# ITE 1942 – ICT PROJECT

# PROJECT REPORT Level 01

**Restaurant Point of Sale (POS) System** 

# **Submitted by:**

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#### 1.Introduction

#### 1.1. Background & Motivation

The Pizza place is a restaurant located in Hingurakgoda. The Owners are trying to increase sales and promote their business with a loyalty program. This task has become difficult with the current manual book-keeping system.

The owners have requested to design and develop a computerized Point of Sale (POS) system for their business. This POS system can process orders quickly, handle billing operations automatically, view real-time sales reports, track inventories easily with real-time indicators, and run customized loyalty programs.

#### 1.2 Problem in brief

They currently manage their sales fully in a manual process and use books to keep records of all financial transactions and inventories. All the calculations are done by the staff themselves with a calculator. The receipts are handwritten.

These things have caused increased customer waiting, inaccurate business reports, difficulties of tracking inventory, use of more human labor, and increased cost. This manual process has made it hard to run a loyalty program.

#### 1.3. Aims & Objective

Design and develop a user-friendly Point of Sale (POS) system for Pizza place restaurant that can manage their sales and financial records effectively and efficiently to increase sales, promote their business, and build a loyal customer base.

#### 1.4 Summary

The Pizza place owners are trying to move from their current manual book-keeping system to a computerized Point of Sale (POS) system with a loyalty program. From this implementation they expect to increase their business productivity and growth. In the next chapter of this report discuses about related works to this project.

#### 2. Related Works

#### 2.1. Manual restaurant bookkeeping system

Manual Bookkeeping is a system for managing and recording business activity transactions. All the transactions are written and maintained by hand. Calculations are processed using calculators without any specialized software. The staff handles orders, sales, inventories, and billing themselves manually.



Figure 1- Manual bookkeeping. [1]

#### > Features

- Manage sales, purchases, and orders.
- Calculate sales, cost, and profit/loss.
- Inventory management.
- Billing.
- Invoicing.
- Reporting.

#### Missing features

- Tracking of real-time inventory, sales, purchases, and orders
- Customer management.
- Discount and customer loyalty management.
- Low stock indications.

#### 2.2. IncoPOS

IncoPOS is All-in-One touch POS and Inventory Management system for Restaurants. Flexible and full functional software for Food & Beverage retail that adapts to the way you run your business. No matter small independent restaurant, or a big chain, whether it is table service, quick service, or a fast casual concept, IncoPOS provides the functionality your business desires. The interface is intuitive and easy to use, which guarantees quick and seamless operations in big stores with heavy client flow and thousands of transactions.[2]

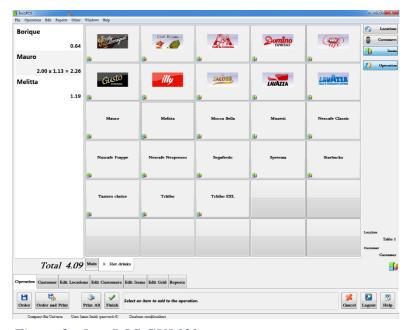


Figure 2 - IncoPOS GUI [3]

#### > Features

- Track inventory, sales, purchases, purchase orders.
- Real time inventory management.
- Print and customize documents and cash receipts.
- Create custom reports and visualize the results graphically.
- Customer Management.

#### Missing features

- Low stock indications.
- Calculate cost and profit /loss.

#### 2.3. GoFrugal

GoFrugal is a comprehensive point of sale (POS) system which provides billing software for retail business, POS for restaurants, and distribution management solutions. The POS module has a suite of great features which include touch POS, inventory/recipe management, smart reports, integrations, CRM & loyalty, and multistore management. [4]



Figure 3 - GoFrugal GUI [5]

#### > Features

- Track inventory, sales, purchases, purchase orders.
- Multistore management.
- Fast billing.
- Smart Reports.
- Invoicing directly from POS.
- Table Management.
- Manage recipes and inventory.

#### > Missing features

- Low stock indications.
- Calculate cost and profit /loss.

