

Click2Eat: An Online Food Ordering System

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This Report Presented in Partial Fulfillment of the Requirements for the
Degree of Bachelor of Science in Computer Science and Engineering.

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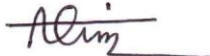
This Project/internship titled “Click2Eat: An Online Food Ordering System”, submitted by Md. Ariful Islam, ID No: 163-15-8295 to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Bachelor of Science in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 14th September, 2022.

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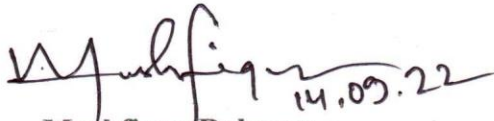
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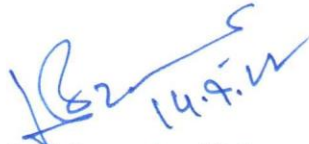
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DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Ms. Samia Nawshin, Assistant Professor, Department of CSE** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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ABSTRACT

The goal for developing this application is for people to order foods online. Through this application people can also sell their homemade foods. Those people who open their food stalls in rural areas can easily sell their food online and their food can reach many customers who cannot visit them. While selling their products, these new entrepreneurs will face many difficulties but our database can record every details and we will be able to solve their problem easily. This system is developed using Agile Methodology. We developed this system using different iteration process. After developing this system, we tested the whole system and we successfully run this system. We have also included the test log of this system. Rich Appendix System is also concluded in this report. We have included all the screenshots of every page of this application. High and low fidelity design of the system is also included in this report. In the database a admin can access all the possible information received through this application. Admin can see all the sellers and their customers and their information. Through this application a customer will be able to order multiple orders at the same time. A admin in the database will see and will be able to accept them. After receiving their food, customer will be able to give their feedback. This way we will be able to maintain out service quality. At some point we will give rewards to some of our customers.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Food is essential for every human being. Ordering food online has become a daily thing for us. Having lunch outside while you are at work is always difficult. That is when we order food online especially when you can order homemade. Even very often we order food online while we are at home to taste something different. At the same time there are many people who wants to start food business. This online food delivery system can be a huge advantage for them. But they often do not have a proper guidance. This delivery system can manage all the necessary guidance and provide security for them. Through this system people will purchase food online from their shops no matter where their shops are located. This is a perfect platform for all the entrepreneur who are willing to sell their food online.

1.2 Objective

The goal for developing this application is for people to order foods online. The main objectives for the system to developed are given below.

- This system will be developed to help all kinds of customers all over the country.
- This system will manage multiple customers and sellers.
- Every customer will have an account and can edit their information easily.
- Customer will be able to see all the restaurant in their area and can order food from them.
- Sellers will be able to add their new food items.
- Customer will be able to order multiple foods from the system.
- Customer will be able to give their feedback after receiving food.
- Customer will be able to see their order status and track location.

1.3 Motivation

The motivation that worked behind developing this system is given below:

- This system will act as a startup platform for new entrepreneurs.
- It will ensure some new income source for new businessman.
- It will ensure customer satisfaction by receiving their feedback.
- Customer can order all kinds of trendy and local foods.
- Customer can discover new restaurant in their local areas.
- Customer can order multiple foods from different restaurant at the same time.
- At the same time people who works away from home, can order healthy and homemade food in their lunch and save valuable time.

1.4 Expected Outcome

This will be the best platform for all the startup business to sell their foods online. Customers will be able to purchase local foods through this food delivery system.

Before placing order, a complete bill will be shown to the customers and then they will be able to place order.

There are some expected outcomes of our application-

- 1.Customer can open an account and select their desired restaurant to order food.
- 2.Customer can order multiple order at a same time.
- 3.They will get all the important information about the order and delivery man.
- 4.Customer can add on extra items if they want.
- 5.Authentication while login into the application.
- 6.Feedback from customers depends on their foods.

1.5 Report Layout

1. In the Report Chapter-1, we are discussing about the Introduction, objective, motivation, and project expected outcome, Report layout.
2. In the Report Chapter-2 we will present this project's "Background" and "Challenges". we will define the fields and challenges of the project.
3. In the Report Chapter-3, we will present Requirement Specification such as case diagram, logical data model, requirement collection and analysis.
4. In the Report Chapter-4, we will present Design Specification, Implementation requirements. Present Front-end and Back-end design.
5. In the report chapter - 5, we will present implementation and testing, implementation of database, interaction, testing, test results and report.
6. In Report Chapter-6, we presented the project's future deployment, conclusion, limitation.

Related references have been given at the end of the project.

