

ITT626: BACK-END TECHNOLOGY

Semester March 2022 - August 2022

BACK-END TECHNOLOGY Case Study Report: [Sweet Surprise Gift Shop]

Prepared by:

Student ID

Name of Group Members

1. NUR AUNI QISTINA

1. NUR AUNI QISTINA BINTI MOHD ZAKRI	2021102241
2. NURZALIKHA IZZATIE BINTI ZAIDI	2021100633
3. TENGKU NUR AIN NADHIRAH BINTI TENGKU NAZMUDIN	2021156079
Prepa	ared for:
PROFESOR MADYA DR NOI	R SHAHNIZA KAMAL BASHAH
Remarks:	

ITT626 - BACK-END TECHNOLOGY PROJECT EVALUATION FORM

GROUP NAME	SKYE
GROUP MEMBERS	1- NUR AUNI QISTINA BINTI MOHD ZAKRI
OROOF MEMBERS	2- NURZALIKHA IZZATIE BINTI ZAIDI
	3- TENGKU NUR AIN NADHIRAH BINTI TENGKU NAZMUDIN
PROJECT TITLE	SWEET SUPRISE GIFT SHOP

Assessment Criteria	Weight (W)	Score (S) [1-10] (Refer to F8 rubric)	Marks (W*S)
1. User Interface	3		
2. Coding Programming	3		
3. System Design	4		
4. Create, Read, Update Delete (CRUD) element	4		
5. Completeness	4		
Total:			

Comments	
Name of Lecturer:	PROFESOR MADYA DR SHAHNIZA KAMAL BASHAH
Date:	
Signature:	

No	Assessment of Criteria	Excellent (8-10)	Good (6-7)	Satisfactory (5)	Poor (1-4)
1	User Interface	All these designs are fully completed: a) Screen / menu - content (buttons, pages, etc.) b) System / page navigation c) Reflects project requirements. d) Good user experience	Any 2 of these designs are completed: a) Screen / menu - Content (buttons, pages etc.) b) System / page navigation c) Reflects project requirements. d) Good user experience	At least one of these designs are completed: - a) Screen / menu - Content (buttons, pages etc.) b) System / page navigation c) Somewhat reflects project requirements. d) Acceptable user experience	Limited graphical user interface a) Does not reflect project requirements. b) Poor or insufficient user experience
2	Coding programming	a) Strictly follow coding standards b) Clearly understand program code	a) Mostly follow coding standards b) Program code quite understood	Somewhat follow coding standards Somewhat understand program code	a) Does not follow coding standards. b) Limited understanding of program code
3	System Design	a) Appropriate and complete system design sufficiently. b) covers all the different users of the system. c) System flow explained clearly. d) Network, hardware, and database design are explained in detail	a) Appropriate and somewhat complete system design b) somewhat sufficiently covers all the different users of the system. c) System flow explained clearly. d) Network, hardware, and database design are explained in detail.	a) Inappropriate and incomplete system design does not sufficiently b) cover all the different users of the system. c) System flow not explained clearly. d) Network, hardware, and database design are not explained clearly	a) Poor and incomplete system design, b) does not cover all the different users of the system. c) System flow not explained. d) Network, hardware, and database design not explained well/at all
4	Create, Read, Update Delete (CRUD) element	Contain All the CRUD element with no code error also very good.	Contain some of the CRUD element with no error	Contain the CRUD but has code error	Do not Contain CRUD or has code error.
5	Completeness	All modules function correctly and meet project requirements	Some modules function correctly and meet project	Some modules function correctly and meet project requirements	Minimal modules function correctly and meet project

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MEMBER PROFILE

	PERSONAL DETAILS	ACADEMIC DETAILS
		DIPLOMA
	NAME: NUR AUNI QISTINA BINTI MOHD ZAKRI	PROGRAM: DIPLOMA IN COMPUTER SCIENCE (CS110)
	IC: 000307030678 PHONE NUMBER: 019-5410438	CAMPUS: UITM MACHANG CGPA: 3.84
	ADDRESS: LOT 600 KAMPUNG BAWAH LEMBAH BUNUT PAYONG AREA: KOTA BHARU STATE: KELANTAN	DEGREE PROGRAM: BACHELOR OF COMPUTER SCIENCE (HONS) NETCENTRIC COMPUTING (CS251)
		CAMPUS: UITM SHAH ALAM CGPA:3.59 FACULTY: FACULTY OF COMPUTER & MATHEMATICAL SCIENCES (FSKM)
	NAME: TENGKU NUR AIN NADHIRAH BT TENGKU NAZMUDIN IC: 001027030176 PHONE NUMBER: 01155015022 ADDRESS: LOT PT 699 KAMPUNG PAUH AREA: PASIR MAS STATE: KELANTAN	DIPLOMA PROGRAM: DIPLOMA IN COMPUTER SCIENCE (CS110) CAMPUS: UITM MACHANG CGPA: 3.54 DEGREE PROGRAM: BACHELOR OF COMPUTER SCIENCE (HONS) NETCENTRIC COMPUTING (CS251) CAMPUS: UITM SHAH ALAM CGPA:3.52 FACULTY: FACULTY OF COMPUTER & MATHEMATICAL SCIENCES (FSKM)



NAME: NURZALIKHA IZZATIE BINTI ZAIDI

IC: 000605030852

PHONE NUMBER: 0179425964

ADDRESS: LOT 1098 KAMPUNG PERINGAT

AREA: KOTA BHARU

STATE: KELANTAN

DIPLOMA

PROGRAM: DIPLOMA IN COMPUTER SCIENCE (CS110)

CAMPUS: UITM MACHANG

CGPA: 3.17

DEGREE

PROGRAM: BACHELOR OF COMPUTER SCIENCE (HONS) NETCENTRIC COMPUTING

(CS251)

CAMPUS: UITM SHAH ALAM

CGPA: 3.35

FACULTY: FACULTY OF

COMPUTER & MATHEMATICAL

SCIENCES (FSKM)

1.0 Project Background

Sweet Surprise Gift Shop is a well-known gift shop in Kota Bharu, Kelantan, and still requires specifications for a new web application for administration. Customers may usually find a variety of gifts in the gift shop. Sweet Surprise Gift Shop offers a wide range of surprise gifts in four categories based on price standard, medium, royal, and package. The new system will be designed to make it easier for customers to choose the package, survey their budgets before purchasing, menu options based on gift type by customers preference, and manage the process using a web application.

