



Canteen Automation System

User Stories

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Technologies Used:

- Front-end: html, CSS and reactjs
- Back-end: Django framework
- Database: Django SQLite

Student User Stories

USS 1:

As a student user, I want login functionality in the app so that I can access the application and use all the features available for a student user.

- **Acceptance Criteria:**
 - **Given:** The user has access to the login screen of the application and has opted to use student login.
 - **When:** When the user enters the valid email and password registered in the application.
 - **Then:** The user should successfully be logged in to the application
 - **And:** Relevant error message should show if wrong details are entered

USS 2:

As a student user, I want to use my student ID to log in quickly to save time.

- **Acceptance Criteria:**
 - **Given:** The student user is at the login screen.
 - **When:** The user uses their student ID.
 - **Then:** The system should authenticate the user quickly.

USS 3:

As a student user, I want to view today's menu on the homepage to see what's available quickly.

- **Acceptance Criteria:**
 - **Given:** The student user has access to the homepage.
 - **When:** The user views the homepage.
 - **Then:** Today's menu should be displayed.

USS 4:

As a student user, I want to customize my meal order to have meals prepared to my liking.

- **Acceptance Criteria:**
 - **Given:** The student user is on the order customization screen.
 - **When:** The user customizes and places an order.
 - **Then:** The system should allow customization options and prepare the meal accordingly.

USS 5:

As a student user, I want to pay the canteen manager directly from the app.

- **Acceptance Criteria:**
 - **Given:** The student user has entered the order details.
 - **When:** The user proceeds to the payment.
 - **Then:** The system should take the user to the payment gateway where he can choose the mode of payment.

USS 6:

As a student user, I want to take out packed orders from the canteen.

- **Acceptance Criteria:**
 - **Given:** The student user is logged into the system.
 - **When:** The user opts to take out the order.
 - **Then:** The system should ask the user to enter the order details with an extra fees of Rs. 5 for packing.

USS 7:

As a student user, I want to track my order to know when it will be ready.

- **Acceptance Criteria:**
 - **Given:** The student user has placed an order.
 - **When:** The user checks the order status.
 - **Then:** The system should provide real-time order tracking.

USS 8:

As a student user, I want to receive push notifications for order updates so I can stay informed.

- **Acceptance Criteria:**
 - **Given:** The student user has placed an order.
 - **When:** There is a status change in the order.
 - **Then:** The system should send a push notification to the user.

USS 9:

As a student user, I want to get notifications for new menu items so I can try them out.

- **Acceptance Criteria:**
 - **Given:** The student user is registered in the system.
 - **When:** A new menu item is added.

- **Then:** The system should send a notification to the user containing details about the new item.

USS 10:

As a student user, I want to give feedback to the cafeteria service so that my feedback can help improve it.

- **Acceptance Criteria:**
 - **Given:** The student user is on the feedback screen.
 - **When:** The user submits a rating.
 - **Then:** The system should collect and display the rating.

USS 11:

As a student user, I want to view and download my order receipts to keep records.

- **Acceptance Criteria:**
 - **Given:** The student user is viewing order history.
 - **When:** The user selects an order.
 - **Then:** The system should provide an option to download the receipt.

USS 12:

As a student user, I want to request a refund quickly to resolve order issues.

- **Acceptance Criteria:**
 - **Given:** The student user is on the order history screen.
 - **When:** The user requests a refund.
 - **Then:** The system should provide a refund request form and process the refund.

USS 13:

As a student user, I want to access a history of all my interactions with the cafeteria to review past activities.

- **Acceptance Criteria:**
 - **Given:** The student user is logged into the system.
 - **When:** The user checks interaction history.
 - **Then:** The system should provide a detailed history log.

Faculty User Stories

USF 1:

As a faculty user, I want login functionality in the app so that I can access the application and use all the features available for a faculty user.

- **Acceptance Criteria:**
 - **Given:** The user has access to the login screen of the application and has opted to use faculty login.
 - **When:** When the user enters the valid email and password registered in the application.
 - **Then:** The user should successfully be logged in to the application
 - **And:** Relevant error message should show if wrong details are entered

USF 2:

As a faculty user, I want to use my university credentials for easy login so that I can save time.

- **Acceptance Criteria:**
 - **Given:** The faculty user is at the login screen.
 - **When:** The user uses their university credentials.
 - **Then:** The system should authenticate the user quickly.

USF 3:

As a faculty user, I want to customize my meal orders to have meals prepared to my liking.

- **Acceptance Criteria:**
 - **Given:** The faculty user is on the order customization screen.
 - **When:** The user customizes and places an order.
 - **Then:** The system should allow customization options and prepare the meal accordingly.

