**Tiffinly - A Home-Cooked Meal**

**Subscription Platform**

# Abstract

Tiffinly is a comprehensive web-based meal subscription and delivery management platform that connects users with affordable, home-cooked food through flexible subscription plans. Designed for students and working professionals, the system allows users to browse meal options, manage subscriptions, schedule deliveries, and make secure payments.

The platform includes role-based modules: **Users** can explore meal plans, customize preferences, and track orders; **Admins** can manage meals, plans, payments, and respond to inquiries; and **Delivery Partners** can view assigned deliveries, update statuses, and report issues.

Built with **HTML, CSS, JavaScript, PHP, and MySQL**, Tiffinly supports full CRUD operations and real-time interactions via AJAX. Core features include meal plan management, subscription control, cart and checkout, feedback and support, delivery tracking, and partner management. Tiffinly provides an end-to-end digital solution for streamlining the subscription-based meal service system.

## Technology Stack

* Frontend: HTML, CSS, JavaScript
* Backend: PHP
* Database: MySQL
* Security: Hashed passwords, session auth
* Interactivity: AJAX, JS validation

## User Roles

1. **User (Customer)**: Browse plans, customize meals, subscribe, pay, track deliveries, and submit feedback.
2. **Admin (Meal Provider)**: Manage meals, plans, users, subscriptions, deliveries, and inquiries.
3. **Delivery Partner**: Accept deliveries, update statuses, log issues, and view history.

**Folder Structure Overview**

The project follows a modular structure with role-based folders:

* /admin/: Admin dashboards and management tools
* /user/: User-facing pages for browsing, customizing, and tracking
* /delivery/: Delivery partner tools and tracking
* /ajax/: AJAX endpoints for dynamic updates
* /handlers/: Backend logic for payments, subscriptions, and meal customization
* /includes/: Shared UI components and session/auth logic
* /assets/: Images and documents for meals, delivery, and reviews
* /config/: Database and session configuration
* /css/ & /js/: Stylesheets and scripts for interactivity

## Modules & Functionalities

### User Module

**Public Access (Before Login):**

* View Home(index) Page: About Us, Contact Us, Reviews, FAQs
* Browse Meal Plans (basic/premium) in the home page
* Login / Register

**After Login:**

* View Dashboard and its overview
* Edit profile
* Browse plans
* Compare menu between basic plan and premium plan
* Select plan
* Customize meals(premium plan feature)
* Add Plan to Cart
* Schedule Delivery preference
* Secure Online Payment
* Track order and View Past Orders
* Manage active subscriptions and view past subscriptions history
* Rate Meals, Services and Platform, Submit Reviews & Feedback
* Send Inquiries / Questions

**TIFFINLY – USER WORKFLOW**

**1. Browse Meal Plans**

\*User visits home page.

\* Navigates to: “Plans” section to see details of Basic and Premium plans. On registering and logging in, user can select a plan.

**2. Select Plan & Schedule**

\* User chooses Plan Type: Basic or Premium

\* If Basic plan is chosen, user gets to select a dietary preference: Veg or Non-Veg, based on which the remaining part of the subscription is scheduled.

\* Subscription Schedule:

* Weekdays (Mon–Fri)
* Extended Week (Mon–Sat)
* Full Week (Mon–Sun)

\* Selects start date and end date for subscription.

\* Can view weekly meal menu

\* Clicks “Proceed” button.

**3. Customize Meals for the Week(Premium Feature)**

\* Redirected to a form/grid showing Each Day based on schedule

\* Dropdowns for: Breakfast, Lunch, Dinner for each day of the week

\* For each meal, user picks a preferred meal option from the dropdown.

\* Once all days are filled out, user can calculate price and click “Add to cart”.

**4. Add to Cart**

If Basic plan is chosen, and proceed button is clicked, user gets a overview of his plan details, and can calculate the price, and then add the subscription to cart.

System calculates:

\* Plan base price(per day) × number of days × schedule multiplier

\*In cart the user is shown a summary:

\* Start date

\* End date

\* Schedule

\* Duration of days

\* Final Price

\* Weekly meal menu

\* Proceed to set delivery preferences or remove plan from cart.

**5. Choose Delivery Preferences**

\* User selects preferred address and time slot for each meal (Breakfast, Lunch and Dinner)

\*Save the delivery preference and proceed to payment.

**6. Make Payment**

\* Redirected to a secure Razorpay payment gateway

\* User pays via UPI, card, net banking, or wallet

\* After successful payment:

\* Order status = Confirmed

\* Receive order confirmation via WhatsApp message if required

\* Meals + delivery schedule saved to database

\* Order details visible in User Dashboard

**7. Track order and view past delivery details**

\* Can track order details each day and view status(pending, out\_for\_delivery, delivered, cancelled)

\* Can cancel a meal if required

\*Can view past delivered meal details based on date

8. Manage subscription

\* User can view his active subscription details and cancel subscription if required.

9. Subscription History

\* User can view his current active subscription and previous subscriptions and cancelled subscriptions details.

10. Feedback

\* User can submit feedback on meals, service and platform.

\* Rate and review the meals, services and platform.

11. Send Inquiries and View My Inquiries

\* User can send inquiries and submit/ report issues to admin.

\* User can view the inquiries sent, it’s status, and response.

