

# JIIT CAFE ONLINE WEBSITE DOCUMENTATION

## ● ABSTRACT

This document outlines the design and implementation of an online ordering system for our college, JIITs' Cafeteria . The system aims to provide students with a convenient and efficient way to order food items from the cafe menu and collect them from the cafe at a later time based on their respective order number.

Key features include : **Efficient Ordering Process, User Convenience, User Authentication and Security, Canteen Inventory Management, Shopping Cart Functionality, Digital Payment Integration, Order Generation and Tracking, User Wallet Management**

Our Online Ordering System is not just about ordering food; it's about providing a seamless, enjoyable, and efficient dining experience tailored to your needs. Join us in embracing the future of convenient dining!

## ● PROBLEM STATEMENT

- Long Queues and Waiting Times: Traditional canteens and cafeterias often witness long queues during peak hours, leading to frustrating waiting times for customers. This not only wastes valuable time but also diminishes the overall dining experience.
- Limited Menu Visibility: Customers may not always have easy access to the full menu offerings, making it difficult to explore meal options, especially for newcomers or those with dietary restrictions.
- Inefficient Ordering Processes: Manual order placements and cash transactions are prone to errors, both in terms of orders and payments. This inefficiency can lead to customer dissatisfaction.
- Lack of Transparency: Customers may not always be aware of the availability of their favorite dishes, special offers, or nutritional information, limiting their ability to make informed choices.

## ● SERVICES PROVIDED THROUGH OUR WEBSITE

### **## Welcome to Cafe128**

At Cafe128, we take pride in offering a delightful culinary experience that combines taste, quality, and innovation. Our menu is a symphony of flavors, featuring a diverse range of snacks, beverages, and more. Whether you're craving a quick bite or a leisurely meal, Cafe128 is your go-to destination.

### **### Our Signature Snacks**

#### **\*\*1. Samosa\*\***

A perfect blend of spiced potatoes and crisp pastry, a signature delight at Cafe128.

#### **\*\*2. Kachori-sabji\*\***

A North Indian snack with a deep-fried, flaky pastry ball filled with a spicy mixture.

#### **\*\*3. Bread-Pakoda\*\***

Spiced potato filling between slices of bread, dipped in besan, and deep-fried until crispy.

#### **\*\*4. Sandwich\*\***

A refreshing sandwich with slices of tomato and cucumber between soft bread.

#### **\*\*5. Aloo-Patty\*\***

An Indian snack consisting of a spiced potato mixture encased in a crispy pastry shell.

**\*\*6. Paneer Patty\*\***

An Indian snack featuring spiced paneer mixture encased in a crispy pastry shell.

**\*\*7. Grilled Sandwich\*\***

A delightful dish made by layering various fillings like vegetables and cheese in a grilled sandwich.

**\*\*8. Cuttlet\*\***

A savory snack made by blending mashed vegetables, aromatic spices, and breadcrumbs.

**\*\*9. Stuff-Kulcha\*\***

North Indian flatbread filled with a delectable mixture of veggies and spices.

**\*\*10. Stuffed-Hotdog\*\***

North Indian footlong filled with a delectable mixture of veggies and spices.

**### Refreshing Beverages**

**\*\*1. Chai\*\***

A beloved Indian beverage made by brewing black tea leaves with aromatic spices, milk, and sugar.

**\*\*2. Coffee\*\***

A brewed beverage made from roasted coffee beans, known for its invigorating and rich flavor.

**\*\*3. Cold Coffee\*\***

A refreshing cold version of the classic coffee, perfect for hot days.

**\*\*4. Juices\*\***

Quench your thirst with our selection of favorite juices, packed in convenient tetrapacks. A refreshing choice for a burst of flavor.

**\*\*5. Iced Tea\*\***

A chilled, sweetened tea served over ice, a perfect thirst-quencher.

**### Visit Us Today!**

Cafe128 is not just a place to eat; it's a culinary journey. Join us today and indulge in the flavors that make every bite memorable.

