



PES UNIVERSITY, Bengaluru  
Department of Computer Science and Engineering  
B. Tech (CSE) – 5th Semester – Aug-Dec 2023

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B.TECH. (CSE)  
V Semester  
UE21CS341A –Software Engineering

PROJECT REPORT  
on

*ONLINE FOOD DELIVERY SYSTEM*  
*“JUST EAT”*

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## Project proposal:

The Online Food Delivery System project proposes the creation of a digital platform to streamline the process of ordering and delivering food from local restaurants. The primary goal is to enhance convenience, efficiency, and userfriendliness in the food delivery experience. The platform will enable customers to easily browse menus, place orders, and track deliveries in realtime.

Restaurant owners will benefit from a dedicated order management system, ensuring seamless processing. Secure payment integration, personalized features, and a strong emphasis on customer satisfaction form integral components of the project. The system will be developed using a modern technology stack and will undergo phased implementation.

Ultimately, the Online Food Delivery System aims to meet the increasing demand for a comprehensive online food delivery solution while providing a reliable and enjoyable experience for both customers and restaurant owners.

## **Project plan:**

### **1. Project Initiation**

- Define Project Scope and Objectives
- Establish Communication Channels
- Set Up Project Repository and Version Control

### **2. User Registration and Login (Authentication)**

- Design User Registration and Login Interfaces

### **3. Restaurant Listings**

- Design Database Schema for Restaurant Information
- Develop Restaurant Registration Interface

#### 4. Menu and Ordering

- Design User Interface for Menu Browsing and Customization
- Implement Real-Time Price Calculation with Taxes and Fees

#### 5. Checkout and Secure Payment

- Integrate Multiple Payment Options (Credit/Debit Cards, Digital Wallets, Cash on Delivery)

#### 6. Order Processing

- Implement Confirmation/Rejection Mechanism for Restaurants Based on Availability

#### 7. Delivery Dispatch

- Integrate with Delivery Service or Develop In-House Delivery Fleet Management

#### 8. Order Tracking

- Design and Implement Real-Time Order Tracking Interface for Customers

#### 9. Rating and Reviews

- Develop Feedback System for Continuous Improvement

## 10. Customer Support

- Contact page for customer support

## 11. User Profile

- Separate pages for both manager and user

## 12. Restaurant Management

- Develop Restaurant Dashboard for Managing Online Presence
- Implement Updates for Menus, Pricing, and Operating Hours

## 13. Deployment and Launch

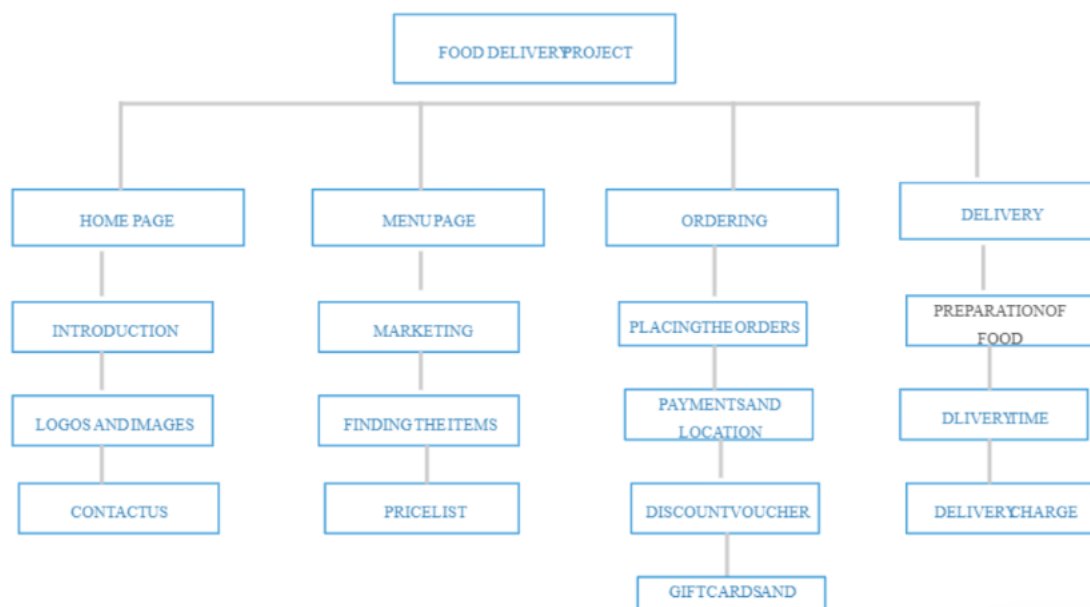
- Deploy the Online Food Delivery System to a Production Environment
- Monitor System Performance and Address Any Post-Deployment Issues

## 14. Post-Launch Support and Maintenance

- Establish a Support Team for Customer Assistance
- Monitor System Performance and Address User Feedback

## WBS

Creating a Work Breakdown Structure (WBS) for the entire functionalities of a food delivery system



**Effort estimation:** Using Cocomo model (Organic)

Effort estimation is a critical aspect of project planning as it helps you allocate resources and set realistic timelines. Here's a more detailed effort estimation for the tasks involved in developing a Online Food Delivery System

$$\text{Effort} = \alpha \times (\text{KLOC})^{\beta}$$

$$\text{Time} = \gamma \times (\text{Effort})^{\delta}$$

where  $\alpha$ ,  $\beta$ ,  $\gamma$ , and  $\delta$  are constants with values 2.4, 1.05, 2.5 and 0.38

