

**USER MANUAL
DOCUMENTATION
KLIPOOG CAFETERIA ONLINE
ORDERING SYSTEM (WEB-
BASED)**

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1. Introduction

1.1. Purpose of the system

The Online Cafeteria Food Ordering System- Click & Kos is a web-based platform designed to make meal ordering fast, easy, and convenient for both customers and cafeteria staff. It allows users to browse available menu items, place food orders, make online payments, and track their order status, all from any internet-connected device.

The system eliminates long queues, reduces order errors, and improves cafeteria efficiency at our university.

1.2. The main users of the system

1. Customers: they are able browse through the menu, place orders, view their order history, status, and give feedback.
2. Cafeteria Staff: they manage menu items, orders, and payments.
3. Admins: Real-time view of incoming orders, status updates, menu management and can view analytics graphs.

2. Getting started

2.1. How to access the system

- Open a web browser (Google Chrome, Microsoft Edge, or Firefox).
- Go to the official cafeteria website: <https://click-kos.netlify.app>

2.2. Logging in

1. Click Sign In on the homepage at the top of the page.
2. Fill in your email address and password.
3. Click Sign In button and you successfully logged into the system.
4. If you have issues, use the "Forgot Password" link on the login portal.
 - Enter your university email address.
 - Click "Send Reset Instructions" to receive reset link.
 - Create a new password and sign in again.

2.3. Creating an account

1. Click Sign In on the homepage at the top of the page.
2. Click on Create account.
3. Fill in all the required information and create a strong password.
4. Click Register.

2.4. Logging out

1. Navigate to the top of the page and click on your profile icon and select Sign Out.
2. You will be safely signed out of the system.

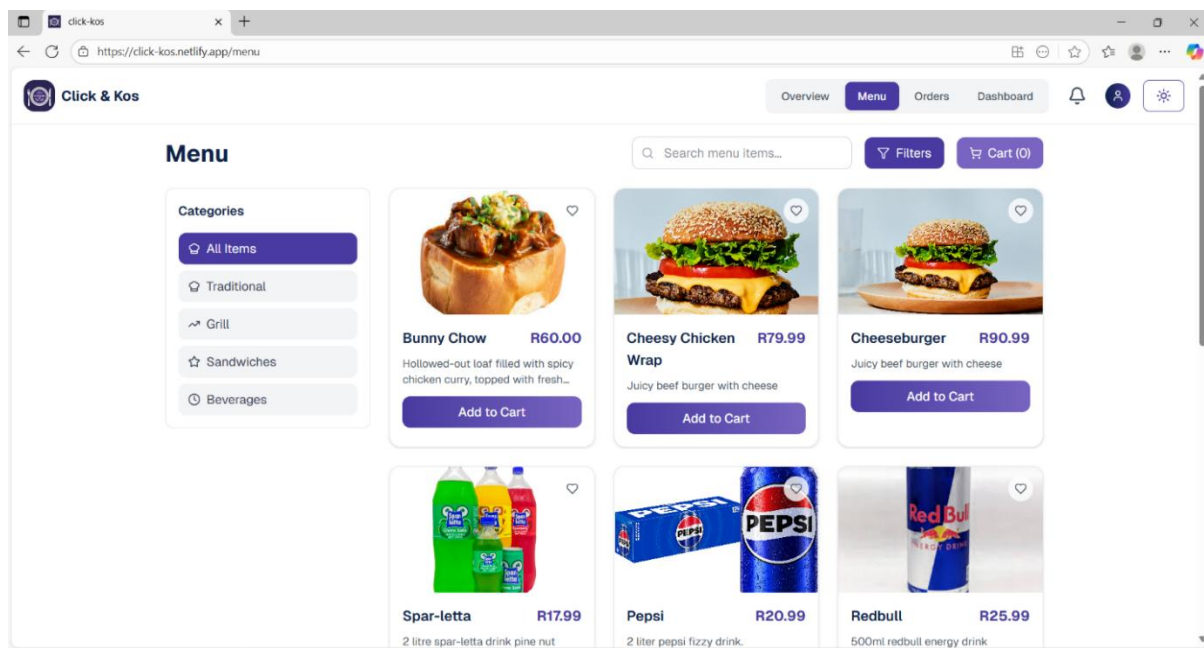
3. System features and how to use them.

