

FOODESY - Takeaway Ordering System

Submitted in partial fulfillment of the requirements for the degree of

Bachelor of Technology in CSE CORE

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CSE3002 – INTERNET AND WEB PROGRAMMING



Nov 2022

DECLARATION

I hereby declare that the thesis entitled “FOODESY - Takeaway Ordering System” submitted by me, for the award of the degree of *Bachelor of Technology in **CSE CORE*** to VIT is a record of bonafide work carried out by me under the supervision of Dr. Mythili T.

I further declare that the work reported in this thesis has not been submitted and will not be submitted, either in part or in full, for the award of any other degree or diploma in this institute or any other institute or university.

Place : Vellore

Date : 15.11.2022

Karan Jain, Disha Goyal,
Shivakumar

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Place : Vellore

Date : 15-11-2022

Signature of the guide

Dr. Mythili T

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We would like to acknowledge that this project was completed entirely by us and not by someone else.

Executive Summary

FoodEzy is a takeaway ordering website for local restaurants that will allow its users to place a takeaway order and collect it whenever they are free without the need of standing in long queues. This project can help streamline the food ordering process and increase efficiency which factors for better customer service. This also makes it easier for the restaurant to manage and track orders and reduce the potential of delays.

It especially helps businesses with multiple outlets to track and manage their accounts.

Today for businesses to increase their outputs and achieve scalability, they require an application that caters to their customers needs from takeaways, order tracking to customer queries.

The platform consists of two components namely the Takeaway Portal and the Admin Portal.

- Takeaway Portal provides users the following functionalities:
 - Food Catalog/Menu - To make users of the business' products and services.
 - Cart - Allows users to aggregate and order products they want in one go.
 - Checkout - It allows users to place an order in advance and collect at a specific time.
 - Order Status - Allows users to track status of their orders.
 - Messages - Allows users to communicate with the restaurant regarding their orders and raise complaints or convey their appreciation.
- Admin Portal provides the following functionalities:
 - Menu Management - Allows businesses to manage and update their menus and introduce new categories.
 - Order Management - Allows businesses to view orders and update their status. It also helps the business to track their earnings.
 - Messages - It allows the businesses to cater to their clients complaints and be aware of their suggestions.
 - Site Management - It allows businesses to alter the contents of the website like address, name and contact details.

This portal can be updated to support other functionalities online payments, delivery services, delivery live tracking, food suggestions, customer reviews, etc.

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List of Abbreviations

| | |
|-------|---|
| ADMIN | Administrator |
| CSS | Cascading Style Sheets |
| ER | Entity-Relation |
| HTML | HyperText Markup Language |
| IEEE | Institute of Electrical and Electronics Engineers |
| UI | User Interface |

1. INTRODUCTION

1.1. OBJECTIVE

1. To empower customers by removing the need to stand in long queues just to order and enjoy their favorite food items.
2. To expand the earnings of the local businesses and improve their customer service.
3. Making food service efficient and streamlined.
4. Increasing the productivity and output of a food business.

1.2. MOTIVATION

There are plenty of local businesses in the VIT, Vellore Campus which are not associated with an online food ordering website which increases businesses' output and efficiency. It also helps improve customer satisfaction and allows the businesses to manage orders more accurately.

Due to the lack of a food ordering system, the customers are forced to stand in long queues to place an order and further need to wait while their order is being prepared.

To counter this difficulty we decided to create FoodEsy - a takeaway ordering system for local restaurants.

1.3 BACKGROUND

The project was devised according to the user requirements mentioned during the requirement elicitation phase.

One of the key requirements was to comply with VIT guidelines which prohibits local businesses which operate within the campus to associate with online food delivery services. This was followed by restricting the platform to cater only takeaways. Online delivery functionality has been sidelined for future use.

Another requirement was live order tracking which has been implemented both on the customer and admin ends.

A customer feedback functionality was also implemented to ensure customer satisfaction.

2. PROJECT DESCRIPTION AND GOALS

FoodEsy is a takeaway ordering website for local restaurants that will allow its users to place a takeaway order and collect it whenever they are free without the need of standing in long queues.

The platform consists of two components namely the Takeaway Portal and the Admin Portal.

- Takeaway Portal provides users the following functionalities:
 - Food Catalog/Menu - To make users of the business' products and services.
 - Cart - Allows users to aggregate and order products they want in one go.
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 - Messages - It allows the businesses to cater to their clients complaints and be aware of their suggestions.
 - Site Management - It allows businesses to alter the contents of the website like address, name and contact details.

3. TECHNICAL SPECIFICATIONS

The following have been used to create FoodEsy:

- Front End
 - HTML
 - CSS
 - Bootstrap
 - JavaScript
- Back End
 - PHP
 - XAMPP (Apache Server)
- Database
 - MySQL (hosted on remotemysql - PaaS Service)
- Project Management
 - Git Version Control
 - Balsamiq Wireframes
 - Wondershare EDraw Max
 - Heroku Deployment
 - DrawSQL ERD Diagrams

4. DESIGN APPROACH AND DETAILS

4.1. Design Approach / Materials & Methods

The website was created by keeping the following factors in mind:

1. The user interface is designed to be user friendly.
2. The user interface is designed to be easy to navigate.
3. Responsive design compatible with small screen devices.
4. Attractive design, keeping the food in the forefront.
5. Contrasting color pallets to make the controls pop.
6. Proper Feedback and error messaging to easy navigation.
7. All design aspects were decided depending on the customer requirements.

