# ABSTRACT

The project "**Canteen Billing System**" enables the end users to register online and also an OTP (One Time Password) on mail registration system is provided for visitors and temporary customers. Users are able to read and select food from e-menu and order food online by just selecting the food that the user wants to have using the website. The results after ordering the food from the order food option will directly appear on the portal of the Admin/Owner and also the Chef who is going to cook the food for you.

The benefit of this system is that if there is a rush in the Canteen then there will be chances that the waiters will be unavailable, so the users can directly order the food to the chef online by using this website. The user will have a username and a password, by using which they can login into the system. This implies that the customer is a regular user of the Canteen. As for the non-regular customers an email login is provided using OTP.

To reduce the unnecessary use and wastage of papers this system provides an e-bill facility. Users here are also provided with a status view on their e-bill that states whether the food is under process or completed. Regular customers are also able to view their previous bills, thus they can have a record of their orders without the hassle of maintaining their bills.

The manual system involves paperwork in the form of maintaining various files and manuals. Maintaining critical information in the files and manuals is full of risk and a tedious process. Including a framework showing how to apply Internet technology progressively as skills and confidence grow, the project demonstrates the route from adapting materials to developing an online environment.

Nowadays people don't have much time to spend in canteen by just there and waiting for the waiter to take their order. Many customers visit the canteen in their lunch-break and recess so they have limited time to eat and return to their respective offices, colleges and departments. So this system helps them to save time and order food whenever they want without calling the waiter again and again.

## PROBLEM DEFINITION

The Challenges encountered by the manual system in canteens is efficiency and customer satisfaction. The experience of ordering is in most canteens is not pleasant for customers. Customers have to make long queues before placing the order and when the order is placed they have to wait near the counter until the order is prepared. Regardless of the crowd the canteen should maintain efficiency as well as quality of product.

However, we think that there are some issues concerning the traditional way to by food from canteens.

The major issues are:

- Verbal communication between cashier and customer or rather telephonic communication.
- Food customization.
- Menu display.
- Maintaining paper bills.

### 1.2 PURPOSE OF PROJECT

Canteen Billing System is the system where customers order their food and receive food without any delay as they can directly go and collect what they ordered without waiting for a turn or waiting time. The system aims to accelerate customer orders and customer order system used by employees to accept customer order.

The purpose of this system is to develop a simple canteen billing system and implement it, which later will be used for a webpage.

# Requirement Analysis

# 3. Requirement Analysis

## 3.1 SYSTEM REQUIRMENTS

#### 3.1.1 HARDWARE REQUIRMENTS:

| | |
|---|---|
| PROCESSOR: | INTEL Dual Core |
| RAM: | 2GB |
| HARD DISK: | 40GB |

### 3.1.2 SOFTWARE REQUIRMENTS:

| | |
|---|---|
| OPERATING SYSTEM: | PLATFORM INDEPENDENT |
| FRONT END: | PHP |
| BACK END: | MY SQL |

## 3.2 FUNCTIONAL REQUIREMENTS:

Users of the canteen billing system, mostly canteen customers, must be provided with the following functionality:

- Register new customers.
- Manage their account.
- Log into the system.
- Navigate the canteen's menu.
- Select the items from the menu.
- Place an order.
- Provide payment details.

## 3.3 FEASIBILITY STATES

The feasibility study is not a full-blown systems study. Rather the feasibility study is used to gather broad data to make a decision on whether to proceed with system study.

System project feasibility is assessed in three principal ways:

- Economically
- Technically
- Operationally

### 3.2.1 ECONOMIC FEASIBILTY:

The organization has evaluated the cost of software and hardware required for the system including the storage of data. The benefits expected from the system are studied to assess the reduced cost due to the new system.

### 3.2.2 TECHNICAL FEASIBILITY:

The hardware and software required for the system are purchased to successfully implement the system. Hence technically there are no limitations for the development of the system. Thus the system is technically feasible.

### 3.2.3 OPERATIONAL FEASIBILTY:

Operational Feasibility is dependent on the humans who will be using the software once it's ready and installed for use. The software will have a user-friendly interface which will be much convenient as compared to the current manual procedure. Thus the project is operationally feasible.