



Faculty of Computer Science and Information Technology

**ENHANCEMENT OF ONLINE FOOD ORDERING SYSTEM FOR YUKIMI SUSHI**

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Bachelor of Computer Science with Honors (Multimedia Computing)

2020

**ENHANCEMENT OF ONLINE FOOD ORDERING SYSTEM FOR YUKIMI  
SUSHI**

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This project is submitted in partial fulfilment of the  
requirements for degree of Bachelor of Computer  
Science and Information Technology with Honors

Faculty of Computer Science and Information Technology

UNIVERSITI MALAYSIA SARAWAK

2020

**PENINGKATAN SISTEM PESANAN MAKANAN DALAM TALIAN UNTUK  
YUKIMI SUSHI**

**NUR FATIN FAREEDA BINTI ROSLAN**

Projek ini dihantar sebagai sebahagian daripada pemenuhan  
keperluan untuk ijazah Sarjana Muda Komputer  
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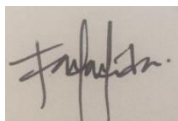
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## **ABSTRACT**

This project is to describe the Enhancement of Online Food Ordering System for Yukimi Sushi. This proposed project is being developed in order to enhance the current system. This enhancement is due to lack of functionality and deficit in many terms that make system poor. The loading time of the image and its quality in current system are too slow and effect its performance. Thus, the loading time will be decreased and the quality of the images product will be increased in the proposed project. Besides that, the delivery charge is the same and not specific based on the delivery location. Even the delivery charge is different, user still need to choose by themselves. So, in the proposed project, the delivery charge will be based on the geographical area and been set by automatically by the system. The current menu of the website need customer to add on the quantity of the same item that they want to purchase manually, one by one. In the attempt to enhance the system, the current menu will be improving to allow for different sizes and choices of sushi packages. Next, the problem of the current system is Yukimi Sushi owner doesn't get notification for new order. This can lead to them unaware of new order coming and will not be processed on time. This also will delay the order. For the proposed project, the system will give notification when new order is created by customers. Last but not least, the enhancement will focus on the improvement of the website's search engine optimization (SEO) ranking. The method used for the enhancement of the current Yukimi Sushi system is waterfall model that include five phases which are described detailed in the report.

## ABSTRAK

Projek ini adalah untuk menerangkan Peningkatan Sistem Pesanan Makanan Dalam Talian untuk Yukimi Sushi. Projek yang dicadangkan ini sedang dibangunkan untuk meningkatkan sistem semasa. Peningkatan ini disebabkan oleh kekurangan fungsi dan defisit dalam banyak sudut yang membuat sistem kurang baik. Masa memuatkan imej dan kualitinya dalam sistem semasa terlalu perlahan dan memberikan kesan kepada prestasinya. Oleh itu, masa pemuatan akan berkurangan dan kualiti produk imej akan ditingkatkan dalam projek yang dicadangkan. Selain itu, caj penghantaran adalah sama dan tidak khusus berdasarkan lokasi penghantaran. Biarpun caj penghantaran berbeza, pengguna perlu memilih sendiri pilihan caj penghantaran untuk kawasan mereka. Oleh itu, dalam projek yang dicadangkan, caj penghantaran akan didasarkan pada kawasan geografi dan ditetapkan secara automatik oleh sistem. Menu semasa laman web memerlukan pelanggan untuk menambahkan kuantiti item yang sama yang mereka ingin beli secara manual, satu demi satu. Dalam usaha untuk meningkatkan system ini, menu semasa akan bertambah baik untuk membolehkan pelbagai saiz dan pilihan pakej sushi. Seterusnya, masalah sistem semasa ialah pemilik Yukimi Sushi tidak mendapat pemberitahuan untuk pesanan baru. Ini boleh menyebabkan mereka tidak menyedari pesanan baru yang datang dan tidak pesanan tersebut tidak dapat diproses tepat pada waktunya. Ini juga akan melambatkan pesanan. Untuk projek yang dicadangkan, sistem akan memberi pemberitahuan apabila pesanan baru dibuat oleh pelanggan. Akhir sekali, penambahbaikan ini akan memberi tumpuan kepada peningkatan ranking laman web SEO.

