

PROBLEM

We need to implement a system that helps in the operation of an Italian food restaurant. The user presents problems with the payment to the clients. You would like to implement some form of direct payment, where the client can enter their data and the payment is made by credit card or some electronic payment method. In this way, avoid problems with defective payments, false bills, or attempted sabotage.

OVERVIEW

In the field of restaurants, organization is very important. And a large part of that organization is the handling of cash within a restaurant. In most establishments, the flow of attention and service is often affected due to problems with cash. Sometimes the change can be wrong, perhaps unconsciously more than what a type of food normally costs was charged. And that takes considerable time. An effective payment method saves time for both the staff and the customer. In this way, the buying-selling interaction is streamlined. Also, as they say in business "Time is money".

BACKGROUND

The method of payment within a food establishment, cash is still the predominant payment method in most restaurants, bars and cafes. However, its management is not very secure.

Currently, there are collection solutions such as the cash management system; an automatic payment system that allows us to increase the productivity of our business, reducing management time and improving customer service. It allows cash collections without direct manipulation of the staff, thus avoiding errors and cash imbalances; reducing collection times and providing maximum reliability and speed in the return of change, in short, it is an alternative to the usual collection system that provides a series of advantages over it.

An automatic payment system offers us certain benefits such as:

- Increased income: They allow processes to be optimized and productivity to be increased. Total, dedication to the main activity is achieved.
- Automated money processing: It is free of errors and loss of cash.
- Speed of collection: The employee can focus on customer service and not on cash.
- Cost reduction: Possible decrease in overtime by eliminating the unknown loss of money and the existence of balances and automatic cash counts.
- Improves security: Internal theft is eliminated as employees cannot access money.

In general matters, having a collection system within a food establishment is essential to save time and carry out a correct organization of it. Avoid any type of money problems with the client, which is often the reason for disagreement.

ANALYST COMPARISON

That is why a type of system has been planned that serves as a direct payment method, this would even give the user of the chosen restaurant the opportunity to provide home delivery service.

The system consists of a prototype similar to the steps that any person performs when making a purchase over the Internet.

It consists of a small program where the client, in the first instance, has to register his personal data such as his name, address and e-mail. Then the system will generate an order, where in the first instance the client must register his name, and from there the date and time of registration is generated.

Subsequently, the system proceeds to display the entire menu available in the Italian food restaurant, with its respective price. Where the customer must review it and consequently must choose what they want to order, they must put the name of the food they want and also its quantity.

Once the customer's order has been registered, what the customer ordered will be shown again, which has been called a "shopping cart". In this section, the customer will be shown all the food that he ordered with its respective unit price, the amount of each food that he registered and finally the total cost of the order.

When the customer agrees, a pop-up window is displayed, where the customer will make their payment method. He must enter the data that is usually always requested. The card number, the date of issue and the 3 numbers that usually appear on the back (CVV). Once entered, the system must verify that the data entered is correct before proceeding to confirm the transaction. Once all this has been verified, the customer will be given the option to accept and pay for the order or return to the selection menu.

If the client is satisfied, he will accept the payment and immediately his order will be processed and in preparation.