3.1. Browning menu items

Step-by-Step Guide:

1. On the main dashboard, you will see a list of available items and categories (e.g., "All Items," "Traditional," "Grill," "Sandwiches").
2. Click on the menu button to view the full menu.
3. Browse the categories to view items under the specific category.
4. Click on any menu item to see its details, including:
 - A description and list of ingredients.
 - Cook time.
 - Price.
 - Rating
 - Category

Visual guide:



3.2. Placing orders

Once you've found the items you want, you can add them to your cart and place your order for pickup.

Step-by-Step Guide:

1. Add Item to Cart:

- For each desired item, click the “Ad to Cart” button.
- You can view the items in your cart by clicking the shopping cart icon located at the top right of the screen.

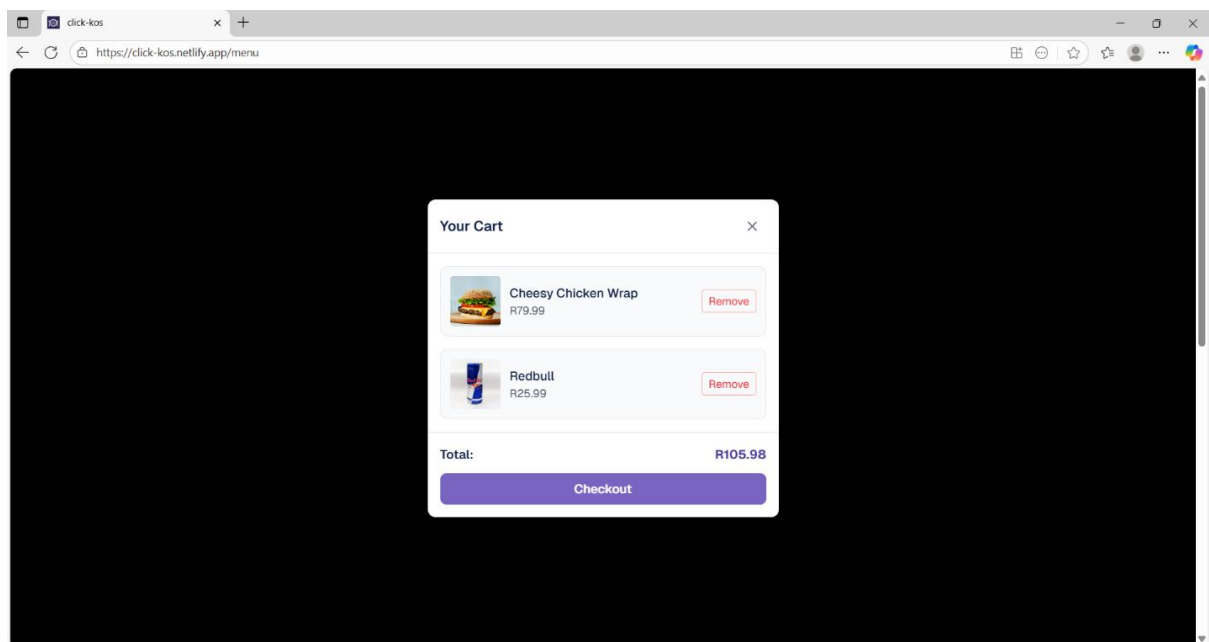
2. Review your Order:

- In the cart, you can view and remove the items.
- The system will display a total.

3. Checkout:

- A final summary of your order and total cost will be shown.
- Confirm that all details are correct and click “Checkout”. You will be redirected to the payment page.

Visual Guide:



