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Final Project

Food Ordering and Managing System

The *Ordering & Managing System* is a software that features a modular, user-friendly interface, and the tools to effectively and efficiently manage the mission-critical point-of-sale operations. Its easy-to-use custom configurable screens provide the flexibility to control the look and flow of transactions, and optimize the business with fast and easy order processing; manage back-end system and increases customer service.

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i. Abstract

Call it "fast food" or "quick service" – the emphasis is on speed. It's critical when it comes to a company's point-of-sale system. So is reliability, ease of use and flexibility. The *Food Ordering & Managing System* provides the tools to effectively and efficiently manage the mission-critical point-of-sale operations. It has the ability to optimize the business with fast and easy order processing, back-end system management and increase customer service.

This software features a modular, user-friendly interface and flexible design that will meet the sponsor's current and future needs – helping to maximize the life and value of their point-of-sale investment. Its easy-to-use custom configurable screens provide the flexibility to control the look and flow of transactions. That means decreased training time – hours instead of days or weeks – and increased employee productivity.

ii. Sponsor's Background

The software is specifically designed for a fast food restaurant called the *Claudy-FRESH Grille on the Beach.* This family owned business is located at the calf pasture beach in Norwalk, Connecticut, and has been in existence since the year of 1983. The C*laudy-FRESH Grille* has been operating for twenty one years without a computerized ordering system. Instead, orders have been taken manually on detachable order sheets. For the past four years, using that strategy, the ordering process at *Claudy's* has been badly backed up, especially in the summer time when it gets real busy. The owners of Claudy's have been trying to make a change in the ordering process, but with poor customer service, employee labor and lack of income, was not able to afford a system.

The *Food Ordering & Managing System* consists of a vast selection of features that will help *Claudy's* shape the way they serve. Without a doubt, their ordering process will be at a new level and will be beneficial for both the employees, customers as well as the owners With this software, employees will no longer need to have stocks of pen and papers around to take orders, and won't have to worry about doing the calculations for change.

Managers won't have any problems checking the total sale by the end of the day. Everything will only be one click away.

iii. Objective

The objective of this software is to facilitate food ordering process, provide good customer service and help increase employee productivity at *Claudy-FRESH Grille on the Beach.* They have been wanted something like this for years and their need for this system is enormous. It will really be a dream come true and a huge help for all the staff at *Claudy's.*

iiii. Project Description

The *Food Ordering & Managing System* is built on Microsoft Visual Studio .NET 2002 and Database. The different functionalities and features of the software include:

- User-Friendly Inter-Active Interface
- Windows-based Open Architecture
- Automatic End-of-Day Process
- Built-in Report
- Order Timing Functionality
- Multi-Stations Capability
- Customizable Screens and Screen Flow
- Front-of House Management Reporting Access
- Built-in Redundancy

- Payment Cards History Search
- Printable Receipt, Report and Credit Slip

The *Food Ordering & Managing System* will be a huge step forward for *Claudy-FRESH Grille.* It has been a while since they've wanted something like that, but could not afford it. And now the company will have the latest technology gears.

II. THE MANUALS

2.1 USER MANUAL

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1. Introductory Note

Thank you for using the Food Ordering & Managing System. The objective of this software is to facilitate food ordering process, provide good customer service and help increase employee productivity at Claudy-FRESH Grille on the Beach. This software consists of a vast selection of features that will help Claudy's shape the way they serve. And it has the ability to optimize Claudy's with a fast and easy order processing, and system management as well as increase customer service. Without a doubt, the ordering process at Claudy's will be at a new level and will be beneficial for both the employees, customers as well as the owners. With this software, employees will no longer need to have stocks of pen and papers around to take orders, and won't have to worry about doing the calculations for change. Managers won't have any problems checking the total sale by the end of the day. Everything will only be one click away.

2. Getting Started

To get started with the software, users will need to contact their managers to set up their account on the system and receive their system login info such as username and password. Without these two pieces of information, the software cannot be accessed. The username and passwords fields in the login screens are case sensitive.

3. Using The Screens

It is very important to how to use each of the screens within the software to be able to use them effectively and efficiently. There are a total of fifteen screens within this software, and in order to expedite customer's order, one needs to be familiar with each of the screens. Followings are the descriptions of each of the screens containing within this software.

3.1 Log In Screen

As in many systems, regular users have only limited access to some data, which the managers can open and modify. This access is managed with a login screen which allows employees and managers to use the system. Whether or not restrictions are imposed depend on who is logging in. All new users will have to set new account through the managers. Without the username and password, the use of this software is not possible.

After a user has set and received the account log info, he or she will type his or her username and password from the login screen and click on Log In to log into the system. And the username and password fields are case sensitive (see Figure 3.1.A).

If the combination of the username and password does not match, a message box will show asking the user to re-input the username and password (see Figure E1). After the third trial, if the combination is not found in the database, another message box will shows informing the user that the user in not in the database, and that he or she should contact the manager (see Figure E2). If everything is fine, logging in will show the main screen of the software.

3.2 Main Screen

The Main Screen (see Figure 3.2) plays an important role in this software. It can be considered as a reference point in the program. This is the only screen that allows users to connect to all the other screens within the software. In other words, the Main Screen acts like a server that allows users to navigate thru the network of screens. This employee Main Screen is different from the Manager's Main Screen because an employee does not have access to the Manager's Menu (see Figure 3.2).

This Main Screen will allow users to perform the following tasks:

1. Take/Place an Order
2. Tender an Order

3. View Item Displays and Prices
4. Remove a Processed Item
5. View / Print Receipt
6. End Current Order
7. Access the Employee Menu

3.3 Sub-Screens

The Sub-Screens (see Figure 3.3) are made up of the Main Menu Items, and can be easily accessed by clicking on each of the button. Once a button is clicked on, that button becomes disabled, letting the user know that this Sub-Screen is currently being viewed. Other Sub-Screen can be viewed by simply clicking on the button for that particular sub-screen (see Figure 3.3).

The Different Sub-Menu Screens that users can view are:

1. Combo Meals Screen
2. Sandwich/Seafood Screen
3. Ice Cream/Drinks Screen
4. Extra/Sides/Salads Screen
5. Discount Menu
6. Displays/Prices Screen

3.3.1 Combo Meals

The Combo Meals Screen (see Figure 3.3.1) allows users to view all the Combo Meals Items from the menu. This sub-screen can be views by clicking on the Combo Meals button from the sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now click on a particular item to add to the current order. Figure 3.3.1 shows all the combo meals items.

Note: Some new items may not be listed on these screens. Users will have to view the New Items Screen or the other sub-screens for the recently added items (see section 3.3.5 New Items Look Up).

3.3.2 Sandwich / Seafood

The Sandwich/Seafood Screen (see Figure 3.3.2) displays all the A La Carte Items from the menu. This sub-screen can be accessed by clicking on the Sandwich/Seafood button from the sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now click on a particular item to add to the current order. Figure 3.3.2 shows all the sandwich and seafood items.

3.3.3 Ice Cream / Drinks

The Ice Cream/Drink Screen (see Figure 3.3.3) displays all the different cold-cut items from the menu. Because this screen has some unused buttons, it may be used to assign new added items that are not cold-cut. To access this sub-screen, users will click on the Ice Cream/Drinks button from the sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now click on a particular item to add to the current order. Since there is a unique price for all the drinks, the Drink button can be used for any beverages. Figure 3.3.3 shows all the cold-cut items.

Note: Because these two above screens have some unused buttons, they may be used to assign new added items that are not part of the screens' categories. Those empty buttons will be disabled for employees and enabled for managers. When an empty button is assigned to a new item, that button will be enabled for both the employees and the manager.

3.3.4 Condiments / Salads / Sides

The Condiments/Salads/Sides Screen (see Figure 3.3.4) displays all the different condiments, salads and side order items from the menu. This screen also allows users to modify an item by describing how the item should be cooked, for example (Well Done, Medium Rare). An Item price can also be adjusted using the Open Grilled button. Note that this will not permanently change any item price. (See sections 4.3 and 4.4 for more details).

Because the Condiments/Salads/Sides screen has some unused buttons, it may be used to assign new added items that are not within this category. This sub-screen can be viewed by clicking on the Extra/Sides/Salads button sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now click on a particular item to add to an order. Since there is a unique price for all the drinks, the Drink button can be used for any beverages. Figure 3.3.4 shows all condiments, salads and the side's orders.

3.3.5 New Items Look Up

This New Items Look Up Screen (see Figure 3.3.5) displays the recently added items that have not yet been assigned to a particular button within the sub-menu screens. Those viewable items are classified in different categories. And they can be viewed all together or separately by clicking on the different categories (All Items – Combos – Sandwich – Others). This sub-screen can be viewed by clicking on the New Item button on the right tab (see Figure 3.3).

To add an item from the list to the current order, the user will first select the appropriate item, and then click on the Add Item button. If no item is selected, and the user click on the Add Item button, a message will pop up letting the user know to select an item first (see Figure E3). Figure 3.3.5 shows the New Item Look Up Screen.

3.3.6 Discount Menu

The Discount Menu (see Figure 3.3.6) is designed to allow users to process different types of discount for a particular order. This sub-screen can be viewed by clicking on the Discount Menu button from the sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now click on the designated discount.

If there is no current order in process, and the user click on any of the discount buttons, a message will pop up letting the user know that there is no order in process (see Figure E4). If there is an order in process, clicking on a discount button will automatically update the total and show the amount discounted (see section 5: Order Process Sample). Only one discount is allowed per order. Clicking on different discounts simultaneously will simply overwrite the previous displayed discount. Figure 3.3.6 shows the Discount Menu with the different discount types.

3.3.7 Items Display / Prices

The Items Display/Prices Screen (see Figure 3.3.7) displays pictures of each menu items along with a brief description of the item's ingredient and calories information. This screen is mainly useful for customers who want to see a display item and know the amount of calories an item contains.

This sub-screen can be viewed by clicking on the Displays/Prices button from the sub-menu tab (see Figure 3.3). Once the screen is uploaded, users can now view the different items picture by clicking on the buttons on the left tab (see Figure 3.3.7).

3.3.8 Tender Screen

The Tender Screen (see Figure 3.3.8) allows users to process different payment methods. This sub-screen can be access by clicking on the Tender Screen button from the right tab. Once the screen is uploaded, users can now select the payment type.

If there is no current order in process, and the user click on any of the Tender buttons, a message will pop up letting the user know that there is no order in process (see Figure E4). If there is an order in process, clicking on a Tender button will automatically update the total and show the payment type, change due, and the user who tendered the order. (see section 5: Order Process Sample). Figure 3.3.8 shows the Tender Screen with the different payment types.

3.3.8.1 Cash / Gift Certificates

1. Cash

The Cash payment allows users to tender an order using the different pre-assigned cash buttons on the Tender Screen.

A. Pre-Assigned Buttons

If the customer pays with any pre-assigned bills, the user only has to click on the button that has those amounts on it. The different pre-assigned bills are $5, $10, $20, $50, $100 dollar bills.

B. Exact Amount

If the customer decides to provide the exact the amount, the user will simply click on the Exact Amount button to tender the order.

C. Other Amount

If the customer decides to pay with another amount that is neither an exact amount nor a pre-assigned bill, the user will click on the Other Amount button. Doing so will show an input box prompting for the given amount (see Figure E5).

If the input amount is a hundred dollars or less, the order will be tendered. If the given amount if greater than a hundred dollars, a message box will pop up checking if the entered amount is correct (see Figure E6). If the user clicks on Yes, saying that the amount is ok, then the order will be tendered using that amount. If the user clicks on No, saying that the amount is not ok, the input box prompting for the given amount will show again asking to reenter the given amount. These two action will repeat themselves as long as the given amount exceed and the exceed amount response is yes.