CHAPTER 2

BACKGROUND STUDIES

2.1 Related works

There are many food delivery application running in this country. Most of them are very popular among the people. ‘Hungry Naki’ is an android mobile-based application that is available on Google Play Store. The application is developed by ‘App brain’. This app offers detailed information about a lot of areas. After opening this application user have to permit the GPS to track the current location. [1]Foodpanda is a worldwide popular online food delivery application. In this application beside food delivery, customer can also order grocery items. It has an online grocery store called” Pandamart” for it. Customer can also pre order for dine-in and pick up. [2]In Bangladesh “Pathao” application is very popular. Even though it is a food delivery app but it has also ride sharing facilities. Recently this application has added parcel and courier service. People can send their product from one place to another through this application. This application also has shops and Tong for people to shop their daily necessary items. Most of these application has bKash and credit card for their customers to purchase items. Few years ago in this country we had “Shohoz” food delivery app but now it has gone out of the market for not keeping their service quality. [3]

2.2 Comparative Studies

After using the application, we find many interesting and important features which are useful for the food seekers. Features like –

1. Almost every restaurant list.
2. Information of where to find different items of food.
3. Customers profile like – Customers name, address, mobile phone, email address, location

Those features are enough, if the food seeker wants to get food delivery. Still, when we used these applications we found some features are missing like –

- 1.Simple account creating feature
- 2.Advice desk
- 3.No real time location tracking system
4. App user current location switch with his or her device mover from one area to another area
- 5.No homemade food orders.

2.3 Challenges

There will be many challenges come all along after developing this system. One of the major challenges is that customer dissatisfaction. Many shops provide low quality food because it has been ordered online. So many complaints have already been registered. People often given less foods than what they ordered and the customer cannot do anything about it. Another problem is new entrepreneurs is marketing their product claiming that they have the best quality but in reality they won't provide anything less than good. Sometimes the delivery man behaves very unprofessionally and often fraud with the customer. We must overcome all these challenges and satisfy our customer at any cost. At the same time, we must give security to out sellers too.

CHAPTER 3

REQUIREMENT SPECIFICATION

3.1 Case Diagram

A use case diagram is a graphical depiction of a user's possible interactions with a system. A use case diagram shows various use cases and different types of users the system has and will often be accompanied by other types of diagrams as well. [4]

A single-use case diagram

captures a specific functionality of a system.

Use case diagrams could be used for –

- Requirement analysis and high-level design.
- Model the context of a system.
- Reverse engineering.
- Forward engineer.

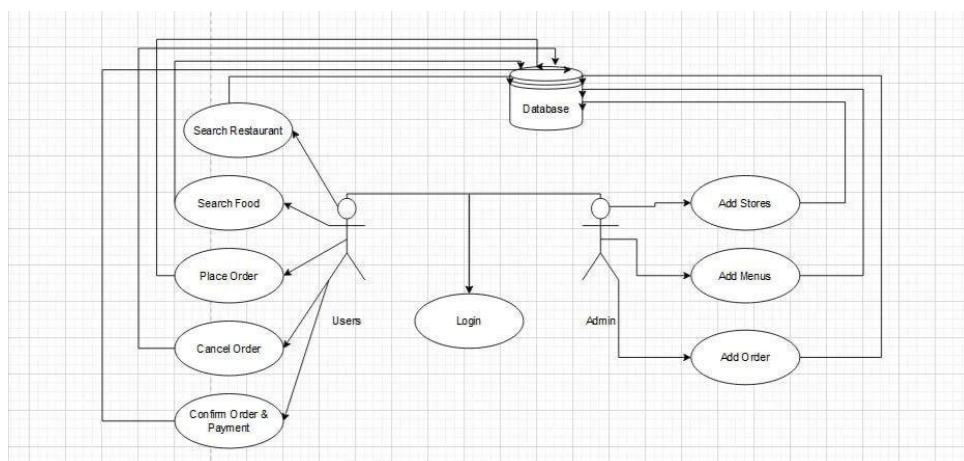


Figure 3.1 Use Case Diagram for click2eat software

After opening the application user can complete the registration and create an account. After that they can view all the restaurant and food items. To place an order, they can add items to the cart. After that they can place order. After placing an order, they can cancel it too. An admin can login to the dashboard. Admin can manage all the items, manage order and also manage seller and user.