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## **CHAPTER 1: INTRODUCTION**

### **1.1 Introduction**

Nowadays, online food ordering and payment system is one of the most recent services that restaurants are adopting. With this system, customers order their food online and it will be delivered to them. So, this system will enable customers to go online and make order. This system makes life easier since nowadays most people have access to the internet and everything is at their fingertips. Choosing menu, choosing pick-up or delivery method and payment method are several processes that a customer has to go through while using online food ordering and payment system.

This system is needed by most restaurants. With the existence of this system, both parties, namely the restaurant's staffs and customers will gain benefits. As for the restaurant, this system will help them to reduce their staffs' workloads because they don't have to take all order manually and also minimize human errors during the taking order process and provide good quality service. As for the customers, they will be more comfortable because they can just order their food online anywhere, anytime and also less time consuming. Thus, this "Enhancement of Online Food Ordering System for Yukimi Sushi" will help the restaurant and customers a lot.

### **1.2 Problem Statement**

As the technologies are fast expanding in this world, people are always seeking for easier ways to get what they need. They need a system that will not only make things easier for them but also cost effective. In order to get food, they usually need to go out to the restaurant. This way is time consuming for those people who have a hectic schedule. So, a system that enables direct order, processing and delivering of food is much needed. With such system, they don't have to spend hours in traffic jams, can save fuel costs and also can enjoy food in the comfort of their homes.

Yukimi Sushi Restaurant already has its own system but there's some features that need to be improved. The current system does not have the features that enable push notification whenever a new order is created by their customers. This can lead to staff being unaware of new order coming and consequently the order will not be processed on time. The current system also allows customer to make

payment and customer need to pay the delivery charge. The problem here is the delivery charge is the same and not specific based on their geographical area. The current menu display does not allow for multiple versions and sizes of product content. Other enhancements to this system include faster loading time, better quality of product images and improved website's search engine optimization (SEO) ranking.

### 1.3 Current Yukimi Sushi eCommerce Website

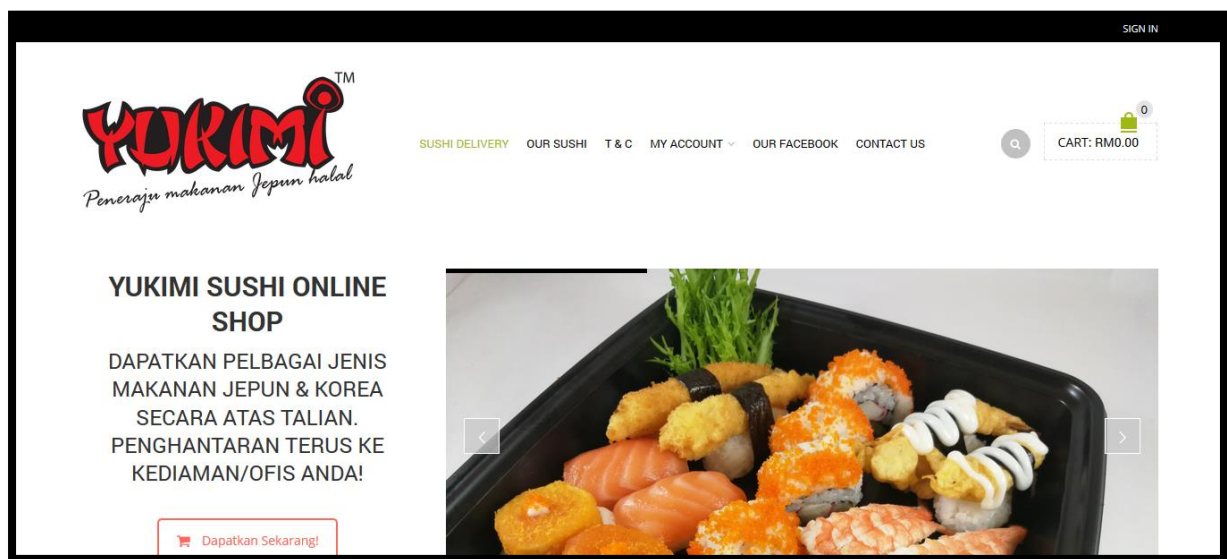


Figure 1. 1 Existing Yukimi Sushi Home Page eCommerce website (yukimi sushi, n.d.)

