Ghulam Ishaq Khan Institute of Engineering Sciences & Technology

Faculty of Computer Science & Engineering

Human Computer Interaction-HCI

Project Milestone 4: GIKI Food Ordering System

Course Code: CS-372   **Instructor: Dr. Shahab Haider**

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1   Introduction

Cravix is a high-fidelity, user-centered food ordering system designed specifically for the GIKI community. Since GIKI is located in Topi—far from major cities—students, faculty, and staff rely heavily on the limited on-campus and nearby vendors such as Raju, Ayan, Hot & Spicy, general stores, fruit shops, and local eateries in Topi/Ghazi.

The current ordering system is completely manual and phone-based. Users frequently face issues such as weak mobile signals in hostels, incorrect orders, lack of menu visibility, no real-time delivery tracking, and slow communication with vendors and riders.

Cravix solves these problems by providing a **centralized, intuitive, and Foodpanda-like platform** that allows users to browse menus, place orders, track riders live, and submit ratings. Vendors can manage menus and orders efficiently, while riders receive structured delivery instructions.

This report summarizes the system's key functions, major features, and a detailed description of each screen included in the high-fidelity prototype.

2   Functions & Features

2.1   Core Functions

1. **Account Creation & Login**
   - OTP verification
   - Add default delivery address (Hostel, Department, Faculty Area)
2. **Browse Vendors & Menus**
   - List of all hotels and shops
   - Daily desi menu and fast-food menu visibility
   - Item availability indicators (e.g., Available, Sold Out)
3. **Place Orders**
   - Add items to cart
   - Review order summary
   - Select payment method (Cash / Online in future iterations)
4. **Live Order Tracking**
   - Real-time rider location on map
   - Chat with rider option
   - Updated ETA (Estimated Time of Arrival)
5. **Delivery Completion**
   - Order marked delivered
   - Rating screen shown automatically
6. **Feedback & Rating**
   - Star rating
   - Optional comment/feedback text box

2.2   Key features

1. User-Friendly Interface
- Minimalistic and clean design
- Simple navigation structure
- Familiar layout similar to leading food apps

2. Clear Vendor Visibility

- Vendor cards with images
- Menu with categories
- Highlighted unavailable items

3. Delivery Tracking

- Map view showing rider movement
- Rider contact button
- Chat interface for quick questions

4. Transparency & Control

- Order status updates (Preparing → On the Way → Delivered)
- Accurate ETA displayed
- Payment summary before checkout

5. Vendor Efficiency

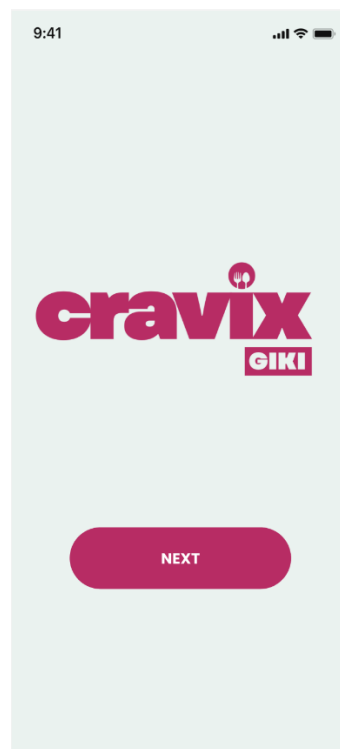- Reduced phone calls
- Easy menu communication
- Stable records for riders and deliveries

3   Screen by Screen Description

3.1 Splash Screen

Purpose: First screen when the app opens.
Description:

- Shows Cravix logo.

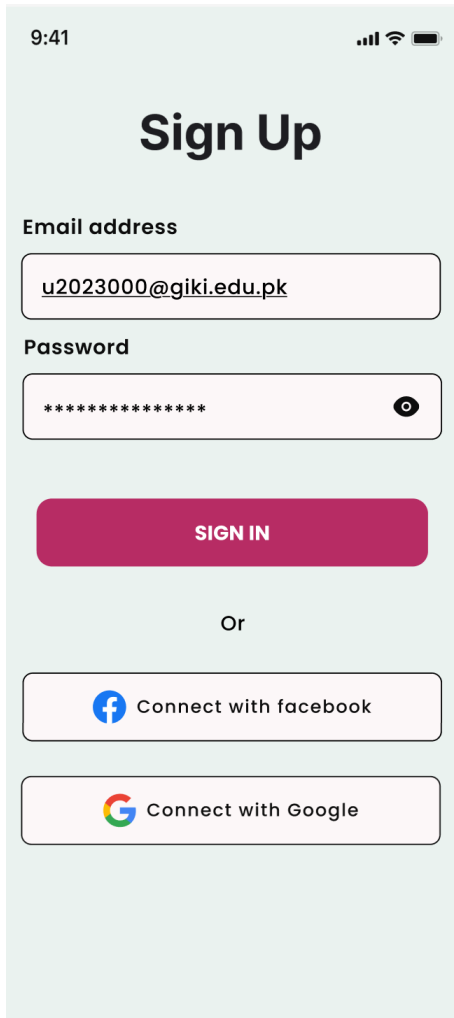- Indicates loading before entering registration or home screen.

3.2 Sign Up / Login Screen

Purpose: Allow users to register.
Description:

- Enter mobile number.

