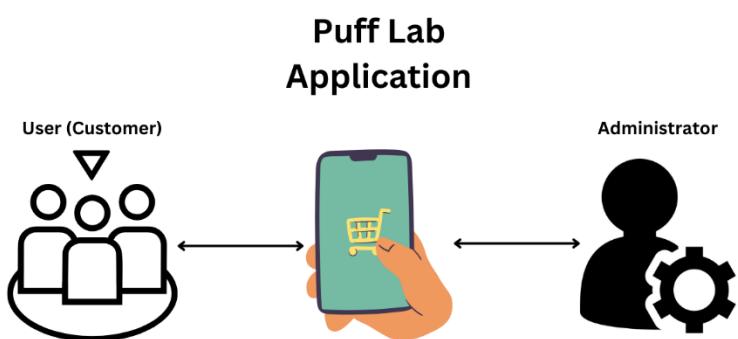


# USER MANUAL FOR PUFF LAB

## APPLICATION



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# 1. Coherent Interface

## 1.1 Landing Page

This is the landing page for users. It serves as the starting point for navigating the application, providing options to access as a customer or administrator.

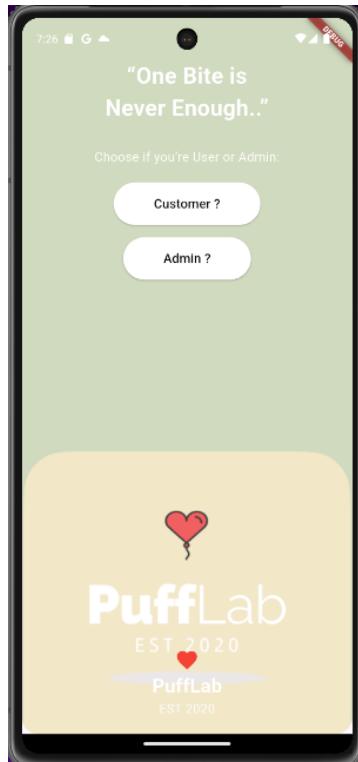


Figure 1: Puff Lab Application Landing Page for Users

## 2. User View

### 2.1 Sign Up Page

This page allows new users to create an account by providing their email, and password. Once registered, they will be redirected to login page to access the application.

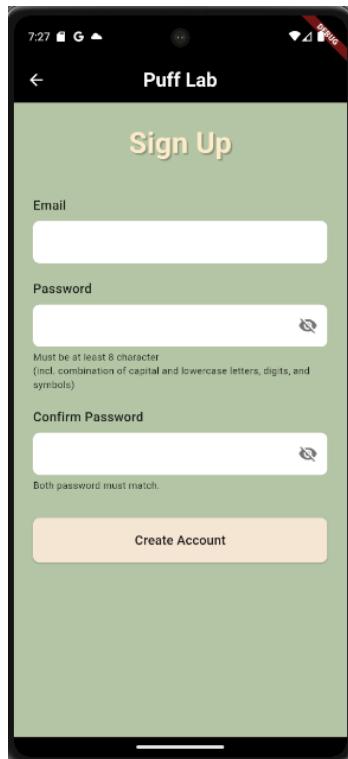


Figure 2: Registration Page for New Customers

## 2.2 Login Page

To access the application, users must enter their email and password. Upon successful login, they will be directed to the Menu page.

