



TRƯỜNG ĐẠI HỌC FPT

MINISTRY OF EDUCATION AND TRAINING

# FPT UNIVERSITY

## Capstone Project Document

### Scheduled Meal Service Platform in the National University Dormitory area

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With best wishes,  
**MealSync Team**

## Definition and Acronyms

Acronym	Definition
AWS	Amazon Web Services
BA	Business Analysis
BR	Business Rule
ERD	Entity Relationship Diagram
GUI	Graphical User Interface
PM	Project Manager
SDD	Software Design Description
SPMP	Software Project Management Plan
SRS	Software Requirement Specification
UAT	User Acceptance Test

UC	Use Case
FE	Feature
API	Application Program Interface

*Table 1 – Definition and Acronyms*

## I. Project Introduction

### 1. Overview

#### 1.1 Project Information

- Project name: Scheduled Meal Service Platform in the National University Dormitory area
- Project code: FA24SE127
- Group name: GFA24SE13
- Software type: Web Application, Mobile Application

#### 1.2 Project Team

##### 1.2.1 Supervisor

Full Name	Role	Email	Mobile
Nguyễn Nguyên Bình	Lecturer	binhnn7@fe.edu.vn	0947430777

*Table 2 – Supervisor*

##### 1.2.2 Team Member

Full Name	Role	Email	Mobile
Huỳnh Văn Phướt	Leader	phuothvse160205@fpt.edu.vn	0372485570
Phạm Hoàng Tiến	Member	tienphse160369@fpt.edu.vn	0868363802
Nguyễn Văn Thống	Member	thongnvse160162@fpt.edu.vn	0333624824
Đào Mai Duy Đức	Member	ducdmdse160104@fpt.edu.vn	0934968393
Cao Nhật Thiên	Member	thiencnse160231@fpt.edu.vn	0857975552

*Table 3 – Team member*

### 2. Product Background

The food and beverage market at Dormitories National University is primarily conducted offline or through Facebook groups. With a large student population, the demand for food and drinks is substantial. Recognizing this potential, MealSync was created to help shop owners easily reach students and provide a more convenient way for students to order food and beverages.

### 3. Existing Systems

#### 3.1 GrabFood

- Link: <https://www.grab.com/vn/food/>
- Description: GrabFood is a food delivery platform provided by Grab that connects users with a wide variety of restaurants, enabling them to order food conveniently through the Grab app.
- System actor:
  - Customer: Customers browse menus, place orders, make payments, and receive food delivered to their specified locations.
  - Restaurant Partner: Restaurants list their menus, receive orders, prepare food, and coordinate with Grab drivers for order delivery.
  - Delivery Partner: Delivery partners pick up prepared orders from restaurants and deliver them to customers promptly.
- Features:
  - Wide Restaurant Network: Access to numerous restaurants offering diverse cuisines.
  - Order Tracking: Real-time order tracking from preparation to delivery.
  - Promotions and Discounts: Frequent deals to reduce costs for customers.
  - Cashless Payments: Integration with GrabPay and other online payment methods.
  - User Reviews and Ratings: Feedback mechanisms for restaurants and delivery partners.
- Advantages and Disadvantages:
  - Advantages:
    - GrabFood allows users to order food from a wide range of restaurants, making it easy to get meals delivered without leaving home.
    - GrabFood frequently offers promotions, discounts, making it more affordable for users.
    - GrabFood operates in various regions throughout Vietnam.
  - Disadvantages:
    - Depending on the location or distance, delivery fees can be high, especially during peak hours or bad weather.
    - Delivery time varies based on the recipient's location, causing some individuals to experience longer wait times for their orders.
    - The platform fee for shops selling on GrabFood is quite high (20%-30%).

### 4. Business Opportunity

MealSync presents a unique business opportunity by addressing key challenges in food delivery for students living in dormitories. Unlike existing platforms, MealSync offers a centralized hub where students can access all available food options around the dormitory. With fast delivery and free shipping on all orders, it provides a more affordable solution for customers. The platform stands out with a low commission rate of just 5% for shop owners, making it attractive to local shops.

Additionally, customers can place orders within a desired time frame, adding a layer of convenience that other services may lack. Shop owners can also easily manage their shops with features that allow them to manage foods, add promotions to attract customers, and track shop performance using detailed charts displaying metrics such as revenue and total orders.

### 5. Software Product Vision

MealSync strives to create an efficient platform that connects dormitory residents with diverse food options, offering quick delivery, free shipping, and cost-effective services. At the same time, we

empower shop owners with intuitive management tools to grow their businesses and enhance customer engagement. Our goal is to become the leading food delivery platform for dormitories, providing unparalleled convenience for students and robust tools to help shop owners manage their operations effectively.

## 6. Project Scope & Limitations

### 6.1 Major Features

#### 6.1.1 Customer Mobile Application

- FE-01: Register and login into the application.
- FE-02: Reset password.
- FE-03: Browse, search and filter for available shops and foods.
- FE-04: View detailed information about specific shops and foods.
- FE-05: Add shop to favourite list and view the list of favourite shops.
- FE-06: Add foods to the cart and update items in the cart as needed.
- FE-07: Place order with desired frame, payment processing (online method or cash on delivery).
- FE-08: Cancel pending order or cancel confirmed orders under certain conditions.
- FE-09: View order history and reorder from previously placed orders.
- FE-10: Track the status of placed orders in real time.
- FE-11: Receive notifications for updates on order status.
- FE-12: Chat with shop owners and shop delivery staff.
- FE-13: Provide ratings and feedback on completed orders.
- FE-14: Report issues with completed orders related to poor quality or service.
- FE-15: Confirm successful delivery using a QR code.
- FE-16: Confirm order completion upon successful delivery (automatically marked as complete after 12 hours).
- FE-17: Update profile.

#### 6.1.2 Shop Owner Use Mobile & Web Application

- FE-18: Register and login into the application.
- FE-19: Reset password.
- FE-20: Oversee shop analytics and metrics through a dashboard.
- FE-21: Manage shop categories and food packing units.
- FE-22: Manage foods and promotions.
- FE-23: Update auto-confirmation settings based on shop constraints.
- FE-24: Adjust shop and food active status and slots (each slot containing multiple continuous frames).
- FE-25: Manage operating slots with configurable statuses (Active or Inactive).
- FE-26: Manage accounts for shop delivery staff.
- FE-27: Manage orders by viewing and processing incoming orders, dividing them, and assigning tasks to delivery staff.
- FE-28: Handle reports and issues.
- FE-29: View and reply to customer reviews within 24 hours after the review is submitted.
- FE-30: Chat with customers.
- FE-31: Receive notifications.
- FE-32: Track order history.
- FE-33: Scan a QR code provided by the customer to confirm on-time delivery.

- FE-34: Capture a picture of the delivered item to confirm delivery completion.
- FE-35: Check account balance and view transaction history.
- FE-36: Request withdrawals, track pending withdrawal requests and withdrawal request history.
- FE-37: Deposit money into the “Available Amount” wallet.
- FE-38: Update profile.

#### 6.1.3 Shop Delivery Staff Use Mobile Application

- FE-39: Login into the application.
- FE-40: Reset password.
- FE-41: Real-time tracking of orders during delivery.
- FE-42: Real-time contact regarding ongoing deliveries.
- FE-43: Receive notifications and update delivering order status for both customers and shop owners.
- FE-44: Scan a QR code provided by the customer to confirm on-time delivery.
- FE-45: Capture a picture of the delivered item to confirm delivery completion.

#### 6.1.4 Moderator Use Web Application

- FE-46: Login into the system.
- FE-47: Reset password.
- FE-48: Manage customer accounts, including viewing details, banning or unbanning, and sorting or filtering accounts.
- FE-49: Manage shops, including viewing details, banning or unbanning, approving new shops, and sorting or filtering shops.
- FE-50: Manage orders including viewing details, sorting, and filtering.
- FE-51: Review and process shop owner withdrawal requests by approving or rejecting them.
- FE-52: Handle and manage user reports.

#### 6.1.5 Admin Use Web Application

- FE-53: Login into the system.
- FE-54: Reset password.
- FE-55: Monitor platform analytics and metrics through a dashboard with charts (e.g., revenue, total orders, total transaction amounts, and total users).
- FE-56: Manage moderator accounts, including viewing details, activating, deactivating accounts and sorting or filtering them.
- FE-57: Manage and organize platform categories.
- FE-58: Review moderators' activity history.
- FE-59: Configure the platform's commission rate.
- FE-60: Manage food containers (aka: food package units)

### 6.2 Limitations & Exclusions

- Limitations:
  - LI-01: The system does not support scheduling fixed orders for specific days of the week.
- Exclusions:
  - EX-01: The platform does not have own delivery staff. It only provides features that enable shop owners to manage their own delivery staff and assign orders.

## II. Project Management Plan

### 1. Overview

#### 1.1 Scope & Estimation

#	WBS Item	Complexity	Est. Effort (man-days)
<b>1</b>	<b>Initiating</b>		<b>3</b>
1.1	Collect requirement	Simple	3
<b>2</b>	<b>Analysis</b>		<b>10</b>
2.1	Analysis requirement	Complex	10
<b>3</b>	<b>Mock-up Design</b>		<b>36</b>
3.1	Mock-up Design Shop Owner mobile application	Complex	10
3.2	Mock-up Design Shop Owner web application	Complex	8
3.3	Mock-up Design Customer mobile application	Complex	10
3.4	Mock-up Design Admin/Moderator web application	Complex	8
<b>4</b>	<b>Project Conception</b>		<b>34</b>
4.1	Setup structure server codebase	Medium	6
4.2	Setup project Shop Owner	Simple	3
4.3	Setup project Customer	Simple	3
4.4	Setup project Admin/Moderator	Simple	3
4.5	Design database	Complex	8
4.6	Design system	Complex	8
4.7	Deploy server	Simple	3
<b>5</b>	<b>Implement and Testing</b>		<b>302</b>
<b>5.1</b>	<b>Basic Features</b>		<b>13</b>
5.1.1	Login	Medium	6
5.1.2	Forgot Password	Medium	4
5.1.3	Logout	Simple	3
<b>5.2</b>	<b>Customer Features</b>		<b>101</b>
5.2.1	Customer register	Medium	6
5.2.2	Home main features		14

5.2.2.1	Search feature	Medium	5
5.2.2.2	Show top foods	Medium	5
5.2.2.3	Show list of recently ordered foods	Medium	4
5.2.3	View Shop information		10
5.2.3.1	View Shop foods	Medium	4
5.2.3.2	View Shop reviews	Simple	3
5.2.3.3	View Shop promotions	Simple	3
5.2.4	Manage Orders		33
5.2.4.1	View order details	Simple	3
5.2.4.2	Add/update cart	Medium	4
5.2.4.3	Place order (online payment)	Complex	8
5.2.4.4	Place order (cash on delivery)	Medium	6
5.2.4.5	Track order process	Medium	5
5.2.4.6	Show QR to confirm order	Simple	3
5.2.4.7	View order history	Medium	4
5.2.5	Manage Chat		10
5.2.5.1	View/Send message to Shop in an order transaction	Complex	10
5.2.6	Manage Favorite Shops		6
5.2.6.1	Add Shop to favorite	Simple	3
5.2.6.2	View favorite Shop list	Simple	3
5.2.7	Manage Reviews		3
5.2.7.1	Review completed orders	Simple	3
5.2.8	Manage Report		10
5.2.8.1	Create report on specific orders	Medium	6
5.2.8.2	View report details for each order	Medium	4
5.2.9	View Notifications	Simple	3
5.2.10	Manage Profile		6
5.2.10.1	View profile	Simple	3
5.2.10.2	Update profile	Simple	3

<b>5.3</b>	<b>Shop Features</b>		<b>110</b>
5.3.1	Shop register	Medium	6
5.3.2	Oversee statistics	Medium	6
5.3.3	Update shop setting	Complex	10
5.3.4	Manage Foods		16
5.3.4.1	Create food details	Medium	5
5.3.4.2	Update food details	Medium	5
5.3.4.3	Update food sold-out status	Simple	3
5.3.4.4	Update food status	Simple	3
5.3.4	Manage Promotions		8
5.3.4.1	Create promotions	Medium	4
5.3.4.2	Update promotions	Medium	4
5.3.5	Manage Delivery Staff		8
5.3.5.1	Create Delivery Staff accounts	Medium	4
5.3.5.2	Update Delivery Staff accounts	Medium	4
5.3.6	Manage Orders		22
5.3.6.1	View list of orders	Simple	3
5.3.6.2	Reject/Confirm pending orders	Simple	3
5.3.6.3	Change order status to “preparing”	Simple	3
5.3.6.4	Pick orders within the same frame and assign to Delivery Staff	Complex	10
5.3.6.5	View order details	Simple	3
5.3.7	Manage Chat		10
5.3.7.1	View message to Customers in specific orders	Medium	4
5.3.7.2	Send message to Customers in specific orders	Medium	6
5.3.8	Manage Balance		3
5.3.8.1	View available/incoming/reporting balances	Simple	3
5.3.9	Manage withdrawal requests		9
5.3.9.1	View withdrawal request details	Simple	3
5.3.9.2	Create withdrawal requests	Medium	6

5.3.10	Manage Reports		9
5.3.10.1	Create reports for specific orders	Medium	5
5.3.10.2	View reports for specific orders	Medium	4
5.3.11	View Notifications	Simple	3
<b>5.4</b>	<b>Moderator Features</b>		<b>43</b>
5.4.1	Manage Customers		14
5.4.1.1	View Customer information	Medium	4
5.4.1.2	Active/Ban/Delete customer accounts	Medium	4
5.4.1.3	Apply penalties to customers	Medium	6
5.4.2	Manage Shops		15
5.4.2.1	View shop information	Simple	3
5.4.2.2	Approve/Ban/Delete shop accounts	Medium	6
5.4.2.3	Apply penalties to shops	Medium	6
5.4.3	Manage Withdrawal Requests		8
5.4.3.1	View withdrawal request details	Medium	4
5.4.3.2	Approve/Reject withdrawal requests	Medium	4
5.4.4	Manage Reports		6
5.4.4.1	View and approve/reject reports	Medium	6
<b>5.5</b>	<b>Admin Features</b>		<b>35</b>
5.5.1	Oversee Dashboard	Medium	6
5.5.2	Manage Moderators		10
5.5.2.1	Create/Update Moderator accounts	Medium	6
5.5.2.2	View Moderator account details	Medium	4
5.5.3	View Moderator Activity	Complex	8
5.5.4	Manage System Configuration		8
5.5.4.1	Update system commission fees	Medium	8
5.5.5	View Notifications	Simple	3
<b>Total Estimated Effort (man-days)</b>			<b>385</b>

Table 4 – Scope & Estimation

Notes: Each member average work 5 hours/day

## 1.2 Project Objectives

#	Testing Stage	Test Coverage	No. of Defects	% of Defect	Notes
1	Reviewing		12	20%	Issues found during requirement review
2	Unit Test	70%	18	30%	Defects found during isolated component testing
3	Integration Test	85%	15	25%	Defects found in the interaction between modules
4	System Test	90%	10	17%	End-to-end defects found across the entire system
5	Acceptance Test	80%	5	8%	Final defects identified by end users or stakeholders

Table 5 – Project Objectives

## 1.3 Project Risks

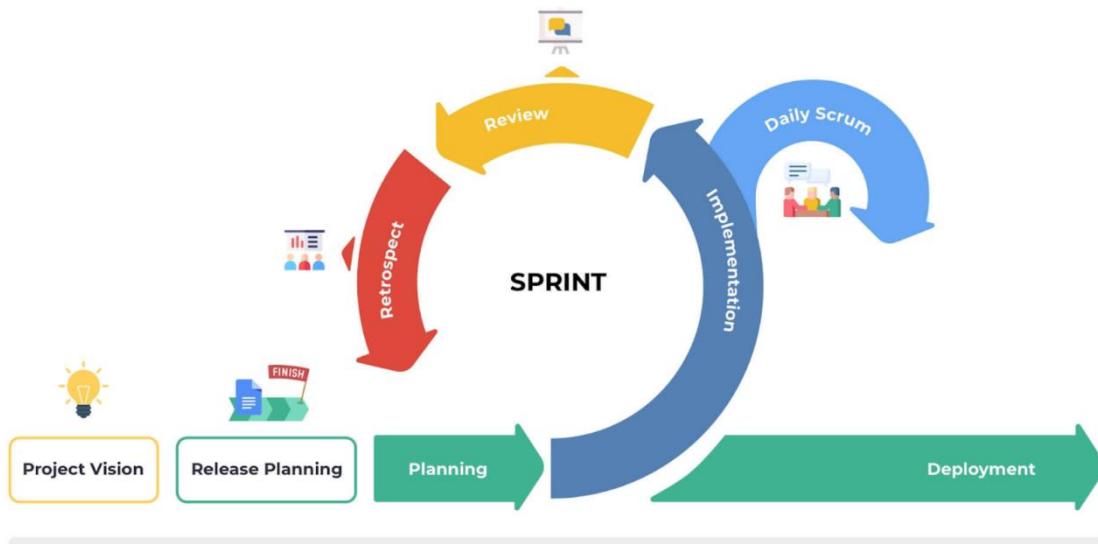
#	Risk Description	Impact	Possibility	Response Plans
1	Technology risk: Cannot find a suitable solution for technique problems, the software cannot fulfill the expectation.	High	Medium	Do more research on official resources, discuss with mentor
2	Requirement changes: Requirements unexpected changes.	Critical	Medium	Choose another way of solution to respond to those changes.

Table 6 – Project Risks

## 2. Management Approach

### 2.1 Project Process

# SCRUM PROCESS



Reference: <https://hygger.io/blog/what-is-scrum-lifecycle/>

Figure 1 – Project Process

This project was developed using the Scrum model, a key component of the Agile framework, for several compelling reasons:

- Iterative sprints and continuous feedback enable rapid adjustments to changes, ensuring the project remains aligned with evolving requirements.
- Incremental delivery and regular testing improve product quality by allowing issues to be identified and resolved early.
- Daily stand-ups and cross-functional teams promote effective communication and collaboration, fostering a cohesive working environment.
- Clear visibility of progress and well-defined roles enhance accountability and keep the team focused on objectives.
- Early detection of issues and adaptive planning help mitigate risks and ensure project stability.
- Empowerment and recognition of achievements boost team morale, motivation, and overall satisfaction.
- Focus on high-value work and waste reduction ensures efficient use of resources and maximizes productivity.

By leveraging Scrum's strengths, the project team was able to deliver a high-quality product efficiently while maintaining flexibility and adaptability.

## 2.2 Quality Management

To ensure high-quality outcomes for this project, the following quality management practices were implemented:

### 2.2.1 API Conventions

- Consistent Naming: API routes are named to clearly map to the corresponding entities in the system.

- Standardized API Responses: Each API response includes the following information:
  - Status Code: Standard HTTP codes such as 200 (OK), 204 (No Content), 400 (Bad Request), 401 (Unauthorized), 404 (Not Found), etc.
  - Message: A descriptive message explaining the response.
  - Data: An array containing the relevant data items.

### 2.2.2 Coding Conventions

- Backend (BE):
  - Use PascalCase for public, protected, and internal identifiers.
  - Use camelCase for private and local variables.
  - Use ALL\_CAPS for constants.
  - Prefix interfaces with I (e.g., IUserRepository).
- Frontend (FE):
  - Use meaningful and descriptive names for files and variables.
  - Use PascalCase for React component names.
  - Use kebab-case for page file names.
  - Use camelCase for variable names.
  - Use ALL\_CAPS for constants.
  - Ensure custom hooks start with "use" (e.g., useFetchData).

### 2.2.3 Testing Practices

- Unit Testing:
  - Each team member is responsible for writing unit tests to validate the functionality of their respective functions and methods.
- Integration Testing:
  - After completing the development of a module or screen, client-side and server-side developers collaborate to perform integration testing. This ensures seamless interaction between the client-side and server-side components.
- System Testing:
  - Once the entire system has been developed, all team members participate in system testing.
  - This involves executing all predefined test cases and performing exploratory testing to verify the system's stability and overall functionality.

### 2.3 Training Plan

Training Area	Participants	When, Duration	Waiver Criteria
C#	ThongNV, TienPH	Week 1 – 5 days	Mandatory
React, Next.js, React Native	PhuotHV, DucDMD, ThienCN	Week 1 – 5 days	Mandatory
CI/CD	All Member	Week 1 – 2 days	Mandatory
GitHub	All Member	Week 1 – 2 days	Mandatory

Table 7 – Training Plan

## 3. Project Deliverables

#	Sprint Objective	Duration	Deliverable
1	Project Plan Document,	7 days	Project Planning, Initial WBS, Gantt Chart
2	Requirement Collection and Mock-up Design	7 days	Final Requirement Document, Mock-up Designs
3	Database and Codebase Setup	7 days	Database Schema, Codebase Setup for all projects
4	Customer Authentication and Profile Features	7 days	Customer Signup, Login, Forget Password, Profile
5	Shop Owner Authentication and Profile	7 days	Shop Owner Signup, Login, Forget Password, Profile
6	Customer Home Screen and Food/Shop Search	7 days	Home screen, Search, Show Top/Recent Foods
7	Shop Owner Order Management	7 days	Shop Owner Order List, Confirm/Reject Orders
8	Cart and Checkout Process	7 days	Cart Management, Payment Options, Order Tracking
9	Shop Food and Promotion Management	7 days	Manage Foods, Promotions, Update Sold-out
10	Moderator Customer and Shop Management	7 days	Manage Customer and Shop Accounts, Penalty System
11	Customer Order History, Favorite Shops	7 days	View Order History, Manage Favorite Shops
12	Moderator Withdrawal and Report Management	7 days	Withdrawal Approvals, Report Management
13	Admin Dashboard and Moderator Management	7 days	System Dashboard, Manage Moderators
14	Final Testing, Bug Fixes, and Adjustments	7 days	Fully Tested System, Bug Fixes, Final Adjustments

Table 8 – Project Deliverables

#### 4. Responsibility Assignments

D~Do; R~Review; S~Support; I~Informed; <blank>- Omitted

Responsibility	Huỳnh Văn Phurört	Nguyễn Văn Thống	Cao Nhật Thiên	Phạm Hoàng Tiến	Đào Mai Duy Đức	Nguyễn Nguyên Bình
Project Planning & Tracking	D	R	R	R	R	I/R/S
Requirements	D	D	D	D	D	I/R/S
Prepare SRS Document (Overview Part)	D/R	D/R	D/R	D/R	D/R	R/I
Prepare SRS Document (User Requirements)	D/R	D/R	D/R	D/R	D/R	R/I

System overview	R	R/S	D	R	R	R/I
UI design	D	R	D	R	D	R/I
Database design	R	D	R	D	R	R/I
Set up project environment	D	D	D	D	D	R/I
Frontend Customer Mobile	R		D		R	R/I
Frontend Shop Owner Mobile	R		R		D	R/I
Frontend Shop Owner Web	D		R		R	R/I
Frontend Moderator Web	D		R		R	R/I
Frontend Admin Web	R		R		D	R/I
Backend Customer Mobile		D		D		R/I
Backend Shop Owner Mobile		D		D		R/I
Backend Shop Owner Web		D		D		R/I
Backend Moderator Web		R		D		R/I
Backend Admin Web		D		R		R/I
Unit test		D		D		R/I
Integration/ System test	D	D	D	D	D	R/I
Set up AWS			D			R/I
Build CI/CD			D			R/I
Others	D	D	D	D	D	R/I

Table 9 – Responsibility Assignments

## 5. Project Communications

Communication Item	Who/ Target	Purpose	When, Frequency	Type, Tool, Method(s)
Working with advisor	Supervisor	<ul style="list-style-type: none"> <li>• Review documentation</li> <li>• Demonstrate features</li> <li>• Evaluate progress and result</li> </ul>	1 time per week	Google Meet, Zalo, Face to face
Working in team	Team member	<ul style="list-style-type: none"> <li>• Raise opinions, members' problems</li> <li>• Ask for help from other members</li> <li>• Report working status to leader</li> </ul>	Every day	Google Meet, Zalo, Discord

Table 10 – Project Communications

## 6. Configuration Management

### 6.1 Document Management

For real-time data synchronization and collaboration, we selected Google Drive as our document management platform. This choice allows team members to collaborate seamlessly and in real-time. Documents are created using standardized templates and assigned to members based on their respective responsibilities. Google Drive ensures that all team members have instant access to review and contribute to each other's work, enhancing transparency and productivity.

### 6.2 Source Code Management

We adopted GitHub as our source code management platform due to its robust version control system. GitHub enables team members to collaborate efficiently, streamline conflict resolution, and maintain a clear history of code changes. This approach facilitates retrospection by allowing quick identification of contributions and modifications over time.

Below are the GitHub repositories for the respective components of the project:

- Admin Web: [MealSync Admin Web Repository](#)
- Shop Web: [MealSync Shop Web Repository](#)
- Shop Mobile App: [MealSync Shop Mobile Repository](#)
- Customer Mobile App: [MealSync Customer Mobile Repository](#)
- Back-End: [MealSync Back-End Repository](#)
- Infrastructure as Code (IaC) and Continuous Deployment (CD): [MealSync IaC and CD Repository](#)
- Socket Handler: [MealSync\\_Socket\\_IO](#)

### 6.3 Tools & Infrastructures

Category	Tools / Infrastructure
Technology	ReactJS (Front-End), Next.js, React Native (App), C#/.NET (Back-End)
Database	MySQL
IDEs/Editors	Visual Studio Code, Rider
Diagramming	DrawIO
Documentation	Microsoft Office, Google Docs/Sheets/Slides
Version Control	Git (Source Codes), Google Drive (Documents)
Deployment server	Vercel, AWS (Amazon Web Services)
Project management	Jira (Tasks, Defects)

Table 11 – Tool & Infrastructures

## III. Software Requirement Specification

### 1. Product Overview

The National University Dormitory Meal Service Platform is an innovative food delivery system tailored to the National University Dormitory environment, addressing the increasing demand for convenient food ordering solutions within a confined community. By concentrating on specific dormitory buildings and working with local sellers, MealSync capitalizes on the narrow delivery radius to offer quick, affordable service with no shipping fees. The platform's key feature is the

bundling of multiple orders within 30-minute time frames, making deliveries more convenient and time-saving. Additionally, students can schedule their orders for delivery at their preferred time frame, enhancing flexibility and planning.

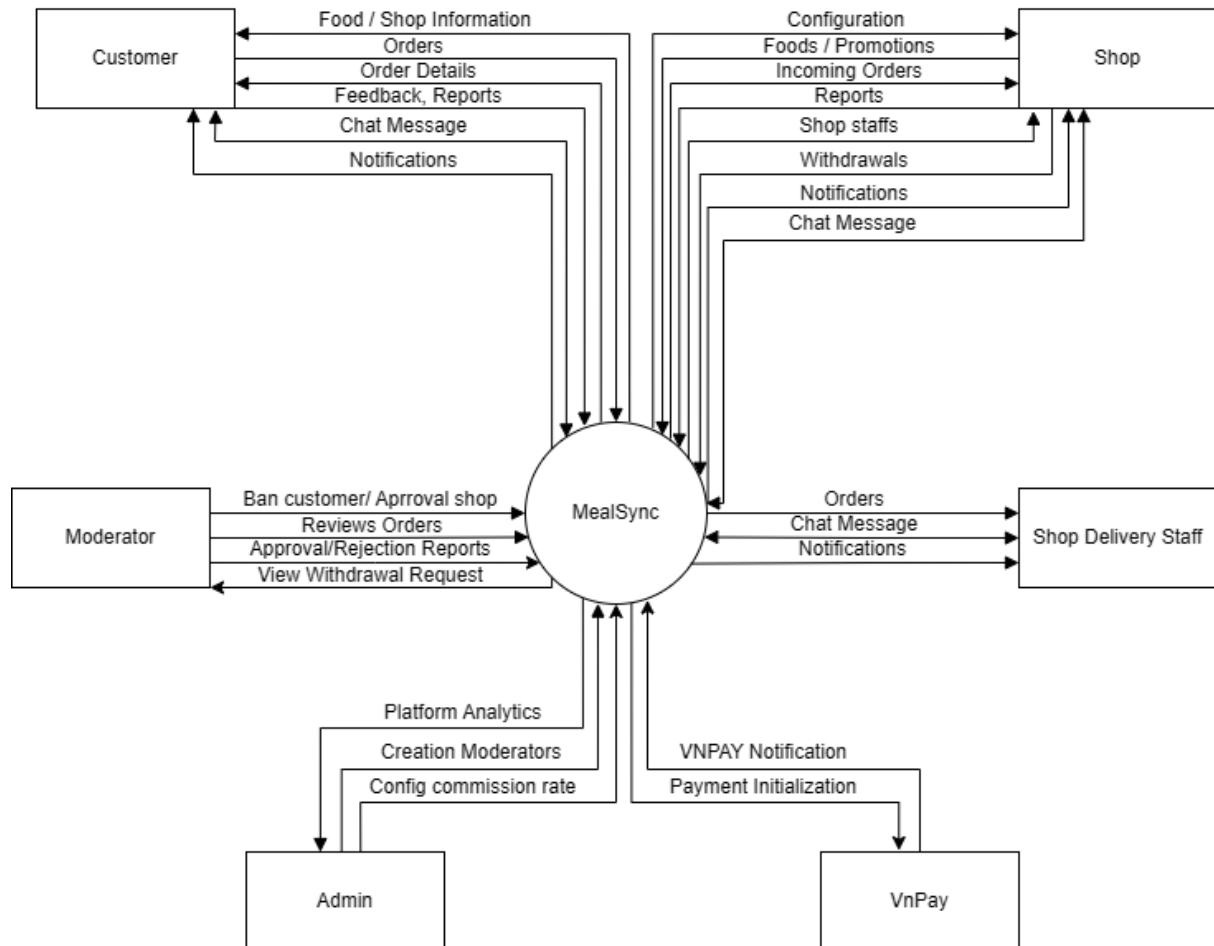


Figure 2 – Context Diagram

## 2. User Requirements

### 2.1 Actors

#	Actor	Description
1	Customer	Customers, primarily students, utilize the National University Dormitory Meal Service Platform to conveniently search for meals, place orders, and manage their food purchasing experience. The platform offers easy access to various food options, payment methods, and order tracking, ensuring a smooth and efficient process.
2	Shop owner	The shop owner is the primary seller on the National University Dormitory Meal Service Platform. They have full control over their shop's operations, including managing foods, orders, and promotions, as well as overseeing finances and staffs.
3	Shop delivery staff	The shop delivery staff is responsible for assisting the shop owner by delivering orders to customers and ensuring timely and accurate

		deliveries. After completing a delivery, the staff must confirm the order status and report any issues that may arise during the process.
4	Moderator	The moderator is responsible for managing key operational aspects of the National University Dormitory Meal Service Platform. This role involves handling reports, managing shops and customers, overseeing transactions, and addressing withdrawal requests to ensure a smooth and efficient platform experience for both customers and shop owners.
5	Administrator	The administrator is responsible for overseeing the overall functionality of the National University Dormitory Meal Service Platform. This includes managing the system dashboard, configuring the platform, overseeing the work of the moderator, and manage categories of platform.

Table 12 – Actors

## 2.2 Use Cases

### 2.2.1 Diagrams

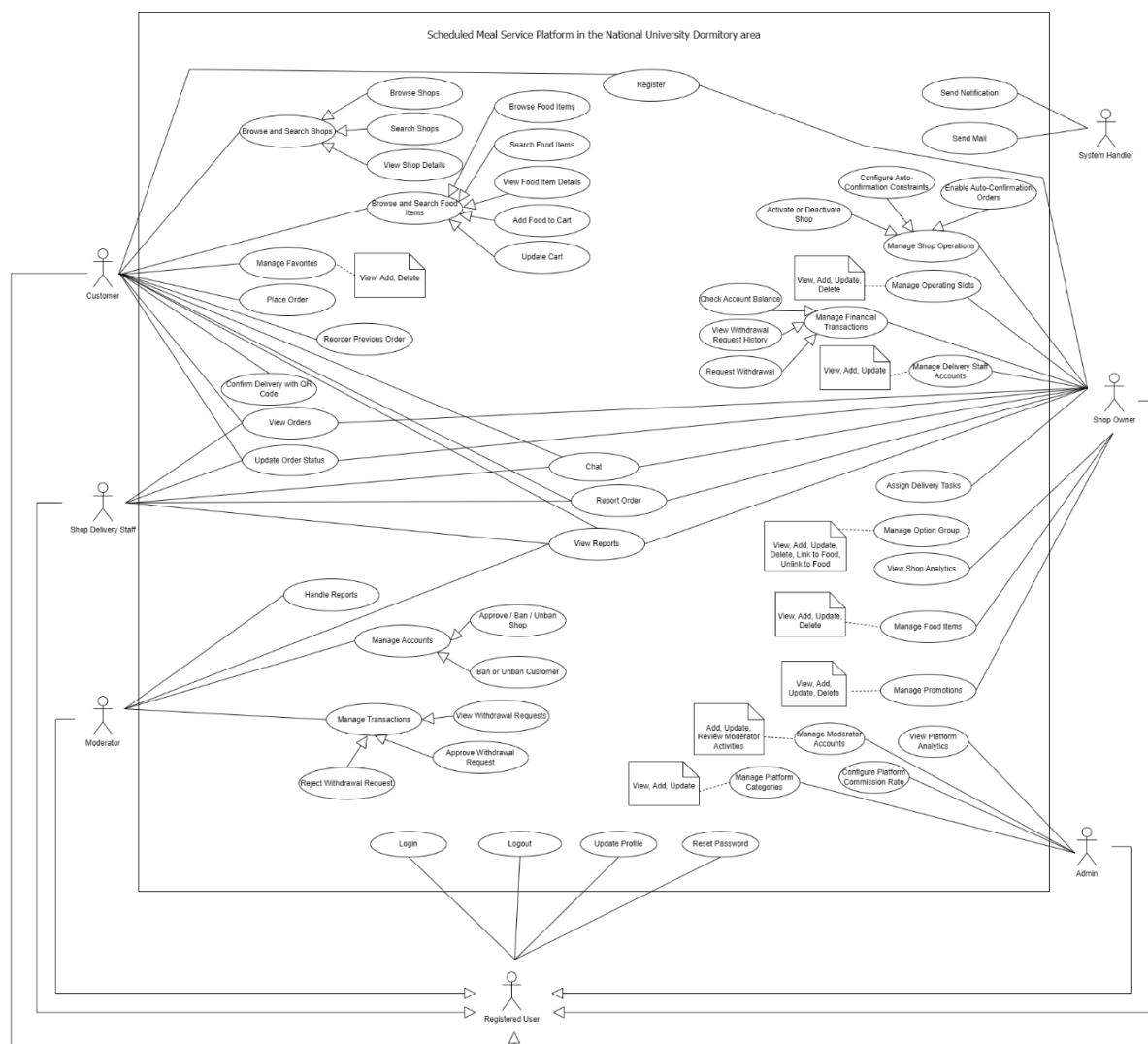


Figure 3 – Use Cases Diagram

## 2.2.2 Descriptions

ID	Use Case	Actors	Use Case Description
1	Login	Customer, ShopOwner, ShopDeliveryStaff, Moderator, Admin	Allows users to access their respective accounts by providing valid credentials.
2	Logout	Customer, ShopOwner, ShopDeliveryStaff, Moderator, Admin	Ends the user's session, logging them out of the system.
3	Update Profile	Customer, ShopOwner, ShopDeliveryStaff, Moderator, Admin	Enables users to update personal or account-related information like name, password, and avatar.
4	Reset Password	Customer, ShopOwner, ShopDeliveryStaff, Moderator, Admin	Send a password reset OTP for users to reset their password.
5	Register	Customer, ShopOwner	Allow new customers / shops to create an account on the platform.
6	Browse and Search Shops	Customer	Enables customers to search for shops based on keywords, categories, etc.
7	Browse Shops	Customer	Allow customers to view a list of available shops.
8	Search Shops	Customer	Provides search functionality to find specific shops.
9	View Shop Details	Customer	Displays detailed information about a specific shop, including its location and available food items.
10	Browse and Search Food Items	Customer	Allows customers to browse or search for food items across shops.
11	Browse Food Items	Customer	Enables browsing of available food items in a shop.
12	Search Food Items	Customer	Provides search functionality to locate specific food items.
13	View Food Item Details	Customer	Displays detailed information about a food item, such as description, price, and options.
14	Add Food to Cart	Customer	Allow customers to add food items to their shopping cart.
15	Update Cart	Customer	Enables customers to modify the contents of their cart (add, remove, update quantity).
16	Manage Favorites	Customer	Allows customers to view, add, and delete their favorite shops.
17	Report Order	Customer, ShopOwner, ShopDeliveryStaff	Enables users to report issues with an order, such as delays or incorrect foods.

18	View Reports	Customer, ShopOwner, ShopDeliveryStaff, Moderator	Provides access to view submitted reports and their status.
19	Chat	Customer, ShopOwner, ShopDeliveryStaff	Enables communication between customers, shop owners, and delivery staff.
20	Place Order	Customer	Allow customers to place an order for food items from a shop by selecting a 30-minute delivery time frame.
21	Confirm Delivery with QR Code	Customer	Allow customers to confirm delivery by scanning a QR code.
22	View Orders	Customer, ShopOwner, ShopDeliveryStaff	Enables users to view the status and history of their orders.
23	Reorder Previous Order	Customer	Allow customers to quickly reorder a previous order.
24	Update Order Status	Customer, ShopOwner, ShopDeliveryStaff	Enable users to manage order statuses: Customers can cancel pending or confirmed orders (within allowed time), Shop Owners can reject, cancel, confirm orders, etc., and Shop Delivery Staff can update the status to delivering, delivered, etc.
25	Confirm Delivery with QR Code	Customer	Allow customers to confirm delivery by scanning a QR code.
26	Manage Shop Operations	ShopOwner	Enables shop owners to manage their shop's operations, such as setting opening hours and assigning delivery staff.
27	Activate or Deactivate Shop	ShopOwner	Allow shop owners to toggle their shop's active status.
28	Configure Auto-Confirmation Constraints	ShopOwner	Enable shop owners to set constraints for auto-confirming orders.
29	Enable Auto-Confirmation Orders	ShopOwner	Allows automatic confirmation of orders based on set conditions.
30	Manage Operating Slots	ShopOwner	Enables management of shop operating hours, including adding and removing time slots.
31	Manage Delivery Staff Accounts	ShopOwner	Enables management of delivery staff accounts, such as adding or updating staff.
32	Manage Financial Transactions	ShopOwner	Allow shop owners to track their financial transactions and request withdrawals.
33	Check Account Balance	ShopOwner	Allow shop owners to view their current account balance.

34	View Withdrawal Request History	ShopOwner	Displays the history of withdrawal requests made by the shop owner.
35	Request Withdrawal	ShopOwner	Enables shop owners to request withdrawal of funds from their account.
36	Assign Delivery Tasks	ShopOwner	Allow shop owners to assign delivery tasks to staff.
37	Manage Option Group	ShopOwner	Enables management of food item option groups (e.g., sizes, topping).
38	View Shop Analytics	ShopOwner	Provides insights and analytics for the shop, such as total order, profit.
39	Manage Food Items	ShopOwner	Enables shop owners to manage their food items, including adding, updating, and deleting.
40	Manage Promotions	ShopOwner	Allow shop owners to create and manage promotional offers.
41	Handle Reports	Moderator	Enables moderators to review and resolve reported issues.
42	Manage Accounts	Moderator	Allows moderators to manage user accounts (e.g., update details, suspend accounts).
43	Ban or Unban Customer	Moderator	Enables moderators to ban or unban customers based on platform rules.
44	Approve or Ban or Unban Shop	Moderator	Enables moderators to approve or ban or unban shops based on platform rules.
45	Manage Transactions	Moderator	Allow moderators to monitor and manage financial transactions.
46	View Withdrawal Requests	Moderator	Provides moderators with access to view withdrawal requests.
47	Approve Withdrawal Request	Moderator	Allow moderators to approve withdrawal requests from shop owners.
48	Reject Withdrawal Request	Moderator	Allows moderators to reject withdrawal requests with appropriate reasons.
49	View Platform Analytics	Admin	Provides insights into platform-wide analytics, such as user activity and transactions.
50	Manage Moderator Accounts	Admin	Enables administrators to manage moderator accounts (e.g., adding, updating).
51	Configure Platform Commission Rate	Admin	Allow administrators to set or update the platform's commission rate on transactions.
52	Manage Platform Categories	Admin	Enables administrators to manage categories available on the platform (e.g., food categories).

Table 13 – Use Cases Descriptions

### 3. Functional Requirements

#### 3.1 System Functional Overview

##### 3.1.1 System Functional Overview

###### 3.1.1.1 <Customer> Mobile Application Screen Flow

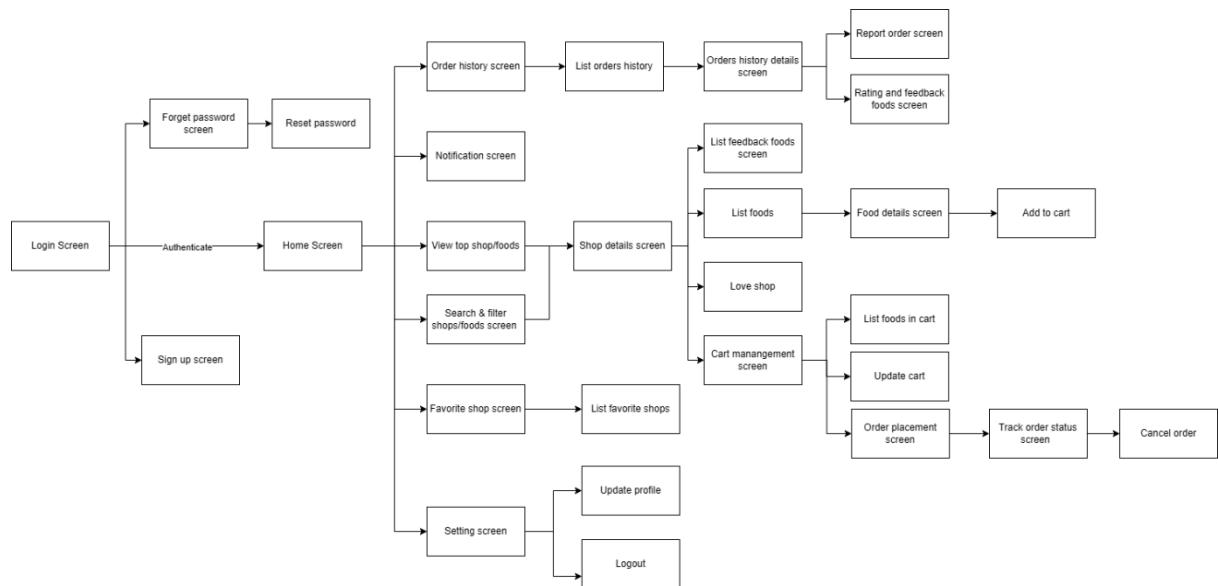


Figure 4 – <Customer> Mobile Application Screen Flow

###### 3.1.1.2 <ShopOwner> Mobile Application Screen Flow

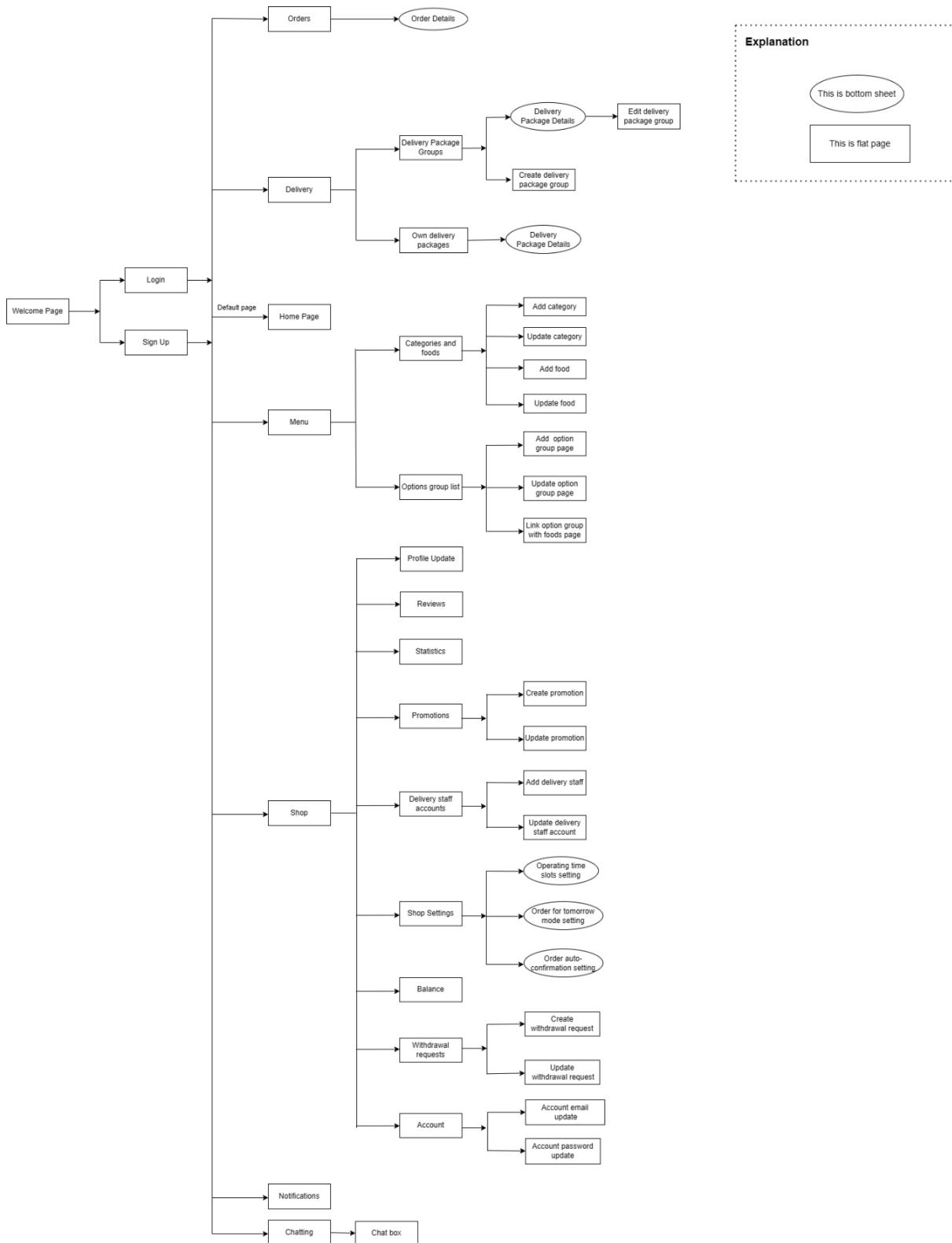


Figure 5 – <ShopOwner> Mobile Application Screen Flow

### 3.1.1.3 <ShopOwner> Web Application Screen Flow

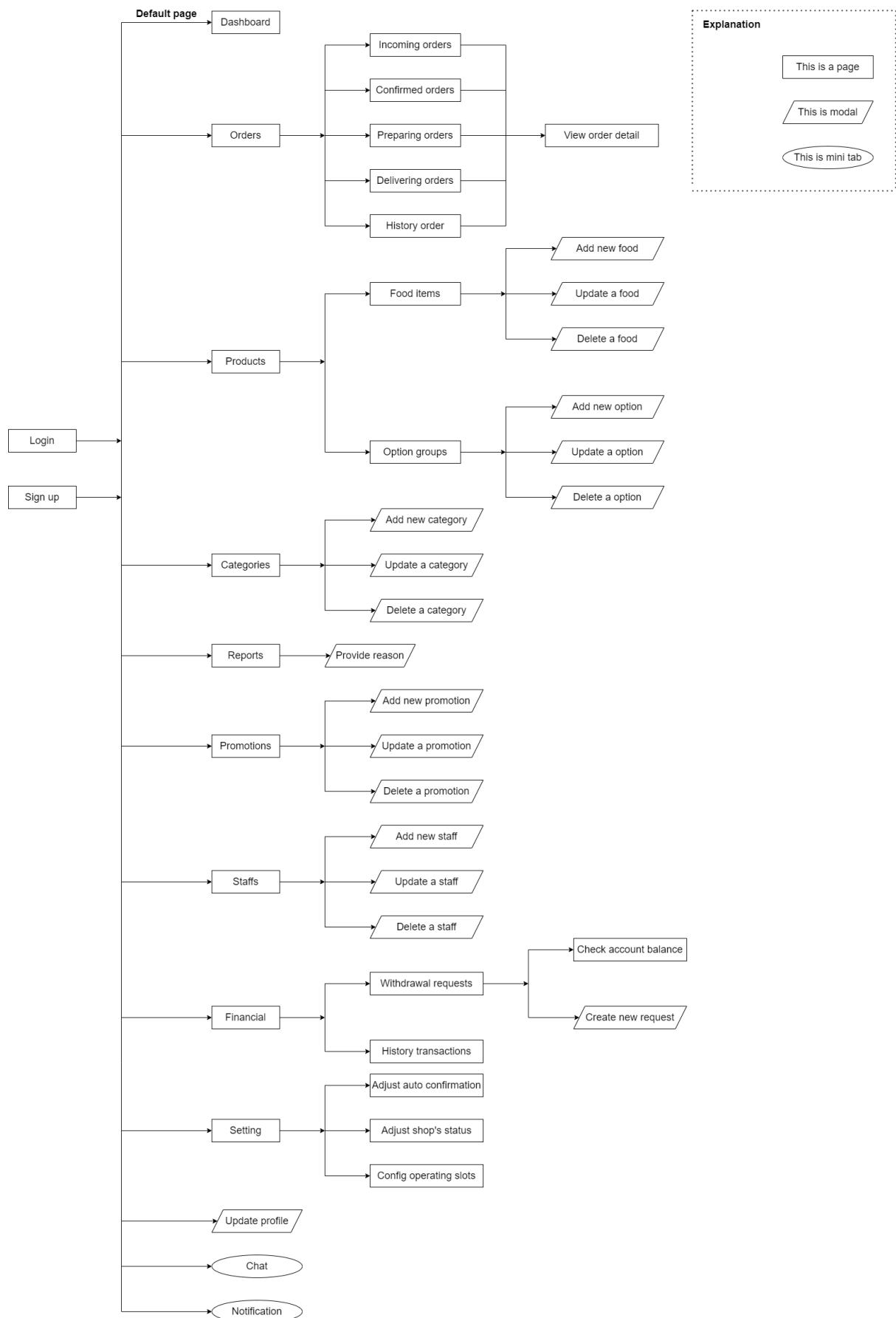


Figure 6 – <ShopOwner> Web Application Screen Flow

### 3.1.1.4 <ShopDeliveryStaff> Mobile Application Screen Flow

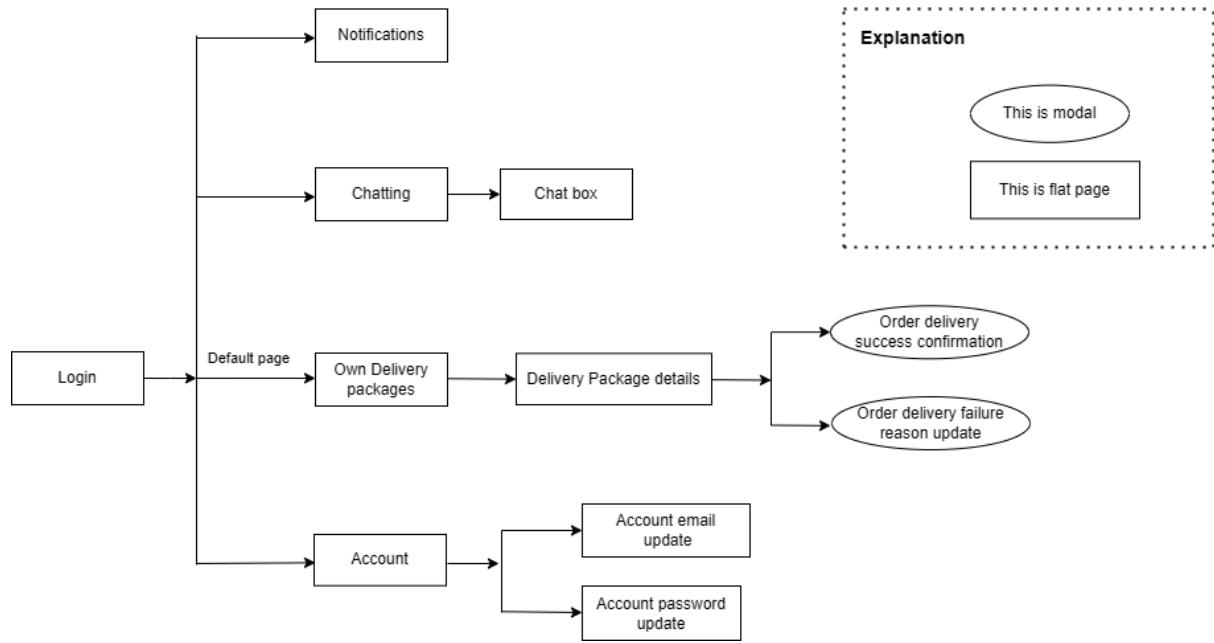


Figure 7 – <ShopDeliveryStaff> Mobile Application Screen Flow

### 3.1.1.5 <Moderator> Web Application Screen Flow

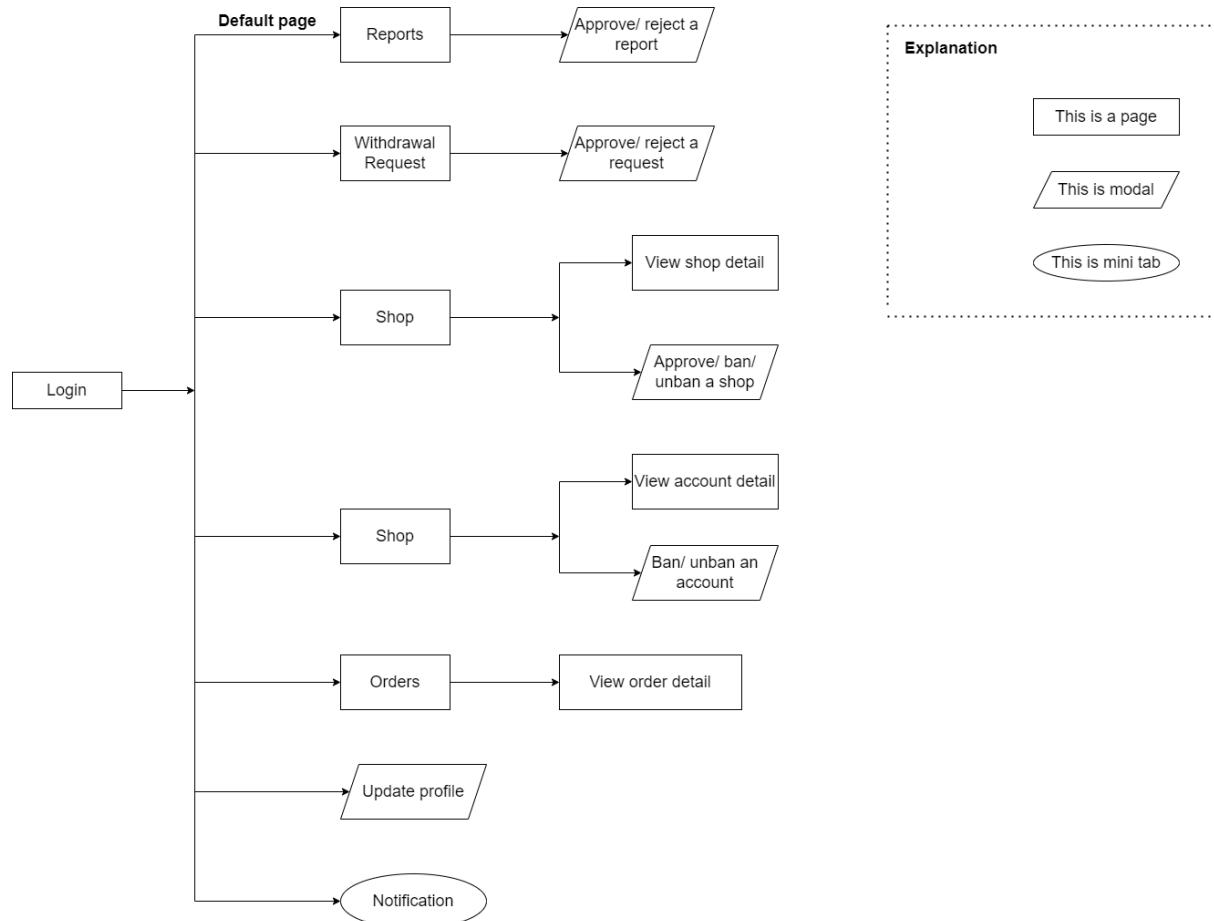


Figure 8 – <Moderator> Web Application Screen Flow

### 3.1.1.6 <Admin> Web Application Screen Flow

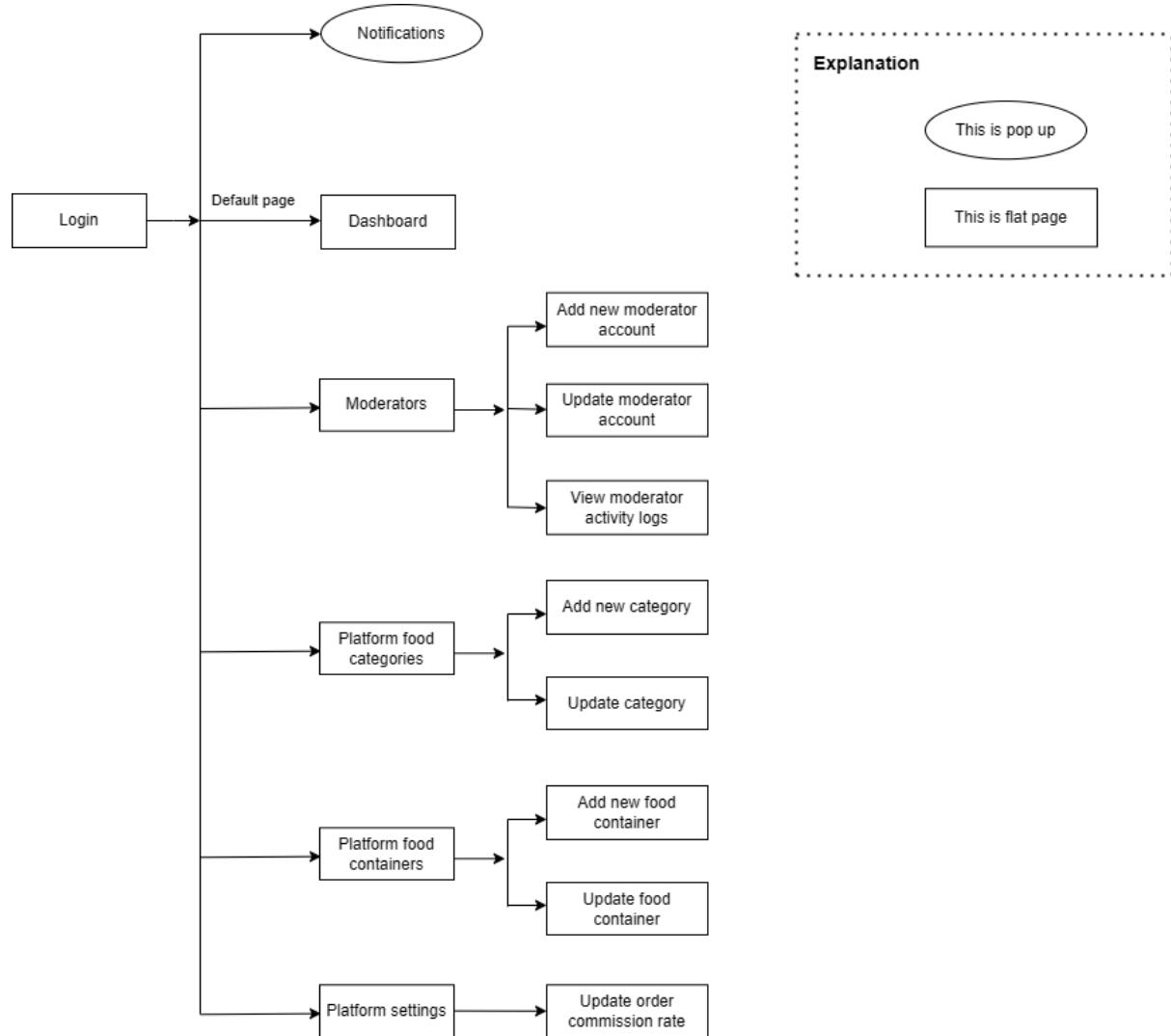


Figure 9 – <Admin> Web Application Screen Flow

### 3.1.2 Screen Descriptions

#### 3.1.2.1 <Customer> Mobile Application Screen Description

#	Feature	Screen	Description
1	Login	Login Screen	This screen is for unauthenticated users to log in using their credentials or Google authentication. - Username (Text input) - Password (Text input) - Google Login (Button) - Login (Button) - Forgot Password (Link)
2	Sign Up	Sign Up Screen	This screen allows new users to create an account by signing up using their email and password, or Google account. - Username (Text input)

			<ul style="list-style-type: none"> <li>- Email (Text input)</li> <li>- Password (Text input)</li> <li>- Confirm Password (Text input)</li> <li>- Sign up with Google (Button)</li> </ul>
3	Forget Password	Forgot Password Screen	<p>This screen allows users to request a password reset. Users enter their email or username to receive a password reset link.</p> <ul style="list-style-type: none"> <li>- Email/Username (Text input)</li> <li>- Submit (Button)</li> <li>- Back to Login (Link)</li> </ul>
4	Reset Password	Reset Password Screen	<p>This screen allows users to reset their password after receiving a reset link.</p> <ul style="list-style-type: none"> <li>- New Password (Text input)</li> <li>- Confirm New Password (Text input)</li> <li>- Submit (Button)</li> </ul>
5	Home	Home Screen	<p>Acts as a dashboard for users to browse featured shops, recent orders, and promotions.</p> <ul style="list-style-type: none"> <li>- Top Shops (List)</li> <li>- Recent Ordered Products (List)</li> <li>- Recommended Shops (List)</li> <li>- Popular Foods (List)</li> <li>- Promotions (Banner)</li> </ul>
6	Notification	Notification Screen	<p>Displays all notifications regarding order statuses, promotions, and other alerts.</p> <ul style="list-style-type: none"> <li>- Notification List (Links to related pages, such as order tracking or promotions)</li> </ul>
7	View Top Shop/Foods	View Top Shop/Foods Screen	<p>Shows a list of top-rated shops and trending food items.</p> <ul style="list-style-type: none"> <li>- Shop List (List of shops)</li> <li>- Food List (List of food items)</li> <li>- Promotions (Banners/Offers related to shops/foods)</li> </ul>
8	Search & Filter	Search & Filter Shops/Foods Screen	<p>Users can search for specific shops or food items and filter by categories like location, ratings, or price.</p> <ul style="list-style-type: none"> <li>- Search Bar (Text input)</li> <li>- Filters (Location, Category, Price, Rating)</li> <li>- Search Results (Dynamic List)</li> </ul>
9	Shop Details	Shop Details Screen	<p>Displays detailed information about a shop, including product lists, customer reviews, and promotions.</p> <ul style="list-style-type: none"> <li>- Shop Info (Text)</li> <li>- Product List By Shop Category(List of products)</li> <li>- Reviews (User ratings)</li> <li>- Promotions (Banners)</li> </ul>
10	Favorite Shops	List Favorite Shops Screen	<p>Displays all the shops added to the user's favorites list.</p> <ul style="list-style-type: none"> <li>- Favorite Shops (List)</li> <li>- Remove from Favorites (Button)</li> </ul>
11	Order History	Order History Screen	<p>Lists all previous orders placed by the user, with order summaries, dates, and statuses.</p> <ul style="list-style-type: none"> <li>- Order List (Summary: order number, date, status)</li> <li>- Order Details (Links)</li> </ul>

12	Order History Details	Orders History Details Screen	<p>Provides detailed information on a specific order, including items, prices, and the delivery status.</p> <ul style="list-style-type: none"> <li>- Order Number (Text)</li> <li>- Item List (Products)</li> <li>- Price Breakdown (Text)</li> <li>- Delivery Status (Progress bar)</li> </ul>
13	Feedback	Rating and Feedback Foods Screen	<p>Allows users to rate their order and provide feedback.</p> <ul style="list-style-type: none"> <li>- Rating (Star input)</li> <li>- Feedback (Text input)</li> <li>- Submit Feedback (Button)</li> </ul>
14	Report Issue	Report Order Screen	<p>Allows users to report problems with an order, such as wrong items or quality issues.</p> <ul style="list-style-type: none"> <li>- Issue Type (Dropdown/Radio: Wrong item, Quality issues)</li> <li>- Description (Text input)</li> <li>- Submit Report (Button)</li> </ul>
15	Cart Management	Cart Management Screen	<p>Displays items in the user's cart and allows updating quantities or removing items.</p> <ul style="list-style-type: none"> <li>- Item List (Products)</li> <li>- Quantity Adjustment (Buttons)</li> <li>- Remove from Cart (Button)</li> </ul>
16	Food Details	Food Details Screen	<p>Shows detailed information on a specific food item, including reviews and ingredients.</p> <ul style="list-style-type: none"> <li>- Food Info (Text: ingredients, price)</li> <li>- Reviews (User ratings)</li> <li>- Add to Cart (Button)</li> </ul>
17	Order Placement	Order Placement Screen	<p>Allows users to review their cart, choose a delivery address, and select payment before placing an order.</p> <ul style="list-style-type: none"> <li>- Delivery Address (Text input)</li> <li>- Payment Method (Dropdown: Online, Cash on Delivery)</li> <li>- Confirm Order (Button)</li> </ul>
18	Track Order Status	Track Order Status Screen	<p>Provides real-time updates on the status of the user's order, from confirmation to delivery.</p> <ul style="list-style-type: none"> <li>- Order Status (Progress bar)</li> <li>- Delivery ETA (Text)</li> <li>- Contact Shop (Button to chat/call)</li> </ul>
19	Setting	Setting Screen	<p>Allows users to manage their profile, change their password, and update notification preferences.</p> <ul style="list-style-type: none"> <li>- Profile Info (Text inputs)</li> <li>- Change Password (Button)</li> <li>- Notification Preferences (Toggles)</li> </ul>
20	Logout	Logout Screen	<p>Logs the user out and redirects them to the login screen.</p> <ul style="list-style-type: none"> <li>- Confirm Logout (Button)</li> <li>- Cancel (Button)</li> </ul>

Table 14 – <Customer> Mobile Application Screen Description

### 3.1.2.2 <ShopOwner> Mobile Application Screen Description

#	Feature	Screen	Description
1	Login	Login	This screen allows shop owner to log in by entering their credentials (email and password).
2	Sign Up	Sign Up	This screen allows the shop owner to register the shop owner account and the shop information.
3	View order list with searching and filtering	Orders	This screen allows the shop owner to view the order list with search and filter options based on order status and order details.
4	View order details and perform related actions	Order details	This screen allows the shop owner to view order details and perform related actions such as updating order status, confirming orders, or cancelling delivery.
5	View created delivery package list	Delivery packages	This screen allows the shop owner to view the created delivery package list.
6	View created delivery package details	Delivery package details	This screen allows the shop owner to view created delivery package details.
7	Update created delivery package details	Update delivery package	This screen allows the shop owner to update created delivery package details such as dividing orders and re-assigning shop delivery staffs.
8	View preparing order by each frame	Preparing Order List	This screen allows the shop owner to View preparing order by each frame to divide orders into packages and assign shop delivery staffs.
9	Create new frame delivery package page	Create frame delivery package page	This screen allows the shop owner to create new delivery packages for preparing orders of a specific frame.
10	View category and food list	Categories and foods	This screen allows the shop owner to view the categories and corresponding food list for each category, and also re-arrange the order of categories.
11	Add a new category	Add category	This screen allows the shop owner to add a new category.
12	Update a category	Update category	This screen allows the shop owner to update or remove a category.
13	View shop own food container types	Shop food container types	This screen allows shop owner to view all shop food container types.
14	Add a food container type	Add container type	This screen allows the shop owner to add a new shop food container type.
15	Update a food container type	Update container type	This screen allows the shop owner to update or delete a shop food container type.
16	Add a new food	Add food	This screen allows the shop owner to add a new food.
17	Update a food	Update food	This screen allows the shop owner to update or delete a created food.
18	View option group list	Options group list	This screen allows the shop owner to view the created option groups.
19	Add new an option group page	Add option group page	This screen allows the shop owner to add new an option group.

20	Update an option group page	Update option group page	This screen allows the shop owner to update or delete an option group.
21	Link or unlink an option group with foods	Link option group with foods page	This screen allows the shop owner to link or unlink an option group with specific foods.
22	Update shop profile	Profile Update	This screen allows the shop owner to update the shop profile.
23	View customer reviews of orders of the shop	Reviews	This screen allows the shop owner to view customer reviews of orders belonging to the shop.
24	View shop promotion list	Promotions	This screen allows the shop owner to view shop promotion list with searching and filtering.
25	Create a new shop promotion	Create promotion	This screen allows the shop owner to create new promotion.
26	Update a shop promotion	Update promotion	This screen allows the shop owner to create a new promotion.
27	View delivery staff accounts	Delivery staff accounts	This screen allows the shop owner to view delivery staff accounts.
28	Add a new delivery staff account	Add delivery staff	This screen allows the shop owner to add a new delivery staff account.
29	Update a delivery staff account	Update delivery staff account	This screen allows the shop owner to add a new delivery staff account.
30	Config platform constraints for shop	Shop Settings	This screen allows the shop owner to update constraints such as operating status, operating time slots, order-for-tomorrow mode, auto-confirmation status, and other constraints.
31	View balance and transactions	Balance	This screen allows the shop owner to view the shop's balance and transaction history.
32	View withdrawal request list	Withdrawal requests	This screen allows the shop owner to view shop's withdrawal request list.
33	Create a withdraw request	Create withdraw requests	This screen allows the shop owner to create a new withdraw request.
34	Update a withdraw request	Update withdraw requests	This screen allows the shop owner to update a pending withdraw request.
35	View account information	Account	This screen allows the shop owner to view their account information.
36	Update email of the account	Account email update	This screen allows the shop owner to update email of his/her account.
37	Update password of the account	Account password update	This screen allows the shop owner to update password of his/her account.
38	View notification list from system	Notifications	This screen allows the shop owner to view notification list from system.
39	Chat channel list	Chatting	This screen allows the shop owner to view the history of chat channels.
40	Specific chat box with	Chat box	This screen allows the shop owner to send messages, receive replies, and view chat channel history.

	corresponding channel		
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Table 15 – <ShopOwner> Mobile Application Screen Description

### 3.1.2.3 <ShopOwner> Web Application Screen Description

#	Feature	Screen	Description
1	Login	Login	This screen allows shop owner to log in by entering their credentials (email and password).
2	Oversee dashboard	Dashboard	This screen allows the shop owner to oversee the entire system through various charts.
3	View list of incoming orders and accept or reject an order	Incoming order	This screen allows the shop owner to view list of incoming orders which can be filtered, searched, and paged and can accept or reject these orders.
4	View list of incoming orders	Confirmed order	This screen allows the shop owner to view a list of incoming orders, which can be filtered, searched, and paged. The shop owner can also cancel orders or change their status to "Preparing".
5	Pack the orders and assign to delivery staff	Preparing orders	This screen allows the shop owner to pack orders into packages and assign them to delivery staff.
6	Track status of delivering orders	Delivering orders	This screen allows the shop owner to track the status of all delivery orders.
7	View all orders	History orders	This screen allows the shop owner to view all orders of their shop.
8	Manage foods	Manage foods	This screen allows the shop owner to view list of foods and can create, update, delete a food or disable a food.
9	Manage option groups	Manage option groups	This screen allows the shop owner to view list of option groups and can create, update, delete an option group or disable an option group.
10	Manage shop categories	Manage categories	This screen allows shop owner to view list of categories and can create, update or delete a category.
11	Manage reports	Manage reports	This screen allows shop owner to view list of reports and can provide evidence.
12	Manage promotions	Manage promotions	This screen allows shop owner to view list of promotions and can create, update or delete a promotion.
13	Manage staffs	Manage staffs	This screen allows shop owner to view list of promotions and can create, update or delete a promotion.
14	Request a withdrawal and track transaction history	Manage financial	This screen allows shop owner to view account balance, request a withdrawal and track transaction history.
15	Receive a notification	Notification	This screen allows the shop owner to receive a notification when have a new order, new report or update status of order, report, withdrawal request.
16	Update profile	Update profile	This screen allows the shop owner to update the profile including avatar, name and phone number.

