



HomeEats

User Manual

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Introduction

Welcome to HomeEats! HomeEats is a web-based food delivery application tailor made for freshly prepared home-cooked meals. All our meals are prepared by amateur cooks in your area. Whether you are an amateur chef looking to grow your brand and business or a customer eager to eat quality food at your convenience, HomeEats is a place for you. Our application was built by seven fourth year computer science students at the University of Virginia. We have spent a year designing, creating, building, and testing our site. We welcome you to our platform and we hope you enjoy it. Bon Appetit!

Creating a New Account

When navigating to the site, the first page you will see is the Login Page. If you have already created an account go ahead and enter your username and password and press [Login](#) to sign into the application.

If this is your first time on the site, you can create a new cook or customer account by selecting the appropriate blue hyperlink.

Customer Account

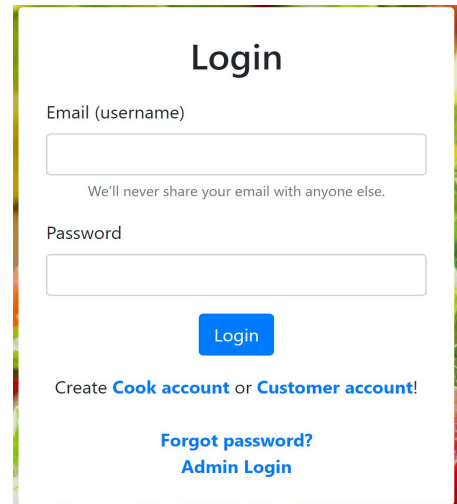
Selecting [Customer Account](#) will take you to the Customer Signup page. There you can fill out your basic personal information (Name, Phone Number, Address), create a username (email) and password, and sign up to begin using the site. Any personal information can later be edited through the application.

Cook Account

Selecting [Cook Account](#) will take you to the Cook signup page. There you can enter your personal information, create a username & password. Cooks are also required to attach a government ID, provide their kitchen license, and initial delivery fee and the maximum delivery distance. All this information can later be edited through the Application. Once complete, select Sign Up at the bottom right of the page, and your account will be processed and approved by the system administrator.

Forgot Password

If you ever for any reason you forget your password, simply select [Forgot Password?](#) on the Login Page and this will redirect you to the reset password form which will ask for your email to send you the reset password information.



Login

Email (username)

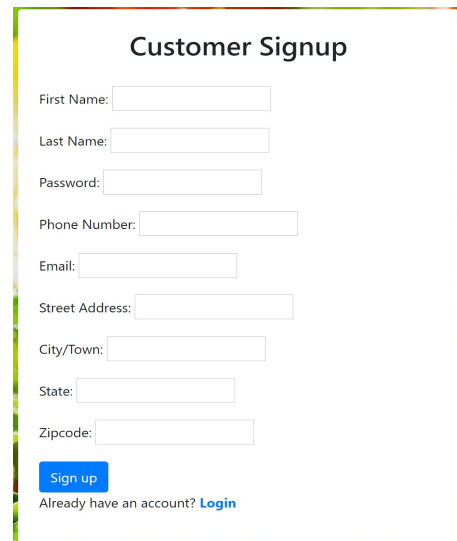
We'll never share your email with anyone else.

Password

[Login](#)

Create [Cook account](#) or [Customer account!](#)

[Forgot password?](#)
[Admin Login](#)



Customer Signup

First Name:

Last Name:

Password:

Phone Number:

Email:

Street Address:

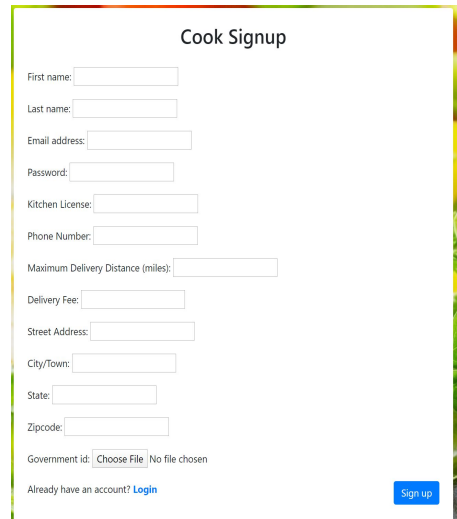
City/Town:

State:

Zipcode:

[Sign up](#)

Already have an account? [Login](#)



Cook Signup

First name:

Last name:

Email address:

Password:

Kitchen License:

Phone Number:

Maximum Delivery Distance (miles):

Delivery Fee:

Street Address:

City/Town:

State:

Zipcode:

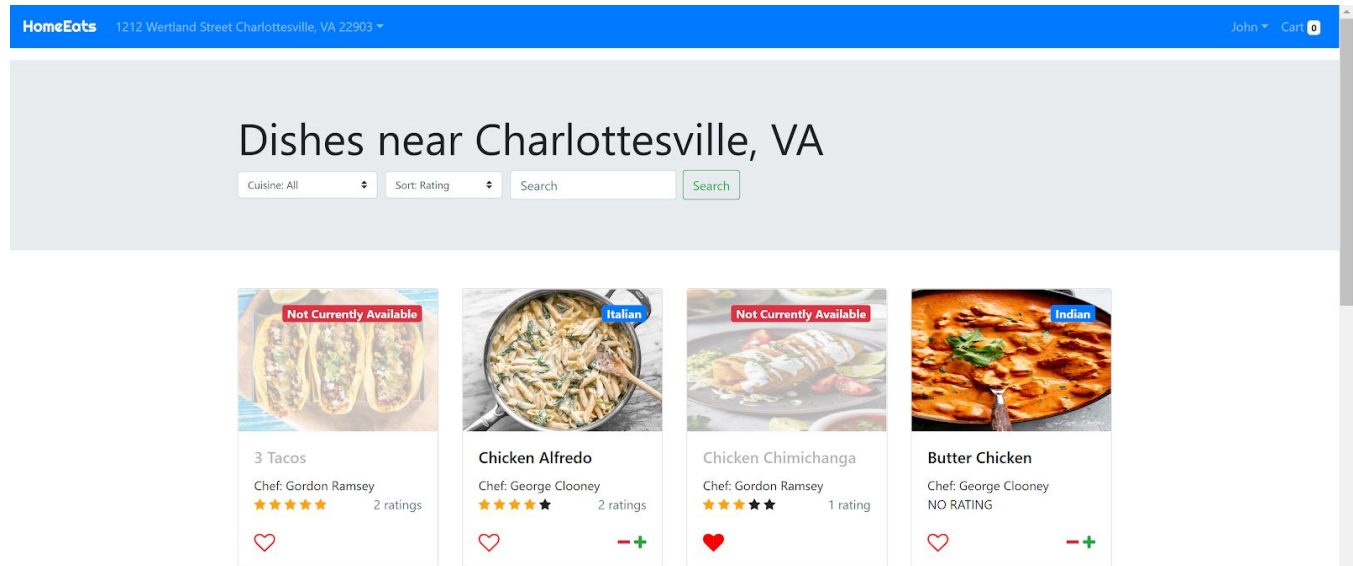
Government id: Choose File No file chosen


Already have an account? [Login](#)

[Sign up](#)

Navigating the Customer Home Page

After signing into the application, customers will see the following homepage.