This is the existing Yukimi Sushi eCommerce website that needs to be improved shown in Figure 1.1. This current system is built using Wordpress. Wordpress is an open-source content management system (CMS). It is based on PHP and MySQL that is commonly used with MySQL or MariaDB database servers. Wordpress contain Themes which also include plugin architecture and template system. Customers can directly make orders without sign up or login. Customer can create their account, if they want, at the payment page once they have entered their data. As for the returning customers, they can easily login because at the payment page, they can click the “returning customer” link there. The minimum order is RM30, however customers can still proceed to check out even when the requirement minimum order is not met. As for the payment, customers can only pay using online banking through a payment platform named Billplz. The delivery charges stated are different based on the geographical area. As examples, for the delivery around Kuching, the

delivery charge is RM5 while for Kota Samarahan is RM10. Customers have to choose for the delivery charges by themselves as shown in Figure 1.2. Customers with purchases above RM100 will get free delivery.

The screenshot shows the Yukimi Sushi website's payment page. On the left, there is a contact form with fields for First name (fatin), Last name (fareeda), Company name (optional), Country (Malaysia), Street address (2 BLK A, NO. A-2-7 JLN KUCHING-KOTA SAMARAHAN, UNI SQUARE APARTMENT, 94300 KUCHING, SARAWAK), Apartment, suite, unit etc. (optional), Town / City (Kuching), and State / County (Sarawak). On the right, there is an order summary table:

PRODUCT	TOTAL
Sushi Set 1 × 1	RM15.90
Sushi Set 4 × 1	RM11.50
<b>SUBTOTAL</b>	<b>RM27.40</b>
<b>SHIPPING</b>	<b>RM10.00</b>
<b>TOTAL</b>	<b>RM37.40</b>

The shipping section is highlighted with a red box, showing two options: 'Penghantaran Ke Kawasan Sekitar Kuching' for RM5.00 and 'Penghantaran Ke Kota Samarahan' for RM10.00. The total order amount is RM37.40.

Figure 1. 2 Shipping option on payment page (yukimi sushi, n.d.)

## 1.4 Scope of Project

The current Food Ordering System for Yukimi Sushi will be enhanced to improve its efficiency to cater the needs of staff and customers. The staffs will be the admin for this system. It allows their customers to view the menu, make order and make payment using online banking, debit or credit card or cash on delivery. As for the staff's part, the system will notify them when there is a new order. With the enhancement of this system, the delivery charge for each order will be distinguished by taking into account their geographical areas. As for the customers' part, they are allowed to choose different sizes and choices of sushi packages that they want. Lastly, as part of the enhancements, the quality of product images will be improved, the loading time of the images will be shorten and also the website's search engine optimization (SEO) ranking will be improved. From overall, this enhancement of online food ordering for Yukimi Sushi will be amend from existing WordPress website using duplicator plugin.

## 1.5 Project Objectives

The objectives of this project are:

- 1) To improve the current menu to allow for different sizes and choices of sushi packages and enable notification for the Yukimi Sushi owner whenever an order is created by their customers;
- 2) To distinguish the delivery charge based on the geographical location where the order is to be delivered;
- 3) To increase the quality of the product images and decrease loading time of the images; and
- 4) To improve the website's search engine optimization (SEO) ranking

## 1.6 Brief Methodology

For this proposed project, the methodology that will be used to carry out this project is the waterfall model. It consists of the analysis phase, design phase, coding/implementation phase, testing phase and maintenance phase (Powell-Morse, 2016).

