ONLINE PIZZA ORDERING SYSTEM
Abstract

The Online Pizza Ordering System is designed to make ordering pizzas faster, easier, and more personalized for customers. In today's digital world, people expect convenience, speed, and flexibility when ordering food. Traditional methods like phone calls or in-person orders can cause delays, misunderstandings, and no way to track deliveries. This project solves these issues by offering a modern web-based platform where customers can customize pizzas, add special pizza notes for personal instructions, view and apply ongoing offers, chat directly with the admin for quick support, track their orders in real time, and pay securely through Stripe.

The project contains two main modules: User and Admin (Staff). The user module lets customers sign up, log in, browse the menu, select pizza size, crust, toppings, extras, and add pizza notes for special requirements. Customers can view current offers and apply them while placing an order. They can track the delivery process live, communicate with the admin using the chat feature, and complete payments through Stripe.

The system is developed using the MERN stack (MongoDB, Express.js, React.js, Node.js), ensuring fast performance and smooth interaction. Real-time functionalities such as chat and live order tracking are implemented using WebSockets. Stripe integration provides a safe and reliable online payment method. MongoDB stores all essential information like menu items, user accounts, order details, chats, and offers.

Extra features include automated email or SMS notifications for order updates, a dedicated section for viewing and applying offers, and an easy way to add pizza notes to ensure customer preferences are met. The chat system helps customers quickly clarify doubts or make changes before the order is prepared.

When complete, the system will deliver a fully functional, scalable, and modern online pizza ordering platform. Customers will enjoy a fast, personalized, and interactive ordering journey, while admins will have complete control over menu management, orders, promotions, and customer communication.