

USER DOCUMENTATION

INTRODUCTION

User documentation refers to the documentation for a product or service provided to the end users and is typically designed to assist and users on how to use the product or service and in this case how to use the UB Pizzeria System Software or web application which people can use to order their own pizza at the comfort of their location.

PURPOSE

This documentation is tailored to users of the UB Pizzeria System Software. This document will thoroughly explain the different classes of users evident from different user tasks and levels of expertise and experience. Users such as a visitor to the system, a common user and the administrator. This document will as well explain how different users can maneuver within the system performing different tasks. The key sections included will be functional descriptions that is to say the services offered by the Pizzeria system, the installation guide, system administrator's guide such as how to operate and maintain, introductory guide or getting started, reference manual that is to say a detailed description of system facilities and their usage. This document is intended for various stakeholders that play a part.

SCOPE

UB pizzeria is a web application that people can use to order their own pizza at the comfort of their location. This web application allows for relevant information from customers to be captured such as users to alter the pizza available in store, customize their own pizza in terms of size and ingredients to be added to their pizza, any additional sides to accompany their pizza order as well as allow users to choose delivery or pick up of their order according to the number of orders at each pizzeria closest to them for deliveries. Additional features such as weekly specials, customer cart, lucky customer concept, payment methods, google maps, delivery constraints etc.

FUNCTIONAL DESCRIPTION (Services Offered)

UB Pizzeria System Software has a variety of features or rather services that it offers to its users. These users can either be customers (visitors to the site or common users who have accounts), developers, or managers the administrators of the system. This section of the document specifies how the users will interact with the UB pizzeria system regarding the services that are offered by the system.

Services Offered To:

- ❖ **User without Account:** such users have limited services offered to them and as well have limited tasks to perform due to the constraints set in the system. A user without an account cannot place an order and perform any other task related to placing an order such as viewing their order or viewing their cart because they do not have a registered account with the system. But can shop of view what is it that is available in the system.
- ❖ **User with Account:** these users compared to the ones who do not have accounts within the system have access to perform all the tasks set for customers or users, they have access to all the services offered to the customers. For a customer to enjoy all the services offered they need to have an account with the system.

- ✓ The services offered to these users are as follows:
 - **Login and Logout of Site:** since users already has an account with the system, they can login and out of the system with the respectful credentials they used to register their accounts. They are details are then stored or saved in the system database. If a user forgets their password then it is possible for user to reset their password.
 - **Explore Pizzeria Category:** these are the kind of items that the administrator or store manager has uploaded under the explore pizzeria section on the home page. Under this section categories such as specials, competition wins, drinks, pizzas, and the likes according to what the administrator has uploaded will show here to user to be able to click on those categories and view more once clicked. Once clicked more information about that category will be revealed.
 - **Explore Pizza Menu:** here a user can see the types of pizzas or assorted pizzas that are available on the pizza menu or in the system.
 - **Place an Order:** for a user to place an order as stated they need to be logged into the system to fill out an order form and if the desire to customize their pizza, then they will need to go click the special orders facility to customize their pizza which off cause will be extra charge and confirm the order.
 - **Payment:** payment options offered by the system is the cash on delivery or cash on pickup. Conclusions made in future work there will be online banking implemented in the system.
 - **Delivery Option:** delivery options offered can either be delivery at the user's location or a pickup by the user themselves.
 - **Give Feedback:** a user can give feedback on how the service given to them was or if the system was easy to use the usability rating of the system through the means of clicking the feedback facility to fill out the feedback form.
 - **Use the Help Facility:** if a user is having any problems regarding their order or how to maneuver around the system, they can simply go to the help facility to have a conversation with the system auto steered personnel to help them out.
 - **My Orders Facility:** this service offers the user the ability to see their orders and the status they are in whether *on delivery*, *cancelled*, *delivered*, or *on the way*. Also, the amount quantity of their orders and even the time frame the order holds if the ordered is delayed by the stipulated timeframe for delivery to be made, then the order or pizza becomes free, or the customer is not charged but this only applies to the orders that are delivered to the user's location.
 - **User Cart and Shop Facility:** in the user cart, this service allows user to view or to shop for pizzas or items present in the shop with no means of ordering them and if

interested or looking forward to placing the order next time then they could simply add the item to their personal cart from the store cart. If they want to clear their cart, they can do so as well.

- ❖ **Administrator:** the administrator with the right credentials has access to the administrator panel where they can carry out certain task or operate upon certain services the system offers to them. The services offered to the administrator are as follows:

- **Manage Admins:** the super administrator can see all administrators and manage administrators such that they can add additional administrators who will also act as super administrators able to change passwords and delete an administrator.

ID	Fullname	Username	Actions		
1	Tseme	tse02398	Change Password	Update Admin	Delete Admin
2	Kealeboga Morwaagole	kealeboga	Change Password	Update Admin	Delete Admin
3	Lesego Kebokilwe	keb01524	Change Password	Update Admin	Delete Admin
4	Lesego Nkomazana	nko00476	Change Password	Update Admin	Delete Admin
5	Bhekisiza Mkhonita	bheki	Change Password	Update Admin	Delete Admin

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- **Manage Orders:** the administrator is able to update an order by stating the status the order is in whether *ordered on delivery, delivered cancelled or on the way*. And any change in the order information.

ID	Food	Qty	Total Date	Status	User	Contact	Address	Actions	
1	Customize	1	2021-04-19 04:48:31	Ordered	Tesh23	72660640	P O Box 5160 Gaborone	Update Order	
2	Pizza	2	2021-04-19 04:53:05	Ordered	tsemester	72660640	P.O.Box 5160 Gaborone	Update Order	
3	Pizza	1	2021-04-19 04:56:26	Ordered	nko00476	72660640	P O Box 5160	Update Order	
4	Mexican (0), Mexican (1), (1), Tseme (1), Tseme (1)	0	2021-04-22 00:00:00		tse02398	76272466	P.O.Box 65AAD Poso House Gaborone	Update Order	
5	Mexican (1), Mexican (1), (1), Tseme (1), Tseme (1), Mexican (1), Mexican (1)	0	2021-04-22 00:00:00			76272466	P.O.Box 65AAD Poso House Gaborone	Update Order	
6	Pizza	1	2021-04-22 11:38:34	Ordered	tse02398	76272466	P.O.Box 65AAD Poso House Gaborone	Update Order	
7	Pizza	56	2021-04-22 11:39:37	Ordered	tse02398	76272466	P.O.Box 65AAD Poso House Gaborone	Update Order	

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- **Manage Stock:** here the administrator can service the system in such a way that added stock or available stock may show to the user who is currently running in the system. An item added can either be featured and/ or active to appear in the *shop* facility to show what is available to be ordered or added to a customer cart. Stock can be updated as shown in figure update stock below.

