Deliverable K: User Guide
Project Group A6

Ahmad Al-Abed
Autumn Shaw
Harry Yang
Kierra Caminiti
Olivier Carriere Westerheide

December 3, 2020

Abstract

This technical document outlines the work completed by our team on the project of creating a user interface for the JAMZ Delivery service. It outlines the important elements of how to use, maintain, and develop the website. This document also includes the next steps for the website as well as notes some important decisions made along the way.

Table of Contents

1. Introduction

We were tasked with creating a website for JAMZ Delivery, an Ottawa-based drone delivery company that focuses on rural users. This gap in the food delivery market is caused by the poor service the industry leaders are currently providing to rural customers, which is something JAMZ is seeking to remedy with drone technology. This document will outline instructions for using the website, maintenance required by the website for continuous service over the long-run and the steps required for the website to be fully functional. This document will also describe some of the key choices we made while developing our website, as well as a bill of materials and finally, recommendations for other groups seeking to follow in our footsteps.

Problem Statement

JAMZ needs a simple, sleek, and intuitive website that will allow suburban and rural users to place drone delivery food orders. The app must be capable of processing online transactions while also allowing the users to view the selected items before the order is placed as well as track the location of the drone in real-time.

2. Using the Website

2.1 Creating an Account

In order to place an order, users will have to create an account on the JAMZ Delivery website. This is easily done by clicking the orange “Create an Account” button **(1)** immediately beneath the slogan on the homepage of the website. This button will take the user to a sign-up page.

The user is also able to get to this sign-up page by clicking the profile icon, or the “Log In” button, on the right-hand side of the top menu bar **(2)**. By clicking either of these options, the user will be taken to a page, allowing them to sign up or log in.

Once arrived at the sign-up page, the user will be able to create an account using a pre-created *Facebook* **(3)**, or *Gmail* **(4)** account, as well as any email paired with a password **(5)**. Once their account is created, the user is able to input any important information about them. This information includes user’s address **(6)**, phone number **(7)**, email **(8)**, as well as credit cards or other payment methods **(9)**. By inputting this important information, the user does not have to worry about forgetting, or re-entering any of it, as their account stores it all. Once the user has created an account, they now have unlimited access to this website.

2.2 Searching/Browsing

All customers, whether they have an account or not, are able to browse the vast selection of restaurants available on the JAMZ Delivery website. Users also have multiple ways of doing so.

Users can search for specific products by typing the name of the dish, or of the restaurant, into the search bar **(10)**, located in the center of the top menu bar. The search bar will take the user to a page of results, corresponding to his or her request. From here, users can select the product that interests them the most and proceed to place an order, as explained under the **Ordering** section.

In the case that users are unsure of what they may be craving, they also have the option of scrolling through a menu **(11)** located on the homepage, before deciding on their order. The scroll-through menu offers a variety of restaurants shown with their corresponding pictures. From here, users can choose what products interest them and begin the order process, explained under **Ordering**.

2.3 Ordering

Once the user has decided on specific products to order, they'll add the products to their cart. This is done by selecting the product, adjusting the quantity **(12)** if necessary, and then selecting the "Add to Cart" button **(13)**. Once they've added all of the products to their cart, the user must select "View Cart" **(14)** before checking out. At this point, if the user has been browsing the website without an account, the "View Cart" button will take them to the sign-up page, requesting that they make an account before proceeding with their order. The steps for creating an account are listed above, under **Creating an Account**. Once the user has an account, they will be able to access the checkout page. This page will give them an overview of their order, including the total cost of their cart **(15)**. To proceed, the user must select "Checkout" **(16)**. At this point, the website would ask for payment information, or make use of the one stored in the user’s account. Once the order is payed for, the website will bring the user to an order confirmation page, with another overview of the order **(17)**, as well as map **(18)** located on the bottom of the page. This map allows the user to view their location, their restaurants location, as well as the drone’s location in real time, allowing the user to track their order. Shortly after, the user will receive a confirmation email, containing a link to a barcode **(19)**. This barcode is necessary for the drone to be able to land, and for the user to collect their order, as explained below, under **Collecting your Order**.

