
		FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY UNIVERSITI TEKNIKAL MALAYSIA MELAKA	
<p align="center">ASSIGNMENT 2: DEVELOPMENT PROGRESS BITM 2113 (WEB APPLICATION DEVELOPMENT)</p>			
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Project Title		Order Management System for GRAB or Food Panda Runner Orders	
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Due date: 13 June 2025		Course : 3 BITS	

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We certify that we have not plagiarised the work of others or participated in unauthorised collusion when preparing this assignment.

Signature : 

1.0 Introduction

Sup Tulang ZZ is a well-known local restaurant specializing in rich, flavorful Sup Mi Rebus Tulang, served fresh daily using a 51-year-old family recipe. As the restaurant continues to grow in popularity, the demand for efficient food delivery services through GRAB and Food Panda has increased significantly. To support this growing need, we are developing an Order Management System that streamlines the assignment and tracking of delivery orders handled by GRAB and Food Panda runners.

This system will provide restaurant staff with tools to manage customer orders, assign deliveries to runners, and monitor real-time status updates to ensure smooth coordination and high customer satisfaction.

1.1	Problem	Statement
	Currently, Sup Tulang ZZ handles delivery orders manually, which often leads to miscommunication, delays, and lack of transparency in delivery tracking. Without a centralized system to assign and monitor deliveries, staff find it difficult to keep track of order statuses, and runners face challenges in accessing clear and timely delivery instructions. This inefficiency affects customer satisfaction and operational productivity.	

1.2 Objective

The main objective of this project is to develop a user-friendly Order Management System for Sup Tulang ZZ that supports the efficient handling of delivery orders through GRAB and Food Panda. Specifically, the system aims to:

- Streamline order assignments by allowing restaurant staff to easily allocate delivery tasks to runners.

- Provide a clear interface for runners to view order details, including customer information and delivery address.
- Enable real-time delivery tracking by allowing runners to update order status (e.g., Picked Up, In Transit, Delivered).
- Improve communication between restaurant staff and delivery personnel through timely notifications.
- Enhance customer satisfaction by ensuring fast, organized, and reliable delivery service.
- Modernize restaurant operations through a digital solution that supports business growth and scalability.

1.3 Roles of Members

Our group consists of three members, each assigned specific responsibilities to ensure the successful development and deployment of the Order Management System for Sup Tulang ZZ.

1. Heng Yi Sheng – Team Lead, Runner Module Developer & UI Designer
Heng Yi Sheng leads the team, manages task coordination, and focuses on building the Runner module and the overall user interface design.

Main Responsibilities:

- Implement login and registration system for runners.
- Develop the runner interface to view assigned order details (customer name, items, delivery address).
- Enable runners to update delivery status in real time (Picked Up → In Transit → Delivered).
- Build a notification system to alert staff when the delivery status is updated.
- Handle backend routes for:
 - Runner: POST, GET
 - Order: GET, UPDATE
 - Notification: ADD
- Design and implement user-friendly UI for customers, staff, and runners, focusing on usability and clarity using figma.

2. Emanuel – Customer Module Developer & Database Manager
Emanuel is responsible for implementing the Customer-side functionalities and designing the database schema.

Main Responsibilities:

- Develop membership registration and login for customers.
- Implement features to view menu items, add them to the order, and proceed with the ordering process (including payment if applicable).
- Handle backend routes for:
 - Member: POST, GET, UPDATE
 - Menu: GET (single & all)
 - Order: POST, GET, UPDATE, DELETE
- Design and set up the MySQL database, ensuring all entities (members, menu items, orders, runners, staff) are well-structured and normalized.

3. Danial – Staff Module Developer & System Architect
Danial responsible for building the Staff interface and managing the overall system architecture and code structure.

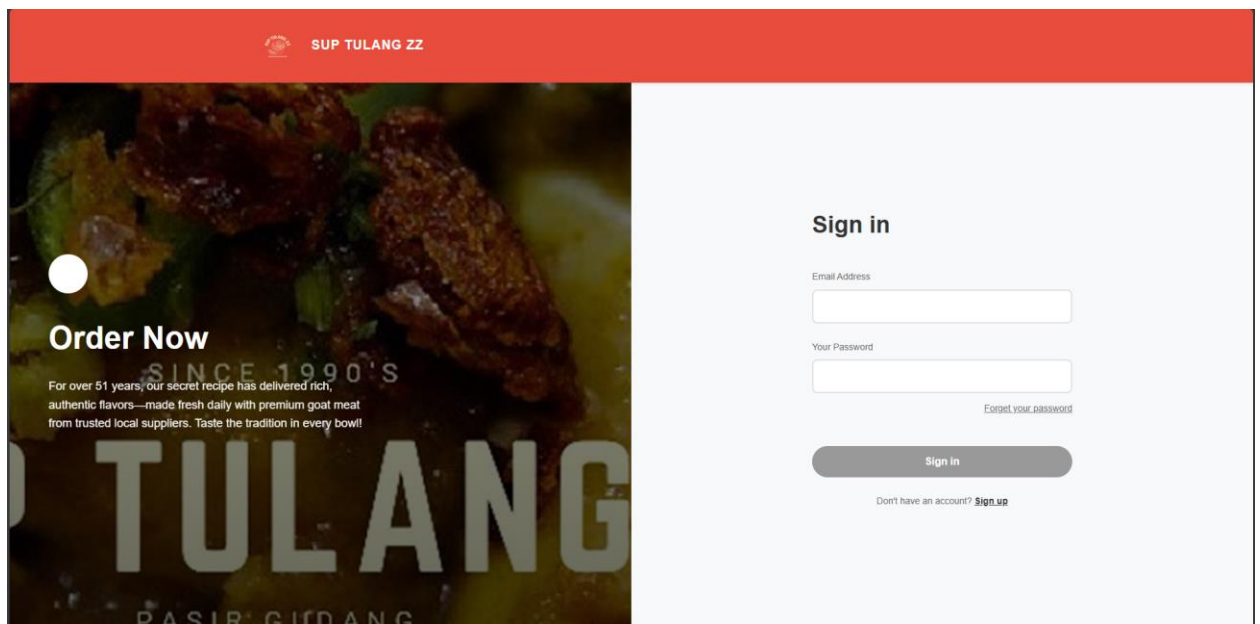
Main Responsibilities:

- Develop login and registration system for staff users.
- Implement member management features (Add, View, Update, Delete).
- Create a system for staff to view current orders and assign them to GRAB or Food Panda runners.
- Handle backend routes for:
 - Staff: POST, GET
 - Member: POST, GET, UPDATE, DELETE, GET ALL
 - Order: GET, GET ALL, UPDATE
- Design and organize the system architecture, ensuring scalability and clean code structure across the backend and frontend.

2.0 Functions available in the system

1. Customer Functions

- Customer Registration & Login
 - Create an account and log in securely.



The screenshot displays the website for SUP TULANG ZZ. The header is a solid red bar with the brand logo and name. Below the header, the page is split into two main sections. On the left, a large banner features a close-up of a dish, likely the signature goat meat dish, with the text 'Order Now' and a description of the recipe's history. On the right, a white sign-in form is presented with fields for email and password, a 'Sign in' button, and a link for forgotten passwords. A 'Sign up' link is also provided at the bottom of the form.

SUP TULANG ZZ

Order Now

SINCE 1990'S

For over 51 years, our secret recipe has delivered rich, authentic flavors—made fresh daily with premium goat meat from trusted local suppliers. Taste the tradition in every bowl!

TULANG

PASIR GUDANG

Sign in

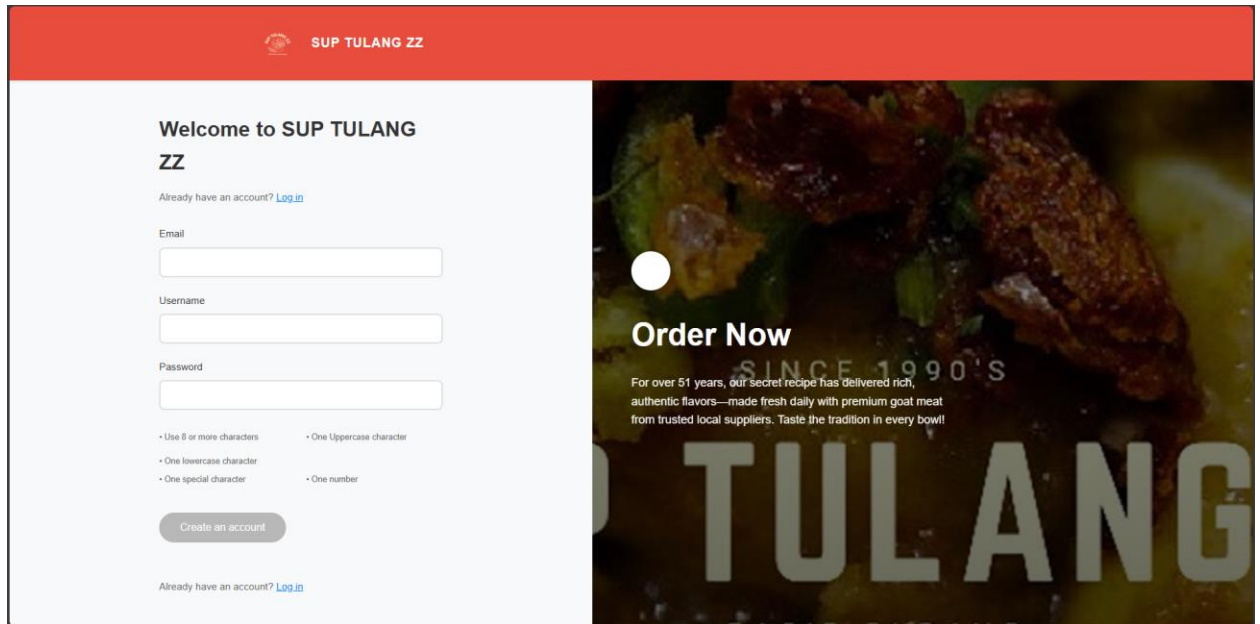
Email Address

Your Password

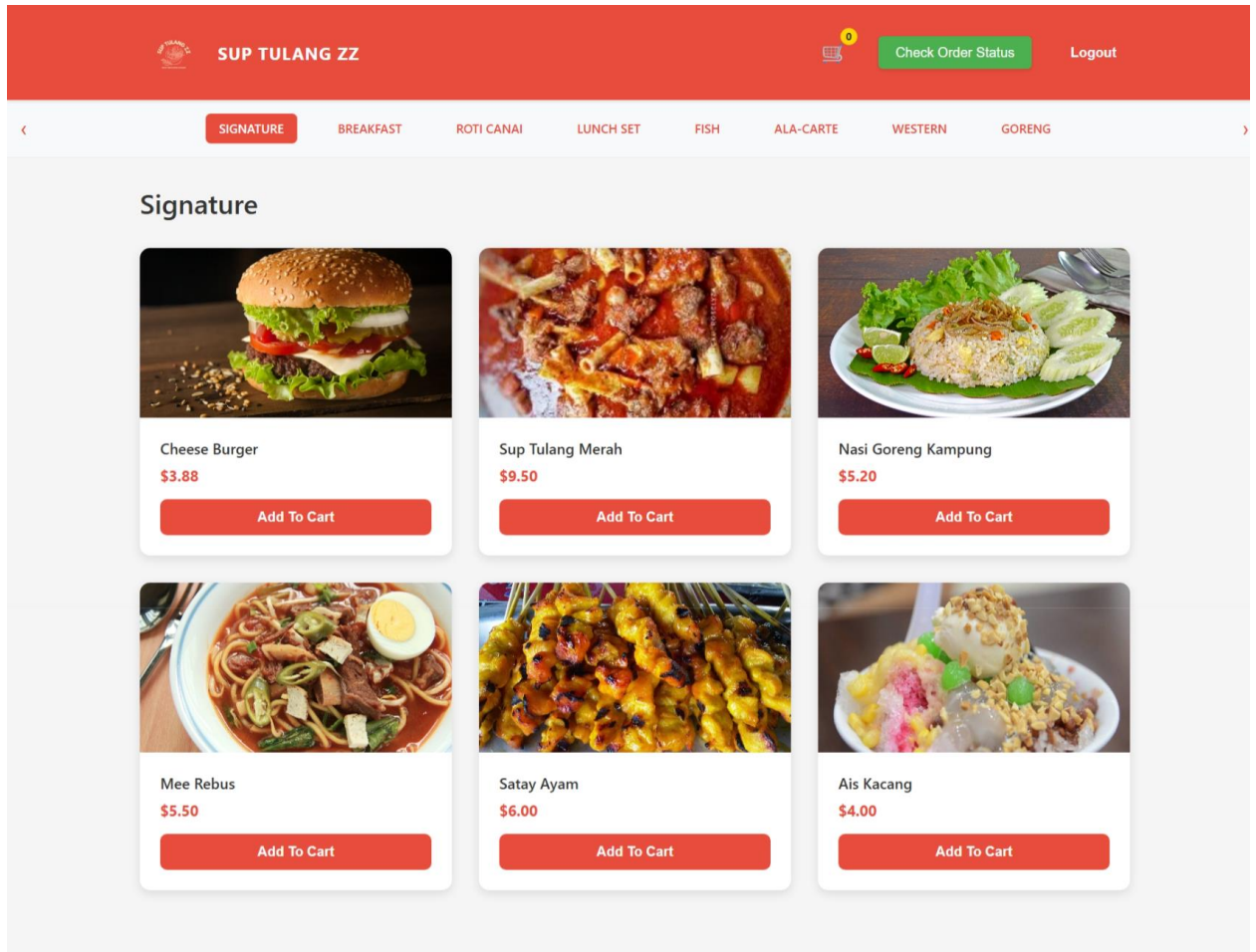
[Forget your password](#)

Sign in


Don't have an account? [Sign up](#)




- View Menu
 - Browse all available menu items with descriptions and prices.



- Place Order
 - Select items from the menu, add to cart, and place an order.

**SUP TULANG ZZ**



[Check Order Status](#)

[Logout](#)

SIGNATURE

BREAKFAST

ROTI CANAI

LUNCH SET


FISH

ALA-CARTE

WESTERN

Goreng

Signature




Cheese Burger

\$3.88

✓ Added 2x to cart

Remove from Cart



Sup Tulang Merah


\$9.50

-

1

+


ConfirmCancel



Nasi Goreng Kampung

\$5.20


Add To Cart



Mee Rebus

\$5.50


Add To Cart



Satay Ayam

\$6.00

Add To Cart




Ais Kacang

\$4.00

Add To Cart

Order Cart #12456



Cheese Burger

\$3.88

-

1

+

Delivery Details ▾

Recipient Name :

XXXXXX XXX XX

Phone Number :

xxx-xxxxxxx

City :

XXXXX

Email :

xxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxxx.xxx

Address :

