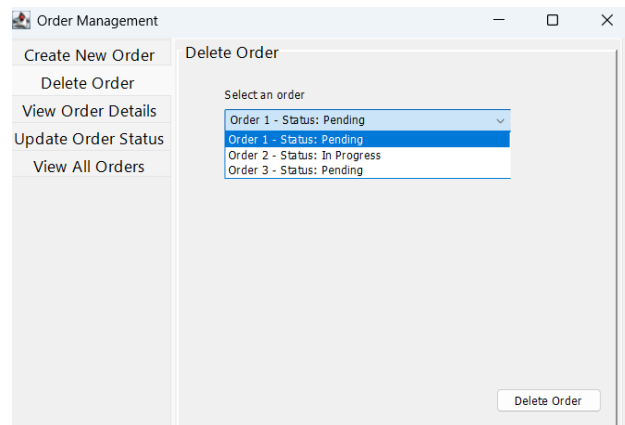
## Order Management

You can create and view orders in this window. Select a tab to open the page you need.

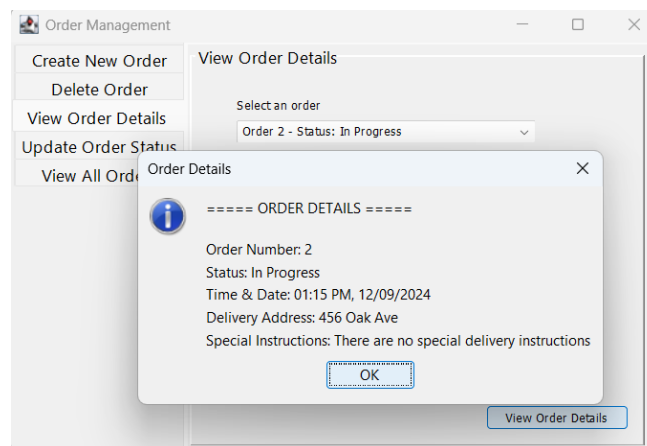
**Create New Order** – Enter information in the required fields (Customer Number, Time, and Date). Click “Create Order” to create an order and link it to a customer.

The screenshot shows a window titled "Order Management" with a sidebar containing five tabs: "Create New Order", "Delete Order", "View Order Details", "Update Order Status", and "View All Orders". The "Create New Order" tab is active. It features a form with the following fields: "Customer Number" (with the value "3"), "Time (e.g. 12:00 PM)" (with the value "2:42 PM"), and "Date (e.g. 11/30/2025)" (with the value "12/09/2024"). Below these is a "Special Instructions (optional)" text area. A "Create Order" button is located at the bottom right of the main content area.

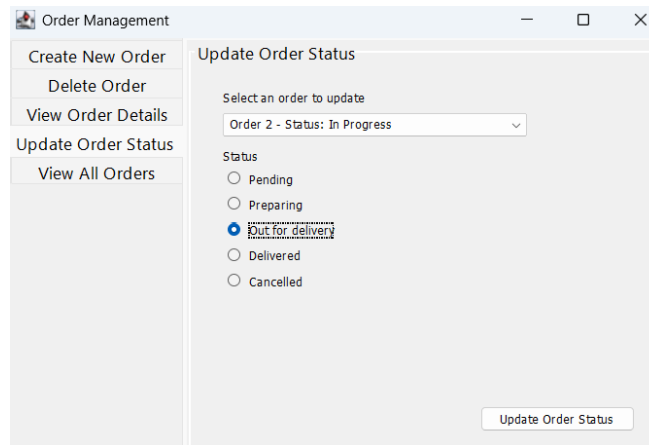
**Delete Order** – Select an order from the drop-down list and click “Delete Order” to delete that order.



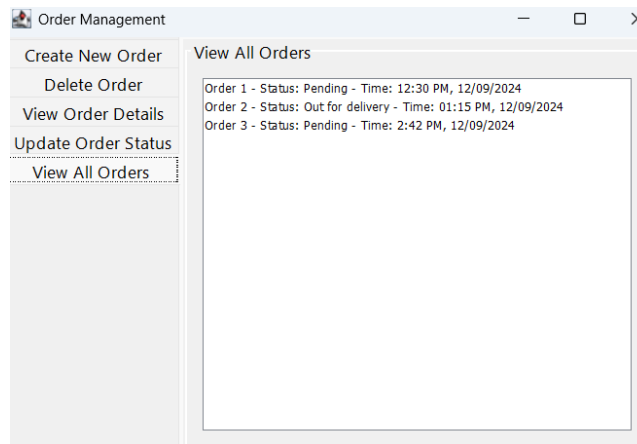
**View Order Details** – Select an order from the drop-down list and click “View Order Details”. This will open a new window with the order number, status, time and date, Delivery Address, and special instructions.