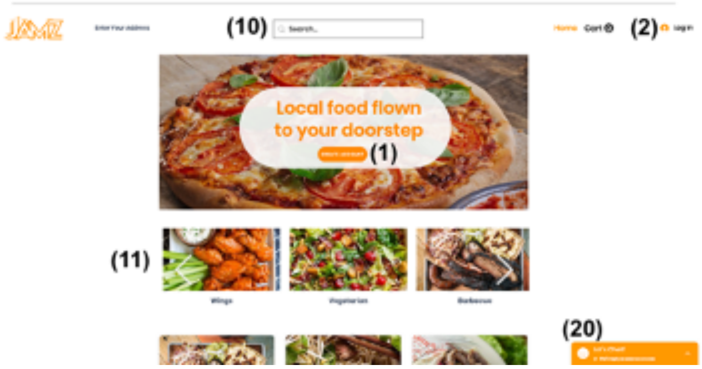
2.4 Collecting your Order

Once the drone arrives to the indicated address, it will hover in place until informed that it can land. In order to collect your order, the user must allow the drone to scan the barcode found in the confirmation email. This will notify the drone that it has flown to the correct location and it is in a safe spot to land. Once the drone has landed, the user is able to collect their order and re-scan the same barcode. This notifies the drone that the order has been received and it is able to take off.

2.5 Troubleshooting

If the user has any issues with respect to their order, or the website, they are able to request help through the chat box **(20)**, located in the bottom right corner of every page. This chat box is live 24/7 and allows the user to share any troubles, or other feedback.

2.6 Photo Gallery



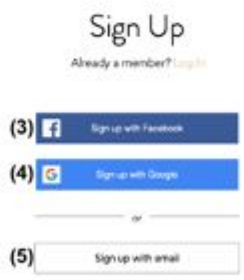
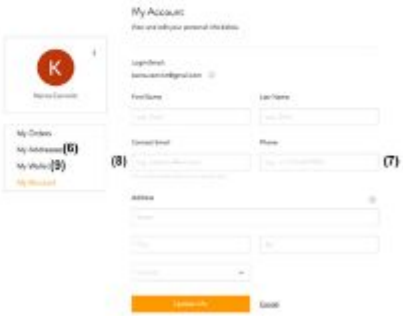


Figure 1: Homepage

Figure 2: Sign-up Page



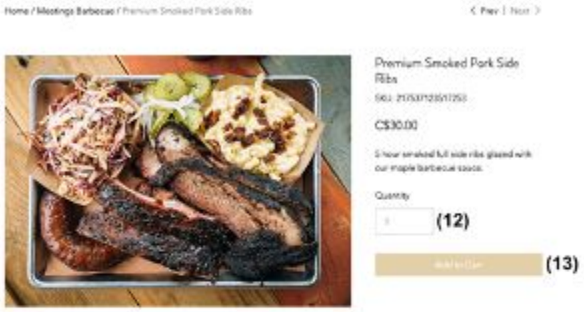

Home / Meetings Barbecue / Premium Smoked Pork Side Ribs
< Prev | Next >
Premium Smoked Pork Side Ribs
C$30.00
Quantity
(12)
Add to Cart
(13)

