



**C.K.PITHAWALLA COLLEGE OF COMMERCE-  
MANAGEMENT-COMPUTER APPLICATION, SURAT**

VEER NARMAD SOUTH GUJARAT UNIVERSITY, SURAT  
PROJECT REPORT

ON

“PIZZA WORLD-ONLINE PIZZA DELIVERY”

AS A PARTIAL REQUIREMENT FOR THE DEGREE  
OF  
BACHELOR OF COMPUTER APPLICATION  
(B.C.A)  
2024-2025

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# Acknowledgement

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We are also indebted to our Faculty **Dr. Ami Desai** who provided constant encouragement, support & valuable guidance before and during our project. It was her effort who led us to this place for project work. Her guidance and suggestions were invaluable.

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# 1

Chapter

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## 1. Introduction

1.1 Project Profile

1.2 Project Introduction

## **1.1 Project Profile**

<b>Project Title</b>	:	Pizza world-Online Pizza Delivery
<b>Objective</b>	:	To provide fast online Pizza or any other item Delivery
<b>Name of the Institute</b>	:	C.K.Pithawalla College of Commerce-Management and Computer Application
<b>Developed For</b>	:	Pizza-World
<b>Project Guide</b>	:	Dr. Ami Desai
<b>Front End</b>	:	PHP
<b>Back End</b>	:	MySQL
<b>Team Members</b>	:	3

## 1.2 Project Introduction

The food delivery industry has seen a rapid transformation with the rise of online ordering platforms. Traditional dine-in and phone-based order systems are gradually being replaced by digital solutions that offer greater convenience and efficiency. The "Pizza World" project is developed to address the challenges of traditional pizza delivery systems, including slow order processing, miscommunication, and inefficient delivery tracking.

This system automates the entire workflow—from user registration to order placement, payment processing, and delivery tracking. Customers can place their orders online, customize their pizzas, and choose their preferred mode of payment. The system also allows real-time updates on order status, enhancing customer satisfaction.

- ✓ User-Friendly Interface – A visually appealing and easy-to-navigate platform for customers to browse and order pizzas.
- ✓ Real-Time Order Tracking – Customers can track the status of their orders through various stages (Order Placed → Confirmed → Preparing → On the Way → Delivered).
- ✓ Multiple Payment Options – Users can pay via Cash on Delivery (COD) or online payment methods such as credit/debit cards and UPI.
- ✓ Efficient Admin Management – Admins can monitor sales, manage inventory, assign orders to delivery personnel, and handle user feedback.
- ✓ Delivery Personnel Panel – Dedicated interface for delivery boys to receive and update order statuses, ensuring timely delivery.
- ✓ Reviews & Complaints System – Users can rate and review their delivery experience, and report issues if necessary.
- ✓ Security & Authentication – Secure login system for users, admins, and delivery personnel with role-based access control.

The primary objective of the "Pizza World" online ordering system is to create a seamless and efficient platform that benefits all stakeholders:

- ✓ For Users – A hassle-free and enjoyable ordering experience with quick deliveries.
- ✓ For Admins – A structured way to manage restaurant operations and monitor order progress.
- ✓ For Delivery Personnel – A well-organized system for order assignments and delivery tracking.

By implementing this system, the restaurant can increase its sales, improve customer satisfaction, and ensure smooth operations in an automated and structured manner.

# 2

## Chapter

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## 2. Environment Description

### 2.1 Hardware and Software Requirement

- 2.1.1 Development Tools
- 2.1.2 Client Side Tools
- 2.1.3 Server Side Tools

### 2.2 Tools and Technology

- 2.2.1 Core Technology
- 2.2.2 Extra Tools

## 2.1 Hardware and Software Requirement

✓ **Client Side :**

- Internet enabled devices with Web Browser

✓ **Server Side :**

- xampp Server (8.2.4 Version)
- Disk Space (1 GB Minimum)

✓ **Development Side (MacBook Air M2):**

- **Processor:** Apple M2 Chip
- **O.S:** macOS Ventura (or later)
- **Memory:** 8 GB (Base) – Configurable up to 24 GB
- **Storage:** 256 GB (Base) – Configurable up to 2 TB SSD
- **Web Browser:** Developed in Safari (Tested in Safari, Google Chrome)

## 2.2 Tools and Technology

### Technology:

#### ⦿ Core Technology :



#### ✓ HTML:-

- First developed by Tim Berners-Lee in 1990, **HTML** is short for Hypertext Markup Language.
- **HTML** is used to create electronic documents (called pages) that are displayed on the World Wide Web.
- Each page contains a series of connections to other pages called hyperlinks.

#### ✓ MySQL:-

- **MySQL**, the most popular Open Source SQL database management system, is developed, distributed, and supported by Oracle Corporation.

- The **MySQL** website (<http://www.mysql.com/>) provides the latest **information about MySQL** software.
- A database is a structured collection of data.

✓ **PHP:-**

- Hypertext Preprocessor (or simply **PHP**) is a general-purpose programming language was 32-bit x86 builds, requiring Windows 32-bit compatibility mode while using **Internet Information Services** (IIS) on a 64-bit Windows platform.

✓ **JQuery:-**

- **JQuery** is a JavaScript library designed to simplify HTML DOM tree traversal and manipulation, as well as event handling, CSS animation, and Ajax.
- **JQuery** also provides capabilities for developers to create plug-ins on top of the JavaScript library.

✓ **AJAX:-**

- **AJAX** is a technique for creating fast and dynamic web pages.
- **AJAX** allows web pages to be updated asynchronously by exchanging small amounts of data with the server behind the scenes.
- This means that it is possible to update parts of a web page, without reloading the whole page.

✓ **JavaScript:-**

- **JavaScript** is a dynamic computer programming language.
- It is lightweight and most commonly used as a part of web pages, whose implementations allow client-side script to interact with the user and make dynamic pages.
- It is an interpreted programming language with object-oriented capabilities.

## **Tools:**

### **⌚ Documentation Tools:**

TEXT-EDITOR



MS-WORLD



MS-WORLD

### **✓ MS Word:-**

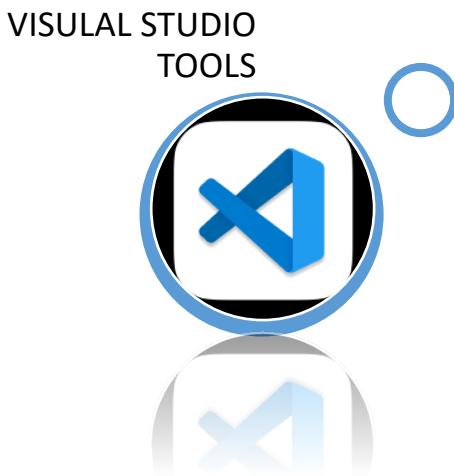
- **Microsoft Word** or **MS-WORD** (often called Word) is a graphical word processing program that allows users to type and format text.
- It is developed by **Microsoft** and is widely used for creating documents such as letters, reports, and resumes.
- MS Word provides various features like spell check, grammar check, text formatting, inserting images, tables, and collaboration tools.
- It is available as part of the **Microsoft Office Suite** and **Microsoft 365**.

### **✓ Text-Editor:-**

- A **Text Editor** is a simple program used for editing plain text files without formatting.
- Common examples include **Notepad (Windows)**, **TextEdit (Mac)**, **Vim**, **Nano**, and **Sublime Text**.
- Text editors are commonly used for **coding**, **writing scripts**, and **editing configuration files**.

- Unlike MS Word, text editors do not include advanced formatting options such as fonts, bold, or italics.
- Some advanced text editors support syntax highlighting, plugins, and automation features for programming.

## ⌚ Development Tools:



### ✓ VS Code:-

- **Visual Studio Code (VS Code)** is a free, open-source **code editor** developed by **Microsoft**.
- It is available for **Windows, macOS, and Linux**.
- VS Code is widely used for **coding, debugging, and software development** in various programming languages like **Python, JavaScript, C++, Java, PHP, and more**.
- It includes features such as:
  - **Syntax highlighting and auto-completion**
    - **Integrated terminal**
    - **Built-in Git support**
    - **Extensions and plugins** for additional functionalities
    - **Debugging tools** for different languages

- VS Code can be customized with themes, extensions, and keyboard shortcuts to improve productivity.

# 3

Chapter

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## 3. Existing System

3.1 Introduction

3.2 Limitation

### 3.1 Introduction

- ✓ **Lack of Automation** – Many traditional and existing online systems require manual intervention for order processing, leading to delays and errors.
- ✓ **No Real-Time Tracking** – Customers cannot track their orders in real-time, leading to uncertainty about delivery status.
- ✓ **Limited Order Management** – Customers and restaurant staff face difficulties in modifying or cancelling orders after placement.
- ✓ **Inefficient Communication** – Poor coordination between customers, restaurants, and delivery personnel often results in miscommunication and delays.
- ✓ **Poor User Experience** – Many systems have outdated interfaces, slow response times, and lack of personalization, making ordering inconvenient.
- ✓ **Absence of Proper Customer Feedback Mechanism** – Existing systems often lack an efficient way for customers to provide feedback, impacting service improvement.
- ✓ **Operational Inefficiencies** – Restaurant owners struggle with managing peak-hour demand, inventory tracking, and optimizing delivery routes.
- ✓ **Limited Payment Options** – Some systems do not support multiple payment methods, restricting customer convenience.
- ✓ **Security Issues** – Weak security measures may lead to risks like data breaches, payment fraud, and unauthorized access.
- ✓ **High Dependency on Manual Work** – Order processing, delivery coordination, and customer support often require excessive human intervention, reducing efficiency.

## 3.2 Limitation

- ✓ **No Real-Time Order Tracking**
  - Customers do not get live updates on their order status.
  - They have to call the restaurant for updates, leading to frustration.
- ✓ **Limited Payment Options**
  - Many systems do not support digital wallets, UPI, or international payments.
  - Failed transactions take too long to refund.
- ✓ **Delayed Order Processing**
  - Manual order handling increases preparation and dispatch time.
  - Customers experience unpredictable delivery delays.
- ✓ **No Instant Order Modification or Cancellation**
  - Orders cannot be modified after being placed.
  - No easy refund process for cancelled or incorrect orders.
- ✓ **Poor User Experience**
  - Outdated or complex ordering interfaces make selection difficult.
  - No option to save favourite items or reorder past purchases.
- ✓ **Lack of Personalized Offers & Rewards**
  - No loyalty programs or exclusive discounts for frequent customers.
  - No AI-based recommendations for customized food suggestions.
- ✓ **Inconsistent Food Quality & Packaging**
  - No proper tracking of food quality standards.
  - Cold or poorly packaged food delivery reduces customer satisfaction.
- ✓ **Inefficient Customer Support**
  - Delayed responses to complaints about incorrect or missing orders.
  - No direct chat or 24/7 customer support for urgent issues.

# 4

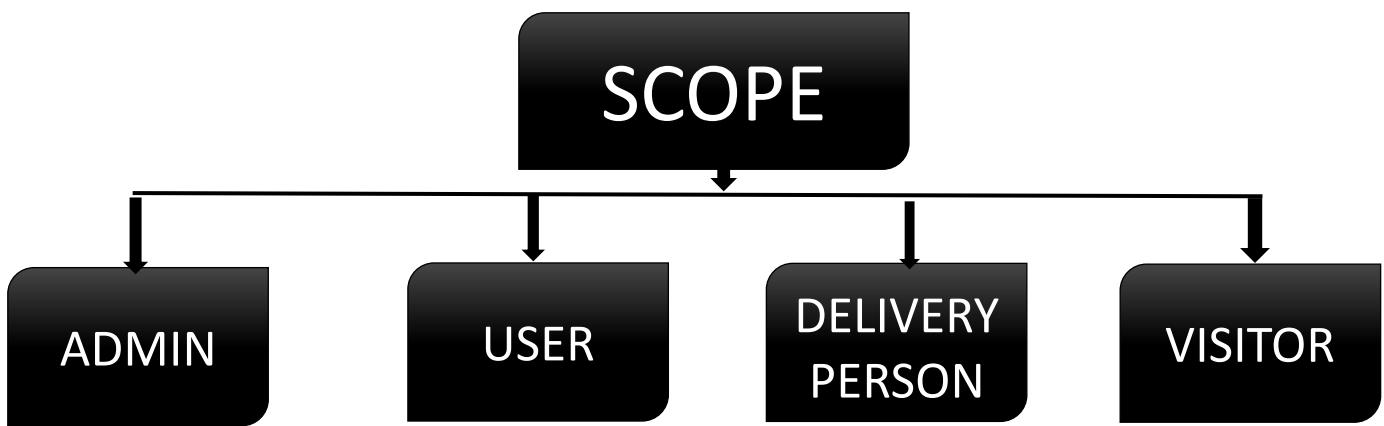
Chapter

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## 4. Proposed System

- 4.1 Scope
- 4.2 Aim and Objective
- 4.3 Excepted Advantage

## 4.1 Scope



## 1. Admin

The **Admin** is responsible for overseeing and managing the entire system, ensuring seamless operations and addressing any issues that arise.

### General Admin Responsibilities

#### ✓ **User Management:**

- View and manage information of registered **Customers** and **Delivery Persons**.
- **Activate/Deactivate or Block/Unblock** users as necessary.

#### ✓ **Product Management:**

- Manage **categories**, **category types**, and **category subtypes** for various pizza offerings.

#### ✓ **Order Processing:**

- Oversee customer orders through various stages:

**Not Processed**

**Order Processing**

**Shipping**

**Delivered**

- Manage **payment statuses** associated with orders.

#### ✓ **Feedback and Inquiry Handling:**

- View and respond to **customer feedback** regarding the website and products.
- Address **inquiries** submitted by customers.

#### ✓ **Promotions and Content Management:**

- Manage **newsletters** for product advertisements.
- Oversee **CMS pages** like About Us, Contact Us, etc.
- Update and manage **banner images** displayed on the client side.

- Generate and manage **promotional offers** to attract customers.
- ✓ **Reporting and Analysis:**
- View reports such as **Monthly Sales** to analyse performance and strategize accordingly.
- ✓ **Profile Management:**
- Update personal **profile information** and **passwords** to maintain security.

## 2. User

The **User** is the end-user who interacts with the system to browse, select, and purchase pizzas.

### User Responsibilities

- ✓ **Account Management:**
- **Register** on the platform before making purchases.
  - Update personal **profile information** and **passwords**.
- ✓ **Product Interaction:**
- Browse through various **categories** and **types** of pizzas.
  - View **offers** provided by the Admin.
  - Add desired products to the **cart** and proceed with **billing** and **payment**.
- ✓ **Order Tracking:**
- Track the status of their orders in real-time.
- ✓ **Feedback and Ratings:**
- Provide **feedback** and **ratings** for products and overall service, aiding in quality improvement.

### **3. Delivery Person**

The **Delivery Person** ensures timely and accurate delivery of orders from the restaurant to the customers.

#### **Delivery Person Responsibilities**

##### **✓ Order Collection and Delivery:**

- Collect orders from the restaurant, ensuring accuracy before departure.
- Deliver orders to customers promptly and courteously.

##### **✓ Payment Handling:**

- Collect payments from customers, handling cash and processing card payments as necessary.

##### **✓ Vehicle Maintenance:**

- Maintain the cleanliness and functionality of the delivery vehicle.

##### **✓ Customer Interaction:**

- Provide excellent customer service, addressing any issues or inquiries during delivery.

##### **✓ Compliance:**

- Adhere to all traffic laws and safety regulations to ensure safe deliveries.

### **4. Visitor**

#### **Visitor Responsibilities and Features**

A visitor is an unregistered user who explores the platform before deciding to register. Their access is limited compared to registered customers.

##### **✓ Browse Products**

- Can view different categories of pizzas (e.g., Veg, Non-Veg, Special Offers, etc.).
- Can see product details like ingredients, prices, and available sizes.
- Cannot add products to the cart or make purchases.

✓ **View General Information**

- Can read about the company, history, and pizza-making process.
- Can check FAQs regarding ordering, delivery, and payment.
- Can view store locations and contact details.

✓ **Contact Support**

- Can access the "Contact Us" page to ask general queries.
- May be able to send inquiries via a contact form or email.

✓ **Registration and Login**

- Can create an account by signing up with personal details.
- Can log in to access the full set of features, including adding to cart, placing orders, and tracking deliveries.

✓ **Terms and Policies**

- Can read privacy policies, terms & conditions, refund and cancellation policies.

✓ **Search and Filter Products**

- Can use search functionality to find specific pizzas.
- Can apply filters (e.g., price range, vegetarian/non-vegetarian) to browse options

## 4.2 Aims and Objectives

The **Pizza World Online Pizza Delivery System** is developed with the following aims and objectives:

### Aims:

- To create a seamless and enjoyable pizza ordering experience for customers.
- To enhance operational efficiency for restaurant management.
- To optimize delivery processes ensuring timely and accurate deliveries.

### Objectives:

#### ✓ Enhance Customer Convenience:

- Provide an intuitive platform for easy menu browsing and order placement.
- Offer multiple secure payment options to cater to diverse preferences.
- Implement real-time order tracking to keep customers informed.