ER Diagram

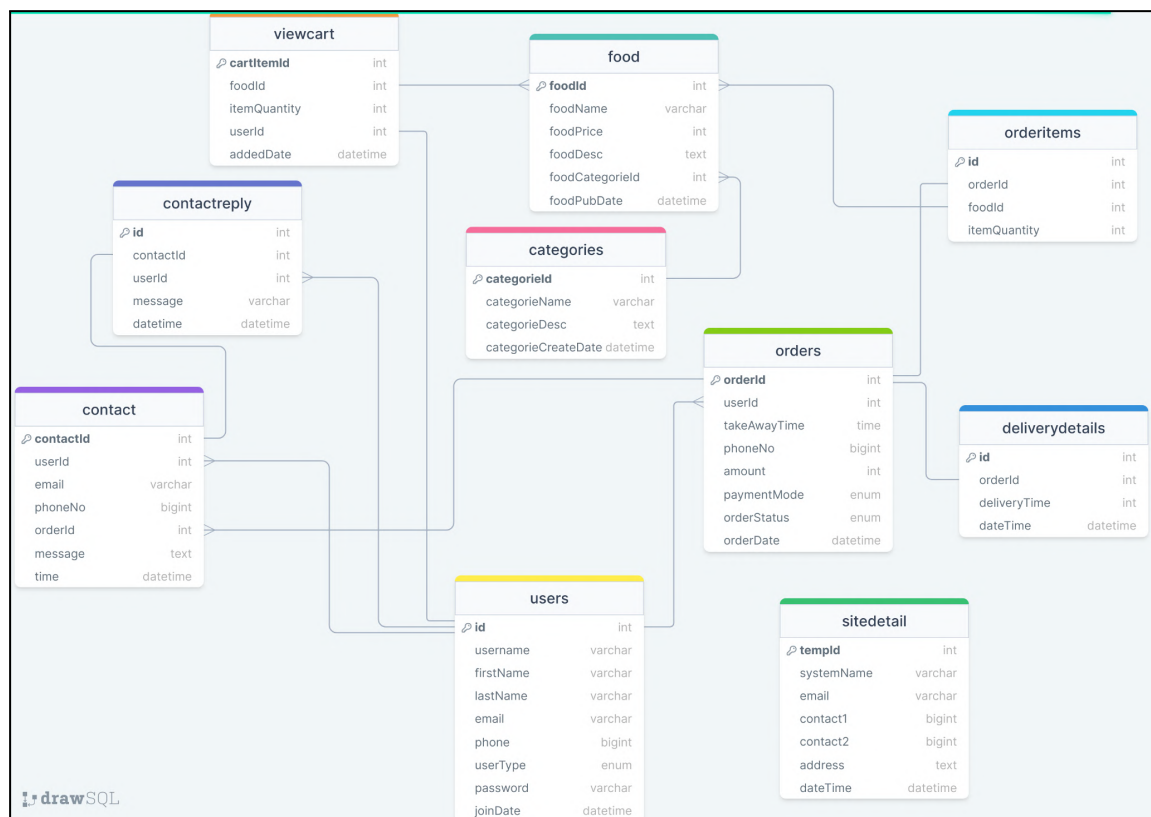


Figure 1. ER Diagram

Activity Diagram

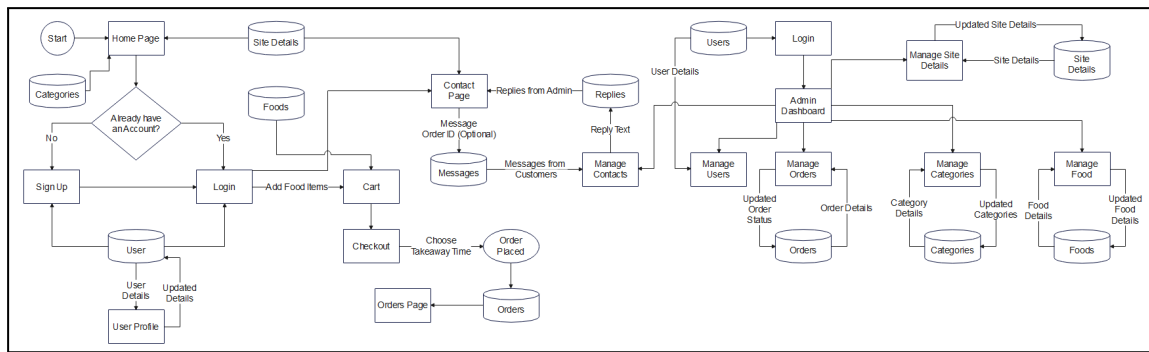


Figure 2. Activity Chart

4.2. Codes & Standards

Source Code: <https://github.com/karanjain-ops/FoodEsy.git>

Deployed Link for Takeaway Portal: <https://foodesy-app.herokuapp.com/>

Deployed Link for Admin Portal: <https://foodesy-app.herokuapp.com/admin/>

(Username: admin; Password: admin)

The following standards were followed during development phase:

- Logo on the Top left
- Contact in the Top Right
- Main Navigation Across the Top
- The Search Feature in the Header
- Social Media Icons in the Footer
- Responsive Design
- Same Design attributes being followed throughout the platform
- Coding Standards - IEEE Standards
- Authentication through Credentials using Signup & Login forms
- Normalization of Databases

5. SCHEDULE, TASKS AND MILESTONES

Timeline Chart

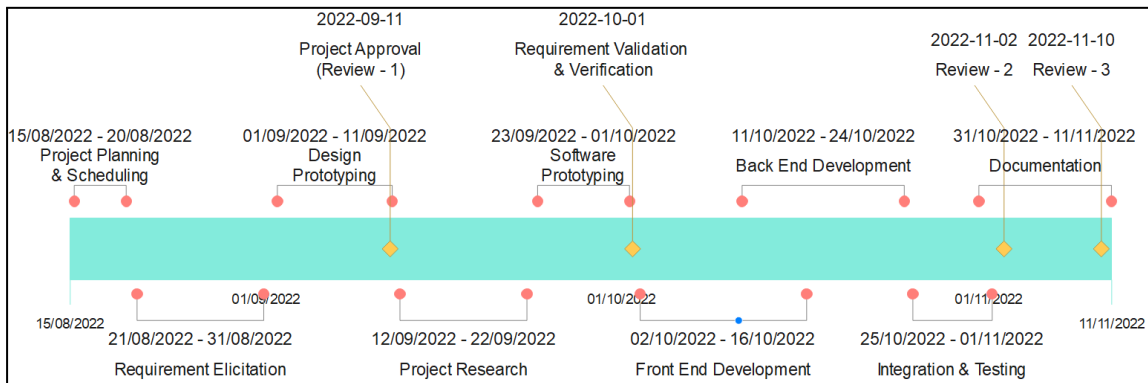


Figure 3. Timeline Chart

Gantt Chart

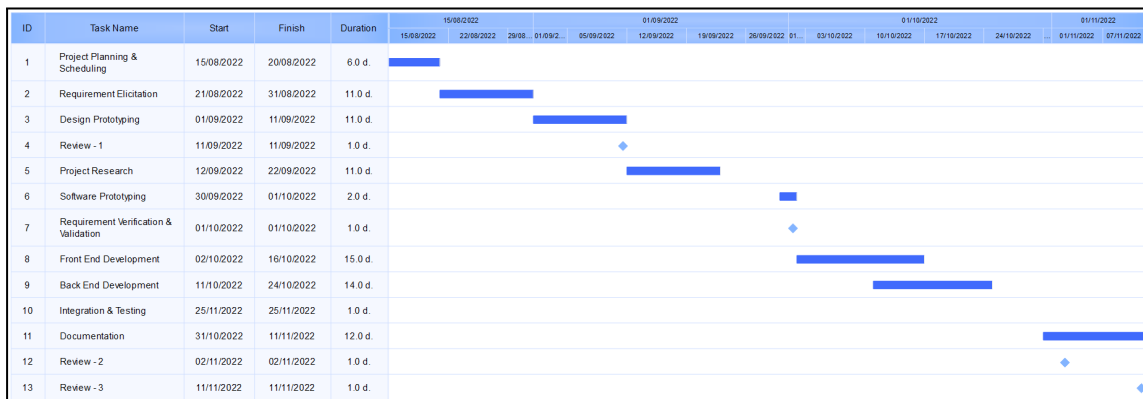


Figure 4. Gantt Chart

6. PROJECT DEMONSTRATION

6.1 Takeaway Portal

Homepage

The homepage showcases the food catalog of the restaurants while also acting as a getaway to other features like login, signup, cart, search bar, etc. The search bar allows easy navigation through the food catalog.