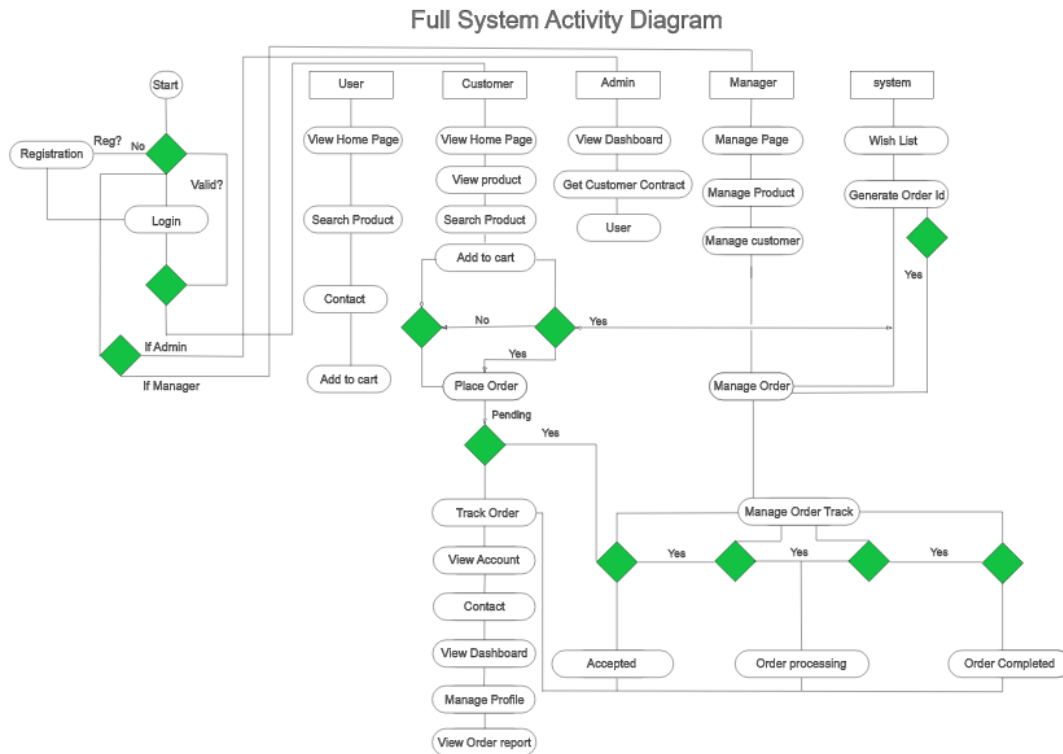


Figure 3.2 Flow Chart of the system

3.2 Methodology

My first priority is Agile Methodology for developing this system. There are many reasons for me to use this methodology. This system will have multiple functionalities.

Understanding the basic requirement is very important for an end user. That is why it is important to know the requirement of the user. Agile uses different methods to identify these requirements. All the available sprints will be developed into small iterations while developing this system using agile. But most importantly what makes agile the best methodology to develop this system is that it accepts changes in the system.

3.3 Work Breakdown Structure (WBS)

Work Breakdown Structure (WBS) breaks down all the work into small tasks so that the full complete project would be more manageable. It significantly increases cost, scope and baseline that allows the developer to complete this project in time.

Table 3.1 Pre Planning WBS.

WBS NO	Task Name	Duration (Days)	Start Date	End Date
1	Click 2 Eat	126	01/12/2020	26/04/2021
1.1	Pre-Project	17	01/12/2020	19/12/2020
1.1.1	Project-Proposal	3	01/12/2020	03/12/2020
1.1.2	Meeting	1	04/12/2020	04/12/2020
1.1.3	Introduction	1	05/12/2020	05/12/2020
1.1.4	Initial Study	2	07/12/2020	08/12/2020
1.1.5	Scrum Meeting	1	09/12/2020	09/12/2020
1.1.6	Report	1	10/12/2020	10/12/2020
1.1.7	Literature-Review	3	11/12/2020	14/12/2020
1.1.8	Scrum Meeting	1	15/12/2020	15/12/2020
1.1.9	Report	1	16/12/2020	16/12/2020
1.1.10	Methodology	2	17/12/2020	18/12/2020
1.1.11	Meeting with Stakeholder	1	19/12/2020	19/12/2020

Table 3.2 Planning WBS

WBS NO	Task Name	Duration (Days)	Start Date	End Date
1	Click 2 Eat	126	01/12/2020	26/04/2021
1.2	Planning	12	21/12/2020	02/01/2021
1.2.1	Sprint Planning	1	21/12/2020	21/12/2020
1.2.2	SCRUM Meeting	1	22/12/2020	22/12/2020
1.2.3	Report	1	23/12/2020	23/12/2020
1.2.4	Sprint test planning	1	24/12/2020	24/12/2020
1.2.5	Report	1	25/12/2020	25/12/2020
1.2.6	Risk management plan	1	26/12/2020	26/12/2020
1.2.7	Scrum Meeting	1	28/12/2020	28/12/2020
1.2.8	Report	1	29/12/2020	29/12/2020
1.2.9	Quality management	2	30/12/2020	31/12/2020
1.2.10	SCRUM Meeting	1	01/01/2021	01/01/2021
1.2.11	Report	1	02/01/2021	02/01/2021

Table 3.3 Requirement analysis and specification WBS.