17	Config shop	Setting	This screen allows the shop owner to config the shop including shop status, operating slot.
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Table 16 – <ShopOwner> Web Application Screen Description

### 3.1.2.4 <ShopDeliveryStaff> Mobile Application Screen Description

#	Feature	Screen	Description
1	Login	Login	This screen allows the shop delivery staff to log in by entering their credentials (email and password).
2	View assigned delivery package list	Delivery packages	This screen allows the shop delivery staff to view the list of created delivery packages.
3	View delivery package details of a specific frame	Delivery package details	This screen allows the delivery staff to view the details of delivery packages for a specific time frame and change their status to "delivering".
4	View details and track status of delivering orders	Delivering orders	This screen allows the delivery staff to view details and tracking delivering orders.
5	Confirm order delivery successfully	Order delivery success confirmation	This screen allows the shop delivery staff to confirm order delivery successfully by scanning QR code or taking photos as evidence.
6	Update the failed reason for failure of order delivery	Order delivery failure reason update	This screen allows the delivery staff to update the reason for the failure of an order delivery.
7	View account information	Account	This screen allows the shop delivery staff to view their account information.
8	Update email of the account	Account email update	This screen allows the shop delivery staff to update email of his/her account.
9	Update password of the account	Account password update	This screen allows the shop delivery staff to update the password of his/her account.
10	View notification list from system	Notifications	This screen allows the shop delivery staff to view the notification list from system.
11	Chat history list	Chatting	This screen allows the shop delivery staff to view the history of chat channels.
12	Specific chat box with corresponding channel	Chat box	This screen allows the shop delivery staff to send messages, receive replies, and view chat channel history.

Table 17 – <ShopDeliveryStaff> Mobile Application Screen Description

### 3.1.2.5 <Moderator> Web Application Screen Description

#	Feature	Screen	Description
1	Login	Login	This screen allows moderators to log in by entering their credentials (email and password).
2	View list of reports and address them	Manage reports	This screen allows the moderator to view a list of reports, which can be filtered, searched, and paginated through to address these reports.

3	View list of withdrawal requests and address them	Manage withdrawals	This screen allows the moderator to view a list of withdrawal requests, which can be filtered, searched, and paginated through to address them.
4	View list of shops and approval, ban or unban	Manage shops	This screen allows the moderator to view a list of shops, which can be filtered, searched, and paginated. The moderator can also approve new shops or ban/unban existing shops with a reason.
5	View list of accounts and ban or unban	Manage accounts	This screen allows the moderator to view a list of accounts, which can be filtered, searched, and paginated. The moderator can also ban/unban existing account with a reason.
6	View list of transactions	Manage transactions	This screen allows the moderator to view a list of transactions which can be filtered, searched, and paginated of all shops and can see detail of each order.
7	Update profile	Update profile	This screen allows the moderator to update the profile including avatar and name.
8	Receive a notification	Notification	This screen allows the moderator to receive a notification when have a new withdrawal request or a new report.

Table 18 – <Moderator> Web Application Screen Description

### 3.1.2.6 <Admin> Web Application Screen Description

#	Feature	Screen	Description
1	Login	Login	This screen allows admin to log in by entering their credentials (email and password).
2	Oversee dashboard	Dashboard	This screen allows the admin to oversee the entire platform analytics and metrics through various charts.
3	Manage moderator accounts	Moderators	This screen allows an admin to view all moderators and can create, update or remove a moderator.
4	View activity logs of moderators	View moderator activity logs	This screen allows the admin to view the activity history of each moderator to ensure accountability and maintain oversight of their actions.
5	Manage platform food categories	Platform food categories	This screen allows admin to view all platform categories and can create, update or delete a category.
6	Manage platform food container types	Platform food container types	This screen allows admin to view all platform food container types and can create, update food container types.
7	Config figures in the platform	Platform settings	This screen allows the admin to config the figures in the platform including commission rate.

Table 19 – <Admin> Web Application Screen Description

### 3.1.3 Screen Authorization

Screen	Admin	Moderator	Shop Owner	Shop Delivery Staff	Customer
Login	X	X	X	X	X
Forget password	X	X	X	X	X
Update profile	X	X	X	X	X

Browse and search foods					X
View a specific shop		X			X
View a specific food		X	X		X
Love a shop					X
View favorite shop list					X
Add food to cart					X
Update foods in cart					X
Cancel order			X		X
Order foods					X
Track the status of placed orders			X	X	X
Receive notifications for order status updates			X	X	X
View order history			X		X
Chat/ call			X	X	X
Rate & feedback on completed orders					X
Report order					X
View dashboard	X		X		
Manage foods			X		
Manage promotions			X		
Manage orders			X		
Manage categories	X		X		
Manage food container type	X		X		
Manage reports		X	X		
Manage staffs			X		
Manage financial			X		
Config shop			X		
Check account balance			X		
Request and track withdrawal			X		
Track transaction history			X		
Manage accounts		X			
Manage shops		X			
Handle withdrawals		X			
Manage transaction orders		X			
Manage moderator accounts	X				
Config platform	X				

Table 20 – Screen Authorization

### 3.1.4 Non-Screen Functions

#	System Function	Description
1	Batch Check	Executes every two minutes to identify any new batches into the database.
2	Update "Cancel" Orders Beyond Delivery Time Frame	Executes every 30 minutes to identify orders that have exceeded their delivery time frame. Actions: <ul style="list-style-type: none"><li>- Automatically cancels overdue orders.</li><li>- For prepaid orders, refunds are issued to customers.</li><li>- Issues a warning or applies a penalty to the shop.</li></ul>
3	Increase Incoming Amount for Shops with Failed Deliveries	Executes every 30 minutes to process failed delivery orders that exceed two hours from the delivery time frame's end, provided: <ul style="list-style-type: none"><li>- The customer prepaid for the order.</li><li>- The shop has provided a valid reason for the failure.</li></ul> Actions: Based on the shop's provided reason: <ul style="list-style-type: none"><li>- Refunds the customer.</li><li>- Transfer the shop's incoming balance.</li></ul>
4	Auto-Mark Delivery Failures Beyond the Rule Limit	Executes every 30 minutes to identify orders with a status of "Failed Delivery" that exceed the two-hour rule for providing a reason. Actions: <ul style="list-style-type: none"><li>- Automatically set order "Failed delivery" by shop</li><li>- Issues a warning or applies a penalty to the shop.</li><li>- Refunds prepaid amounts to the customers.</li></ul>
5	Update Orders to "Completed" Status	Executes every 30 minutes to update the status of orders that meet the following criteria: Have been in "Delivered" or "Failed Delivery" status for at least 12 hours. Actions: <ul style="list-style-type: none"><li>- Sets the order status to "Completed."</li><li>- Transfers the corresponding amount from the shop's incoming wallet balance to its available wallet balance.</li></ul>
6	Enable Active Flags for Food, Shops, and Operating Slots	Executes daily at midnight (00:00) to enable temporary flags for: <ul style="list-style-type: none"><li>- Food items.</li><li>- Shops.</li><li>- Operating time slots.</li></ul>
7	Cancel Unpaid Online Payment Orders	Executes every 30 minutes to automatically cancel customer orders that: <ul style="list-style-type: none"><li>- Use the online payment method.</li><li>- Remain unpaid beyond the delivery time frame.</li></ul>

Table 21 – Non-Screen Functions

### 3.1.5 Entity Relationship Diagram

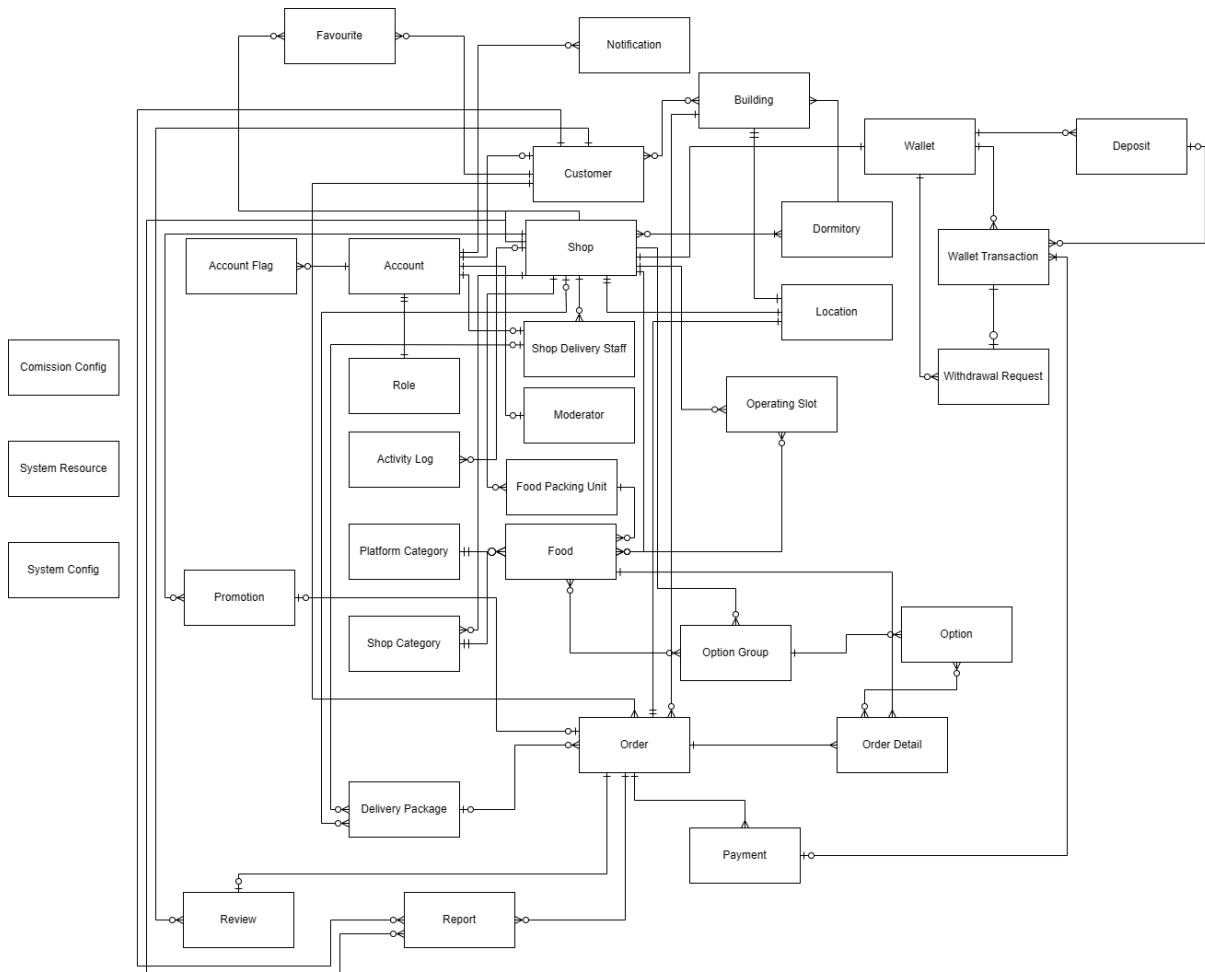


Figure 10 – [Entity Relationship Diagram](#)

### Entities Description

#	Entity	Description
1	Account	Represents users in the system, such as shop owners, customers, and staff.
2	AccountFlag	Associates flags with accounts for issues like canceled orders, late deliveries, or undelivered food.
3	ActivityLog	Represents logs of actions performed by users within the system.
4	Building	Represents individual buildings within dormitories.
5	CommissionConfig	Represents the configuration of commission percentages for transactions.
6	Customer	Represents customers using the platform.
7	DeliveryPackage	Represents delivery packages for orders.
8	Dormitory	Represents dormitories within the platform.
9	Deposit	Represents transactions where shops deposit funds into the platform.
10	Favourite	Associates customers with their favorite shops.
	Food	Represents food items provided by shops.
11	Food Packing Unit	Represents the packaging units used for food items, such as boxes, or bulk packaging.
12	Location	Represents shop or building or dormitory locations.

13	Moderator	Represents moderators managing specific parts of the system.
14	Notification	Represents notifications sent to users.
15	OperatingSlot	Represents the operational time slots for shops and food of shop.
16	OptionGroup	Represents specific option groups for food items (e.g., toppings, size).
17	Option	Represents a collection of options available for option groups.
18	Order	Represents orders placed by customers.
19	OrderDetail	Represents details of items within an order.
20	Payment	Represents payment transactions related to orders.
21	PlatformCategory	Represents categories for food items available on the platform.
22	Promotion	Represents promotions applicable to orders from a specific shop.
23	Report	Represents reports on orders activities.
24	Review	Represents reviews provided by customers for orders.
25	Role	Represents user roles in the system.
26	Shop	Represents shops on the platform.
27	ShopCategory	Represents categories for shops on the platform.
28	ShopDeliveryStaff	Represents delivery staff of the shop responsible for delivering orders.
29	SystemConfig	Represents system-wide configurations.
30	SystemResource	Represents resources used in the system.
31	Wallet	Represents wallets for shop transactions.
32	WalletTransaction	Represents transactions made using wallets.
33	WithdrawalRequest	Represents requests for withdrawals from shops.

Table 22 – Entities Description

## 3.2 Customer Mobile Application

### 3.2.1 Authenticate

#### 3.2.1.1 Sign Up

- Function trigger: A guest user taps the "Đăng ký" button.
- Function description: The customer can register an account and provide their information.
- Screen layout:



Figure 11 – <Customer Screen Description> Sign Up Page

- Function Details: The function allows customers to register a new account in the system. It ensures a secure and efficient process for collecting and storing customer information, enabling access to personalized features and services.

### 3.2.1.2 Login

- Function trigger: A registered user taps the "Đăng nhập" button.
- Function description: The customer can log in to their account using their credentials to access personalized features and services.
- Screen layout:

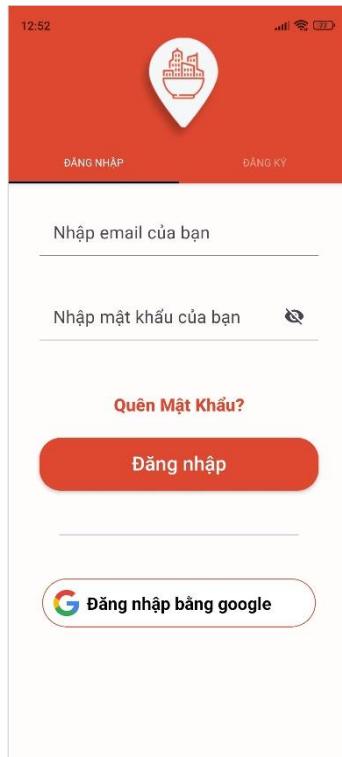


Figure 12 – <Customer Screen Description> Login Page

- Function Details: The function enables customers to securely log in by providing their registered email and password. It validates the credentials, grants access to the system, and ensures a seamless user experience with session management.

### 3.2.2 Home Page

- Function trigger: A customer accesses the home page of the app.
- Function description: The customer can search for food items, filter by categories, view top food items, and explore popular shops.
- Screen layout:



*Figure 13 – <Customer Screen Description> Home Page*

- Function Details: The function allows customers to browse through available food options. It includes:
    - **Search Input:** Customers can search for food items or shops by entering keywords.
    - **Filter by Category:** Customers can filter food items by categories (e.g., "Đồ ăn nhanh", "Đồ uống") to narrow down their search.
    - **Top Food:** Displays a list of top-rated or popular food items based on customer ratings and purchases.
    - **Shops with Popular Items:** Highlights shops that feature trending or frequently purchased items, allowing customers to explore these shops easily.

### 3.2.3 Shop Page

- Function trigger: The customer taps on a shop from the home page, search results, or favourite shops section.
  - Function description: The customer can view detailed information about a specific shop, including its menu organized by categories, operating hours, customer reviews, and more.
  - Screen layout:



Figure 14 – <Customer Screen Description> Shop Page

- Function Details: The function allows customers to explore a shop's offerings with the following features:
  - **Shop Information:** Displays the shop's name, location, ratings, and contact details.
  - **Food by Category:** Shows food items organized by different categories (e.g., Pizza, Sushi, Desserts) with options for filtering by shop category.
  - **Menu Display:** For each category, displays food items with their images, descriptions, ingredients, prices, and customizations.
  - **Operating Hours (Operating Slots):** Displays the shop's operating hours, including specific time slots for when the shop is open and available for orders or deliveries.
  - **Customer Reviews & Ratings:** Customers can read and leave reviews based on their experiences with the shop and food, helping other customers make informed decisions.
  - **Add to Favourites:** Customers can mark the shop as a favourite by tapping a heart icon.
  - **Promotions:** Highlights any current promotions or discounts offered by the shop.

### 3.2.4 Shop Review

- Function trigger: The customer taps on the "Xem đánh giá của shop" section of a specific shop.
- Function description: The customer can view and interact with reviews left by other customers.
- Screen layout:



Figure 15 – <Customer Screen Description> Shop Review

- Function Details: The function allows customers to engage with the shop's reviews through the following features:
  - **Average Rating:** Shows the shop's overall rating based on all customer reviews, displayed as stars.
  - **View Reviews:** Displays customer reviews, including the reviewer's name or initials, rating (e.g., 1–5 stars), comments, and optional images uploaded by the reviewer.

### 3.2.5 Food Detail

- Function trigger: The customer taps on a food item from the menu, search results, or a recommended list.
- Function description: The customer can view detailed information about a specific food item, including its description, price, options, and selling slots.
- Screen layout:

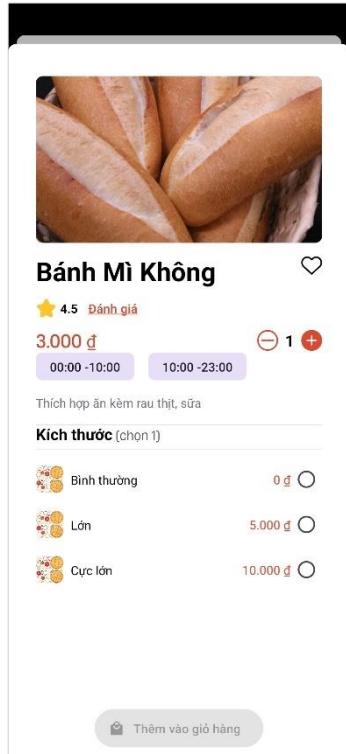


Figure 16 – <Customer Screen Description> Food Detail

- Function Details:

The function provides comprehensive details about a food item, enabling customers to make informed decisions:

- **Food Information:** Displays the food name, image and description.
- **Price:** Shows the base price and any variations (e.g., size options like Small, Medium, Large).
- **Customization Options:** Includes add-ons (e.g., extra size, toppings), allows customers to select sizes, extras.

### 3.2.6 Order

#### 3.2.6.1 Cart Page

- Function trigger: The customer taps on the "Cart" icon from shop page.
- Function description: The customer can access their cart directly from the shop page, select a preferred delivery time slot, and toggle between delivery for **today** or **tomorrow**. The customer can review their selected items, modify quantities, view the price of each food item along with selected options, and proceed to checkout.
- Screen layout:

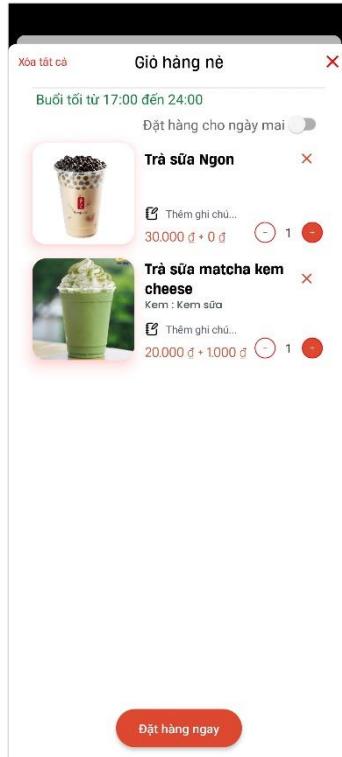


Figure 17 – <Customer Screen Description> Cart Page

- Function Details:

The Cart Page offers functionalities to manage and finalize orders:

- **List of Selected Items:** Food name, image and base price of the food and additional option prices.
- **Quantity Adjustment:** Allows customers to increase or decrease the quantity of each item.
- **Remove Items:** Includes a "Remove" button to delete specific items from the cart.
- **Notes for Each Food Item:** Allows customers to add specific notes or special instructions for individual food items (e.g., "Extra spicy" "No onions").
- **Delivery Toggle (Today or Tomorrow):** A toggle button allows customers to choose whether they want the order delivered today or tomorrow.
- **Checkout Button:** Proceeds to the payment and delivery details page. Disabled if the cart is empty or if there are unresolved slot availability issues.

#### 3.2.6.2 Checkout Page

- Function trigger: The customer taps the "Đặt hàng ngay" button from the Cart Page after reviewing their items and delivery preferences.
- Function description: The Checkout Page allows customers to confirm their order details, input payment and delivery information, and finalize their purchase. It provides a clear overview of the items, delivery options, payment methods, and total cost before placing the order.
- Screen layout:

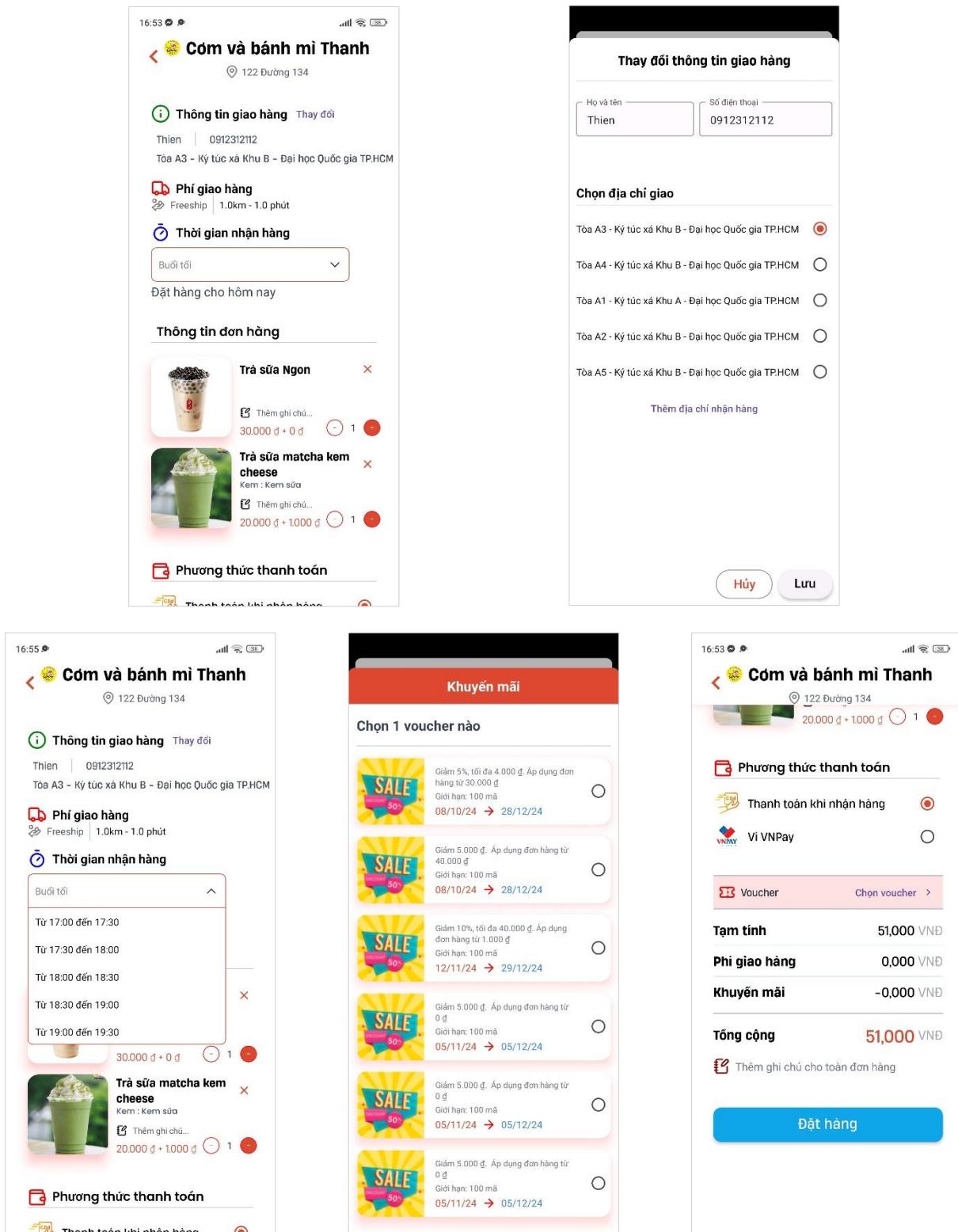


Figure 18 – <Customer Screen Description> Checkout Page

- Function Details:

The Cart Page offers functionalities to manage and finalize orders:

- Order Summary: Displays a summary of the order, including food names, sizes, options, quantities, and prices. The total is calculated based on item prices and discounts.

- **Delivery Details:** The customer's saved or selected delivery address.
- **Delivery Time Slot:** The customer must choose one time slot for delivery.
- **Payment Information:** Customers can choose their preferred payment method (e.g., VNPay, cash on delivery).
- **Promotion:** The customer can choose one promotion from the shop, if available.
- **Place Order Button:** Once the customer confirms all the details, they can tap the "Đặt hàng" button to complete the purchase. After clicking "Đặt hàng" the customer is directed to a confirmation page with an order ID, and order status.

### 3.2.6.3 Order Detail Page

- Function trigger: The customer accesses the Order Detail Page after successfully placing an order and navigating to the order history or tracking page.
- Function description: The Order Detail Page provides the customer with detailed information about their order, including the list of ordered items, delivery details, payment status, and real-time order status updates.
- Screen layout:

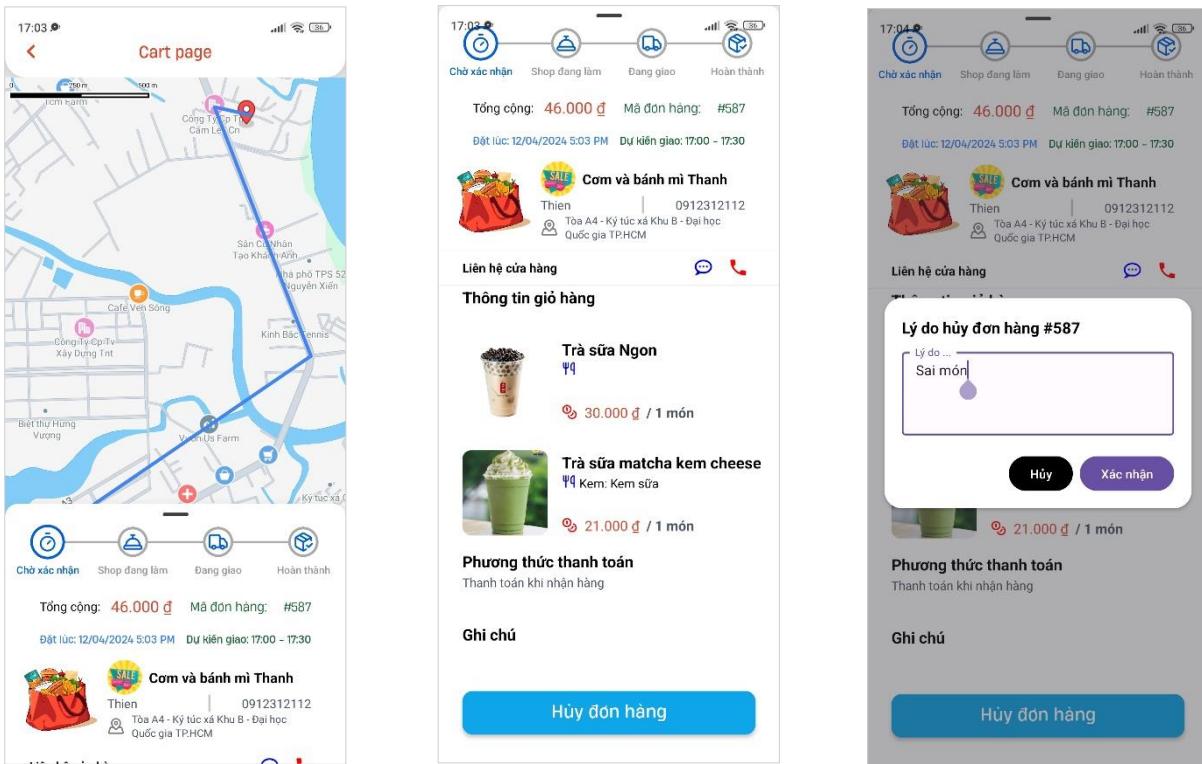


Figure 19 – <Customer Screen Description> Order Detail Page

- Function Details:
  - **Order Summary:** Displays a summary of the order, including food names, sizes, options, quantities, and prices. It also shows the address where the order is being delivered, the time slot selected for delivery, and the payment method chosen by the customer (e.g., VNPay, cash on delivery). The total is calculated based on item prices and discounts.
  - **Order Status:** Displays the status of the order (e.g., "Chờ xác nhận", "Shop đang làm", "Đang giao", "Hoàn thành").

- **Cancel Order (if applicable):** A button that allows customers to cancel the order if it is still pending or in the confirmed status. Customers can cancel orders up to one hour before the delivery time begins when the status is "confirmed".

#### 3.2.6.4 Chat Page

- Function trigger: The customer taps the "Chat" icon from the Order Details page when the order is in process or after 2 hours from the order's end time.
- Function description: The customer can chat with the shop during the order process to ask questions or provide updates. The chat will remain available for 2 hours after the order's estimated end time for any post-delivery inquiries.
- Screen layout:

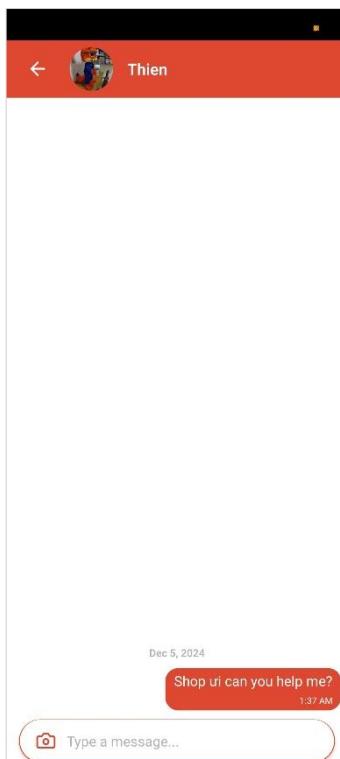


Figure 20 – <Customer Screen Description> Chat Page

- Function Details:
  - **Chat During Order Process:** The chat option is available while the order is being processed, allowing customers to communicate with the shop for status updates or inquiries.
  - **Post-Delivery Chat:** The chat remains accessible for 2 hours after the order's estimated end time, giving the customer time to ask about the delivery or report any issues.

#### 3.2.6.5 Order History Page

- Function trigger: The customer taps the "Order" icon from the navigation bar to access their Order History Page.
- Function description: The Order History Page allows the customer to view all their past orders, organized into four categories: Orders In Process ("Đơn Đang Giao"), Orders for Review ("Chờ Đánh Giá"), Past Orders ("Lịch sử đơn hàng"), and Orders with Problems ("Có vấn đề"). Each tab provides relevant information and actions based on the order's status.

- Screen layout:

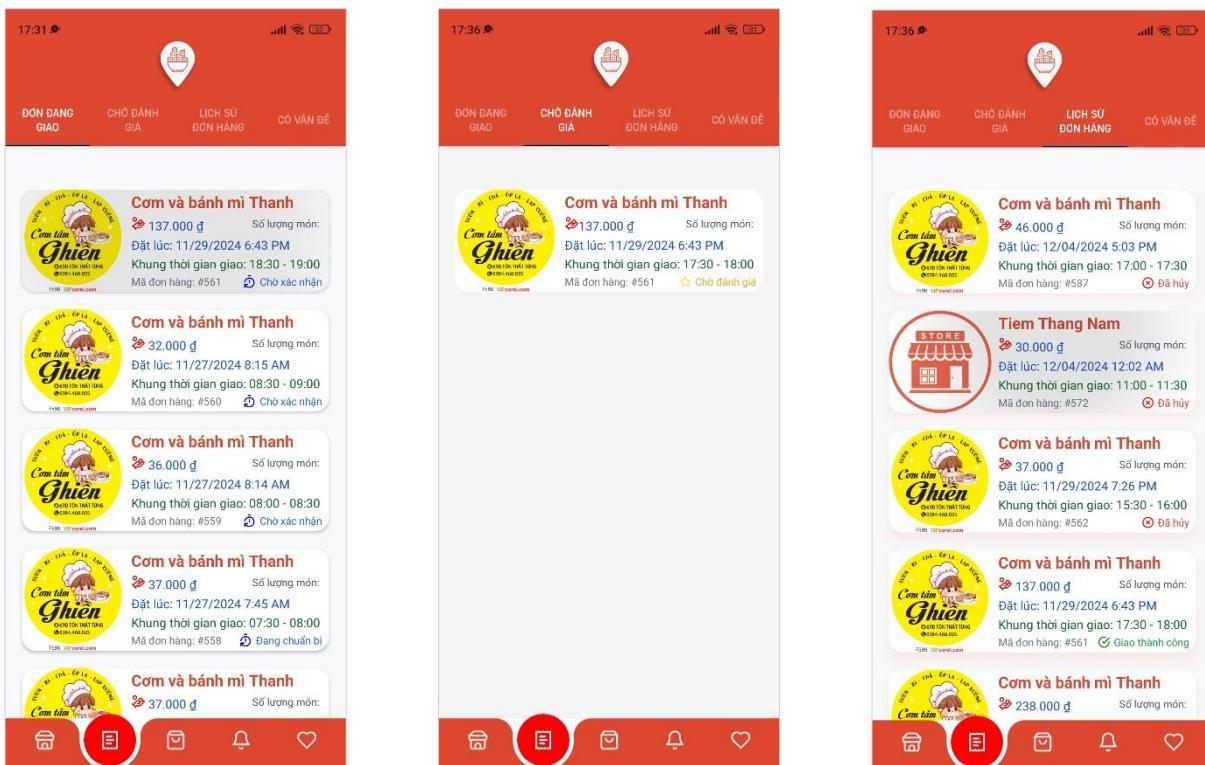


Figure 21 – <Customer Screen Description> Order History Page

- Function Details:

- **Orders In Process:** Displays orders that are currently being processed by the shop or are out for delivery.
- **Orders for Review:** Displays orders that have been completed and are waiting for the customer to leave a review.
- **Past Orders:** Displays a list of completed orders that have already been reviewed or are no longer active, with the option for the customer to reorder.
- **Orders with Problems:** Displays orders that had issues, such as cancellations or customer reports.

### 3.2.6.6 ReOrder Page

- Function trigger: The customer taps the "Reorder" button on a completed order in the "Lịch sử đơn hàng" tab of the Order History Page.
- Function description: The Reorder feature allows customers to quickly place a new order using the same items and details from a previously completed order. It simplifies the process by pre-filling the cart with the selected items from the past order.
- Screen layout:

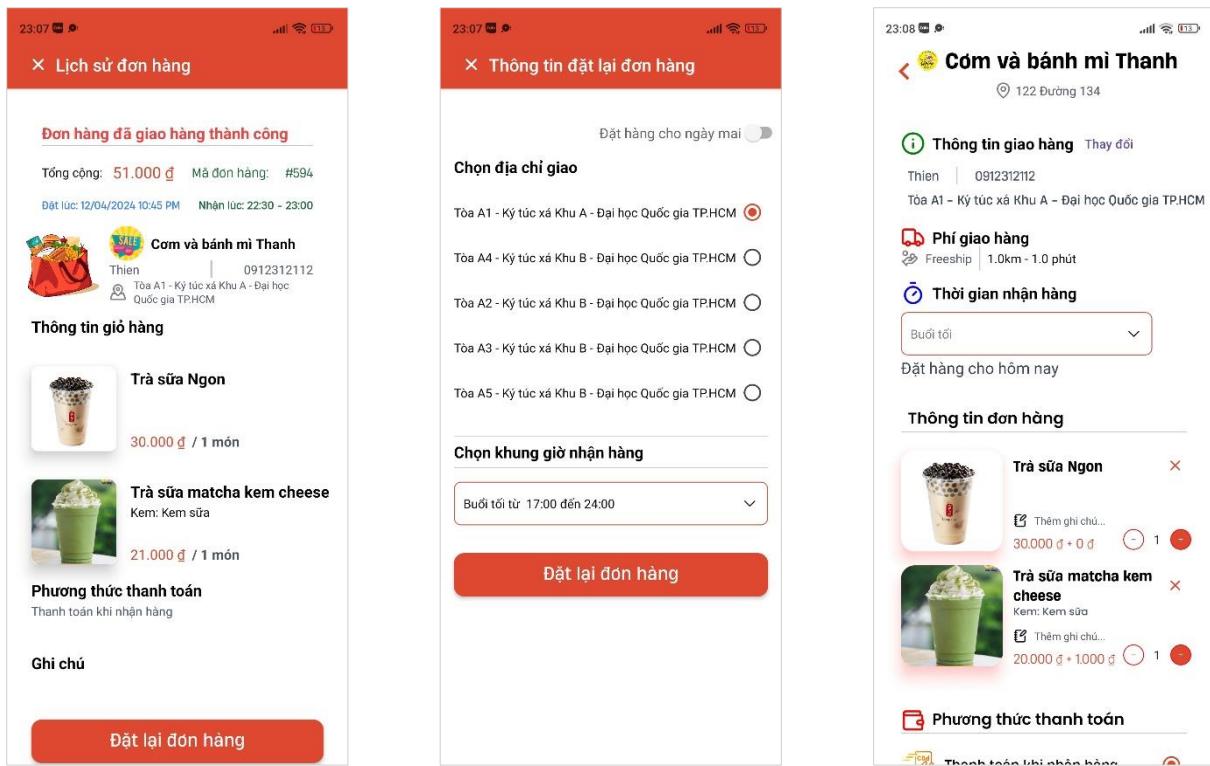


Figure 22 – <Customer Screen Description> ReOrder Page

- Function Details:
  - **Building Selection:** Customers must choose the building where the order will be delivered before proceeding.
  - **Delivery Time Slot Selection:** Customers must select a delivery slot from the shop's available slots.
  - **Delivery Date Toggle:** Allows customers to choose whether the order will be delivered today or tomorrow.
  - **Order Summary:** Displays a summary of the items from the previous order, including food names, sizes, options, quantities, and prices.
  - **Edit Order:** Customers can review and modify the items in the cart before proceeding to checkout, such as adjusting quantities or removing items.
  - **Delivery Time Slot:** Customers must select a new delivery time slot for the reordered items.
  - **Checkout:** Redirects the customer to the checkout page to confirm delivery details, apply any applicable promotions, and complete the payment.

### 3.2.6.7 Report Order Page

- Function trigger: The customer taps the "Flag" icon on a delivered order in the order detail page after the order is delivered.
- Function description: The Report Order feature allows customers to address issues with delivered orders by submitting a report detailing their concerns.
- Screen layout:

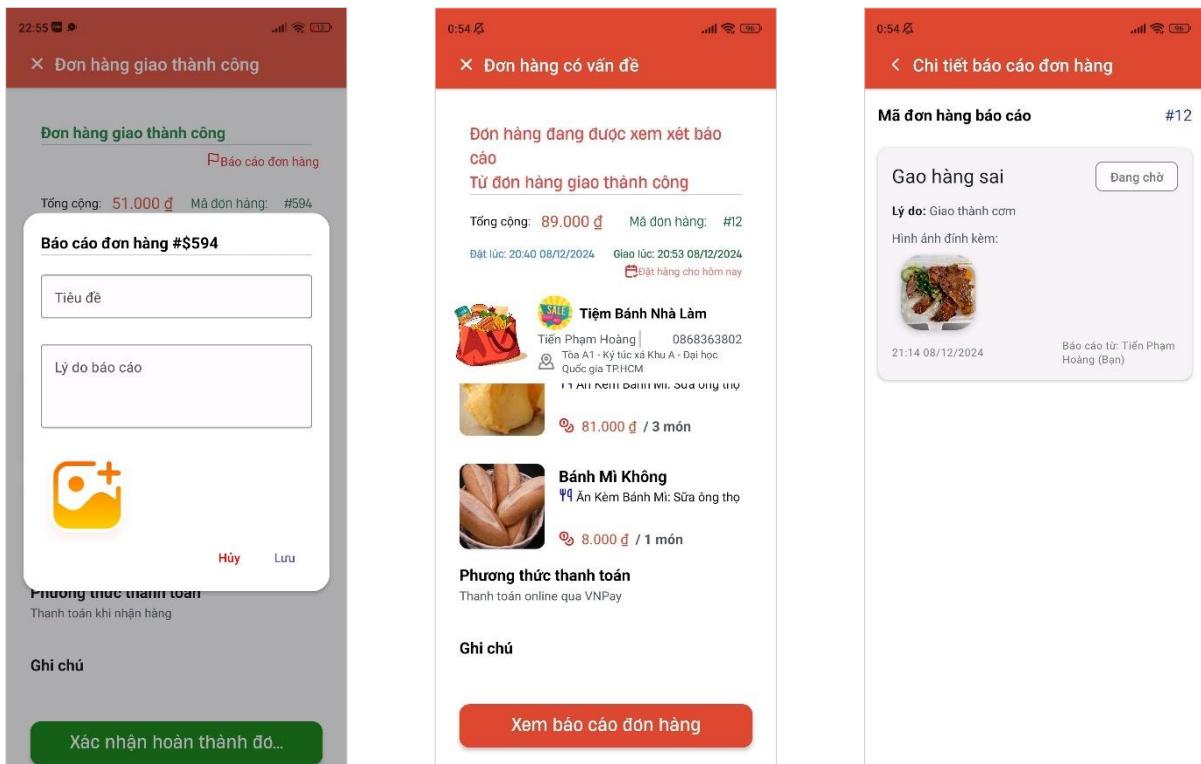


Figure 23 – <Customer Screen Description> Report Order Page

- Function Details:
  - **Eligibility to Report:** Reports can only be submitted after the order is marked as delivered. The reporting option is available for a limited time (12 hours post-delivery).
  - **Evidence Upload:** Allows customers to attach photos or videos supporting their claim (e.g., images of missing or incorrect items).
  - **Submit Report:** Customers can submit their report, which is forwarded to the shop and platform for review.
  - **Report Status Tracking:** Customers can view the status of their report in the "Có vấn đề" tab and receive notifications for updates.

### 3.2.6.8 Review Order Page

- Function trigger: The customer taps the "Đánh giá đơn hàng" button on an order listed under the "Orders for Review" tab in the Order History Page, only after the order has been delivered and marked as completed without any reported problems.
- Function description: The Review Order feature allows customers to provide feedback on completed orders. Customers can rate the shop, leave comments, and optionally upload images. Reviews are only enabled for orders successfully delivered and finalized without any reported issues.
- Screen layout:

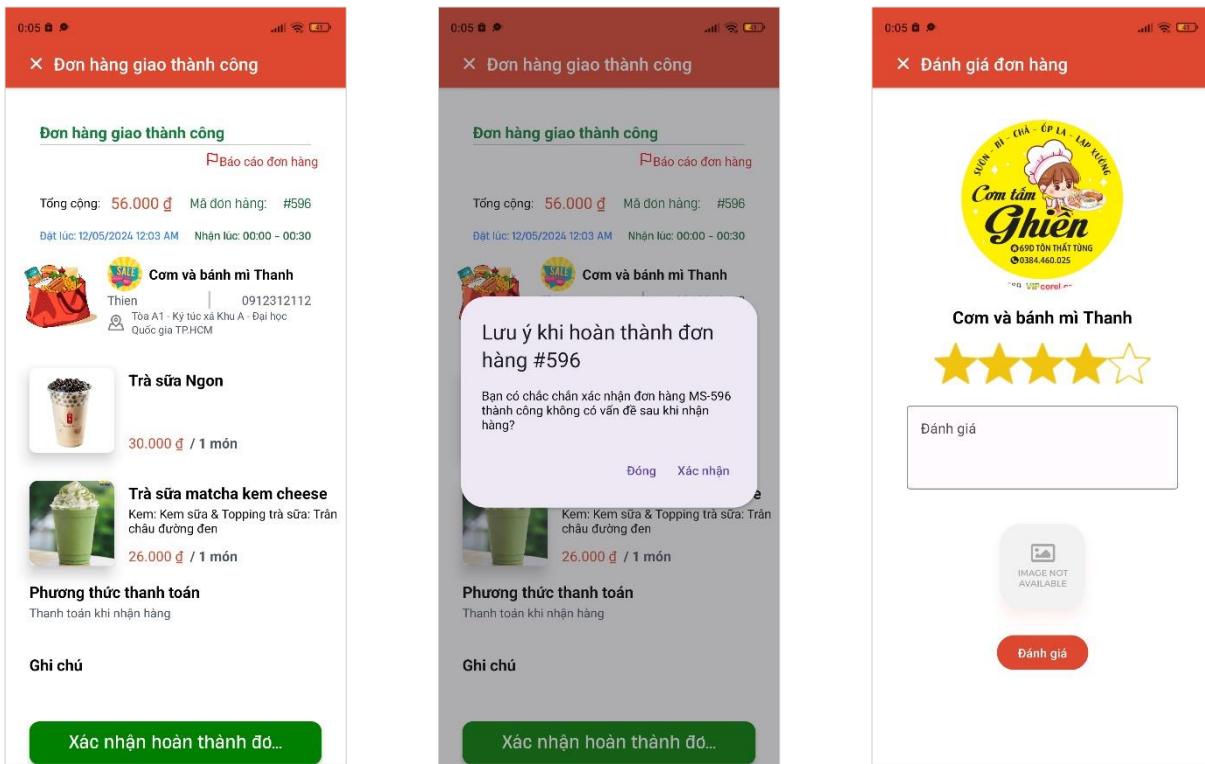


Figure 24 – <Customer Screen Description> Review Order Page

- Function Details:
  - **Eligibility to Review:** The "Đánh giá đơn hàng" button is enabled only for orders marked as "Xác nhận hoàn thành đơn hàng" without any problems reported. The review option is available for a limited time (24 hours post-delivery).
  - **Rating Section:** Customers rate the shop on a 5-star scale. Ratings directly contribute to the shop's public overall rating.
  - **Comment Section:** An optional text field lets customers leave detailed feedback about their experience, including food quality, and overall satisfaction.
  - **Image Upload:** Customers can attach up to 3 photos related to their order (e.g., showcasing the food or packaging quality). Images must adhere to size and format restrictions.

### 3.2.7 Favourite Shop Page

- Function trigger: The customer taps the "Heart" icon in the navigation bar to access their list of favorite shops.
- Function description: The Favourite Shop Page allows customers to view and manage a personalized list of their favorite shops, providing quick access to shops they frequently order from.
- Screen layout:



Figure 25 – <Customer Screen Description> Favourite Shop Page

- Function Details: This feature ensures that customers can easily access their favourite shops with a single tap, enhancing the user experience.

### 3.2.8 Search Page

- Function trigger: The customer taps the "Search" input in the navigation bar or the search bar on the Home Page.
- Function description: The Search Page allows customers to find shops and food items by entering keywords. It includes advanced filters and sorting options to refine search results based on preferences.
- Screen layout:

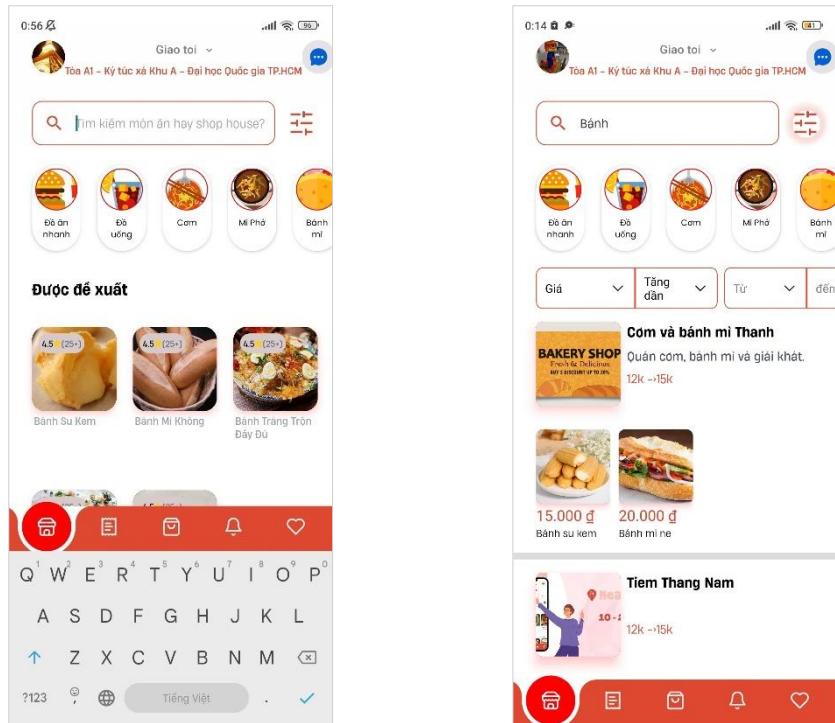


Figure 26 – <Customer Screen Description> Search Page

- Function Details:
  - **Search Input:** A search bar where customers can type keywords to find specific shops or food items.
  - **Filters and Sorting:** Filters results by price, customer ratings, or slot availability for food in the shop.
  - **Search Results:** Displays a list of relevant shops and food items matching the search keywords.

### 3.3 Shop Owner Mobile Application

#### 3.3.1 Sign Up

- Function trigger: A guest user taps the "Đăng ký" button.
- Function description: Shop owner can register an account and provide shop information.
- Screen layout:

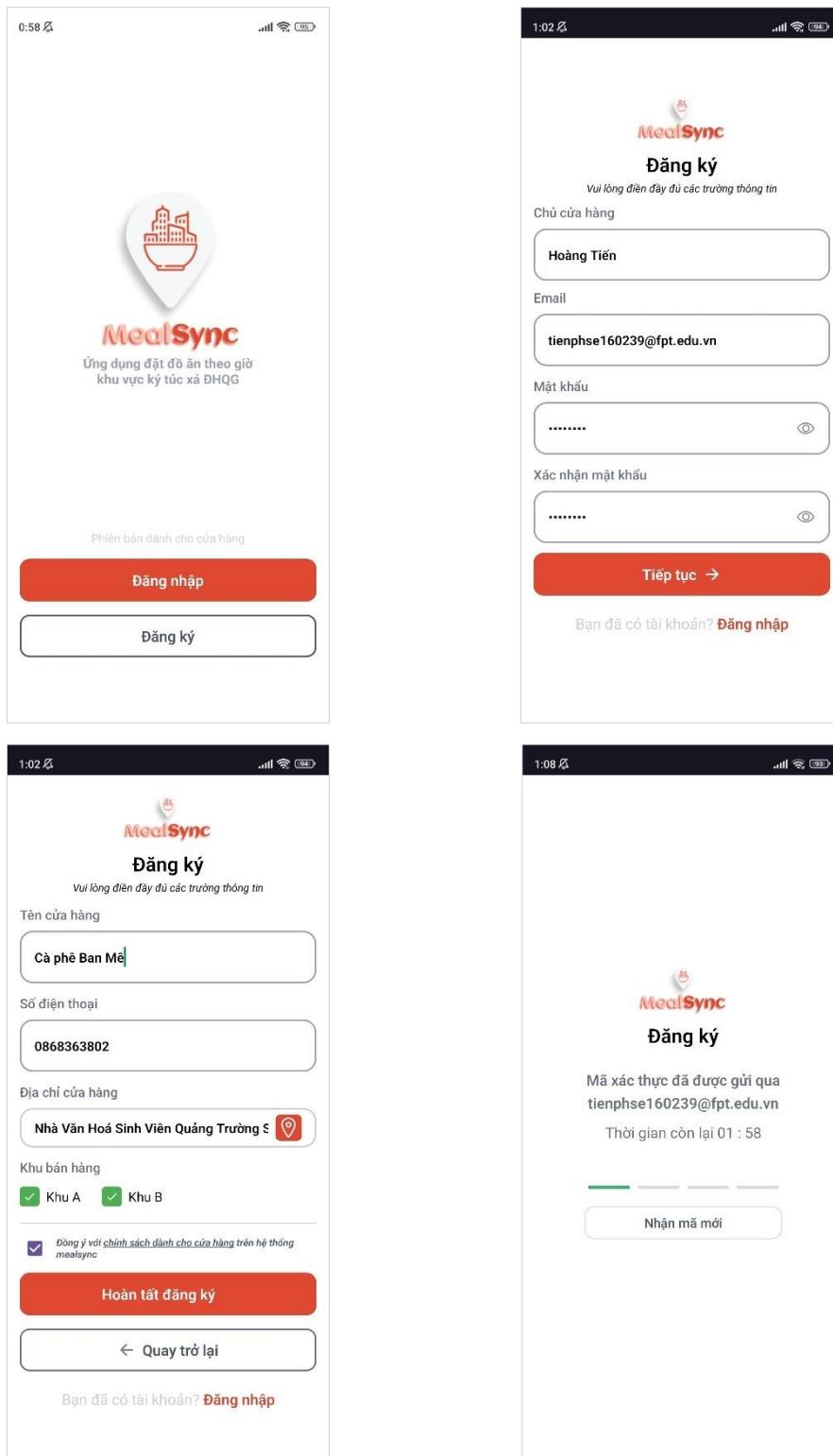


Figure 27 – <Shop Owner Mobile Screen Description> Sign Up Page

### 3.3.2 Login

- Function trigger: A guest user taps “Đăng nhập” button.
- Function description: Shop owner can log in to the system using email and password.
- Screen layout:

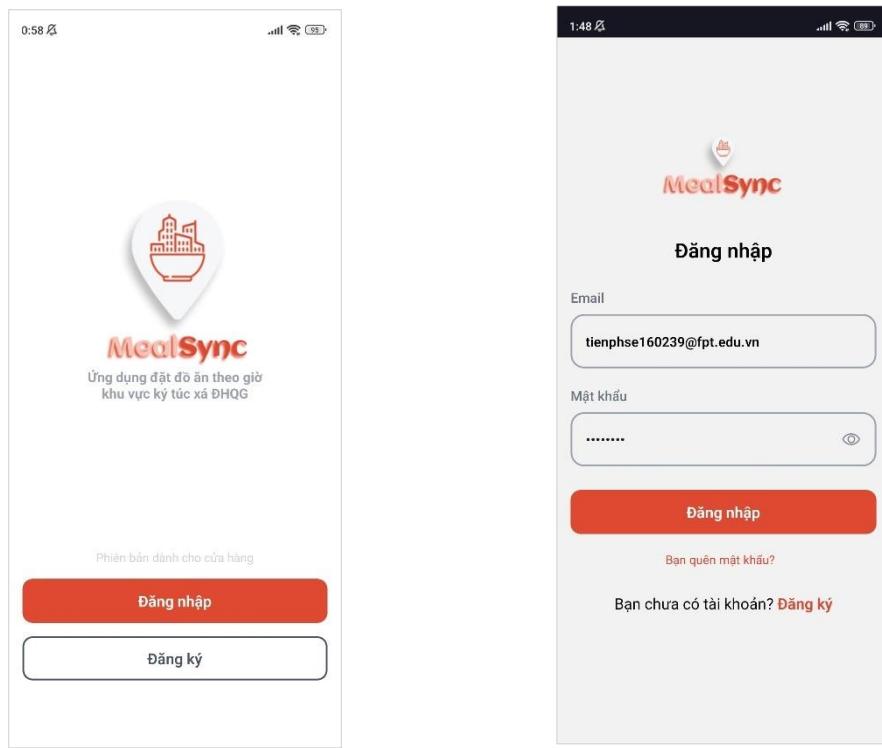


Figure 28 – <Shop Owner Mobile Screen Description> Login Page

### 3.3.3 Home Page

- Function trigger: Shop owner taps “Trang chủ”
- Function description: Shop owner can view the home screen displaying today's orders summary and monthly revenue information.
- Screen layout:

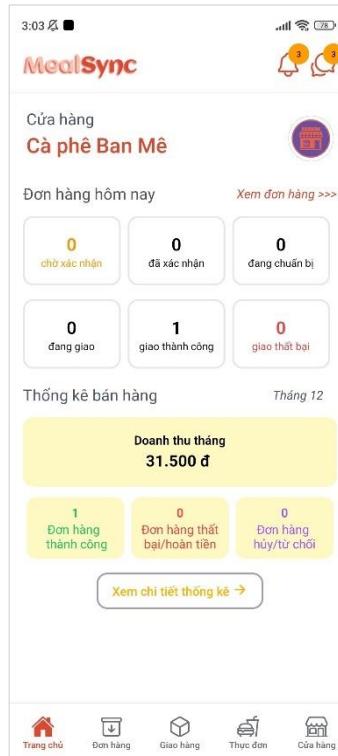


Figure 29 – <Shop Owner Mobile Screen Description> Home Page

### 3.3.4 Manage menu

#### 3.3.4.1 View shop menu

- Function trigger: shop owner taps “Thực đơn” tab.
- Function description: Shop owner views the menu of his/her shop, including a category list and food items under each category.
- Screen layout:



Figure 30 – <Shop Owner Mobile Screen Description> Shop Menu

#### 3.3.4.2 Add a new shop category

- Function trigger: Shop owner taps “Thêm danh mục mới” option after touched on “Thêm món/danh mục mới”.
- Function description: Shop owner can create new category in his/her shop.
- Screen layout:

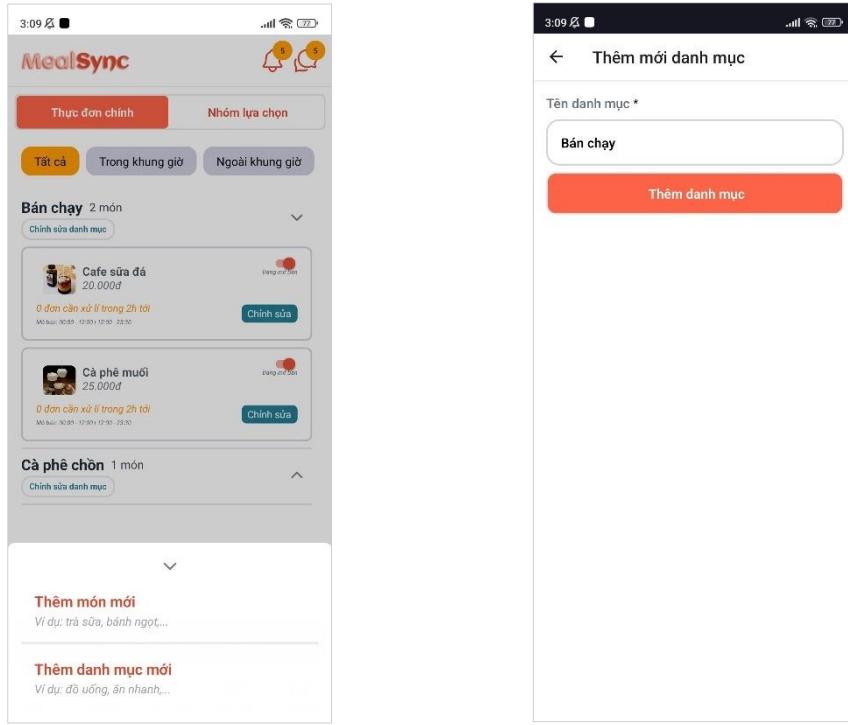


Figure 31 – <Shop Owner Mobile Screen Description> Add New Shop Category

### 3.3.4.3 Update a shop category

- Function trigger: Shop owner taps the “Chỉnh sửa danh mục” navigation on a corresponding category.
- Function description: Shop owner can update or delete a shop category. A category can only be deleted if it does not contain any food items.
- Screen layout:

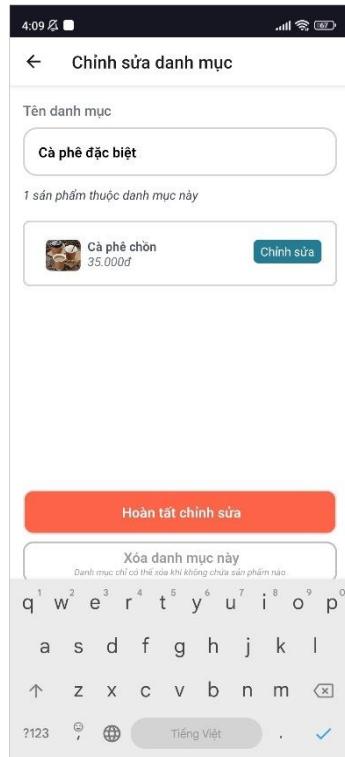


Figure 32 – <Shop Owner Mobile Screen Description> Update Shop Category

### 3.3.4.4 Add a new food item

- Function trigger: Shop owner taps “Thêm món mới” option after touched on “Thêm món/danh mục mới”.
- Function description: Shop owner can create new food item in his/her shop.
- Screen layout:

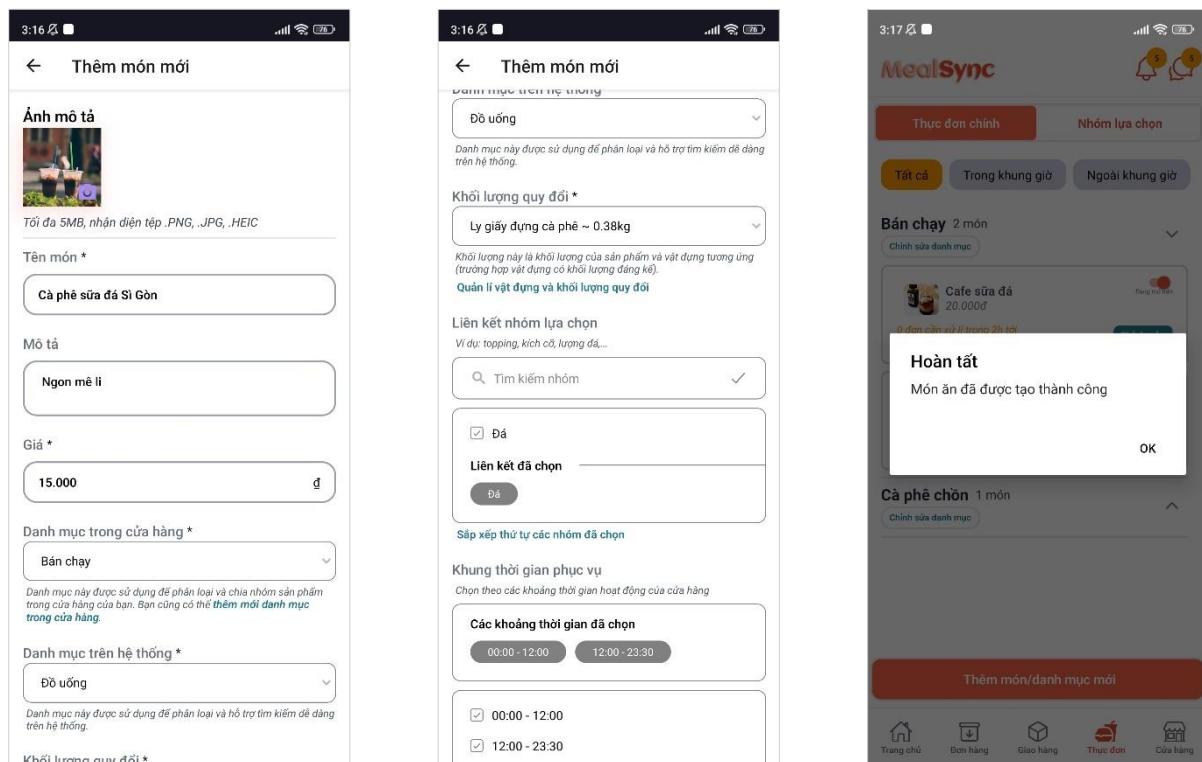
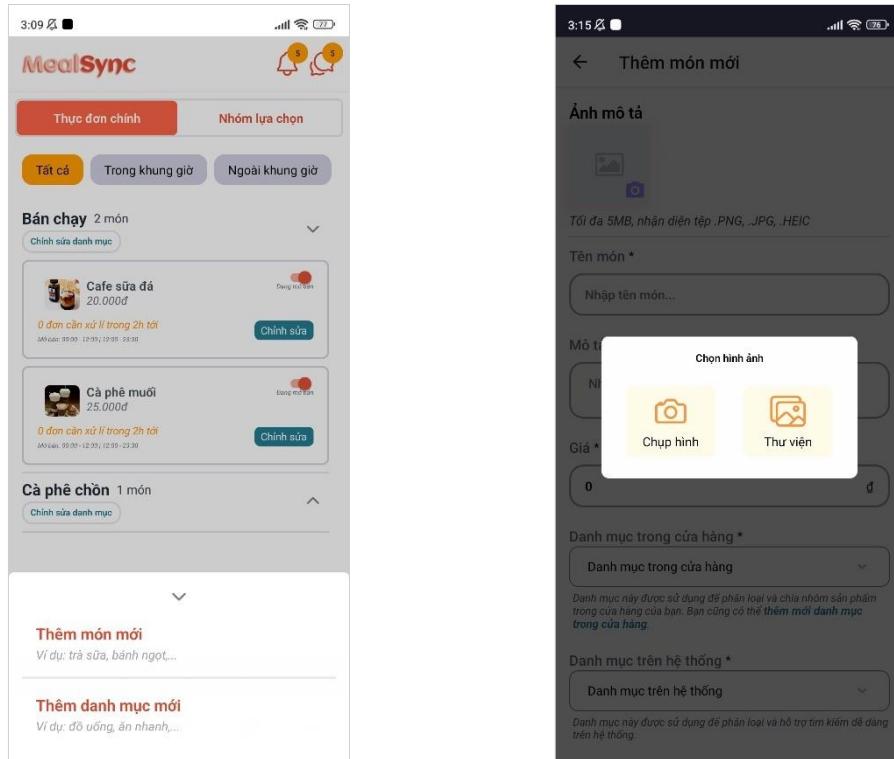


Figure 33 – <Shop Owner Mobile Screen Description> Add New Food Item

### 3.3.4.5 Update a food item

- Function trigger: Shop owner taps the “Chỉnh sửa” navigation on a corresponding food item.
- Function description: Shop owner can edit or remove a food item in his/her shop.
- Screen layout:

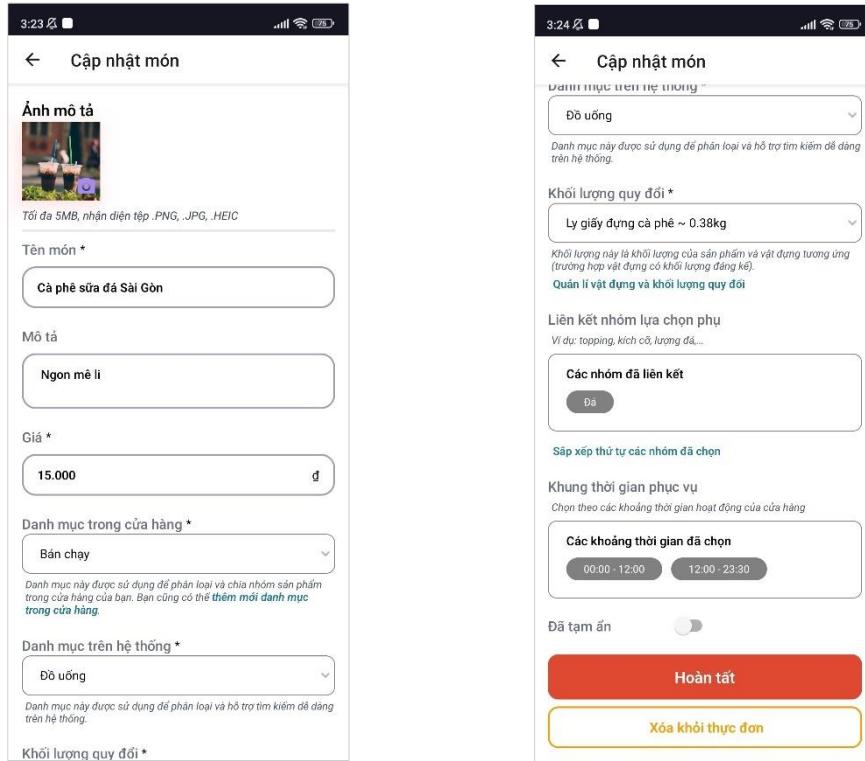


Figure 34 – <Shop Owner Mobile Screen Description> Update Food Item

### 3.3.4.6 View shop food container type list

- Function trigger: Shop owner taps the “Quản lí vật dụng”.
- Function description: Shop owner can view the food container type list of his/her own shop.
- Screen layout:

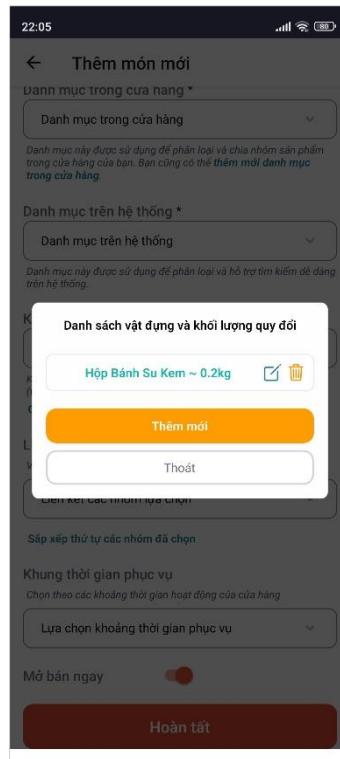


Figure 35 – <Shop Owner Mobile Screen Description> View Shop Food Container

### 3.3.4.7 Add a new shop food container type

- Function trigger: Shop owner taps the “Thêm mới”.
- Function description: Shop owner can create a food container type for his/her own shop.
- Screen layout:

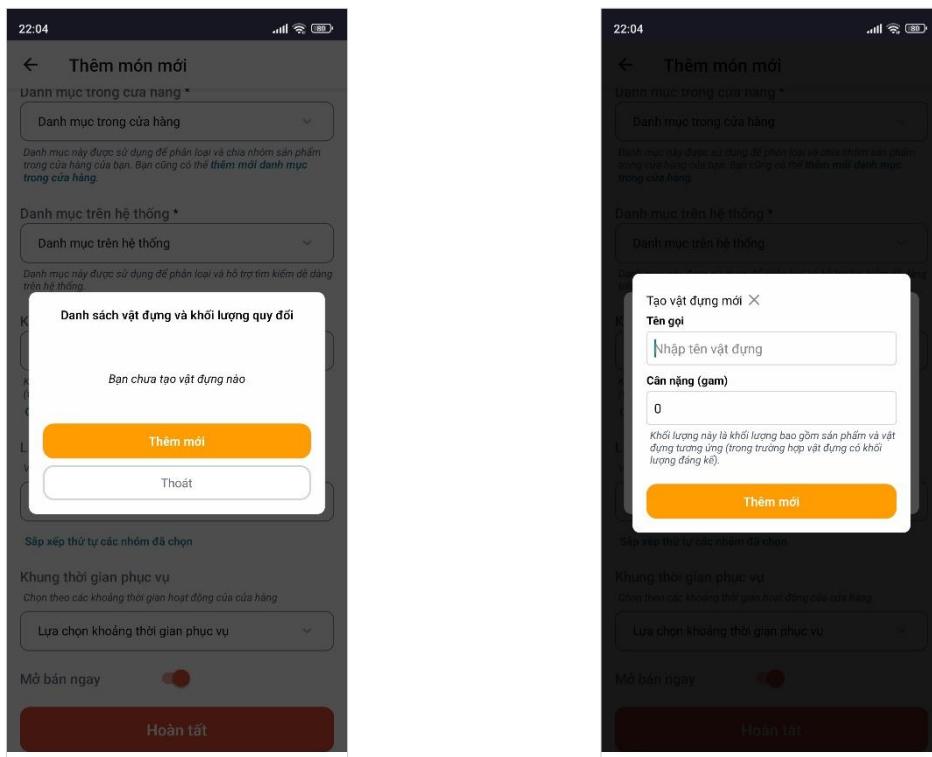


Figure 36 – <Shop Owner Mobile Screen Description> Add New Shop Food Container

### 3.3.4.8 Update a shop food container type

- Function trigger: Shop owner taps the “Chỉnh sửa”.
- Function description: Shop owner can update a food container type for his/her own shop.
- Screen layout:

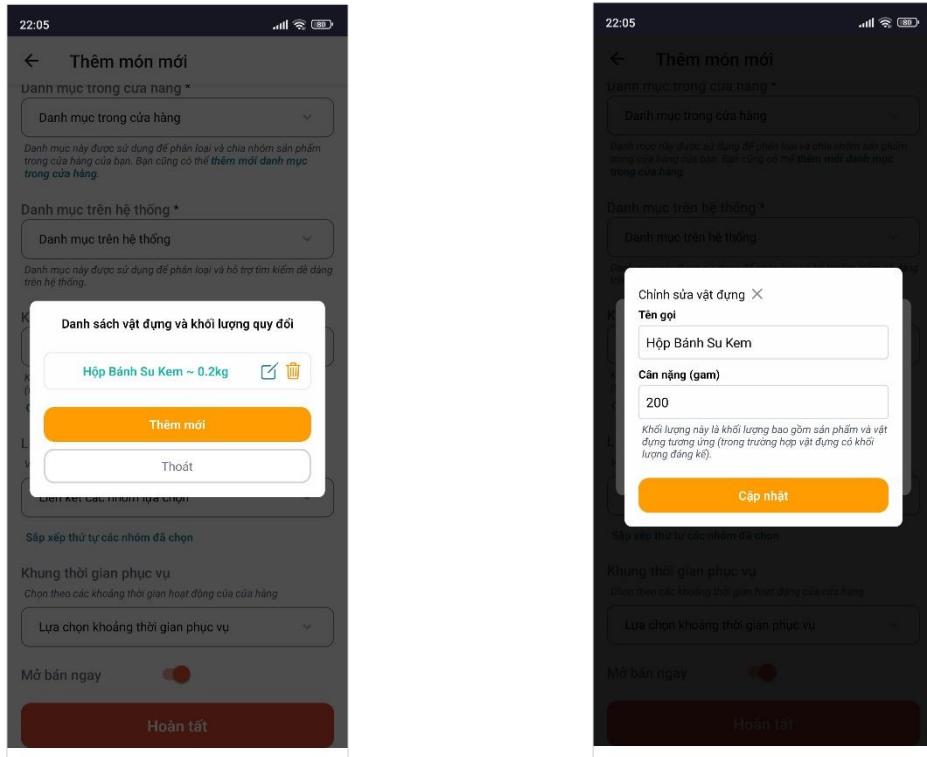


Figure 37 – <Shop Owner Mobile Screen Description> Update Shop Food Container

### 3.3.4.9 View option groups

- Function trigger: Shop owner taps the “Nhóm lựa chọn” on “Thực đơn” tab area.
- Function description: Shop owner can view option group list in his/her shop.
- Screen layout:

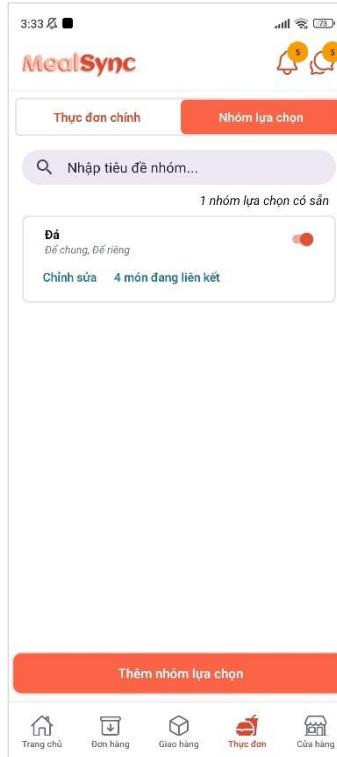


Figure 38 – <Shop Owner Mobile Screen Description> View Option Groups

### 3.3.4.10 Add a new option group

- Function trigger: Shop owner taps the “Thêm nhóm lựa chọn” button.
- Function description: Shop owner can create a new option group and link with food items.
- Screen layout:

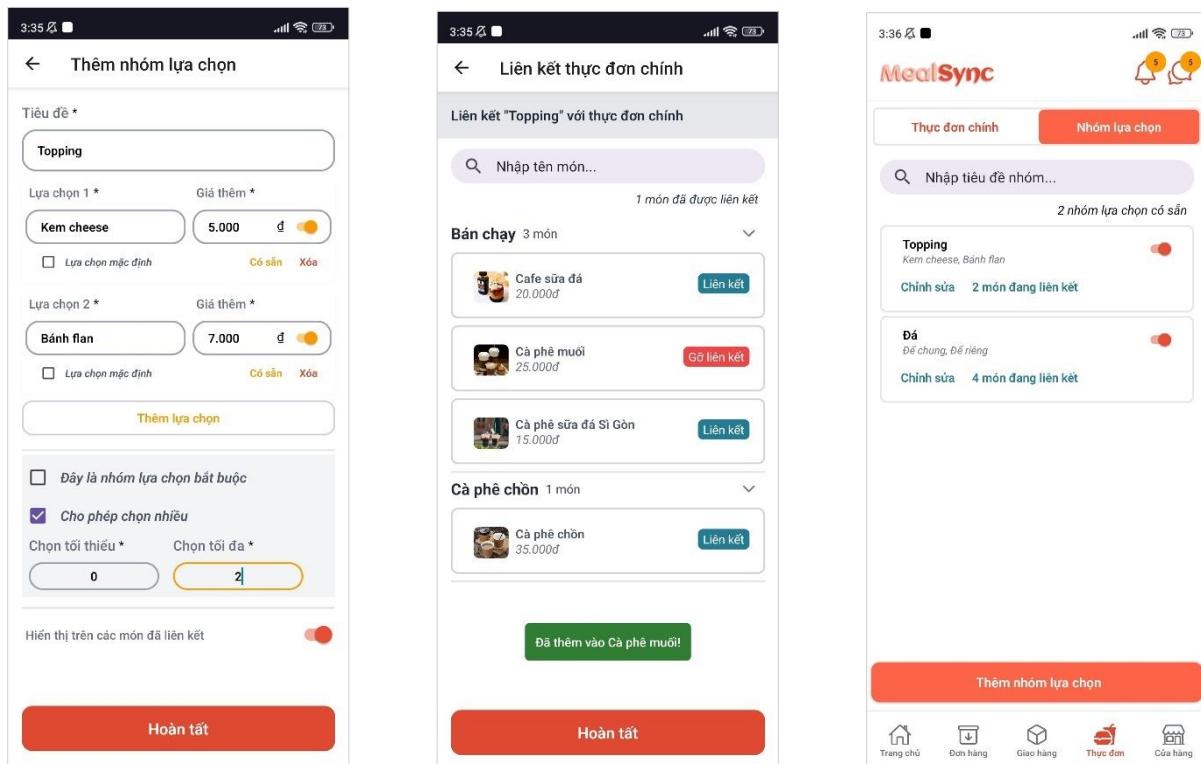


Figure 39 – <Shop Owner Mobile Screen Description> Add New Option Group

### 3.3.4.11 Update an option group

- Function trigger: Shop owner taps the “Chỉnh sửa” navigation of the corresponding option group.
- Function description: Shop owner can re-link with food items and edit/remove an option group.
- Screen layout:

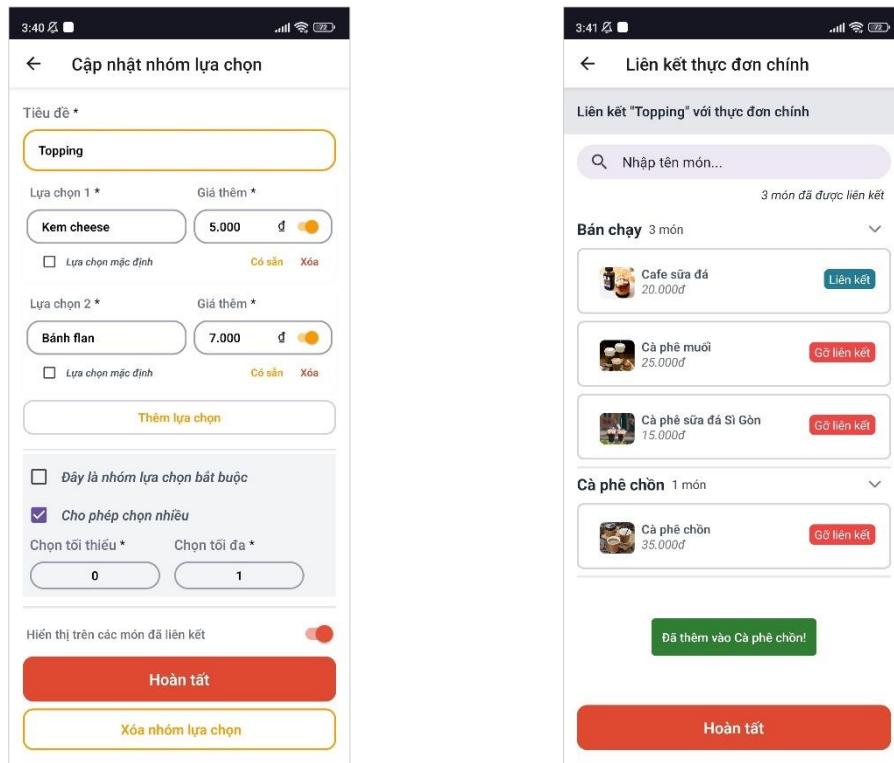


Figure 40 – <Shop Owner Mobile Screen Description> Update Option Group

### 3.3.5 Manage shop

#### 3.3.5.1 Update shop profile

- Function trigger: Shop owner taps “Hồ sơ cửa hàng”.
- Function description: Shop owner can view and update his/her shop's profile.
- Screen layout:

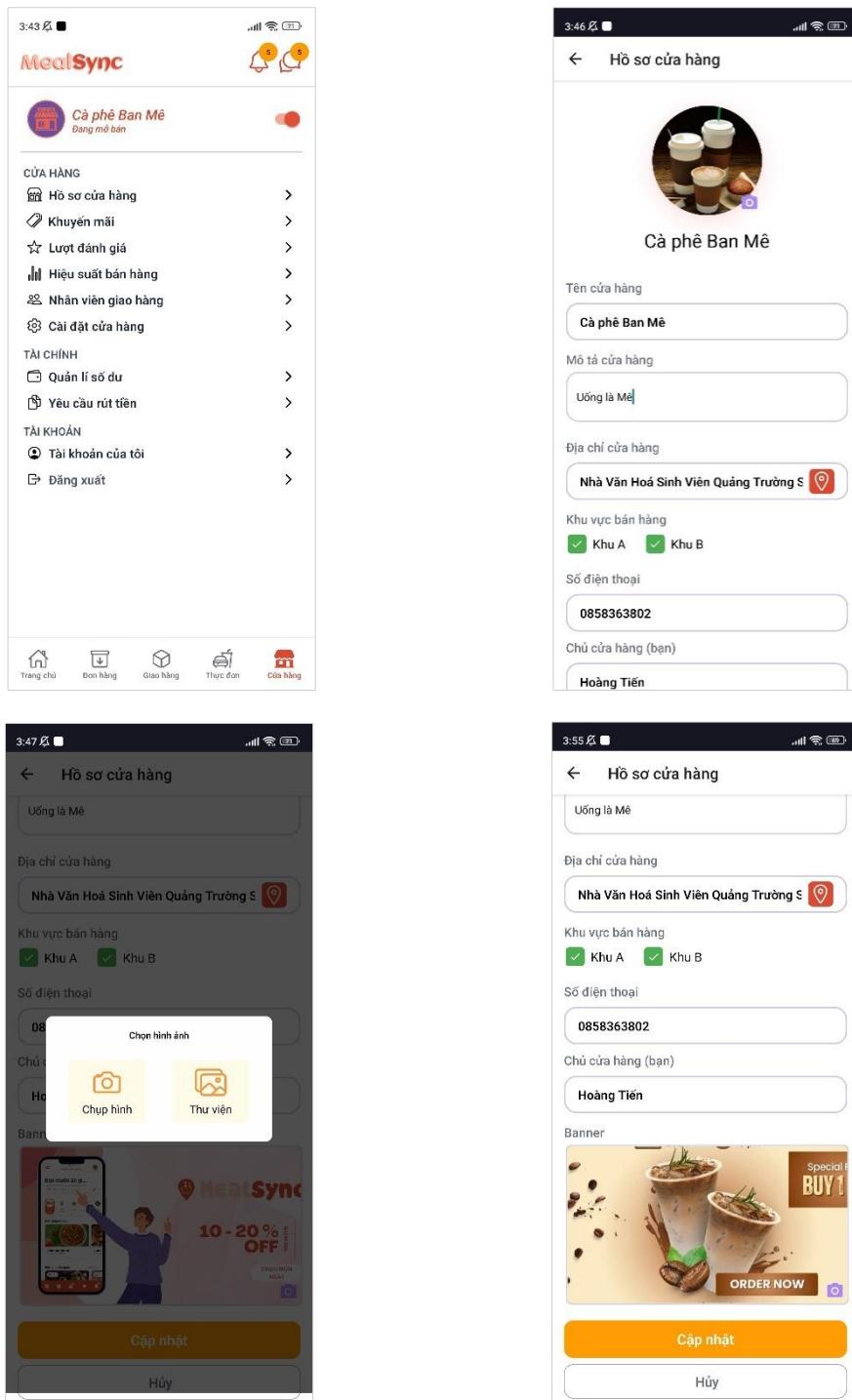


Figure 41 – <Shop Owner Mobile Screen Description> Update Shop Profile

- Function Details: Shop owner can set constraints such as operating time slots, allowing orders for the next day, enabling auto-confirmation mode, and defining auto-confirmation conditions.

### 3.3.5.2 Config shop constraints

- Function trigger: shop owner taps “Cài đặt cửa hàng”
- Function description: can configure their shop's operational constraints.
- Screen layout:

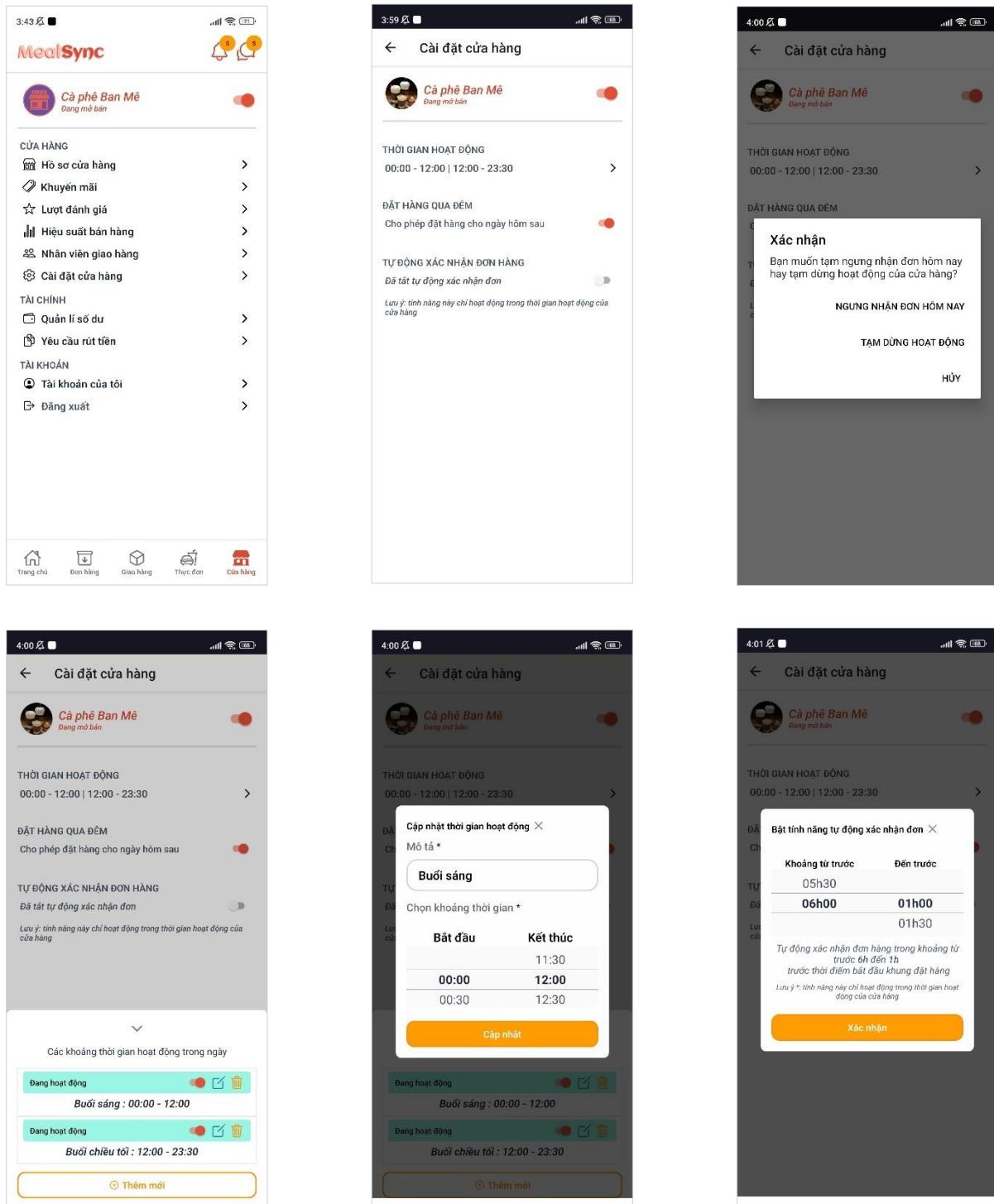


Figure 42 – <Shop Owner Mobile Screen Description> Config Shop Constraints

### 3.3.6 Manage orders

#### 3.3.6.1 View order list

- Function trigger: Shop owner taps “Đơn hàng” tab.
- Function description: Shop owner views the order list a with time and status filters.
- Screen layout:

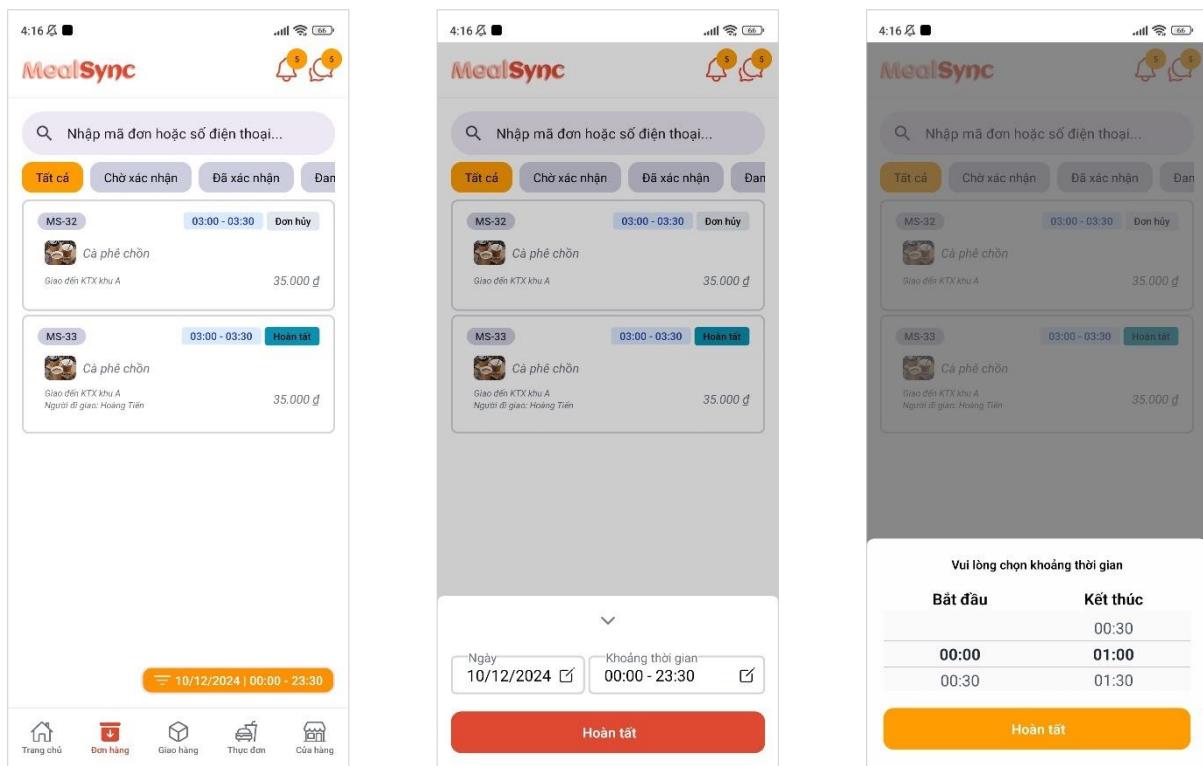
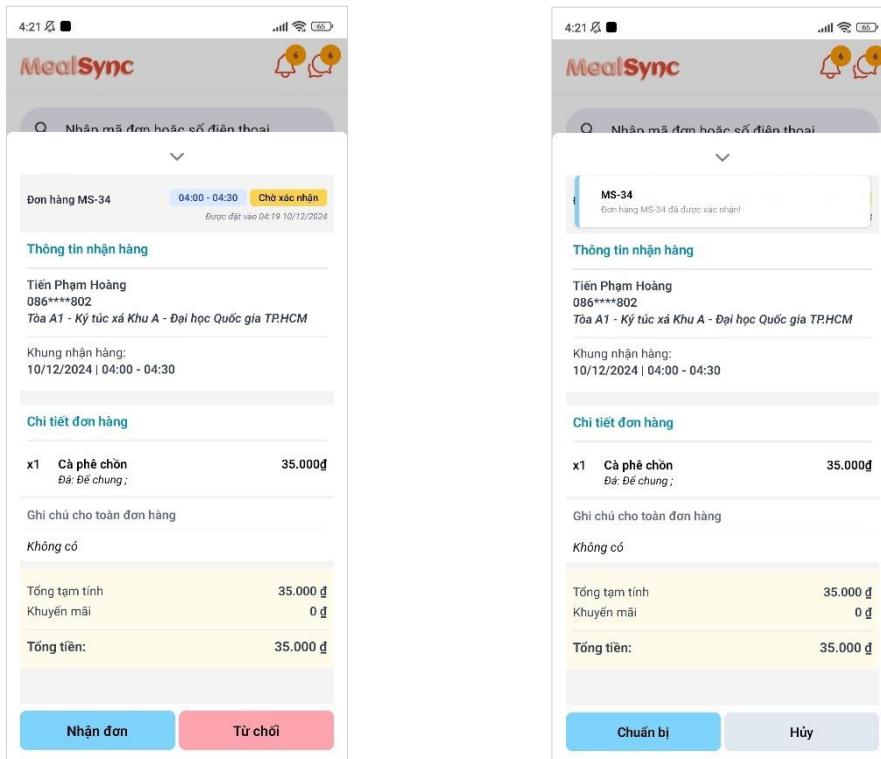


Figure 43 – <Shop Owner Mobile Screen Description> View Order List

### 3.3.6.2 Confirm/reject a pending order

- Function trigger: Shop owner taps “Nhận đơn” or “Từ chối” button.
- Function description: Shop owner can confirm or reject a pending order.
- Screen layout:



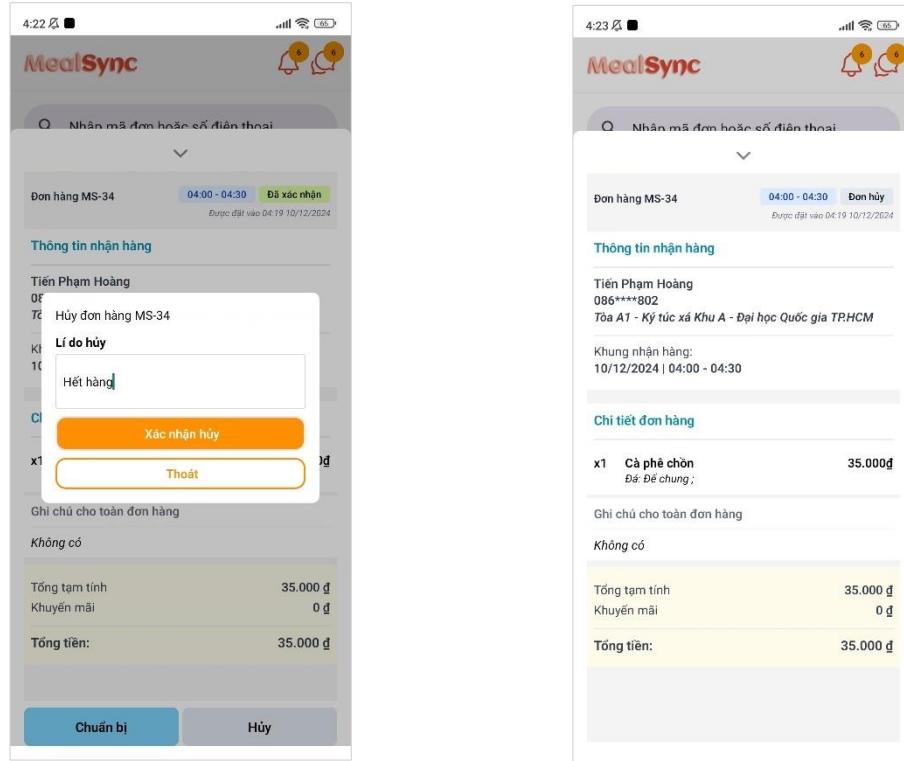
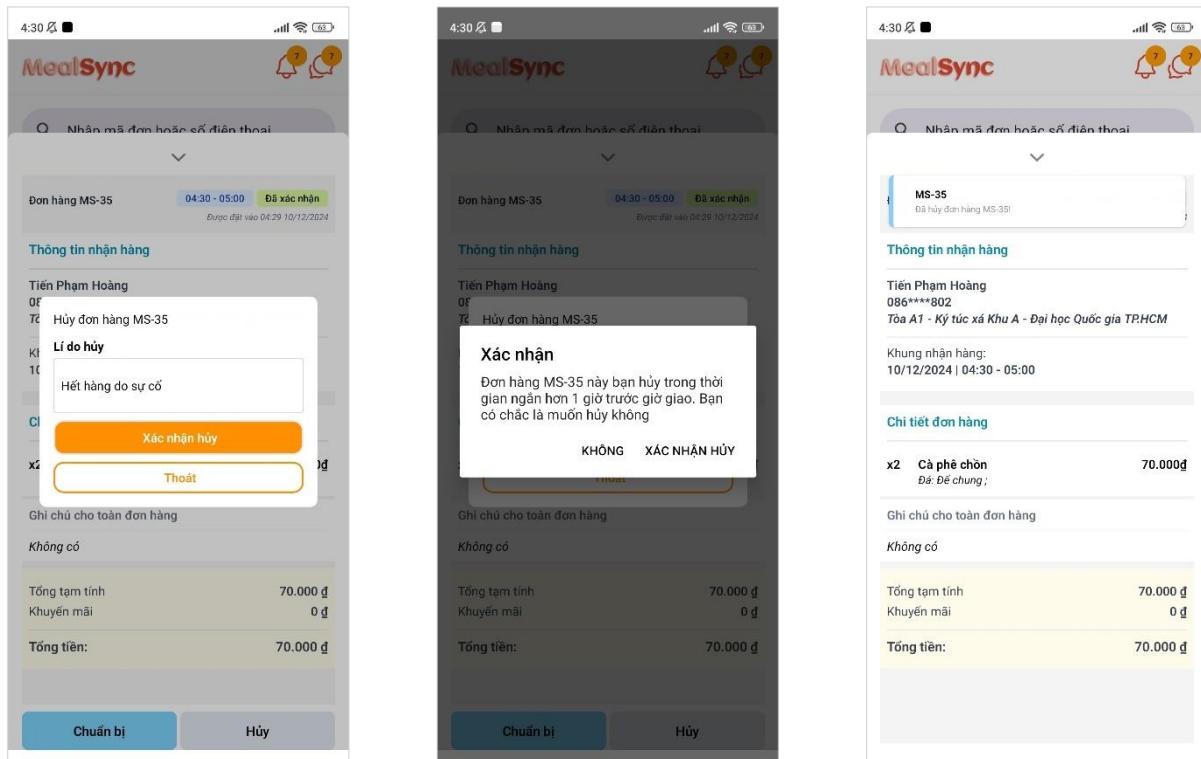


Figure 44 – <Shop Owner Mobile Screen Description> Confirm/Reject Pending Order

### 3.3.6.3 Prepare/cancel a confirmed order

- Function trigger: Shop owner taps “Chuẩn bị” or “Hủy” button.
- Function description: Shop owner can start preparing or cancel a confirmed order.
- Screen layout:



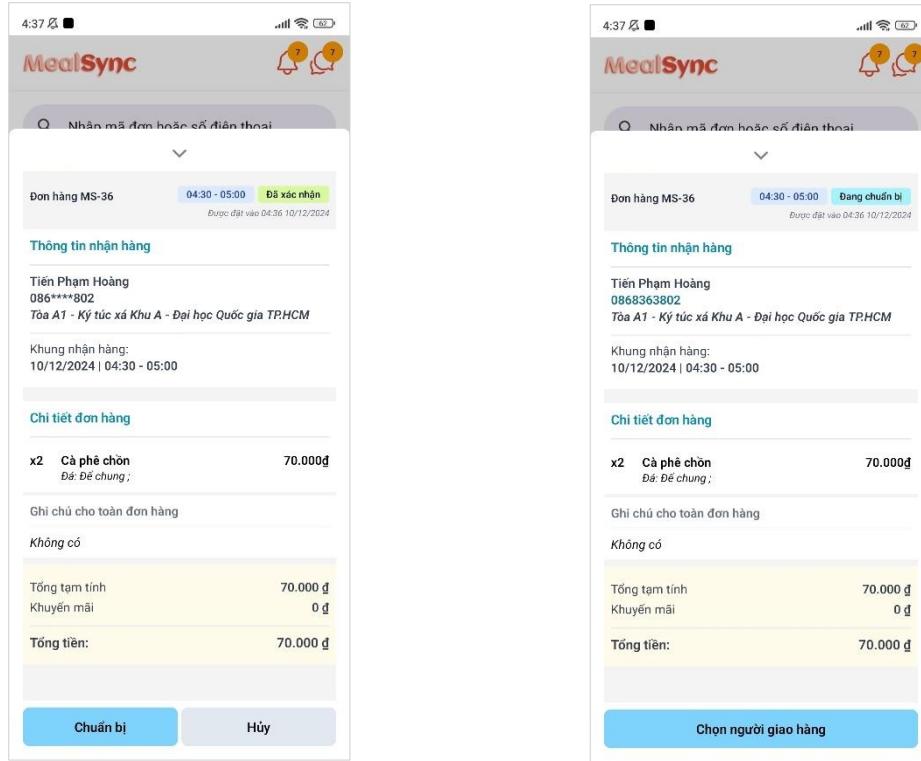


Figure 45 – <Shop Owner Mobile Screen Description> Prepare/Cancel Confirmed Order

### 3.3.6.4 Assign a delivery person for a preparing order

- Function trigger: shop owner taps “Chọn người đi giao” button.
- Function description: Shop owner can assign either themselves or a delivery staff member to handle the delivery of an order.
- Screen layout:

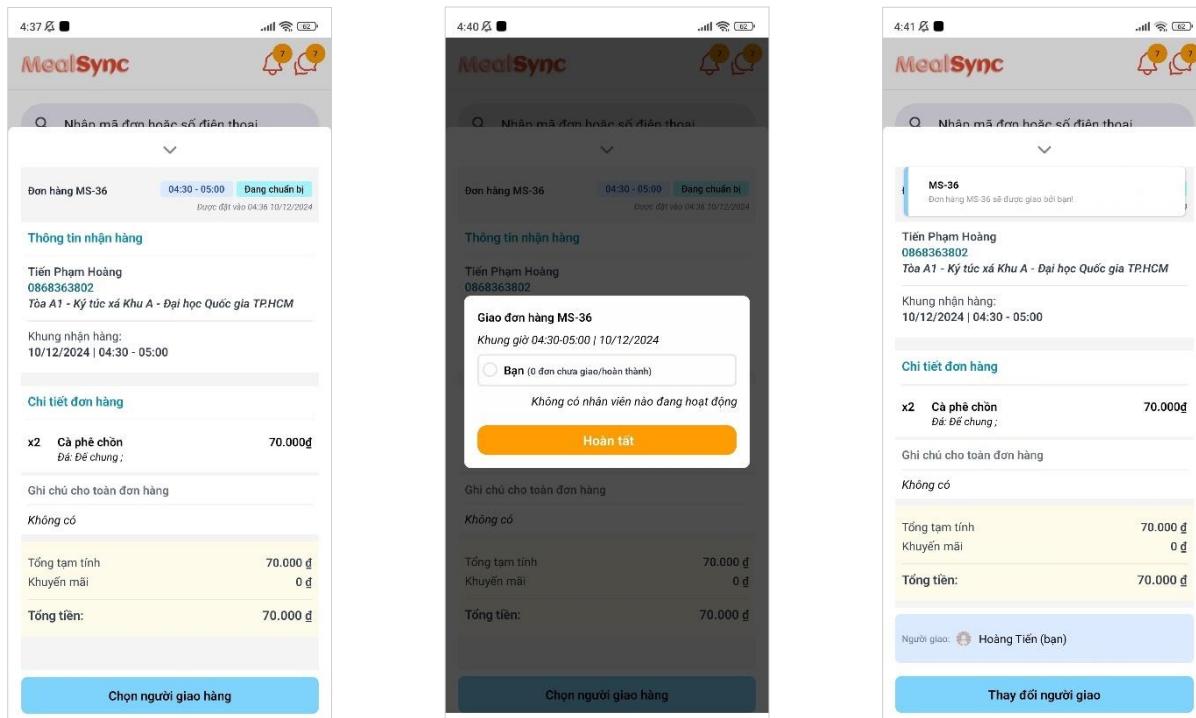


Figure 46 – <Shop Owner Mobile Screen Description> Assign Order

### 3.3.6.5 Re-assign a delivery person for a preparing or delivering order

- Function trigger: shop owner taps “Thay đổi người đi giao” button.
- Function description: Shop owner can re-assign or un-assign himself/herself or a delivery staff member to handle the delivery of an order.
- Screen layout:

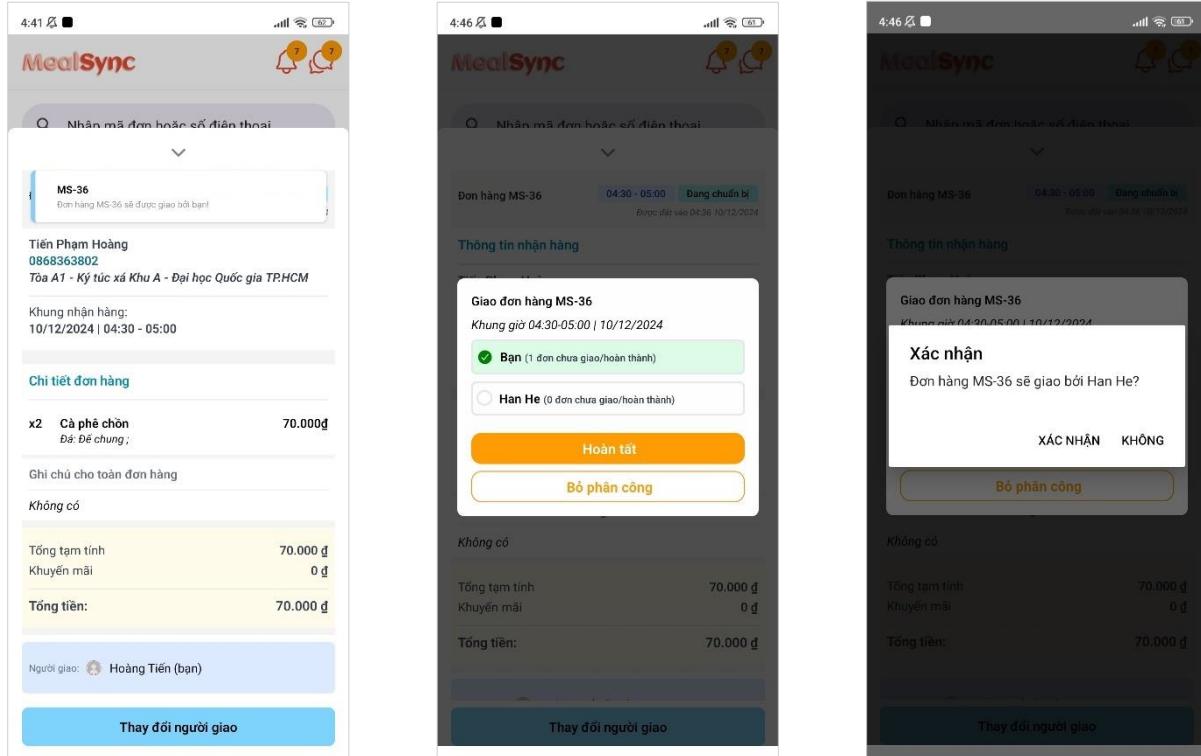


Figure 47 – <Shop Owner Mobile Screen Description> Re-assign Order

### 3.3.7 Manage frame delivery package group

#### 3.3.7.1 View created frame delivery package group list

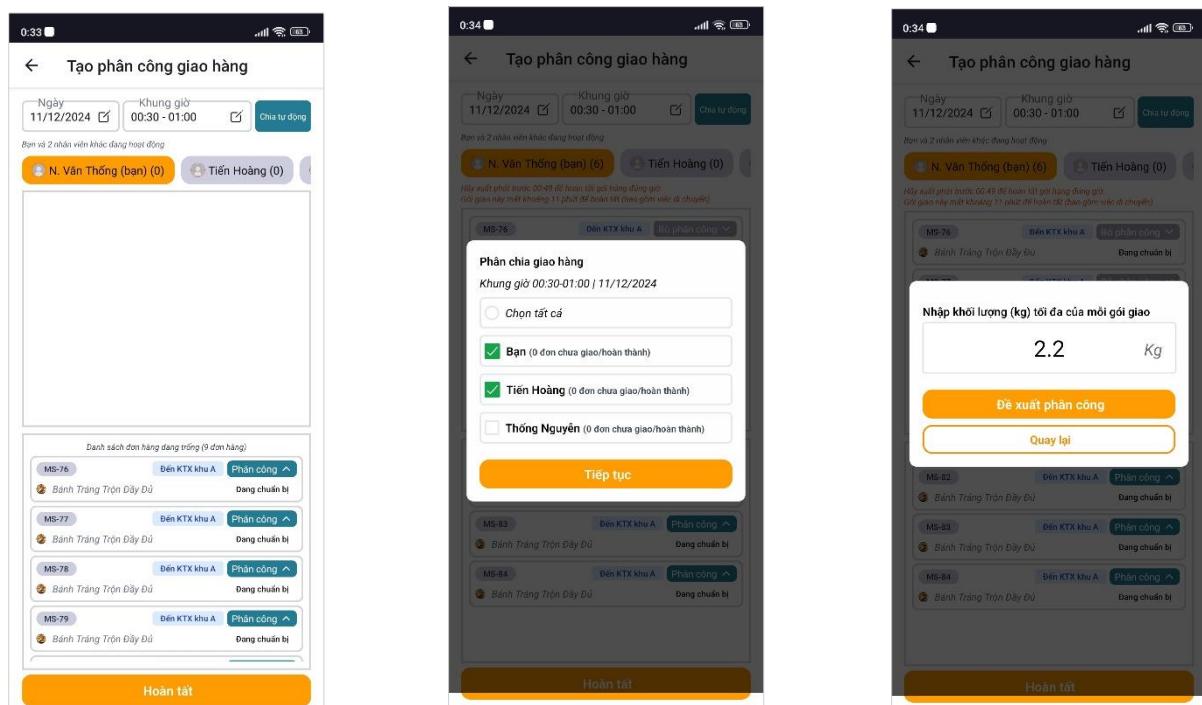
- Function trigger: shop owner select “Khung giao hàng” after touched on “Giao hàng” tab.
- Function description: Shop owner view the created frame delivery package group list with time filter.
- Screen layout:



Figure 48 – <Shop Owner Mobile Screen Description> View Frame Delivery Package Group

### 3.3.7.2 Create a new frame delivery package group

- Function trigger: Shop owner taps “Tạo mới” in the “Khung giao hàng” area.
- Function description: Shop owner can create a new frame delivery package group.
- Function Details: Shop owner can create a new delivery package group by assigning and dividing orders for himself/herself and the shop's delivery staffs. The shop owner can also use the system's suggested package division to refer to and modify in order to enhance the performance of dividing and delivery process.
- Screen layout:



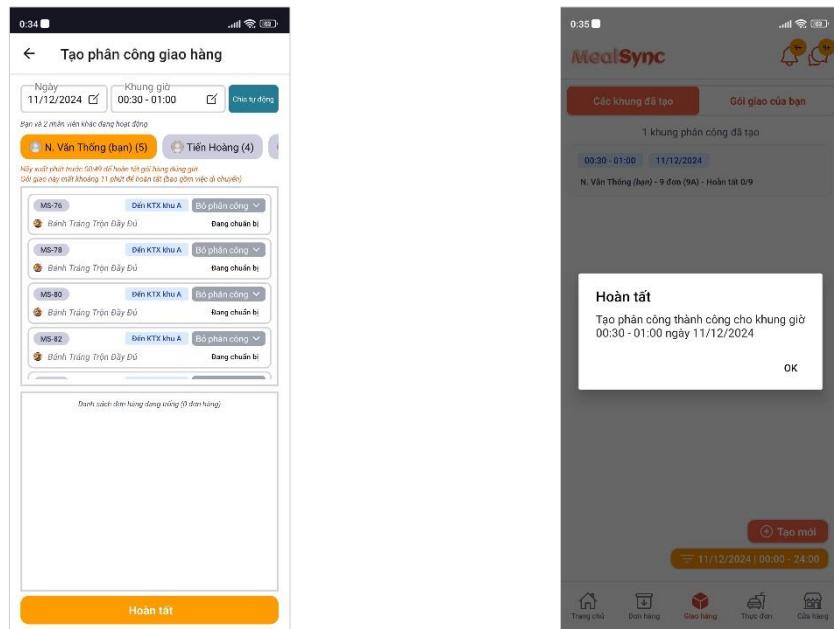


Figure 49 – <Shop Owner Mobile Screen Description> Create New Frame Delivery Package Group

### 3.3.7.3 View details a delivery package group

- Function trigger: owner taps the corresponding package group in the "Khung giao hàng" area.
- Function description: Shop owner view details of the delivery package group.
- Screen layout:

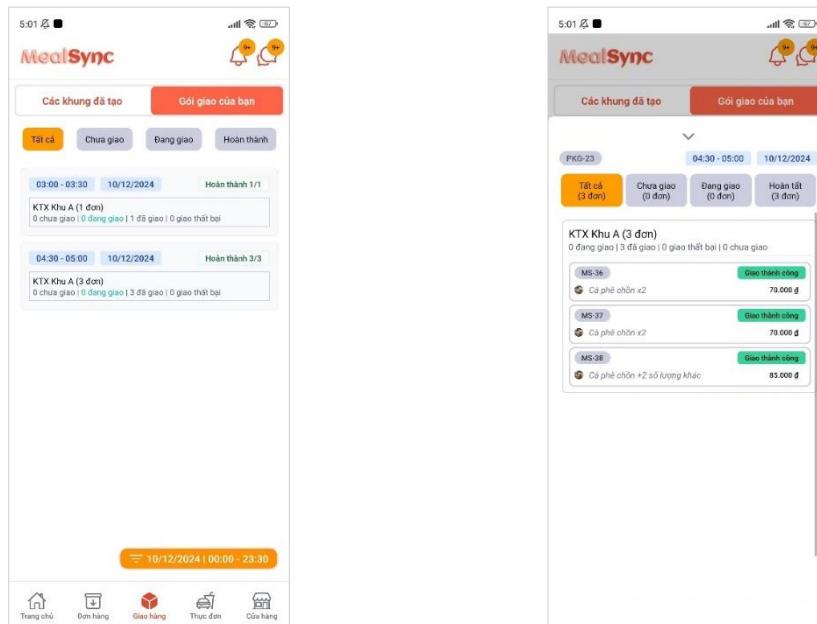


Figure 50 – <Shop Owner Mobile Screen Description> View Detail Delivery Package Group

### 3.3.7.4 Update a delivery package group

- Function trigger: shop owner taps “Chỉnh sửa” button on delivery packaae group details area.
- Function description: Shop owner can edit a frame delivery package group.
- Function Details: Shop owner can edit a delivery package group by assigning and dividing orders for himself/herself and the shop's delivery staffs. The shop owner can also use the

system's suggested package division to refer to and modify in order to enhance the performance of dividing and delivery process.

- Screen layout:

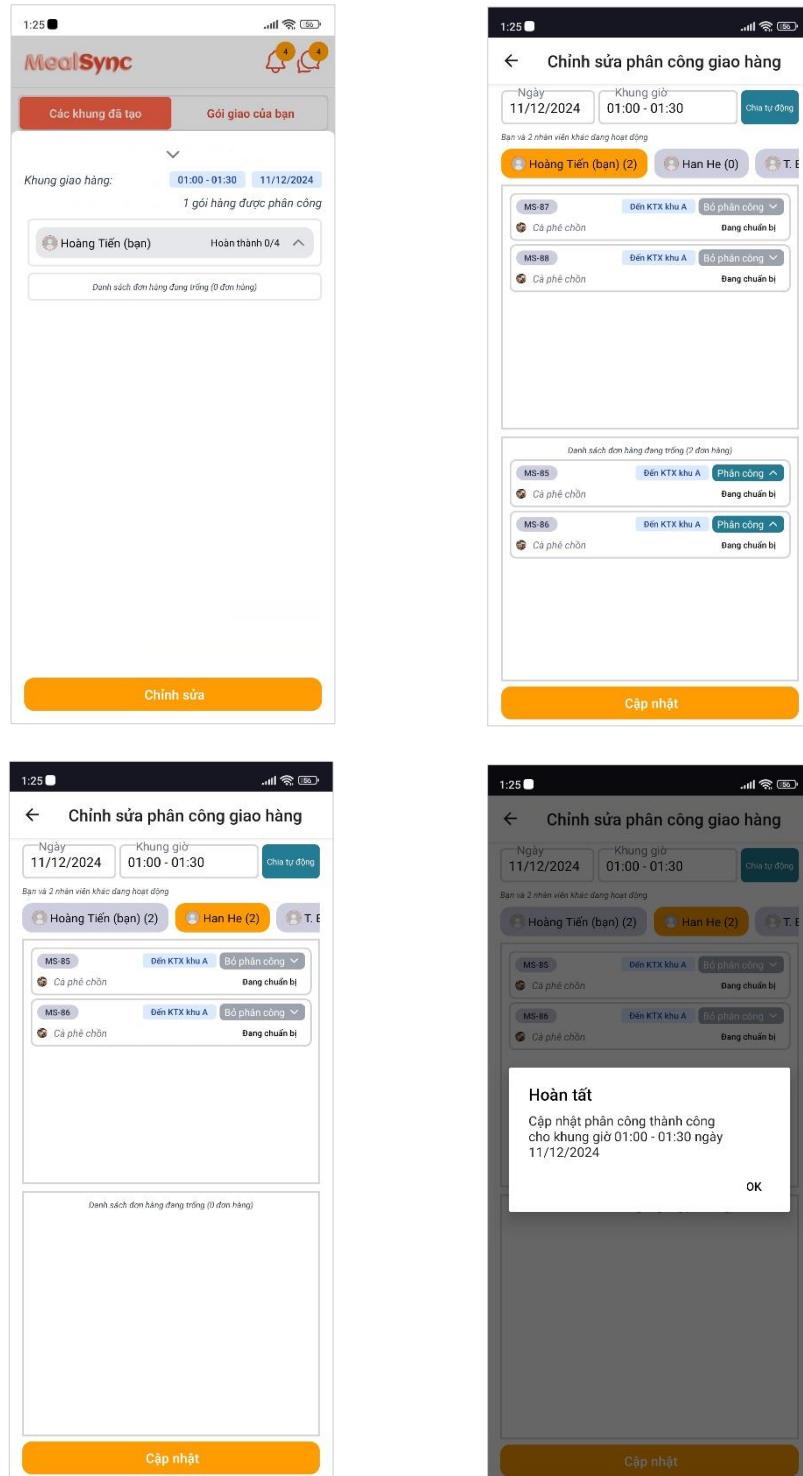


Figure 51 – <Shop Owner Mobile Screen Description> Update Delivery Package Group

### 3.3.8 Manage own delivery packages

#### 3.3.8.1 View own delivery package list

- Function trigger: shop owner taps "Gói giao của bạn" in the "Giao hàng" tab area.
- Function description: Shop owner views his/her own delivery package list.

- Screen layout:



Figure 52 – <Shop Owner Mobile Screen Description> View Own Delivery Package List

### 3.3.8.2 View details a own delivery package

- Function trigger: Shop owner taps a delivery package item in the "Gói giao của bạn" area.
- Function description: Shop owner views the details of the corresponding delivery package.
- Screen layout:



Figure 53 – <Shop Owner Mobile Screen Description> View details a own delivery package

### 3.3.8.3 Start to delivery order(s)

- Function trigger: Shop owner taps “Đi giao” button.
- Function description: Shop owner can start delivering the order.
- Screen layout:

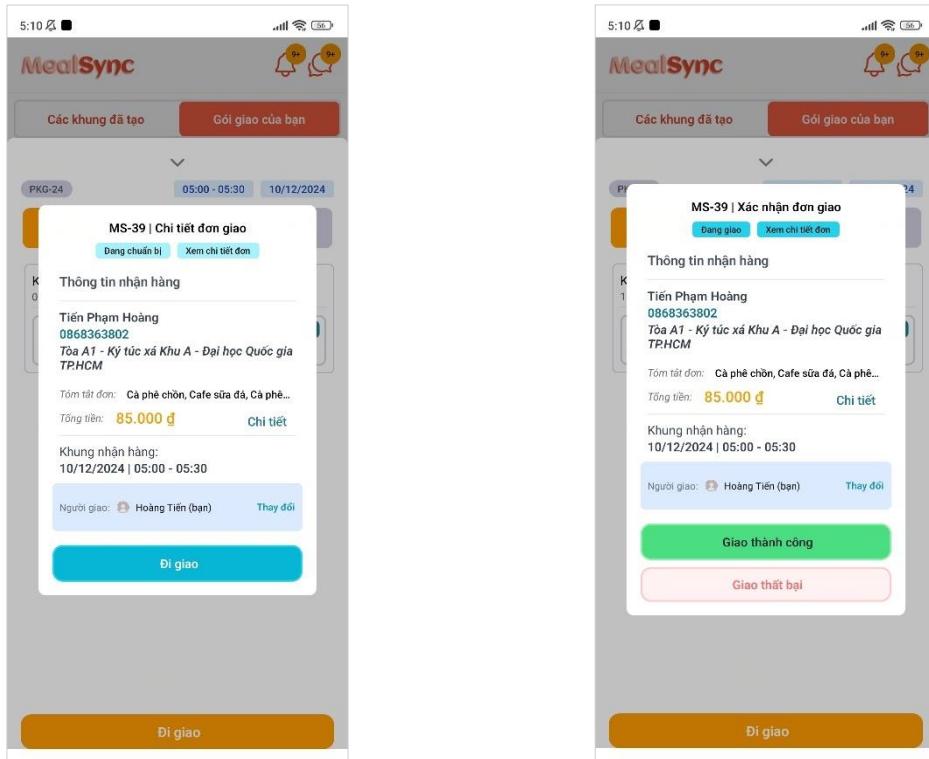


Figure 54 – <Shop Owner Mobile Screen Description> Start To Delivery Order

### 3.3.8.4 Confirm success delivery for an order

- Function trigger: Shop owner taps “Giao thành công” button.
- Function description: Shop owner can confirm the successful delivery of an order by scanning the QR code from customer or taking photos as evidence of successful delivery.
- Screen layout:

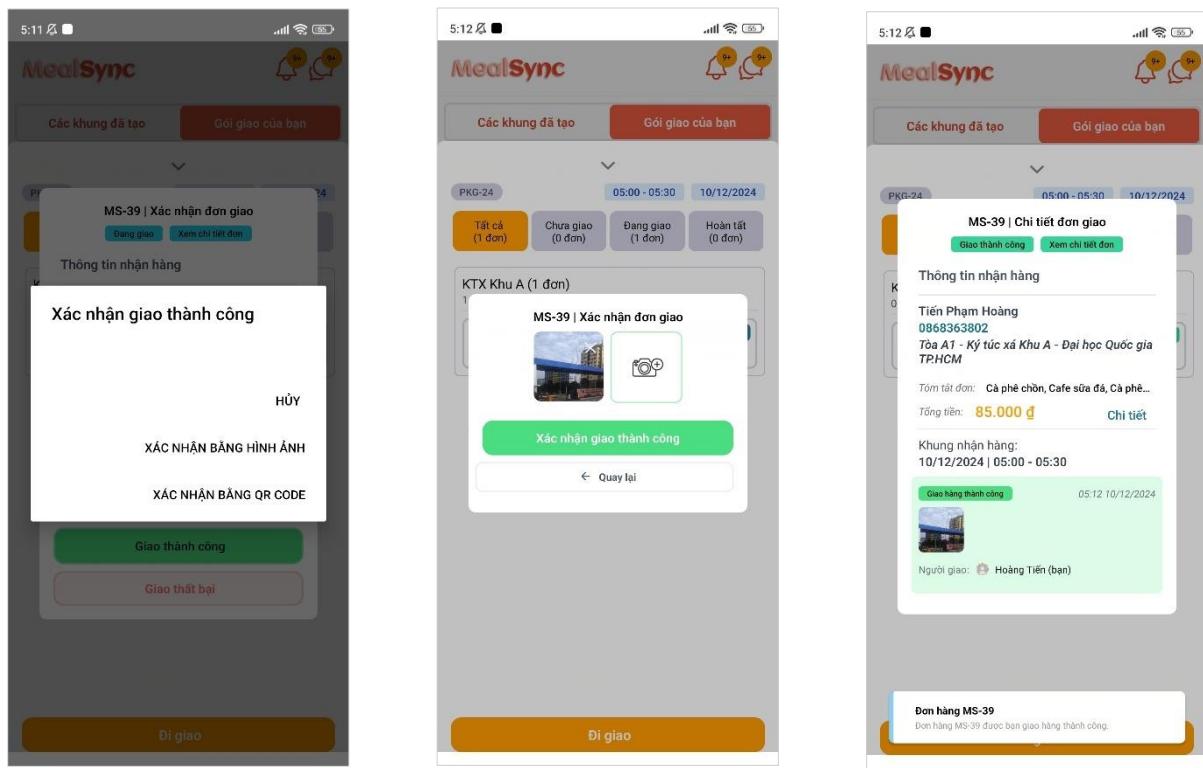


Figure 55 – <Shop Owner Mobile Screen Description> Confirm Success Delivery

### 3.3.8.5 Confirm failed delivery for an order

- Function trigger: Shop owner taps “Giao thất bại” button.
- Function description: Shop owner can confirm the failed delivery of an order by updating the reason and taking/selecting photos as evidence.
- Screen layout:

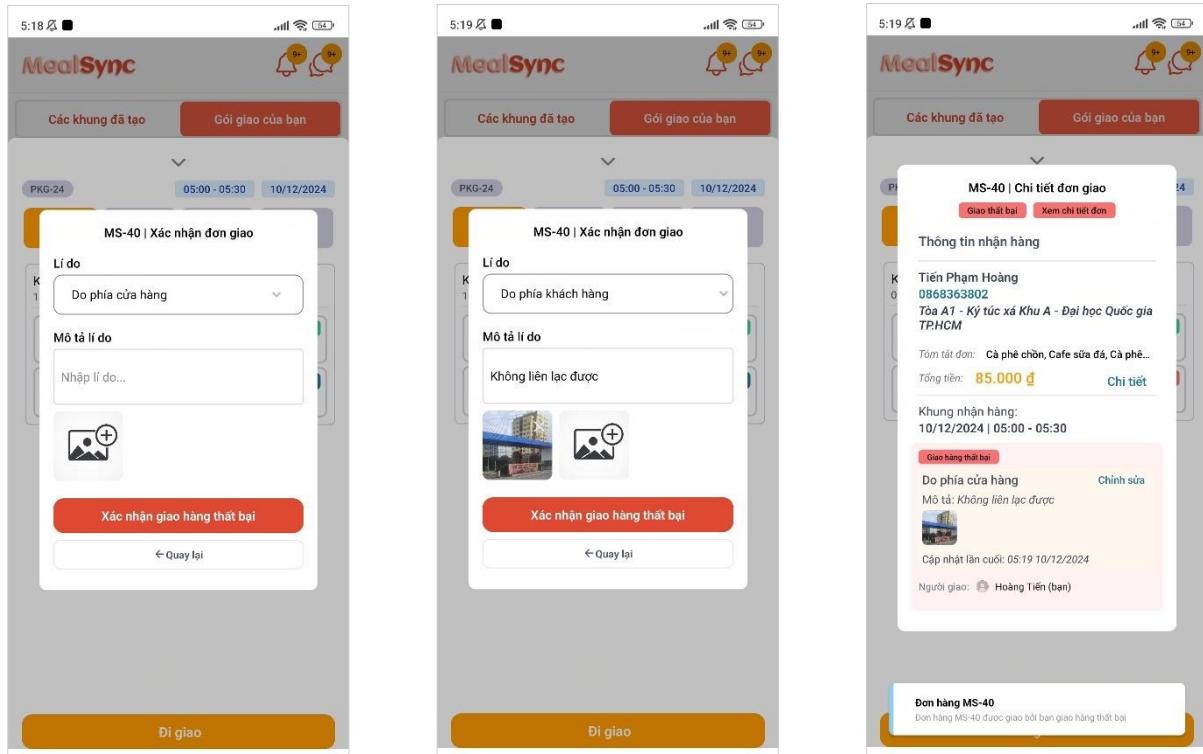


Figure 56 – <Shop Owner Mobile Screen Description> Confirm Failed Delivery

### 3.3.8.6 Updated failed delivery information for an order

- Function trigger: Shop owner taps “Chỉnh sửa” button on failed delivery information of the corresponding order area.
- Function description: Shop owner can update the failed delivery information for an order within 2 hours from the end of the corresponding delivery frame.
- Screen layout:

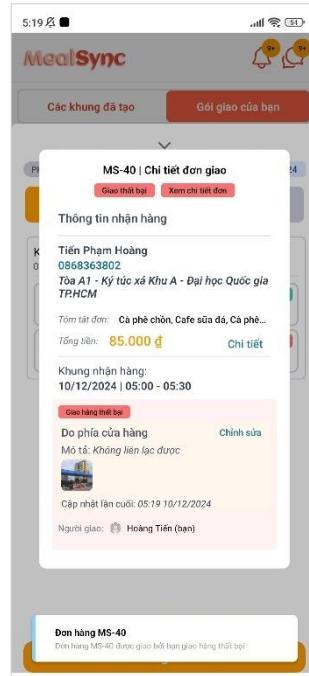


Figure 57 – <Shop Owner Mobile Screen Description> Update Failed Delivery

### 3.3.9 Manage reviews

#### 3.3.9.1 View review list

- Function trigger: Shop owner taps “Lượt đánh giá”.
- Function description: Shop owner views review list about his/her shop's orders.
- Screen layout:



Figure 58 – <Shop Owner Mobile Screen Description> View Review List

### 3.3.9.2 View review of each order

- Function trigger: Shop owner view an order details information.
- Function description: Shop owner also can view review of a specific order on that order details area.
- Screen layout:



Figure 59 – <Shop Owner Mobile Screen Description> View Review of Each Order

### 3.3.9.3 Reply review for an order

- Function trigger: Shop owner taps “Trả lời” in the corresponding order’s review.
- Function description: Shop owner can reply review with description and images.
- Screen layout:

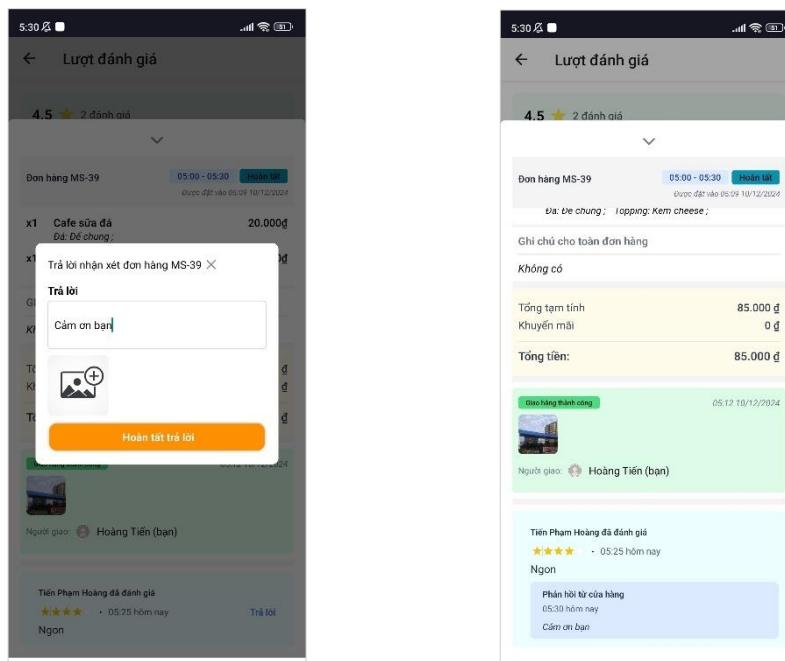


Figure 60 – <Shop Owner Mobile Screen Description> Reply Review

### 3.3.10 Manage report

#### 3.3.10.1 View report of an order

- Function trigger: Shop owner view an order details information or navigate from the corresponding notification.
- Function description: Shop owner view report from customer for an order of his/her shop.
- Screen layout:



Figure 61 – <Shop Owner Mobile Screen Description> View Report

#### 3.3.10.2 Reply report for an order

- Function trigger: Shop owner taps “Trả lời” in the corresponding order’s report.
- Function description: Shop owner can reply report with description and images.
- Screen layout:



Figure 62 – <Shop Owner Mobile Screen Description> Reply Report

### 3.3.11 Manage promotion

#### 3.3.11.1 View promotion list

- Function trigger: Shop owner taps "Khuyến mãi" in the "Cửa hàng" tab area.
- Function description: Shop owner views the list of promotions for his/her shop, filtered by time and status.
- Screen layout:

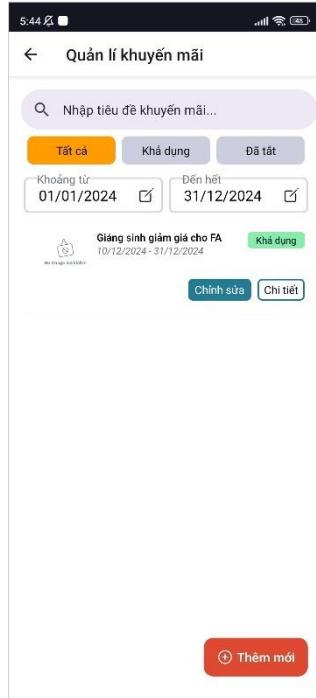


Figure 63 – <Shop Owner Mobile Screen Description> View promotion list

#### 3.3.11.2 Add a new promotion

- Function trigger: Shop owner taps “Thêm mới”.
- Function description: Shop owner can create a new promotion for his/her shop.
- Screen layout:

Figure 64 – <Shop Owner Mobile Screen Description> Add New Promotion

### 3.3.11.3 Update a promotion

- Function trigger: Shop owner taps “Chỉnh sửa”
- Function description: Shop owner can edit a created promotion.
- Screen layout:

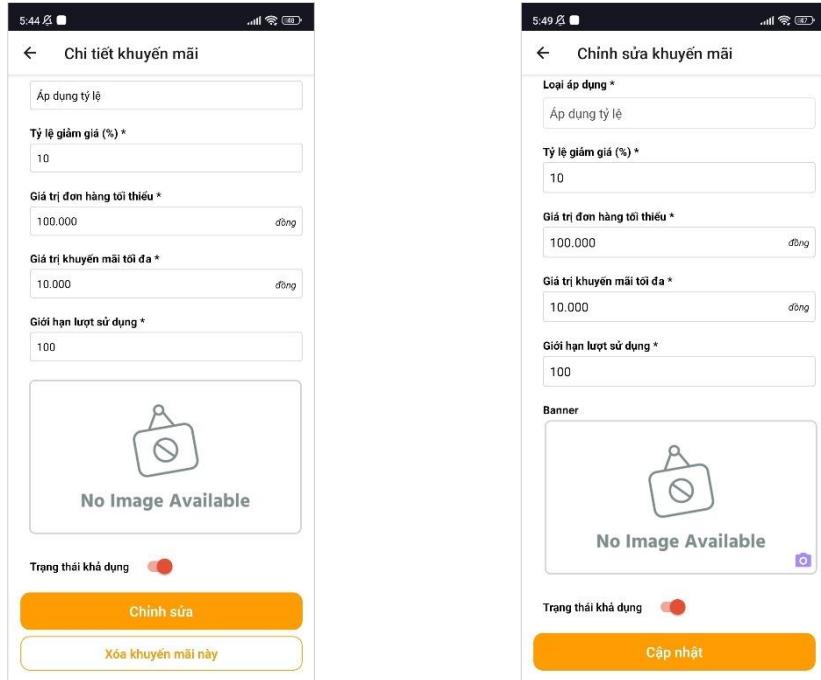


Figure 65 – <Shop Owner Mobile Screen Description> Update Promotion

### 3.3.12 Shop statistics

- Function trigger: Shop owner taps “Hiệu suất bán hàng” in the “Cửa hàng” tab area.
- Function description: Shop owner can view his/her shop's statistics.
- Screen layout:

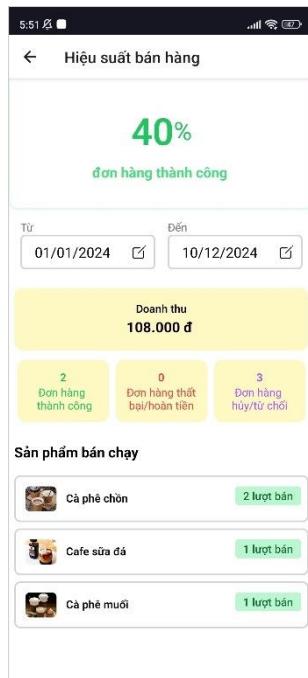


Figure 66 – <Shop Owner Mobile Screen Description> Shop Statistics

### 3.3.13 Balance and transactions

- Function trigger: Shop owner taps “Quản lí số dư” in the “Cửa hàng” tab area.
- Function description: Shop owner can view his/her balance and transaction history.
- Screen layout:



Figure 67 – <Shop Owner Mobile Screen Description> Balance and Transactions

### 3.3.14 Manage withdrawal request

#### 3.3.14.1 View withdrawal request list

- Function trigger: Shop owner taps “Quản lí rút tiền” in the “Cửa hàng” tab area.
- Function description: Shop owner can view the created withdrawal requests.
- Screen layout:



Figure 68 – <Shop Owner Mobile Screen Description> View Withdrawal Request

### 3.3.14.2 Create a new withdrawal request

- Function trigger: Shop owner taps “Tạo yêu cầu” button.
- Function description: Shop owner can create a new withdrawal request.
- Screen layout:

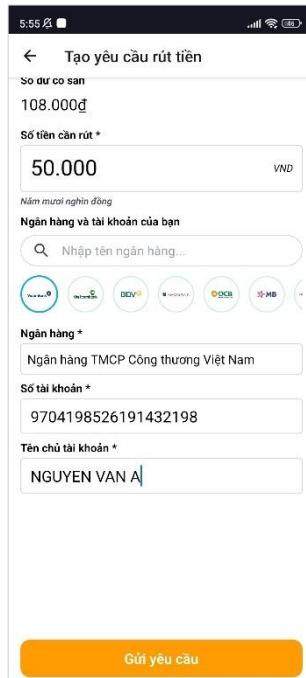


Figure 69 – <Shop Owner Mobile Screen Description> Create New Withdrawal Request

### 3.3.14.3 Cancel a pending withdrawal request

- Function trigger: Shop owner taps “Hủy yêu cầu” button.
- Function description: Shop owner can cancel a pending withdrawal request.
- Screen layout:



Figure 70 – <Shop Owner Mobile Screen Description> Cancel Withdrawal Request

### 3.3.15 Manage shop delivery staffs

#### 3.3.15.1 View shop delivery staff list

- Function trigger: Shop owner taps "Nhân viên giao hàng" in the "Cửa hàng" tab area.
- Function description: Shop owner views the delivery staff list of his/her shop.
- Screen layout:

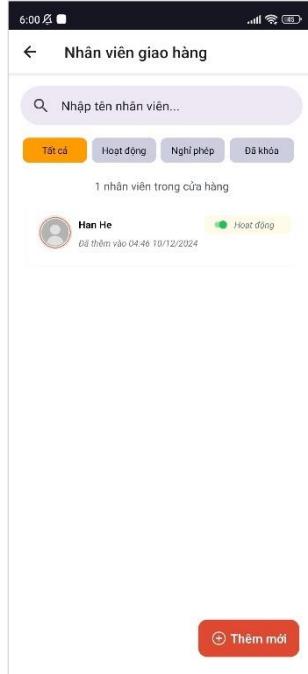


Figure 71 – <Shop Owner Mobile Screen Description> View Shop Delivery Staff

#### 3.3.15.2 Add a new delivery staff

- Function trigger: Shop owner taps “Thêm mới” button.
- Function description: Shop owner can add a new delivery staff for his/her shop.
- Screen layout:

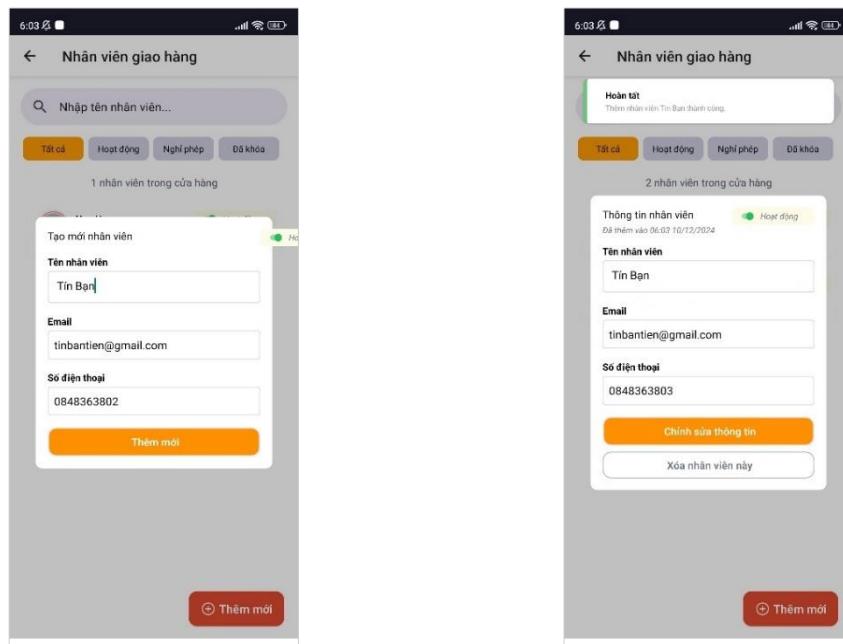


Figure 72 – <Shop Owner Mobile Screen Description> Add New Delivery Staff

### 3.3.15.3 Update a delivery staff information

- Function trigger: Shop owner taps “Chỉnh sửa thông tin”
- Function description: Shop owner can edit a created delivery staff account.
- Screen layout:

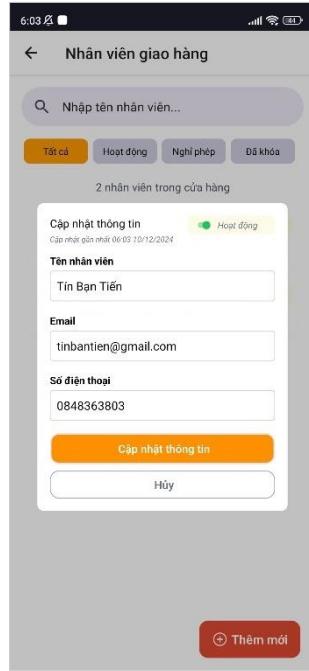


Figure 73 – <Shop Owner Mobile Screen Description> Update Delivery Staff

### 3.3.15.4 Remove a delivery staff

- Function trigger: Shop owner taps “Xóa nhân viên này” button.
- Function description: Shop owner can remove a delivery staff account.
- Screen layout:

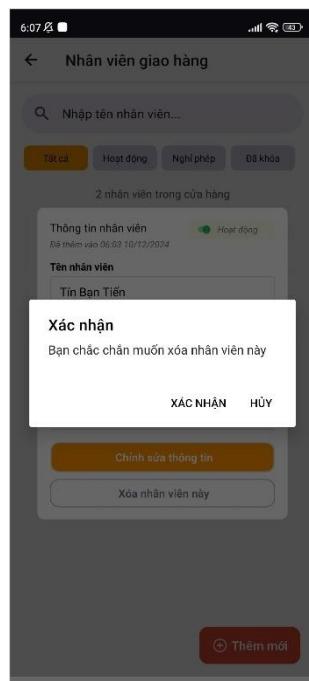


Figure 74 – <Shop Owner Mobile Screen Description> Remove Delivery Staff

### 3.3.16 Update account

#### 3.3.16.1 View account information

- Function trigger: Shop owner taps “Tài khoản của tôi”.
- Function description: Shop owner can view his/her account information.
- Screen layout:

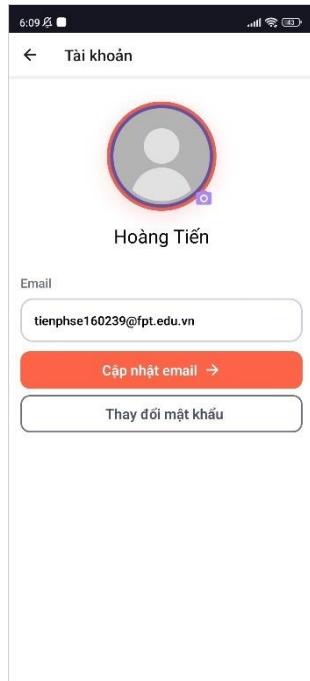
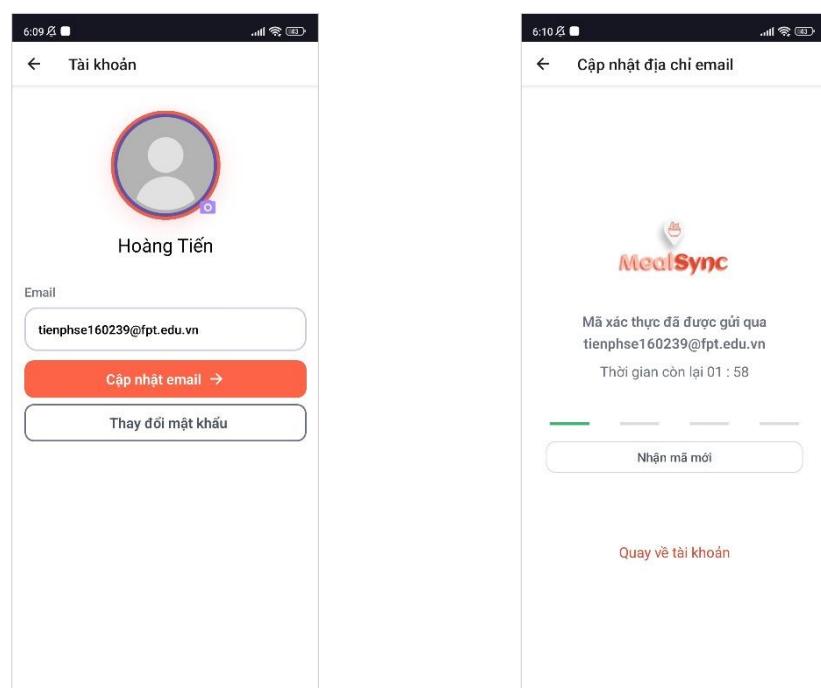


Figure 75 – <Shop Owner Mobile Screen Description> View Account Information

#### 3.3.16.2 Update account information

- Function trigger: Shop owner taps the corresponding update option.
- Function description: Shop owner can view his/her account information such as avatar, email, password.
- Screen layout:



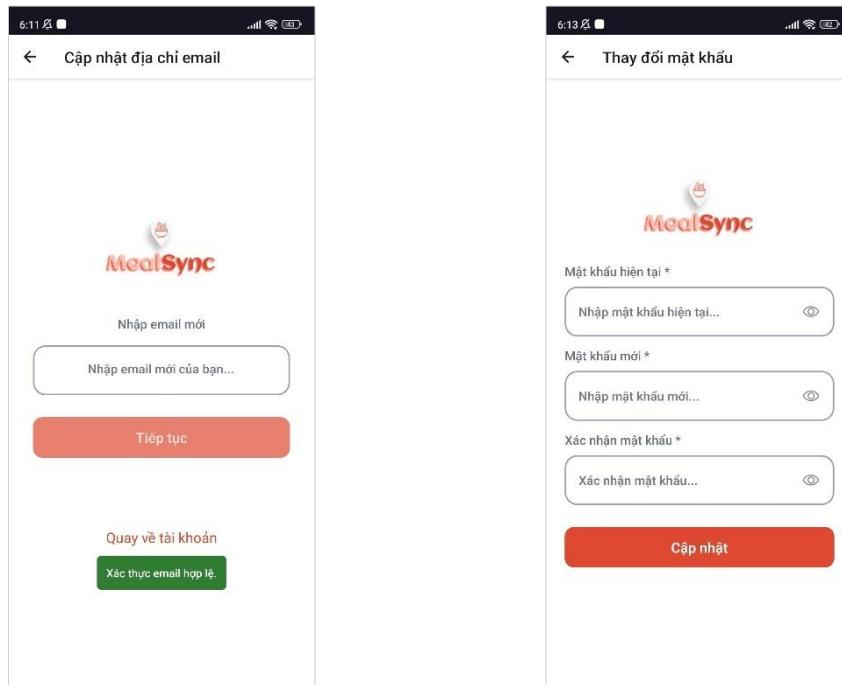


Figure 76 – <Shop Owner Mobile Screen Description> Update Account Information

### 3.3.17 Notifications

- Function trigger: Shop owner taps the notification icon on the header.
- Function description: Shop owner can view notification list and tap on a specific notification to go to details.
- Screen layout:

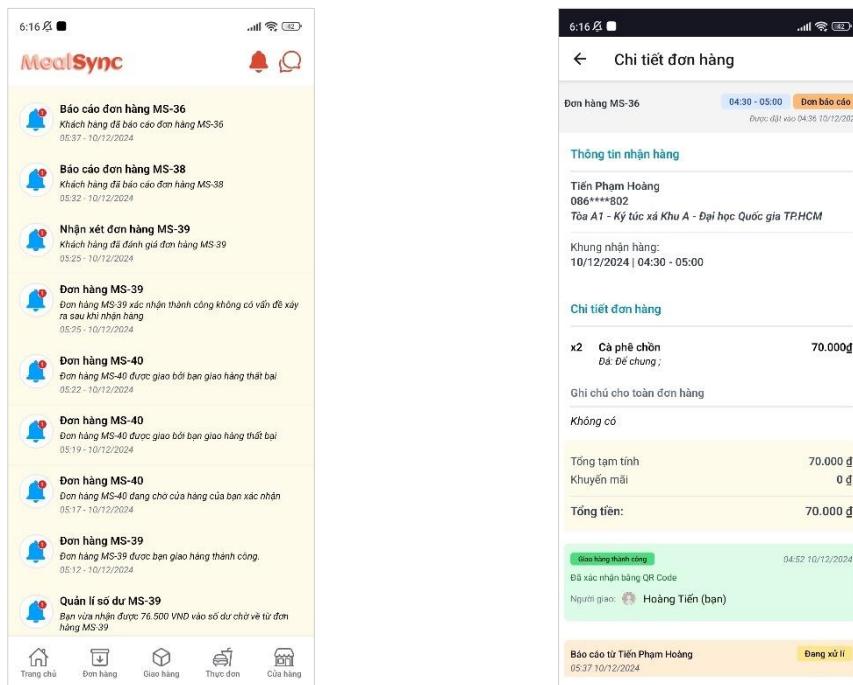


Figure 77 – <Shop Owner Mobile Screen Description> Notifications

### 3.3.18 Chatting

- Function trigger: Shop owner taps the chatting icon on the header.
- Function description: Shop owner can view the list of chat channels and select a specific channel to chat.
- Screen layout:

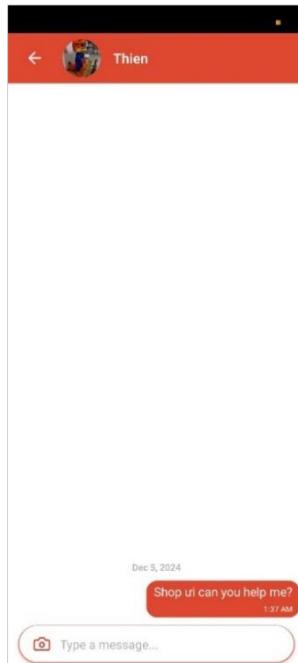


Figure 78 – <Shop Owner Mobile Screen Description> Chat

## 3.4 Shop Delivery Staff Mobile Application

### 3.4.1 Login

- Function trigger: A guest user taps “Đăng nhập” button.
- Function description: Shop delivery staff can log in to the system using email and password.
- Screen layout:

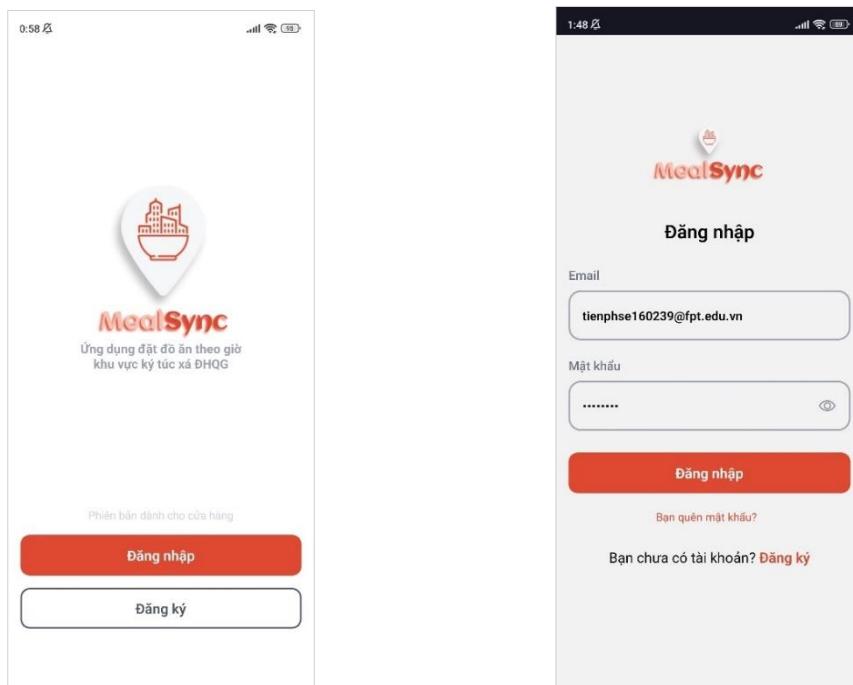


Figure 79 – <Shop Delivery Staff Screen Description> Login Page

### 3.4.2 Manage own delivery packages

#### 3.4.2.1 View own delivery package list

- Function trigger: Shop delivery staff taps "Giao hàng" tab.
- Function description: Shop delivery staff views his/her own delivery package list.
- Screen layout:

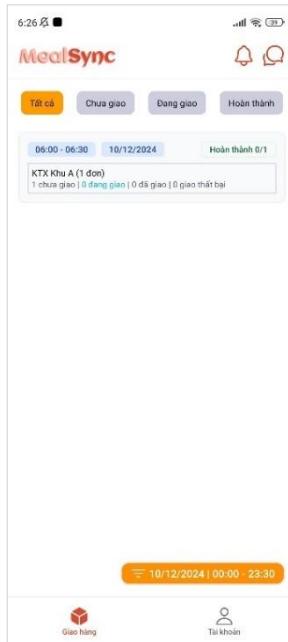


Figure 80 – <Shop Delivery Staff Screen Description> View Own Delivery Package List

#### 3.4.2.2 View details a own delivery package

- Function trigger: Shop delivery staff taps a delivery package item in the "Gói giao của bạn" area.
- Function description: Shop delivery staff views the details of the corresponding delivery package.
- Screen layout:

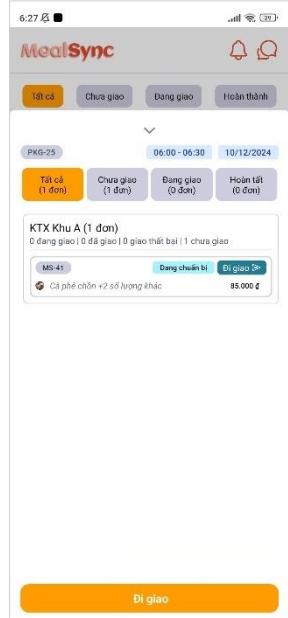


Figure 81 – <Shop Delivery Staff Screen Description> View Own Delivery Package List

### 3.4.2.3 Start to delivery order(s)

- Function trigger: Shop delivery staff taps “Đi giao” button.
- Function description: Shop delivery staff can start delivering the order.
- Screen layout:

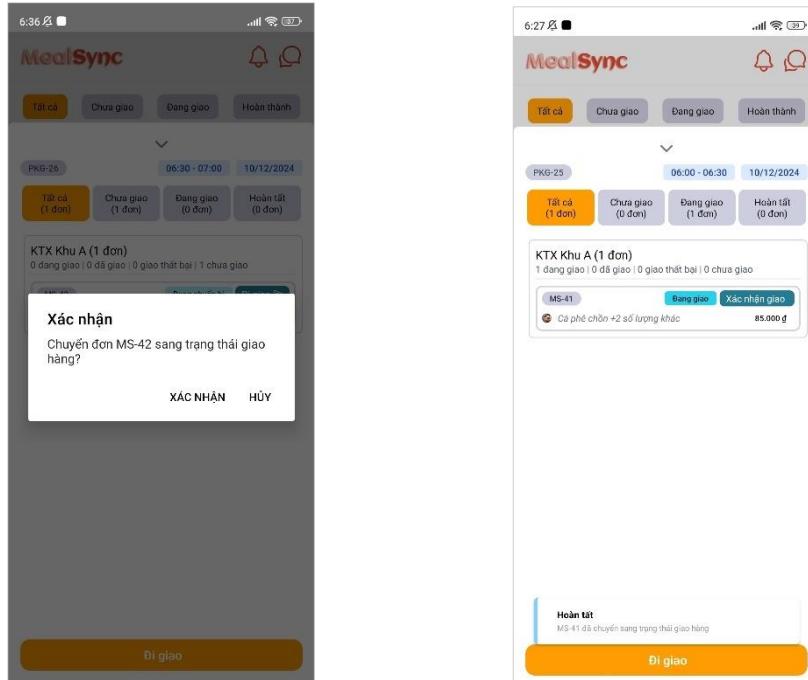
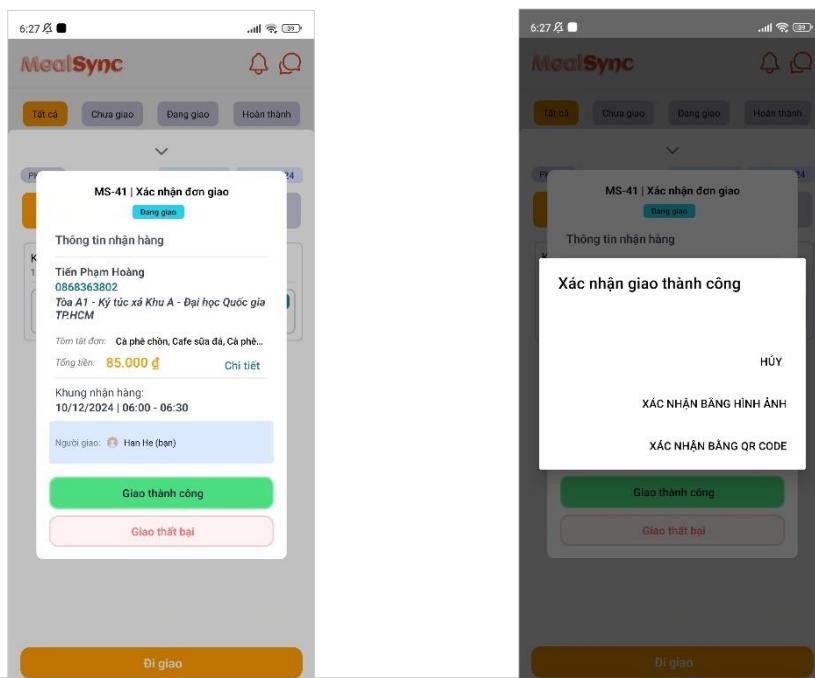


Figure 82 – <Shop Delivery Staff Screen Description> Start To Delivery Order(s)

### 3.4.2.4 Confirm success delivery for an order

- Function trigger: Shop delivery staff taps “Giao thành công” button.
- Function description: Shop delivery staff can confirm the successful delivery of an order by scanning the QR code from customer or taking photos as evidence of successful delivery.
- Screen layout:



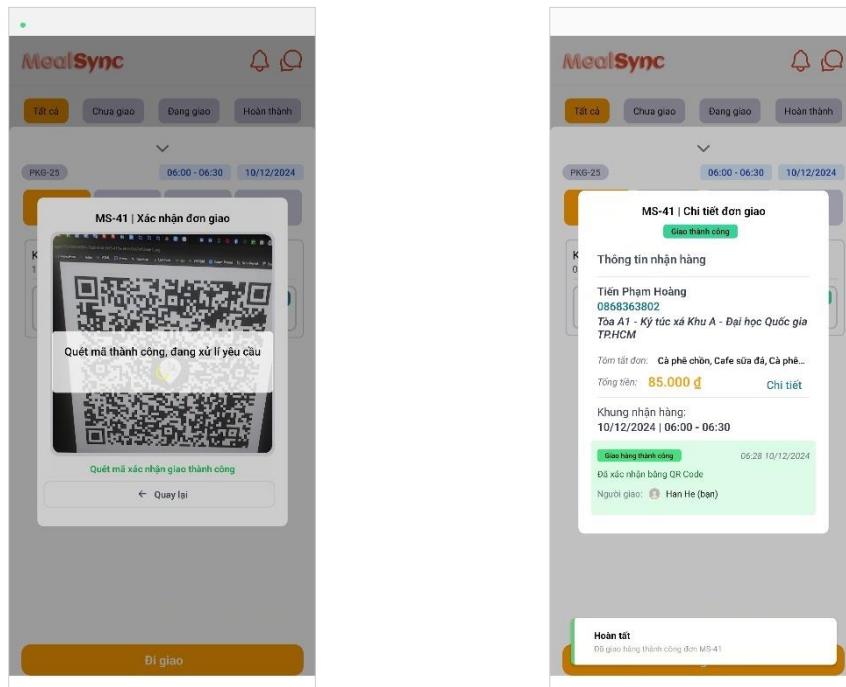


Figure 83 – <Shop Delivery Staff Screen Description> Confirm Success Delivery

#### 3.4.2.5 Confirm failed delivery for an order

- Function trigger: Shop delivery staff taps “Giao thất bại” button.
- Function description: Shop delivery staff can confirm the failed delivery of an order by updating the reason and taking/selecting photos as evidence.
- Screen layout:

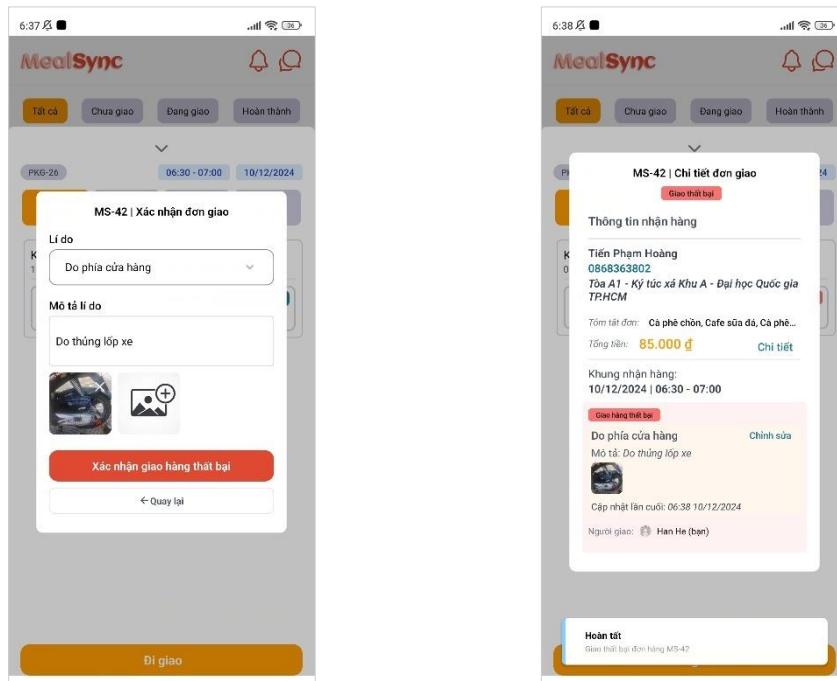


Figure 84 – <Shop Delivery Staff Screen Description> Confirm failed delivery

#### 3.4.2.6 Updated failed delivery information for an order

- Function trigger: Shop delivery staff taps “Chỉnh sửa” button on failed delivery information of the corresponding order area.

- Function description: Shop delivery staff can update the failed delivery information for an order within 2 hours from the end of the corresponding delivery frame.
- Screen layout:

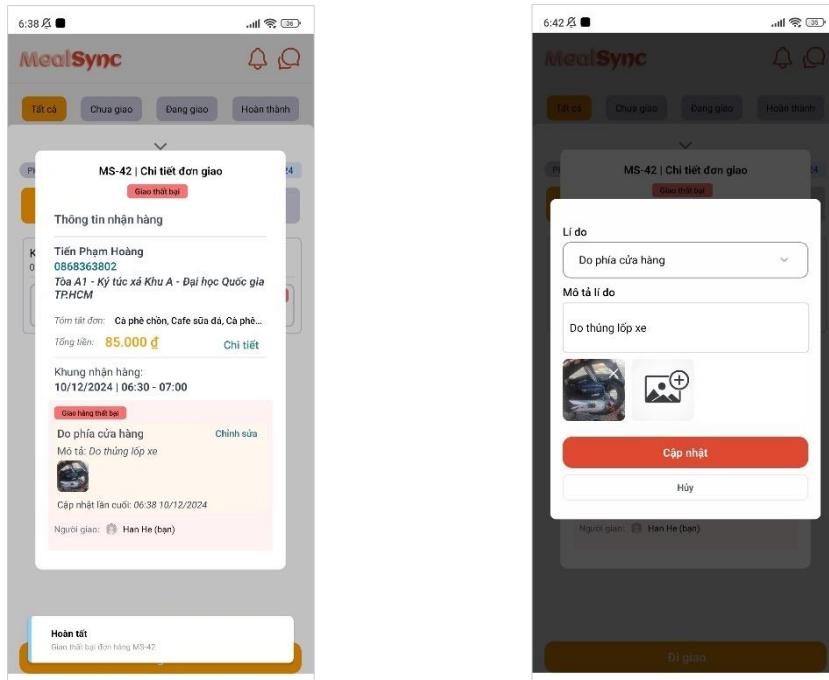


Figure 85 – <Shop Delivery Staff Screen Description> Update failed delivery

### 3.4.3 View and update account

#### 3.4.3.1 View profile

- Function trigger: Shop delivery staff taps “Hồ sơ của tôi” in the “Tài khoản” tab area.
- Function description: Shop delivery staff can view his/her account profile.
- Screen layout:



Figure 86 – <Shop Delivery Staff Screen Description> View profile

#### 3.4.3.2 View and update account information

- Function trigger: Shop delivery staff taps the corresponding update option.

- Function description: Shop delivery staff can view and update his/her account information such as avatar, phone number, email.
- Screen layout:

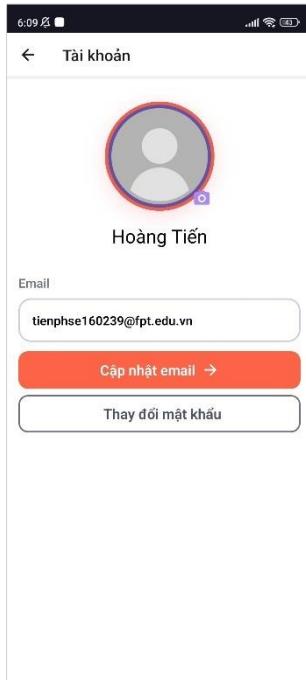


Figure 87 – <Shop Delivery Staff Screen Description> View and Update Account Information

#### 3.4.3.3 Change account password

- Function trigger: Shop delivery staff taps “Cập nhật mật khẩu” in the “Tài khoản” tab area.
- Function description: Shop delivery staff can view his/her account information such as avatar, email, password.
- Screen layout:



Figure 88 – <Shop Delivery Staff Screen Description> Change Account Password

#### 3.4.3.4 Update account information

- Function trigger: Shop delivery staff taps the corresponding update option.
- Function description: Shop delivery staff can view his/her account information such as avatar, email, password.
- Screen layout:

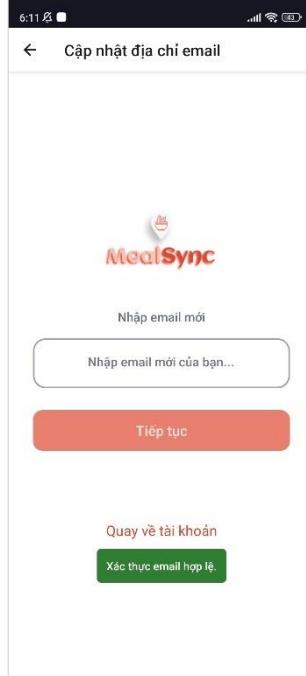


Figure 89 – <Shop Delivery Staff Screen Description> Update Account Information

#### 3.4.4 Notifications

- Function trigger: Shop delivery staff taps the notification icon on the header.
- Function description: Shop delivery staff can view notifications.
- Screen layout:



Figure 90 – <Shop Delivery Staff Screen Description> Notifications

### 3.4.5 Chatting

- Function trigger: Shop delivery staff taps the chatting icon on the header.
- Function description: Shop delivery staff can view the list of chat channels and select a specific channel to chat.
- Screen layout:

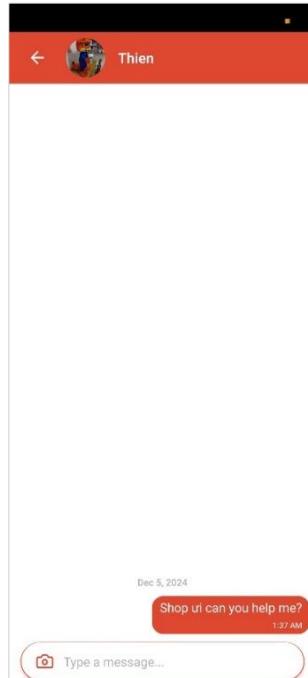


Figure 91 – <Shop Delivery Staff Screen Description> Chatting

## 3.5 Shop Owner Web Application

### 3.5.1 Dashboards

- Function trigger: Shop owner clicks the “Thống kê tổng quan” tab in the sidebar
- Function description: Shop owner will overview some charts
- Screen layout:

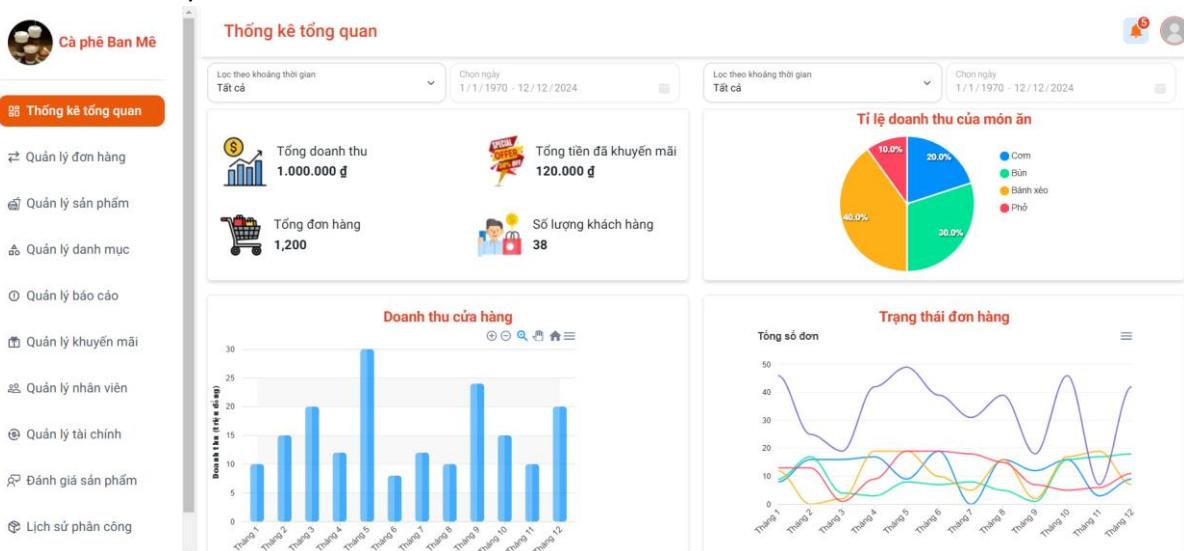


Figure 92 – <Shop Owner Web Screen Description> Dashboard

- Function Details: insightfully overview of their shop's performance through various charts and data visualizations. This enables shop owners to quickly assess key metrics and make data-driven decisions.

### 3.5.2 View list of orders

- Function trigger: Shop owner clicks the “Quản lý đơn hàng” tab in the sidebar
- Function description: Shop owners will see a table containing all the orders with different statuses.
- Screen layout:

Thứ tự	Tên khách hàng	Số điện thoại	Tổng hóa đơn	Thời gian đặt đơn	Thao tác
1	John Doe	037-248-5570	123.456.789 ₫	07:00:00 - 01/10/2023	
2	Jane Smith	037-248-5570	987.654.321 ₫	07:00:00 - 02/10/2023	
3	Alice Johnson	037-248-5570	1.111.111.111 ₫	07:00:00 - 03/10/2023	
4	Bob Brown	037-248-5570	120 ₫	07:00:00 - 04/10/2023	
5	Charlie Davis	037-248-5570	90 ₫	07:00:00 - 05/10/2023	
6	Diana Evans	037-248-5570	250 ₫	07:00:00 - 06/10/2023	
7	Eve White	037-248-5570	60 ₫	07:00:00 - 07/10/2023	

Thứ tự	Tên khách hàng	Số điện thoại	Trạng thái đơn hàng	Tổng hóa đơn	Thời gian giao dịch
1	John Doe	037-248-5570	Hoàn Thành	123.456.789 ₫	07:00:00 - 01/10/2023
2	Jane Smith	037-248-5570	Thất bại	987.654.321 ₫	07:00:00 - 02/10/2023
3	Alice Johnson	037-248-5570	Đã hủy	1.111.111.111 ₫	07:00:00 - 03/10/2023
4	Bob Brown	037-248-5570	Hoàn Thành	120 ₫	07:00:00 - 04/10/2023
5	Charlie Davis	037-248-5570	Bị báo cáo	90 ₫	07:00:00 - 05/10/2023
6	Diana Evans	037-248-5570	Hoàn Thành	250 ₫	07:00:00 - 06/10/2023
7	Eve White	037-248-5570	Hoàn tiền	60 ₫	07:00:00 - 07/10/2023
8	Frank Black	037-248-5570	Bị báo cáo	180 ₫	07:00:00 - 08/10/2023
9	Grace Green	037-248-5570	Thất bại	75 ₫	07:00:00 - 09/10/2023

Figure 93 – <Shop Owner Web Screen Description> View List of Orders

- Function Details: The function allows shop owners to view all orders which are divided into five tabs.

### 3.5.3 View order detail

- Function trigger: Shop owner clicks in the order to go to order detail
- Function description: Shop owners will see order detail to show all information of this order.
- Screen layout:

Figure 94 – <Shop Owner Web Screen Description> View Order Detail

- Function Details: The function allows shop owners to view all information of the order.

### 3.5.4 View list of food items

- Function trigger: Shop owner clicks the “Quản lý sản phẩm” tab in the sidebar
- Function description: Shop owner will see a table containing food items in their shops
- Screen layout:

Mã sản phẩm	Tên sản phẩm	Giá bán	Trạng thái	Khung giờ mở bán	Danh mục liên kết	Số nhóm lựa chọn	Thao tác
20	Bánh mì ne	20.000 đ	Đang Mở Bán	00:00 - 13:00 17:00 - 24:00	Bánh mì thap cam	0	
18	Cocacola	25.000 đ	Đang Mở Bán	00:00 - 13:00	Nước giải khát	0	
1	Trà sữa Ngon	30.000 đ	Đang Mở Bán	00:00 - 13:00 17:00 - 24:00 13:00 - 17:00	Trà sữa	4	
36	Cơm chiên	25.000 đ	Đang Mở Bán	13:00 - 17:00	Bánh mì thap cam	0	
37	Cơm chiên	25.000 đ	Đang Mở Bán	13:00 - 17:00	Bánh mì thap cam	0	
2	Trà sữa trân châu đường đen	35.000 đ	Đang Mở Bán	00:00 - 13:00 17:00 - 24:00 13:00 - 17:00	Bánh mì thap cam	2	

Figure 95 – <Shop Owner Web Screen Description> View List of Food Items

- Function Details: The function allows shop owners to view all food items and create, update, or delete a food item.

### 3.5.5 Add new food item

- Function trigger: Shop owner clicks button “Tạo mới” in screen food items
- Function description: Shop owners can create a new food item.
- Screen layout:

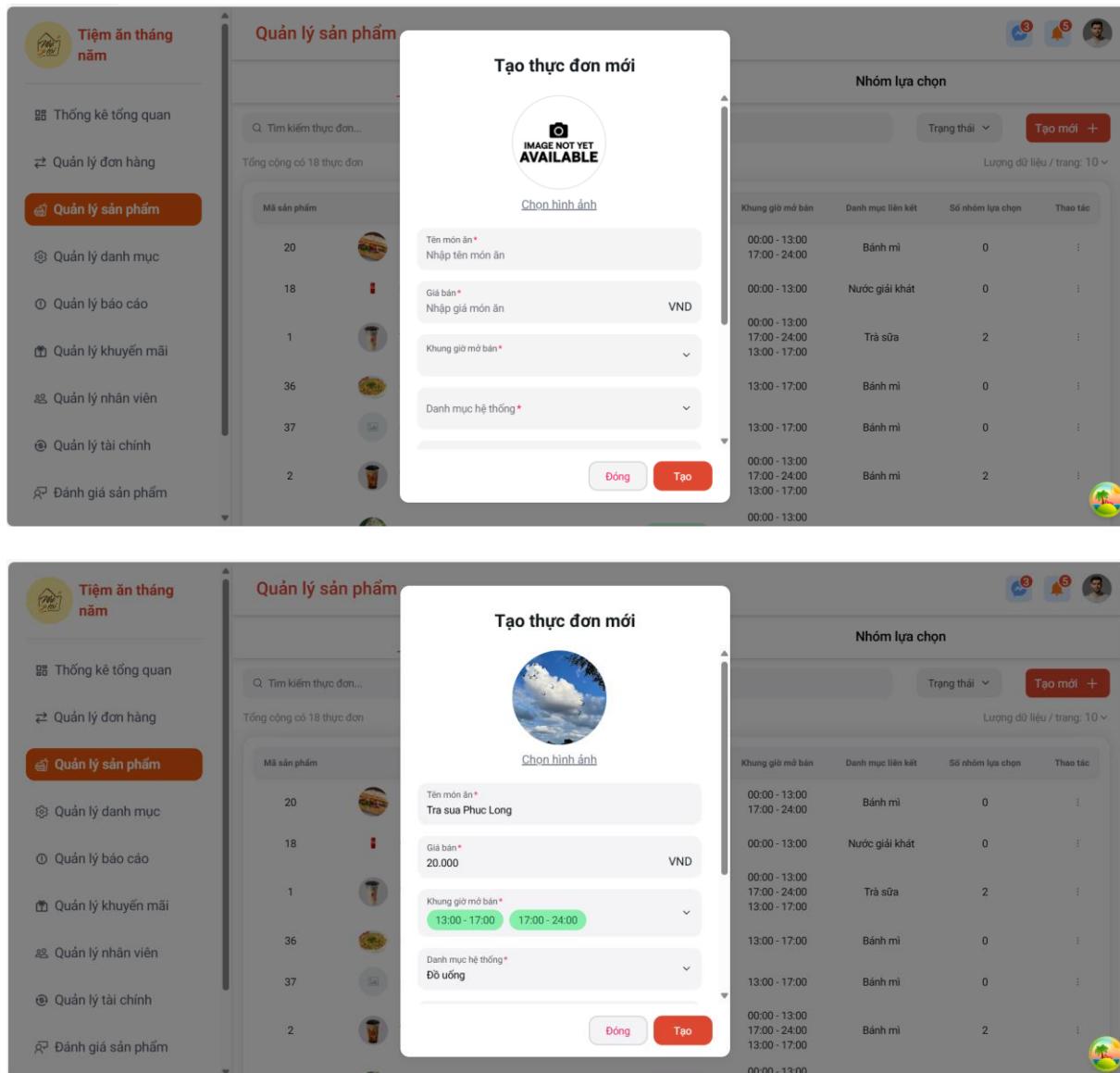


Figure 96 – <Shop Owner Web Screen Description> Add New Food Item

- Function Details: The function allows shop owners to provide information of a new food and then can create a new food to sell.

### 3.5.6 Link / Unlink option groups in the food

- Function trigger: Shop owner clicks in the food item to go to food item detail
- Function description: Shop owners will link or unlink option groups in the food.
- Screen layout:

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm**
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Trà sữa Ngon**  
Giá bán: **30.000 đ**  
Khung giờ mở bán: **00:00 - 13:00 | 17:00 - 24:00 | 13:00 - 17:00**  
Mô tả sản phẩm: **Ngon Mlem**

Danh sách nhóm lựa chọn đã được liên kết:

Topping trà sữa Gỡ liên kết

Kem Gỡ liên kết

Thêm nhóm lựa chọn +



**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm**
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Trà sữa Ngon**  
Giá bán: **30.000 đ**  
Khung giờ mở bán:  
Mô tả sản phẩm:

Danh sách nhóm lựa chọn

Topping trà sữa

Kem

!

**Bạn có chắc muốn gỡ bỏ lựa chọn này không?**

Xác nhận
|
Không

Thêm nhóm lựa chọn +

Gỡ liên kết

Gỡ liên kết



**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm**
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Trà sữa Ngon**  
Giá bán: **30.000 đ**  
Khung giờ mở bán:  
Mô tả sản phẩm:

Danh sách nhóm lựa chọn

Kem

✓

Hủy liên kết với món ăn Trà sữa Ngon thành công

OK

Thêm nhóm lựa chọn +

Gỡ liên kết



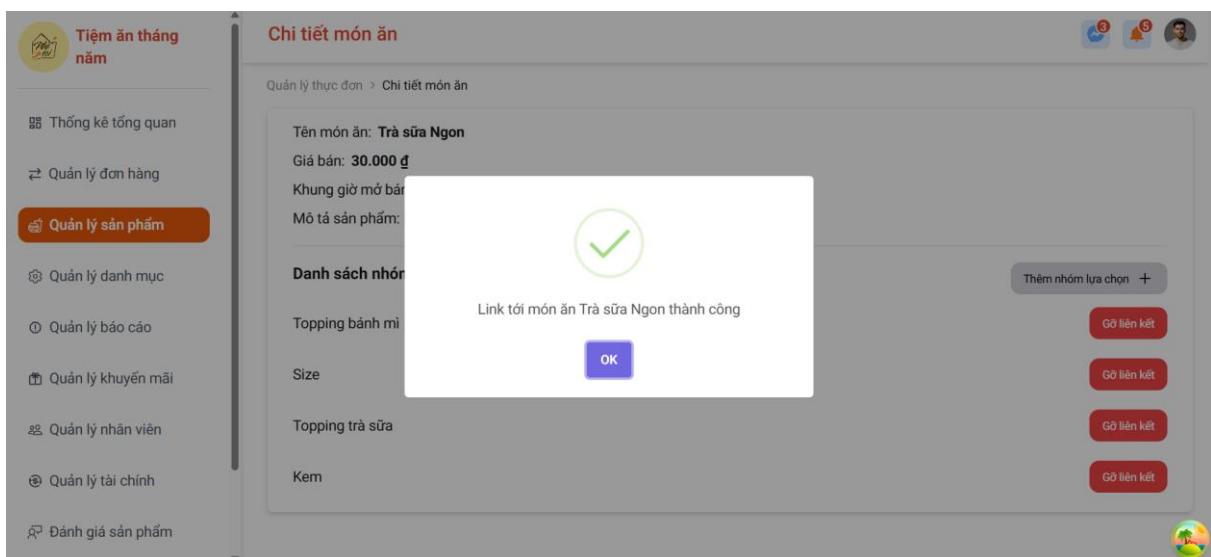
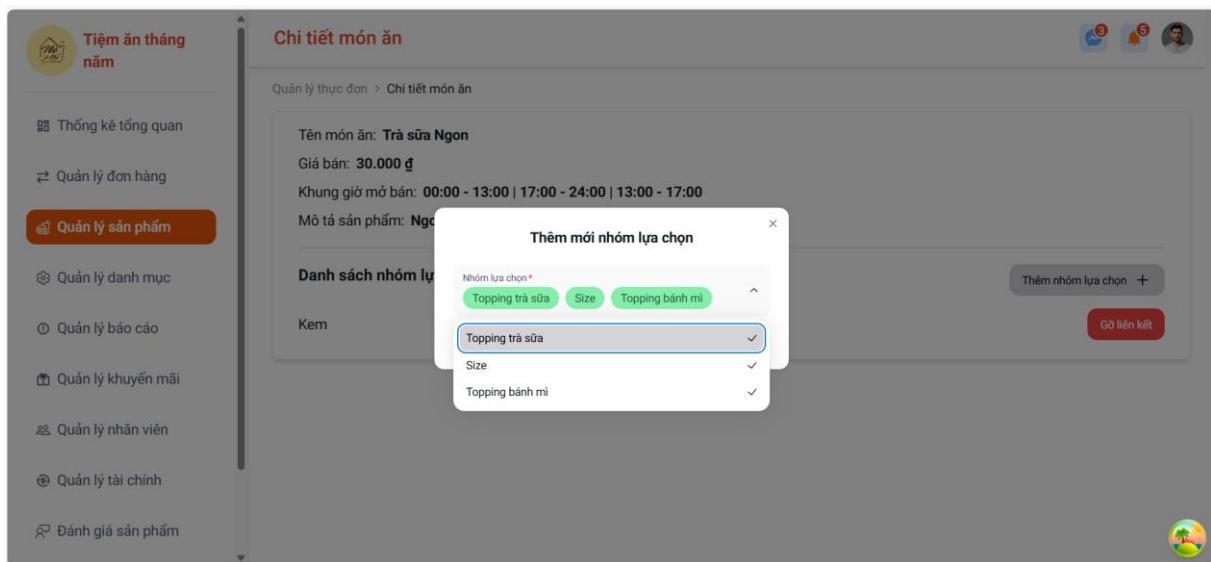


Figure 97 – <Shop Owner Web Screen Description> Link / Unlink Option Groups

- Function Details: The function allows shop owners to link/ unlink option groups in the food

### 3.5.7 Manage option groups

- Function trigger: Shop owner clicks ‘Nhóm lựa chọn’ subtab in the sidebar “Quản lý sản phẩm”
- Function description: Shop owners will see a table containing option groups in their shops.
- Screen layout:

Figure 98 – <Shop Owner Web Screen Description> Manage Option Groups

- Function Details: The function allows shop owners to view all option groups and create, update, or delete an option group.

### 3.5.8 Manage categories

- Function trigger: Shop owner clicks “Quản lý danh mục” in the sidebar
- Function description: Shop owners will see a table containing categories in their shops.
- Screen layout:

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

**Quản lý danh mục**

Quản lý báo cáo

Quản lý khuyến mãi

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

**Quản lý danh mục**

Tổng cộng có 4 danh mục

Lượng dữ liệu / trang: 10 ↻

Số sản phẩm liên kết Thời gian tạo danh mục Thao tác

Mã danh mục	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
37	1	04/12/2024	⋮
2	9	07/10/2024	⋮
21	2	05/11/2024	⋮
1	6	07/10/2024	⋮

Trang trước Trang sau

**Bạn có chắc muốn xóa danh mục này không?**

Xóa Không

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

**Quản lý danh mục**

Quản lý báo cáo

Quản lý khuyến mãi

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

**Quản lý danh mục**

Tổng cộng có 4 danh mục

Lượng dữ liệu / trang: 10 ↻

Số sản phẩm liên kết Thời gian tạo danh mục Thao tác

Mã danh mục	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
37	1	04/12/2024	⋮
2	9	07/10/2024	⋮
21	2	05/11/2024	⋮
1	6	07/10/2024	⋮

Danh mục đang có sản phẩm liên kết, vui lòng xem lại!

OK

Trang trước Trang sau

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

**Quản lý danh mục**

Quản lý báo cáo

Quản lý khuyến mãi

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

**Quản lý danh mục**

Tổng cộng có 4 danh mục

Lượng dữ liệu / trang: 10 ↻

Số sản phẩm liên kết Thời gian tạo danh mục Thao tác

Mã danh mục	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
37	1	04/12/2024	⋮
2	9	07/10/2024	⋮
21	2	05/11/2024	⋮
1	6	07/10/2024	⋮

**Sửa đổi danh mục**

Chọn hình ảnh

Tên danh mục \*  
Bánh mì thap cam

Mô tả  
Sản phẩm bán chạy nhất

Đóng Cập nhật

The figure consists of two vertically stacked screenshots of a web application for shop owners. Both screenshots have a header bar with icons for notifications (3), messages (5), and user profile.

**Screenshot 1: Manage Categories (Quản lý danh mục)**

- Left Sidebar:** Includes links like 'Thống kê tổng quan', 'Quản lý đơn hàng', 'Quản lý sản phẩm', 'Quản lý danh mục' (highlighted in orange), 'Quản lý báo cáo', 'Quản lý khuyến mãi', 'Quản lý nhân viên', and 'Đánh giá sản phẩm'.
- Main Content:** A table titled 'Quản lý danh mục' showing four categories:
 

Mã danh mục	Tên danh mục	Mô tả	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
37	Bánh ngọt		1	04/12/2024	⋮
2	Bánh mì thap cam	Sản phẩm bán chạy nhất	9	07/10/2024	⋮
21	Nước giải khát	Nước giải khát dành cho mùa hè nóng nực	2	05/11/2024	⋮
1	Trà sữa	Miền Miền	6	07/10/2024	⋮

**Screenshot 2: Create New Category (Tạo thể loại mới)**

- Left Sidebar:** Same as Screenshot 1.
- Modal:** A modal window titled 'Tạo thể loại mới' with the following fields:
  - A placeholder image with the text 'Chọn hình ảnh'.
  - A text input field labeled 'Tên danh mục\*' containing 'Mon nuoc'.
  - A text input field labeled 'Mô tả' containing 'Mon nuoc gồm bun, mì, hu tieu'.
  - Buttons at the bottom: 'Đóng' (Close) and 'Tạo' (Create).
- Background:** The main content area shows the same table of categories as Screenshot 1.

Figure 99 – <Shop Owner Web Screen Description> Manage Categories

### 3.5.9 Manage promotions

- Function trigger: Shop owner clicks “Quản lý khuyến mãi” in the sidebar
- Function description: Shop owners will see a table containing promotions in their shops.
- Screen layout:

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

Quản lý báo cáo

**Quản lý khuyến mãi**

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

## Quản lý khuyến mãi

Lọc theo khoảng thời gian: Tất cả | Chọn ngày: 1/1/1970 - 12/7/2024 | Trạng thái | Loại áp dụng | Tạo mới +

Tổng cộng có 24 khuyến mãi | Lượng dữ liệu / trang: 10

Mã khuyến mãi	Tên khuyến mãi	Loại áp dụng	Ngày bắt đầu	Ngày kết thúc	Số lượng đã dùng	Số lượng tối đa	Trạng thái	Thao tác
2	Sale Noel	Giảm Theo %	23/11/2024	30/11/2024	10	100	Khả Dụng	
3	Giảm giá xjnnnnn	Giảm Theo %	08/10/2024	28/12/2024	7	99	Đã Tạm Ẩn	
5	Giảm giá 5%	Giảm Theo %	08/10/2024	28/12/2024	13	100	Khả Dụng	
7	Giảm giá khai trương	Giảm Tiền Trực Tiếp	08/10/2024	28/12/2024	7	100	Khả Dụng	
8	Giảm giá xjn	Giảm Tiền Trực Tiếp	08/10/2024	28/12/2024	9	100	Khả Dụng	
9	Giảm giá xjn 8	Giảm Theo %	09/10/2024	29/12/2024	9	100	Khả Dụng	
10	Giảm 5k/dơn hàng	Giảm Tiền Trực Tiếp	05/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
12	Chương trình 01/11 10%/đơn	Giảm Theo %	01/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
13	Km 5k/dơn hàng 11	Giảm Theo %	12/11/2024	29/12/2024	9	100	Khả Dụng	

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

Quản lý báo cáo

**Quản lý khuyến mãi**

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

## Quản lý khuyến mãi

Lọc theo khoảng thời gian: Tất cả | Chọn ngày: 1/1/1970 - 12/7/2024 | Trạng thái | Loại áp dụng | Tạo mới +

Tổng cộng có 24 khuyến mãi | Lượng dữ liệu / trang: 10

**Bạn có chắc muốn xóa khuyến mãi này không?**

Xóa Không

Mã khuyến mãi	Tên khuyến mãi	Loại áp dụng	Ngày bắt đầu	Ngày kết thúc	Số lượng đã dùng	Số lượng tối đa	Trạng thái	Thao tác
2			11/2024	10	100	Khả Dụng		
3			12/2024	7	99	Đã Tạm Ẩn		
5			12/2024	13	100	Khả Dụng		
7			12/2024	7	100	Khả Dụng		
8			12/2024	9	100	Khả Dụng		
9	Giảm giá xjn 8	Giảm Theo %	09/10/2024	29/12/2024	9	100	Khả Dụng	
10	Giảm 5k/dơn hàng	Giảm Tiền Trực Tiếp	05/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
12	Chương trình 01/11 10%/đơn	Giảm Theo %	01/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
13	Km 5k/dơn hàng 11	Giảm Theo %	12/11/2024	29/12/2024	9	100	Khả Dụng	

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

Quản lý báo cáo

**Quản lý khuyến mãi**

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

## Quản lý khuyến mãi

Lọc theo khoảng thời gian: Tất cả | Chọn ngày: 1/1/1970 - 12/7/2024 | Trạng thái | Loại áp dụng | Tạo mới +

Tổng cộng có 23 khuyến mãi | Lượng dữ liệu / trang: 10

Đã xóa khuyến mãi thành công

OK

Mã khuyến mãi	Tên khuyến mãi	Loại áp dụng	Ngày bắt đầu	Ngày kết thúc	Số lượng đã dùng	Số lượng tối đa	Trạng thái	Thao tác
2			11/2024	10	100	Khả Dụng		
3			12/2024	7	99	Đã Tạm Ẩn		
5			12/2024	13	100	Khả Dụng		
7			12/2024	7	100	Khả Dụng		
8	Giảm giá xjn	Giảm Tiền Trực Tiếp	08/10/2024	28/12/2024	9	100	Khả Dụng	
10	Giảm 5k/dơn hàng	Giảm Tiền Trực Tiếp	05/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
12	Chương trình 01/11 10%/đơn	Giảm Theo %	01/11/2024	29/12/2024	0	100	Đã Tạm Ẩn	
13	Km 5k/dơn hàng 11	Giảm Theo %	12/11/2024	29/12/2024	9	100	Khả Dụng	

Giảm giá 50NNNNNN cho đơn hàng trên

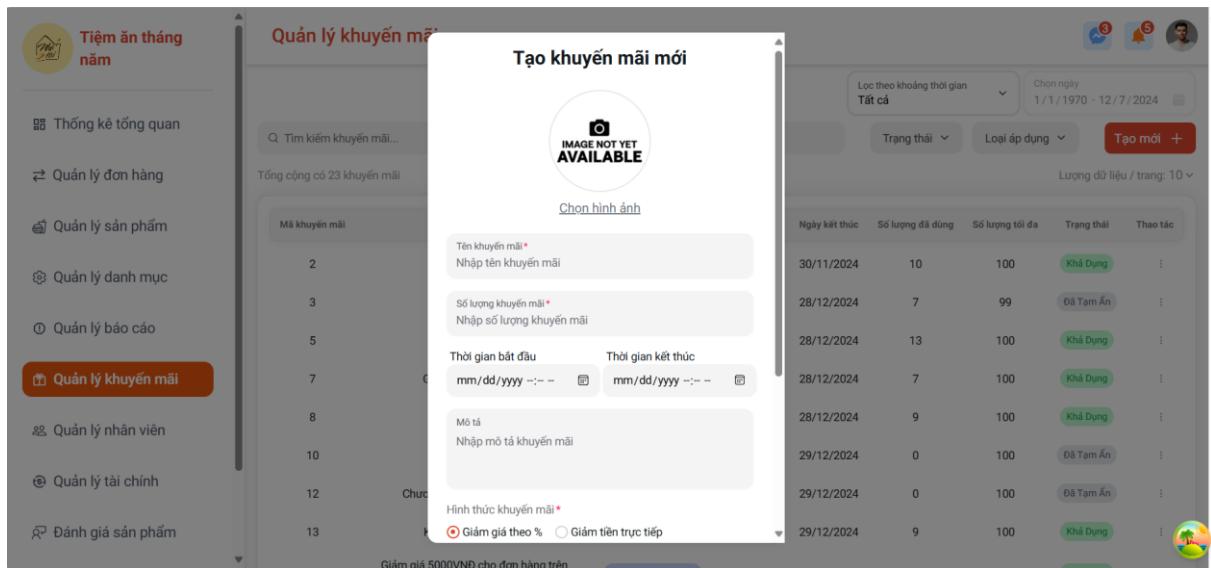


Figure 100 – <Shop Owner Web Screen Description> Manage Promotions

- Function Details:** The function allows shop owners to view all promotions and create, update, or delete a promotion.

### 3.5.10 Manage staffs

- Function trigger:** Shop owner clicks “Quản lý nhân viên” in the sidebar
- Function description:** Shop owners will see a table containing staff in their shops.
- Screen layout:**

Thứ tự	Tên nhân viên	Email	Số điện thoại	Trạng thái	Thời gian tạo tài khoản	Thao tác
14	Duy Đức	duyducfptu@gmail.com	093-496-8311	<span style="color: green;">Đang Hoạt Động</span>	12/11/2024	<span style="color: blue;">⋮</span>
10	Linh Hoàng	linhhoang123@gmail.com	094-343-4444	<span style="color: green;">Đang Hoạt Động</span>	08/11/2024	<span style="color: blue;">⋮</span>
8	Minh Quân	thongshipper1@gmail.com	037-248-5571	<span style="color: green;">Đang Hoạt Động</span>	19/10/2024	<span style="color: blue;">⋮</span>
9	Linh Lê	tienshipper1@gmail.com	037-248-5572	<span style="color: green;">Đang Hoạt Động</span>	19/10/2024	<span style="color: blue;">⋮</span>

The figure consists of three vertically stacked screenshots of a web-based shop management system, specifically the 'Manage Staff' section.

**Screenshot 1: Confirmation Dialog - Lock Staff**

A modal dialog box with a yellow exclamation mark icon asks: "Bạn có chắc muốn khóa nhân viên Linh Hoàng không?" (Do you really want to lock employee Linh Hoang?). It has two buttons: "Xóa" (Delete) and "Không" (No).

**Screenshot 2: Confirmation Dialog - Unlock Staff**

A modal dialog box with a red X icon displays the message: "Nhân viên này vẫn đang có những đơn hàng cần giao/đang xử lý, vui lòng thay đổi phân công hoặc đợi các đơn hàng được xử lý xong trước khi chuyển đổi trạng thái." (This employee still has pending delivery/orders being processed, please change assignment or wait until all orders are completed before changing status). It has an "OK" button.

**Screenshot 3: Create New Staff Form**

A modal dialog box titled "Tạo mới nhân viên" (Create new staff) contains four input fields:

- Tên nhân viên\* (Name): Nhập tên nhân viên (Enter employee name)
- Email\* (Email): Nhập email của nhân viên (Enter employee email)
- Số điện thoại\* (Phone): Nhập số điện thoại của nhân viên (Enter employee phone number)
- Mật khẩu\* (Password): Nhập mật khẩu của nhân viên (Enter employee password)

At the bottom are "Đóng" (Close) and "Tạo" (Create) buttons.

Figure 101 – <Shop Owner Web Screen Description> Manage Staffs

### 3.5.11 Manage reports

- Function trigger: Shop owner clicks “Quản lý báo cáo” in the sidebar
- Function description: Shop owners will see a table containing report in their shops and they can provide reason and evidence for this report.
- Screen layout:

**Quản lý báo cáo**

Mã báo cáo	Mã đơn hàng	Tên người báo cáo	Loại báo cáo	Lý do cụ thể	Trạng thái	Thời gian báo cáo
RP-1	MS-222	Tien	Giao sai hàng	Cửa hàng giao com thành cháu	<span style="background-color: red; color: white;">Đã Tù Chối</span>	21:40:10 - 17/11/2024
RP-2	MS-225	Tien	Giao sai hàng	Giao khong dung hang	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	23:58:02 - 17/11/2024
RP-5	MS-414	Tien	Giao sai hàng	Cửa hàng giao com thành cháu	<span style="background-color: red; color: white;">Đã Tù Chối</span>	13:54:52 - 23/11/2024
RP-7	MS-429	Tien	Giao sai hàng	Cửa hàng giao com thành cháu	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	11:50:50 - 25/11/2024
RP-9	MS-462	Tien	Giao sai hàng	Cửa hàng giao com thành cháu	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	21:23:59 - 25/11/2024
RP-11	MS-503	Tien	Giao hag sai	khong dung	<span style="background-color: green; color: white;">Đã Phê Duyệt</span>	13:31:03 - 26/11/2024
RP-12	MS-505	Tien	fssf	sdafasd	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	13:35:40 - 26/11/2024
RP-13	MS-504	Tien	vcxbnfgf	dghdfghgfdhdfgh	<span style="background-color: red; color: white;">Đã Tù Chối</span>	13:38:44 - 26/11/2024
RP-14	MS-542	Cao Nhật Thiên	Ok	ok	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	02:35:25 - 27/11/2024
RP-15	MS-535	Tien	Don hang bi loi	Khong giao dung hinh	<span style="background-color: grey; color: white;">Đang Xử Lý</span>	04:28:29 - 27/11/2024

**Chi tiết báo cáo**

Quản lý báo cáo > Chi tiết báo cáo

Mã đơn hàng: MS-611  
Loại báo cáo: test  
Lý do cụ thể: aaas

Hình ảnh chứng minh:

Thời gian báo cáo: 21:58:35 - 05/12/2024  
Thông tin người giao hàng:  
Tên người giao hàng: Tôi (tự giao)

Lý do  
Cung cấp lý do phản hồi

Choose Files No file chosen

Figure 102 – <Shop Owner Web Screen Description> Manage Reports

- Function Details: The function allows shop owners to view all staff and update reason, evidence for this.

### 3.5.12 Manage account balance

- Function trigger: Shop owner clicks “Quản lý tài chính” in the sidebar Function description: Shop owners will overview their account balance
- Screen layout:

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính**
- Đánh giá sản phẩm

## Quản lý tài chính

**Yêu cầu đã tạo**

Số dư có sẵn: **9.053.889 đ**  
Tiền bán chờ về: **-1.650.150 đ**  
Tiền của đơn đang có báo cáo: **550.910 đ**

Tổng cộng có 24 yêu cầu

Mã yêu cầu	Ngân hàng thụ hưởng	Số tài khoản	Số tiền muốn rút	Trạng thái	Thời gian tạo yêu cầu	Thao tác
MS-24	VietinBank	254545131345	50.000 đ	Đã Phê Duyệt	21.05.07 - 07/12/2024	
MS-23	Vietcombank	9372485581	200.000 đ	Đã Phê Duyệt	02:00:32 - 26/11/2024	
MS-22	BIDV	91212812121	7.000.000 đ	Đã Hủy	20:09:33 - 25/11/2024	
MS-21	BIDV	12132131	121.211 đ	Đã Phê Duyệt	21:02:46 - 17/11/2024	
MS-20	VietinBank	121312131	100.000 đ	Đã Từ Chối	20:49:34 - 17/11/2024	
MS-19	MBBank	20404545454	490.000 đ	Đã Từ Chối	21:23:38 - 12/11/2024	

Lượng dữ liệu / trang: 10 ✓

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục**
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

## Chi tiết yêu cầu rút tiền

Quản lý tài chính > Chi tiết yêu cầu rút tiền

Mã yêu cầu: **MS-24**  
Tên ngân hàng thụ hưởng: **VietinBank**  
Số tài khoản nhận tiền: **254545131345**  
Số tiền yêu cầu rút: **50.000 đ**  
Trạng thái yêu cầu: **Đã Phê Duyệt**



**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính**
- Đánh giá sản phẩm

## Quản lý tài chính

**Yêu cầu đã tạo**

Số dư có sẵn: **9.053.889 đ**  
Tiền bán chờ về: **-1.650.150 đ**  
Tiền của đơn đang có báo cáo

Tổng cộng có 24 yêu cầu

Mã yêu cầu	Ngân hàng thụ hưởng	Số tài khoản	Số tiền muốn rút	Trạng thái	Thời gian tạo yêu cầu	Thao tác
MS-24	VietinBank	254545131345	50.000 đ	Đã Phê Duyệt	21.05.07 - 07/12/2024	
MS-23	Vietcombank	9372485581	200.000 đ	Đã Phê Duyệt	02:00:32 - 26/11/2024	
MS-22	BIDV	91212812121	7.000.000 đ	Đã Hủy	20:09:33 - 25/11/2024	
MS-21	BIDV	12132131	121.211 đ	Đã Phê Duyệt	21:02:46 - 17/11/2024	
MS-20	VietinBank	121312131	100.000 đ	Đã Từ Chối	20:49:34 - 17/11/2024	
MS-19	MBBank	20404545454	490.000 đ	Đã Từ Chối	21:23:38 - 12/11/2024	

Mã OTP sẽ hết hạn sau 116 giây. [Gửi lại mã?](#)

**Xác thực**

Lượng dữ liệu / trang: 10 ✓

Quản lý tài chính

Yêu cầu đã tạo

Biến động số dư

21:05:54 - 07/12/2024  
Số dư tài khoản bạn đã bị **-50.000 đ** vào lúc **21:05:54 - 07/12/2024**. Số dư hiện tại: **7.954.649 đ**  
Nội dung: Rút tiền từ tiền có sẵn 50.000 VNĐ để chuyển tiền cho cửa hàng

13:00:01 - 07/12/2024  
Số dư tài khoản bạn đã được **+67.500 đ** vào lúc **13:00:01 - 07/12/2024**. Số dư hiện tại: **8.004.649 đ**  
Nội dung: Tiền từ tiền chờ về cộng vào 67.500 VNĐ tiền có sẵn

13:00:01 - 07/12/2024  
Số dư tài khoản bạn đã bị **-67.500 đ** vào lúc **13:00:01 - 07/12/2024**. Số dư hiện tại: **7.937.149 đ**  
Nội dung: Rút tiền từ tiền chờ về 67.500 VND sang tiền có sẵn

10:07:47 - 07/12/2024  
Số dư tài khoản bạn đã được **+67.500 đ** vào lúc **10:07:47 - 07/12/2024**. Số dư hiện tại: **8.004.649 đ**  
Nội dung: Tiền thanh toán cho đơn hàng MS-674 67.500 VND về ví chờ

01:53:51 - 07/12/2024  
Số dư tài khoản bạn đã được **+27.000 đ** vào lúc **01:53:51 - 07/12/2024**. Số dư hiện tại: **7.937.149 đ**  
Nội dung: Tiền từ tiền đang bị bảo cáo vào 27.000 VND tiền có sẵn

Figure 103 – <Shop Owner Web Screen Description> Manage Account Balance

- Function Details: The function allows shop owners to view all withdrawal request, create a new request and track transaction of account balance.

### 3.5.13 Manage reviews

- Function trigger: Shop owner clicks “Đánh giá sản phẩm” in the sidebar
- Function description: Shop owners will overview their reviews and can be reply to them
- Screen layout:

Đánh giá sản phẩm

Lọc theo khoảng thời gian: Tất cả | Chọn ngày: 1/1/1970 - 12/7/2024 | Trang thái: Lượng dữ liệu / trang: 10

Mã đánh giá	Mã đơn hàng	Tên khách hàng đánh giá	Nội dung đánh giá	Trạng thái	Thời gian đánh giá	Thao tác
RV-12	MS-188	Cao Nhật Thiên	Best ngonnn	Hết Hạn Phản Hồi	20:44:10 - 12/11/2024	
RV-11	MS-153	Cao Nhật Thiên	Ngonnn	Hết Hạn Phản Hồi	15:10:11 - 10/11/2024	
RV-10	MS-152	Cao Nhật Thiên	Ôn áp okiela	Hết Hạn Phản Hồi	15:05:29 - 10/11/2024	
RV-8	MS-151	Cao Nhật Thiên	Amzing guud job :>	Dã Phản Hồi	14:45:06 - 10/11/2024	
RV-6	MS-122	Cao Nhật Thiên	Cũng ngon nha	Dã Phản Hồi	14:04:28 - 06/11/2024	
RV-5	MS-76	Cao Nhật Thiên	Test	Hết Hạn Phản Hồi	03:20:19 - 27/10/2024	
RV-4	MS-73	Cao Nhật Thiên	asdfasfd	Hết Hạn Phản Hồi	02:33:12 - 27/10/2024	

Figure 104 – <Shop Owner Web Screen Description> Manage Reviews

- Function Details: The function allows shop owners to overview their reviews and can be reply to them

### 3.5.14 Manage history delivery packages

- Function trigger: Shop owner clicks “Lịch sử phân công” in the sidebar
- Function description: Shop owners will track all delivery package they have been created
- Screen layout:

**Thông tin gói đơn hàng (6 đơn hàng)**

Chưa giao: (1 đơn) Đang giao: (0 đơn)  
Giao thành công: (5 đơn) Giao thất bại: (0 đơn)  
Bị báo cáo: (0 đơn)

Mã gói hàng	Người giao	Khung giờ giao hàng	Ngày giao hàng	Trạng thái	Thao tác
DP-263		00:00 - 00:30	25/11/2024	Bị Hoàn Thành	
DP-316		00:00 - 00:30	05/12/2024	Bị Hoàn Thành	
DP-343		00:00 - 00:30	07/12/2024	Đang Thực Hiện	
DP-130		00:30 - 01:00	14/11/2024	Đang Thực Hiện	
DP-135		01:00 - 01:30	14/11/2024	Đang Thực Hiện	
DP-291	Duy Đức	01:00 - 01:30	27/11/2024	Đang Thực Hiện	

Figure 105 – <Shop Owner Web Screen Description> Manage History Delivery Packages

- Function Details: The function allows shop owners to track all delivery package they have been created and package detail with status inside.