- Receive OTP.

- Clean and minimal layout.

- CTA button: *Verify OTP*.
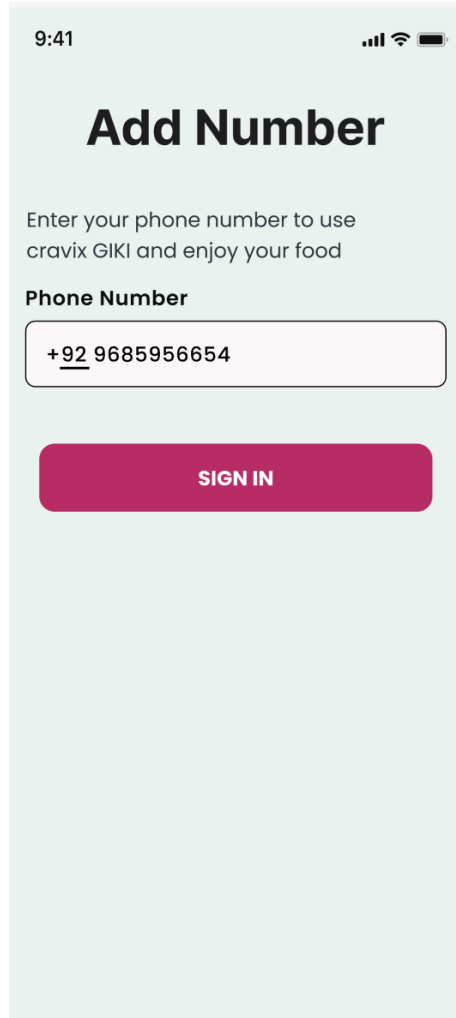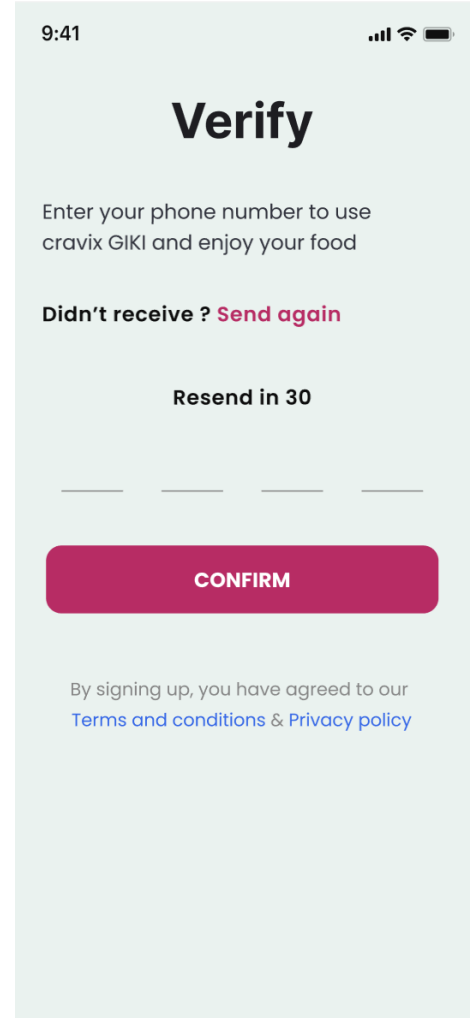
3.3 Address Setup Screen

Purpose: Collect user's default delivery location.
Description:

- Options: *Hostel*, *Office*, *Faculty Block*.

- User selects building/hostel number.

- This location is later used for order delivery.
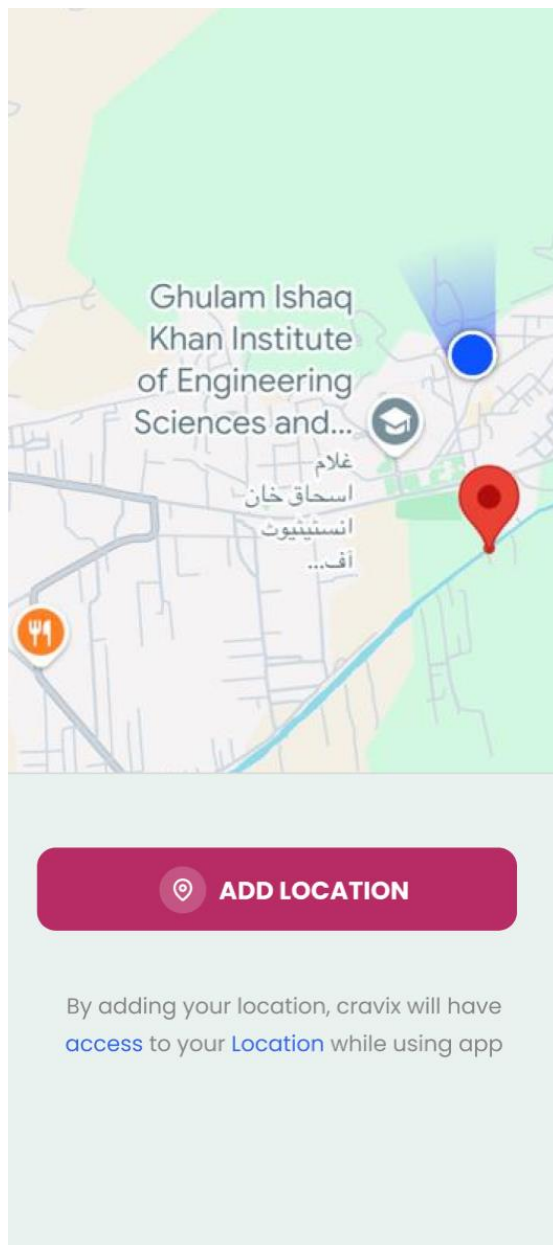
3.4 Home Screen