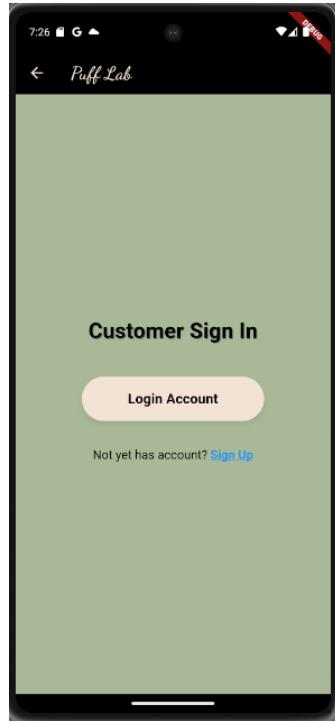


Figure 3: Login Page for Customer Part 1

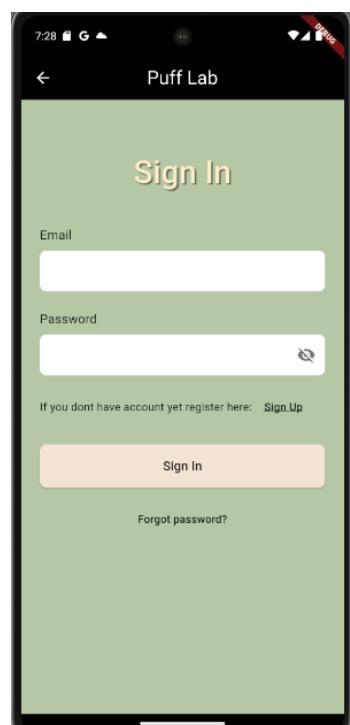


Figure 4: Login Page for Customer Part 2

## 2.3 Menu Page

This page displays the menu of Puff Lab products, where it shows the lists all available products in the store. Users can view details, prices, and availability for each product. Users can access these products by clicking on the desired category.

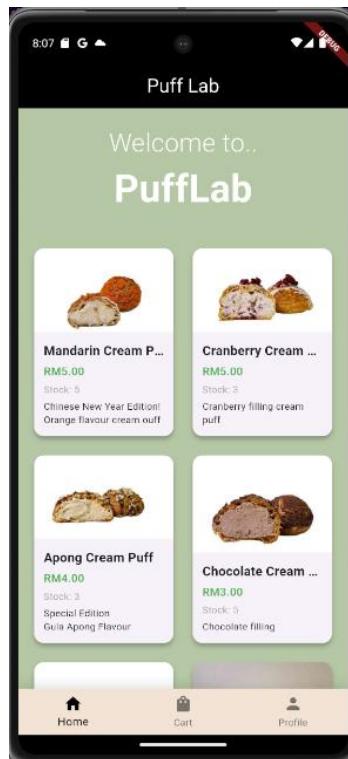


Figure 5: Menu Page for Customer

## 2.4 Place Order Page

On this page, users can select items from the menu page, specify quantities, and add products to their cart for purchase.



Figure 6: Add to Cart Page for Customer

After choosing desired product, click on the “Add to Cart” button to proceed too the “Your Cart” Page. This page displayed all the products that has been chosen by customers.

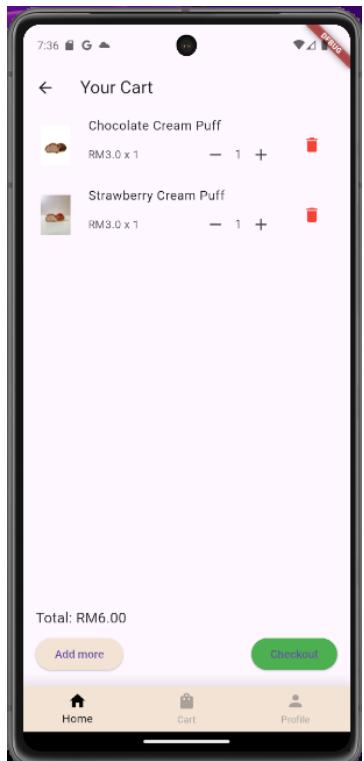


Figure 7: Cart Page for Customer

## 2.5 Make Payment Page

This page facilitates the payment process, offering various payment methods such as online banking or cash. Users can review their order before confirming the payment.

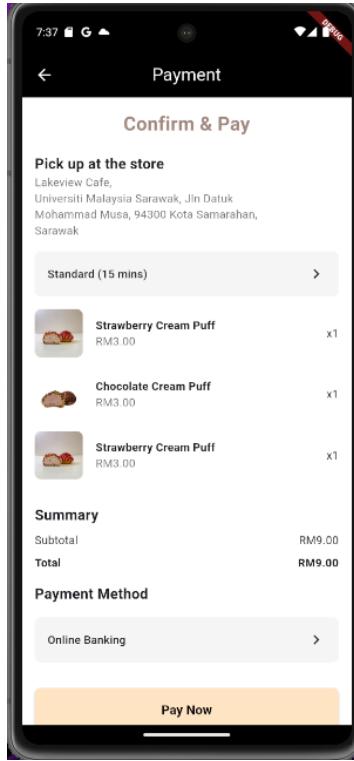


Figure 8: Payment Page for Customer

When the “Pay Now” button is clicked, customer will be redirected to payment gateway to enter their online banking details.