This system is very essential because it is already achieving the business goals of the customers by view gifts through an online system, saving them time and gas money, making it easier for customers to view various gift packages, improving better customer service, enhancing the management system, and increasing sales and profit margins. Currently, the Sweet Surprise Gift Shop handles its business in a conventional or manual manner, and the proprietor solely advertises them via WhatsApp, Instagram, and Facebook.

Furthermore, customers may only contact via WhatsApp and Telegram, making it difficult for staff to record each customer's data and booking information one by one. It's also more challenging if they have more than one customer who wants to view the gift on the same day. Customers can save time by purchasing a gift with all the available features utilizing this technique. Customers may choose their gifts using the Sweet Surprise Gift Shop system. The technology will also make it easier for staff to manage customer data. Customers will be more attracted due to the user-friendly technology, which will help the business generate more profit.

1.1 Problem Statement

In this 'Sweet Surprise Gift Shop', there have been a few incidents and issues recently that have reduced the effectiveness of the ongoing work, which has served as the impetus for the development of these projects. Firstly, **gift issues due to unavailability**. This issue manifests itself most frequently at times when there is a high volume of demands from customers especially for gifts that is not available in the store anymore. Additionally, there is a possibility that the unavailability of products is not updated, which results in a problem between the customer and management. This results in management accepting orders for products that are unavailable in the store, which causes a hassle for customers and makes it impossible for customers to have their orders cancelled after they have already been confirmed.

Next, one of the issues that motivate the development of this project is the **customer's budget constraints**. Due to many gifts available to customers as a means of expressing their appreciation for a loved one, there may be budget constraints for customers who wish to purchase a gift for a loved one but have a limited budget. Based on our motto, "Everyone Gets Their Desired Gifts at Affordable Prices," there are no obstacles for anyone, including students, to purchase gifts for their loved ones. As a result, package gifts can result in an increase in price if the customer adds items without knowing the price, which can make it difficult for them to pay.

Lastly, one of the issues that occurred in 'Sweet Surprise Gift Shop' that led to inefficiency in the work process is **choosing gifts can be difficult due to the abundance of options**. Due to the limited number of options available to customers, this situation is stressful. This is since only a small number of customers choose to purchase designs that are already available in the shop, as opposed to choosing package designs, to save time. Customers have a sufficient budget, but the issues related to a lack of options make it difficult for them to find the best gift for their loved ones. As a result, it is difficult for customers to choose gifts based on design and budget when there are not enough options for them to choose from.

1.2 Solution

Few solutions have been discussed to solve the problems that we justified in the preceding problem statement. First and foremost, one of the main solutions that contribute to developing this project is a **systematic gift category option**. Since there are a large number of orders at the shop specifically tailored to the preferences of a subset of customers, it is possible for orders to be confused which categories are of the gift, especially when the volume of orders is high on the shop. As a result, with the systematized package gift option and they can choose the appropriate products for their package orders as they can view product availability based on the categories that offered by the shop. This action benefits both customers and management, as the system already assists management in organizing gift options since it displayed in the web application based on categories.

Next, customers can survey the budget first before buying through price-range functionality as the chosen solution to the mentioned problem. Customers of this application see given the opportunity to select the price range for which they would be willing to purchase their desired gifts. Therefore, there is no problem with the fact that customers are unable to purchase the gifts because it is not within their price range. So, customers can buy their desired gifts that fulfil their preferences and budget.

The final solution to the problem is the **availability of menu options based on the gift types offered**. Customers can view the types of gifts offered by this shop based on type, such as for the package menu option, where they can choose from a few options based on the flower, brownies, chocolate, fly money, and soon used as the base for the gift.

1.3 Objective

The objectives for developing this project are as follows:

- 1. To design a gift menu the system allows customers to configure their gift based on category that provided by the gift shop.
- 2. To develop a web-based system or application to that provide type of gifts that offered by shop to users

3. To test the web-based system in terms of its usability and functionality

2.0 Module for each user

ADMIN

Module	Explanation
• Login	The administrator can access the web application by logging in to the account. The administrator needs to enter the username and password.
• Logout	The administrator can log out when they did not want access to the web application anymore.
Add New Gift	The administrator can add new gift options for the customer.
Update Gift	The administrator can update existing gifts by editing their details
Delete Gift	The administrator can delete existing gifts if it is not available in the shop

CUSTOMER

• Login	The customers can access the web application by logging in to the account. The customers need to enter a username and password
• Sign Up	The customers can access the web application by registering the account if they did not have an account. The customers need to enter the username, name, email, number phone, and password.
• Logout	The customers can log out when they did not want to access the web application anymore.
Edit Profile	The customers can edit their profile
Choose gifts based on the type	The customers can choose gifts based on the type that is offered in the web application