xxx, xxxxxxx xxxxxxx,xxxx xxx

Payment Method

☒ Credit Card ☐ PayPal ☐ Bank Transfer

Subtotal

\$ 3.88

Delivery fee

\$6.00

Tax

\$ 0.93

Total


\$ 10.81

Confirm

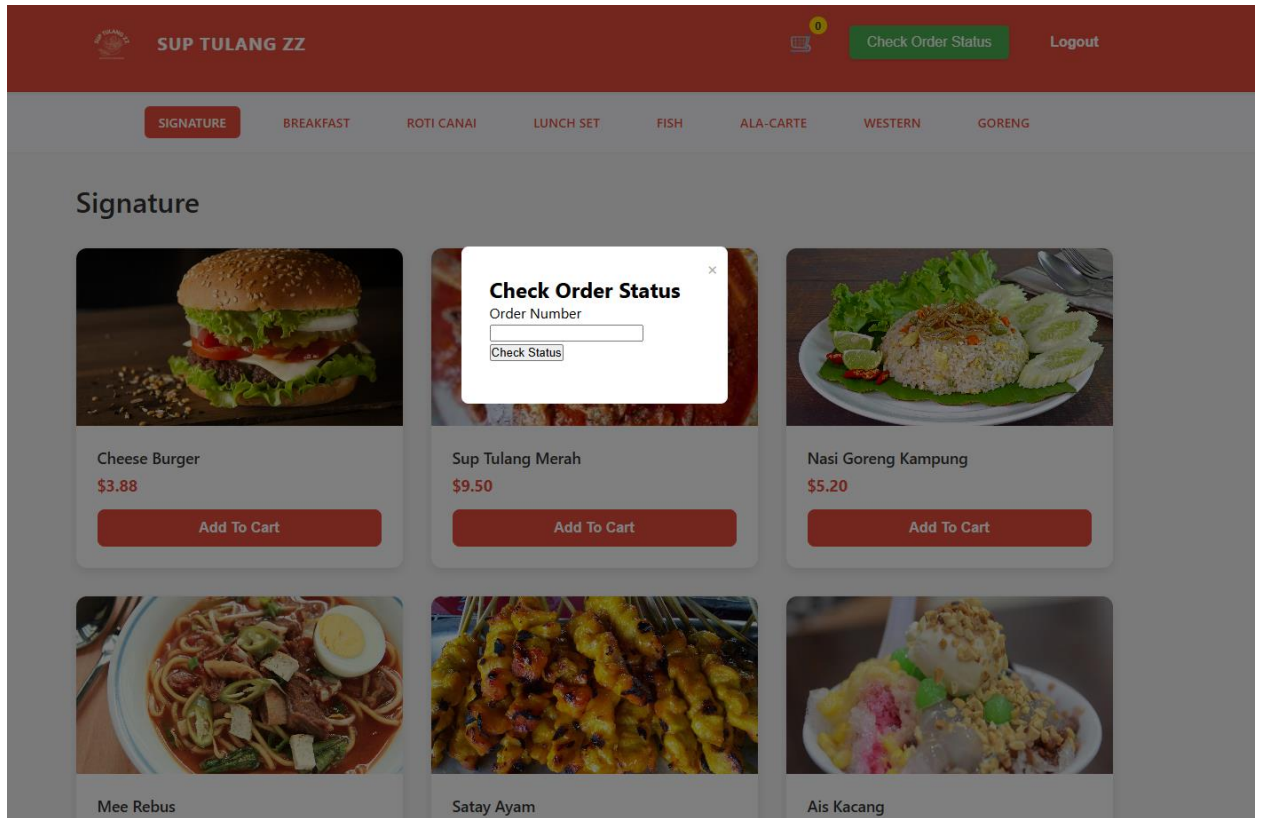
Cancel

- Make Payment (optional depending on scope)
 - Proceed to payment upon order confirmation (e.g., cash on delivery or online payment).

The screenshot shows a web form titled "Order Cart" with a confirmation modal overlay. The modal, titled "This page says", contains the text "Order confirmed: Payment will be processed via credit card." and an "OK" button. The form itself includes a product listing for a "Cheese burger" priced at \$3.88 with a quantity of 1. Below this is a "Delivery Details" section with fields for Recipient Name, Phone Number, City, Email, and Address, all containing placeholder text. The "Payment Method" section has three radio buttons: "Credit Card" (selected), "PayPal", and "Bank Transfer". A summary table at the bottom lists Subtotal (\$ 3.88), Delivery fee (\$6.00), Tax (\$ 0.93), and a Total of \$ 10.81. At the bottom of the form are "Confirm" and "Cancel" buttons.

Order Cart	
	Cheese burger \$3.88
-	1
+	
Delivery Details	
Recipient Name :	XXXXXX XXX XX
Phone Number :	xxx-xxxxxxx
City :	XXXXX
Email :	xxxxxxxxxxxxxxxxxxxxxxxx@xxxx.xxx
Address :	xxx, xxxxxx, xxxxxx, xxxxxx
Payment Method	
<input checked="" type="radio"/> Credit Card <input type="radio"/> PayPal <input type="radio"/> Bank Transfer	
Subtotal	\$ 3.88
Delivery fee	\$6.00
Tax	\$ 0.93
Total	\$ 10.81
Confirm Cancel	

- View Order Status
 - Track the status of their delivery (e.g., preparing, picked up, delivered).



2. Staff Functions

- Staff Registration & Login
 - Secure login system for restaurant staff.

Sign In

Welcome back! Please sign in to your account.

