

E-FEELICIOUS ORDERING SYSTEM



UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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JUDUL: **E-FEELICIOUS ORDERING SYSTEM**

SESI PENGAJIAN: [2020/2021]

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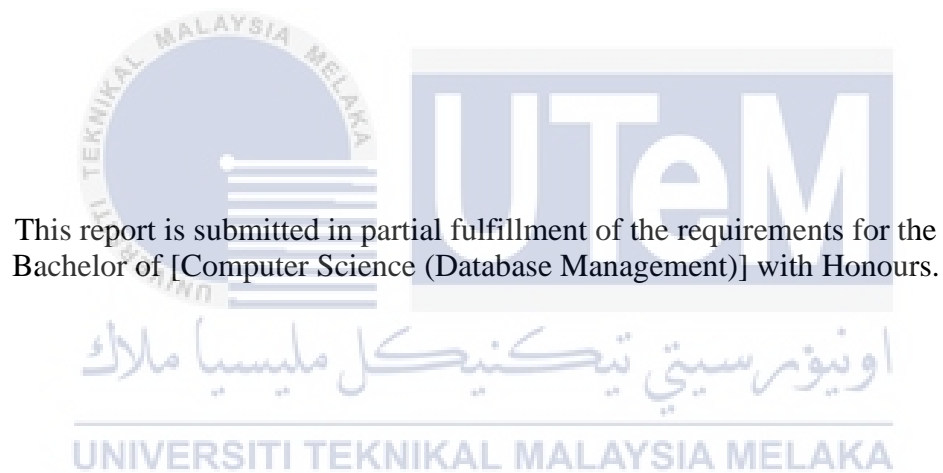
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E-FEELICIOUS ORDERING SYSTEM

FATIN NAJIEHAH BINTI MOHD ZAMELI



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2020/2021

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I hereby declare that this project report entitled

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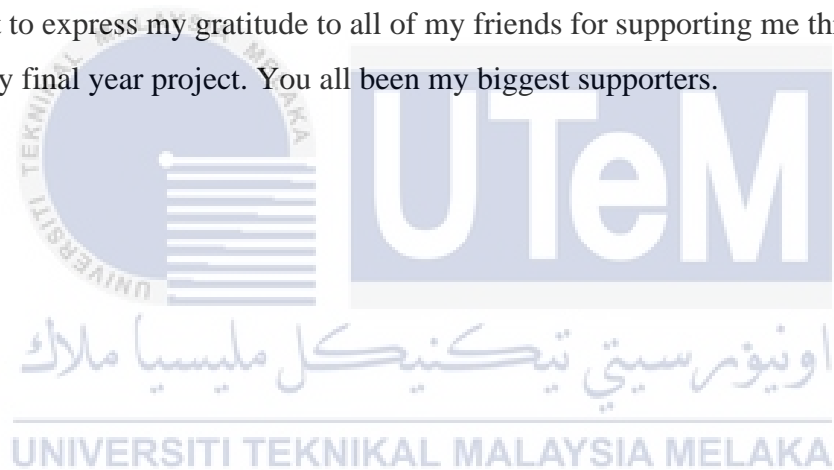
I hereby declare that this project report entitled

DEDICATION

My Final Year Project is dedicated to my beloved parents, Encik Mohd Zameli and Puan Zaliha, whose always give blessings and put me in their prayers. Words of encouragement from them I still remember and hold on tight to it.

I also dedicate this Final Year Project to my supervisor Ts. Dr. Yahaya bin Abd Rahim who have supported me, kept me motivated, and assisted me with his ideas along the process. I will always be grateful for all of his initiatives in assisting me throughout developing my Final Year Project.

I also want to express my gratitude to all of my friends for supporting me throughout the development of my final year project. You all been my biggest supporters.



ACKNOWLEDGEMENTS

This is to acknowledge everyone who contributed to making this final year project a reality without whom this would not be possible. To begin, I would like to express my gratitude to my supervisor, Ts. Dr. Yahaya bin Abd Rahim, who provided invaluable assistance, spent his time and effort, and taught me how to accomplish it. This final year project would never have been completed without his assistance.

I want to express my appreciation to who have always been encouraging of me and have clarified my doubts, as well as my parents, who have also significantly contributed to the completion of my final year project. I want to take this opportunity to thank them for their support, and I hope that they will always continue to do so in the future.

A project is a bridge between theoretical and practical learning and with this thinking I worked on my final year project and was able to complete it because of the assistance and efforts of everyone who assisted me.