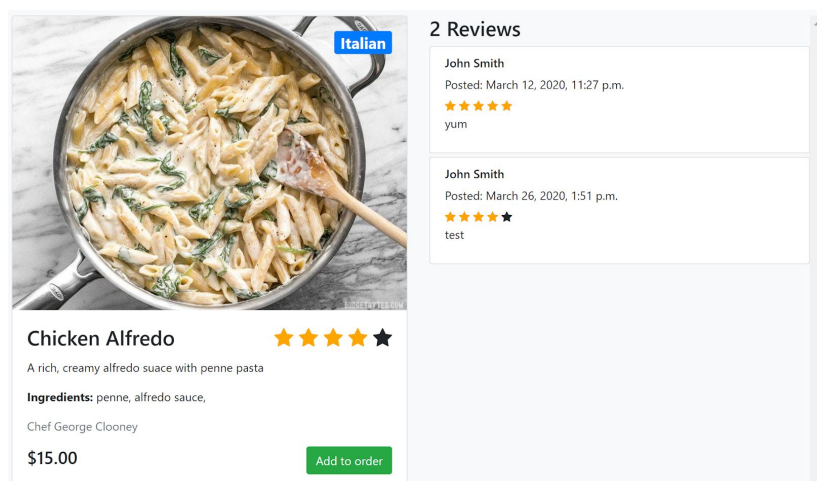
At the center of the screen is the search feature. This allows customers to sort by cuisines, ratings, price, or simply search for their favorite meals by keyword. Based on the search results, the available dishes will show up below. Any dish that is faded out with a **Not Currently Available** tag shows that the cook is offline or the dish is not currently available to be ordered. The rest of the dishes are available, and there are several ways to interact with these dishes. To favorite the dish, simply select  the red heart and the dish will be added to your favorites. To view details on the dish press on the dish of your choosing. To simply add the dish to your order press on the green plus. Similarly, to remove the dish from the order, press the red minus.

Switch Address:

On the upper left hand corner of the home screen your current address is listed. To switch your address, simply select the dropdown and select one your other addresses or 'Add a new address'. This will also refresh the dishes to those available in your area.

Dish Details:

To see more in depth information on a dish, simply select on the dish. This will allow you to see ingredients, a description of the dish from the chef, estimated preparation time, and customer reviews.



Tracking Your Orders (Customer)

From the dropdown menu on the upper right hand corner by your Name, select 'My Orders' to track your orders.

HomeEatsHome

JohnCart0

Current Orders

No Current Orders

My Account

My Orders

My Favorites

Logout

Past Orders

Order #31Card

Cook: George Clooney

Total: \$16.93

Placed: March 12, 2020, 6:23 p.m.

Rejected: Expired

Order #30Cash

Cook: George Clooney

Total: \$36.74

Placed: Feb. 12, 2020, 1:32 p.m.

Delivered: 5:56 p.m.

Order #29Cash

Cook: George Clooney

Total: \$20.58

Placed: Jan. 30, 2020, 1:05 p.m.

Delivered: 6:07 p.m.

Order #28Cash

Cook: George Clooney


Total: \$20.58

Placed: Jan. 27, 2020, 12:57 p.m.

Rejected: Expired

This will allow you to track all current and past orders, as well as order details or your own personal bookkeeping. Information available on each order is the cook, total cost, date/time of order, delivery time (or reason for order being rejected) as well as payment method (Cash or Card). To view more about each order, simply select the Order number and you will be redirected to a detailed breakdown order page, similar to the one shown below.

< Back to Orders




Indian

Butter Chicken

Review

x1

Subtotal: \$12.00



Italian

Chicken Alfredo

★★★★★

x1

Subtotal: \$15.00

Order #30Cash

Successfully Delivered
Feb. 24, 2020, 12:56 p.m.

Cook: George Clooney

1610 Gordon Avenue, 5
Charlottesville, VA 22903
Phone: 5403459999

Special requests: use less oil

Item Subtotal:

\$27.00

Tax:

\$1.62

Tip:

\$6.12

Delivery:

\$2.00

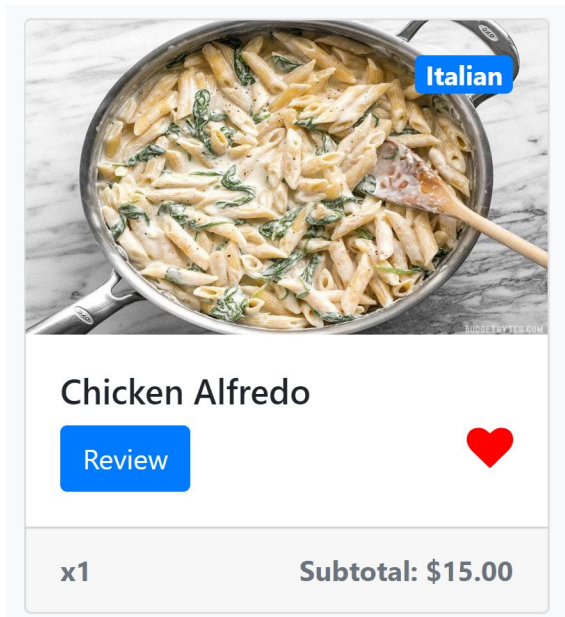
Total:

\$36.74

5

Writing A Dish Review (Customer)

Customers can write reviews only for dishes that they have ordered. In order to write a review, first go to your order history as outlined above and then go into the order containing the dish you would like to review. From there, simply press the [Review](#) button under the dish you would like to review. This will automatically pull up the review form. Simply fill it out, add any comments and rate the dish out of 5 stars and press [Submit](#). Now your review will be attached to the dish details for all customers viewing that dish, and the star rating will be averaged alongside other reviews for future consumers to see.

A screenshot of a review form titled 'Review for Chicken Alfredo'. It features a five-star rating system with all five stars filled. Below the stars is a text area with the placeholder 'Write your review here!'. A green 'Submit' button is located at the bottom right of the form.

Messaging (Cook & Customer)

Both cooks and customers can message one another. This messaging system is available on individual orders. In order to access the messaging system, simply go to order history as detailed above, click on a current order and scroll to the bottom. There you will see the following messaging field where you can communicate with the chef. These instructions are quite similar to the Chef. All a chef has to do is click on an Order from their homepage (See Navigating the Chef Homepage on Page 9 for more detail) and the exact same field will be there to communicate with the customer.

A screenshot of a messaging interface. It shows a conversation with a contact named 'George'. The message history includes the text 'hi'. At the bottom, there is a text input field with the placeholder 'Message' and a small paper plane icon on the right side.


Accessing Your Favorites (Customer)

As a customer you can see your favorite dishes by selecting 'My Favorites' from the dropdown menu in the upper right hand corner by your name. This page is similarly formatted to the dish views on the regular homepage, but automatically filtered to only your favorites. In order to remove a dish from your favorites, you can click on the filled red heart below each dish.

HomeEats Home

John Cart 0



My Favorites




Indian

Butter Chicken

NO RATING








Not Currently Available

Chicken Chimichanga

★★★★★ 1 rating







Italian

Chicken Alfredo

★★★★★ 2 ratings



My Account
My Orders
My Favorites
Logout

Ordering from Multiple Chefs

It is important to remember that each order can only be from a single chef, so after adding a dish to your cart, the available dishes are restricted to only those from the same cook, as shown below. Therefore, in order to order from multiple chefs, you must complete one order per chef

HomeEats

1605 Gordon Avenue, 5 Charlottesville, VA 22903

George Clooney's Kitchen


Other dishes you may order from this cook

Cuisine: All

Sort: Rating

Search


Search



Italian

Chicken Alfredo


Chef: George Clooney



American

Cheeseburger

Chef: George Clooney



Italian

Chicken Marsala

Chef: George Clooney

Shopping Cart & Payment

Once you are ready to review your order and checkout simply press the cart icon on the upper right hand side of the screen. This will take you to the review order. There you can see your complete order, subtotal, delivery, and tax information. You also have the opportunity to add a tip to your order before proceeding to payment and giving any special requests to the chef (such as allergies or how well you would like your steak cook). Furthermore, the order time drop down allows for bulk ordering. That means if you would like to receive the food at a later time, this is the opportunity to do so. However, this requires chef approval, so the Chef can choose to reject your bulk order. When everything looks good, you may select [Proceed to Payment](#).