ID	Title	Price	Image	Featured	Active	Actions
1	Pizza	P20.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>
2	Pizza	P20.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>
3	Customize	P120.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>
4	Pizza	P20.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>
5	Pizza	P20.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>
6	Pizza	P20.00		Yes	Yes	<button>Update Stock</button> <button>Delete Stock</button>

Update Stock

Title:

Description:

Price:

Category: Pizza
Drinks
Winners
Snacks

Current Image:

New Image: No file selected.

Featured: Yes No

Active: Yes No

- **Manage Categories:** the administrator is able to add a category to the system that will show under the section *explore pizzeria* and once a user/customer clicks on these categories they are able to see more information about the category they have clicked on. A category can also be updated by the administrator to change any information regarding the product or item category uploaded.

Admin Panel

Pizza Ordering Home Firefox Privacy Notice — Mozilla Firefox ubpizzeria.epizy.com/admin/manage-category.php

Manage Category

Add Category

ID	Title	Image	Featured	Active	Actions
1	Pizza		Yes	Yes	Update Category Delete Category
2	Drinks		Yes	Yes	Update Category Delete Category
3	Winners		Yes	Yes	Update Category Delete Category
4	Snacks		Yes	Yes	Update Category Delete Category

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Admin Panel

Pizza Ordering Home Firefox Privacy Notice — Mozilla Firefox ubpizzeria.epizy.com/admin/update-category.php?id=46

Update Category

Title:

Current Image: 

New Image:

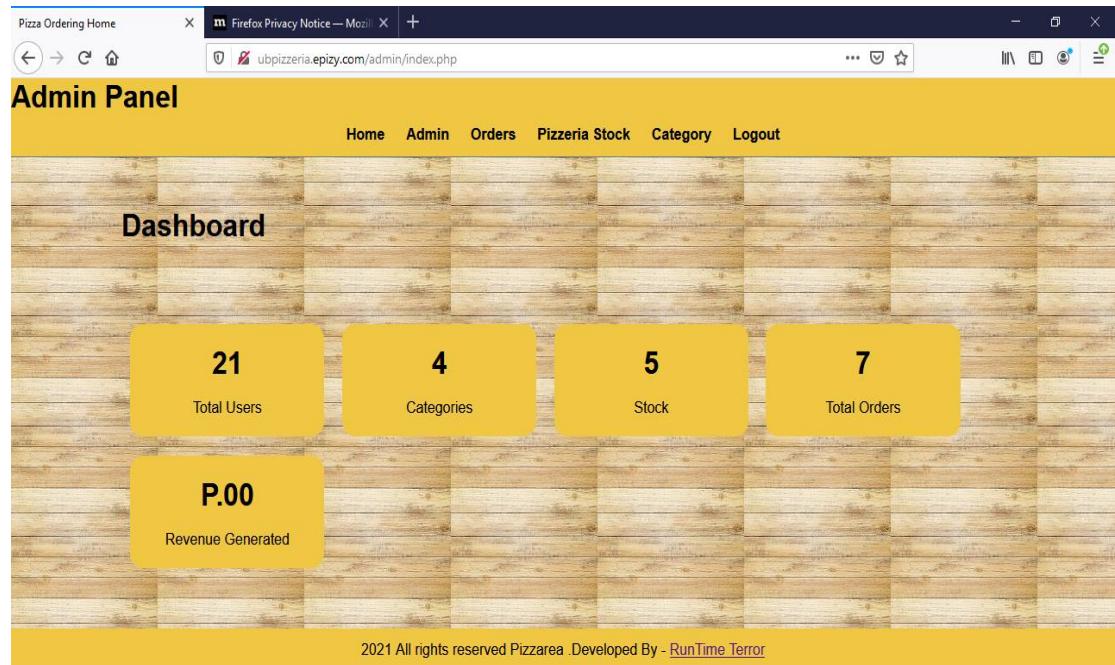
Featured: Yes No

Active: Yes No

[Update Category](#)