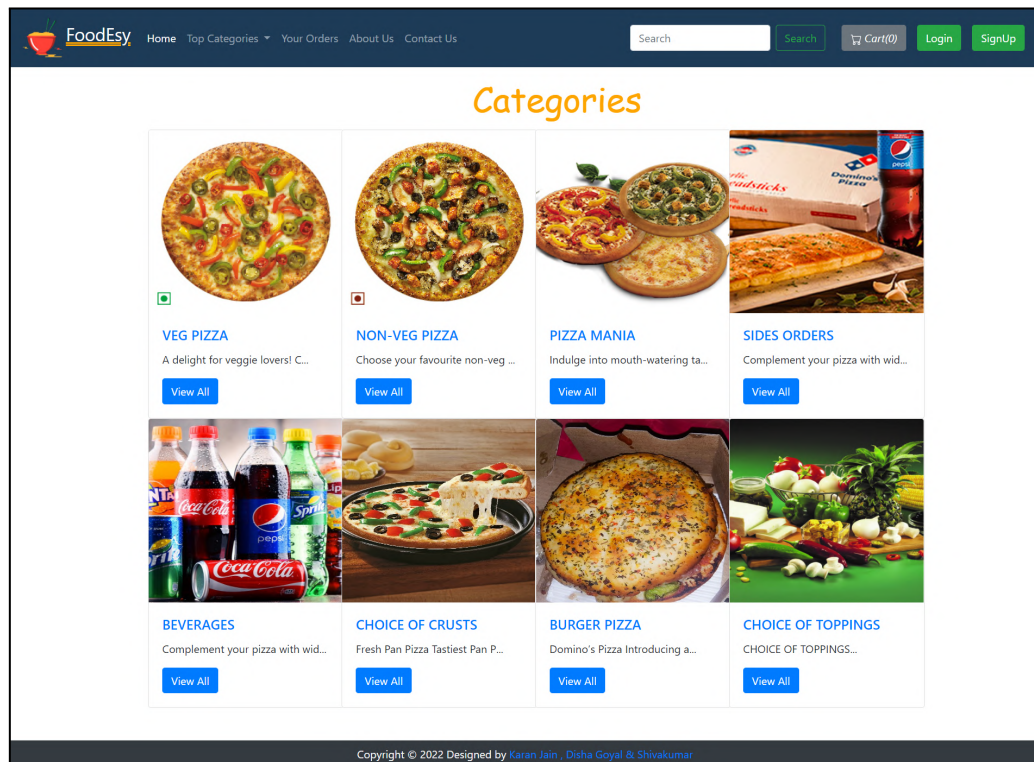


Figure 5.1 Home Page of Takeaway Portal

Signup Form

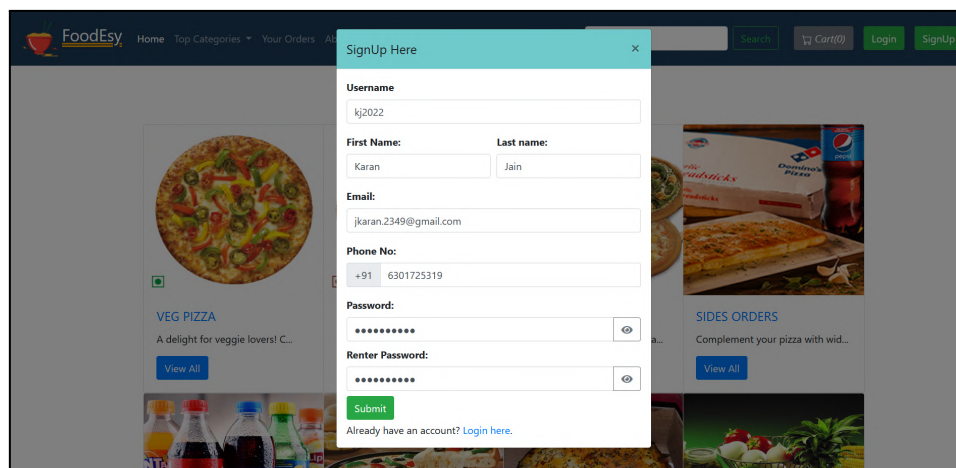


Figure 5.2 Signup Form

Login Form

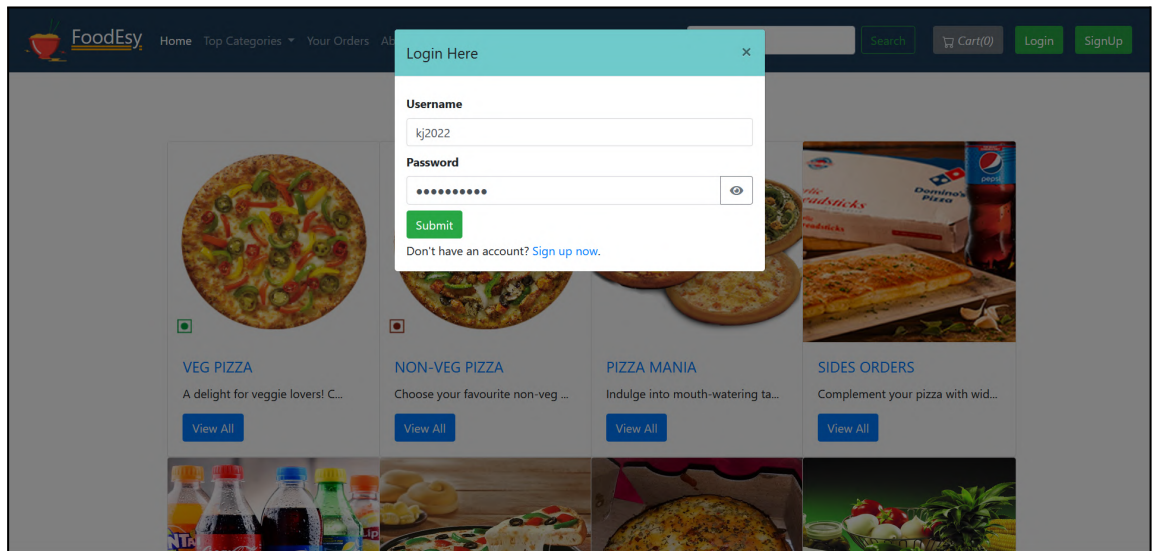


Figure 5.3 Login Form

Login Feedback Message

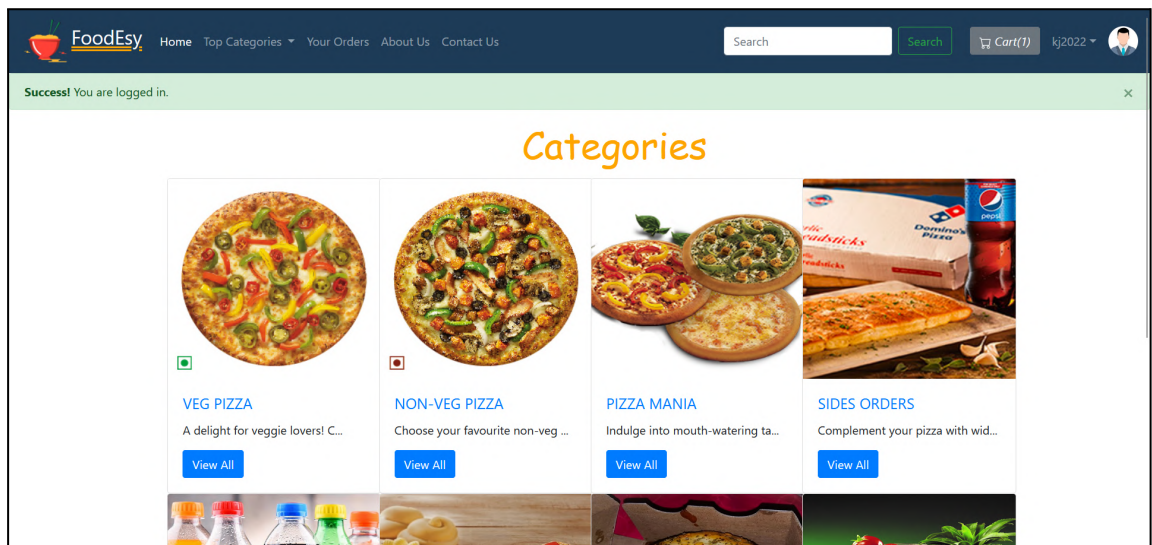


Figure 5.4 Feedback Message

About Us

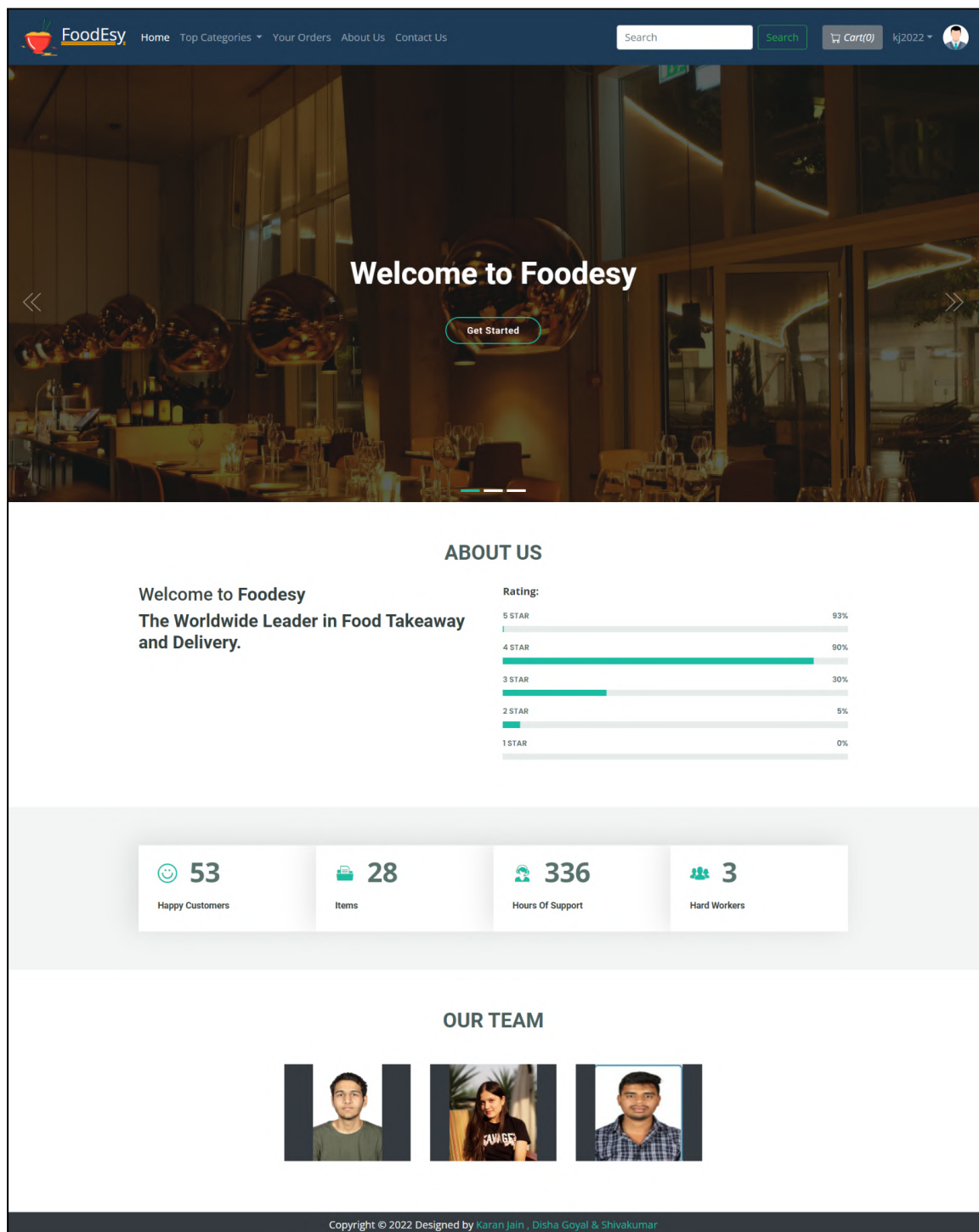


Figure 5.5 About Us Page

User Profile

FoodEsy Home Top Categories Your Orders About Us Contact Us Search Search Cart(1) kj2022

Profile (User)

Username: kj2022

First Name: Karan **Last Name:** Jain

Email: jkaran.2349@gmail.com

Phone No: +91 6301725319 **Password:** [Masked]

Remove Image: Remove Change Image: Choose Update @kj2022 Karan Jain (User) jkaran.2349@gmail.com Logout Update

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Figure 5.6 User Profile Page

Cart

FoodEsy Home Top Categories Your Orders About Us Contact Us Search Search Cart(1) kj2022

Info! Online Payments are currently disabled.

My Cart

| No. | Item Name | Item Price | Quantity | Total Price | |
|-----|------------|------------|----------|-------------|----------------------------|
| 1 | Margherita | 99 | 1 | 99 | Remove All |
| | | | | | Remove |

ORDER SUMMARY

Total Price Rs. 99
Shipping Rs. 0
The total amount of (including Tax & Charge) Rs. 99

☒ Cash On Delivery
☐ Online Payment

[Go to Checkout](#)

