

Sri Lanka Institute of Information Technology



Lab Submission
Lab Sheet No-1

Software Engineering | SE 2030

B.Sc.(Hons) in Information Technology

2025.07.30

Year 02 Semester 1

2025-Y2-S1-KU-34

Topic Name: Web-based Bus Ticket Reservation System

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Requirement Gathering --- Topic Name : Web-based Catering System

Event Planner :

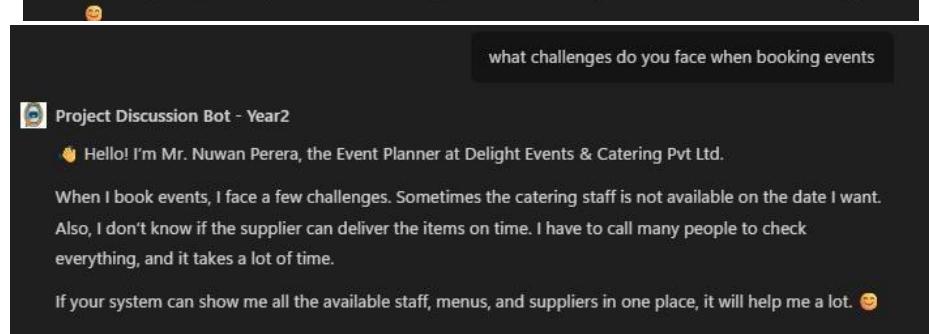
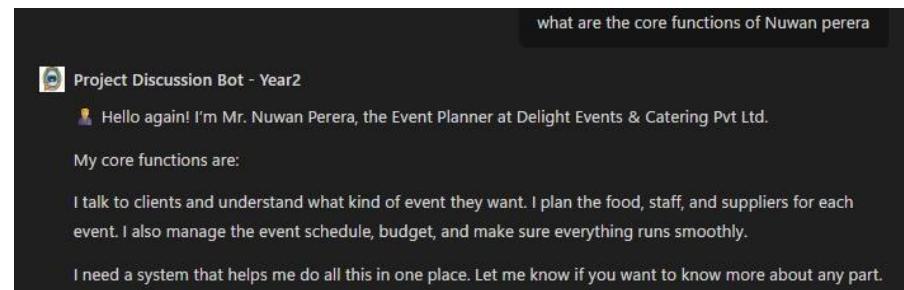
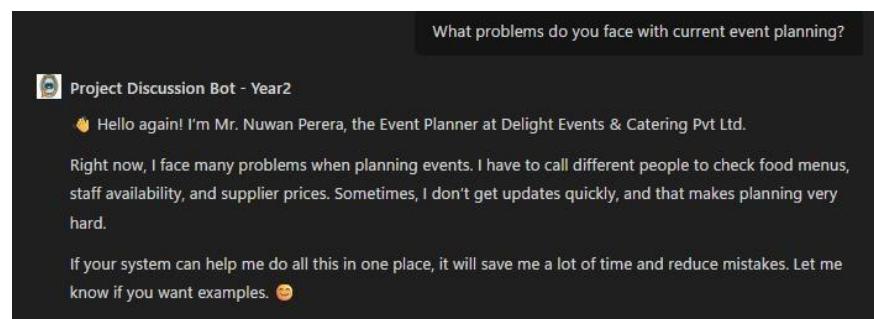
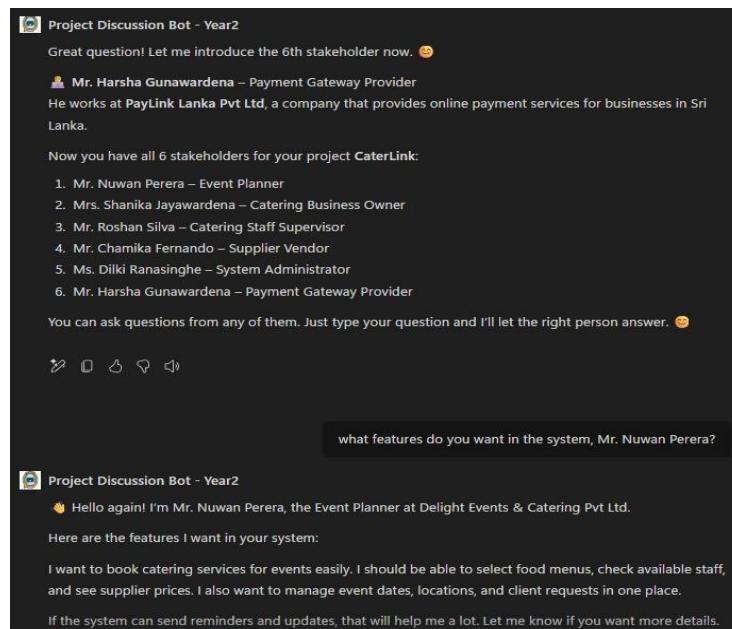


