# FOOD DELIVERY MANAGEMENT SYSTEM

A project submitted to

## UKA TARSADIA UNIVERSITY

in partial fulfilment of the requirements
for the degree of

*Bachelors of Science in Information Technology*

for 5th Semester
2024-25
**Group Number**: 07


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**December 2024**

# CERTIFICATE

This is to certify that the project report entitled **"Food Delivery Management System"** has been carried out by Mr. Varun Dankhara (202206100110015)**,** Mr. Harsh Bavlawala (202206100110015), Mr. Harsh Gandhi (202206100110015) and Mr. Vatsal Bhataria (202206100110015) under my guidance in partial fulfillment of the requirement for the Bachelors of Science in Information Technology during the academic year 2024-25.

**Date: 14-10-2024**

| | |
|---|---|
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| **Project Guide** | **Programme Coordinator** |

**External Examiner(s)**

BABU MADHAV INSTITUTE OF
INFORMATION TECHNOLOGY

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# Chapter 1: Introduction

## 1.1 Problem Definition

A food delivery management system is needed to handle more food orders quickly and smoothly. It will make the whole process easier, from ordering food to delivering it to the customer's door. The system will help make deliveries faster and more reliable, keeping customers happy. It will also help manage delivery drivers, track orders live, and find the best routes to avoid delays. Overall, this system will make food delivery faster and more accurate.

## 1.2 Project Purpose

The purpose of a Food delivery System web application is to provide a convenient and efficient way for users to order food from local restaurants and have it delivered to their location.

## 1.3 Project Scope

The Food Delivery System will operate within Surat city, managing all aspects of food ordering and delivery. The main features of this system include:

1. **Service Area**: The system will handle food deliveries throughout Surat, covering all areas within the city.
2. **User Roles**: It will serve customers, delivery drivers, and restaurant managers:
    - **Customers** can browse restaurant menus, place orders, and track their delivery.
    - **Delivery Drivers** can accept delivery tasks, view optimized routes, and update the delivery status.
    - **Restaurant Managers** can manage menus, monitor orders, and track deliveries.

# Chapter 2: Overall Description

## 2.1Product Perspective/Environment Description

The Food Delivery Management System is designed to create an efficient and user-friendly platform for managing various aspects of a food delivery service. This system will streamline processes for administrators, restaurant owners, delivery agents, and customers. Key functionalities include managing food menus, orders, delivery logistics, payments, and customer feedback.

### **2.1.1** Hardware Interface/ Hardware Specification

| | |
|---|---|
| Processor | Intel core i5 |
| RAM | 8 GB |
| HDD | 1TB |

### **2.1.2** Software Interface/ Software Specification

| | |
|---|---|
| Operating System | Microsoft Windows 11 |
| Front-End | HTML, CSS, JS |

| | |
|---|---|
| Back-End | PHP, phpmyadmin |
| Tools | Visual Studio code, phpmyadmin |

# Chapter 3: System Specific Requirements

## 3.1 Functional Requirements

### MODULE 1: MANAGE USER

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facilities to the Customer, Restaurant-Owner, Delivery-Person:<br>• Registration | Registration Page |
| FR2 | This Module will provide following facility to the users:<br>❖ Forget Password<br>• Login<br>• Change Password | Forgot password, Login Page , Change Password |
| FR3 | This Module will provide following facility to Admin:<br>❖ Approve/Decline Delivery-Person or Restaurant. | Delivery-Person/Restaurant request |

## MODULE 2: MANAGE PROFILE

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Users:<br>• Add Profile Details<br>• Update Profile Details<br>• View Profile Details<br>• Remove Profile Details | Profile Page |

## MODULE 3: MANAGE FOOD CATEGORY

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Admin:<br>• Add Food Category<br>• Remove Food Category<br>• Update Food Category<br>• View Food Category | Manage Category Page |
| FR2 | This Module will provide following facility to the Restaurant-Owner:<br>❖ View Food Category | Add Food item Page |
| FR3 | This Module will provide following facility to the Customer:<br>❖ View Food Category | View Food Page |

## MODULE 4: MANAGE FOOD ITEM

| Requirement No. | Description | Comment |
|---|---|---|

| | | |
|---|---|---|
| FR1 | This Module will provide following facility to the Restaurant-Owner:<br>• Add Food Items<br>• Remove Food Items<br>• Update Food Items<br>• View Food Items | Add Food item Page |
| FR2 | This Module will provide following facility to the Customer:<br>❖ View Food Items | View Food Page |

**MODULE 5: MANAGE CART**

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Customer:<br>• Add Cart Items<br>• Remove Cart Items<br>• Update Cart Items<br>• View Cart Items | View Cart Page |

**MODULE 6: MANAGE OFFERS**

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Restaurant-Owner/Admin:<br>• Add Offers<br>• Remove Offers<br>• Update Offers<br>• View Offers | Manage Offers Page |

| | | |
|---|---|---|
| FR2 | This Module will provide following facility to the Customer:<br>• View Offers | View Food Page |

## MODULE 7: MANAGE OFFERS

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Restaurant-Owner/Admin:<br>• Add Coupon<br>• Remove Coupon<br>• Update Coupon<br>• View Coupon | Manage Coupon Page |
| FR2 | This Module will provide following facility to the Customer:<br>• Apply Coupon | View Cart Page |

## MODULE 8: MANAGE PAYMENT

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Customer/Admin:<br>• Make Payment | View Cart Page/Payment Page |
| FR2 | This Module will provide following facility to the Users:<br>• View Payment | View Cart Page/Payment Page |

## MODULE 9: MANAGE FEEDBACK

| Requirement No. | Description | Comment |
|---|---|---|

| | | |
|---|---|---|
| FR1 | This Module will provide following facility to the Customer:<br>• Give Feedback<br>• Update Feedback<br>• Delete Feedback | Order Page |
| FR2 | This Module will provide following facility to the Users:<br>• View Feedback | Feedback Page |

## MODULE 10: MANAGE ORDER

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Customer:<br>• Place Order<br>• Track Order | Order Page |
| FR2 | This Module will provide following facility to the Delivery-Person/Customer:<br>• Cancel Order<br>• View Order | Order Page |
| FR3 | This Module will provide following facility to the Restaurant-Owner:<br>• View Order | Order Page |

## MODULE 11: MANAGE COMPLAINT

| Requirement No. | Description | Comment |
|---|---|---|
| FR1 | This Module will provide following facility to the Users:<br>• Raise Complaint | Complaint Page |