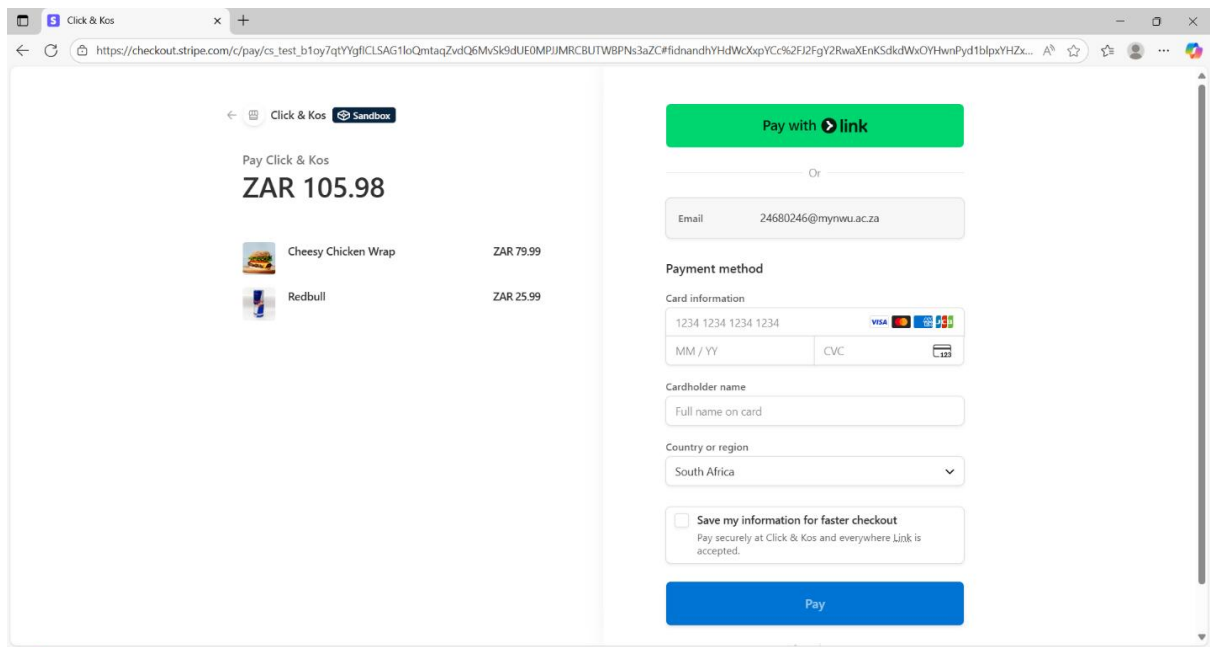
3.3. Making payments

The system integrates with secure payment methods for a seamless transaction.

Step-by-Step Guide:

1. During the checkout process, you will be directed to the payment page.
2. Below payment method, enter the required details to proceed with your order.
3. Click on the button “Pay” to process your payment.
4. Once payment is successfully processed, your order confirmation will be generated.
5. A confirmation notification with the order details will be sent to you.

Visual Guide:



The screenshot shows a web browser window with the URL https://checkout.stripe.com/c/pay/cs_test_b1oy7qtYYgflCLSAG1loQmtaqZvdQ6MvSk9dUE0MPJIMRCBUTWBPNs3aZC#fidnandhYHdWcXpYc%2Fj2FgY2RwaXEnKSdkdWwOYHwnPyd1blpxYHZx.... The page is titled "Pay Click & Kos" and shows a total amount of "ZAR 105.98". The items listed are "Cheesy Chicken Wrap" for ZAR 79.99 and "Redbull" for ZAR 25.99. On the right, there is a "Pay with link" button, an email field with "24680246@mymwu.ac.za", and a "Payment method" section. The "Payment method" section includes "Card information" with fields for card number (1234 1234 1234 1234), MM / YY, and CVC, and a "Cardholder name" field with "Full name on card". There is also a "Country or region" dropdown menu set to "South Africa". At the bottom of the payment method section, there is a checkbox for "Save my information for faster checkout" and a "Pay" button.