Purpose: Main central hub for browsing vendors.
Description:

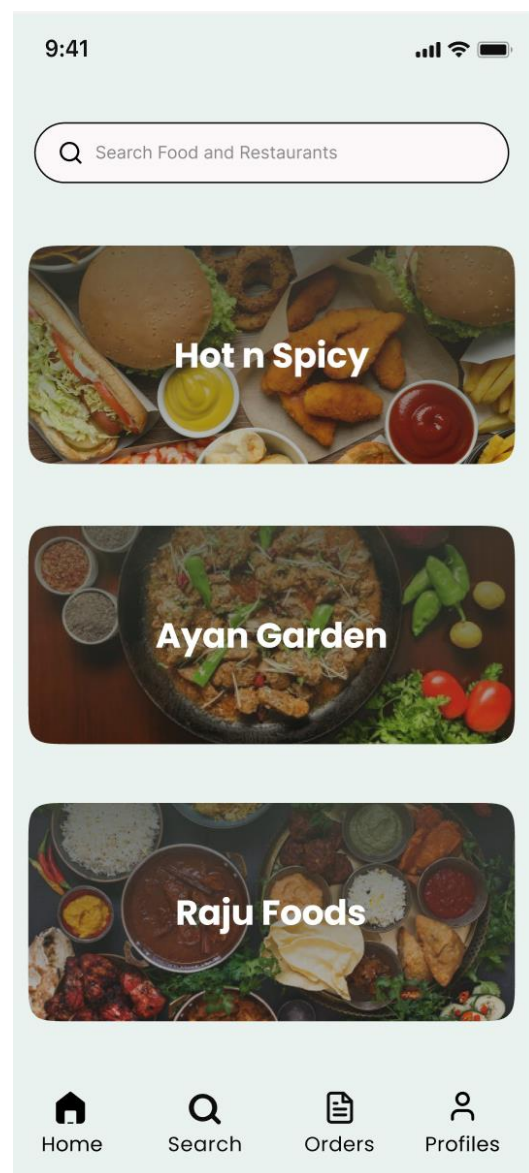- Search bar at top.
- Vendor categories displayed horizontally.
- Vendor list shown with images, rating, and availability status.
- Users tap any vendor to open menu.
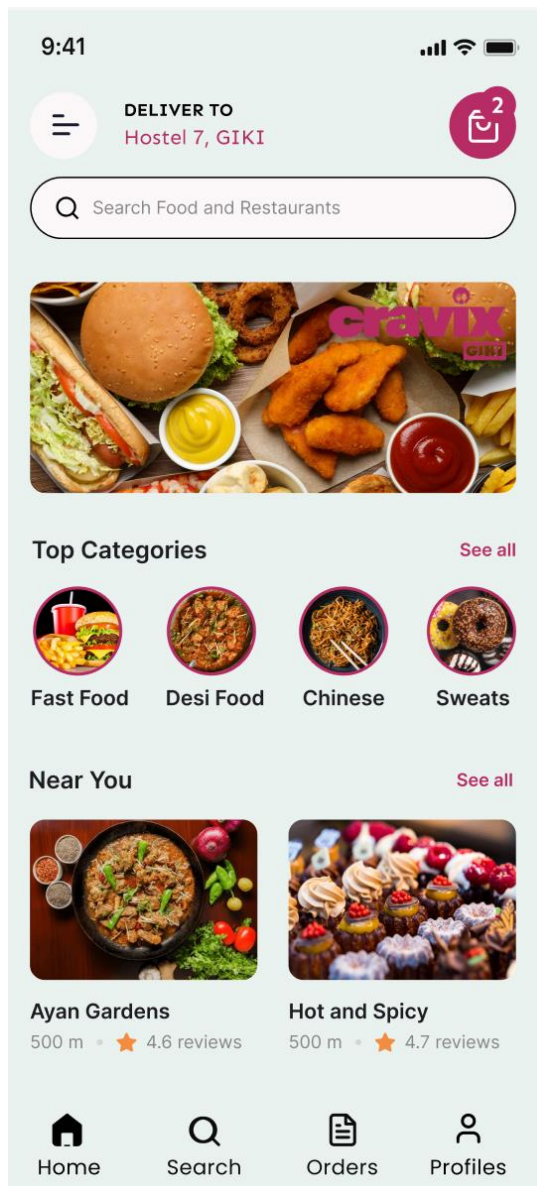
3.5 Vendor Menu Screen

Purpose: Show menu items of the selected hotel/store.
Description:

- Vendor name at top.

- Categories: *Desi*, *Fast Food*, *Beverages*, etc.

- Items shown with price, description, availability badges.

