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# User Manual

for

# Mess Automation System

Version 0.1

Prepared by

Group:7

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# 1 Introduction

## 1.1 Purpose

The purpose of this document is to provide the users of this website (the hall residence and the mess manager) with the information about the functionality of the website describing the operations which can be done by them.

This document also lists the various issues which can be faced by the users of this portal and provides solutions to them.

## 1.2 Project Scope

This project aims to automate various operations of the hostel messes at IIT Kanpur. The software provides convenient and faster access for students to mess services. Students can also view their monthly expenses and dues and file complaints regarding mess issues.

The mess managers can update the daily menu and other extra options in the meals. The application would make it easy for the students and other users to buy extra meals/options in meals.

Any modern web browser can access the application.

The main goals and benefits of the application are as follows:

- To digitalise the previously practised primitive mess activities (such as logging the complaints on paper, buying of mess coupons etc).
- To view the daily menu.
- To provide a better platform for students to track their monthly mess expenses.

## 1.3 Intended Audience and Reading Suggestions

This Product Documentation is for the residents of IITK who plan to make use of this website to avail the mess services online as well as for the mess manager who wish to use this app to digitalise their previously practised primitive mess activities.

## 2 Software Requirements

The website will run smoothly on any device (PCs, Mobile Phones, Tablets) which has web browsers installed. Preferred to use desktop mode while using the website in phones or tablets.

The recommended web browsers are:-

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Apart from this, there are no software constraints for using this web application.

### 3 Definitions

Users	The students and hall managers using the website
Email Id	The IITK email address to be used
Rebate Request	Requesting the no of days for which the mess charges should be waived off
Extras	Food items besides the regular menu which can be obtained by paying additional charges
Manager	The person who accepts rebate requests, uploads a mess bill, creates extra items etc.
Roll No.	The IITK roll no. of the residents.
Access Account	The tab under which the manager can submit dues paid by a particular resident using resident's roll no. and also add daily charges of the mess.

## 4 Functionality for Hall Residence

When the student (hall resident) visits the web page, s/he can perform two actions:

- **Sign up** : If the hall resident wants to create an account on the IITK-Mess website.
- **Log in** : If the hall resident has an existing account and already signed up earlier.

### 4.1 Register

To create an account on the website, the hall resident needs to provide the following details:

#### 4.1.1 Full Name

Hall resident needs to provide their full name to register into our IITK-Mess website.

#### 4.1.2 Roll Number

When the hall resident creates their account they would be needed to create a password to ensure that they are the sole user of their account and are the only one who is ordering.

#### 4.1.3 Email

Hall resident needs to provide their iitk email id (@iitk.ac.in) so that you can register and later login into the IITK-Mess account. This email id would be used as the username for the account.

#### 4.1.4 Password

When the hall resident creates their account they would be needed to create a password to ensure that they are the sole user of their account and are the only one who is ordering.

### 4.2 Login

The hall resident can login using the username and password used for signing up on the webpage. If credentials are correct, the hall resident will be taken to the 'Home' page.

### 4.3 Searching for Extras

Once logged in, the hall resident is taken to the 'Home' page.

#### 4.3.1 Home page Tab

They can see their Name, RollNo, Total amount of Extra(s) if they ordered or else zero(0), Dues and Rebate Days.

#### 4.3.2 Mess Menu Tab

They can see the mess menu day-wise for a month. The mess menu would be updated on a monthly basis. Mess menu contains a list of different food items for Breakfast, Lunch, Dinner and list of Extras (lunch and dinner) for all the days in week.

#### 4.3.3 Extras Tab

They can see there the list of Extra(s) along with its price with an quantity column were they can enter the number to add the food item(s) and increase or decrease the quantity of food

item(s)?extra(s) before ordering, that would be served in the mess that day in lunch and dinner.

## 4.4 Checkout

Once the hall resident is satisfied with the items in the orders , all the selected items would be ordered.