## ● **FEATURES PROVIDED BY US**

### **1. Efficient Ordering Process:**

The automated online ordering system aims to streamline the entire process in the college canteen, minimizing inefficiencies and reducing long waiting times during peak hours. This can involve real-time updates on item availability, order preparation status, and estimated wait times. Integration with the canteen's kitchen and staff can significantly improve the overall efficiency of the ordering process.

### **2. User Convenience:**

The user interface should be intuitive and responsive. Students should be able to easily navigate through the canteen's inventory, view detailed descriptions of items, and have high-quality images for a better understanding. Features like search functionality and categorization can enhance the browsing experience. Additionally, a responsive design catering to various devices ensures accessibility for all students.

### **3. User Authentication and Security:**

Implement a robust authentication mechanism requiring students to register with their official college credentials. This ensures that only authorized users can place orders. Security measures, such as encrypted connections and secure storage of user data, should be implemented to protect sensitive information.

#### **4. Canteen Inventory Management:**

Develop a user-friendly interface for canteen staff to efficiently manage food items, update prices, and monitor stock levels. Automated alerts for low stock can help in timely replenishment. The menu presented to students should dynamically reflect changes made by canteen staff, ensuring accurate and up-to-date information.

#### **5. Shopping Cart Functionality:**

The shopping cart feature should allow students to easily add, remove, and adjust quantities of selected items. Clear visibility of the current order and the total cost, along with an option to review and edit the order before finalizing, enhances the user experience.

#### **6. Digital Payment Integration:**

Integrate a secure digital payment system, supporting various payment methods such as credit/debit cards, mobile wallets, and other online payment options. This not only expedites the checkout process but also aligns with the modern trend towards cashless transactions.

#### **7. Order Generation and Tracking:**

Each order should be associated with a unique identifier, such as an order ID or QR code. Students can use this identifier to track the status of their orders in real-time. Order history functionality allows students to review their previous orders, facilitating easy reordering of favorite items.

- **STEPS TO FOLLOW TO ORDER:**

**\*\*1. Login/Signup:\*\***

- To start your ordering journey, log in to your existing account or sign up if you're a new user. This ensures a personalized experience, allowing you to track your order history and preferences.

**\*\*2. Select Items from Menu:\*\***

- Once logged in, browse through our extensive menu featuring a variety of delicious and freshly prepared items. From savory snacks to refreshing beverages, we have something for every taste.

- Explore the different categories, including Snacks, Beverages, Chips, Ice-Creams, Biscuits, Chocolates and Mess section. Click on the items you want and add them to your cart.

**\*\*3. Checkout from Cart:\*\***

- After finalizing your selection, proceed to the cart. Review your order to ensure it includes all your desired items in the correct quantities. You can make any last-minute adjustments at this stage.

**\*\*4. Payment:\*\***

- Choose a convenient payment method from the available options. We accept various payment modes, including UPI, digital wallets, and other secure online payment methods.

- Rest assured that your payment information is handled with the utmost security and privacy.

### **\*\*5. Order Token:\*\***

- Upon successful payment, you will receive an order token or confirmation. This token serves as proof of your order and includes essential details such as the order number, items purchased, and order status.

### **\*\*6. Take Order from Cafe:\*\***

- Present your order token to our friendly staff, who will promptly prepare and hand over your freshly made items.

Enjoy your delicious meal from Cafe128, and thank you for choosing us for your dining experience! If you have any questions or need assistance, our customer support team is ready to help.

## ● **CATEGORIES IN MENU**

### **1. \*\*Snacks:\*\***

- *\*Description:* Snacks are quick bites that are perfect for satisfying your cravings between meals. They come in various flavors and textures, offering a delightful snacking experience.

- *\*Popular Products:* Explore our collection of delicious snacks, ranging from savory to sweet. Each bite is crafted to perfection to elevate your snacking moments.

### **2. \*\*Chips:\*\***

- *\*Description:* Our cafe provides a wide variety of Chips, such as Lays, Doritos, Kurkure and more, Enjoy all these munchies, share with your friends and have fun.

### **3. \*\*Beverages:\*\***



- **\*Description:**\* Quench your thirst with our refreshing beverages. From energizing sodas to soothing teas, our beverage selection is curated to complement your meals and provide a delightful drinking experience.

