

Chandana Hardware (Pvt.) Ltd



Customer User Manual

1. Start the System

After starting the system, the following screen will be displayed;



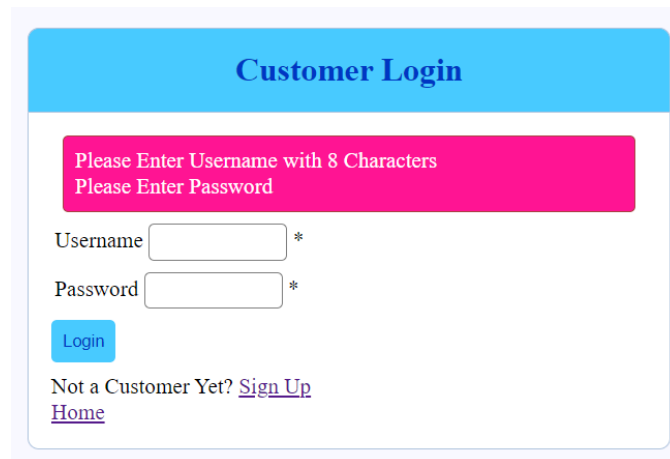
2. Login to the System (Registered Customers)

To login to the system as a customer, the user must click the “Customer Login” button on the Top Left Hand Side Corner of the Screen. The following screen will appear after the “Customer Login” button is clicked;

A screenshot of the 'Customer Login' form. The form has a light blue header with the title 'Customer Login'. Below the header, there are two input fields: 'Username' and 'Password', each followed by an asterisk. Below the input fields is a blue 'Login' button. At the bottom of the form, there is a link that says 'Not a Customer Yet? [Sign Up](#)' and another link below it that says '[Home](#)'.

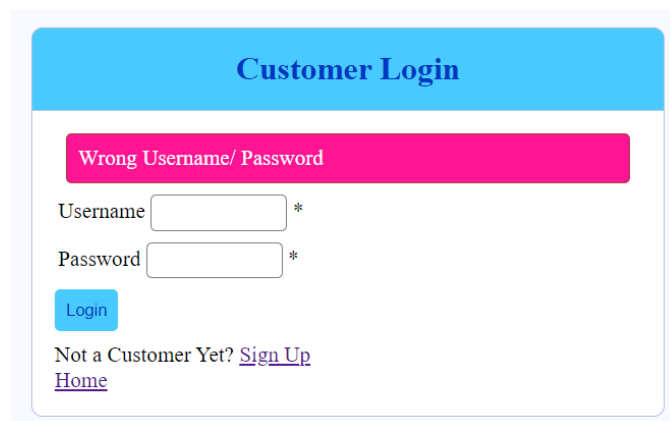
The user must enter their pre-registered username and password to access the system.

If the Login button is clicked without filling the username and password, the following error messages will be displayed;



The image shows a 'Customer Login' form with a blue header. Below the header, there is a pink error message box containing the text 'Please Enter Username with 8 Characters' and 'Please Enter Password'. The form includes two input fields: 'Username' and 'Password', both followed by an asterisk (*). A blue 'Login' button is positioned below the password field. At the bottom of the form, there is a link 'Not a Customer Yet? [Sign Up](#)' and another link '[Home](#)'.

If a wrong username and/ or password is entered, the following error message will be displayed;



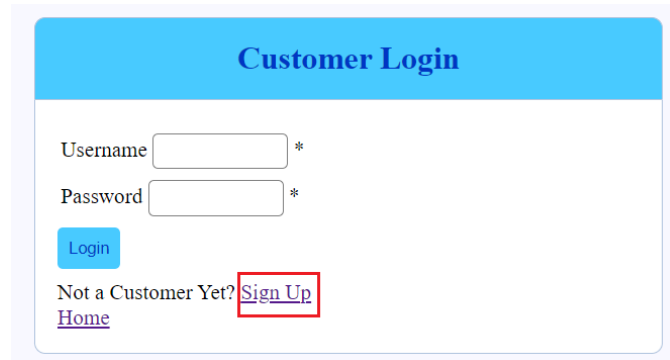
The image shows the same 'Customer Login' form, but with a different pink error message box that says 'Wrong Username/ Password'. The 'Username' and 'Password' input fields, the 'Login' button, and the links 'Not a Customer Yet? [Sign Up](#)' and '[Home](#)' are all present and unchanged from the previous form.