3.0 Use Case of the Project

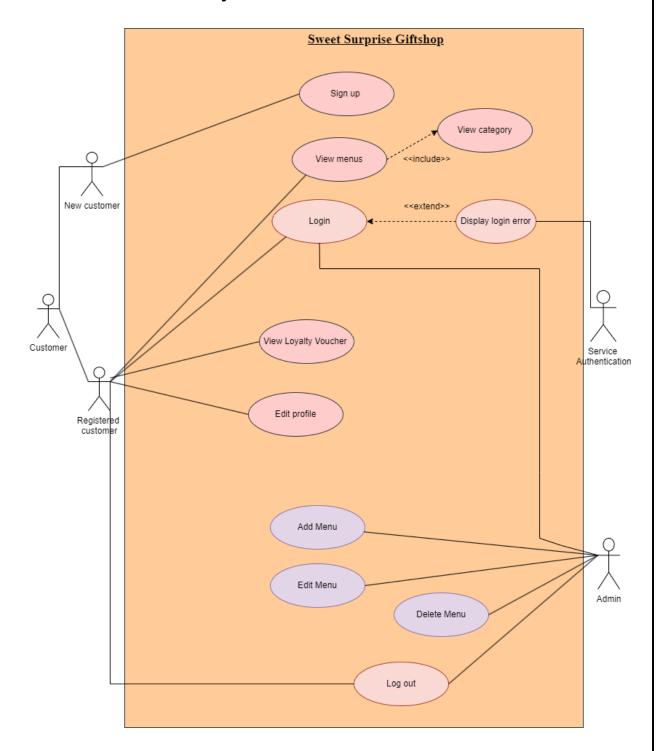


Figure 1

Figure 1 depicts the use case of 'Sweet Surprise Gift Shop' with four actors: new and registered customers, service authentication, and an administrator(admin). Here are the use cases to describe every use case in this "Sweet Surprise Gift Shop".

3.1 USE CASE DESCRIPTION

Use case title #1	Sign Up
Actor	New Customer
Trigger	The use case starts when a customer wants to register the web application.
Description	1. On the registration interface, new customers need to fulfil the information form by entering their names, username, password, email, confirm password, and phone number. 2. After customers complete the registration process, customers may proceed to use case login.
	Alternate Path:
	The use case ends if the customer has already an account to access the web application, they can proceed to the login use case.

Use case title #2	Login
Actor	Registered Customer, Admin
Trigger	The use case starts when a customer or admin wants to log in to the web application.
Description	1. Customer enters his or her username and password Alternate Path: Customers may exit the use case without completing it if he or she doesn't want to log in to the account.

Use case title #3	Display login error
Actor	Service authentication
Trigger	The use case starts when a customer or admin enters the wrong
	password or username.
Description	Basic Path:
	Popup messages "Wrong password or username" is displayed when the customer or admin entered the wrong password or username.
	Customer or admin may enter the new one after closing the popup messages.
	Alternate Path:
	The use case ends if there is no log-in error from the customers.

Use case title #4	View menus		
Actor	New and Registered Customer		
Trigger	The use case starts when a customer (registered or new) wants to		
	view menus that are available in the web application.		
Description	Basic Path:		
	 While browsing the system, the customer chooses the menu tab in the navigation bar Customers view the gift menu that is offered in the web application. 		
	3. If a customer wants to purchase the gift, they must first log in for existing customers or create an account for new customers, as described in the log-in and registered new customer use cases, and then add it to their cart.		
	Alternate Path:		
	If the customer does not use it, the use case is over.		

Use case title #5	Choose gift type		
Actor	Registered Customer		
Trigger	The use case starts when a registered customer wants to choose the		
	gift type that he or she desires.		
Description	 Basic Path: While browsing the system, the customers choose a gift type he/she wants that is offered in the web application. They can choose what type of gifts they want, and it will redirect to the gift types of menus. 		
	Alternate Path:		
	If the customer does not use it, the use case is over.		

Use case title #6	View Category	
Actor	Registered Customer	
Trigger	The use case starts when a registered customer wants to choose the	
	gift type that he or she desires based on the category that he or she	
	has chosen.	
Description	Basic Path:	
	 While browsing the system, the customers choose a gift set that he/she wants that is offered based on the type that he or she chooses in use case #5 in the web application. 	
	2. The customer can view more than one gift	
	3. Alternate Path:	
	If the customer does not use it, the use case is over.	

Use case title #7	Edit profile		
Actor	Registered Customer		
Trigger	The use case starts when a registered customer wants to edit their profile.		
Description	 Basic Path: Customers choose the edit profile menu. Customer can edit their profile whether to change their name, username, email, or phone number and update the profile. Alternate Path: If the customer does not use it, the use case is over. 		

Use case title #8	View loyalty voucher		
Actor	User		
Trigger	The use case starts when a user wants to view loyalty voucher that		
	offered by this shop		
Description	Basic Path:		
	 User clicks on loyalty voucher button at the navigation bar The user can view the image with the qr code Users need to screenshot the image and use in when walk-in Alternate Path:		
	If the customer does not use it, the use case is over.		

Use case title #9	Add menu	
Actor	Admin	
Trigger	The use case starts when an admin wants to add a new menu to the	
	web application.	
Description	 Admin views the add menu option. Admin can add the new menu by adding gift type, gift name, gift price, description, and image. If the admin confirms about gift detail, they click the add button and the gift is into the menu Alternate Path:	
	If the customer does not use it, the use case is over.	

Use case title #10	Edit menu	
Actor	Admin	
Trigger	The use case starts when the admin wants to edit the gift menu.	
Description	The use case starts when the admin wants to edit the gift menu. Basic Path: 1. Admin view the gift list 2. Admin chooses the edit gift button. 3. Admin can edit name, image, price, and description. 4. If the edited details are confirmed, the edited one is displayed in the web application and viewable to the customer. Alternate Path: If the customer does not use it, the use case is over.	

