

INSTRUCTION GUIDE FOR IT MANAGEMENT SYSTEM

HOW TO USE MAIN MENU:

Welcome to our IT Management System!

The Main Menu has 5 options.

1. Customers
2. Products
3. Services
4. Invoices
5. Exit

Option 1: Customers – will navigate to the customer's menu

```
Welcome to IT SERVICE MANAGEMENT
(1) Customers
(2) Products
(3) Services
(4) Invoices
(5) Exit
```

```
Welcome to IT SERVICE MANAGEMENT
(1) Customers
(2) Products
(3) Services
(4) Invoices
(5) Exit
1

CUSTOMERS MENU

(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:

```

Option 2: Products- will navigate to the product's menu

```
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
2
PRODUCTS MENU

(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:
█
```

Option 3: Services – will navigate to the service's menu

```
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
3
SERVICES MENU

(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:
█
```

Option 4: Invoices – will navigate to the invoice's menu

```
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
4

INVOICES MENU

(1) Create
(2) Delete
(3) Print Invoice
(4) Main Menu
Type the number where you want to go:
```

Option 5: Exit – will terminate the program

```
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
5
Good Bye
```

PRELOADED INFORMATION I.E. CUSTOMERS, SERVICES, PRODUCTS, AND INVOICES

This information will be helpful during the program especially while creating an invoice report. These ID's will also be used to modify and delete any preloaded component of the program.

A user can also create new customers, products, services, and use them to create invoices.

Preloaded Customers

	CustomerId	First Name	Last Name	Street Number	Street Name	Phone number
c1	2001	John	Smith	500	Ave K	3403500
c2	2002	Mary	Lane	221	Main Street	3403515
c3	2003	Noe	Soto	132	Apple	3052361
c4	2004	Beida	Ortiz	209	Ave G	3403210
c5	2005	Josephine	Ruffino	310	Ranger	3404223

Preloaded Products

	ProductId	Product	Product Quantity	Product Price (\$)
p1	3001	500Gb Hard drive	50	50
p2	3002	1Tb Hard drive	30	100
p3	3003	32Gb USB Drive	50	15
p4	3004	64Gb USB Drive	30	25
p5	3005	VGA Cable	50	15

Preloaded Services

	ServiceId	Service type	Service Charge (\$)
s1	4001	Computer Repair	50
s2	4002	Virus Removal	40
s3	4003	Computer Reinstall	120
s4	4004	Screen Replacement	50
s5	4005	Computer Install	60

Preloaded Invoices

	InvoiceId	Quantity	Customer Id	Service Id	Product Id
i1	1001		c2- 2002	s3- 4003	
i2	1002	2	c4- 2004	s1- 4001	p4- 3004
i3	1003	3	c3- 2003		p2- 3002
i4	1004	1	c5- 2005		p1- 3001
i5	1005		c4- 2004	s1- 4001	

HOW TO USE CUSTOMERS, SERVICES AND PRODUCTS MENUS

Main menu options 1-3 (Customers, Products, Services) each have their own menus. Each menu is similar in functionality, providing the options to “Create”, “Modify”, “Delete”, “Print”, “Search”, and “Main Menu”; however, each is unique in the type of information it holds (i.e., product information, customer data, etc..).

Let's use option 2 for example. Selecting option (2) “Products” takes you to “Products Menu”.

```
C:\Users\josep>cd\java\CS-II-Group-Project-main\Part 2\Main Program
C:\java\CS-II-Group-Project-main\Part 2\Main Program>java MainMenu.java
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
2
PRODUCTS MENU
(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:
```

(1) Create:

-By inputting “1” for create, you are then prompted to input a product ID that will be used to identify your new product.

-The product ID must be 4 numbers, if not, you are prompted to try again and given another chance to input ID.

-After 4 number ID is selected, you are then prompted to enter product name, quantity, and price.

```
Type the number where you want to go:
1
Create new product
Enter product ID (4 numbers):
1234
Enter product name:
desktop
Enter product quantity:
30
Enter product price:
200
Product has been created.
Would you like to add another product? (Y, N)
```

```
Type the number where you want to go:
1
Create new product
Enter product ID (4 numbers):
12345
ID needs to be 4 numbers. Please try again.
Create new product
Enter product ID (4 numbers):
```

-If you decide that you would like to add another product, you are sent back to the Products Menu where you can choose to create an additional product. If you select no, you are also taken back to the Products Menu where you can make additional selections.

```
Would you like to add another product? (Y, N)
y
PRODUCTS MENU

(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:
_
```

(2) Modify:

- By inputting “2” for modify, you are prompted to input the ID of the product you are trying to modify. If you input an ID that is not stored in the system, “null” is returned since it does not exist and you are prompted to try again.

```
Type the number where you want to go:
2
MODIFY PRODUCT

Enter product ID:
1234
Input new name:
laptop
Input new quantity:
30
Input new price:
500
Product changed.

Would you like to modify another product? (Y,N)
```

(3) Delete:

- By inputting “3”, you are prompted to input the ID of the product to delete along with its associated information.

```
Type the number where you want to go:
3
DELETE PRODUCT

Enter product ID
1234
Product deleted.

Would you like to delete another product? (Y,N)
_
```

(4) Print:

- Selecting “4” will print out all products that have been stored. In this case, the 5 products shown below have been preloaded and provided in the tables above in the “Preloaded Information” section of this how-to guide. This option is helpful if you are looking to delete or modify a product but are can’t remember the ID, or simply would like an overview of what products are currently stored in the system.

```
Type the number where you want to go:
4
3001 500Gb Hard drive $50.0
3002 1Tb Hard drive $100.0
3003 32Gb USB Drive $15.0
3004 64Gb USB Drive $25.0
3005 VGA Cable $15.0

PRODUCTS MENU
(1) Create
(2) Modify
(3) Delete
(4) Print
(5) Search
(6) Main Menu
Type the number where you want to go:
```

(5) Search:

- Selecting “5” is similar to print, except you have to input the product ID in order to print out the details (price/name).
- If you input an ID that does not exist, you will simply receive a “null” and prompted to search for another product.

Type the number where you want to go: 5 SEARCH PRODUCTS Enter product ID 3003 Product: 3003 32Gb USB Drive \$15.0 Would you like to search for another product? (Y,N)	Type the number where you want to go: 5 SEARCH PRODUCTS Enter product ID 1234 Product: null Would you like to search for another product? (Y,N)
---	---

(6) Main Menu:

- Selecting “6” will take you back to the programs main menu, where you can navigate to any of the other menus or simply exit the program.

```
Type the number where you want to go:
6
Welcome to IT SERVICE MANAGEMENT
(1) Costumers
(2) Products
(3) Services
(4) Invoices
(5) Exit
```


HOW TO USE INVOICES MENU

- Select Option “(4) Invoices” from the Main Menu
- Then you will see the Main Menu for Invoices:

```
INVOICES MENU

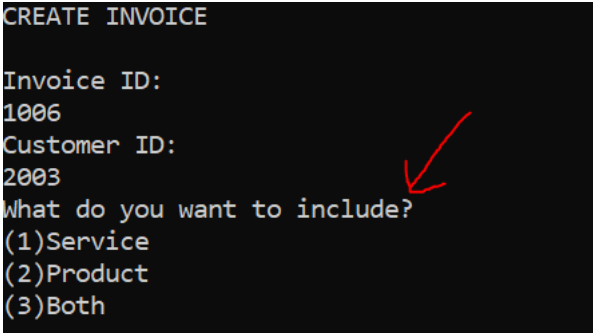
(1) Create
(2) Delete
(3) Print Invoice
(4) Main Menu
Type the number where you want to go:
```

Sections:

- **(1) Create:** When creating a new Invoice, you will be asked to input the following information
 - o *Invoice ID*
 - o *Customer ID*
 - o Then you will choose what to include in the Invoice (see Image below):

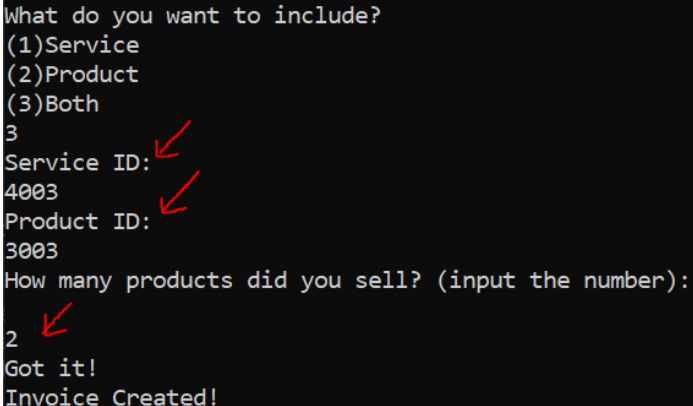
```
CREATE INVOICE

Invoice ID:
1006
Customer ID:
2003
What do you want to include?
(1)Service
(2)Product
(3)Both
```



- o Depending on what your selection you will be asked to add a *Service ID or/and Product ID and Product Quantity* in case you sold more than one product. (See an example of option “(3)Both” in the image below):

```
What do you want to include?
(1)Service
(2)Product
(3)Both
3
Service ID:
4003
Product ID:
3003
How many products did you sell? (input the number):
2
Got it!
Invoice Created!
```



- o You are done!

- **(2) Delete:** Invoice Deletion is simple, you will be asked to input the following information:
 - o *Invoice ID*
 - o You are done!
- **(3) Print Invoice:** To print an invoice Input the following information:
 - o *Invoice ID*
 - o You are done!
 - o See Image below for “(3) Print Invoice”, note: the program will calculate the total for the Service and Products adding the New Mexico tax rate 5.125%.

```
PRINT INVOICE
Invoice ID: 1006
-----
Invoice Number: 1006
Customer Id: 2003
Name: Noe Soto
Adress: 132 Apple
Phone Number: 3052361

4003 Computer Reinstall $120.0
Quantity:2
3003 32Gb USB Drive $15.0
Total charge: $157.6875
```

- **Modify Invoice:** To modify and existing Invoice:
 - o Select “(1) Create”
 - o Type the “Invoice ID” you want to change
 - o Type the “Customer ID”
 - o And go over the rest of the process.
 - o ****The Invoice information will be overwritten****
- **(4) Main Menu:** Select the option to return to the Main Menu