If the correct username and password is entered, the user will be re-directed to the customer home page;



3. Registering Customers who are not yet Registered

If the customer is not registered yet, click the “Sign Up” button on the Login page;



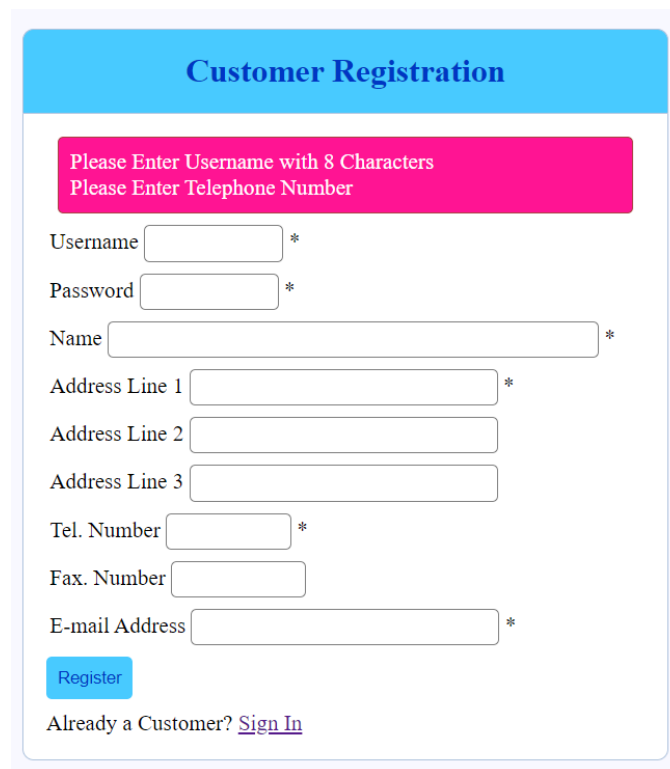
The image shows a 'Customer Login' form with a blue header. It contains input fields for 'Username' and 'Password', both marked with an asterisk. Below these is a blue 'Login' button. At the bottom, there is a link 'Not a Customer Yet?' followed by a 'Sign Up' link (highlighted with a red box) and a 'Home' link.

The user can input their Username (8 Characters long), Password, Name, Address, Telephone Number, Fax Number and Email Address. The fields; Username, Password, Name, Address Line 1, Tel. Number, and Email Address are mandatory.



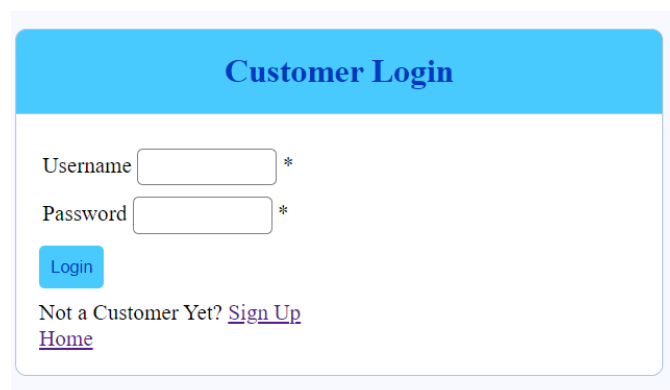
The image shows a 'Customer Registration' form with a blue header. It contains input fields for 'Username', 'Password', 'Name', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Tel. Number', 'Fax. Number', and 'E-mail Address'. The fields for 'Username', 'Password', 'Name', 'Address Line 1', 'Tel. Number', and 'E-mail Address' are marked with an asterisk. Below these is a blue 'Register' button. At the bottom, there is a link 'Already a Customer?' followed by a 'Sign In' link.

