



Faculty of Computer Science and Information Technology

COFFEE ORDERING SYSTEM

Awang Azlan bin Awang Ahmad (65509)

Bachelor of Computer Science with Honours (Software Engineering)

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COFFEE ORDERING SYSTEM

AWANG AZLAN BIN AWANG AHMAD

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the requirements for the degree of
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ABSTRACT

The Coffee Ordering System is a web-based application designed to streamline and enhance the process of ordering coffee from a café or coffee shop. This system aims to provide a convenient and efficient way for customers to place their coffee orders, as well as for business owner to manage and fulfill those orders.

The system allows customers to access an online platform, which is through the website, where they can browse through the coffee menu, coffee types, customize their orders according to their preferences, and add them to their virtual cart. The system provides a user-friendly interface that facilitates smooth navigation and a seamless ordering experience.

Once the order is placed, the Coffee Ordering System sends a notification to the business owner or admin, who can then review and process the order accordingly. This can be done through a dedicated backend interface accessible to the admin, which provides real-time updates on incoming orders. The admin can track the progress of each order, manage inventory, and ensure timely preparation and delivery of the coffee to the customers.

By implementing the Coffee Ordering System, cafés and coffee shops can streamline their operations, reduce order errors, and enhance customer satisfaction. It saves time and effort for both customers and business owner, allowing for a more efficient coffee ordering process.

ABSTRAK

Sistem Pesanan Kopi ialah sistem berasaskan web yang membolehkan untuk memperkemas dan meningkatkan proses pesanan kopi dari kafe atau kedai kopi. Sistem ini bertujuan untuk menyediakan cara yang mudah dan cekap untuk pelanggan membuat pesanan kopi mereka, serta untuk pemilik perniagaan mengurus dan memenuhi pesanan tersebut.

Sistem ini membolehkan pelanggan mengakses platform dalam talian, iaitu melalui laman web, di mana mereka boleh menyemak imbas menu kopi, jenis kopi, menyesuaikan pesanan mereka mengikut keutamaan mereka, dan menambahkannya ke troli maya mereka. Sistem ini menyediakan antara muka mesra pengguna yang memudahkan navigasi yang lancar dan pengalaman pesanan yang lancar.

Setelah pesanan dibuat, Sistem Pesanan Kopi menghantar pemberitahuan kepada pemilik perniagaan atau pentadbir, yang kemudiannya boleh menyemak dan memproses pesanan itu dengan sewajarnya. Ini boleh dilakukan melalui antara muka bahagian belakang khusus yang boleh diakses oleh pentadbir, yang menyediakan kemas kini masa nyata pada pesanan masuk. Pentadbir boleh menjejaki kemajuan setiap pesanan, mengurus inventori dan memastikan penyediaan dan penghantaran kopi tepat pada masanya kepada pelanggan.

Dengan melaksanakan Sistem Pesanan Kopi, kafe dan kedai kopi boleh menyelaraskan operasi mereka, mengurangkan ralat pesanan dan meningkatkan kepuasan pelanggan. Ia menjimatkan masa dan usaha untuk pelanggan dan pemilik perniagaan, membolehkan proses pesanan kopi yang lebih cekap.

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CHAPTER 1 :

INTRODUCTION

1.0 Introduction

As technology advanced, online business has become an excellent option for people seeking additional income. Anyone may quickly set up an online business and begin selling their goods digitally in a matter of minutes. Having an online business allows you to run and manage it from anywhere in the globe. This significant advantage of having an online business allow you to monitor from anywhere, rather than being restricted to a physical location. The power of viral marketing via the internet also contributes significantly to the community's ability to expand their enterprises. You merely need an internet connection and a website to reach your target audience.

Kopi Itali (Italian Coffee) is a premium coffee whereby it uses a coffee machine with many brand such as HiBrew Coffee Machine. The price of this machine is quite expensive which is RM450 but it is worth it for the coffee maker. There are coffee powder that packaged in capsules designed specifically for this machine. Instead of utilising this machine for our personal use, it is optional to use it as a platform to generate additional income by selling Italian Coffee.

Typically, entrepreneurs put placement orders using WhatsApp and Facebook. Based on the customers' request, the business owner will scribble down the order list on a sheet of paper. Listing the order of actions completed on paper results in data loss and human mistake. On the basis of this issue, we want to build and construct a web-based system to address the situation.