After payment has been made, customers will be directed to the Order Confirmation Page.

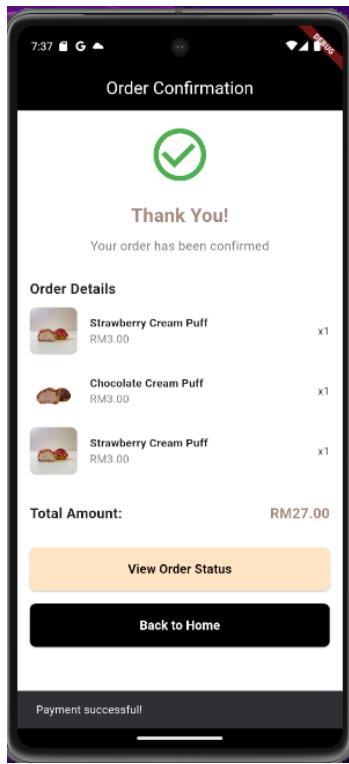


Figure 9: Order Confirmation Page for Customer

When customers order has been confirmed, they also may check the status of their order whether it is “Preparing”, “Ready for Pickup”, or “Order Completed”.

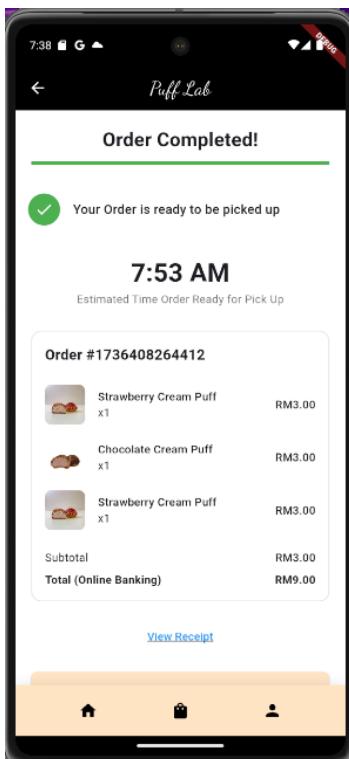


Figure 10: Order Status for Customer

## 2.6 Profile Page

This page provides navigation features, including:

- **Home:** Redirects to the Main Menu page.
- **Profile:** Directs to the User Profile page.
- **Review Orders:** Redirects to the Order History page.
- **Contact Us:** Redirects to the Contact Us page.
- **Log Out:** Ends the session and returns to the Login page.

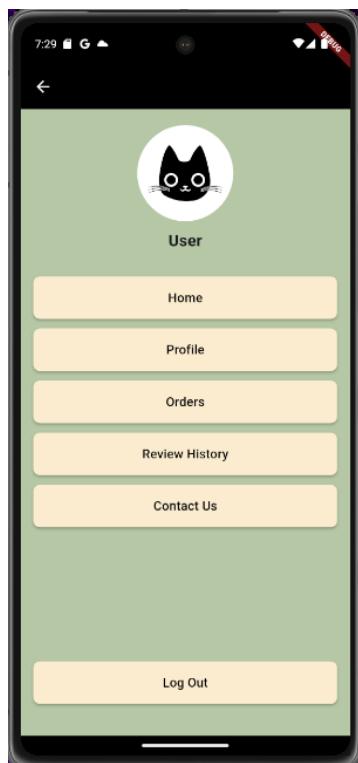


Figure 11: Profile Dashboard for Customers

When clicking on the “Profile” button, customer will be directed to account details page where it shows the details of a user including their username, email, phone number that is clickable. User also can delete their account.

