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DESKTOP APPLICATION BOOKSTORE
USER MANUAL
CSC4350 SOFTWARE ENGINEERING (FALL 2016)

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SECTION 1: GENERAL INFORMATION

1.1: SYSTEM OVERVIEW

The system is an all-in-one system solution for a local, brick-and-mortar bookstore that needs to unify their inventory, sales and expenses into one software application. The system provides a modern experience for the customer by allowing them to research books from any of the available computers running the software; these books are the books located in the bookstore. Potential customers, employees, managers and owners of the company interact with the system; each is provided with different capabilities.

1.2: ORGANIZATION OF THE MANUAL

The user manual is separated into four categories: General Information, System Summary, Getting Started and Using the System.

The General Information section provides a brief intro about the system.

The System Summary provides a quick overview of the basic requirements to get the system running.

Getting Started explains how to install the Bookstore Desktop Application.

Using the System details the system functions.

SECTION 2: SYSTEM SUMMARY

2.1 SYSTEM CONFIGURATION

The Desktop Bookstore Application requires that the terminal running the software have the current version of Java installed and running. The application needs to have access to the internet in order to retrieve data from the database.

2.2 USER ACCESS LEVEL

There are four access levels for the software:

- Customer Access
    - Does not require a username/password to use
- Employee Access
    - Username: apham
    - Password: [developer]
- Administrative Access
    - Username: zshoults
    - Password: zzz_123_
- Root Administrative Access
    - Username: dcajic
    - Password: ccc(123)

SECTION 3 GETTING STARTED

The Getting Started section explains how to install the system onto a device and it shows the general layout of the program.

3.1 INSTALLATION

The user must install the latest version of the JVM from the Java website prior to launching the software: https://www.java.com/en/download/

The software is then to be copied from the provided USB flash-drive to a desired location on the user's computer.

3.2 SYSTEM MENU

The System Menu changes based on the user type. Sections 3.2.1 to 3.2.4 detail the different types of menu's that are visible to each user.

3.2.1 ANONYMOUS USER MENU

Figure 1 displays the menu panel that any user not logged in will see. Clicking on the Homepage will bring the user back to the homepage. Clicking on Login will take the user to the Login Page.
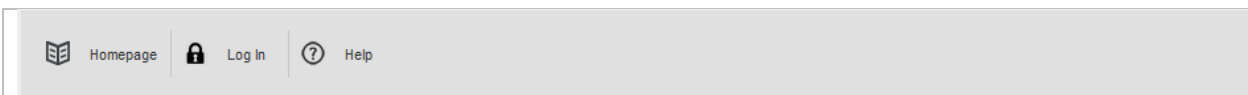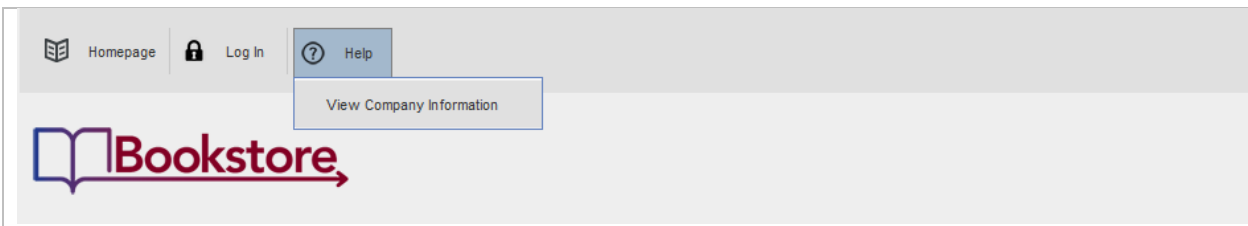

Figure 1: Anonymous User

Figure 2: Help Menu Anonymous

Expanding the Help Menu causes View Company Information menu option to be displayed. If the user is logged into the system, the View Software Manual menu option will also appear under the Help menu.
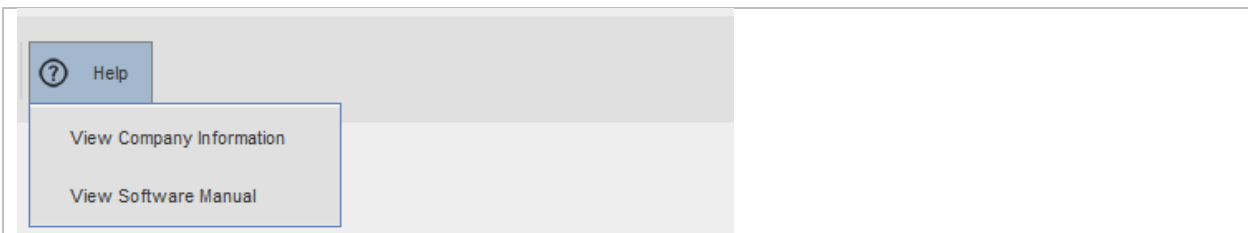

Figure 3: Help Menu Logged in

3.2.2 STAFF MENU

Logging in as a standard employee causes two additional menu options to appear: Sales and Orders.
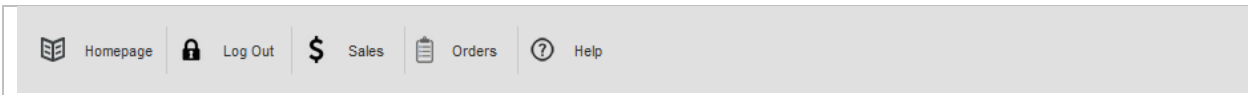

Figure 4: Employee User Menu collapsed

Clicking on the Sales Menu causes the New Sale option to display; clicking on Orders causes the application to show the Accept Order Delivery option. These two actions can be seen in Figure 5 and Figure 6.
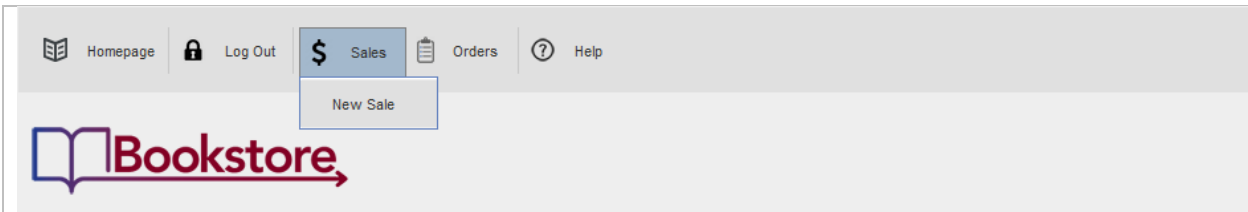

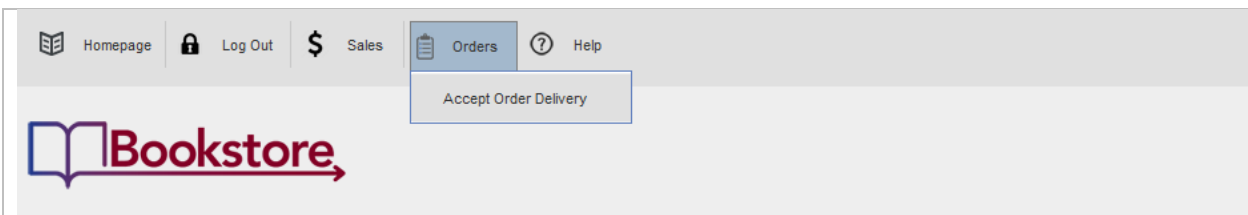Figure 5: Employee User Menu: Sales expanded

Figure 6: Employee User Menu: Orders expanded

3.2.3 ADMINISTRATIVE MENU

Logging in as an Administrative user causes the Sales and Orders menus to receive additional options as well as for new menus to appear in the menu bar. These new menus include: Inventory, Administration and Reports.
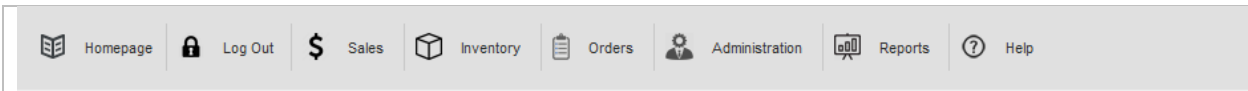