Figure 3: Account Pages

Figure 4: Product Page

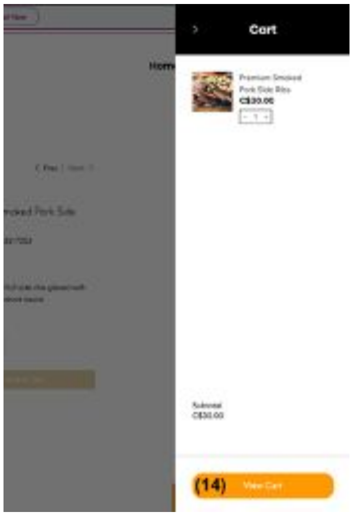


Figure 5: Cart Page

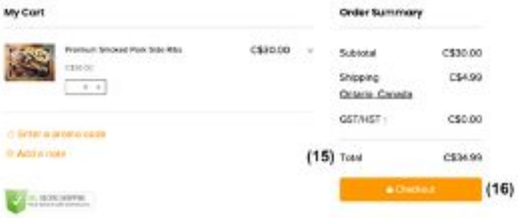
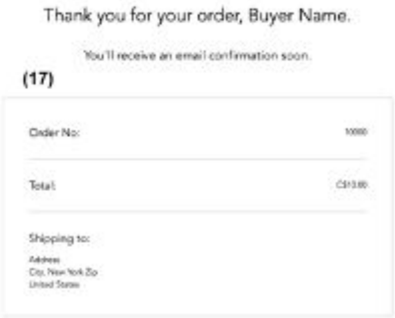


Figure 6: Checkout Page



Thank you for your order, Buyer Name.

You'll receive an email confirmation soon.

(17)

Order No: 10000

Total: C$13.00

Shipping to:

Address
City, New York Zip
United States

Figure 7: Order confirmation

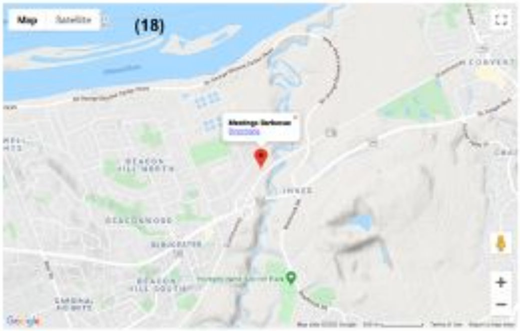
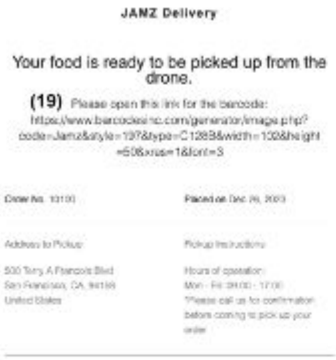


Figure 8: Map



JANZ Delivery

Your food is ready to be picked up from the drone.

(19) Please open this link for the barcode: https://www.barcodesinc.com/generator/image.php?code=Jamz&style=197&type=C128B&width=102&height=50&xres=1&font=3

Order No. 10100

Placed on Dec 26, 2023

Address to Pickup

500 Terry A Francois Blvd
San Francisco, CA 94158
United States

Pickup Instructions

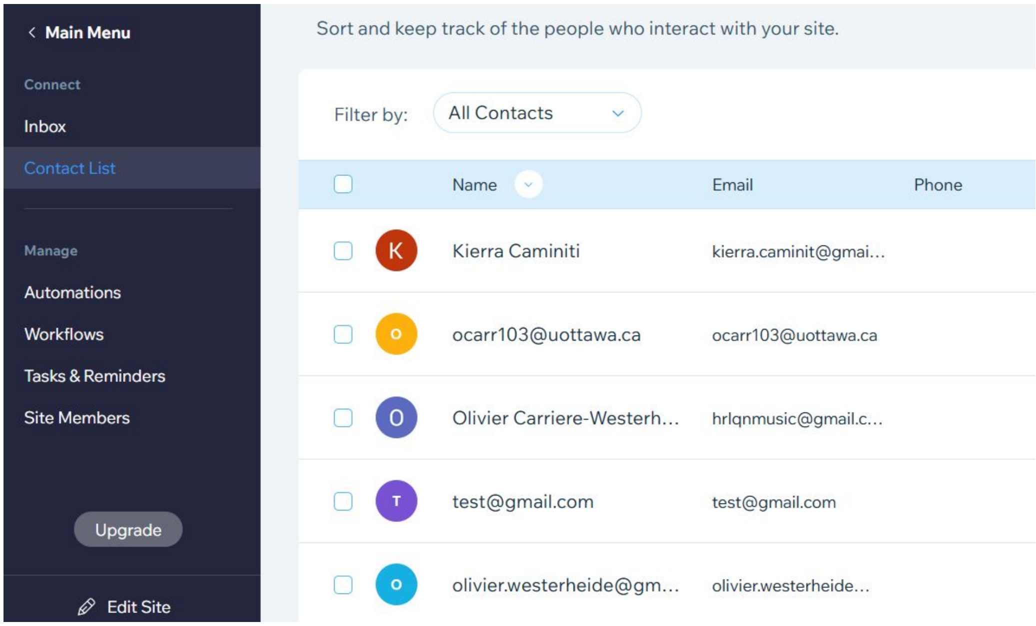
Hours of operation:
Mon - Fri: 09:00 - 17:00
*Please call us for confirmation before coming to pick up your order