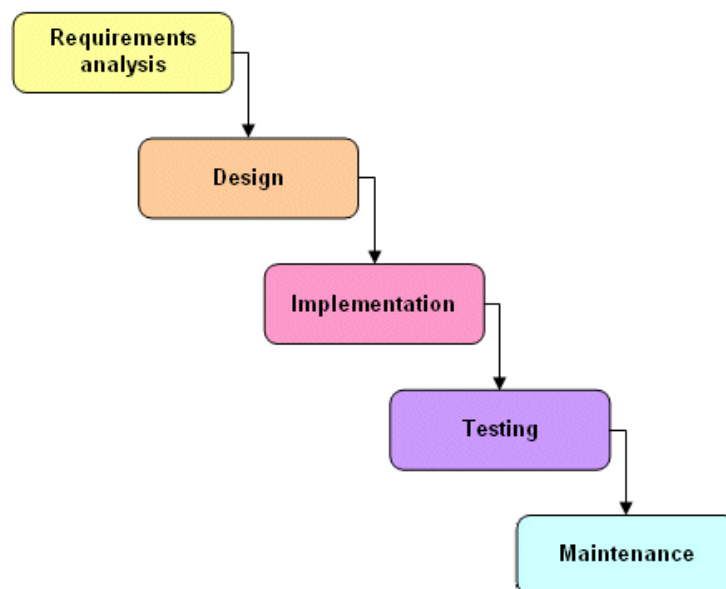


Figure 1.3 Waterfall Model

### **1) Analysis phase**

In this phase, analysis needs to be done. Requirements need to be collect through interviews and questionnaires. From that, it will be more efficient to conduct the proposed project.

### **2) Design phase**

In design phase, the proposed system needs to be designed and sketch based on the analyses that have been done in the previous phase. It is to make sure that it can achieve all the system requirements and needs of the users.

### **3) Coding phase/Implementation Phase**

During this phase, the actual coding of the project needs to be developed. The main tools that need to develop the proposed project are Wordpress and Xampp while the programming languages that will be used are JavaScript, PHP, HTML and CSS. In order for the coding to be complete, it needs to be done step by step by using the technique of compiling followed by testing and integrating until it meet the system architecture requirement.

### **4) Testing phase**

Testing checks if there are any flaws and to determine whether all the requirements have been achieved. This testing will be carried out by a number of users including the owner of Yukimi Sushi.

### **5) Maintenance phase**

Lastly, the system needs to be monitored and updated from time to time. Therefore, documentation about the feedback will be prepared to maintain the system best functionality.

## **1.7 Significance of Project**

Enhancement of Online Food Ordering System for Yukimi Sushi will bring more convenience to their customers as the main users of the system. With this system, users can make order online wherever they are which will save them time and energy as they don't need to go to the restaurant to get their food. Other than that, the significance of this proposed enhanced online food ordering and payment project will also increase the restaurant's ability to gain more new customers and consequently increase their sales. This project will also help the restaurant to give a faster service to their customers as they will be notified immediately whenever a new order is created by their customers.

## **1.8 Project Schedule**

This project schedule is monitored using Gantt chart to manage and to make sure this project can be finished within the due date. This project initially started from 16<sup>th</sup> September 2019 until 11<sup>th</sup> January 2020 for introduction, literature review and methodology phase. For implementation, testing and conclusion and future works phase the start date is from 27<sup>th</sup> January 2020 until 15<sup>th</sup> August 2020. The Gantt chart of the proposed project is shown in Figure 1.4 and the Gantt chart for the second phase of the project is shown in Figure 1.5.