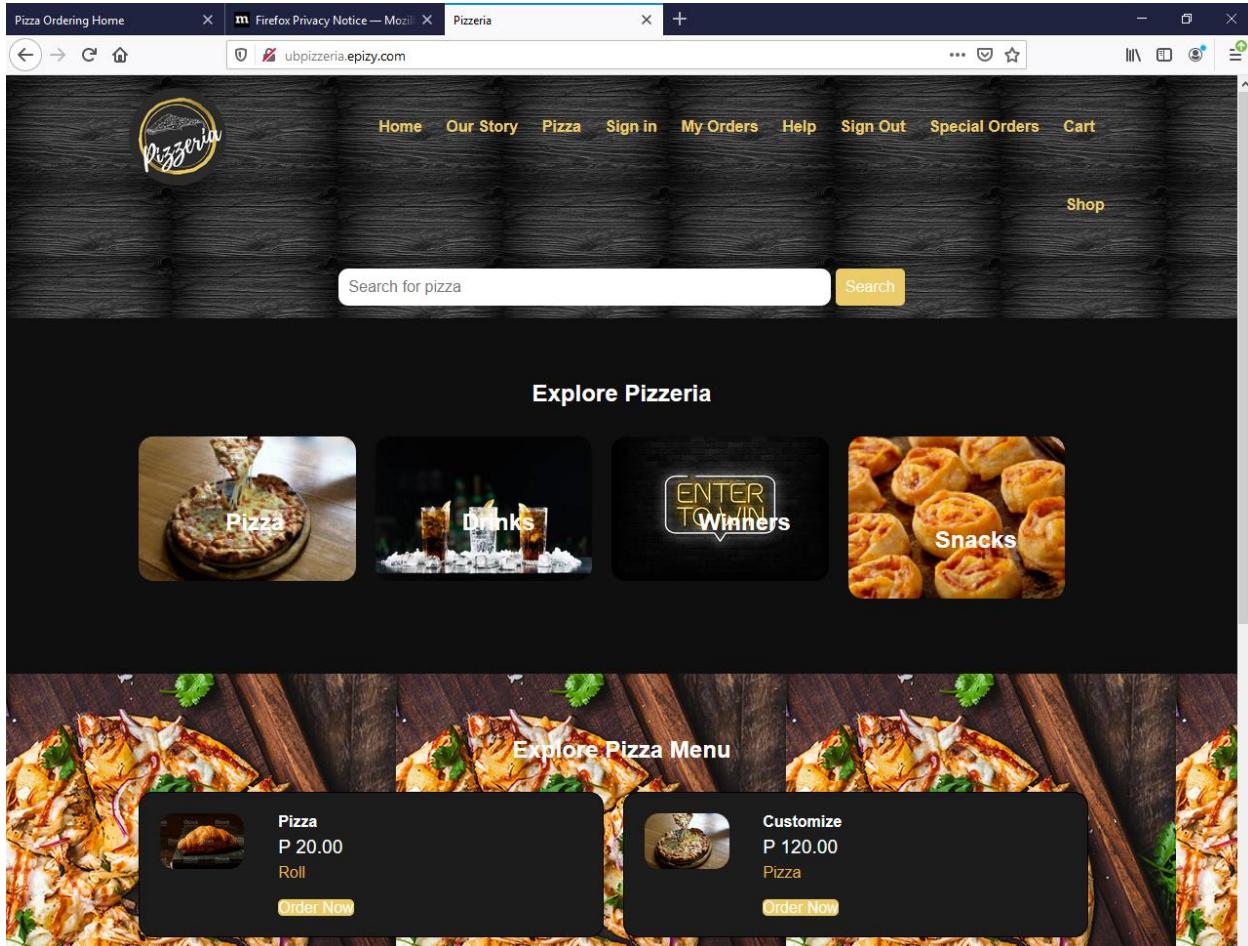
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- **View Dashboard Infor:** administrator is enabled to see the information below as the system automatically updated the number of users once added, number of categories, number of stock, total orders made and revenue generated.

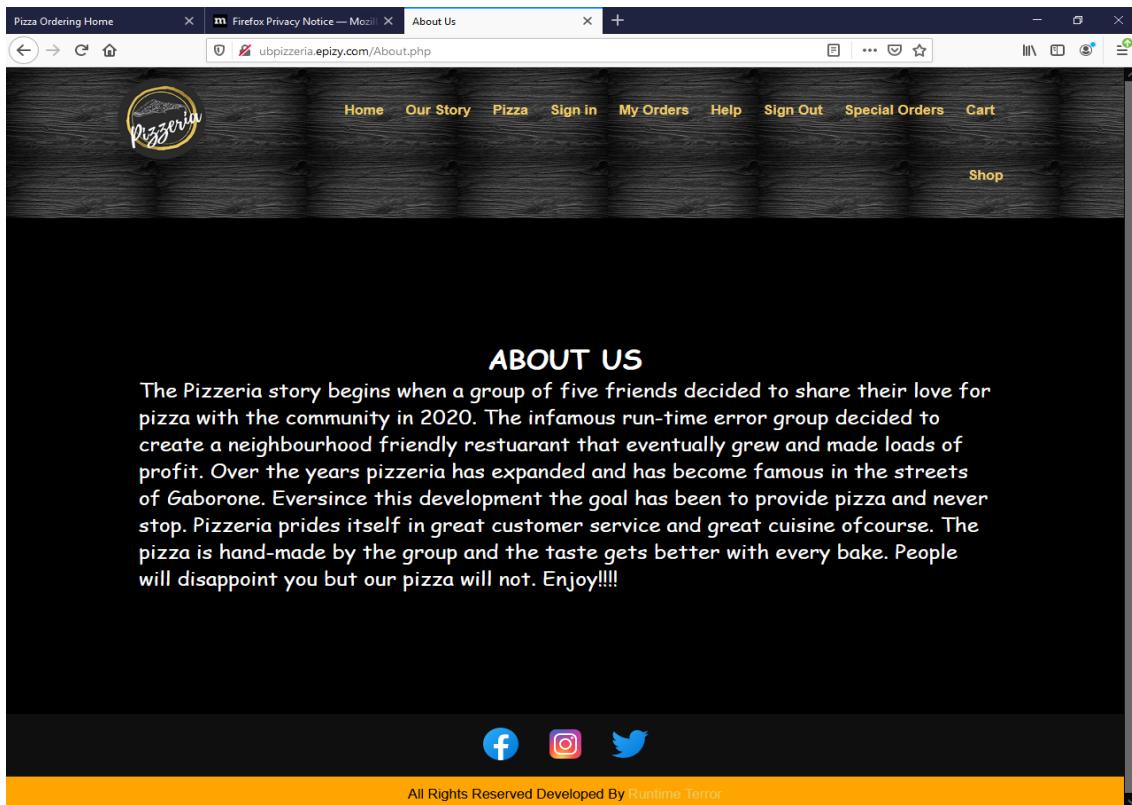


REFERENCE MANUAL (System facilities)

- **HOME:** in the home facility the user is able to see all the visible facilities and the uploaded categories under the Explore Pizzeria section.