KLOC approximately 1 to 1.5

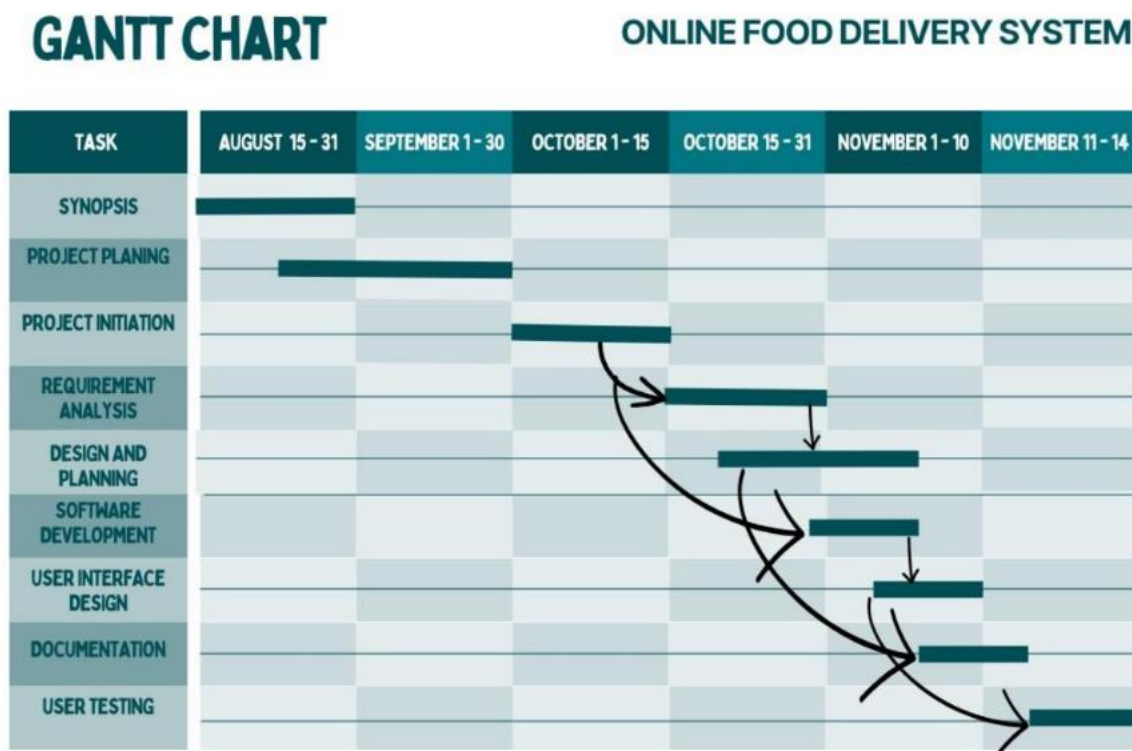
$$\text{Effort} = 2.4 \times (1 \text{ or } 1.5) \times 1.05 = 2.5 \text{ to } 3.7 \text{ Person months}$$

$$\text{Time} = 2.5 \times (2.5 \text{ or } 3.7) \times 0.38 = 2.375 \text{ or } 3.515 \text{ months}$$

With 5 people in team,

Time taken =  $3.515/5 = 0.703$  PM

Create the Gantt Chart for scheduling using any tool.



## Software Requirements Specification:

The Online Food Delivery System necessitates a robust set of software requirements to ensure seamless functionality and user satisfaction. The system should incorporate a secure and user-friendly authentication mechanism, allowing users to register accounts with personal information or log in using existing credentials. Email or mobile number verification should be implemented for enhanced security. Additionally, the registration process may include basic information and optional profile customization to personalize the user experience.

## 1. User Authentication:

- Secure registration and login
- Email/mobile verification
- Optional profile customization

## 2. Restaurant Listings:

- Database of partnered restaurants
- Restaurant registration with menus, pricing, and availability
- Filters for restaurant discovery

## 3. Menu and Ordering:

- Intuitive interface for menu browsing and customization
- Real-time price calculation
- Streamlined cart management

## 4. Checkout and Payment:

- Secure payment processing
- Multiple payment options
- Address selection with validation

## 5. Order Processing:

- Electronic order transmission to chosen restaurants
- Confirmation/rejection based on availability

## 6. Delivery Dispatch:

- Integration with delivery service



- Real-time tracking of delivery personnel
- Estimated delivery time calculation

#### 7. Rating and Reviews:

- Customer feedback for restaurants and delivery personnel
- Continuous improvement mechanism

#### 8. Customer Support:

- In-app chat or messaging system
- Handling order-related issues promptly

#### 9. User Profile:

- Edit personal information
- Manage account settings

#### 10. Restaurant Management:

- Dashboard for updating online presence
- Manage menus, pricing, and operating hours
- View order history and sales analytics

## **Appendix C: Requirement Traceability matrix**

S I . N o	Requi reme nt ID	Brief Description of Requireme nt	Architec tu re Referenc e	Design Refere nce	Code File Reference	Te st Ca se ID	Sy st e m Te st Ca se ID
1	5.1	<b>User Registration and Authentication:</b> users should be able to create accounts with secure authentication mechanisms	Authenti cation service	User registr ation workfl ow	Managerlogi n.php, Managersig nup.php Customerlog in.php, customersig nup.php	TC 01 , TC 02 , TC 03 , TC 04	ST 01 ST 02 ST 03 ST 04
2	5.2	<b>Manager/owner Profile</b>	Profile service	Mana ger	myrestauran t.php	TC 10	ST 10

		<b>Manageme nt:</b> restaurant owner should be able to edit details of their restaurant and menu, add or delete food items on list		workfl ow			
3	5.3	<b>Support/cu stomer service:</b> Users should have a way to provide feedback or contact customer support in case of issues.	Custome r support service	Suppo rt workfl ow	Contactus.p hp	TC 06	ST 06

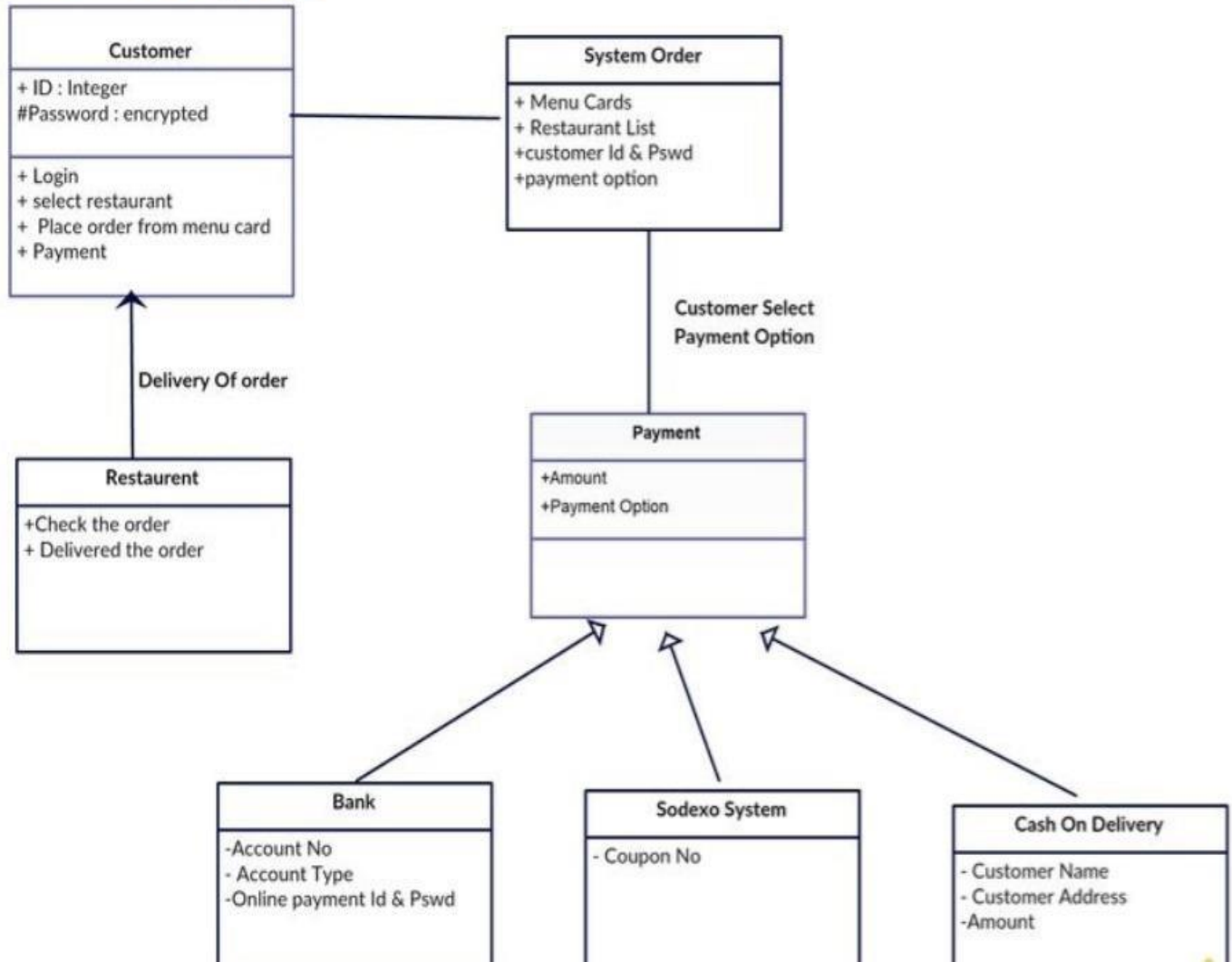
4	5.4	<b>Browse menu and Search:</b> Users should be able to browse a list of food items on menu with item details, price and image	Menu service	Menu workflow	Foodlist.php	TC 07	ST 07
5	5.5	<b>Order Placement:</b> Users should be able to add items to their cart and place orders. Also provide	Order service	Order workflow	Update-cart.php	TC 08	ST 08