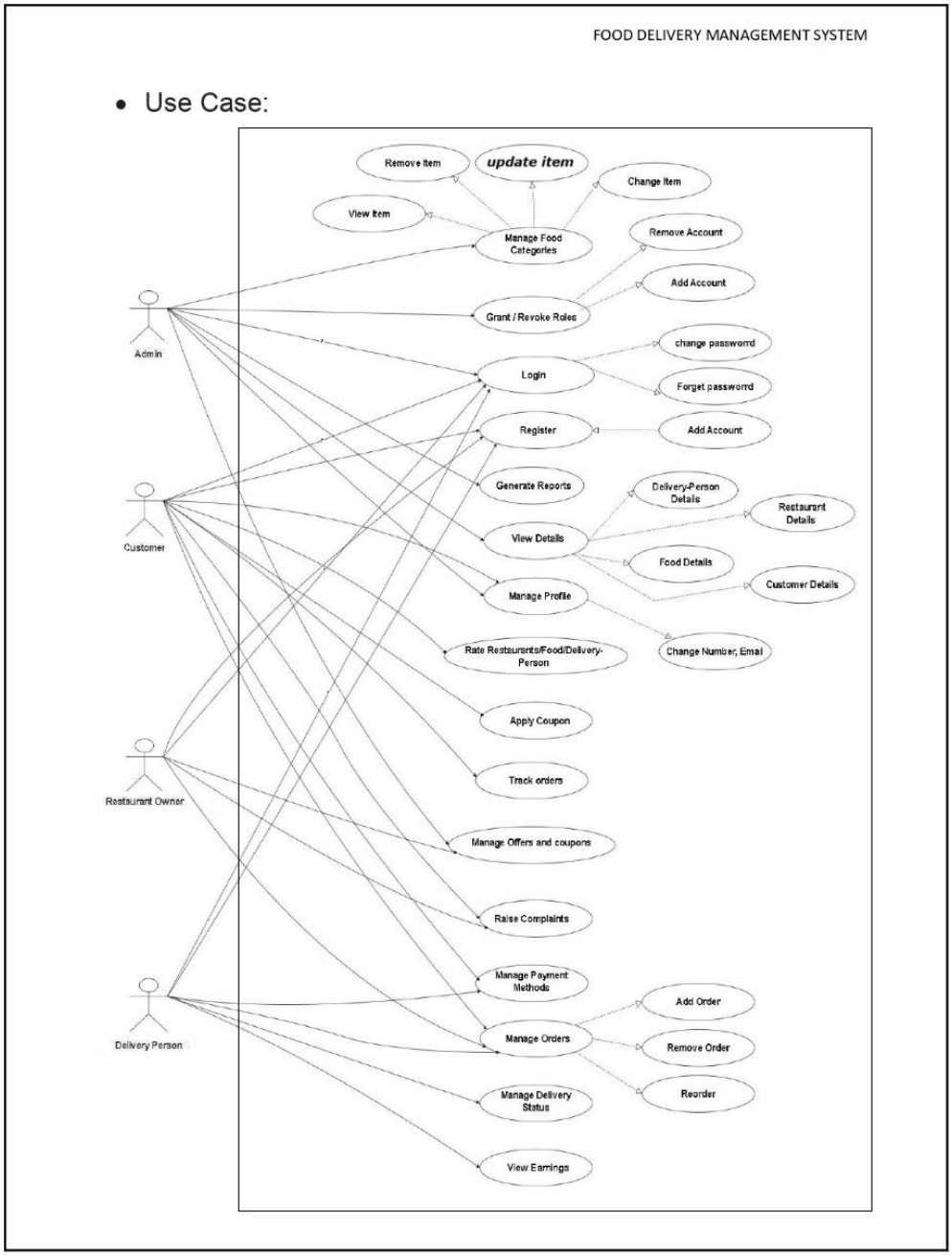
| | | |
|---|---|---|
| | • Update Complaint<br>• Delete Complaint<br>• View Complaint | |

## 3.2 Non- Functional Requirements

| Requirement No. | Description | Comment |
|---|---|---|
| NFR1 | Access to the system is 24x7 with proper internet connection. | Availability |
| NFR2 | The system will provide the basic security requirement by using password encryption and hiding the URL whenever someone tries to enter using the URL directly | Security |
| NFR3 | The system can adopt different browsers which support HTML and JS for user friendliness | Adoptability |