#### **4. \*\*Chocolates:\*\***

- **\*Description:**\* Dive into the world of sweetness with our chocolates. Sourced from the finest brands, our chocolates are a treat for chocolate enthusiasts. Whether you prefer dark, milk, or white chocolate, we have something for everyone.

- **\*Gourmet Collection:**\* Explore our gourmet chocolate collection, featuring unique blends and exquisite truffles for a truly indulgent experience.

#### **5. \*\*Ice Cream:\*\***

- **\*Description:**\* Cool down with our luscious ice creams, made with high-quality ingredients. Our diverse range includes classic flavors and innovative combinations that cater to ice cream lovers of all ages.

- **\*Toppings Galore:**\* Customize your ice cream experience with a variety of toppings, from crunchy nuts to sweet syrups, making each scoop a delightful adventure.

#### **6. \*\*Biscuits:\*\***

- **\*Description:**\* Enjoy the perfect pairing for your tea or coffee with our selection of biscuits. From buttery classics to specialty biscuits, our collection is designed to elevate your snack time with a touch of sweetness.

- **\*Tea-Time Favorites:**\* Discover biscuits that are ideal for tea time, providing a harmonious blend of flavors that perfectly complement your favorite hot beverages.

## 7. **\*\*Mess:\*\***

- **\*Description:\*** Our mess category offers hearty and wholesome meals that are both satisfying and convenient. Perfect for a quick lunch or dinner, these dishes are crafted with care to provide a homely dining experience.
- **\*Comfort Food:\*** Dive into the comfort of home-cooked meals without the hassle of cooking. Our mess options bring you the warmth and goodness of a homemade meal, ready to be savored.

- **USER PROFILE MANAGEMENT**

- **ADMIN FEATURES**



### **1. Product Stock Management:**

**Effortless Stock Updates:** The ability to manage product stock is crucial for maintaining accurate inventory levels. Admins can seamlessly update stock quantities, ensuring that popular products are adequately replenished and less popular items are appropriately managed. This feature helps prevent stockouts and overstock situations, contributing to a more streamlined and efficient supply chain.

### **2. Price Adjustments:**

**Dynamic Pricing Strategies:** Admins have the flexibility to adjust product prices based on various factors. Whether responding to market trends, launching promotional events, or implementing dynamic pricing strategies, this feature allows for

agility in pricing management. Dynamic pricing can be particularly beneficial in a competitive market, enabling the store to stay competitive and maximize revenue.

### **3. Discount Management:**

**Tailored Discounts:** Crafting personalized discount campaigns is a powerful tool for attracting and retaining customers. Admins can edit discount details such as the type of discount (percentage or fixed amount), duration, and conditions. This level of control allows for the implementation of targeted promotions, encouraging customer loyalty and increasing sales during specific periods.

### **4. Rating and Review Moderation:**

**Curate Customer Feedback:** Admins play a crucial role in maintaining the integrity of product reviews. This includes the ability to edit or remove reviews that violate policies or are misleading. By curating customer feedback, the store can ensure that product ratings are reflective of genuine customer experiences, fostering trust among potential buyers.

### **5. Sales Tracking and Analytics:**

**Data-Driven Decision Making:** Access to comprehensive sales tracking and analytics tools empowers admins to make informed decisions. By analyzing sales metrics, admins can identify top-performing products, understand customer preferences, and optimize the product catalog. This data-driven approach is instrumental in refining the store's strategy for increased profitability.

## **6. Product Information Enhancement:**

**Rich Product Descriptions:** Admins can enhance product information by editing descriptions, adding images, videos, and other multimedia elements. This not only improves the customer's understanding of the product but also contributes to better search engine optimization (SEO). Rich product content enhances the online shopping experience and increases the likelihood of conversions.

## **7. Inventory Optimization:**

**Strategic Inventory Planning:** Admins can strategically manage inventory by identifying slow-moving items and implementing clearance sales or promotional campaigns for such products. Conversely, fast-selling products can be highlighted to maximize their visibility. This feature aids in maintaining an optimized inventory, reducing holding costs, and improving overall efficiency.