1. Gift Certificates

The Gift Certificates option is similar to the Other Amount in the Cash Option. If a gift certificate is given, the user will click on the Gift Certificates button. Doing so will show an input box prompting for the given amount (see Figure E5). And just like the Other Amount option, if the input amount is a hundred dollars or less, the order will be tendered. If the given amount if greater than a hundred dollars, a message box will pop up checking if the entered amount is correct (see Figure E6). If the user clicks on Yes, saying that the amount is ok, then the order will be tendered using that amount. If the user clicks on No, saying that the amount is not ok, the input box prompting for the given amount will show again asking to reenter the given amount. These two action will repeat themselves as long as the given amount exceed and the exceed amount response is yes.

3.3.8.2 Personal Checks

The Personal Checks payment option allows customers to pay using a personal check from their checking account. The software uses a virtual check template for filling out and process personal checks. This virtual check can be viewed by clicking on the Check button (see Figure 3.3.8.2).

Once the virtual check is uploaded, the order total will automatically the virtual check with the order total and the current date. If the personal check given is made out for more than the order total, the user will have to enter that amount in the amount field and remember to provide the difference to the customer after processing the check.

Users will then fill out the customer's checking info such as their name, phone and check numbers, as well as their routine and account numbers. After doing so, users will then click on the Process button. If one of the fields is empty, a message box will show letting the user know to fill in all the fields (see Figure E7). After filling out all the fields, if the entered routing number field is not a nine-digit number, an input box will show prompting to enter a nine-digit routing number (see Figure E8). If everything is ok, clicking on the Process button will take about five seconds to process the check and it will display an invoice in the yellow bottom part of the virtual check (see Figure 3.3.8.2). Users will then click on Finish to close the virtual check and return to the Main Menu to end the current order (see section 4.6).

3.3.8.3 Credit / Debit / EBT Cards

A. Credit/EBT Cards

The credit/EBT cards payment option allows customers to use their Master, VISA, AMEX, Discover or EBT (Food Stamps) Cards to tender their order. This software uses a virtual card template for filling out and process credit cards orders. This virtual card template can be viewed by clicking on the credit or EBT card logo (see Figure 3.3.8). Once the virtual card is uploaded (see Figure 3.3.8.3.A), the order total will be transferred to it, and the user will fill out the customer's info, such as their full name, the card number, the expiration date, the validation number, as well as their phone number. After doing so, users will then click on the Process button to process the Credit or EBT cards.

If one of the fields is empty, a message box will show letting the user know to fill in all the fields (see Figure E7). If the card number entered is less than sixteen digits, a message box will prompt the user to enter a correct card number (see Figure E9). And if the expiration data format is incorrect, another message box will prompt the user to follow the correct expiration date format (see Figure E10).

If everything is ok, clicking on the Process button will take about five seconds to process the card and it will display an invoice in the yellow bottom part of the virtual card (see Figure 3.3.8.3.A). Users will then click on Print-n-Exit to print the invoice and close the virtual card and then return to the Main Menu to end the current order.

B. Debit Cards

The Debit Card payment option allows customers to use their debit cards not only to tender their order, but also receive cash back on their purchase (see Figure 3.3.8.3.B). Like the Credit/EBT Cards, the Debit Cards option also uses a virtual card template for filling out and process debit cards orders. This virtual card template can be viewed by clicking on the ATM Debit Card logo (see Figure 3.3.8). Once the virtual card is uploaded (see Figure 3.3.8.3.B), the order total will be transferred to it with cash back field set to zero dollars. Users will then fill out the customer's info, such as their full name, the card number, the expiration date, the validation number, as well as their phone number. After doing so, users will then click on the Process button to process the Debit Card.

If one of the fields is empty, a message box will show letting the user know to fill in all the fields (see Figure E7). If the card number entered is less than sixteen digits, a message box will prompt the user to enter a correct card number (see Figure E9). And if the expiration data format is incorrect, another message box will prompt the user to follow the correct expiration date format (see Figure E10).

If everything is ok, clicking on the Process button will take about five seconds to process the card and if any cash back was entered, it will be added to the order's total for processing. Then an invoice will be displayed in the yellow bottom part of the virtual card (see Figure 3.3.8.3.B). Users will then click on Print-n-Exit to print the invoice and close the virtual card and then return to the Main Menu to end the current order.

3.3.9 Employee Menu

The Employee Menu (see Figure 3.3.9.B) allows users to view their:

1. Personal Info such as their full name, home address, social security, and emergency phone number.
2. System Log Info such as their username and employee number.
3. Legal and Pay Info such as their tax filing, marital status as well as their pay rate.
4. Post, View and Print customers as well as employee feedbacks.

For security reason, in order to access the Employee Menu, users will need to log in using the same info their used to log into the system (see section 3.1) such as their usernames and passwords. Clicking on the Employee Menu button (see Figure 3.2) will show the Employee Menu Log In Screen (see Figure 3.3.9.A). Similar to the Log In Screen in section 3.2, the username and password fields are case sensitive (see section 3.2 for log in details). After the user provide the correct username and password combination, and click on Log In, the Employee Menu will then be uploaded with the current user's information (see Figure 3.3.9.B).

3.3.9.1 Quick Note Area

The Quick Note Area (see Figure 3.3.9.B) allows users to:

1. Post Customers/Employees Feedbacks
2. View Customers/Employees Feedbacks
3. Print Viewed Feedbacks

This Quick Note Area is similar to a post board and is to be used as a communication link between managers and employees/customers (see Figure 3.3.9.B). This Quick Note Area is also added to the Manager's Menu, where a manager could also post, view or print customers' as well as employees' notes or feedbacks.

A. To Post a Feedback

To Post a note, users will click on the Quick Note Button the text area. Doing this will upload the Quick Note Area along with the current date and time. Users will then select the type of feedback that is being posted from the combo box. Users will then start writing in the text area. To go to the next line, users will have to press enter at the end of each line in the text area. If users which to erase the written feedback before posting, simply click on the Clear button. After writing the feedback, users will click on the Post button. If users fail to select the type of feedback, a message box will show telling the user to select a feedback type (see Figure E11). And if the text area is empty, meaning that if no feedback was written and the Post button is clicked, a message will show letting the user know to type a note before posting (see Figure E12).

B. To View/Print Feedbacks

To view posted customers' or employees' feedbacks, simply click on the View Customer Feedback or the View Employee Feedback. All the posted feedbacks for that type will be posted along with a count of the total feedback being viewed. For each posted feedback, the date, time along with the user who wrote it is displayed when viewing. An uppercase letter (E) for employee or (M) for manager is displayed after the user letting the user viewing the feedback knows if an employee or a manager has posted the feedback.

To print the viewing feedback, simply click on the Print button while the designated feedbacks are being viewed. Note that the Print button is only enabled when viewing the feedbacks. One can not print while posting a feedback.

4. Other Buttons

The other buttons that are described below are:

1. Enter Quantity (4.1)
2. To Stay / To Go (4.2)
3. Modify (4.3)
4. Open Grilled (4.4)
5. Remove (4.5)

6. View / Print Receipt (4.6)
7. End Current Order (4.7)
8. Log Out (4.8)

4.1 Enter Quantity

The Enter Quantity button (see Figure 4.1) allows users to input a high quantity that is not already pre-assigned, such as any quantity more than five. The pre-assigned quantity buttons are 1x, 2x, 3x, 4x, and 4x, and they can be used by simply clicking on either one before clicking on the item. For example to add 5 Hamburgers to an order, users will click on the 5x button first then click on the Hamburger button.

The Enter Quantity button uses an input box (see Figure E13) to store the desired quantity. When the Enter Quantity is clicked, this input box below is shown and users will input the desired quantity and then click on the item. If after click on the Enter Quantity button, the user which to cancel, simply click on the Cancel button from the input box or leave the input blank and click OK.

4.2 To Stay / To Go

The To Stay/To Go buttons (see Figure 4.2) are used to let the cook and the prep persons know that the particular order is either to eat here or to take out.

4.3 Modify

The Modify button (see Figure 4.3) allows users to add different specifications for a special order, such as letting the cook know to make an a cheeseburger well done, or medium rare. It may be used for other item description to satisfy the customer. To access the Modify button, users will click on the Extra/Sides/Salads button sub-menu tab (see Figure 3.3). When the Modify button is clicked, an input box is shown prompting to enter the modification (see figure E14). If after clicking on the Modify button, the user wish to cancel, simply click on the Cancel button from the input box or leave the input blank and click OK.

4.4 Open Grilled

The Open Grilled button (see Figure 4.3) allows users to adjust an item price using the Open Grilled button. Note that this will not permanently change any item price. The Open grilled button can be viewed by clicking on the Extra/Sides/Salads button sub-menu tab (see Figure 3.3). When the Open Grilled button is clicked, an input box is shown prompting to enter the open price (see figure E15). If after click on the Open Grilled button, the user which to cancel, simply click on the Cancel button from the input box or leave the input blank and click OK.

4.5 Remove

The Remove button (see Figure 4.5) allows users to void off an unwanted item from the order in process screen (see Figure 3.2). To remove an item, users will need to first select the item as well as the item's price by clicking on them from the order in process screen and then click on Remove. If users click on the Remove button while no item is selected, a message box will show letting the user know to select an item before clicking Remove (see Figure E16). And if there is no current order in process, and the user click on any of the Remove button, a message will pop up letting the user know that there is no order in process (see Figure E4).

Note: Always click on both the item and the price to remove completely. This action will automatically subtract the item's price from the current total.

4.6 View / Print Receipt

The View/Print Receipt button (see Figure 4.5) is used to view or print the current order. If there is no current order in process, and the user click on the view/print button, a message will pop up letting the user know that there is no order in process (see Figure E4). If there is an order in process, clicking on the view/print button will show the view receipt screen (see Figure 4.6.A). If a printed receipt is needed, users will simply click on the Print button to send the viewed receipt to the printer dialog (see Figure 4.6.B) and then click Ok to print the receipt. If after viewing the receipt, a printed receipt is not needed, simply click on the Close button from the receipt view to return to the Main Menu.

4.7 End Current Order

The End Current Order button (see Figure 4.5) allows users to terminate the current order and store the order for the sale report. If there is no current order in process, and the user click on any of the End Current Order button, a message will pop up letting the user know that there is no order in process (see Figure E4).

If there is an order that is not yet tendered, clicking on the End Current Order button will show message box telling the user that the order has not yet been tendered, and if he or she wishes to end the order anyway (see Figure E). If the user responds Yes, the current order will be terminated and the current order in process will be updated for the next order with an incremented order number. If the user responds No, the message box will close, leaving the order as is.

If there is an order in process and has been tendered, clicking on the End Current Order button will simply update the current order in process screen for the next order with an incremented order number.

4.8 Log Out

The Log Out button (see Figure 4.5) allows users to securely log out of the system. If there is an order in process, clicking on Log Out button will show message box telling the user there is an order in process, if he or she wishes to log out (see Figure E18). If the user responds Yes, the current order will be cancelled and the current user will be logged off store the log out info to the database. If the user responds No, the current order will stay as is, and the current user will not be logged off.
If there is no current in process, clicking on the Log Out button will show message box telling the user asking the user surely wish to log out (see Figure E19). If the user responds Yes, the current user will be logged off store the log out info to the database. If the user responds No, the current user will not be logged off.

5. Order Process Sample

In placing an order, users should consider doing the following steps (see Figure 5):

1. Upload the items to the current order in process screen
2. Make any modification in any particular item if there are any.
3. Remove unwanted items if there are any.
4. Make the order To Stay or To Go
5. Process any Discount types if there are any
6. Tender the order
7. View and Print the Customer's Receipt
8. End the Current Order

2.2 MANAGER MANUAL

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1. Introductory Note

Thank you for using the Food Ordering & Managing System. The objective of this software is to facilitate food ordering process, provide good customer service and help increase employee productivity at Claudy-FRESH Grille on the Beach. This software consists of a vast selection of features that will help Claudy's shape the way they serve. And it has the ability to optimize Claudy's with a fast and easy order processing, manage back-end system and increase customer service. Without a doubt, the ordering process at Claudy's will be at a new level and will be beneficial for both the employees, customers as well as the owners. With this software, employees will no longer need to have stocks of pen and papers around to take orders, and won't have to worry about doing the calculations for change. Managers won't have any problems checking the total sale by the end of the day. Everything will only be one click away.