#### ✓ Improve Operational Efficiency:

- Automate order processing to reduce manual errors and delays.
- Streamline kitchen operations with clear and organized order information.
- Manage inventory effectively to prevent stockouts and overstocking.

#### ✓ Optimize Delivery Logistics:

- Implement intelligent algorithms for efficient order assignment to delivery personnel.
- Utilize GPS and mapping technologies for route optimization.

- Monitor delivery performance and provide feedback for continuous improvement.

✓ **Foster Customer Loyalty:**

- Develop personalized marketing strategies based on customer data.
- Introduce loyalty programs and rewards to encourage repeat business.
- Engage customers through regular communication of promotions and new offerings.

✓ **Ensure Data Security and Compliance:**

- Implement robust security measures to protect user data.
- Comply with relevant data protection laws and industry standards.
- Regularly update and patch the system to guard against vulnerabilities.

✓ **Provide Valuable Insights:**

- Utilize data analytics to understand customer preferences and behaviour.
- Generate reports to aid in strategic decision-making.
- Continuously monitor system performance to identify areas for improvement.

### 4.3 Excepted Advantages

- ✓ **Enhanced Customer Convenience:** Customers can place orders anytime, from anywhere, without the need for phone calls or in-person visits.
- ✓ **Increased Order Accuracy:** Direct customer input minimizes miscommunications, leading to more accurate orders.
- ✓ **Streamlined Operations:** Automated order processing reduces staff workload, allowing for efficient handling of multiple orders simultaneously.
- ✓ **Expanded Customer Reach:** An online presence enables the business to reach a broader audience, including those who prefer online interactions over traditional methods.
- ✓ **Improved Sales and Revenue:** Online systems can encourage customers to explore the full menu, leading to increased sales of add-ons and higher overall order values.

# 5

Chapter

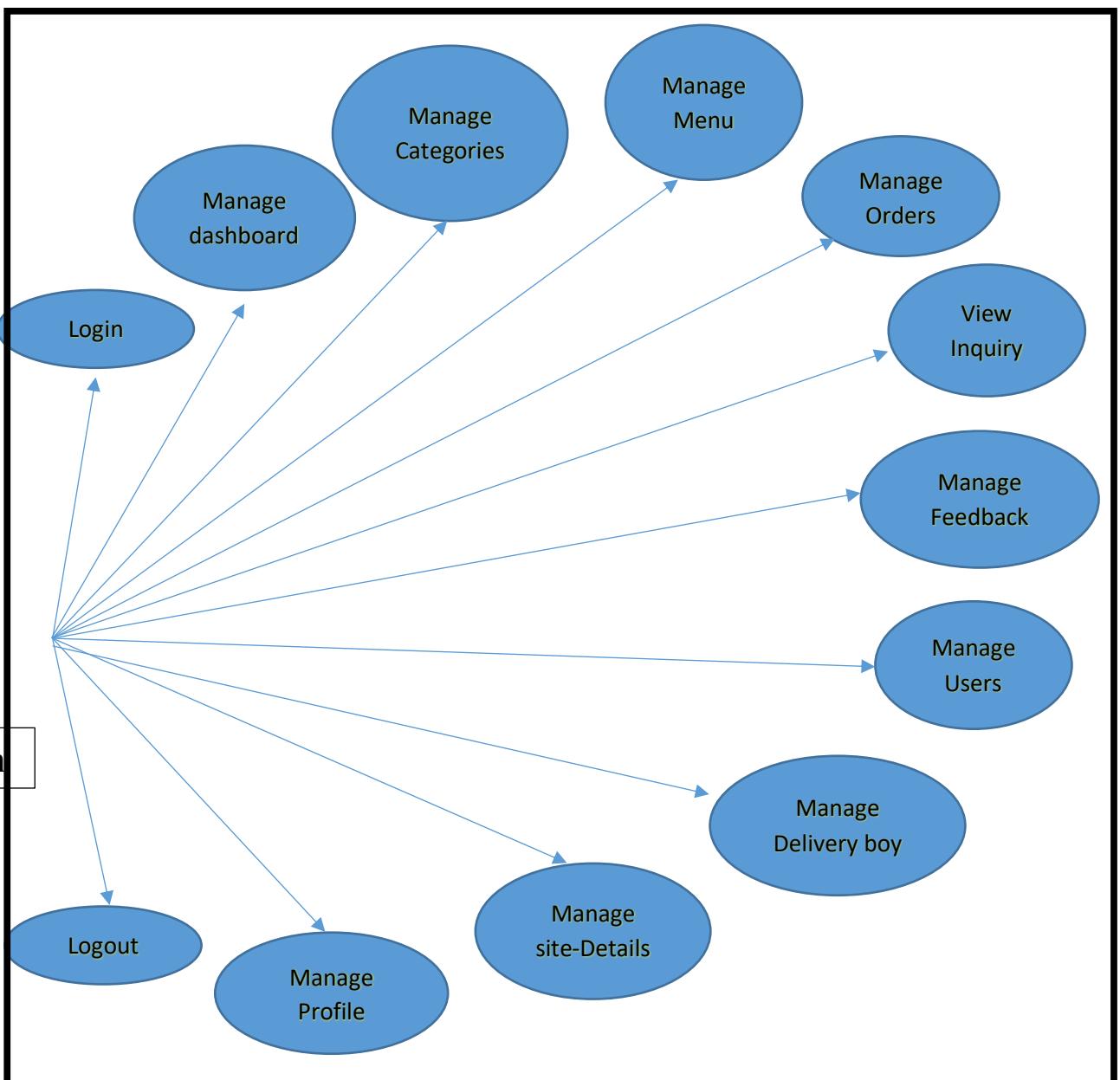
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## 5. System Model Architecture

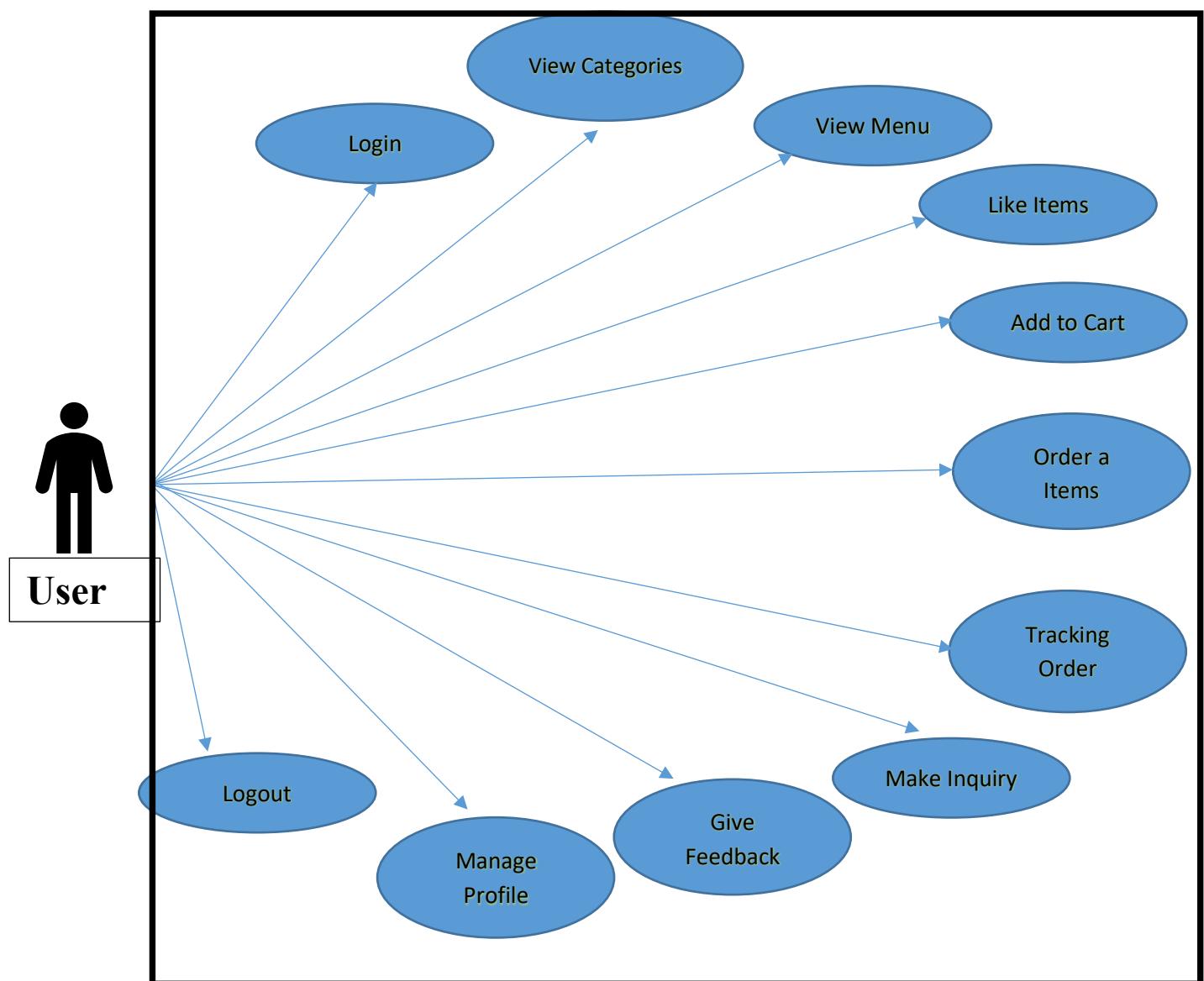
- 5.1 Use Case Diagram
- 5.2 Activity Diagram

## 5.1 Use Case Diagram

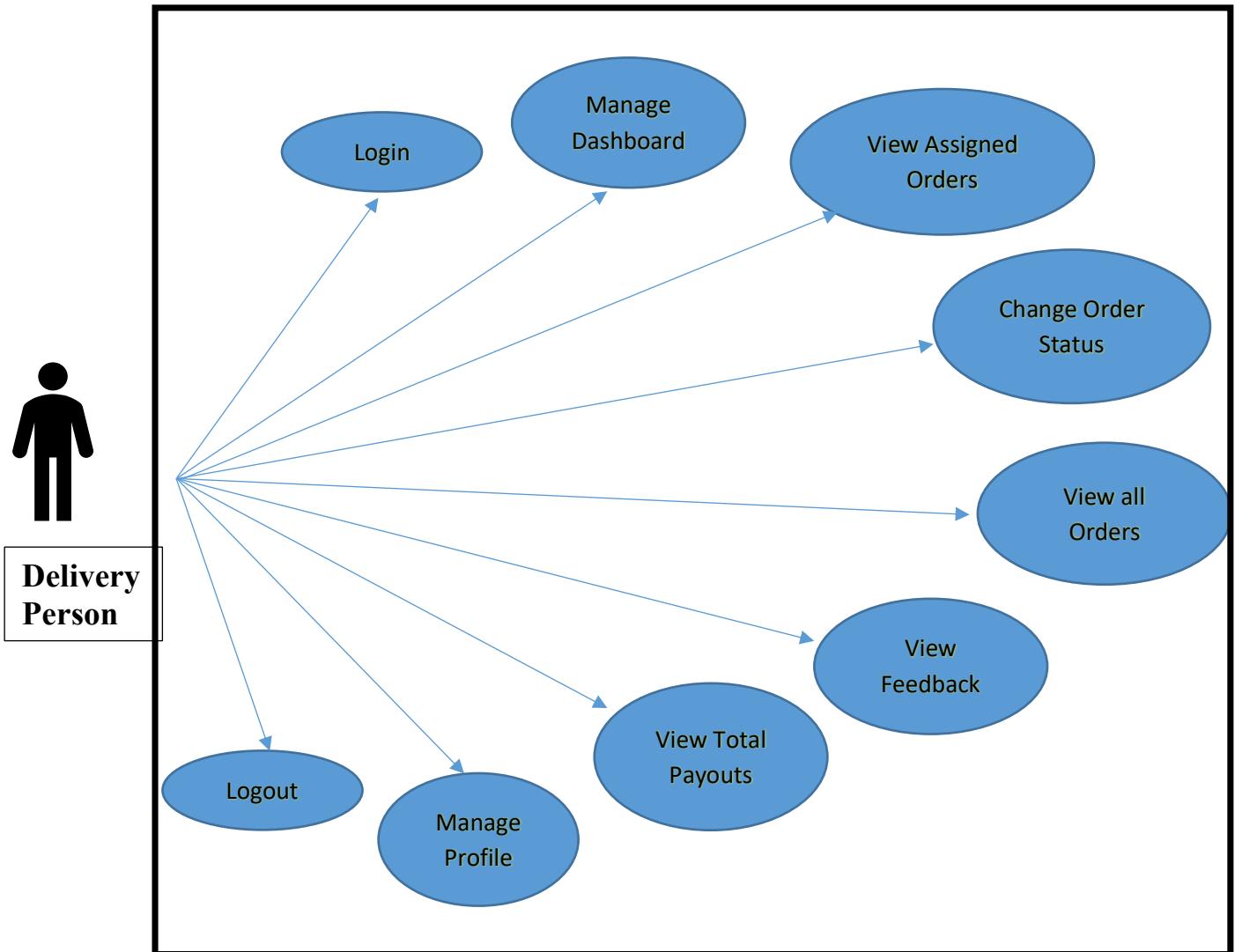
⦿ Admin's use case Diagram:-



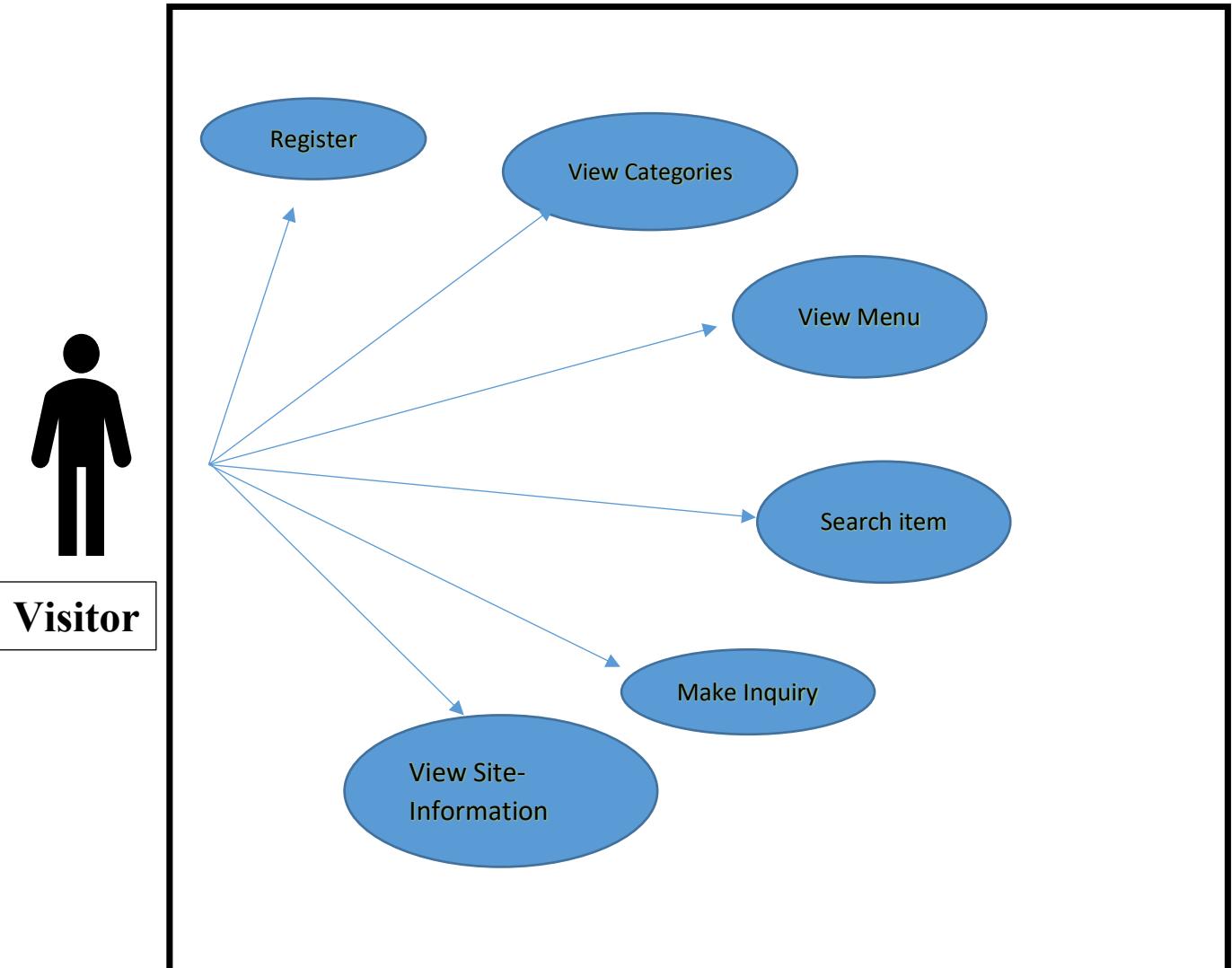
## ⌚ User's Use Case Diagram:



## ⦿ Delivery Person Diagram:-

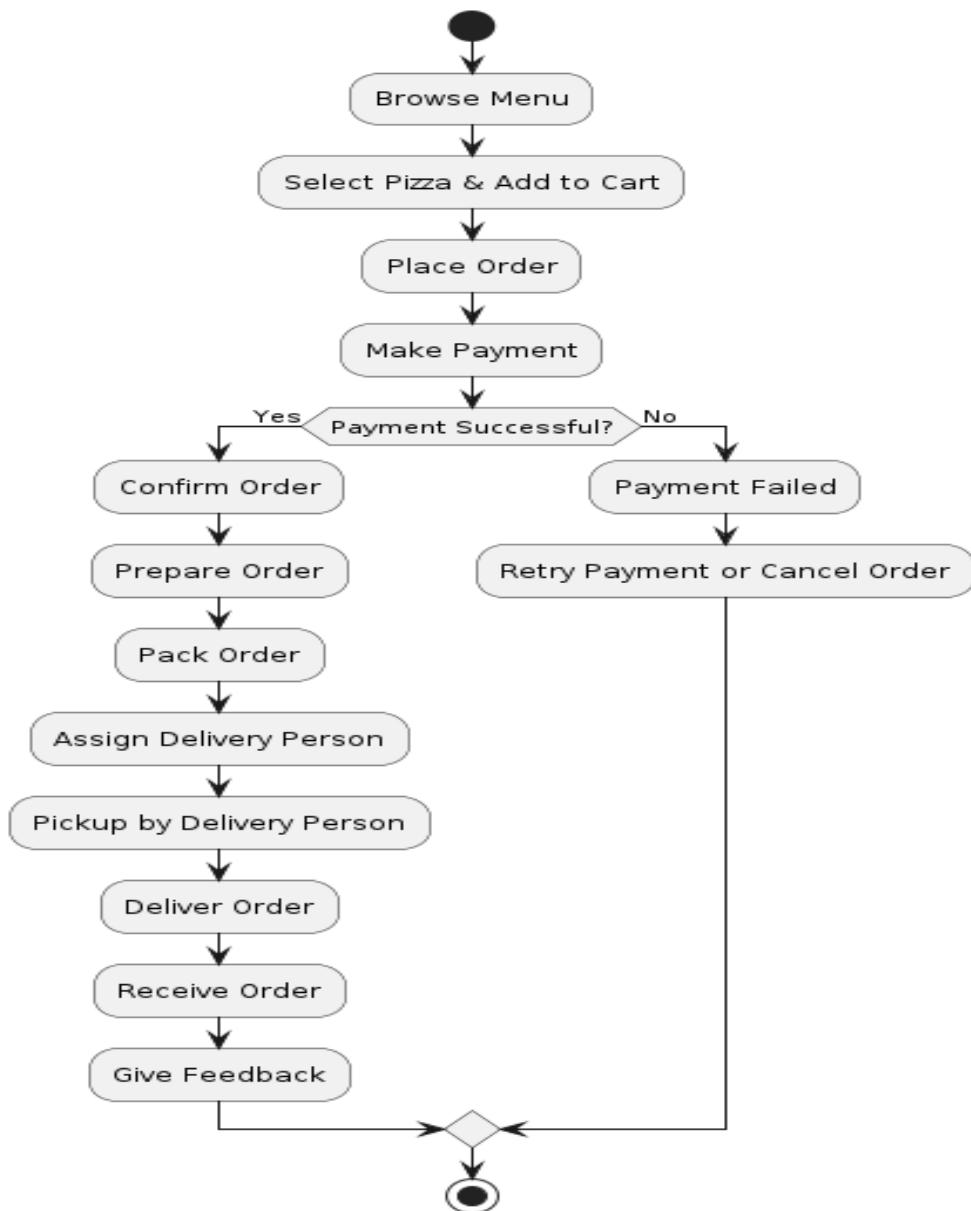


## ⦿ Visitor Diagram:-

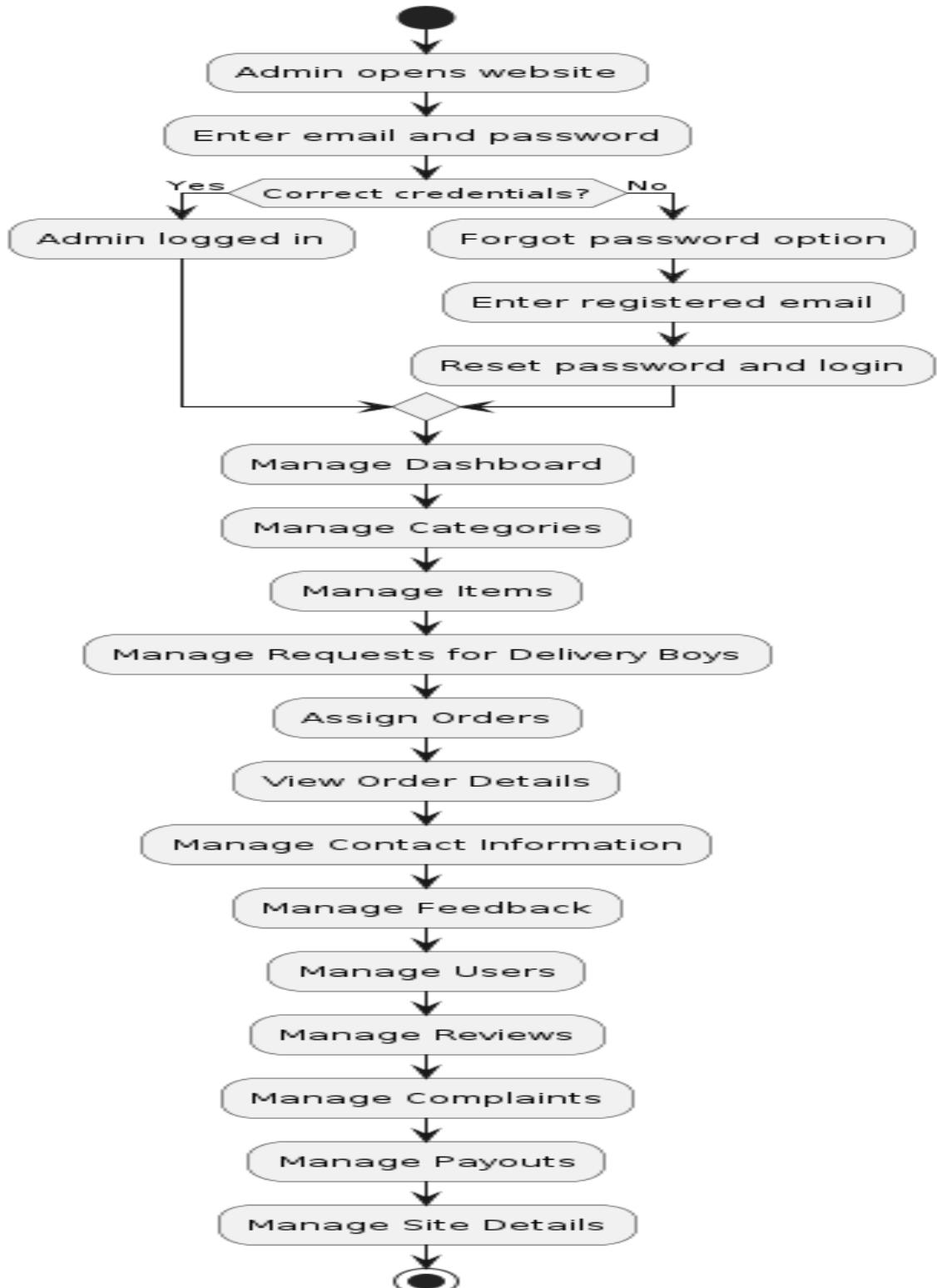


## 5.2 Activity Diagram

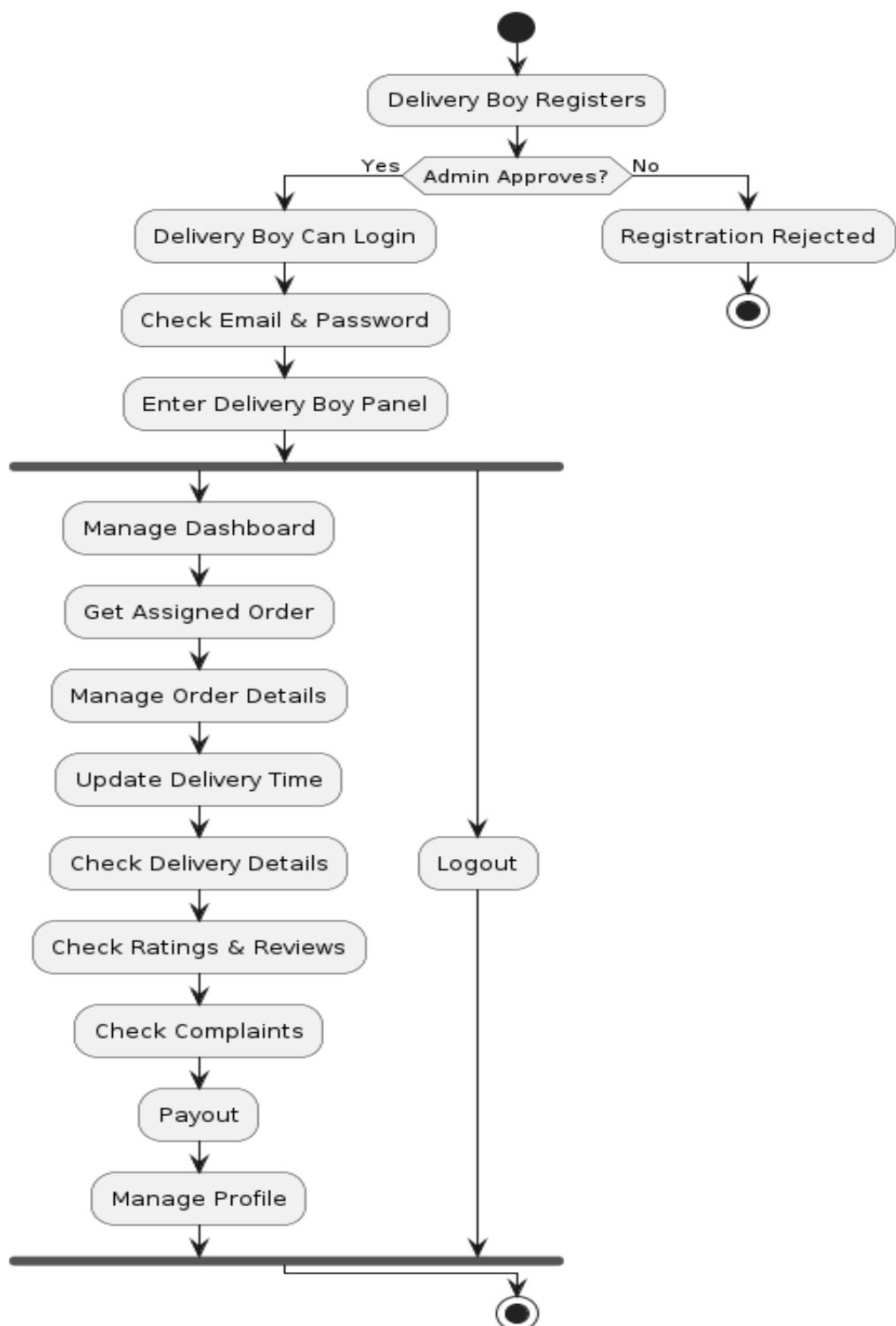
- ✓ User Activity Diagram:-



✓ Admin Activity Diagram:-



✓ Delivery Person activity Diagram:-



✓ Visitor activity Diagram:-



# 6

Chapter

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## 6. System Diagram

- 6.1 Table Structure
- 6.2 Screen Layout

## 6.1 Table Structure

- ✓ **Table-name:** Admin

**Use:-** The **admin** table stores administrator details, including login credentials, profile information, and status, for managing the system.

Field	Type	Constraints	Description
<b>id</b>	int(21)	Primary Key (AutoIncrement)	Unique field.
<b>adminName</b>	varchar(21)	Not null	Admin name
<b>profilePic</b>	varchar(255)	NULL	Profile picture
<b>email</b>	varchar(35)	Not null, Unique	Admin email
<b>phone</b>	bigint(20)	Not null	Phone number
<b>password</b>	varchar(255)	Not null	Password
<b>joinDate</b>	datetime	Not null, Default: current_timestamp()	Joining date
<b>status</b>	enum('active','inactive')	Not null, Default: 'active'	Account status

- ✓ **Table-name:** categories

**Use:** This table stores different categories of pizzas, such as Veg, Non-Veg, Cheese Lovers, etc. It helps organize pizzas into groups, making browsing easier for users.

Field	Type	Constraints	Description
<b>categorieId</b>	int(12)	Primary Key (AutoIncrement)	Unique field.
<b>categorieName</b>	varchar(255)	Not null	Category name
<b>categorieImage</b>	varchar(255)	NULL	Category image
<b>categorieDesc</b>	text	Not null	Category description
<b>categorieCreateDate</b>	datetime	Not null, Default: current_timestamp()	Created date
<b>status</b>	enum('active','inactive')	Not null, Default: 'active'	Category status

✓ **Table-name:** contact

**Use:** This table records customer inquiries or complaints submitted through the contact form. It links the message to a userId and optionally to an orderId if the issue is order-related.

Field	Type	Constraints	Description
<b>contactId</b>	int(21)	Primary Key (AutoIncrement)	Unique field.
<b>userId</b>	int(21)	Not null, Foreign Key (users.id)	User reference
<b>email</b>	varchar(35)	Not null	User email
<b>phoneNo</b>	bigint(21)	Not null	Phone number
<b>orderId</b>	int(21)	Not null, Default: 0	If issue is order-related, store orderId, else 0
<b>message</b>	text	Not null	User message
<b>time</b>	datetime	Not null, Default: current_timestamp()	Contact time
<b>status</b>	enum('new','resolved')	Not null, Default: 'new'	Message status

✓ **Table-name:** contactreply

**Use:** Stores replies from the admin or support team to customer inquiries. It links back to the contact!

Field	Type	Constraints	Description
<b>id</b>	int(21)	Primary Key (AutoIncrement)	Unique field.
<b>contactId</b>	int(21)	Not null, Foreign Key (contact.contactId)	Contact reference
<b>userId</b>	int(21)	Not null, Foreign Key (users.id)	User reference
<b>message</b>	text	Not null	Reply message
<b>datetime</b>	datetime	Not null, Default: current_timestamp()	Reply time

✓ **Table-name:** delivery\_boys

**Use:** Maintains information about delivery personnel, including their login credentials, vehicle type, and status. It helps in assigning orders to delivery agents.

Field	Type	Constraints	Description
<b>id</b>	int(11)	Primary Key (AutoIncrement)	Unique field.
<b>delivery_boy_name</b>	varchar(50)	Not null	Full name
<b>first_name</b>	varchar(50)	Not null	First name
<b>last_name</b>	varchar(50)	Not null	Last name
<b>email</b>	varchar(100)	Not null, Unique	Email
<b>phone</b>	varchar(15)	Not null, Unique	Phone number
<b>password</b>	varchar(255)	Not null	Password
<b>vehicle_type</b>	varchar(3)	NULL	Vehicle type
<b>status</b>	enum('pending','approved','rejected')	Default: 'pending'	Account status
<b>created_at</b>	timestamp	Not null, Default: current_timestamp()	Created time

✓ **Table-name:** feedback

**Use:** Stores customer feedback, including email, rating (1-5), and optional comments. This helps in analyzing customer satisfaction.

Field	Type	Constraints	Description
<b>feedback_id</b>	int(11)	Primary Key (AutoIncrement)	Unique feedback ID.
<b>user_id</b>	int(11)	Foreign Key	User ID who provided feedback.
<b>rating</b>	enum('1','2','3','4','5')	Not null	Rating provided by the user.
<b>comment</b>	text	Not null	Comment provided by the user.
<b>submission_date</b>	datetime	Default current_timestamp()	Date when the feedback was submitted.

<b>status</b>	enum('pending','approved','rejected')	Default 'pending'	Feedback status.
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✓ **Table-name:** items

**Use:** This table contains information about items available for order, including name, price, description, category, and availability status.

Field	Type	Constraints	Description
<b>itemId</b>	int(12)	Primary Key (AutoIncrement)	Unique item ID.
<b>itemName</b>	varchar(255)	Not null	Name of the item.
<b>itemImage</b>	varchar(255)	Default NULL	Image associated with the item.
<b>itemPrice</b>	int(12)	Not null	Price of the item.
<b>itemDesc</b>	text	Not null	Description of the item.
<b>itemCategoryId</b>	int(12)	Foreign Key	Category ID the item belongs to.
<b>itemPubDate</b>	datetime	Default current_timestamp()	Date when the item was published.
<b>status</b>	enum('available','unavailable')	Default 'available'	Item availability status.