Email Address

test@gmail.com

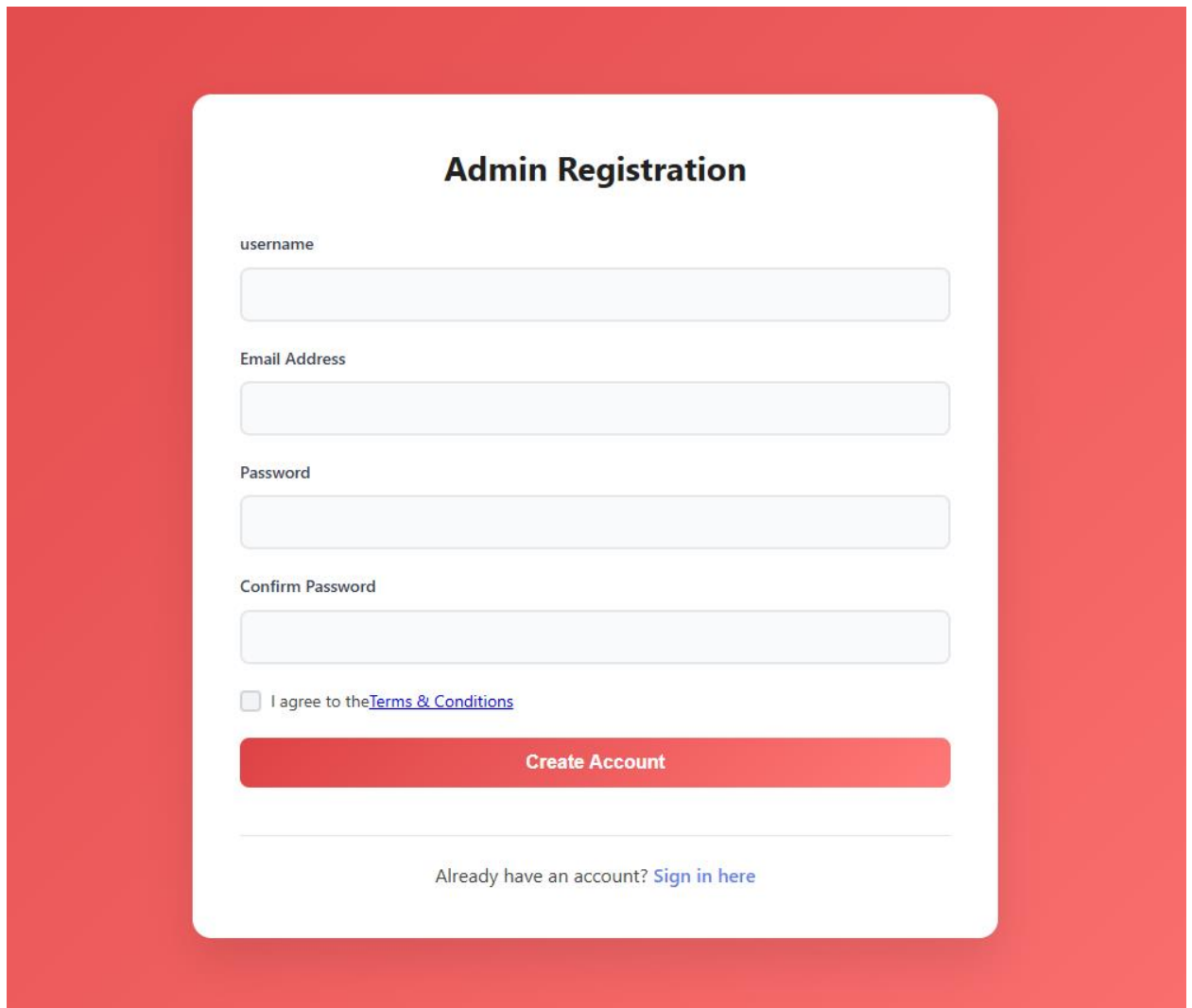
Password

☐ Remember me

[Forgot password?](#)

Sign In

Don't have an account? [Sign up here](#)

A registration form titled "Admin Registration" is centered on a solid red background. The form itself is a white rounded rectangle. It contains five input fields: "username", "Email Address", "Password", and "Confirm Password", each with a light gray placeholder. Below the "Confirm Password" field is a checkbox labeled "I agree to the" followed by a blue link "Terms & Conditions". At the bottom of the form is a red button with the text "Create Account" in white. Below the button, separated by a thin horizontal line, is the text "Already have an account? Sign in here" where "Sign in here" is a blue link.

Admin Registration

username

Email Address

Password


Confirm Password

☐ I agree to the [Terms & Conditions](#)

Create Account

Already have an account? [Sign in here](#)

- Member Management
 - View, Add, Update, and Delete customer membership information.








 SUP TULANG ZZ

Memberships

Orders

Notifications

Search Members

Name	Email	Gender	Action
 Michelle	michelle@example.com	Female	<div>EditDelete</div>
 Marvin McKinney	marvin.mckinney@example.com	Male	<div>EditDelete</div>
 Sarah Connor	sarah.connor@example.com	Female	<div>EditDelete</div>
 John Doe	johndoe@example.com	Male	<div>EditDelete</div>
 Emily Wong	emily.wong@example.com	Female	<div>EditDelete</div>
 Ahmad Rahman	ahmad.rahman@example.com	Male	<div>EditDelete</div>
 Hafiz Rahman	hafiz68@mail.com	Male	<div>EditDelete</div>

Add Member

 SUP TULANG ZZ

Memberships

Orders

Notifications

Add Member

Full Name:

Test

Email:


jfhdsnjfn@kfcmsd


Password:

Phone Number:

dfismkdfrms

Add Member

 SUP TULANG ZZ



Memberships

Orders

Notifications

Edit Member

Full Name:


Email:


Password:

Phone Number:

Edit Member

Cancel

 SUP TULANG ZZ



Memberships

Orders

Notifications








This page says
Press OK to confirm delete.

OK

Cancel

Add Member

Search Members

Name	Email	Gender	Action
 Michelle	michelle@example.com	Female	<div><div>Edit</div><div>Delete</div></div>
 Marvin McKinney	marvin.mckinney@example.com	Male	<div><div>Edit</div><div>Delete</div></div>
 Sarah Connor	sarah.connor@example.com	Female	<div><div>Edit</div><div>Delete</div></div>
 John Doe	johndoe@example.com	Male	<div><div>Edit</div><div>Delete</div></div>
 Emily Wong	emily.wong@example.com	Female	<div><div>Edit</div><div>Delete</div></div>
 Ahmad Rahman	ahmad.rahman@example.com	Male	<div><div>Edit</div><div>Delete</div></div>
 Hafiz Rahman	hafiz88@mail.com	Male	<div><div>Edit</div><div>Delete</div></div>

- Order Management
 - View current and pending orders.
 - Assign delivery orders to GRAB or Food Panda runners.

SUP TULANG ZZ

Memberships

Orders

Notifications

Orders

New Orders

Current Orders

Completed Orders

Order Id	Customer	Address	Action
Order#22001	Michelle	100, Jalan Bandar, Taman Bahagia	<div>Accept</div> <div>Decline</div>
Order#22002	Marvin McKinney	25, Jalan Melaka Raya, Taman Indah, 75000 Melaka	<div>Accept</div> <div>Decline</div>
Order#22003	Sarah Connor	45, Jalan Sultan, Bandar Hillir, 75000 Melaka	<div>Accept</div> <div>Decline</div>
Order#22004	John Doe	12, Jalan Hang Tuah, Taman Merdeka, 75300 Melaka	<div>Accept</div> <div>Decline</div>