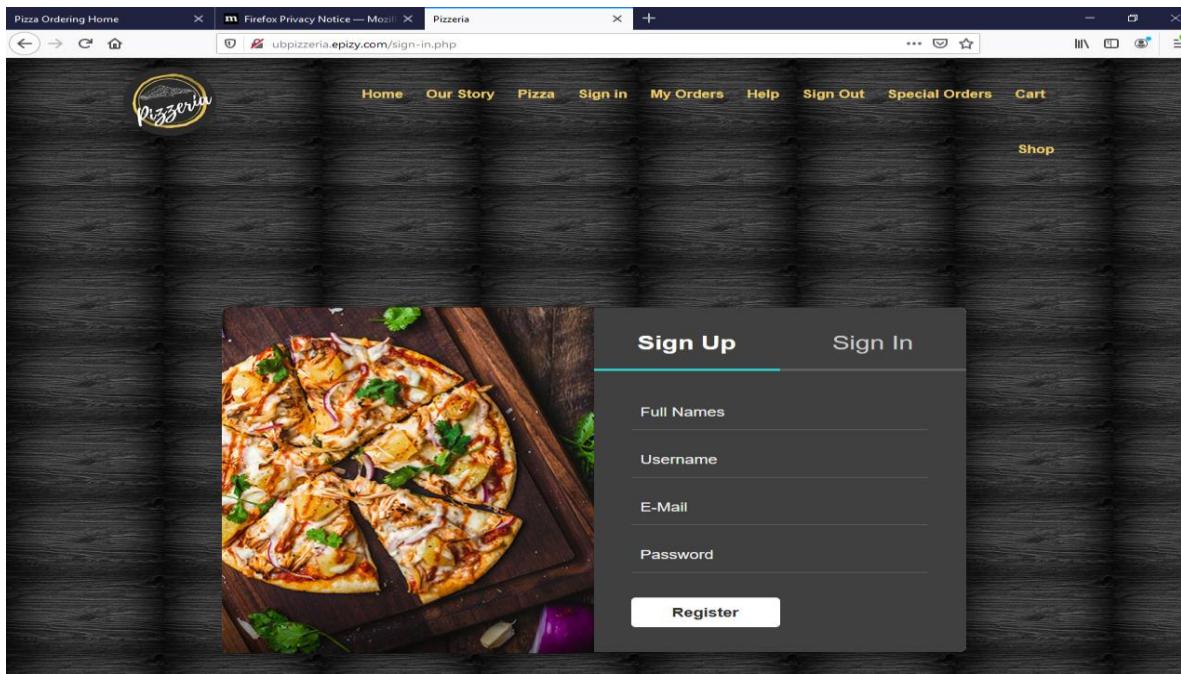


 **OUR STORY:** a short background description about the company.

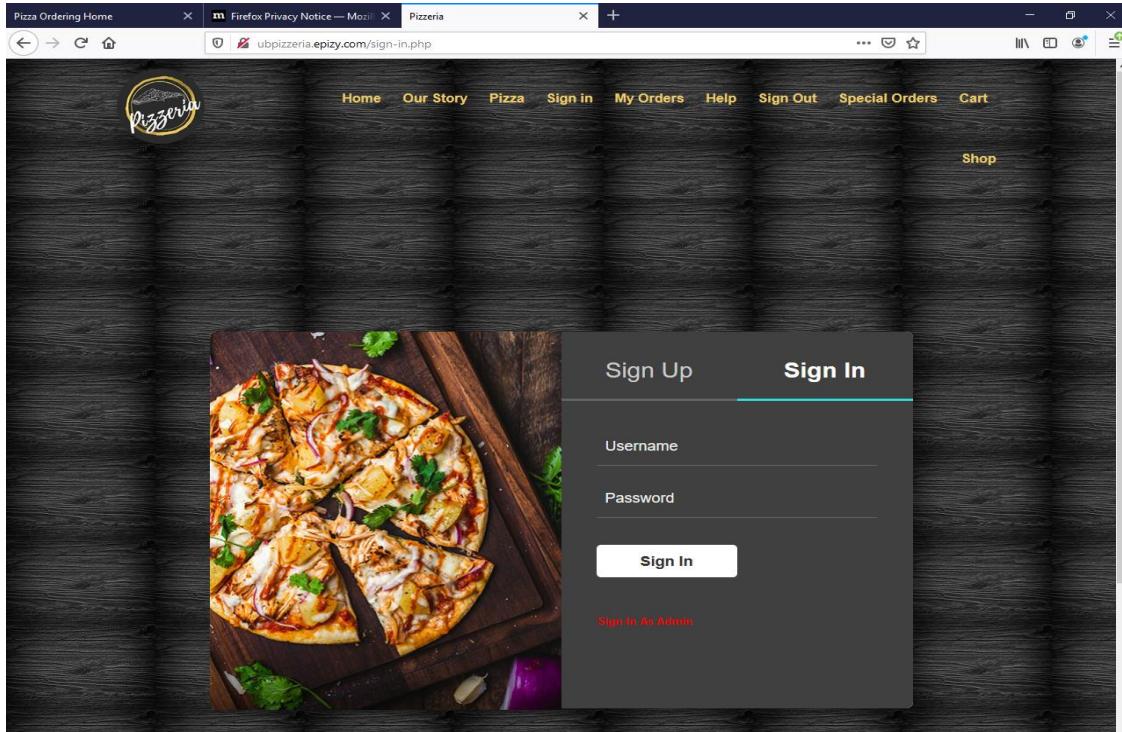


The Pizzeria story begins when a group of five friends decided to share their love for pizza with the community in 2020. The infamous run-time error group decided to create a neighbourhood friendly restaurant that eventually grew and made loads of profit. Over the years pizzeria has expanded and has become famous in the streets of Gaborone. Eversince this development the goal has been to provide pizza and never stop. Pizzeria prides itself in great customer service and great cuisine ofcourse. The pizza is hand-made by the group and the taste gets better with every bake. People will disappoint you but our pizza will not. Enjoy!!!!

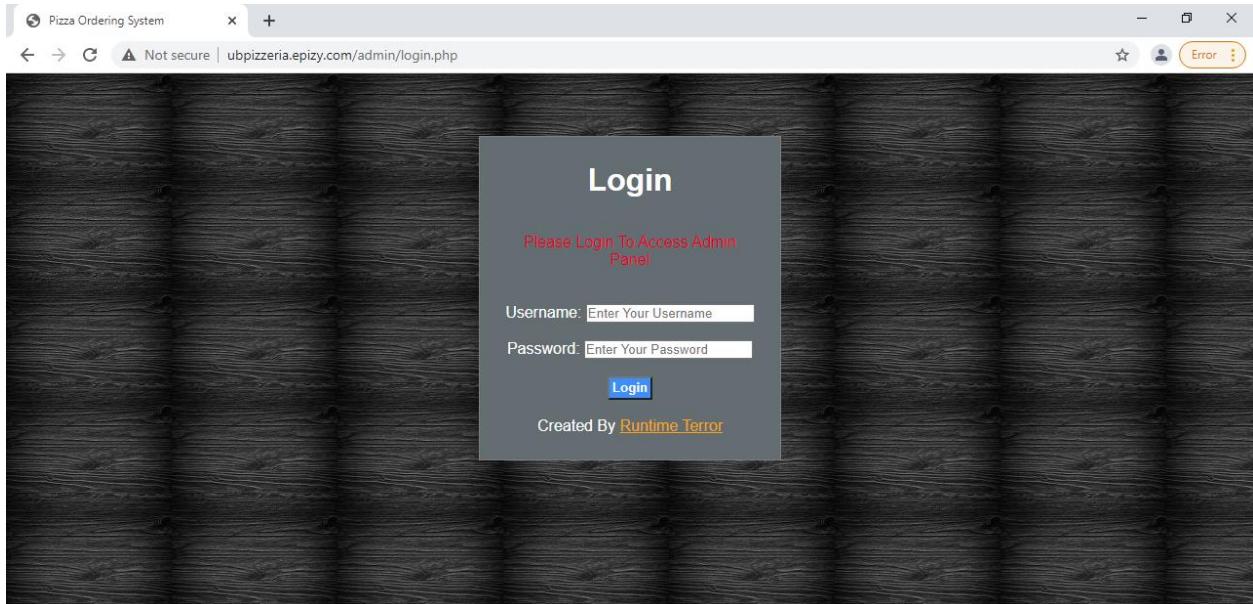
 **SIGN UP or SIGN IN:** a customer can sign up to have a registered account by filling in the details as requested by the system i.e. provide their Full Names, Username, E-Mail, and their desired password with a maximum of eight characters alphanumerical while their emails are restricted to be a google accounts due to company collaboration with Google.