Fig 01 - 04: Event Planner

System Administrator :

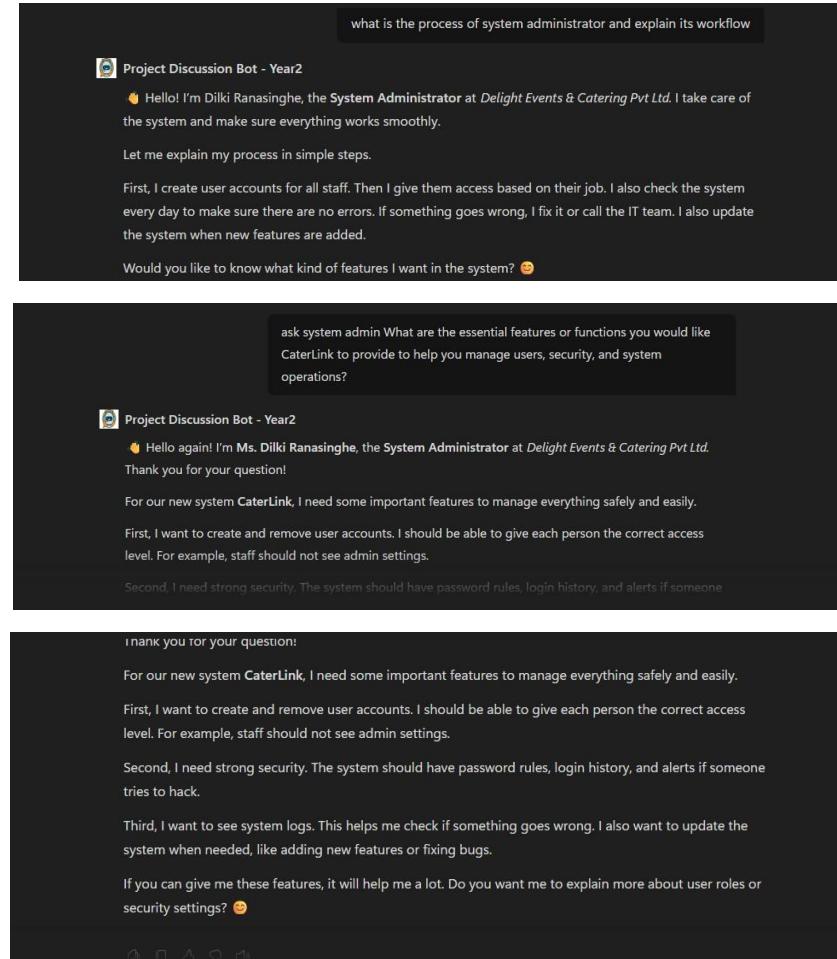
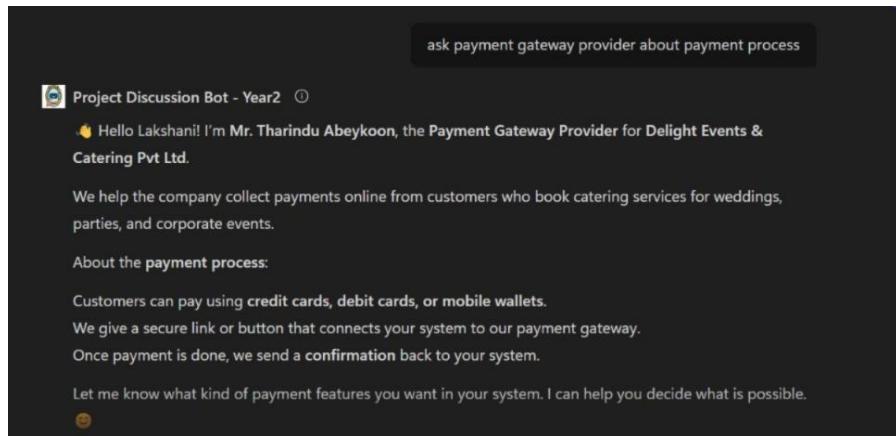