Figure 7: Administrative User Menu collapsed

The difference in the Sales menu between the employee and administrative user is that the administrator also sees the option for issuing a refund.
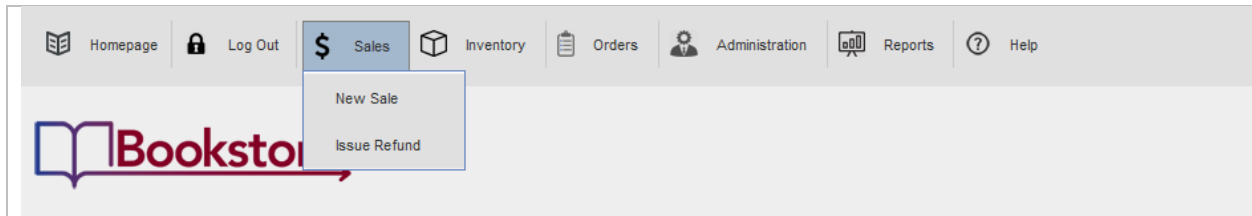

Figure 8: Administrative User Menu: Sales expanded

Clicking on Inventory gives the Administrator access to add a new book, adjust the details or quantity in stock of a previously added book, or to delete a book from existing inventory.
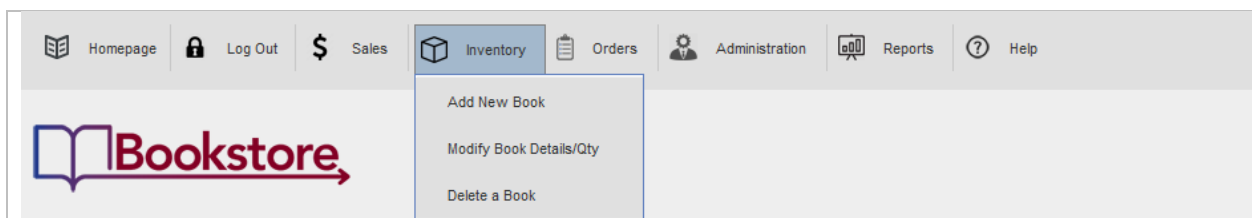

Figure 9: Administrative User Menu: Inventory expanded

The orders section has a few new items when comparing the administrative account with the employee account. Expanding the Orders menu reveals the two new options: New Order and Search Order.
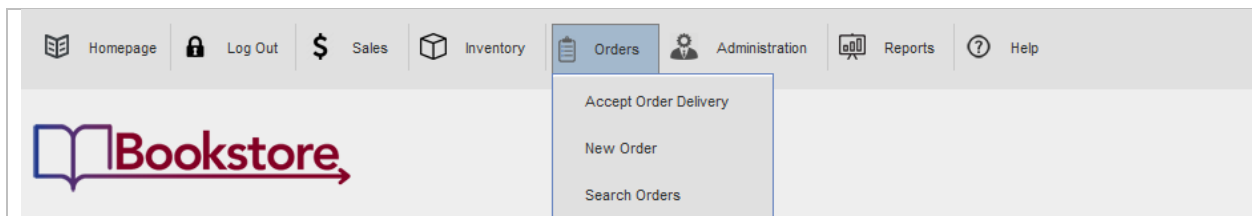

Figure 10: Administrative User Menu: Orders expanded

Clicking on the Administration menu causes the application to show two options for the user: the ability to reset an employee's password and to delete an employee's account.
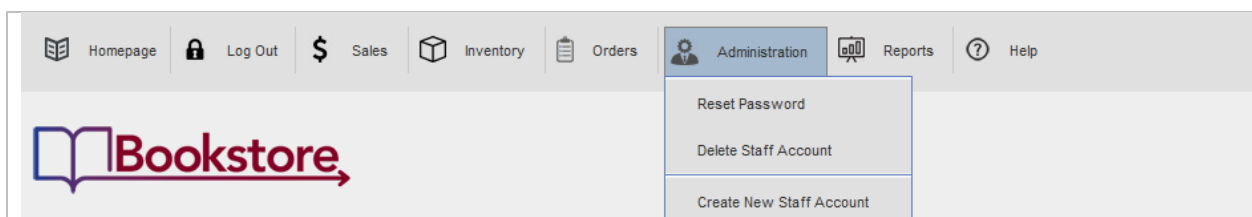

Figure 11: Administrative User Menu: Administration expanded

Expanding the Reports menu allows the Administrator to generate the sales report.
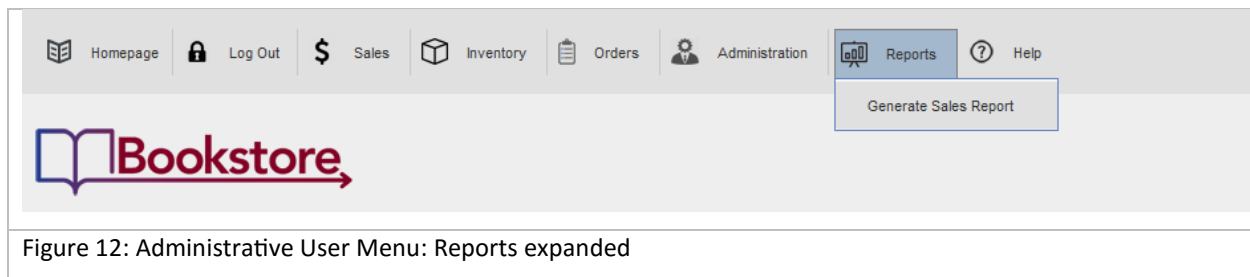

Figure 12: Administrative User Menu: Reports expanded

3.2.4 ROOT ADMINISTRATIVE MENU

The only difference between the Administrative account and the Root Administrative account when it comes to the menu bar is that the Root Administrator can see a few additional options under the Administration menu. Those options include: Create New Administrator Account and Delete Administrator Account.
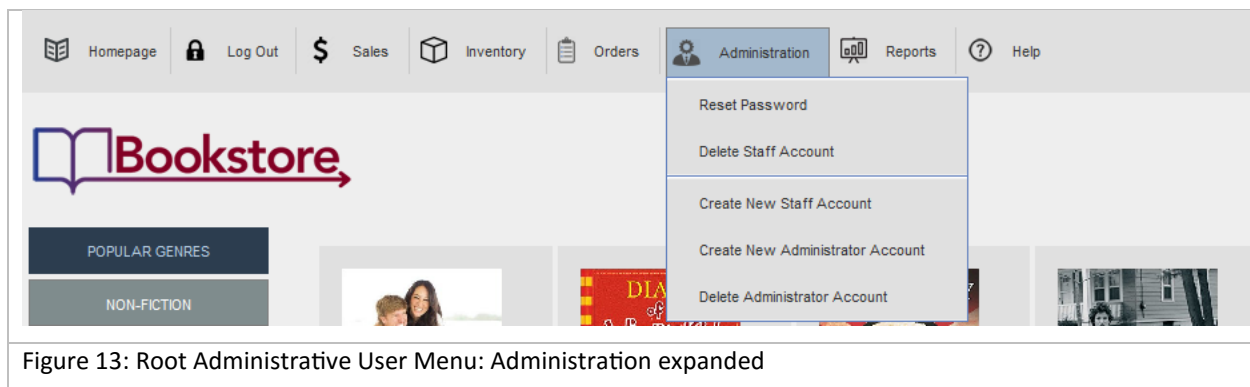

Figure 13: Root Administrative User Menu: Administration expanded

3.3 ANONYMOUS USER LAYOUT

The program is divided into a few different sections. The top of the application holds the menu bar. Persisting underneath is the company logo and a search box to the right of the logo. Immediately underneath that section are three additional sections. Any new screen will be displayed in the middle section. Depending on the circumstance, the left section might be changed from its current layout to accommodate the middle screen.
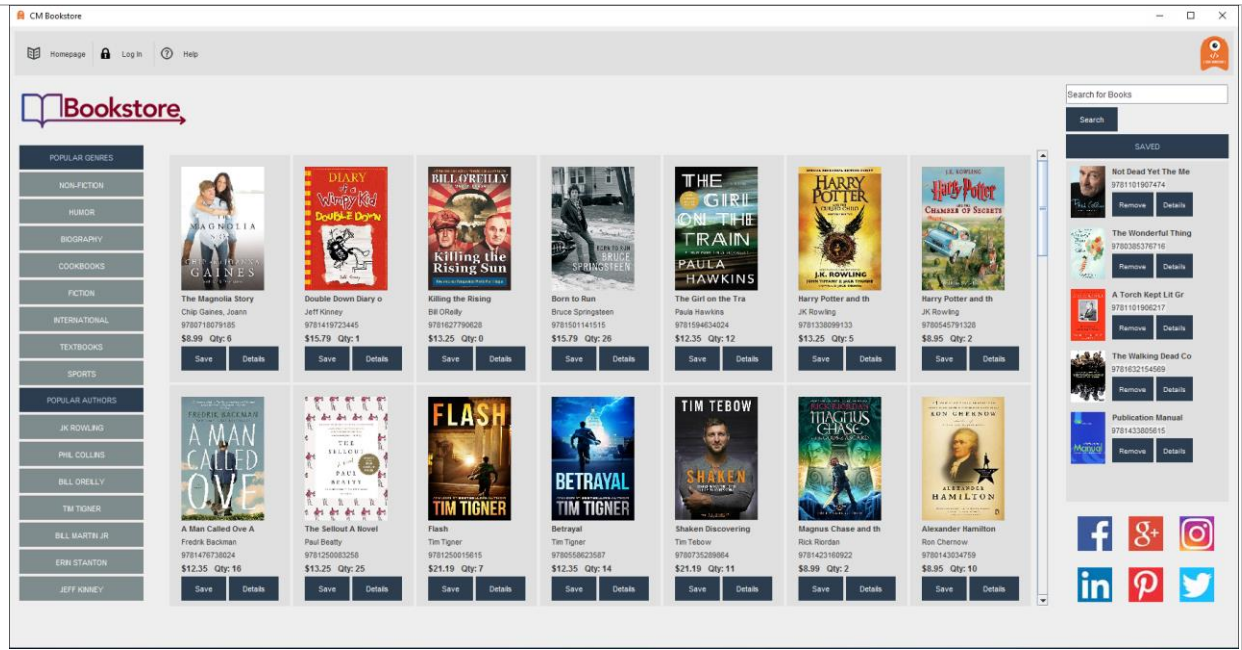