HomeEats Home John Cart 2

< Add to Order

Review Order

Delivering to
John Smith
1605 Gordon Avenue, S
Charlottesville, VA 22903

Cheeseburger x1 \$9.00

Chicken Alfredo x1 \$15.00

Special Requests

Order Time: Now

Order from George Clooney

Order Subtotal \$24.00

Delivery \$2.00

Tax \$1.44

Total (before tip) \$27.44

Add a tip

15 % \$4.12

20 % \$5.49

30 % \$8.23

Other: \$

Proceed to Payment

This will take you to the Payment Page. Here you have two payment options: Cash or Credit. Cash will be paid directly to the driver upon delivery and for Credit Card simply input your billing information. Once you are finished, press [Place Order](#).

Select Payment Method

Cash Card

Card Number

Card Number*

Name on Card

Name on Card*

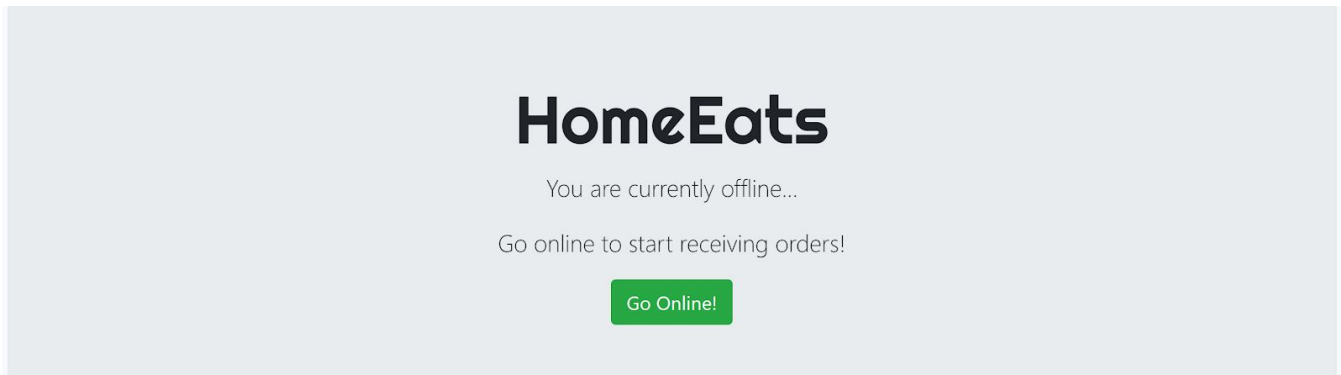
