**Introduction**

This document provides information about how to use the Lancaster's Management software. In the first section, instructions for typical use-cases are given as numbered steps. In the second section, solutions for potential issues that the user may experience are described.

**Purpose**

Although the Lancaster's Management software has been designed with ease-of-use in mind, the end-user may require a formal explanation for some or all of the features included in the software. This document addresses this concern and provides detailed information about each of the features in the software.

**Scope**

This document is intended for the end-user (i.e. the members of the administration/management staff) and provides information on general usage. For a more technically-minded explanation of the software (intended for IT professionals), please see the "Technical Manual".

**Section 1: Typical Use-Cases**

* Login: logging in requires a username and a password. By default, both the username and the password are set to "lancaster". This takes the user to the "Home" screen.
* Logout: when in the Home screen, the user can logout by using the "Logout" button. When in any other screen, the user must use the "Back" button to return to the home screen. Then, the user can logout by using the "Logout" button.

A screenshot of a menu

Description automatically generated

* Screen selection: when in the "Home" screen, 5 buttons are displayed on screen. These buttons, from top to bottom, are: "Staff", "Wines", "Menus", "Inventory", "Sales" and "Payroll & HR".

A screenshot of a menu

Description automatically generated

* Exit current screen: any screen (excluding the "Home" screen) can be exited by using the "Back" button. This returns the user to the "Home" screen.

A screenshot of a program

Description automatically generated

* View staff members on holiday: when in the "Staff" screen, the topmost date selection tool can be used to select a date.

A screenshot of a program

Description automatically generated

* When the date is selected, all staff members are grouped into two categories: "On Holiday" and "Working". Staff members that are "On Holiday" for that date are displayed first, followed by staff members that are "Working" on that date.

A screenshot of a program

Description automatically generated

* Add a new holiday for a staff member: use the left date picker to select the date marking the beginning of the holiday.

A screenshot of a calendar

Description automatically generated

* Use the right date picker to select the date marking the end of the holiday.

A screenshot of a calendar

Description automatically generated

* Use the drop-down selection tool to select the staff member the holiday is for. Finally, use the "Add" button to add the holiday for the staff member.

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generated

* Set cover limits: use the upwards-pointing arrow to increase the cover limit. Use the downwards-pointing arrow to decrease the cover limit. Alternatively, manually enter a new cover limit in the area to the left of the arrows.

A screenshot of a computer

Description automatically generated

* Once changes are made press the save changes button to save changes.

A screenshot of a computer

Description automatically generated

* View all wines: when in the "Wines" screen, all wines are displayed.
* View wines with low stock: when in the "Wines" screen, the wines with low stock are highlighted in red.

A screenshot of a computer

Description automatically generated

* Adjusting price and stock of wine: The user can
* Add new wine: enter a name for the wine. Then, use the arrows or the area to the left the arrows to set the year, price and stock level for the wine. Finally, use the "Add" button to add the new wine.
* View menu for current week: when in the "Menus" screen, the menu for the current week is displayed as the topmost menu. Furthermore, it is displayed in a lighter color and is labelled with "Current week".
* View menus for future weeks: when in the "Menus" screen, the menus for the next three weeks are displayed directly below the topmost menu. Furthermore, they are displayed in a dark color and are labelled with the date ranges that they correspond to.
* Edit menu for a given week: clicking anywhere on a menu will take the user to the "Edit menu" screen. The user can change the price and description for a dish in the menu. Furthermore, the user can change the allergen(s) and wine(s) associated with the dish. When edits are complete, use the "Save changes" button to save the edits, then use the "Back" button to return to the "Menus" screen.
* View ingredients inventory: when in the "Inventory" screen, all ingredients are displayed.
* View ingredients with low stock: when in the "Inventory" screen, the ingredients with low stock are highlighted in red.