2. Getting Started

A. Operating System

Before installing this software, managers should check that their system is running on Operating Systems Microsoft Windows XP (home or professional editions). To do so, left click on My Computer on the Desktop (see Figure 2.A), and scroll down and click on Properties. The system properties box will appear (see Figure 2.B) and underneath the system section it should say Microsoft Windows XP (see Red Box in Figure 2.B). If it's not the recommended operating system, managers will have to change the current operating system to Microsoft Windows XP (home or professional editions) before installing this software, which is not included in this software package.

B. Resolution

This software is best viewed using 1024 x 768 True Color (32 bit) resolution. To check or change the system resolution, left click anywhere on the desktop, a drop down menu will pop up (see Figure 2.C). Click on Properties to view the Display Properties (see Figure 2.D). From the Display Properties menu, click on the Settings tab. From the Settings view, drag the scrolling bar in the Screen area to read 1024x768 pixels, and make sure that the Colors is set to True Color (32 bit). Click on Apply and then OK to change the resolution (see Figure 2.D).

3. Install / Repair and Uninstall Software

A. Install

Enclosed in this software packet, is a CD that contains the software. Insert the CD into the computer's CD or DVD ROM drive. The installation window should appear automatically. If the installation window does not appear (see Figure 3.A), double click My Computer from desktop and then double click on the product icon to open up the FOMS drive. The installation window will then appear (see Figure 3.A) . Click Next to view the License Agreement window. After carefully read the License Agreement, select I Agree to enable the Next button (see Figure 3.B).

Click on the Next button to view the Customer Information Window (see Figure 3.C). After filling out the manager's and company's names in the text fields, click Next to view the Installation Folder Window (see Figure 3.D). DO NOT CLICK ON BROWSE TO CHANGE THE FOLER PATH. Simply click on Next to confirm the installation (see Figure 3.E). After confirming the installation, the installation window will appear with the progress bar. Simply wait until installation is complete. After the installation is completed, the Installation Complete window will appear (see Figure 3.G), simply click on Close to finalize the installation.

A. Repair

To repair the installed software, simply insert the software CD into the computer's CD or DVD drive. The Repair/Remove window should appear automatically. If the Repair/Remove window does not appear (see Figure 3.A), double click My Computer from desktop and then double click on the product icon to open up the FOMS drive. The Repair/Remove window will then appear (see Figure 3.H) . Before repairing, managers should back up the Database, Feedback and Item folders from the Program Files folders to prevent loosing the previous database elements. Click on the Repair radio button to select Repair Food Ordering and Managing System (see Figure 3.H). Click Finish to start repairing the software. the Installation Complete window will appear (see Figure 3.G), simply click on Close to finalize the repair.

C. Uninstall

To uninstall the installed software, simply insert the software CD into the computer's CD or DVD drive. The Repair/Remove window should appear automatically. If the Repair/Remove window does not appear (see Figure 3.A), double click My Computer from desktop and then double click on the product icon to open up the FOMS drive. The Repair/Remove window will then appear (see Figure 3.H). Click on the Remove radio button to select Remove Food Ordering and Managing System (see Figure 3.H). Click Finish to start repairing the software. the Installation Complete window will appear (see Figure 3.G), simply click on Close to finalize the un-installation.

4. Advanced Features

4.1 Log In Screen

As in any system, regular users have limited access to some data, while the managers do not. This log in screen is set up to allow employees and managers to access the system but put some restrictions based on rather an employee or a manager have logged in. If it is the first time the software is ran, managers should use the default administrator 's username and password in the ReadMe from the software CD to be able to access the Manager's Menu. After retrieving the administrator's username and password, click on Log In to log into the system. Keep in mind that the username and password fields are case sensitive (see Figure 3.1).

4.2 Manager's Menu

The Manager's Menu (see Figure 4.2) is the root of the whole system and it contains most of the database processing. From this menu managers can manage the whole system. And Only managers can access this menu. This Menu can be viewed by clicking on the Manager's Menu button from the Main Screen (see Figure 3.2). The Manager's Menu screen will then appear (see Figure 4.2).

4.2.1 Create User/Manager

A. Create User

To Create a User, managers will click on the Create User button (blue), and fill out the Personal, System Log and Tax and Legal Info fields. After filling out all the information, managers will then click on the Create button (blue). If any of the info fields are empty, a message box will appear telling the manager to fill in all the fields (see Figure E4). If the password field and the re-enter fields do not match, a message box will appear telling the manager that the password entered does not match, and that he/she should re-enter passwords (see Figure M1). If everything is ok, clicking on the Create button will show a message telling the managing that the user's profile has been created (see Figure M2).

B. Create Manager

To Create a Manager, managers will click on the Create Manager button (purple), and fill out the Personal, System Log and Tax and Legal Info fields. After filling out all the information, managers will then click on the Create button (purple). If any of the info fields are empty, a message box will appear telling the manager to fill in all the fields (see Figure E4). If the password field and the re-enter fields do not match, a message box will appear telling the manager that the password entered does not match, and that he/she should re-enter passwords (see Figure M1). If everything is ok, clicking on the Create button will show a message telling the managing that the user's profile has been created (see Figure M2).

4.2.2 Update User/Manager Info

A. Update User Info

To Update a User's info, managers will click on the Update User Info button (blue). A blue list box will appear on the left will all the current users' name. Click on the designated user's name to be updated. And then click on Get Profile to view the current user's profile. If there is no name selected and managers click on Get Profile, a message box will appear letting the manager know to select a username first (see Figure M3). Make any update in the Personal, System Log and Tax and Legal Info fields. After filling out all the information, managers will then click on the Update button (blue) to save the updated info. If any of the info fields are empty, a message box will appear telling the manager to fill in all the fields (see Figure E4). If the password field and the re-enter fields do not match, a message box will appear telling the manager that the password entered does not match, and that he/she should re-enter passwords. If everything is ok, clicking on the Update button will show a message telling the managing that the user's profile has been updated (see Figure M4).

B. Update Manager Info

To Update a Manager's info, managers will click on the Update Manager Info button (purple). A purple list box will appear on the left will all the current managers' name. Click on the designated manager's name to be updated. And then click on Get Profile to view the current manager's profile. If there is no name selected and managers click on Get Profile, a message box will appear letting the manager know to select a username first (see Figure M3). Make any update in the Personal, System Log and Tax and Legal Info fields. After filling out all the information, managers will then click on the Update button (blue) to save the updated info. If any of the info fields are empty, a message box will appear telling the manager to fill in all the fields (see Figure E4). If the password field and the re-enter fields do not match, a message box will appear telling the manager that the password entered does not match, and that he/she should re-enter passwords. If everything is ok, clicking on the Update button will show a message telling the managing that the manager's profile has been updated (see Figure M4).

4.2.3 Delete User/Manager

A. Delete User

To Delete a User, managers will click on the Delete User button (blue). A blue list box will appear on the left will all the current users' name. Click on the designated user's name to be deleted. And then click on Delete (blue) to completely remove the user from the database. Note that the deleted user will no longer has access to the system. If there is no name selected and managers click on Delete, a message box will appear letting the manager know to select a username first (see Figure M5). If everything is ok, clicking on the Delete button will show a message telling the managing that the user has been deleted (see Figure M6).

B. Delete Manager

To Delete a Manger, managers will click on the Delete Manager button (purple). A purple list box will appear on the left will all the current managers' name. Click on the designated manager's name to be deleted. And then click on Delete (purple) to completely remove the manager from the database. Note that the deleted manager will no longer has access to the system. If there is no name selected and managers click on Delete, a message box will appear letting the manager know to select a username first (see Figure M5). If everything is ok, clicking on the Delete button will show a message telling the managing that the manager has been deleted (see Figure M6).

4.2.4 Add New Item(s)

To Add a New item to the menu, managers will click on the Add New Items button from the Manager's Menu. The Add New Items sub-screen will appear (see Figure 4.2.4). Managers will enter the new item's name and price, select a category, and click on Add Item. If either of the item's name or price field is empty, clicking on the Add Item button will show a message telling managers to fill in all the fields (see Figure E4). If managers fail to select a category before clicking on the Add Item button, a message will appear telling the manager to select a category first (see Figure E8). If everything is ok, clicking on the Add Item button will show a message telling the managing that the item has been added (see Figure E7).

4.2.5 Update Item(s) Price

To Update Items(s) Price, managers will click on the Change Item Price button from the Manager's Menu. The Change Items Price sub-screen will appear along with a list box with all the current items (see Figure 4.2.5). Click on the designated item to be updated. And then click on Get Item to view the item's name and price. If there is no name selected and managers click on Get Item, a message box will appear letting the manager know to select an item first (see Figure M9). Enter the new price in the new price field and click on Update Price. If the New Price field is empty, clicking on the Update Price will show a message box telling the manager to enter the item price (see Figure M10). If everything is ok, clicking on the Update Price button will show a message telling the managing that the item's price has been changed (see Figure M11).

4.3 Assign Empty Buttons

To assign the empty buttons from the Ice Cream/Drinks (see section 3.3.3) and Extra/Sides/Salads (see section 3.3.4) Sub-Screens, managers will view the designated Sub-Screens by clicking on the button from the Sub-Menu Tab (see Figure 3.3), then click on the empty button to assign. A message box will appear asking the manager if he or she would like to assign that button (see Figure M12). If the manager's response is No, nothing will happen. If the manager's response is Yes, the Assign New Item sub-screen will appear along with a list box with all the recently added items that are not yet assigned (see Figure 4.3). Managers will select the item to assign and click on Get Item. If no item is selected, clicking on Get Item will show a message box telling the manager to select an item to assign (see Figure M13). Once the item is selected, click on Assign to assign the item to the button. In that same manner, If the Assign button is clicked before an item is selected a message box telling the manager to select an item to assign (see Figure M13). To abort to assigning process, simply click on Cancel and return to the previous screen.

4.4 Reports Menu

The Reports Menu (see Figure 4.4) allows managers to view and print different system reports. To access this menu, managers will click on the Reports Menu button from the

Main Screen (see Figure 3.2). The Reports Menu screen will then appear (see Figure 4.4).

This Report Menu Screen will allow users to perform the following tasks:

1. View Sale's Report
2. View Credit/Debit Card Info
3. View System Log Report
4. Post/View Feedback
5. Print Reports

4.4.1 View Sales Report(s)

To view a Sale Report, simply click on the Sales Report tab and select the appropriate report (see Figure 4.4) A Shortcut is also displayed. Managers can either view a Daily, Weekly, Monthly or yearly report (see Figure 4.4.1)

4.4.2 View System Log Report

To view a System Log Report, simply click on the Log Report tab and select the appropriate report (see Figure 4.4). A Shortcut is also displayed. Managers can either view today's report or others (see Figure 4.4.2).

4.4.3 View Credit/Debit Cards Report(s)

To view a System Log Report, simply click on the Log Report tab and select the appropriate report (see Figure 4.4). A Shortcut is also displayed. Managers can either view today's report or others (see Figure 4.4.3).

4.4.4 Print Report(s) & Sample

To Print a Report, simply click on Print (see Figure 4.4) A Shortcut is also displayed. The printer dialog will appear, simply click on Ok on the Printer Dialog.

4.4.5 Quick Note Area

To View a Feedback, simply click on the View Feedback tab and select the appropriate feedback (see Figure 4.4) A Shortcut is also displayed. Managers can either view customers' or employees' feedback (see Figure 4.4.5).