## 3.6 Moderator Web Application

### 3.6.1 View list of shops

- Function trigger: Moderators clicks “Quản lý cửa hàng” in the sidebar
- Function description: The moderators will see a table containing all the shops.
- Screen layout:

**Quản lý cửa hàng**

Tổng cộng có 6 cửa hàng

Thứ tự	Tên cửa hàng	Tên chủ cửa hàng	Tổng đơn hàng	Tổng sản phẩm	Tổng doanh thu	Trạng thái cửa hàng	Ngày đăng ký	Thao tác
1	The Coffee Bean & Tea Leaf	John Doe	1,000	50	10.000.000 đ	Chưa Phê Duyệt	01/01/2023	
2	Starbucks	Jane Smith	2,000	100	20.000.000 đ	Bị Bị Cấm	01/02/2023	
3	Highlands Coffee	David Nguyen	3,000	150	30.000.000 đ	Đang Hoạt Động	01/03/2023	
4	Phuc Long Coffee Roastery	Emily Tran	4,000	200	40.000.000 đ	Đang Hoạt Động	01/04/2023	
5	Cong Cafe	Michael Le	5,000	250	50.000.000 đ	Chưa Phê Duyệt	01/05/2023	
6	The Coffee House	Olivia Pham	6,000	300	60.000.000 đ	Đang Đóng Cửa	01/06/2023	

Figure 106 – <Moderator Screen Description> Manage History Delivery Packages

- Function Details: The function allows the moderator to view all shops, which can be filtered, searched, and paginated.

### 3.6.2 Approve a new shop

- Function trigger: navigate to “/shops”
- Function description: Moderators will approve a new shop.
- Screen layout:

Thứ tự	Tên cửa hàng	Tên chủ cửa hàng	Tổng đơn hàng	Tổng sản phẩm	Tổng doanh thu	Trạng thái cửa hàng	Ngày đăng ký	Thao tác
1	The Coffee Bean & Tea Leaf	John Doe	1,000	50	10.000.000 ₫	Chưa Phê Duyệt	01/01/2023	<span>⋮</span>
2	Starbucks	Jane Smith	2,000	100	20.000.000 ₫	Bị Cấm	01/02/2023	<span>⋮</span>
3	Highlands Coffee	David Nguyen	3,000	150	30.000.000 ₫	Đang Hoạt Động	01/03/2023	<span>⋮</span>
4	Phuc Long Coffee Roastery	Emily Tran	4,000	200	40.000.000 ₫	Đang Hoạt Động	01/04/2023	<span>⋮</span>
5	Cong Cafe	Michael Le	5,000	250	50.000.000 ₫	Chưa Phê Duyệt	01/05/2023	<span>⋮</span>
6	The Coffee House	Olivia Pham	6,000	300	60.000.000 ₫	Đang Đóng Cửa	01/06/2023	<span>⋮</span>

Figure 107 – <Moderator Screen Description> Approve Shop

- Function Details: This function allows the moderators to approve a new shop when it is created to sell food items.

### 3.6.3 Ban / Unban a shop

- Function trigger: navigate to “/shop”
- Function description: Moderator will ban/ unban a shop
- Screen layout:

Thứ tự	Tên cửa hàng	Tên chủ cửa hàng	Tổng đơn hàng	Tổng sản phẩm	Tổng doanh thu	Trạng thái cửa hàng	Ngày đăng ký	Thao tác
1	The Coffee Bean & Tea Leaf	John Doe	1,000	50	10.000.000 ₫	Chưa Phê Duyệt	01/01/2023	<span>⋮</span>
2	Starbucks	Jane Smith	2,000	100	20.000.000 ₫	Đang Hoạt Động	01/02/2023	<span>⋮</span>
3	Highlands Coffee	David Nguyen	3,000	150	30.000.000 ₫	Đang Hoạt Động	01/03/2023	<span>⋮</span>
4	Phuc Long Coffee Roastery	Emily Tran	4,000	200	40.000.000 ₫	Đang Hoạt Động	01/04/2023	<span>⋮</span>
5	Cong Cafe	Michael Le	5,000	250	50.000.000 ₫	Chưa Phê Duyệt	01/05/2023	<span>⋮</span>
6	The Coffee House	Olivia Pham	6,000	300	60.000.000 ₫	Đang Đóng Cửa	01/06/2023	<span>⋮</span>

**Quản lý cửa hàng**

Tổng cộng có 6 cửa hàng

Thứ tự	Tên cửa hàng	Tên chủ cửa hàng	Tổng đơn hàng	Tổng sản phẩm	Tổng doanh thu	Trạng thái cửa hàng	Ngày đăng ký	Thao tác
1	The Coffee Bean & Tea Leaf	John Doe	1,000	50	10.000.000 ₫	Chưa Phê Duyệt	01/01/2023	⋮
2	Starbucks	Jane Smith	2,000	100	20.000.000 ₫	Đã Bị Cấm	01/02/2023	⋮
3	Highlands Coffee	David Nguyen	3,000	150	30.000.000 ₫	Đang Hoạt Động	01/03/2023	⋮
4	Phuc Long Coffee Roastery	Emily Tran	4,000	200	40.000.000 ₫	Đang Hoạt Động	01/04/2023	Xem chi tiết Cấm
5	Cong Cafe	Michael Le	5,000	250	50.000.000 ₫	Chưa Phê Duyệt	01/05/2023	⋮
6	The Coffee House	Olivia Pham	6,000	300	60.000.000 ₫	Đang Đóng Cửa	01/06/2023	⋮

**Vui lòng nhập lý do**

Nhập lý do

Đóng Xác nhận

Figure 108 – <Moderator Screen Description> Ban / Unban Shop

- Function Details: The function allows moderators to ban or unban a store for a specified reason when it violates the policy.

### 3.6.4 View list of withdrawal requests

- Function trigger: Moderators clicks “Yêu cầu rút tiền” in the sidebar
- Function description: Moderator will see a table containing all the withdrawal requests.
- Screen layout:

The screenshot shows the MealSync moderator dashboard. On the left, there's a sidebar with icons for reporting, withdrawal requests, managing stores, managing users, and logging out. The main area is titled "Yêu cầu rút tiền" (Withdrawal Requests). It includes filters for time period (30 days ago) and date (9/24/2024 - 10/23/2024), and a status dropdown. A search bar is at the top. Below, a table lists 10 withdrawal requests from various businesses like The Coffee Bean & Tea Leaf, Starbucks, Highlands Coffee, etc., with columns for rank, business name, amount, balance, bank, account number, status, and date. Some rows have green "Phê Duyệt" (Approved) or red "Chờ Xử Lý" (Pending) buttons.

Figure 109 – <Moderator Screen Description> View list of withdrawal requests

- Function Details: The function allows the moderators to view all withdrawal requests, which can be filtered, searched, and paginated.

### 3.6.5 Handle a withdrawal request

- Function trigger: navigate to “/withdrawals”
- Function description: Moderator will approve or reject a request.
- Screen layout:

This screenshot shows a detailed view of a withdrawal request for "The Coffee Bean & Tea Leaf". A modal window displays the request details: business name, bank, email, current balance, withdrawal amount, and date. Buttons for "Từ Chối" (Reject) and "Phê Duyệt" (Approve) are visible. The background shows the same list of withdrawal requests as Figure 109, with one row highlighted for the same business.

Figure 110 – <Moderator Screen Description> Handle Withdrawal Request

- Function Details: The function allows the moderators to view a specific withdrawal request and then can be approve or reject this request.

### 3.6.6 Handle reports

- Function trigger: navigate to “/reports”
- Function description: Moderator will view list of reports, approve or reject a report.
- Screen layout:

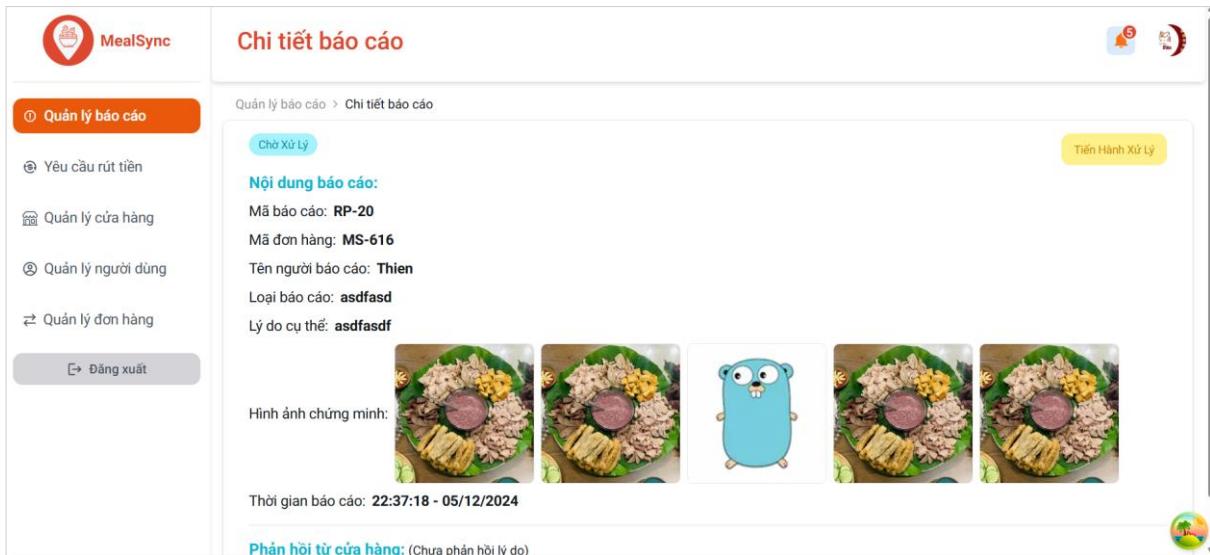


Figure 111 – <Moderator Screen Description> Handle Report

### 3.7 Admin Web Application

#### 3.7.1 Login

- Function trigger: A guest user access admin web.
- Function description: Admin can log in to the system using email and password.
- Screen layout:

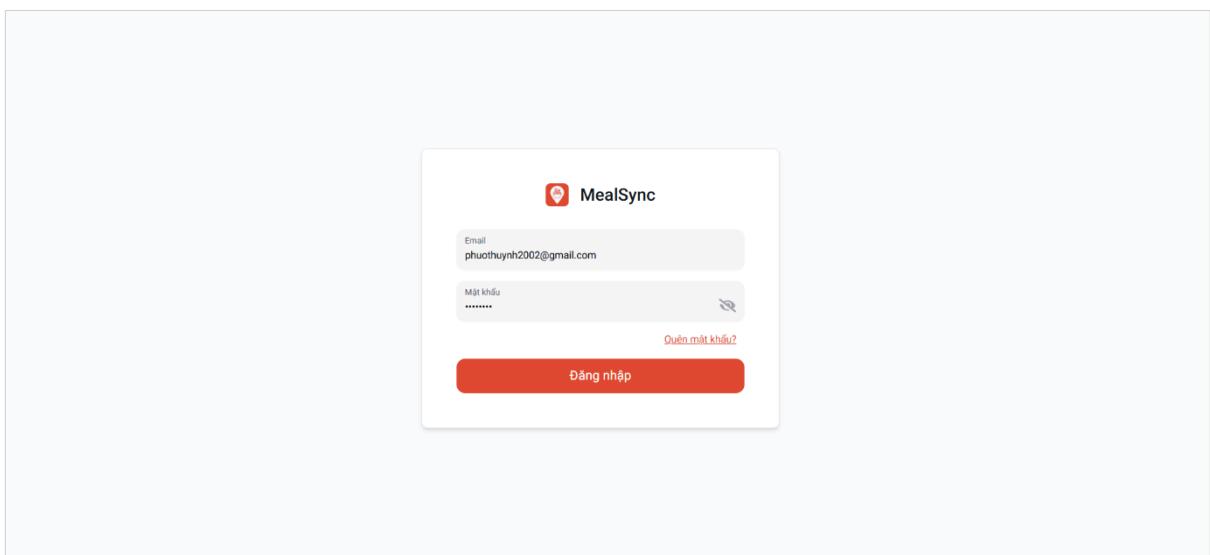


Figure 112 – <Admin Screen Description> Login

#### 3.7.2 Dashboard

- Function trigger: Admin click “Thống kê tổng quan” in the navbar.
- Function description: Admin view all statistics about orders, transaction amounts and revenue, performance metrics... with filtered time.
- Screen layout:

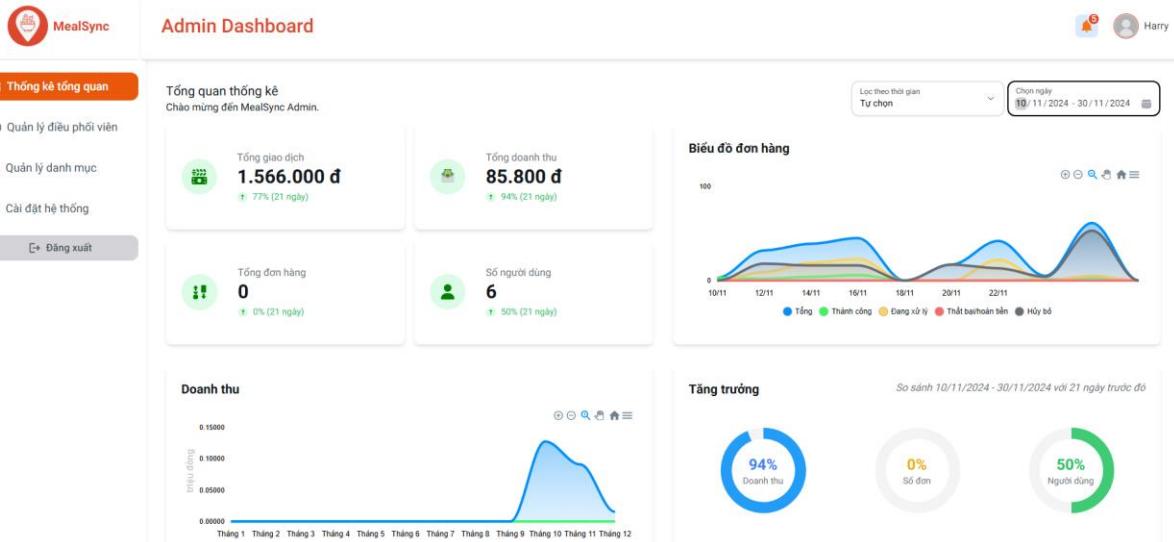


Figure 113 – <Admin Screen Description> Dashboard

- Function Details: The function allows the admin to view statistical information on transaction amounts, orders, revenue, and performance metrics within a specified time period.

### 3.7.3 Manage moderators

#### 3.7.3.1 View moderator list

- Function trigger: Admin click “Quản lý điều phối viên” in the navbar.
- Function description: Admin can view moderator list in system with filters.
- Screen layout:

Quản lý điều phối viên						
		Họ và tên	Email	Số điện thoại	Trạng thái	Khu quản lý
Tổng cộng có 4 điều phối viên						Lượng dữ liệu / trang: 10
MOD-25		Nguyen Van A	thongnv701111@gmail.com	0333624723	Đang hoạt động	Khu A
MOD-24		Van Tien	vantien@gmail.com	0934968777	Đang hoạt động	Khu B
MOD-23		Nguyen Thoong	vanthong07012002@gmail.com	033362224	Đang hoạt động	Khu B
MOD-8		Nguyen Van Thoong	moderator@gmail.com	0123455678	Đã khóa	Khu A, Khu B

Figure 114 – <Admin Screen Description> View Moderator List

#### 3.7.3.2 Add a new moderator

- Function trigger: Admin click “Thêm mới” button.
- Function description: Admin can add new a moderator into system.
- Screen layout:

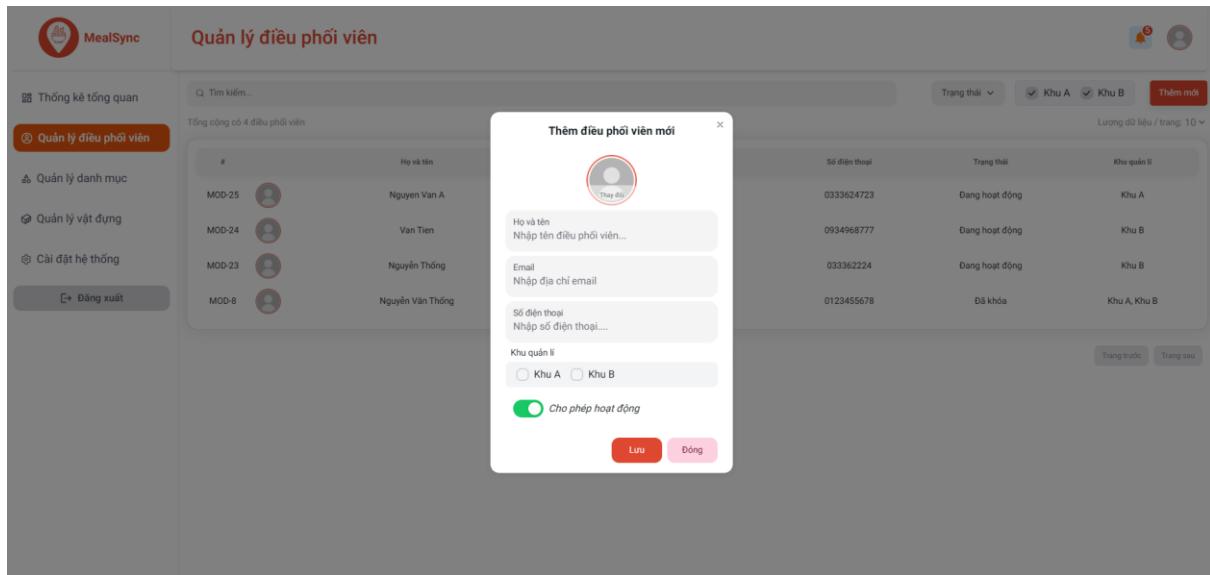


Figure 115 – <Admin Screen Description> Add New Moderator

### 3.7.3.3 View activity logs of each moderator

- Function trigger: Admin click “Chi tiết hoạt động” button.
- Function description: Admin can view activity logs of each moderator in the system.
- Screen layout:

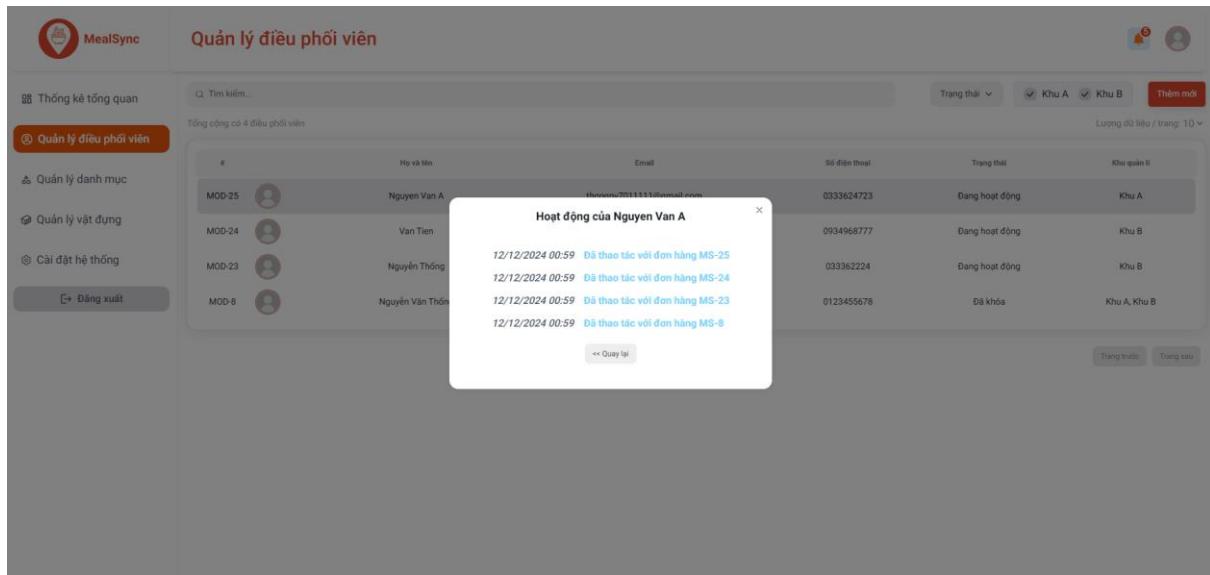


Figure 116 – <Admin Screen Description> View Moderator Acitivity Logs

### 3.7.3.4 Update a moderator

- Function trigger: Admin click “Chỉnh sửa” button.
- Function description: Admin can update moderators’ information or remove a moderator out of system.
- Screen layout:

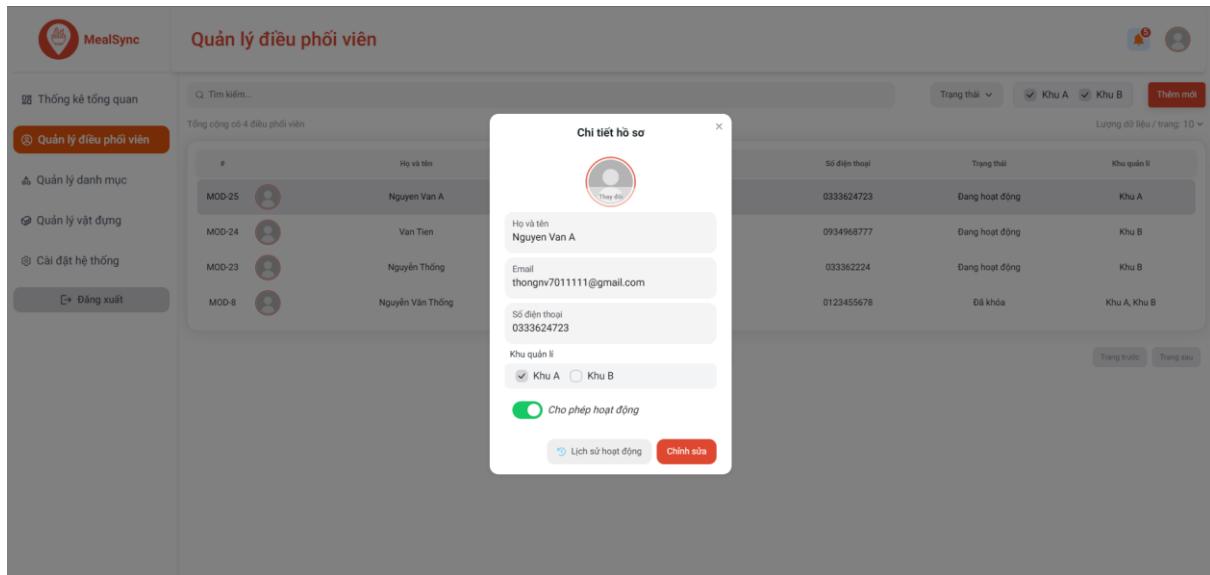


Figure 117 – <Admin Screen Description> Update Moderator

### 3.7.3.5 Lock / Unlock a moderator

- Function trigger: Admin click “Khóa”/”Mở khóa” button.
- Function description: Admin can lock/unlock a moderator account.
- Screen layout:

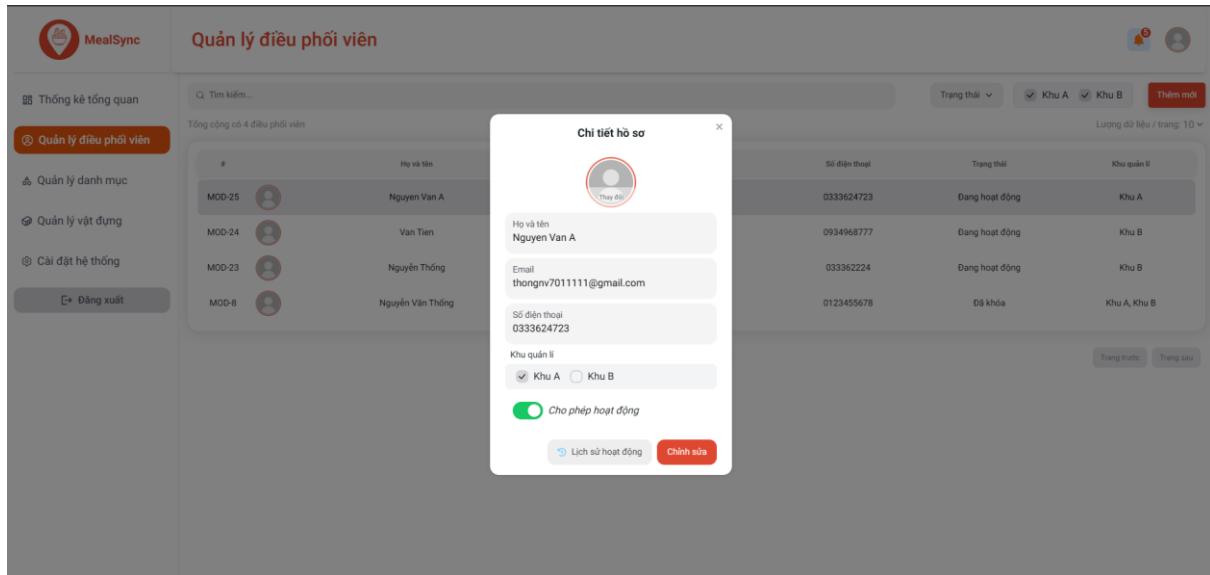


Figure 118 – <Admin Screen Description> Lock / Unlock Moderator

## 3.7.4 Manage platform categories

### 3.7.4.1 View categories list

- Function trigger: Admin click “Quản lí danh mục” in the navbar.
- Function description: Admin can view category list in system with filters.

### 3.7.4.2 Add a new category

- Function trigger: Admin click “Thêm mới” button.
- Function description: Admin can add new a platform category

### 3.7.4.3 Update a category

- Function trigger: Admin click “Chỉnh sửa” button.
- Function description: Admin can update a category.

### 3.7.5 Manage platform food container types

#### 3.7.5.1 View food container type list

- Function trigger: Admin click “Quản lý loại vật dụng” in the navbar.
- Function description: Admin can view food container type list in system with filters.

#### 3.7.5.2 Add a food container type

- Function trigger: Admin click “Chỉnh sửa” button.
- Function description: Admin can update a platform food container type

#### 3.7.5.3 Update a food container type

- Function trigger: Admin click status switch button.
- Function description: Admin can hide a platform food container type.

### 3.7.6 Set platform commission rate

- Function trigger: Admin click “Cài đặt hệ thống” in the navbar.
- Function description: Admin can configure the platform's commission rate.
- Screen layout:

The screenshot shows two views of the MealSync platform interface. The left view is the main dashboard with a sidebar containing links: Thống kê tổng quan, Quản lý điều phối viên, Quản lý danh mục, Cài đặt hệ thống (highlighted in orange), and Đăng xuất. The right view is a detailed configuration page titled "Cài đặt thông tin nền tảng" (Setup information) with the sub-section "Chiết khấu giao dịch" (Commission rate). It displays a current value of 5% / đơn. A modal window titled "Cập nhật chiết khấu" (Update commission rate) is open, showing the value has been updated to 10% / đơn, with "Lưu" (Save) and "Hủy" (Cancel) buttons at the bottom.

*Figure 119 – <Admin Screen Description> Set Platform Commission Rate*

## 4. Non-Functional Requirements

### 4.1 Security

- Data Integrity: Ensure data accuracy, encryption and consistency throughout its lifecycle.
- Authentication and Authorization: Implement robust mechanisms to verify user identities and control access to system resources.
- Access Control: Restrict access to sensitive data based on user roles and permissions.
- Ensure load balancing and distributed processing to handle varying loads.
- Network Security:
  - o Place all internal components (databases, caching layers, message queues) in private subnets without direct internet access.
  - o Only expose public endpoints (APIs, WebSocket connections) through load balancers in public subnets.
  - o Implement network ACLs and security groups to control traffic flow between components.

### 4.2 Performance

- Response Time: Maintain fast response times for user interactions and system processes.
- Scalability:
  - o Design the system to handle increasing workloads and user numbers efficiently.
  - o Design the system to enable straightforward horizontal scaling to accommodate growth.
- Reliability: Ensure high availability and fault tolerance to minimize system downtime.
- Error Handling: Implement proper error handling mechanisms to gracefully manage exceptions.

### 4.3 Usability

- User Interface (UI) Consistency: Maintain a consistent look and feel across the application.
- User Experience (UX): Design the system to be intuitive and easy to use.

### 4.4 Maintainability

- Code Quality: Adhere to coding standards and best practices to improve code readability and maintainability.
- Modularity: Design the system with well-defined modules for easier maintenance and updates.
- Documentation: Provide clear and comprehensive documentation for the system.

## 5. Requirement Appendix

### 5.1 Business Rules

ID	Rule Definition
BR-01	Customers are required to select a dormitory building when registering an account
BR-02	If a customer registers an account using email and password, they must verify the account via an OTP sent to their email
BR-03	Customers cannot update their email after registration.
BR-04	Each customer account can have only one unique phone number, which cannot duplicate phone numbers used by other accounts
BR-05	If a customer's account receives three flags, the account will be banned

BR-06	Additionally, the account may be banned based on a moderator's decision
BR-07	When banned, customers cannot log into the system. However, if the customer has ongoing orders (either being prepared or in delivery), they can log in but cannot place new orders or perform any information update actions
BR-08	When the account is banned, all pending and confirmed orders will be canceled
BR-09	The system only allows shops to register if their location is within a 3km radius from the dormitory.
BR-10	Shop owners must verify their accounts via an OTP sent to their email before moderators can approve their shop.
BR-11	Shop owners can update their email after registration.
BR-12	Shops will receive a warning when canceling orders with status "Confirmed" less than one hour before the scheduled delivery time.
BR-13	Five warnings will result in one flag for the shop's account.
BR-14	If a shop account receives three flags, it will be banned, and the shop owner cannot log in. However, if there are ongoing orders ("Preparing", "Delivering"), the shop can log in to complete deliveries.
BR-15	The shop account may also be banned based on a moderator's decision.
BR-16	When the shop account is banned, all pending orders will be rejected, and all confirmed orders will be canceled by the shop.
BR-17	Shops can only open for sales (Active) if their available balance is not more than 200,000 VND in debt.
BR-18	Shops can only get next-day orders if they enable the accept next-day orders
BR-19	Shops can activate the auto-confirm feature by setting the farthest and closest times before the delivery time for automatic order acceptance, with a maximum of 6 hours and a minimum of 1 hour for each option.
BR-20	Accounts shop delivery staff will be created and managed by the shop owner.
BR-21	The shop owner manages the status of the delivery staff's accounts.
BR-22	When the status is "Offline" or "Inactive," staff cannot accept orders for delivery.
BR-23	When the status is "Inactive," staff cannot log into the system.
BR-24	Moderator accounts will be created by the system administrator, with login details sent via email.
BR-25	Each moderator will manage one or more dormitory buildings.
BR-26	Admin can lock or unlock moderator accounts.
BR-27	The commission rate will be determined and adjustable by the admin.
BR-28	Food items must be linked to platform categories, shop categories, food container, and corresponding sale times matching the shop's operating hours.
BR-29	Shops can create categories and arrange their display order.
BR-30	If a food container does not exist, shops can create a new one by providing a name and weight (unit: kg).
BR-31	When a food item is updated to "Sold out," it will still be visible to customers, who can only order it for the next day if the shop has enabled the accept next-day order feature.
BR-32	When a food item is updated to "Inactive," it will not be visible to customers.
BR-33	When a food item is deleted, it will no longer be visible to both customers and the shop.
BR-34	Customers can only view food items from shops that are selling in the dormitory corresponding to their default address.

BR-35	Customers can place orders for delivery times preset by the system in the shop's operating time slots (30 minutes) and must order at least 15 minutes before the delivery time slot ends.
BR-36	Customers cannot place orders for past delivery time slots.
BR-37	For shops with the auto-confirm feature enabled, orders will be evaluated based on the order time and the configured farthest and closest hours for auto-confirm.
BR-38	Customers can choose two payment methods: cash on delivery (COD) or online payment.
BR-39	For online payments, orders will be automatically accepted by the system or the shop only after successful payment.
BR-40	Customers can cancel orders up to one hour before the delivery time begins.
BR-41	Customers must provide complete name, phone number, and building address to place an order.
BR-42	Only one shop promotion can be applied per order.
BR-43	Customers are permitted to place a maximum of six (6) orders per delivery time slot.
BR-44	Customers can initiate and participate in chat communication with the shop once the order status transitions to "Preparing."
BR-45	Chat functionality between the customer and the shop will be disabled two (2) hours after the end of the delivery time slot.
BR-46	Shops can accept orders up to 15 minutes before the delivery time slot ends compared to the current time.
BR-47	For pending orders, shops can reject them without warnings or flags.
BR-48	For confirmed orders, shops can cancel them, but they will receive a warning if canceled less than one hour before the scheduled delivery time.
BR-49	Shops cannot cancel or reject orders in the "Preparing" status.
BR-50	Orders in "Confirmed" status can only transition to "Preparing" status if the current day is the customer's requested delivery date.
BR-51	Shop owners actively assign orders to delivery staff.
BR-52	Shop owner or Shop delivery staff can start transitioning orders to "Delivering" status 30 minutes before the delivery time begins.
BR-53	For orders in "Delivering" status, the shop owner or delivery staff can mark the order as failed with reasons, evidence, and timestamps. Reasons can be updated within two hours after the delivery time slots ends.
BR-54	If an order remains in the 'Delivering' status when the delivery time slot ends, it will automatically be marked as 'Failed Delivery.' If the shop does not update the reason within two hours after the delivery time slot ends, the default reason will be attributed to the shop.
BR-55	For canceled or rejected orders with prior online payment, the system will refund the customer within 5-7 business days.
BR-56	For delivery failures: <ul style="list-style-type: none"> <li>• If caused by the customer ("DeliveryFailByCustomer"), the amount will be added to the shop's "Incoming Amount."</li> </ul> If caused by the shop ("DeliveryFailByShop"), the amount will be refunded to the customer's bank account within 5-7 business days.
BR-57	For successfully delivered orders: <ul style="list-style-type: none"> <li>• Online payments: The amount will be added to the shop's "Incoming Amount".</li> <li>• COD: The commission fee will be deducted from the shop's "Available Amount".</li> </ul>

BR-58	In cases of "DeliveryFailByCustomer" reported orders, the amount will be transferred to the shop's "Reporting Amount."
BR-59	Order payment formulas: <ul style="list-style-type: none"> <li>• Total Payment = TotalPrice - TotalPromotion</li> <li>• Shop Earnings = TotalPrice - TotalPromotion - TotalChargeFee</li> </ul>
BR-60	Payment amounts are rounded (Examples: $\geq 5.5 \rightarrow 6$ , $< 5.5 \rightarrow 5$ )
BR-61	Customers can report an order only once and cannot update their report afterward.
BR-62	For orders with the status "Delivery Fail" due to "DeliveryFailByShop", customers cannot report after 2 hours from the delivery time slot ends.
BR-63	Shops can respond a customer report only once and cannot update their appeal afterward.
BR-64	For orders with the status "Fail Delivered" or "Delivered", customers have the right to report the order within 12 hours from the delivery time slot end.
BR-65	Shops have the right to respond to a report within 20 hours from the delivery time slot end and when the order has been reported.
BR-66	Moderators have 48 hours to process the report, starting from the delivery time slot end, provided both the customer and the shop have submitted reasons and evidence. If the shop exceeds the 20-hour response time for appeals, the moderator can proceed without waiting for the shop's input.
BR-67	For orders reported when the status is "Delivery Fail" and the customer paid online: <ul style="list-style-type: none"> <li>• If the moderator determines the fault lies with the customer, the money will be transferred to the "Available Amount" balance in the shop's wallet.</li> <li>• If the fault lies with the shop, the money will be refunded to the customer's bank account within 5–7 working days, and the shop's account will be flagged.</li> </ul>
BR-68	For orders reported when the status is "Delivery Fail" and the customer paid using the COD (Cash on Delivery) method: <ul style="list-style-type: none"> <li>• If the moderator determines the fault lies with the customer, the customer's account will be flagged.</li> </ul> If the fault lies with the shop, the shop's account will be flagged.
BR-69	For orders reported when the status is "Delivered": If a refund is required for the customer, the moderator will handle the process manually.
BR-70	The minimum withdrawal amount is 50,000 VND.
BR-71	A shop owner can only create a new withdrawal request if no other requests are currently being processed.
BR-72	Shop owners can withdraw a maximum of the amount available in their "Available Amount".
BR-73	The Incoming Balance will be transferred to the Available Balance if the order exceeds the report time window (12 hours after the delivery time slot end).
BR-74	Customers can review an order only after confirming its completion (order change to "Completed" status)
BR-75	Customers can submit a review within 24 hours after the delivery time slot end.
BR-76	Shops have 24 hours to respond to a customer's review after the review has been submitted.

Table 23 – Business Rule

## 5.2 Application Messages List

#	Message code	Message Type	Context	Content
1	MSG01	Error message, color red, under text box	Login with wrong email or password	Email hoặc mật khẩu không chính xác
2	MSG02	Error message, color red, under text box	Login an account unverify OTP	Tài khoản của bạn chưa được xác thực
3	MSG03	Error message, color red, under text box	Login an account was banned	Tài khoản bạn đã bị khóa
4	MSG04	Error message, color red, under text box	Login an account with invalid role	Đăng nhập không đúng quyền
5	MSG05	Error message, color red, under text box	Register a new account with existed email	Email đã tồn tại trong hệ thống
6	MSG06	Error message, color red, under text box	Create a new account with existed phone number	Số điện thoại đã tồn tại
7	MSG07	Error message, color red, under text box	Register or login with wrong email format	Email không hợp lệ
8	MSG08	Error message, color red, under text box	Register or login with wrong password format	<ul style="list-style-type: none"> <li>+ Mật khẩu phải có ít nhất 8 ký tự</li> <li>+ Mật khẩu chỉ có tối đa 25 ký tự</li> <li>+ Mật khẩu phải chứa ít nhất một ký tự số (0-9)</li> <li>+ Mật khẩu phải chứa ít nhất một chữ cái in thường (a-z)</li> <li>+ Mật khẩu phải chứa ít nhất một chữ cái in hoa (A-Z)</li> </ul>

				+ Mật khẩu phải chứa ít nhất một ký tự đặc biệt (`, ~, !, @, #, \$, %, ^, &, *, ?)
9	MSG09	Error message, color red, under text box	Login/ register without input field email	Vui lòng nhập email
10	MSG10	Error message, color red, under text box	Login without input field password	Vui lòng nhập mật khẩu
11	MSG11	Error message, color red, under text box	Register without input field shop name	Vui lòng nhập tên cửa hàng
12	MSG12	Error message, color red, under text box	Register without input field shop owner name	Vui lòng nhập tên của bạn
13	MSG13	Error message, color red, under text box	Register without input field phone number	Vui lòng nhập số điện thoại
14	MSG14	Error message, color red, under text box	Register without input field password/ confirm password	Vui lòng nhập mật khẩu
15	MSG15	Error message, color red, under text box	Input expired OTP	Mã OTP đã hết hạn
16	MSG16	Error message, color red, under text box	Input wrong OTP when create new withdrawal request	Không đúng mã xác thực rút tiền
17	MSG17	Toast message	Confirm a new order	Xác nhận đơn hàng MS-{id} thành công
18	MSG18	Toast message	Reject an order	Từ chối đơn hàng MS-{id} thành công
19	MSG19	Toast message	Cancel an order	Hủy đơn hàng MS-{id} thành công

20	MSG20	Toast message	Cancel an order	Hủy đơn hàng MS-{id} thành công
21	MSG21	Toast message	Change status of order into preparing	Chuyển đơn hàng MS-{id} sang trạng thái chuẩn bị thành công
22	MSG22	Toast message	Change status of order into delivering early	Đơn hàng MS-{id} chưa đến ngày giao hàng.
23	MSG23	Toast message	Change status of order into delivering early	"Đơn hàng MS-{id} sẽ giao vào khung thời gian 20:00-20:30. Bạn có chắc là muốn chuẩn bị sớm hơn 05:26 tiếng chứ"
24	MSG24	Toast message	Assign an order to shop delivery staff successful	Chọn người giao hàng thành công
25	MSG25	Toast message	Delivery successfully	Đơn hàng MS-53 giao hàng thành công
26	MSG26	Toast message	Delivery failed	Chuyển thành công đơn hàng MS-{id} sang trạng thái giao hàng thất bại.
27	MSG27	Toast message	Create a new food successfully	Tạo món ăn thành công
28	MSG28	Error message, color red, under text box	Miss field food name when create a new food	Vui lòng nhập tên món ăn
29	MSG29	Error message, color red, under text box	Miss field price when create a new food	Vui lòng nhập giá bán
30	MSG30	Error message, color red, under text box	Miss field operating slot when create a new food	Vui lòng chọn khung giờ mở bán
31	MSG31	Error message, color red, under text box	Miss field platform category when create a new food	Vui lòng chọn danh mục hệ thống
32	MSG32	Error message, color red, under text box	Miss field shop category when create a new food	Vui lòng chọn danh mục cửa hàng
33	MSG33	Error message, color red, under	Miss image when create a new food	Vui lòng chọn hình ảnh cho sản phẩm

		text box		
34	MSG34	Toast message	Update a food successfully	Cập nhật món ăn thành công
35	MSG35	Toast message	Update status of food into “out of stock” or “re-open”	Cập nhật trạng thái ngưng hoạt động món ăn Trà Sen vàng thành công
36	MSG36	Toast message	Delete a food successfully	Xóa món ăn Trà Sen vàng thành công
37	MSG37	Toast message	Link food into shop category successfully	Liên kết món ăn tới doanh mục thành công
38	MSG38	Toast message	Link option group into food	Liên kết tới món ăn thành công
39	MSG39	Toast message	Add new an option group successfully	Tạo mới nhóm lựa chọn thành công
40	MSG40	Toast message	Update an option group successfully	Cập nhật nhóm lựa chọn thành công
41	MSG41	Toast message	Update status of option group	Cập nhật trạng thái thành công
42	MSG42	Toast message	Delete a option group successfully	Xóa món ăn thành công
43	MSG43	Toast message	Unlink option group out of food successfully	Hủy liên kết tới món ăn thành công
44	MSG44	Toast message	Add new a category successfully	Tạo mới danh mục thành công
45	MSG45	Toast message	Update a category successfully	Cập nhật danh mục thành công
46	MSG46	Toast message	Update status of category	Cập nhật trạng thái thành công
47	MSG47	Toast message	Delete a category successfully	Xóa danh mục thành công
48	MSG48	Toast message	Delete a category have food linked	Nhóm thực đơn đang có 1 món ăn liên kết nên không thể xóa. Vui lòng cập nhật những món ăn liên kết sang nhóm thực đơn khác
49	MSG49	Toast message	Delete an option group have food linked	Lựa chọn này đang có 1 món ăn liên kết. Bạn có muốn xóa hết những sản phẩm liên kết đến không?
50	MSG50	Toast message	Add new operating slot successfully	Tạo mới khung giờ mở bán thành công
51	MSG51	Toast message	Update an operating slot successfully	Cập nhật khung giờ mở bán thành công
52	MSG52	Toast message	Delete an operating slot successfully	Xóa khung giờ mở bán thành công
53	MSG53	Toast message	Add new promotion successfully	Tạo mới khuyến mãi thành công
54	MSG54	Toast message	Update a promotion successfully	Cập nhật khuyến mãi thành công

55	MSG55	Toast message	Update status of promotion	Cập nhật khuyến mãi thành công
56	MSG56	Toast message	Delete a promotion successfully	Xóa danh mục thành công
57	MSG57	Toast message	Change status of orders in delivery package into delivering	Chuyển trạng thái giao hàng thành công
58	MSG58	Toast message	Create a new withdrawal request but there exists an unresolved previous request.	Bạn chỉ có thể yêu cầu rút sau khi yêu cầu rút tiền ở trạng thái chờ trước đó được xử lý
59	MSG59	Toast message	Request a withdrawal request with amount less than 50.000 VNĐ	Số tiền rút phải lớn hơn hoặc bằng 50.000 VNĐ.
60	MSG60	Toast message	Create withdrawal request successfully	Yêu cầu rút tiền thành công.
61	MSG61	Toast message	Cancel withdrawal request	Hủy yêu cầu của yêu cầu rút tiền MS-{id} thành công
62	MSG62	Toast message	Reply the review after 24h from customer's review	Đã quá 24h để trả lời phản hồi của khách hàng
63	MSG63	Toast message	Reply the customer's review successfully	Phản hồi đánh giá thành công
64	MSG64	Toast message	Reply and provide evidence report successfully	Phản hồi báo cáo thành công
65	MSG65	Toast message	Reply and provide evidence report second time	Cửa hàng của bạn đã trả lời báo cáo này rồi
66	MSG66	Toast message	Ban shop successfully	Cấm cửa hàng thành công
67	MSG67	Toast message	Unban shop successfully	Bỏ cấm cửa hàng thành công
68	MSG68	Error message, color red, under text box	Not provide reason to ban/ unban shop	Vui lòng nhập lý do cấm/ bỏ cấm cửa hàng
69	MSG69	Toast message	Ban shop have orders in processing	Cửa hàng đang có đơn hàng trong trạng thái xử lý, bạn có chắc chắn muốn chuyển trạng thái sang "Cấm tạm thời" không? Lưu ý: Cửa hàng vẫn có thể xử lý các đơn hàng đang chuẩn bị hoặc đang giao, nhưng khách hàng sẽ không thể đặt đơn hàng mới.

70	MSG70	Toast message	Ban customer account successfully	Cấm tài khoản thành công
71	MSG71	Toast message	Unban customer account successfully	Bỏ cấm tài khoản thành công
72	MSG72	Error message, color red, under text box	Not provide reason to ban/ unban customer account	Vui lòng nhập lý do cấm/ bỏ cấm tài khoản
73	MSG73	Toast message	Ban customer account have orders in processing second time	Khách hàng có đơn hàng đang chuẩn bị/đang giao bởi cửa hàng, bạn chưa thể chuyển trạng thái tài khoản của khách hàng sang "Đã cấm"
74	MSG74	Toast message	Ban customer account have order in processing first time	Khách hàng hiện đang có đơn hàng ở trạng thái xử lý, bạn có chắc chắn muốn chuyển trạng thái tài khoản sang "Tạm khóa" không? Lưu ý: Khách hàng vẫn có thể hoàn thành các đơn hàng hiện tại nhưng sẽ không thể đặt đơn hàng mới.
75	MSG75	Toast message	Approve withdrawal request for banned shop	Bạn có chắc chắn muốn chấp thuận yêu cầu rút tiền này khi cửa hàng đang bị cấm không?
76	MSG76	Toast message	Approve withdrawal request successfully	Cập nhật trạng thái thành công
77	MSG77	Toast message	Reject withdrawal request successfully	Cập nhật trạng thái thành công
78	MSG78	Toast message	Approve/ reject report successfully	Cập nhật trạng thái thành công

Table 24 – Message List

## IV. Software Design Description

### 1. System Design

#### 1.1 System Architecture

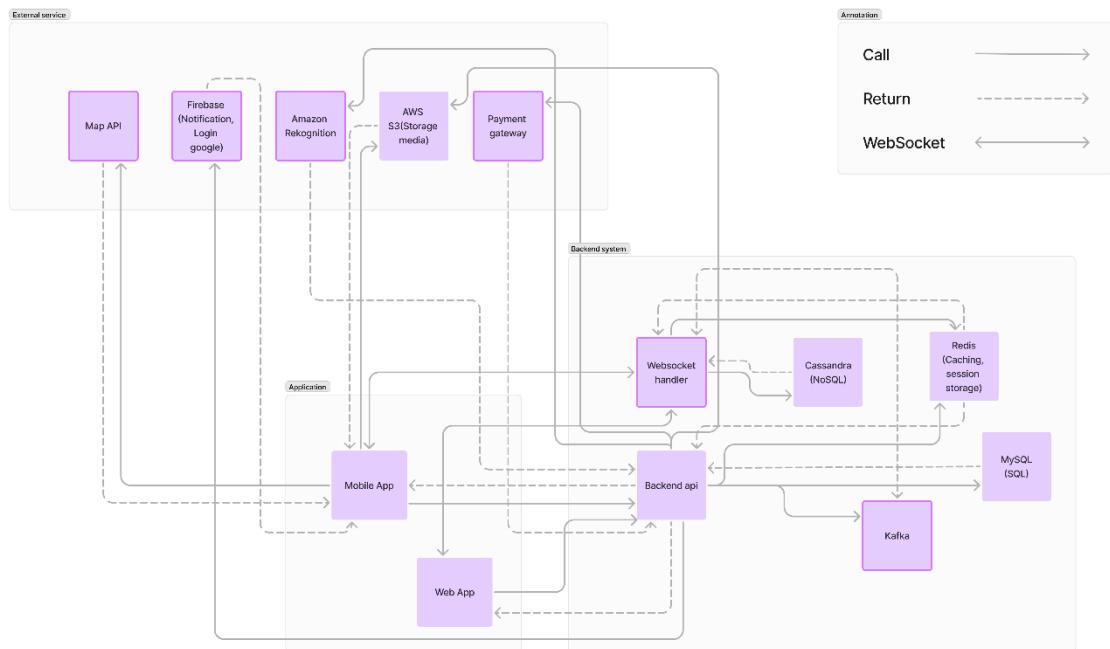


Figure 120 – System Architecture

## 1.2 Package Diagram

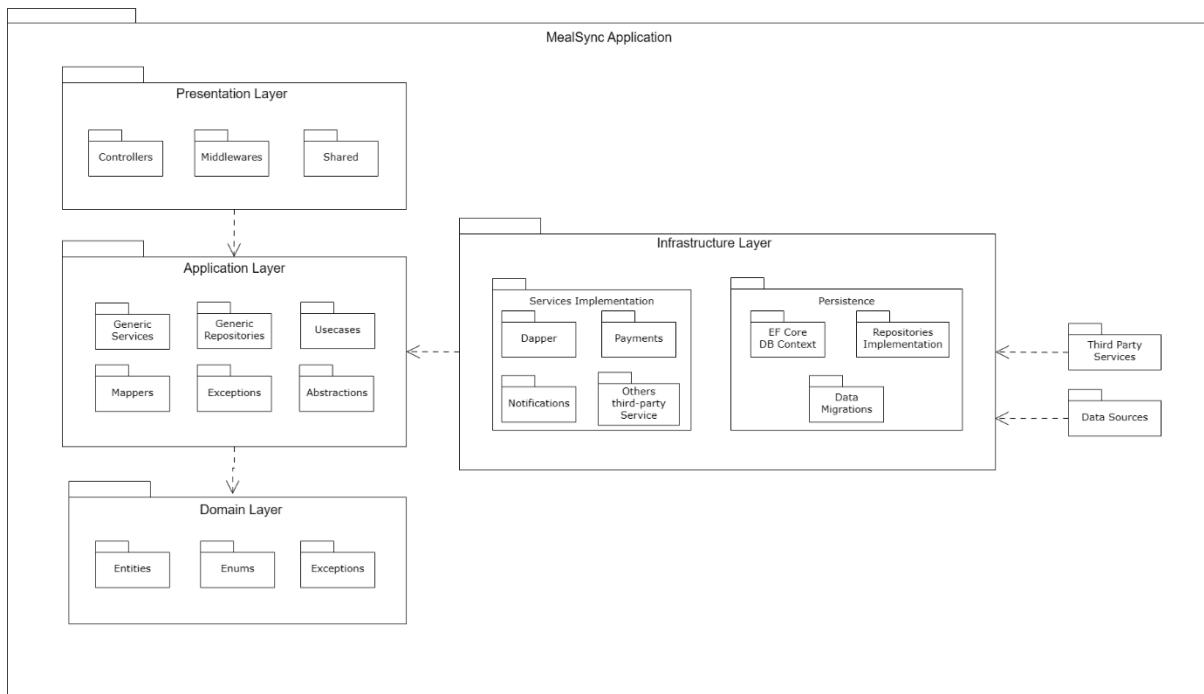


Figure 121 – Package Diagram

## Package Descriptions

No	Package	Description
1	MealSync.Presentation	This layer handles the interaction between the user and the application. It contains controllers to manage incoming HTTP requests, middlewares for cross-cutting concerns (like logging and authentication), and shared components or utilities used across the presentation.
2	.Controllers	Manages incoming requests (HTTP, API) and directs them to appropriate use cases in the application layer.
3	.Middlewares	Implements cross-cutting concerns like authentication, logging, exception handling, etc. These operate before or after requests are processed by controllers.
4	.Shared	Contains shared utilities or components (e.g., Endpoints) used across the controllers and middlewares.
5	MealSync.Application	This layer contains the business logic, use cases, and services responsible for orchestrating operations across different parts of the system. It serves as the intermediary between the presentation and infrastructure layers. Components include generic services, repositories, exceptions, and mappers for converting between different data models.
6	.Services	Provides reusable service logic for various use cases, such as order management, user management, etc.
7	.Repositories	Contains abstract repositories to define how data should be accessed, without specifying the database or storage technology.
8	.Usecases	Implements specific business operations (e.g., creating an order, assigning delivery staff) by coordinating services and repositories.
9	.Mappers	Converts between domain models, Requests, Responses, and other data structures to facilitate communication between layers.
10	.Exceptions	Defines application-level exceptions, ensuring consistent error handling across services and use cases.
11	.Abstractions	Contains interfaces and abstract classes to define the contract for services, repositories, and other components.
12	MealSync.Domain	This layer holds the core business logic and domain models, ensuring that the business rules are encapsulated and isolated. It includes entities (core business objects), enums, and domain-specific exceptions. It is the heart of the system and remains independent of other layers.
13	.Entities	Core business models (e.g., Order, Customer, Shop) that encapsulate the main logic of the domain.
14	.Enums	Defines enumerations used throughout the domain (e.g., OrderStatus, FoodStatus).
15	.Exceptions	Domain-specific exceptions related to business rules, such as invalid operations or state violations.
16	MealSync.Infrastructure	This layer provides technical implementations for the services and repositories defined in the application

		layer. It interacts with external systems, databases, and third-party services. Components include:
17	.Services	Contains implementations of services that interact with external systems, such as:
18	.Dapper	Lightweight ORM for interacting with the database.
19	.Payments	Handles integration with payment services (e.g., VNPay).
20	.Notifications	Manages notification services (e.g., email).
21	.Persistence	Manages database persistence logic, including:
22	.Context	Database context class for managing entity operations using EF Core.
23	.Repositories	Implements repository patterns to handle database operations.
24	.DataMigrations	Contains migration scripts to manage schema changes over time.

*Table 25 – Package Diagram Description*

## 2. Database Design

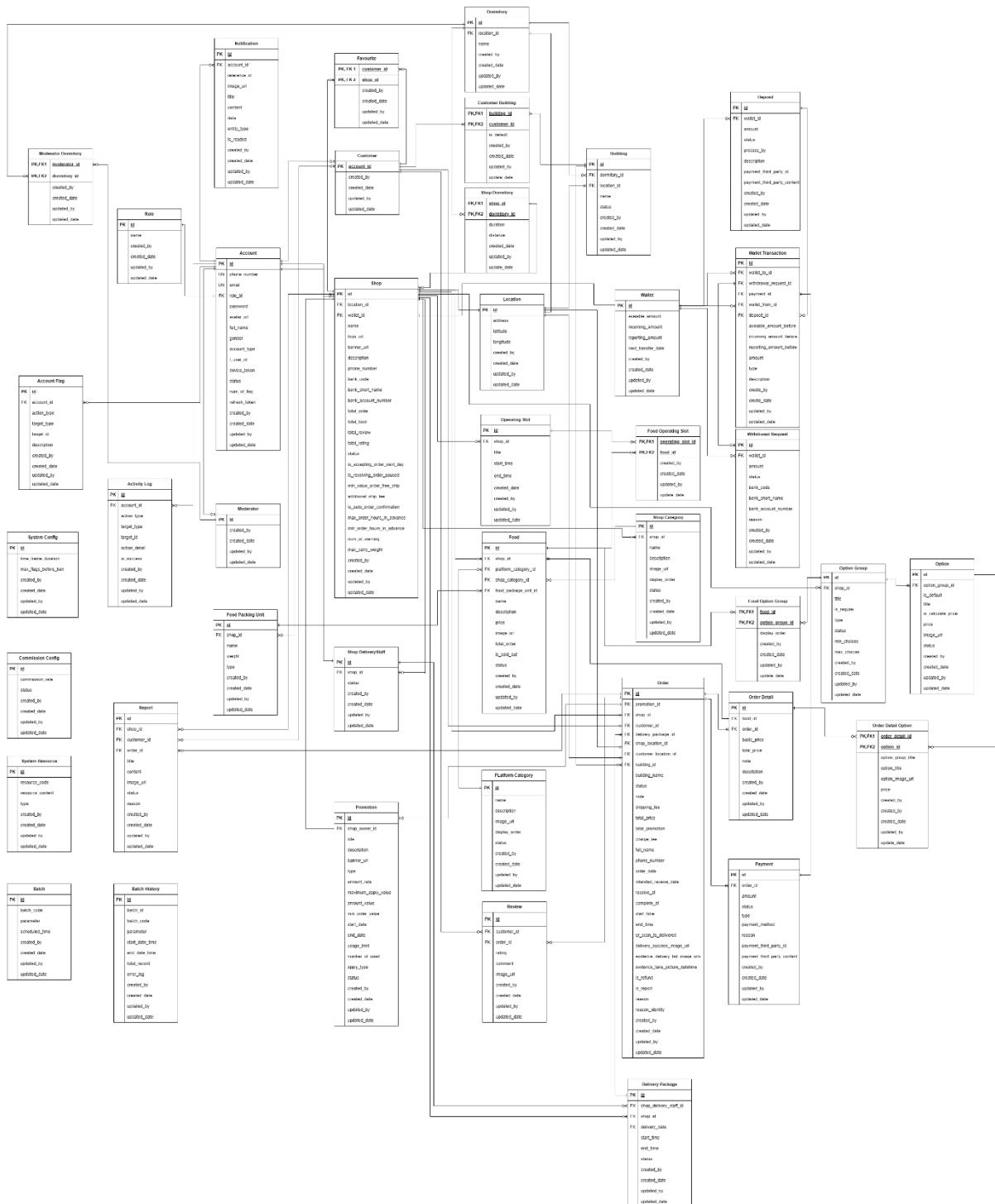


Figure 122 – Database Design

## Table Descriptions

No	Table	Description
01	Account	<p><b>Description:</b> Represents users in the system, such as shop owners, customers, and staff.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"><li>• RoleID references Role(ID)</li></ul>

02	AccountFlag	<b>Description:</b> Associates flags with accounts for issues like canceled orders, late deliveries, or undelivered food. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• AccountID references Account(ID)</li></ul>
03	ActivityLog	<b>Description:</b> Represents logs of actions performed by users within the system. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• AccountID references Account(ID)</li></ul>
04	Building	<b>Description:</b> Represents individual buildings within dormitories. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• DormitoryID references Dormitory(ID)</li><li>• LocationID references Location(ID)</li></ul>
05	CommissionConfig	<b>Description:</b> Represents the configuration of commission percentages for transactions. <b>Primary Keys:</b> ID <b>Foreign Keys:</b>
06	Customer	<b>Description:</b> Represents customers using the platform. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• AccountID references Account(ID)</li></ul>
07	CustomerBuilding	<b>Description:</b> Associates customers with the buildings where they reside. <b>Primary Keys:</b> BuildingID, CustomerID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• BuildingID references Building(ID)</li><li>• CustomerID references Customer(ID)</li></ul>
08	DeliveryPackage	<b>Description:</b> Represents delivery packages for orders. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• ShopDeliveryStaffID references ShopDeliveryStaff(ID)</li><li>• ShopID references Shop(ID)</li></ul>
09	Dormitory	<b>Description:</b> Represents dormitories within the platform. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• LocationID references Location(ID)</li></ul>
10	Deposit	<b>Description:</b> Represents transactions where shops deposit funds into the platform. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• WalletID references Wallet(ID)</li></ul>
11	Favourite	<b>Description:</b> Associates customers with their favorite shops. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"><li>• CustomerID references Customer(ID)</li><li>• ShopID references Shop(ID)</li></ul>
12	Food	<b>Description:</b> Represents food items provided by shops. <b>Primary Keys:</b> ID <b>Foreign Keys:</b>

		<ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> <li>PlatformCategoryID references PlatformCategory(ID)</li> <li>ShopCategoryID references ShopCategory(ID)</li> <li>FoodPackageUnitID references FoodPackingUnit(ID)</li> </ul>
13	FoodOperatingSlot	<p><b>Description:</b> Associates food items with their available operating slots.</p> <p><b>Primary Keys:</b> OperatingSlotID, FoodID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>OperatingSlotID references OperatingSlot(ID)</li> <li>FoodID references Food(ID)</li> </ul>
14	FoodOptionGroup	<p><b>Description:</b> Groups multiple options (e.g., toppings) for a specific food item.</p> <p><b>Primary Keys:</b> FoodID, OptionGroupID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>FoodID references Food(ID)</li> <li>OptionGroupID references OptionGroup(ID)</li> </ul>
15	Food Packing Unit	<p><b>Description:</b> Represents the packaging units used for food items, such as boxes, or bulk packaging.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b> ShopID references Shop(ID)</p>
16	Location	<p><b>Description:</b> Represents shop or building or dormitory locations.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p>
17	Moderator	<p><b>Description:</b> Represents moderators managing specific parts of the system.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p>
18	ModeratorDormitory	<p><b>Description:</b> Associates moderators with the dormitories they oversee.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>ModeratorID references Moderator(ID)</li> <li>DormitoryID references Dormitory(ID)</li> </ul>
19	Notification	<p><b>Description:</b> Represents notifications sent to users.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>AccountID references Account(ID)</li> </ul>
20	OperatingSlot	<p><b>Description:</b> Represents the operational time slots for shops.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> </ul>
21	OptionGroup	<p><b>Description:</b> Represents specific option groups for food items (e.g., toppings, size).</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> </ul>
22	Option	<p><b>Description:</b> Represents a collection of options available for option groups.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p>

		<ul style="list-style-type: none"> <li>• OptionGroupID references OptionGroup(ID)</li> </ul>
23	Order	<p><b>Description:</b> Represents orders placed by customers.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• PromotionID references Promotion(ID)</li> <li>• ShopID references Shop(ID)</li> <li>• CustomerID references Customer(ID)</li> <li>• DeliveryPackageID references DeliveryPackage(ID)</li> <li>• ShopLocationID references Location(ID)</li> <li>• CustomerLocationID references Location(ID)</li> <li>• BuildingID references Building(ID)</li> </ul>
24	OrderDetail	<p><b>Description:</b> Represents details of items within an order.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• FoodID references Food(ID)</li> <li>• OrderID references Order(ID)</li> </ul>
25	OrderDetailOption	<p><b>Description:</b> Associates options selected for each order detail item.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• OrderDetailID references OrderDetail(ID)</li> <li>• OptionID references Option(ID)</li> </ul>
26	Payment	<p><b>Description:</b> Represents payment transactions related to orders.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• OrderID references Order(ID)</li> </ul>
27	PlatformCategory	<p><b>Description:</b> Represents categories for food items available on the platform.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p>
28	Promotion	<p><b>Description:</b> Represents promotions applicable to orders from a specific shop.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• ShopID references Shop(ID)</li> </ul>
29	Report	<p><b>Description:</b> Represents reports for orders activities.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• ShopID references Shop(ID)</li> <li>• CustomerID references Customer(ID)</li> <li>• ShopDeliveryStaffID references ShopDeliveryStaff(ID)</li> <li>• OrderID references Order(ID)</li> </ul>
30	Review	<p><b>Description:</b> Represents reviews provided by customers for orders.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b></p> <ul style="list-style-type: none"> <li>• CustomerID references Customer(ID)</li> <li>• OrderID references Order(ID)</li> </ul>
31	Role	<p><b>Description:</b> Represents user roles in the system.</p> <p><b>Primary Keys:</b> ID</p> <p><b>Foreign Keys:</b> RoleID</p>

32	Shop	<b>Description:</b> Represents shops on the platform. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>LocationID references Location(ID)</li> <li>WalletID references Wallet(ID)</li> </ul>
33	ShopCategory	<b>Description:</b> Represents categories for shops on the platform. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> </ul>
34	ShopDormitory	<b>Description:</b> Represents the dormitory where food is sold. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> <li>DormitoryID references Dormitory(ID)</li> </ul>
35	ShopStaffDelivery	<b>Description:</b> Represents delivery staff of shop responsible for delivering orders. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>ShopID references Shop(ID)</li> </ul>
36	SystemConfig	<b>Description:</b> Represents system-wide configurations. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> RoleID
37	SystemResource	<b>Description:</b> Represents resources used in the system. <b>Primary Keys:</b> ID <b>Foreign Keys:</b>
38	Wallet	<b>Description:</b> Represents wallets for shop transactions. <b>Primary Keys:</b> ID <b>Foreign Keys:</b>
39	WalletTransaction	<b>Description:</b> Represents transactions made using wallets. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>WalletFromID references Wallet(ID)</li> <li>WalletToID references Wallet(ID)</li> <li>WithDrawalRequestID references WithDrawalRequest(ID)</li> <li>PaymentID references Payment(ID)</li> </ul>
40	WithdrawalRequest	<b>Description:</b> Represents requests for withdrawals from shops. <b>Primary Keys:</b> ID <b>Foreign Keys:</b> <ul style="list-style-type: none"> <li>WalletID references Wallet(ID)</li> </ul>