Use case title #11	Delete menu		
Actor	Admin		
Trigger	The use case starts when the admin wants to edit the gift menu.		
Description	Basic Path:		
	 Admin view the gift list Admin chooses to delete gift button. A popup message appears to confirm if the admin really wants to delete the gift. If the admin clicks yes, the gift is successfully deleted and not available in the web application. Alternate Path: If the customer does not use it, the use case is over.		

4.0 Flowchart or Activity Diagram

Customer

4.1 Customer Authentication

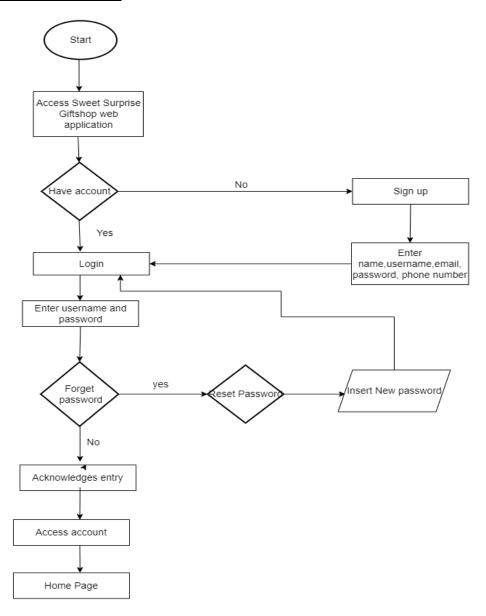


Figure 2

Figure 2 depicts the Sweet Surprise Gift Shop customer's authentication flowchart. Customers can initially access the "Sweet Surprise Gift Shop" web application. Customers have the option of logging in or registering. If they have an account, they can log in by entering their username and password. If they do not, they must register by entering their name, username, email address, and phone number. If a registered customer forgets his or her password, they have the option to reset it and enter a new one. Then, they can access the web application.

4.2 Customers Edit Profile

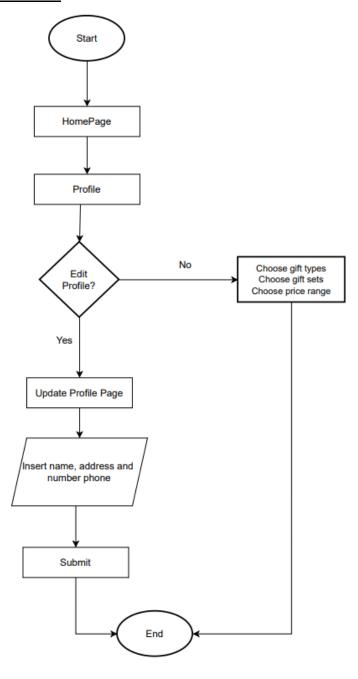


Figure 3

Figure 3 depicts a flowchart for customer profile editing. When the customer opens the profile menu, the option to edit the profile is presented. If yes, the update profile page is displayed, and the customer can enter their name, address, and phone number before submitting. If they do not wish to edit their profile, they will proceed to the gift type, set, and price range selections.

4.3 Customer Select Menu

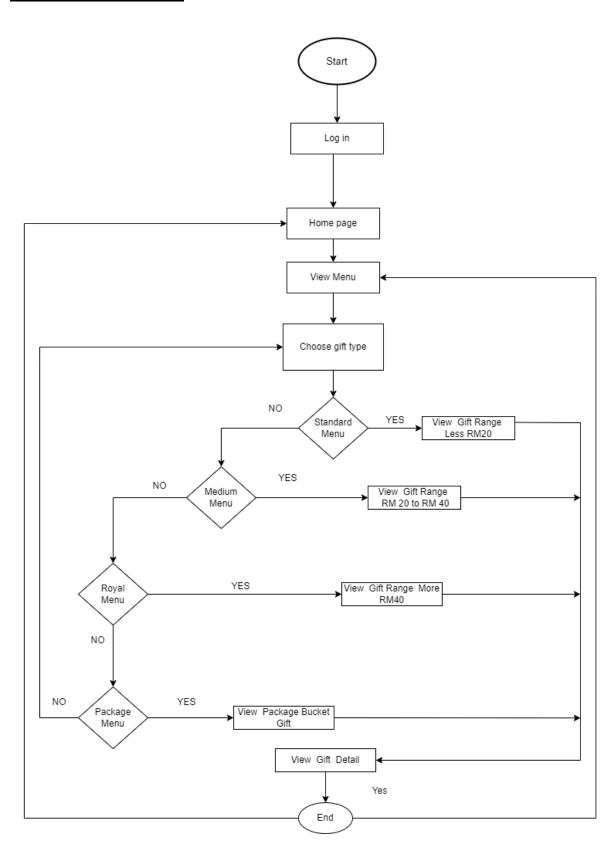


Figure 4

Figure 4 depicts a flowchart for customer menu selection. After viewing the homepage, a customer can view the menu by selecting the menu page. The customer can then select gift types, gift sets, and- a price range. If they select a standard menu, they are redirected to the page displaying a gift set with a price less than RM20. If they select a medium menu, they are redirected to the page displaying a gift set with price between RM20 to RM40. If they select a royal menu, they are redirected to the page displaying a gift set with a price of more than RM40. If they do not select all the types of gifts, they will redirect to the package menu that displays package bucket gift. After selecting a gift with a particular type, they can view its specifications.