SUP TULANG ZZ

Memberships

Orders

Notifications

Orders

New Orders

Current Orders

Completed Orders

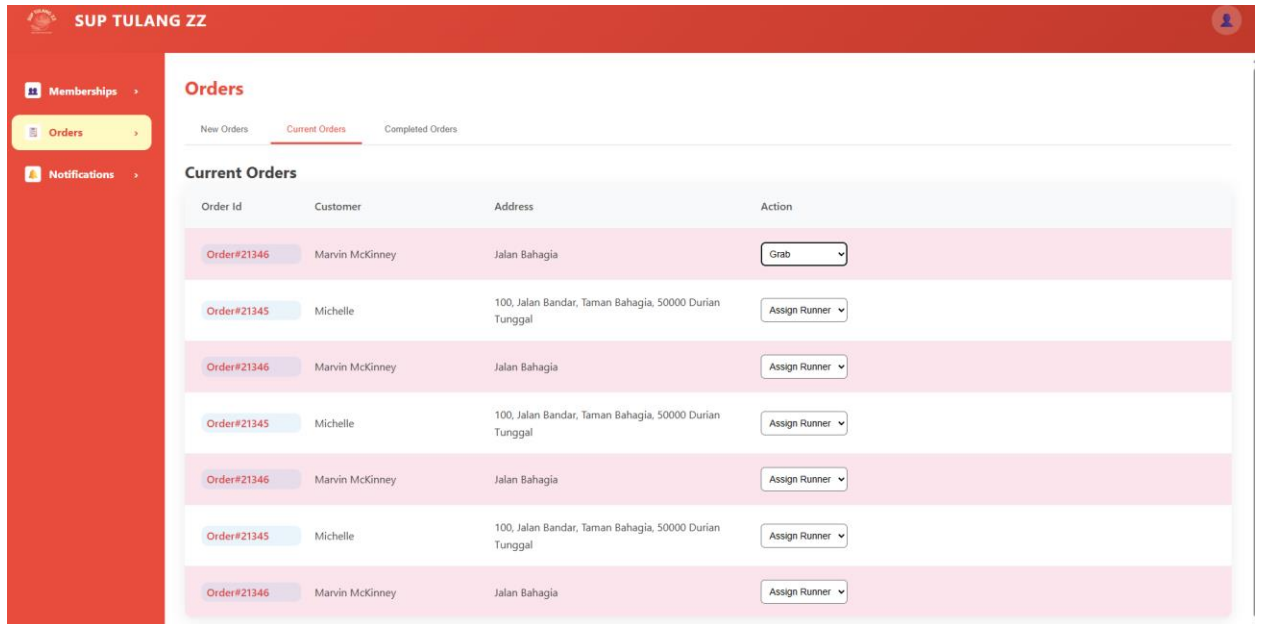
This page says

Assigned Runner1 to Order 21345

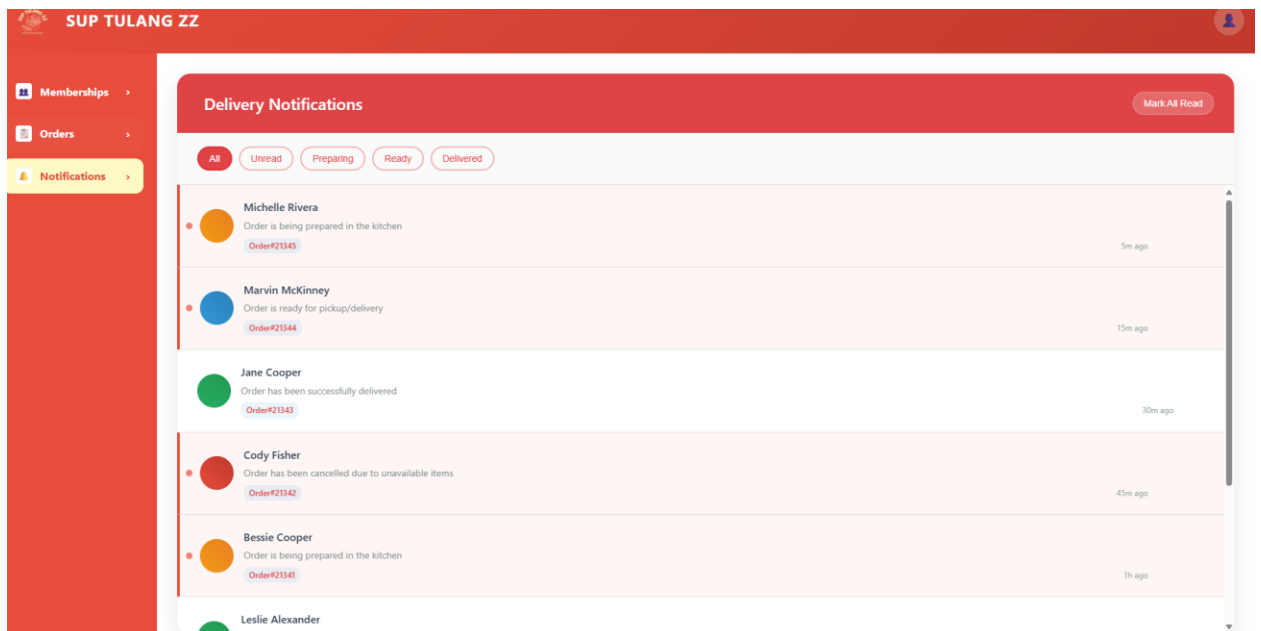
OK

Current Orders

Order Id	Customer	Address	Action
Order#21346	Marvin McKinney	Jalan Bahagia	<div>Assign Runner</div>
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	<div>Assign Runner</div>
Order#21346	Marvin McKinney	Jalan Bahagia	<div>Assign Runner</div>
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	<div>Assign Runner</div>
Order#21346	Marvin McKinney	Jalan Bahagia	<div>Assign Runner</div>
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	<div>Assign Runner</div>
Order#21346	Marvin McKinney	Jalan Bahagia	<div>Assign Runner</div>