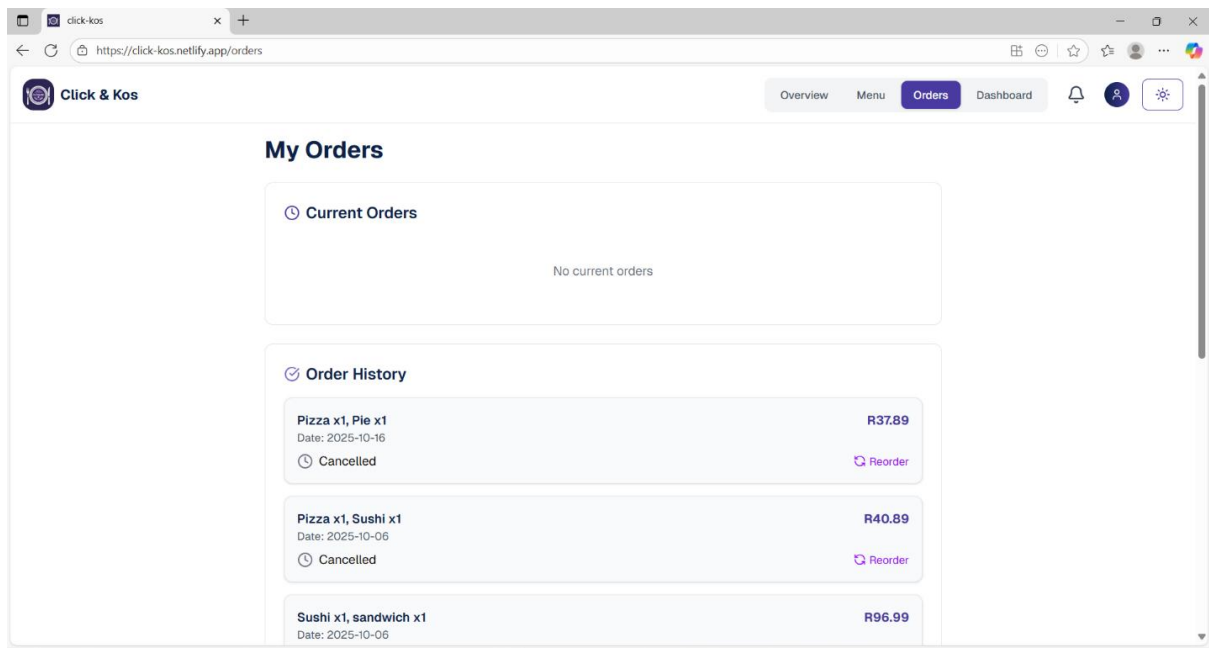
3.4. Viewing order history

Track your past and current orders.

Step-by-Step Guide:

1. Navigate to "Orders" from the home page/navigation bar.
2. You will see a list of your orders, sorted by date with the most recent at the top.
3. Each order will display:
 - Order Date & Number
 - Items Ordered
 - Total Amount
 - Status (e.g., Pending)
4. Click on any past order to view a detailed receipt.

Visual Guide:



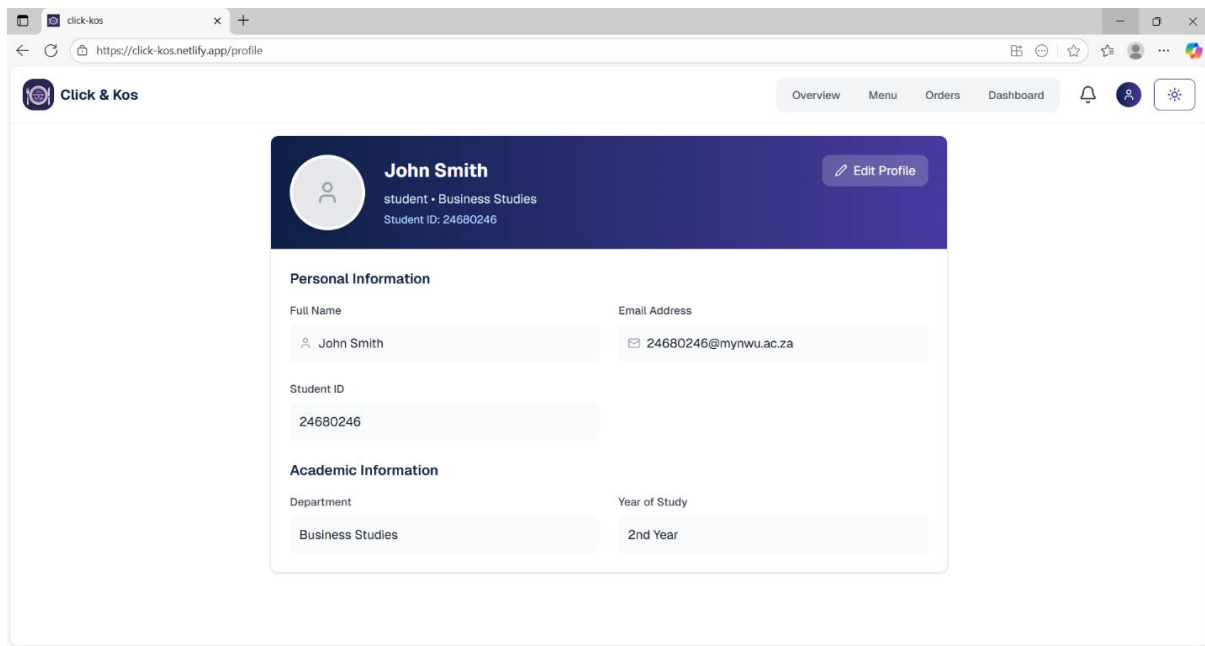
3.5 Managing User Profile

Keep your account information up to date.