Figure 9: Confirmation Email

3. Maintaining the Website

For regular maintenance, the most important thing is to use the built-in databases that are connected to the account information and restaurants.

Main Page >> Customer Management, the account database is under the Contact List Tag. (The inbox feature provides live chat between customers and admins. With this database, admins will be able to edit customer information easily. If you wish to add more information slots, click on “More Action” on the top right corner.

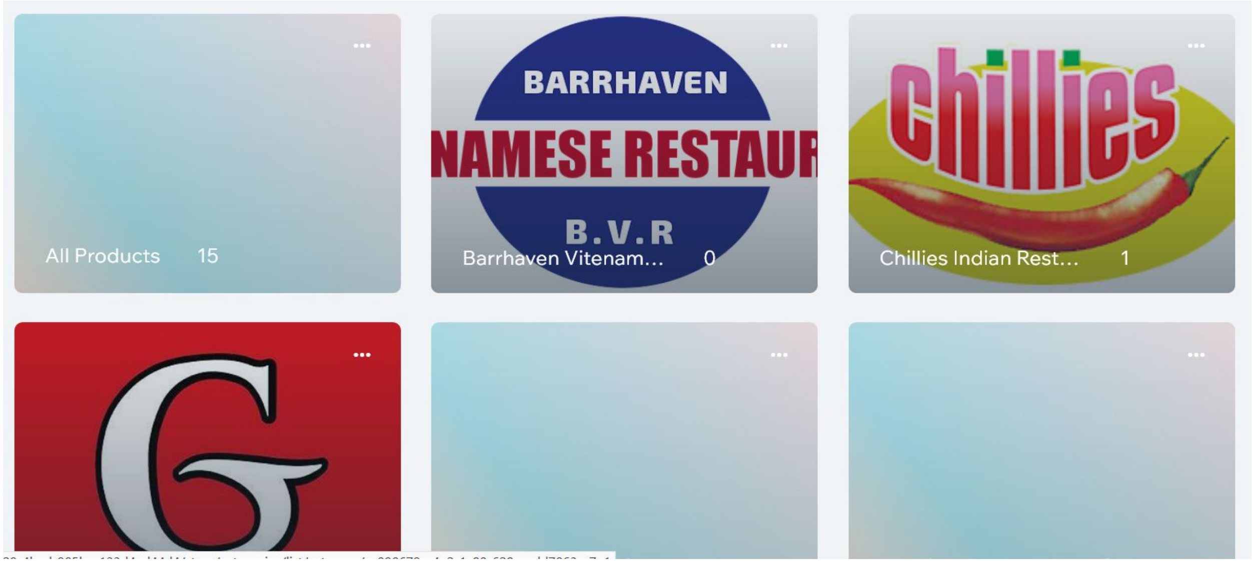


Sort and keep track of the people who interact with your site.