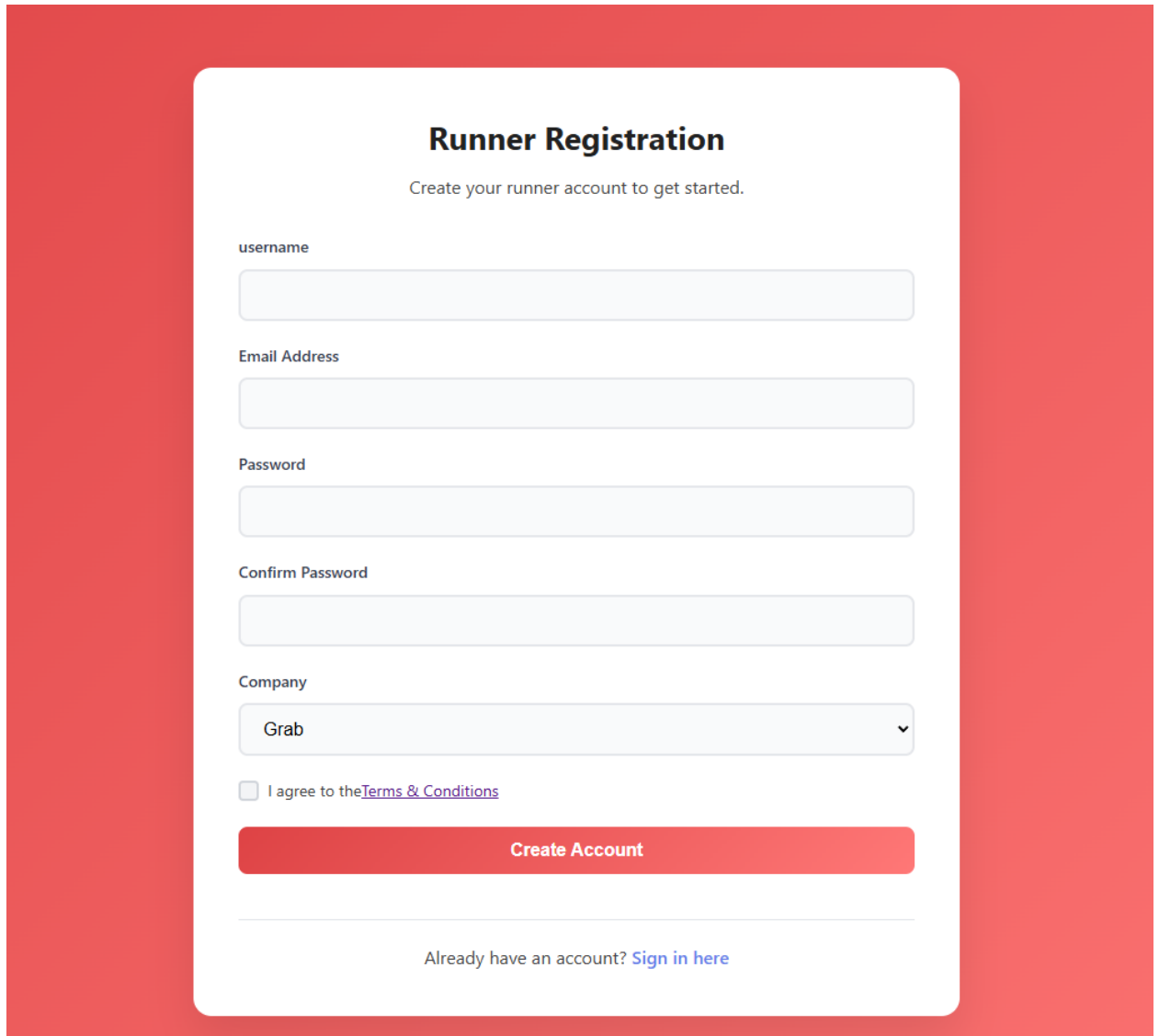


- Monitor Delivery Status
 - Receive notifications when orders are picked up or delivered.



3. Runner Functions

- Runner Registration & Login
 - Create and log in to runner accounts.

A registration form titled "Runner Registration" with a subtitle "Create your runner account to get started." The form is set against a red background. It includes input fields for "username", "Email Address", "Password", and "Confirm Password". A "Company" dropdown menu is set to "Grab". There is a checkbox for "I agree to the Terms & Conditions" and a red "Create Account" button. A link "Sign in here" is provided for existing users.

Runner Registration

Create your runner account to get started.

username

Email Address

Password

Confirm Password

Company

Grab

☐ I agree to the [Terms & Conditions](#)


Create Account

Already have an account? [Sign in here](#)

- View Assigned Orders
 - Access detailed information of assigned orders including:
 - Customer name
 - Delivery address

SUP TULANG ZZ				
Current Orders				
Order Id	Customer	Address	Status	Action
Order#21348	John Doe	12, Jalan Hang Tuah, Taman Merdeka, 75300 Melaka	Ready	Mark Delivering
Order#21346	Marvin McKinney	25, Jalan Melaka Raya, Taman Indah, 75000 Melaka	Ready	Mark Delivering
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	Ready	Mark Delivering
Order#21347	Sarah Connor	45, Jalan Sultan, Bandar Hilir, 75000 Melaka	Ready	Mark Delivering
Order#21350	Ahmad Rahman	33, Jalan Mawar, Taman Damai, 75200 Melaka	Delivering	Mark Completed
Order#21349	Emily Wong	88, Jalan Bunga Raya, Taman Sejahtera, 75450 Melaka	Delivering	Mark Completed

- Update Delivery Status
 - Mark the order as:
 - Picked Up
 - In Transit
 - Delivered

 **SUP TULANG ZZ**


This page says
Mark Delivering for Order #213487

OKCancel

Current OrdersCompleted Orders

Current Orders

Order Id	Customer	Address	Status	Action
Order#21348	John Doe	12, Jalan Hang Tuah, Taman Merdeka, 75300 Melaka	Ready	Mark Delivering
Order#21346	Marvin McKinney	25, Jalan Melaka Raya, Taman Indah, 75000 Melaka	Ready	Mark Delivering
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	Ready	Mark Delivering
Order#21347	Sarah Connor	45, Jalan Sultan, Bandar Hilir, 75000 Melaka	Ready	Mark Delivering
Order#21350	Ahmad Rahman	33, Jalan Mawar, Taman Damai, 75200 Melaka	Delivering	Mark Completed
Order#21349	Emily Wong	88, Jalan Bunga Raya, Taman Sejahtera, 75450 Melaka	Delivering	Mark Completed

 **SUP TULANG ZZ**

This page says
Mark Completed for Order #21350?