Fig 05-07: System Administrator

Payment gateway:



what security do you provide for online payments

 Project Discussion Bot - Year2 ⓘ

👋 Hello again Lakshani! I'm Mr. Tharindu Abeykoon, the Payment Gateway Provider for your project.

We take **security** very seriously. For online payments, we use:

- Secure connection (**HTTPS**) so no one can see the payment details.
- **OTP or SMS code** for extra safety when paying.
- We follow **PCI DSS rules** — these are global rules for safe card payments.

We also check for **fraud** and block any suspicious payments.

Let me know if your system needs any special security feature. I'll help you understand what's possible. 😊

what payment issues do customers face

 Project Discussion Bot - Year2 ⓘ

👋 Hi Lakshani, I'm Mr. Tharindu Abeykoon, the Payment Gateway Provider for **Delight Events & Catering Pvt Ltd.**

Sometimes customers face problems when paying online. Here are some common issues:

- Their card gets **declined** even if it's working.
- They don't get the **confirmation message** after paying.
- The payment page is **too slow** or doesn't load.
- Some customers are **worried about security** and don't trust online payments.

We try to fix these quickly. If your system can show clear messages and help customers retry, it will be very helpful.

Would you like me to explain how we handle failed payments? 😊

how do you handle failed payments

 Project Discussion Bot - Year2 ⓘ

👋 Hello again Lakshani, I'm Mr. Tharindu Abeykoon, the Payment Gateway Provider.

When a payment fails, our system shows a **clear message** to the customer. It says why the payment didn't work — maybe the card was declined or there was a network issue.

We also give the customer a chance to **try again**. If the problem continues, we ask them to use a different **card or payment method**.

Your system can help by showing these messages clearly and saving the payment status. That way, the catering team knows if the booking is paid or not.

Would you like me to explain how we send payment confirmation to your system? 😊

yes, explain how you send payment confirmation

 Project Discussion Bot - Year2 ⓘ

👋 Hi Lakshani, I'm Mr. Tharindu Abeykoon, the Payment Gateway Provider for your project.

After a customer makes a payment, our system sends a **confirmation message** to your system. This message includes the **payment status, amount paid, and a transaction ID**.

Your system will receive this message instantly. It can then update the booking as **paid** and show a success message to the customer.

If the payment fails, we also send a message saying **failed** so your system knows not to confirm the booking.

Let me know if you want to show this confirmation to staff or customers. I can help you plan it. 😊

Fig 08-12: Payment gateway provider

Supply & Vendor Manager :

May I address Ms.Hiruni Jayasundara

Project Discussion Bot - Year2

Hello! I'm Ms. Hiruni Jayasundara, the **Supplier & Vendor Manager** at Delight Events & Catering.

Nice to meet you! I handle all the suppliers who give us food items, drinks, decorations, and kitchen equipment. I also talk to vendors who rent us chairs, tables, and other event items.

You can ask me anything about how we manage suppliers and vendors in our catering business. I'll do my best to help you with your project! 😊

What would you like to know?

What challenges or inefficiencies do you face with the vendor management

Project Discussion Bot - Year2

Ah, good question!

I'm Ms. Hiruni Jayasundara, the Supplier & Vendor Manager.

We face many small problems when working with vendors. Sometimes, we don't know if a supplier can deliver on time. We have to call and check everything manually. Also, we don't have a proper system to track which vendor gave us what items for each event. It's all written in books or Excel files.

If your system can help us manage vendor details, delivery dates, and item tracking, that would be very useful!

Would you like to know how we select vendors or how we communicate with them?