- Tap to add to cart.
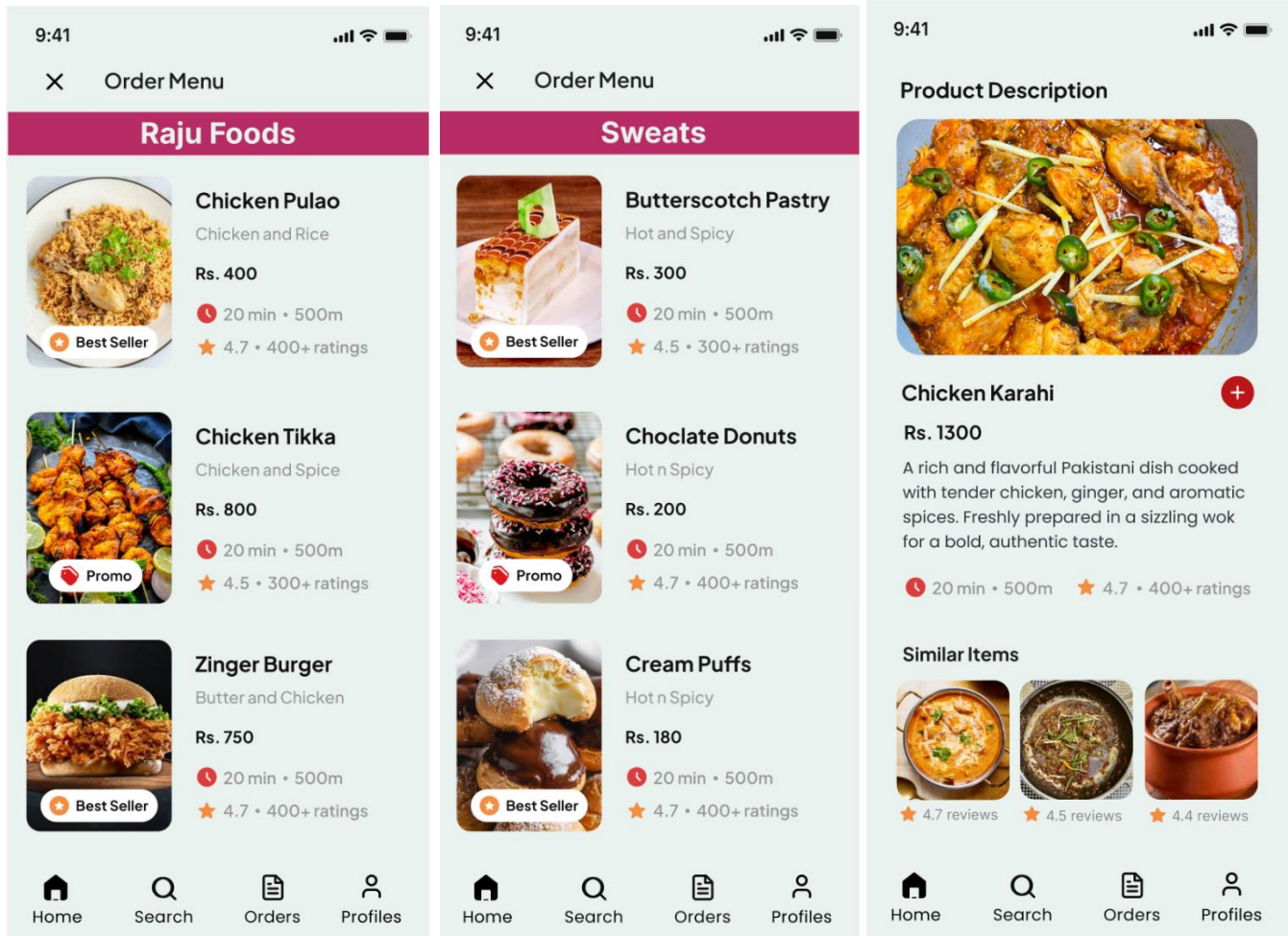
3.6 Cart Screen

Purpose: Allows users to confirm order items.
Description:

- List of selected items.
- Edit quantity/remove options.
- Delivery address shown.
- Payment option selection.
- Total amount displayed.
- CTA: *Place Order*.