✓ **Table-name:** likes

**Use:** Keeps track of pizzas liked by users, allowing the website to show trending or most-liked pizzas.

Field	Type	Constraints	Description
<b>id</b>	int(11)	Primary Key (AutoIncrement)	Unique like ID.
<b>userId</b>	int(11)	Foreign Key	User ID who liked the item.
<b>itemId</b>	int(11)	Foreign Key	Item ID that was liked.
<b>created_at</b>	timestamp	Default current_timestamp()	Date when the like was made.

✓ **Table-name:** orderitems

**Use:** Stores details of individual items within an order, including the pizza ordered, quantity, size, and availability status.

Field	Type	Constraints	Description
<b>id</b>	int(21)	Primary Key (AutoIncrement)	Unique order item ID.
<b>orderId</b>	int(21)	Foreign Key	Order ID the item belongs to.
<b>itemId</b>	int(21)	Foreign Key	Item ID included in the order.
<b>itemQuantity</b>	int(100)	Not null	Quantity of the item in the order.
<b>size</b>	varchar(255)	Default 'M'	Size of the item ordered.
<b>status</b>	enum('available','out_of_stock')	Default 'available'	Item stock status.

✓ **Table-name:** orders

**Use:** Maintains records of customer orders, including user details, order amount, payment method (cash or online), order status (placed, confirmed, delivered, etc.), and assigned delivery boy.

Field	Type	Constraints	Description
<b>orderId</b>	int(11)	Primary Key (AutoIncrement)	Unique order ID.
<b>userId</b>	int(21)	Foreign Key	User ID who placed the order.
<b>address</b>	varchar(255)	Not null	Delivery address.
<b>zipCode</b>	int(21)	Not null	Zip code of the address.
<b>phoneNo</b>	bigint(21)	Not null	Phone number for delivery.
<b>amount</b>	decimal(10,2)	Default NULL	Total order amount.
<b>payment_id</b>	varchar(100)	Default NULL	Payment transaction ID.

<b>paymentMode</b>	enum('0','1')	Not null Default '0'	Payment mode (COD or online).
<b>orderStatus</b>	enum('0','1','2','3','4','5','6')	Default '0'	Order status.
<b>size</b>	enum('S','M','L')	Default 'M'	Size selected for the order.
<b>createdAt</b>	datetime	Default current_timestamp()	Date when the order was created.
<b>status</b>	enum('pending','completed','cancelled')	Default 'pending'	Order status.
<b>delivery_boy_id</b>	int(11)	Default NULL	Delivery boy assigned to the order.
<b>deliveryTime</b>	int(11)	Default NULL	Estimated delivery time in minutes.

✓ **Table-name:** reviews

**Use:** Stores customer reviews and complaints related to orders. Each review is linked to a userId and orderId, and includes a rating (1-5) and optional complaint text.

Field	Type	Constraints	Description
<b>reviewId</b>	int(11)	Primary Key (AutoIncrement)	Unique review ID.
<b>userId</b>	int(21)	Foreign Key	User ID who gave the review.
<b>orderId</b>	int(21)	Foreign Key	Order ID related to the review.
<b>rating</b>	int(1)	Not null, CHECK (rating between 1 and 5)	Rating from 1 to 5.
<b>complain</b>	text	Default NULL	User's complaint or feedback.
<b>reviewDate</b>	datetime	Default current_timestamp()	Date when the review was posted.
<b>delivery_boy_id</b>	int(11)	Foreign Key	Delivery boy ID related to the review.

✓ **Table-name:** sitedetail

**Use:** Stores website-related details like system name, email, contact numbers, and address. This is useful for website settings and customer support information.

Field	Type	Constraints	Description
<b>tempId</b>	int(11)	Primary Key	Unique ID for the site details.
<b>systemName</b>	varchar(21)	Not null	System name of the website.
<b>email</b>	varchar(35)	Not null	Email address of the site.
<b>contact1</b>	bigint(21)	Not null	Primary contact number.
<b>contact2</b>	bigint(21)	Default NULL	Secondary contact number.
<b>address</b>	text	Not null	Address of the website.
<b>dateTime</b>	datetime	Default current_timestamp()	Timestamp when details were updated.

✓ **Table-name:** users

**Use:** Maintains user account information, including login credentials, name, contact details, account type (user/admin), and status (active/blocked).

Field	Type	Constraints	Description
<b>id</b>	int(21)	Primary Key (AutoIncrement)	Unique user ID.
<b>username</b>	varchar(21)	Not null	User's username.
<b>firstName</b>	varchar(21)	Not null	User's first name.
<b>lastName</b>	varchar(21)	Not null	User's last name.
<b>profilePic</b>	varchar(255)	Default NULL	User's profile picture.
<b>email</b>	varchar(35)	Not null, Unique	User's email address.
<b>phone</b>	bigint(20)	Not null, Unique	User's phone number.
<b>password</b>	varchar(255)	Not null	User's password.
<b>joinDate</b>	datetime	Default current_timestamp()	Date when the user joined.
<b>status</b>	enum('active','blocked')	Not null Default 'active'	User status.

✓ **Table-name:** viewcart

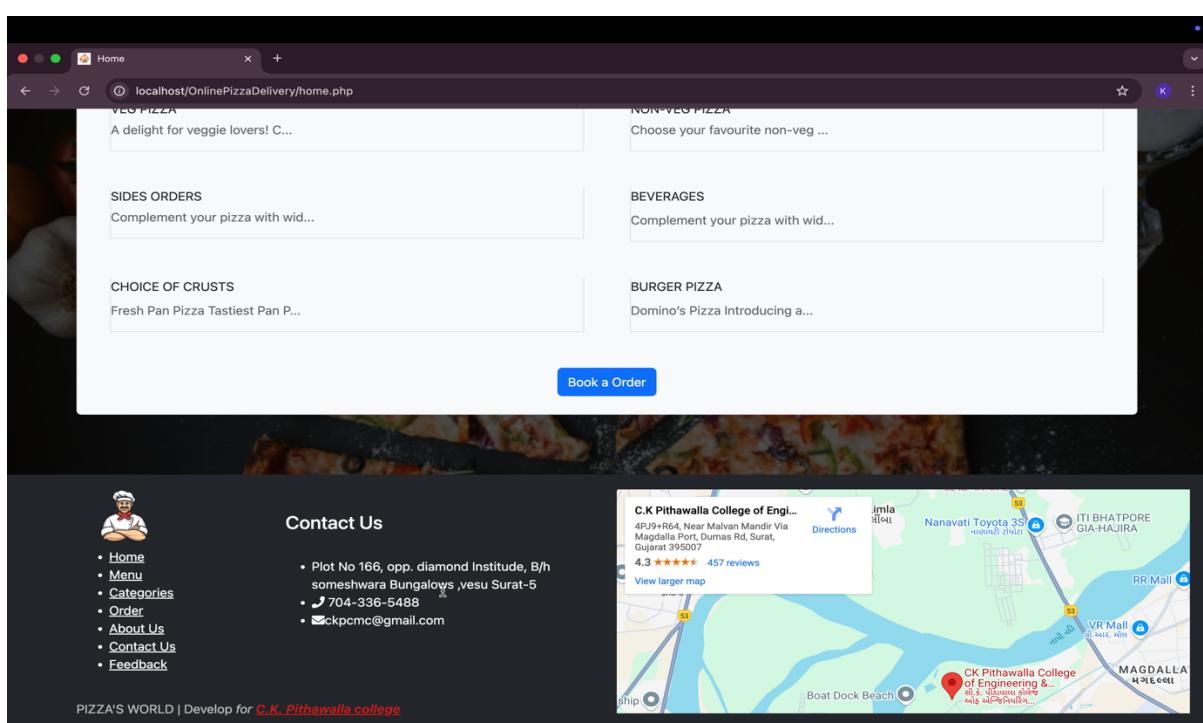
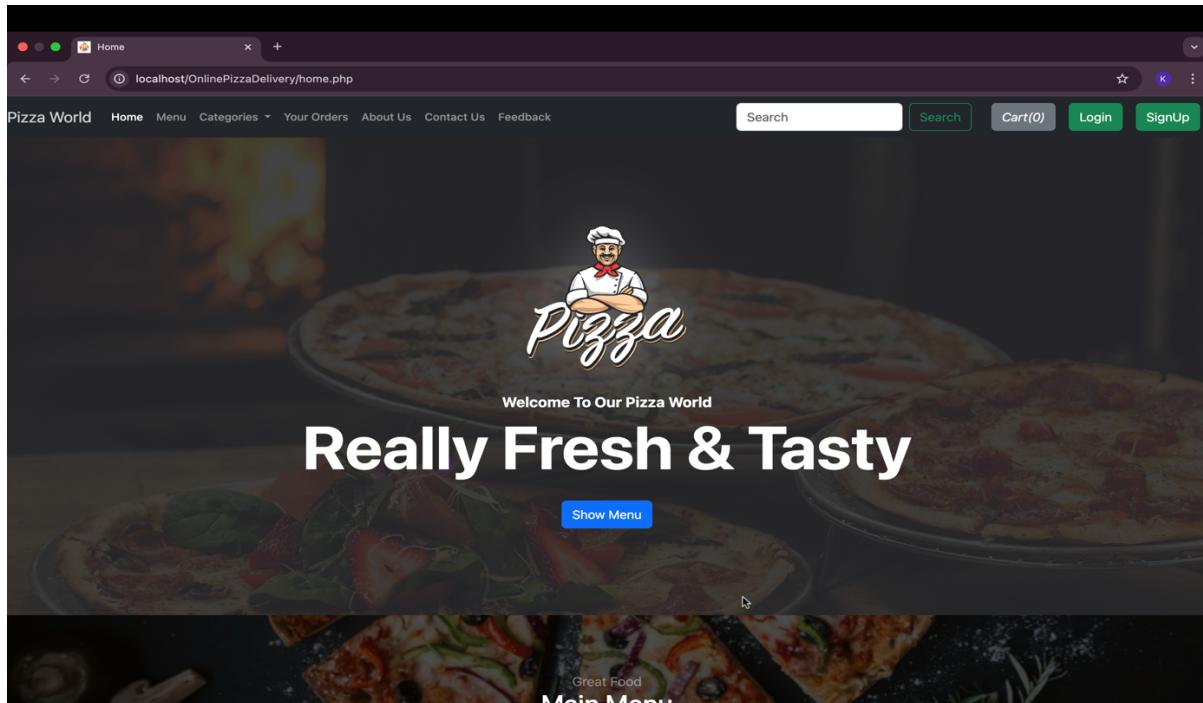
**Use:** Stores items added to the shopping cart by users before placing an order. It tracks the pizza ID, quantity, selected size, and the user who added it.

Field	Type	Constraints	Description
<b>cartItemId</b>	int(11)	Primary Key (AutoIncrement)	Unique cart item ID.
<b>itemId</b>	int(11)	Foreign Key	Item ID added to the cart.
<b>userId</b>	int(11)	Foreign Key	User ID who added the item.
<b>quantity</b>	int(11)	Not null	Quantity of the item in the cart.
<b>size</b>	varchar(10)	Not null	Size of the item.
<b>createdAt</b>	timestamp	Default current_timestamp()	Date when the item was added to the cart.
<b>status</b>	enum('available','out_of_stock')	Default 'available'	Item stock status.

## 6.2 Screen Layout

⦿ User Panel Side:-

Home Page:-



## Menu Items:-

The screenshot shows the homepage of the Pizza World website. At the top, there's a navigation bar with links for Home, Categories, Your Orders, About Us, Contact Us, and Feedback. Below the navigation is a search bar and buttons for Cart(0), Login, and SignUp. The main content area features a title "Our Delicious Menu" above a grid of six menu items. Each item includes a small image, the name, and a brief description.

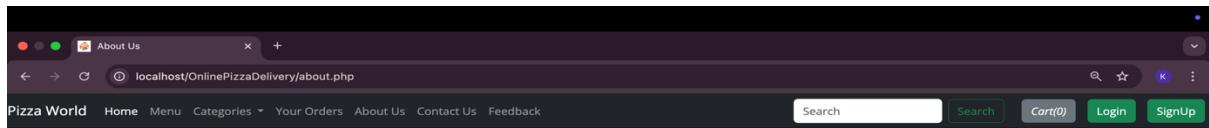
Item	Description
Coffee	A rich and aromatic brew to energize your day with every sip.
Margherita	A classic pizza with a simple topping of tomato sauce and cheese, offering a perfect balance of flavors.
Indi Tandoori Paneer	Spicy tandoori paneer with bold Indian flavors on a cheesy, smoky crust.
Stuffed Garlic Bread	Soft, buttery bread loaded with melted cheese and flavorful garlic seasoning.
Chicken Sausage	Juicy chicken sausages topped on a cheesy base, giving a smoky and savory delight in every bite.
Chicken Golden Delig	Succulent chicken chunks with a golden, crispy touch, layered on a cheesy and flavorful crust.

Below this section is a "Menu" button followed by three images of pizzas and soft drinks.

The screenshot shows a category page for pizzas. The URL in the address bar is `localhost/OnlinePizzaDelivery/viewPizzaList.php?catid=22`. The page layout is similar to the homepage, with a navigation bar at the top and a search function. The main content is titled "Items" and displays a grid of six pizza options. Each item has a thumbnail image, a name, a price, a brief description, and two action buttons: "Add to Cart" and "Quick View".

Item	Price	Description
Margherita...	Rs. 99/-	A hugely popular margherita, ...
Double Cheese Marghe...	Rs. 150/-	The ever-popular Margherita -...
Farm House...	Rs. 149/-	A pizza that goes ballistic o...
(Image)		
(Image)		
(Image)		

## About us page:-



### ABOUT US

Welcome to Pizza World  
The Worldwide Leader in Pizza Delivery

#### Rating:



### OWNERS



### OWNERS



**Contact Us**

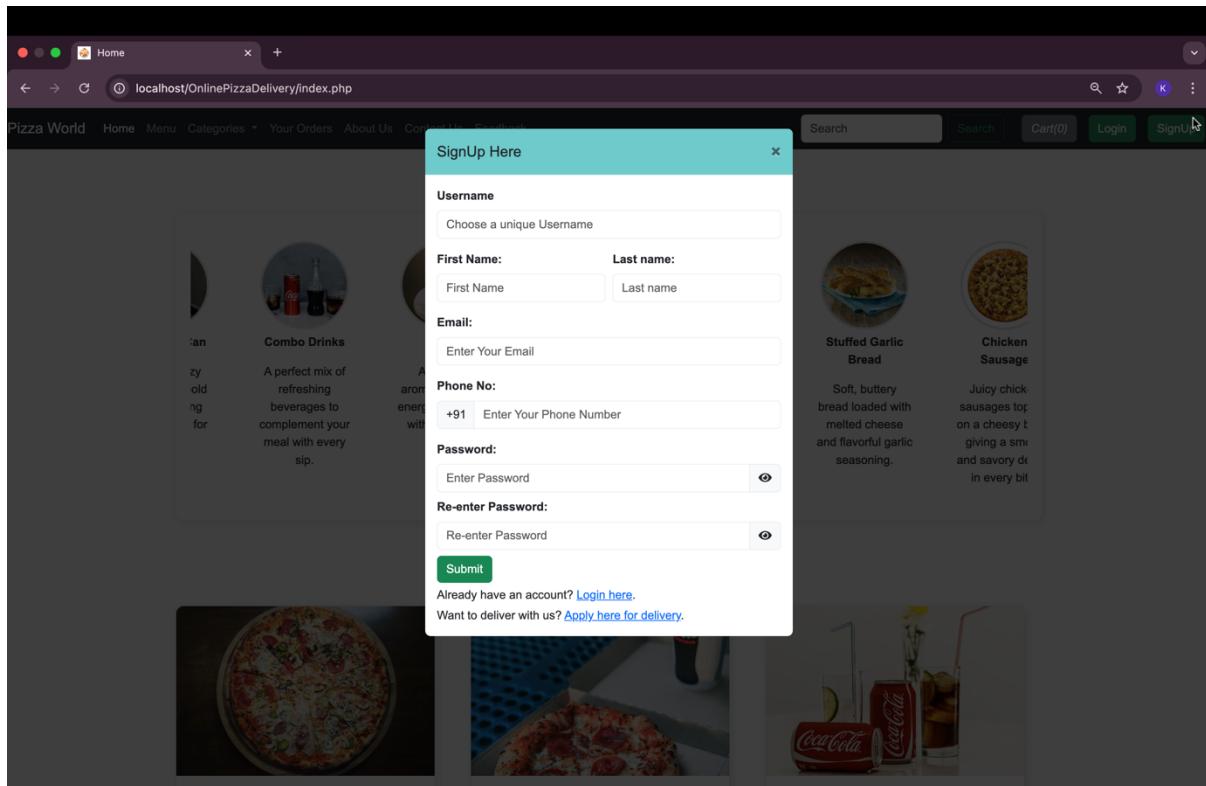
- Home
- Menu
- Categories
- Order
- About Us
- Contact Us
- Feedback

PIZZA'S WORLD | Develop for [C.K. Pithawalla college](#)