# 2.4. Summary table

System Name	Features
1.Manual restaurant	Uses stationary.
bookkeeping system.	<ul> <li>Increased risk of error.</li> </ul>
	<ul> <li>Errors can be harder to track.</li> </ul>
	<ul> <li>Uses more physical storage space.</li> </ul>
	Time consuming.
	<ul> <li>No backup records in case of loss or damage.</li> </ul>
	<ul> <li>Require specialized knowledge to maintain.</li> </ul>
	High data redundancy.
	Uses more human labor.
	• Cost is high.
2. IncoPOS.	<ul> <li>Uses hardware such as Computer, receipt printer,</li> </ul>
	Touch screen monitor, and barcode scanner.
	<ul> <li>Least time consuming than other systems.</li> </ul>
	<ul> <li>Has cloud-based backup records in case of loss or</li> </ul>
	damage.
	Minimal data redundancy.
	<ul> <li>Do not require specialized knowledge to maintain.</li> </ul>
	<ul> <li>Most user-friendly interface among other these systems.</li> </ul>
	One person can manage the system.
	<ul> <li>Cost is higher than other two systems.</li> </ul>
3. GoFrugal.	Uses hardware such as Computer, receipt printer,
	monitor, and barcode scanner.
	Less time consuming.
	Has cloud-based backup records in case of loss or
	damage.
	Low data redundancy.
	Do not require specialized knowledge to maintain.
	User friendly interface.
	One person can manage the system.
	<ul> <li>Cost is average comparing to other two systems.</li> </ul>

Table 1 - Summary table.

#### 3. Systems Analysis

#### 3.1. System requirements

The proposed computerized Point of Sale (POS) system should be able to handle and manage customers, All the business functions and data.

#### 3.2. Functional requirements

#### 3.1.1. Manage customers

- Register new customers.
- Issue customer Id.
- Update customer details.
- Delete customers.

#### 3.1.2. Manage inventory

- Register new products.
- Update product details.
- Delete products.
- Low stock indication.
- Update unsold products.

#### 3.1.3. Manage sales

- Place orders, add loyalty discounts, billing, and process payments.
- View sales records.
- View unsold product records.
- View customer details and their loyalty point count.
- View products according to popularity.
- Calculate sales, cost, and profit/loss.

#### 3.2. Non-functional requirements

#### 3.2.1. Usability

• The POS system should be easy to learn and operate for the user.

#### 3.2.2. Efficiency of use

• An experienced user should be able to accomplish tasks from the system quickly.

# **3.2.3. Security**

• The POS system should be protected from unauthorized access to the system and its stored data.

#### 3.2.4. Intuitiveness

• The POS system should be simple to understand (interface, buttons, headings, etc.)

#### 3.2.5. Reliability

• The POS system and its functions should operate consistently without failure.

#### 3.2.6. Integrity

• Data maintained by the POS system should be accurate, authentic, and without corruption.

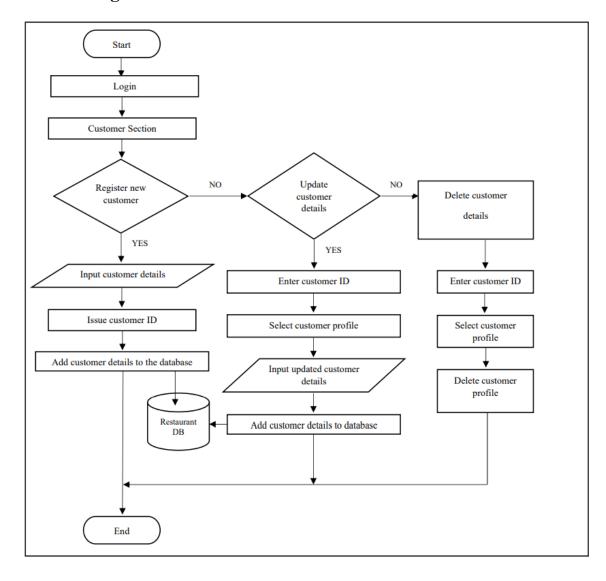
#### 3.4 Summary

The above-mentioned functional requirements must implement to enable stakeholders to accomplish their required tasks. The non-functional requirements also necessary to improve system attributes such as security, reliability, performance, maintainability, intuitiveness, and usability. In the next chapter of this report discuses about design of proposed computerized Point of Sale (POS) system.