Exp. Date CVC

Exp. Date* CVV*

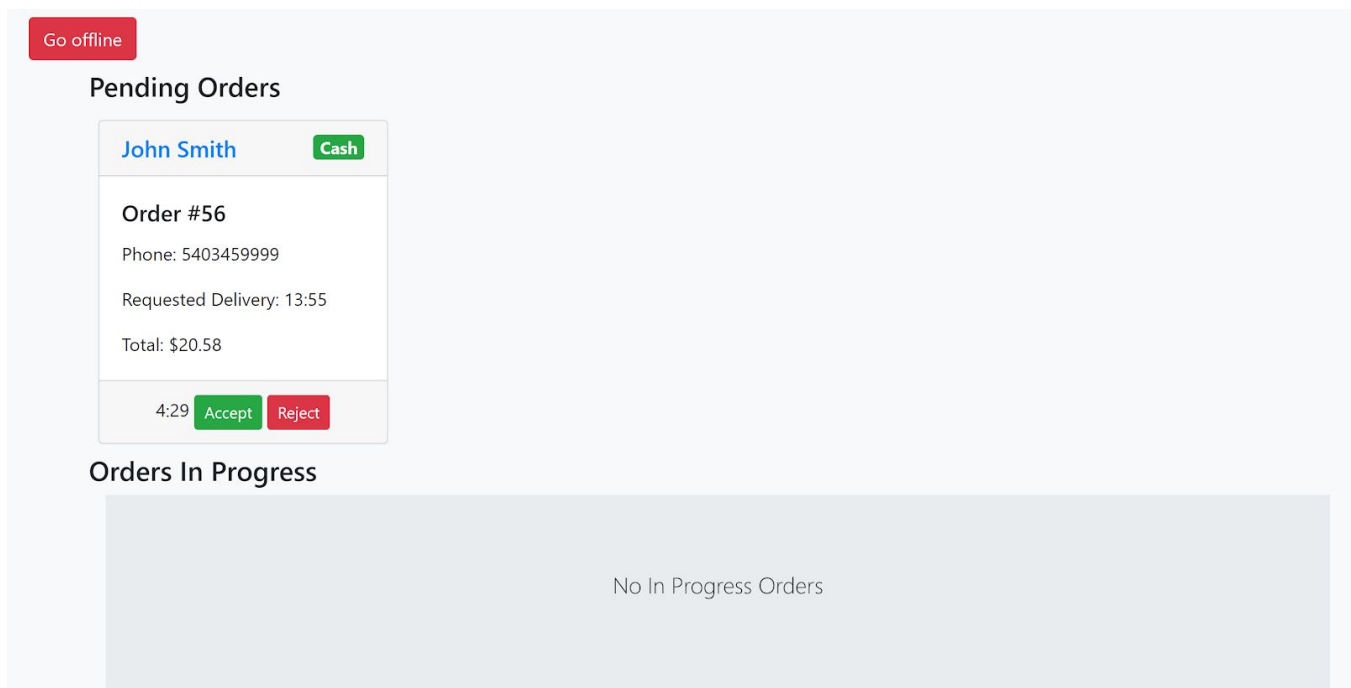
Place Order

Navigating the Cook Home Page

When signing in as a cook, you may see this welcome message. This just means that you are currently offline, so press the button as directed to go online and begin receiving orders.

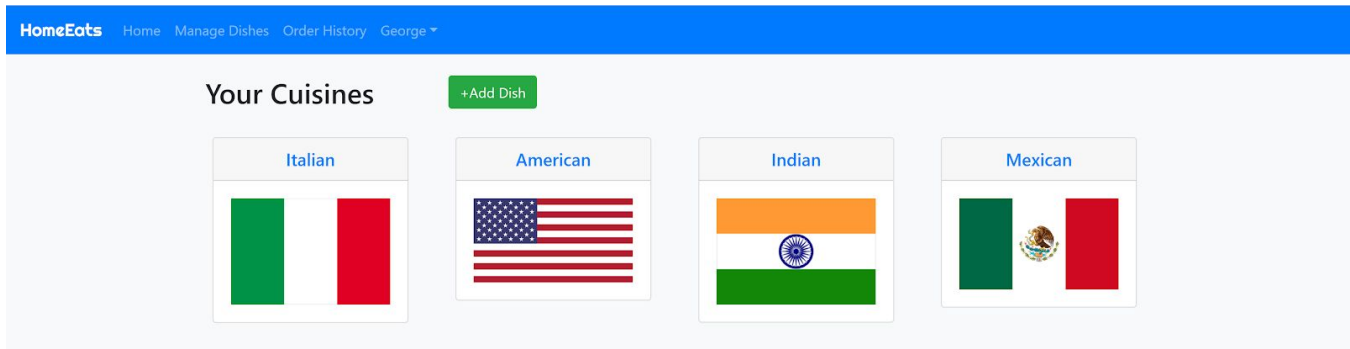


Once online this page will refresh to show your Pending Orders and Orders in Progress. Once an order is placed, you have 5 minutes to Accept or Reject the order. If accepted the order is moved down to the pending orders section, at which point you can select Ready for Delivery and Delivered once you are done preparing the order and it has been delivered to the customer. At this point the order will disappear and be shown in your Order History.