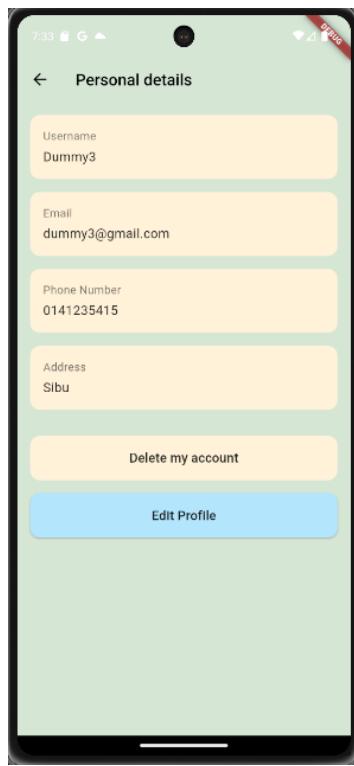


Figure 12: Account Details Page for Customer

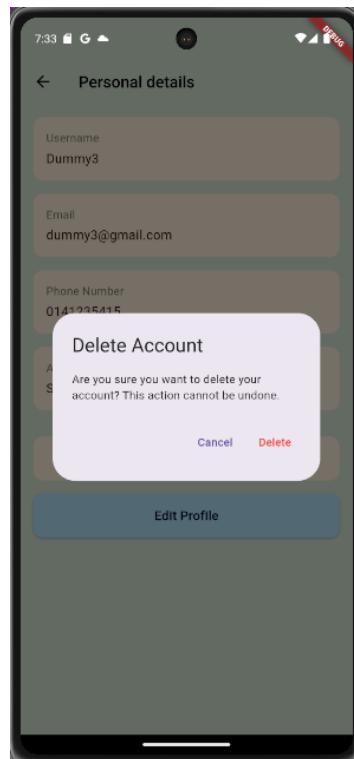


Figure 13: Delete Account Page for Customer

## 2.7 Contact Us Page

This page provides users with the means to contact the support team. It includes:

- **Email Form:** Users can fill out a form with their query, issue, or feedback, which will be sent directly to the support team.
- **Phone Support:** A clickable phone number for direct customer service.
- **Whatsapp and Instagram Link:** Directs users to a link that opens WhatsApp with a pre-filled message or number and a link to the brand's Instagram page where users can DM for support.

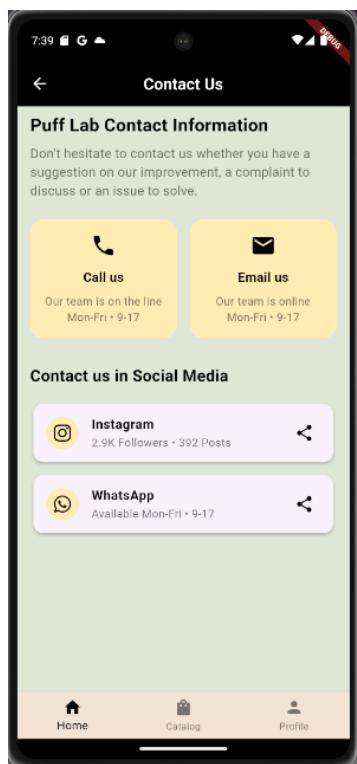


Figure 14: Contact Page for Customer

## 2.8 Order History Page

This page shows a comprehensive history of the user's current order and order status. Users can also view their past orders, rate them, and reorder the same items with ease.