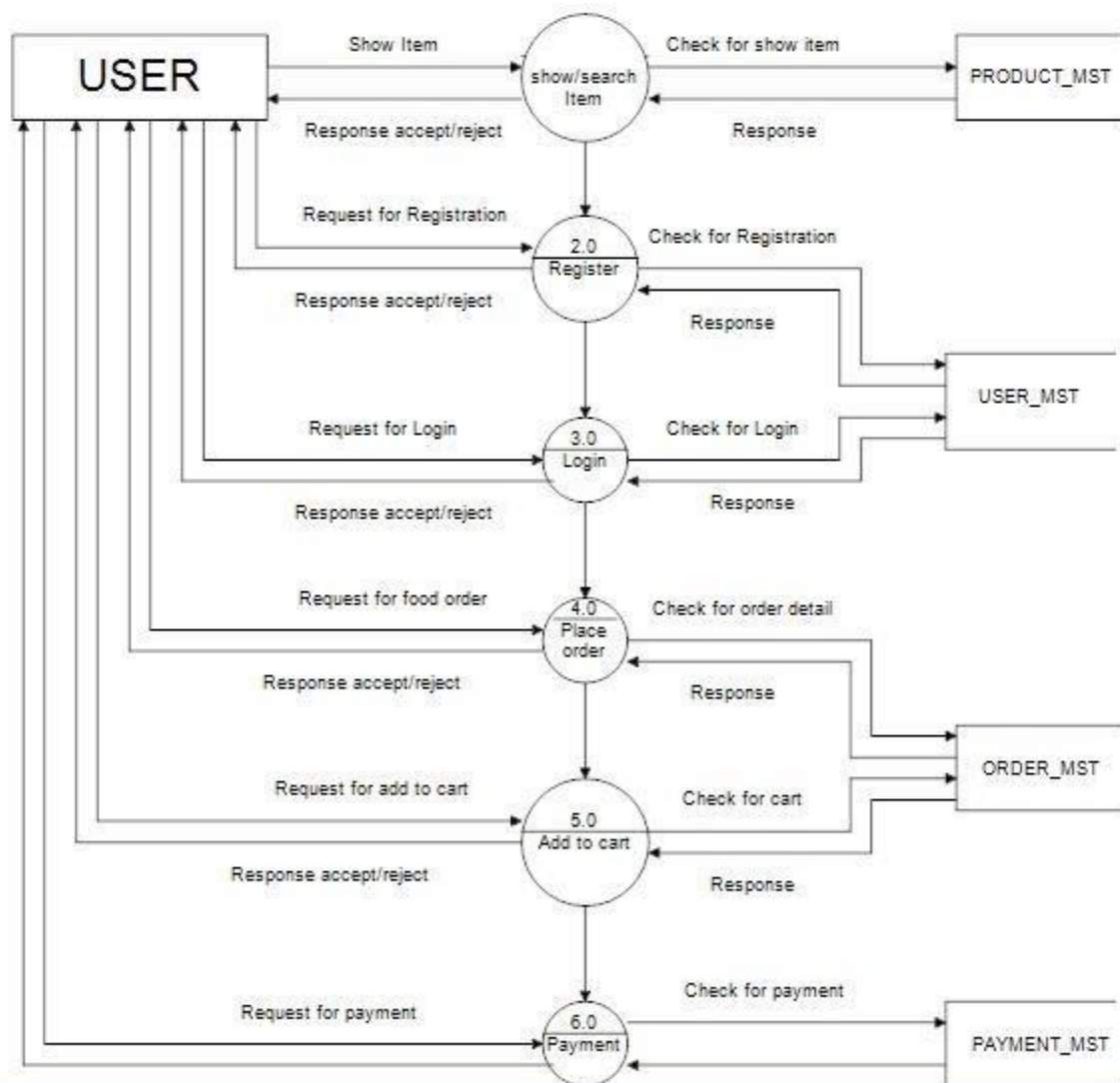
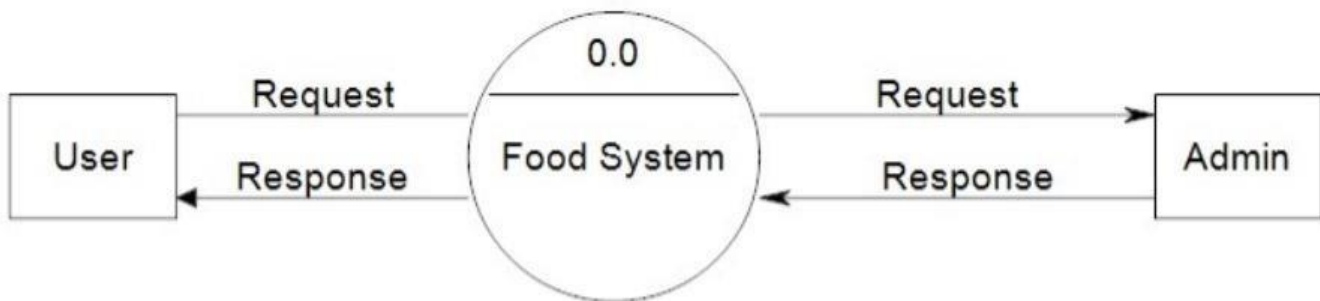
		exclusive deals					
6	5.6	<b>Payment Processing:</b> payment options, such as credit/debit cards, digital wallets, or cash on delivery, should be supported with encryption for security	Payment service	Payment workflow	Payment.php	TC 09	ST 09
7	5.7	<b>Track order:</b> it enables the users to find nearby	Delivery service	x	Tracking.php	x	x