<u>Admin</u>

4.4 Admin

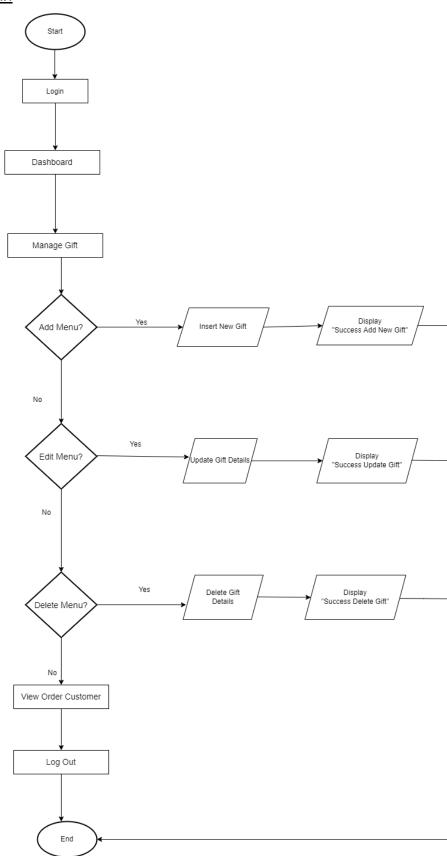


Figure 5

Figure 6 is a flowchart for administration. Administrators can log in using their username and password. After admin login, the dashboard is displayed. The administrator can manage gifts by adding, editing, and removing menus. If they add a new gift, they enter the gift's details. After that, "success add a new gift" is displayed. If they edit an available gift, the details of that gift are updated.

After that, "success update new gift" is displayed. If they choose to delete a gift, the message "success add new gift" is displayed. They can view gifts customers if they do not wish to manage gifts. Admin can log out if they do not wish to perform any administrative tasks.

5.0 Entity Relationship Diagram (ERD)

Entity Relationship Diagram/ERD Sweet Surprise Gift Shop

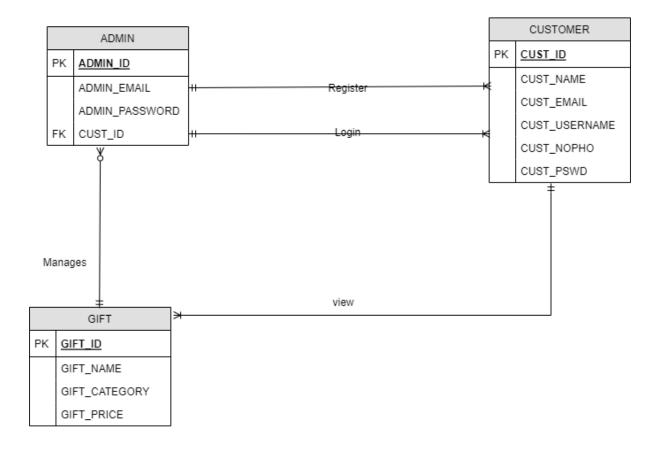


Figure 6

The Entity Relationship Diagram for Sweet Surprise Gift Shop is depicted in Figure 7. The-five tables are customer, gift, and administration. A few attributes and relationships are depicted in the figure for each table. This ERD's business rules are listed below (1.5.1). Details about ERD's table are displayed in 1.5.2

5.1 Business Rules

- 1) One customer can view more than one gift (1:M)
- 2) One admin manages many gifts. (1:M)

5.2 ERD Details

Entity	Attributes	Explanation
	CUST_ID (PK)	The primary key for the
	(customer.
	CUST_USERNAME	Username customer that used
		to log in.
CUSTOMER	CUST_NAME	Customer's name
	CUST_EMAIL	Customer's email that used to
	COST_EIVIAIL	
		create an account as a login to the account.
		the account.
	CUST_NOPHO	Customer number phone that
		used for contact
	CUST_PSWD	The customer's password is for
	_	the customer to enter for them
		to log in to the account.
	GIFT_ID(PK)	Primary Key the for the gift
		table.
	GIFT_NAME	Gift name that available in the
		gift shop.
GIFT	OLET TYPE	Off towns and a male in Paris III
	GIFT_TYPE	Gift type whereby is divided into
		standard, medium, royal, and
		package types.

	GIFT_PRICE	Price for gifts that offer in the
		gift shop.
	GIFT_DETAIL	Details about the gift including
		weight, what is included in the
		gift etc.
	ADMINI ID/DI/	
	ADMIN_ID(PK)	The primary key for the admin
		table.
	ADMIN_USERNAME	Username admin that used to
	/\DIVIII_OOE\\\\\\	
		log in.
	ADMIN_NAME	Admin's name that displayed in
ADMIN		the dashboard.
ADIVIN		
	ADMIN_PASSWORD	Password admin that used to
		log in.
	GIFT_ID	The foreign key for Admin.
		Admin can manage gift whether
		to add, edit and delete gift.

6.0 User Interface

Sweet Gift Shop Main Page

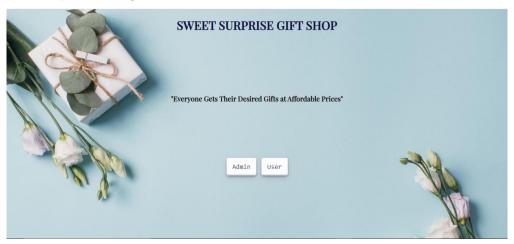


Figure 7

This interface has an admin login and a customer login, where they may go through to any page by clicking the login button.

Customer

i. Register Customer



Figure 8

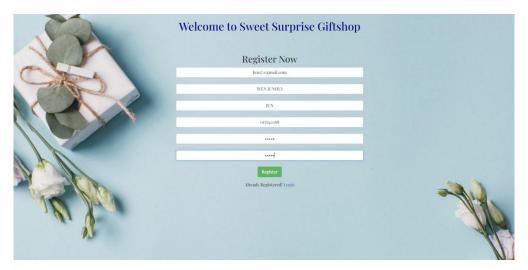


Figure 9

The customer who does not have an account can click the "Register" button to create an account. They have to enter their email, name, username, number phone, password, and confirm password. After finishing entering all information, click on the Register button to register.