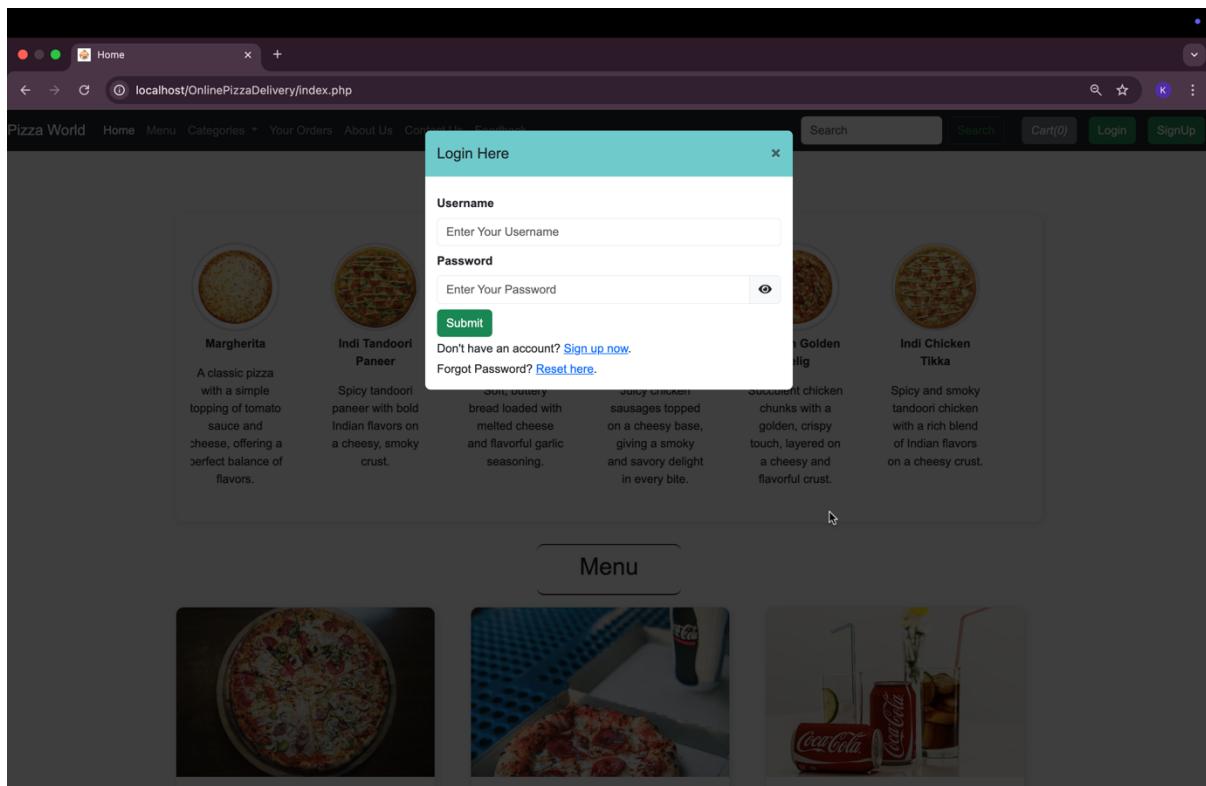
C.K. Pithawalla College of Engi...  
Plot No 166, opp. diamond Institute, B/h someshwara Bungalows ,vesu Surat-5  
Near Malvan Mandir Via Magdalla Rd,Dumas Rd,Surat, Gujarat 395007  
4.3 ⭐⭐⭐⭐⭐ 457 reviews  
View larger map

The map shows the location of CK Pithawalla College of Engineering & Technology in Surat, Gujarat. It highlights the college building, its surroundings, and nearby landmarks like Nanavati Toyota 3S, ITI BHATPORE GIA-HAJIRA, RR Mall, and MAGDALLA. A red pin marks the exact location of the college.

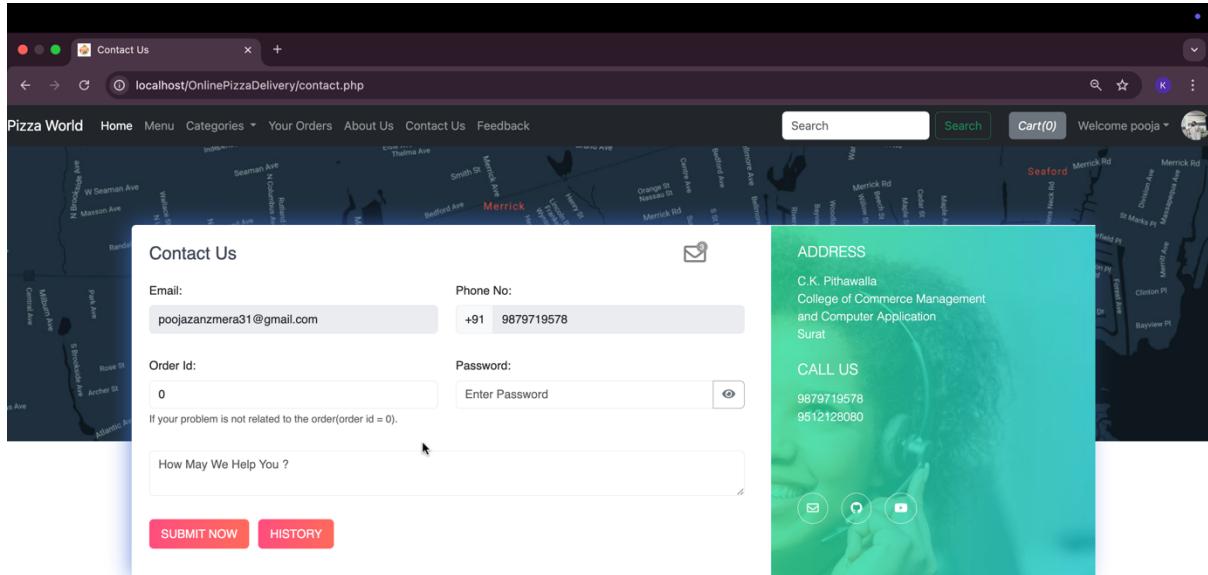
## Signup:-



## Login:-



## Contact us Page:-



## Feedback Page:-

The screenshot shows the 'Feedback' page of the Pizza World website. The layout is similar to the Contact Us page, with a map background and a sidebar on the right. The main area contains two sections: 'Submit Your Feedback' (with fields for email, rating, and feedback) and 'Recent Feedback' (listing two previous reviews with details like rating, comment, and posting date). Below these sections is a 'Contact Us' sidebar with the college's address, phone number, and email, along with a map showing its location.

## Searchig item:-

Search Results for "mar":

Items:

Margherita  
Rs. 99/-  
A hugely popular margherita, ...

[Add to Cart](#) [View](#)

Double Cheese Margherita  
Rs. 150/-  
The ever-popular Margherita -...

[Add to Cart](#) [View](#)

Contact Us

- Home
- Menu
- Categories
- Order
- About Us
- Contact Us

Plot No 166, opp. diamond Institute, B/h someshwara Bungalows .vesu Surat-5  
• 704-336-5488  
• ckpcmc@gmail.com

C K Pithavalia College of Engi...  
4609-R64, Near Mahwan Mandir Via Magdhal Port, Dumas Rd, Surat, Gujarat 395002  
4.3 ★★★☆☆ 457 reviews  
[View larger map](#)

Directions

## Favourite Page:-

Your Favorite Items

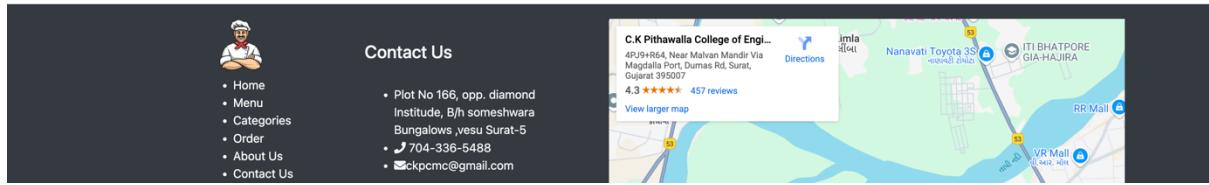
PEPPER BARBECUE CHIC...  
Rs. 199/-  
Pepper Barbecue Chicken | Che...  
Size :  S  M  L  
[Add to Cart](#) [Quick View](#)

Double Cheese Marghe...  
Rs. 150/-  
The ever-popular Margherita -...  
Size :  S  M  L  
[Add to Cart](#) [Quick View](#)

PEPSI...  
Rs. 29/-  
Colddrinks its pepsi.....  
Size :  S  M  L  
[Add to Cart](#) [Quick View](#)

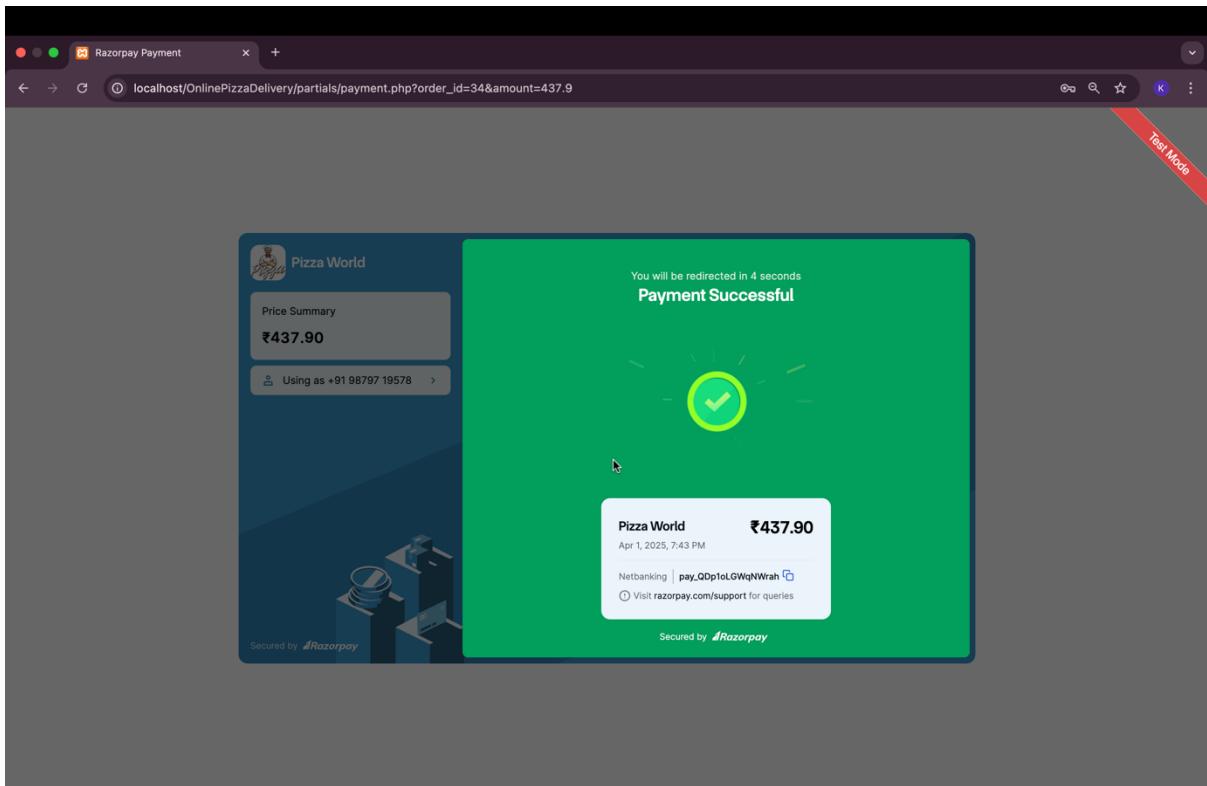
## View Cart page:-

The screenshot shows a web browser window titled 'Cart' with the URL 'localhost/OnlinePizzaDelivery/viewCart.php'. The page header includes 'Pizza World' logo, 'Home', 'Menu', 'Categories', 'Your Orders', 'About Us', 'Contact Us', 'Feedback', a search bar, a 'Cart(1)' button, and a welcome message 'Welcome pooja'. The main content area is titled 'My Cart' and displays a table with one item: 'CHICKEN FIESTA' (Item Price: 398, Quantity: 1, Size: M, Total Price: 398). To the right is an 'ORDER SUMMARY' section showing 'Total Price: Rs. 398.00', 'GST (5%): Rs. 19.90', 'Shipping Charges: Rs. 20.00', and a total amount of 'Rs. 437.90'. Payment options 'Cash On Delivery' (selected) and 'Online Payment' are listed. A blue 'Go to Checkout' button is at the bottom.



## Online Payment System:-

The screenshot shows a 'Razorpay Payment' page with the URL 'localhost/OnlinePizzaDelivery/partials/payment.php?order\_id=34&amount=437.9'. A red 'Test Mode' banner is visible in the top right. The payment interface includes a 'Price Summary' section showing '₹437.90' and a note 'Using as +91 98797 19578'. To the right is a 'Payment Options' sidebar with tabs for 'Cards' (selected), 'Netbanking', 'Wallet', and 'Pay Later'. Under 'Cards', there's a 'Add a new card' form with fields for 'Card Number', 'MM / YY', and 'CVV', and a checkbox for saving the card. A 'Continue' button is at the bottom of the sidebar.



## Order History:-

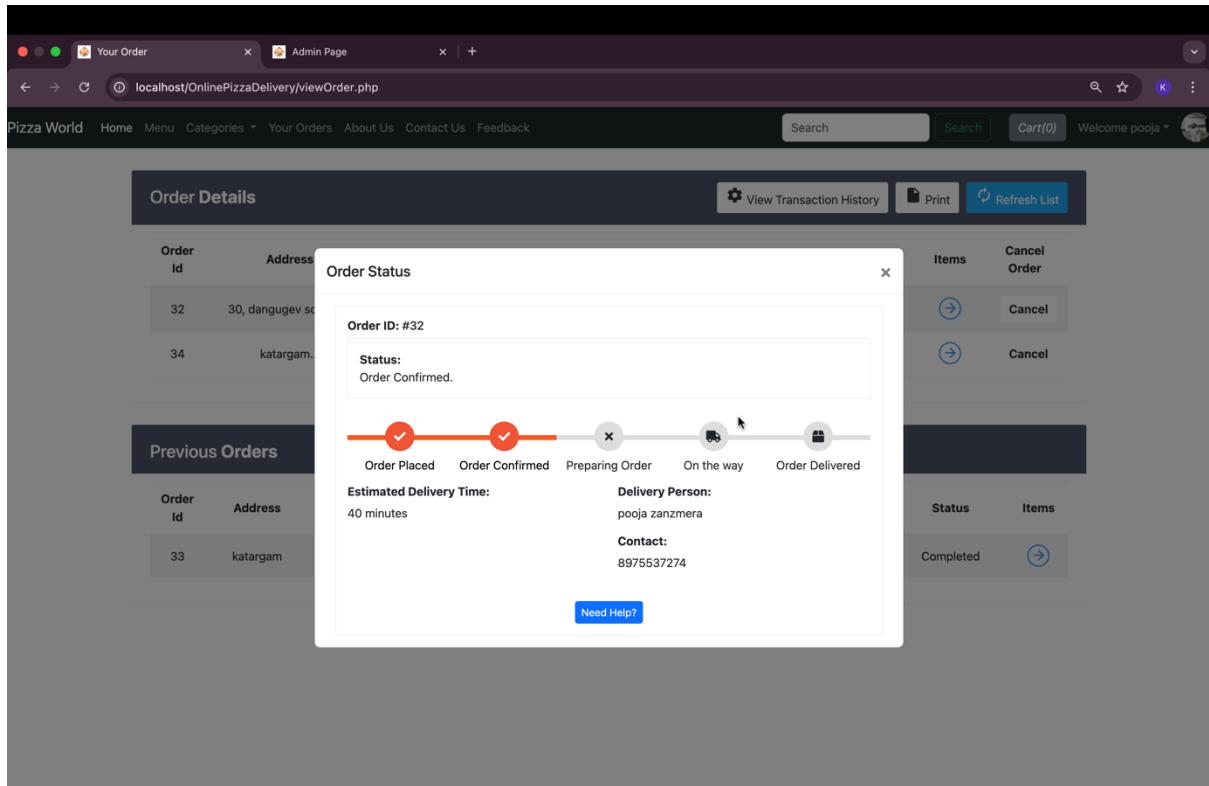
A screenshot of a web application titled "Your Order" showing the order history for "Pizza World". The page has a dark header with the logo and navigation links like Home, Menu, Categories, Your Orders, About Us, Contact Us, and Feedback. On the right, there are buttons for Search, Print, and Refresh List. The main content area is divided into two sections: "Order Details" and "Previous Orders".  
  