		restaurants , track their orders in real-time ensuring accurate delivery.					
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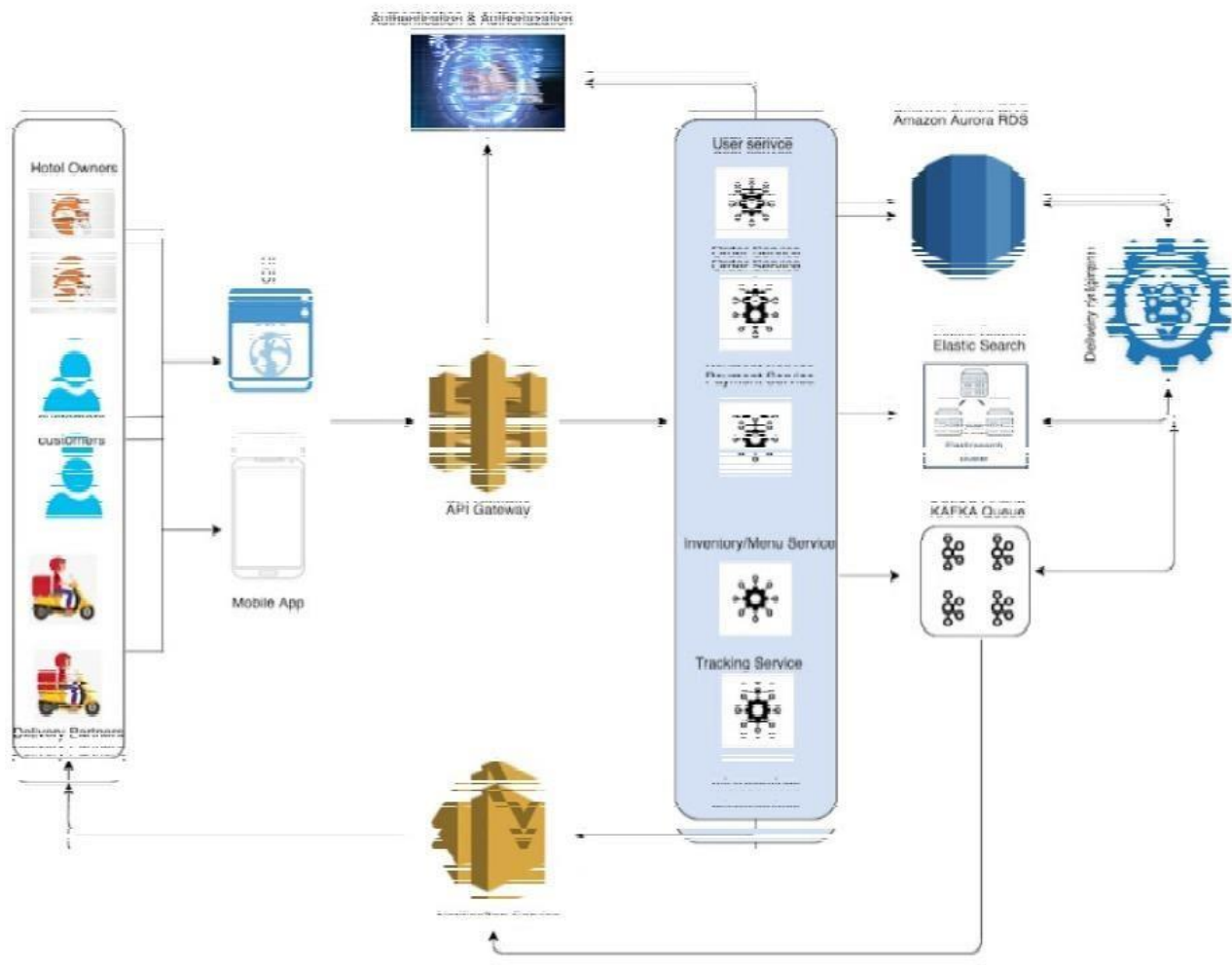
## Design Diagrams:

## 1. Class Diagram



a. **0 level DFD**





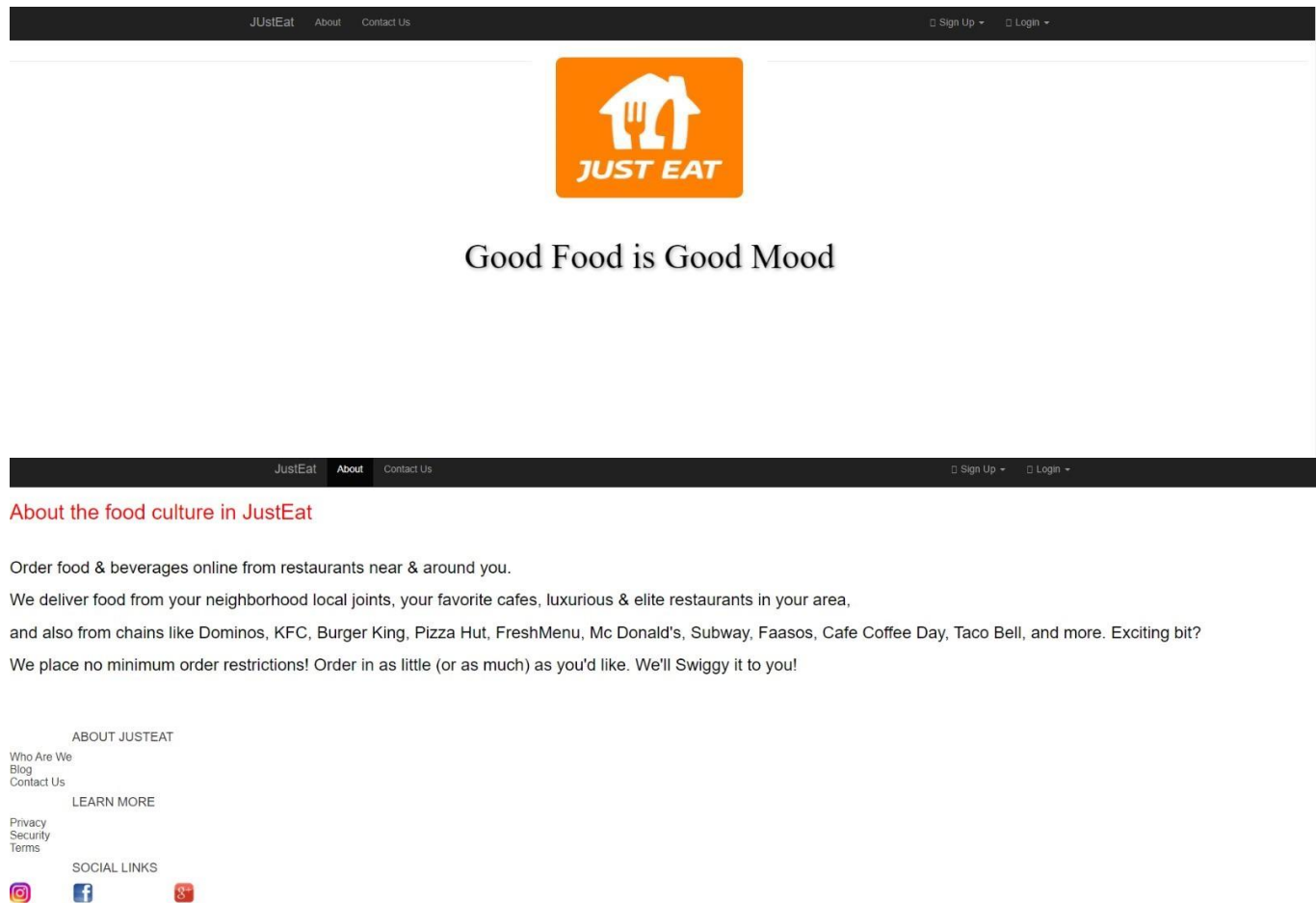
## Test Plan, Cases:

Test Case ID	Name of Module	Test Case Description	Pre-conditions	Test Steps	Test Data	Expected Results	Actual Results	Test Result
#01	User login	To test the <u>log in</u> functionality of user	Access to chrome and internet	Enter username , password and click submit	Username=prabha password=12345	Should take the user to the home page	Takes to the user home page	Pass
#02	Manager login	To test the login functionality of manager/restaurant owner	Access to chrome and internet	Enter username , password and click submit	Manager name=chandana password=55555	Should take manager to the restaurant management page	Takes to the restaurant management page	Pass
#03	User sign up/register	To register the user credentials and information	Access to chrome and match user credentials	Enter details like name, username , email, contact number, address and password	name=prabha, username=prabha, email= <a href="mailto:prabha@gmail.com">prabha@gmail.com</a> , Contact number=9012345678, address= <u>banglore</u> , password=12345	Should display "user account created successfully"	Successfully <u>reagistere</u> <u>d</u>	Pass

#04	Manager register	To register with the manager credentials and information	Access to chrome and match user credentials	Enter details like name, username, email, contact number, address and password	managern ame= chandana email= c@gmail.c om Contact: 12354635 78 password: 55555	Display “manager account created successfully”	Successfully reagistere d	Pass
#05	About us	To display about the website	Access to chrome	Click on about us like on the page header	No test data	When clicked on About us: it should display the details of the website	it will display the details of the website	Pass
#06	Contact us	To		Direct click on Contact us	No test data	On clicking Contact us a Form for all the queries users have must be displayed	Filled form is submitte d	Pass
#07	Menu	To list out the available items	Login as user for viewing menu	Log in Direct click on menu	No test data	Display all food items served by different restaurants	Display all food items	Pass

#08	Cart	To list the to be ordering items	Login as a user, View menu, add food in cart	log in Direct click on cart from home page	No test data	Everytime user adds a new item to cart its details must be shown	Displays the selected items	Pass
#09	Payment	To pay for the items ordering	User Authentication, Payment method selection, payment authorisation	Login, From the cart choose the final items, proceed for the placing order, make the payment	Choosing between COD or online payment.  If online payment: Card details/UPI id, Enter the pin	Option to choose payment method, payment details to be entered and must display the status of the payment	Payment successful, your order is placed	Pass

## Screenshots of Test Output:



Want to contact **JustEat** ?

Contact Form

prabha

p@gmail.com

1235635474

delivery

food ordered was not delivered in time.

Max Character length : 140

Submit

User Sign-up  
Manager Sign-up

Welcome harshitha M!

Your account has been created.


Login Now from [HERE](#)



<input type="checkbox"/>				harshitha	harshitha M	h@gmail.com	99938389044	bangalore	5555
<input type="checkbox"/>				nidha	nidha	nidha@gmail.com	998696572	Maharashtra	suhail
<input type="checkbox"/>				prabha	prabha	p@gmail.com	9876543210	bangalore	12345

JustEat
About
Contact Us
Welcome harshitha
Food Zone
Cart (0)
Log Out

## Welcome To JustEat




**Juicy Masala Paneer Kathi Roll**  
Juicy Masala Paneer Kathi Roll loaded with Masala Paneer chunks, onion & Mayo.

₹ 40/-

Quantity:

Add to Cart




**Meurig Fish**  
Try Meurig - A whole Pomfret fish grilled with tangy marination & served with grilled onions and tomatoes.

₹ 60/-

Quantity:

Add to Cart




**Chocolate Hazelnut Truffle**  
Lose all senses over this very delicious chocolate hazelnut truffle.

₹ 99/-

Quantity:

Add to Cart




**Happy Happy Choco Chip Shake**  
Happy Happy Choco Chip Shake - a perfect party sweet treat.

₹ 80/-





Quantity:

Add to Cart

JustEat
About
Contact Us
Welcome harshitha
Food Zone
Cart (0)
Log Out



## Welcome To JustEat





[JustEat](#) [About](#) [Contact Us](#) [Welcome harshitha](#) [Food Zone](#) [Cart \(2\)](#) [Log Out](#)

## Your Shopping Cart

Looks tasty....!!!

