ICS 2276 COMPUTER PROGRAMMING II

PROJECT NAME: DIGITIZATION OF MESS TICKETING SYSTEM

Group Members

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ONLINE FOOD BUYING AND PAYMENT AND RECIEPT SYSTEM

**Problem Statement**

The JKUAT mess has two service points from which payment of food is done. These two or sometimes three serving points serve each individual for around four minutes. The time is spent on the selection of the food the individual wants to eat, the payment by the individual and the authentication of the payment before the receipt is given.

The mess also has peak times when the line is longest and individuals will take longer to get their food. These times are between 1100hrs when the mess opens to about 1230hrs when the place becomes almost deserted. The scenario repeats itself from around quarter past one to 1400hrs when the mess is closed. Supper is not any different. During these peak times one can expect to wait for thirty minutes to get their receipts. This causes most people to go elsewhere leading to customer losses that we are are aiming to minimize to enable a streamlined system.



*Students lining to get food at the JKUAT mess*

Students who go to the mess should spend as little time as possible queuing and instead spend that time on other productive activities.

This therefore means that a more efficient method of ticketing needs to be created.

Our project aims to create one where the need for a queue is eliminated and the ticketing can be done without being within the mess premises.

The second problem with the service at the mess is that most people come to serve at exactly the same period of time creating congestion. After time is spent getting the ticket, more time is required to reach the food. This is caused by the small window within which the mess is open. While changing the window of service is entirely an administrative issue, other methods can be created so that the efficiency of service can be increased for a customer.

One method we are proposing is to inform users of the times when there is high traffic in the mess and give them estimated waiting times for that period based on the data we collect. This informs their choices of meal times and they can therefore choose a time with less traffic and less waiting time.

**Our Project**

Objectives

1. To reduce the time taken to get receipts therefore increasing efficiency.
2. To collect data on the preference of the students to inform sales in the mess.
3. To reduce congestion in the mess by showing peak times when less people should go the mess

Project Overview

To meet the above objectives, our project will entail the following features

1. Sign up and login features for users.
2. A list of all the offerings in the school mess.
3. A payment system once the user selects the food of their wish
4. An automatically generated receipt which is used to get food from the mess.