Figure 14: Customer View of Main Screen

3.4 EMPLOYEE LAYOUT

Upon logging into the system, the employee will be shown a few additional options. The menu bar across the top will transform and display other key tabs that a member of the staff or an administrator might need to see. The right column has been transformed to include links that the employees will find useful. Currently, these links include:

- access to the Amazon webstore (since the client sells books on Amazon)
- a link to the book vendor to place new stocking order
- a link to the company calendar (currently the Google calendar web application)
- a link to Gmail
- a link to Slack for internal messaging
- the bookstore's current non e-commerce website

There are also a couple of quick links to add users and view the sales staff; these options are only visible to administrators.

Figure 15: Employee Logged in Page

SECTION 4 USING THE SYSTEM

This section provides a detailed explanation about each system function.

4.1 MAIN VIEW

Figure 14 represents what any user will see when the Bookstore Desktop Application is first launched. The top has simple navigation where the employees may access to log into the system. The Login option is located under the File menu. Immediately underneath the menu bar is the Company Logo and a Search Input to the right. Users may use the search to browse for books by title or ISBN.

The section underneath is divided into three columns. The far left column contains the Browse for Books by Category and a few other popular links that are to be decided on with the customer. The middle column lists all of the newest books that the bookstore has received. Clicking on the plus button will place the book into the far right column underneath the Saved section. The user may access these books at any point through their session.

Immediately underneath the Saved column are the Social Media links that the Bookstore is engaged in.

4.2 SEARCHING FOR BOOKS

The user may search for a book by typing in a keyword, whether that's author, book title or ISBN, into the Search box located on the top right of the screen. After the user has searched for a book, a results page will display 10 books on the page matching the title as closely as possible. The left portion of the screen allows the user to narrow down the search results by selecting the different types of available categories and the formats of the book. The user may also sort the results by cost, availability, title or year published. Each title is clickable allowing the user to access further details about the particular book. The results page is depicted in Figure 16. The left side of the screen has also changed to allow the user to narrow down the results further by category.
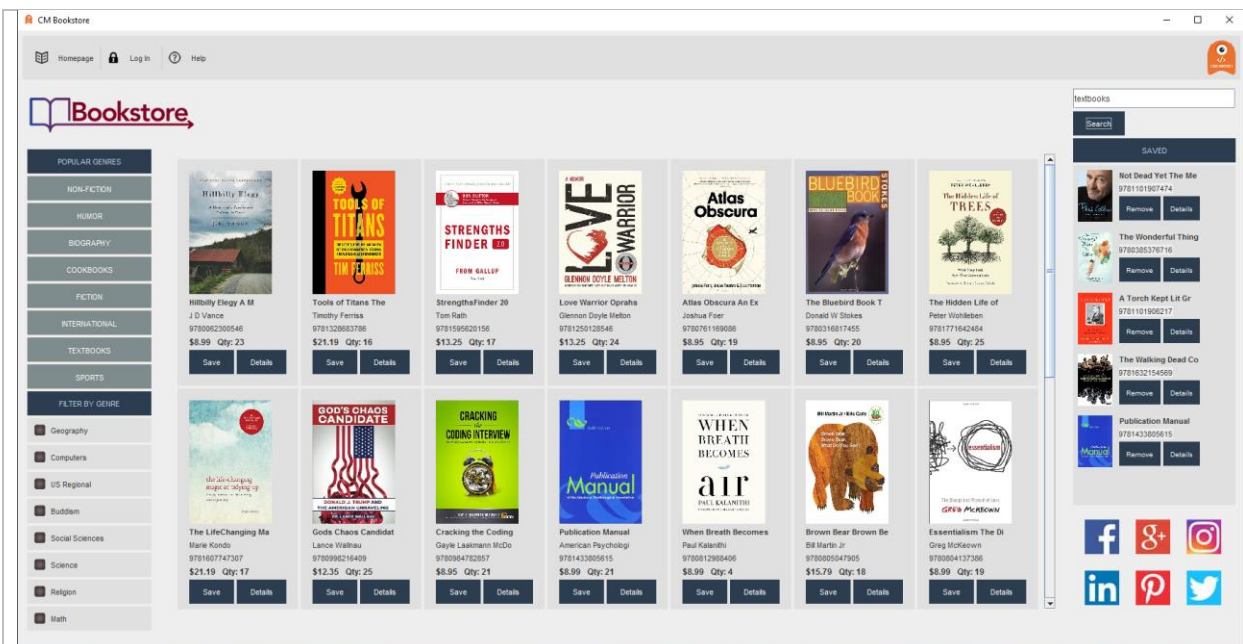

Figure 16: Customer View of Results Screen

4.3 BOOK DETAILS

Once the results are populated on the screen the user can click on the title to be taken to the Book Details page. Accessing the details of a particular book can be seen in Figure 17. The page contains the Title of the Book, the Author(s) that wrote the book and the publication date right next to the image. Immediately underneath the book's image is the plus button that allows a user to save the book for later viewing and the cost of the book.

Listed below is a detailed summary of the book. Whereas on the previous screen the user only saw a small summary, the details page sees the entire summary for that particular book. Clicking on the plus button will cause the book to be added to the Saved section on the right side of the screen. If the book is already listed in the Saved menu, the system will ignore the additional plus button click.
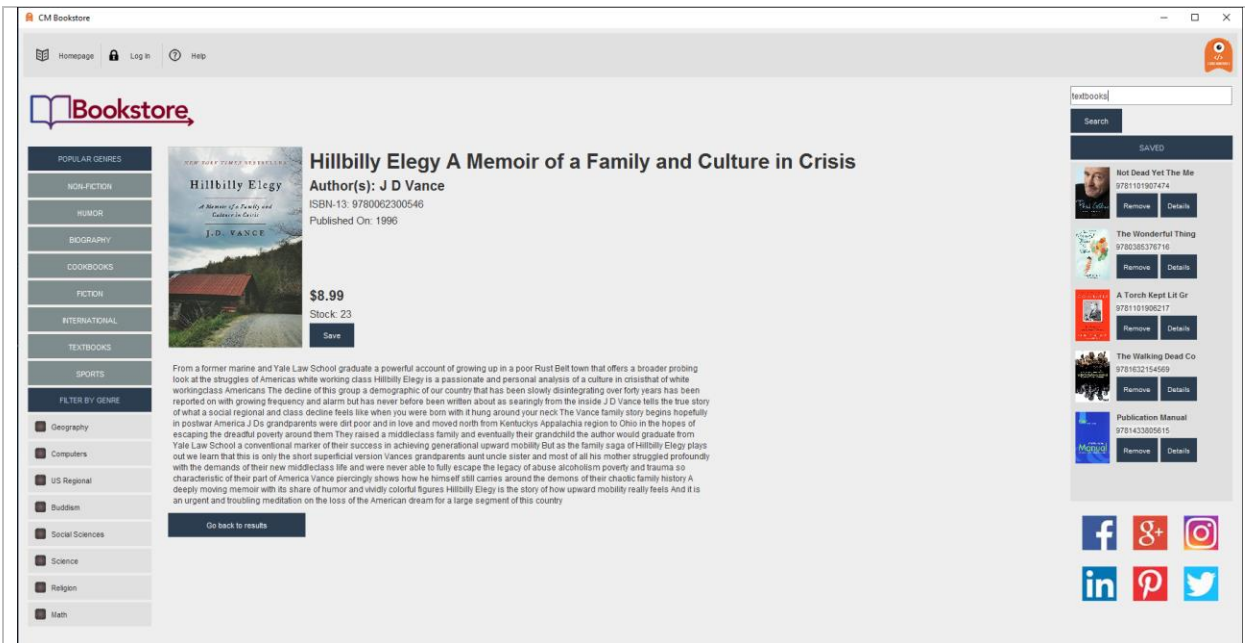