Food Name	Quantity	Price Details	Order Total	Action
Chocolate Hazelnut Truffle	2	₹ 99	₹ 198.00	<a href="#">Remove</a>
Juicy Masala Paneer Kathi Roll	1	₹ 40	₹ 40.00	<a href="#">Remove</a>
			Total	₹ 238.00

[Empty Cart](#) [Continue Shopping](#) [Check Out](#)

localhost / 127.0.0.1 / foodorder / cust +

localhost/online-food-order/cart.php?action=empty

ZEE5 - Watch TV Sh... Practice with File H... AIRBUS presents PR... Smart India Hackat...

localhost says  
Cart is made empty!  
[OK](#)

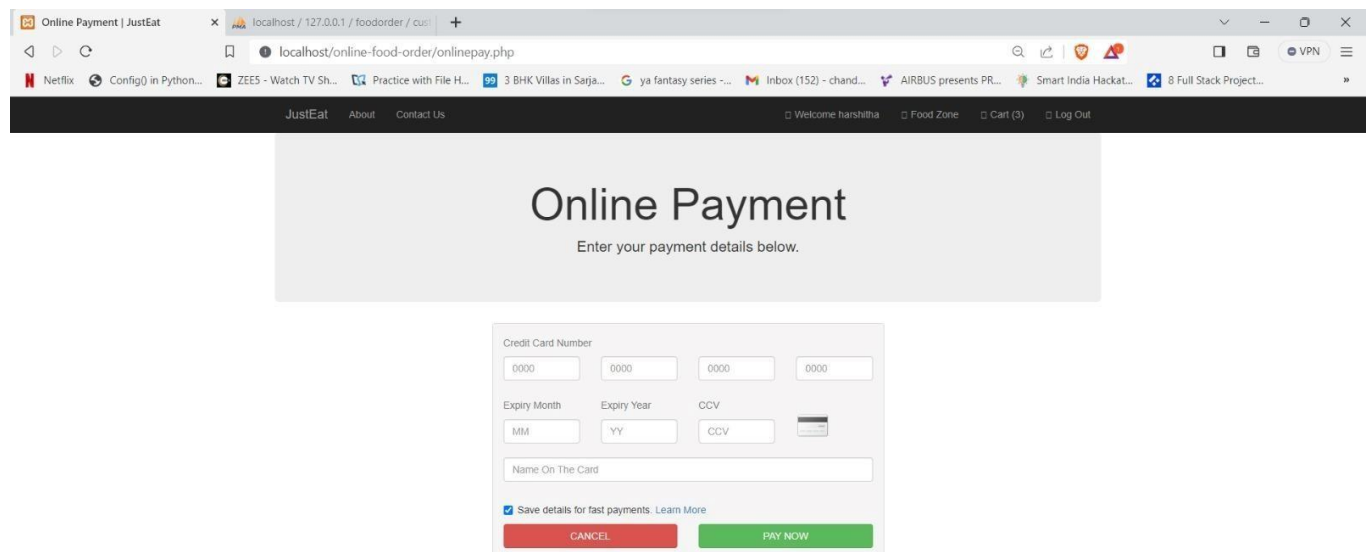
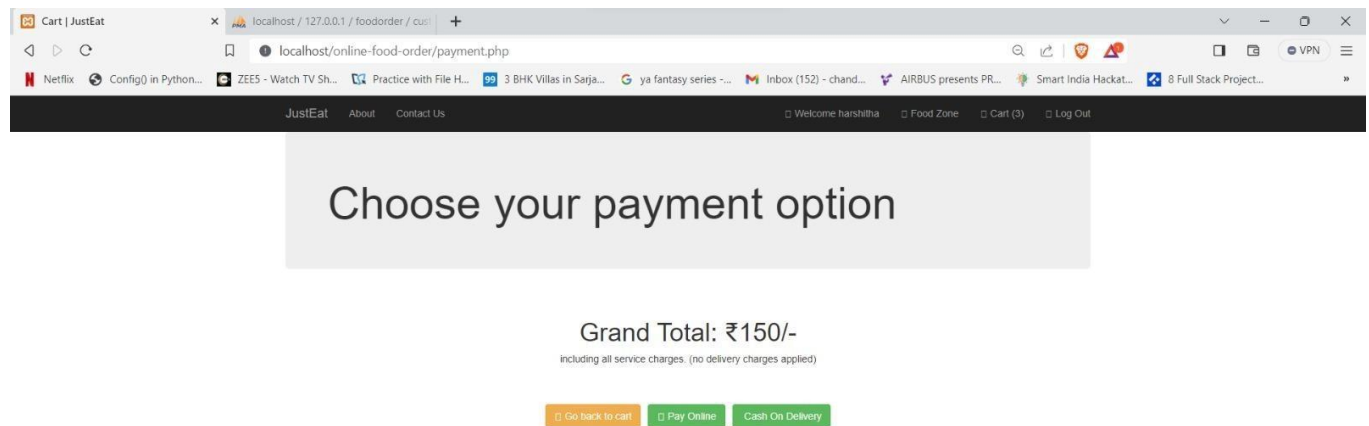
[JustEat](#) [About](#) [Contact Us](#) [Welcome harshitha](#) [Food Zone](#) [Cart \(3\)](#) [Log Out](#)

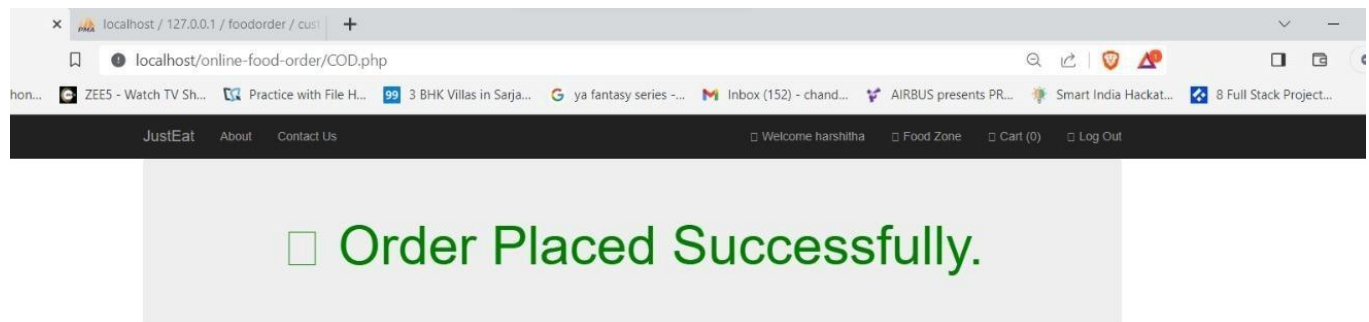
## Your Shopping Cart

Looks tasty....!!!