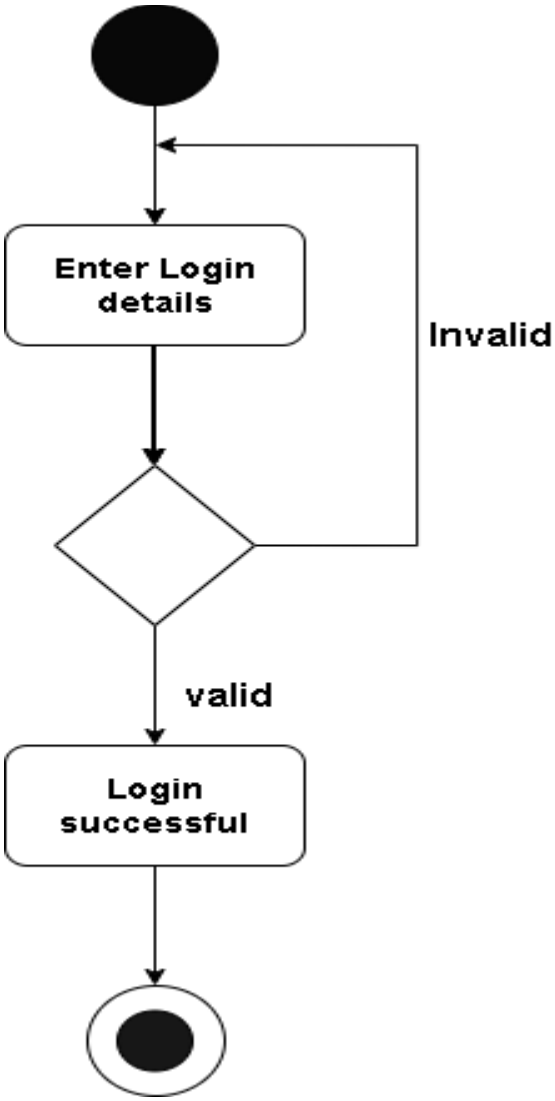
# Chapter 4: System Analysis

## 4.1 Use Case Diagrams

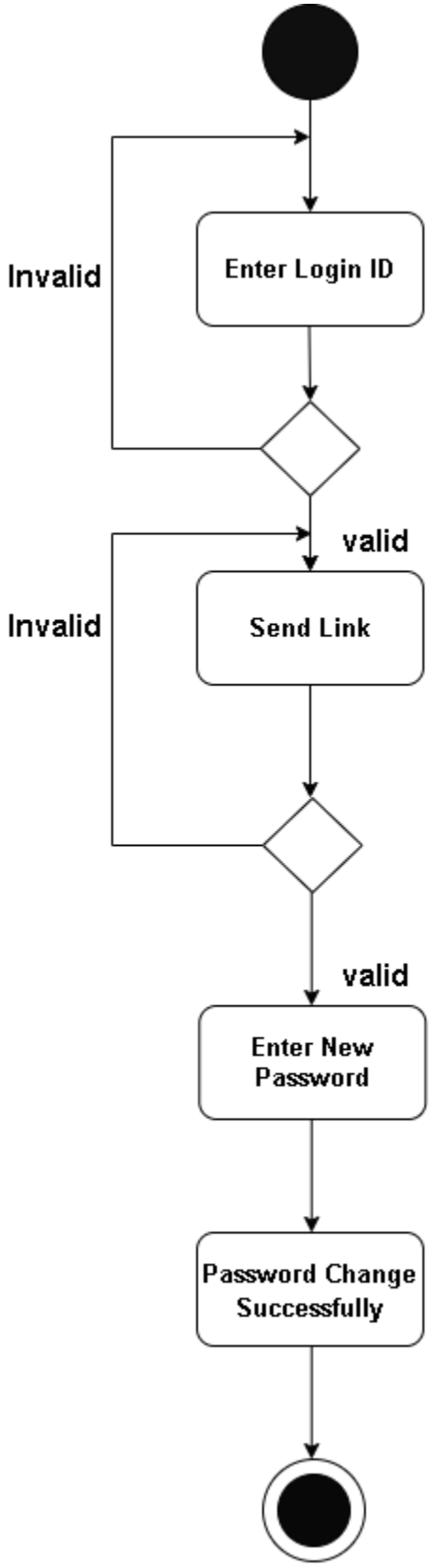


## 4.2 Activity Diagrams

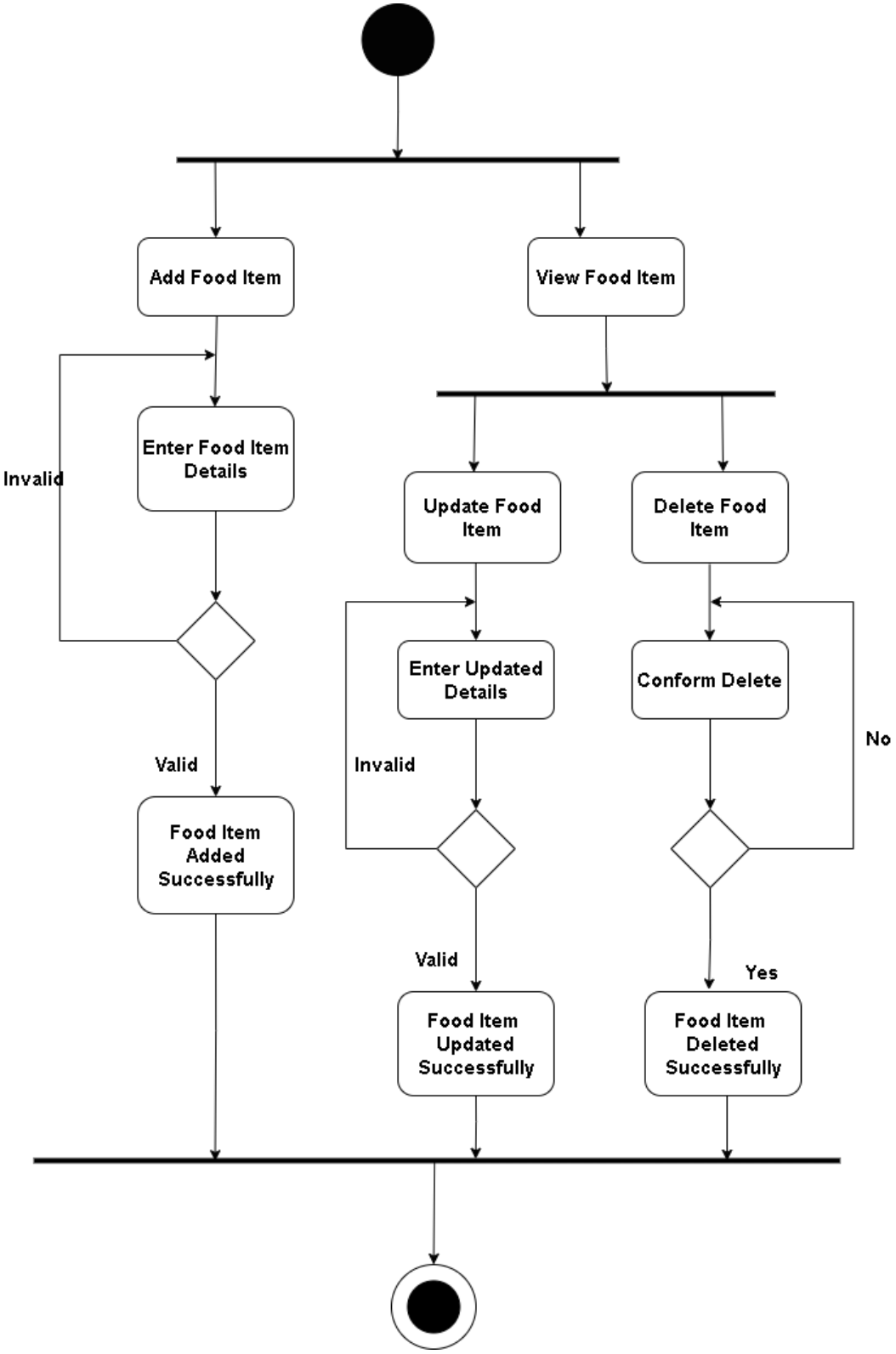
- Activity Diagram for Login:



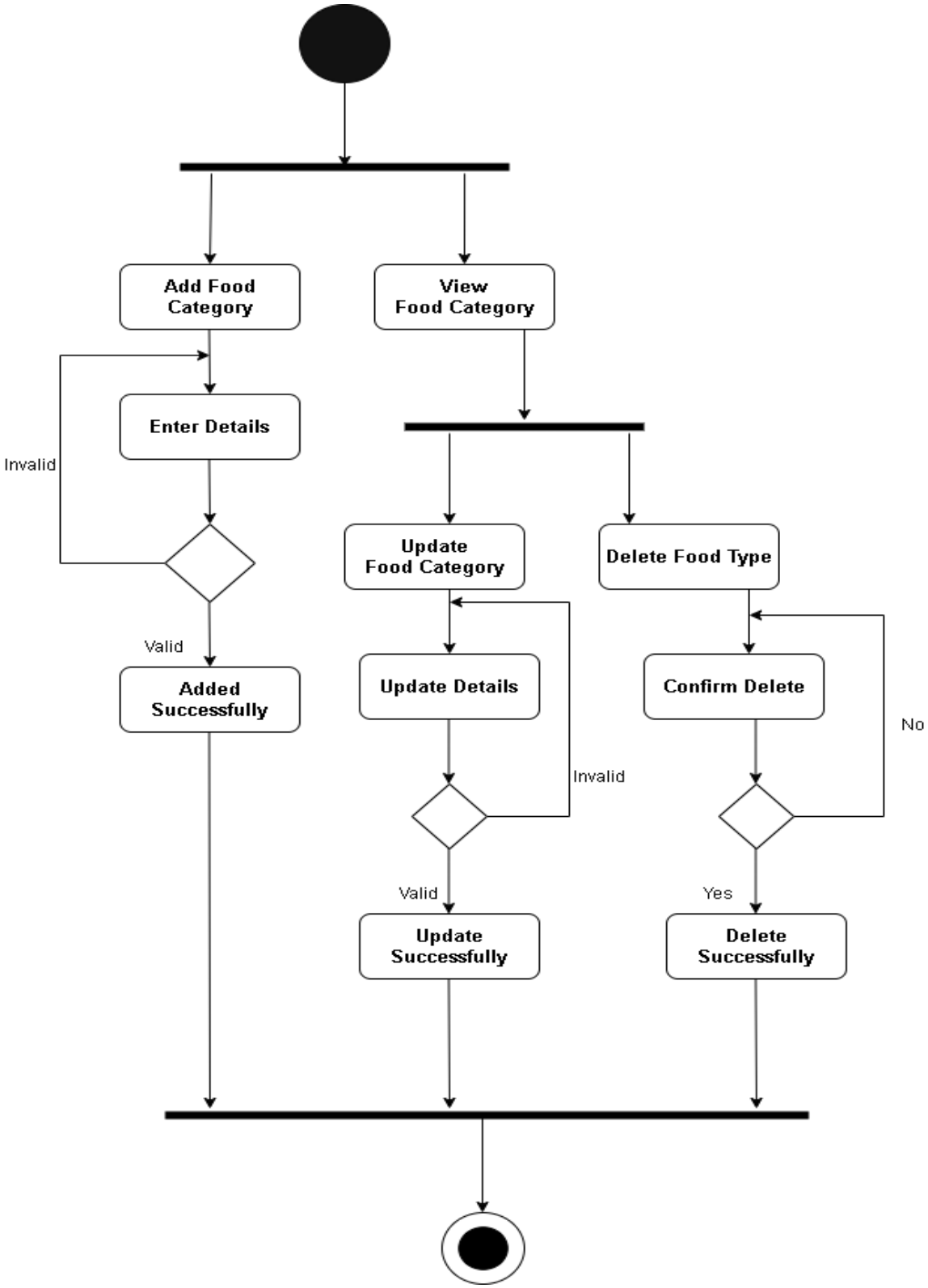
- Activity Diagram for Forget Password:



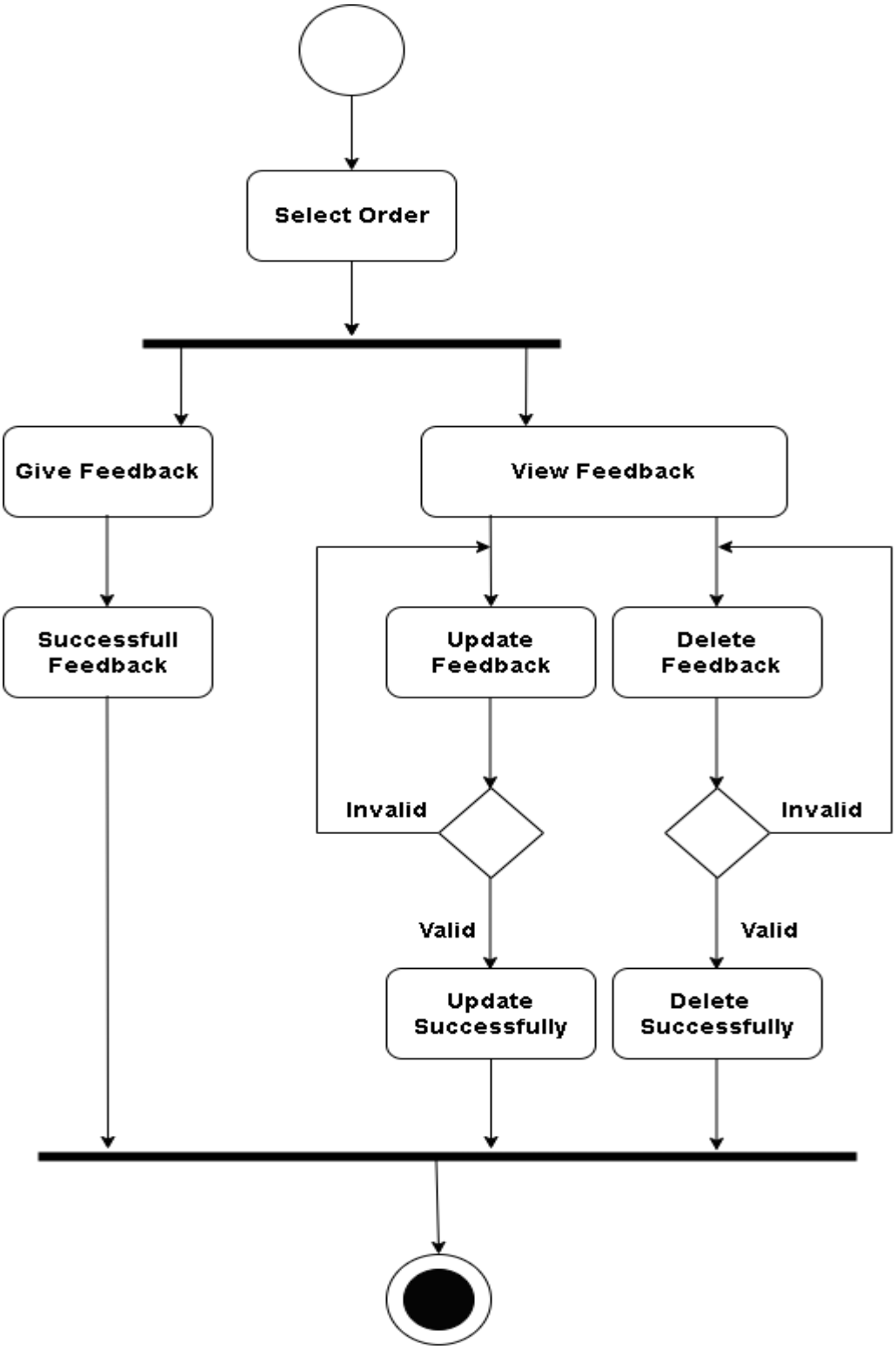
- Activity Diagram for Manage Food Item:



- Activity Diagram for Food Type:



- Activity Diagram for Manage Rating:



# Chapter 5: System Design

## 5.1 System Design

Manage User:

- Schema: Tbl_users (Userid[PK], Name, Email, PhoneNo, Gender, Status, Password, Image, Dob, Accounthash, Reset _token, Reset_token_expires_at)

- Functional Dependency: Userid[PK] -> Name, Email, PhoneNo, Gender, Status, Password, Image, Dob, Accounthash, Reset_token, Reset_token_expires_at

- Schema: Tbl_restaurant (ID[PK], Name, Status, Address, Contact, Areaid, Userid, Gstno, Licenseno, OpeningTime, ClosingTime, Licenseimage)

- Functional Dependency: ID[PK] -> Name, Status, Address, Contact, Areaid, Userid, Gstno, Licenseno, OpeningTime, ClosingTime, Licenseimage

- Schema: Tbl_delivery_man (ID[PK], Onlinestatus, License_no, Licenseimage, Aadharcardno, Aadharcardimage, Status, Userid)

- Functional Dependency: ID[PK] -> Onlinestatus, License_no, Licenseimage, Aadharcardno, Aadharcardimage, Status, Userid

Manage Food Category:

- Schema: Tbl_category (ID[PK], CategoryName, Status)

- Functional Dependency: ID[PK] -> CategoryName, Status

Manage Food Items:

- Schema: Tbl_fooditem(ID[PK], RestaurantID[FK], CategoryID[FK], Name, Price, Status, Description, Image)

- FD: ID -> RestaurantID, CategoryID, Name, Price, Status, Description, Image

Manage Cart:

- Schema: Tbl_cart(ID[PK], UserID[FK], Status)

- FD: ID -> UserID, Status

Manage Coupon:

- Schema: Tbl_coupon(ID[PK], RestaurantID, CategoryID[FK], CouponCode, Discount, MaxUses, Status)
- FD: ID -> RestaurantID, CategoryID, CouponCode, Discount, MaxUses, Status

Manage Payments:

- Schema: Tbl_payment(ID[PK], orderid, transcationid, Payment_mode)
- FD: ID -> orderid, transcationid, Payment_mode

Manage Order:

- Tbl_order(ID[PK], cartid, amount, couponid, status, date)
- FD: ID -> cartid, amount, couponid, status, date
- Tbl_order_cart(ID[PK], fooditemid, cartid, quantity)
- FD: ID -> fooditemid, cartid, quantity

Manage Complaint:

- Schema: Tbl_complaint(ID[PK], OrderID, Description, Role, Image, UserID[FK])
- FD: ID -> OrderID, Description, Role, Image, UserID

### 5.1.1 Data Dictionary

- Tbl_users:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **UserID** | **int** | | **Primary Key** | **Uniquely Identfies the User** |
| 2 | **Name** | **Varchar** | **50** | **Not Null** | **Defines the Name of the User** |
| 3 | **Email** | **Varchar** | **254** | **Not Null** | **Defines the email-id of the user** |
| 4 | **PhoneNo** | **Varchar** | **10** | **Not Null** | **Defines the phone number of the user** |
| 5 | **gender** | **tinyint** | **1** | **Not Null** | **Defines the gender of the user** |
| 6 | **status** | **tinyint** | **1** | **Not Null** | **Defines the status of the User** |
| 7 | **passsword** | **Varchar** | **38** | **Not Null** | **Defines the password of the User** |
| 8 | **image** | **Varchar** | **255** | **Not Null** | **Defines the profile picture path of the User** |

| | | | | | |
|---|---|---|---|---|---|
| 9 | **dob** | **data** | **-** | **Not Null** | **Defines the birth date of the User** |
| 10 | **accounthash** | **Varchar** | **64** | **Foreign Key** | **Defines the account hash of the User** |
| 11 | **reset_token** | **Varchar** | **64** | **Foreign Key** | **Defines the reset token of the User** |
| 12 | **reset_token_ expires_at** | **datetime** | **-** | **Not Null** | **Defines the reset token expiry date of the User** |