Screen 1: Your Order

9:41

✕ Your Order

Chicken Karahi
Rs. 1300
⭐ 4.7   ➖ [1] ➕

Beef Karahi
Rs. 1600
⭐ 4.5   ➖ [1] ➕

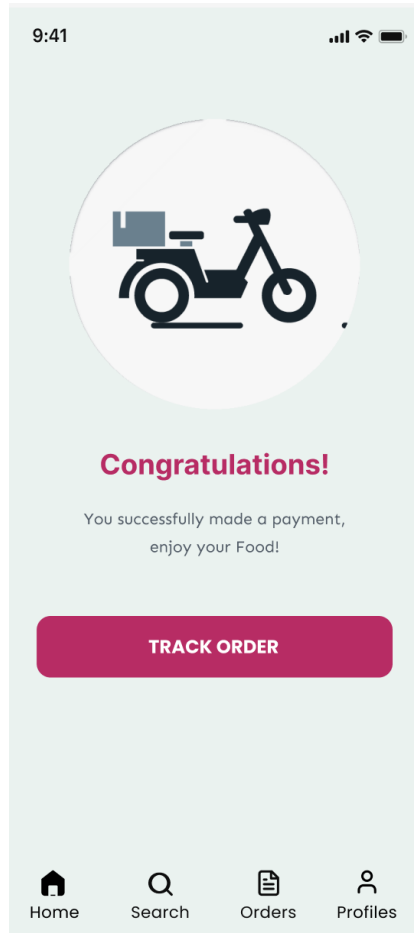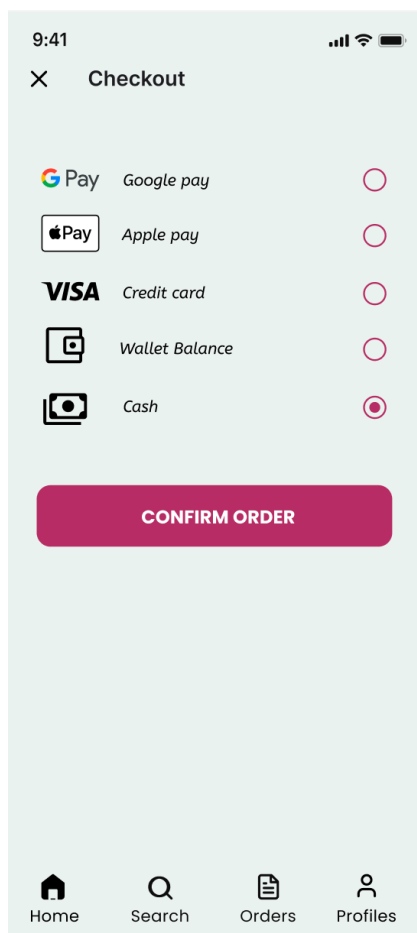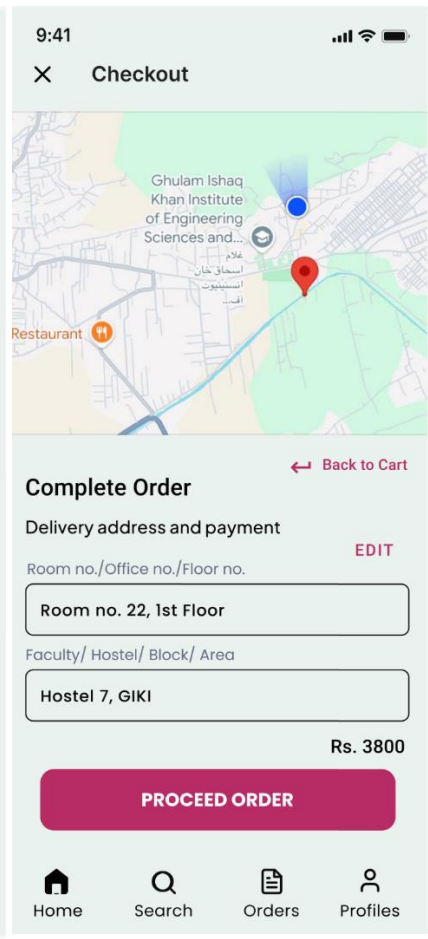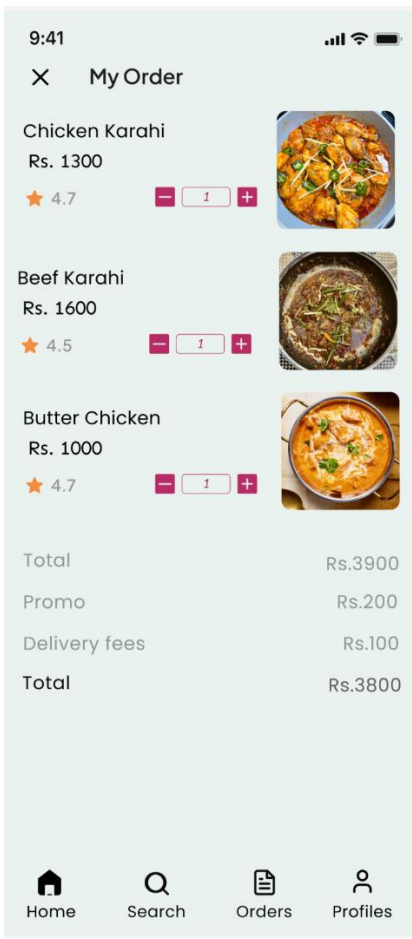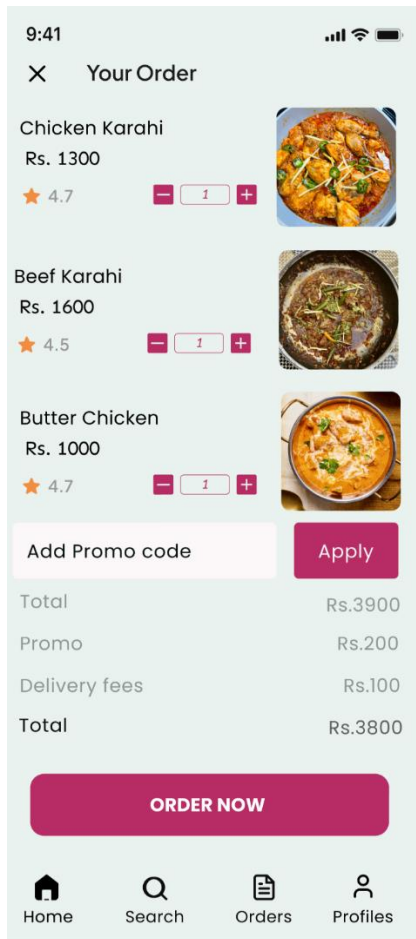Butter Chicken
Rs. 1000
⭐ 4.7   ➖ [1] ➕