For a customer, after their account is accepted and registered then they can now login with their registered credentials if there is an error in their credentials then the system will provide an error message.



Also an existing administrator can also log in to the system with their created or registered credentials and if there is an error in their log in details the system will provide an error message.



- ❖ **MY ORDERS:** this facility enables the customer to able to see the status or information about the order they have placed. If there is no order the table will be empty and a message “You have No orders Placed Yet” will show as depicted below;

The screenshot shows a web browser window titled "My Orders". The URL is "ubpzizzeria.epizy.com/myorders.php#". The page has a dark wood-grain background. At the top, there is a navigation bar with links: Home, Our Story, Pizza, Sign in, My Orders, Help, Sign Out, and Special. Below the navigation bar is a smaller menu with links: Orders, Cart, and Shop. On the left side, there is a logo for "Pizzeria". In the center, there is a table with the following columns: Item, Quantity, price, status, Date, and Action. A single row in the table contains the text "You have No orders Placed yet.". Below the table, there are social media sharing icons for Facebook, Instagram, and Twitter. At the bottom of the page, there is a yellow footer bar with the text "All Rights Reserved Developed By Runtime Terror".

But if a user/customer has placed an order using the order form as shown below;

The screenshot shows a web browser window titled "Pizzeria". The URL is "ubpzizzeria.epizy.com/orders.php?item_id=96". The page has a dark wood-grain background. At the top, there is a header with the text "Fill this form to confirm your order.". Below the header, there is a section titled "Selected Food" which shows an image of a pizza and the text "Pizza \$20.00". There is also a "Quantity" input field containing the value "1". Below this, there is a section titled "Delivery Details" which includes fields for "Delivery Type" (with placeholder "E.g. Pickup"), "Full Name" (with placeholder "E.g. Tsemester"), "Username" (with placeholder "E.g. Tsemester"), "Phone Number" (with placeholder "E.g. 76xxxxx"), "Email" (with placeholder "E.g. tseme@gmail.com"), and "Address" (with placeholder "E.g. Street, City, Country"). At the bottom of the form, there is a "Confirm Order" button.