**Update Order Status** - Select an order from the drop-down list. Next, click on the status that you wish to update the order with. Then click “Update Order Status” to update that order.



**View All Orders** – You can view all order’s status and the time and date when they were placed.




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## Support Staff Management

You can add, delete, update, and view staff information in this window. Select a tab to open the page you need.

**Create New Support Staff** - Fill out all fields and click “Add New Staff Member” to add a new staff member.

The screenshot shows a web application window titled "Support Staff Management". On the left is a sidebar menu with the following options: "Add New Support Staff", "Delete Support Staff", "View All Support Staff", "Assign Issue to Staff", "Update Issue Status", "Resolve Issue", and "View Staff Customer Info". The main content area is titled "Add New Support Staff" and contains the following form fields:

- Staff ID:
- First and Last Name:
- Age:
- Email:
- Initial Issue Type (or 'None'):

At the bottom right of the form is a button labeled "Add New Staff Member".

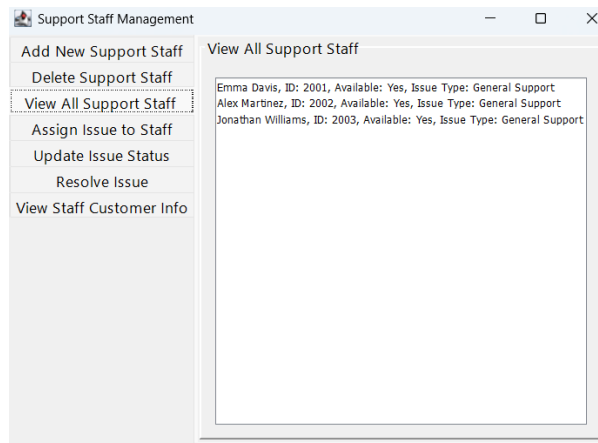
**Delete Support Staff** – Select a support staff member from the drop-down list and click “Delete Staff Member” to delete that staff member.

The screenshot shows the same "Support Staff Management" application window, but the main content area is now titled "Delete Support Staff". The sidebar menu remains the same. The form in the main area contains a single field:

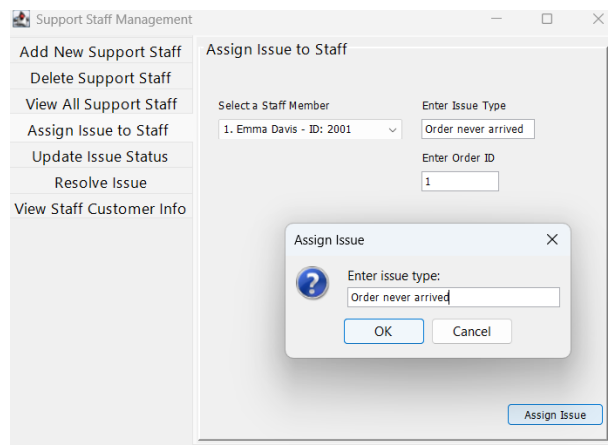
- Select a Staff Member: A dropdown menu showing "[2, Alex Martinez - ID: 2002]" with a downward arrow.

At the bottom right of the form is a button labeled "Delete Staff Member".

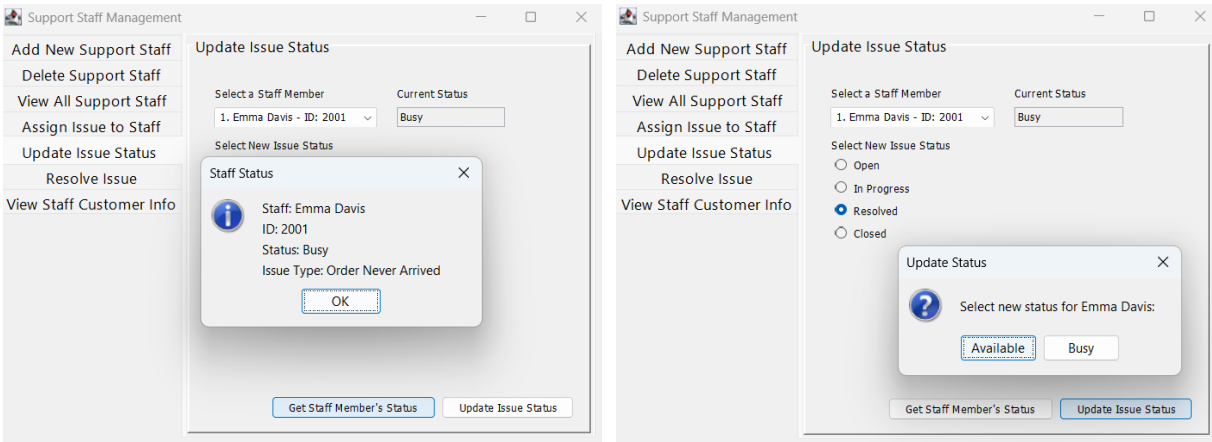
**View All Support Staff** – You can view all support staffs’ names, ID’s, availability, and Issue Type in this tab.