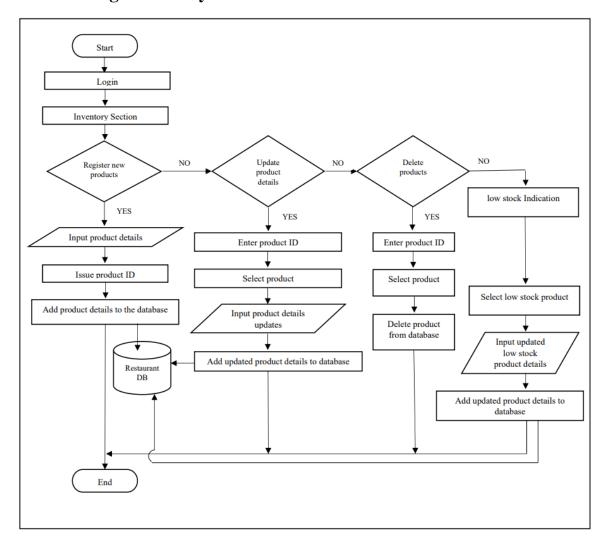
# 4. System Design

# 4.1 Flowcharts

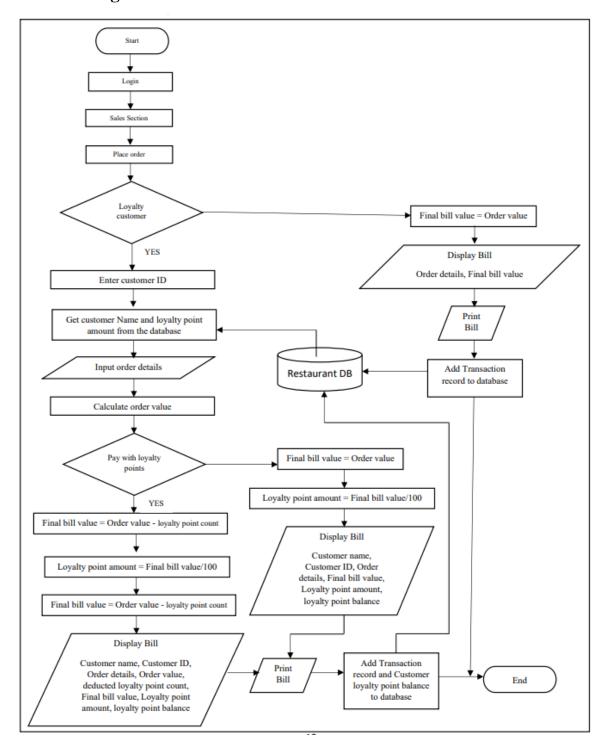
# 4.4.1. Manage customers



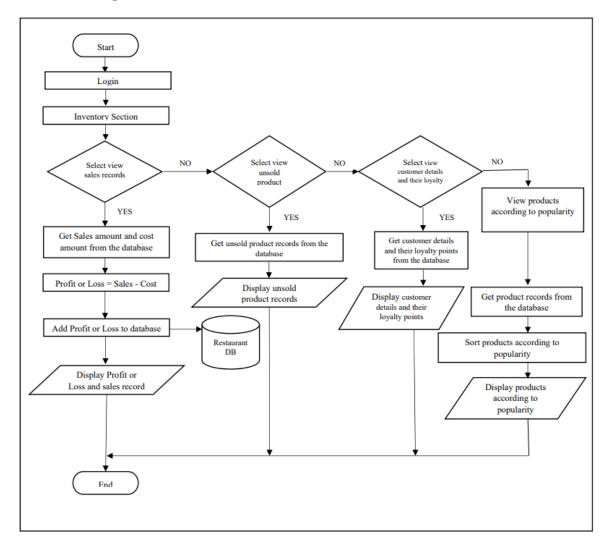
# 3.3.2. Manage inventory



#### 3.3.3. Manage sales



## 3.3.4. Manage sales records



#### 3.4. Pseudocode

#### 3.4.1. Manage customers

#### **Begin**

Login to the system

Go to customer section

If Register new customer selected then

Input customer details

Issue customer ID

Add customer details to the database

Else if Update customer details selected then

Enter customer ID

Select customer profile

Input updated customer details

Add customer details to database

Else Delete customer details selected then

Enter customer ID

Select customer profile

Delete customer profile

End if

End if

End

#### 3.4.2. Manage inventory

#### **Begin**

Login to the system

Go to Inventory section

If Register new products selected then

Input product details

Issue product ID

Add product details to the database

Else if Update product details selected then

Enter product ID

Select product

Input product detail updates

Add updated product details to database

Else if Delete products selected then

Enter product ID

Select product

Delete product from database

Else low stock Indication selected then

Select low stock product

Input updated low stock product details

Add updated product details to database

End if

End if

End if

End

#### 3.4.3. Manage sales

#### **Begin**

Login to the system

Go to Sales section

Select Place order

#### If Customer is a Loyalty member then

Enter customer ID

Get customer Name and loyalty point amount from the database

Input order details

Calculate order value

#### If Customer Pay with loyalty points then

Final bill value = Order value - loyalty point count

Loyalty point amount = Final bill value/100

Final bill value = Order value - loyalty point count