## **8. Real-Time Updates:**

**Instant Changes:** Admins can make changes in real-time, ensuring that updates are reflected on the storefront without delay. This feature is essential for responding promptly to market dynamics, such as sudden changes in demand, competitor pricing adjustments, or the introduction of new products. Real-time updates contribute to a responsive and agile online store.

In summary, these admin features collectively provide a robust set of tools for managing and optimizing the online store. From

inventory control to pricing strategies and customer feedback management, each feature is designed to empower administrators in making strategic decisions that enhance the overall performance of the e-commerce platform.

- **ADMIN ORDERS**

Efficient order management is at the heart of a successful e-commerce platform. The admin order management system provides a comprehensive set of tools to oversee, analyze, and streamline the order fulfillment process.

**Key Order Details:**

**Order ID:**

**Unique Identification:** Each order is assigned a distinct Order ID, facilitating easy tracking and reference. Admins can quickly locate specific orders and access detailed information associated with them.

**Order Amount:**

**Financial Overview:** The order amount reflects the total cost of the items selected by the customer, providing admins with a clear financial overview of each transaction. This information is vital for revenue tracking and financial analysis.

**Ordered Items:**

**Itemized Breakdown:** Admins can view a detailed list of items included in each order. This itemized breakdown includes

product names, quantities, and prices, offering a granular understanding of the customer's purchase.

### **User Information:**

**Customer Insight:** The order management system provides access to user details associated with each order. This includes customer names, contact information, and shipping addresses, allowing admins to personalize the order fulfillment process and address customer inquiries effectively.

### **Payment ID:**

**Transaction Reference:** The Payment ID serves as a unique identifier for the financial transaction linked to the order. Admins can use this information to trace payments, verify transactions, and address any payment-related queries from customers.

### **Order Status:**

**Real-Time Status Updates:** The order status indicates the current stage of order fulfillment. Admins can monitor orders through various stages such as 'Processing,' 'Shipped,' 'Delivered,' or 'Cancelled.' Real-time updates ensure that admins are informed about the progress of each order.

## **Admin Order Management Capabilities:**

### **Order Tracking:**

**Real-Time Visibility:** Admins have real-time visibility into the status and details of all orders. This feature enables proactive management and allows for quick response to customer inquiries regarding order status.

### **Status Management:**

**Effortless Updates:** Admins can efficiently manage the status of each order. Whether processing new orders, updating the shipping status, or handling cancellations, the system provides a user-friendly interface for seamless status management.

### **Order History:**

**Comprehensive Record Keeping:** The order management system maintains a detailed order history. Admins can review past orders, track customer preferences, and analyze historical data to make informed decisions about inventory, promotions, and customer engagement.

### **Search and Filter:**

**Precision in Management:** Robust search and filter functionalities allow admins to sort and locate orders based on specific criteria. Whether searching by order ID, user details, or status, these features contribute to efficient order management.

### **Bulk Actions:**

**Time-Saving Operations:** Admins can perform bulk actions on orders, streamlining routine tasks. This includes updating the status of multiple orders simultaneously, saving time and enhancing overall operational efficiency.

Efficient order management not only ensures customer satisfaction but also contributes to the smooth operation of the e-commerce platform. With a user-friendly interface, real-time updates, and powerful management capabilities, the admin order management system is a central component for running a successful online store.

- **ADMIN DASHBOARD**

The Admin Dashboard serves as the nerve center of your e-commerce platform, providing a comprehensive overview of critical metrics and empowering administrators with the tools needed for informed decision-making. Here are the key features and insights available on the Admin Dashboard:

- 1. User List:**

The User List section offers a consolidated view of all registered customers. Admins can access individual profiles, review customer details, and track user engagement. This feature enhances customer relationship management, allowing administrators to respond promptly to customer inquiries, concerns, and preferences.



## **2. Inventory Details:**

A vital aspect of effective e-commerce management is inventory control. The Inventory Details section on the dashboard presents a real-time snapshot of your product stock. Admins can monitor stock levels, identify popular products, and anticipate reordering needs. This proactive approach ensures that products are consistently available to meet customer demand.

## **3. Sales Analysis:**

### **Hourly, Daily, and Monthly Insights**

#### **Hourly Sales Data:**

Understand the dynamics of your sales throughout the day. The hourly sales analysis provides insights into peak sales hours, helping admins optimize promotions, staffing, and inventory management during specific time frames.