### 4.4.1 Orders Tab

They can view their order that they are placing i.e a list of food item(s)/extra(s), its quantity and its price by going on the orders tab by clicking on the top-right 'ORDERS' section. They would also be able to see the total cost of the list of food item(s)/extra(s) they ordered at the bottom of their order list.

## 4.5 Complaints, Applying for Rebate, Mess Bill

The IITK-Mess website also has features for applying for Rebate, placing complaints and viewing mess bills which are due monthly.

### 4.5.1 Complaint Tab

Hall Resident gets a window to place their complaint about the mess functioning. They can complain about the quality of food, how much time it takes for the food to reach them, mess timings and all. They can in fact use this also for feedback.

Below the complaint box they can find its history i.e their past complaints. They can also see the reply on their complaint by the mess manager.

### 4.5.2 Applying for Rebate

Hall Residents can apply here for their rebate online and very conveniently. All they have to do is to enter a start date and an end date. At the bottom they can also view their previous rebates.

### 4.5.3 Mess Bill

Here the Hall Resident can view their mess bill. They can see from which date till which date the bill is for, number of working days, daily cost, rebate days, extra cost , and the total amount.

## 4.6 Logout

To logout, click on the 'LOGOUT' button in the top-right corner.



## 5 Functionality for Mess Manager

### 5.1 Login

Managers can login through credentials provided by Hall Management .

#### 5.1.1 Email Address

Manager should Enter the Email address that is provided by Hall Management .

#### 5.1.2 Password

Manager should Enter the Password that is provided by Hall Management .

#### 5.1.3 Register

Unlike students, managers cannot register through this button and sign up . Manager has already given a specific account to manage the manager account.

### 5.2 Orders

Once the manager logs into the webpage, then the manager is able to view the orders placed by the students. The manager has the ability to modify the booking status by simply clicking on the “-” symbol. As soon as the order is delivered to the student, the manager can update the status by removing it from the orders list.

### 5.3 Complaints

By accessing the complaints tab, the manager can view and address the concerns of the students in a timely manner. The manager has the ability to address student complaints by providing feedback in the "Reply" section available within the system.

After crafting a response, they can click on the ">" button to send the reply directly to the student who filed the complaint. Once the manager responds, the complaint will disappear from the system, indicating that it has been addressed.

### 5.4 Rebate Requests

Students who are approved for Rebate Requests are available under the Rebate Requests tab and the Manager can approve the requests by clicking on the “+” button . As soon as a request is approved, the request will disappear from the list.

### 5.5 Generate bill

Within the "Generate Bill" tab, the manager has the ability to create bills for all students in a particular hall by entering the starting date, ending date, and daily cost. Additionally, the manager can update student dues by entering the student's roll number and the amount of dues paid, and

then clicking the "+" button to automatically reflect the updated information. This ensures that all student bills and dues are accurately managed and recorded within the system.

## **5.6 Extras**

Within this tab, the manager can perform two additional functions:

- **Add Extras:** The manager can add additional items or services to the bill by entering the name and price of the extra item, and then clicking on the "+" button. This will add the extra item to the student's bill for that day.
- **Remove Extras:** If the manager needs to remove an extra item or service from a student's bill, they can do so by clicking on the "-" button. This will remove the extra item from the bill and it will no longer appear in the extras section for that student

## **5.7 Mess menu**

Under this tab manager can update the mess menu of every month .This will change the Mess menu of all the students of that hall.

## **5.8 Log out**

To logout ,click on the "LOGOUT" button on the top right corner .

## **6 Troubleshooting**

### **6.1 Food ordered but not available in mess**

In general, the manager will remove any extras that become unavailable in the mess as soon as possible. However, in the unlikely event that a student has ordered a food item that has run out, they can raise a complaint with the manager.

The manager will verify the complaint by checking the order list, which only clears once the student has received the food item. If the complaint is found to be valid, the manager can reduce the student's dues by accessing the "Update Dues" section under the "Generate Bill" tab. This ensures that students are only charged for the items they have received and helps to maintain transparency and fairness in billing.