Display Bill Including Customer name, Customer ID, Order details, Order value, deducted loyalty point count, Final bill value, Loyalty point amount, loyalty point balance

Print Bill

Add Transaction record and Customer loyalty point balance to database

#### Else Customer Pay without loyalty points then

Final bill value = Order value

Loyalty point amount = Final bill value/100

Delete product from database

Display Bill including Customer name, Customer ID, Order details, Final bill value, Loyalty point amount, loyalty point balance

Print Bill

Add Transaction record and Customer loyalty point balance to database

Else Customer is not a Loyalty member then

Final bill value = Order value

Display Bill including Order details, Final bill value

Print Bill

Add Transaction record to database

End if

End if

**End** 

#### 3.4.4. Manage sales records

#### **Begin**

Login to the system

Go to Inventory section

If view sales records selected then

Get Sales amount and cost amount from the database

Profit or Loss = Sales - Cost

Display Profit or Loss and sales record

Else if view unsold product selected then

Get unsold product records from the database

Display unsold product records

Else if view customer details and their loyalty selected then

Get customer details and their loyalty points from the database

Display customer details and their loyalty points

Else View products according to popularity selected then

Get product records from the database

Sort products according to popularity

Display products according to popularity

#### End if

#### End if

End if

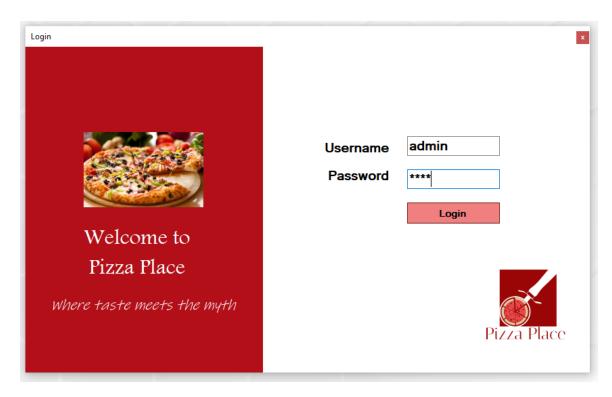
End

# 4.3 Summary

The flow chart and pseudocode can be implemented to the system as above demonstrated. In the next chapter of this report discuses about system implementation of proposed computerized Point of Sale (POS) system.