**Order Details:**

Order Id	Address	Phone No	Amount	Payment Mode	Order Date	Status	Items	Cancel Order
32	30, dangugev society...	9879719578	₹804.00	Cash on Delivery	2025-04-01 18:48:57			

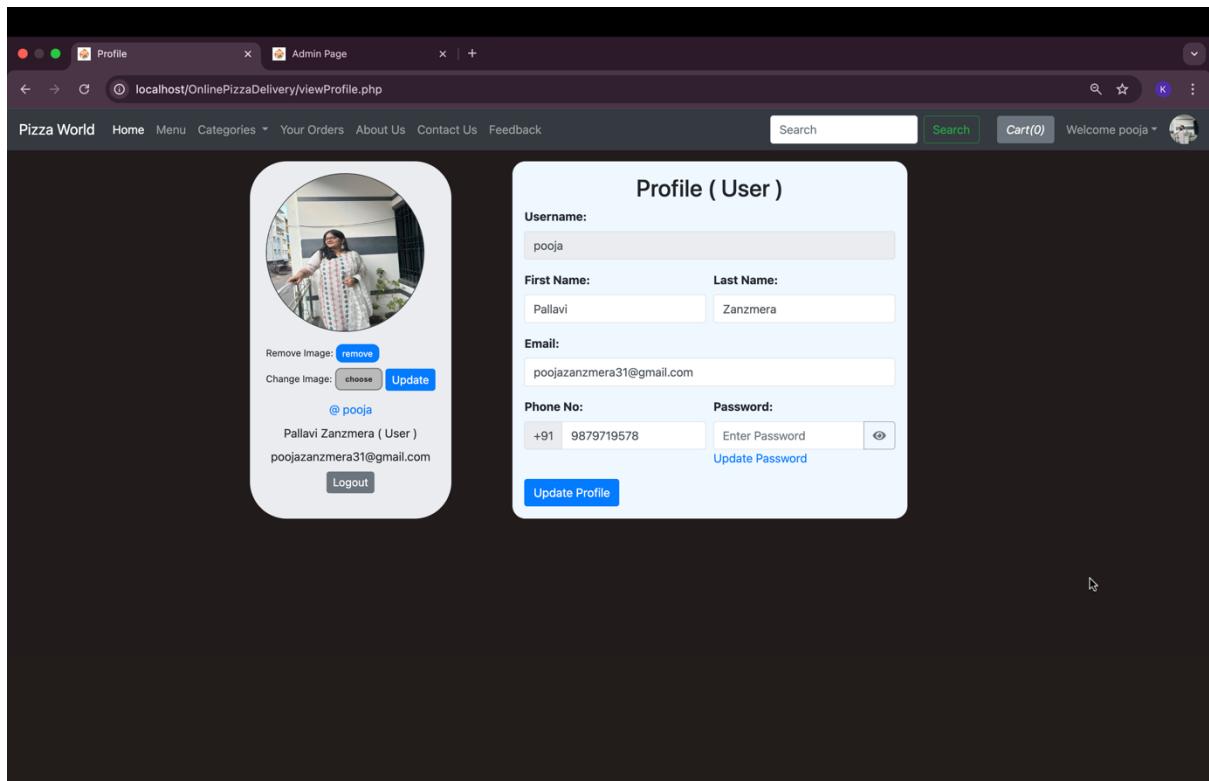
  
**Previous Orders:**

Order Id	Address	Phone No	Amount	Payment Mode	Order Date	Status	Items
33	katargam	9879719578	₹324.00	Online	2025-04-01 18:49:20	Completed	

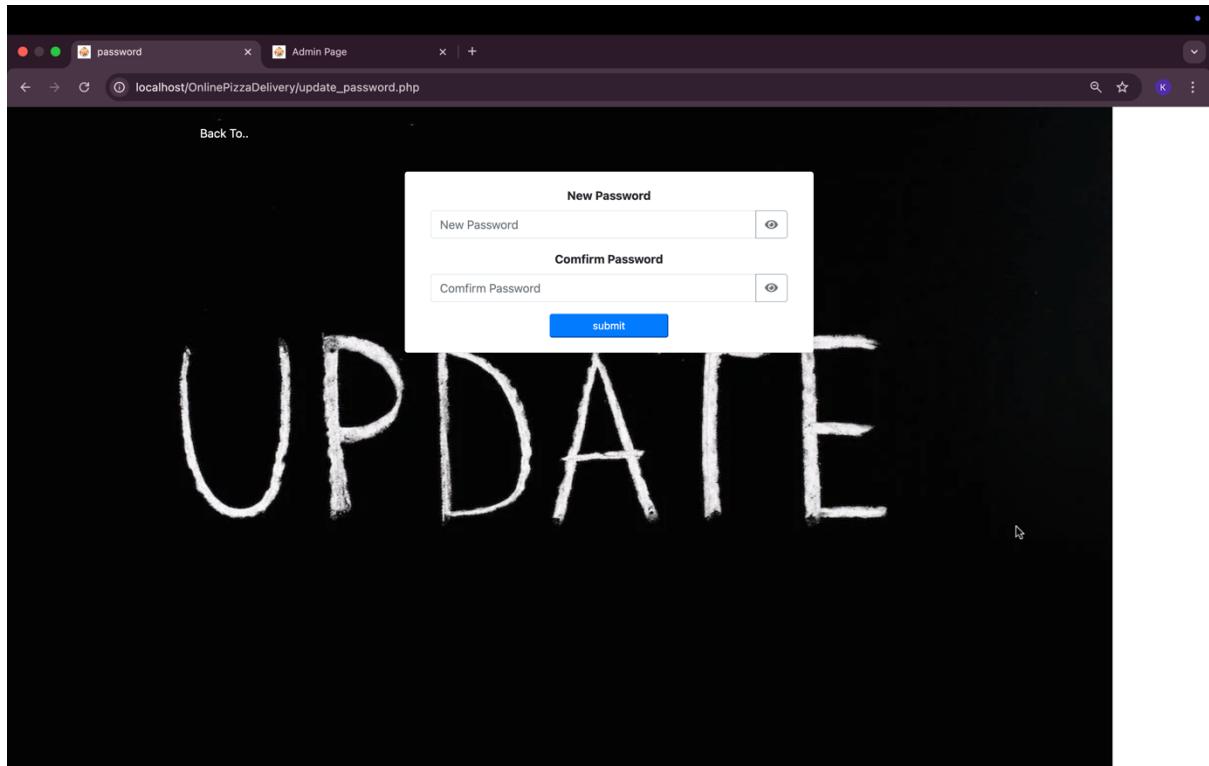
## Order Status:-



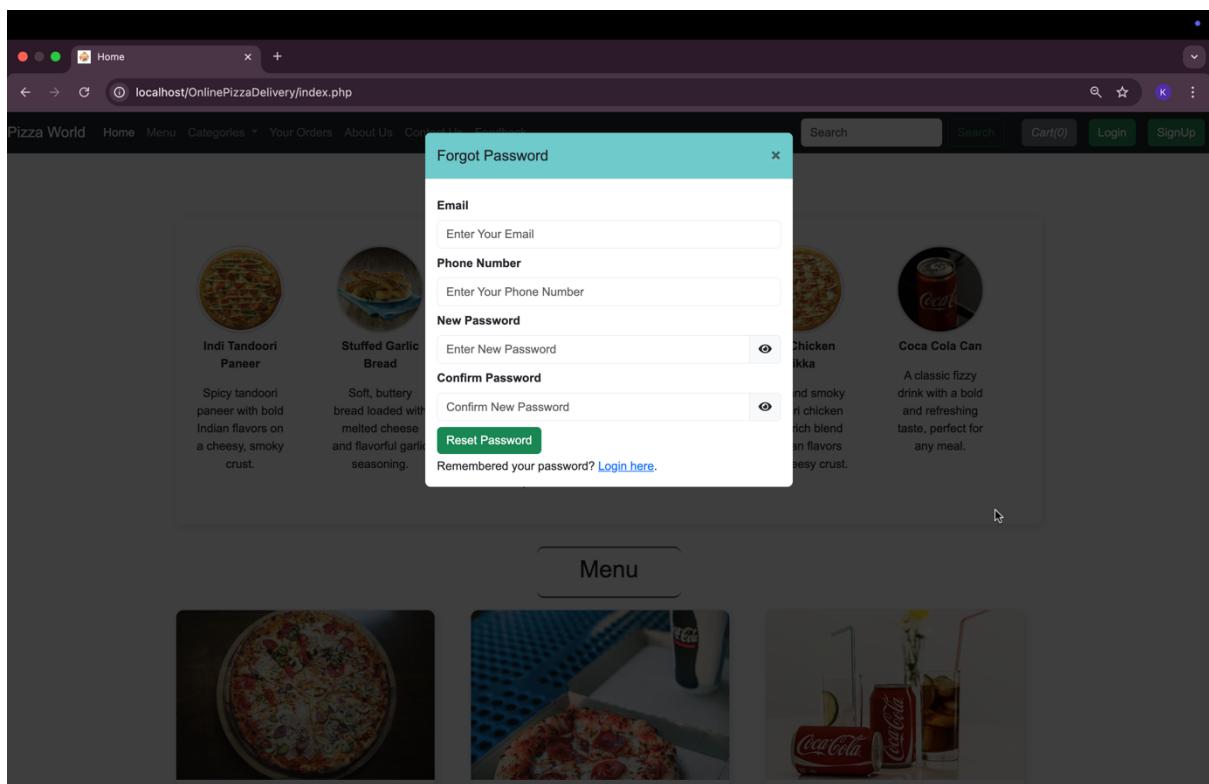
## Manage Profile:-



## Update Password:-

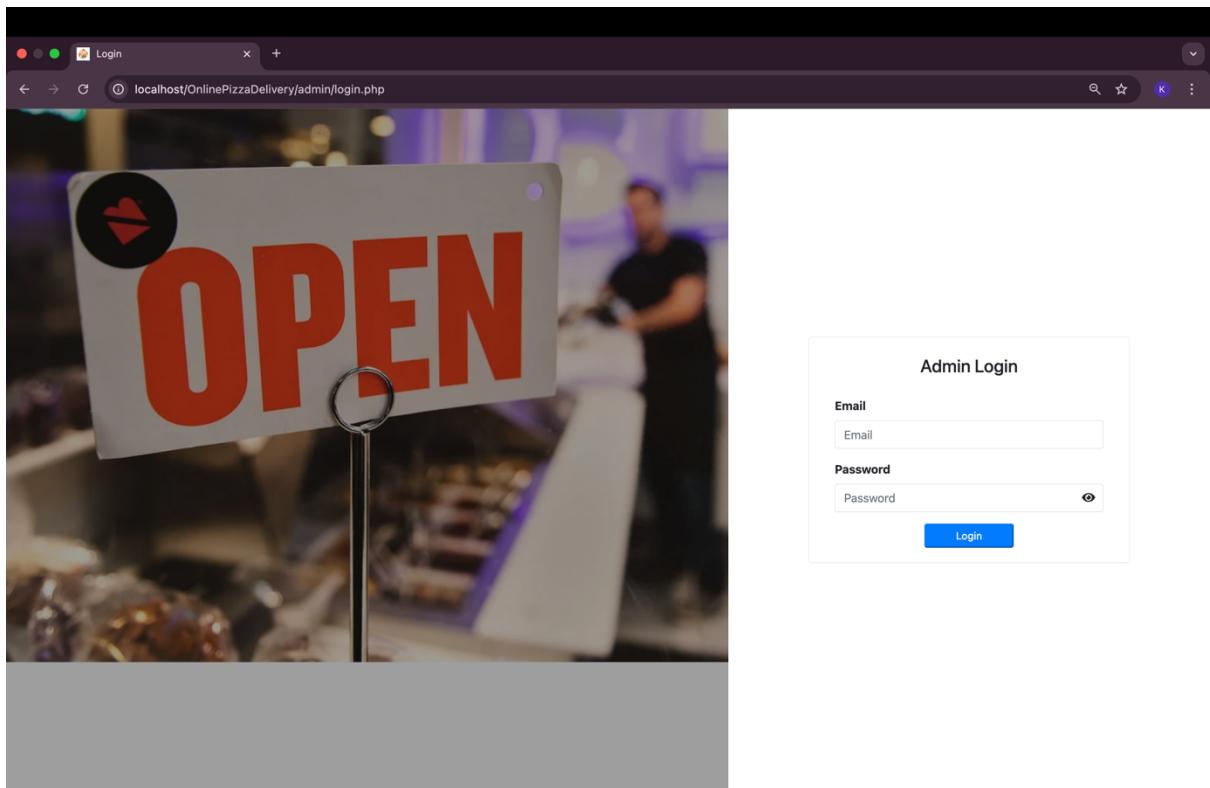


## Forgot Password:-



## ⌚ Admin Panel side:-

### Admin Login:-



### Admin Dashboard:-

A screenshot of the Admin Dashboard. On the left is a sidebar with various menu items. The main area displays a welcome message 'Welcome, pooja!', a success message 'Success! You are logged in', and several statistics in purple boxes: Total Users/Admins (3), Total Categories (3), Total Items (31), Total Orders (3), and Total Delivery Boys (4). Below these is a bar chart titled 'Total Sold' showing sales for different items.

## Order Details:-

The screenshot shows the Admin Page interface for an Online Pizza Delivery system. The left sidebar contains navigation links for Home, Orders, Category List, Menu, Contact Info, Feedbacks, Users, Delivery Requests, Delivery Boy Review, Payouts, Site Settings, and Log Out. The main content area displays two tables under the 'Order Details' section. The first table lists the current order details:

Order Id	User Id	Address	Phone No	Amount	Payment Mode	Order Date	Status	Items	Delivery Boy
34	6	katargam	9879719578	437.00	Online	2025-04-01 19:42:50	completed		Select

The second table lists previous orders:

Order Id	User Id	Address	Phone No	Amount	Payment Mode	Order Date	Status	Items	Delivery Boy
33	6	katargam	9879719578	324.00	Online	2025-04-01 18:49:20	completed		pooja z

Below the tables, there is a section titled 'Previous Orders'.

## Order Items:-

The screenshot shows the Admin Page interface for an Online Pizza Delivery system. The left sidebar contains navigation links for Home, Orders, Category List, Menu, Contact Info, Feedbacks, Users, Delivery Requests, Delivery Boy Review, Payouts, Site Settings, and Log Out. The main content area displays the 'Order Details' section, which includes a table with order information and a modal window for 'Order Items (Order Id: 34)'. The modal shows the following details:

Item	Quantity	Size
CHICKEN FIESTA Rs. 398/-	1	M

The background of the page is dimmed, indicating the modal is active.

## Add Category:-

The screenshot shows a web-based administration interface for managing categories. On the left, a vertical sidebar contains various icons for file management, users, reports, and system settings. The main content area has a header bar with tabs and a search function. On the left, a modal window titled "Create New Category" contains fields for "Category Name" (with placeholder "Category Name"), "Category Desc" (with placeholder "Category Desc"), and "Image" (with a "Choose file" button and a note "Please .jpg file upload"). A "Create" button is at the bottom. To the right is a table titled "Category Detail" with columns "Id", "Img", "Category Detail", "Status", and "Action". It lists three categories:

Id	Img	Category Detail	Status	Action
22		Name: VEG ITEMS Description: A delight for veggie lovers!	Active	Edit Delete
23		Name: NON-VEG ITEM Description: Choose your favourite non-veg pizzas from the Pizza world menu. Get fresh non-veg pizza with your choice of crusts & toppings	Active	Edit Delete
26		Name: BEVERAGES Description: Complement your pizza with wide range of beverages available at Pizza World India	Active	Edit Delete

## Update Category:-

This screenshot shows the same administration interface, but the "Edit" button for the first category in the list has been clicked, opening a modal dialog titled "Category Id: 22". This dialog allows editing of the category details. The "Image" section includes a preview of the current veg pizza image and a "Update Img" button. The "Name" field is set to "VEG ITEMS" and the "Description" field contains the original text "A delight for veggie lovers!". A "Update" button is at the bottom of the dialog. The background table and sidebar remain visible.

## Add Item:-

The screenshot shows the Admin Page interface for managing menu items. On the left, a sidebar contains various icons for navigation. The main area has a header "Create New Item". The form fields include:

- Name: [Input field]
- Description: [Input field]
- Price of Small Size: [Input field]
- \*The price will change if you choose medium and large pizza.
- Category: [Dropdown menu, currently set to "None"]
- Image: [File input field] Choose file | No file chosen. Please jpg file upload.