Figure 17: Customer View of the Book Details Screen

4.4 LOGGING IN/OUT OF THE SYSTEM

To log-into the system, the user will click File and then Login. A login screen is presented to enter the username and password. Logging out requires that the user click on the File menu and Logout option. If the username/password combination is not correct, an error message will be displayed. If the combination is correct, the user will be redirected to the Logged in screen.
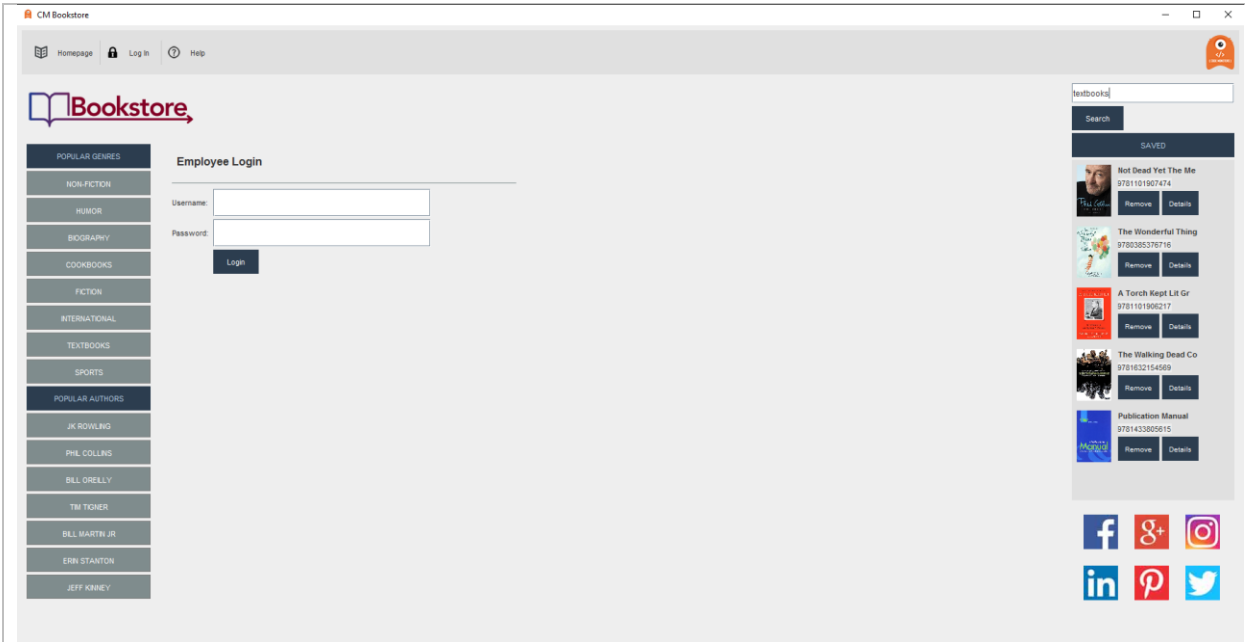

Figure 18: Employee Login

To log out of the system, the user clicks on the Logout Menu Button.
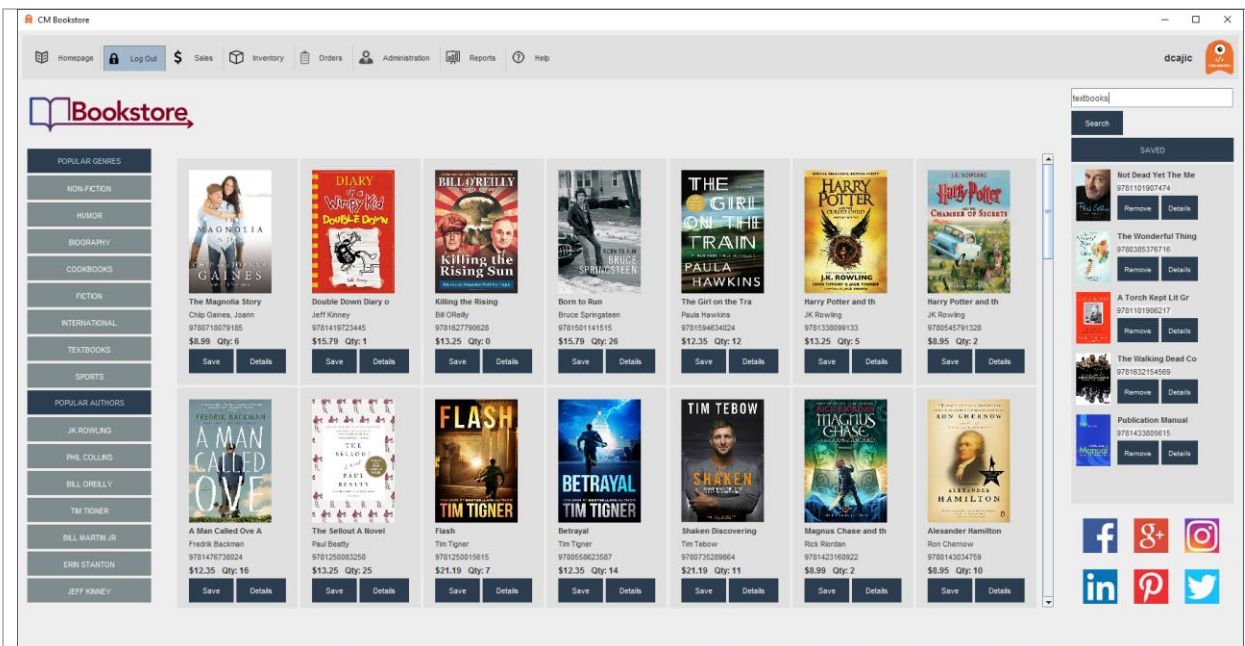
Figure 19: Employee Logout

4.5 POINT OF SALE

Figure 20 shows the Point of Sale screen. To access the POS screen, the employee will click on the Sales tab and selects "New Sale" from the options provided. A progress bar will be displayed alongside the search input field. Once the user enters an ISBN or title of the book, he or she is able to add the items to order by clicking on the Add link.

Figure 20: Employee View of POS Screen

Once the user adds the items to the sale, he or she clicks next to access the payment page. The payment page shows a summary of the items purchased and it allows the user to enter the payment.

Figure 21: Employee View of Payment Page

Upon entering the payment details, the user will click next and be redirected to the receipt page. If the payment was unsuccessful, the user will be given the details and will not go to the Receipt page.
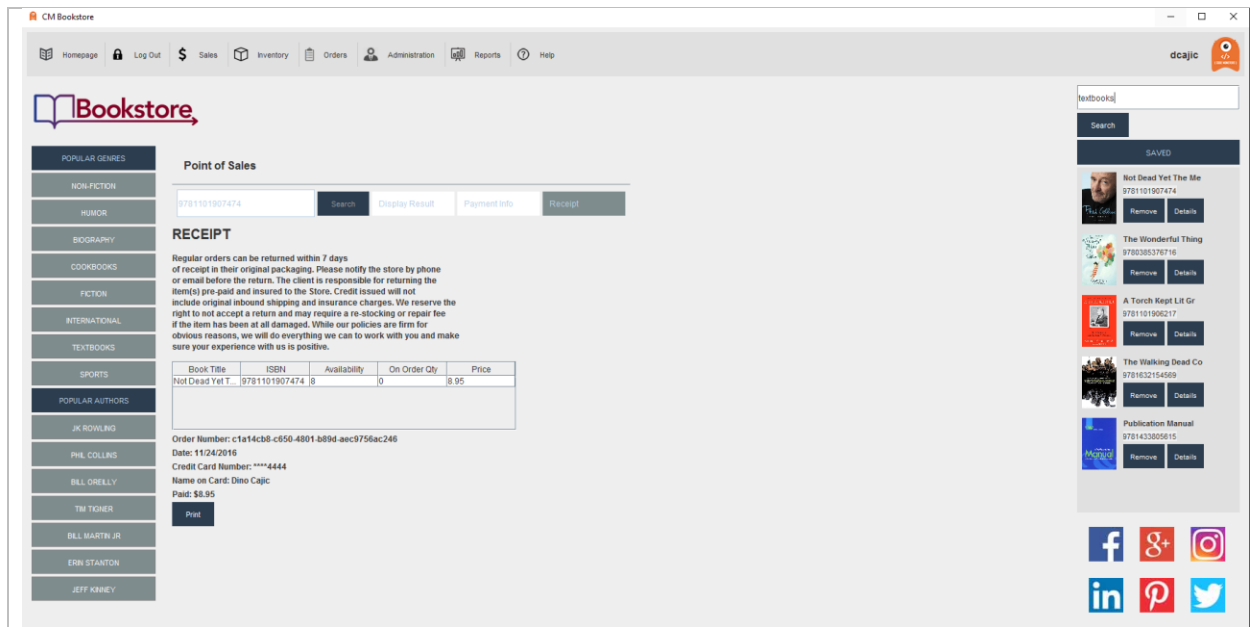