If the mandatory fields are incomplete/ left blank relevant error messages will be displayed. For example if the Password, Name, Address Line 1 and Email Address are filled but the Username and Tel. Number are blank, the following error messages will be displayed;



The image shows a 'Customer Registration' form. At the top, a blue header contains the title 'Customer Registration'. Below the header, a red error box contains the text: 'Please Enter Username with 8 Characters' and 'Please Enter Telephone Number'. The form includes several input fields: 'Username' (with an asterisk), 'Password' (with an asterisk), 'Name' (with an asterisk), 'Address Line 1' (with an asterisk), 'Address Line 2', 'Address Line 3', 'Tel. Number' (with an asterisk), 'Fax. Number', and 'E-mail Address' (with an asterisk). A blue 'Register' button is located below the 'E-mail Address' field. At the bottom, there is a link: 'Already a Customer? [Sign In](#)'.

After all the mandatory fields have been completed correctly, the user will be re-directed to the Staff Login Page;



The image shows a 'Customer Login' form. At the top, a blue header contains the title 'Customer Login'. Below the header, there are two input fields: 'Username' (with an asterisk) and 'Password' (with an asterisk). A blue 'Login' button is located below the 'Password' field. At the bottom, there is a link: 'Not a Customer Yet? [Sign Up](#)' and another link: '[Home](#)'.

Please refer Section 2 above to login to the system.

4. Customer Home Page

After login to the system, in the Customer Home Page, three menu items can be identified.

4.1 Order Items

After expanding the “Order Items” Menu, there is a sub-menu item as shown below;

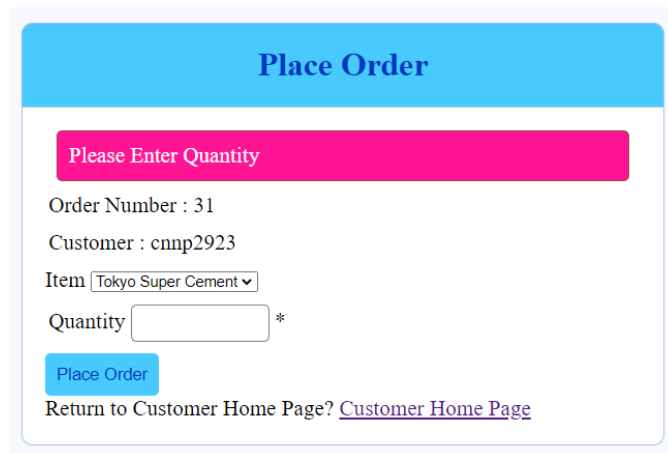


4.1.1 Place Order

After clicking the sub-menu “Place Order”, the user will be re-directed to the Place Order Page;

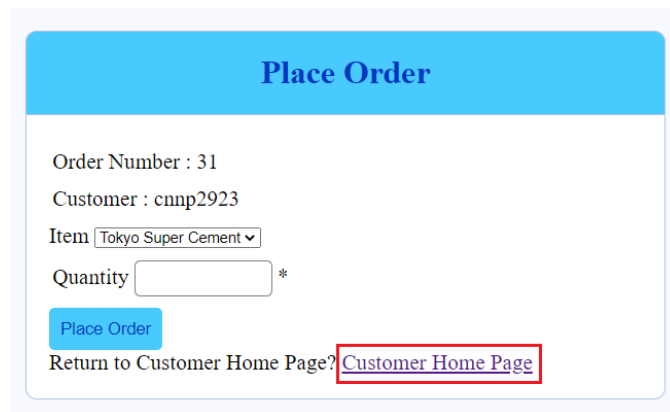
A screenshot of the 'Place Order' form. The form has a blue header with the text 'Place Order'. Below the header, the form contains the following fields: 'Order Number : 31', 'Customer : cnp2923', 'Item' (a dropdown menu showing 'Tokyo Super Cement'), and 'Quantity' (a text input field with an asterisk). Below these fields is a blue 'Place Order' button. At the bottom of the form, it says 'Return to Customer Home Page? [Customer Home Page](#)'.

