

## Bethesda Help Food Delivery Program

The web-based Food Delivery program consists of 4 major entities:

1. **USERS** - those who sign on to the website and have various roles and responsibilities.
2. The **CLIENT** - a head of household with name, address, and age.
3. **FAMILY** Members - additional family member with names and ages.
4. The **DELIVERY** - a record of the call log date, the number of children, adults, and seniors, the number of full bags, half bags, kid snacks and Giant cards, and the delivery date.

### WORK FLOW

A delivery is initiated by the **Officer Of The Day**, who responds to phone calls transcribed by the GoDaddy voicemail system. The OD contacts the client, creates a new client if necessary, checks the accuracy of the ages of family members, and verifies the Giant card eligibility. The OD then creates an **Open Delivery**.

A **Staff** member with a list of available drivers reviews the **Open Deliveries** and assigns Drivers and updates the delivery date as needed.

The **Driver** will access the Open Deliveries assigned to them and check the number of full bags, half bags, kid snacks, and cards. Once the delivery has been completed the driver changes the delivery status to **Delivered**. This removes the delivery from the list of Open Deliveries.

A **Staff** member periodically chooses reports from the Reports menu, and downloads them as Excel spreadsheets for further transmission.

## WEB PAGES

The program begins with a **Login** page asking for a user name and password. This opens the **Dashboard**. Depending on who logs in, the user will see the appropriate menu - **Staff Menu**, **Officer of the Day Menu**, and **Driver Menu**. Each user will also see [Update My Profile](#), [Change My Password](#), [Go To Bethesda Help Website](#), and [LogOut](#).

The program allows Staff, OD, and Driver to attach notes of unlimited length to the deliveries.

Since Bethesda Help sends reports with the number of deliveries to Montgomery County by Zip Code, the Zip Code must be selected from a pre-set dropdown list.

Delivery dates are updated by clicking in the date box to pop up a calendar.

Phone numbers can be free-form, and frequently include more than one number and name, and sometimes only “See notes”. When the ODs need to look up a client, a search engine lets them enter a full or partial name or phone number or street number to get a list of matches.

The program allows lengthy phone numbers, addresses, and notes, which are displayed abbreviated on the screen followed by an ellipsis (...). When the user hovers the mouse pointer over text with an ellipsis, the entire entry will appear.

It is preferable for users to navigate with the menu options, and [Return To Dashboard](#) at the end of a page, rather than using the forward or backwards keys (← →) on the browser. If the user leaves the program untouched on the screen too long (> 20 minutes) the program will time out and require a new login.