Figure 22: Receipt after payment completion

4.6 ISSUE REFUND

Issuing a refund requires that the user enter the ISBN of the book to be refunded. Once the books are found, the user will click proceed to go to the refund details. The receipt page is displayed showing that the refund was a success.
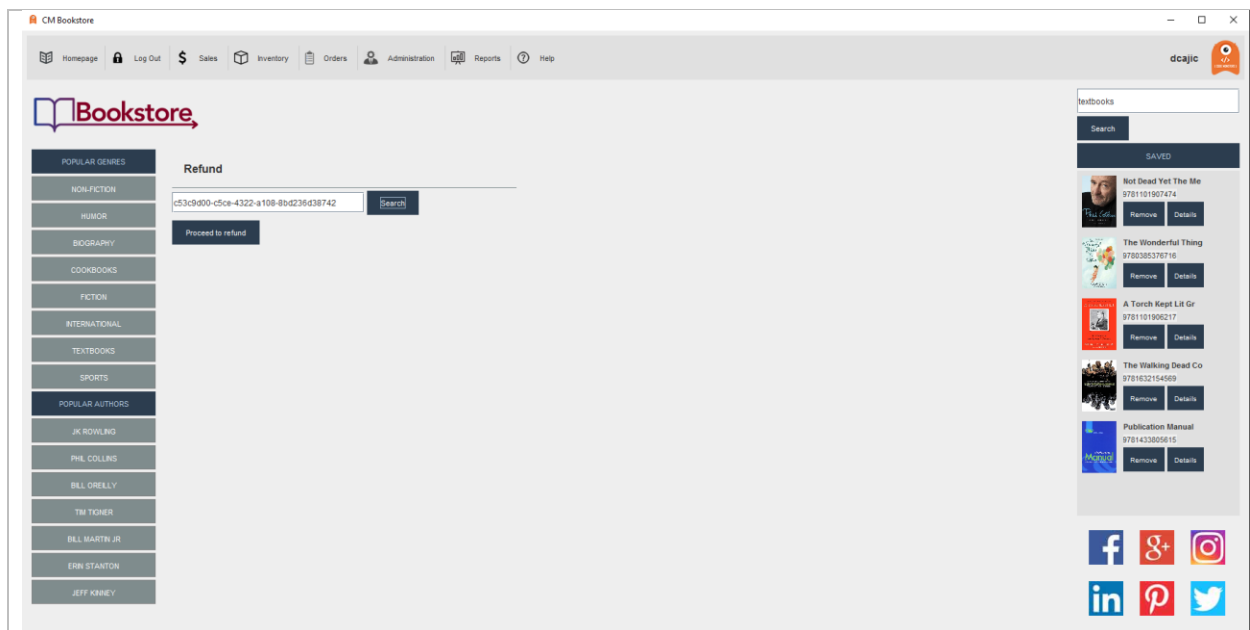

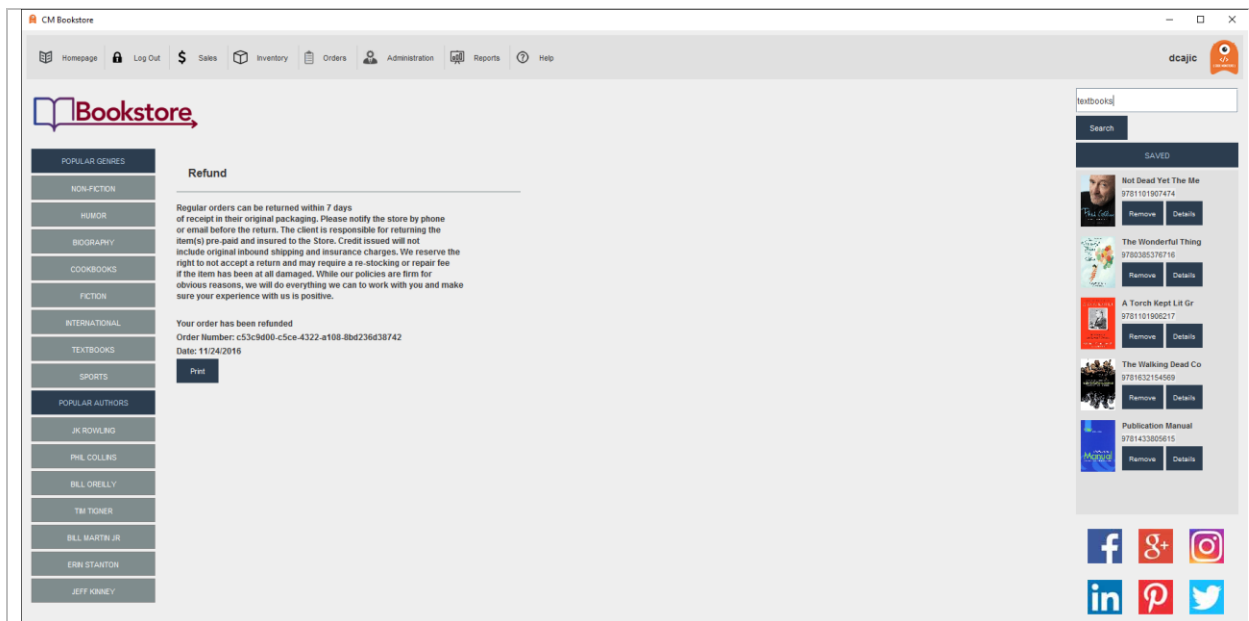Figure 23: Processing Refund. Searching for the books to be refunded.

Figure 24: Processing Refund. Receipt.

4.7 ADD NEW BOOK TO INVENTORY

To add a new book to the inventory, the user clicks on the Inventory menu and selects Add New Book. The Administrator must fill out all of the details that are present on the screen as is displayed in. If any detail is missing the user will be prompted to fill out the detail before proceeding.
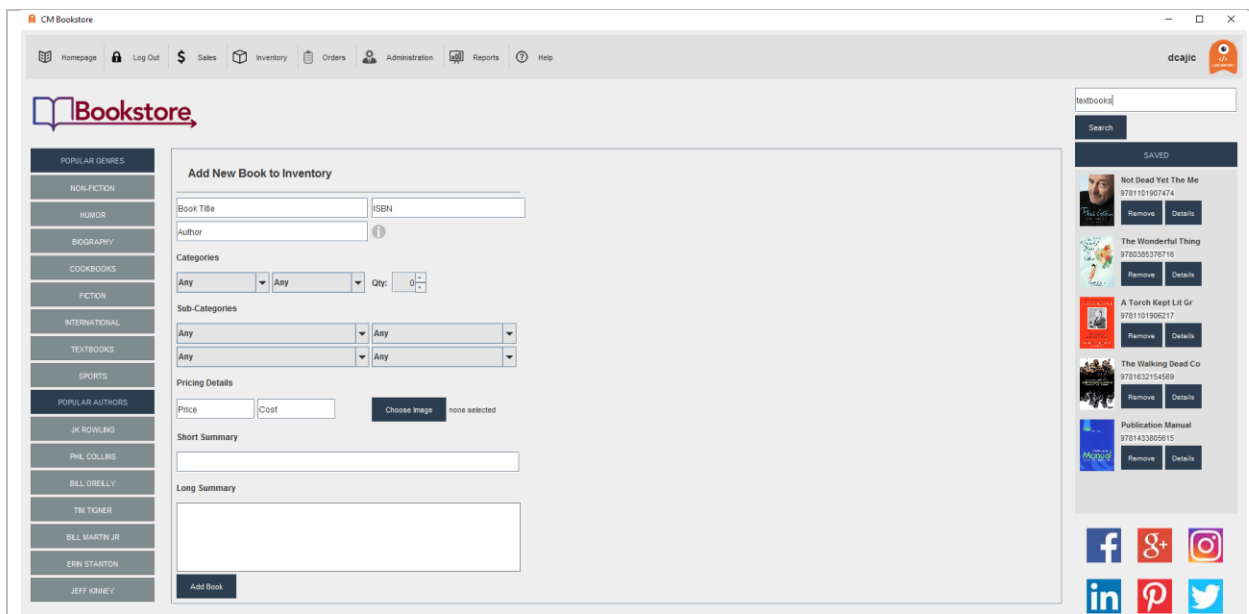