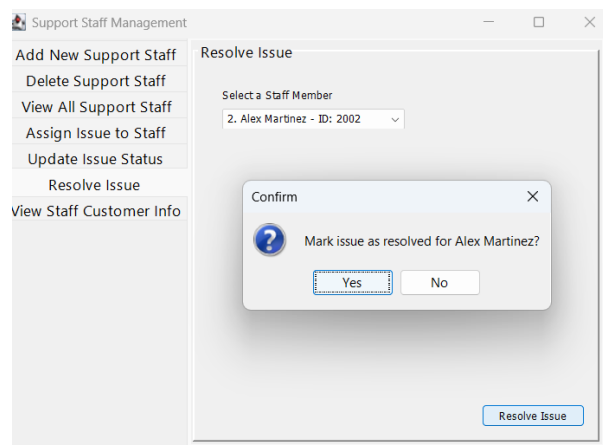
**Assign Issue to Staff** – Select a staff member from the drop-down list. Enter the order number and issue type and click “Assign Issue”. Next, a window will pop up asking you for the issue type. Fill it out that text box. Then click “OK” to assign that issue to a staff member.



**Update Issue Status** – Select a staff member from the drop-down list and click “Get Current Staff Member’s Status” to see a staff member’s status. Select one of the options under “Select New Issue Status” and click “Update Status”. Next, select the availability of that staff member to complete updating the issue’s status.



**Resolve Issue** – Select a staff member from the drop-down list and click “Resolve Issue”. Confirm that you want to resolve the issue currently assigned to that staff member by clicking “Yes”.





**View Staff Customer Info** – Select a staff member and click “View Customer Info” to view the customer and order information for this staff member.

The screenshot shows a window titled "Support Staff Management" with a sidebar menu containing the following options: "Add New Support Staff", "Delete Support Staff", "View All Support Staff", "Assign Issue to Staff", "Update Issue Status", "Resolve Issue", and "View Staff Customer Info". The "View Staff Customer Info" option is selected, opening a dialog box with the same title. Inside the dialog, there is a "Select a Staff Member" dropdown menu showing "2. Alex Martinez - ID: 2002". Below this is a section titled "Customer/Order Information" containing a text area with the following text: "STAFF MEMBER: Alex Martinez", "Staff ID: 2002", "Status: Available", and "Current Issue Type: The food was". At the bottom of the dialog, there is a button labeled "View Customer Info".

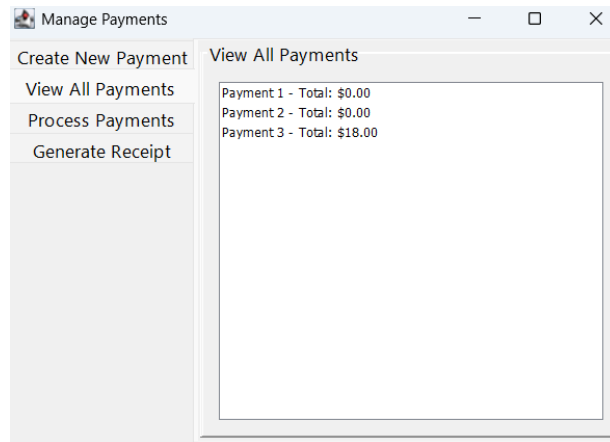
## Manage Payments

In this window, you can create, view, and process payments. You can also generate receipts from this window. Select a tab to open the page you need.

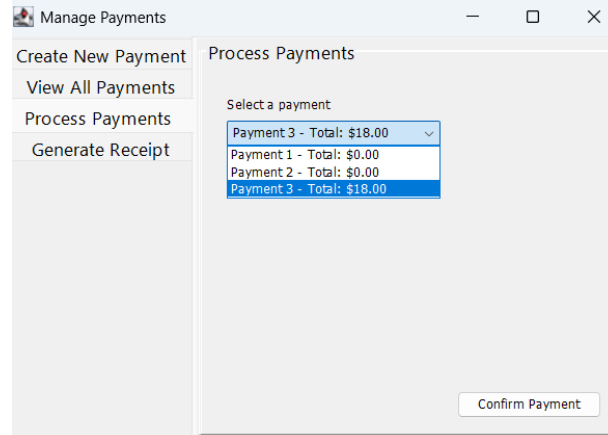
**Create New Payment** – Select an order from the drop-down list, a payment method, and fill out all text fields. Next, click “Add Payment” to add that payment to the order.