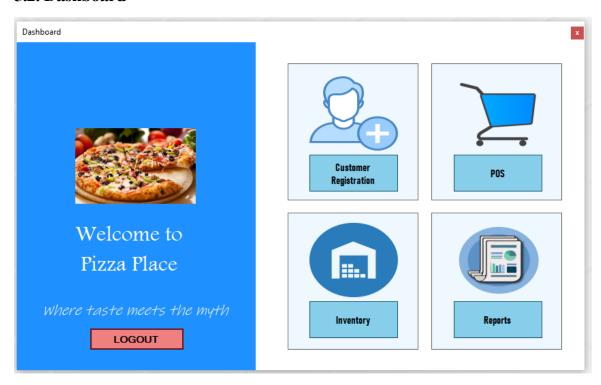
# 5. System Implementation

# 5.1. Login Interface



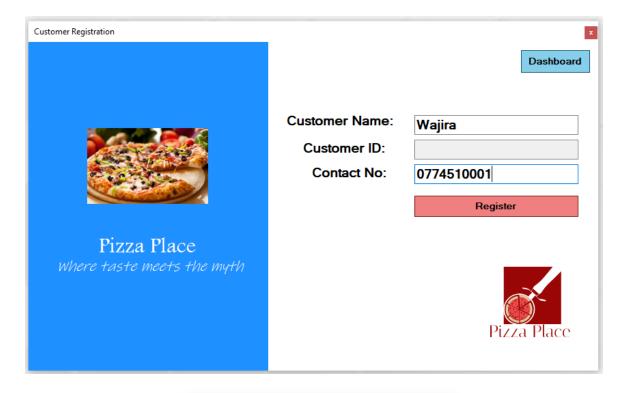
This is the login interface of the system. You can login to the system by entering username and the password. The default username is "admin" and password is "1234".

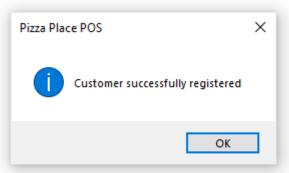
#### 5.2. Dashboard



This is the Dashboard interface of the system. You can navigate to Customer Registration, POS, Inventory and Reports sections of the system through the dashboard.

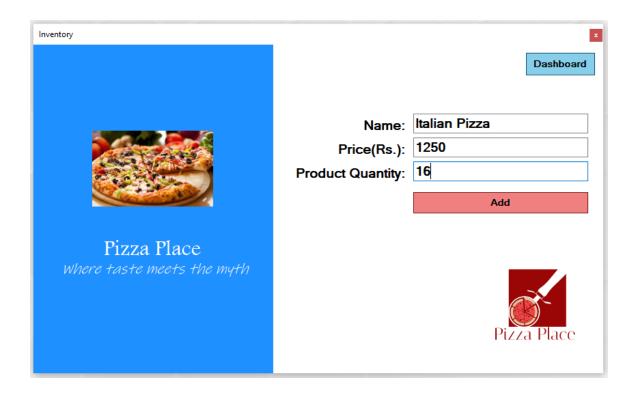
# 5.3. Customer Registration

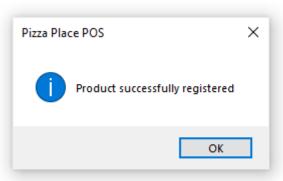




This is the customer registration interface of the system. you can register new customer to the system through this section. customer ID will be automatically generated from the system.

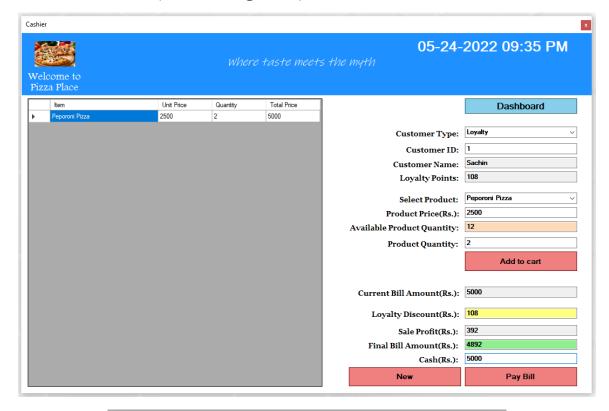
# **5.4. Product registration (Inventory)**

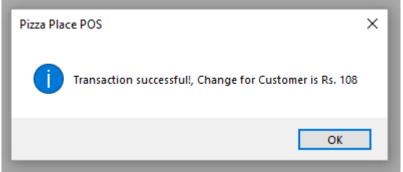




This is the Product registration (Inventory) interface of the system. you can register new products to the system through this section.