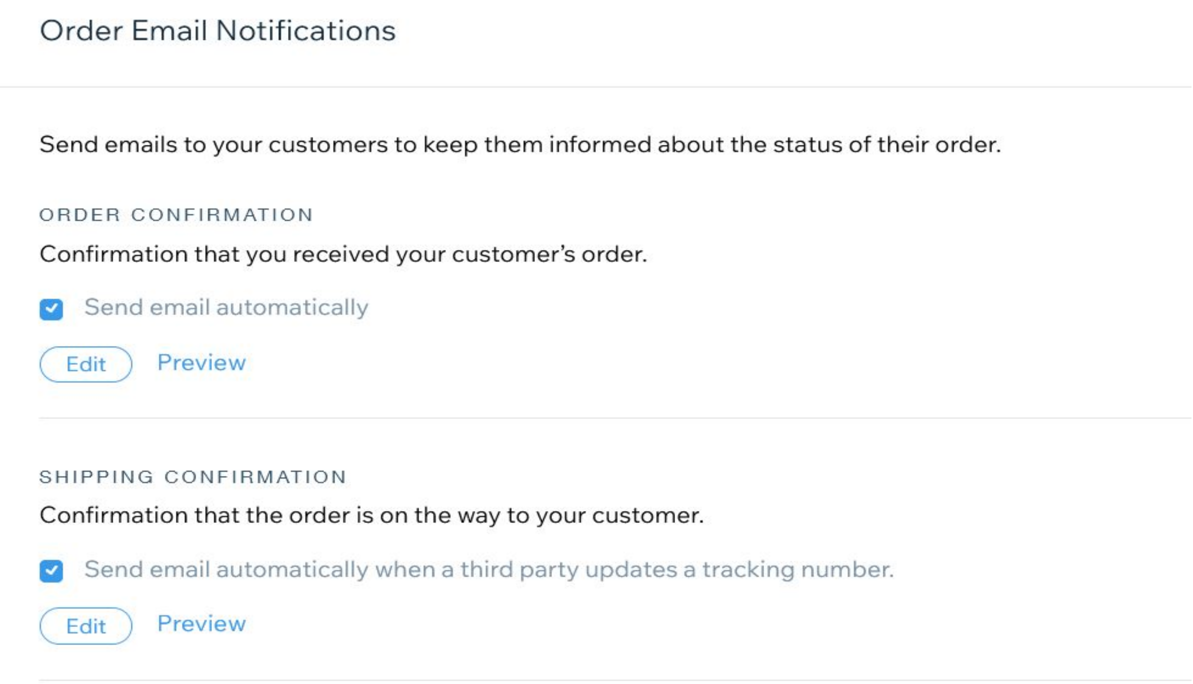
Filter by: All Contacts

☐		Name	Email	Phone
☐	K	Kierra Caminiti	kierra.caminit@gmai...	
☐	O	ocarr103@uottawa.ca	ocarr103@uottawa.ca	
☐	O	Olivier Carriere-Westerh...	hrlqnmusic@gmail.c...	
☐	T	test@gmail.com	test@gmail.com	
☐	O	olivier.westerheide@gm...	olivier.westerheide...	

To manage restaurants and menus, the database is located at Main Page >> Store Product >> Collections. The collections are basically representing the restaurants, which are labeled with names. Click on the collection page to see the menu of that particular restaurant. Before adding them to the menu, products (dishes) need to be added from Store Product >> Products first. The last step is just to add them to the website.



To manage the automatic email confirmation, go to Setting >> Store Setting >> Order Email Notifications. Emails will be sent to customers when an order has been confirmed and the order is on its way. The content can be modified (like the bar code) with nearly no limit.



Order Email Notifications

Send emails to your customers to keep them informed about the status of their order.

ORDER CONFIRMATION

Confirmation that you received your customer's order.

☑ Send email automatically

SHIPPING CONFIRMATION

Confirmation that the order is on the way to your customer.

☑ Send email automatically when a third party updates a tracking number.