Again, I would like to express my gratitude to my students and friends for their support and encouragement in developing and completing my project. All of these owe me a debt of gratitude. I was only able to complete my project and make it a positive and pleasurable journey because of them.

Thanks for all your encouragement!

ABSTRACT

Here, an E-Feelicious Ordering system is proposed to make the ordering procedure easier. The proposed system provides a user interface and updates the menu to include all accessible alternatives, making customer task become easier. Customers can place orders for several desserts and check order details before checking out. The customer receives an order confirmation. The order is queued and updated in the database before being returned in real time. This system helps the employees in checking orders in real time and processing them effectively and easily with minimal mistakes. This project aims to replace the old and inefficient ordering method which is commonly used by all sellers with a new and more efficient approach. The current ordering process is inconvenient for both employees and customers since it involves a great deal of human labor. The manual work done by the employees will result in certain human mistakes, such as giving the wrong bill to the clients, the waiter's handwriting being unattractive, and the order sequence being improper. Customers will be dissatisfied with the seller as a consequence of all of these human mistakes. As a result, this ordering system was created to enable the seller in better managing their product. The time taken to place an order has been cut in half thanks to this ordering system.

ABSTRAK

Di sini, E-Feelicious Ordering System dicadangkan untuk mempermudah prosedur pesanan. Sistem yang dicadangkan menyediakan antara muka pengguna dan mengemas kini menu untuk memasukkan semua alternatif yang dapat diakses, menjadikan tugas pelanggan menjadi lebih mudah. Pelanggan boleh membuat pesanan untuk beberapa pencuci mulut dan memeriksa perincian pesanan sebelum mendaftar keluar. Pelanggan menerima pengesahan pesanan. Pesanan itu diatur dalam barisan dan dikemas kini dalam pangkalan data sebelum dikembalikan dalam masa nyata. Sistem ini membantu pekerja dalam memeriksa pesanan dalam masa nyata dan memprosesnya dengan berkesan dan mudah dengan kesalahan minimum. Projek ini bertujuan untuk menggantikan kaedah pesanan lama dan tidak cekap yang biasanya digunakan oleh semua penjual dengan pendekatan baru dan lebih cekap. Proses pesanan semasa tidak selesai bagi pekerja dan pelanggan kerana melibatkan banyak tenaga kerja manusia. Kerja manual yang dilakukan oleh pekerja akan mengakibatkan kesilapan manusia tertentu, seperti memberi tagihan yang salah kepada pelanggan, tulisan tangan pelayan tidak menarik, dan urutan pesanan tidak tepat. Pelanggan akan tidak berpuas hati dengan penjual akibat daripada kesilapan manusia ini. Hasilnya, sistem pesanan ini dibuat untuk membolehkan penjual menguruskan produk mereka dengan lebih baik. Masa yang diambil untuk membuat pesanan telah dipotong separuh berkat sistem pesanan ini.

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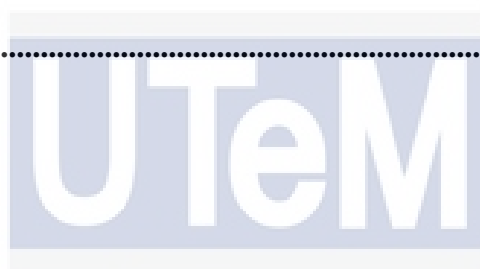
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LIST OF ABBREVIATIONS

FYP	-	Final Year Project
PSM	-	Projek Sarjana Muda
EFOS	-	E-Feelicious Ordering System
PHP	-	Hypertext Preprocessor
CSS	-	Cascading Style Sheets
HTML	-	Hypertext Markup Language
SQL	-	Structured Query Language



CHAPTER 1: INTRODUCTION

1.1 Introduction

This system has been developed to fulfill the "Project Sarjana Muda" requirement. This system is based on the case study from the Feelicious.co Dessert online business. Customers can place the order via the internet. This will make the ordering process which had been done manually become much easier, whereby with the internet access or connection, customers are able to make the purchasing of desserts within seconds. On the other hand, this system also helps the Feelicious.co Dessert management to manage the ordering information such as products and customers information in more effective and precise way. Finally, all the information will be inserted into the Feelicious.co Dessert databases, which previously all the ordering details and product information of the Feelicious.co Dessert will be kept into the file-based system. This system allows the manager to view, add and update information regarding the desserts (products). For examples, admin can insert and update the stock of products that available, availability of the dessert, can edit the price of the dessert. The staff can view the order list and update the order. They also can view the customer details. Customer can order by their own by looking at the menu of the dessert offered by the Feelicious.co Dessert. They can order by insert their information needed, choose the desserts, and complete the order. They also can view the order status and the staff who prepared the order.