Add a discount code (optional) ▼

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Figure 5.7 Cart Page

Checkout

FoodEsy Home Top Categories Your Orders About Us Contact Us

Search Search Cart(1) kj2022

Info! Online Payments are currently disabled.

My Cart

| No. | Item Name | Item Price |
|-----|------------|------------|
| 1 | Margherita | 99 |

Enter Your Details:

Timings: 09:00 to 20:00

Take-Away Time: 10:37 PM

Phone No: +91 6301725319

Cancel Order

ORDER SUMMARY

| | |
|--|---------------|
| Item Price | Rs. 99 |
| Shipping | Rs. 0 |
| Total amount of including Tax & Charge) | Rs. 99 |
| Cash On Delivery | |
| Online Payment | |

Go to Checkout

Add a discount code (optional)

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Figure 5.8 Checkout form

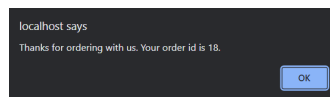


Figure 5.9 Order Confirmation containing Order ID

Your Orders

FoodEsy Home Top Categories Your Orders About Us Contact Us

Search Search Cart(0) kj2022

Order Details

Print Refresh List

| Order Id | Take-Away Time | Phone No | Amount | Payment Mode | Order Date | Status | Items |
|----------|----------------|------------|--------|------------------|---------------------|-------------|------------|
| 18 | 10:30:00 | 6301725319 | 99 | Cash on Delivery | 2022-11-09 22:38:25 | In Progress | Margherita |

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Figure 5.10 Your Orders Page