Step-by-Step Guide:

1. Click on your profile name or icon in the top navigation bar.
2. Select "My Profile".
3. In your profile, you can:
 - View & Edit Information: Update your mobile number for SMS notifications.
 - Save Payment Methods: Securely save your card details for faster checkout in the future.
 - Upload an image.

Visual guide:



4. Administrative functions

4.1. Adding/ editing menu items

Keep the menu updated with daily specials, price changes, new items and availability.

Step-by-Step Guide:

1. Log in to the Staff Portal using your admin credentials.
2. Navigate to the "Menu" section.
3. To Add a New Item:
 - Click the "Add New Item" button.
 - Fill in the details: Item Name, Description, Price, Category
 - Upload a clear photo of the item.
 - Set availability.
 - Click "Save."
4. To Edit an Existing Item:
 - From the list of menu items, find the item and click the "Edit".
 - Update any details (e.g., change the price, availability).
 - Click "Save Changes."

4.2. Managing orders

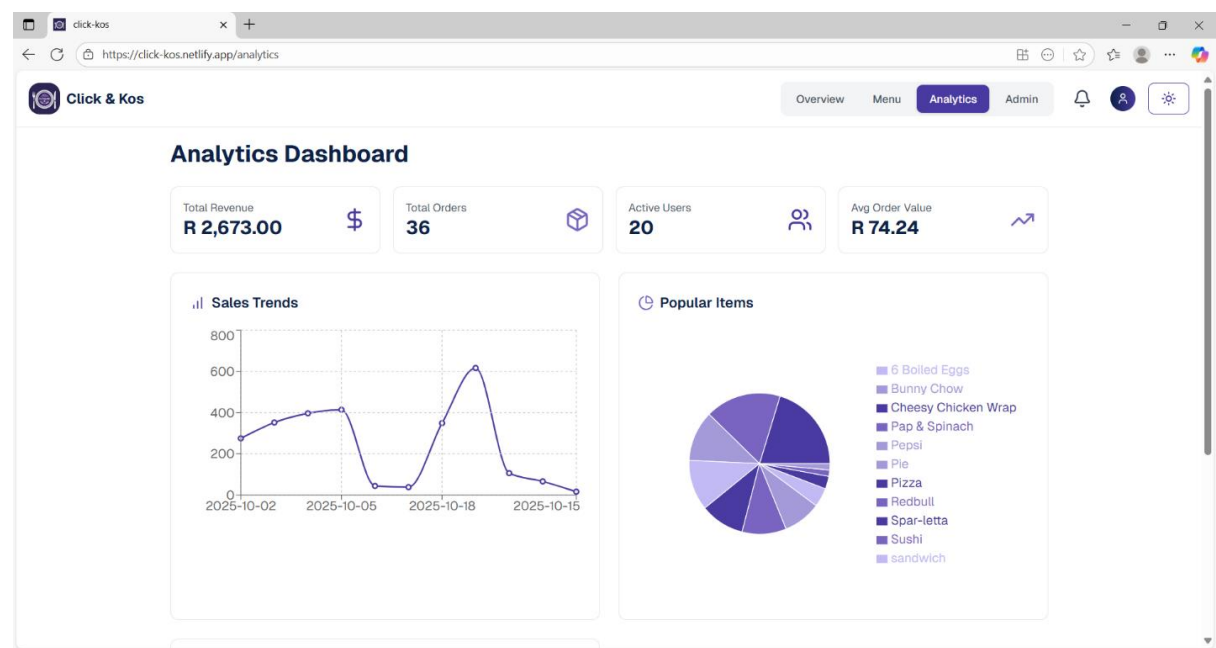
View, update, and fulfill incoming customer orders in real-time.

Step-by-Step Guide:

1. From the Staff Portal, go to the "Order" dashboard.
2. You will see a live queue of orders, organized by status:
 - New Orders
 - In Progress
 - Ready for Pickup
 - Completed
3. Updating Order Status:
 - Once the order is ready, click "Mark as Ready." This will send a notification to the customer.
 - After the customer picks up the order, click "Complete Order" to move it to the history.