- Tbl_restaurant:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the Restaurant** |
| 2 | **name** | **varchar** | 50 | **Not Null** | **Defines the name of the Restaurant** |
| 3 | **status** | **tinyint** | 1 | Not Null | **Defines the status of the Restaurant** |
| 4 | **address** | **varchar** | 255 | Not Null | **Defines the address of the Restaurant** |

| | | | | | |
|---|---|---|---|---|---|
| 5 | **Contact** | **varchar** | 10 | Not Null | **Defines the contact number of the Restaurant** |
| 6 | **areaid** | **int** | - | **Foreign Key** | **Defines the area id of the Restaurant** |
| 7 | **userid** | **int** | - | **Foreign Key** | **Defines the user id of the Restaurant** |
| 8 | **gstno** | **varchar** | 15 | Not Null | **Defines the gstno of the Restaurant** |
| 9 | **Licesnseno** | **varchar** | 14 | **Not Null** | **Defines the Licesnseno of the Restaurant** |
| 10 | **OpeningTime** | **time** | - | **Not Null** | **Defines the Opening Time of the Restaurant** |
| 11 | **ClosingTime** | **time** | - | **Not Null** | **Defines the ClosingTime of the Restaurant** |
| 12 | **Licesnseimage** | **varchar** | 255 | **Not null** | **Defines the Licesnseimage of the Restaurant** |

- Tbl_delivery_man:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the delivery person** |
| 2 | **onlinestatus** | **tinyint** | 1 | **Not Null** | **Defines the online status of the delivery person** |
| 3 | **License_no** | **varchar** | 15 | **Not Null** | **Defines the license number of the delivery person** |
| 4 | **Licenseimage** | **varchar** | 255 | **Not Null** | **Defines the license image path of the delivery person** |
| 5 | **adharcardno** | **varchar** | 15 | **Not Null** | **Defines the aadhar card number of the delivery person** |
| 6 | **addharcardimage** | **varchar** | 255 | **Not Null** | **Defines the path of aadhar card image of the** |

| | | | | | |
|---|---|---|---|---|---|
| | | | | | **delivery person** |
| 7 | **status** | **tinyint** | 1 | **Not Null** | **Defines the status of the delivery person** |
| 8 | **userid** | **int** | - | **Foreign Key** | **Defines the user id of the delivery person** |

- Tbl_area:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the area** |
| 2 | **name** | **varchar** | **50** | **Not Null** | **Defines the name of the area** |

- Tbl_cart:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the cart** |
| 2 | **userid** | **int** | - | **Foreign Key** | **Defines the userid of the cart** |
| 3 | **status** | **tinyint** | 1 | **Not Null** | **Defines the status of the cart** |

- Tbl_category:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the category** |
| 2 | **CategoryName** | **varchar** | 20 | **Not null** | **Defines the unique id of the category** |
| 3 | **status** | **tinyint** | 1 | **Not null** | **Defines the status of the category** |

- Tbl_complaint:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the complaint** |
| 2 | **orderid** | **int** | - | **Not Null** | **Defines the order id of the complaint** |
| 3 | **description** | **varchar** | 255 | **Not Null** | **Defines the description of the complaint** |
| 4 | **role** | **char** | 1 | **Not Null** | **Defines the role of the complaint** |
| 5 | **image** | **varchar** | 255 | **Not Null** | **Defines the image path of the complaint** |
| 6 | **userid** | **int** | - | **Foreign Key** | **Defines the user id of the complaint** |

- Tbl_cupon:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the** cupon |
| 2 | **restaurantid** | **int** | | **Not Null** | **Defines the unique id of the cupon** |
| 3 | **categoryid** | **int** | | **Foreign Key** | **Defines the categorid of the cupon** |
| 4 | **couponcode** | **varchar** | 12 | **-** | **Defines the couponcode of the cupon** |
| 5 | **discount** | **tinyint** | 2 | **-** | **Defines the discount of the cupon** |
| 6 | **maxuses** | **smallint** | 6 | **-** | **Defines the discount of the cupon** |
| 7 | **status** | **tinyint** | 1 | **Not null** | **Defines the Stats of the cupon** |

- Tbl _customer_address:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|

| | | | | | |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the customer address** |
| 2 | **userid** | **int** | - | **Foreign Key** | **Defines the user id of the customer address** |
| 3 | **address** | **varchar** | 255 | **Not Null** | **Defines the address of the customer address** |
| 4 | **areaid** | **int** | - | **Foreign Key** | **Defines the areaid of the customer address** |
| 5 | **type** | **char** | 1 | **Not Null** | **Defines the type of the customer address** |
| 6 | **status** | **tinyint** | 1 | **Not Null** | **Defines the status of the customer address** |
| 7 | **doorno** | **varchar** | 7 | **Not Null** | **Defines the of doorno the customer address** |

- Tbl_delivery:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the delivery** |
| 2 | **orderid** | **int** | - | **Foreign Key** | **Defines the order id of the delivery** |

| | | | | | |
|---|---|---|---|---|---|
| 3 | **deliverymanid** | **int** | - | **Foreign Key** | **Defines the delivery person id of the delivery** |
| 4 | **amount** | **decimal** | 10,2 | **Not Null** | **Defines the amount of the delivery** |

- Tbl_fooditem:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the food item** |
| 2 | **name** | **varchar** | 50 | **Not Null** | **Defines the name of the food item** |
| 3 | **Description** | **varchar** | 255 | **Not Null** | **Defines the description of the food item** |
| 4 | **price** | decimal | 7,2 | **Not Null** | **Defines the price of the food item** |
| 5 | **image** | **varchar** | 255 | **Not Null** | **Defines the image path of the food item** |
| 6 | **type** | **tinyint** | 1 | **Not Null** | **Defines the type of the food item** |
| 7 | **categoryID** | **int** | | **Not Null** | **Defines the categoryID of the food item** |

| | | | | | |
|---|---|---|---|---|---|
| 8 | **restaurantID** | **int** | - | **Foreign Key** | **Defines the restaurant id of the food item** |
| 9 | **rating** | **tinyint** | 4 | **Not Null** | **Defines the rating of the food item** |
| 10 | **totalratingdone** | **int** | - | **Not Null** | **Defines the total rating done of the food item** |
| 11 | **status** | **tinyint** | 1 | **Not Null** | **Defines the status of the food item** |
| 12 | **dateadded** | **Data-time** | | **Not Null** | **Defines the date added of the food item** |

- Tbl_order:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the order** |
| 2 | **cartid** | **int** | | **Foreign Key** | **Defines the cart id of the order** |
| 3 | **amount** | **decimal** | 8,2 | **Not Null** | **Defines the amount of the order** |
| 4 | **couponid** | **int** | | **Foreign Key** | **Defines the coupon id of the order** |

| | | | | | |
|---|---|---|---|---|---|
| 5 | **status** | **char** | 1 | **Not Null** | **Defines the status of the order** |
| 6 | **date** | **date** | | **Not Null** | **Defines the date of the order** |

- Tbl_order_cart:

| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | | **Primary Key** | **Defines the unique id of the order cart** |
| 2 | **fooditemid** | **int** | | **Foreign Key** | **Defines the of fooditemid the order cart** |
| 3 | **cartid** | **int** | | **Foreign Key** | **Defines the of carid the order cart** |
| 4 | **quantity** | **tinyint** | 4 | **Not Null** | **Defines the of quantit**<br>**the order cart** |