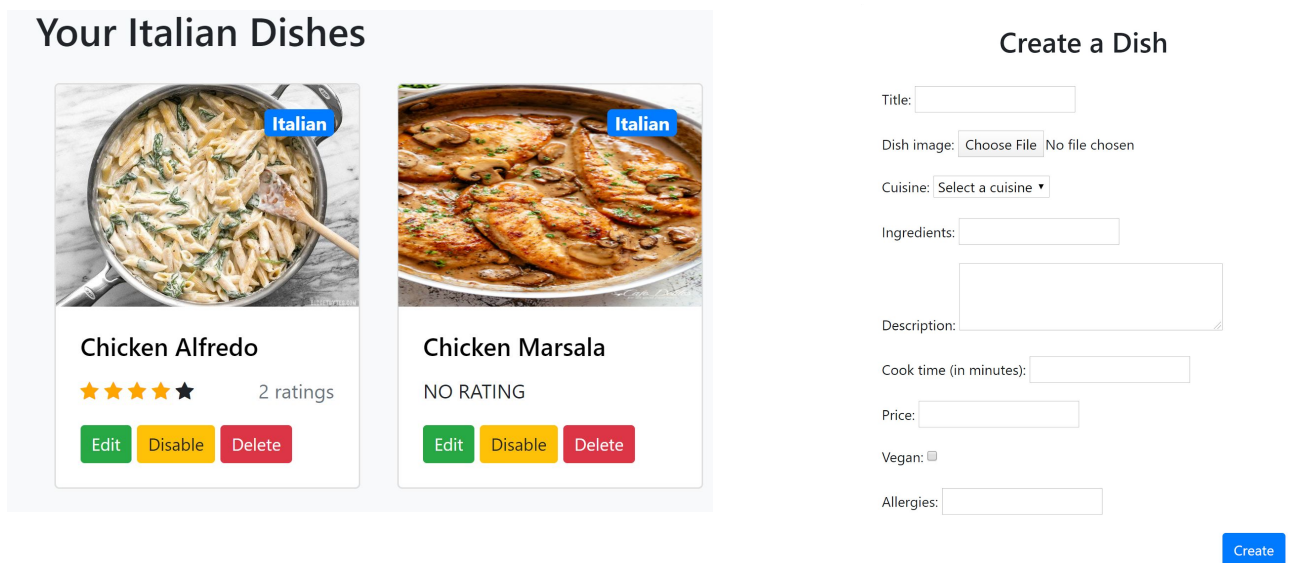


Adding a Dish

As a cook to manage your dishes and add new ones, simply select 'Manage Dishes' from the Navigation bar at the top of the site. This will redirect you to a page where your dishes are categorized by the cuisine.



To edit, disable, or remove an existing dish simply click on the cuisine to which it belongs. This will list all the dishes under that cuisine with buttons allowing you to perform all of the actions. To add a new dish simply select the **+Add Dish** button from the Manage Dishes page. This will bring up the create a dish form that you can fill out.



Cook Revenue Reports

As a cook, you can track your revenue reports directly from the site. Simply go to the dropdown menu in the navigation bar next to your name and press 'Revenue Reports.' This will navigate you to the page shown below. Simply select the start and end dates for the time period you would like to see the revenue for, and the chart will update accordingly.

Revenue Report

Start date: January 1 2019 End date: January 1 2019 Update

Your revenue = 80% of Item Subtotal + Delivery Fee + Tip

Order #	Customer Name	Order Date	Item Subtotal	Tax	Delivery Fee	Tip	Order Total	Your Revenue
11	John Smith	01/23/20	10.00	0.60	2.00	1.89	14.49	\$0.00
12	John Smith	01/23/20	15.00	0.90	2.00	2.68	20.58	\$0.00
15	John Smith	01/23/20	95.00	5.70	2.00	15.40	118.10	\$0.00
20	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$0.00
21	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$0.00
22	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$0.00
23	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$16.68
25	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$0.00
26	John Smith	01/26/20	15.00	0.90	2.00	2.68	20.58	\$0.00
27	John Smith	01/27/20	25.00	1.50	2.00	4.27	32.77	\$0.00

Cook Order History

To track your orders and see details on past orders, simply select Order History from the navigation bar at the top of the site. This will redirect you to a page showing your fulfilled and rejected orders. This table will provide you with basic information on the logistics of the order, and to see more details simply click on the corresponding button under the details column.