On the right, there is a table listing six pizza items:

Cat. Id	Img	Item Detail	Status	Action
22		<b>Name: Margherita</b> Description: A hugely popular margherita, with a deliciously tangy single cheese topping Price: ₹99	Available	Edit Delete
22		<b>Name: Double Cheese Margherita</b> Description: The ever-popular Margherita - loaded with extra cheese... oodles of it Price: ₹150	Available	Edit Delete
22		<b>Name: Farm House</b> 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	Available	Edit Delete
22		<b>Name: Peppy Paneer</b> Description: Chunky paneer with crisp capsicum and spicy red pepper - quite a mouthful! Price: ₹190	Available	Edit Delete
22		<b>Name: Mexican Green Wave</b> Description: A pizza loaded with crunchy onions, crisp capsicum, juicy tomatoes and jalapeno with a liberal sprinkling of exotic Mexican herbs. Price: ₹149	Available	Edit Delete
22		<b>Name: Deluxe Veggie</b>	Available	Edit Delete

## Update Item:-

The screenshot shows the Admin Page interface with a modal dialog titled "Item Id: 69" over a list of pizza items. The modal contains the following details for the Margherita pizza:

Image	Item Detail	Status	Action
	<b>Name: Margherita</b> Description: A hugely popular margherita, with a deliciously tangy single cheese topping Price: ₹99 Category Id: 22	Available	Edit Delete
	<b>Name: Double Cheese Margherita</b> Description: The ever-popular Margherita - loaded with extra cheese... oodles of it Price: ₹150	Available	Edit Delete
	<b>Name: Farm House</b> 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	Available	Edit Delete
	<b>Name: Peppy Paneer</b> Description: Chunky paneer with crisp capsicum and spicy red pepper - quite a mouthful! Price: ₹190	Available	Edit Delete
	<b>Name: Mexican Green Wave</b> Description: A pizza loaded with crunchy onions, crisp capsicum, juicy tomatoes and jalapeno with a liberal sprinkling of exotic Mexican herbs. Price: ₹149	Available	Edit Delete
	<b>Name: Deluxe Veggie</b>	Available	Edit Delete

The modal also includes fields for Name (Margherita), Price (99), Category Id (22), and Description (A hugely popular margherita, with a deliciously tangy single cheese topping). There are "Update Img" and "Update" buttons at the bottom of the modal.

## Contact US Information:-

localhost/OnlinePizzaDelivery/admin/index.php?page=contactManage

Info! If problem is not related to the order then order id = 0

**HISTORY**

ID	User ID	Email	Phone No	Order ID	Message	Datetime	Status	Reply
8	6	poojanzmera31@gmail.com	9879719578	0	hgfcfc	2025-04-01 09:20:49	Resolved	<button>Reply</button>
7	6	poojanzmera31@gmail.com	9879719578	25	where is my order	2025-03-30 10:47:17	Resolved	<button>Reply</button>
6	6	poojanzmera31@gmail.com	9879719578	17	Where My Order Reached???	2025-03-25 20:01:04	Resolved	<button>Reply</button>

localhost/OnlinePizzaDelivery/admin/index.php?page=contactManage

Info! If problem is not related to the order then order id = 0

**Your Sent Message**

Contact ID	Reply Message	datetime
6	Comming Soon...	2025-03-25 20:01:29
7	comes	2025-03-30 10:50:30
8	OKTFTYYG	2025-04-01 09:21:45

**HISTORY**

ID	User ID	Email	Phone No	Order ID	Message	Datetime	Status	Reply
8	6	poojanzmera31@gmail.com	9879719578	0	hgfcfc	2025-04-01 09:20:49	Resolved	<button>Reply</button>
7	6	poojanzmera31@gmail.com	9879719578	25	where is my order	2025-03-30 10:47:17	Resolved	<button>Reply</button>
6	6	poojanzmera31@gmail.com	9879719578	17	Where My Order Reached???	2025-03-25 20:01:04	Resolved	<button>Reply</button>

## Feedbacks:-

The screenshot shows a web browser window titled "Admin Page" with the URL "localhost/OnlinePizzaDelivery/admin/index.php?page=deliveryBoyReviews". The main content area is titled "User Reviews & Complaints" and displays a table with the following data:

Review ID	User ID	Order ID	Rating	Complaint	Review Date	Action
5	6	17	4/5	Nice Service and kind nature...	2025-03-25 20:38:22	<button>Delete</button>

A vertical sidebar on the left contains various icons for managing users and orders.

## Users Information:-

The screenshot shows a web browser window titled "Admin Page" with the URL "localhost/OnlinePizzaDelivery/admin/index.php?page=userManage". The main content area displays a table of user information with the following data:

Userid	Photo	Username	Name	Email	Phone No.	Type	Status	Action
13		divyraj	First Name: divyraj Last Name: gohil	dgohil23@gmail.com	9512128080	User	Active	<button>Edit</button> <button>Delete</button>
12		vardhit	First Name: Vardhit Last Name: Vamja	vardhit21@gmail.com	9791220563	User	Active	<button>Edit</button> <button>Delete</button>
6		pooja	First Name: Pallavi Last Name: Zanzmera	poojazanzmera31@gmail.com	9879719578	User	Active	<button>Edit</button> <button>Delete</button>

A vertical sidebar on the left contains various icons for managing users and orders.

## Delivery Boy Information:-

The screenshot shows the Admin Page interface with three main sections:

- Pending Delivery Requests:** A table with columns: ID, Delivery Boy Name, Name, Email, Phone, Vehicle Type, Actions. One row is shown: ID 6, Delivery Boy Name Raj, Name Raj Nayak, Email rajnayak21@gmail.com, Phone 9765365264, Vehicle Type no, Actions with buttons Accept (green) and Reject (red).
- Approved Delivery Boys:** A table with columns: ID, Delivery Boy Name, Name, Email, Phone, Vehicle Type. Two rows are shown: ID 3, Delivery Boy Name pooja, Name pooja zanzmera, Email poojazanzmera@gmail.com, Phone 8975537274, Vehicle Type yes; ID 5, Delivery Boy Name mohan, Name Mohan Patel, Email Mohan@gmail.com, Phone 7653433252, Vehicle Type yes.
- Rejected Delivery Boys:** A table with columns: ID, Delivery Boy Name, Name, Email, Phone, Vehicle Type. One row is shown: ID 4, Delivery Boy Name ujas, Name Ujas zanzmera, Email ujaszanzmera06@gmail.com, Phone 9638619578, Vehicle Type no.

## Delivery boy rate and Complaints:-

The screenshot shows the Admin Page interface with a section titled "User Reviews & Complaints".

Review ID	User ID	Order ID	Rating	Complaint	Review Date	Action
6	6	32	5/5	Excellent service, very fast delivery!	2025-04-01 21:45:48	<button>Delete</button>
7	7	33	4/5	Good service but could be quicker.	2025-04-01 21:45:48	<button>Delete</button>
8	8	34	3/5	Average experience, late delivery.	2025-04-01 21:45:48	<button>Delete</button>
9	9	33	2/5	Poor packaging, item was damaged.	2025-04-01 21:45:48	<button>Delete</button>
10	10	32	1/5	Very bad experience, not satisfied.	2025-04-01 21:45:48	<button>Delete</button>
5	6	17	4/5	Nice Service and kind nature...	2025-03-25 20:38:22	<button>Delete</button>

## Admin Payouts per Order:-

The screenshot shows a web-based admin interface for managing payouts. On the left, there is a vertical sidebar with various icons. The main content area displays two tables.

**Total Payouts Per Order**

Order ID	Amount (₹)	Delivery Date	Payout (₹)
33	₹324.00	01-04-2025 18:49:20	₹32.40

**Total Payouts Per Delivery Boy**

Delivery Boy	Total Payout (₹)
pooja zanzmera	₹32.40

A blue "Print" button is located at the bottom right of the second table.

## Site Details:-

The screenshot shows a web-based site details management page. On the left, there is a vertical sidebar with various icons. The main content area has a teal header bar with the text "Pizza World". Below it is a form for entering site information.

**Pizza World**

System Name: Pizza World

Email: poojazanzmera31@gmail.com

Contact-1: 9879719578

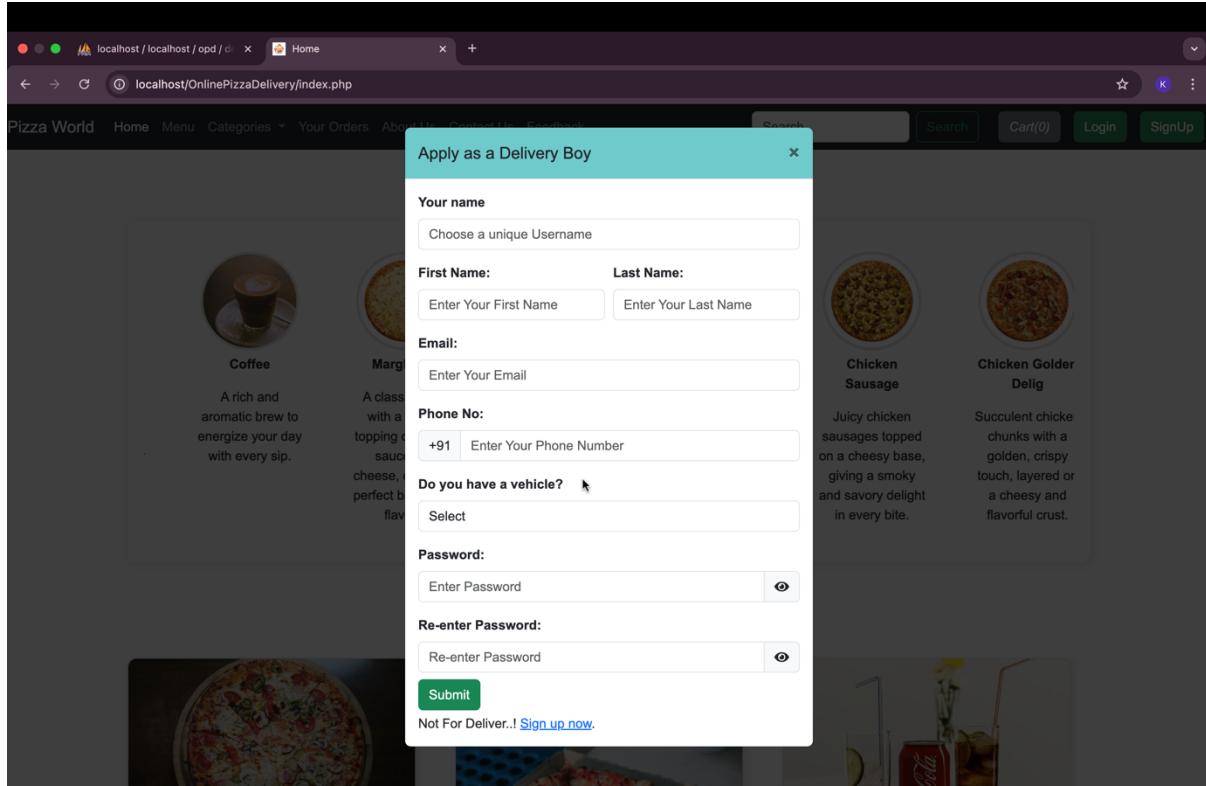
Contact-2(optional): 9512128080

Address: C.K. Pithawalla <br>College of Commerce Management <br>and Computer Applicatio

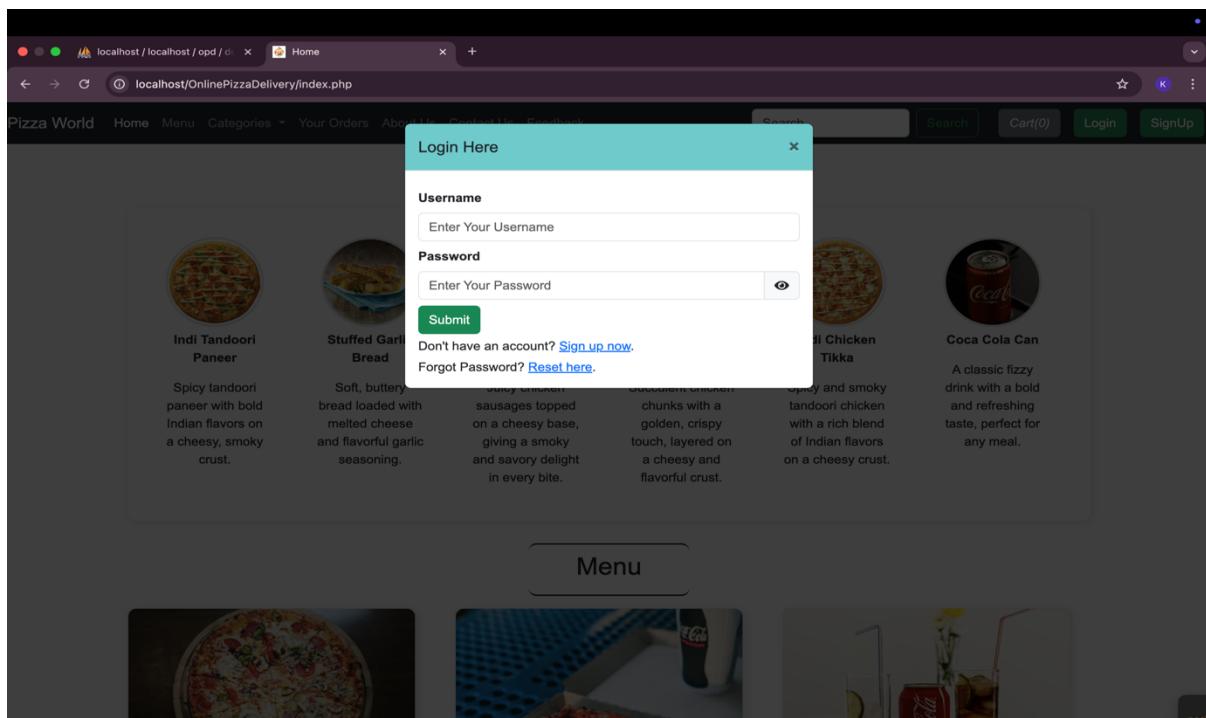
A teal "Save" button is located at the bottom right of the form.