4.3 Generating reports.

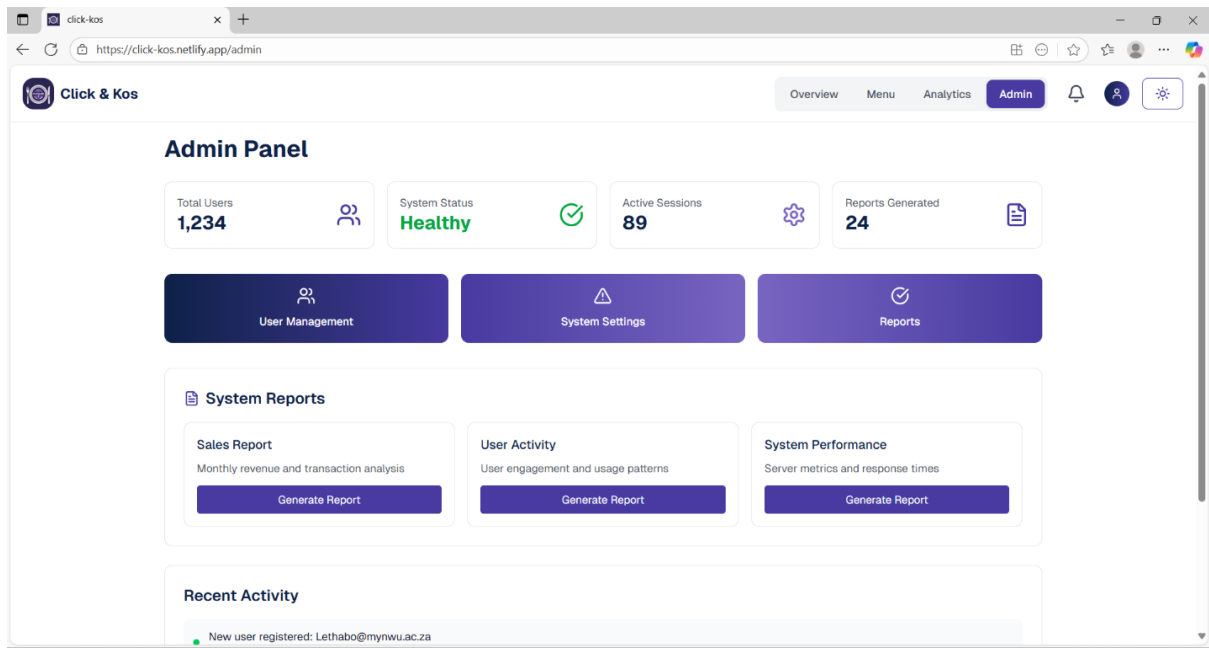
Gain insights into sales performance and popular items.



Step-by-Step Guide:

1. Navigate to the "Admin" section in the Staff Portal.
2. Select "Reports"
3. Select one of the systems reports and Click "Generate Report".

Visual Guide:



5. Troubleshooting

Issue	Possible cause	Solution
Unable to log in	Incorrect email or password	Check your login details. Use "Forgot Password" if needed.
Page not loading properly	Weak or unstable internet connection	Refresh the page or check your network connection.
Order not processing	Server delay or incomplete checkout	Wait a few seconds and try again. Make sure all required fields are filled.
Payment not confirming	Payment gateway timeout or error	Do not refresh during payment. If money is deducted but order not shown, contact support.

Items missing from the menu	Admin may have updated or removed items	Try reloading the page or check back later.
Can't update profile information	Invalid data format	Ensure all fields are valid before saving changes.

6. FAQs

1. Do I need an account to place an order?
Yes. You must create an account to place orders, track them, and view your order history.
2. Can I cancel my order after placing it?
No, unfortunately you are unable to cancel your order after making the payment.
3. What payment methods are supported?
The system supports Cash on Collection and Online Payments
4. How will I know when my order is ready?
Check order status update on your dashboard when your food is ready for pickup.
5. What if I forget my password?
Click on "Forgot Password" on the sign in page, enter your registered email, and follow the reset instructions.
6. Can I make changes to my personal details, like the year of study?
Yes, just navigate to your profile icon at the top of the page and click on view profile.
7. Can I order for a group?
Yes. You can add multiple items for different people in a single order and specify special instructions in the comments section.