Food Name	Quantity	Price Details	Order Total	Action
Juicy Masala Paneer Kathi Roll	2	₹ 40	₹ 80.00	<a href="#">Remove</a>
Coffee	1	₹ 25	₹ 25.00	<a href="#">Remove</a>
Paneer Pakora	1	₹ 45	₹ 45.00	<a href="#">Remove</a>
			Total	₹ 150.00

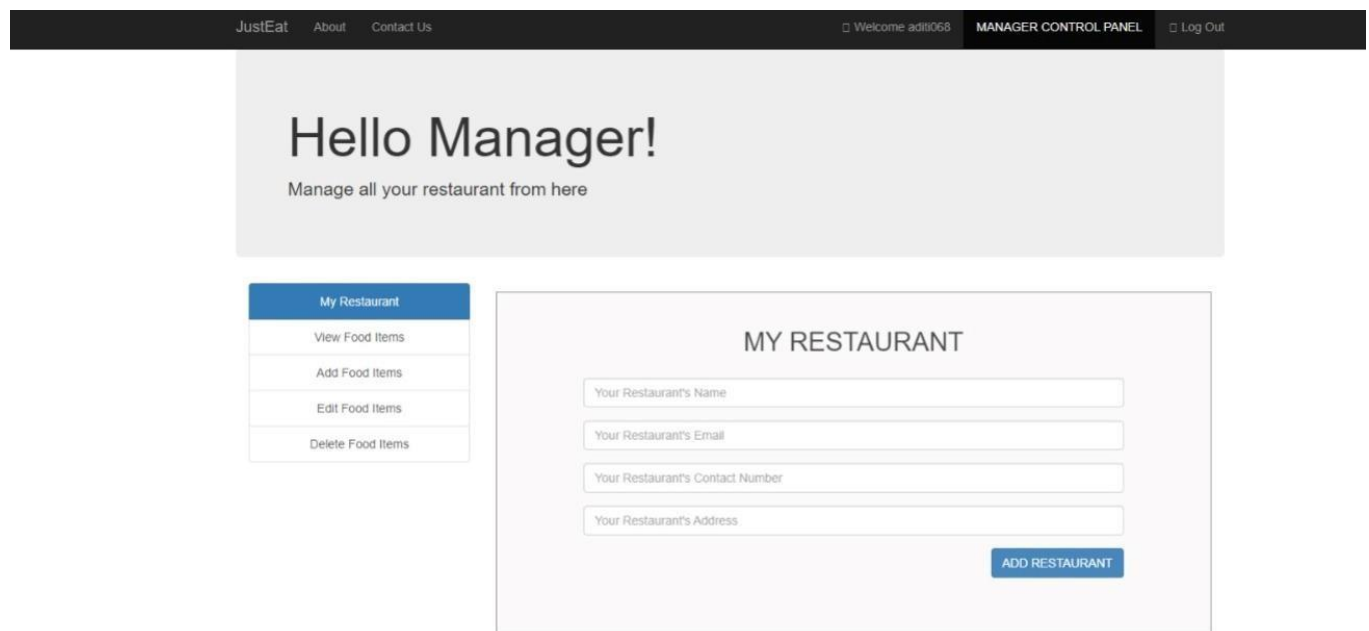
[Empty Cart](#) [Continue Shopping](#) [Check Out](#)





Thank you for Ordering at JustEat! The ordering process is now complete.

Your Order Number: [140376965394822059](#)



[Le Cafe'](#) [About](#) [Contact Us](#) Welcome admin068 **MANAGER CONTROL PANEL** [Log Out](#)

# Hello Manager!

Manage all your restaurant from here

[My Restaurant](#)[View Food Items](#)[Add Food Items](#)[Edit Food Items](#)[Delete Food Items](#)[View Order Details](#)

## YOUR FOOD ORDER LIST

Order ID	Food ID	Order Date	Food Name	Price	Quantity	Customer
9	60	2019-03-03	Chocolate Hazelnut Truffle	99	1	ckumar
11	60	2019-03-05	Chocolate Hazelnut Truffle	99	1	ckumar
15	60	2019-03-05	Chocolate Hazelnut Truffle	99	4	ckumar
19	63	2019-03-05	Baahubali Thali	75	1	birju
30	60	2019-03-15	Chocolate Hazelnut Truffle	99	1	ckumar
33	60	2019-03-15	Chocolate Hazelnut Truffle	99	1	ckumar
47	60	2019-03-16	Chocolate Hazelnut Truffle	99	2	ckumar
45	60	2019-03-16	Chocolate Hazelnut Truffle	99	2	ckumar

[JustEat](#) [About](#) [Contact Us](#) Welcome admin068 **MANAGER CONTROL PANEL** [Log Out](#)