4. Next steps

Although our website is capable of handling most aspects of the ordering process, there are a number of things that still need to get done before the website will be capable of handling a real order.

4.1 Search Bar

Currently, only some of the offered restaurants can be found using the search bar. This bug has persisted in spite of extensive work and research conducted by the team to find a solution. However, with more work and time, the bug can surely be resolved.

4.2 Filter and Sort functions

Although this was a primary focus for our team, these functions require quite a bit of work and coding knowledge to accomplish. The largest players in the food delivery industry have this feature, so it would be paramount for JAMZ to implement them before a website is rolled in order to be competitive with their competitors. Moreover, JAMZ could turn this area into a competitive advantage by implementing some sort and filter features not offered by other food delivery services, such as a *Value* sorting option that would allow the user to sort the restaurants by rating-to-price score. This is not a feature offered by the big players in this industry.

4.3 English to French

JAMZ is an Ottawa based company that is looking to serve the rural areas surrounding the city. Most of the region east of Ottawa and roughly a third of the city's population is francophone. Needless to say, a French version of the website is essential to its success in and around the city.

4.4 E-Commerce Wix Feature

For the website to be able to process an online payment, the Wix ecommerce feature must be purchased. Otherwise, users will be forced to pay when the drone delivers the food which comes with a plethora of issues. Moreover, all the other big players in the industry accept exclusively online payments, which indicates an industry standard that JAMZ must adhere to.

4.5 Connecting to Back End and Website Activation

Once all of the prior issues have been addressed, the website will be ready to connect to the back-end code that the JAMZ software development team have developed. This includes connecting to the Google Maps API provided by the website, setting up a database capable of handling a large quantity of users simultaneously placing orders, the activation of the website as well as connecting it to a domain.

5. Important Decisions

To create the website we initially decided to use the website builder GoDaddy but quickly learned that GoDaddy was not very customizable, had limited ‘help’ resources, and would not be able to provide all the aspects of the website that were important to our client. GoDaddy was better designed for an information website rather than an eCommerce website. At this moment our group decided to switch to the website builder Wix. Although we had to replicate our progress from GoDaddy we were able to redesign the features we didn’t like without difficulty. As well as add many more features important to the client than we would have been able to with GoDaddy.

If we were to create a website again our group would invest more time exploring a variety of website builders to determine the best-suited website for our needs. We also should have looked for a completely free website builder as we are currently missing the final aspect of the website which is accepting orders which is not available on the free version of Wix. Alternatively, we could have invested some of our project budget to upgrade our Wix account so that we could place a full order. Our group would have also liked to have a website builder where multiple members could work on the website at a time in order to be able to work together on the website instead of working individually.

6. Developing the Website

There were many components that added to the time taken to develop the website, including switching website builder platforms. Overall it took our team 3 weeks to complete our website. An aspect that helped cut down our development time was when starting a website with Wix, a survey was done by the Wix team to determine what type of website we were trying to make and gave a general outline of a website designed to order food. This gave our team a basis to work off of instead of starting adding elements and pages from scratch. The majority of the development time was spent on including the functional components that were important to the completion of our website. Using Wix it was very easy to change colour scheme or other aesthetic options so little time was spent on this part of our website.

6.1 Bill of Materials

Table 1: Bill of Materials

Wix Website Builder	$0
Stock Photos	$0
Restaurant and Menu Items	$0

7. Conclusion and Recommendations

Our team managed to successfully create a fully functioning food delivery website using Wix, which allows customers to order food online from various cuisines safely with the help of an autonomous drone. From this experience our group has learned that more time should be invested in initial exploration of various websites to find the one best fitted for our project. We also learned that website builders have many free components but there are often important features that require payment. More research should have been done into finding a website builder that was completely free, or part of the project budget could have been used towards the important features of the website. It would also be ideal to have a website builder that allowed all group members to work simultaneously. Overall the website builder Wix fulfilled all the client's needs and our personal desires for this project.