5. Print Samples

Please see Figures 5.A through 5.D in section IV. Figures for all the print samples

II. Contact Info

For any other matter concerning this product, please contact the system programmer, Claude-Jean L. Merville:

Software's site:	home.southernct.edu/~laurentc1/CSC400T
Email(s):	laurentc1@southernct.edu
	claudyfresh@gmail.com
Phone:	203.434.6161

IV. FIGURES

FIGURE E1: INCORRECT LOG INFO

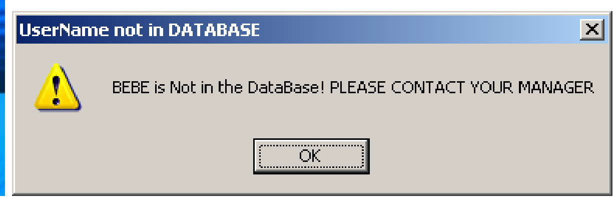


FIGURE 3.1: LOG IN SCREEN

FIGURE E2: LOG IN SCREEN

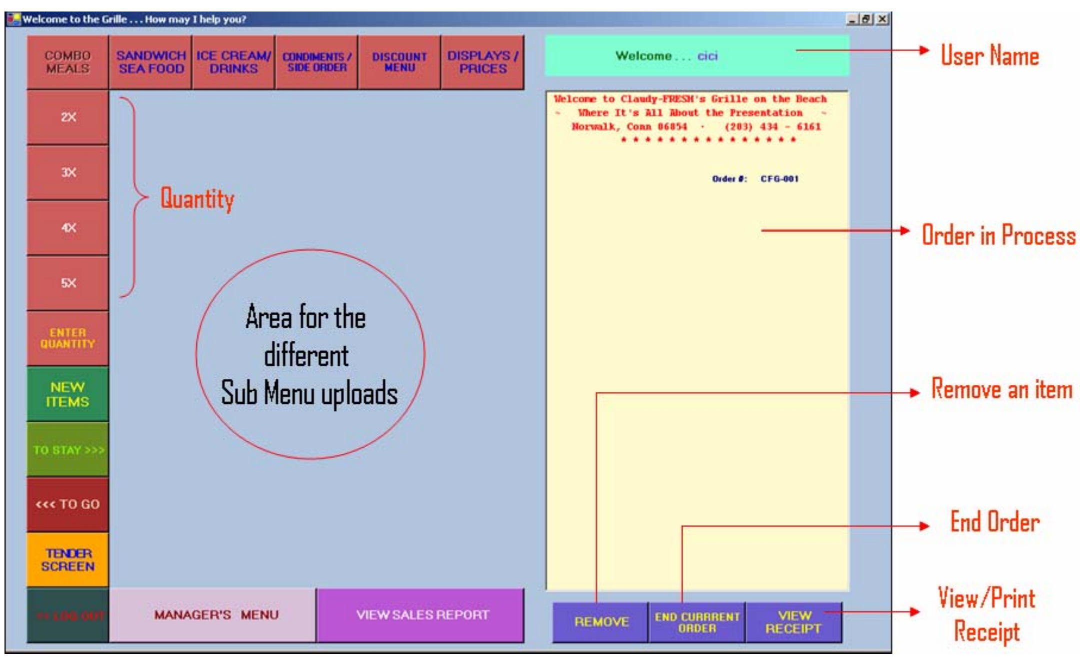


FIGURE 3.2: MAIN SCREEN (EMP)