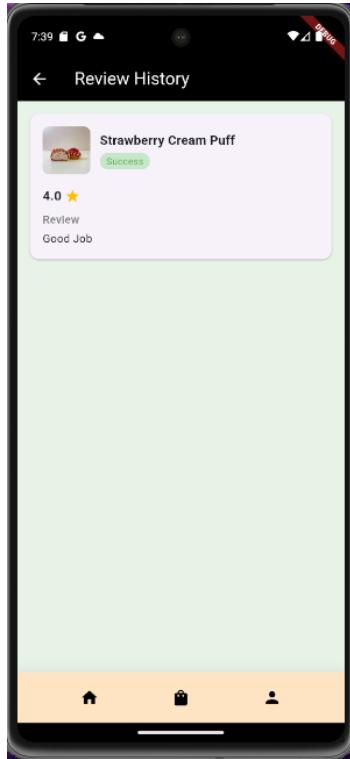


Figure 15: Review History for Customer

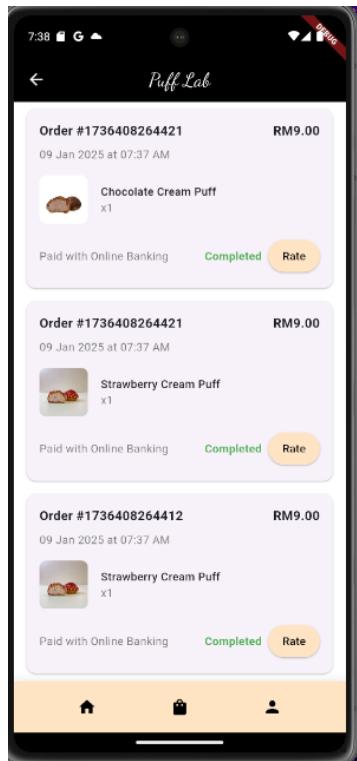


Figure 16: Review Past Orders for Customer

## 2.9 Review & Feedback Page

This page allows users to leave reviews and feedback on the products they've purchased.

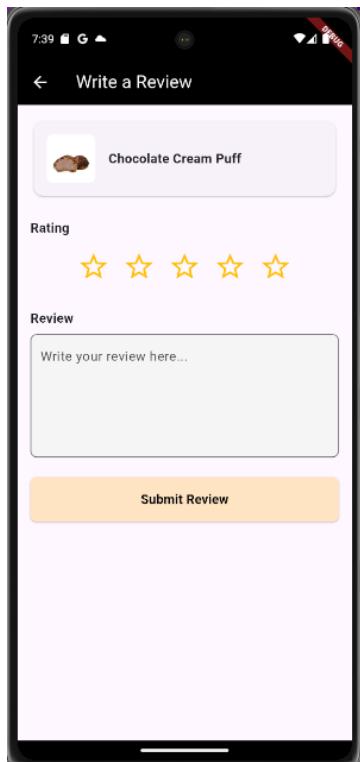


Figure 17: Give Review & Feedback Page for Customer

### 3. Administrator View

#### 3.1 Admin Log In

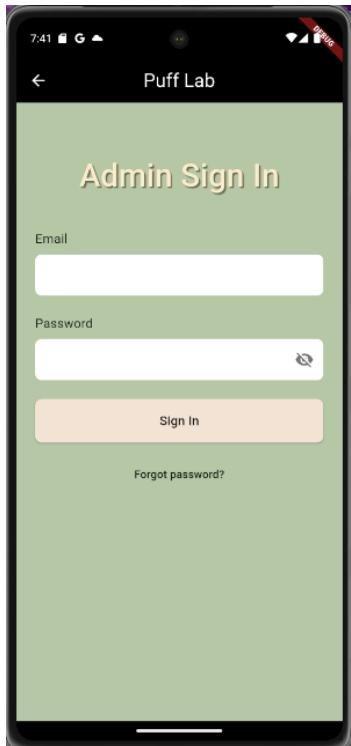


Figure 18: Admin Sign in Page

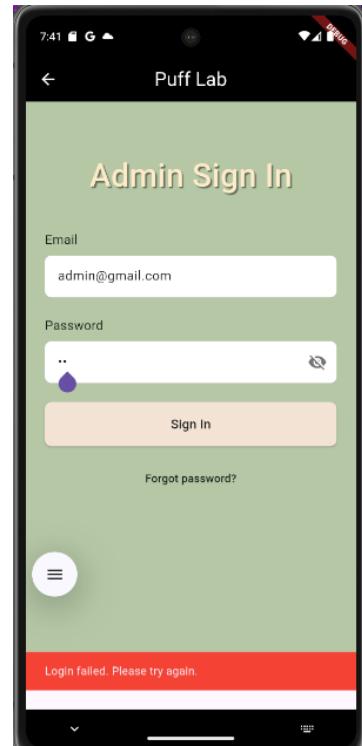


Figure 19: Invalid Admin Credentials Page

The admin log-in process ensures that only authorized personnel can access the system. To log in, the admin must navigate to the login page and enter their username and password in the designated fields. Once the credentials are entered correctly, the admin should click the Login button. If the login is successful, the admin will be redirected to the Admin Main Page. In case of a failed login, the admin should double-check the entered details and try again to ensure accuracy.