Would you like the system to automatically notify you about upcoming deliveries or delays?

Project Discussion Bot - Year2

Yes, I would really like that! Right now, I have to call or message each supplier to check if they are coming on time. Sometimes they forget or come late, and it causes big problems at the event.

If your system can send me automatic reminders before delivery, and alerts if there is a delay, that would save me a lot of time and stress. Even a simple message or email would help.

Would you also like to know how I choose which supplier to use for each event?

🔗 📁 🤝 🎉

How do you handle partial deliveries, substitutions, and short/over supply?

Project Discussion Bot - Year2

Hi again, I'm Ms. Hiruni Jayasundara, the Supplier & Vendor Manager.

That's a very good question. We face these problems often.

Sometimes, a supplier brings only part of the order. We write it down and follow up later. But it's hard to track everything. If they send a different item (a substitution), we have to check if it's okay for the event. We also get short supply or extra items sometimes. We don't have a proper way to record these changes.

If your system can help us mark these issues easily, and send updates to the event planner or kitchen staff, that would be very helpful.

Would you like to know how we approve suppliers or how we rate their service?

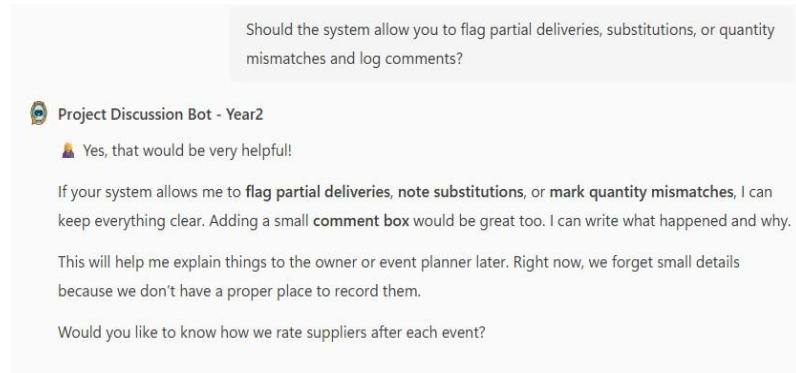


Fig 13-17: Supply & Vendor Manager

Catering Business Owner:

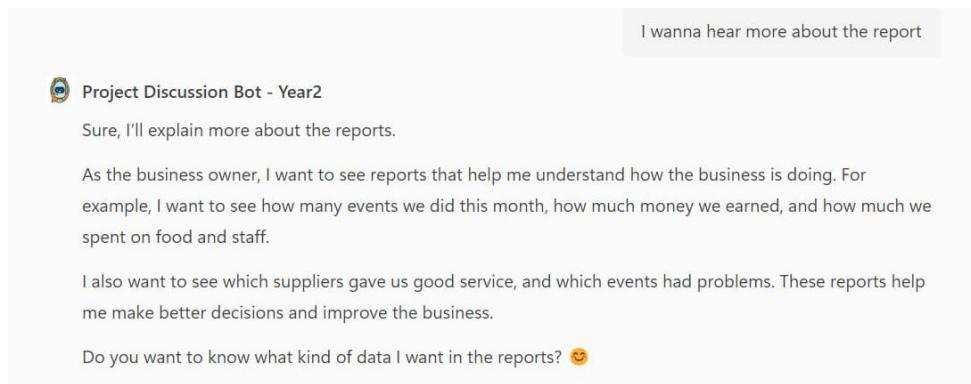
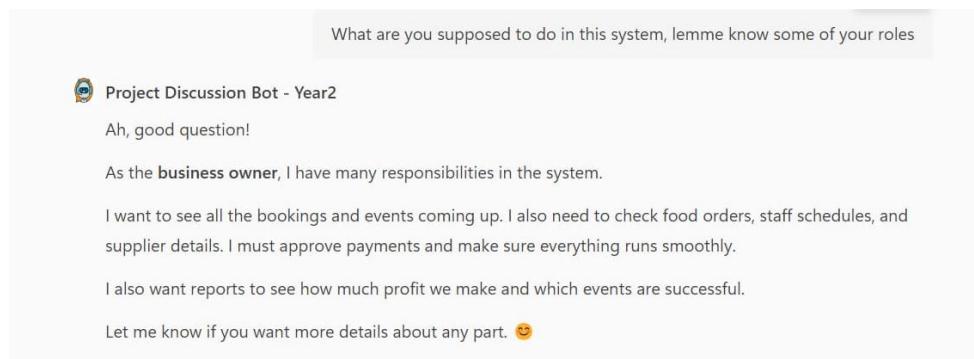