WBS NO	Task Name	Duration (Days)	Start Date	End Date
1	Click 2 Eat	126	01/12/2020	26/04/2021
1.3	Requirement analysis and specification	21	04/01/2021	27/01/2021
1.3.1	Rich picture	2	04/01/2021	05/01/2021
1.3.2	Project Stakeholders	2	06/01/2021	07/01/2021
1.3.3	User Requirements	2	08/01/2021	09/01/2021
1.3.4	Specific Problem area identification	5	11/01/2021	15/01/2021
1.3.5	Possible solution	3	16/01/2021	19/01/2021
1.3.6	Requirement list with Specification	2	20/01/2021	21/01/2021
1.3.7	Prioritized Requirement List	2	22/01/2021	23/01/2021
1.3.8	Requirement Catalogue	3	25/01/2021	27/01/2021

3.4 Resource Allocation

It is a process for all the assets that are assigned to their work strategically. This is where managing tangible assets uses them for betterment of the system. It also allows to allocate equipment, manpower and time before starting the development of the project. The proposed system of the resource allocation is given below:

Table 3.6 Resource allocation for Click 2 Eat

Number	Task Name	Duration(Day)	Resource Name
1	Click 2 Eat	126	Analyst, Developer, User, Manager, Tester
2	Introduction	2	Analyst
3	Literature Review	11	Analyst
4	Product Research	9	Analyst
5	Legal, Social, Ethical and Professional Issues & Consideration	6	Analyst
6	Planning	9	Analyst, User
7	Development Method and Tools	15	Analyst, Developer
8	Feasibility Study	7	Analyst, Manager
9	Requirements Analysis & Specification	10	Analyst, Manager
10	New System Design & Architecture	6	Analyst, Developer
11	Review of technology	5	Developer, User
12	Development	18	Developer
13	Testing	8	Tester
14	Deployment	8	Analyst, Tester
15	Evaluation	6	Analyst
16	Critical Appraisal	2	Analyst
17	Lessons Learned	2	Analyst, Developer, User, Manager
18	Conclusion	2	Analyst

CHAPTER 4

DESIGN SPECIFICATION

4.1 Front End design

It is the user-side of an application. After starting an application, whatever the client sees in the front is the front-end design. The front-end of any website or application is the key thing that attracts the user as there are colored and stylish texts, beautiful buttons, scrolling and sliding pictures, navigation menu, and much more. Frontend developers have to work hard on the appearance, behavior, structure and content of an application according to the client's interest [5]. The design part of any project is kind of tough to do as it depends upon user interest. From our point of view, the design part takes more time than the development part. As users interact the most with the frontend part of an application, it has to be designed beautifully and in a responsive way so that users are satisfied. Building an application in a responsive way means that, the application can be installed and used on all kinds of device and fits with the size of every screen. Along with the responsiveness, applications performance is also important. Both the responsiveness and performance needs to be stable for the application to work properly on any device.

For the front-end design we have used XML in our application. XML stand for Extensible Markup Language. As this is not a programming language, it is use to control presentation of data. With XML in android it is not that tough to design but it takes time. XML uses layout, view and view groups to make the designs. At first we have to create a root layout and inside the root layout, we can do all the implements. Implementation with Buttons, Text View to show texts, Edit Text to write texts, Image View to show the images, Web View to show the web pages, Fragments and more. To implement the view and view groups, XML uses tags. In XML, we can also write the tags just by drag and drop of the view and view groups. Users can see a beautiful interface after doing all of the design in XML.