Table 26 – Table Descriptions

### 3. Detailed Design

#### 3.1 Authentication

##### 3.1.1 Class Diagram

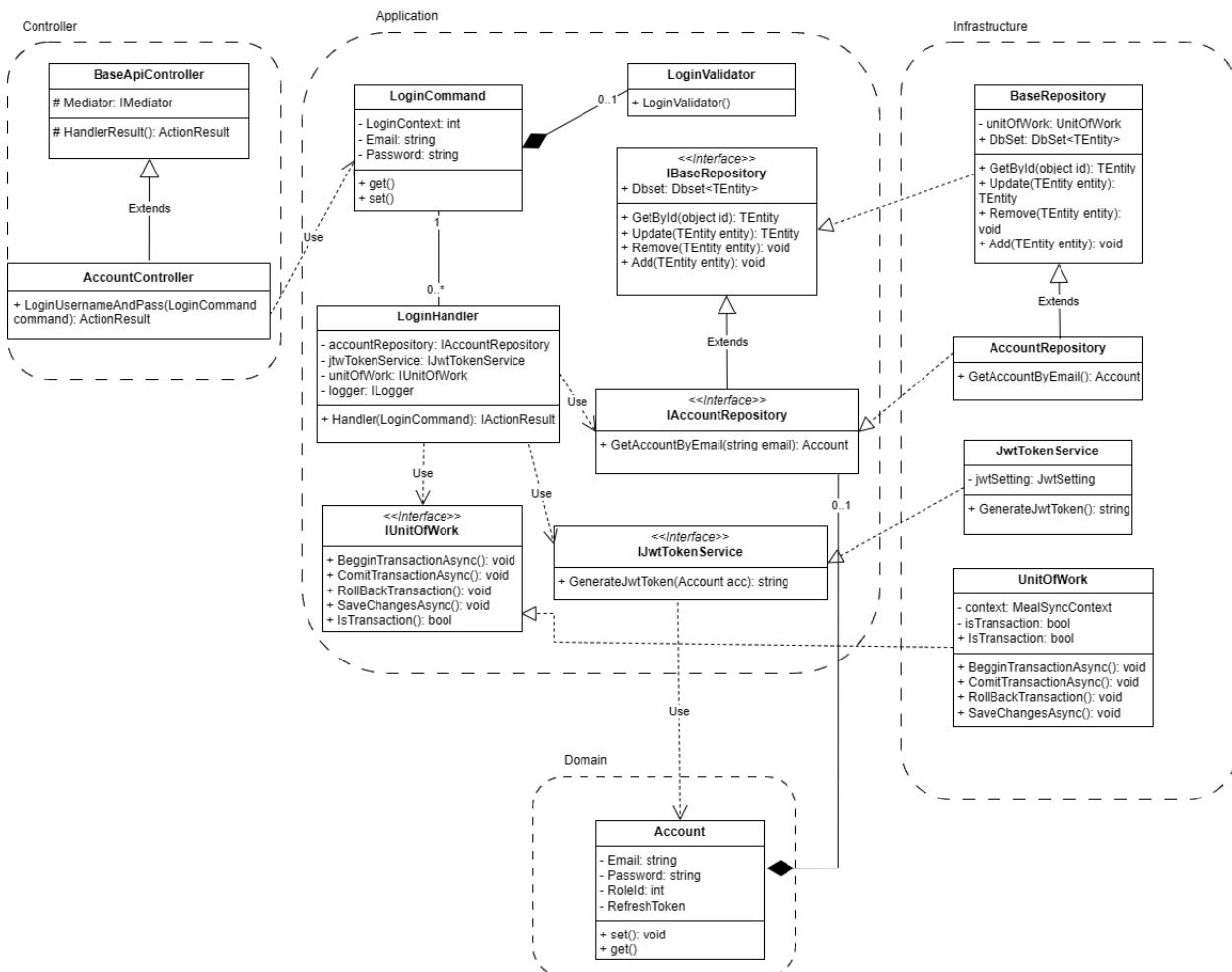


Figure 123 – Authentication Class Diagram

### 3.1.2 Authentication Sequence Diagram

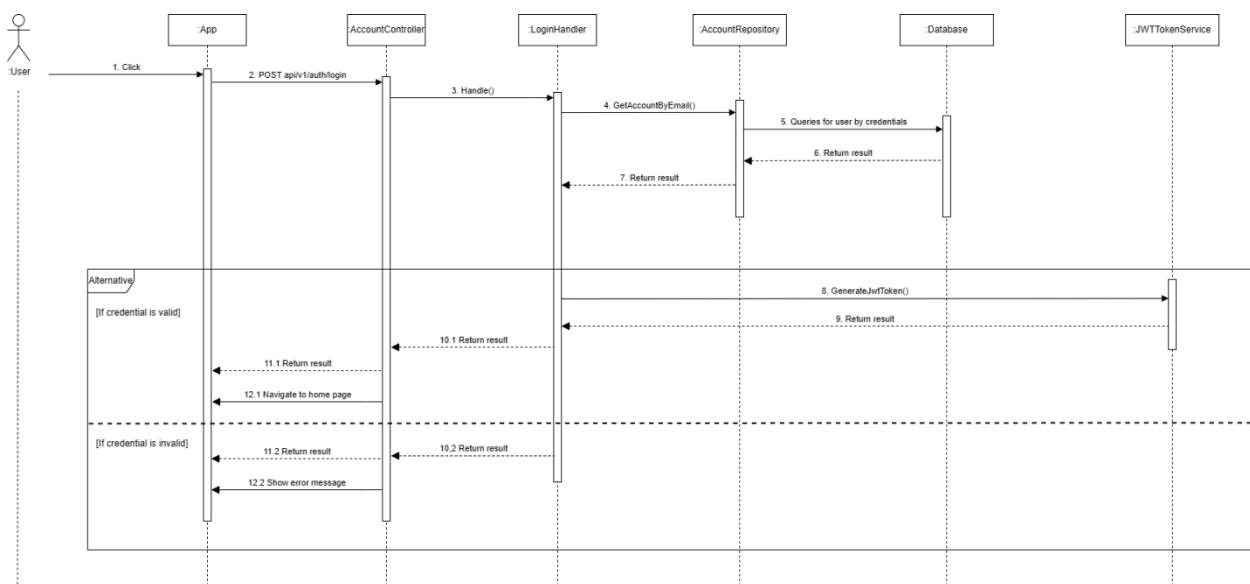


Figure 124 – Authentication Sequence Diagram

## 3.2 Place Order

### 3.2.1 Class Diagram

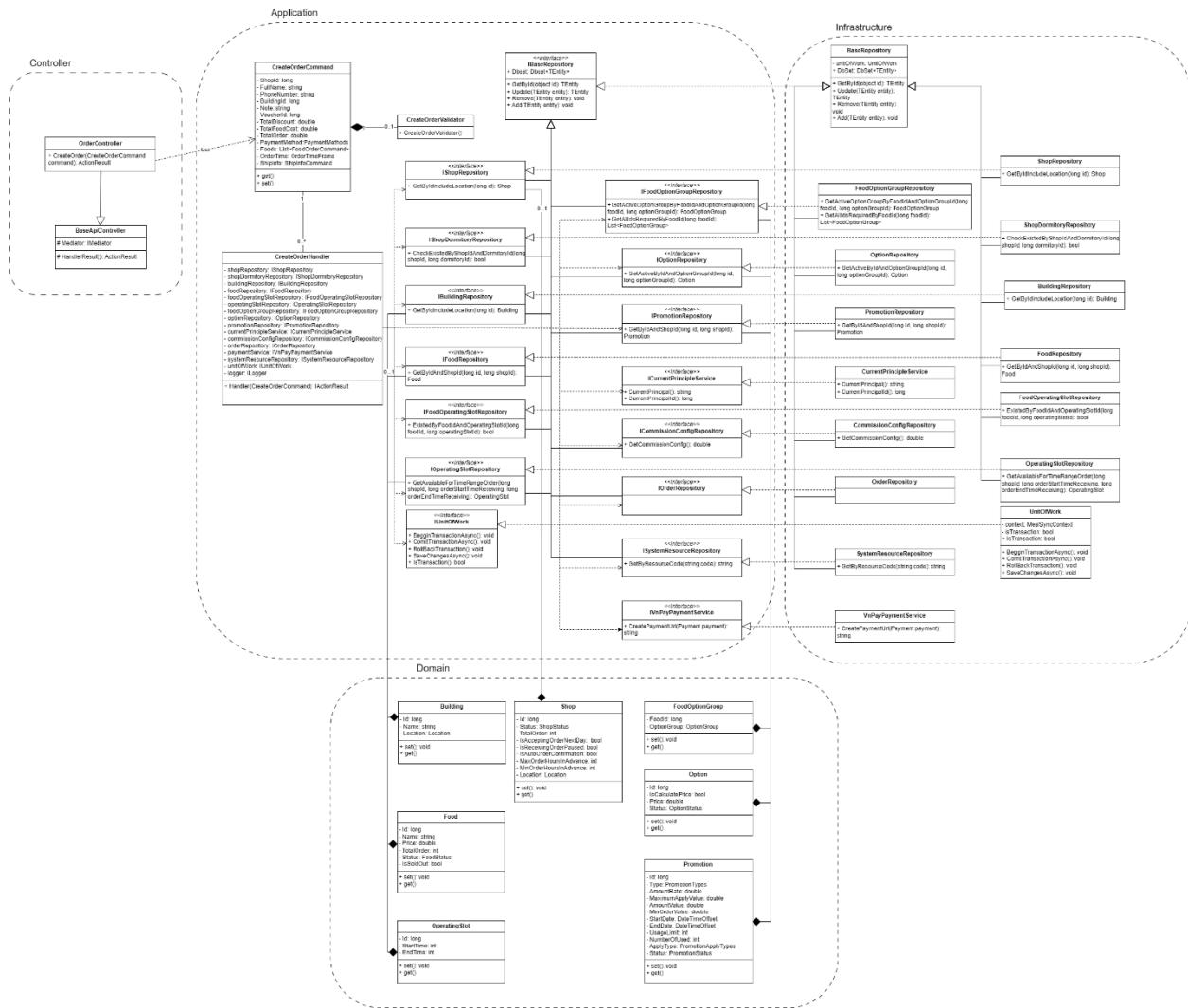


Figure 125 – Place Order Class Diagram

### 3.2.2 Sequence Diagram

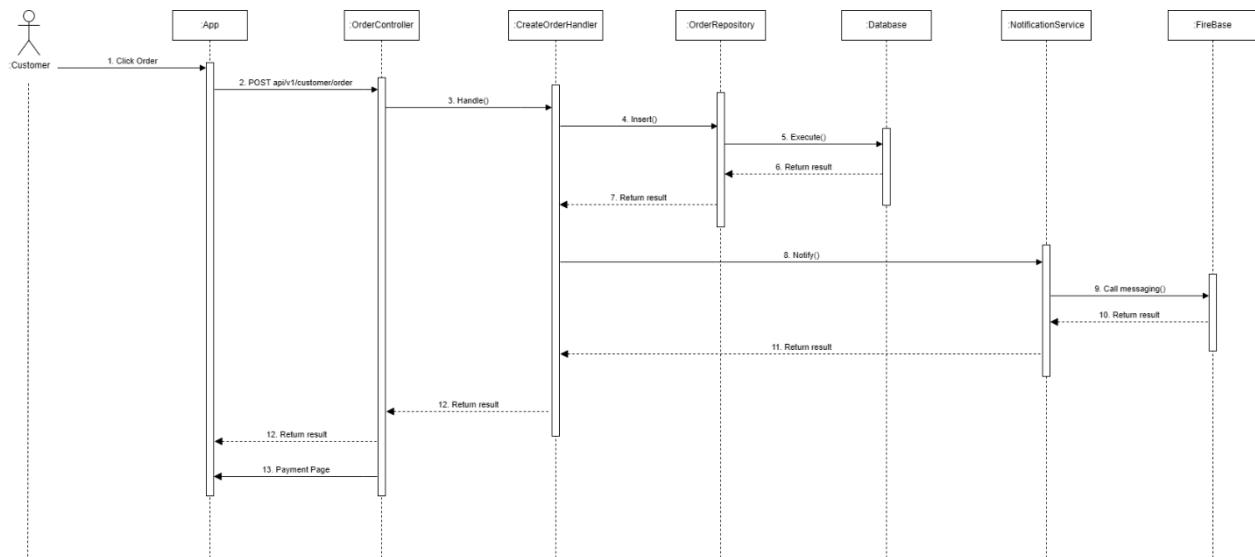


Figure 126 – Place Order Sequence Diagram

### 3.2.3 Flowchart Diagram

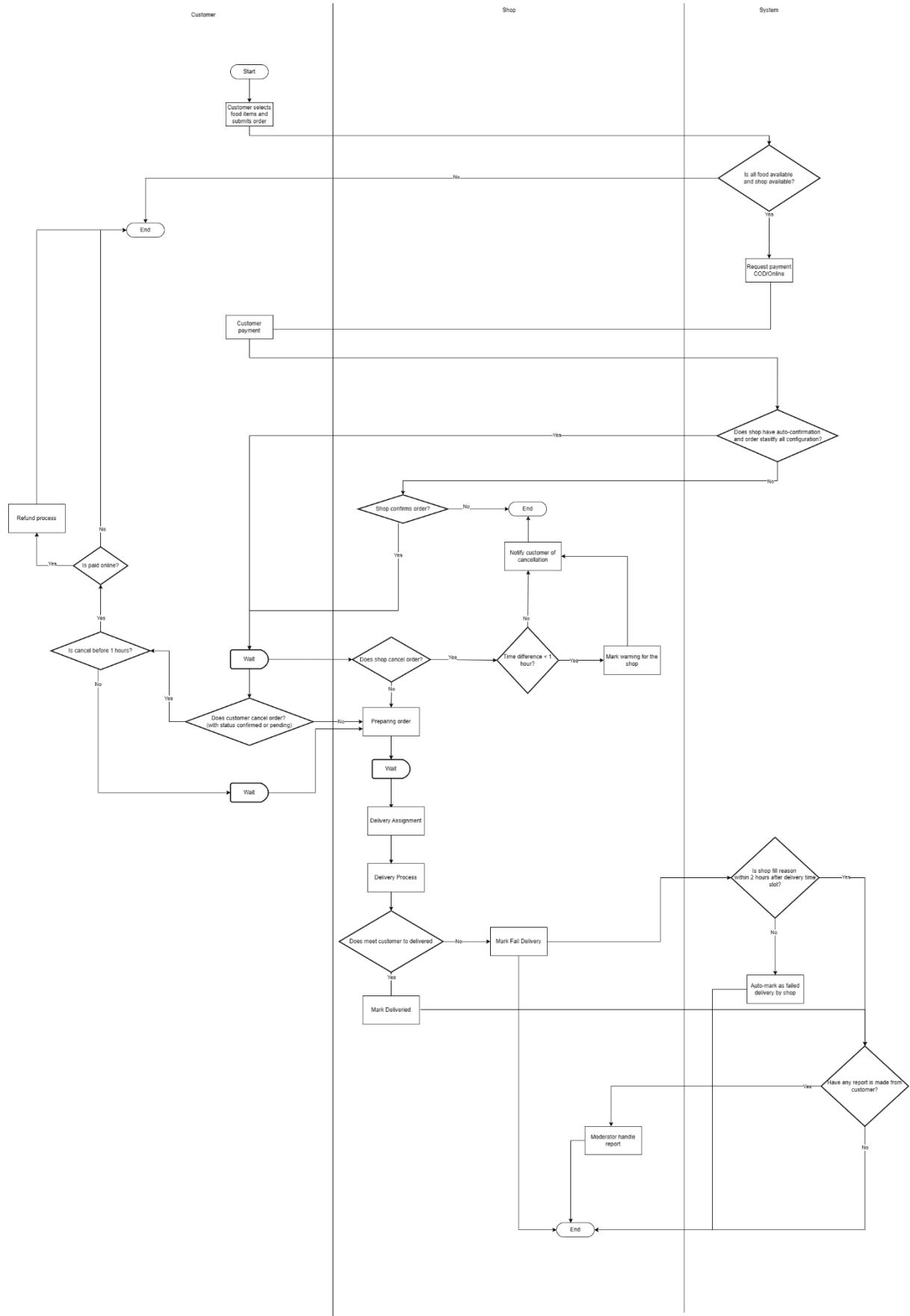


Figure 127 – Order Flowchart

### 3.2.4 Stage Diagram

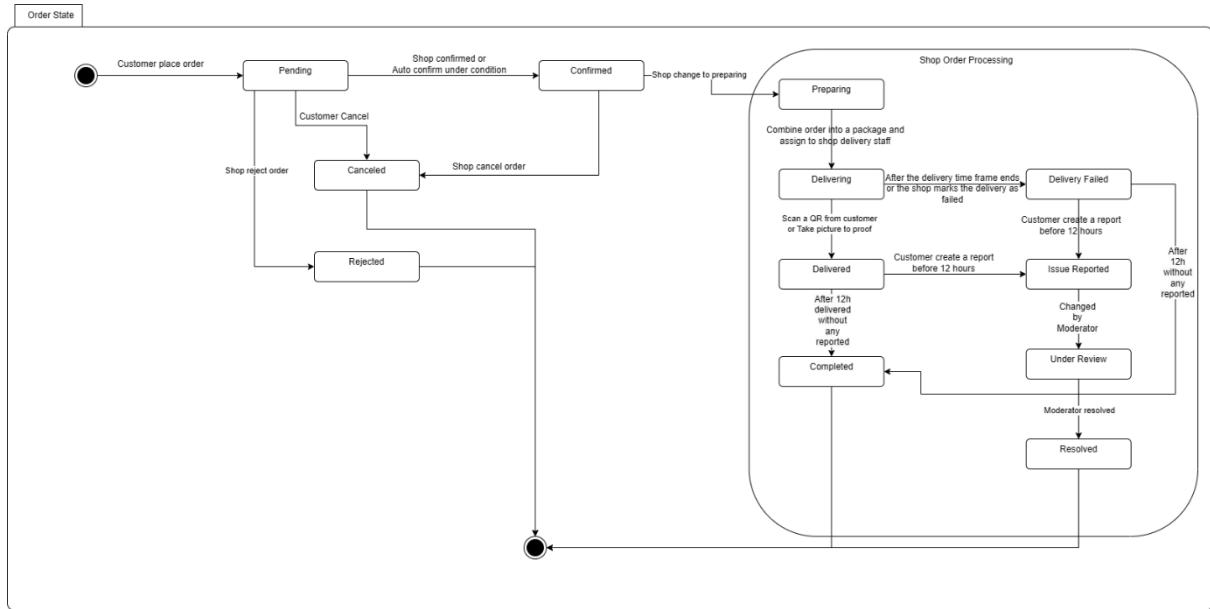


Figure 128 – Order Stage Diagram

## 3.3 Create Food

### 3.3.1 Class Diagram

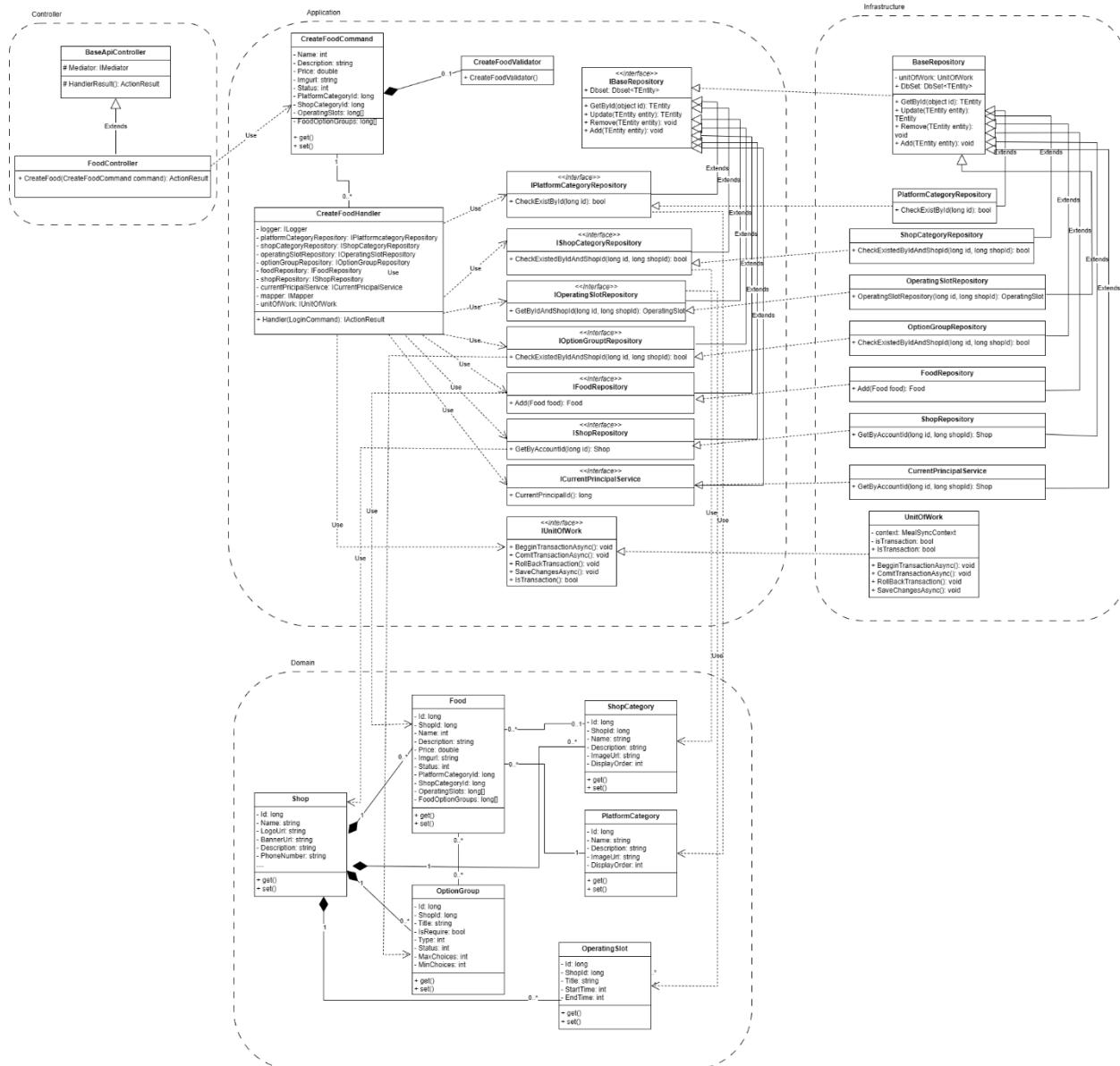


Figure 129 – Create Food Class Diagram

### 3.3.2 Sequence Diagram

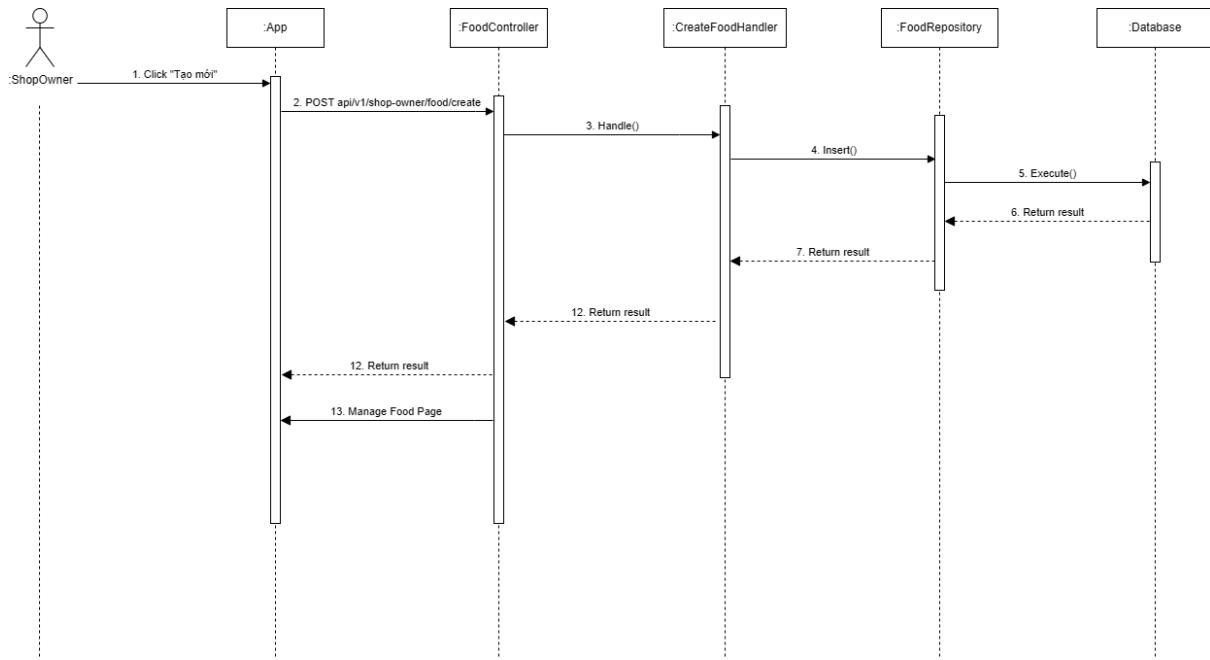


Figure 130 – Create Food Sequence Diagram

### 3.4 Update Food Status

#### 3.4.1 State Diagram

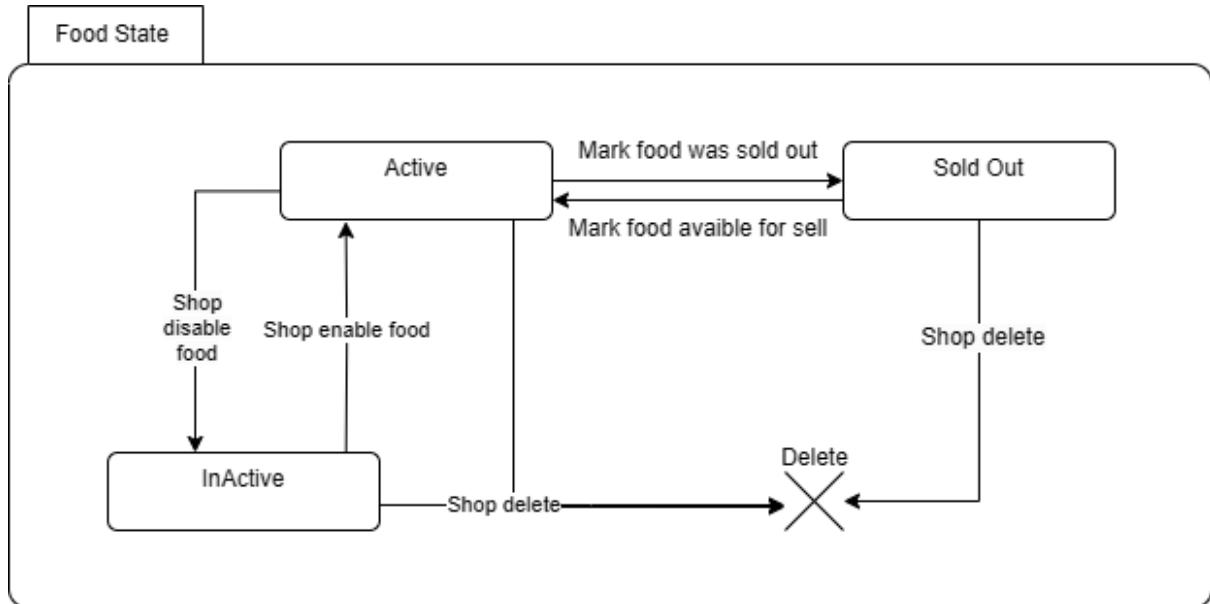


Figure 131 – Update Food Status State Diagram

## 4. Deployment

### 4.1 CICD Pipeline

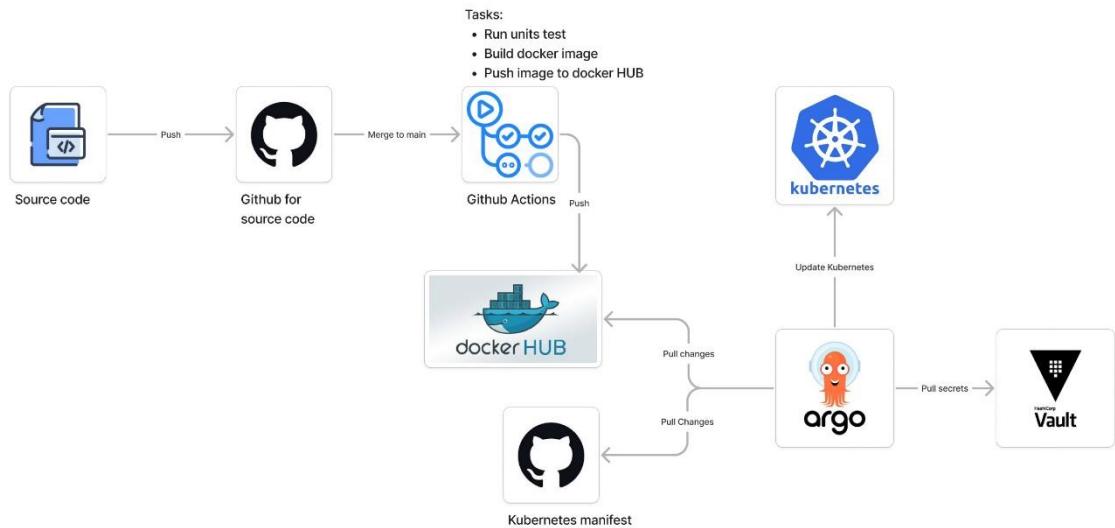


Figure 132 – CICD Pipeline

### 4.2 Infrastructure Architecture

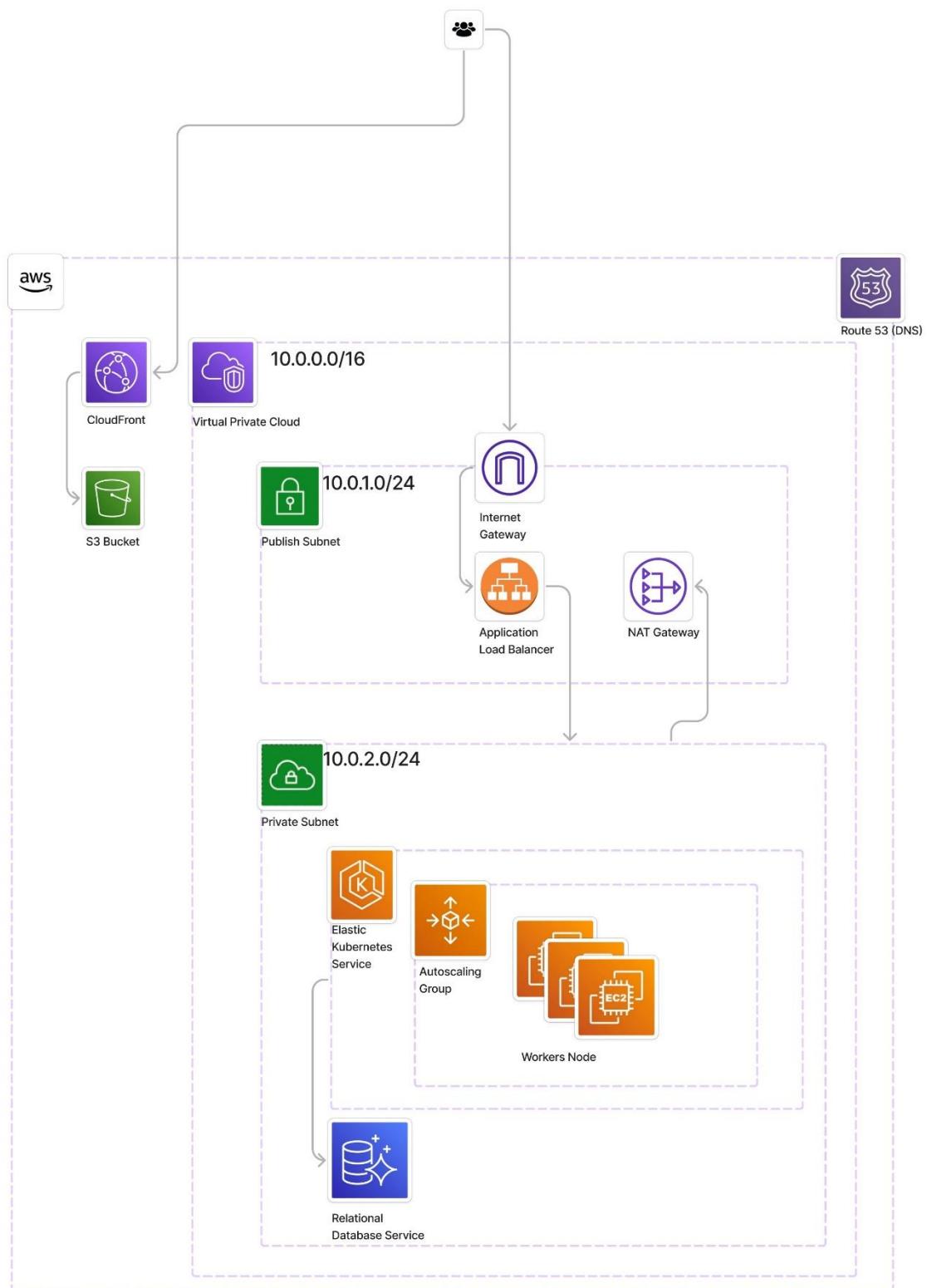


Figure 133 – Infrastructure Architecture

### 4.3 Kubernetes Architecture

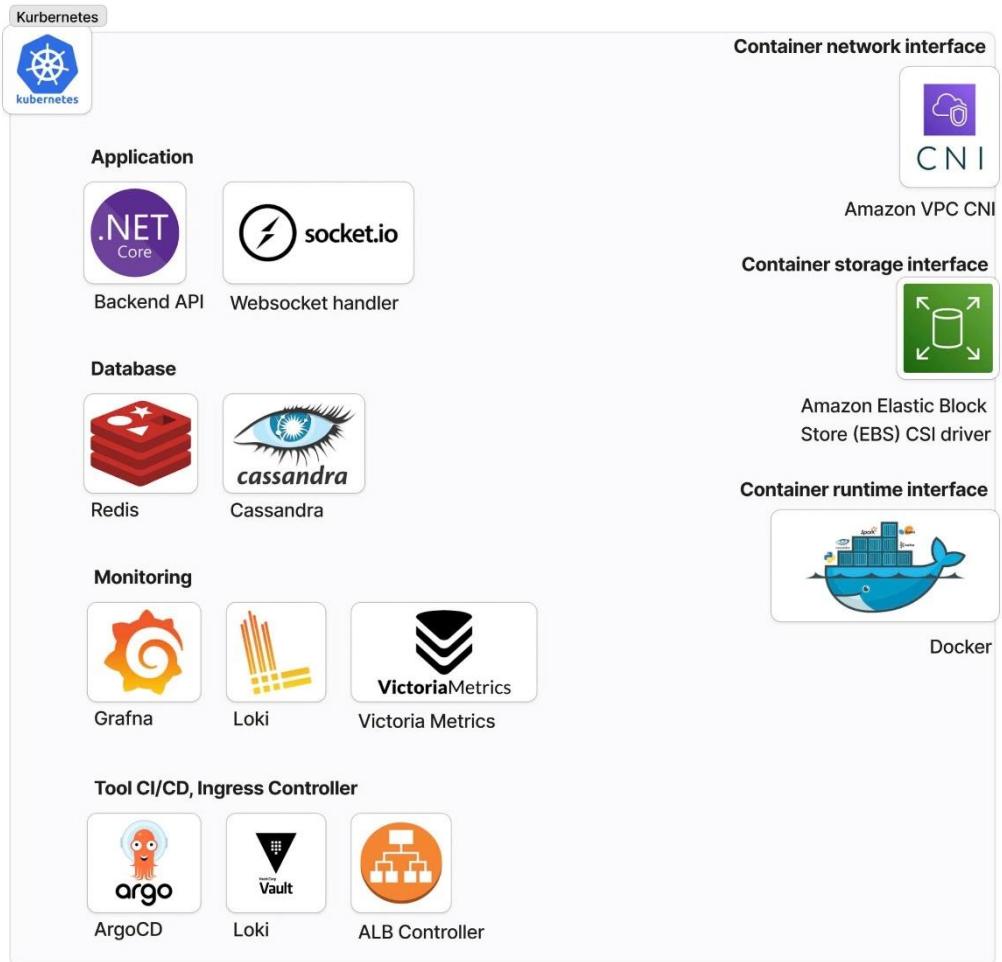


Figure 134 – Kubernetes Architecture

## V. Software Testing Documentation

### 1. Scope of Testing

#### 1.1 Test Scope

- We plan to define test cases in main flow only

#### 1.2 Test Model

- We use Incremental testing for some approaches:
  - Each module is required a role to use clearly
  - Each module could test at the early stage of the develop process

#### 1.3 Test Levels

- Testing Level: User Acceptance Test, Unit Testing
- Testing Types: Functional Testing, User Interface Testing

## 2. Test Strategy

### 2.1 Testing Types

#### 2.1.1 Functional Testing

- Objective:
  - To ensure that the application behaves according to the functional requirements, focusing on the main flow as outlined in the test scope.
- Technique:
  - Black-box testing techniques to validate inputs and outputs.
  - Execute test cases based on user stories and acceptance criteria.
- Completion Criteria:
  - All critical functionalities in the main flow (e.g., placing orders, manage order) are verified against requirements.
  - No critical defects remain, and all high-priority issues are resolved.

#### 2.1.2 User Interface Testing

- Objective:
  - To validate that the application's user interface elements meet design specifications and offer a seamless experience to the end user.
- Technique:
  - Manual testing to assess UI elements like buttons, forms, navigation, and responsiveness.
  - Verify consistency across supported devices and browsers.
- Completion Criteria:
  - UI is aligned with the design specifications.
  - Users can navigate the main workflow without issues.
  - Visual elements render correctly across all targeted platforms and devices.

#### 2.1.3 Unit Testing

- Objective:
  - To validate individual components of the application to ensure they perform as expected in isolation.
- Technique:
  - White-box testing using automated testing frameworks.
  - Mock dependencies where necessary to isolate the unit under test.
- Completion Criteria:
  - All key functions and methods in the modules are tested with high code coverage.
  - All unit tests pass without errors or warnings.

#### 2.1.4 User Acceptance Test

- Objective:
  - To verify that the application meets business requirements and is ready for deployment.
- Technique:
  - Test real-world scenarios based on end-user workflows and main flows.
  - Conduct testing with business stakeholders to gather feedback.
- Completion Criteria:

- Stakeholders approve the system for deployment after verifying all key functionalities.
- No critical defects or unresolved issues remain.

## 2.2 Test Levels

Type of Tests	Test Level			
	Unit	Integration	System	Acceptance
Function Testing				X
User Interface Testing				X

Table 27 – Test Levels

## 2.3 Supporting Tools

Purpose	Tool	Vendor/In-house	Version
Performance Testing	Locust		2.32.4

Table 28 – Supporting Tools

## 3. Test Plan

### 3.1 Human Resources

Worker/Doer	Role	Specific Responsibilities/Comments
Huỳnh Văn Phướt	Leader	Planning, execute, verify test result
Phạm Hoàng Tiến	Member	Planning, execute, verify test result
Nguyễn Văn Thống	Member	Planning, execute, verify test result
Đào Mai Duy Đức	Member	Planning, execute, verify test result
Cao Nhật Thiên	Member	Planning, execute, verify test result

Table 29 – Human Resources

### 3.2 Test Milestones

Milestone Task	Start Date	End Date
Customer registration and login	01-11-2024	02-11-2024
Password reset	03-11-2024	04-11-2024
Shop and food browsing	04-11-2024	07-11-2024
Shop and food details	04-11-2024	07-11-2024
Favorite shops management	07-11-2024	08-11-2024
Cart functionality	07-11-2024	10-11-2024
Order placement and payment	10-11-2024	12-11-2024
Order cancellation	10-11-2024	12-11-2024
Order history and reordering	10-11-2024	12-11-2024
Real-time order tracking	10-11-2024	12-11-2024
Notifications	12-11-2024	15-11-2024

Chat functionality	15-11-2024	20-11-2024
Ratings and feedback	10-11-2024	12-11-2024
Reporting issues	15-11-2024	17-11-2024
Profile update	05-11-2024	16-11-2024
Shop owner login and analytics	17-11-2024	23-11-2024
Food and promotion management	23-11-2024	28-11-2024
Order management and assignments	23-11-2024	28-11-2024
Delivery staff order tracking	23-11-2024	28-11-2024
Moderator account/shop management	23-11-2024	28-11-2024
Moderator report management	23-11-2024	28-11-2024
Moderator withdrawal request management	23-11-2024	28-11-2024
Admin analytics and management	23-11-2024	28-11-2024

Table 30 – Test Milestones

#### 4. Test Cases

- Unit Test Cases: [Report5\\_Unit\\_Test.xlsx](#)
- Other Test Cases (IT, ST, AT): [Report5\\_Test\\_Report.xlsx](#), [Report5\\_Test\\_Performance](#)

## VI. Release Package & User Guides

### 1. Deliverable Package

No.	Deliverable Item	Description
1	Schedule/Task Tracking	Use Jira to outline the project timeline, milestones, and track progress throughout the development process.
2	Project Backlog	A prioritized list of features, user stories, and tasks that must be completed for the project.
3	Source Codes	ServerAPI.zip WebAdmin.zip WebShop.zip MobileShopShipper.zip MobileCustomer.zip ServerSocketHandler.zip SystemAutomation.zip
4	Database Script(s)	MealSync_DB_Script.sql
5	Final Report Document	MealSync_Final_Report.pdf
6	Test Cases Document	MealSync_CapstoneProject_Test_Report.xlsx
9	Slide	MealSync_Slide.pptx

Table 31 – Deliverable Package

## 2. Installation Guides

### 2.1 System Requirements

#### 2.1.1 Hardware requirements

##### 2.1.1.1 Web Application

PC	Minimum	Recommended
Internet connection	Cable, Wi-fi (4 Mbps)	Cable, Wi-fi (8 Mbps)
Processor (CPU)	Dual-core 2.4 GHz	Quad-core 4.0 GHz or higher
Memory	4GB	8GB or more
Storage	Database Script(s)	
Web Browser	Chromes(v69) Microsoft Edge (v109)	Chrome's latest stable version Microsoft Edge latest stable version

Table 32 – <Hardware Requirements> Web Application

##### 2.1.1.2 Mobile Application

PC	Minimum
Operating System	Android 28 or higher
Processor	Intel(R) Atom(TM) CPU Z3580 @ 1.33GHz, or faster processor
Memory	4GB
Storage	Minimum 512 MB
RAM	Minimum of 1GB, 2GB is recommend

Table 33 – <Hardware Requirements> Mobile Application

##### 2.1.1.3 System

Component	Description
Number of Node	5
Operating System	Linux
vCPUs	2
Memory (GiB)	4.0
Physical Processor	Intel Skylake E5 2686 v5
Clock Speed (GHz)	3.1
CPU Architecture	x86_64

Table 34 – <Hardware Requirements> System

### 2.1.2 Software Requirements

Component	Name and Version	Description
Kubernetes	1.28	Manages containerized workloads and system orchestration.
DBMS	MySQL	Primary database for storing application data.
Cassandra	4GB	8GB or more

Kafka	3.6.0	Communication between Socket handler and backend, api
Redis	9.8.1	Used for session management and caching
C#	8.0	Powers backend APIs and handles batch processing.
NodeJS	v22.2.0	Manages real-time application functionalities using Socket.IO.
React native	0.74.1	Framework for users and shop mobile applications.
React	18	Interface framework for shop, moderator, and admin applications.
Cassandra	4.1	Dedicated to storing chat logs

Table 35 – Software Requirements

### 2.1.3 Setup Files

Component	Description
Server Back-end API	<a href="#">ServerAPI.zip</a>
Web Admin, Moderator	<a href="#">WebAdmin.zip</a>
Web Shop	<a href="#">WebShop.zip</a>
Mobile Shop, Shipper	<a href="#">MobileShopShipper.zip</a>
Mobile Customer	<a href="#">MobileCustomer.zip</a>
Server Socket handler	<a href="#">ServerSocketHandler.zip</a>
System automation	<a href="#">SystemAutomation.zip</a>

Table 36 – Setup Files

## 2.2 Installation Instruction

### 2.2.1 System Installation and Configuration

#### 2.2.1.1 Requirements

- Operating system: Linux ubuntu (version <= 18)
- Virtual Box: version 7.0.18r162988 (<https://www.virtualbox.org/wiki/Downloads>)
- Vagrant: 2.4.1 (<https://developer.hashicorp.com/vagrant/docs/installation>)
- Ansible: version 2.16.8 ([https://docs.ansible.com/ansible/latest/installation\\_guide/installation\\_distros.html](https://docs.ansible.com/ansible/latest/installation_guide/installation_distros.html))
- Kubernetes: version 1.28.0 (<https://kubernetes.io/docs/tasks/tools/install-kubectl-linux/>)
- Helm: 3.15.1 (<https://helm.sh/docs/intro/install/>)
- Docker: 26.1.4 (<https://docs.docker.com/engine/install/ubuntu/>)

#### 2.2.1.2 Installation

##### 2.2.1.2.1 Set up and launch virtual machines using VirtualBox, Ansible, and Vagrant to deploy a Kubernetes cluster

This guide provides step-by-step instructions for setting up and running a Kubernetes cluster using VirtualBox, Ansible, and Vagrant.

##### Step 1: Prepare the System

- Extract the **SystemAutomation.zip** file and navigate to the extracted directory:  
cd SystemAutomation
- Move to the Vagrant directory:  
cd ./iac/vagrant/

## Step 2: Configure the IP Address Range

- Check your local IP range to ensure there are no conflicts.

```
o [~] ~ /project/capstone/mealsync-system/iac/vagrant ➜ main
ip a s
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
        inet 127.0.0.1/8 scope host lo
            valid_lft forever preferred_lft forever
        inet6 ::1/128 scope host
            valid_lft forever preferred_lft forever
2: enp7s0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast state UP group default qlen 1000
    link/ether 22:02:6c:01:13:45 brd ff:ff:ff:ff:ff:ff
        inet 192.168.1.28/24 brd 192.168.1.255 scope global dynamic noprefixroute enp7s0
            valid_lft 64567sec preferred_lft 64567sec
        inet6 fe80::2002:6cff:fe01:1345/64 scope link
            ts valid_lft forever preferred_lft forever
3: enp8s0: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc pfifo_fast state DOWN group default qlen 1000
    link/ether 22:02:6c:01:13:46 brd ff:ff:ff:ff:ff:ff
5: virbr0: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc noqueue state DOWN group default qlen 1000
    link/ether 52:54:00:72:69:36 brd ff:ff:ff:ff:ff:ff
        inet 192.168.122.1/24 brd 192.168.122.255 scope global virbr0
            Maycuccia valid_lft forever preferred_lft forever
6: lxcbr0: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc noqueue state DOWN group default qlen 1000
    link/ether 00:16:3e:00:00:00 brd ff:ff:ff:ff:ff:ff
        inet 10.0.3.1/24 brd 10.0.3.255 scope global lxcbr0
            valid_lft forever preferred_lft forever
7: docker0: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc noqueue state DOWN group default
    link/ether 02:42:bd:73:98:19 brd ff:ff:ff:ff:ff:ff
        inet 172.17.0.1/16 brd 172.17.255.255 scope global docker0
            valid_lft forever preferred_lft forever
```

- Edit the **Vagrantfile** in the current directory to configure the IP range for the virtual machines. For example, use a range like **192.168.1.28/24**.

```
 0 Vagrantfile      X
 1 server_ip = "192.168.56.60"
 2 agents = { "agent1" => "192.168.56.61",
 3            "agent2" => "192.168.56.62",
 4            "agent3" => "192.168.56.63",
 5            "agent4" => "192.168.56.64",
 6            "agents" => "192.168.56.65"
 7          }
 8
 9 # Extra parameters in INSTALL_K3S_EXEC variable because of
10 # K3s picking up the wrong interface when starting server and agent
11 # https://github.com/alexelliott/k3sup/issues/300
12
13 server_script = <<-SHELL
14   sudo -i
15   apt install curl
16   export INSTALL_K3S_EXEC="--bind-address=#{server_ip} --node-external-ip=#{server_ip} --flannel-iface=eth1"
17   curl -sL https://get.k3s.io | sh -
18   sudo cp /var/lib/rancher/k3s/server/token /vagrant_shared
19   sudo cp /etc/rancher/k3s/k3s.yaml /vagrant_shared
20 SHELL
21
22 agent_script = <<-SHELL
23   sudo -i
24   apt install curl
25   export K3S_TOKEN_FILE=/vagrant_shared/token
26   export K3S_URL=https://#{server_ip}:16443
27   export INSTALL_K3S_EXEC="--flannel-iface=eth1"
28   curl -sL https://get.k3s.io | sh -
29 SHELL
30
31 Vagrant.configure("") do |config|
32   config.vm.box = "generic/ubuntu1804"
33   config.vm.define "server", primary: true do |server|
34     server.vm.network "private_network", ip: server_ip
35     server.vm.hostname = "server"
36     server.vm.provider "libvirt" do |vb|
37       vb.memory = "20896"
38       vb.cpucores = "10"
39     end
40   end
41 end
42
43 agents.each do |agent_name, agent_ip|
44   config.vm.define agent_name do |agent|
45     agent.vm.network "private_network", ip: agent_ip
46     agent.vm.hostname = agent_name
47     agent.vm.provider "libvirt" do |vb|
48
49   end
50 end
51
52
53 There were issues reported with your **`which-key`** mappings.
54 Use `:checkhealth which-key` to find out more.
55
56 vim Vagrantfile +1
```

### Step 3: Set Resource Allocation

- Configure the CPU and memory resources for the master and server nodes. Update these settings in the **Vagrantfile** as needed to suit your system's capacity

```
vagrantfile  x
40 # Extra parameters in INSTALL_K3S_EXEC variable because of
39 # K3s picking up the wrong interface when starting server and agent
38 # https://github.com/alexellis/k3sup/issues/306
37
36 server_script = <>--SHELL
37   sudo -i
38   apt install curl
39   export INSTALL_K3S_EXEC="--bind-address=#{server_ip} --node-external-ip=#{server_ip} --flannel-iface=eth1"
40   curl -sfL https://get.k3s.io | sh -
41   sudo cp /var/lib/rancher/k3s/server/token /vagrant_shared
42   sudo cp /etc/rancher/k3s/k3s.yaml /vagrant_shared
43   SHELL
44
45 agent_script = <>--SHELL
46   sudo -i
47   apt install curl
48   export K3S_TOKEN_FILE=/vagrant_shared/token
49   export K3S_URL=https://#{(server_ip)}:6443
50   export INSTALL_K3S_EXEC="--flannel-iface=eth1"
51   curl -sfL https://get.k3s.io | sh -
52   SHELL
53
54 Vagrant.configure("2") do |config|
55   config.vm.box = "generic/ubuntu1804"
56   config.vm.define "server", primary: true do |server|
57     server.vm.network "private_network", ip: server_ip
58     server.vm.hostname = "server"
59     server.vm.provider "libvirt" do |vb|
60       vb.memory = "20896"
61       vb.cpucores = "10"
62     end
63   end
64
65   agents.each do |agent_name, agent_ip|
66     config.vm.define agent_name do |agent|
67       agent.vm.network "private_network", ip: agent_ip
68       agent.vm.hostname = agent_name
69       agent.vm.provider "libvirt" do |vb|
70         vb.memory = "10024"
71         vb.cpucores = "4"
72       end
73     end
74   end
75 end

P main 0 0 0 — NORMAL —
Here were issues reported with your **which-key** mappings.
See :checkhealth which-key' to find out more.
/nvim Vagrantfile 13
spaces: 2  utf-8  ruby 50:21
```

#### Step 4: Launch Virtual Machines

- Start the virtual machines: `vagrant up`
  - Verify the status of the virtual machines: `vagrant status`

```
o ➜ ~/project/capstone/mealsync-system/iac/vagrant ✘ main ?1
> vagrant status
Current machine states:

server                  running (libvirt)
agent1                 running (libvirt)
agent2                 running (libvirt)
agent3                 running (libvirt)
agent4                 running (libvirt)
agent5                 running (libvirt)

This environment represents multiple VMs. The VMs are all listed
above with their current state. For more information about a specific
VM, run `vagrant status NAME`.
```

## Step 5: Deploy the Kubernetes Cluster

- Navigate to the Ansible directory: `cd ..\k8s\k3s-ansible\`
  - Update the Ansible configuration in the `inventory.yml` file to match the IP addresses configured in the VMs.

Deploy the Kubernetes cluster using the following command: **ansible-playbook ./playbooks/site.yml -i inventory.yml**

```
TASK [k3s_agent : Enable and check K3s service] *****
changed: [192.168.56.62]
changed: [192.168.56.63]
changed: [192.168.56.64]
changed: [192.168.56.65]

PLAY RECAP *****
192.168.56.60      : ok=29  changed=17  unreachable=0    failed=0   skipped=48  rescued=0   ignored=1
192.168.56.61      : ok=18  changed=7   unreachable=0    failed=0   skipped=40  rescued=0   ignored=1
192.168.56.62      : ok=18  changed=7   unreachable=0    failed=0   skipped=40  rescued=0   ignored=1
192.168.56.63      : ok=18  changed=7   unreachable=0    failed=0   skipped=40  rescued=0   ignored=1
192.168.56.64      : ok=18  changed=7   unreachable=0    failed=0   skipped=40  rescued=0   ignored=1
192.168.56.65      : ok=18  changed=7   unreachable=0    failed=0   skipped=40  rescued=0   ignored=1
```

## Step 6: Access the Kubernetes Cluster

- Navigate back to the Vagrant directory: `cd ../../vagrant`
  - Access the master node:

```
① ~ ~/project/capstone/mealsync-system/iac/vagrant ✘ main ?1  
❯ vagrant ssh server  
vagrant@server:~$ █
```

- Retrieve the Kubernetes configuration file content: `cat ~/.kube/config`

- Exit the VM to return to your host machine: **exit**
  - Paste the retrieved content into your local `~/.kube/config` file using: **vim `~/.kube/config`**
  - Ensure the server IP in the configuration matches the IP set in the Vagrantfile:

- Check the status of the Kubernetes nodes: `kubectl get nodes`

```
o ➜ ~/project/capstone/mealsync-system/iac/k8s/k3s-ansible ✘ P main ?1
> kubectl get no
NAME                               STATUS   ROLES      AGE     VERSION
ip-10-0-1-121.ap-southeast-1.compute.internal Ready    <none>    6d3h   v1.28.15-eks-94953ac
ip-10-0-2-132.ap-southeast-1.compute.internal Ready    <none>    6d3h   v1.28.15-eks-94953ac
ip-10-0-2-71.ap-southeast-1.compute.internal Ready    <none>    7d4h   v1.28.15-eks-94953ac
ip-10-0-3-238.ap-southeast-1.compute.internal Ready    <none>    7d4h   v1.28.15-eks-94953ac
ip-10-0-3-40.ap-southeast-1.compute.internal Ready    <none>    6d3h   v1.28.15-eks-94953ac
```

### 2.2.1.2.2 Deploy System with ArgoCD for Automation

#### Step 1: Navigate to the Project Directory

- From the root directory of your project, change to the cd directory: `cd ./cd`

#### Step 2: Install ArgoCD in Kubernetes using Helm

- Add the Argo Helm repository:  
`helm repo add argo https://argoproj.github.io/argo-helm`
- Install ArgoCD using the following command:  
`helm install --values ./argocd/helm/argocd-values.yaml argocd argo/argo-cd --namespace argocd --create-namespace`
- Verify the health of the ArgoCD application:  
`kubectl get pod -n argocd`

```
o ➜ ~/project/capstone/mealsync-system/cd ✘ P main ?1
> kubectl get pod -n argocd
NAME                           READY   STATUS    RESTARTS   AGE
argocd-application-controller-0  1/1    Running   0          6d2h
argocd-applicationset-controller-8c96fdb5d-w2kk9  1/1    Running   0          6d2h
argocd-dex-server-855b76c79b-lgnpg  1/1    Running   0          6d2h
argocd-image-updater-745cd7f9f6-5phc5  1/1    Running   0          2d1h
argocd-notifications-controller-7c568d9f5-d6lw8  1/1    Running   0          6d2h
argocd-redis-7674857ff5-h468j  1/1    Running   0          6d2h
argocd-repo-server-8596d988f5-n42vt  3/3    Running   0          6d2h
argocd-server-5c889bbf59-58hgr  1/1    Running   0          6d2h

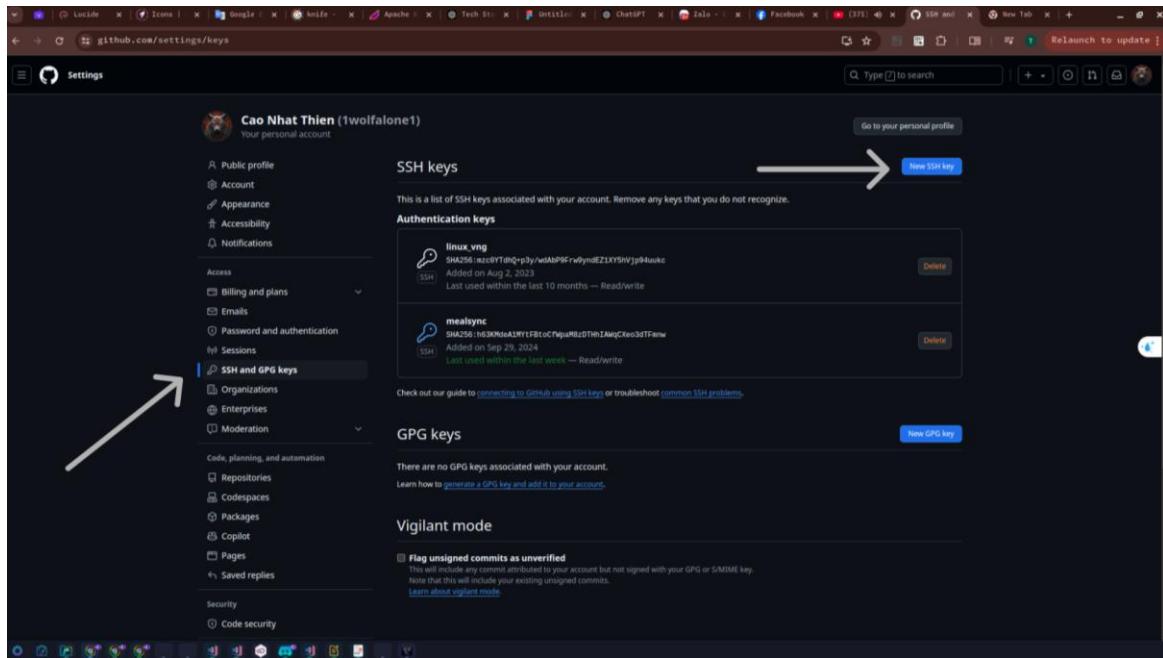
o ➜ ~/project/capstone/mealsync-system/cd ✘ P main ?1
> |
```

#### Step 3: Set Up GitHub Repository for ArgoCD

- Create a GitHub repository where ArgoCD can pull Kubernetes manifests for deployment (this can also be used for continuous deployment, but it is optional for local installations).
- Push the contents of **SystemAutomation.zip** to the repository (it can be set to private).

#### Step 4: Generate SSH Key for ArgoCD Access

- Generate an SSH key for ArgoCD to allow it to access and read from the repository.



## Step 5: Add Credentials for ArgoCD

- Create a **secret-argo.yaml** file to define the repository credentials:

```
apiVersion: v1
kind: Secret
metadata:
  name: private-repo
  namespace: argocd
  labels:
    argocd.argoproj.io/secret-type: repo-creds
stringData:
  type: git
  url: git@github.com:1wolfalone1
  sshPrivateKey: |
    -----BEGIN OPENSSH PRIVATE KEY-----
    <Your secret here>
    -----END OPENSSH PRIVATE KEY-----
```

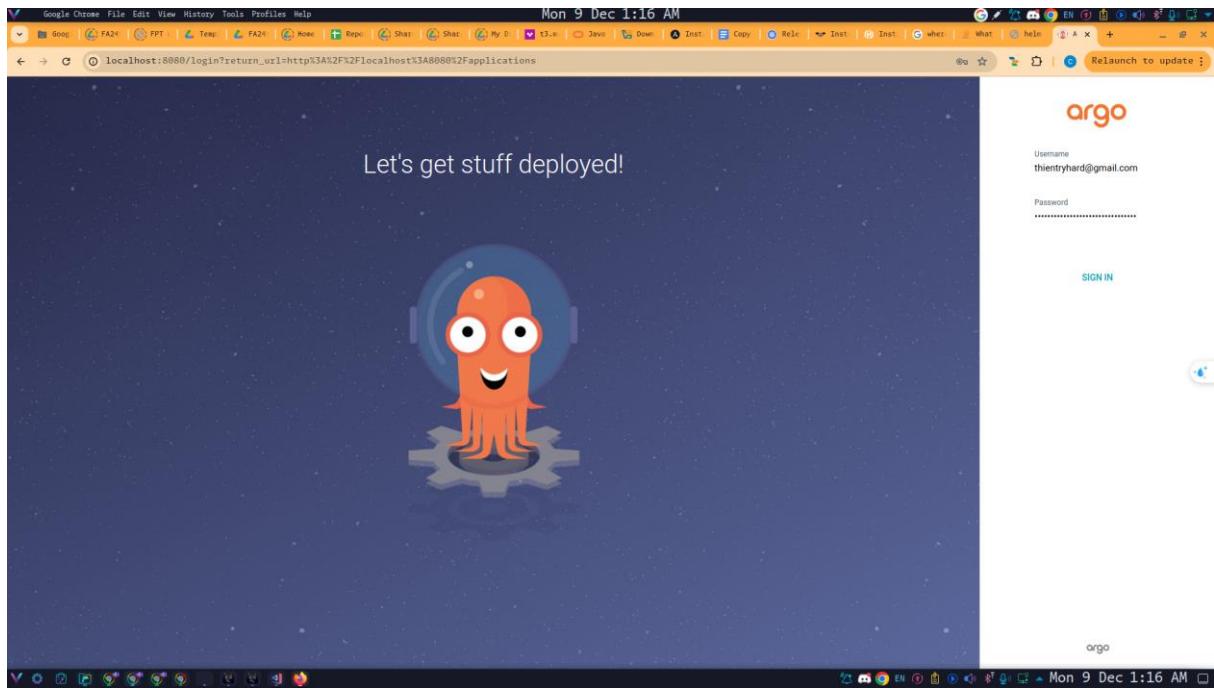
- Apply the credentials to ArgoCD:

```
kubectl apply -f secret-argo.yaml
```

## Step 6: Access the ArgoCD UI

- Forward the port to access the ArgoCD UI at <http://localhost:8080/>:

```
kubectl port-forward svc/argocd-server -n argocd 8080:443
```



- Log in using the username admin and the password retrieved from the following command:

```
./argocd/getadminpass.sh
```

#### Step 7: Build and Push Backend API and Socket Handler Docker Images

- Install **ServerAPI.zip** and **ServerSocketHandler.zip** and extract them.
- Build and push the Docker images for the backend API and Socket Handler:

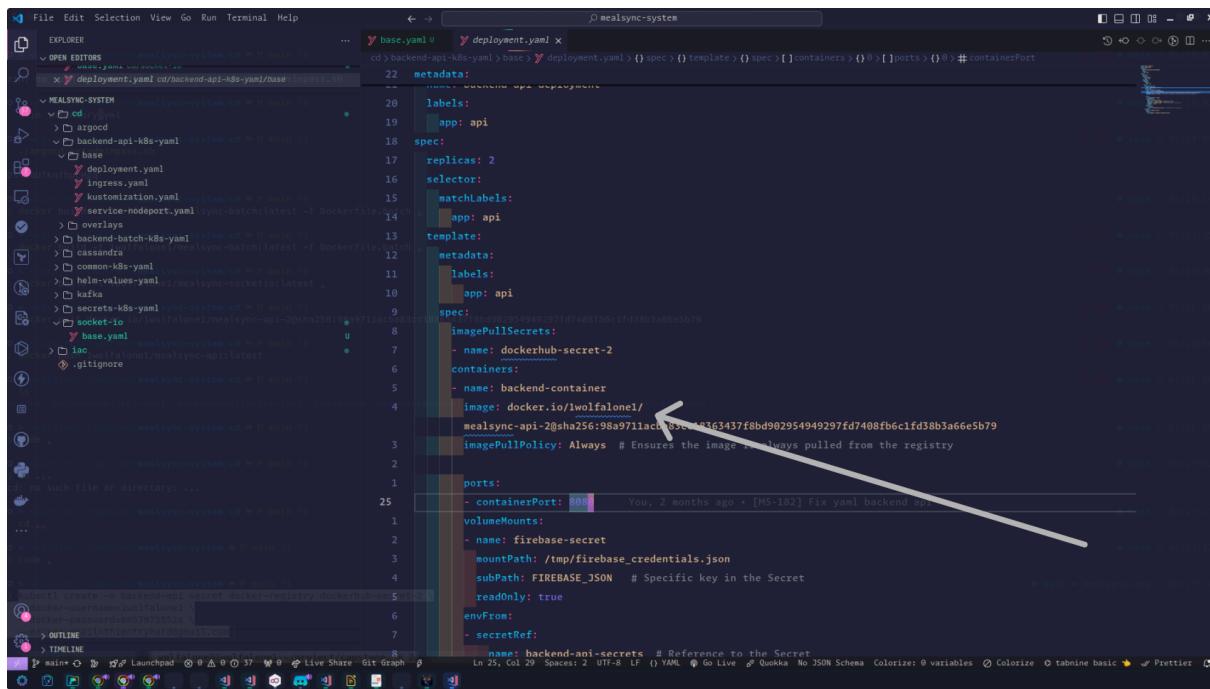
```
bash
cd ./ServerAPI
docker build -t <your repository>/mealsync-batch:latest -f Dockerfile.batch .
docker build -t <your repository>/mealsync-api:latest -f Dockerfile.batch .

cd ../ServerSocketHandler
docker build -t <your repository>/mealsync-socketio:latest .
docker push <your repository>/mealsync-batch:latest
docker push <your repository>/mealsync-api:latest
docker push <your repository>/mealsync-socketio:latest
```

#### Step 8: Configure Kubernetes Secrets and Docker Image for Backend

- Set up credentials for Kubernetes to pull Docker images:
 

```
kubectl create ns backend-api
kubectl create -n backend-api secret docker-registry dockerhub-secret-2 \
--docker-username=<your username> \
--docker-password=<your password> \
--docker-email=<your email>
```
- Configure the Docker image URLs in the Kubernetes secrets:

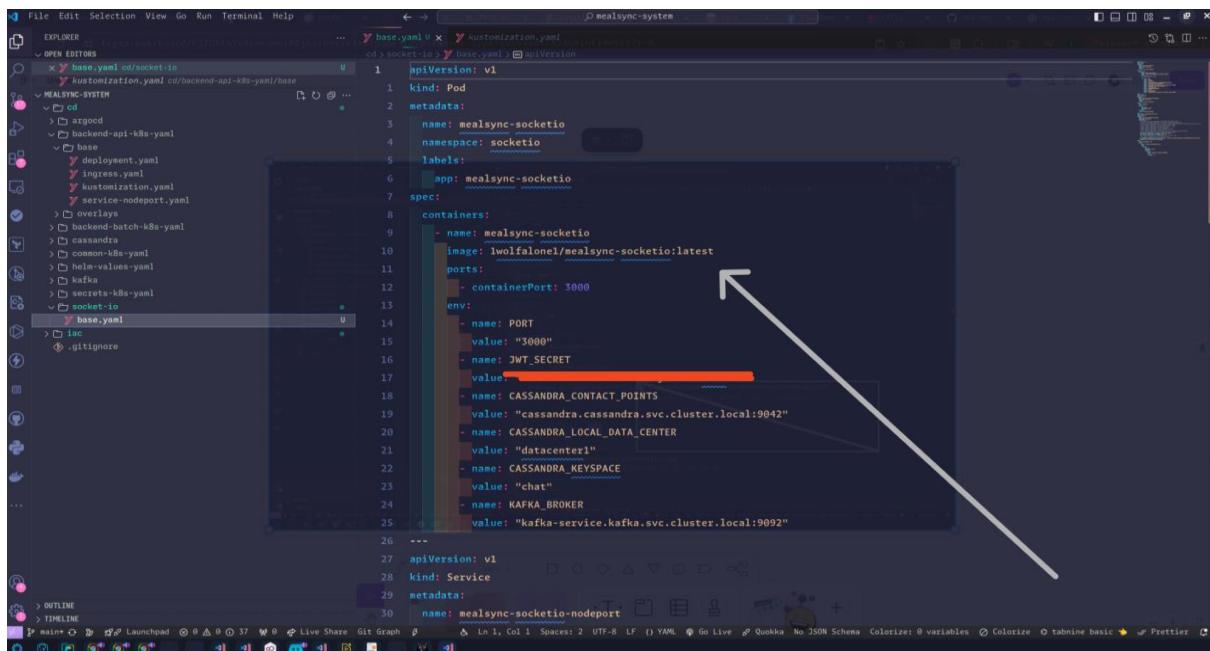


```

apiVersion: v1
kind: Deployment
metadata:
  name: mealSync-api
spec:
  replicas: 2
  selector:
    matchLabels:
      app: api
  template:
    metadata:
      labels:
        app: api
    spec:
      containers:
        - name: backend-container
          image: dockerhub-secret-2
          imagePullSecrets:
            - name: dockerhub-secret-2
      ports:
        - containerPort: 8081
      volumeMounts:
        - name: firebase-secret
          mountPath: /tmp/firebase_credentials.json
          subPath: FIREBASE_JSON # Specific key in the Secret
          readOnly: true
        - name: backend-api-secrets
          secretRef:
            name: backend-api-secrets # Reference to the Secret

```

- Repeat the process for SocketIO.



```

apiVersion: v1
kind: Pod
metadata:
  name: mealSync-socketio
  namespace: socketio
  labels:
    app: mealSync-socketio
spec:
  containers:
    - name: mealSync-socketio
      image: lwlafalone1/mealsync-socketio:latest
      ports:
        - containerPort: 3000
      env:
        - name: PORT
          value: "3000"
        - name: JWT_SECRET
          value: "SECRET"
        - name: CASSANDRA_CONTACT_POINTS
          value: "cassandra.cassandra.svc.cluster.local:9042"
        - name: CASSANDRA_LOCAL_DATA_CENTER
          value: "datacenter1"
        - name: CASSANDRA_KEYSPACE
          value: "chat"
        - name: KAFKA_BROKER
          value: "kafka-service.kafka.svc.cluster.local:9092"
  ---
  apiVersion: v1
  kind: Service
  metadata:
    name: mealSync-socketio-nodeport

```

```

apiVersion: v1
kind: Secret
metadata:
  name: backend-api-secrets
  namespace: backend-api
  annotations:
    apv.kubernetes.io/path: "/kv/data/mealsync" #path of secret in vault
type: Opaque
stringData:
  ALLOW_ORIGIN: <ALLOW ORIGINS>
  DATABASE_URL: <DATABASE_URL>
  TOKEN_KEY: <TOKEN_KEY>
  TOKEN_ISSUER: <TOKEN_ISSUER>
  TOKEN_AUDIENCE: <TOKEN_AUDIENCE>
  TOKEN_TIME_EXPIRED_IN_HOURS: <TOKEN_TIME_EXPIRED_IN_HOURS> #Format should be like this with key
  REFRESH_TOKEN_TIME_EXPIRED_IN_HOURS: <REFRESH_TOKEN_TIME_EXPIRED_IN_HOURS>
  REDIS_URL: <REDIS_URL>
  PROJECT_ID: <PROJECT_ID>
  GOOGLE_APPLICATION_CREDENTIALS: <GOOGLE_APPLICATION_CREDENTIALS>
  EMAIL: <EMAIL>
  EMAIL_PASSWORD: <EMAIL_PASSWORD>
  SMTP_CLIENT: <SMTP_CLIENT>
  VN_PAY_HASH_SECRET: <VN_PAY_HASH_SECRET>
  VN_PAY_PAYMENT_URL: <VN_PAY_PAYMENT_URL>
  VN_PAY_REFUND_URL: <VN_PAY_REFUND_URL>
  VN_PAY_RETURN_URL: <VN_PAY_RETURN_URL>
  VN_PAY_TMP_CODE: <VN_PAY_TMP_CODE>
  AWS_REGION: <AWS_REGION>
  AWS_BUCKET_NAME: <AWS_BUCKET_NAME>
  AWS_ACCESS_KEY: <AWS_ACCESS_KEY>

```

```

apiVersion: v1
kind: Secret
metadata:
  name: backend-firebase-secrets
  namespace: backend-api
  annotations:
    apv.kubernetes.io/path: "/kv/data/mealsync" #path of secret in vault
type: Opaque
stringData:
  FIREBASE_JSON: <FIREBASE_JSON>

```

- After updating the configurations, push the latest code to your repository to ensure ArgoCD updates the manifest.

## Step 9: Provision the Entire System

- Apply the ArgoCD configuration to deploy the entire system:  
**kubectl apply -f ./argocd/argo-application/**
- Access the ArgoCD UI at <http://localhost:8080/> and verify the deployment. Sync any applications if there are changes.

## Step 10: Forward Ports to Localhost for Backend API and Socket Handler

- To forward the backend API to http://localhost:8081, use the following command:  
**kubectl port-forward svc/prod-api-service -n backend-api 8081:80**

```

localhost:8081
1 // 20241209015107
2 // http://localhost:8081/
3
4 {
5   "version": "0.0.8"
6 }
```

- To forward the Socket Handler to http://localhost:3000, use:  
**kubectl port-forward svc/mealsync-socketio-nodeport -n socketio 3000:80**

localhost:3000

Cannot GET /

Notes:

- Ensure Docker, Helm, and ArgoCD are installed and configured before proceeding.
- Verify all configurations and repository access to avoid deployment errors.
- Use the ArgoCD UI for troubleshooting and monitoring the status of the deployment.

## 2.2.2 Front-end installation

### 2.2.2.1 Web Shop Application

#### 2.2.2.1.1 Requirements

- Node.js and npm  
Download and install via the official package manager:  
[Node.js](#)
- WebShop.zip  
Ensure the WebShop.zip file is available.