2.0 Problem Statement

Business nowadays can be done easily compare to past time due to the presence of various social media. According to the author, internet marketing is one of the most adaptable and cost-effective methods for small businesses to increase their income over time with their target audience (Smith, 2019). Currently, the business owner uses Facebook and WhatsApp to market and sell their products. The business owner likes to do an easy methods of collecting and keeping order information on paper or in a notebook. The chance of losing the manual record and misplacing the order is increased. Moreover, the entrepreneur appears to have

ignored the Whatsapp and Facebook client orders, since a large number of consumers must be managed simultaneously. This indicates that the business owner lacks a more efficient database management system for keeping track of order records.

3.0 Scope

The Coffee Ordering System is a web-based system platform designed for company owners. This system's primary goal is to guarantee that the company owner can gather and track customer orders using a computerised system. In addition, the customer will place orders using this web-based platform too. Consequently, there are two sorts of users: customers who can place orders and company owners who can monitor the order list through the web-based system.

4.0 Aims and Objective

The main reason to conduct this project generally is to develop a web-based system for coffee ordering system. There are three objectives that are highlighted in order to achieve this particular goal which is:

- a. To design a web-based system for the business owner to keep track of the customers' orders
- b. To develop a complete ordering system function for the view of customer report, sales report and order report.
- c. To evaluate the effectiveness of using an online ordering system compared to the whatsapp or message-based ordering.

5.0 Brief Methodology

Rapid Application Development (RAD) will be implemented in the process of developing Coffee Ordering System. The figure below shows the phases inside the RAD methodology.

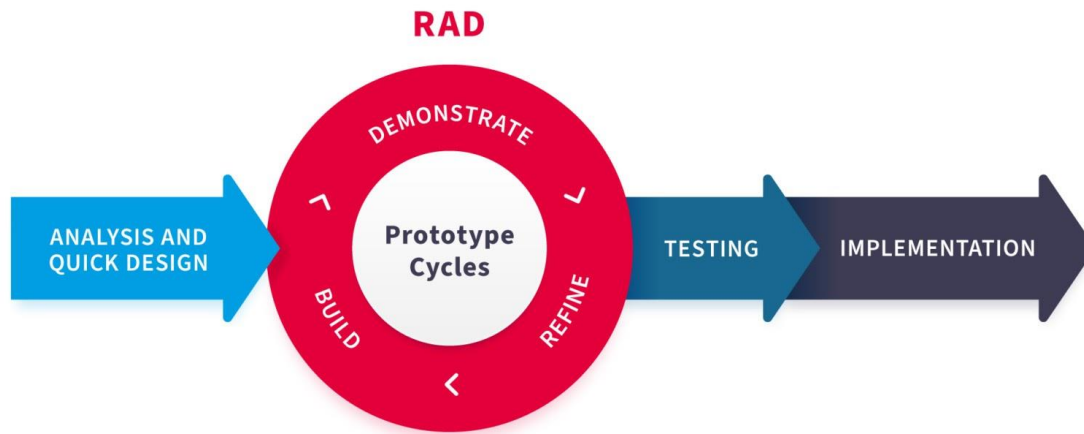


Figure 1. 1 - Rapid Application Development Methodology Phases (2021). Retrieved from <https://getbreakout.com/no-code/rapid-application-development/>

5.1 Phases in Rapid Application Development (RAD)

5.1.1 Analysis and Quick Design

In this phase, the primary objective of the proposed system will be determined. The necessary requirements for the proposed system will be gathered through survey and interview. The acquired data will be analysed to determine which functions are functioning and which are not. In this step, we will examine the ideal hardware and software to be utilised throughout the duration of the project. All of this must be completed for the first phase that must be prioritised at the outset of the proposed system.

5.1.2 Prototype Cycles

Before beginning with the building of the prototype, the database structure for this system must be determined. In addition, before beginning design, the proposed system prototype should adhere to the requirements of the stakeholders. The constructed prototype design must be presented to stakeholders in order to get their approval and ensure that the resulting prototype satisfies their expectations. Once the stakeholder is pleased with the design of the prototype, the developer may begin creating or programming the system based on the prototype. This process of developing the prototype will be repeated if stakeholder requirements are modified or if the stakeholder is not satisfied with the prototype. In this development process, PHP will be deployed and MySQL will be used to construct the database.