The screenshot shows a window titled "Manage Payments" with a sidebar menu containing the following options: "Create New Payment", "View All Payments", "Process Payments", and "Generate Receipt". The "Create New Payment" option is selected, opening a form with the same title. The form has two main sections: "Select an order" and "Payment Method". The "Select an order" section has a dropdown menu showing "Order 1". The "Payment Method" section has three radio buttons: "Debit Card" (selected), "Credit Card", and "Cash". Below these sections are four text input fields: "Subtotal" with a value of "\$ 12.00", "Delivery Fee" with a value of "\$ 5.00", "Tax" with a value of "\$ 1.00", and an empty field for "Tip". At the bottom right of the form is a button labeled "Add Payment".

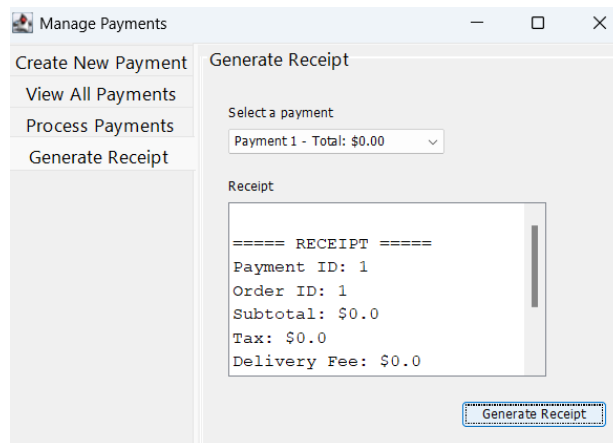
**View All Payments** – You can view all payments in this tab.



**Process Payments** – Select a payment from the drop-down list and click “Confirm Payment” to confirm that payment.



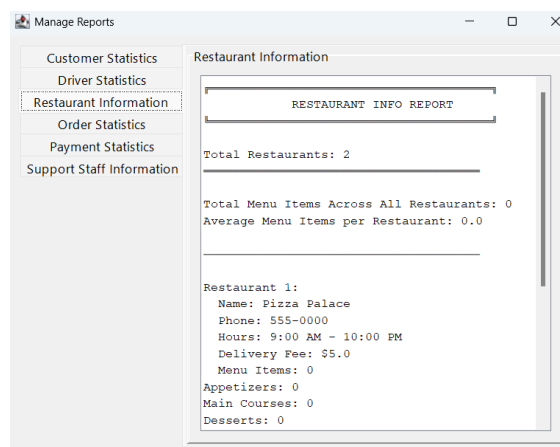
**Generate Receipts** – Select a payment from the drop-down list and click “Generate Receipt” to view the receipt for that order.



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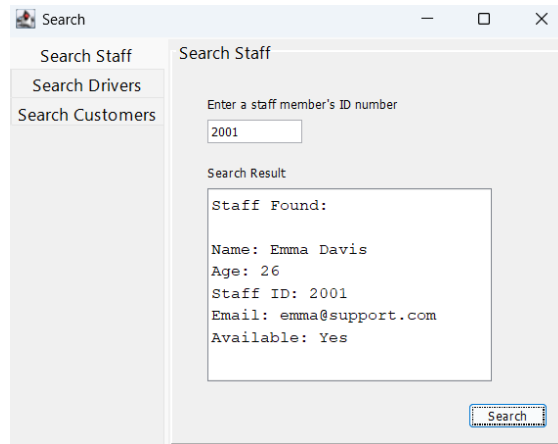
## View Reports

You can view customer, driver, restaurant, order, payment, and support staff statistics. Select a tab to view the page you need. Scroll through the page to view all the information.



## Search

You can search for staff, drivers, or customers in this window. Select the tab you need, enter a number according to the instructions, and click “Seach”.



The screenshot shows a window titled "Search" with three tabs: "Search Staff", "Search Drivers", and "Search Customers". The "Search Staff" tab is selected. Inside the tab, there is a text input field labeled "Enter a staff member's ID number" containing the value "2001". Below the input field, there is a section titled "Search Result" containing a box with the following text:

```
Staff Found:  
  
Name: Emma Davis  
Age: 26  
Staff ID: 2001  
Email: emma@support.com  
Available: Yes
```

At the bottom right of the window, there is a button labeled "Search".