# Hello Manager!

Manage all your restaurant from here

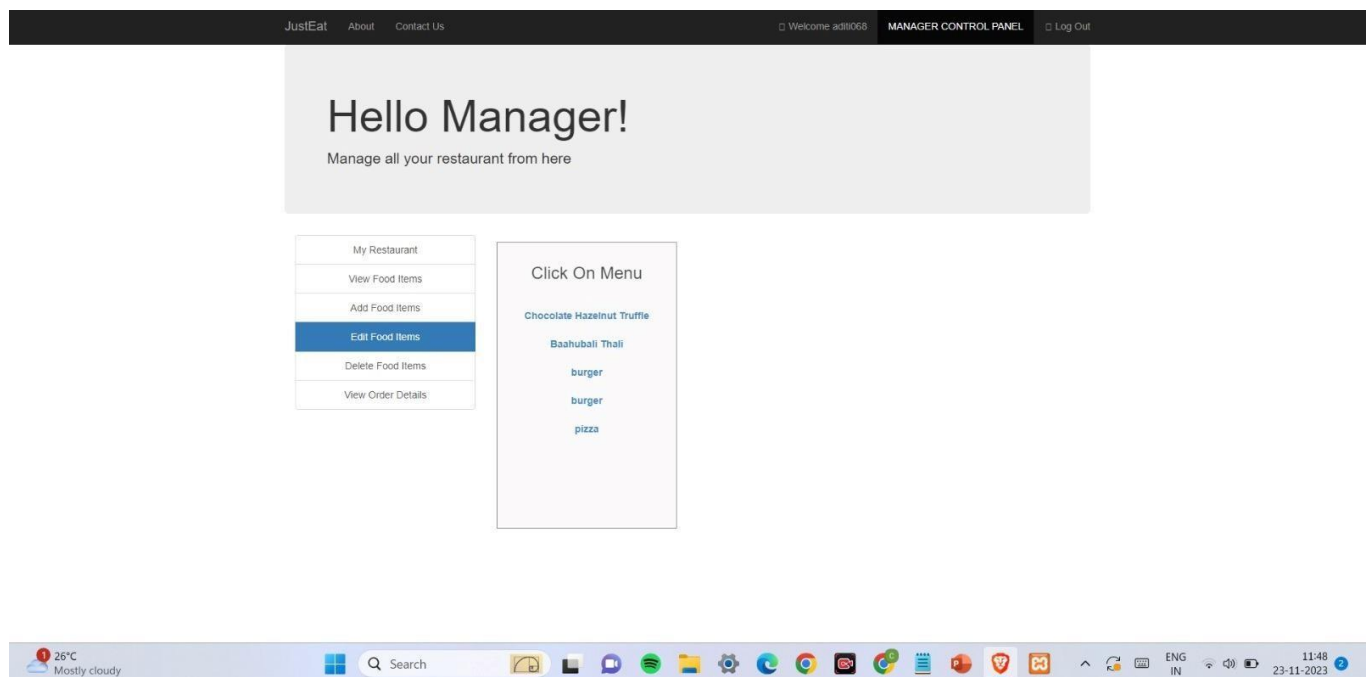
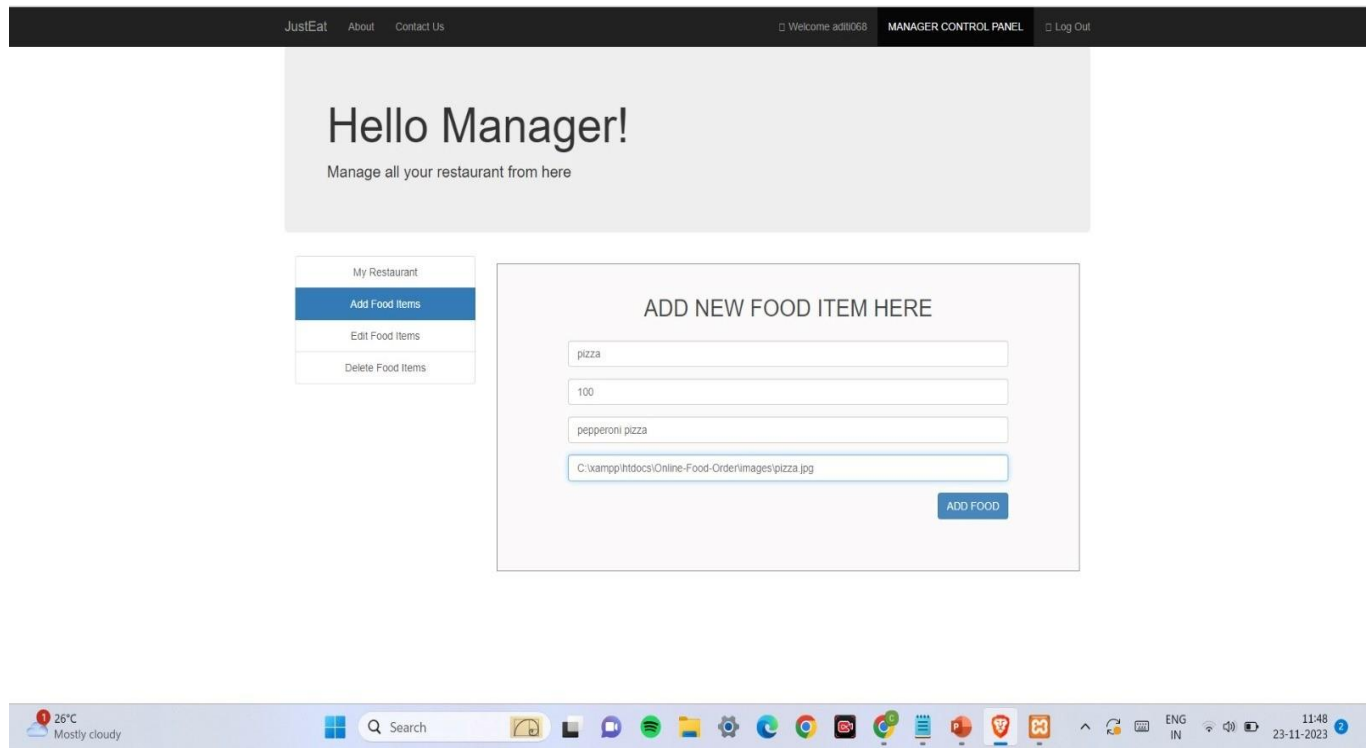
[My Restaurant](#)[Add Food Items](#)[Edit Food Items](#)[Delete Food Items](#)

## ADD NEW FOOD ITEM HERE

[ADD FOOD](#)

26°C Mostly cloudy

ENG IN 11:48 23-11-2023



[My Restaurant](#)  
[View Food Items](#)  
[Add Food Items](#)  
[Edit Food Items](#)  
[Delete Food Items](#)  
[View Order Details](#)

## DELETE YOUR FOOD ITEMS FROM HERE

#	Food ID	Food Name	Price	Description	Restaurant ID
<input type="checkbox"/>	60	Chocolate Hazelnut Truffle	99	Lose all senses over this very delicious chocolate hazelnut truffle.	3
<input type="checkbox"/>	63	Baahubali Thali	75	Baahubali Thali is accompanied by Kattapa Biryani, Devasena Paratha, Bhalladeva Patiala Lassi	3
<input type="checkbox"/>	81	burger	70	yummy burger	3
<input checked="" type="checkbox"/>	82	pizza	100	pepperoni pizza	3

DELETE

[JustEat](#) [About](#) [Contact Us](#)

Welcome admin008

MANAGER CONTROL PANEL

Log Out

# Hello Manager!

Manage all your restaurant from here

[My Restaurant](#)  
[View Food Items](#)  
[Add Food Items](#)  
[Edit Food Items](#)  
[Delete Food Items](#)  
[View Order Details](#)

### Click On Menu

Chocolate Hazelnut Truffle

Baahubali Thali

burger

burger

pizza

26°C  
Mostly cloudy

Search

ENG IN 11:48 23-11-2023

My Restaurant
View Food Items
Add Food Items
Edit Food Items
Delete Food Items
View Order Details

## DELETE YOUR FOOD ITEMS FROM HERE

#	Food ID	Food Name	Price	Description	Restaurant ID
<input type="checkbox"/>	60	Chocolate Hazelnut Truffle	99	Lose all senses over this very delicious chocolate hazelnut truffle.	3
<input type="checkbox"/>	63	Baahubali Thali	75	Baahubali Thali is accompanied by Kattapa Biryani, Devasena Paratha, Bhalladeva Patiala Lassi	3
<input type="checkbox"/>	81	burger	70	yummy burger	3

[DELETE](#)

## JIRA CERTIFICATES:

Credential Earned



## Jira Work Management Fundamentals Badge

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Score: 100    Completion ID: 286177825



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Completed by PES2UG21CS122Bhodhitha ks on November 21, 2023

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Completed by Harshitha MB on November 21, 2023

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## Credential Earned



# Jira Work Management Fundamentals Badge

Completed by Chandra Prabha on November 21, 2023

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Score: 100    Completion ID: 286177983

## Credential Earned



# Jira Work Management Fundamentals Badge

Completed by Chandana Dongre on November 21, 2023

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Score: 96    Completion ID: 286179508