5.1.3 Testing

This phase is the most important phases for Rapid Application Development methodology. This is because after the approval of the prototype and completion of the development process, a test will be conducted. The objective of testing is to discover and correct any errors caused by unanticipated defects that emerge during the development process. White box testing and black box testing are the most often used types of testing. In this system development, white box testing will be performed to determine whether any errors occurred throughout the development process. Similar to black box testing, white box testing is used to ensure that the functional and non-functional requirements are being met without any defects. Before the system can be released to the public, we must confirm that it is free of defects and errors.

5.1.4 Implementation

For the implementation phase, the developer performs data conversion and trains users on how to use the proposed system. This phase again involves collaboration between the developer and the user, and can be conducted smoothly since the user's feedback has been considered during development.

6.0 Significance of Project

The completion of this project can ensure that the business owner will have a superior version of business management as well as income. According to a research conducted by Cornell University's School of Hotel Administration, most restaurants and hotels witnessed "substantial increases in order frequency" after using an online ordering system (Stephens, 2018). Rather of accepting orders on paper, an online ordering system may increase the efficiency of processing customers' orders and monitoring the order list. This online ordering method will decrease manpower since the system will take care of everything. There will be no more problems like the customer not receiving their purchase. It occurred as a result of a human mistake in processing the customers' order.

The use of a web-based system will sometimes increase company income. It will assist the entrepreneur in meeting the wants of the customers. Throughout the pattern of the customers' orders, it will show which sort of coffee is in great demand and which is not. The company owner may use this research to identify weak points in the product's quality. Thus, customer happiness is essential to corporate success.

7.0 Project Schedule

In this section, there are project schedule included for Final Year Project 1 and Final Year Project 2. The schedule in Figure 2 and Figure 3 are illustrated using gantt chart. TeamGantt is used to create the gantt chart and it will be the guidance for the development of this proposed system.

Task name	Duration	Start Date	Finish date
Submission of the Approved Brief Proposal	12	17-Oct-22	28-Oct-22
Feedback and Comment from Reviewer/Examiner	7	29-Oct-22	4-Nov-22
Submission of Full Proposal	10	5-Nov-22	14-Nov-22
Submission of Chapter 1	7	15-Nov-22	21-Nov-22
Submission of Chapter 2	18	22-Nov-22	9-Dec-22
Submission of Chapter 3	20	10-Dec-22	30-Dec-22
Submission of FYP 1 Final Report & Paper for assesment	13	31-Dec-22	12-Jan-23
Final Year Project Symposium	7	13-Jan-23	19-Jan-23
Amendment and Modification Period for FYP	25	17-Jan-23	10-Feb-23
Submission of Final Report	31	20-Jan-23	19-Feb-23