Table 4.1: List of application pages

1	Next Page
2	Create Profile
3	Homepage
4	Navigation bar
5	Restaurant page
6	Food items page
7	Cart page
8	Check Out page
9	Order Submitted page
10	Logout

4.2 Mobile Device Application

Mobile devices are a part of our day to day life. People uses all kinds of various and multiple applications on them. These application are directly installed in the device. The user downloads the application after it has been developed. To access these applications user must have internet active connection. [6]

The technical resources required for web based application are given below:

- **IDE:** PhpStorm, atom.
- **Framework:** Laravel 7.2
- **Design Pattern:** MVC
- **Front End:** HTML5, CSS3, jQuery, bootstrap and Java Script.
- **Back End:** PHP, Web API
- **Database:** MySQL
- **Web Server:** AMPPS

The technical resources required for mobile based application are given below:

- **IDE:** Android Studio
- **Design Pattern:** MVVP
- **Front End:** XML, Material UI
- **Back End:** Java, Web API
- **Database:** SQL Lite, Shared Preferences

4.3 Screenshots of the Application

Select User Type: Here the user must select whether he/she is a customer or a seller.

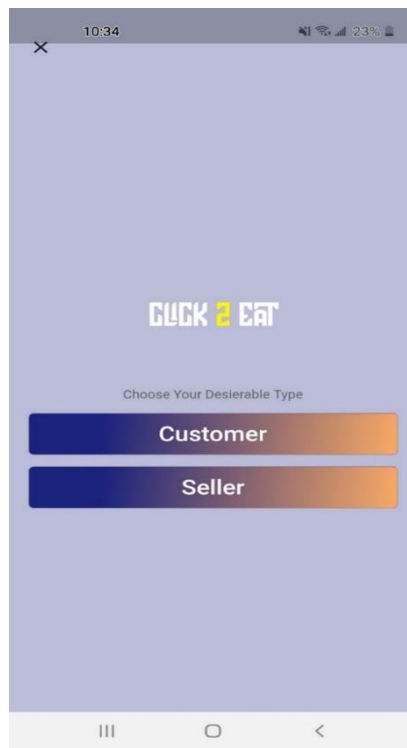


Figure 4.1 Select User Type page

Sign Up Page: Every user or seller must sign up first and open their account to use the application. Customer can update their profile any time they want. It is very easy process for every customer and seller. They need to put the information that are required and click submit to sign up. After they click submit their account will be created to use.

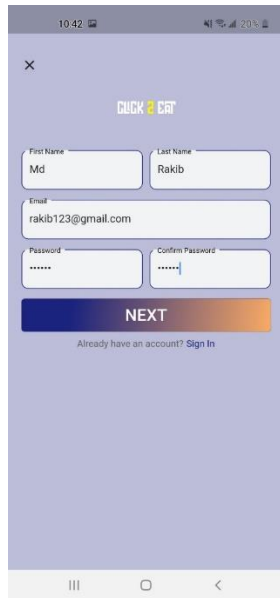


Figure 4.2 Customer sign up page

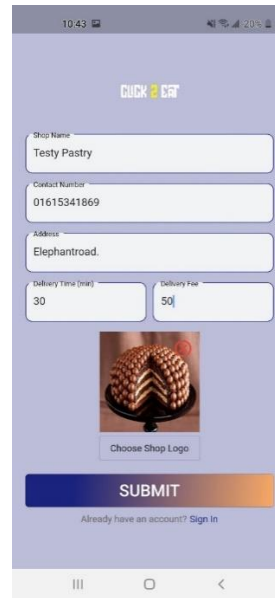


Figure 4.3 Seller sign up page

Next or Login page: Below screenshot shows Next or sign in interface. Here, user can sign in or sign up to the app using their log in credentials.

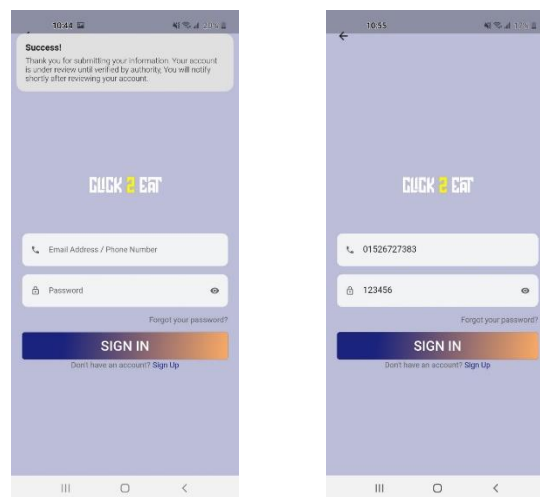


Figure 4.4 Next or Login page

User Home page: This is the picture of where customers will see when they go inside the application. Customer can search any restaurant they want. They can scroll down to see available restaurants.