Figure 25: Add Book to Inventory

4.8 MODIFY BOOK DETAILS

To change the details of a particular book, the Administrator clicks on the Inventory tab and selects either the Adjust a Book's Quantity option or the Adjust a Book's Details option. Once the user searches for a book, the Book's details are displayed in each of the fields. Once the necessary changes have been applied, the user will click on the Update Book Button to update the book's details. Figure 27 shows the Modify Book Details page. If any of the details are deleted completely, the user will be prompted to enter the details for it before proceeding with the update.
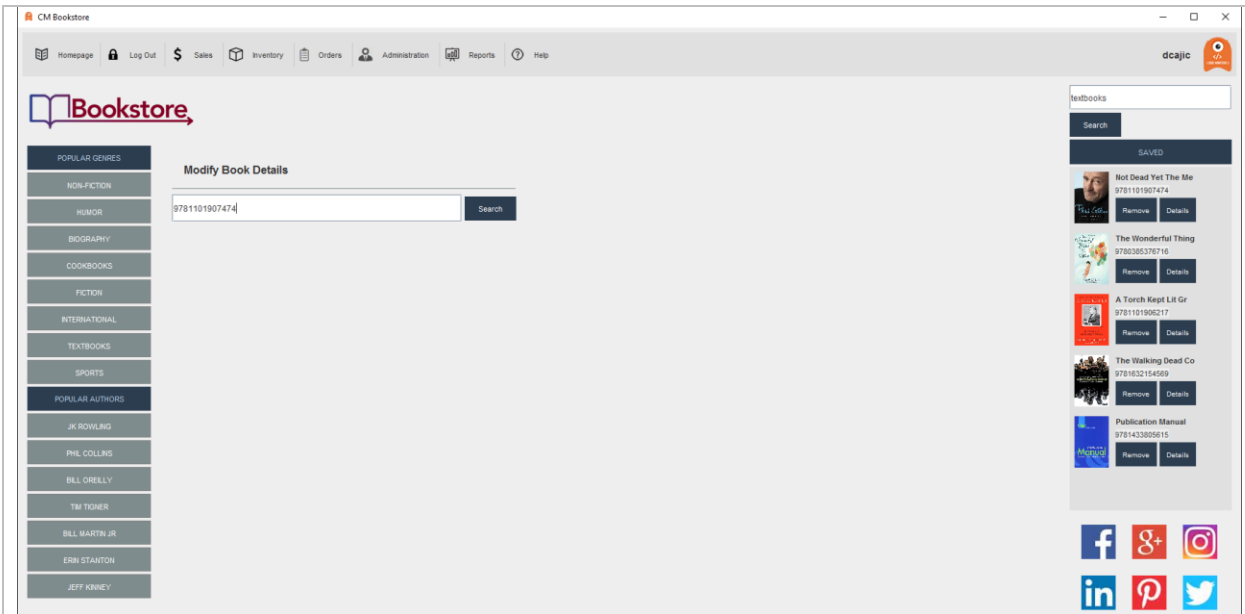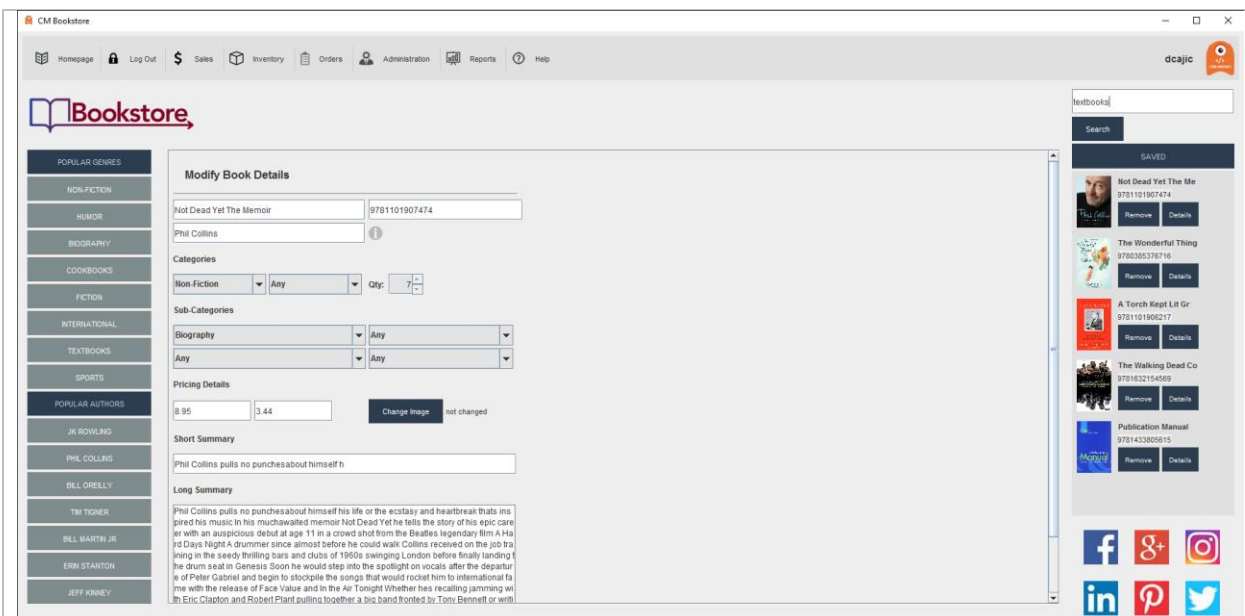

Figure 26: Modify Book Details

Figure 27: Modify Book Details

4.9 DELETE A BOOK FROM THE INVENTORY

To delete a book from the inventory, the user clicks on Inventory and Delete Book. He or she then enters the ISBN of the book and clicks search; multiple books can be searched for by placing a comma between the different ISBNs. Once the table is populated, the user can click Remove next to each book to remove the book.
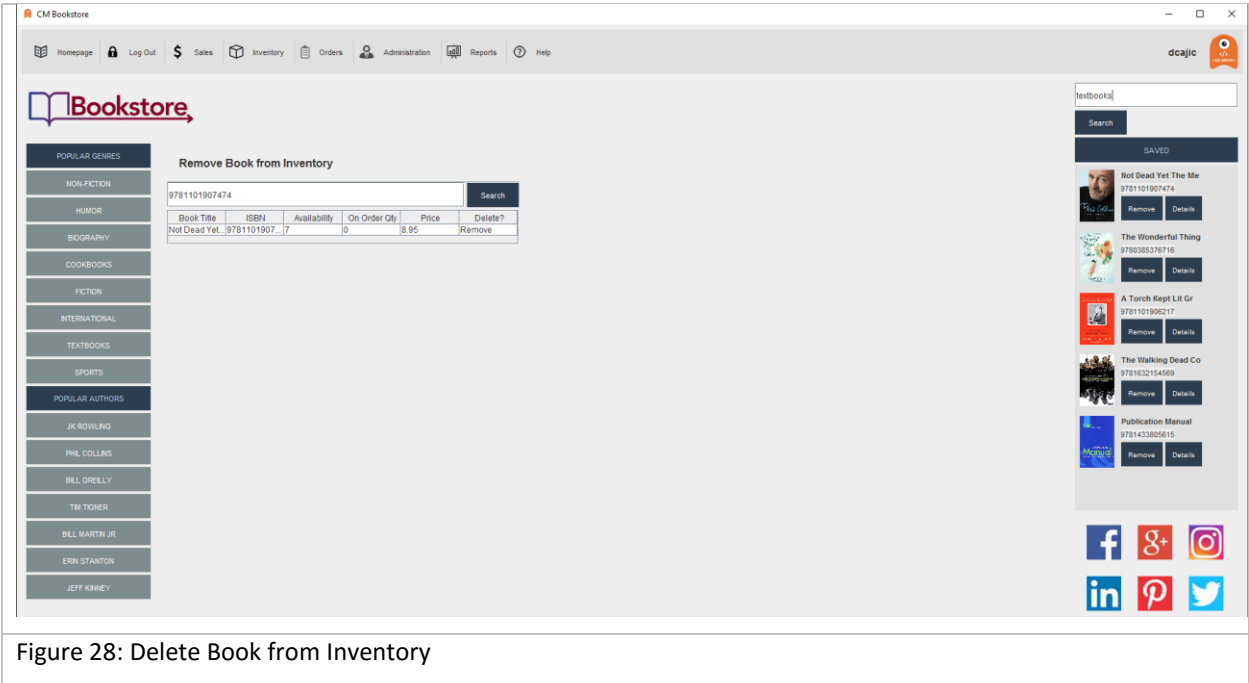