Table 1. 1 - Schedule for each task for Final Year Project 1

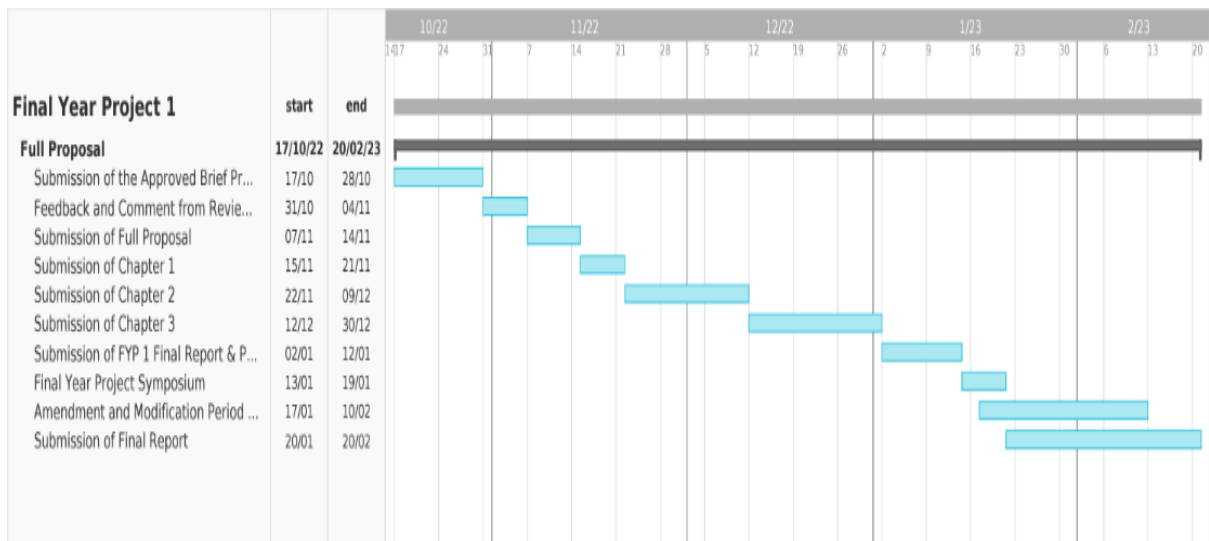


Figure 1. 2 - Gantt Chart for Final Year Project 1

Task name	Duration	Start Date	Finish date
Submission of the revised structure and gantt chart	8	30-March-23	7-April-23
Submission of Chapter 4	38	8-April-23	15-May-23
Submission of First Draft of Chapter 5, 6 & Abstract for Paper	14	16-May-23	29-May-23
Submission of First Draft for FYP 2 Full Report & Paper	12	30-May-23	10-June-23
Submission of Final Report	14	11-June-23	24-June-23
Symposium FYP	6	25-June-23	30-June-23
Final Date for Examiner give the comment	3	1-July-23	3-July-23
Final Date for Submission for Assessment Mark	21	4-July-23	24-July-23
Amendment and Modification Period for FYP	26	29-June-23	24-July-23
Submission of Final Report	6	25-July-23	30-July-23

Table 1. 2 - Schedule for each task for Final Year Project 2

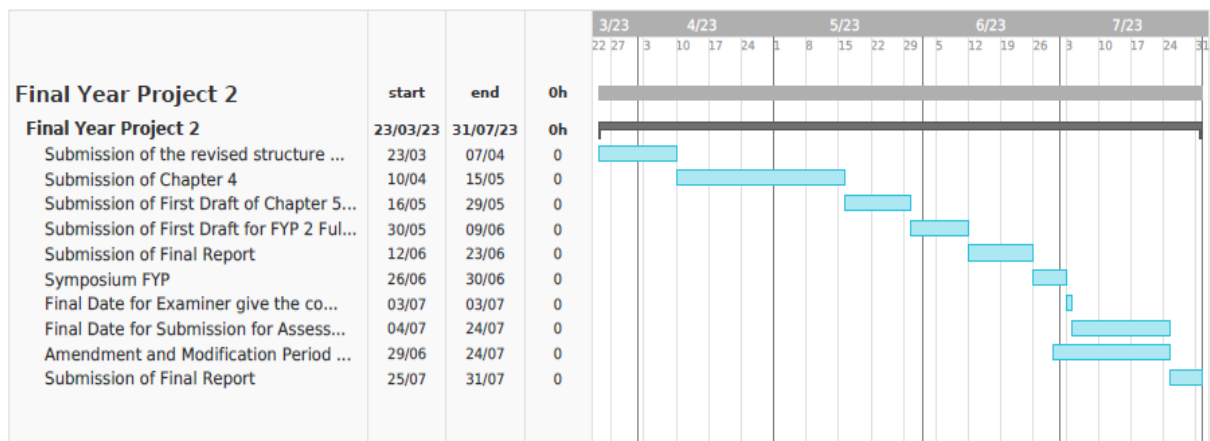


Figure 1. 3 - Gantt Chart for Final Year Project 2

8.0 Expected Outcome

The outcome of this project is to develop and design an online ordering system that can help the business owner to store customer's order information, menu information, store information and profit business report by using a web-based systems to have a better management system. The benefit of using a web-based systems helps a lot in reducing time spent in a traditional way which is manual ordering. It also can also help the customers to get more update the latest menu information. Furthermore, a computerized system reduces error handling and increases the accuracy of the business because everything is handled by the system. As a result, the business owner can concentrate more on production and product quality.

9.0 Summary

Overall, this chapter is about the introduction of the Coffee Ordering System. It is also explaining about the methodology in a brief and state the problem statement which is the reason why we need to design and construct the proposed system. It also state the significance of the project and list all of the project timeline so that we will stay on the right track. Lastly, this chapter explain about what is the expectation of the project for the client and how it will benefits them.

CHAPTER 2 :

LITERATURE REVIEW

2.1 Introduction

This chapter covers the literature review of the similar existing systems with the proposed system. The review includes the features, benefits, and drawbacks of all existing systems. As an overview of the system's features, a comparison of these existing systems and the proposed system will be presented. Following that, this chapter investigates software tools to identify which will be most appropriate for this suggested system.