Figure 3.3: Sub-Menu Tab

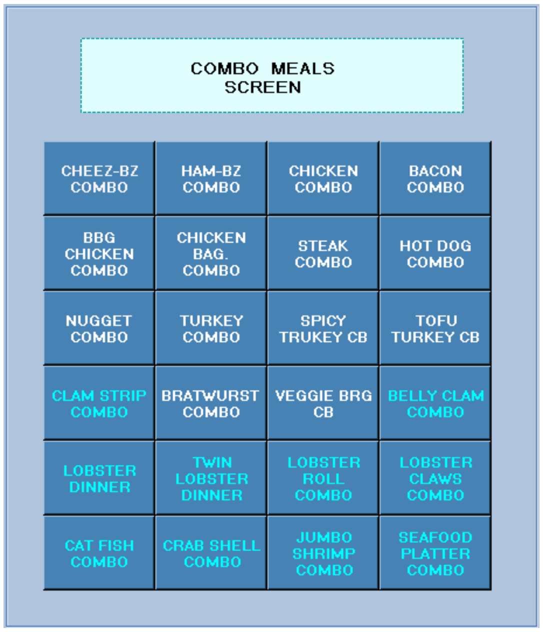


Figure 3.3.1: Combo Meals Screen

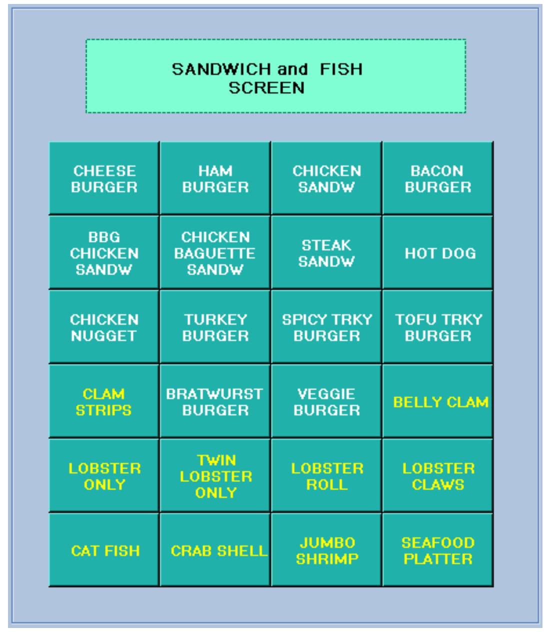


Figure 3.3.2: Sandwich/Seafood Screen

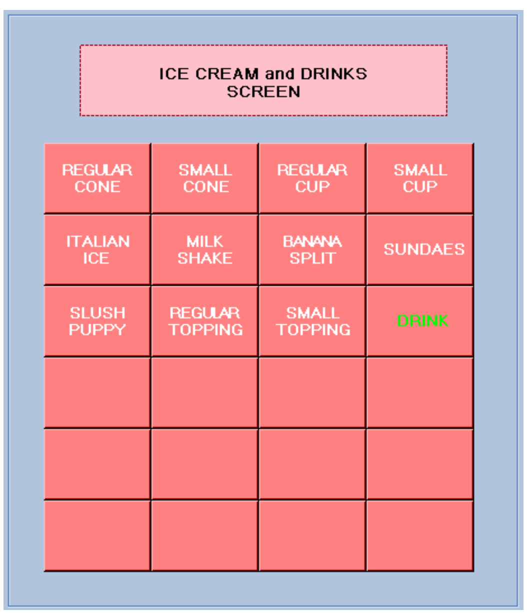


Figure 3.3.3: Ice Cream/Drinks Screen

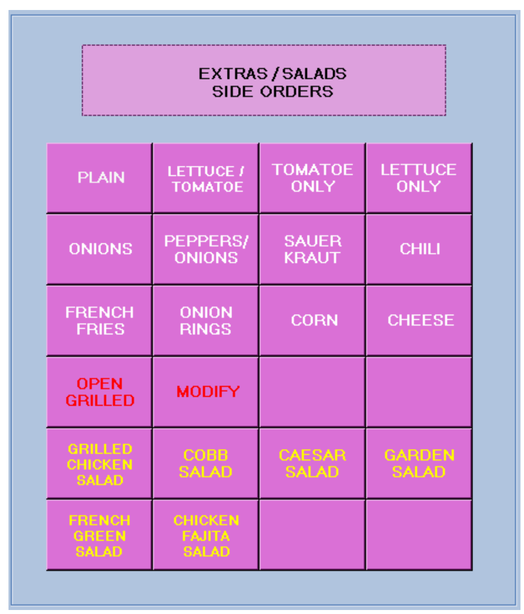


Figure 3.3.4: Extras/Salads/SO Screen

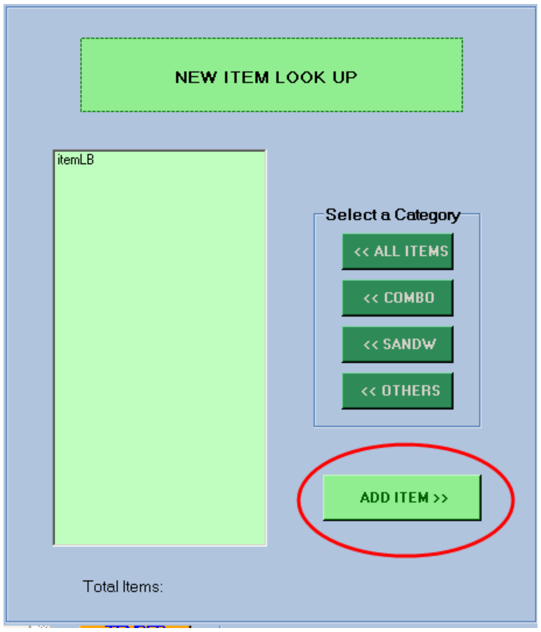


Figure 3.3.5: New Item Look Up

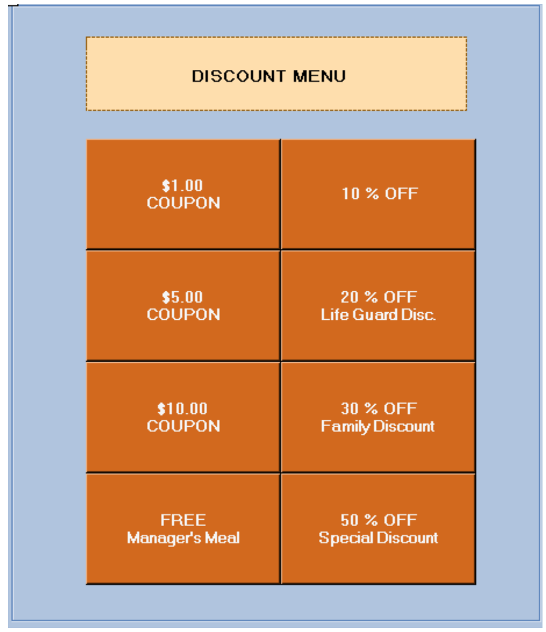


Figure 3.3.6: Discount Menu

Figure E3: No Item Selected

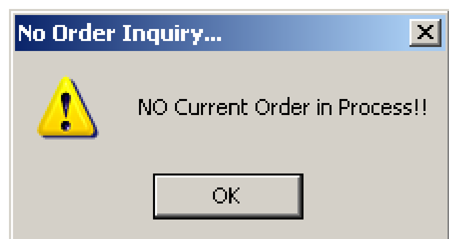


Figure E4: No Order Inquiry

Figure 3.3.7: Items Display

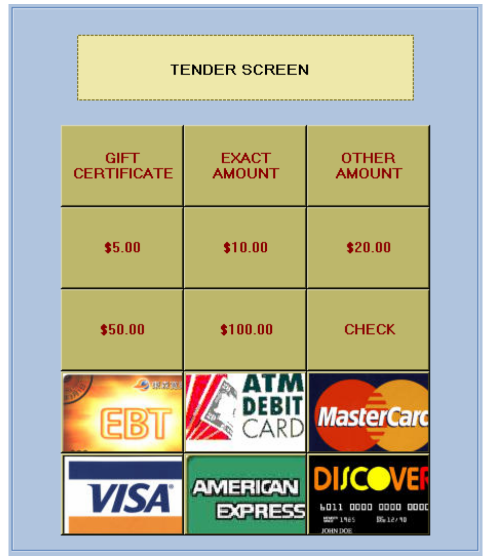


Figure 3.3.8: Tender Screen

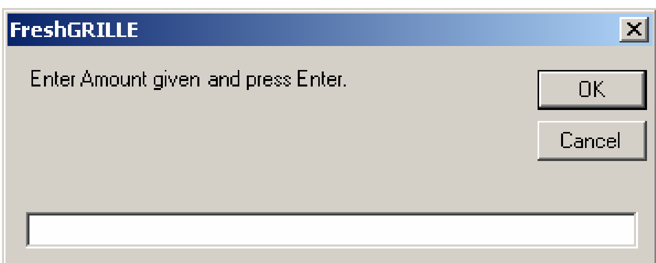


Figure E5: Other Amount

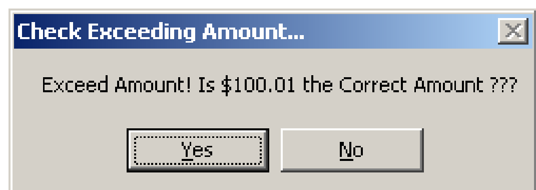


Figure E6: Check Exceed

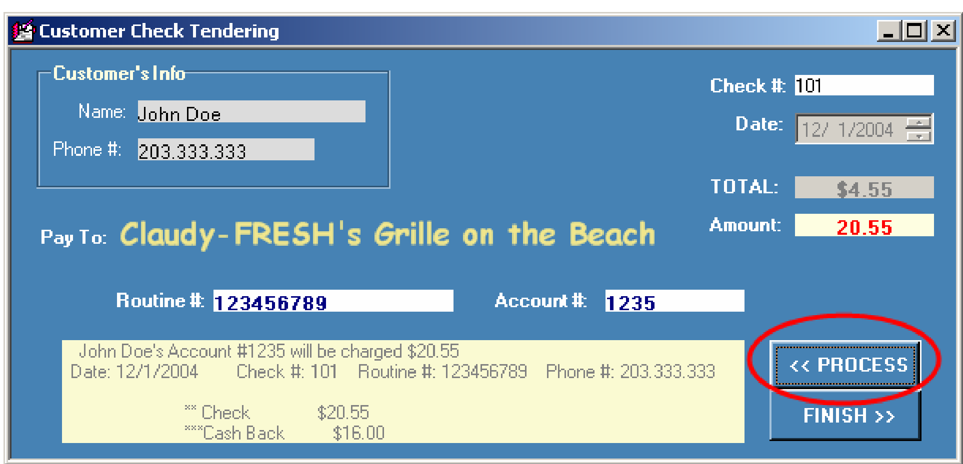


Figure 3.3.8.2: Virtual Check

Figure E7: Fill in Fields

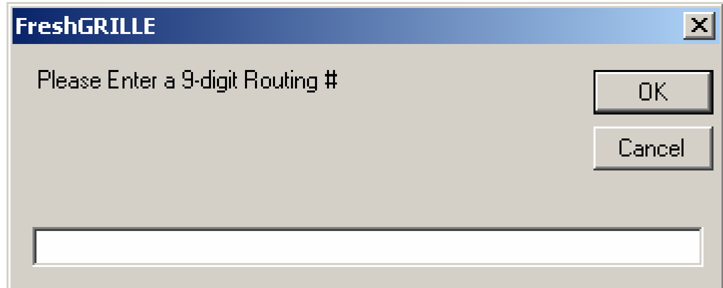


Figure E8: Routing Number

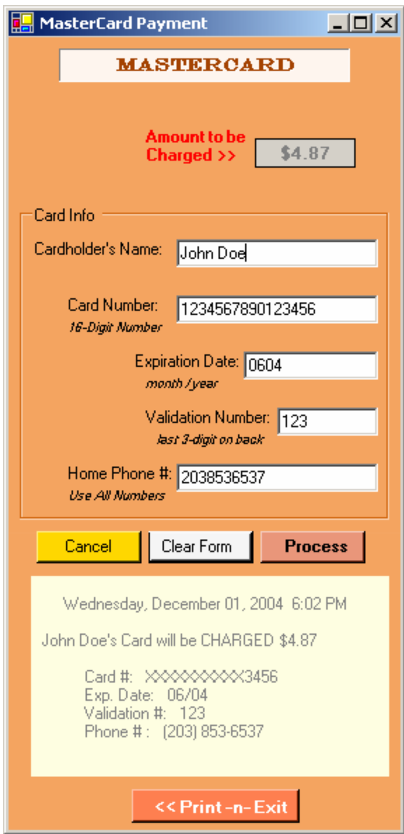


Figure 3.3.8.3.A: Credit/EBT

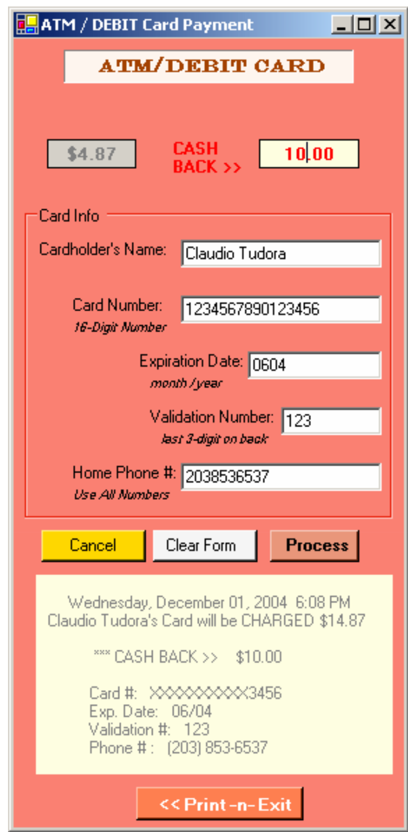


Figure 3.3.8.3.B: Debit V. Card

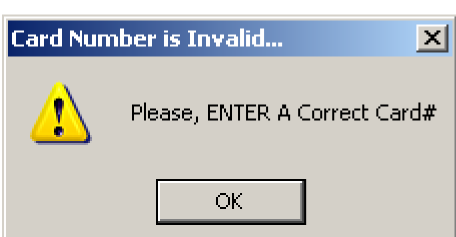


Figure E9: Invalid Card #

Figure E10: Incorrect Exp. Date

Figure 3.3.9.A: EMP Menu Log In

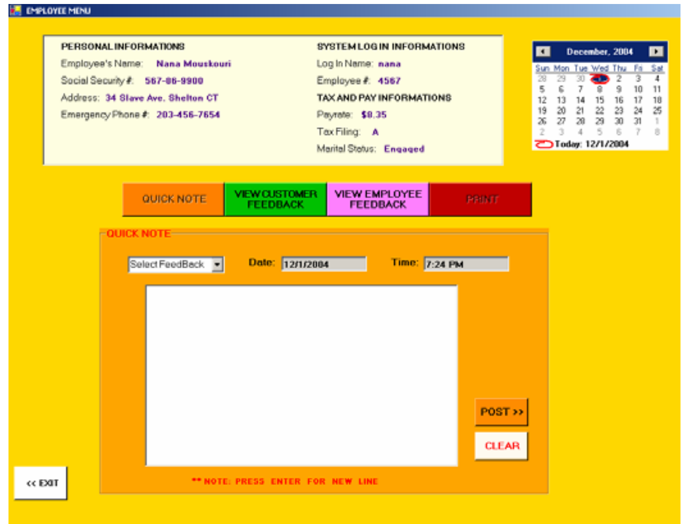


Figure 3.3.9.B: Employee Menu

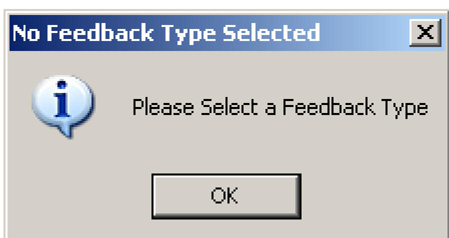


Figure E11: Select Feedback

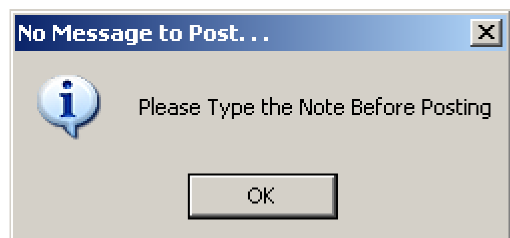


Figure E12: No Message to Post

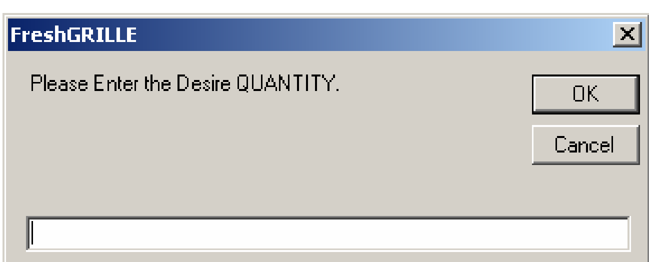


Figure E13: Enter Quantity Input Box

Figure 4.1

Figure 4.2

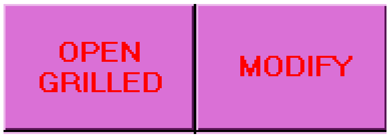


Figure 4.3

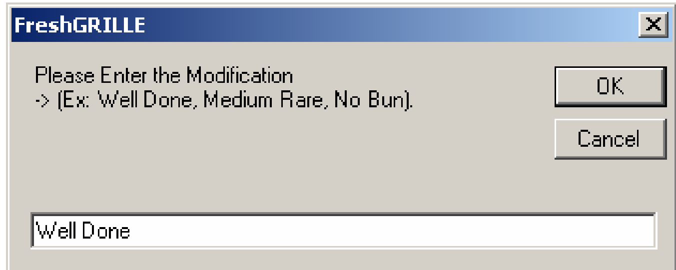


Figure E14: Modify Input Box