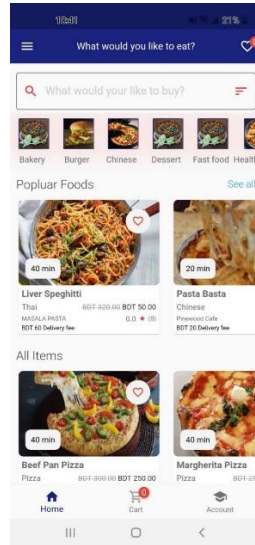


Figure 4.5 User Home page

Navigation Bar: This is the screenshot of the navigation bar. Here user can see their profile. Can do order history, my vouchers, help, sign out from the app, terms and conditions, rate us options.

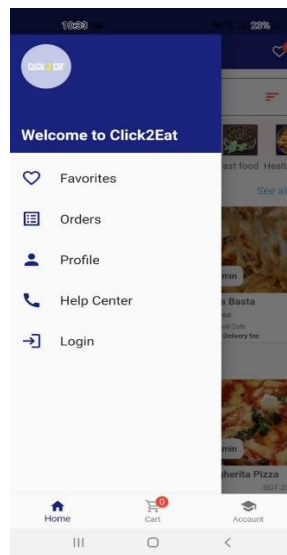


Figure 4.7 Navigation Bar

Profile: In this screenshot we can see the user profile. Here user can change their profile picture, password, account information, logout and also contact help center. Customer can also change their password of their account. First they have to put their previous password to confirm and then they have to type their new password. After that they need to click “change” button to activate their new password.

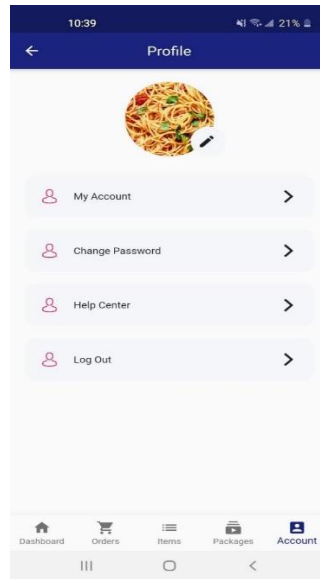


Figure 4.8 Profile

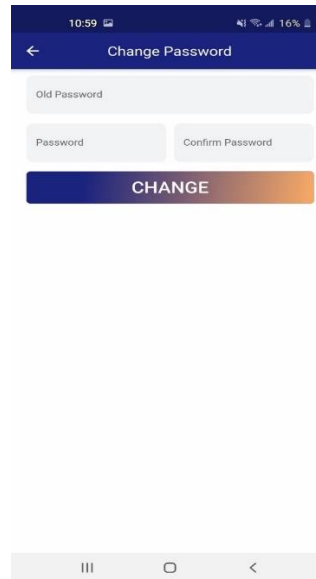


Figure 4.9 Password Change

Order Cart Page: Here customers can add their desired foods to the cart that they want to order and they can select their address zone, payment method, contact info by clicking review address. Customer can increase food numbers and can see the sub total. This cart will change the moment customer add or remove any food item. The total amount of the bill will also change. Customer can check the cart anytime they want.

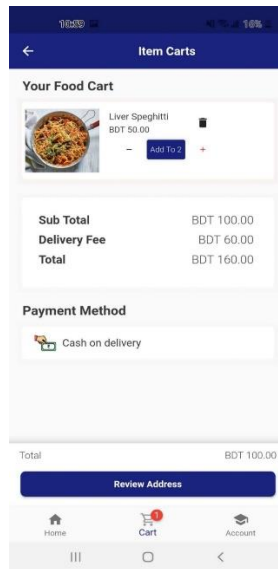


Figure 4.10 Order Cart Page

Add-ons Page: Here customer can add extra items to their food as they wish. The delivery man will confirm the customer if the item is available or not. Here customer can write the specific items they want so that the delivery man sees it. Customer can add multiple extra items and can see the total amount of bill in the cart as soon as they click the add-ons.