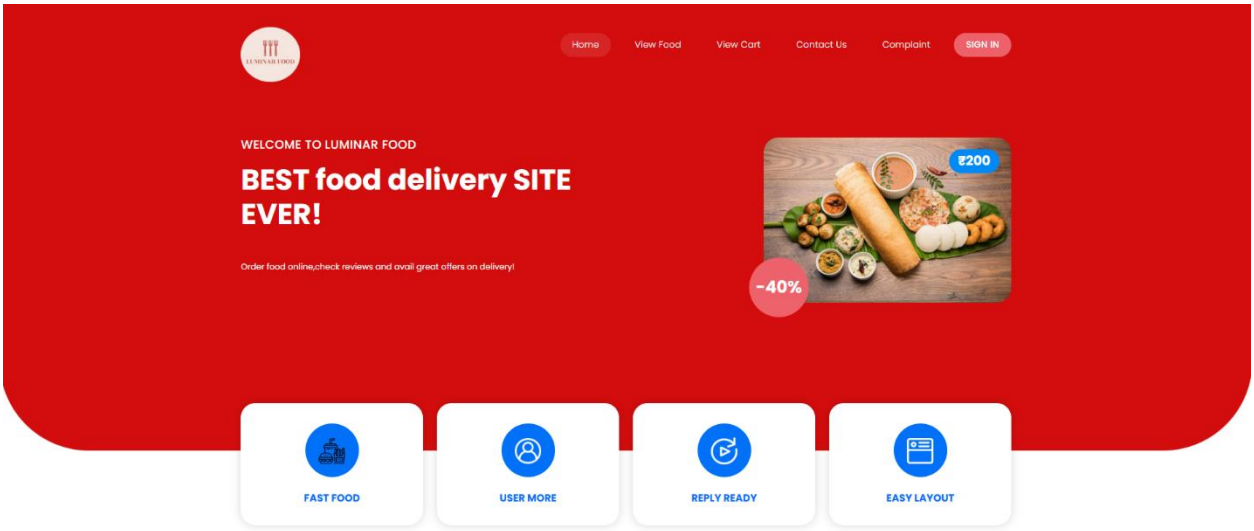
- Tbl_payment:

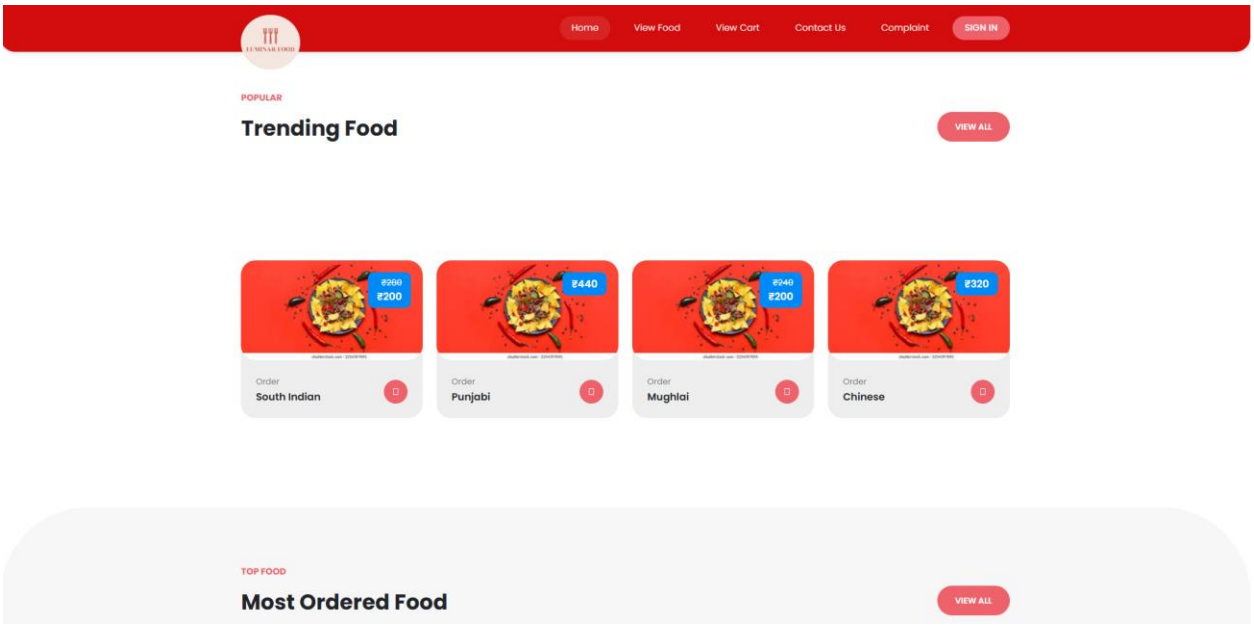
| Sr. No. | Field Name | Data Type | Size | Constraints | Description |
|---|---|---|---|---|---|
| 1 | **ID** | **int** | - | **Primary Key** | **Defines the unique id of the payment** |

| | | | | | |
|---|---|---|---|---|---|
| 2 | **orderid** | **int** | | **Foreign Key** | **Defines the orderid of the payment** |
| 3 | **transcationid** | **varchar** | 25 | **Null** | **Defines the transcationid of the payment** |
| 4 | **Payment_mode** | **char** | 1 | **Not Null** | **Defines the Payment_mode of the payment** |