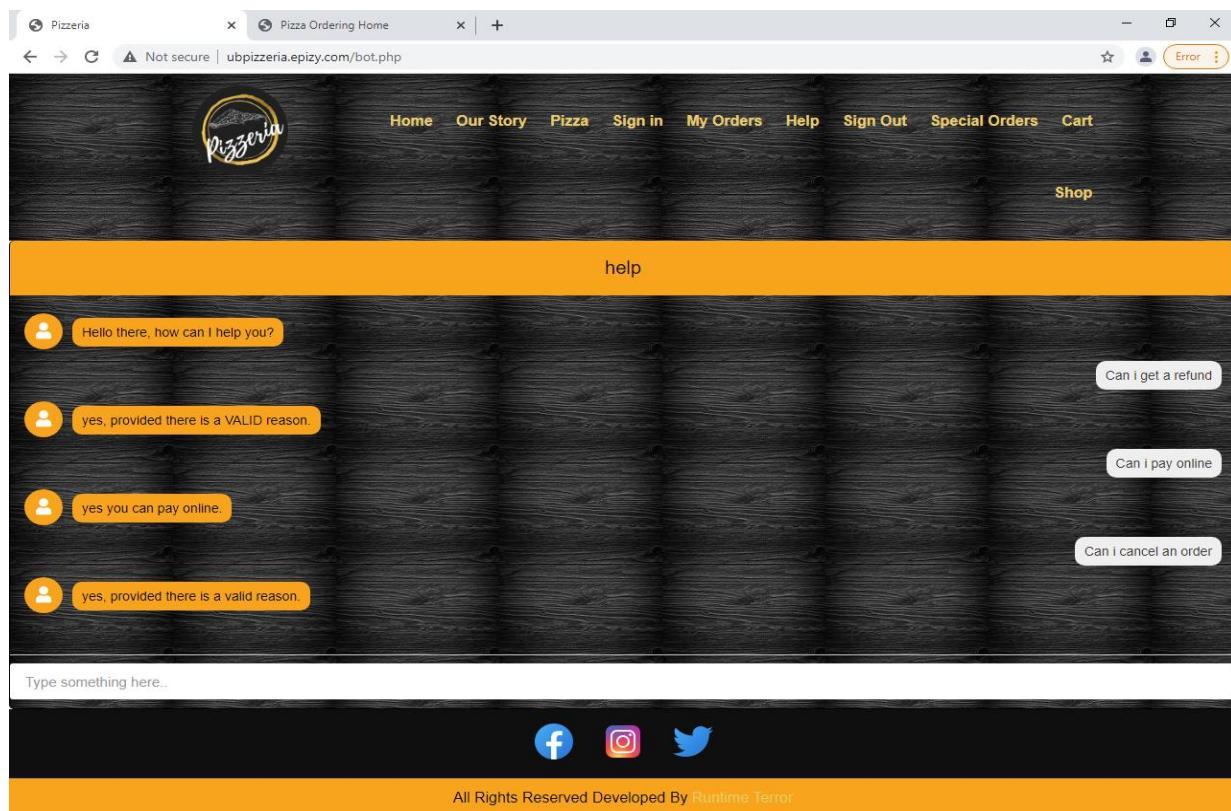
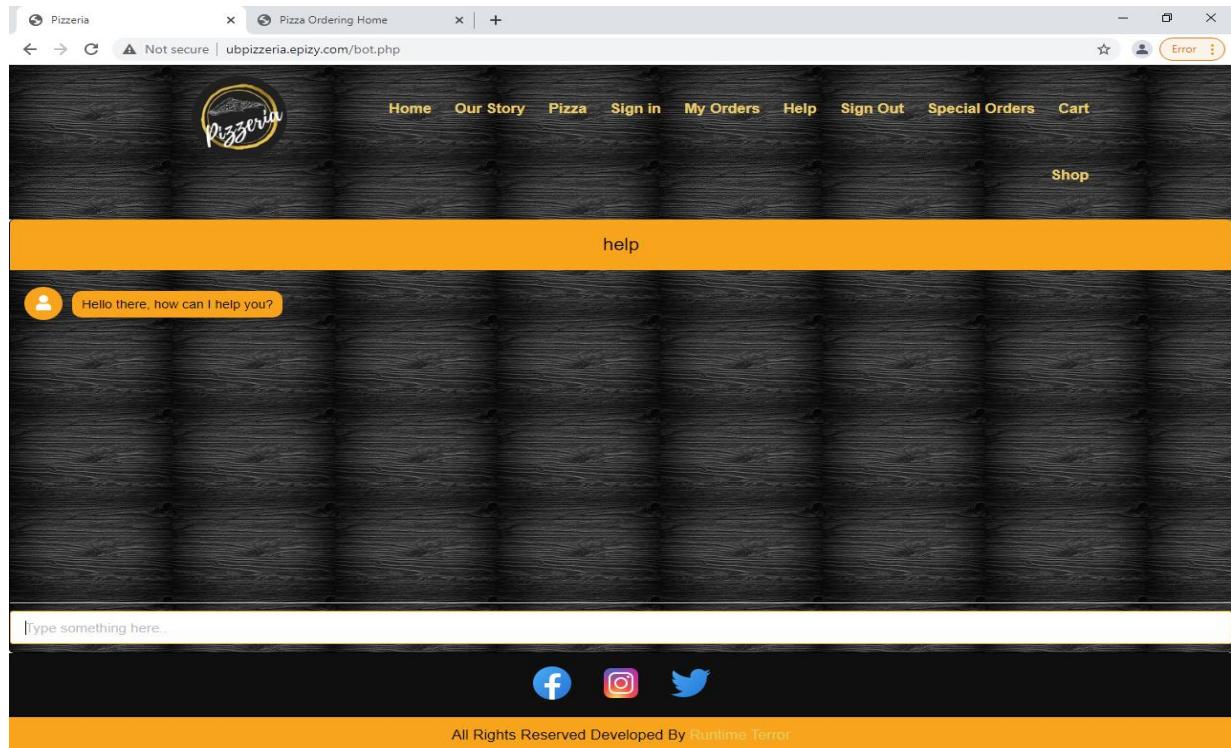
Then when clicking *My Orders* facility their ordered item will show. For instance;

Item	Quantity	price	status	Date	Action
Pizza	1	20.00	Dispatch	2021-04-23 03:26:47	

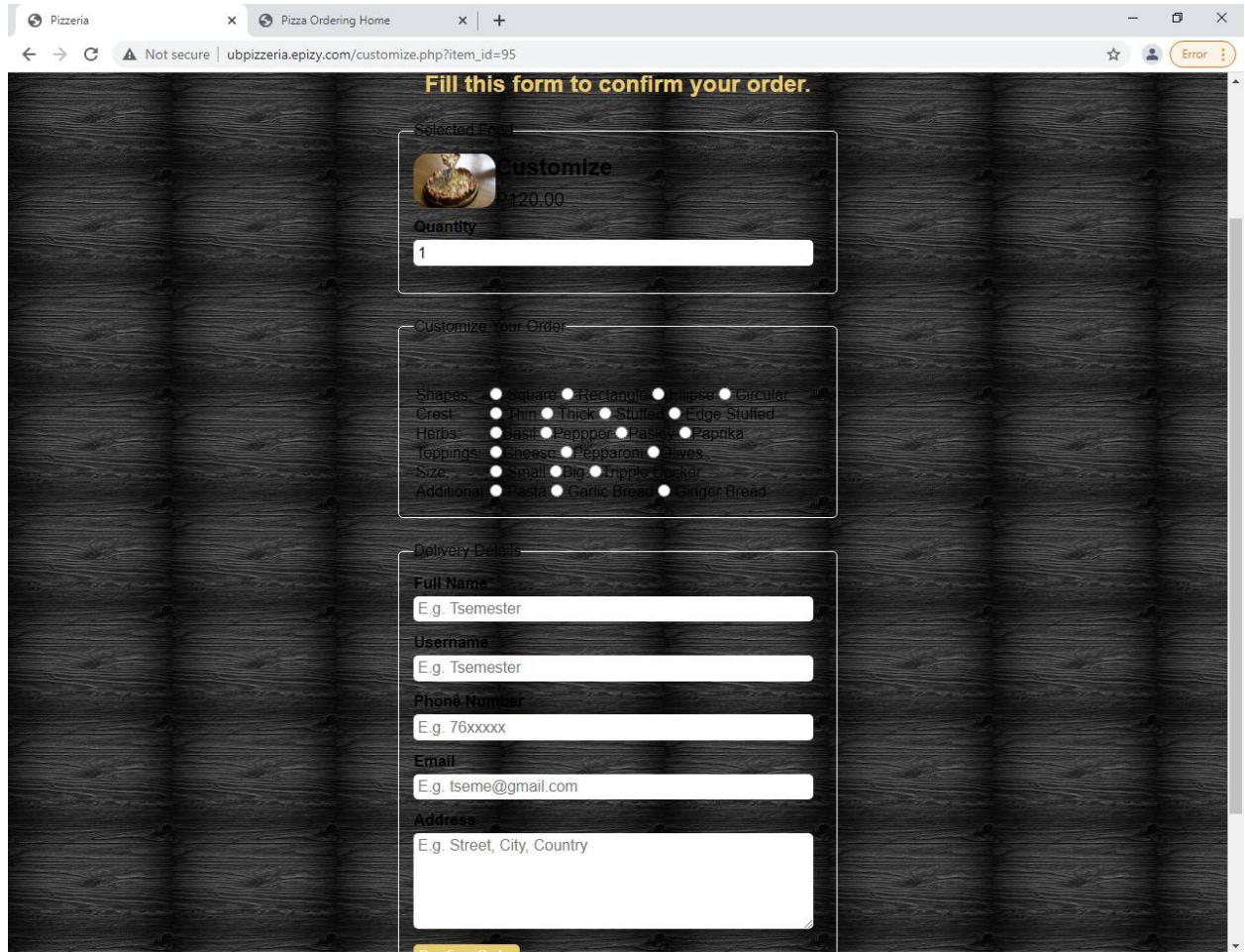
Then once administrator updates the order to whatever status the status chosen will show as well. For instance, for a pizza that is on the way;