Order Status Tracking

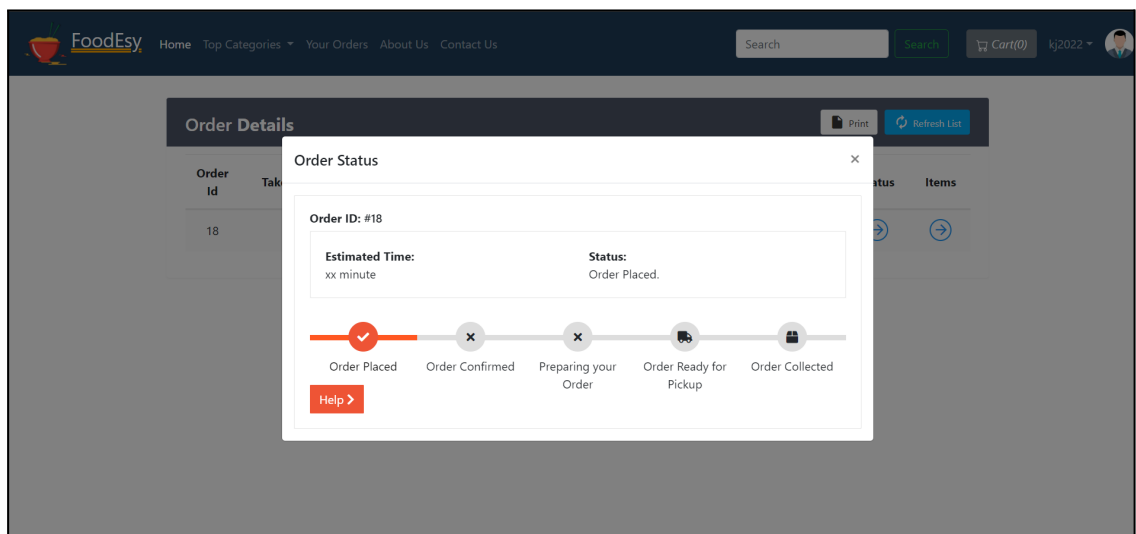


Figure 5.11 Order Status Modal

View Ordered Items

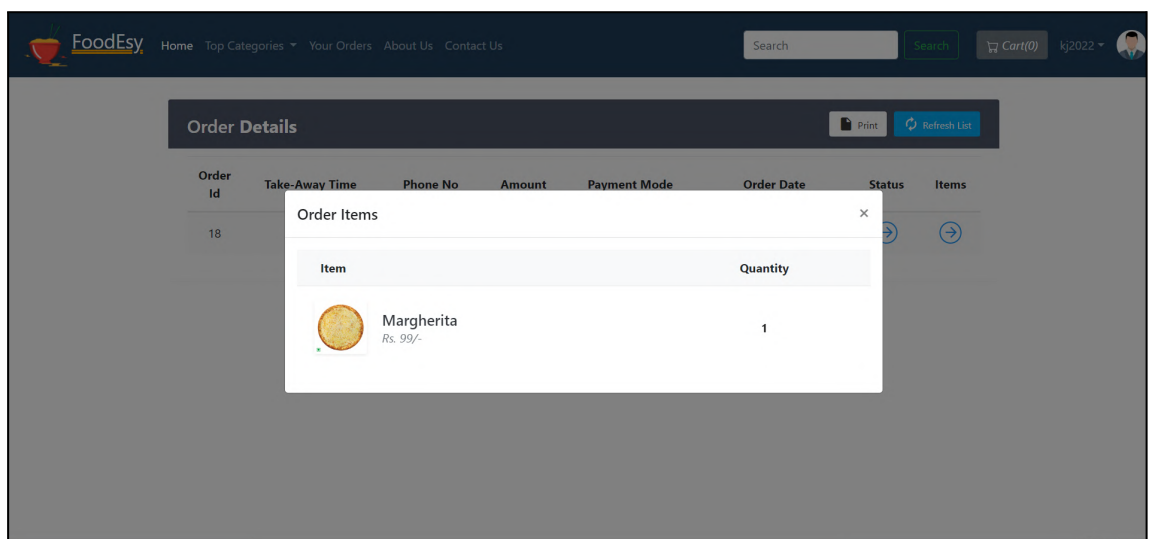
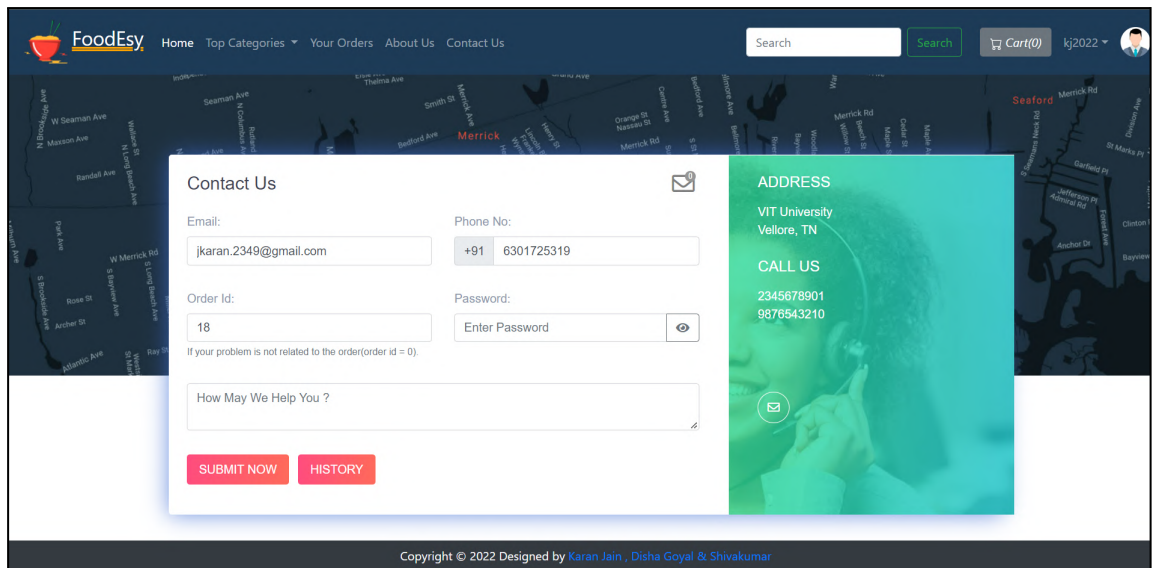


Figure 5.12 Order Items Modal

Contact Us



FoodEzy Home Top Categories Your Orders About Us Contact Us

Search Search Cart(0) kj2022

Contact Us

Email: jkaran.2349@gmail.com Phone No: +91 6301725319

Order Id: 18 Password: Enter Password

If your problem is not related to the order(order id = 0).

How May We Help You ?

