

**FOODS DELIVERY SYSTEM (FoDeS)**

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UNIVERSITI TEKNIKAL MALAYSIA MELAKA

## BORANG PENGESAHAN STATUS TESIS\*

JUDUL: Foods Delivery System

SESI PENGAJIAN: 2010/2011

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# **FOODS DELIVERY SYSTEM (FoDeS)**

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This report is submitted in partial fulfillment of the requirement for the  
Bachelor of Computer Science (Database Management)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY  
UNIVERSITI TEKNIKAL MALAYSIA MELAKA

2011




**DECLARATION**

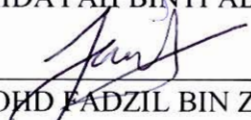
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is written by me and is my own effort and that no part has been plagiarized  
without citations.

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## DEDICATION

This thesis is dedicated to my father Abdul Rahim Bin Yaacob, who taught me that the best kind of knowledge to have is that which is learned for its own sake. It is also dedicated to my mother Norlia Binti Aziz, who taught me that even the largest task can be accomplished if it is done one step at a time. I also dedicated to my entire lecture that teaches me from the first semester until last. Not forget to all my friends, course mate, class mate that shared the idea and also the seniors that share their experience in developing *Projek Sarjana Muda*.

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To my beloved parents and siblings who give me full support morally and economically, motivate and inspire me during the hard time to complete this project.

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To all my friends and everyone who has involved for helping in this project either directly or indirectly. Once again, I would like to wish all of them with my highest respect because they really deserve it.

## ABSTRACT

This proposed system is known as the Food Delivery System (FoDeS). It will be used to help administration to manage delivery meal and help the customer that have problem in transportation. This system will keep all the information about the customer in order to make the delivery process smoothly. The benefits of this system are it can be used by customer in order their meals via Short Messaging Service (SMS). In addition, it is also provide the order schedule for restaurant and delivery agent. This system is easily to access at somewhere that has an internet connection and a personal computer. This system is web based with the PHP programming language and is connected to a database developed and design using MySQL. The methodology that chosen to develop FoDeS is Structured System Analysis and Design Method, SSADM and waterfall model will be used together in making the project. Waterfall model consists of five stages, which is requirements specification, design, implementation, verification, and lastly maintenance.

## ABSTRAK

Sistem yang dicadangkan dikenali sebagai Sistem Penghantaran Makanan (FoDeS). Sistem ini akan digunakan untuk pentadbiran dan membantu untuk menguruskan penghantaran makanan dan membantu untuk menguruskan penghantaran makanan dan membantu pelanggan yang mempunyai masalah pengangkutan. Sistem ini akan menyimpan semua maklumat tentang pelanggan untuk membuat proses penghantaran lancar. Kelebihan sistem ini adalah dapat digunakan oleh pelanggan untuk memesan kiriman mereka melalui Sistem Pesanan Ringkas (SMS). Selain itu, ianya juga menyediakan jadual untuk restoran dan agen penghantaran. Sistem ini mudah diakses di tempat-tempat yang mempunyai kemudahan internet dan juga komputer. Sistem ini berasaskan bahasa pengaturcaraan PHP dan dihubungkan ke pangkalan data dengan menggunakan perisian MySQL. Kaedah yang dipilih untuk menghasilkan sistem ini adalah Analisis Sistem Berstruktur dan Kaedah Rekabentuk dan model 'waterfall'. Model ini mengandungi 5 peringkat iaitu spesifikasi keperluan, rekabentuk, implementasi, pengujian, pengenalpastian dan akhir sekali peyelenggaraan.



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**LIST OF ABBREVIATIONS**

<b>TERMS</b>	<b>DESCRIPTION</b>
FoDeS	Foods Delivery System
PSM	Projek Sarjana Muda
UTeM	Universiti Teknikal Malaysia Melaka
SMS	Short Message Service
SSADM	Structured System Analysis and Design Method
GB	Gigabytes
GHz	Giga Hertz (Frequency scalar)
GSM	Global System for Mobile Communications
MB	Megabytes
PHP	Personal Home Page
PK	Primary Key
FK	Foreign Key
DFD	Data Flow Diagram
PC	Personal Computer
ERD	Entity Relationship Diagram
HTTP	HyperText Transfer Protocol

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Project Background**

Definition of delivery system is a means of procedure for providing a product or service to the public.

Foods Delivery System (FoDeS) is develop to solve the problem among restaurant that does not have their own delivery system. FoDeS is a web-based system to easily on manage the system. This system has two main users which is admin and customers. The admin can manage the system by monitor the registered customer and restaurant. The admin also record all the order process and the product that have been ordered.

FoDeS provide the system of the delivery meals to each restaurant that register to this system. This system will increase the restaurant profit and low the delivery cost. It also provides the easiest way for customer in making order from anywhere. There is no need for customer to go to the restaurant and make the order. In idea, the system receiving order by Short Message Service (SMS). Which is the customer just need to send the code of the meals that they want to order. From that, the agent will send the order to customer.

## 1.2 Problem Statement

- i. Restaurant that want to increase the number of customer but in low cost.
  - The restaurant can registered to this system by let the system do the delivering process without worried about it. The restaurants just have to produce their product well. The restaurants do not need to produce their own delivery system.
- ii. Customers that did not have proper transport to buy their desire meals.
  - Customers just need to register to FoDeS and they can make any order of their desire menus as long as they in terms of condition. This means by the location of the customers must in Melaka Tengah and the menus that have been order is valid.

## 1.3 Objective

This system is developing to:

- i. Easy the way of customer in order meals from favorite restaurants that did not have delivery system.
- ii. Low the cost delivering for each restaurant.
- iii. Easy for the customer that do not have transport to buy meals.
- iv. Easy for admin in manage and view reporting in the system.