Item	Quantity	price	status	Date	Action
Pizza	1	20.00	On a Way	2021-04-23 03:26:47	

 **HELP:** this facility enables a user/customer to ask certain questions concerning their order or anything related to the system.



-  **SPECIAL ORDERS:** this facility is created for users/customers who want to order a pizza and want to customize their pizza in whatever way as guided by the system.



The screenshot shows a web browser window titled "Pizzeria" with the URL "ubpzizza.epizy.com/customize.php?item_id=95". The page has a dark wood-grain background and contains the following sections:

- Selected Food:** A thumbnail image of a pizza labeled "Customize" with a price of "120.00".
- Quantity:** A text input field containing the value "1".
- Customize Your Order:** A section with various customization options:
 - Shapes:** Radio buttons for Square, Rectangle, Ellipse, and Circular. "Square" is selected.
 - Crust:** Radio buttons for Thin, Thick, Stuffed, and Edge Stuffed. "Thin" is selected.
 - Herbs:** Radio buttons for Basil, Pepper, Pesto, and Paprika. "Basil" is selected.
 - Toppings:** Radio buttons for Cheese, Pepperoni, Olives, and Bacon. "Cheese" is selected.
 - Size:** Radio buttons for Small, Big, Triple Decker. "Small" is selected.
 - Additional:** Radio buttons for Dosa, Garlic Bread, and Ginger Bread. "Dosa" is selected.
- Delivery Details:** A section with input fields for:
 - Full Name:** E.g. Tsemester
 - Username:** E.g. Tsemester
 - Phone Number:** E.g. 76xxxxx
 - Email:** E.g. tseme@gmail.com
 - Address:** E.g. Street, City, Country
- Order Now:** A yellow button at the bottom left.

- ❖ **CART:** the cart shows all the items a user/customer has seen when shopping and decide to place in their cart for future act which could be ending up placing an order.

The screenshot shows a web browser window titled "Cart" with the URL "Not secure | ubpizzeria.epizy.com/cart.php". The page has a dark wood-grain background. At the top right, there are links for "Home", "Our Story", "Pizza", "Sign in", "My Orders", "Help", "Sign Out", and "Special". Below these are links for "Orders", "Cart", and "Shop". On the left, there's a circular logo with "Pizzeria" written in it. The main content area is titled "Products in your cart" and contains a table with three rows of data. The columns are labeled "ID", "Image", "Product", "Price", "Quantity", "Total Price", and "Clear Cart". The first row has ID 49, a small image of a pizza, no product name, P120.00 price, quantity 2, total P 240.00, and a red trash icon. The second row has ID 50, a small image of a pizza, Mexican product name, P20.00 price, quantity 0, total P 0.00, and a red trash icon. The third row has ID 51, a small image of a pizza, Mexican product name, P20.00 price, quantity 0, total P 0.00, and a red trash icon. At the bottom of the table are two buttons: a green "Continue Shopping" button and a blue "Checkout" button.

Products in your cart						
ID	Image	Product	Price	Quantity	Total Price	Clear Cart
49			P120.00	2	P 240.00	
50		Mexican	P20.00	0	P 0.00	
51		Mexican	P20.00	0	P 0.00	
Continue Shopping			Grand Total		P 240.00	Checkout

➤ *Clear Cart: to empty the cart*

The screenshot shows the same web browser window as the previous one, but now the cart is empty. A green notification bar at the top says "All Item removed from the cart!" with a close button. The main content area is titled "Products in your cart" and contains a table with three rows of data. The columns are labeled "ID", "Image", "Product", "Price", "Quantity", "Total Price", and "Clear Cart". The first row has ID 49, a small image of a pizza, no product name, P120.00 price, quantity 2, total P 240.00, and a red trash icon. The second row has ID 50, a small image of a pizza, Mexican product name, P20.00 price, quantity 0, total P 0.00, and a red trash icon. The third row has ID 51, a small image of a pizza, Mexican product name, P20.00 price, quantity 0, total P 0.00, and a red trash icon. At the bottom of the table are two buttons: a green "Continue Shopping" button and a blue "Checkout" button. Below the table, there are social media icons for Facebook, Instagram, and Twitter. At the very bottom, a yellow footer bar says "All Rights Reserved Developed By Runtime Terror".

Products in your cart						
ID	Image	Product	Price	Quantity	Total Price	Clear Cart
49			P120.00	2	P 240.00	
50		Mexican	P20.00	0	P 0.00	
51		Mexican	P20.00	0	P 0.00	
Continue Shopping			Grand Total		P 0.00	Checkout

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- **Checkout:** once customer decides to buy items in the cart they click the checkout button. The checkout button will redirect the customer to an order form.

Complete your order!

Product(s) : (2), Mexican (0), Mexican (0)
Delivery Charge : Free
Total Amount Payable : 240.00/-

Enter Name

Enter E-Mail

Enter User

Enter Phone

mm/dd/yyyy

Enter Delivery Address Here...