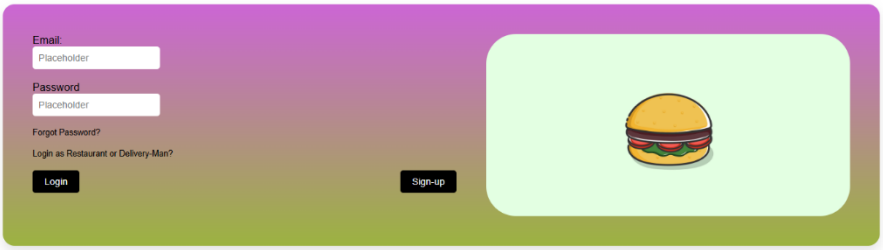
# Chapter 6: System Implementation

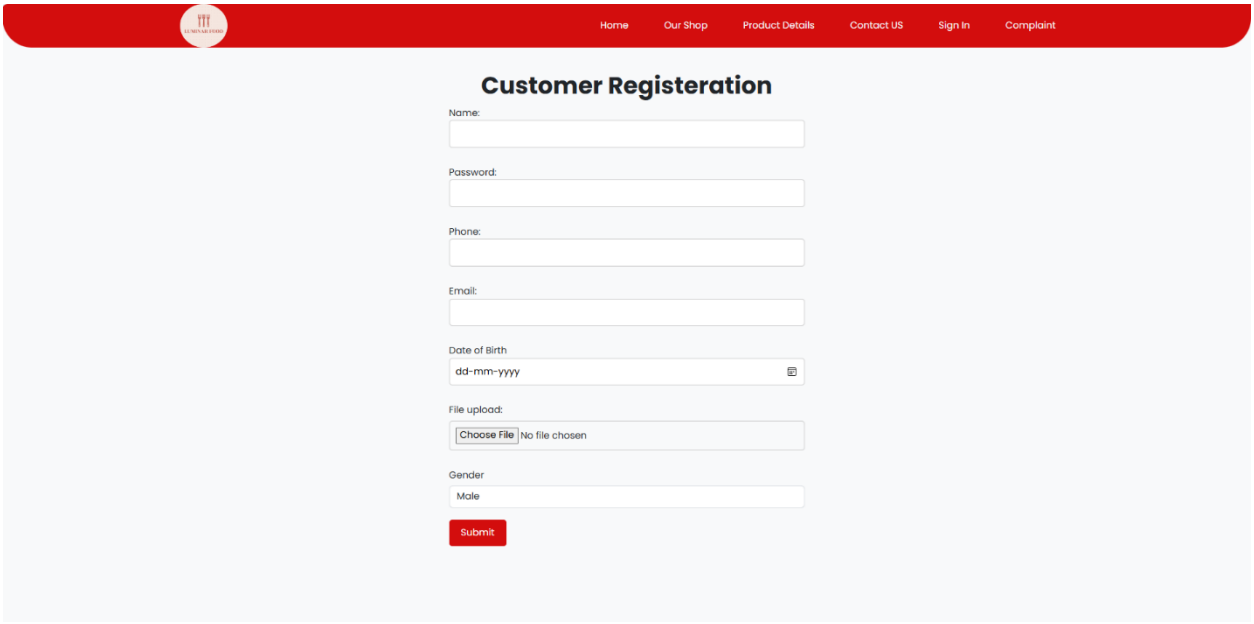
## 6.1 Screenshots

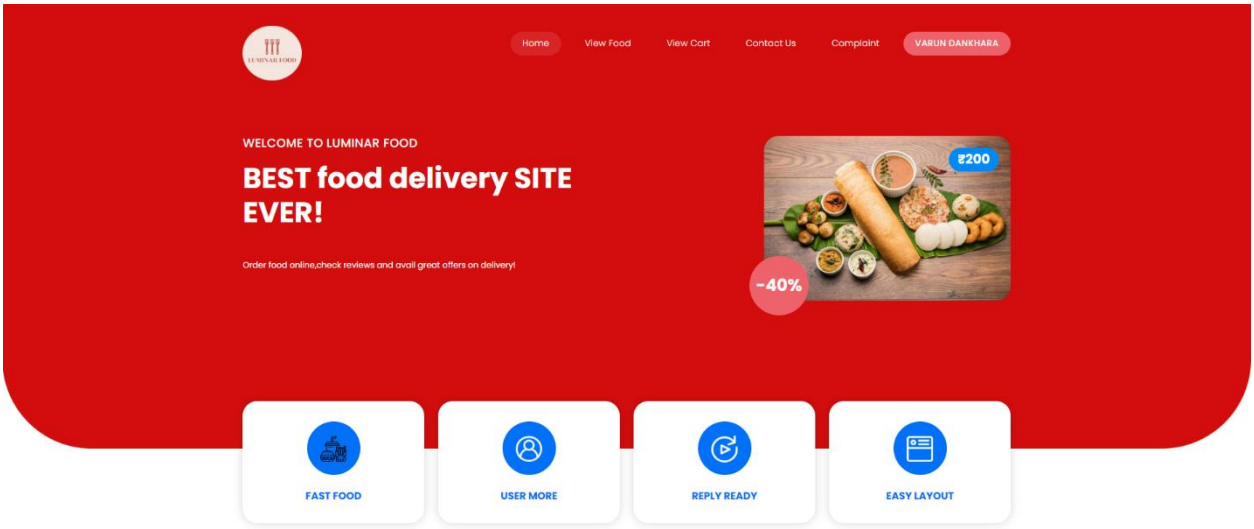


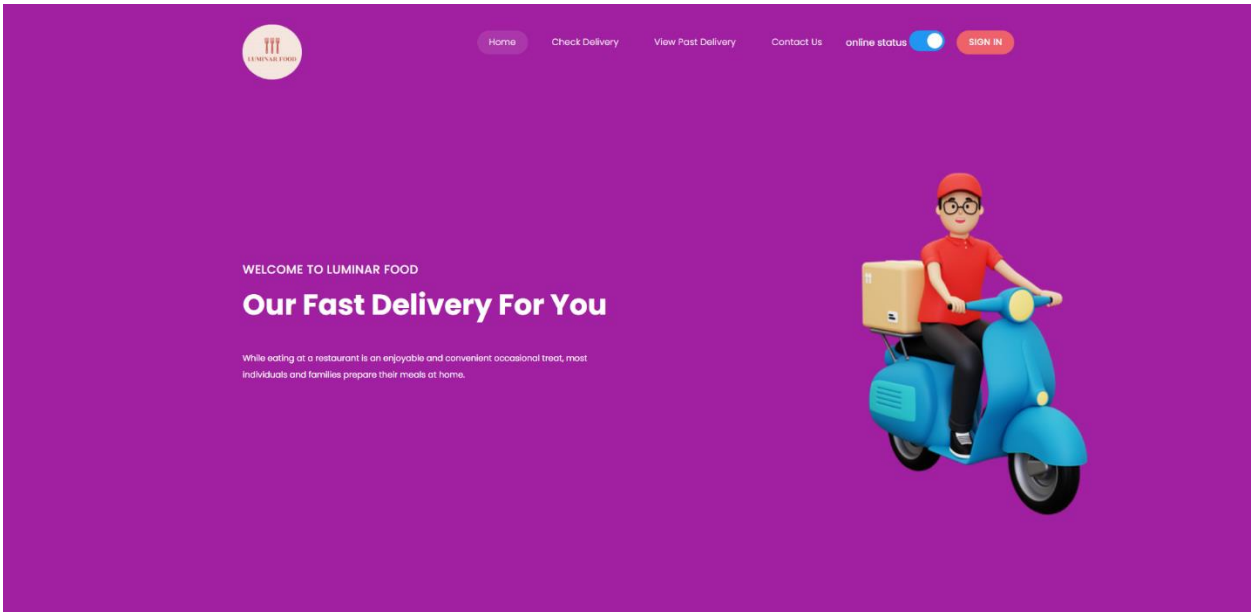



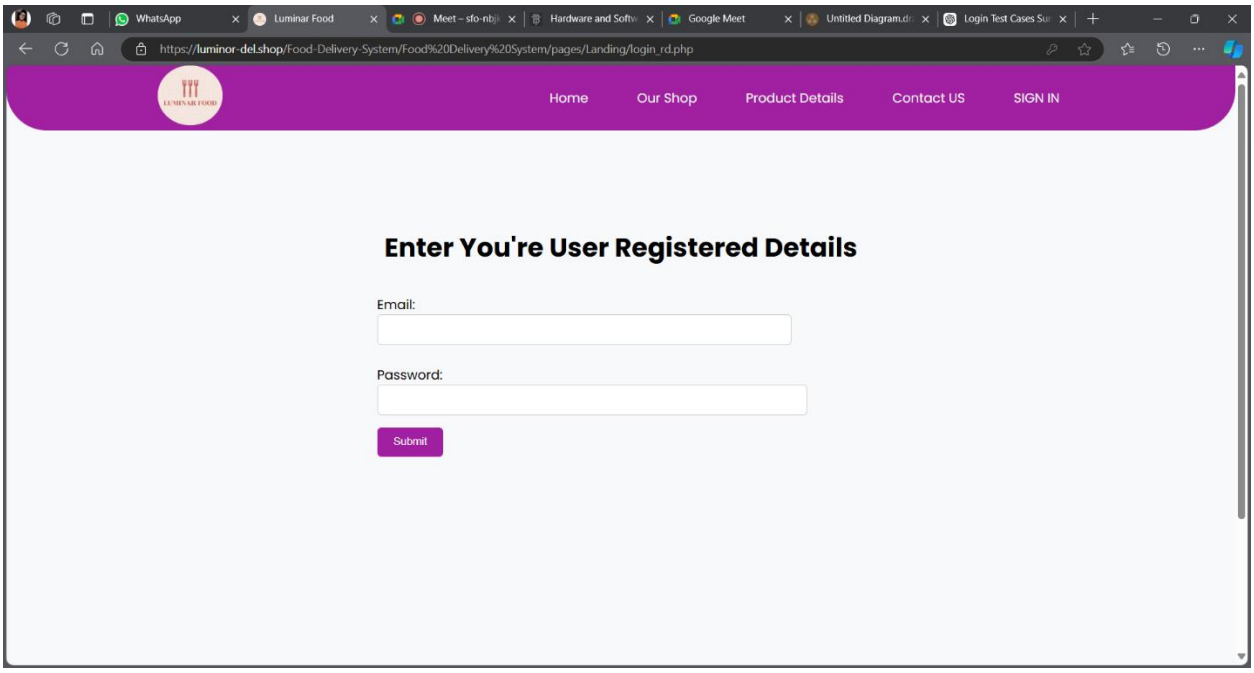

Home
View Food
View Cart
Contact Us
Sign In

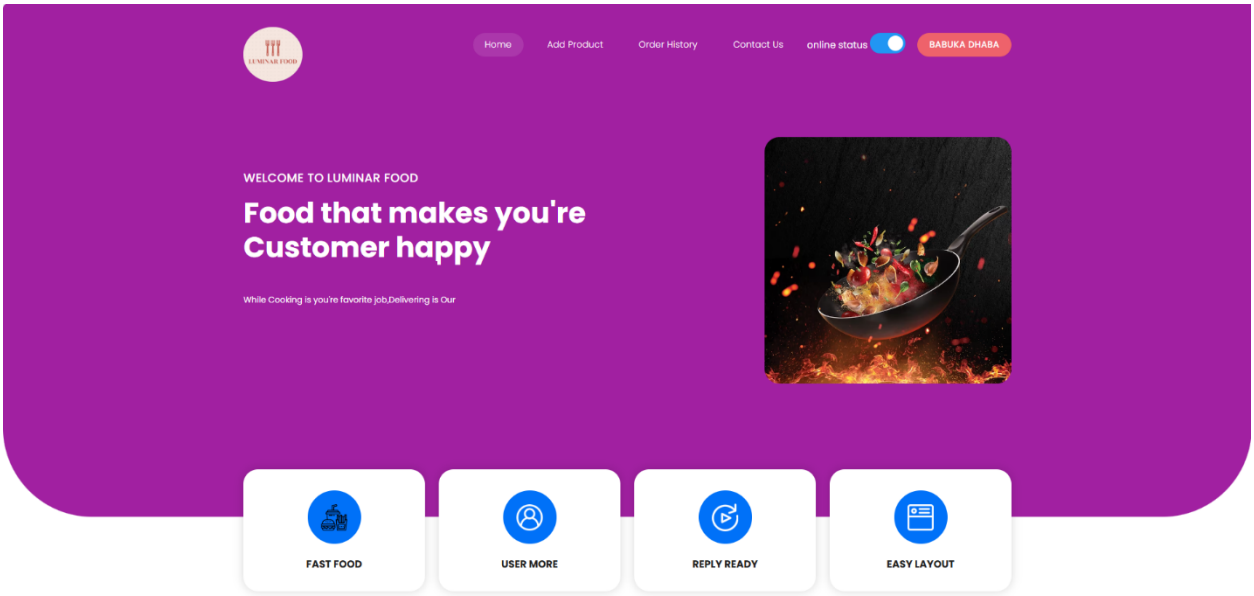

Email:
Placeholder
Password
Placeholder
Forgot Password?
Login as Restaurant or Delivery-Man?
Login
Sign-up


Home
Our Shop
Product Details
Contact US
Sign In
Complaint
Customer Registeration
Name:
Password:
Phone:
Email:
Date of Birth
dd-mm-yyyy
File upload:
Choose File
No file chosen
Gender
Male
Submit


Home
View Food
View Cart
Contact Us
Complaint
VARUN DANKHARA
WELCOME TO LUMINAR FOOD
BEST food delivery SITE EVER!
Order food online,check reviews and avail great offers on delivery!
₹200
-40%
FAST FOOD
USER MORE
REPLY READY
EASY LAYOUT


Home
Check Delivery
View Past Delivery
Contact Us
online status
SIGN IN
WELCOME TO LUMINAR FOOD
Our Fast Delivery For You
While eating at a restaurant is an enjoyable and convenient occasional treat, most individuals and families prepare their meals at home.


WhatsApp
Luminar Food
Google Meet
https://luminor-del.shop/Food-Delivery-System/Food%20Delivery%20System/pages/Landing/login_rd.php
Home
Our Shop
Product Details
Contact US
SIGN IN
Enter You're User Registered Details
Email:
Password:
Submit


Home
Add Product
Order History
Contact Us
online status
BABUKA DHABA
WELCOME TO LUMINAR FOOD
Food that makes you're Customer happy
While Cooking is you're favorite job,Delivering is Our
FAST FOOD
USER MORE
REPLY READY
EASY LAYOUT

# Chapter 7: Testing

## 7.1 Test cases

(List the test cases, describing inputs, expected outputs, and actual outputs.)

| Test Case ID | Test Case | Inputs | Expected Output | Actual Output | Status |
|---|---|---|---|---|---|
| TC1 | Verify User Login | Username: user123 Password: User@123 | Redirected to user dashboard | Redirected to user dashboard | Pass |
| TC2 | Verify Delivery Man Login | Username: delivery1 Password: Del@123 | Redirected to delivery dashboard | Redirected to delivery dashboard | Pass |
| TC3 | Verify Restaurant Owner Login | Username: owner456 Password: Rest@456 | Redirected to restaurant management dashboard | Redirected to restaurant management dashboard | Pass |