A screenshot of a computer

Description automatically generated

* For ‘Chicken Breast’ the current stock is 3 but the low stock threshold is 10 so it is highlighted to let the user know there is low stock of chicken breast
* Can also see that ‘Beef Steak’ has a stock level of 30 with a low stock of 8 meaning it has good stock and is not highlighted.
* Make an order:
  + In the ‘Inventory’ screen the user can click the checkbox to choose what ingredients to order

A screenshot of a computer

Description automatically generated

* + The user can also choose to click the buttons at the bottom of the screen to ‘Select Low Stock’, ‘Select All’ or ‘Unselect All.’

A screenshot of a computer screen

Description automatically generated

* + Once the user has chosen what they want to order they must press the ‘Order Selected’ button.

A screenshot of a menu

Description automatically generated

* View sales graph: when in the "Sales" screen, the sales graph will be displayed. Use the "Day", "Week" and "Month" buttons to change the time period the sales graph represents.
* Access external Payroll & HR system: when in the "Home" screen, use the "Payroll & HR" button. This opens a new webpage in the user's default browser. For further information on how to use the external Payroll & HR system, please see the user documentation located on their homepage.

A screenshot of a video game

Description automatically generated

**Section 2: Troubleshooting**

**Section 2a: Problems and solutions**

* Unable to login - incorrect username or password: by default, both the username and password are set to "lancaster". The only member of the administration/management staff that has the system privileges to change login details is the Restaurant Manager. If the user forgets their username or password, they are advised to contact the Restaurant Manager to reset their login details.
* Unable to login - correct username and password: if the login details are correct and the user is still unable to login, it is because the system is not connected to the Lancaster Restaurant' WiFi. If the login attempt was made from the Lancaster Restaurant's office, then check the WiFi connection status and troubleshoot the WiFi as necessary (please contact the Internet Service Provider for further information). If the login attempt was made from outside the office, then check the VPN status and troubleshoot the VPN as necessary (please contact the VPN provider for further information).
* No staff members are displayed: if no staff members are displayed in the "Staff" screen, there is an issue with the database. Please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* Unable to add new holiday for staff member: if using the "Add" button does not add the appropriate holiday period, there is either an issue with general functionality or the database. In both cases, please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* No wines are displayed: if no wines are displayed in the "Wines" screen, there is an issue with the database. Please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* Unable to add new wine: if using the "Add" button does not add a new wine, there is either an issue with general functionality or the database. In both cases, please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* Wines with low stock are not displayed in red: if the "Wines" screen does not display these wines in red, then there is an issue with general functionality. Please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* No menus are displayed: if no menus are displayed in the "Menus" screen, there is an issue with the Kitchen subsystem. Please contact Code Crafters immediately and we will cooperate with the Kitchen subsystem development team to resolve the issue.
* The menu for the current week is not displayed in a lighter color or labelled as "Current week": if the "Menus" screen does not display the menu for the current week in this way, there is an issue with general functionality. Please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* Unable to edit menu or save changes: if a menu cannot be edited, there is either an issue with the database or with the Kitchen subsystem. In both cases, please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* No ingredients are displayed: if no ingredients are displayed in the "Inventory" screen, there is an issue with the database. Please see "Section 2b: Solutions for general functionality and database issues" for the next steps.
* Unable to add make order: if the user is unable to make an order, then there is an issue with the supplier's software or database. Please contact the supplier for the next steps.
* Unable to view sales graph: if the user is unable to view the sales graph, there is an issue with the Front-of-House subsystem. Please contact Code Crafters immediately and we will cooperate with the Front-of-House subsystem development team to resolve the issue.
* Unable to access external Payroll & HR system: if the user is unable to access the external Payroll & HR system, then there is an issue with that organisation's software or database. Please contact the organisation providing the external Payroll & HR system for the next steps.

**Section 2b: Solutions for general functionality and database issues**

* General functionality issues: if there is an issue with general functionality, then please contact Code Crafters as soon as possible. As soon as we fix the issue, we will create an update for the system. This update will need to be carried out by an IT professional as per the steps detailed in the "Deployment Plan".
* Database issues: if there is an issue, with the database, then please contact Code Crafters as soon as possible. We can resolve this issue remotely - however, this will result in a short period of system downtime.