Select Payment Mode

-Select Payment Mode-

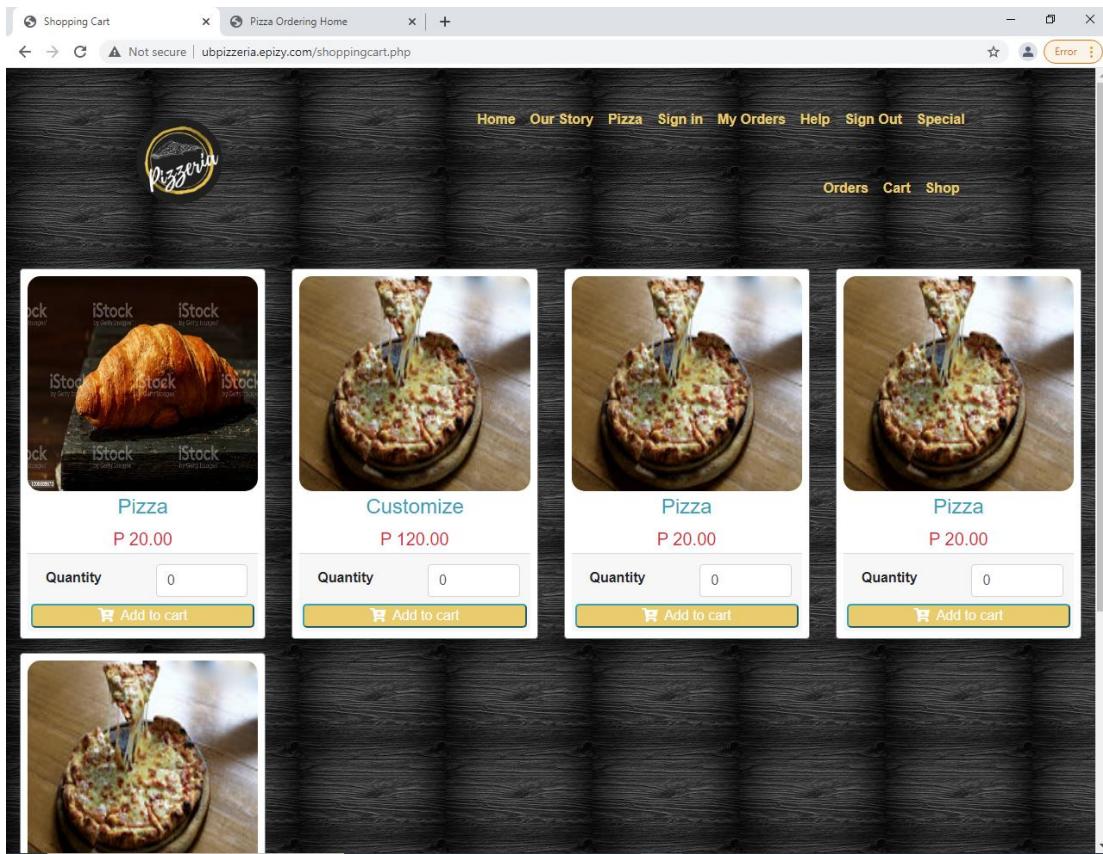
Place Order

fb ig tw

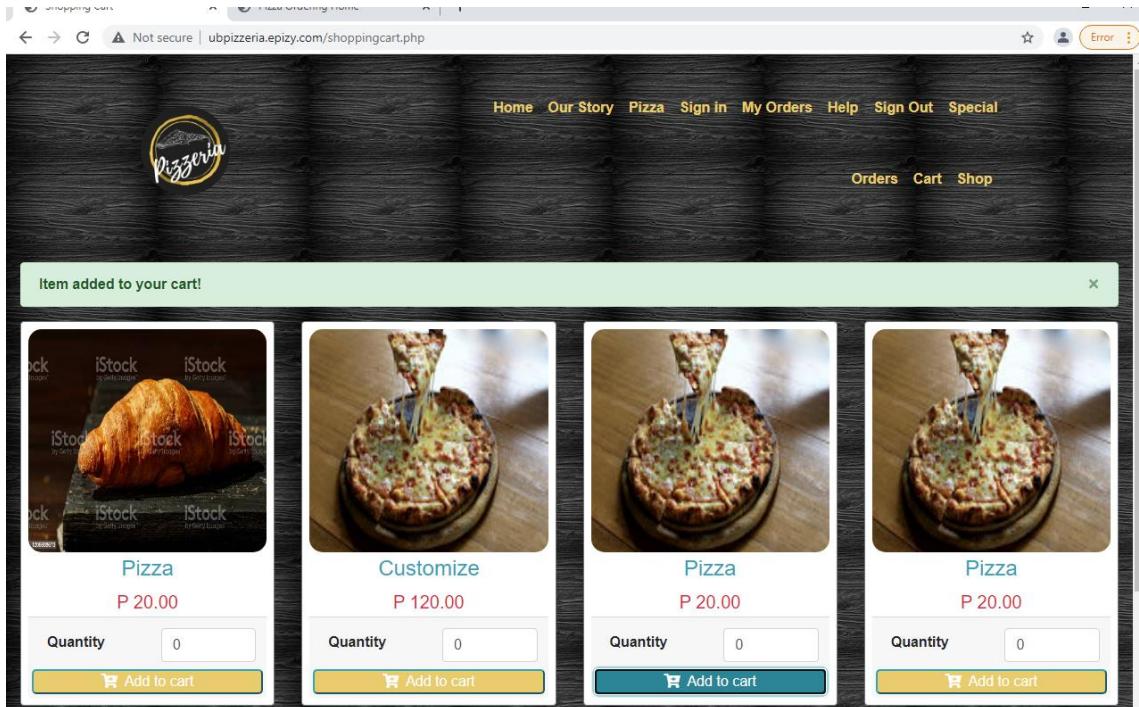
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- **Delete Item:** to remove a singular item from the Cart.
- **Continue Shopping:** will redirect user back to the home page.

► **SHOP:** this facility shows all items in stock available to be added to the user cart.



► **Add To Cart:** once an item is added to cart this is what will happen.



- **Feedback:** this facility allows a customer to give the company feedback on issues such as customer service, where to improve and the likes.

 Home Pizza My Orders Sign Out Special Orders Cart Shop

PLEASE FILL OUT THE FORM BELOW !

YES or NO SECTION

Have you had our pizza?
 Yes No

Would you buy more of our pizzas if we had discounts?
 Yes No

Do you order our pizza often?
 Yes No

Was using our site to order pizza easy?
 Yes No

Are you happy with the pizzeria locations?
 Yes No

Would recommend you our pizza to anyone else?
 Yes No

DESCRIPTION SECTION

Tell us about your experience with pizzeria

- **Location :** this facility allows the system to capture the users location and to find the nearest pizzeria restaurant .