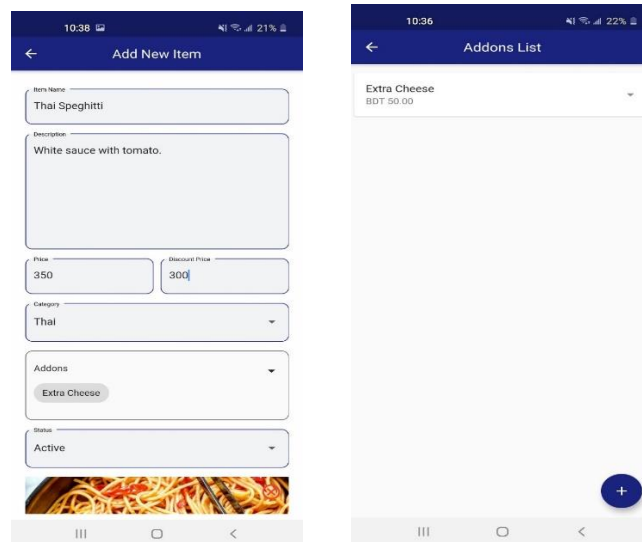


Figure 4.11 Add-ons Page

Food Checkout Page: Here customers can check out their order and delivery address before placing order. Customer can change their delivery address before placing the order but the address has to be near the restaurant. Customer can select their desired payment method. An estimated delivery time will be shown. After that customer can place their order.

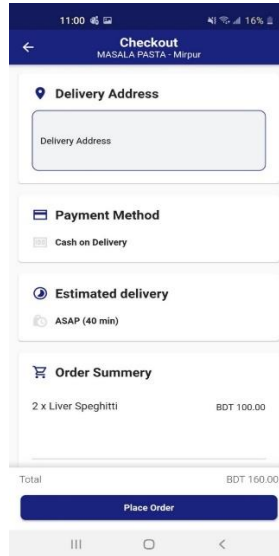


Figure 4.12 Checkout Page

Order List Page: After placing an order customer can see their order list and its current status in this page. If the order is accepted then it will show in green color with accepted.

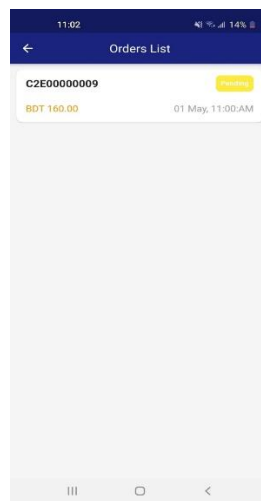


Figure 4.14 Order List Page

Packages Page: In this page customer can see all the packages that we offer. They can purchase any package they want and be our premium customer. Premium customer will have some extra benefits.

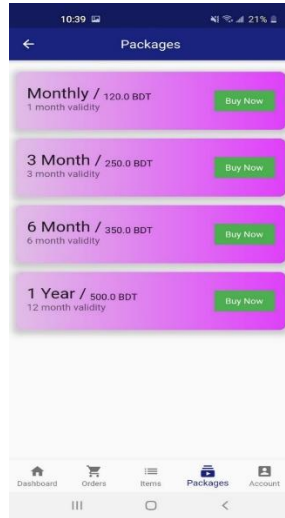


Figure 4.15 Packages Page

Admin Dashboard: Here admin can see the new orders, all orders, create coupon, add stores, update stores, add featured stores, all menus, add discount or Free delivery, logout option.

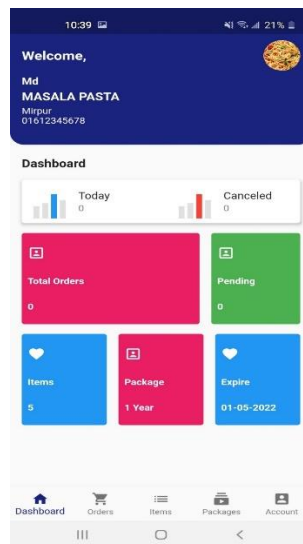


Figure 4.16 Admin Dashboard

Admin Login and Settings: Here admin can login to dashboard and control general settings. For that the admin has an email and a password.