Figure 28: Delete Book from Inventory

4.10 PLACE NEW ORDER

To place a new stocking order, the Administrator must click on the Order menu and select the New Order option. The user will fill out the ISBNs that he or she wants to order and the amount of each book to be ordered. Upon finishing the process, the user clicks on the Place Order button to send the order to the vendor.
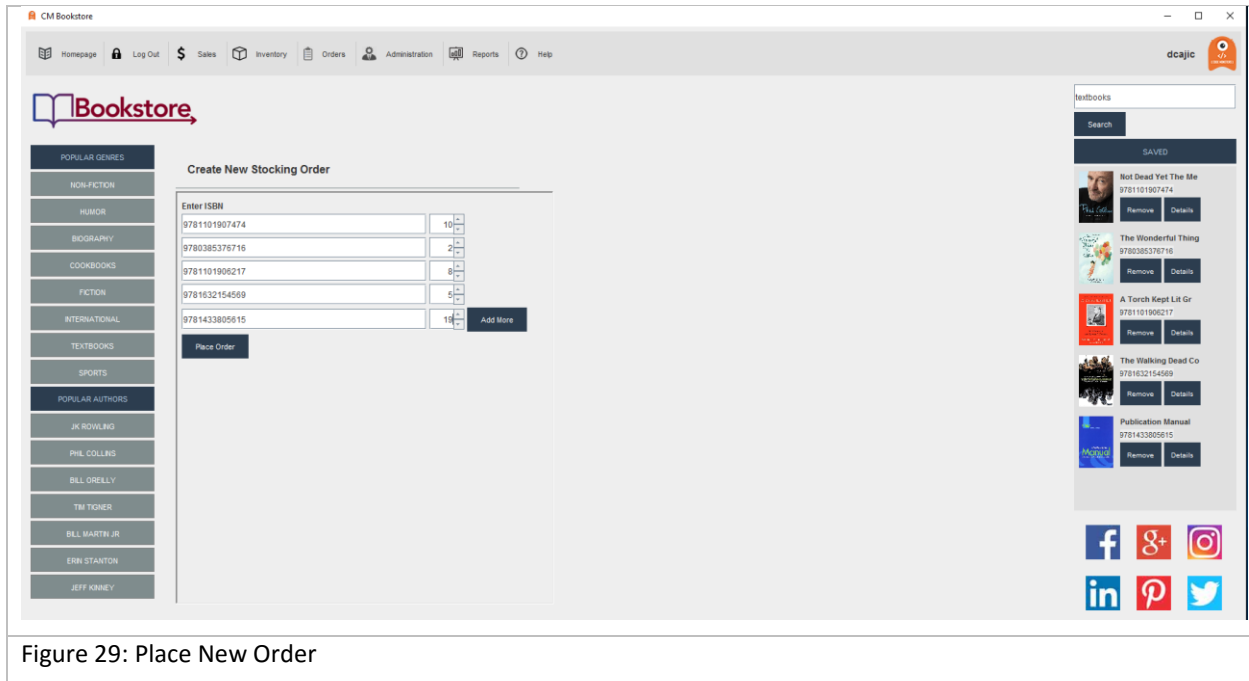

Figure 29: Place New Order

4.11 ACCEPT ORDER

To accept the order once it's received or to review details about a particular order, the user must click on the Order menu and select either the Search Orders option or the Accept Order Delivery option. Upon entering the order id, the order is displayed on the screen where the user can click on the Mark Order as Received button to receive the entire order.
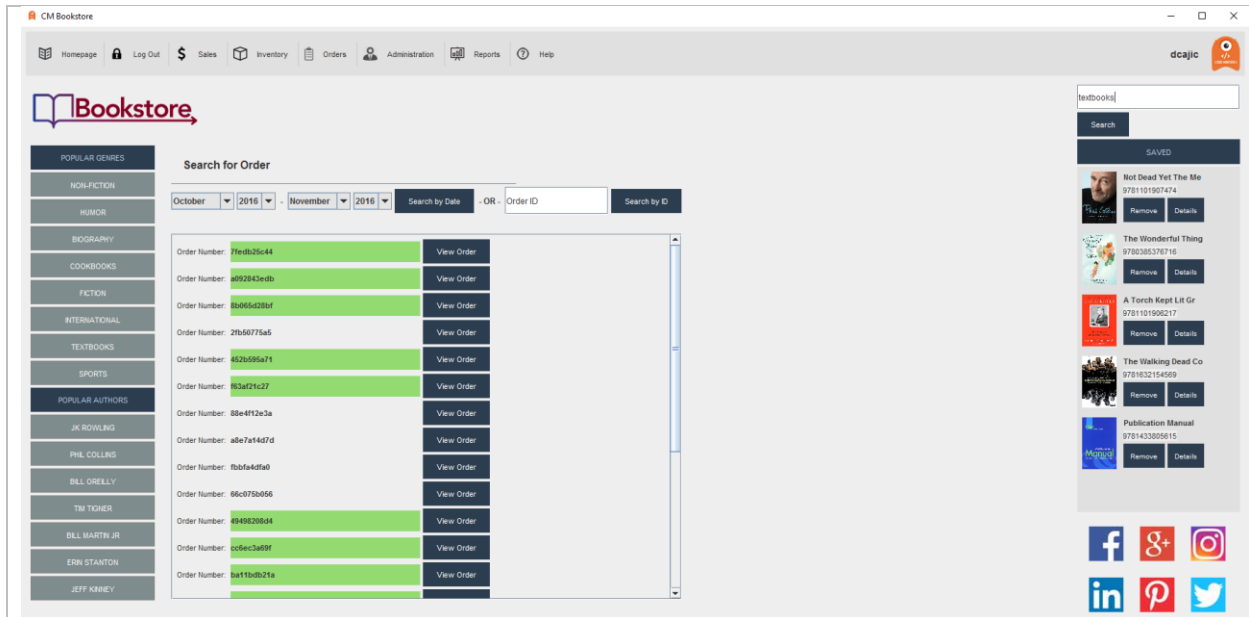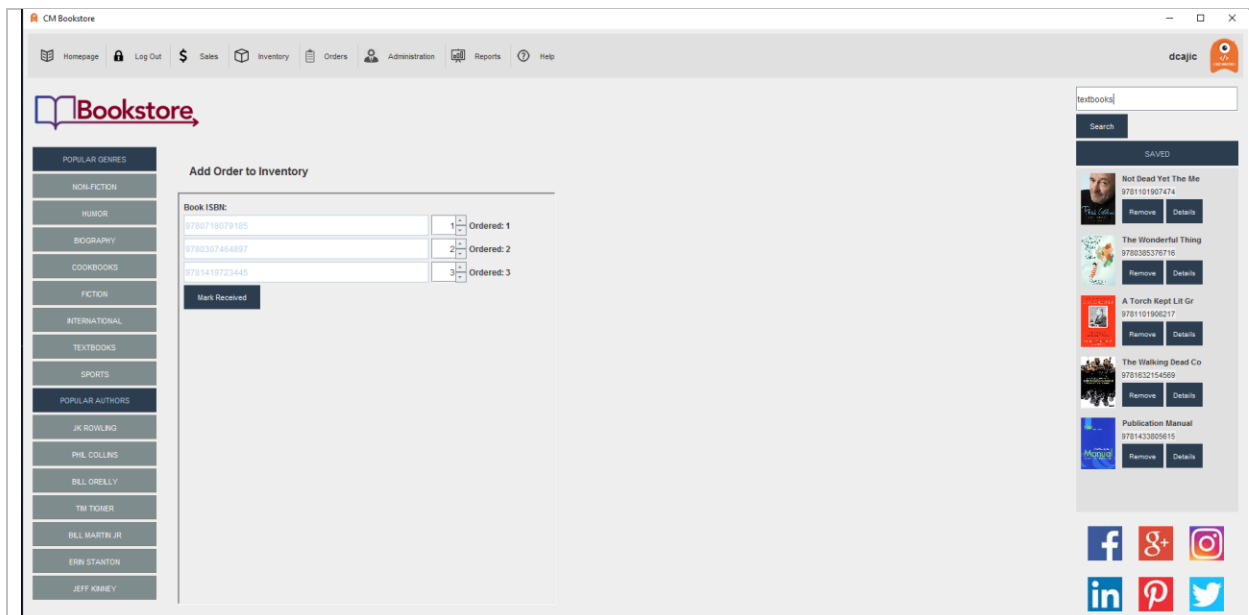

Figure 30: Search for Order

Figure 31: Add Order to Inventory

4.12 CREATE EMPLOYEE ACCOUNT

Only the Administrative user has the capability to create an employee account. The Root Administrator has the capability to create Administrative accounts. Figure 32 shows the necessary fields that the user must input in order to create a new account. The checkboxes listed below the password field are only visible to the Root Administrative account. If the username already exists, the user will be notified that they must select a new username. If the employee information matches that of another employee, the Administrator will be promoted to proceed with caution.