2.2 Overview Objectives

Coffee was and continues to be one of the most popular beverages throughout history, with its own origin narrative. Ethiopia and Yemen have their own version of coffee history, and this cultural importance has been discovered in Yemen and Ethiopia going all the way back fourteen centuries. Coffee is created from roasted coffee beans that are then brewed with hot boiling water. Aside from that, there are other varieties of coffee beans available from various nations, including Arabica, Robusta, and Liberica. The flavour of these coffee beans varies depending on how they are prepared.

Coffee Ordering System is using a web-based platform for the business owner. The main objective of the coffee ordering system is convert the traditional method of ordering into computerized system that allows the business owner to keep track of the customer order. Besides that, the objective is to design a reporting function for the view of customer report, sales report and order report for the business order to keep track all of the information yearly and can improve the business. Thus, the proposed system also to design it as a user-friendly system that provides the latest information of the menu to customer so that the system will keep up-to-date.

2.3 Review on Similar Existing System

This section reviews on the similar existing system with the proposed system according to its features. There are three existing systems for customer side to review.

2.3.1 Kembara Meals

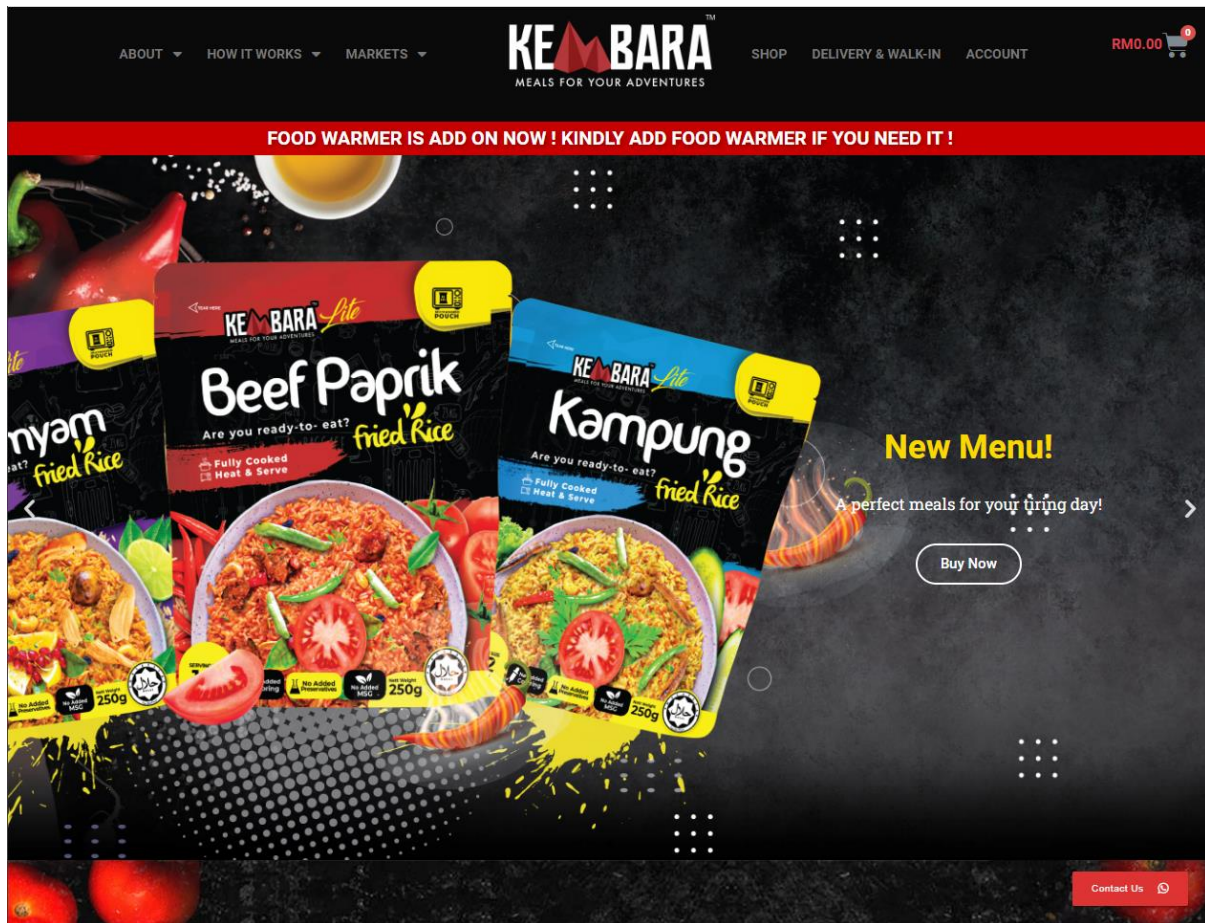


Figure 2. 1 - Kembara Meals Homepage

Kembara Meals is a web-based service that offers Malaysia's best self-heating meal. If the agent is out of stock, the customer can get their instant meal directly from this website. When user need to order from this website, they need to register first and login in the website to make an order like shown in Figure 3.

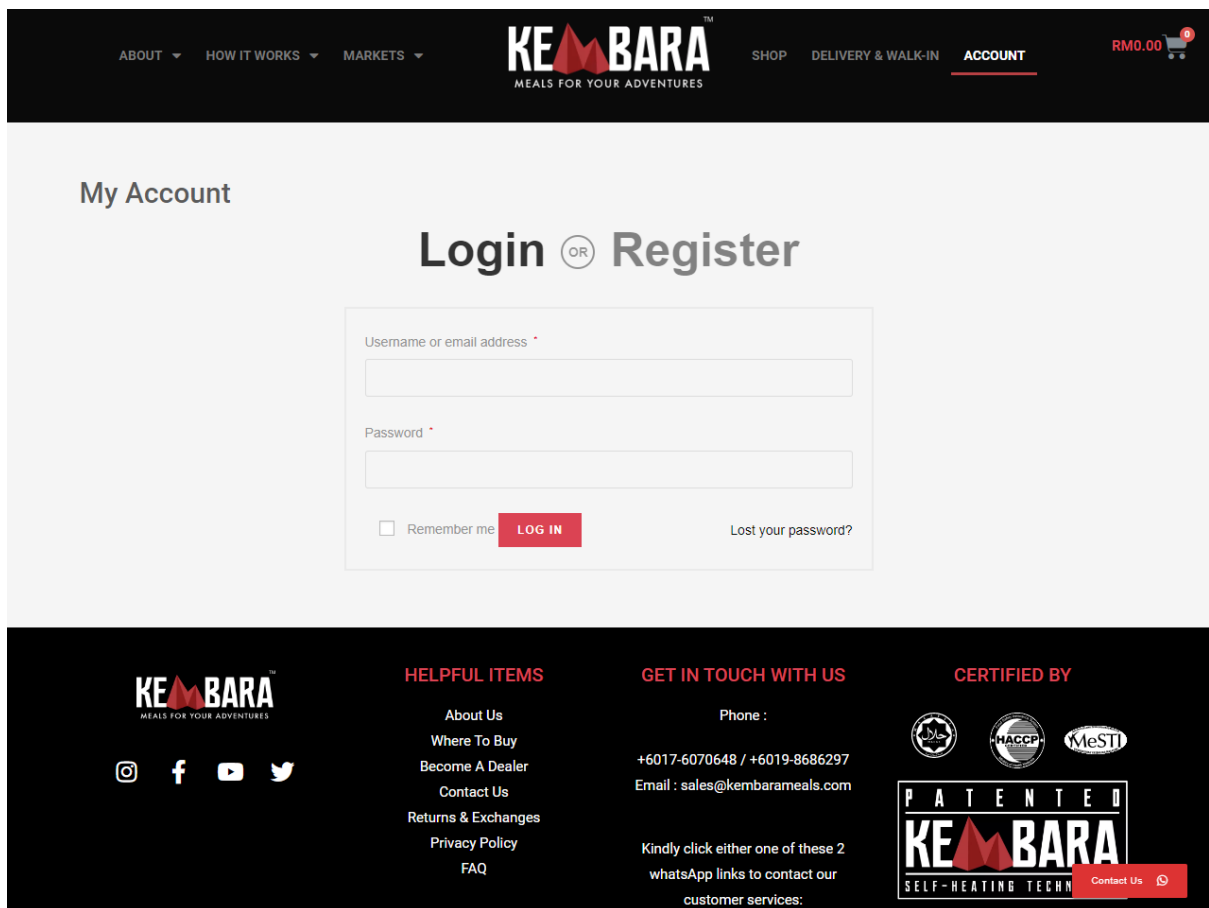


Figure 2. 2 - Login or Register Page of Kembara Meals

Furthermore, all of this system's items are presented on the store page, which may be browsed in grid or list mode, as illustrated in Figure 4. The customer only needs to select their meal and add it to their cart by clicking the Add to Cart button.