#### **Daily Sales Data:**

Gain a daily perspective on your platform's performance. Track sales trends, identify successful marketing campaigns, and respond promptly to fluctuations in demand. This daily sales analysis contributes to agile decision-making and effective resource allocation.

#### **Monthly Sales Data:**

Zoom out for a broader view of your monthly sales performance. Admins can assess overall monthly trends, identify seasonal

variations, and plan long-term strategies based on comprehensive sales data. This macro-level analysis aids in strategic decision-making and adapting to market dynamics.

## **5. Customizable Widgets:**

The Admin Dashboard is designed with flexibility in mind. Admins can customize widgets based on their priorities, ensuring that the most relevant information is easily accessible. Whether focusing on customer retention, inventory turnover, or sales growth, the customizable dashboard adapts to the unique needs of your business.

## **6. Notification Center:**

Stay informed with real-time updates through the Notification Center. Receive alerts on low inventory, new customer registrations, and significant sales milestones. This feature ensures that admins are always in the loop, ready to respond to emerging opportunities and challenges.

In conclusion, the Admin Dashboard is a powerful tool that consolidates user management, inventory control, and sales analytics into one intuitive interface. With a user-friendly design and actionable insights, it equips administrators with the information needed to navigate the dynamic landscape of e-commerce successfully.

- **DATABASE FOR ORDERS AND FINANCE MANAGEMENT**

## Database Management and Financial Handling: A Comprehensive Overview

In the backend of your application, the database plays a pivotal role in managing user data, order details, and financial transactions. Let's delve into the specifics of how finances are handled, stored, and the overall procedure for database management.

### **1. User Schema:**

The userSchema defines the structure of user data within the database. Here's a breakdown of its key components:

#### **Email and Password:**

Users are uniquely identified by their email addresses, and password information is securely stored as a Buffer.

#### **Role and Default Values:**

The role field establishes user roles, with a default value of 'user'. This helps in distinguishing between different types of users, such as regular users and potential administrative accounts.

#### **Points, Contact, and Last Login:**

User-specific attributes include points (for loyalty programs or other metrics), contact information, and the timestamp of their last login.

#### **Salt for Security:**

The salt field is crucial for enhancing the security of password storage. It adds an extra layer of complexity to password encryption, contributing to a more robust authentication process.

## **2. Order Schema:**

The orderSchema captures the essence of each transaction and associated details:

### **Items, Total Amount, and Total Items:**

The items field, an array of mixed types, stores the details of products included in each order. The totalAmount and totalItems fields quantify the financial and product aspects of the order.

### **User Reference:**

The user field establishes a connection to the User schema, creating a relationship between orders and the corresponding users. This linkage facilitates order tracking and user-specific analytics.

### **Status and Timestamp:**

Each order is assigned a status, with a default value of 'pending'. This field can be updated as the order progresses through various stages. The time field captures the timestamp of when the order was placed.

### **Razorpay Payment ID:**

The razorpayPaymentId is a crucial element for payment reconciliation. It associates the order with the payment gateway,

facilitating a seamless connection between the order and the financial transaction.

### **3. Financial Management:**

#### **Transaction Security:**

The use of Buffers for password and the inclusion of a salt field in the user schema demonstrate a commitment to security best practices, protecting sensitive user information.

#### **Payment Gateway Integration:**

The razorpayPaymentId field indicates integration with Razorpay, a third-party payment gateway. This ensures secure and efficient processing of financial transactions, providing users with a reliable payment experience.

#### **Default Values and Data Consistency:**

The inclusion of default values for certain fields, such as the user's role and points, ensures data consistency and smooth database operations. These defaults act as fallbacks when specific values are not provided during user registration.

In conclusion, your database schema and financial handling procedures demonstrate a thoughtful approach to user data security, order management, and seamless financial transactions. The integration of default values and third-party services like Razorpay contributes to a robust and user-friendly backend system.

- **PAYMENT PROCESS**

## Razorpay Payment Gateway: Streamlining Secure Transactions

In your application, the integration of the Razorpay payment gateway adds a layer of efficiency and security to the payment process. Let's explore the payment workflow and the key features that Razorpay brings to your platform.