Figure 10

After finishing click the Register button. If all information enters the database, the pop-up message will outcome "Successfully Register".

ii. Login Customer

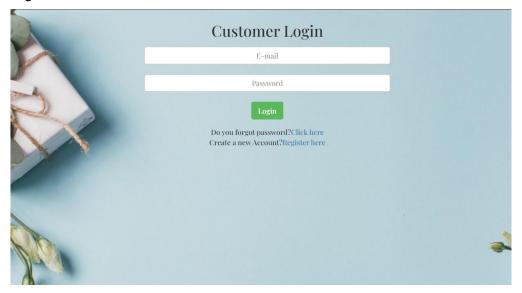


Figure 11

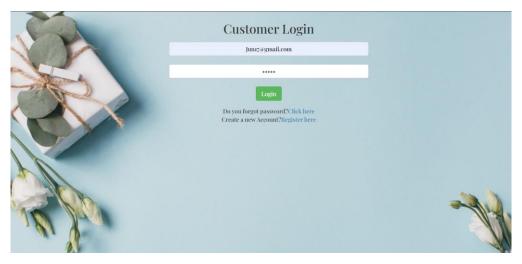


Figure 12

Customer who already has an account can log in by entering their email and password and clicking the "Login" button.

iii. Forget Password Customer

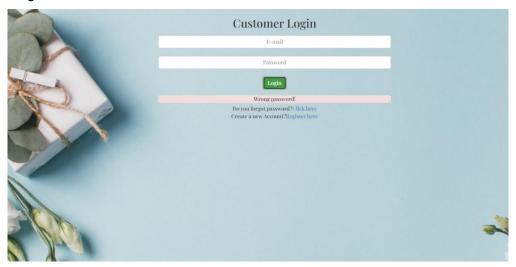


Figure 13

If a customer forgets the password and enters the wrong password. Then the pop-up message "Wrong Password" will come out. Click the button "Click here" to enter a new password.



Figure 14



Figure 15

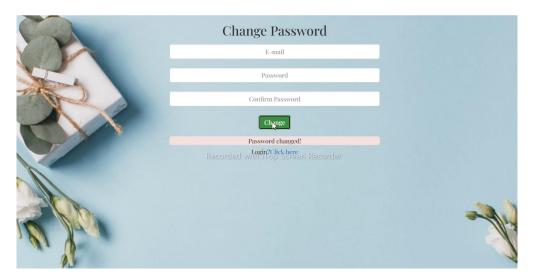


Figure 16

Customers have to reset a new password or change the password. They have to confirm the password and then click the "change" button to change the new password. If the password and confirm password do not match it will display the alert message "password does not matched! Both password should be same". After both password match it will display "password Change".

iv. Customer Homepage

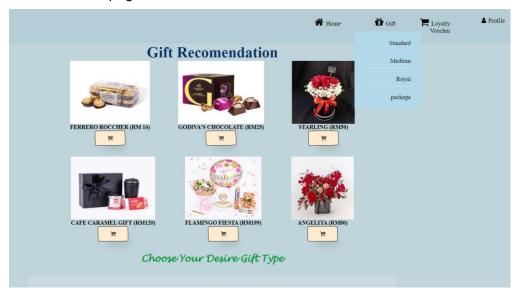


Figure 177

To view more gift customer can click on the "Gift" icon on the navigation bar. After clicking the icon list of type of menu will be shown, which is the standard menu medium menu, button royal, and menu package menu. Every button has its own main page. The customers just need to click any button they want, and it will link them to the page they want to view.

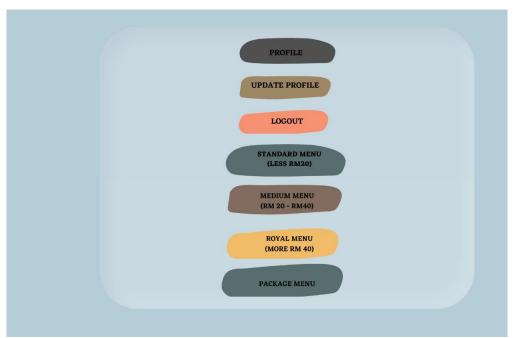


Figure 18

After the customer, success logs in to the "Sweet Giftshop" website. A home page interface where customers can view the gift recommendation. There is buttons "profile" to view customers' profile, button "update profile" for customers to update their information, button

"log out" to log out from the website system and button "Standard Menu", "Medium Menu", "Royal Menu" and "Package Menu" button to bring customer to each type of menu page on the website. The above-all interfaces in the customers' page have the:

- i. Home icon for back to the home page
- ii. Gift icon to go gift menu page to view range menu price.
- iii. Cart icon for adding menu
- iv. Profile picture icon for the customer that already login

v. Menu

a. Standard Menu (Less than Rm 20)

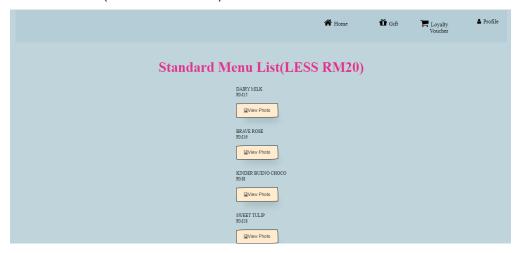


Figure 19

After the customers clicks the standard menu. It will appear a gift that have a range price of less than RM 20. Customers can click "Cart icon" button to add gift that they want to buy in cart, and it will automatically go to the loyalty voucher Page. On this page majority of gifts are very cheap.

b. Medium Menu (Rm 20 to Rm40)