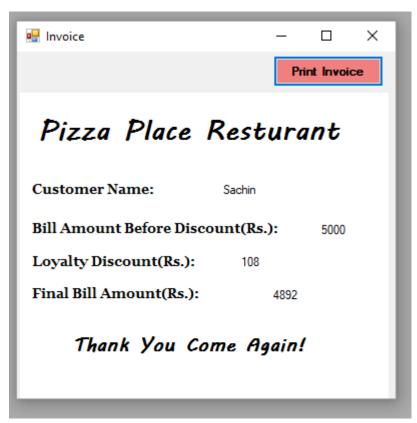
## 5.5. Cashier Form (Sales Management)





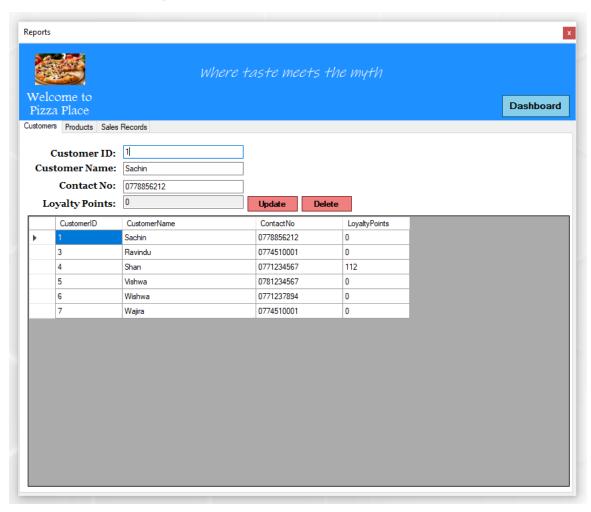
This is the POS(Cashier) interface of the system. You can add products to the cart, complete bill transaction from this section.

# 5.6. Bill Printing



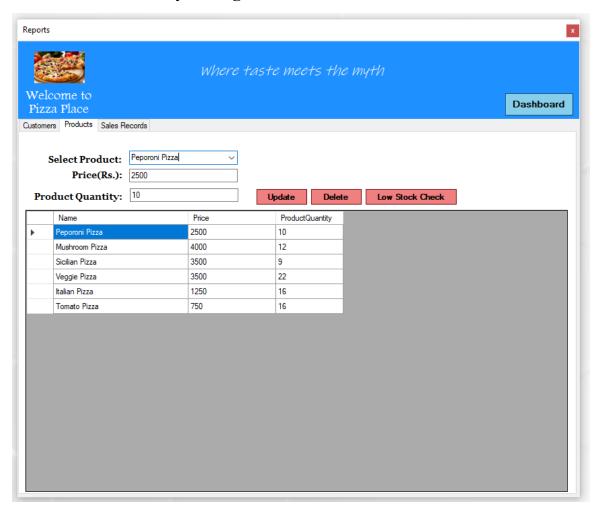
This is the bill Printing interface of the system. You can print the invoice of the transaction from this section.

# **5.7. Customer Management**



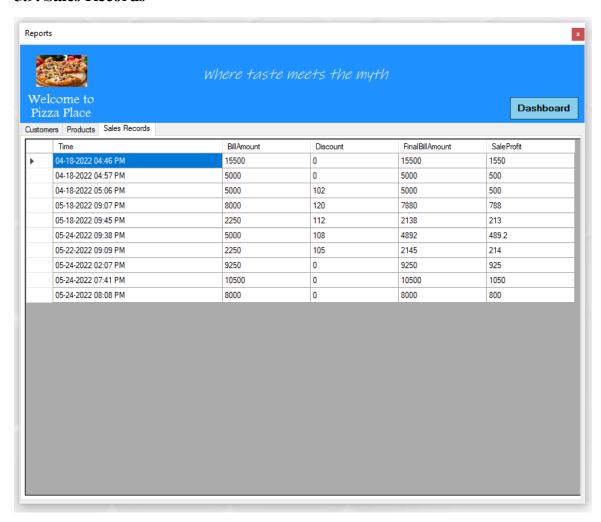
This is the Customer Management interface of the system. You can Manage customer details (Update, Delete) in the system through this section.

# **5.8. Products Inventory Management**



This is the Product Inventory Management interface of the system. You can Manage Product details (Update, Delete) in the system through this section.