## ⌚ Delivery Person Panel:-

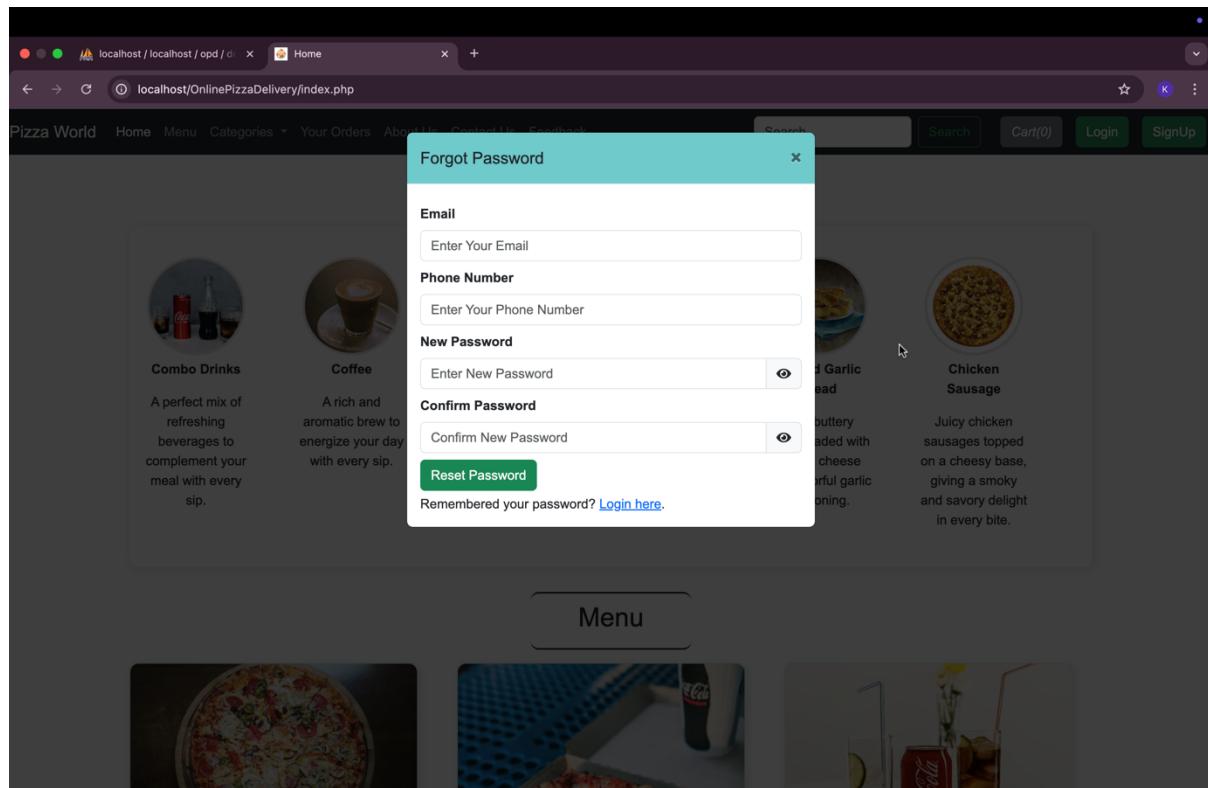
### Sign up page:-



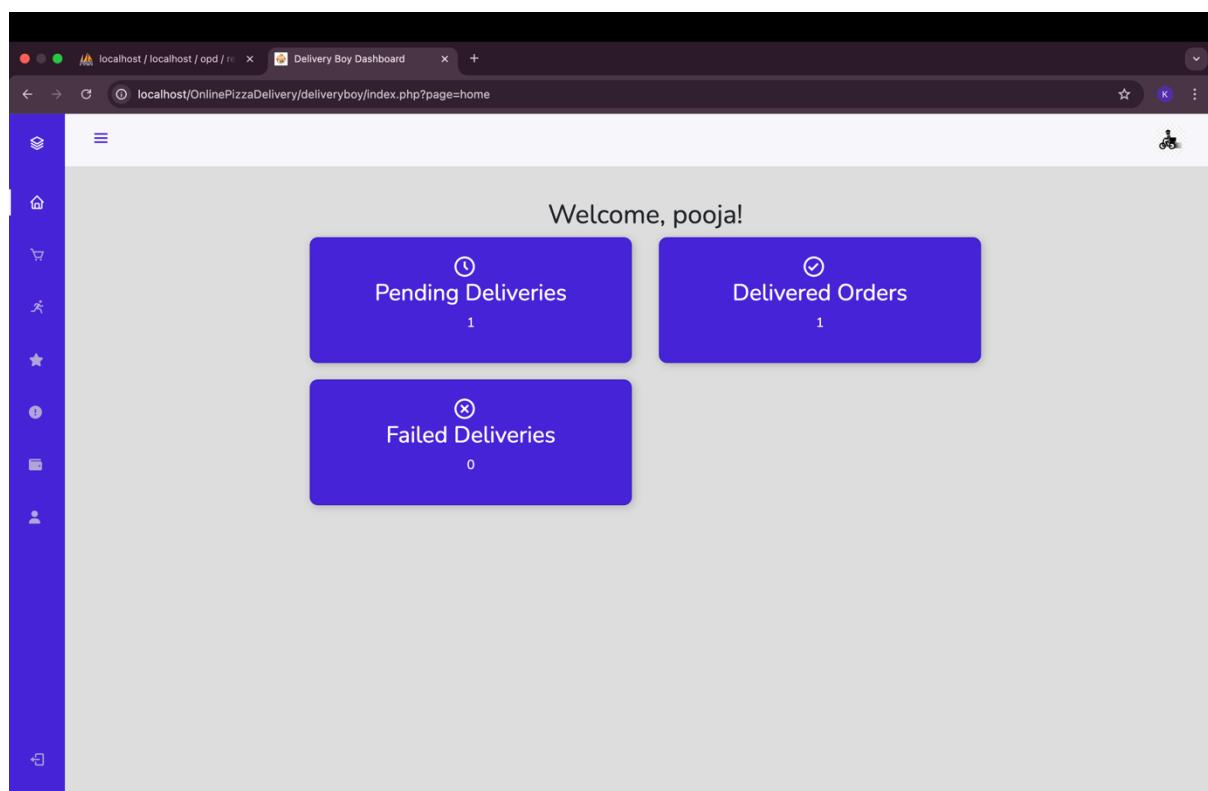
### Login page:-



## Reset Password:-



## Delivery Person Dashboard:-



## Delivery Person's assigned order from a admin:-

The screenshot shows a web-based delivery dashboard. On the left is a vertical sidebar with icons for home, cart, delivery status, and user management. The main content area has a header "Order Details". Below it is a table with columns: Order ID, User Name, Full Address, Zip Code, Phone No, Amount, Payment Mode, Status, and Items. Two orders are listed:

Order ID	User Name	Full Address	Zip Code	Phone No	Amount	Payment Mode	Status	Items
33	Pallavi Zanzmera	katargam	563456	9879719578	₹324.00	Online Payment		
32	Pallavi Zanzmera	30, danguvev society, behind anath aashram, katargam road, surat	563456	9879719578	₹804.00	Cash on Delivery		

A modal window titled "Order Status and Delivery Details" is overlaid on the main dashboard. It contains two sections: "Order Status" and "Estimate Time (minute)". In the "Order Status" section, there is a dropdown menu set to "1" with an "i" icon and a "Update" button. In the "Estimate Time (minute)" section, there is an input field containing "30" and a "Update" button. The background of the main dashboard is dimmed.

**Order Details**

Order ID	User Name	Full Address	Zip Code	Phone No	Amount	Payment Mode	Status	Items
33	z	z	z	z	z	z	z	z
32	z	z	z	z	z	z	z	z

**Order Items (Order Id: 33)**

Item	Quantity	Size
COMBO DRINKS Rs. 290/-	1	M

## All Delivery Details:-

**Your Assigned Orders**

**Pending Orders**

Order ID	Customer	Address	Zip Code	Phone No	Amount	Payment Mode	Order Status	Order Date
33	pooja	katargam	563456	9879719578	₹324.00	Online	Order Confirmed	2025-04-01 18:49:20

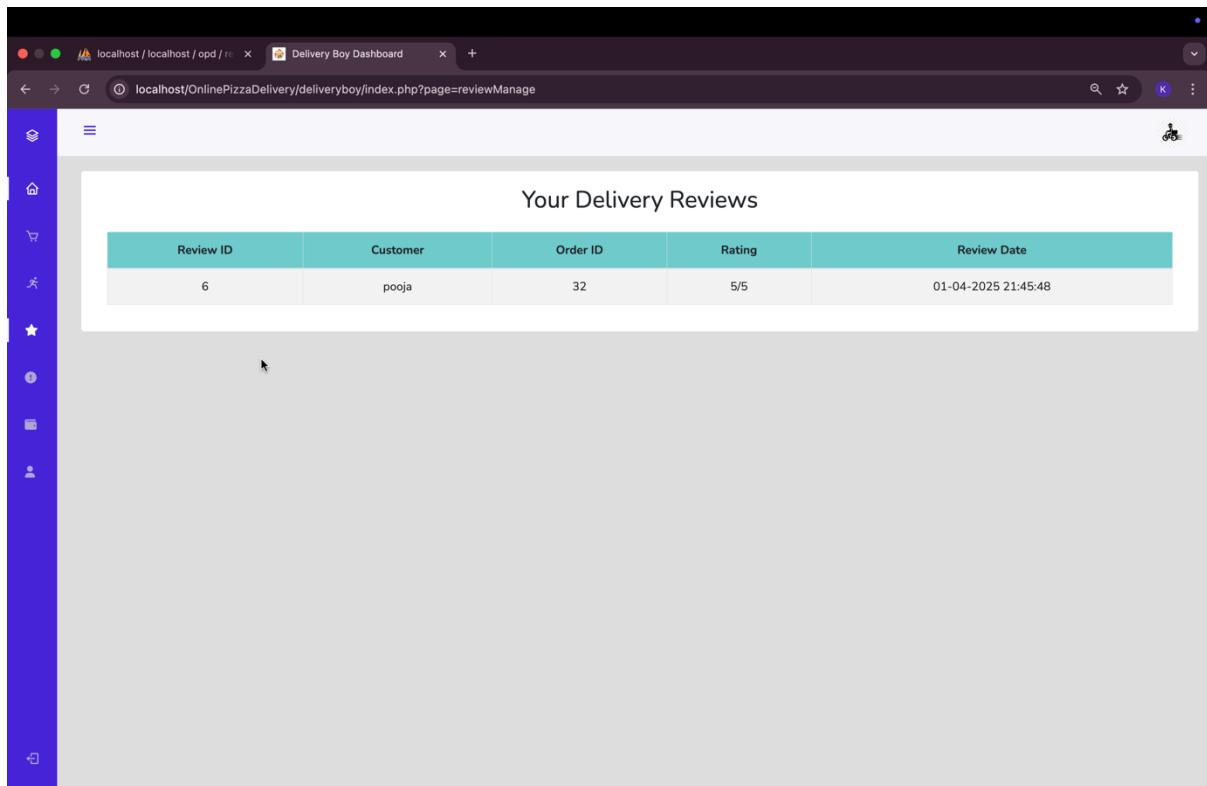
**Completed Orders**

Order ID	Customer	Address	Zip Code	Phone No	Amount	Payment Mode	Order Status	Order Date
32	pooja	30, danguvev society, behind anath aashram, katargam road, surat	563456	9879719578	₹804.00	Cash on Delivery	Order Delivered	2025-04-01 18:48:57

**Cancelled Orders**

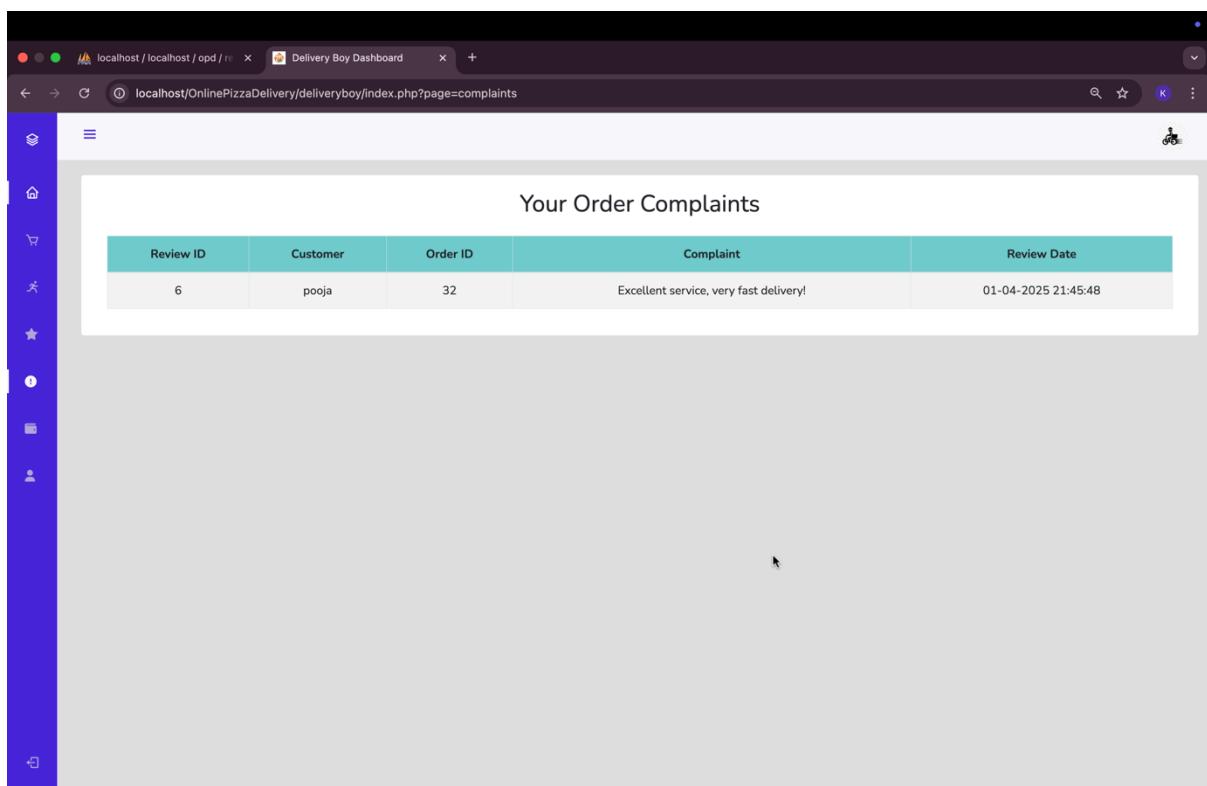
Order ID	Customer	Address	Zip Code	Phone No	Amount	Payment Mode	Order Status	Order Date
No orders in this category								

## Delivery Person Rate and Complaints:-



The screenshot shows a web browser window titled "Delivery Boy Dashboard" with the URL "localhost/OnlinePizzaDelivery/deliveryboy/index.php?page=reviewManage". The page displays a table titled "Your Delivery Reviews" with one row of data:

Review ID	Customer	Order ID	Rating	Review Date
6	pooja	32	5/5	01-04-2025 21:45:48



The screenshot shows a web browser window titled "Delivery Boy Dashboard" with the URL "localhost/OnlinePizzaDelivery/deliveryboy/index.php?page=complaints". The page displays a table titled "Your Order Complaints" with one row of data:

Review ID	Customer	Order ID	Complaint	Review Date
6	pooja	32	Excellent service, very fast delivery!	01-04-2025 21:45:48

## Payouts Per Order:-

The screenshot shows a web browser window titled "Delivery Boy Dashboard" with the URL "localhost/OnlinePizzaDelivery/deliveryboy/index.php?page=payouts". On the left, there is a vertical sidebar with icons for Home, Orders, Products, Favorites, Profile, and Help. The main content area is titled "My Payouts". It contains a table with four columns: "Order ID", "Amount (₹)", "Delivery Date", and "Payout (₹)". A single row is shown with the values: Order ID 32, Amount ₹804.00, Delivery Date 01-04-2025 18:48:57, and Payout ₹80.40. At the bottom right of the table, a green button says "Total Payout: ₹80.40". There is also a yellow "Print Payouts" button at the top right.

## Manage Profile:-

The screenshot shows a web browser window titled "Delivery Boy Dashboard" with the URL "localhost/OnlinePizzaDelivery/deliveryboy/index.php?page=delivery\_boy\_profile". The left sidebar is identical to the previous screenshot. The main content area is titled "Delivery Boy Profile". It features a "Profile Photo" section with a circular placeholder image of a man, a "Choose file" input field, and "Upload" and "Remove" buttons. Below the photo, the delivery boy's name "pooja zanzmera" and email "poojazanzmera@gmail.com" are displayed. To the right, there is a "Update Information" form with fields for First Name ("pooja"), Last Name ("zanzmera"), Email ("poojazanzmera@gmail.com"), and Phone ("8975537274"). A "Forgot Password?" link and a green "Update Profile" button are at the bottom of the form.

# 7

Chapter

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## 7. System Limitation and Future Enhancement

## ✓ System Limitations

Despite its numerous advantages, the online pizza delivery system has some limitations:

- **Internet Dependency** – The system requires a stable internet connection for placing and managing orders. Users with slow or no internet access may face difficulties.
- **Limited Customization** – Some pizza customizations may not be available online compared to in-store ordering.
- **Delivery Constraints** – The delivery service might be restricted to specific locations, making it inaccessible to users in remote areas.
- **Technical Glitches** – System errors, payment failures, or server downtime could impact order processing and customer satisfaction.
- **User Authentication Issues** – If login credentials are forgotten, users may face delays in accessing their accounts.
- **Real-Time Tracking Limitations** – The system may not always provide accurate real-time tracking updates due to GPS connectivity issues.
- **High Traffic Management** – The system may slow down or crash during peak hours due to excessive traffic.
- **Limited Payment Methods** – Some users may prefer cash on delivery, which might not be available in certain cases.
- **Refund & Cancellation Delays** – Processing refunds or cancellations might take longer, affecting customer trust.

## ✓ Future Enhancements

To improve and expand the online pizza delivery system, the following future enhancements can be considered:

- **AI-Based Order Recommendations** – Implement AI-based suggestions for personalized pizza recommendations based on user preferences.
- **Voice Order Integration** – Allow customers to place orders using voice commands via mobile apps or smart devices.
- **Drone or Robot Delivery** – Introduce automated drone or robotic delivery for faster and contactless delivery.
- **Augmented Reality (AR) Menu** – Provide an AR-based menu where customers can visualize their pizza before ordering.
- **Enhanced Real-Time Tracking** – Improve GPS tracking accuracy for better real-time order tracking.
- **Loyalty & Reward Programs** – Introduce a loyalty program where frequent customers earn points and receive discounts.
- **Multilingual Support** – Add language options to make the system accessible to a wider audience.
- **Cryptocurrency Payment Support** – Integrate cryptocurrency payment options for tech-savvy users.
- **Eco-Friendly Packaging Option** – Provide users with an option to choose sustainable, eco-friendly packaging.
- **24/7 Customer Chat Support** – Implement AI-powered chatbots for instant customer assistance.

# 8

Chapter

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## 8. References

- 8.1      Bibliography
- 8.2      Webography

## 8.1 Bibliography

- ✓ "E-Commerce: Business, Technology, Society" – Kenneth C. Laudon & Carol Guercio Traver
  - Provides insights into online business models, payment gateways, and customer interaction.
- ✓ "Web Development & Design Foundations with HTML, CSS, JavaScript" – Terry Felke-Morris
  - Covers the technologies used in website development, including front-end and back-end integration.
- ✓ "Database Systems: Design, Implementation, & Management" – Carlos Coronel, Steven Morris
  - Details about relational databases, SQL queries, and data management.
- ✓ "The Lean Startup" – Eric Ries
  - Provides methodologies for launching and managing an online business efficiently.
- ✓ Research Paper: "Online Food Ordering Systems & Their Impact on Consumer Behavior"
  - Discusses the advantages and challenges of online food delivery platforms.

## 8.2 Webography

Sites URL:-

✓ **For PHP**

- [www.php.net](http://www.php.net)
- <http://www.w3schools.com/php/>

✓ **For MySQL**

- <http://dev.mysql.com/doc>

✓ **For jQuery and CSS**

- <http://jquery.com/>
- <http://css-tricks.com/>
- <http://cssglobe.com/>

✓ **For AI**

- <https://openai.com/chatgpt>

✓ **For Razorpay**

- <https://razorpay.com>
- <https://razorpay.com/docs/>
- <https://razorpay.com/docs/api/>
- <https://dashboard.razorpay.com>