### 3.2 Admin Main Page

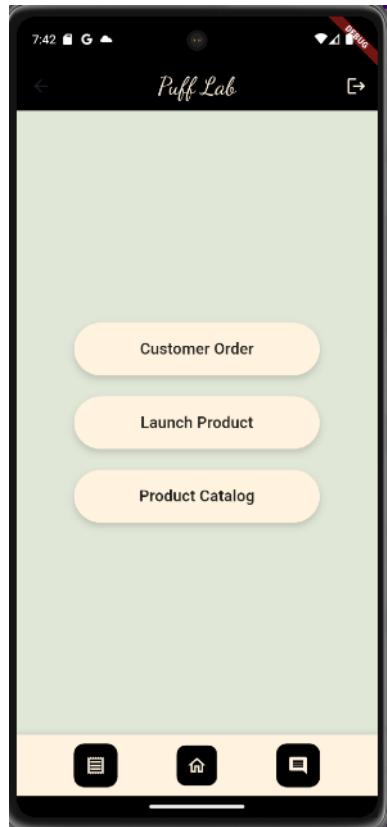


Figure 20: Admin Main Page

The Admin Main Page providing easy access to all the key sections. After successfully logging in, the admin will land on the Admin Dashboard, where they can navigate to various pages such as the Product Catalogue Page, Order List Page, and Customer Feedback & Reviews Page.