USF 4:

As a faculty user, I want to request catering for departmental events so that I can arrange meals conveniently.

- **Acceptance Criteria:**
 - **Given:** The faculty user is on the catering request screen.
 - **When:** The user submits a request.
 - **Then:** The system should process the catering request.

USF 5:

As a faculty user, I want to order meals for my team so that we can have meals delivered during meetings.

- **Acceptance Criteria:**

- **Given:** The faculty user is on the team meal order screen.
- **When:** The user places an order.
- **Then:** The system should process and confirm the order.

USS 6:

As a faculty user, I want to take out packed orders from the canteen.

- **Acceptance Criteria:**

- **Given:** The faculty user is logged into the system.
- **When:** The user opts to take out the order.
- **Then:** The system should ask the user to enter the order details with an extra fee of Rs. 5 for packing.

USF 7:

As a faculty user, I want to pay the canteen manager directly from the app.

- **Acceptance Criteria:**

- **Given:** The faculty user has entered the order details.
- **When:** The user proceeds to the payment.
- **Then:** The system should take the user to the payment gateway.

USF 8:

As a faculty user, I want to track the status of my meal orders so that I know when they will be ready.

- **Acceptance Criteria:**

- **Given:** The faculty user has placed an order.
- **When:** The user checks the order status.
- **Then:** The system should provide real-time order tracking.

USF 9:

As a faculty user, I want to receive push notifications for order updates so that I stay informed.

- **Acceptance Criteria:**

- **Given:** The faculty user has placed an order.
- **When:** There is a status change in the order.
- **Then:** The system should send a push notification to the user.

USF 10:

As a faculty user, I want to get notifications for new menu items to try them out.

- **Acceptance Criteria:**
 - **Given:** The faculty user has been registered on the application.
 - **When:** A new menu item is added.
 - **Then:** The system should send a notification to the user.

USF 11:

As a faculty user, I want to view my order history.

- **Acceptance Criteria:**
 - **Given:** The faculty user is viewing their order history.
 - **When:** The user selects an order.
 - **Then:** The system should provide a detailed order history with download options.

USF 12:

As a faculty user, I want to view and download my order receipts to keep records.

- **Acceptance Criteria:**
 - **Given:** The faculty user is viewing order history.
 - **When:** The user selects an order.
 - **Then:** The system should provide an option to download the receipt.

USF 13:

As a faculty user, I want to provide feedback on cafeteria services to contribute to improvements.

- **Acceptance Criteria:**
 - **Given:** The faculty user is on the feedback screen.
 - **When:** The user submits feedback.
 - **Then:** The system should collect and display the feedback.

USF 14:

As a faculty user, I want to provide ratings for menu items so that I can help improve the food quality.

- **Acceptance Criteria:**
 - **Given:** The faculty user is on the feedback screen.
 - **When:** The user submits a rating.
 - **Then:** The system should collect and display the rating.

USF 15:

As a faculty user, I want to request refunds easily to resolve order issues.

- **Acceptance Criteria:**
 - **Given:** The faculty user is on the order history screen.
 - **When:** The user requests a refund.
 - **Then:** The system should provide a refund request form and process the refund.

System Administrators User Stories

USSA 1:

As a system administrator, I want to log in to an admin panel so that I can manage the canteen system.

- **Acceptance Criteria:**
 - **Given:** The admin has access to the login screen.
 - **When:** The admin enters valid credentials.
 - **Then:** The admin should successfully log in to the admin panel.
 - **And:** If the credentials are invalid, an error message should be displayed.

USSA 2:

As a system administrator, I want to view menu items, and raise queries if found improper.

- **Acceptance Criteria:**
 - **Given:** The admin is on the menu management screen.
 - **When:** The admin can raise queries to canteen staff regarding menu items.
 - **Then:** Canteen Staff gets notification from admin for the queries.

USSA 3:

As a system administrator, I want to view and manage user accounts to handle user-related issues.

- **Acceptance Criteria:**
 - **Given:** The admin is on the user management screen.
 - **When:** The admin views or updates user information.
 - **Then:** The changes should be saved and visible in the user list.

USSA 4:

As a system administrator, I want to generate reports on sales, popular menu items, and user feedback to make data-driven decisions for the contract renewal of the canteens.

- **Acceptance Criteria:**
 - **Given:** The admin is on the reporting screen.
 - **When:** The admin generates a report.

- **Then:** The system should provide the requested report.

USSA 5:

As a system administrator, I want to manage cafeteria staff accounts to control access and permissions.

- **Acceptance Criteria:**
 - **Given:** The admin is on the staff management screen.
 - **When:** The admin adds, updates, or removes staff accounts.
 - **Then:** The changes should be saved and reflected in the staff list.