The E-Feelicious Ordering System (EFOS) is a system for a business to make the record of the orders and product. The current system is very inefficient since they must record each orders manually. With this system the operations become more organized and less time-consuming. This system will allow admin to maintain their record in one place which will be easy to manage and will also reduce the risk of lost and errors. This system makes the daily tasks become easier, simpler, and faster for everyone from a small independent business.

1.2 Problem Statement

1. Time consuming

The administrator must keep track of the previous data of the customer. Extra time is needed to search the history of the order information.

2. Wrong order

Due to a misinterpretation of handwriting order, the potential of making a mistake was higher.

3. Inconvenience

The staff might lose the conversation with customer or misplace the order paper.

1.3 Objective

- I. To provide a system that able to do online ordering which is via the internet for customers
- II. To systemize all the ordering information and customers information and store the data into the database
- III. To provide online menu for the customer
- IV. To calculated price of order

1.4 Scope of the Project

Module to be developed

- i. Login Module
Login function is needed to identify whether the user is customer, manager, or staff. Different user login can perform different tasks.
- ii. Update profile
Customers can update their profile. They can update their name, email, phone number and address.
- iii. Order module
The customer can place the order after they view the menu and add to the cart.
- iv. View order details module
The admin and staff can view the full order details of the customer.
- v. View menu
The customers can view the menu through this system. The customers will get to know about the desserts' name, description, and price.
- vi. Add new menu
The admin can add new menu to the system. Admin can add the name, price, description, and picture of the dessert. After admin inserted, the customer can view it through the menu page.
- vii. Update menu
Admin can update any changes to the dessert details. The admin can update the name, price, picture, description, stock, and availability of the menu.
- viii. View staff
Admin can view all staff details including their name, email, phone number and their status.

- ix. Update order details
Admin can update the order details to be display to the customer.
So that customer will know the order status.

Table 1.1: Target users

System scope	Explanation
Admin of the Feelicious.co Dessert	<ul style="list-style-type: none"> - View all the orders from customer - Update the order status - View all the dessert details - Edit the dessert details - Update the availability of the dessert - View all staff information's
Staff of the Feelicious.co Dessert	<ul style="list-style-type: none"> - View all the orders from customer - Update the staff information in orders
Customer	<ul style="list-style-type: none"> - Signup as new user - Login - View all the desserts - Add the dessert to cart - Place order for the dessert - View order status

1.5 Project Significance

According to the technology that has been designed, data can be simply lost and damaged. Because they are currently taking order through WhatsApp and a paper form in their manual or existing system. This system is made to also can reduce time, example it will ease the process of taking order that usually is taken manually before this that consume time. The staff are no longer must spend time processing clients' orders, worry less about communication problems, and simplify their order operation process. This system also secure and store information of the orders and customer. So that the order will not lose or damaged.

1.6 Expected Output

- i. Output 1: To simplify the whole ordering process.
- ii. Output 2: To improve the efficiency of the order management
- iii. Output 3: To accept a larger number of orders with ease
- iv. Output 4: All the customers' information will be more secure.

1.7 Conclusion

Overall, this chapter is crucial in the development of a system that is more efficient, stable, and user-friendly. Additionally, the system may be constructed quickly because the developer will be familiar with the system's issue statement, objective, and expected output. This chapter is helpful in assisting developers in understanding what should be developed based on the real data provided. To summarize, the new system that will be constructed will be able to improve the current system's functionality and efficacy.

This project's literature review and approach will be discussed in Chapter 2.

CHAPTER 2: LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

The database life cycle (DBLC) defines the stages involved for implementing a database, starting with requirements analysis, and ending with monitoring and modification. Furthermore, the DBLC never ends because database monitoring, modification, and maintenance are part of the life cycle, and these activities continue long after a database has been implemented. The process of gathering real-world requirements, assessing requirements, creating the data and function of the system, and then executing the operations in the system is known as database system development. To ensuring that the system has been designed efficiently, the Database Life Cycle (DBLC) technique is used as a database development methodology. In section 2.2 Database Methodology, the phases of DBLC are explained. After each stage is completed, the life cycle proceeds to the next stage.