Figure 32: Create Employee Account

4.13 RESETTING AN EMPLOYEE PASSWORD

Only the Administrative accounts have the capability of resetting the employee's password. To reset the password, the Administrator clicks on the Administration menu and clicks on the Reset Password option. He or she searches for the employee username and clicks Enter. If the employee is populated, the Administrator can enter the new password and click the Reset Password button.
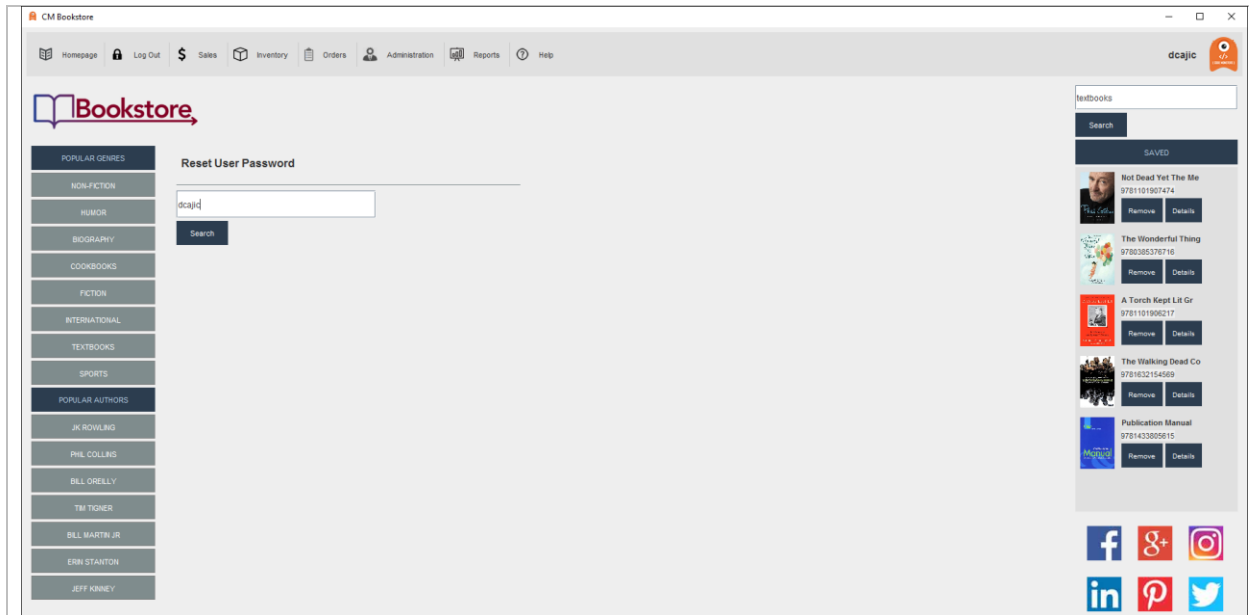

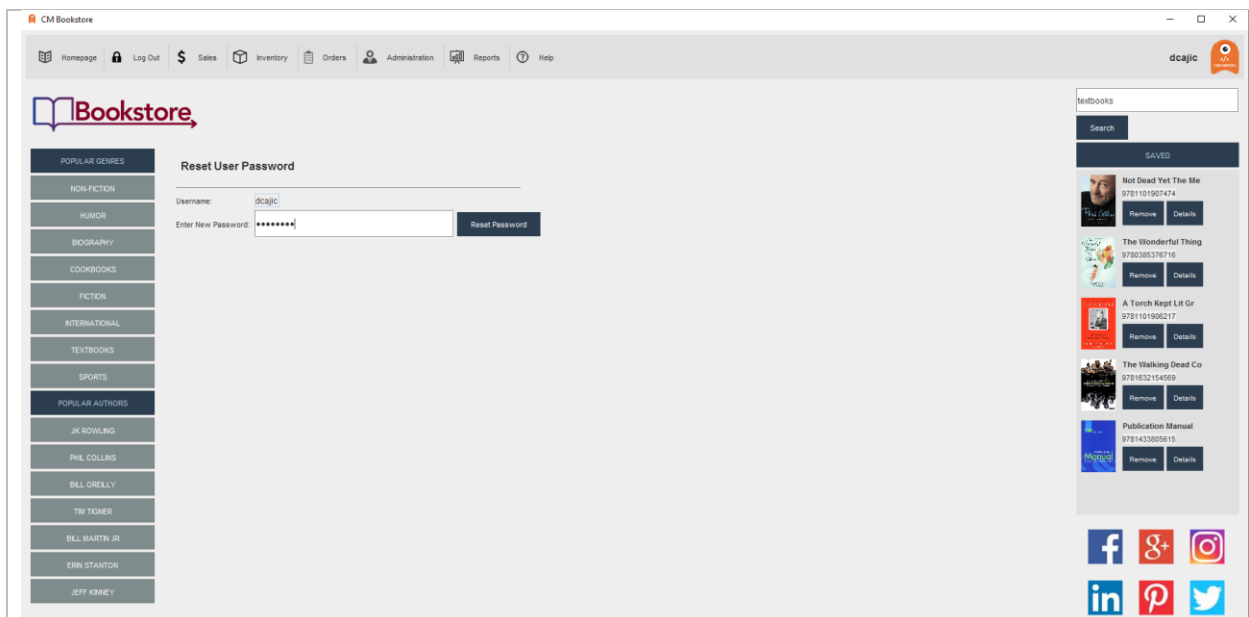Figure 33: Resetting Employee Password: Search for Username

Figure 34: Resetting Employee Password

4.14 DELETING EMPLOYEE ACCOUNT

To delete an employee account, the Administrator clicks on the Administration tab and clicks on the Delete Account option. The Administrator searches for the username and upon finding it can click the Delete button to remove the employee from the system. If the system cannot find the employee, a message appears stating that the employee is not present in the system. Also, if the Administrator enters their own username, the system will display a message stating that the user cannot be deleted.
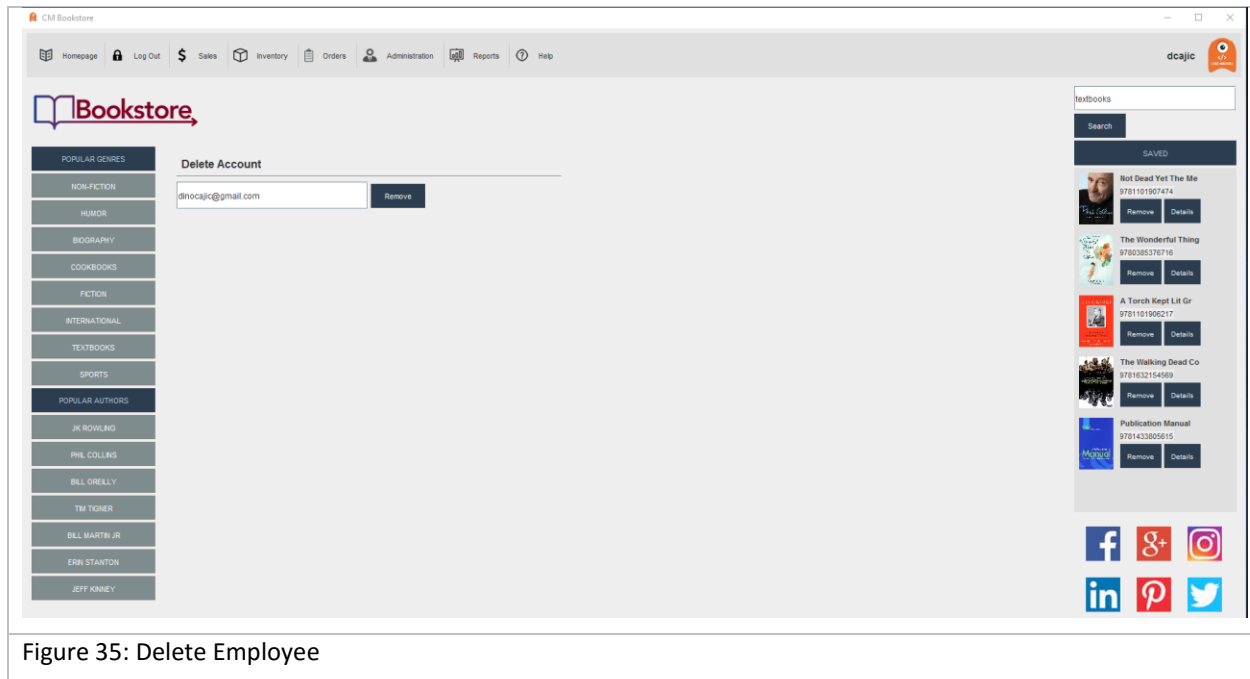

Figure 35: Delete Employee