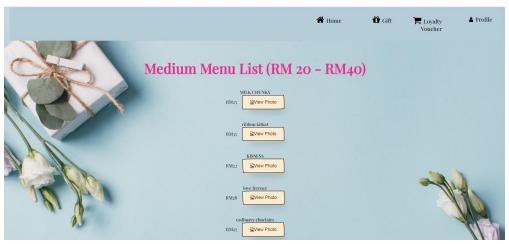


Figure 20

After the customer clicks the medium menu. It will appear as a gift that has a price range between RM 20 to Rm 40. If customers click the "Cart icon", the gift that has been selected will automatically be added to the cart.

c. Royal Menu (RM 40)

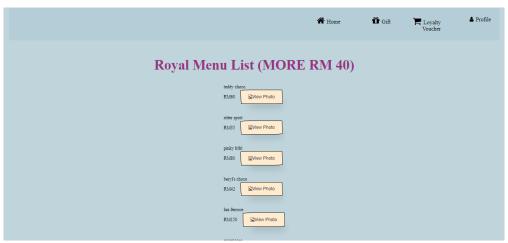


Figure 21

After customers click the Royal menu. It will appear as a gift that has a price range of around RM 40 and above. To add the gift to the menu list, the customer just needs to click the "Cart icon" button and it will go directly to the cart page.

d. Package Menu

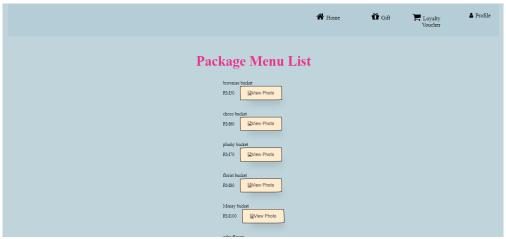


Figure 22

Package menu for bucket gift. This interface provides many buckets such as bucket brownies, expensive chocolate, plushie cartoon, custom flower, fly money, and cake. All bucket has a beautiful balloon. For this package menu, the price is mixed, either high or low price, based on the package bucket gift customers' choice.

vi. Edit Profile

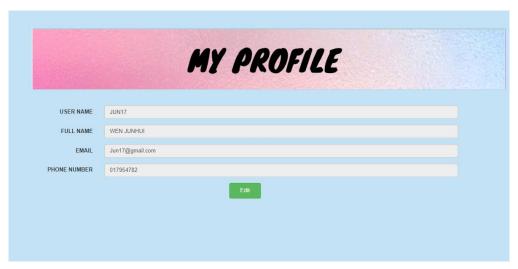


Figure 23

This Edit profile contains the information of the user, like Username, Name, Phone number, and customers' email. If a customer wants to edit or update their profile, they just need to click the "Edit" button.

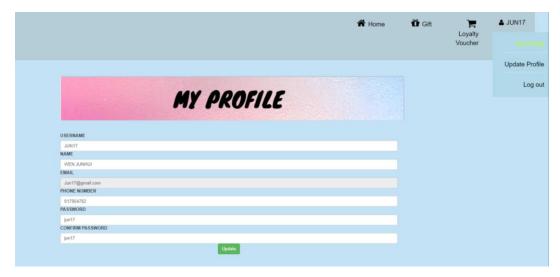


Figure 24



Figure 25

After clicking the "Edit" button this page will show. On this page, customers can edit their profiles. Done editing the profile, the customers need to click the "Update" button. After clicking the "Update" button customers' profiles will automatically change as they wish to.

vi. Loyalty Voucher



Figure 26

This is a special treat for members whereby user can scan this QR code during purchases to get special offers and use it when walk in at the shop before making any purchases

<u>Admin</u>

i. Login

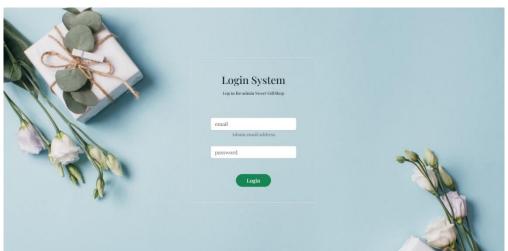


Figure 27

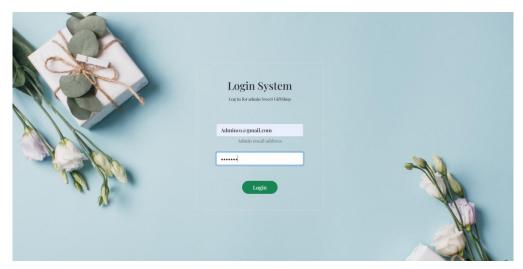


Figure 28

This page is a login page for the admin. To login to the main page admin just need to enter their email (admin01@gmail.com) and password (admin01). After that, they need to click the "Login" button and the main page will appear.

ii. Forget Password



Figure 29

If the admin enters a wrong password message showing "Oops! Wrong Password" will appear.

iii. Homepage Admin



Figure 30

On this Home page admin, can see the "Menu List", "Add Menu", "Update Menu", and "Delete Menu" buttons. Every button has its own main page. The admins just need to click any button they want, and it will link them to the page they want to view. The above interface in the admin page has:

- i. Home icon for back to the home page
- ii. Profile picture icon for go to admin profile

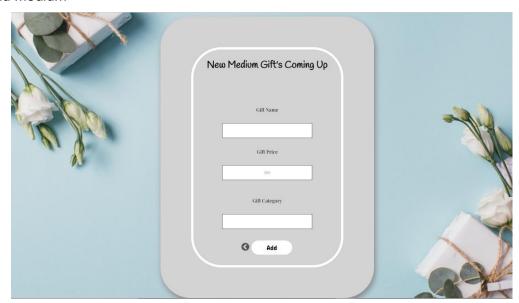
iii. Add New Menu

The menu can be added based on category. The figure below shows that add menu interface based on categories.