Add Promo code	Apply

Total	Rs.3900
Promo	Rs.200
Delivery fees	Rs.100
Total	**Rs.3800**

ORDER NOW

🏠 Home   🔍 Search   📄 Orders   👤 Profiles

Screen 2: My Order

9:41

✕ My Order

Chicken Karahi
Rs. 1300
⭐ 4.7   ➖ [1] ➕

Beef Karahi
Rs. 1600
⭐ 4.5   ➖ [1] ➕

Butter Chicken
Rs. 1000
⭐ 4.7   ➖ [1] ➕

Total	Rs.3900
Promo	Rs.200
Delivery fees	Rs.100
Total	Rs.3800

🏠 Home   🔍 Search   📄 Orders   👤 Profiles

Screen 3: Checkout

9:41

✕ Checkout

↩ Back to Cart

Complete Order

Delivery address and payment

Room no./Office no./Floor no.   EDIT

[Room no. 22, 1st Floor]

Faculty/ Hostel/ Block/ Area

[Hostel 7, GIKI]

Rs. 3800

PROCEED ORDER

🏠 Home   🔍 Search   📄 Orders   👤 Profiles

Screen 4: Checkout

9:41

✕ Checkout

G Pay   *Google pay*   ◯
 Pay   *Apple pay*   ◯
VISA   *Credit card*   ◯
        Wallet Balance   ◯
        Cash   ◉

CONFIRM ORDER

🏠 Home   🔍 Search   📄 Orders   👤 Profiles

Screen 5: Congratulations

9:41

Congratulations!

You successfully made a payment,
enjoy your Food!

TRACK ORDER

🏠 Home   🔍 Search   📄 Orders   👤 Profiles

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3.7 Live Order Tracking Screen

Purpose: Show real-time rider location.
Description:

- Map interface showing rider icon moving.
- ETA displayed clearly.
- Rider info card: name, contact, vehicle.
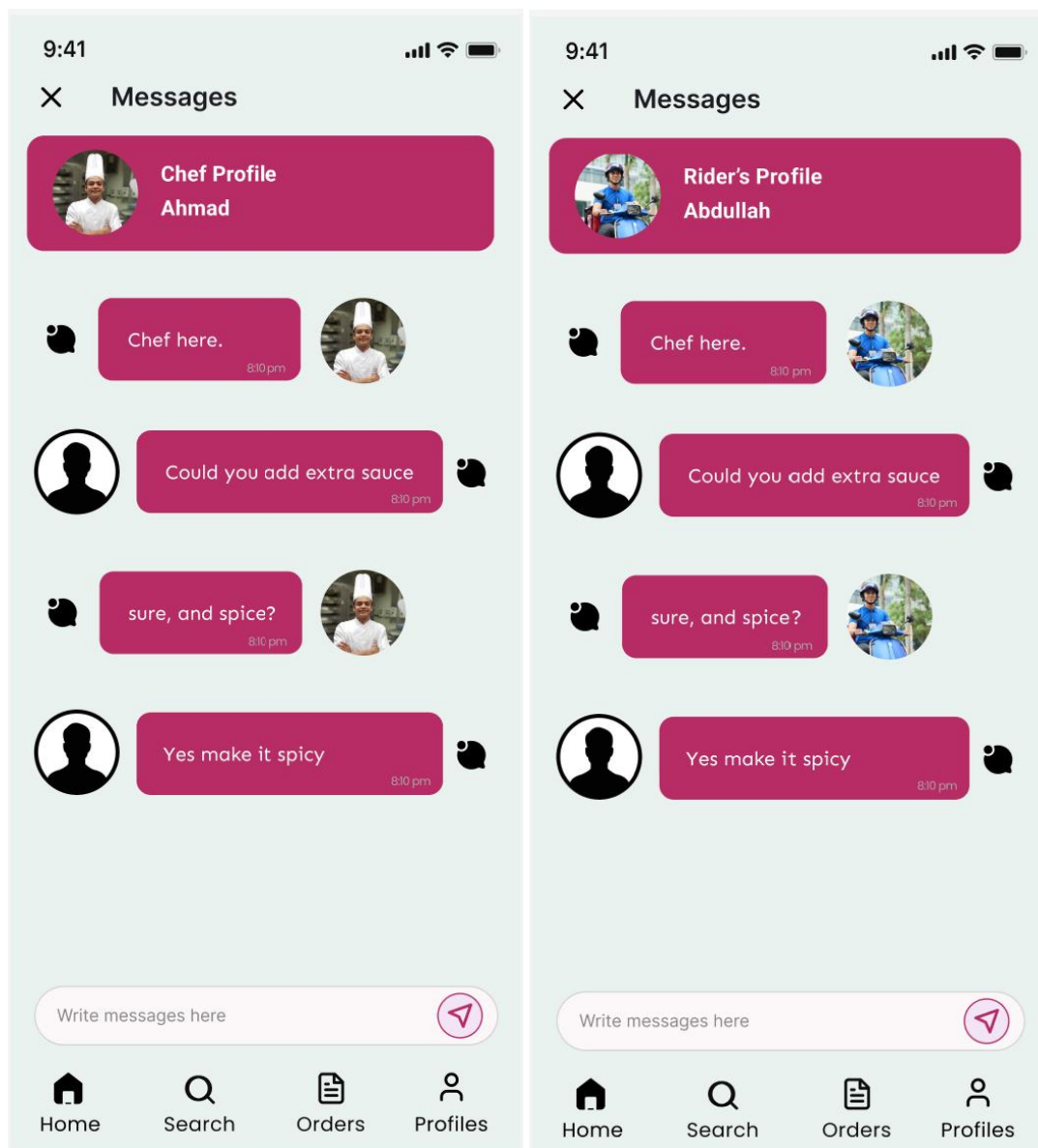- "Chat with Rider" option.
- Order status timeline.
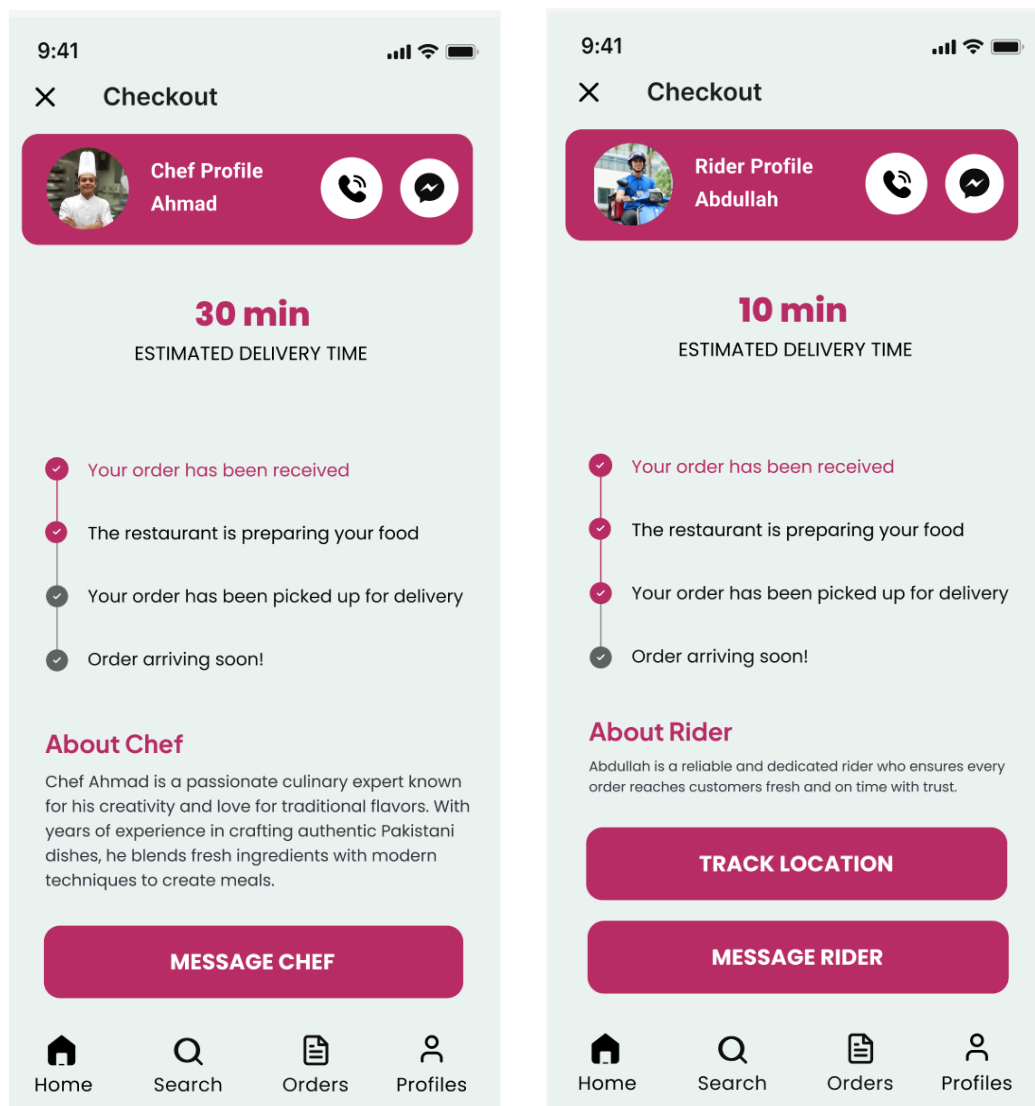
3.8 Chat with Rider Screen

Purpose: Enable communication with delivery rider.
Description:

- Text messaging layout.
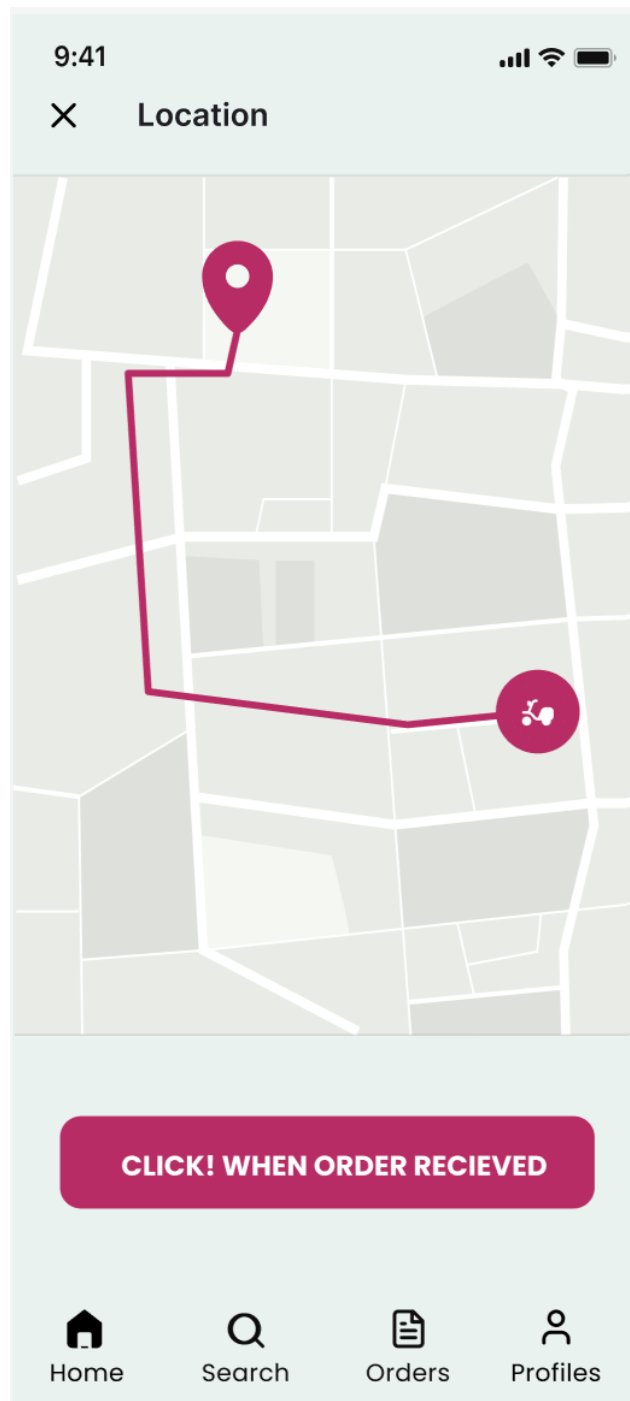- Used for clarifications: "I'm outside Hostel 6", "Please come near gate".

3.9 Order Delivered Screen

Purpose: Confirm order completion.
Description:

- Summary of delivered items.

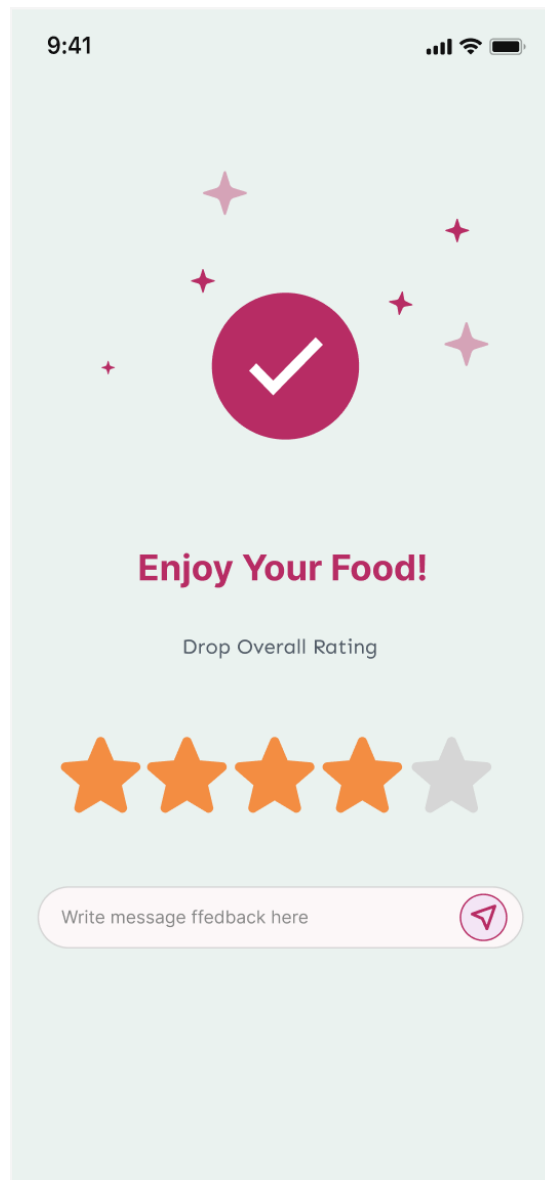- Time delivered.

- CTA: *Rate Vendor*.

3.10 Rating & Feedback Screen

Purpose: Collect user experience data.
Description:

- Star rating (1–5 stars).

- Optional text input for comments.

- Submit button.

- Helps vendors improve service.

4 Conclusion

The Cravix Food Ordering System successfully addresses the real needs of the GIKI community by creating a modern, intuitive, and efficient digital platform. Through multiple rounds of user interviews, personas, scenarios, task analysis, prototypes, and usability testing, the final design is optimized for learnability, visibility, efficiency, and error prevention. This final version provides:

- Faster ordering
- Transparent tracking
- Better communication
- Enhanced vendor workflow
- Improved user experience

Figma Project Link: GIKI_FOOD_ORDERING_SYSTEM