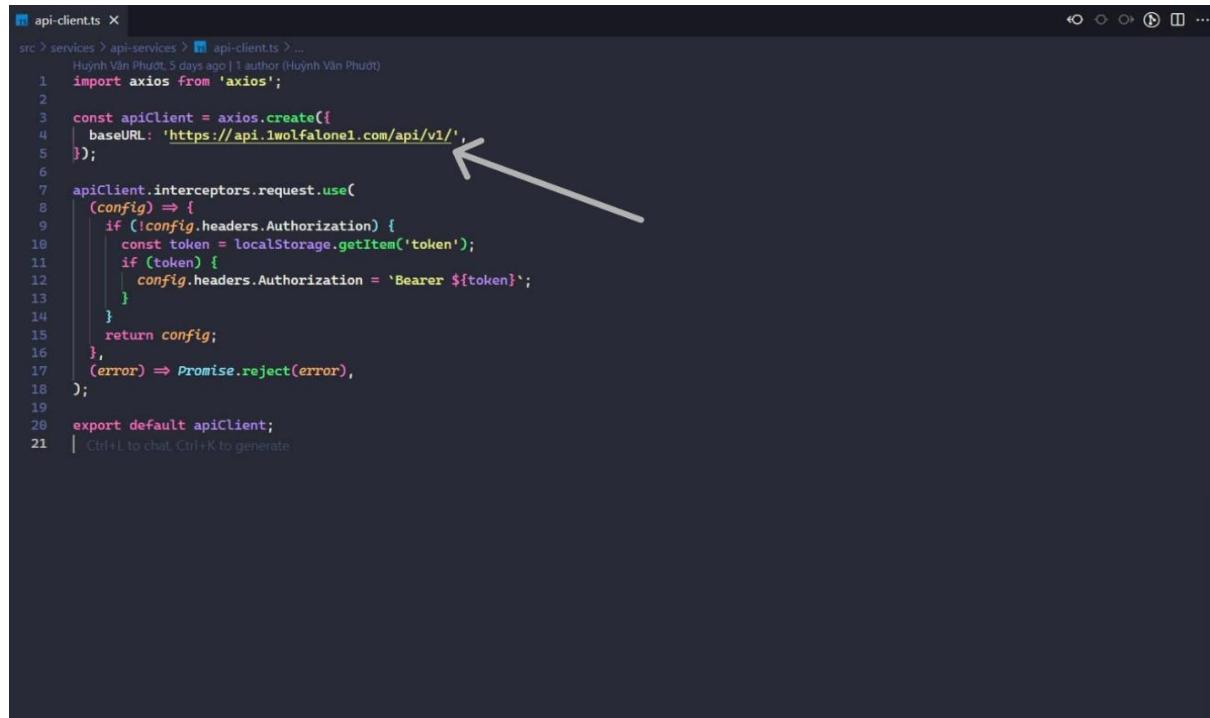
#### 2.2.2.1.2 Installation

##### Step 1:

- Extract the WebShop.zip file. Navigate to the extracted directory, open a terminal in this location, and run: **cd WebShop**

##### Step 2:

- Install dependencies
- Run the following command to install the required npm modules: **npm i**
- Then config backend url:



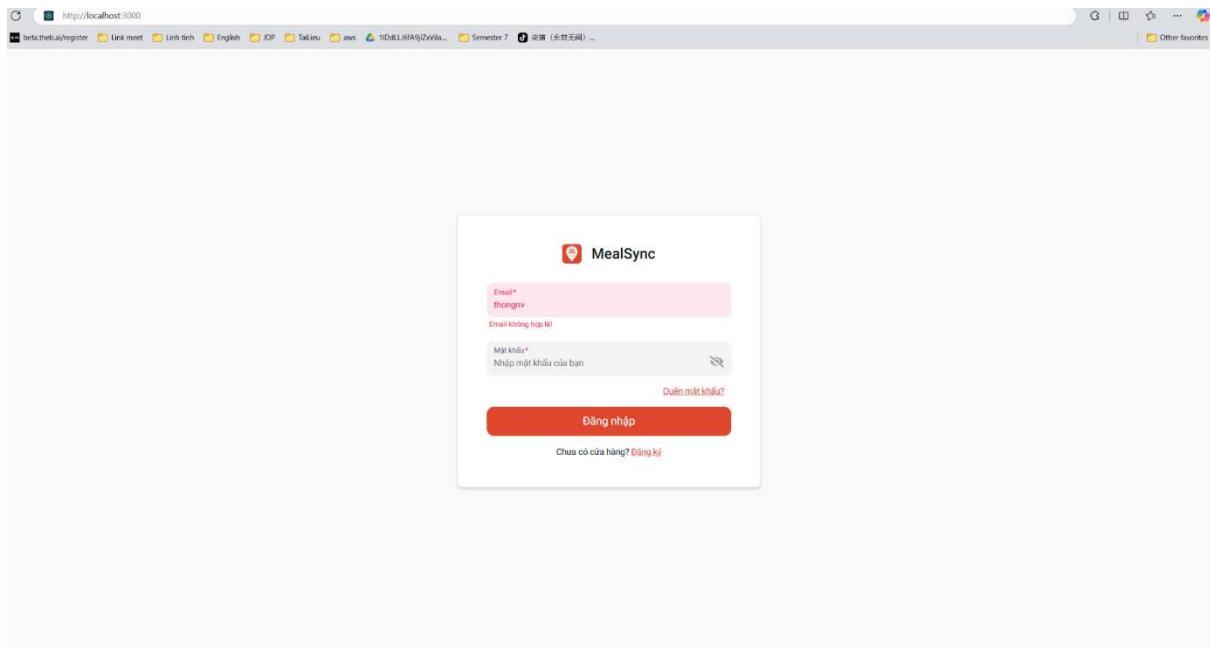
```

api-client.ts
src > services > api-services > api-client.ts > ...
Huynh Van Phuot 5 days ago | 1 author (Huynh Van Phuot)
1 import axios from 'axios';
2
3 const apiClient = axios.create({
4   baseURL: 'https://api.1wolfalone1.com/api/v1/',
5 });
6
7 apiClient.interceptors.request.use(
8   (config) => {
9     if (!config.headers.Authorization) {
10       const token = localStorage.getItem('token');
11       if (token) {
12         config.headers.Authorization = `Bearer ${token}`;
13       }
14     }
15     return config;
16   },
17   (error) => Promise.reject(error),
18 );
19
20 export default apiClient;
21 | Ctrl+L to chat, Ctrl+K to generate

```

##### Step 3:

- Start the application, launch the project using: **npm start**



## 2.2.2.2 Web Admin & Moderator Application

### 2.2.2.2.1 Requirements

- Node.js and npm  
Download and install via the official package manager:  
[Node.js](#)
- WebAdmin.zip  
Ensure the WebAdmin.zip file is available.

### 2.2.2.2 Installation

#### Step 1:

- Extract the WebAdmin.zip file. Navigate to the extracted directory, open a terminal in this location, and run: **cd WebAdmin**

#### Step 2:

- Install dependencies
- Run the following command to install the required npm modules: **npm i**
- Then config backend url:

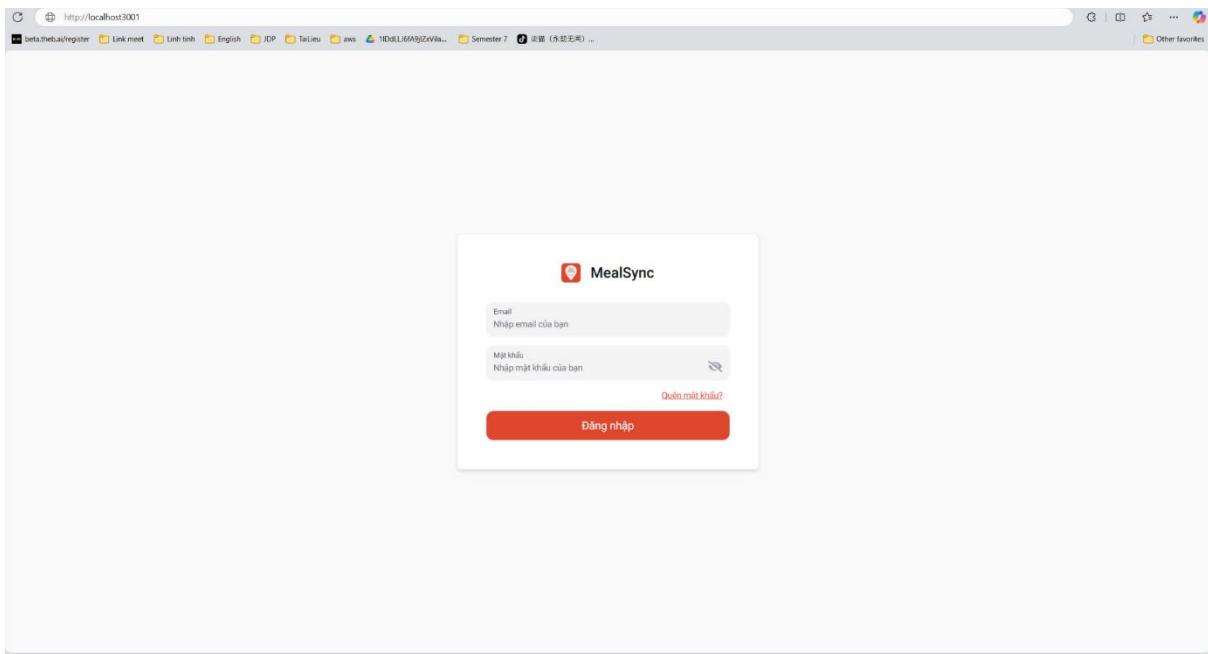
```

import axios from 'axios';
export const BASE_URL = 'https://api.lwolfalonei.com/api/v1/';
const apiClient = axios.create({
  baseURL: BASE_URL,
});
apiClient.interceptors.request.use(
  (config) => {
    if (!config.headers.Authorization) {
      const token = localStorage.getItem('token');
      if (token) {
        config.headers.Authorization = `Bearer ${token}`;
      }
    }
    return config;
  },
  (error) => Promise.reject(error),
);
export default apiClient;

```

### Step 3:

- Start the application, launch the project using: **npm start**



### 2.3.2.3 Mobile Shop & Delivery Staff Application

#### 2.3.2.3.1 Requirements

- Node.js and npm  
Download and install via the official package manager:  
[Node.js](#)
- Genymotion Emulator  
Download and install Genymotion:  
Genymotion
- Java 17  
Download and install Java Development Kit 17:  
[Java 17](#)
- MobileShopShipper.zip  
Ensure the **MobileShopShipper.zip** file is available.

#### 2.3.2.3.2 Installation Steps

##### Step 1:

- Extract the MobileShopShipper.zip file
- Navigate to the extracted directory, open a terminal in this location, and run:  
`cd MobileShopShipper`

##### Step 2:

- Install dependencies

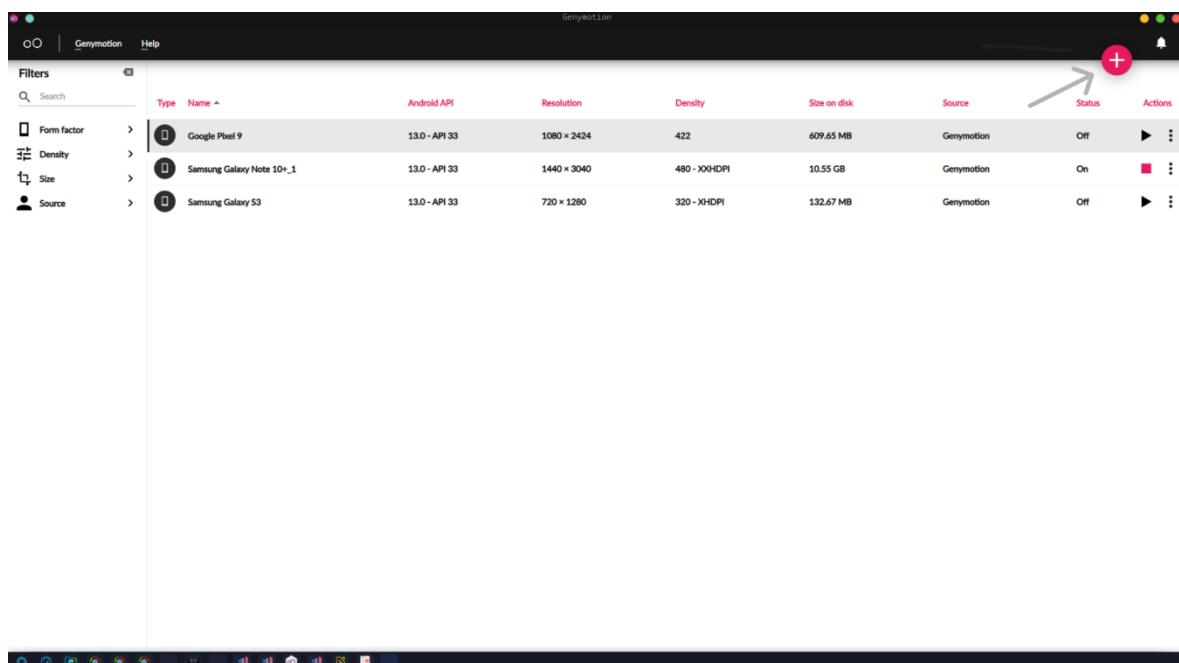
##### Step 3:

- Configure API and socket URLs
- Update the API and socket URLs in the configuration file.

```
... TB layout.jsx M TB api-clients x gignore M TB OrderDetail.jsx TB OrderDeliveryInfo.jsx 2, M
services > api-services > TB api-clients > apiclientinterceptors.requestuse callback
1 import axios from "axios";
2 import AsyncStorage from "@react-native-async-storage/async-storage";
3 import sessionService from "./session-service";
4 import BASE_URL from "./utils";
5 import apiclient = axios.create({
6   baseURL: BASE_URL,
7 });
8
9 apiclient.interceptors.request.use(
10   config => {
11     console.log("Request Config:", config);
12     if (!config.headers.Authorization) {
13       const token = await sessionService.getAuthToken();
14       // console.log("Token:", token);
15       if (token) {
16         config.headers.Authorization = `Bearer ${token}`;
17       }
18     }
19     return config;
20   },
21   (error) => Promise.reject(error),
22 );
23
24 // apiclient.interceptors.response.use(
25 //   response => {
26 //     console.log("Response Data:", response.data); // Logs the response data
27 //     return response;
28 //   },
29 //   (error) => {
30 //     console.error("Response Error:", error.response || error.message); // Logs the error
31 //     return Promise.reject(error);
32 //   }
33 // );
34
35 export default apiclient;
36
```

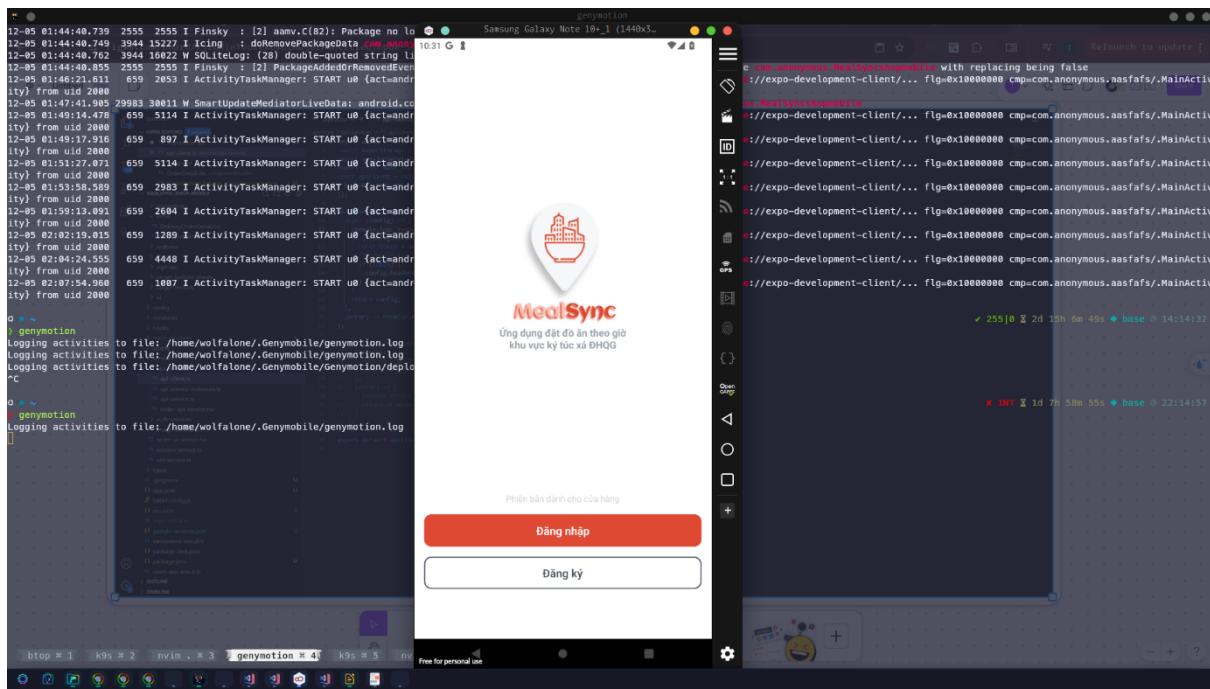
#### Step 4:

- Set up Genymotion emulator
  - Open Genymotion, create and configure an emulator.



## Step 5:

- Run the project
  - Start the application on the emulator using: `npx expo run:android`



### 2.3.2.4 Mobile Customer Application

#### 2.3.2.4.1 Requirements

- Node.js and npm

Download and install via the official package manager:

[Node.js](#)

- Genymotion Emulator

Download and install Genymotion:

Genymotion

- Java 17

Download and install Java Development Kit 17:

[Java 17](#)

- MobileShopShipper.zip

Ensure the **MobileCustomer.zip** file is available.

#### 2.3.2.4.2 Installation Steps

##### Step 1:

- Extract the **MobileCustomer.zip** file
- Navigate to the extracted directory, open a terminal in this location, and run:  
`cd MobileCustomer`

##### Step 2:

- Install dependencies

##### Step 3:

- Configure API and socket URLs
- Update the API and socket URLs in the configuration file.

```
const HomePage = () => {
  const initializeSocket = async () => {
    // Connect to the server with JWT authentication
    const newSocket = io(uri: "https://socketio.lwlfalonel.com/", opts: {
      auth: { M2 installation
        token: token,
      },
      Step 1: InstallModule("ModuleShippingServer"), go to directory install this, open terminal
      transports: ["websocket", "polling"],
    });
    Step 3: Config app url and socket url

    // Listen for notifications from the server
    newSocket.on(ev: "notification", listener: (message) => {
      try {
        handleRunToast(message);
      } catch (err) {
        console.error(message: "Failed to show toastable:", ...optionalParams: err);
      }
    });

    // Handle connection errors
    newSocket.on(ev: "connect_error", listener: (error) => {
      console.error(message: "Connection Error:", ...optionalParams: error);
      Alert.alert(title: "Connection Error", error.message);
    });
  };

  // Save socket instance for cleanup
  dispatch(action: globalSlice.actions.setSocket(payload: newSocket));
  return () => {
    if (socket) {

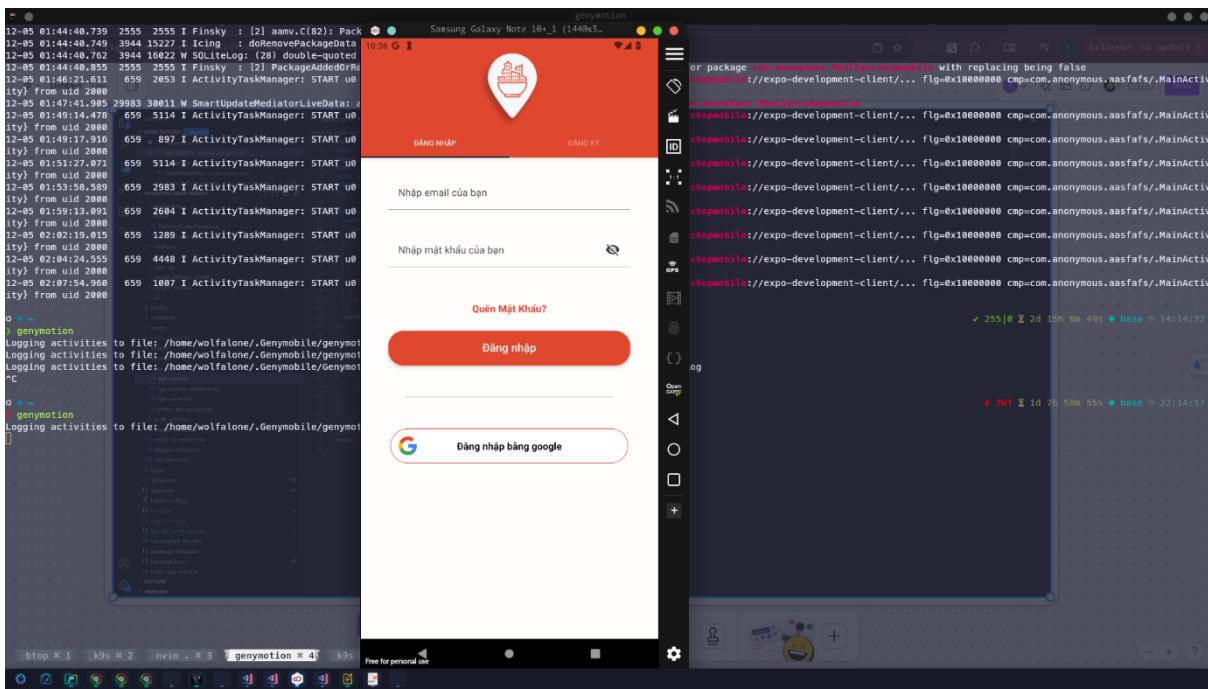
```

#### Step 4:

- Set up Genymotion emulator
  - Open Genymotion, create and configure an emulator.

## Step 5:

- Run the project
  - Start the application on the emulator using: `npx expo run:android`



### 3. User Manual

#### 3.1 Overview

- Customer:
  - Account Management: Register, log in, reset passwords, and update profiles.
  - Food Exploration: Search, filter, and view shops and food details.
  - Order Management: Add to cart, place orders, cancel under conditions, and reorder from history.
  - Order Tracking: Real-time updates and status notifications.
  - Feedback & Support: Rate orders, report issues, and chat with shops.
- Shop Owner:
  - Shop Management: Configure categories, operating slots, and food active statuses.
  - Order Processing: Assign orders to delivery staff and oversee progress.
  - Customer Interaction: Respond to reviews and chat within specified limits.
  - Financial Management: Track balance, request withdrawals, and deposit funds.
  - Reporting and Feedback: Handle reports and reply to reviews.
- Shop Delivery Staff:
  - Order Tracking: Real-time updates during delivery.
  - Delivery Confirmation: Use QR codes and photos for proof of completion.
  - Communication: Contact customers as needed.
- Moderator:
  - User and Shop Management: Approve, ban/unban accounts, and manage details.
  - Order Oversight: Sort, filter, and manage orders.
  - Report Management: Handle reports and ensure compliance.
  - Withdrawal Management: Approve or reject shop owner requests.
- Admin:
  - Platform Analytics: View comprehensive data dashboards.
  - Moderator Management: Oversee and review moderators' activities.
  - Category Management: Organize platform-wide food and shop categories.
  - System Settings: Configure commission rates.

### 3.2 Customer Mobile

#### 3.2.1 Sign Up Process

Step 1:

- Tap the "Đăng ký" (Sign Up) button on the login screen.

Step 2:

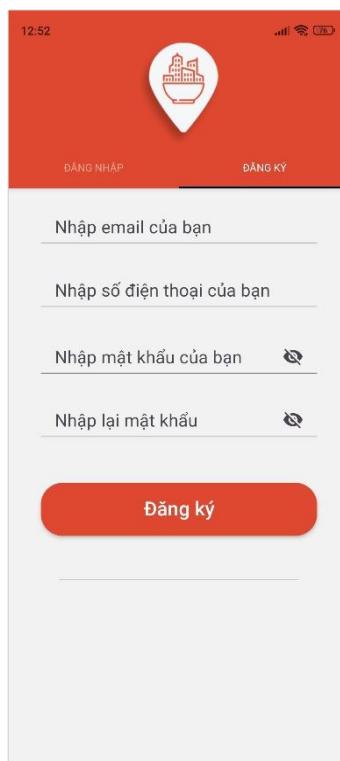
- Fill in your details:
  - Enter your Full Name, Email Address, and Phone Number.
  - Create and confirm your Password.

Step 3:

- Tap the "Đăng ký" button to register your account.  
(Insert Image: Highlight "Submit" button)

Step 4:

- Success! A confirmation message appears. You can now log in.



#### 3.2.2 Login Process

Step 1:

- Tap the "Đăng nhập" (Login) button on the welcome screen.

Step 2:

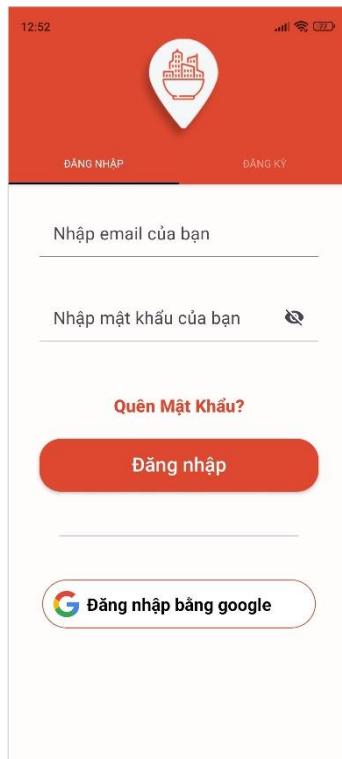
- Enter your Registered Email and Password.

Step 3:

- Tap the "Đăng nhập" button.

Step 4:

- You're logged in! The home page is displayed.



### 3.2.3 Home Page Browsing

Step 1:

- Use the **Search Bar** to find food items or shops. Enter a keyword (e.g., "Pizza").

Step 2:

- Tap on the Category Filters (e.g., "Đồ ăn nhanh" or "Đồ uống") to refine your search.

Step 3:

- Scroll through the Top Food Items or Popular Shops and tap to explore.



### 3.2.4 View a Shop Page

Step 1:

- Tap on any shop from the home page, search results, or your favorites list.

Step 2:

- Explore the shop's details:
  - View Ratings, Location, and Operating Hours.
- Browse Menu Categories and tap on items to see more details.

Step 3:

- Tap the **Heart Icon** to add the shop to your favorites.



### 3.2.5 Reading Shop Reviews

Step 1:

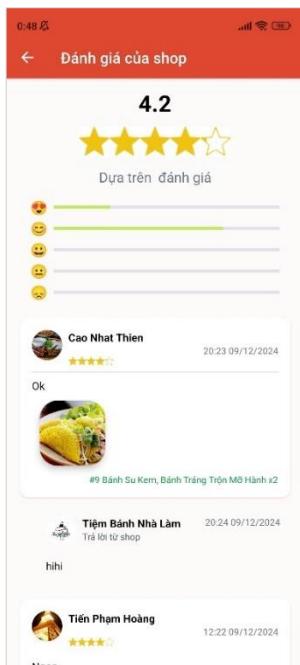
- On the shop page, tap "Xem đánh giá của shop" (View Shop Reviews).

Step 2:

- Scroll through the reviews to see star ratings and customer comments.

Step 3:

- Optionally, sort reviews by date or rating.



### 3.2.6 Exploring Food Details

Step 1:

- Tap on a food item from the menu, search results, or recommendations.

Step 2:

- View the food's details:
  - Name, Image, and Description.
  - Price and available Sizes/Customizations.

Step 3:

- Customize your order

Step 4:

- Tap "Thêm vào giỏ hàng" to proceed to checkout.



### 3.2.7 Cart Page

Step 1:

- Tap the **Cart Icon** on the shop page to view your cart.

Step 2:

- Review the list of selected items, including the food name, image, base price, and additional option prices.

Step 3:

- Adjust the **quantity** of any item using the "+" or "-" buttons.

Step 4:

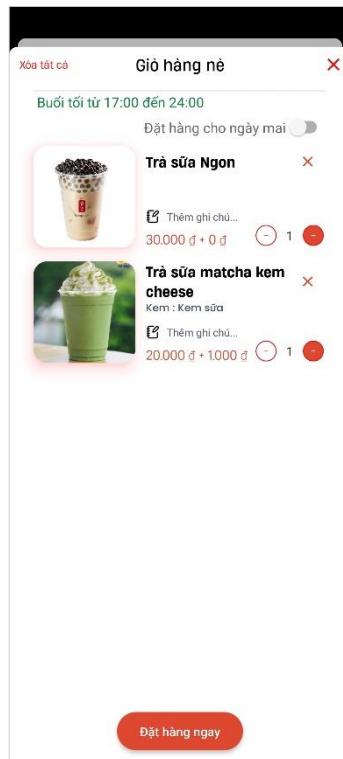
- Add special **notes** for each food item (e.g., "No onions").

Step 5:

- Use the **Delivery Toggle** to select **Today** or **Tomorrow** for delivery.

Step 6

- Tap the "Checkout" button to proceed to the next step.



### 3.2.8 Checkout Page

Step 1:

- Review the **Order Summary**, including food names, sizes, options, quantities, and total price.

Step 2:

- Confirm your **Delivery Address** or add a new one.

Step 3:

- Select a **Delivery Time Slot** that suits your schedule.

Step 4:

- Choose your **Payment Method** (e.g., VNPay, Cash on Delivery).

Step 5:

- Apply any available **promotions** by selecting one from the list.

Step 6:

- Tap the "**Đặt hàng**" button to finalize your order.

## Step 7:

- A confirmation screen appears with your Order ID and status.

The three screenshots show the order confirmation screen for a meal from "Cốm và bánh mì Thanh".

**Screenshot 1 (Left):** Shows the order summary with two items: "Trà sữa Ngon" (Bubble Tea) and "Trà sữa matcha kem cheese" (Matcha Latte with Cheese). The total amount is 51,000 VND. It includes sections for delivery information, payment methods (VNPay), and delivery times.

**Screenshot 2 (Middle):** Shows the same order summary. It highlights the payment method "Thanh toán khi nhận hàng" (Pay on delivery) and the total amount of 51,000 VND.

**Screenshot 3 (Right):** Shows the order summary with the same items and total. It also shows a delivery time selection dropdown with options like "Từ 17:00 đến 17:30" and a note about a 30,000 VND discount.

The two screenshots show the "Cart page" of the app.

**Screenshot 4 (Left):** Shows a map with a blue route line from the shop location to the delivery address. Below the map, it displays the total amount of 46,000 VND and the order number #587. It also shows the delivery status: "Chờ xác nhận" (Waiting for confirmation).

**Screenshot 5 (Right):** Shows the order details for "Cốm và bánh mì Thanh". It lists the two items with their prices (30,000 VND and 21,000 VND respectively). It also shows the payment method "Thanh toán khi nhận hàng" (Pay on delivery) and a "Hủy đơn hàng" (Cancel order) button.

### 3.2.9 Order History

Step 1:

- Tap the **Order Icon** on the navigation bar to access your order history.

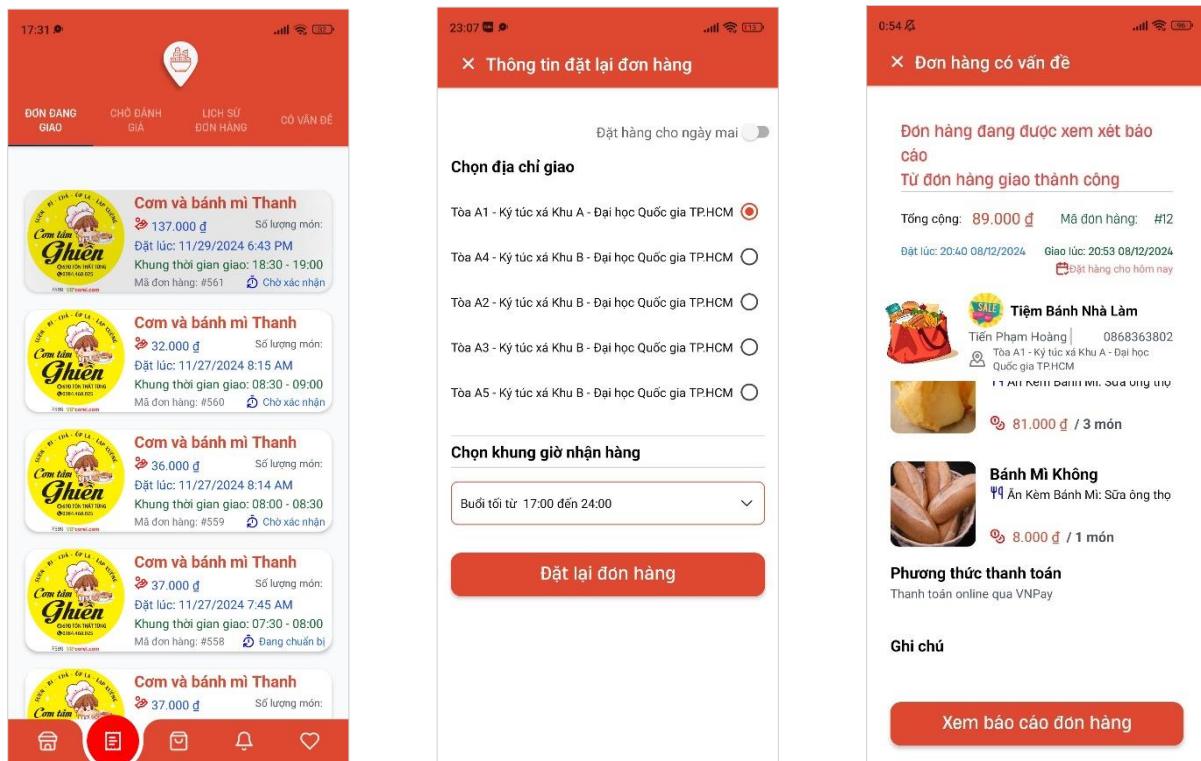
Step 2:

- Switch between tabs to view different categories of orders:

- Orders In Process** ("Đơn Đang Giao")
- Orders for Review** ("Chờ Đánh Giá")
- Past Orders** ("Lịch sử đơn hàng")
- Orders with Problems** ("Có vấn đề")

Step 3:

- Tap any order to view its details or take actions such as reviewing or reordering or report order.



### 3.2.10 ReOrder History

Step 1:

- Tap "**Đặt lại đơn hàng**" on a completed order from the "Lịch sử đơn hàng" tab.

Step 2:

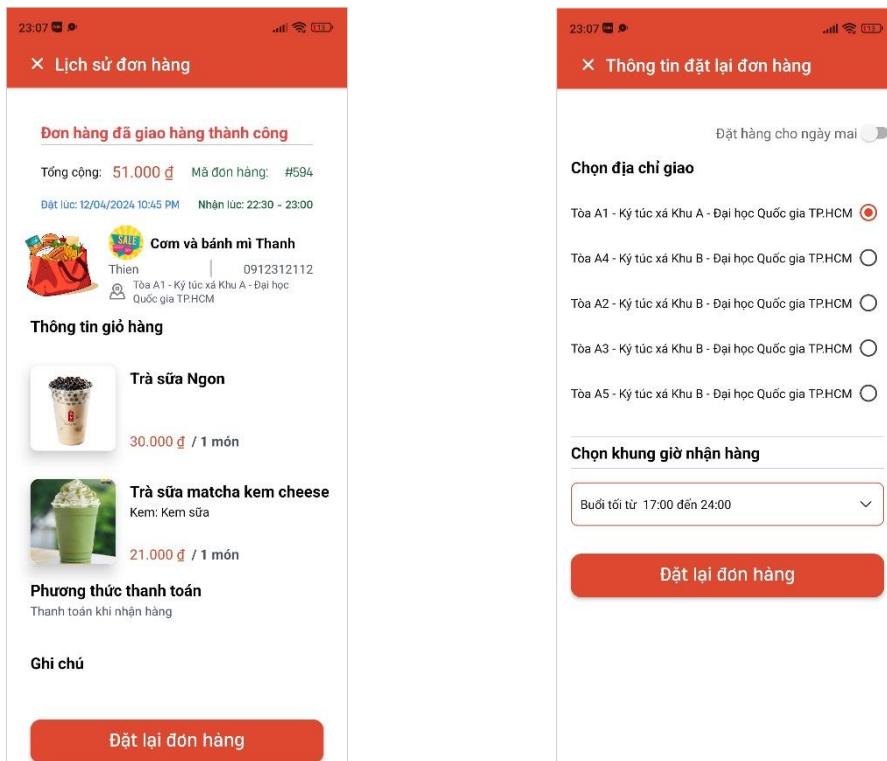
- Select a Delivery Building and Delivery Time Slot for the reordered items.

Step 3:

- Review the Order Summary and adjust if needed.

Step 4:

- Tap **Checkout** to confirm the order and proceed to payment.



### 3.2.10 Report Order

Step 1:

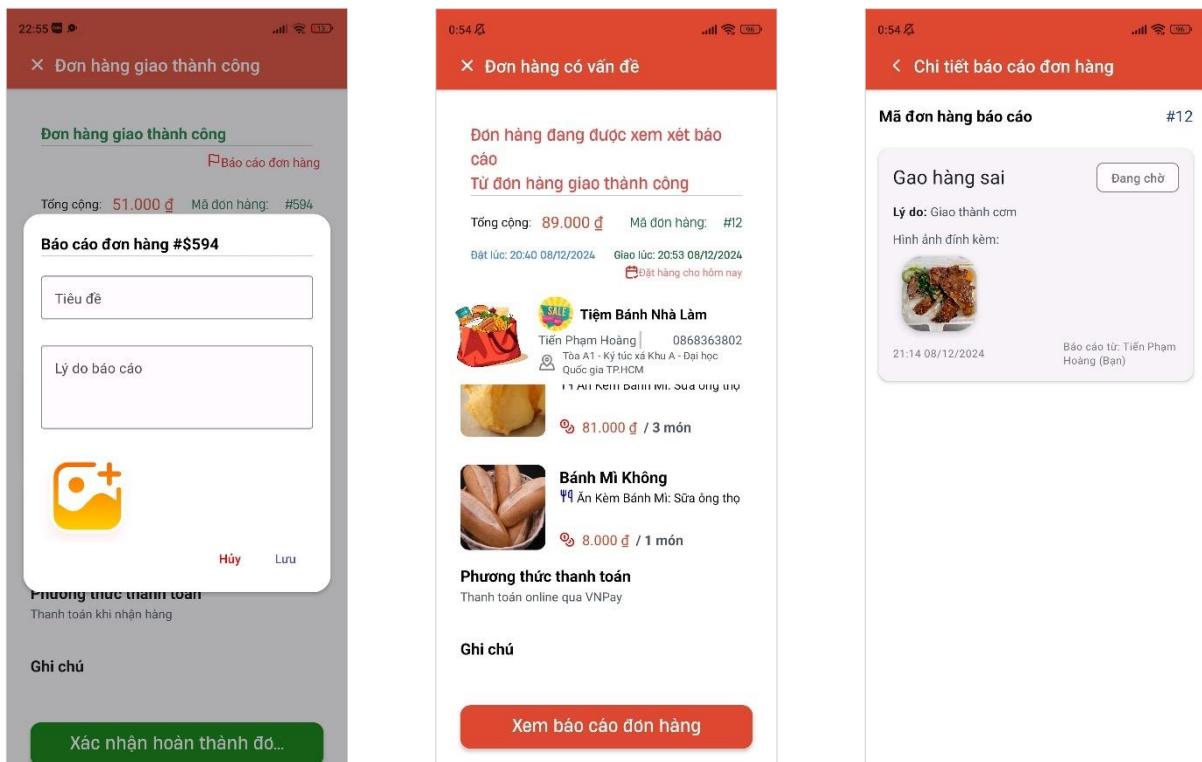
- Tap the **Flag Icon** on a delivered order in the **Order Details Page** to report an issue.

Step 2:

- Fill in the **Report Details**, including a description of the issue and any evidence (photos or videos).

Step 3:

- Tap **Submit Report** to send your concern for review.



### 3.3 Shop Mobile

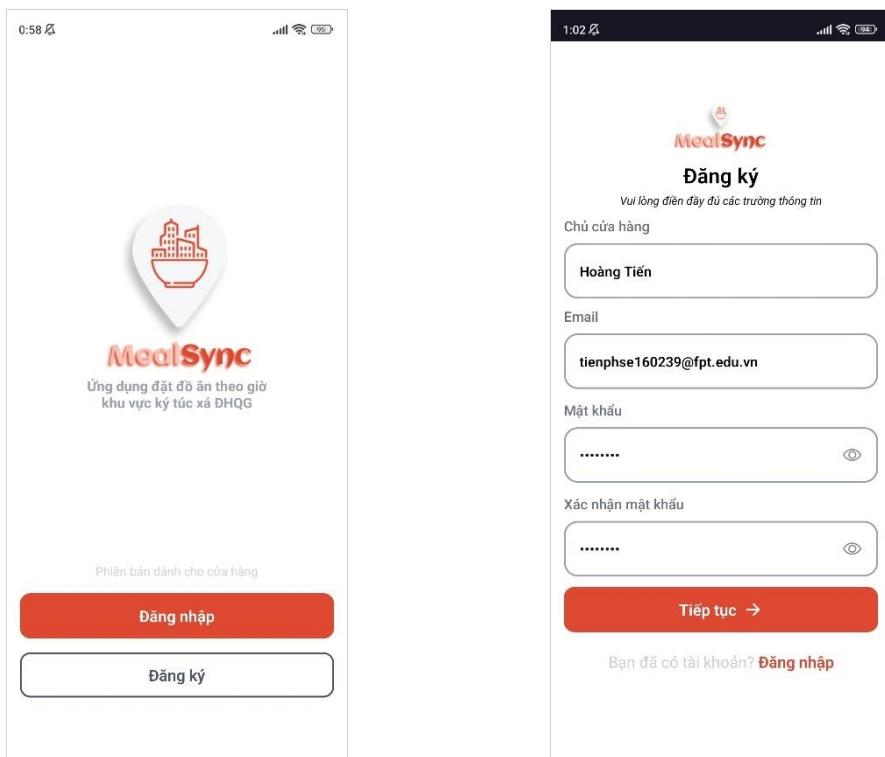
#### 3.3.1 Sign Up Process

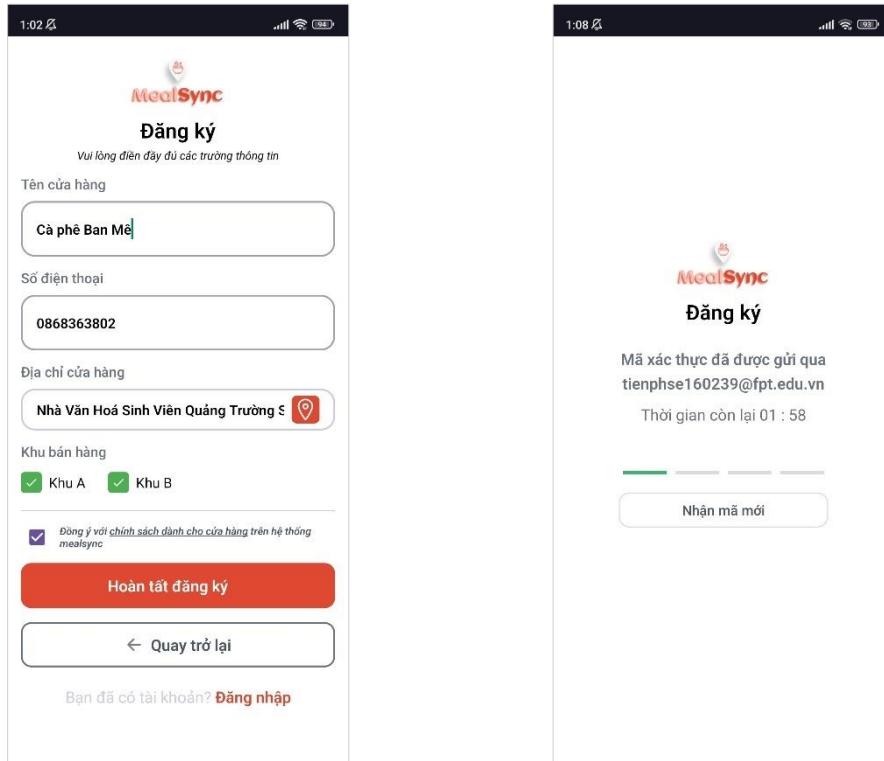
Step 1:

- A guest user tap the “Đăng ký” button and fill all required fields.

Step 2:

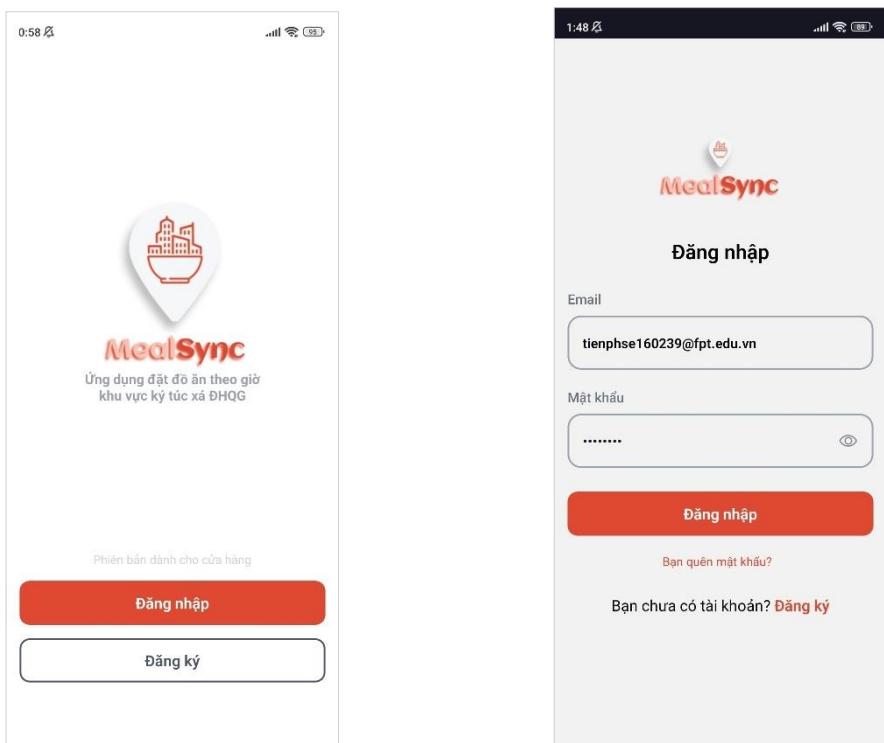
- Verify code has been sent in your email.





### 3.3.2 Login

- A guest user taps “Đăng nhập” button.
- And input email and password



### 3.3.3 View Statistics

Step 1:

- Shop Owner tabs “Trang chủ”

## Step 2:

- Shop Owner tabs “Xem chi tiết thống kê”

### 3.3.4 Manage Menu

#### 3.3.4.1 View Shop Menu

##### Step 1:

- Shop Owner tabs “Thực đơn”

##### Step 2:

- Shop owner taps arrow down to see list of food

### 3.3.4.2 Add / Update Shop Category

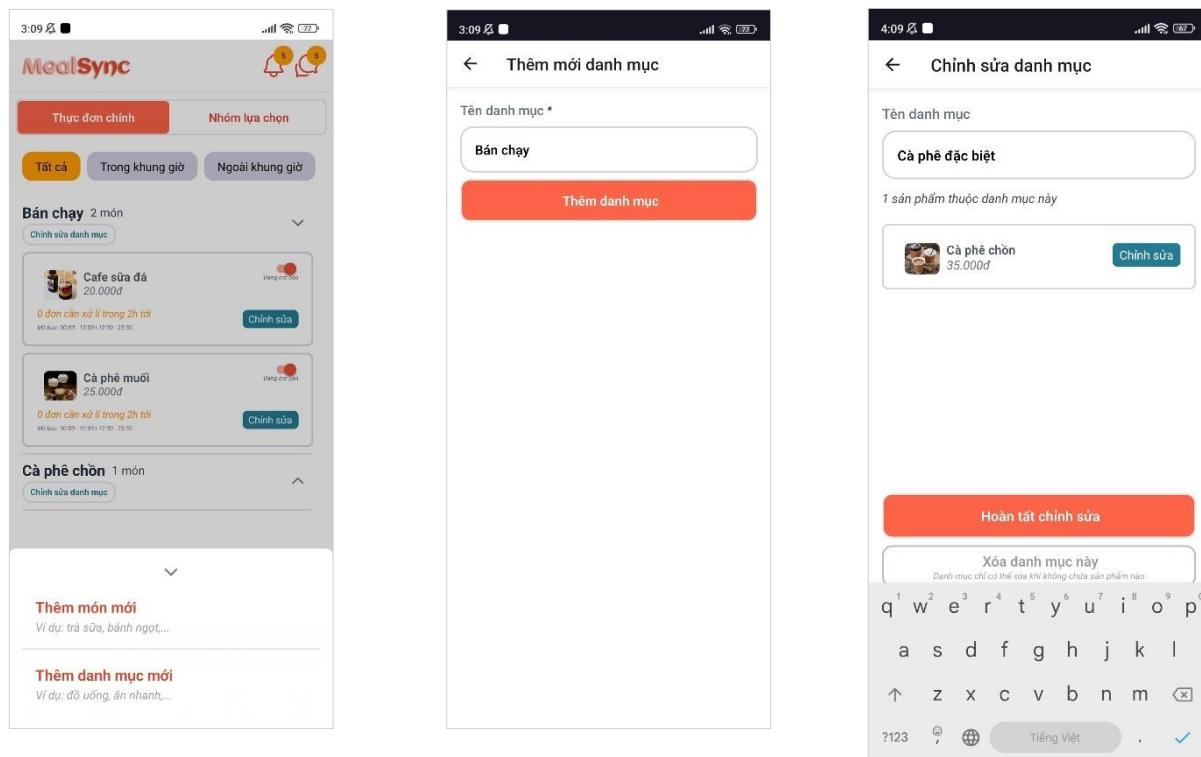
Step 1:

- Shop owner taps “Thêm danh mục mới” option after touched on “Thêm món/danh mục mới”.

Step 2:

- Input the name of a new category

*Note: The system does not allow 1 shop to have two categories with the same name*



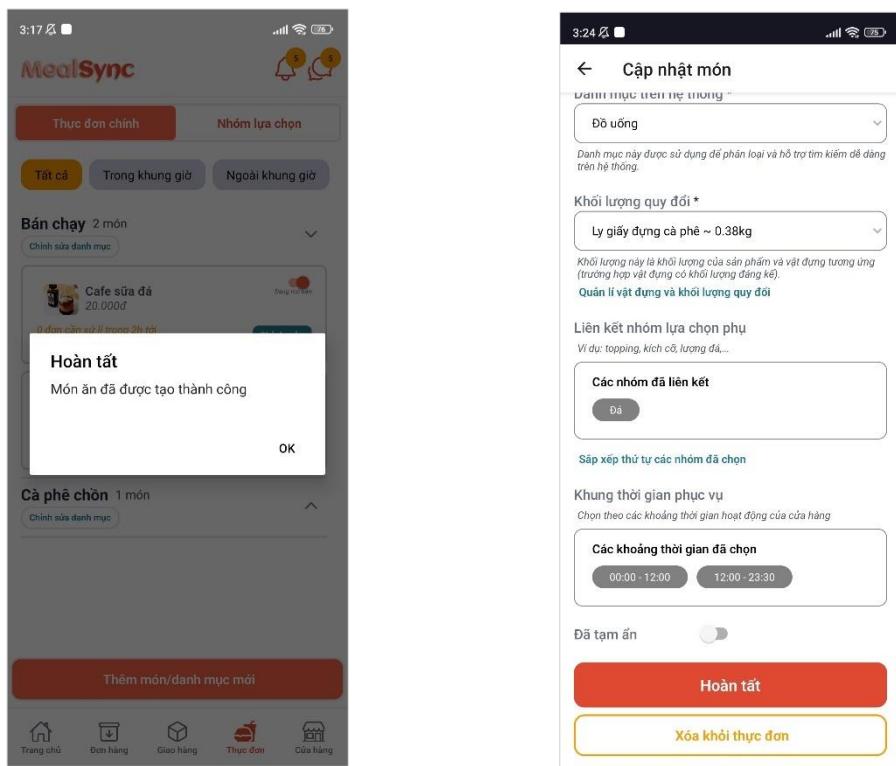
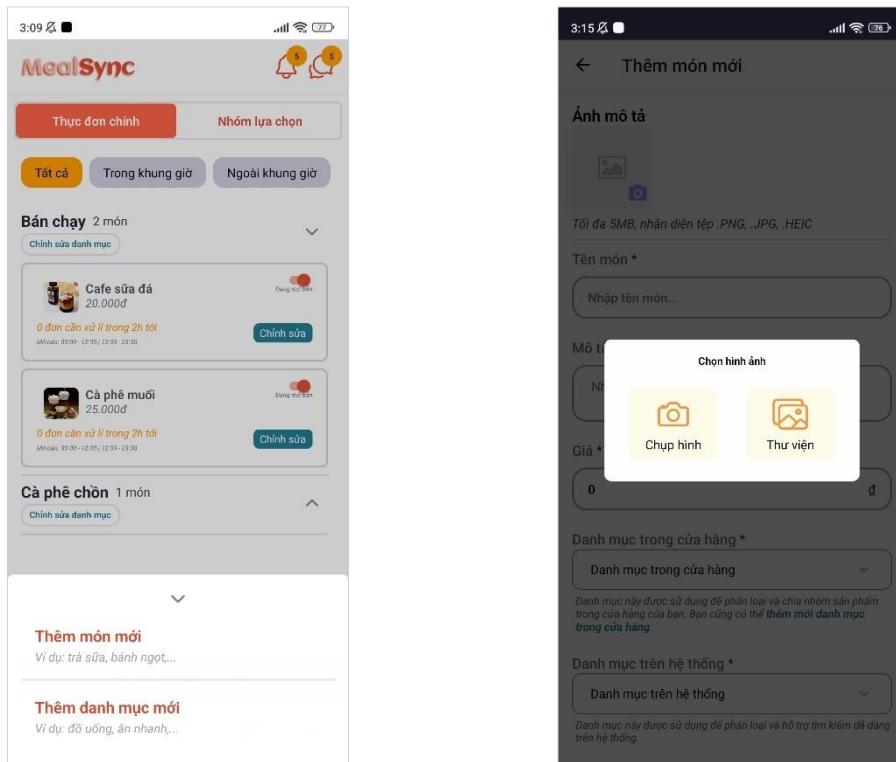
### 3.3.4.3 Add / Update Food Item

Step 1:

- Shop owner taps “Thêm món mới” option after touched on “Thêm món/danh mục mới”.

Step 2:

- Input all required information



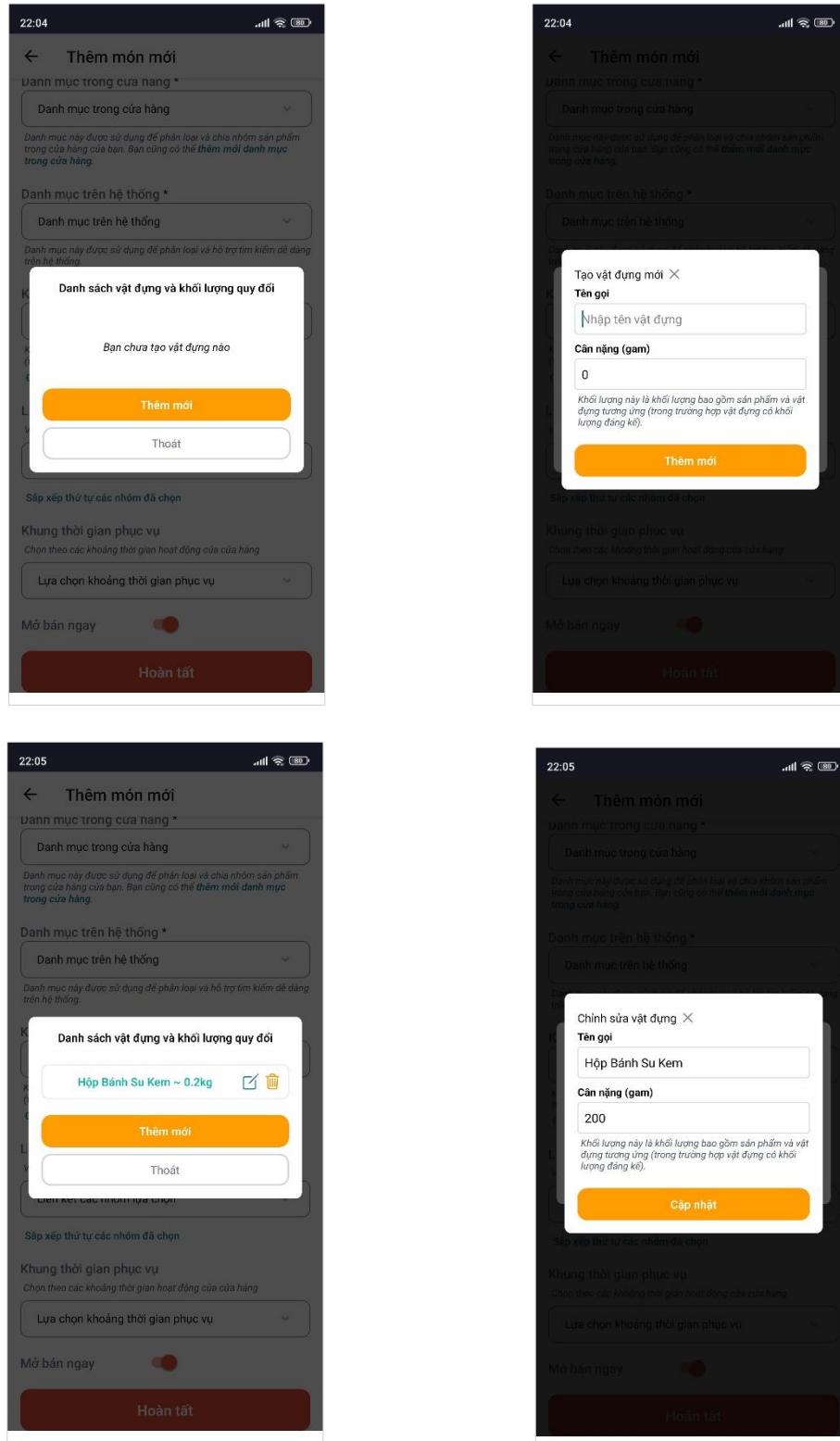
### 3.3.4.4 View / Add / Update Shop Food Container List

Step 1:

- Shop owner taps “Thêm món mới” option after touched on “Thêm món/danh mục mới”.

Step 2:

- Taps drop list “Khối lượng quy đổi” then “Thêm mới” or “Cập nhật”



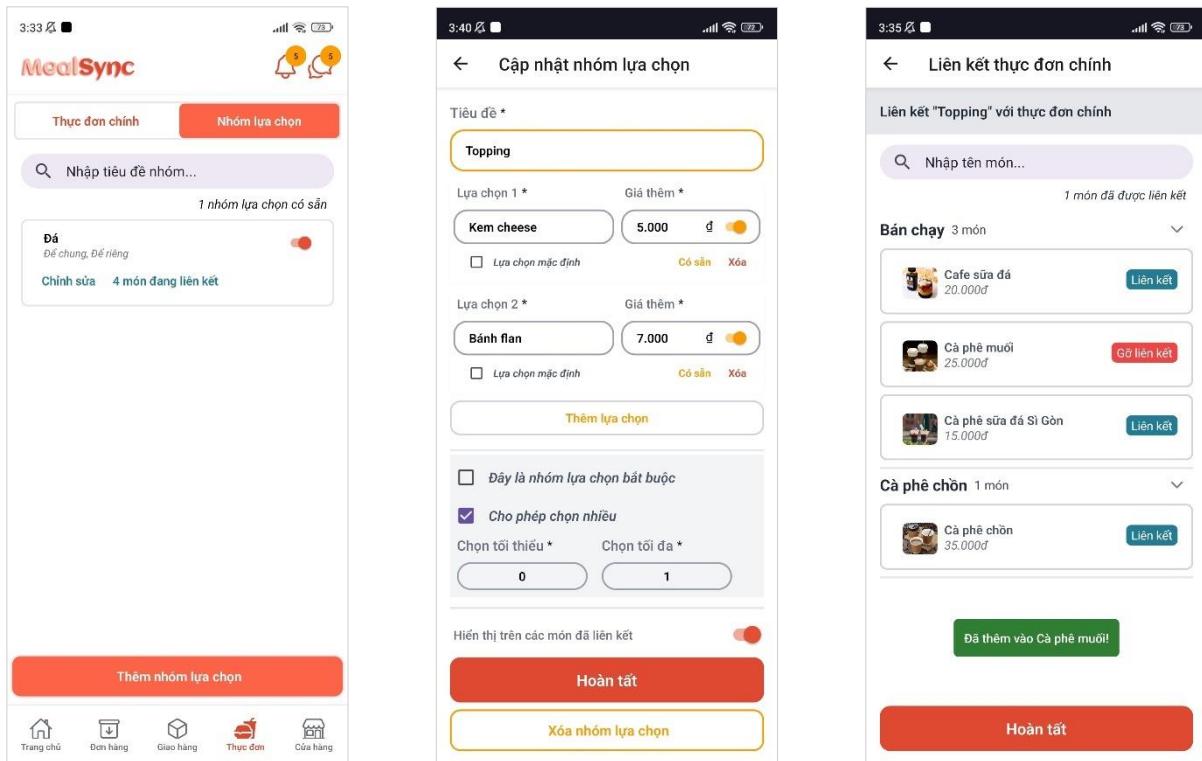
### 3.3.4.5 View / Add / Update Option Groups

Step 1:

- Shop owner taps the “Nhóm lựa chọn” on “Thực đơn” tab area.

Step 2:

- Shop owner taps the “Thêm nhóm lựa chọn” or “Chỉnh sửa” button.



### 3.3.5 Manage Shop Setting

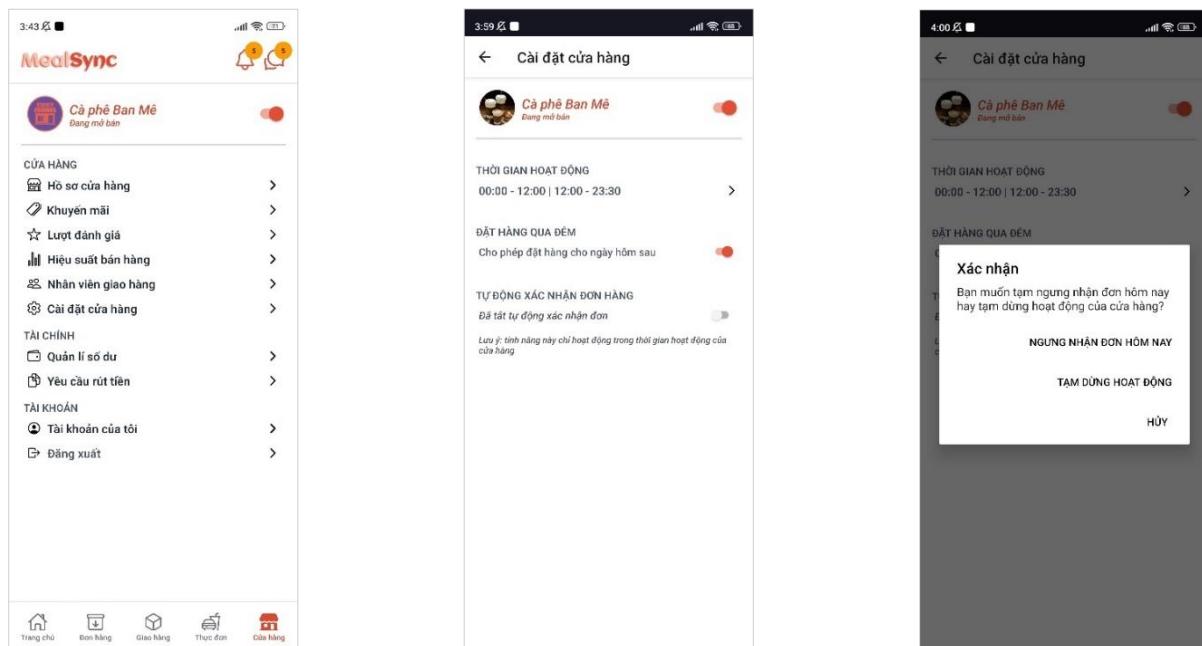
#### 3.3.5.1 Configuration shop constraints

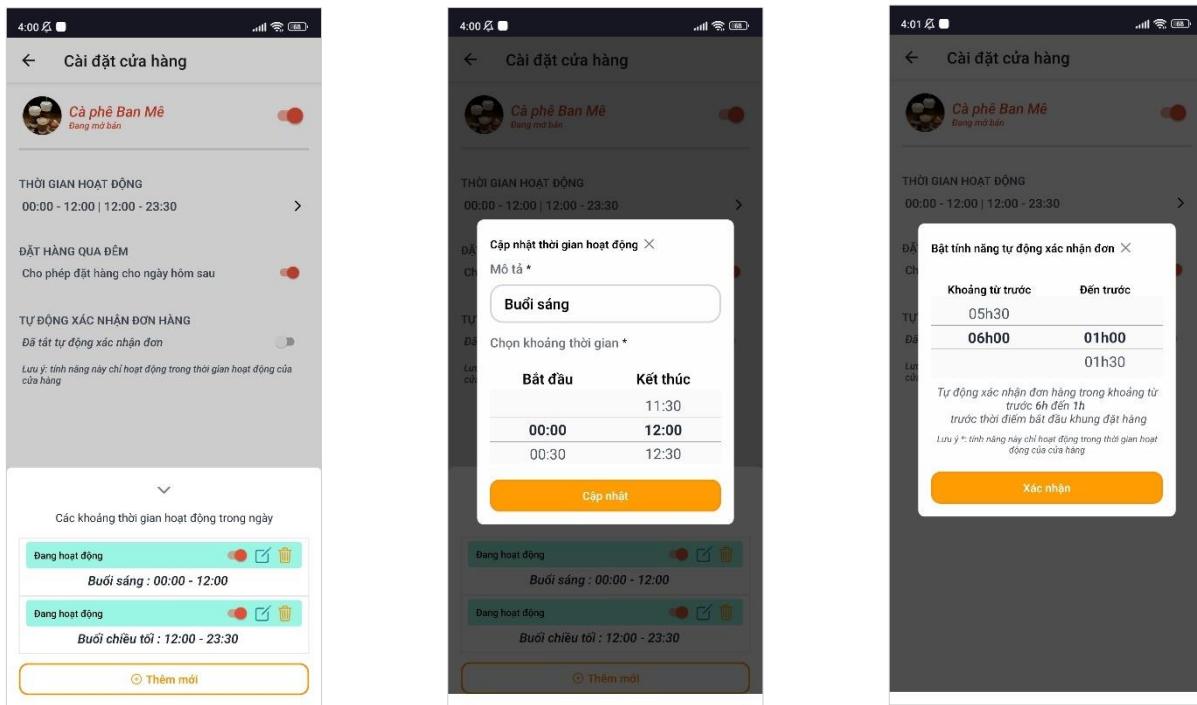
Step 1:

- Shop owner taps “Cửa hàng”.

Step 2:

- Shop owner taps “Cài đặt cửa hàng”.

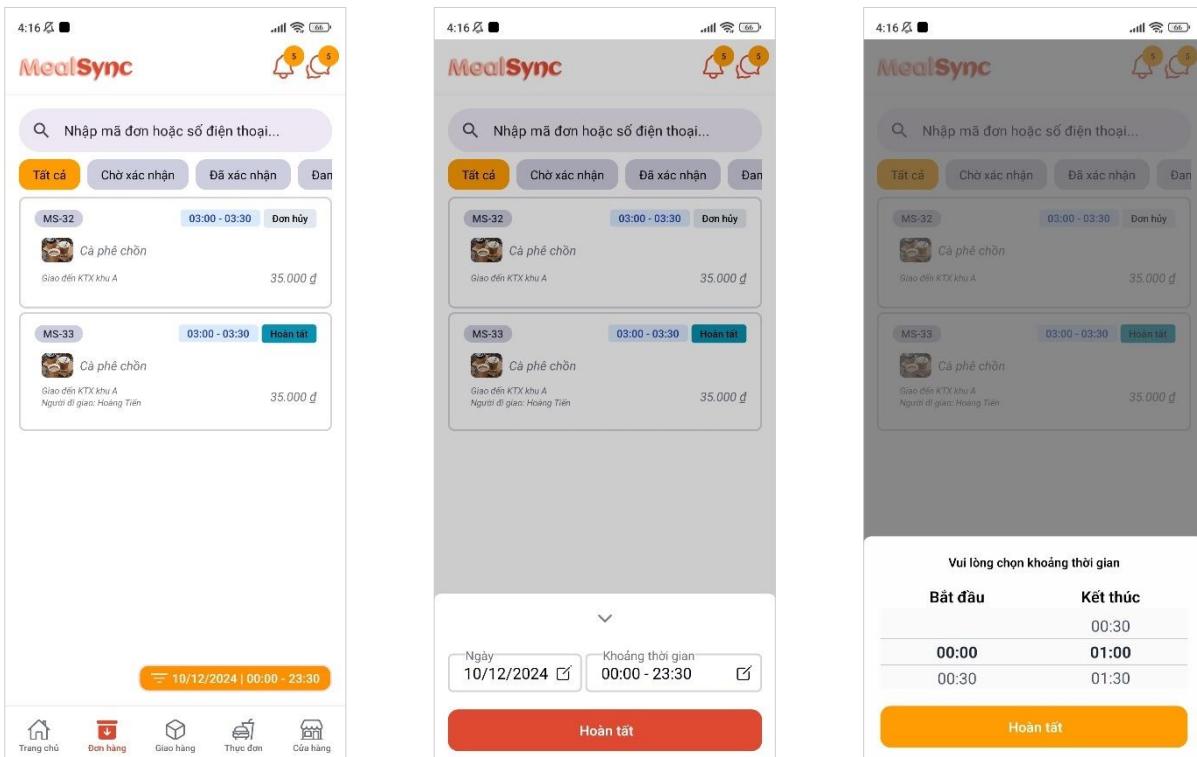




### 3.3.6 Manage Orders

#### 3.3.6.1 View Order List and Filter

- The shop owner taps the “Đơn hàng” tab.



#### 3.3.6.2 Confirm / Reject a pending order

Step 1:

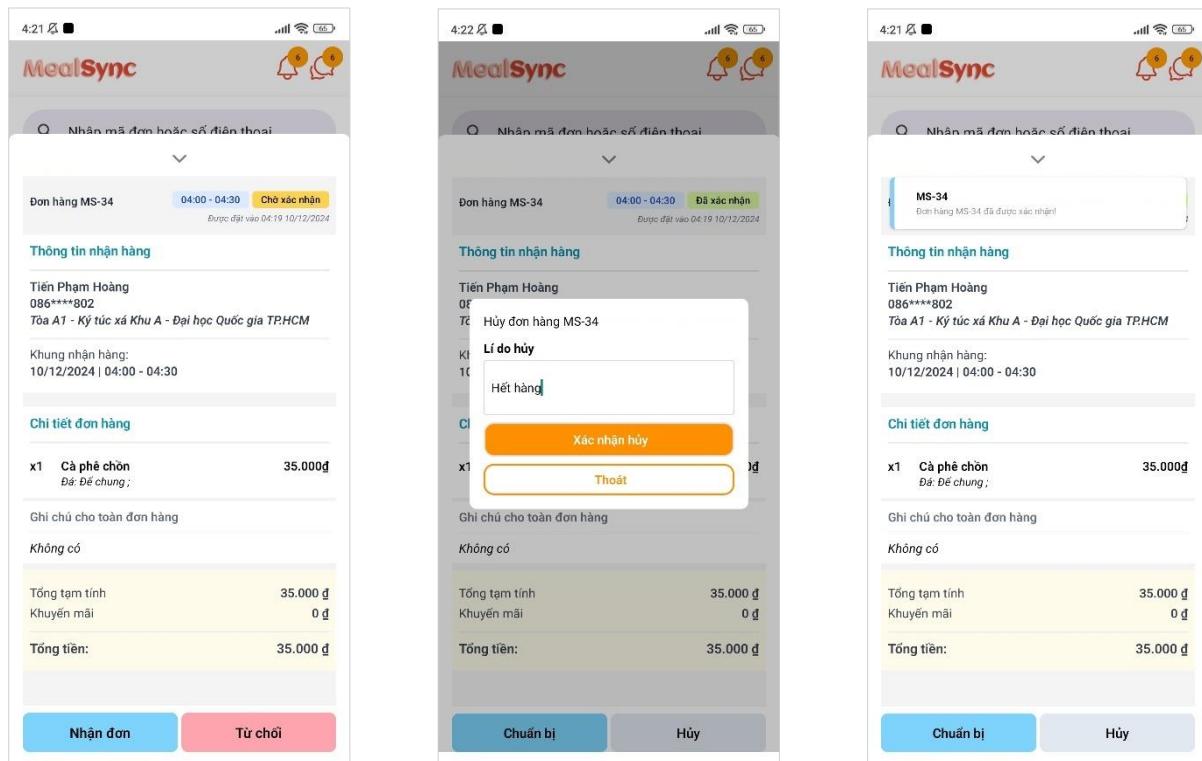
- Shop owner taps the “Nhận đơn” or “Từ chối” button

### Alternative Step 1:

- Shop Order taps order to view order detail

### Step 2:

- Shop owner taps “Nhận đơn” or “Từ chối” button.