USSA 6:

As a system administrator, I want to manage cafeteria opening and closing hours and holidays so that customers have accurate information.

- **Acceptance Criteria:**
 - **Given:** The admin is on the operating hours management screen.
 - **When:** The admin updates the hours or holidays.
 - **Then:** The changes should be saved and visible to users.

USSA 7:

As a system administrator, I want to manage staff scheduling and attendance to ensure adequate staffing.

- **Acceptance Criteria:**
 - **Given:** The admin is on the scheduling screen.
 - **When:** The admin updates staff schedules or views attendance records.
 - **Then:** The changes should be saved and reflected in the schedule.

USSA 8:

As a system administrator, I want to manage third-party integrations and APIs to extend system functionality.

- **Acceptance Criteria:**
 - **Given:** The admin is on the integration management screen.
 - **When:** The admin adds or updates an integration.
 - **Then:** The changes should be saved and functional.

Canteen Staff User Stories

USCS 1:

As a canteen staff, I want to log in to the application so that I can access the staff functionalities.

- **Acceptance Criteria:**
 - **Given:** The staff has access to the login screen of the application.
 - **When:** The staff enters the valid credentials.
 - **Then:** The staff should successfully log in to the application.
 - **And:** If the credentials are invalid, an error message should be displayed

USCS 2:

As a canteen staff, I want to add new menu items so that I can keep the menu up to date.

- **Acceptance Criteria:**
 - **Given:** The staff is on the menu management screen.
 - **When:** The staff adds a new menu item.
 - **Then:** The new item should appear on the menu for customers.

USCS 3:

As a canteen staff, I want to update existing menu items so that I can keep the menu accurate.

- **Acceptance Criteria:**
 - **Given:** The staff is on the menu management screen.
 - **When:** The staff updates a menu item.
 - **Then:** The updated information should reflect on the menu for customers.

USCS 4:

As a canteen staff, I want to remove menu items so that I can ensure only available items are shown.

- **Acceptance Criteria:**
 - **Given:** The staff is on the menu management screen.
 - **When:** The staff removes a menu item.
 - **Then:** The item should no longer be visible to customers.

USCS 5:

As a canteen staff, I want to view mobile and contactless payments to provide a convenient payment experience.

- **Acceptance Criteria:**

- **Given:** The customer is on the payment processing screen.
- **When:** The customer processes a mobile or contactless payment.
- **Then:** The payment, when confirmed, must be recorded and shown in records.

USCS 6:

As a canteen staff, I want to manage customer feedback and ratings so that I can address concerns and improve services.

- **Acceptance Criteria:**

- **Given:** The staff is on the feedback management screen.
- **When:** The staff views and responds to feedback.
- **Then:** The feedback should be marked as addressed

USCS 7:

As a canteen staff, I want to manage supplier information and purchase orders to ensure inventory is replenished timely.

- **Acceptance Criteria:**

- **Given:** The staff is on the supplier management screen.
- **When:** The staff adds or updates supplier information.
- **Then:** The information should be saved and available for future orders.

USCS 8:

As a canteen staff, I want to view and manage my work schedule so that I can plan my shifts effectively.

- **Acceptance Criteria:**

- **Given:** The staff is on the scheduling screen.
- **When:** The staff views or updates their schedule.
- **Then:** The updated schedule should be reflected accurately.

USCS 9:

As a canteen staff, I want to clock in and out of my shifts through the system to accurately record my attendance.

- **Acceptance Criteria:**

- **Given:** The staff is on the staff scheduling screen.
- **When:** The staff clocks in or out.
- **Then:** The system should record the time accurately.

USCS 10:

As a canteen staff, I want to generate sales and performance reports to analyze trends and optimize operations.

- **Acceptance Criteria:**

- **Given:** The staff is on the reporting screen.
- **When:** The staff generates a report.
- **Then:** The system should provide the requested report.

USCS 11:

As a canteen staff, I want to receive clear and timely communication about my annual contract renewal so that I can make informed decisions about my employment and plan accordingly.

- **Acceptance Criteria:**

- **Given:** The canteen's contract is approaching its expiration date.
- **When:** The contract renewal process is initiated by the Cafeteria Management Committee
- **Then:** The system should send a notification to the staff at least 30 days before the contract expiration.
- **And:** The notification should include details about the renewal process and any required actions

USCS 12:

As a canteen staff, I want to have a list of all the items that are allowed to be sold under my canteen as per the contract so that I can ensure compliance.

- **Acceptance Criteria:**

- **Given:** The staff is logged into the system.

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- **When:** The staff goes to the contract management section.
 - **Then:** The system should show a list of all items allowed to be sold according to the staff's contract.
 - **And:** The contract details should be clearly displayed, including any specific terms or conditions.