#### 5.9. Sales Records



This is the Sales record report interface of the system. You can view all sales records in the system through this section.

# 6. Appendix

# 6.1. Login Interface coding

```
int loginAtap = 0;
| Indexno:
| I
```

# 6.2. Dashboard coding

```
using System.Text;
 using System.Threading.Tasks;
using System.Windows.Forms;
namespace Pizza_place_POS____E2046073_
{
     public partial class Dashboard : Form
         public Dashboard()
             InitializeComponent();
         private void btnCreg_Click(object sender, EventArgs e)
             CustomerReg cregfrm = new CustomerReg();
             cregfrm.Show();
             this.Hide();
         private void btnInventory_Click(object sender, EventArgs e)
             Inventory inventfrm = new Inventory();
             inventfrm.Show();
             this.Hide();
         private void btnPOS_Click(object sender, EventArgs e)
             Cashier cshfrm = new Cashier();
             cshfrm.Show();
             this.Hide();
         private void btnReports_Click(object sender, EventArgs e)
             Reports rpts = new Reports();
             rpts.Show();
             this.Hide();
         private void btnLogOut_Click(object sender, EventArgs e)
             Application.Exit();
```

#### 6.3. Customer Registration coding

# 6.4. Product registration (Inventory) coding

```
public partial class Inventory : Form
   SqlConnection con = new SqlConnection("Data Source=LAPTOP-N69JLGVQ;Initial Catalog=PPPOSDB;Integrated Security=True");
       InitializeComponent();
   lreference private void btnAdd Click(object sender, EventArgs e)
          con.Open();
          string query = "Insert into ProductTB values('" + txtPName.Text + "','" + int.Parse(txtPrice.Text) + "','" + int.Parse(txtPQTY.Text) + "')";
           cmd = new SqlCommand(query, con);
           cmd.ExecuteNonQuery();
       catch (Exception ex)
           MessageBox.Show(ex.Message);
          con.Close();
       txtPName.Clear();
       MessageBox.Show("Product successfully registered ", "Pizza Place POS", MessageBoxButtons.OK, MessageBoxIcon.Information);
   private void btnDashboard_Click(object sender, EventArgs e)
      Dashboard dshbdFrm = new Dashboard();
       dshbdFrm.Show();
this.Hide();
```

#### 6.5. Cashier Form (Sales Management) coding

```
1 reference
private void timer1_Tick(object sender, EventArgs e)
    DateTime datetime = DateTime.Now;
    lblTime.Text = datetime.ToString("MM/dd/yyyy hh:mm tt");
private void btnDashboard_Click(object sender, EventArgs e)
   Dashboard dshbdFrm = new Dashboard();
    dshbdFrm.Show();
   this.Hide();
private void btnNew_Click(object sender, EventArgs e)
    txtLCname.Clear();
    txtLpoints.Text = "0";
txtCIprice.Text = "0";
    txtAPQty.Clear();
    txtCBill.Text = "0";
    txtLD.Text = "0";
    txtSleProfit.Text = "0";
    txtFbill.Text = "0";
    txtCash.Clear();
```

## 6.6. Bill Printing coding

```
⊏namespace Pizza_place_POS____E2046073_
         public string Cname, bill, Ldis, Fbill;
         Bitmap memoryImage;
         1 reference
         private void Invoice_Load(object sender, EventArgs e)
             lbl1.Text = Cname;
             lbl2.Text = bill;
             lbl3.Text = Ldis;
             lbl4.Text = Fbill;
         public Invoice()
             InitializeComponent();
         private void btnPrint_Click(object sender, EventArgs e)
             Graphics myGraphics = this.CreateGraphics();
             Size s = this.Size;
             memoryImage = new Bitmap(s.Width, s.Height, myGraphics);
             Graphics memoryGraphics = Graphics.FromImage(memoryImage);
             memoryGraphics.CopyFromScreen(this.Location.X, this.Location.Y, 0, 0, s);
             printDocument1.Print();
         Oreferences
private void PrintDocument1_PrintPage(System.Object sender,
            System.Drawing.Printing.PrintPageEventArgs e) =>
                e.Graphics.DrawImage(memoryImage, 0, 0);
[}
```