Fulfilled Orders					
Order #	Customer	Delivery Date	Total	Payment	Details
49	Isabel Kershner	April 7, 2020, 4:27 p.m.	\$20.58	Cash	Order 49 →
48	Isabel Kershner	April 7, 2020, 4:23 p.m.	\$12.05	Cash	Order 48 →
30	John Smith	Feb. 24, 2020, 12:56 p.m.	\$36.74	Cash	Order 30 →
29	John Smith	Jan. 30, 2020, 1:07 p.m.	\$20.58	Cash	Order 29 →
27	John Smith	Jan. 27, 2020, 12:55 p.m.	\$32.77	Cash	Order 27 →
26	John Smith	Jan. 27, 2020, 12:55 p.m.	\$20.58	Cash	Order 26 →
25	John Smith	Jan. 26, 2020, 10:27 p.m.	\$20.58	Cash	Order 25 →

Navigating The Admin Site

From the login page, click [Admin Login](#) to access the Admin site.

HomeEats Administration

PENDING APPROVAL		
Cook Applications		
Reported Reviews		
Cook Change Requests		
Revenue Reports		
HOMEEATS		
Addresses	+ Add	Change
Cart Items	+ Add	Change
Cook change requests	+ Add	Change
Cooks	+ Add	Change
Cuisines	+ Add	Change
Customers	+ Add	Change
Dish Reviews	+ Add	Change
Dishes	+ Add	Change
Items	+ Add	Change
Orders	+ Add	Change
Reject reasons	+ Add	Change
Shopping carts	+ Add	Change
Users	+ Add	Change

Once logged in, the admin home page will be shown as seen in the image to the left. All admin capabilities are available on this screen including approving cook applications, assessing reported reviews, approving changes to cook profiles, viewing revenue reports, and making direct changes to any of the objects in the HOMEEATS section.

Viewing Admin Revenue Reports

From the admin home page, clicking the [Revenue Reports](#) link will load a table with all orders.

Start date:	January ▼	1 ▼	2019 ▼	End date:	April ▼	11 ▼	2020 ▼	Update		
Cook Name	Customer Name	Order #	Order Date	Item Subtotal	Tax	Delivery Fee	Tip	Order Total	Cook Revenue	HomeEats Revenue
George Clooney	John Smith	56	11 Apr 2020	15.00	0.90	2.00	2.68	20.58	12.00	3.00
Ankith Yennu	Steven Morrison	55	10 Apr 2020	8.00	0.48	3.00	2.30	13.78	6.40	1.60
George Clooney	Isabel Kershner	49	07 Apr 2020	15.00	0.90	2.00	2.68	20.58	12.00	3.00

The revenues for both the cook and HomeEats are listed, as well as the price breakdowns for every order. Clicking an individual cook or customer will give order information for that specific user.

Approving Cook Change Requests

From the admin home page, click the [Cook Change Requests](#) link in the top section.

George Clooney (3)

License: K324J876KK99 -> K324J876KK98

Phone: 7037862142 -> 5408567856

ApproveDecline

All requests that a cook submits to edit their profile will be displayed on this page. The example shown above is of the Chef George Clooney who is requesting to change their kitchen license and phone number. The admin can choose to either approve or decline this change.

Reported Reviews

Cooks can report reviews that they believe are inappropriate somehow. These reported reviews are then evaluated by an admin, who can choose to either allow the review (ignores the report), delete the review, or both delete the review and ban the user who wrote it. Reviews that have been reported can be viewed by clicking [Reported Reviews](#) from the admin home page.

March 12, 2020, 11:27 p.m.

Text: yum

Reason: Offensive

Customer: John Smith

Cook: George Clooney (3)

Ban/DeleteDeleteAllow

In the above example, George Clooney reported a review from John Smith that only said “yum.” In this case, the admin would likely choose to allow the review, since it is clearly not offensive.

Approving Cook Applications

To ensure the integrity of cooks on HomeEats, admins must approve new cook accounts to verify their authenticity. New cook applications can be viewed by clicking [Cook Applications](#) on the admin home page.

Fake Cook



Phone: 9876543210

License: 123456789

Approve

Decline

In the above example, someone with the name “Fake Cook” attempted to create a new cook account. Although the ID looks somewhat believable, an admin is likely to decline him because of the invalid kitchen license number. Once approved, a cook can then log in to their account and start taking orders.