The user can select the item from the drop down list. The user must enter the “Quantity. If “Quantity” is left blank, an error message will be displayed as below;



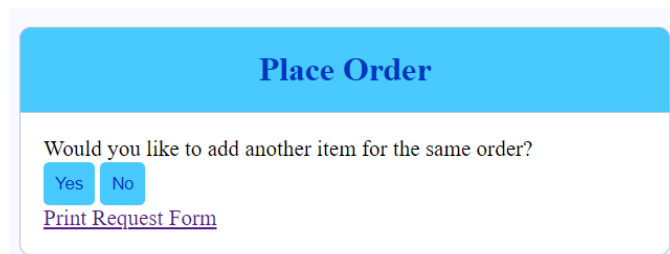
The screenshot shows a web form titled "Place Order" with a blue header. Below the header, a pink error message box says "Please Enter Quantity". The form contains the following fields: "Order Number : 31", "Customer : cnp2923", "Item" (a dropdown menu showing "Tokyo Super Cement"), and "Quantity" (an empty text box with an asterisk). There is a blue "Place Order" button and a link "Return to Customer Home Page? [Customer Home Page](#)".

The user can cancel the order and return back to the Staff Home Page by clicking the “Customer Home Page” button;



This screenshot is identical to the previous one, but the "Customer Home Page" link is highlighted with a red rectangular box.

After entering the Quantity, the user can click the “Place Order” Button to confirm the order. The he/she will be re-directed to the next page;



The screenshot shows a page titled "Place Order" with a blue header. The main content area asks "Would you like to add another item for the same order?" with two blue buttons labeled "Yes" and "No". Below these buttons is a link "Print Request Form".

In this page, the user can click “Yes” to add another item to the same order or click “No” to return to the Home Page. The user can also click the “Print Request Form”, then a pdf file will be displayed as below;

Chandana Hardware (Pvt.) Ltd



Item Request Form

Order Number : 31

Customer Details

Customer Username : cnp2923
Customer Name : Nethma Nushara Pathirana
Customer Address : 23/02/12,
Customer Telephone Number : 0712850408

Order Details

Item No	Name	Quantity
I0000009	Tokyo Super Cement	10

Date : 24-02-2022

4.2 Utilities

After expanding the “Utilities” Menu, there are sub-menu items as shown below;



4.2.1 Change Password

After clicking the sub-menu “Change Password”, the user will be re-directed to the Customer Password Change page;

Customer Password Change

Username : cnp2923

Current Password *

New Password *

Confirm New Password *

Return to Customer Home Page? [Home](#)

The user must enter the “Current Password”, “New Password” and “Confirm New Password”, which are mandatory fields. If the mandatory fields are left blank, error messages will be displayed as below;

Customer Password Change

Please Enter Current Password
Please Enter New Password
Please Enter Confirm New Password

Username : cnp2923

Current Password *

New Password *

Confirm New Password *

[Change Password](#)

Return to Customer Home Page? [Home](#)

If the user wishes to stop changing the password, he/ she can click the “Home” Button to cancel the password change and return to the Customer Home Page.

After entering the “Current Password”, “New Password” and “Confirm New Password”, the user can click “Change Password”, to confirm the change. Then the user will be automatically re-directed to the home page.

4.2.2 Help

After clicking the sub-menu “Help”, the user can view this user manual in the form of a pdf file;

Add Image

4.3 Logout

The menu contains a “Logout” button;



After clicking “Logout”, the user is re-directed back to the initial home page;