SUBMIT NOW HISTORY

ADDRESS

VIT University
Vellore, TN

CALL US

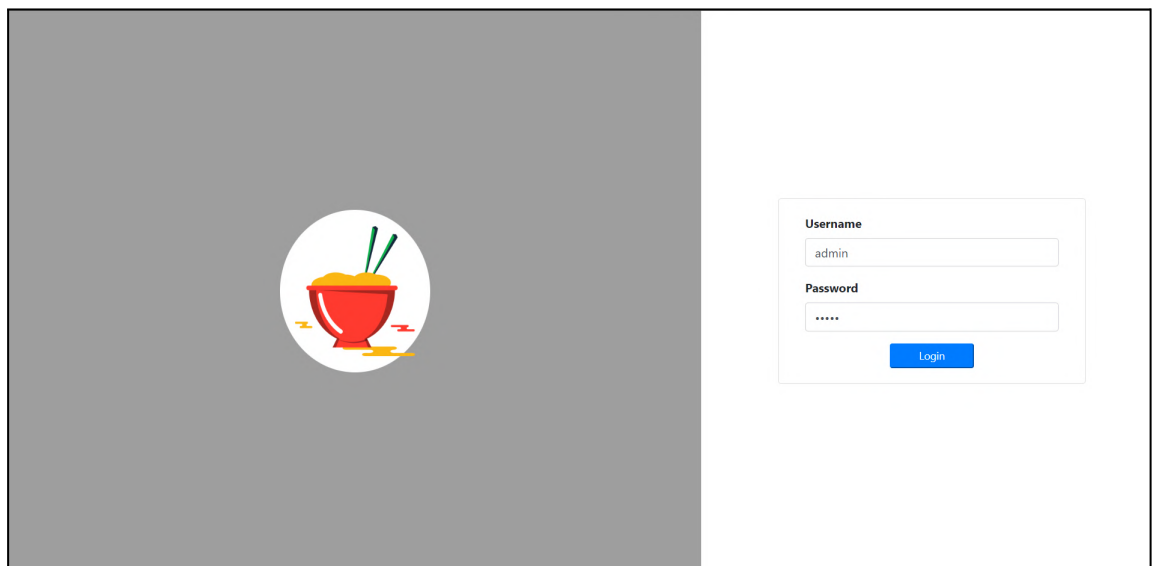
2345678901
9876543210

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Figure 5.13 Contact Us Page

6.2 Admin Portal

Login Page



Username

admin

Password

Login

Figure 6.1 Admin Login Page

Admin Dashboard

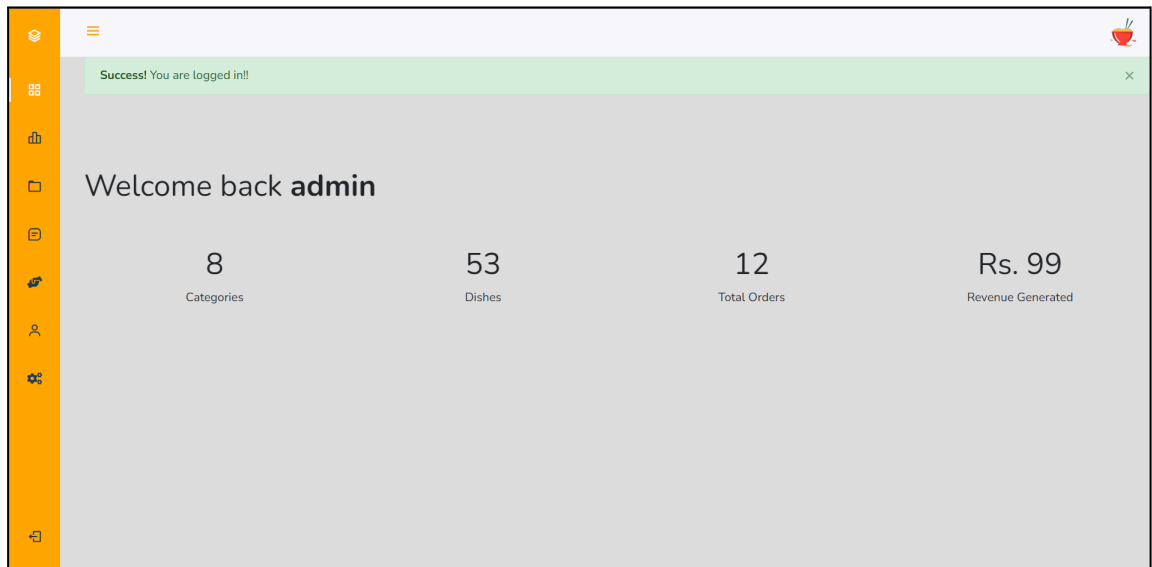


Figure 6.2 Admin Dashboard

Manage Orders

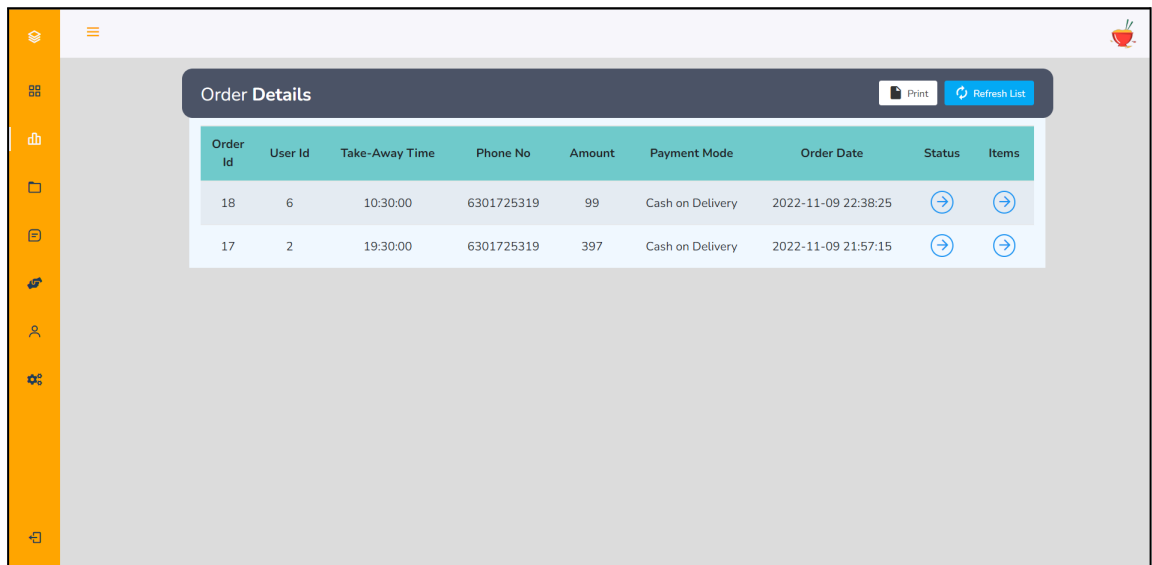


Figure 6.3 Manage Order Page

Update Order Status Form

Order Status and Delivery Details

Order Status

Order Placed

Update

Estimate Time(minute)

Update

| Order Id | User Id | Take-Away Time |
|----------|---------|----------------|
| 18 | 6 | 10:30 |
| 17 | 2 | 19:30 |

| Order Date | Status | Items |
|---------------------|--------|-------|
| 2022-11-09 22:38:25 | → | → |
| 2022-11-09 21:57:15 | → | → |

Figure 6.4 Order Status Update Form

View Ordered Items

Order Items (Order Id: 18)

| Item | Quantity | Price |
|------------------------|----------|-------|
| Margherita Rs. 99/- | 1 | |

| Order Id | User Id | Take-Away Time | Phone No | Amount | Payment Mode | Order Date | Status | Items |
|----------|---------|----------------|----------|--------|--------------|------------|--------|-------|
| 18 | | | | | | | → | → |
| 17 | | | | | | | → | → |

Figure 6.5 Ordered Items Model

Manage Categories

Create New Category

Category Name:

Category Desc:

Image

Choose File No file chosen
Please .jpg file upload.