### B. Admin Module

* **Gets an Overview of Tiffinly's operations and statistics in the dashboard.**
* **Manage menu**
* Add new meal item to a plan/plans, set its category, assign it to a day/days of the week, set its slot.
* View existing meals and its details
* **Manage plans**
* Add new plan, set its type, base price per day, description, upload images and add plan features.
* View existing plans and modify them as required.
* **Manage popular meals**
* Analyze the popular meals based on the rating offered by users in feedback and add them in the website to be listed under popular meals section.
* **Overview of User data and Subscription data:**
* View All Users and subscription details
* View the plan chosen, amount paid, partner assigned for the subscription, etc.
* **Manage partners, view delivery data and pending deliveries.**
* Remove delivery partners
* View registered partners and their details
* Pay partners based on active subscriptions and meals delivered on a daily basis.
* Add new partners manually
* View past payouts history
* Track active subscriptions, its delivery updates and Partner Assignments
* View pending deliveries, intervene if no partner accepts an order within a time frame and assign it manually to a partner.
* **Feedback and Inquiry Management**
* Respond to User Inquiries and view Delivery partner logs related to delivery.
* View feedbacks submitted by users for meals, services and platform.

# TIFFINLY – Admin Workflow

## 1. Admin Login

• Admin logs into secure backend dashboard  
• Overview: Total users, delivery partners, active subscriptions, revenue, partner payouts and net revenue

## 2. Meal & Plan Management

* Add/Edite/Remove plans
* Add/Edit/Delete meals for Basic and Premium plans
* Add/Edite/ Remove meals in popular meals section
* Upload food photos
* Update prices, features for each plan

## 3. User & Subscription Management

• View all users and their details  
• View all active and cancelled subscription details, the related partner assignments

## 4. Delivery Monitoring

• View all available and active delivery orders   
• Track delivery progress (status updates) on daily basis based on dates for each subscription  
• View pending deliveries if no partner accepts in time  
• Manual assignment if required

## 5. Delivery Partner Management

* Add/Remove delivery partners
* View partner details
* Pay partners for active subscriptions based on the number of deliveries completed on daily basis.
* View Past payout history.

## 6. Inquiries & Complaints

• View user inquiries and respond to them  
• View delivery partner’s logged issues related to delivery

## 7. Feedback

• Analyze customer feedbacks  
• Improve service based on feedback data

**C. Delivery Partner Module**

## Delivery Partner Login to dashboard

## Edit profile information

## View Available Delivery Orders (Unassigned)

## Accept Delivery Orders (First Come, First Serve)

## View My Accepted Deliveries and its status

## Update Delivery Status (Pending, Out for Delivery, Delivered, Failed)

## View Delivery History for each subscription

## Review your performance in delivery, customer feedbacks, number of meals delivered, and progress

## Track your earnings and incentives for each delivery and view delivery data and payout history

## Log issues related to delivery

# TIFFINLY – Delivery Partner Workflow

## 1. Partner Login

• Login to dashboard  
• Access: Available deliveries, completed deliveries count

## 2. Accept Orders (Self-pick Model)

• View unassigned orders in 'Available Deliveries'  
• Accept delivery (first-come-first-serve)  
• Lock order upon acceptance

## 3. View My Deliveries

• View accepted deliveries  
• Access customer details, subscription details and delivery preferences  
• Start delivery process

## 4. Update Delivery Status

• Change status: Out for Delivery, Delivered, Cancelled

## 5. Delivery History

• Track completed deliveries per subscription

**6. Performance Review**

* Review partner’s performance in delivery, customer feedbacks, number of meals delivered, and progress

**7. Earnings and Incentives**

* Track your earnings and incentives for each delivery and view delivery data and payout history

**8. Log Issues**

* Log issues related to delivery based on each meal/subscription and update its status.

## CRUD Mapping Overview

All modules support full Create, Read, Update, Delete operations:

* Users can manage subscriptions, inquiries, and payments.
* Admins can manage meals, plans, and monitor deliveries.
* Delivery Partners can accept, update, and view their delivery tasks and history.

## Workflow Overview

1. Admin adds meals and meal plans

2. User browses, adds to cart, and subscribes

3. User selects delivery preferences and pays

4. Delivery order is made available for partners

5. Delivery Partner logs in and accepts an available order

6. Partner delivers and updates status

7. User rates the meal and provides feedback

8. Admin monitors performance and resolves issues

**🔐 SESSION & AUTH SYSTEM**

**Handled via PHP Sessions:**

* $\_SESSION['user\_id'] and $\_SESSION['role']
* Redirection on login:
  + admin\_dashboard.php
  + user\_dashboard.php
  + partner\_dashboard.php

**Logout must:**

* unset($\_SESSION) and session\_destroy()
* Prevent browser back navigation:

php

header("Cache-Control: no-store, no-cache, must-revalidate, max-age=0");

**🚨 VALIDATION & SECURITY**

* **Client-side JS validation**: Forms, inputs, dropdowns
* **Server-side validation**: SQL injection, XSS, CSRF
* **Secure Auth**: Hashed passwords, session expiry
* **Upload validation**: MIME type, file size, path traversal prevention

**🧪 TEST CASE SUGGESTIONS**

| **Module** | **Test Case** |
| --- | --- |
| User Registration | Duplicate email, password strength |
| Meal Customization | All days/meals selected, invalid combo |
| Cart | Price calculation, update quantities |
| Payment | Simulate success/failure |
| Delivery | Accept same order twice, update wrong status |
| Admin | Delete user → check cascading deletes (addresses, feedback, etc.) |