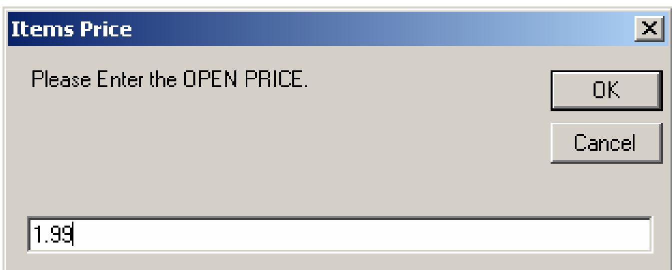


Figure E15: Open Grilled Input Box

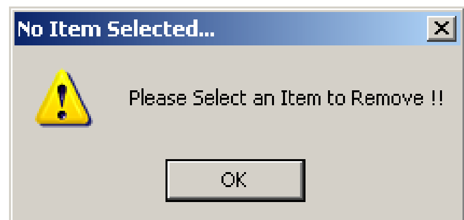


Figure E16: No Item Selected

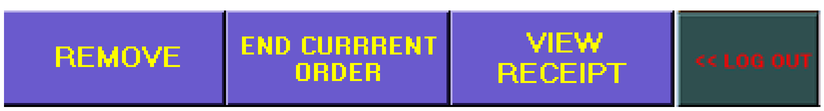


Figure 4.5

Figure 4.6.A: Receipt View

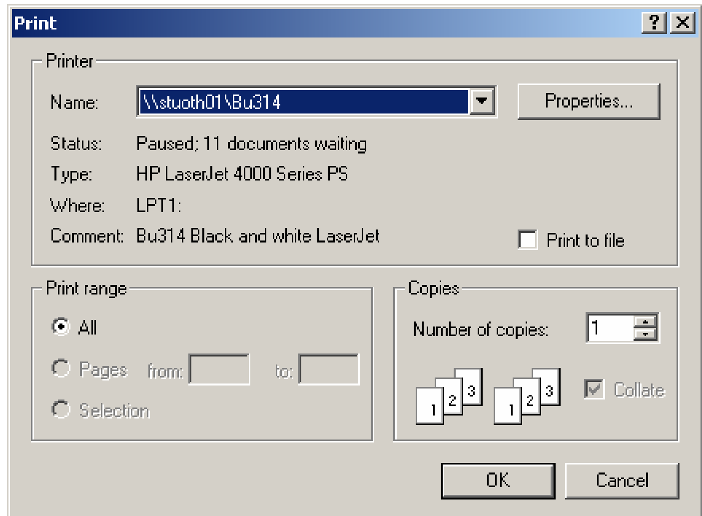


Figure 4.6.B: Printer Dialog

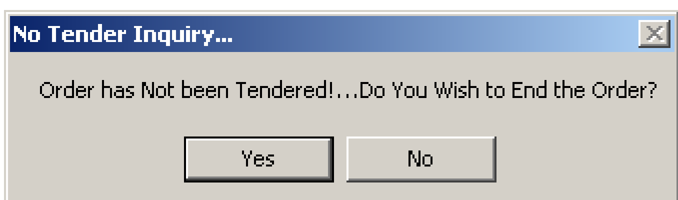


Figure E17: No Tender Inquiry

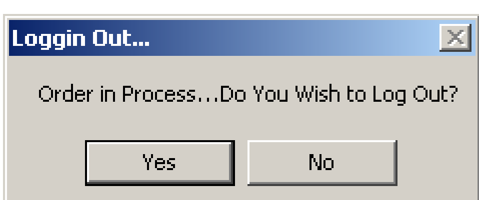


Figure E18: In Process Log Out

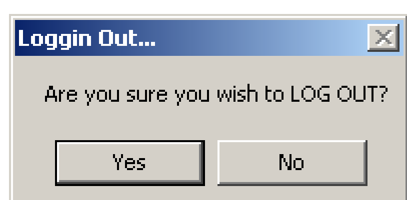


Figure E19: Log Out

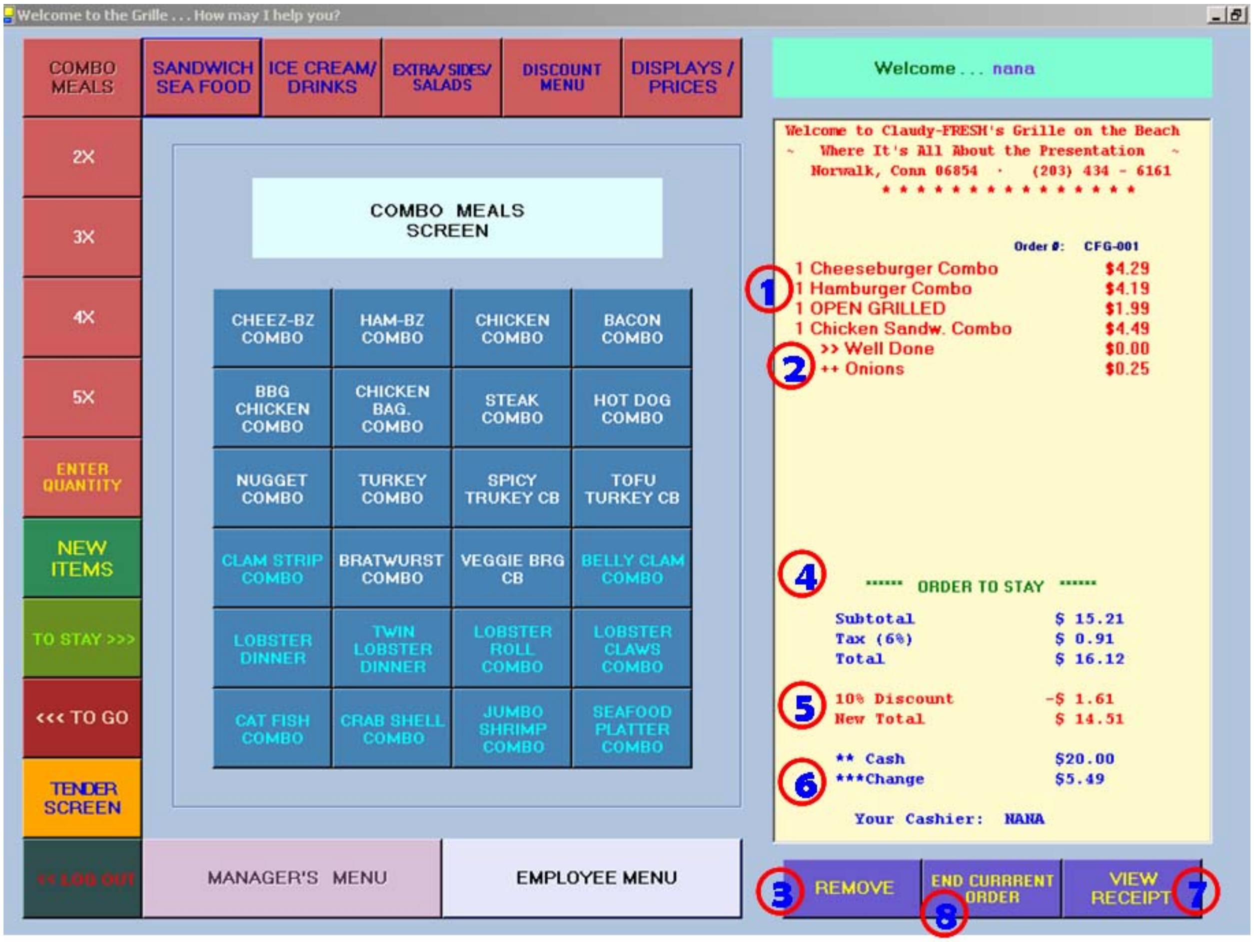


Figure 5 : Order Process Sample

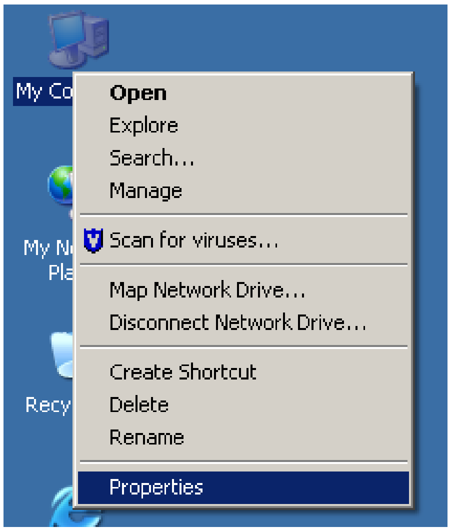


Figure 2.A: My Computer

Figure 2.B: System Properties

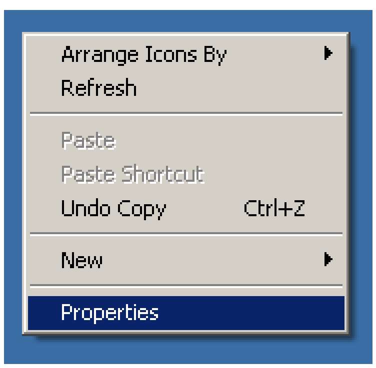


Figure 2.C: Left Click

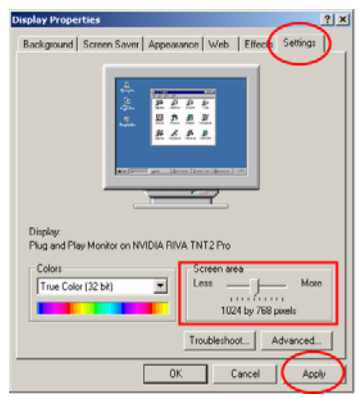


Figure 2.D: Display Properties

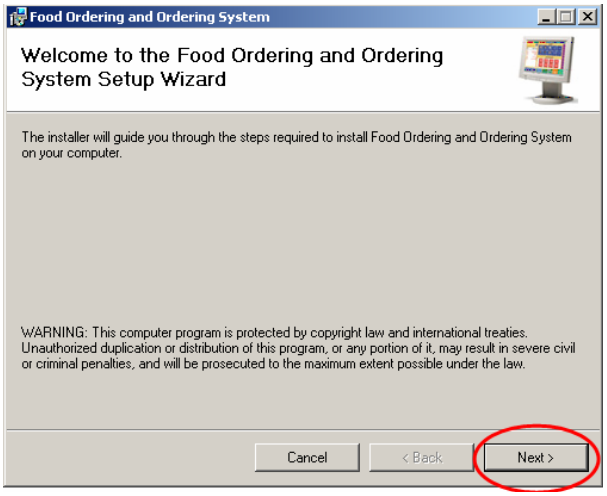


Figure 3.A: Installation Window

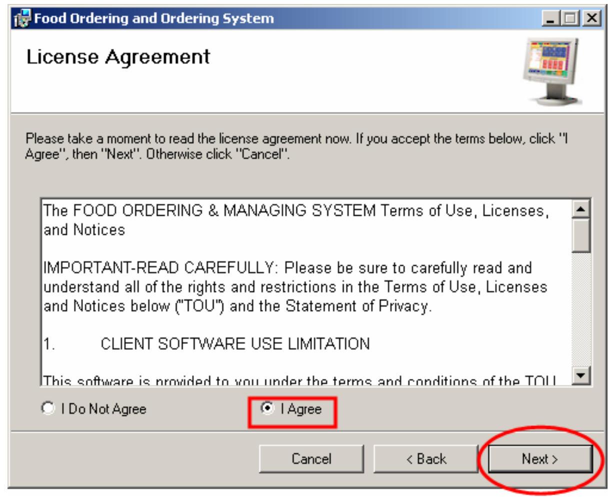


Figure 3.B: License Agreement Window

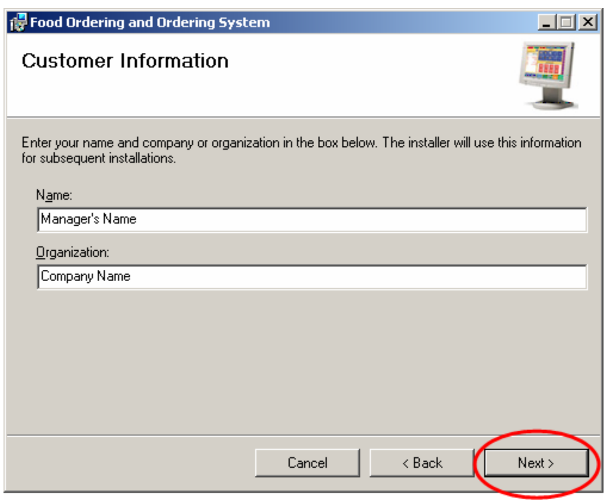


Figure 3.C: Customer Info Window

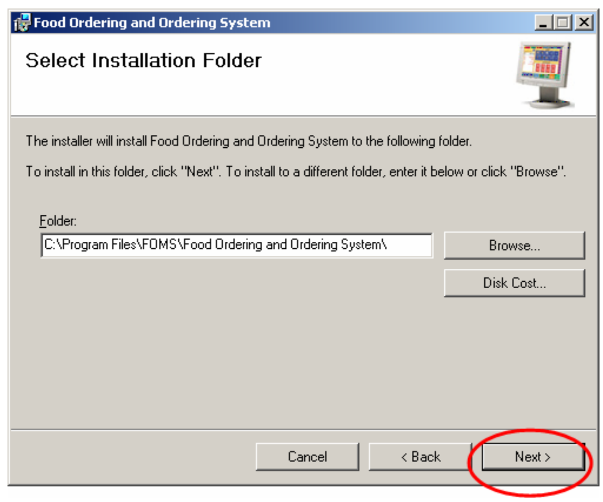


Figure 3.D: Installation Folder Window

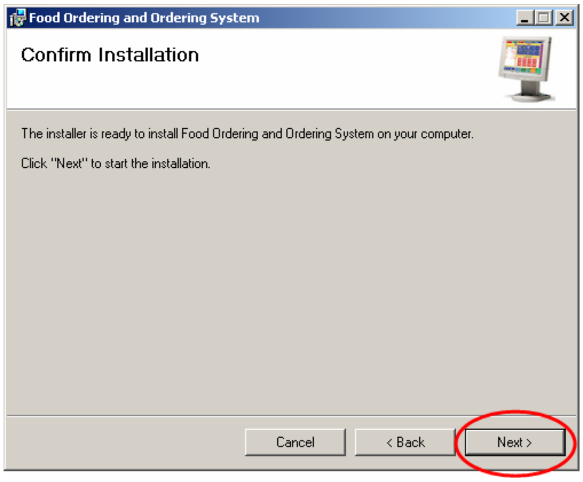


Figure 3.E: Confirm Installation

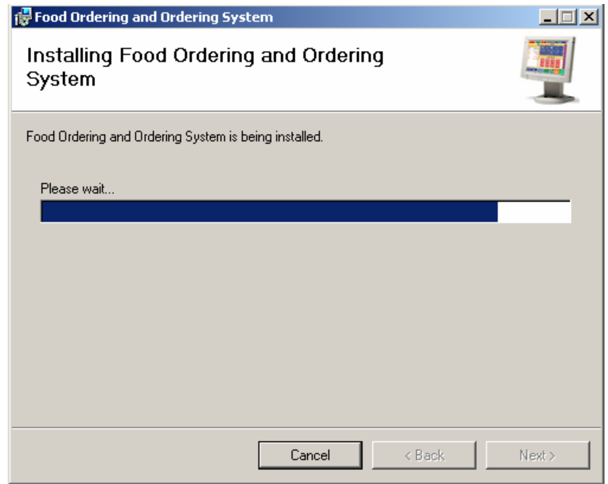


Figure 3.F: Installation Progress

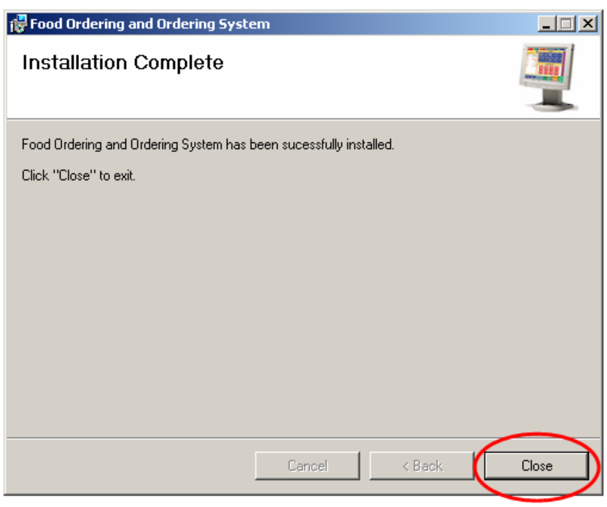


Figure 3.G: Installation Complete

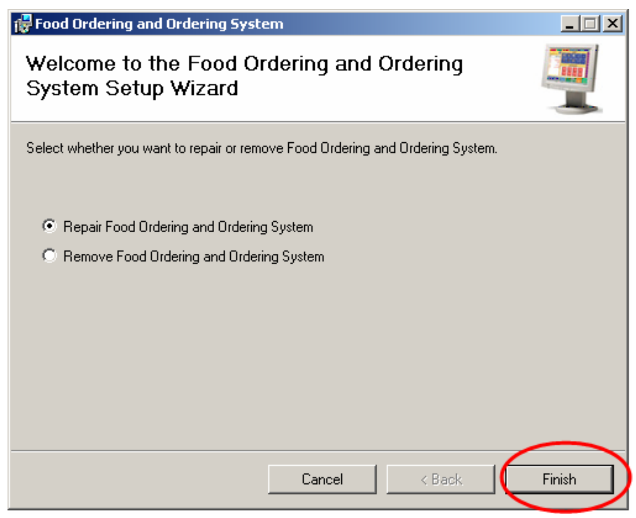


Figure 3.H: Repair/Remove Window

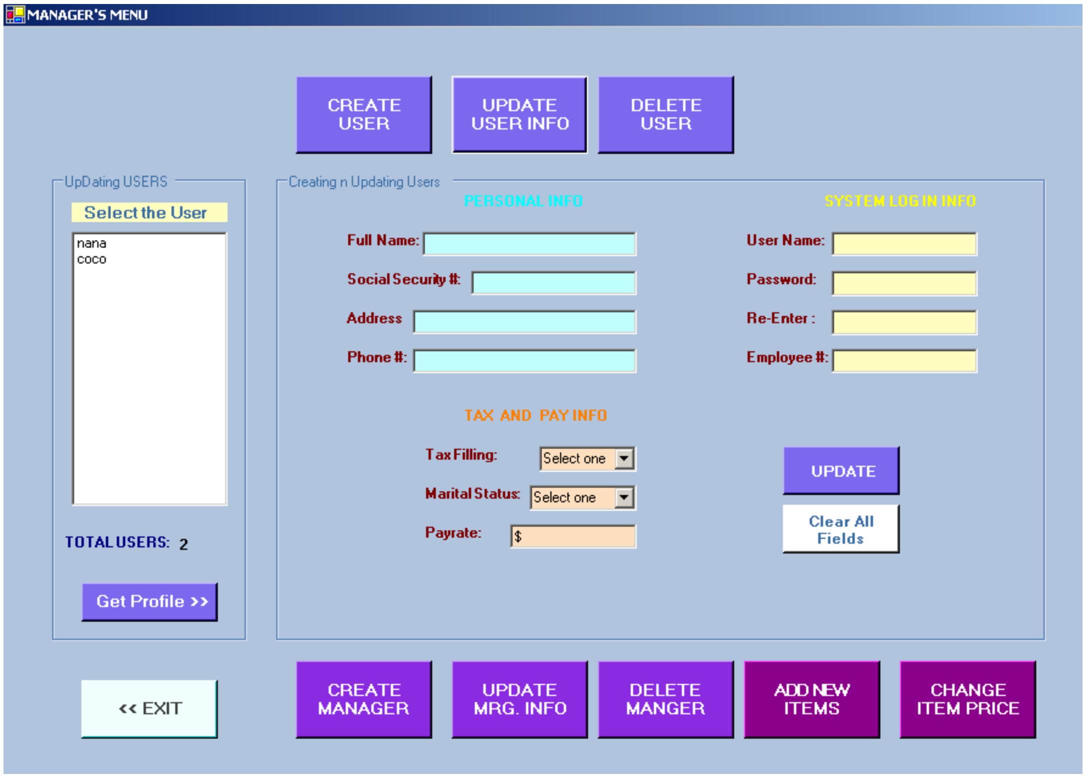


Figure 4.2: Manager's Menu

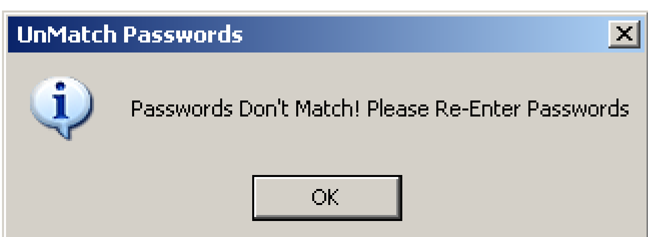


Figure M1: Un-Match Passwords

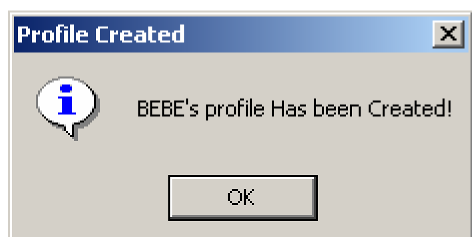


Figure M2: Profile Created

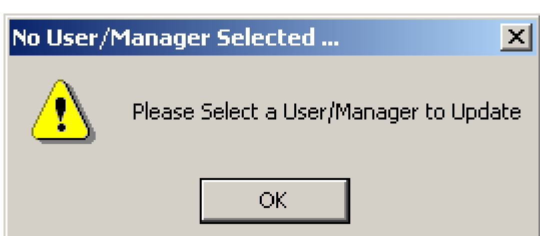