Create




| Id | Img | Category Detail | Action |
|----|---|--|-----------------------|
| 1 |  | Name : VEG PIZZA Description : A delight for veggie lovers! Choose from our wide range of delicious vegetarian pizzas, it's softer and tastier | <div>EditDelete</div> |
| 2 |  | Name : NON-VEG PIZZA Description : Choose your favourite non-veg pizzas from the Domino's Pizza menu. Get fresh non-veg pizza with your choice of crusts & toppings | <div>EditDelete</div> |
| 3 |  | Name : PIZZA MANIA Description : Indulge into mouth-watering taste of Pizza mania range, perfect answer to all your food cravings | <div>EditDelete</div> |

Figure 6.6 Manage Categories Page

Manage Menu Items

Create New Item

Name:

Description:

Price

Category:

None

Image

Choose File No file chosen
Please .jpg file upload.

Create




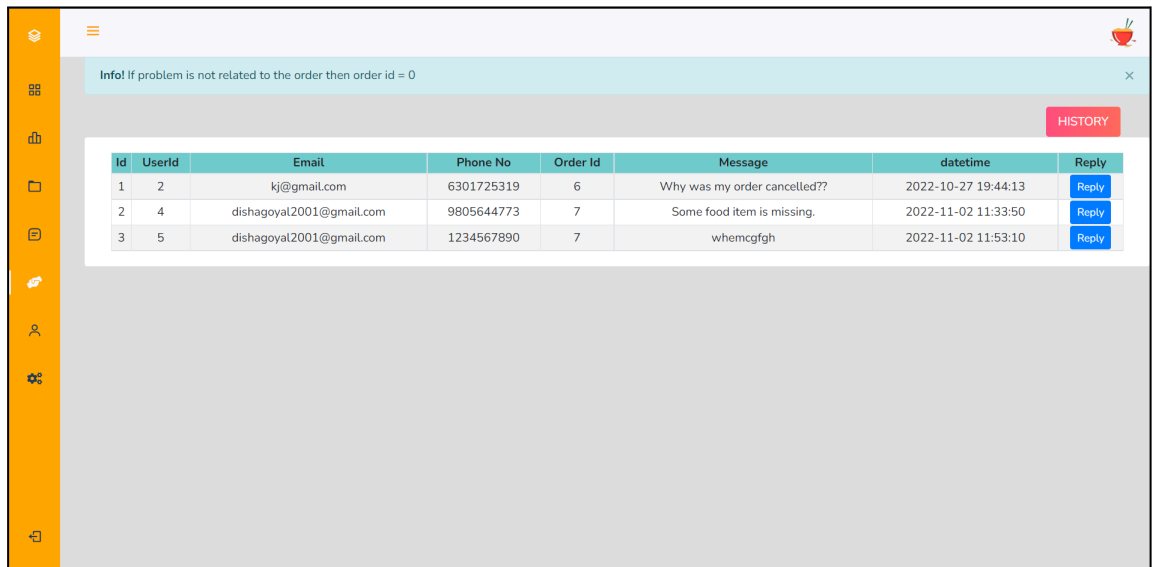
| Cat. Id | Img | Item Detail | Action |
|---------|---|---|-----------------------|
| 1 |  | Name : Margherita Description : A hugely popular margherita, with a deliciously tangy single cheese topping Price : 99 | <div>EditDelete</div> |
| 1 |  | Name : Double Cheese Margherita Description : The ever-popular Margherita - loaded with extra cheese... oodles of it Price : 199 | <div>EditDelete</div> |
| 1 |  | Name : Farm House Description : A pizza that goes ballistic on veggies! Check out this mouth watering overload of crunchy, crisp capsicum, succulent mushrooms and fresh tomatoes Price : 149 | <div>EditDelete</div> |

Figure 6.7 Manage Menu Items Page

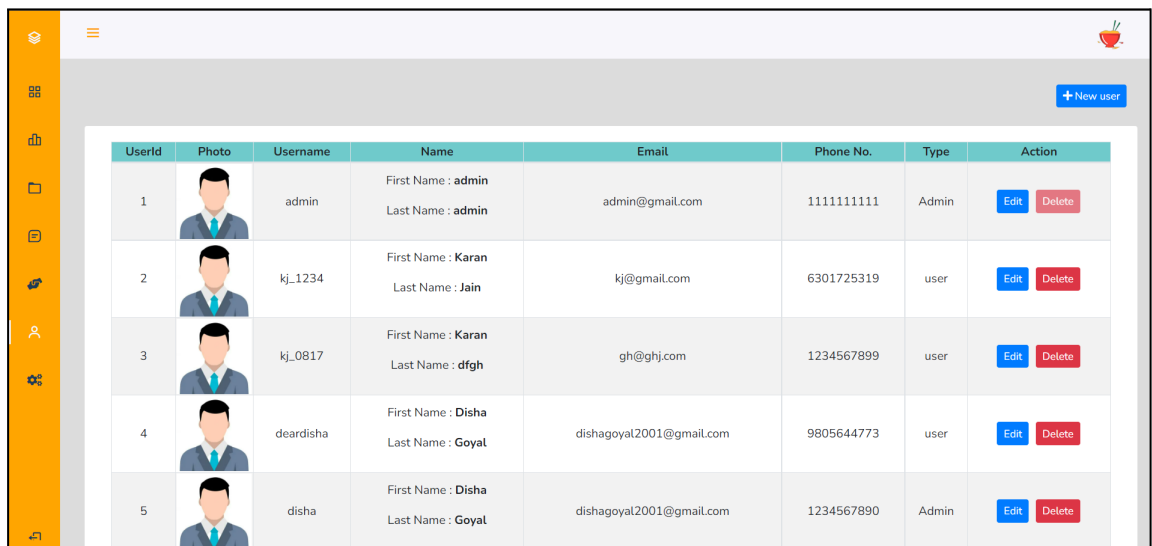
Manage Message Replies



| Id | UserId | Email | Phone No | Order Id | Message | datetime | Reply |
|----|--------|--------------------------|------------|----------|------------------------------|---------------------|-----------------------|
| 1 | 2 | kj@gmail.com | 6301725319 | 6 | Why was my order cancelled?? | 2022-10-27 19:44:13 | Reply |
| 2 | 4 | dishagoyal2001@gmail.com | 9805644773 | 7 | Some food item is missing. | 2022-11-02 11:33:50 | Reply |
| 3 | 5 | dishagoyal2001@gmail.com | 1234567890 | 7 | whemcgfgh | 2022-11-02 11:53:10 | Reply |

Figure 6.8 Manage Message Replies Page

Manage Users








| UserId | Photo | Username | Name | Email | Phone No. | Type | Action |
|--------|---|-----------|---|--------------------------|------------|-------|---|
| 1 |  | admin | First Name : admin Last Name : admin | admin@gmail.com | 1111111111 | Admin | Edit Delete |
| 2 |  | kj_1234 | First Name : Karan Last Name : Jain | kj@gmail.com | 6301725319 | user | Edit Delete |
| 3 |  | kj_0817 | First Name : Karan Last Name : dfgh | gh@ghj.com | 1234567899 | user | Edit Delete |
| 4 |  | deardisha | First Name : Disha Last Name : Goyal | dishagoyal2001@gmail.com | 9805644773 | user | Edit Delete |
| 5 |  | disha | First Name : Disha Last Name : Goyal | dishagoyal2001@gmail.com | 1234567890 | Admin | Edit Delete |

Figure 6.9 Manage Users Page

Manage Site Details

The screenshot displays a web application interface for managing site details. On the left, there is a vertical orange sidebar containing several icons for navigation. The main content area has a light gray background. At the top of this area, there is a teal header bar with the text "FoodEsy". Below the header, there is a white form with the following fields and values:

- System Name:** FoodEsy
- Email:** foodesy_help@gmail.com
- Contact-1:** 2345678901
- Contact-2(optional):** 9876543210
- Address:** VIT University
Vellore, TN

At the bottom of the form, there is a teal "Save" button.

