**PIZZA KINGDOM**

**Workflow:**

Pizza Kingdom is a food company which has 8 branches in Istanbul. It has online ordering system. In order to place an order online, the customer registers with the online ordering system via e-mail and password via the mobile application or website. This application or website enters name, surname, phone number and detailed address information. After all, customers can choose from pizza dough, ingredients, and pizza names. At the same time, they can see the prices of the pizza they have chosen. After creating order, customers can choose their payment method, such as online or cash on delivery. According to the order address given by the customer, the branch closest to the customer undertakes the order. Firstly, the message "your order has been confirmed" is sent to the customer. The customer can follow the order and delivery time from the system. After the order is prepared, it is delivered to the courier and a notification message is sent to the customer that the courier is on the way. After delivery, an information message is sent to both the customer and the branch. An evaluation questionnaire is sent to the customer through the system to evaluate the order. The points of the branches are determined through the system according to the feedback received from the customers. In addition, the branch looks for solutions to problems based on negative feedback, thus providing better service to customers.

**Relational Database Model**

**CUSTOMER(**C\_ID, C\_Name, C\_Surname, C\_PhoneNum, C\_e-mail, C\_Password**)**

**ADDRESS(**A\_ID, A\_Province, A\_District, A\_Detailed\_Address, FK\_C\_ID**) (1-n)**

**PAYMENT(**Pay\_ID, Pay\_Type, Pay\_TotalPrice**)**

**FEEDBACK(**F\_ID, F\_Order, F\_Branch, F\_Courier**)**

**ORDER(**O\_ID, O\_OrderStatus, O\_CheckTime, O\_TotalPrice, FK\_B\_ID, FK\_C\_ID, FK\_F\_ID, FK\_Pay\_ID **) (n-1/1-1)**

**PIZZA(**P\_ID, P\_Name, P\_Base, P\_Price, P\_Ingredients, P\_Amount**)**

**INCLUDE**(I\_ID, FK\_O\_ID, FK\_P\_ID)**(n-n)**

**BRANCH(**B\_ID, B\_Name, B\_PhoneNum, B\_Province**)**

**COURIER(**Co\_ID, Co\_Name, Co\_Surname, Co\_PhoneNum, FK\_B\_ID

1

1

makes

**Courier**

n

n

1

1

n

1

n

1

1

1

n

1

give

pays

include

works

has

taken by

**Branch**

**Address**

**Order**

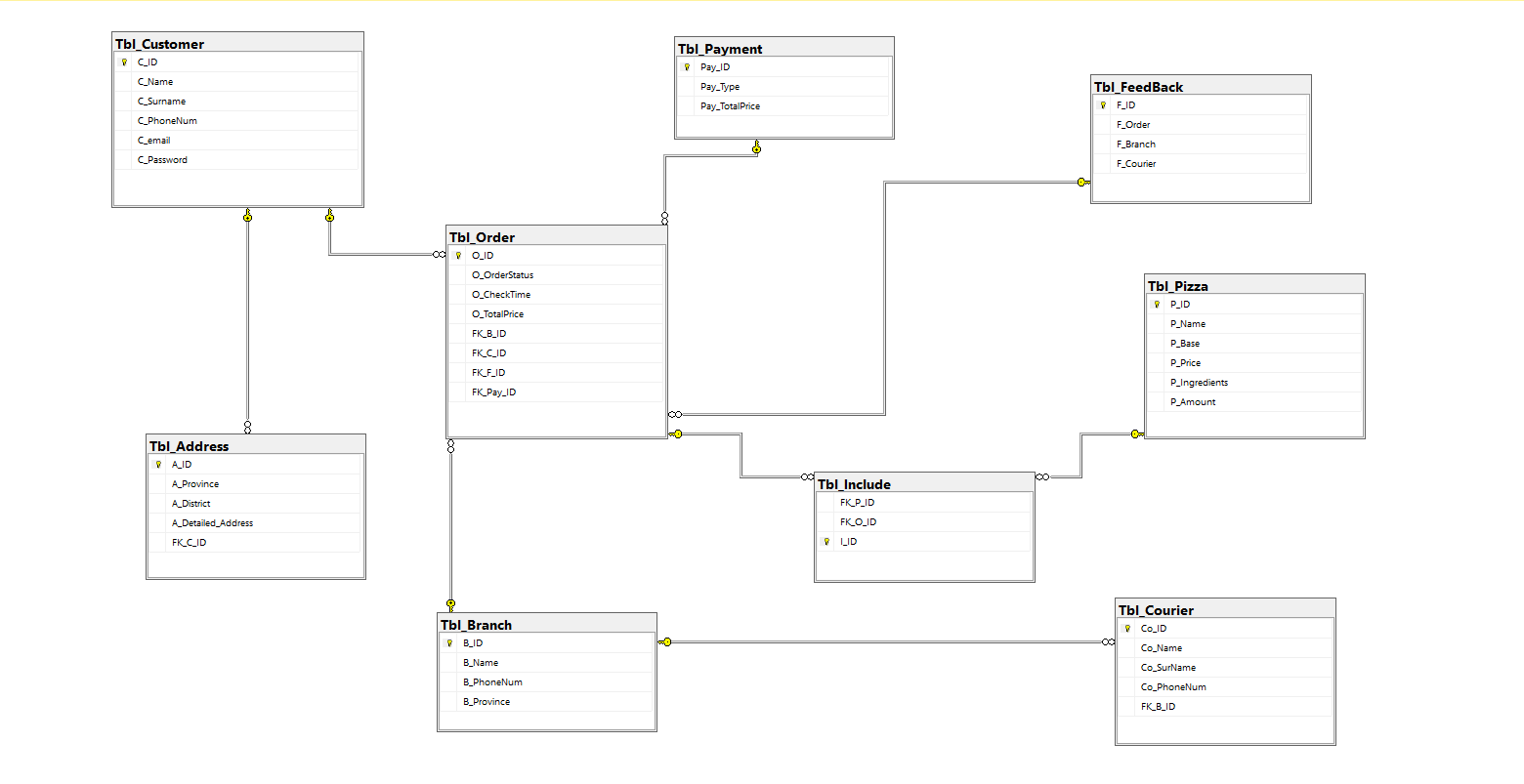
**Pizza**

**Customer**

**Payment**

**Feedback**

**Pizza Kingdom Database Diagram:**

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