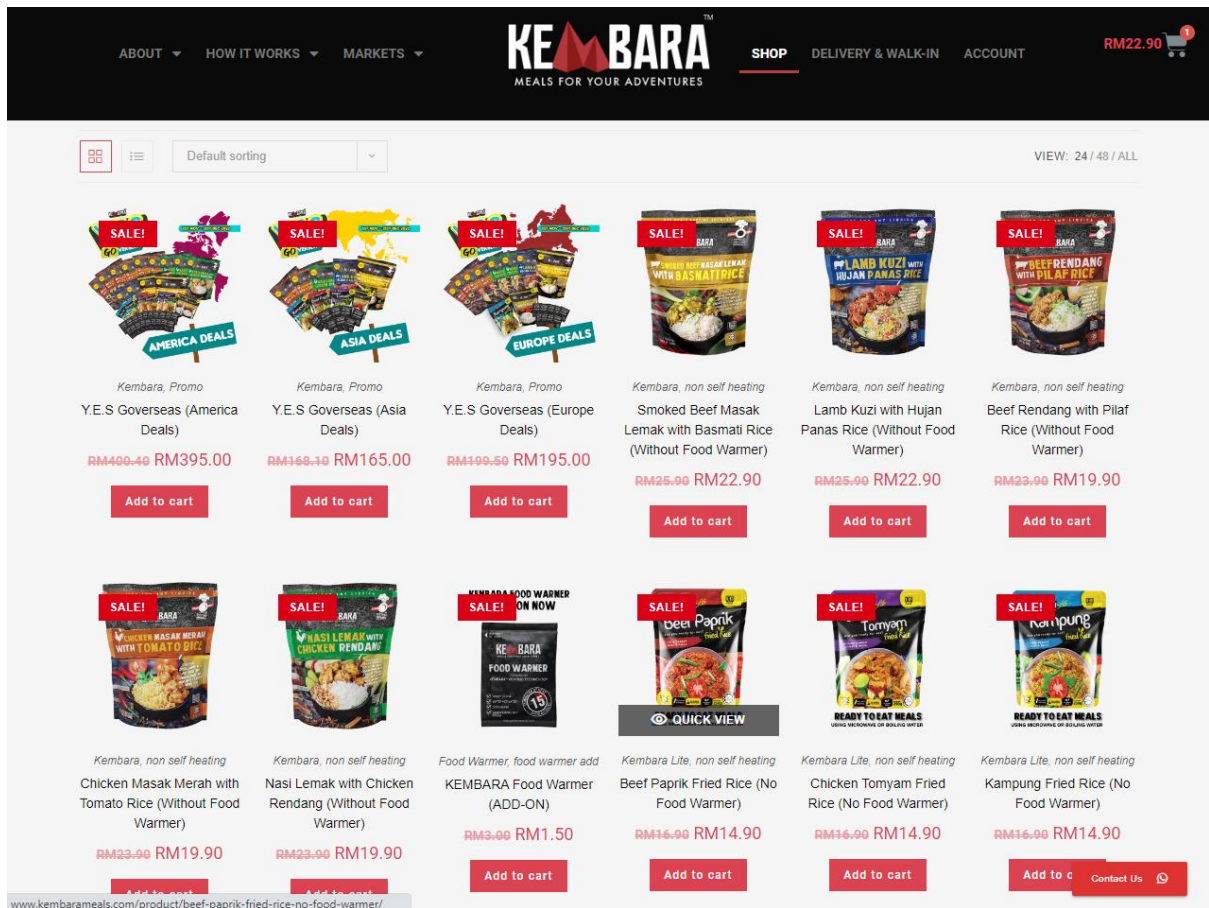


Figure 2. 3 - All the Product View

According to Figure 5, the customer can either continue shopping or go to checkout for the following procedure. The customer must provide the billing address for shipment during the checkout process, and the system shows all of the order products. The order has been confirmed, and the delivery process will begin once the customer has paid for the ordered product using online banking alone, as this product is readily available in Malaysia.