### **1. User Initiation:**

When a user proceeds to checkout and selects Razorpay as the payment option, they initiate the payment process. This signals the beginning of a seamless and secure transaction.

### **2. Secure User Authentication:**

Razorpay ensures that user authentication is a top priority. Users may need to go through multi-factor authentication or other security measures, depending on their banking institutions, adding an extra layer of protection to the payment process.

### **3. Order Summary and Amount Calculation:**

Before redirecting users to the Razorpay payment gateway, an order summary is presented, displaying the details of the items in the cart and the total amount. This provides users with a transparent view of their purchase before completing the payment.

### **4. Redirection to Razorpay:**

Upon confirming the order, users are seamlessly redirected to the Razorpay payment gateway. This redirection is a secure transition, ensuring that sensitive payment information is transmitted through encrypted channels.

### **5. Payment Information Input:**

Users are prompted to input their payment details, which may include credit/debit card information, net banking details, or other supported payment methods. Razorpay employs industry-standard encryption protocols to safeguard this sensitive information.

### **6. Real-time Authorization:**

Razorpay communicates with the user's bank or financial institution in real-time to authorize the transaction. This process is swift, enhancing the overall user experience by minimizing transaction time.

### **7. Confirmation and Callback:**

Once the payment is successfully authorized, Razorpay sends a confirmation to your application through a callback mechanism. This callback verifies the success of the transaction, allowing your system to update the order status and provide instant feedback to the user.

### **8. Order Completion:**

With the successful completion of the payment, users are redirected back to your platform, where they receive a

confirmation of the order. Simultaneously, your system updates the order status to reflect the successful transaction.

## **9. Transaction Records:**

Detailed transaction records, including the Razorpay payment ID, are stored in your database. This information is crucial for order management, financial reconciliation, and providing users with accurate payment history.

## **10. Refund and Dispute Resolution:**

In the event of refunds or payment-related disputes, Razorpay offers tools and APIs to streamline the resolution process. This ensures that both users and merchants have a reliable mechanism for addressing any discrepancies.

In summary, the integration of the Razorpay payment gateway elevates the payment experience for users on your platform. Its robust security measures, real-time transaction processing, and seamless integration contribute to a trustworthy and efficient payment ecosystem.

- **Customer Support**

Customer Support Chatbot: Resolving Queries Instantly

Welcome to our Customer Support Chatbot, your virtual assistant dedicated to addressing your queries and ensuring a smooth experience. Here are some common questions and issues you can address with the chatbot:



## **1. Order Related Queries:**

Q: What is the status of my order?

A: Simply provide your order number, and I'll fetch the latest status for you.

Q: Can I modify my order?

A: I can help you with that. Let me know what changes you'd like to make.

Q: How can I track my order?

A: Share your order number, and I'll provide you with real-time tracking information.

## **2. Payment Assistance:**

Q: My payment failed. What should I do?

A: No worries! I can guide you through the payment process or check if there are any issues.

Q: How can I request a refund?

A: If you're not satisfied, let me know, and I'll assist you with the refund process.

Q: Is my payment information secure?

A: Absolutely! We use secure gateways like Razorpay. Your data is encrypted for maximum security

.

### **3. Menu and Product Queries:**

Q: What's on the menu today?

A: I can provide you with the latest menu. Just ask!

Q: Are there any discounts available?

A: Yes, there are! I can help you find ongoing discounts and promotions.

Q: Can I customize my order?

A: Certainly! Let me know your preferences, and I'll guide you through customization options.

### **4. Cart Assistance:**

Q: How do I add or remove items from my cart?

A: It's easy! Just let me know what changes you want, and I'll assist you step by step.

Q: Can I save items for later?

A: Sure thing! I'll guide you on how to save items and retrieve them later.

### **5. Account and Login Issues:**

Q: I forgot my password. How can I reset it?

A: No problem! I can help you reset your password securely.

Q: How do I update my contact information?

A: Just share the details you want to update, and I'll guide you through the process.

Feel free to ask about anything else, and I'll do my best to assist you promptly! Your satisfaction is our priority.