**CHAPTER II**

**Review of Related Literature/Systems**

This chapter consists of a review of literature related to the influence of web-based canteen customer management systems on other school canteens and deals with multiple perspectives. Then, it reviews the current issues in the manual-based system and factors affecting the adoption of a web-based canteen customer management system with reservations, recordings, and inventory. The literature and studies cited in this chapter tackle the different concepts, understandings, and ideas; generalizations or conclusions; and different developments related to the development of the canteen customer management system from the past up to the present, which serve as the researchers' guide in developing the project. Furthermore, it provides a critical review of miscellaneous studies related to other reservation, recording, and inventory systems. Here are some samples which are of palpability with this system:

**RIVA Solutions** uses a web-based school canteen POS system to be fast and efficient to cater to the constant stream of students. The items are displayed on the touch screen, making the selection fast and accurate. The POS system can be customized to suit the operational needs and requirements.

**CNN(Dubai)** also uses a Web-Based School Canteen Management POS System. The software authenticates the identities of the employees by verifying their details. An order is placed only after the confirmation of an employee’s unique identity. Employees, hence, are restricted from placing multiple orders, for companies that like to set a daily limit for canteen use. Organizations providing meals at subsidized rates to their workers can prevent unauthorized individuals from taking advantage of these benefits.

**BOHECO** also uses a computerized warehouse inventory system. The system has the capability to keep an inventory of products in warehouse stock and the system can notify the sender what happens to the request via SMS and account notification.