### 3.3 Product Catalogue Page

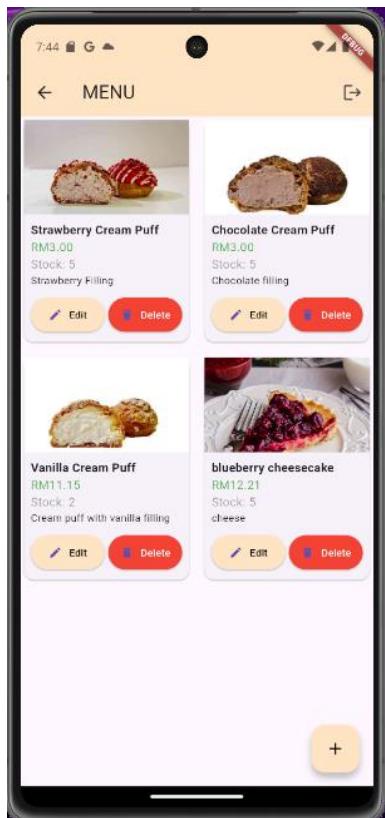


Figure 21: Product Catalogue Management Page

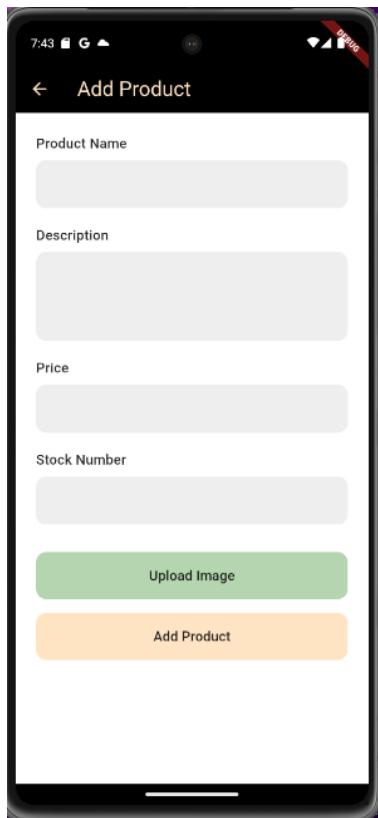


Figure 22: Add New Product Page

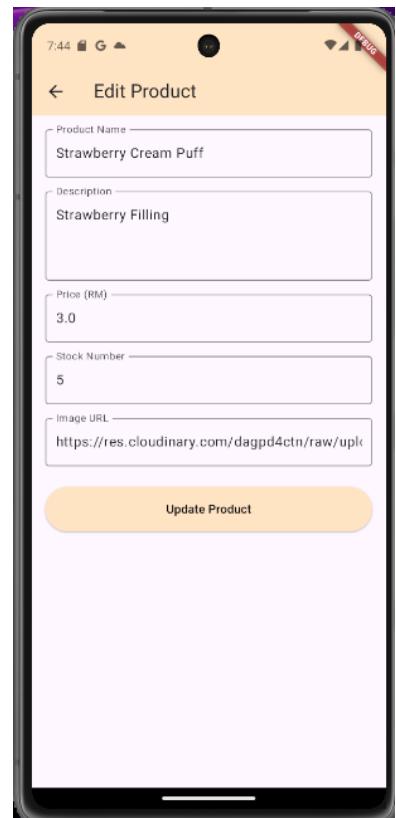


Figure 23: Update Product Page

The Product Catalogue Page is where the admin can manage the products listed in the system. From the Admin Main Page, the admin can easily access this section, which presents a list of all products along with details such as product names, descriptions, prices, and images. The admin can add new products by filling in the product details and saving them to the system. If there are any changes required, the admin can update the details of existing products and save the modifications. In addition, products can be deleted by selecting the item and confirming the deletion.

### 3.4 Order List Page

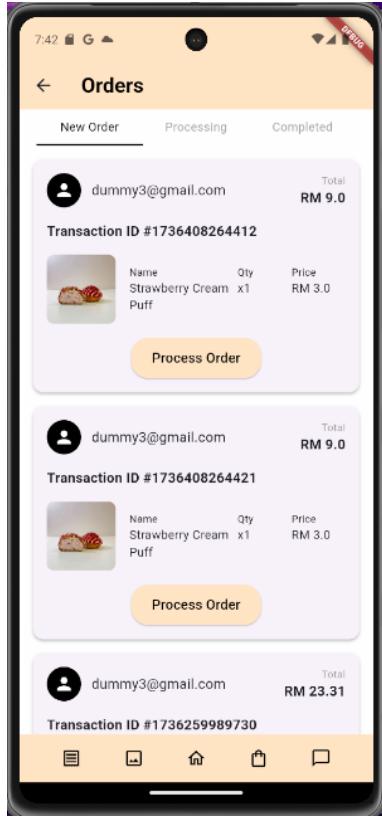


Figure 24: Order Management Page

The Order List Page allows the admin to view and manage customer orders. After navigating from the Admin Main Page, the admin can access a list of all customer orders, which includes details such as the order ID, customer name, items ordered, and the status of each order. The admin can update the order status by selecting a particular order and choosing the new status from a dropdown menu. The available statuses include options like "Pending," "Processing," or "Completed," enabling the admin to track and manage order progress.

### 3.5 Customer Feedback & Reviews

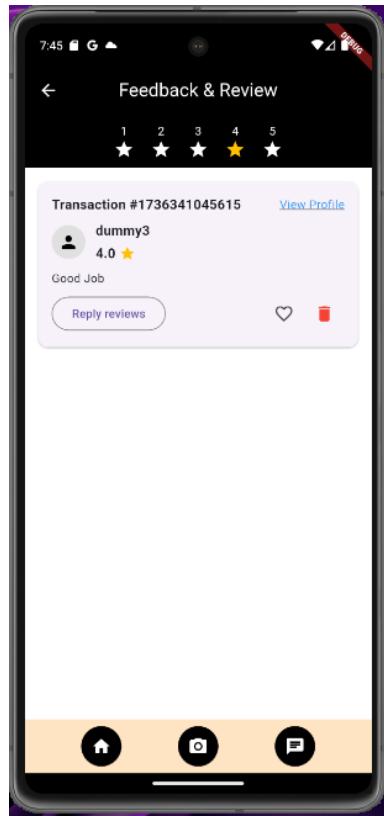


Figure 25: Customer Feedback & Review Management

The Customer Feedback & Reviews Page enables the admin to view and manage customer reviews and feedback. From the Admin Main Page, the admin can easily navigate to this section, which displays all customer feedback with relevant details such as the customer's name, review text, and any ratings given. If necessary, the admin can delete any feedback or review by selecting it and clicking the Delete button, allowing for efficient management of customer interactions.