Figure M3: No User/Manager Selected

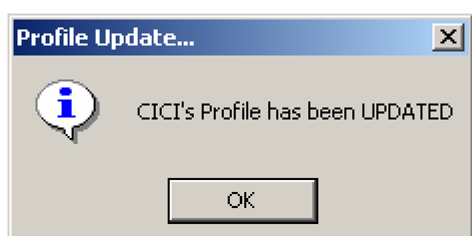


Figure M4: Profile Updated

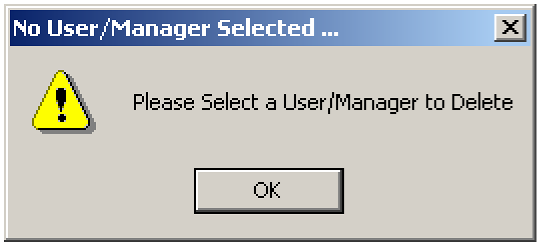


Figure M5: No User/Manager Selected

Figure M6: User/Mgr. Deleted

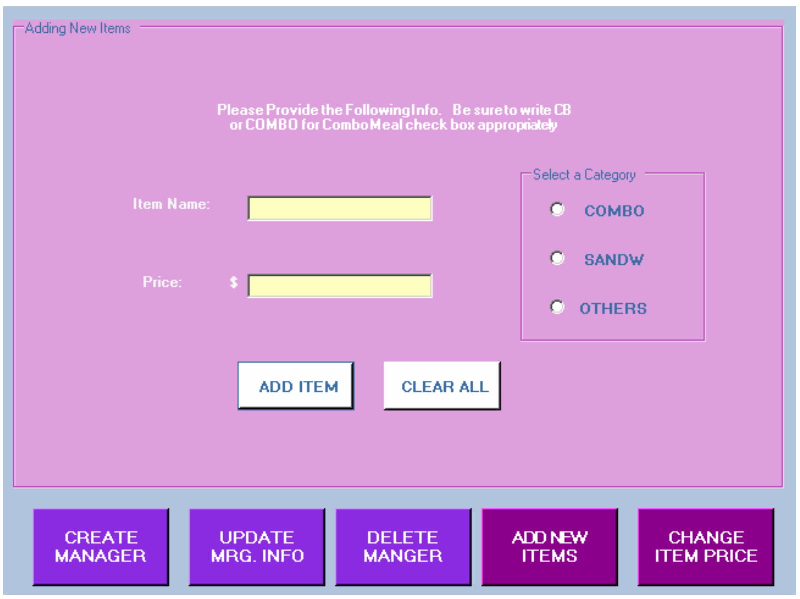


Figure 4.2.4: Add New Items Sub-Screen

Figure M7: Item Added

Figure M8: Select Category

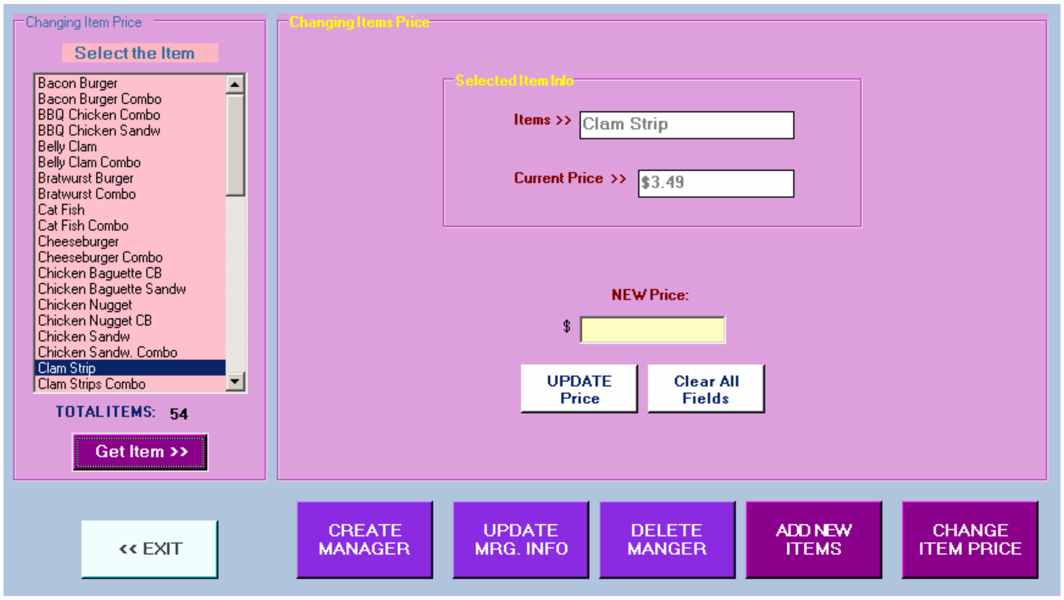


Figure 4.2.5: Change Item Price Sub-Screen

Figure M9: Select Item

Figure M10: Enter Price

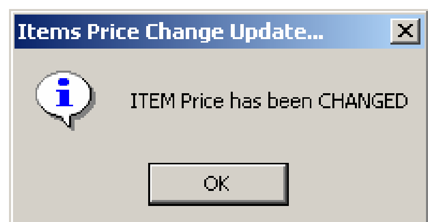


Figure M11: Price Changed

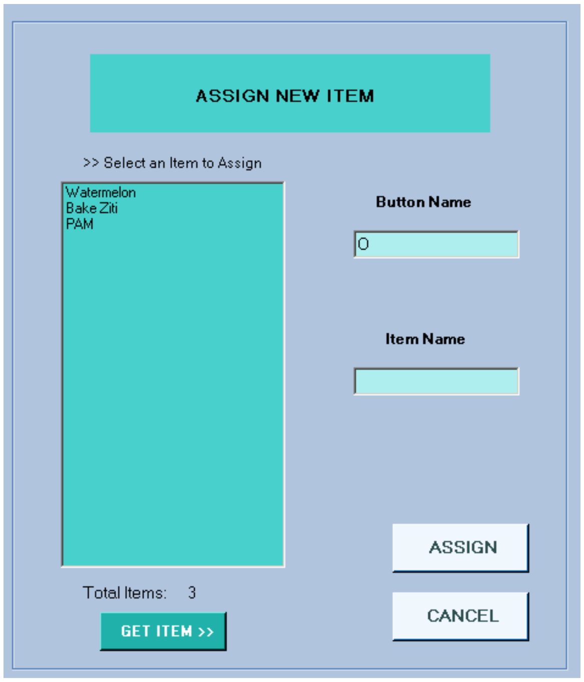


Figure 4.3: Assign New Item

Figure M12: Assign Button

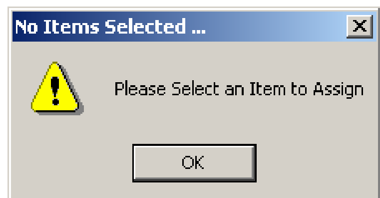


Figure M13 : Item Assigned

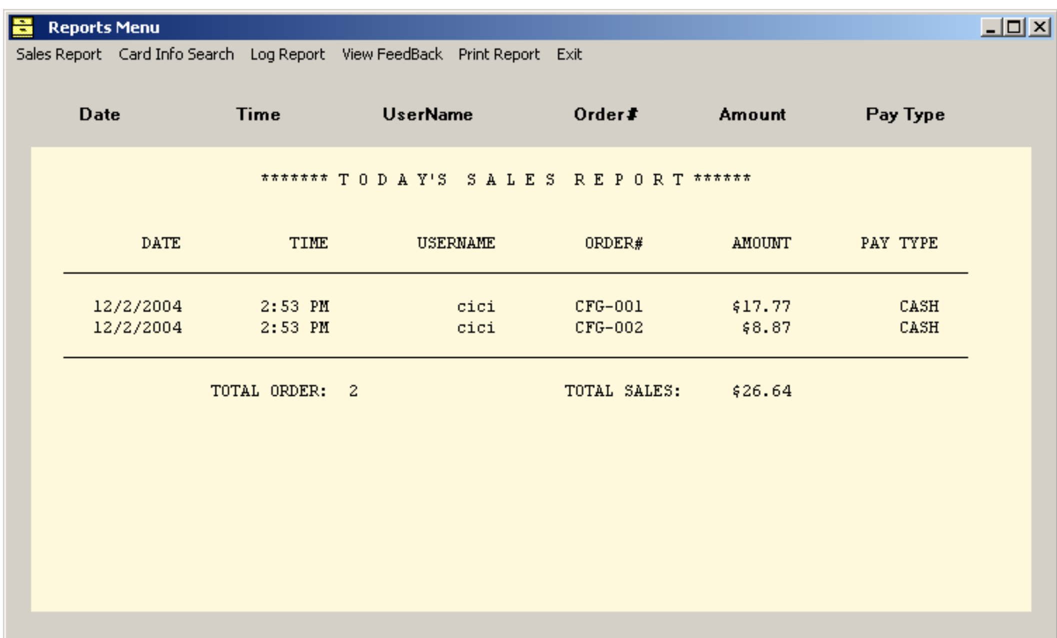


Figure 4.4: Report Menu Screen

Figure 4.4.1

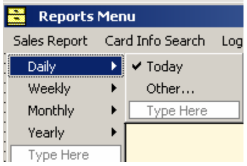


Figure 4.4.2

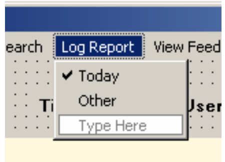


Figure 4.4.3

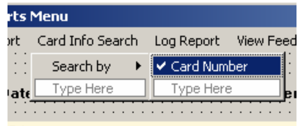
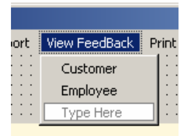


Figure 4.4.5



Welcome to Claudy-FRESH's Grille on the Beach
~ Where It's All About the Presentation ~
Norwalk, Conn 06854
(203) 434 - 6161
* *

Order #: CFG-001

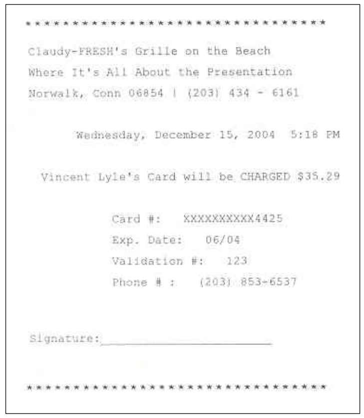
1 Cheeseburger Combo	$4.29
>> L/T	$0.00
>> Well Done	$0.00
1 Twin Lobster ONLY	$21.95
2 Spcicy Turkey BRG CB (s)	$9.38
1 Italian Ice	$1.50
3 Drink (s)	$4.50

****** ORDER TO STAY ******

Subtotal	$ 41.62
Tax (6%)	$ 2.5
Total	$ 44.12
20% Discount	-$ 8.82
New Total	$ 35.29
** Cash	$50.00
***Change	$14.71

Your Cashier: CLAUDYFRESH

Figure 5.A: Receipt



****

Claudy-FRESH's Grille on the Beach
Where It's All About the Presentation
Norwalk, Conn 06854 | (203) 434 - 6161

Wednesday, December 15, 2004 5:18 PM

Vincent Lyle's Card will be CHARGED $35.29