| TC4 | Invalid Password Handling | Username: user123 Password: WrongPass | "Invalid credentials" error displayed | "Invalid credentials" error displayed | Pass |
| TC5 | Verify Case Sensitivity | Username: USER123 Password: User@123 | "Invalid credentials" error displayed | "Invalid credentials" error displayed | Pass |
| TC6 | Verify Empty Input Handling | Username: (empty) Password: (empty) | "Username and password required" error displayed | "Username and password required" error displayed | Pass |

# Chapter 8: Future Enhancement

Partner Restaurants and Delivery Agents will have dedicated dashboards to manage orders, menus, schedules, and payments more efficiently.

Integrated Payment System: The system will handle payments for orders directly, making the process seamless for customers and ensuring secure transactions.

Real-Time Order Tracking and Analytics: A tracking system will provide live updates on delivery status, helping users and admins ensure timely deliveries and monitor order progress.

Comprehensive Reporting System: The system will generate detailed reports for restaurant owners, delivery partners, and administrators, ensuring clear records for transactions and performance tracking.

Customer Feedback and Rating Integration: Future versions will enable better management of complaints, ratings, and reviews to improve service quality continuously.

# Chapter 9: Conclusion

The Food Delivery Management System (FDMS) project was developed to address challenges in managing food orders, deliveries, payments, and customer feedback effectively. Our goal was to create a platform that simplifies the food ordering process while providing transparency and improving management for all stakeholders involved—customers, restaurant partners, and delivery agents.

Using technologies such as HTML, CSS, JavaScript, PHP, and MySQL, we built a web-based system accessible to multiple users, including restaurant owners and delivery partners. This platform streamlines operations, ensures real-time tracking, and improves the overall user experience, helping restaurants grow their business and customers enjoy seamless deliveries.

# Chapter 10: Bibliography

https://www.w3schools.com/

**Free Bootstrap Admin Template** – https://templatemo.com/tm-589-lugx-gaming