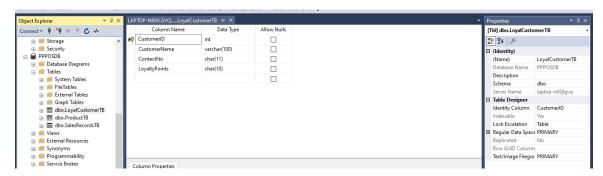
#### 6.7. Customer Management coding

# 6.8. Products Inventory Management coding

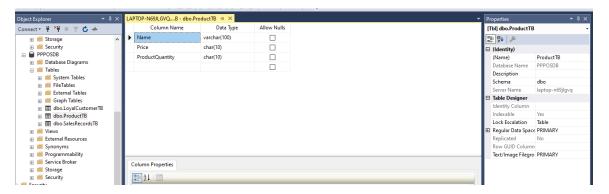
```
private void comboBox1_SelectedIndexChanged(object sender, EventArgs e)
    SqlCommand cmd = new SqlCommand("select Price,Profit,ProductQuantity from ProductTB where Name='" + comboBox1.Text + "'", con); SqlDataReader srd = cmd.ExecuteReader(); while (srd.Read())
        txtPrice.Text = srd.GetValue(0).ToString();
       txtPQTY.Text = srd.GetValue(2).ToString();
    con.Close();
this.productTBTableAdapter.Fill(this.pPPOSDBDataSet1.ProductTB);
SqlCommand cmd = new SqlCommand("update ProductTB set Price="" + txtPrice.Text + "', ProductQuantity='" + txtPQTV.Text + "' where Name='" + comboBox1.Text + "'", con);
    cmd.ExecuteNonQuery();
   con.Close();
this.productTBTableAdapter1.Fill(this.pPPOSDBDataSet4.ProductTB);
    txtPOTY.Clear();
    txtPrice.Clear();
MessageBox.Show("Product successfully Updated ", "Pizza Place POS", MessageBoxButtons.OK, MessageBoxIcon.Information);
1 reference
private void btnDelete2_Click(object sender, EventArgs e)
    con.Open();
    SqlCommand cmd = new SqlCommand("delete from ProductTB where Name='" + comboBox1.Text + "'", con); cmd.ExecuteNonQuery();
   con.Close();
this.productTBTableAdapter1.Fill(this.pPPOSDBDataSet4.ProductTB);
txtPQTY.Clear();
   txtPrice.Clear();
MessageBox.Show("Product successfully Deleted ", "Pizza Place POS", MessageBoxButtons.OK, MessageBoxIcon.Information);
1 reference
private void btnLowSTK_Click(object sender, EventArgs e)
   dataGridView2.Sort(dataGridView2.Columns[3], ListSortDirection.Ascending);
```

#### 6.9. Sales Records coding

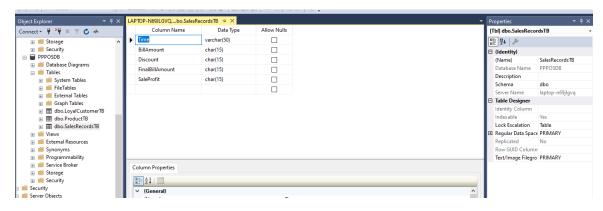
#### 6.10. Customer table of database (PPPOSDB)



#### 6.11. Product table of database (PPPOSDB)



### 6.12. Sales records table of database (PPPOSDB)



#### 7. References

- $[1]\ https://i.pinimg.com/564x/b4/fd/4c/b4fd4c202f78eb52211809d6047eecb4.jpg$
- $[2] \ https://www.pos-hub.com/pos-and-inventory-managament-software-for-restaurant$
- $[3] \ https://images.g2crowd.com/uploads/attachment/file/25359/uploads\_2F8502277 a-be03-4c5c-b483-6ed80bbe3434\_2F2.png$
- [4] https://reviews.financesonline.com/p/gofrugal-pos/#user-review
- [5] https://www.gofrugal.com/images/vertical-images/Restaurant-bar/table-select.jpg