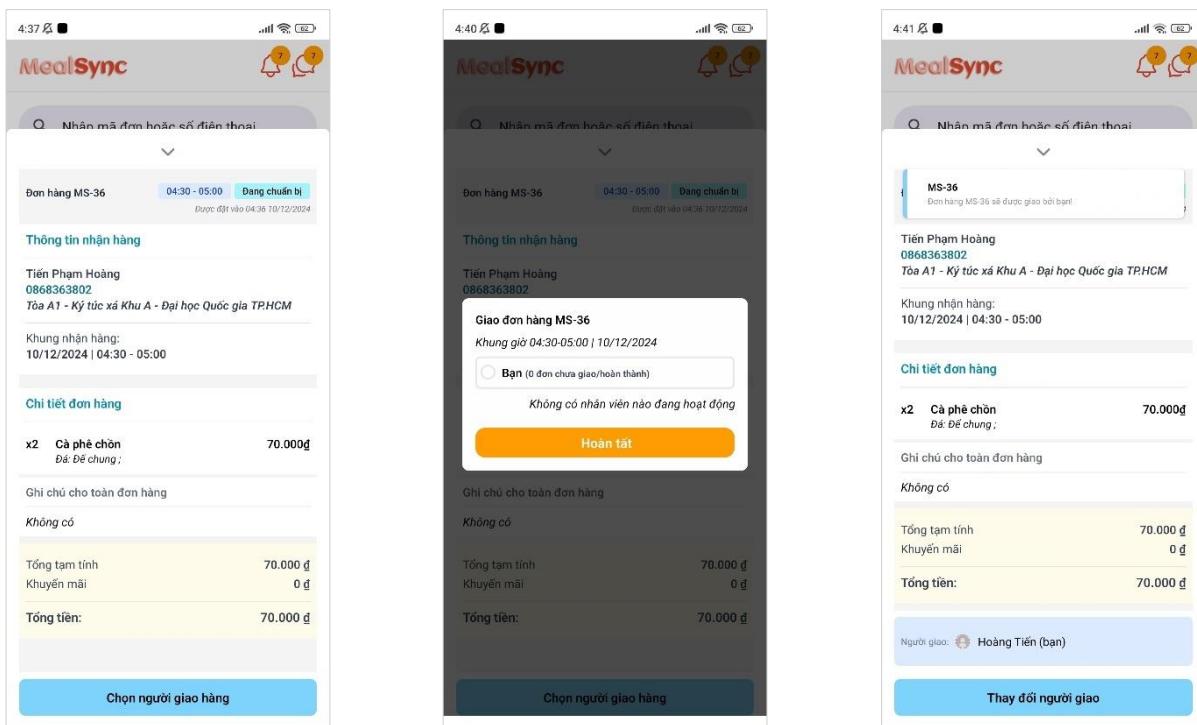
### 3.3.6.3 Assign a delivery person for a preparing order.

#### Step 1:

- Shop owner taps “Chọn người đi giao” button.

#### Step 2:

- Tap “Hoàn tất”



### 3.3.7 Manage frame delivery package group

- Shop owner select “Giao Hàng”



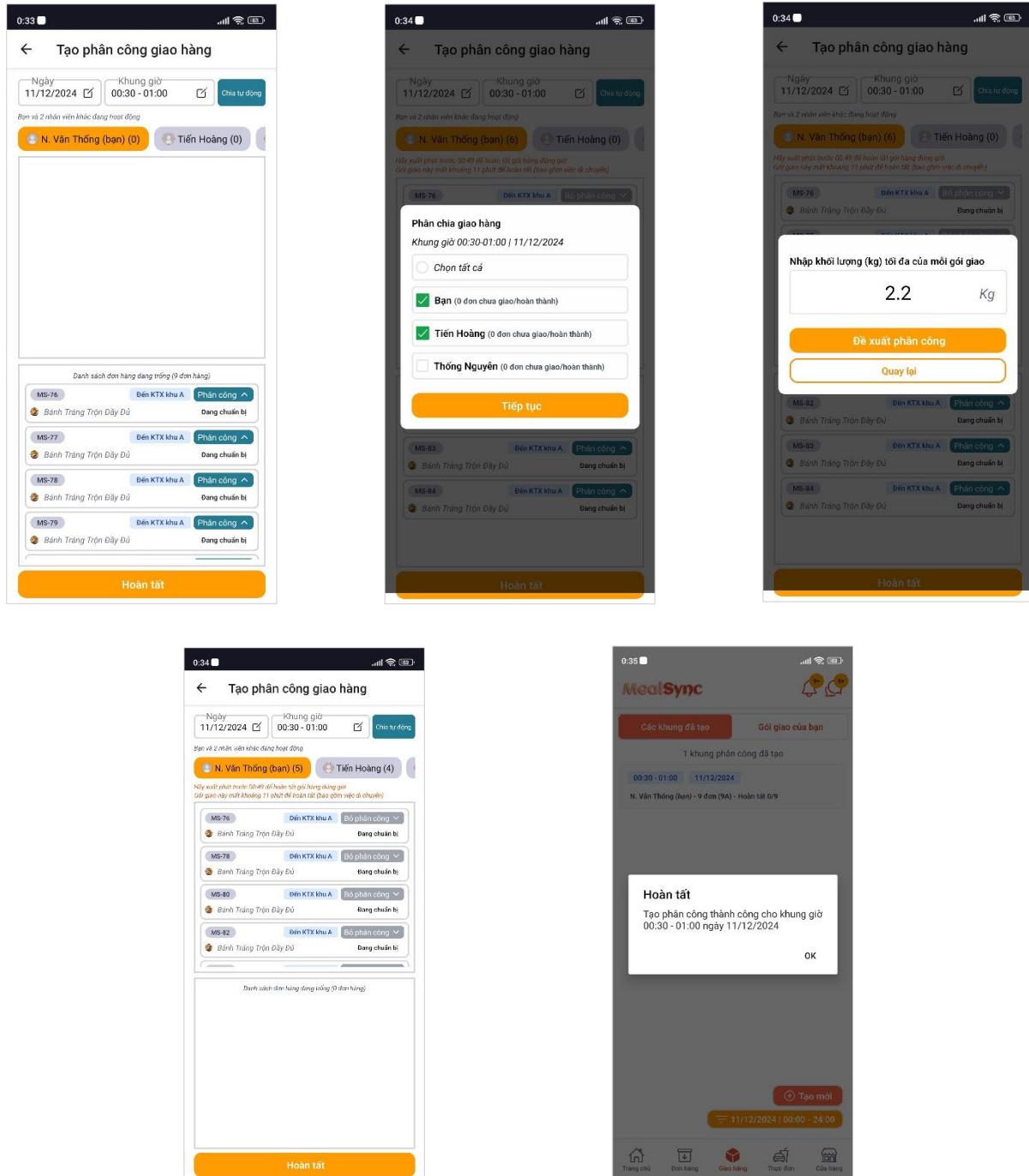
#### 3.3.7.1 Add frame delivery package group

Step 1:

- Shop owner taps “Tạo mới” in the “Khung giao hàng” area.

Step 2:

- Assign orders to staff and then tap button “Hoàn tất”



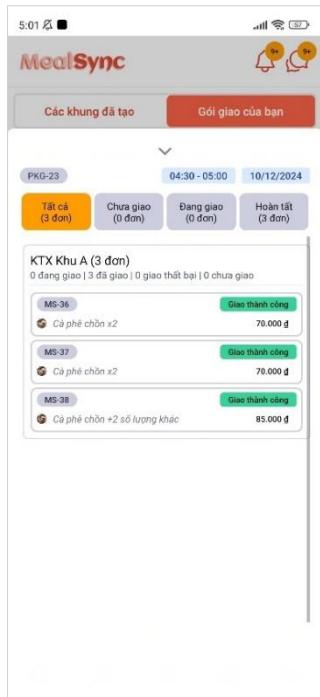
### 3.3.7.2 View Details of Delivery Package Group

Step 1:

- Shop owner taps “Giao Hàng”

Step 2:

- Tap in the time frame that you want to see the delivery package group detail



### 3.4 Shop Delivery Staff Mobile

#### 3.4.1 Start to deliver order

Step 1:

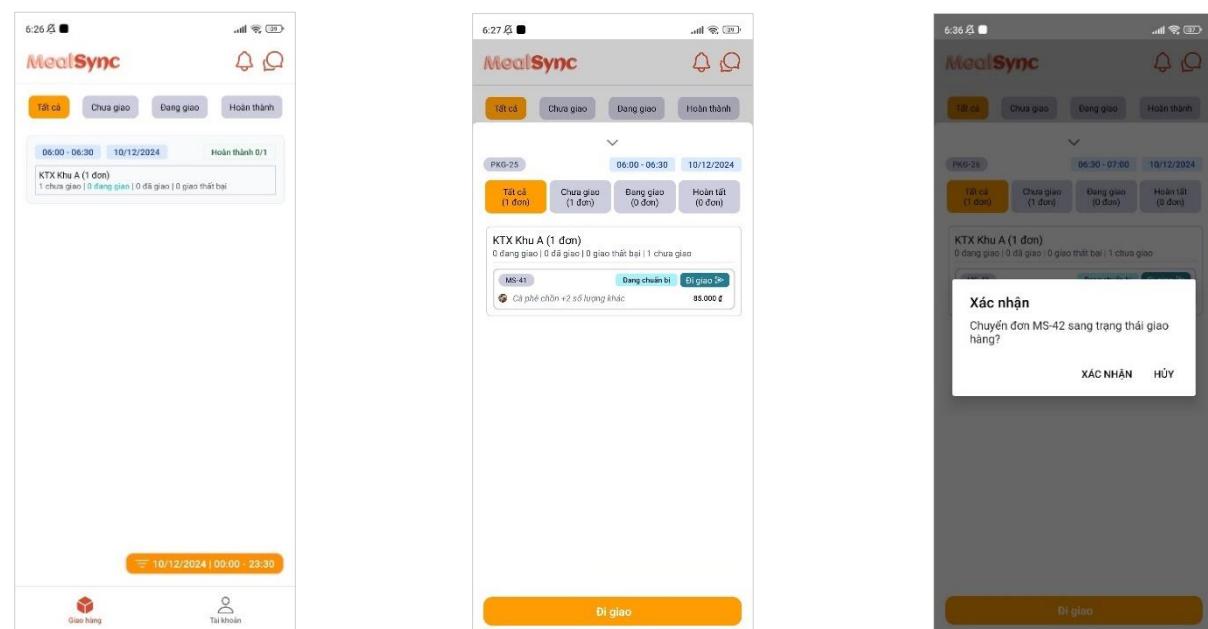
- The shop owner taps the delivery package to see details

Step 2:

- Select the order to delivery

Step 3:

- Click “Đi giao” then “Xác nhận”



### 3.4.2 Confirm successful delivery of an order

Step 1:

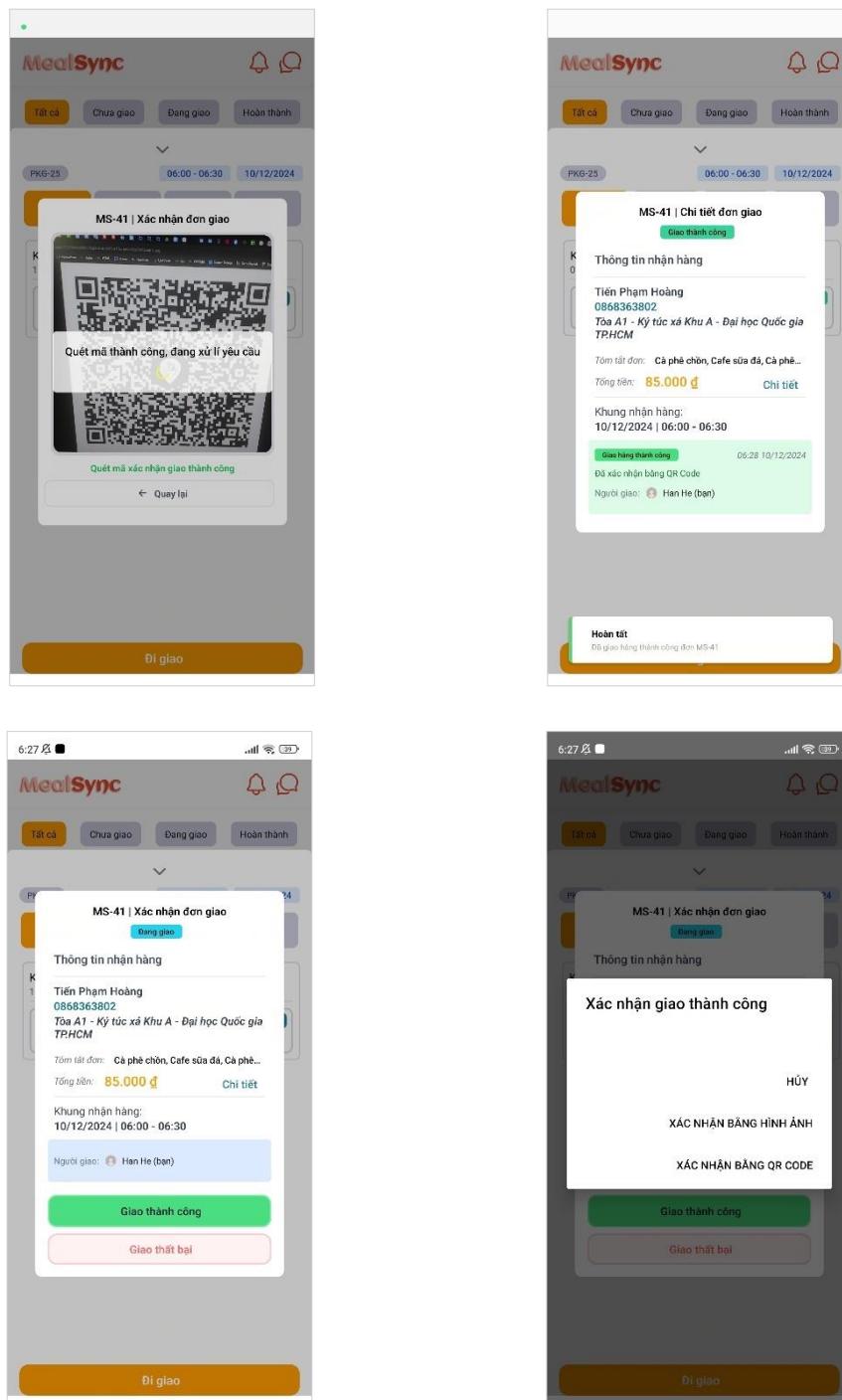
- Tap “Giao hàng thành công” button

Step 2:

- Tap “Xác nhận bằng QR code” then scan the QR code from the customer

Alternative Step 2:

- Tap “Xác nhận bằng hình ảnh”



### 3.4.3 Confirm failed delivery for an order

Step 1:

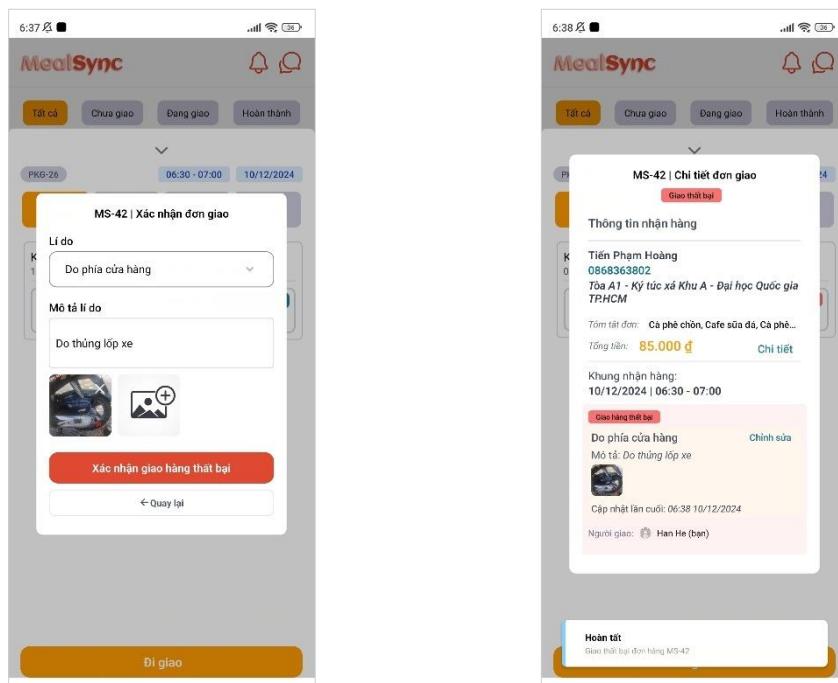
- Tab order detail in status “Đang giao”

Step 2:

- Tap “Giao hàng thất bại”

Step 3:

- Write a reason and take an evidence picture and then tab “Xác nhận giao hàng thất bại” button



### 3.5 Shop Owner Web

#### 3.5.1 Login

Step 1:

- Input your email and password

Step 2:

- Click “Đăng nhập” to login into the shop

#### 3.5.2 Manage Orders

Step 1:

- Click to tab “Quản lý đơn hàng”
- Click into subtab “Đơn mới” to view all incoming orders

Step 2:

- Select the order to delivery Click three dots in the right of order
- Click “Từ chối” button to reject an order with reason
- Click “Nhận đơn” button to accept new incoming order and change status into confirmed

Step 3:

- Click to subtab “Đã xác nhận” to next step
- Click “Từ chối” button to reject an order with reason or click “Đang chuẩn bị” button to change status into preparing

#### Step 4:

- Click to subtab “Đang chuẩn bị” to next step

#### Step 5:

- Click to subtab “Quản lý phân công” to next step
- Click to delivery package to show detail (contains all orders in the package)
- Choose list of orders you want to delivery
- Click button “Tiến hành đi giao” to change status into delivering

#### Step 6:

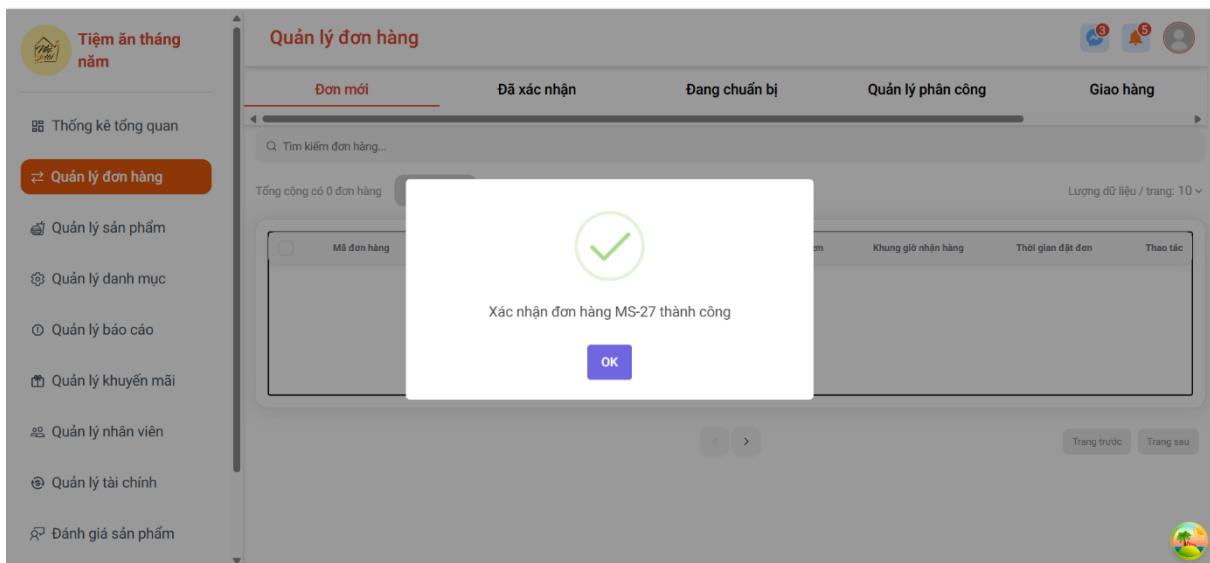
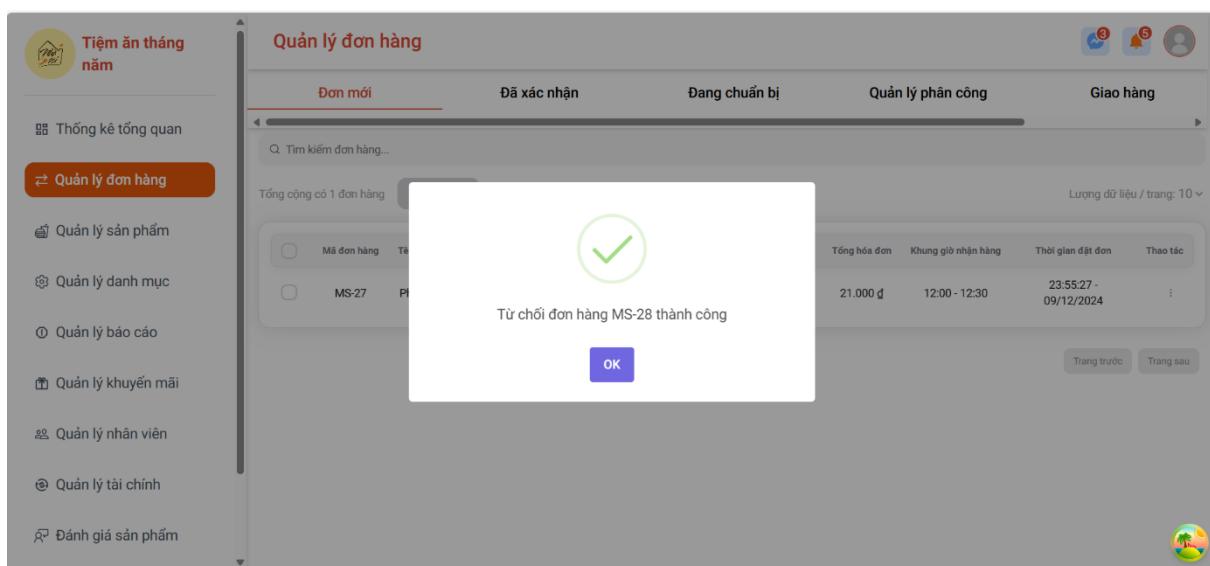
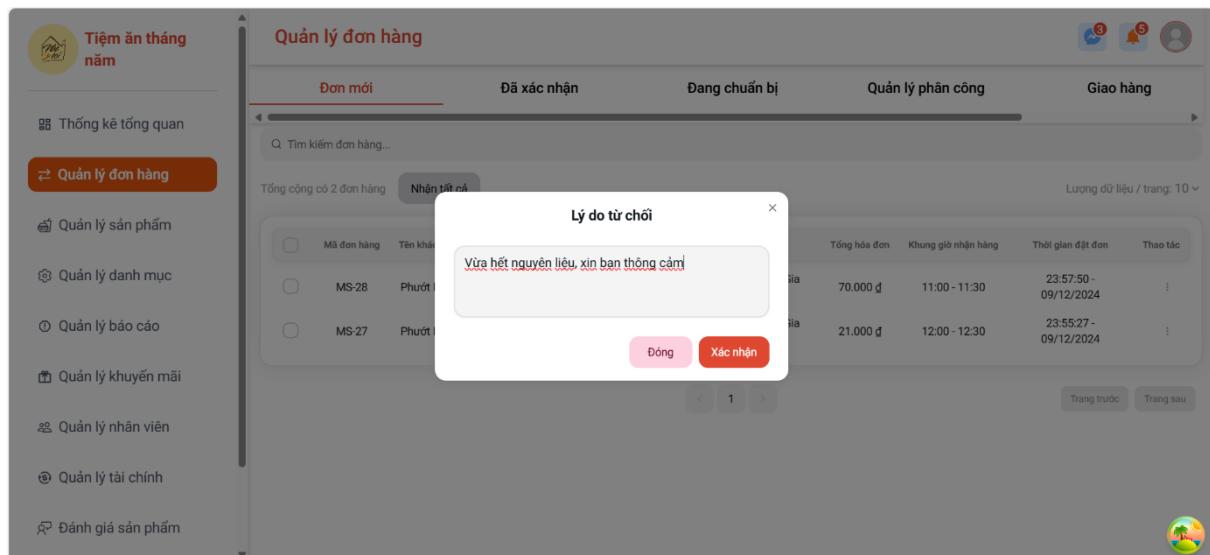
- Click to subtab “Giao hàng” to track all of the orders delivery in current day

#### Step 7:

- Click to subtab “Lịch sử đơn hàng” to track all of the orders in the shop

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Khung giờ nhận hàng	Thời gian đặt đơn	Thao tác
MS-28	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TPHCM	70.000 ₫	11:00 - 11:30	23:57:50 - 09/12/2024	<span>⋮</span>
MS-27	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TPHCM	21.000 ₫	12:00 - 12:30	23:57:27 - 09/12/2024	<span>⋮</span>

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Khung giờ nhận hàng	Thời gian đặt đơn	Thao tác
MS-28	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TPHCM	70.000 ₫	11:00 - 11:30	23:57:50 - 09/12/2024	<span>⋮</span>
MS-27	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TPHCM	21.000 ₫	12:00 - 12:30	23:57:27 - 09/12/2024	<span>⋮</span>



**Tiệm ăn tháng năm**

Thống kê tổng quan

**Quản lý đơn hàng**

- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý đơn hàng**

Đơn mới      Đã xác nhận      **Đang chuẩn bị**      Quản lý phân công      Giao hàng

Tổng cộng có 2 đơn hàng      Nhập tất cả

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Khung giờ nhận hàng	Thao tác
MS-26	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TP.HCM	54.000 ₫	00:00 - 00:30	<b>Đang chuẩn bị</b>
MS-27	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TP.HCM	21.000 ₫	12:00 - 12:30	Từ chối

Lượng dữ liệu / trang: 10 ✓

Trang trước      Trang sau



**Tiệm ăn tháng năm**

Thống kê tổng quan

**Quản lý đơn hàng**

- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý đơn hàng**

Đơn mới      **Đã xác nhận**      Đang chuẩn bị      Quản lý phân công      Giao hàng

Tổng cộng có 1 đơn hàng

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Khung giờ nhận hàng	Thao tác
MS-27				21.000 ₫	12:00 - 12:30	<b>Đang chuẩn bị</b>

Lượng dữ liệu / trang: 10 ✓

Chuyển đơn hàng MS-26 sang trạng thái chuẩn bị thành công

OK

Trang trước      Trang sau



**Tiệm ăn tháng năm**

Thống kê tổng quan

**Quản lý đơn hàng**

- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý đơn hàng**

Đơn mới      Đã xác nhận      **Đang chuẩn bị**      Quản lý phân công      Giao hàng

00:00 - 00:30

**Chưa có người giao**

**MS-26**

Tên khách hàng: Phuot Huynh  
Số điện thoại: 0372845570  
Địa chỉ nhận hàng: Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM

Tổng cộng có 1 đơn hàng

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Người giao hàng	Thao tác
MS-26	Phuot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại Học Quốc Gia TP.HCM	54.000 ₫	<b>Chưa có người giao</b>	

Lượng dữ liệu / trang: 10 ✓

**Quản lý đơn hàng**

Đơn mới      Đã xác nhận      **Đang chuẩn bị**      Quản lý phân công      Giao hàng

00:00 - 00:30

Tôi

Chọn người giao hàng thành công

OK

Tổng cộng có 1 đơn hàng

Lượng dữ liệu / trang: 10

Mã đơn hàng	Tên khách hàng	Số điện thoại	Địa chỉ nhận hàng	Tổng hóa đơn	Người giao hàng	Thao tác
MS 26	Phúot Huynh	037-284-5570	Tòa A1 - Ký Túc Xá Khu B - Đại học Quốc Gia TP.HCM	54.000 ₫		

**Quản lý đơn hàng**

Đơn mới      Đã xác nhận      **Đang chuẩn bị**      Quản lý phân công      Giao hàng

Các gói hàng hôm nay      Gói hàng hôm nay của tôi

Q. Tìm kiếm gói hàng...

Tổng cộng có 1 gói hàng

Lượng dữ liệu / trang: 10

Mã gói hàng	Người giao hàng	Khung giờ giao hàng	Số lượng đơn hàng	Địa chỉ nhận hàng	Ngày giao hàng	Thao tác	
DP-14		Tôi	00:00 - 00:30	1	Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	10/12/2024	

**Quản lý đơn hàng**

Đơn mới      Đã xác nhận      **Đang chuẩn bị**      Quản lý phân công      Giao hàng

Các gói hàng hôm nay      Gói hàng hôm nay của tôi

Q. Tìm kiếm gói hàng...

Tổng cộng có 1 gói hàng

Lượng dữ liệu / trang: 10

Địa chỉ nhận hàng	Ngày giao hàng	Thao tác
Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	10/12/2024	

**Thông tin gói hàng (1 đơn hàng)**

Chưa giao: (1 đơn)      Đang giao: (0 đơn)  
Giao thành công: (0 đơn)      Giao thất bại: (0 đơn)

MS-26 | Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM (00:00 - 00:30)

Tiến hành giao

**Tiệm ăn tháng năm**

### Quản lý đơn hàng

- Đơn mới
- Đã xác nhận
- Đang chuẩn bị
- Quản lý phân công**
- Giao hàng

Các gói hàng hôm nay

Tổng cộng có 1 gói hàng

Mã gói hàng	Người giao hàng
DP-14	

Chuyển đơn hàng MS-26 sang trạng thái giao hàng thành công

**OK**

Gói hàng hôm nay của tôi

Lượng dữ liệu / trang: 10 ✓

Địa chỉ nhận hàng	Ngày giao hàng	Thao tác
xá Khu B - Đại học Quốc gia TP:HCM	10/12/2024	

Trang trước Trang sau

**Tiệm ăn tháng năm**

### Quản lý đơn hàng

- Đơn mới
- Đã xác nhận
- Đang chuẩn bị
- Quản lý phân công**
- Giao hàng

Các gói hàng hôm nay

Tổng cộng có 1 gói hàng

Mã gói hàng	Người giao hàng
DP-14	

**Thông tin gói hàng (1 đơn hàng)**

Chưa giao: (0 đơn) Đang giao: (1 đơn)  
Giao thành công: (0 đơn) Giao thất bại: (0 đơn)

MS-26 | Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM (00:00 - 00:30) **Đang giao hàng**

Tiến hành đi giao

Gói hàng hôm nay của tôi

Lượng dữ liệu / trang: 10 ✓

Địa chỉ nhận hàng	Ngày giao hàng	Thao tác
Ký túc xá Khu B - Đại học Quốc gia TP.HCM	10/12/2024	

Trang trước Trang sau

**Tiệm ăn tháng năm**

### Quản lý đơn hàng

- Đã xác nhận
- Đang chuẩn bị
- Quản lý phân công**
- Giao hàng**
- Lịch sử đơn hàng

Q. Tim kiếm đơn hàng...

Tổng cộng có 1 đơn hàng

Mã đơn hàng	Tên khách hàng	Tên nhân viên giao hàng	Trạng thái giao hàng	Tổng hóa đơn	Thời gian đặt hàng
MS-26	Phuot Huynh	Tôi (tự giao)	<b>Đang Giao</b>	54.000 ₫	23:54:55 - 09/12/2024

Trang thái

Lượng dữ liệu / trang: 10 ✓

Trang trước Trang sau

Mã đơn hàng	Tên khách hàng	Số điện thoại	Trạng thái đơn hàng	Tổng hóa đơn	Ngày dự kiến nhận hàng
MS-1	Thiên Cao Nhật	097-765-3225	Hoàn Thành	27.000 ₫	08/12/2024
MS-2	Thiên Cao Nhật	097-765-3225	Hoàn Thành	57.000 ₫	08/12/2024
MS-3	Thiên Cao Nhật	097-765-3225	Đã Giải Quyết	38.000 ₫	08/12/2024
MS-4	Thiên Cao Nhật	097-765-3225	Hoàn Thành	58.000 ₫	08/12/2024
MS-5	Thiên Cao Nhật	097-765-3225	Đã Hủy	41.000 ₫	08/12/2024
MS-7	Thiên Cao Nhật	097-765-3221	Hoàn Thành	65.000 ₫	08/12/2024
MS-6	ProMath	091-234-1111	Hoàn Thành	41.000 ₫	08/12/2024
MS-8	Thiên Cao Nhật	097-765-3221	Hoàn Thành	27.000 ₫	08/12/2024

### 3.5.3 oversee Dashboard

- Click to “Thống kê tổng quan” tab in sidebar to view dashboard

**Tổng tiền giao dịch** 12.000.000 ₫

**Tổng doanh thu** 1.000.000 ₫

**Tổng đơn hàng** 1,200

**Số lượng khách hàng** 38

**Doanh thu cửa hàng**

**Tỉ lệ doanh thu của món ăn**

### 3.5.4 Manage Food

Step 1:

- Click to “Quản lý sản phẩm” tab in sidebar to view table of foods

Step 2:

- Click “Tạo mới” button to create a new food
- Fill all information to create a new food
- Click “Tạo” button

Step 3:

- Click a food to go to food detail
- Click “Thêm nhóm lựa chọn” button to add new option groups
- Choose option groups you want to add into a food.

- Click “Thêm” button

Step 4:

- Click “Gỡ liên kết” button to remove an option group out of a food.
- Click “Xác nhận” button

The screenshots illustrate the process of creating a new dish in a food management system. The interface includes a sidebar with navigation links like 'Quản lý sản phẩm' (Product Management), 'Quản lý danh mục' (Category Management), etc., and a main content area for managing products and creating new orders.

**Screenshot 1: Product Management Screen**

This screen shows a list of existing products with columns for Product ID, Name, Price, Status, Working Hours, Category, and Group Count. A 'Tạo mới +' button is visible in the top right corner.

Mã sản phẩm	Tên sản phẩm	Giá bán	Trạng thái	Khung giờ mở bán	Danh mục liên kết	Số nhóm lựa chọn	Thao tác
1	Bánh Sú Kem	22.000 đ	Đang Mở Bán	00:00 - 10:00 10:00 - 23:00	Bánh Ngọt	1	⋮
4	Bánh Soân	5.000 đ	Đang Mở Bán	00:00 - 10:00 10:00 - 23:00	Bánh Ngọt	1	⋮
2	Bánh Tráng Trộn Đầy Đủ	20.000 đ	Đang Mở Bán	00:00 - 10:00 10:00 - 23:00	Đồ Ăn Vặt	0	⋮
5	Bánh Mì Không	3.000 đ	Đang Mở Bán	00:00 - 10:00 10:00 - 23:00	Bánh Ngọt	1	⋮
3	Bánh Tráng Trộn Mở Hành	15.000 đ	Đang Mở Bán	00:00 - 10:00 10:00 - 23:00	Đồ Ăn Vặt	0	⋮

**Screenshot 2: Create New Order Screen (Initial State)**

This screen shows the 'Tạo thực đơn mới' (Create New Order) dialog. It has fields for 'Tên món ăn\*' (Food Name), 'Giá bán\*' (Price), 'Khung giờ mở bán\*' (Working Hours), and 'Danh mục hệ thống\*' (Category). Buttons for 'Chọn hình ảnh' (Select Image) and 'Đóng' (Close) or 'Tạo' (Create) are present.

**Screenshot 3: Create New Order Screen (Filled State)**

This screenshot shows the same dialog with filled fields: 'Bánh mì thịt chả' for food name, '25.000' for price, '10:00 - 23:00' and '00:00 - 10:00' for working hours, and 'Bánh mì' for category. The background shows the product list from the first screenshot.

**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Bánh Mì Không**  
Giá bán: **3.000 ₫**  
Khung giờ mở bán: **00:00 - 10:00 | 10:00 - 23:00**  
Mô tả sản phẩm: **Thịt nướng, rau sống, bánh mì không, tương ớt.**

**Danh sách nhóm lựa chọn**

Nhóm lựa chọn \*  
**Kích thước**

**Thêm**

**Thêm mới nhóm lựa chọn**

**Gỡ liên kết**



**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Bánh Mì Không**  
Giá bán: **3.000 ₫**  
Khung giờ mở bán: **00:00 - 10:00 | 10:00 - 23:00**  
Mô tả sản phẩm: **Thịt nướng, rau sống, bánh mì không, tương ớt.**

**Danh sách nhóm lựa chọn**

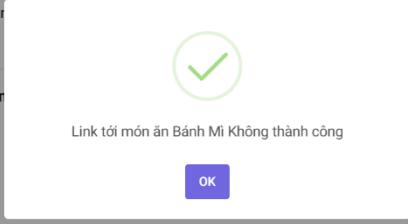
**Link tới món ăn Bánh Mì Không thành công**

**OK**

**Thêm nhóm lựa chọn +**

**Gỡ liên kết**

**Gỡ liên kết**



**Chi tiết món ăn**

Quản lý thực đơn > Chi tiết món ăn

Tên món ăn: **Bánh Mì Không**  
Giá bán: **3.000 ₫**  
Khung giờ mở bán: **00:00 - 10:00 | 10:00 - 23:00**  
Mô tả sản phẩm: **Thịt nướng, rau sống, bánh mì không, tương ớt.**

**Danh sách nhóm lựa chọn**

**Ãn Kèm Bánh Mì**

**Kích thước**

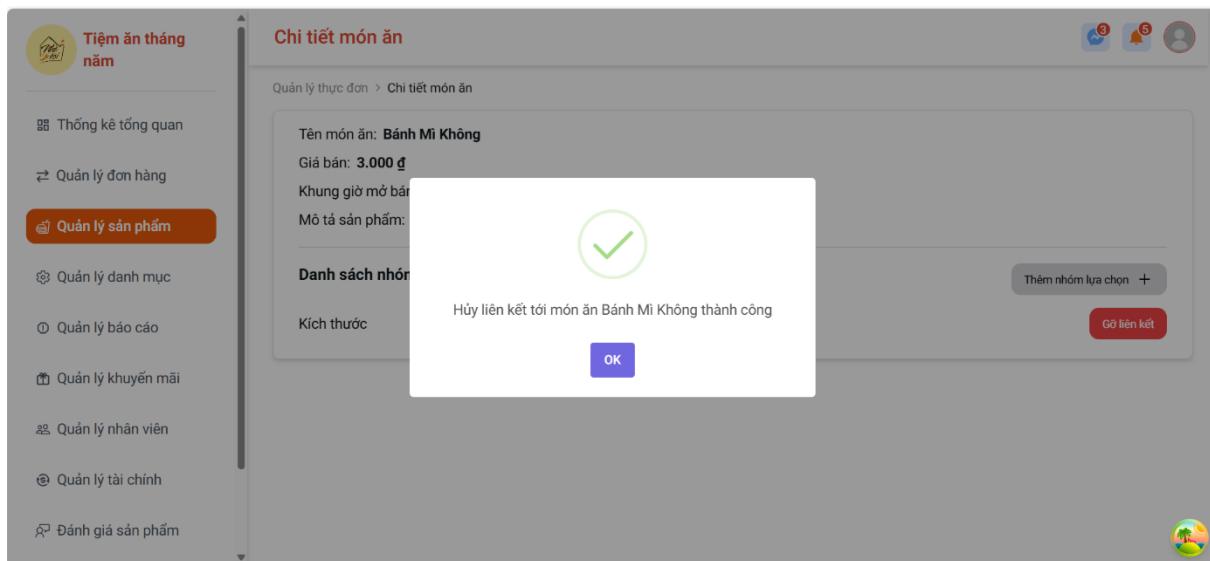
**Xác nhận** **Không**

**Thêm nhóm lựa chọn +**

**Gỡ liên kết**

**Gỡ liên kết**





### 3.5.5 Manage Categories

Step 1:

- Click “Quản lý danh mục” tab in sidebar to view all categories

Step 2:

- Click “Tạo mới” button to create a new food
- Fill all information to create a new category
- Click “Tạo” button

Step 3:

- Click to a category to go to category detail
- Click “Đổi danh mục” button to change category for this food
- Choose new category to change

Mã danh mục	Tên danh mục	Mô tả	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
4	Bánh mì	Bữa sáng năng lượng dành cho bạn	0	10/12/2024	⋮
3	Bánh kem	Bánh kem làm từ trái cây không chất bảo quản	0	09/12/2024	⋮
2	Đồ Ăn Vặt	Đồ ăn vặt gần với thời sinh viên	2	08/12/2024	⋮
1	Bánh ngọt	Bánh ngọt siêu ngon	3	08/12/2024	⋮

**Tiệm ăn tháng năm**

### Quản lý danh mục

Tổng cộng có 4 danh mục

Mã danh mục	Hình ảnh	Tên danh mục	Mô tả	Số sản phẩm liên kết	Thời gian tạo danh mục	Thao tác
4		Bánh ngọt	Nhập tên danh mục	0	10/12/2024	
3		Bánh kem	Nhập tên danh mục	0	09/12/2024	
2		Bánh mì	Nhập mô tả danh mục	2	08/12/2024	
1		Đồ ăn vặt	Nhập mô tả danh mục	3	08/12/2024	

**Tạo thể loại mới**

**Chọn hình ảnh**

Tên danh mục \*

Nhập tên danh mục

Mô tả

Nhập mô tả danh mục

**Tạo**

**Lượng dữ liệu / trang: 10**

**Tạo mới +**

**Trang trước** **Trang sau**

**Tiệm ăn tháng năm**

### Chi tiết danh mục

Quản lý danh mục > Chi tiết danh mục

Tên danh mục: **Bánh ngọt**  
Mô tả: **Bánh ngọt siêu ngon**

**Danh sách sản phẩm liên kết:**

Tên sản phẩm	Giá bán	Hành động
Bánh Su Kem	22.000 ₫	
Bánh Soân	5.000 ₫	
Bánh Mì Không	3.000 ₫	

**Tiệm ăn tháng năm**

### Chi tiết danh mục

Quản lý danh mục > Chi tiết danh mục

Tên danh mục: **Bánh ngọt**  
Mô tả: **Bánh ngọt siêu ngon**

**Danh sách sản phẩm liên kết:**

Tên sản phẩm	Giá bán	Hành động
Bánh Su Kem	22.000 ₫	
Bánh Soân	5.000 ₫	
Bánh Mì Không	3.000 ₫	

**Đồ Ăn Vặt**  
**Bánh kem**  
**Bánh mì**

### 3.5.6 Manage Reports

Step 1:

- Click “Quản lý báo cáo” tab in sidebar to view all reports

Step 2:

- Click to a report
- Provide reason and images for evidence to reply report (with report can reply)
- Click “Phản hồi” button

Mã báo cáo	Mã đơn hàng	Tên người báo cáo	Loại báo cáo	Lý do cụ thể	Trạng thái	Thời gian báo cáo
RP-1	MS-3	Thiên Cao Nhật	Khong giao hang	Khong biет	<span style="background-color: red; color: white;">Đã Tù Chồi</span>	14:21:44 - 08/12/2024
RP-3	MS-10	Thiên Cao Nhật	Ok	ok	<span style="background-color: green; color: white;">Đang Xử Lý</span>	21:01:05 - 08/12/2024
RP-5	MS-12	Tiến Phạm Hoàng	Giao hàng sai	Giao thành corm	<span style="background-color: green; color: white;">Đang Xử Lý</span>	21:14:15 - 08/12/2024
RP-7	MS-15	Tiến Phạm Hoàng	Hàng lô	Shop giao hàng ko dusng	<span style="background-color: green; color: white;">Đã Phê Duyệt</span>	09:34:30 - 09/12/2024
RP-9	MS-18	Tiến Phạm Hoàng	Shop giao sai	Sai chào thành corm	<span style="background-color: red; color: white;">Đã Tù Chồi</span>	12:14:16 - 09/12/2024
RP-4	MS-14	Nguyễn Hoàng	ok	ok	<span style="background-color: green; color: white;">Đang Xử Lý</span>	21:02:02 - 08/12/2024

**Tiệm ăn tháng năm**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

**Quản lý báo cáo**

Quản lý khuyến mãi

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

Lịch sử phản công

Đăng xuất

**Chi tiết báo cáo**

Quản lý báo cáo > Chi tiết báo cáo

Đang xử lý

Mã đơn hàng: MS-12

Loại báo cáo: Giao hàng sai

Lý do cụ thể: Giao thành com

Hình ảnh chứng minh:

Thời gian báo cáo: 21:14:15 - 08/12/2024

**Thông tin người giao hàng:**

Tên người giao hàng: Tiến Hoàng

Số điện thoại: 033-378-9123

Lý do: Cung cấp lý do phản hồi

Choose Files No file chosen

Phản hồi

**Tiệm ăn tháng năm**

Thống kê tổng quan

**Quản lý đơn hàng**

Quản lý sản phẩm

Quản lý danh mục

**Quản lý báo cáo**

Quản lý khuyến mãi

Quản lý nhân viên

Quản lý tài chính

Đánh giá sản phẩm

Lịch sử phản công

Đăng xuất

**Chi tiết báo cáo**

Loại báo cáo: Giao hàng sai

Lý do cụ thể: Giao thành com

Hình ảnh chứng minh:

Thời gian báo cáo: 21:14:15 - 08/12/2024

**Thông tin người giao hàng:**

Tên người giao hàng: Tiến Hoàng

Số điện thoại: 033-378-9123

Lý do: Bạn đặt cơm thì giao cơm đúng rồi còn gì?

Choose Files R.jpg

R.jpg

Phản hồi

### 3.5.7 Manage Staffs

Step 1:

- Click “Quản lý nhân viên” tab in sidebar to view all staffs

Step 2:

- Click to “Tạo mới” button
- Provide all information of staff
- Click “Tạo” button

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên**
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý nhân viên**

Tổng cộng có 1 nhân viên

Thứ tự	Tên nhân viên	Email	Số điện thoại	Trạng thái	Thời gian tạo tài khoản	Thao tác
9	Tiến Hoàng	hoangtienbmt29112k2@gmail.com	033-378-9123	Đang Hoạt Động	08/12/2024	

Lượng dữ liệu / trang: 10 ✓

Trang trước Trang sau

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên**
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý nhân viên**

Tổng cộng có 1 nhân viên

**Tạo mới nhân viên**

Tên nhân viên *	Nhập tên nhân viên
Email *	Nhập email của nhân viên
Số điện thoại *	Nhập số điện thoại của nhân viên
Mật khẩu *	Nhập mật khẩu của nhân viên

Dòng Tạo

Lượng dữ liệu / trang: 10 ✓

Trang trước Trang sau

**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên**
- Quản lý tài chính
- Đánh giá sản phẩm

**Quản lý nhân viên**

Tổng cộng có 2 nhân viên

Thứ tự	Tên nhân viên	Số điện thoại	Trạng thái	Thời gian tạo tài khoản	Thao tác
20	Thống Nguyên	033-378-9120	Nghỉ Phép	10/12/2024	
9	Tiến Hoàng	033-378-9123	Đang Hoạt Động	08/12/2024	

Nhân viên Thống Nguyên đã được tạo thành công

OK

Lượng dữ liệu / trang: 10 ✓

Trang trước Trang sau

### 3.5.8 Manage Account Balance

Step 1:

- Click “Quản lý tài chính” tab in sidebar

Step 2:

- Click to “Tạo mới” button
- Provide all information to create new withdrawal request
- Click “Tạo” button

Step 3:

- Click to a request to view detail

Step 4

- Click to subtab “Biển động số dư” in “Quản lý tài chính” tab to track transaction history

Quản lý tài chính

Yêu cầu đã tạo

Biển động số dư

Số dư có sẵn: 108.100 đ

Tiền bán chờ về: 0 đ

Tiền của đơn đang có báo cáo: 221.400 đ

Tổng cộng có 2 yêu cầu

Mã yêu cầu	Ngân hàng thụ hưởng	Số tài khoản	Số tiền muốn rút	Trạng thái	Thời gian tạo yêu cầu	Thao tác
MS-2	VietinBank	9704198526191432198	50.000 đ	Đã Phê Duyệt	12:49:51 - 09/12/2024	[More]
MS-1	VietinBank	9704198526191432198	50.000 đ	Đã Phê Duyệt	12:24:19 - 09/12/2024	[More]

Trang thái:  Lượng dữ liệu / trang: 10

Trang trước Trang sau

Quản lý tài chính

Đánh giá sản phẩm

Quản lý tài chính

Yêu cầu đã tạo

Biển động số dư

Tạo yêu cầu rút tiền mới

Số dư có sẵn: 108.100 đ

Tiền bán chờ về: 0 đ

Tiền của đơn đang có báo cáo

Tổng cộng có 2 yêu cầu

Ngân hàng thụ hưởng \*

Số tài khoản thụ hưởng \*

Số tiền muốn rút \*

Đóng Tạo

Trang thái:  Lượng dữ liệu / trang: 10

Trang trước Trang sau

Quản lý tài chính

Đánh giá sản phẩm

**Chi tiết yêu cầu rút tiền**

Quản lý tài chính > Chi tiết yêu cầu rút tiền

Mã yêu cầu: **MS-2**  
 Tên ngân hàng thụ hưởng: **VietinBank**  
 Số tài khoản nhận tiền: **9704198526191432198**  
 Số tiền yêu cầu rút: **50.000 đ**  
 Trạng thái yêu cầu: **Đã Phê Duyệt**

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

Quản lý báo cáo

Quản lý khuyến mãi

Quản lý nhân viên

**Quản lý tài chính**

Đánh giá sản phẩm

**Quản lý tài chính**

**Yêu cầu đã tạo** Biến động số dư

00:05:52 - 10/12/2024  
 Số dư tài khoản bạn đã được **+24.300 đ** vào lúc **00:05:52 - 10/12/2024**. Số dư hiện tại: **329.500 đ**  
 Nội dung: Tiền từ tiền có sẵn cộng vào 24.300 VNĐ tiền đang bị báo cáo

00:05:52 - 10/12/2024  
 Số dư tài khoản bạn đã bị **-24.300 đ** vào lúc **00:05:52 - 10/12/2024**. Số dư hiện tại: **305.200 đ**  
 Nội dung: Rút tiền từ tiền có sẵn 24.300 VNĐ sang tiền đang bị báo cáo

19:38:35 - 09/12/2024  
 Số dư tài khoản bạn đã bị **-2.700 đ** vào lúc **19:38:35 - 09/12/2024**. Số dư hiện tại: **329.500 đ**  
 Nội dung: Rút tiền hoa hồng từ tiền có sẵn 2.700 VNĐ của đơn hàng MS-24 về ví hoa hồng

13:06:01 - 09/12/2024  
 Số dư tài khoản bạn đã được **+42.300 đ** vào lúc **13:06:01 - 09/12/2024**. Số dư hiện tại: **332.200 đ**  
 Nội dung: Tiền từ tiền đang bị báo cáo vào 42.300 VNĐ tiền có sẵn

13:06:01 - 09/12/2024  
 Số dư tài khoản bạn đã bị **-42.300 đ** vào lúc **13:06:01 - 09/12/2024**. Số dư hiện tại: **289.900 đ**  
 Nội dung: Rút tiền từ tiền đang bị báo cáo 42.300 VNĐ sang tiền có sẵn

Thống kê tổng quan

Quản lý đơn hàng

Quản lý sản phẩm

Quản lý danh mục

Quản lý báo cáo

Quản lý khuyến mãi

Quản lý nhân viên

**Quản lý tài chính**

Đánh giá sản phẩm

### 3.5.9 Manage Reviews

Step 1:

- Click “Đánh giá sản phẩm” tab in sidebar

Step 2:

- Click to a review to view detail

Step 3:

- Provide content to reply a review
- Click “Phản hồi” button

**Thống kê tổng quan**

- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm**
- Lịch sử phân công
- Đăng xuất

### Đánh giá sản phẩm

Tổng cộng có 4 đánh giá

Mã đánh giá	Mã đơn hàng	Tên khách hàng đánh giá	Nội dung đánh giá	Trạng thái	Thời gian đánh giá	Thao tác
RV-5	MS-9	Cao Nhat Thien	Ok	Đã Phản Hồi	20:23:06 - 09/12/2024	
RV-4	MS-19	Tiến Phạm Hoàng	Ngon	Chưa Phản Hồi	12:22:20 - 09/12/2024	
RV-2	MS-16	Tiến Phạm Hoàng	Ngon	Đã Phản Hồi	09:45:01 - 09/12/2024	
RV-1	MS-2	Cao Nhat Thien	fgsdfgsdfgsgd	Đã Phản Hồi	17:29:59 - 08/12/2024	

Trang trước Trang sau



**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm**

### Chi tiết danh mục

Giảm giá: **0 đ**  
Thành tiền: **47.000 đ**

**Đánh giá sản phẩm:**  
 Tiến Phạm Hoàng ★★★★☆  
 09:45:01 - 09/12/2024  
 Nội dung đánh giá: Ngon  


**Phản hồi:**  
 Tiệm Bánh Nhà Làm  
 09:45:48 - 09/12/2024  
 Nội dung phản hồi: Cam on ban  




**Tiệm ăn tháng năm**

- Thống kê tổng quan
- Quản lý đơn hàng
- Quản lý sản phẩm
- Quản lý danh mục
- Quản lý báo cáo
- Quản lý khuyến mãi
- Quản lý nhân viên
- Quản lý tài chính
- Đánh giá sản phẩm**

### Chi tiết danh mục

Tổng hoá đơn: **140.000 đ**  
 Giảm giá: **0 đ**  
**Thành tiền:** **140.000 đ**

**Đánh giá sản phẩm:**  
 Tiến Phạm Hoàng ★★★★☆  
 12:22:20 - 09/12/2024  
 Nội dung đánh giá: Ngon

**Phản hồi:**  
 Nội dung phản hồi  
 Cám ơn bạn đã ủng hộ

Choose Files: **hinh-anh-dong-cam-on.gif**

  
 hinh-anh-dong-cam-on.gif

**Phản hồi**



### 3.5.8 Manage Delivery Packages

Step 1:

- Click “Lịch sử phân công” tab in sidebar

Step 2:

- Click to a delivery package to view detail of this package

Mã gói hàng	Người giao hàng	Số lượng đơn hàng	Địa chỉ nhận hàng	Khung giờ giao hàng	Ngày giao hàng	Trạng thái	Thao tác
DP-14	Nguyễn Văn Thông	1	Tòa A1 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	00:00 - 00:30	10/12/2024	Đã Hoàn Thành	
DP-9	Tiến Hoàng	2	Tòa A1 - Ký túc xá Khu A - Đại học Quốc gia TP.HCM	09:30 - 10:00	09/12/2024	Đã Hoàn Thành	
DP-10	Nguyễn Văn Thông	2	Tòa A1 - Ký túc xá Khu A - Đại học Quốc gia TP.HCM	12:00 - 12:30	09/12/2024	Đã Hoàn Thành	
DP-1	Nguyễn Văn Thông	1	Tòa A5 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	12:30 - 13:00	08/12/2024	Đã Hoàn Thành	
DP-2	Nguyễn Văn Thông	1	Tòa A5 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	13:00 - 13:30	08/12/2024	Đã Hoàn Thành	
DP-3	Tiến Hoàng	2	Tòa A5 - Ký túc xá Khu B - Đại học Quốc gia TP.HCM	14:00 - 14:30	08/12/2024	Đã Hoàn Thành	
DP-5	Tiến Hoàng	1	Tòa A3 - Ký túc xá Khu A - Đại học Quốc gia TP.HCM	18:30 - 19:00	08/12/2024	Đã Hoàn Thành	

**Thông tin gói đơn hàng (4 đơn hàng)**

Chưa giao: (0 đơn)	Đang giao: (0 đơn)
Giao thành công: (2 đơn)	Giao thất bại: (0 đơn)
Bị báo cáo: (2 đơn)	

### 3.6 Moderator Web

#### 3.6.1 Manage Reports

Step 1:

- Click “Quản lý báo cáo” tab in sidebar to view all reports

Step 2:

- Click to a report
- Click “Tiến hành xử lý” button to change status of this report into next step

### Step 3:

- Click “Tù chối” or “Phê duyệt” button and provide reason to resolve the report (with report can resolve)



**Quản lý báo cáo**

Yêu cầu rút tiền

Quản lý cửa hàng

Quản lý người dùng

Quản lý đơn hàng

Đăng xuất

### Quản lý báo cáo

Tổng cộng có 6 báo cáo

Mã báo cáo	Mã đơn hàng	Tên người báo cáo	Tên cửa hàng	Loại báo cáo	Lý do cụ thể	Trạng thái	Thời gian báo cáo
RP-9	MS-18	Tiến Phạm Hoàng	MS-Tiệm Bánh Nhà Làm	Shop Giao Sai	Sai Cháo Thành Cơm	<span>Dã Phê Duyệt</span>	12:14:16 - 09/12/2024
RP-7	MS-15	Tiến Phạm Hoàng	MS-Tiệm Bánh Nhà Làm	Hàng Lô	Shop Giao Hàng Ko Dusng	<span>Dã Tù Chối</span>	09:34:30 - 09/12/2024
RP-5	MS-12	Tiến Phạm Hoàng	MS-Tiệm Bánh Nhà Làm	Gao Hàng Sai	Giao Thành Cơm	<span>Đang Xử Lý</span>	21:14:15 - 08/12/2024
RP-4	MS-14	Nguyễn Hoàng	MS-Tiệm Bánh Nhà Làm	Ok	Ok	<span>Chờ Xử Lý</span>	21:02:02 - 08/12/2024
RP-3	MS-10	Cao Nhật Thiên	MS-Tiệm Bánh Nhà Làm	Ok	Ok	<span>Chờ Xử Lý</span>	21:01:05 - 08/12/2024
RP-1	MS-3	Cao Nhật Thiên	MS-Tiệm Bánh Nhà Làm	Khong Giao Hang	Khong Biet	<span>Dã Phê Duyệt</span>	14:21:44 - 08/12/2024

Trang trước Trang sau



**Chi tiết báo cáo**

Chờ Xử Lý

Nội dung báo cáo:

Mã báo cáo: RP-3

Mã đơn hàng: MS-10

Tên người báo cáo: Cao Nhật Thiên

Loại báo cáo: Ok

Lý do cụ thể: ok

Hình ảnh chứng minh:



Thời gian báo cáo: 21:01:05 - 08/12/2024

Phản hồi từ cửa hàng:

Tên cửa hàng: Tiệm Bánh Nhà Làm

Nội dung phản hồi: Khách hàng báo cáo ko đúng

Tiến Hành Xử Lý



**Chi tiết báo cáo**

Đang Xử Lý

Nội dung báo cáo:

Mã báo cáo: RP-3

Mã đơn hàng: MS-10

Tên người báo cáo: Cao Nhật Thiên

Loại báo cáo: Ok

Lý do cụ thể: ok

Hình ảnh chứng minh:



Cập nhật trạng thái thành công

OK

Thời gian báo cáo: 21:01:05 - 08/12/2024

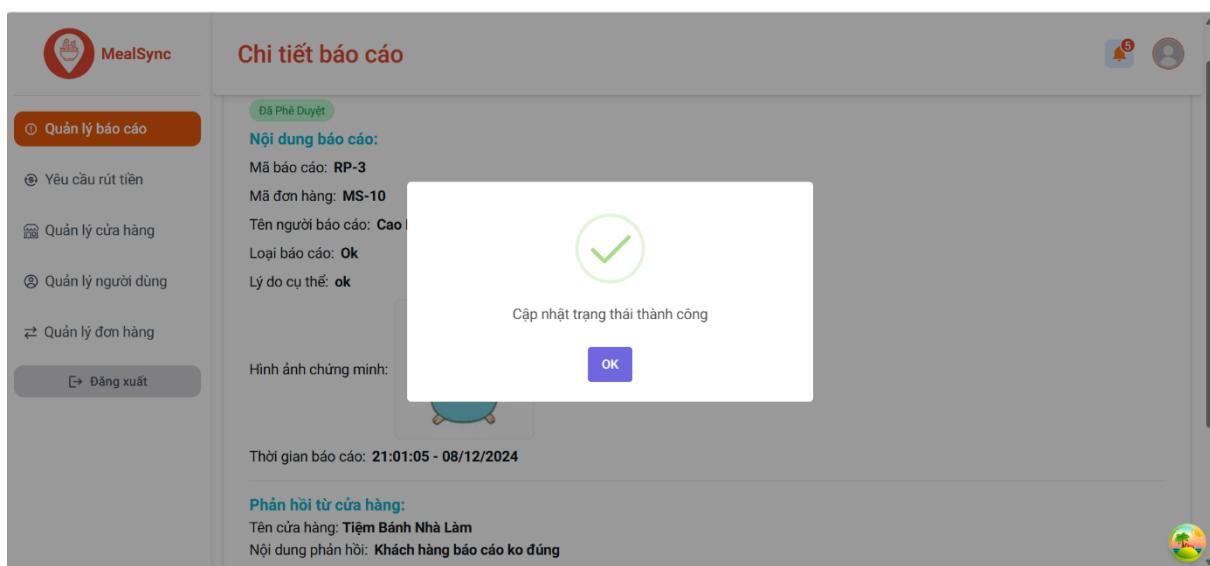
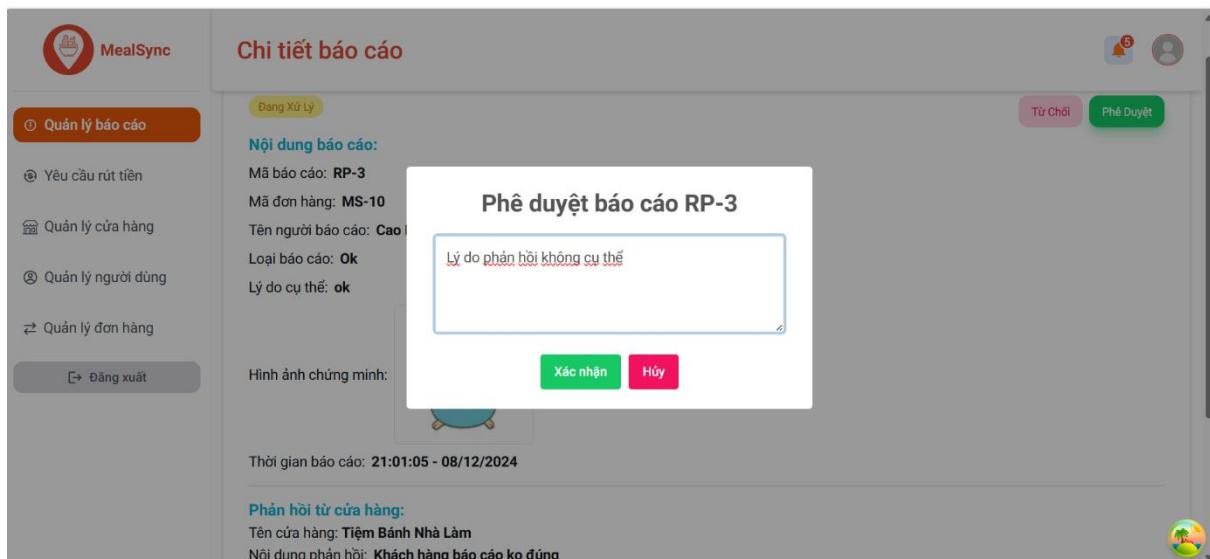
Phản hồi từ cửa hàng:

Tên cửa hàng: Tiệm Bánh Nhà Làm

Nội dung phản hồi: Khách hàng báo cáo ko đúng

Tù Chối

Phê Duyệt



### 3.6.2 Manage Withdrawal Requests

Step 1:

- Click “Yêu cầu rút tiền” tab in sidebar to view all withdrawal requests

Step 2:

- Click to a request
- Click “Tiến hành xử lý” button to change status of this request into next step

Step 3:

- Click “Từ chối” and provide reason or “Phê duyệt” button to resolve the request

### 3.6.3 Manage Shops

Step 1:

- Click “Quản lý cửa hàng” tab in sidebar to view all shops

Step 2:

- Click to three dots in the right of shop
- Click “Cấm” button to ban a shop

Step 3:

- Provide reason to ban
- Click “Xác nhận” button

Step 4:

- Click into a shop to view detail information

**Quản lý cửa hàng**

Mã cửa hàng	Tên cửa hàng	Tên chủ cửa hàng	Tổng sản phẩm	Tổng doanh thu	Số đơn đang xử lý	Số ngày đã hoạt động	Trạng thái cửa hàng	Thao tác
MS-17	Tiệm trà dài	Thông Bán Trà	0	0 ₫	0	0 ngày	Đang Hoạt Động	⋮
MS-14	Banh mi Huynh	Nguyen Anh Linh	0	0 ₫	0	0 ngày	Đang Đóng Cửa	⋮
MS-7	Tiệm Bánh Nhà Làm	Nguyễn Văn Thông	5	459.000 ₫	3	1 ngày	Đang Cấm Tạm Thời	⋮

**Quản lý cửa hàng**

Mã cửa hàng	Tên cửa hàng	Tên chủ cửa hàng	Tổng sản phẩm	Tổng doanh thu	Số đơn đang xử lý	Số ngày đã hoạt động	Trạng thái cửa hàng	Thao tác
MS-17	Tiệm trà dài	Thông Bán Trà	0	0 ₫	0	0 ngày	Đang Hoạt Động	⋮
MS-14	Banh mi Huynh	Nguyen Anh Linh	0	0 ₫	0	0 ngày	Đang Đóng Cửa	⋮
MS-7	Tiệm Bánh Nhà Làm	Nguyễn Văn Thông	5	459.000 ₫	3	1 ngày	Đang Cấm Tạm Thời	Xem chi tiết Cấm

**Quản lý cửa hàng**

Cửa hàng này bị nghỉ ngõ bán đồ già

Lý do cấm cửa hàng

**Cửa hàng này bị nghỉ ngõ bán đồ già**

**Đóng** **Xác nhận**

### 3.6.3 Manage Customers

Step 1:

- Click “Quản lý người dùng” tab in sidebar to view all customer accounts

Step 2:

- Click to three dots in the right of account
- Click “Cấm” button to ban a account

Step 3:

- Provide reason to ban
- Click “Xác nhận” button

Step 4:

- Click into a account to view detail information

**Quản lý người dùng**

Mã người dùng	Tên tài khoản	Email	Số điện thoại	Trạng thái	Số đơn đang xử lý	Ngày tạo tài khoản	Thao tác
MS-12	Nguyễn Hoàng	styleofme2911@gmail.com	076-678-9777	Đang Hoạt Động	0	08/12/2024	:
MS-11	ProMath	trantuandong90@gmail.com	091-234-1111	Đang Hoạt Động	0	08/12/2024	:
MS-10	thiencn	nhatthienfpt@gmail.com	091-231-2112	Đang Hoạt Động	0	08/12/2024	:
MS-6	tien pham	styleofme29112002@gmail.com	086-836-3809	Đang Hoạt Động	0	08/12/2024	:
MS-5	Tiến Phạm Hoàng	hoangtienbmt2911@gmail.com	086-836-3802	Đang Hoạt Động	0	08/12/2024	:
MS-4	Cao Nhat Thien	trantuandong900@gmail.com	093-242-1123	Đang Hoạt Động	0	08/12/2024	:
MS-3	Chưa cung cấp	nhatthienfpt@gmail.com	091-231-1123	Đang Hoạt Động	0	08/12/2024	:

**Quản lý người dùng**

Lý do cấm tài khoản

Spam report into platform

Dòng Xác nhận

Mã người dùng	Tên tài khoản	Email	Số điện thoại	Trạng thái	Số đơn đang xử lý	Ngày tạo tài khoản	Thao tác
MS-12	Nguyễn Hoàng	styleofme2911@gmail.com	076-678-9777	Đang Hoạt Động	0	08/12/2024	:
MS-11	ProMath	trantuandong90@gmail.com	091-234-1111	Đang Hoạt Động	0	08/12/2024	:
MS-10	thiencn	nhatthienfpt@gmail.com	091-231-2112	Đang Hoạt Động	0	08/12/2024	:
MS-6	tien pham	styleofme29112002@gmail.com	086-836-3809	Đang Hoạt Động	0	08/12/2024	:
MS-5	Tiến Phạm Hoàng	hoangtienbmt2911@gmail.com	086-836-3802	Đang Hoạt Động	0	08/12/2024	:
MS-4	Cao Nhat Thien	trantuandong900@gmail.com	093-242-1123	Đang Hoạt Động	0	08/12/2024	:

**Quản lý người dùng**

Cập nhật trạng thái thành công

OK

Mã người dùng	Tên tài khoản	Email	Số điện thoại	Trạng thái	Số đơn đang xử lý	Ngày tạo tài khoản	Thao tác
MS-12	Nguyễn Hoàng	styleofme2911@gmail.com	076-678-9777	Đã Bị Cấm	0	08/12/2024	:
MS-11	ProMath	trantuandong90@gmail.com	091-234-1111	Đang Hoạt Động	0	08/12/2024	:
MS-10	thiencn	nhatthienfpt@gmail.com	091-231-2112	Đang Hoạt Động	0	08/12/2024	:
MS-6	tien pham	styleofme29112002@gmail.com	086-836-3809	Đang Hoạt Động	0	08/12/2024	:
MS-5	Tiến Phạm Hoàng	hoangtienbmt2911@gmail.com	086-836-3802	Đang Hoạt Động	0	08/12/2024	:
MS-4	Cao Nhat Thien	trantuandong900@gmail.com	093-242-1123	Đang Hoạt Động	0	08/12/2024	:
MS-3	Chưa cung cấp	nhatthienfpt@gmail.com	091-231-1123	Đang Hoạt Động	0	08/12/2024	:

### 3.6.3 Manage Orders

Step 1:

- Click “Quản lý đơn hàng” tab in sidebar

Step 2:

- Click into an order to view detail information

Mã đơn hàng	Tên cửa hàng	Tên khách hàng	Số điện thoại khách hàng	Trạng thái đơn hàng	Tổng hóa đơn	Ngày dự kiến nhận hàng
MS-19	Tiệm Bánh Nhà Làng	Tiến Phạm Hoàng	086-836-3802	Đã Hoàn Thành	140.000 ₫	09/12/2024
MS-18	Tiệm Bánh Nhà Làng	Tiến Phạm Hoàng	086-836-3802	Đã Hoàn Thành	32.000 ₫	09/12/2024
MS-17	Tiệm Bánh Nhà Làng	Tiến Phạm Hoàng	086-836-3802	Đã Hủy	47.000 ₫	09/12/2024
MS-16	Tiệm Bánh Nhà Làng	Tiến Phạm Hoàng	086-836-3802	Đã Hoàn Thành	47.000 ₫	09/12/2024
MS-25	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đã Hủy	8.000 ₫	09/12/2024
MS-24	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đang Cố Báo Cáo	27.000 ₫	09/12/2024
MS-23	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đã Hoàn Thành	27.000 ₫	09/12/2024
MS-22	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đã Hoàn Thành	35.000 ₫	09/12/2024
MS-21	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đã Hủy	8.000 ₫	09/12/2024
MS-20	Tiệm Bánh Nhà Làng	Cao Nhat Thien	097-765-3221	Đã Hủy	8.000 ₫	09/12/2024



① Quản lý báo cáo

② Yêu cầu rút tiền

③ Quản lý cửa hàng

④ Quản lý người dùng

⑤ Quản lý đơn hàng

Đăng xuất

## Chi tiết đơn hàng

Quản lý đơn hàng > Chi tiết đơn hàng

### Thông tin đơn hàng

Mã đơn hàng: MS-31

#### Thông tin khách hàng:

Tên người nhận hàng: Cao Nhat Thien

Địa chỉ nhận hàng: Tòa A5 - Ký túc xá Khu B - Đại học Quốc gia TPHCM

Số điện thoại người nhận: 097-765-3221

Khung giờ nhận hàng: 17:30 - 18:00 (10/12/2024)

Thời gian đặt đơn: 00:11:42 - 10/12/2024

Dang Thực Hiện

#### Thông tin cửa hàng:

Tên cửa hàng: Tiệm Bánh Nhà Làm

Tên chủ cửa hàng: Nguyễn Văn Thống

Số điện thoại: 033-362-4824

Email: thongnv701@gmail.com

Địa chỉ cửa hàng: TIỆM TRÀ ĐÀI

#### Thông tin sản phẩm:



Bánh Su Kem (22.000 ₫)

x3

129.000 ₫

#### Ăn kèm Bánh Mì:

- Sữa Ông Thọ (+5.000 ₫) x 3

- Sữa Chua TH (+16.000 ₫) x 3