OKCancel

Current OrdersCompleted Orders

Current Orders

Order Id	Customer	Address	Status	Action
Order#21348	John Doe	12, Jalan Hang Tuah, Taman Merdeka, 75300 Melaka	Ready	Mark Delivering
Order#21346	Marvin McKinney	25, Jalan Melaka Raya, Taman Indah, 75000 Melaka	Ready	Mark Delivering
Order#21345	Michelle	100, Jalan Bandar, Taman Bahagia, 50000 Durian Tunggal	Ready	Mark Delivering
Order#21347	Sarah Connor	45, Jalan Sultan, Bandar Hilir, 75000 Melaka	Ready	Mark Delivering
Order#21350	Ahmad Rahman	33, Jalan Mawar, Taman Damai, 75200 Melaka	Delivering	Mark Completed
Order#21349	Emily Wong	88, Jalan Bunga Raya, Taman Sejahtera, 75450 Melaka	Delivering	Mark Completed

SUP TULANG ZZ			
<div> <div>Current Orders</div> <div>Completed Orders</div> </div>			
Completed Orders			
Order Id	Customer	Completed At	Status
Order#21341	David Kim	13/06/2025, 09:29 pm	Completed
Order#21340	Lisa Park	13/06/2025, 08:29 pm	Completed
Order#21342	Maria Santos	13/06/2025, 07:29 pm	Completed
Order#21343	Robert Chen	13/06/2025, 06:29 pm	Completed
Order#21344	Jennifer Lopez	13/06/2025, 05:29 pm	Completed

4. System-Level Functions

- Session Management & Authentication
 - Login sessions using cookies or PHP session management for secure access.
- Real-time Notifications
 - Notify restaurant staff of delivery updates (e.g., pickup and delivery completion).
- Form Validation
 - Ensure valid input in forms using JavaScript (e.g., registration, login, ordering).
- Responsive User Interface
 - Clean and responsive layout using CSS for all user roles (Customer, Staff, Runner).
- CRUD Operations
 - Full support for Create, Read, Update, and Delete on key data entities:
 - Members
 - Orders
 - Staff
 - Runners

3.0 Conclusion

The development of the Order Management System for Sup Tulang ZZ marks a significant step toward digitalizing and streamlining the restaurant's delivery operations. By integrating essential features such as customer registration, order placement, runner assignment, and real-time delivery status tracking, this system enhances efficiency and communication between restaurant staff, runners, and customers.

With over 51 years of culinary tradition behind Sup Tulang ZZ, this system allows the restaurant to maintain its authentic service quality while adapting to the fast-paced digital environment of modern food delivery. Each team member has contributed their technical expertise covering UI design, backend development, system architecture, and database management to build a functional and user-friendly platform.

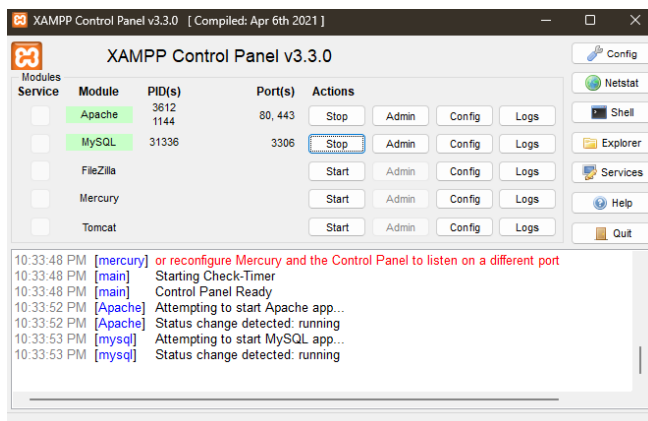
Ultimately, this project not only solves real operational challenges but also serves as a strong foundation for future enhancements such as online payments, mobile integration, and performance analytics. It is a practical and scalable solution that supports the long-term growth and success of Sup Tulang ZZ.

4.0 Database setup

Webserver:

xampp

localhost



Mysql database with 4 tables

phpMyAdmin

Recent Favorites

New

healthhive

healthschedule

healthschedule-3

information_schema

mysql

order_management_system

New

menu

ordering

order_item

user

performance_schema

phpmyadmin

registration

Server: 127.0.0.1 Database: order_management_system

StructureSQLSearchQueryExportImportOperationsPrivilegesRoutinesEventsTriggersDesigner

Filters

Containing the word:

Table	Action	Rows	Type	Collation	Size	Overhead
<input type="checkbox"/> menu		0	InnoDB	utf8mb4_general_ci	16.0 K1B	-
<input type="checkbox"/> ordering		0	InnoDB	utf8mb4_general_ci	48.0 K1B	-
<input type="checkbox"/> order_item		0	InnoDB	utf8mb4_general_ci	32.0 K1B	-
<input type="checkbox"/> user		0	InnoDB	utf8mb4_general_ci	16.0 K1B	-
4 tables	Sum	0	InnoDB	utf8mb4_general_ci	112.0 K1B	0 B

☐ Check all With selected:

PrintData dictionary

Create new table

Table name

Number of columns

4

Create