Card #: XXXXXXXXXXX4425
Exp. Date: 06/04
Validation #: 123
Phone # : (203) 853-6537

Signature:_______________________

****

Figure 5.B: Credit Slip

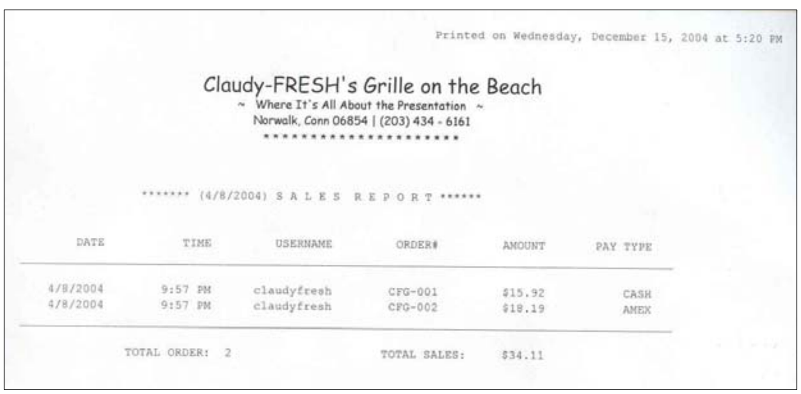
Claudy-FRESH's Grille on the Beach
~ Where It's All About the Presentation ~
Norwalk, Conn 06854 | (203) 434 - 6161
****

--------- CREDIT CARD INFO REPORT ---------

JESSE WILLIAMS Phone#: (203) 853-6537
Card#: XXXXXXXX3456 Exp. Date: 06/04
Card Type: AMEX Validity #: 123
Date: 4/11/2004 Time: 8:53 PM
Amount: $18.19

JESSE WILLIAMS Phone#: (203) 853-6537
Card#: XXXXXXXX3456 Exp. Date: 06/04
Card Type: AMEX Validity #: 123
Date: 4/11/2004 Time: 8:53 PM
Amount: $18.19

Figure 5.C: Card Report



Printed on Wednesday, December 15, 2004 at 5:20 PM

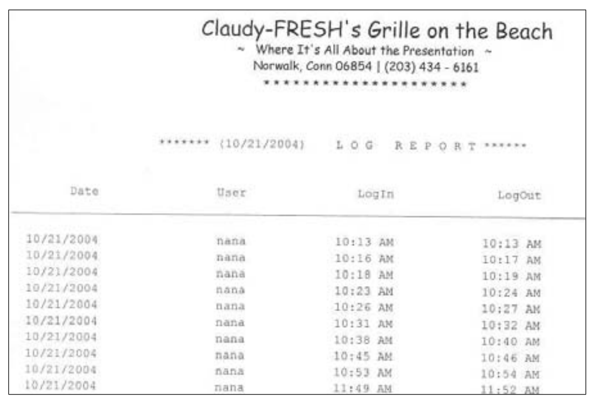
Claudy-FRESH's Grille on the Beach
~ Where It's All About the Presentation ~
Norwalk, Conn 06854 | (203) 434 - 6161
****

******* (4/8/2004) S A L E S R E P O R T ******

DATE	TIME	USERNAME	ORDER#	AMOUNT	PAY TYPE
4/8/2004	9:57 PM	claudyfresh	CFG-001	$15.92	CASH
4/8/2004	9:57 PM	claudyfresh	CFG-002	$18.19	AMEX

TOTAL ORDER: 2 TOTAL SALES: $34.11

Figure 5.D: Sale's Report



Claudy-FRESH's Grille on the Beach
~ Where It's All About the Presentation ~
Norwalk, Conn 06854 | (203) 434 - 6161
****

******* (10/21/2004) L O G R E P O R T ******

Date	User	LogIn	LogOut
10/21/2004	nana	10:13 AM	10:13 AM
10/21/2004	nana	10:16 AM	10:17 AM
10/21/2004	nana	10:18 AM	10:19 AM
10/21/2004	nana	10:23 AM	10:24 AM
10/21/2004	nana	10:26 AM	10:27 AM
10/21/2004	nana	10:31 AM	10:32 AM
10/21/2004	nana	10:38 AM	10:40 AM
10/21/2004	nana	10:45 AM	10:46 AM
10/21/2004	nana	10:53 AM	10:54 AM
10/21/2004	nana	11:49 AM	11:52 AM

Figure 5.E: System Log Report