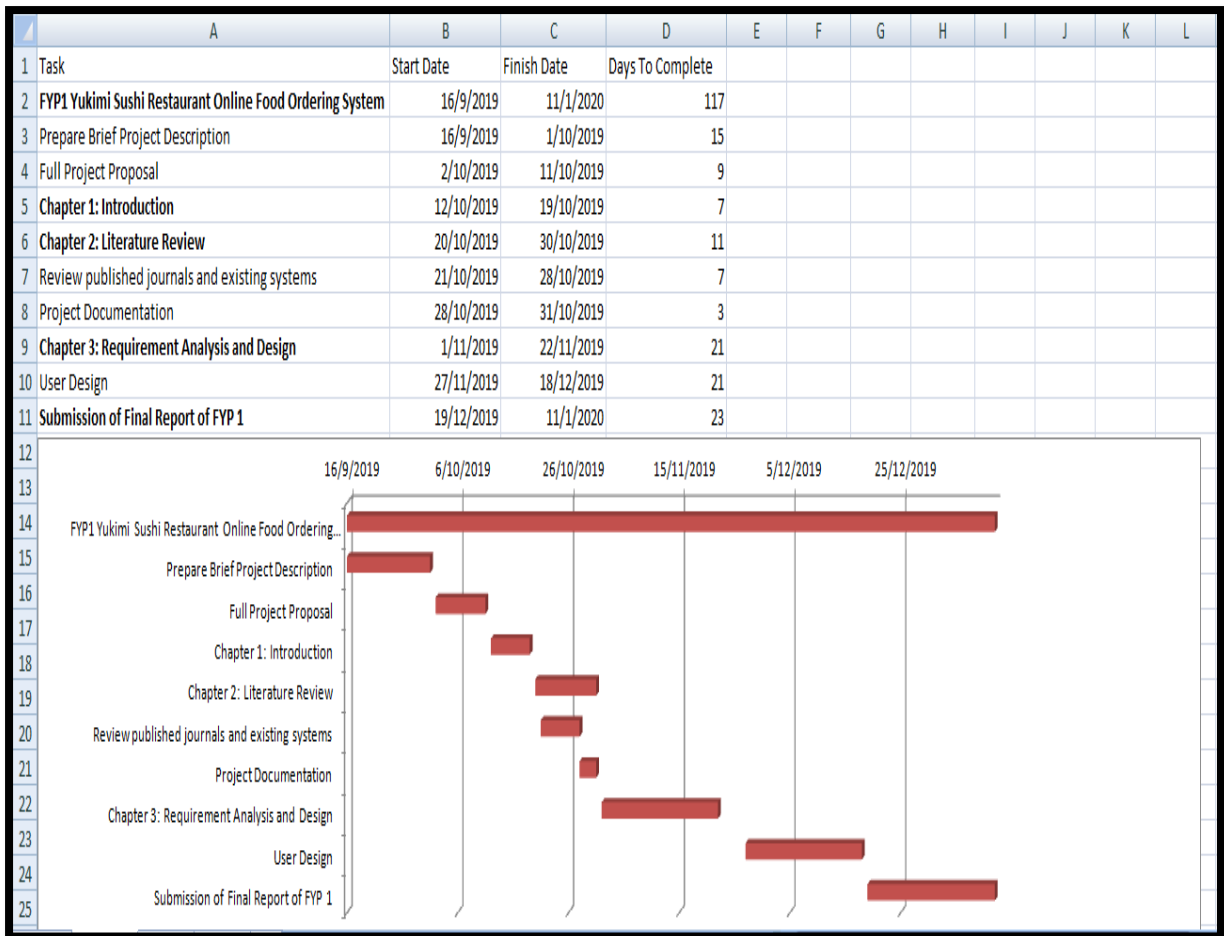


Figure 1. 4 Project Schedule for FYP1

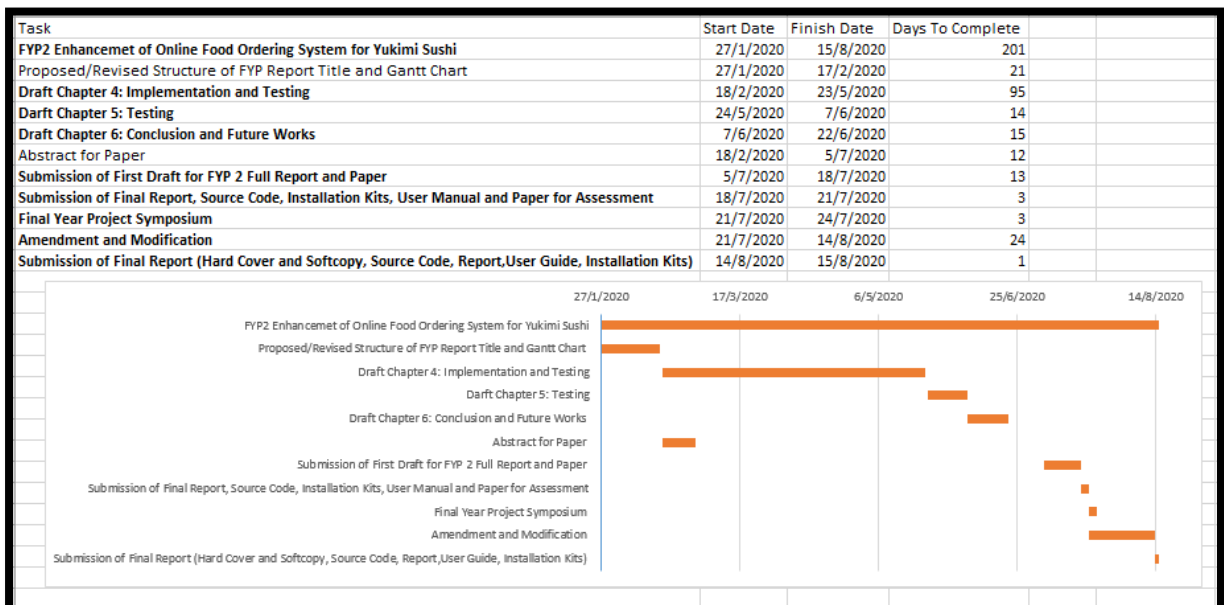


Figure 1. 5 Project Schedule for FYP2

## **1.9 Expected Outcome**

Upon project completion, Enhancement of Online Food Ordering System for Yukimi Sushi can be more helpful to both restaurant owner and users. This system will notify the owner whenever a new order is created by their customer. With this new feature, owner will be made aware of the order immediately and the processing time of the order will be shortened. Customers also will be charged based on their location which is more rationale for the restaurant owner. This system will improve the current menu, the quality of the product images will improve and shorten the loading time of the images and also improve the website's search engine optimization (SEO) ranking.

## **1.10 Thesis Arrangement**

### **1. Introduction**

This chapter included the problem statement, the scope of proposed project, the objectives, the methodology that will be used for the development of this proposed project, its significance and the expected outcome.

### **2. Literature review**

This chapter focused on the review of existing systems and make comparison of the systems with the proposed system.

### **3. Methodology**

This chapter will explain the requirement analysis of the proposed project. This chapter also show the system design and also the interface design.

### **4. Implementation**

This chapter included the explanation of each users' roles and the interfaces of enhanced Yukimi Sushi Website.

### **5. Testing**

This testing focused on two type of testing which is system testing and also user acceptance testing.