## 1.4 Scope

The scopes in this system divide into three categories, which are:

- i. Users
  - Restaurant

- Restaurants that have been registered with this system must not have their own delivery system and located around Melaka Tengah.
  - Customer
    - Everyone that have been registered with valid address around Melaka Tengah and have mobile phone number.
  - Agent
    - Agent has to deliver the order and need to view their schedule.
  - Admin
    - Control the flow of the system
- ii. Location
- Around Melaka Tengah
- iii. Module
- Customer information module
    - Stored basic information about customer such as addresses and phone number.
  - Restaurant information module
    - Stored basic information about restaurant such as menu and location.
  - Product information module
    - Stored information about product or menu for each restaurant.
  - Orders information module
    - Stored information about orders that made by customers.
  - Reports information module
    - Stored weekly reports based on orders and restaurant that have sales.

## **1.5 Project Significance**

This system will provide delivery foods service to public. It is not contains menus from one restaurant but more than two. From that, the customers can make many options from different restaurant just at home or anywhere. The restaurant also can increase their profit and low the cost.

## **1.6 Expected Output**

As time goes by, FoDeS will help the public in easy their lifestyle in making order. That is just not fast food, but, variety sort of food can be delivery in front your door. Just types short message services (SMS), by using certain code, wait for a few minutes, and then the food delivered.

## **1.7 Conclusion**

Chapter I is briefly explain overall of the FoDeS about the benefits, the outcome and the problem that will be solved later. Chapter I give an overview what the system should be develop synchronize with the objective, problem statement and scope.

The next chapter is Literature Review and Project Methodology. In this next chapter, we will discuss more details about the FoDeS include the facts, findings, planning and also project scheduling.

## **CHAPTER II**

### **LITERATURE REVIEW AND PROJECT METHODOLOGY**

#### **2.1 Introduction**

Literature review is to increase the importance of my topic. The main idea of literature review is to provide an overview published research on the certain topic. In addition, literature review is usually organized thematically, such as different theoretical approaches, methodologies, or specific issues or concepts involved in the topic.

This chapter will discuss on literature review and project methodology. In literature review, we will study about facts, findings and current knowledge on existing system. It also discusses the technique and describes the selected approach of the project methodology. Project requirement such as software requirement, hardware requirement and other requirement also will be stated. The project must always keep in track. So, project schedule and Milestones will be planned and state every action and their description.

## **2.2 Facts and Findings**

### **2.2.1 Domain**

The FoDeS system is quite related to delivery services that have been provided by many restaurants in Malaysia. Its main idea is to develop an innovation web-based delivery system by function using short message service (SMS). With the system, the customer will be easy in the process of making their order. In addition, the customer can make their order anywhere and anytime as long as they are a registered customer to this system.

Besides that, the restaurants do not have to develop their own delivery system. In fact, the restaurants do not need to worry about the delivery cost and so on. They just have to provide tasty menus.

### **2.2.2 Existing System**

A delivery food is something that is very familiar to us. But, not all the restaurants that we admire have provided this system. FoDeS is similar to that delivery system. In this case, we have to study the existing system before we develop the new system out.

#### **2.2.2.1 Case Study 1**

For the first case study, we took any restaurants that provide a delivery system such as McDonald's. For this restaurant, they have their own delivery system that is called McDelivery and a website. The website provides their information, menus, and others related and updated information. What has to be stressed here is their process of delivery. McDelivery is a process that runs 24 hours per day. Every delivery is made via telephone call. So, every single customer that wants to make an order, they need to make the telephone call first. Then, they need to tell the duty staff what to order and

the location. From this, the telephone bill will be charged. In addition, the charged for the delivery services also included. This is quiet costing.

McDelivery's motto is 'Can't come to us? We'll come to you'. The figure 2.1 showed clearly the McDelivery process and their condition.

McDelivery > How to Order > English

## McDelivery : How to Order

**Can't come to us? We'll come to you.**  
**Call 1300-13-1300 for McDelivery™ anytime.**  
 It's simply hassle-free! We're just a dial away with the new nationwide and easy to remember number!

**How to order?**

1. Simple. When you're hungry just choose anything from the menu.
2. Pick up the phone and dial 1300-13-1300 for McDelivery™.
3. Follow the voice prompt for instructions.
4. Please inform the call agent if you'd like to use McDonald's Gift Certificates or any valid promotional offers.
5. Proceed to place your order with the call agent.

**Ordering Procedures for McDelivery™ Coupons**

1. When ordering with a coupon, please inform the order taker that you have a coupon and which offer it is for.
2. Please quote the promotion code when asked for it.
3. Please present the coupon when the McDelivery™ rider delivers your order.

**McDelivery™ Terms and Conditions**

- \* No minimum order required.
- \* RM3 will be charged for every delivery.
- \* Limited delivery areas apply due to limited participating restaurants.
- \* Order above RM120 should be made 2 hours in advance.

**Call charges to 1300-13-1300**

- \* TM (Telekom Malaysia) calls are based on local (not outstation) charges.
- \* Mobile phone calls are charged based on service provider's rates.
- \* Cash terms only and McDonald's® Gift Certificates are accepted.
- \* Credit cards not accepted.
- \* Other terms and conditions apply.

**McDelivery™ Coupons Terms and Conditions**

- \* Not available with any other McDonald's® offers, promotions and coupons.
- \* Not exchangeable for cash.
- \* Photocopies are allowed.
- \* Products are available while stocks last.

Figure 2.1: McDelivery Ordering Procedures