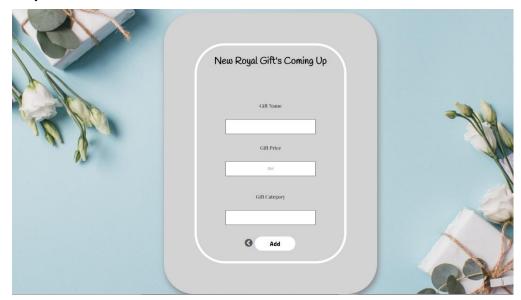
a) Add Standard



b) Add Medium



c) Add Royal



d) Add Package

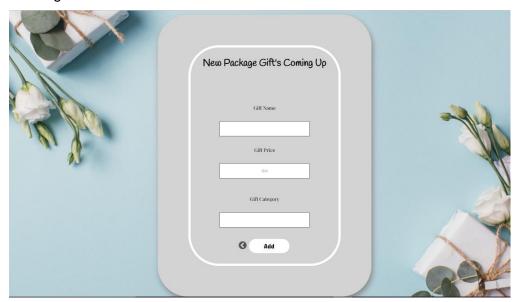


Figure 31

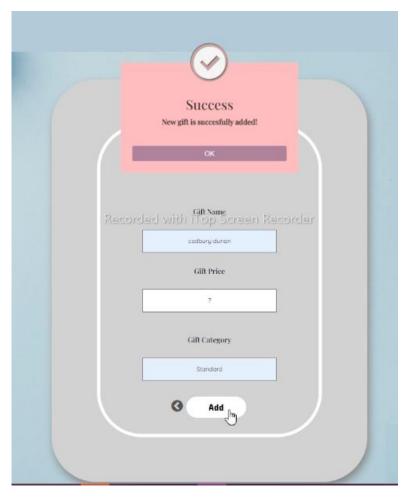


Figure 32

This page is for the admin to add or update a new gift. To add a new gift, firstly admin needs to fill the form of what gift name, upload the picture of the gift, insert the gift type either flower or chocolate, insert the price and last is the description of the gift. After being done fill all the information, the admin just needs the click "Add" button, and the popup message "Success New gift successfully added will be appeared to be notified that the gift was successfully added.

iv. Menu Detail



Figure 33

a) Menu List Standard



b) Menu List Medium



c) Menu List Royal



d) Menu List Package



Figure 34

On this menu details page admin can view the list of gifts there have on the website. Admin also can edit or update the information about the gift and delete the gift they want by clicking on the "Edit" and "Delete" buttons. If the admin wishes to view more lists of gifts admin can just click the "Next" button. By doing so, another list of gifts will appear.

v. Edit Menu Detail

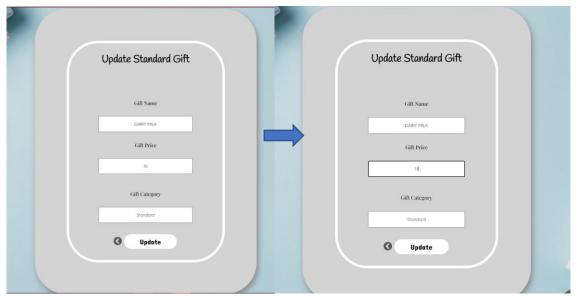


Figure 35

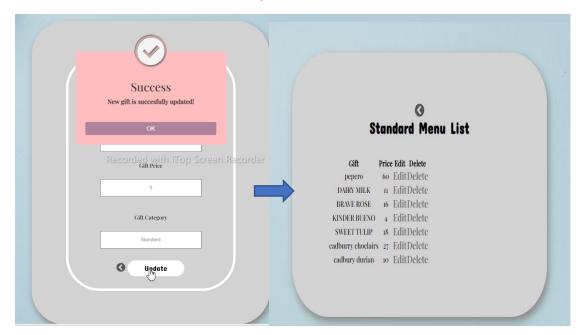


Figure 36

This page is for admins to edit or update the information about the gift. To update the information, the admin needs to fill in any information they want to update and click the "Update" button. After done clicking the button, the message box will appear saying that "New gift is successfully Update".

vi. Delete Menu



Figure 37

As for the Delete Menu page, admins can delete any gift they want in Menu List by clicking the "Delete" button.



Figure 38

After click Delete the gift will not be deleted and will still be there.

vii. Log out

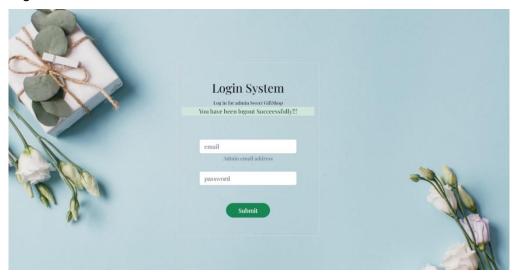


Figure 39

After the admin clicks the "Logout" button, the admin will bring to the Login page again, and the message "You have been logout Successfully" will be shown.

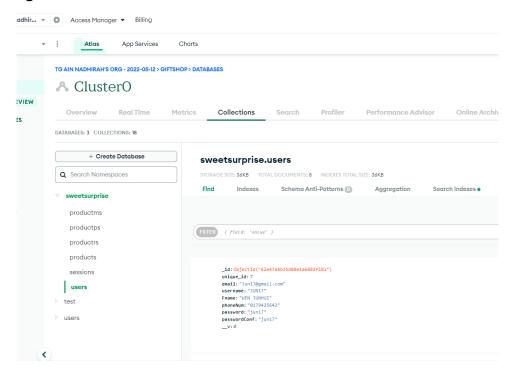
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Appendix

1. MongoDB Database



2. Link Website: https://sweet-surprise-gift-shop.herokuapp.com/