## 6. Conclusion and Future Works

This chapter explain in details the objectives achievement, the project limitations and future works.

### **1.11Summary**

This chapter has explained briefly the problem of the current system which are don't have push notification, current menu does not allow for different sizes and choices of sushi packages, delivery charge not distinguished by geographical area, quality of product images and its quality and last but not least, low of website's SEO ranking. This chapter also explained the waterfall methodology that will be used in the proposed system. The significance of the project and the expected outcome are also included in this chapter.

## **CHAPTER 2: LITERATURE REVIEW**

### **2.1 Introduction**

Yukimi Sushi Online Food Ordering System will help restaurant to carry out all its functionality more accurately and in a faster way and also will improve the efficiency of the restaurant. As for the customers, this system allows them to order anytime, anywhere using their personal computers, mobile phones, tablets, iPad, or other handled devices. Whether taking a break, stucked in a traffic jam, or riding the bus, virtually anyone can place an order quickly and painlessly. This system will improve the current system of Yukimi Sushi in terms of delivery charges, the minimum order requirement, current menu and other features.

In this chapter, a review of the current system and existing systems that have similarity with the proposed system is carried out. This will help to analyse the problems in the existing systems.

### **2.2 Existing Systems**

A few systems that have similarity with the proposed system already exists. Some examples of the existing systems are described in section 2.2.1 until 2.2.6.