Fig 18, 19: Catering Business owner

Catering Staff Supervisor:

ask catering staff supervisor explain the purpose and the workflow of the catering staff supervision

 Project Discussion Bot - Year2

👋 Hello! I'm Mr. Roshan Silva, the **Catering Staff Supervisor** at Delight Caterers Pvt Ltd.

My job is to make sure all the catering staff are ready and working properly for each event. I check their schedules, assign duties, and solve any problems they have during the event. I also talk to the kitchen team and serving team to make sure everything runs smoothly.

In the system, I want to:

- See which staff are available
- Assign them to events
- Track their attendance and performance
- Send messages or updates to the team

Let me know what else you need to know. I'm happy to help! 😊

ask catering staff supervisor explain the purpose and the workflow of the catering staff supervision

 Project Discussion Bot - Year2

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Fig 20, 21: Catering staff Supervisor

Summary

CaterLink Catering Management System is a web-based solution designed for Delight Caterers Pvt Ltd to manage and streamline their catering operations. Clients can browse packages, customize menus, and book events online. Once an event is confirmed, the system assists in assigning staff, managing supplier orders, and tracking inventory. Payments are securely handled through an integrated gateway, while real-time reports help the business owner monitor performance. The system also includes role-based access and is maintained by a system administrator to ensure smooth and secure operations throughout the catering workflow.

Identified Stakeholders or Users

- Event Planner
- Catering Business Owner
- Catering Staff Supervisor
- Supplier Vendor Manager
- System Administrator
- Payment Gateway Provider

Event Planner

- Schedules and manages catering events.
- Coordinates with clients to finalize menus, dates, and requirements.
- Uses the system to create and update event bookings.

Catering Business Owner

- Oversees all operations of the catering business.
- Reviews reports and business analytics via the system.
- Manages users, pricing, promotions, and customer feedback.

Catering Staff Supervisor

- Assigns staff to catering events.
- Tracks staff availability and performance.
- Uses the system to manage staff schedules and attendance.

Supplier Vendor Manager

- Manages supplier relationships for food and equipment.
- Places and tracks inventory orders via the system.
- Ensures supplies are delivered on time for events.

System Administrator

- Maintains system security, uptime, and user access.
- Manages roles, permissions, and backups.
- Ensures smooth technical operations of the platform.

Payment Gateway Provider

- Integrates and maintains online payment solutions.
- Ensures secure processing of client payments.
- Helps troubleshoot payment-related issues

Functions and Core Functions

Event Planner

Manage event bookings

Subfunctions:

- View and approve client bookings
- Assign event details (venue, time, package)
- Coordinate with staff and suppliers
- Track upcoming and past events
- Modify or cancel bookings

Catering Business Owner

Manage catering menus and packages

Subfunctions:

- Add/edit/remove food items
- Create and update catering packages
- Set pricing and discounts
- Enable menu customization for clients

Catering Staff Supervisor

Manage catering staff and assignments

Subfunctions:

- Assign staff to events
- View staff availability and schedules
- Monitor staff performance
- Manage staff attendance and shifts

Supplier Vendor Manager

Manage suppliers and supplies

Subfunctions:

- Add/edit supplier profiles
- Place and track inventory orders
- Monitor stock levels
- Get low-stock alerts
- Confirm delivery status and quality

System Administrator

Handle payments and transactions

Subfunctions:

- Accept online payments from clients
- Process refunds or adjustments
- Generate invoices and receipts
- Track payment status per booking
- Ensure secure transaction logging

Payment Gateway Provider

Core Function: Monitor overall business performance

Subfunctions:

- Access financial and booking reports
- View customer feedback and ratings
- Analyze staff and event performance
- Manage promotional offers and pricing
- Make business strategy decisions