Figure 6.10 Manage Site Details

7. RESULTS & DISCUSSION

The following survey was conducted as a part of software validation and verification. Multiple end users were asked the following questions. Most responses validate the feasibility of the project along with the validation of its features and services.

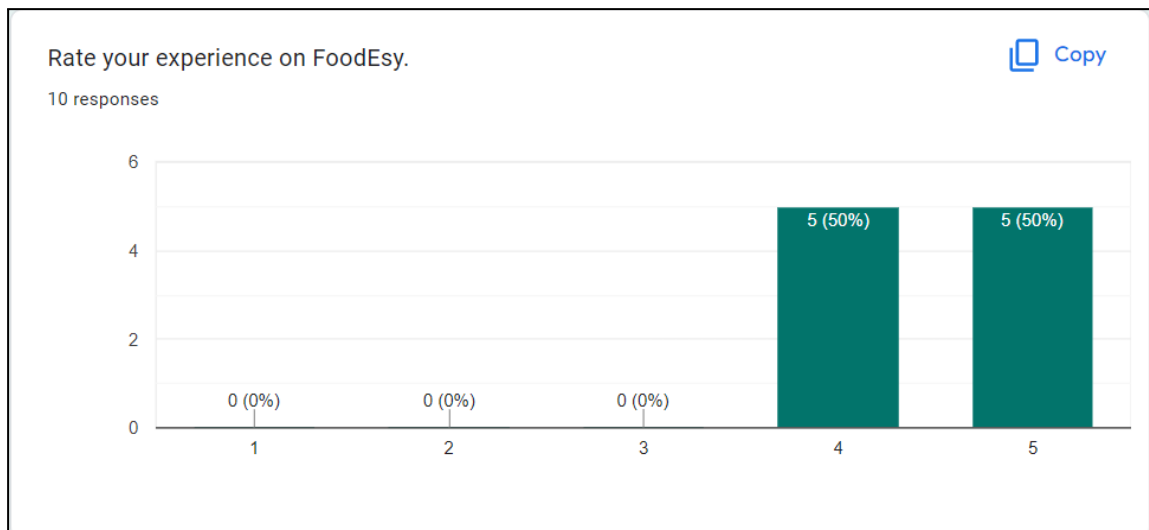


Figure 7.1 Feedback Submission - 1

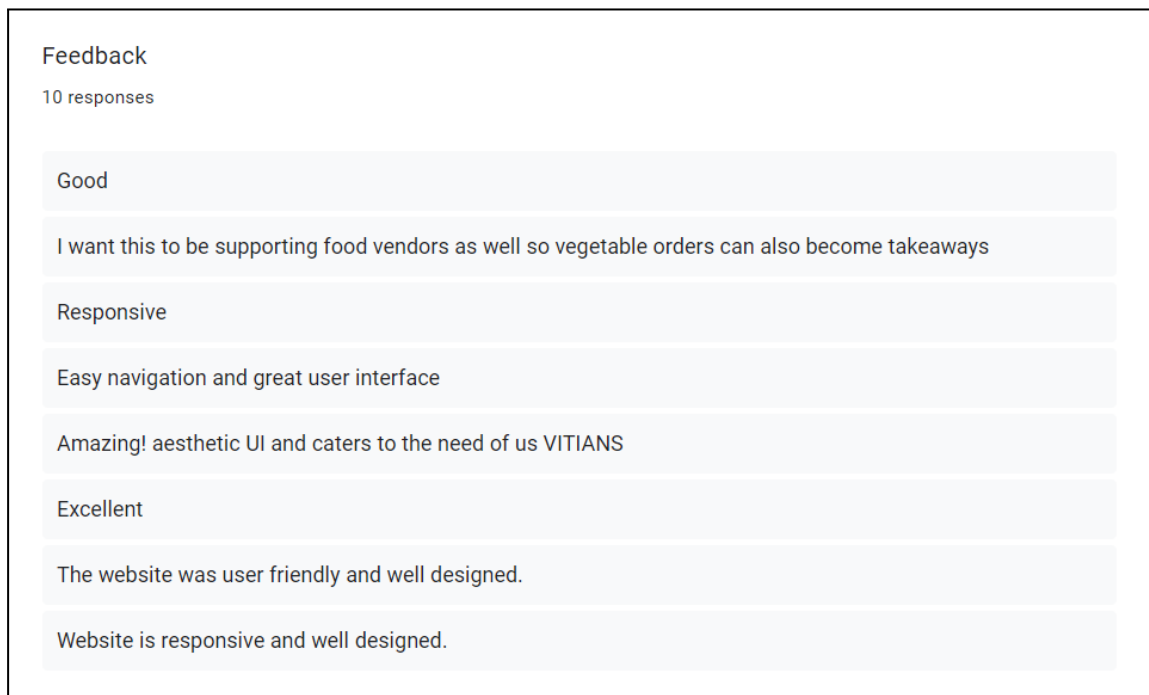


Figure 7.2 Feedback Submission - 2

The developed website meets the stated objectives in terms of streamlining the ordering process and boosting customer satisfaction.

Suggestions for improvement

6 responses

Nothing

Same as above

no need

Can add online payment and delivery options.

Animations will just make it amazing.

Figure 7.3 Feedback Submission - 3

The above mentioned improvement can be integrated in the future along with home delivery, live delivery tracking, UI improvements, etc.

8. SUMMARY

In the end it is concluded that we have made an effort on the following points:

- A description of the background and context of the project and its relation to work already done in the area.
- Made a statement of the aims and objectives of the project.
- The description of Purpose, Scope, and applicability.
- We define the problem on which we are working in the project.
- We describe the requirement specifications of the system and the actions that can be done on these things.
- We understand the problem domain and produce a model of the system, which describes operations that can be performed on the system.
- We included features and operations in detail, including screen layouts.
- We designed user interfaces and security issues related to the system.
- Finally the system is implemented and tested according to test cases.

9. REFERENCES

- [1] <https://dinarys.com/blog/how-to-build-a-food-delivery-website>
- [2] www.dominos.co.in
- [3] <https://dev.to/vijaythapa/how-to-make-food-ordering-website-l9a>
- [4] <https://github.com/kaushikjadhav01/Online-Food-Ordering-Web-App>
- [5] <https://www.dunzo.com/chennai>
- [6] <https://www.w3schools.com/>