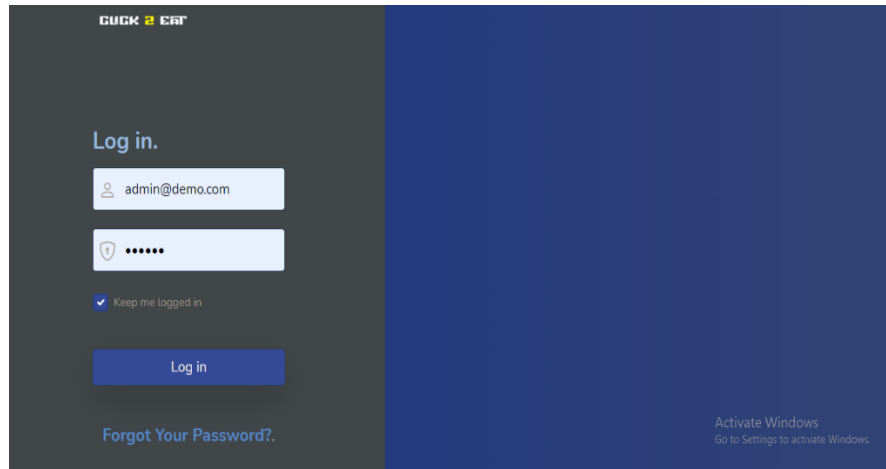


Figure 4.17 Admin login page

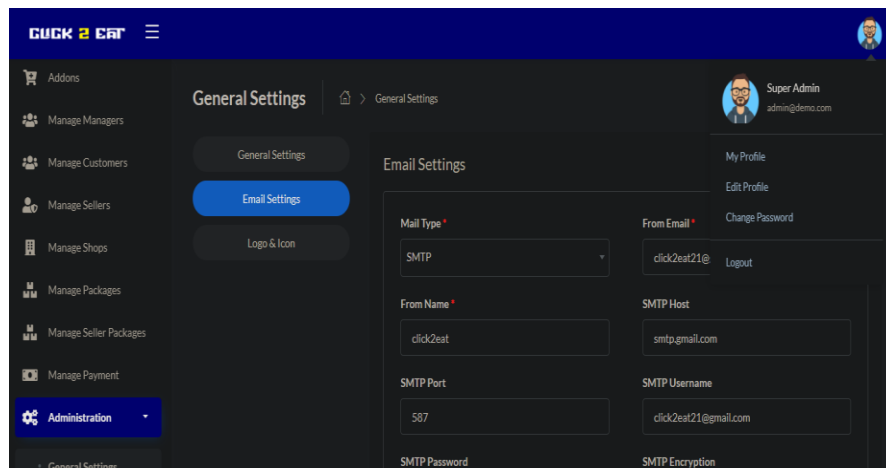


Figure 4.18 General settings

All Orders Checking: In this interface admin can see all the orders they get from customers over the days. Here the admin can check the orders and the amount of bill for the order.

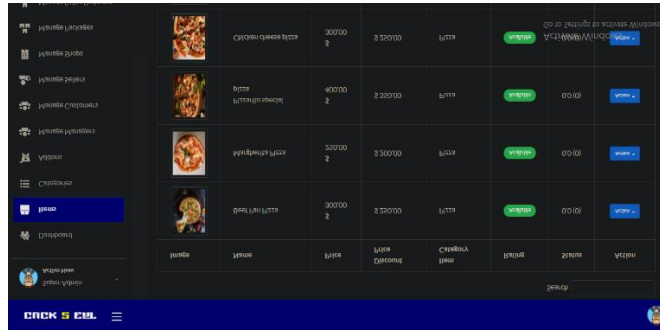


Figure 4.20 All Orders Checking

Manage Payment: Here admin can see all the payment and can manage them. Admin can see the total amount that has been ordered.

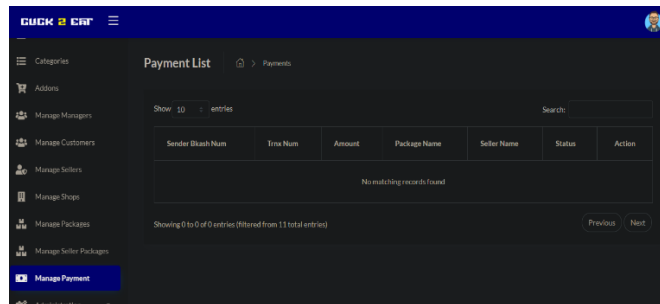


Figure 4.21 Manage Payment

Manage Categories: Here admin can manage all order categories.

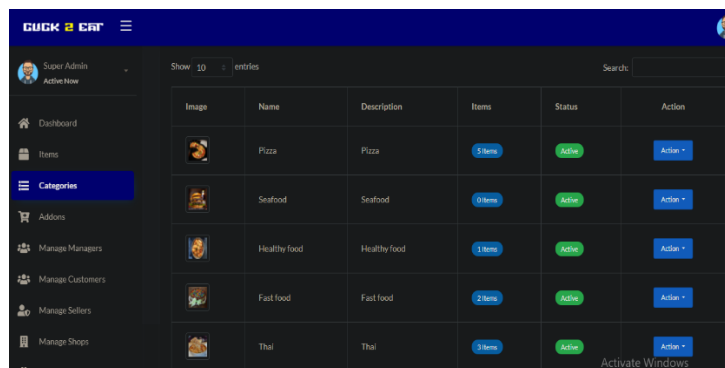


Figure 4.22 Manage Categories

Manage Customer and seller: Here admin can manage all the customers and sellers. All the customers and sellers that opened an account in this application can be seen here. Admin can see all the orders that customers did.

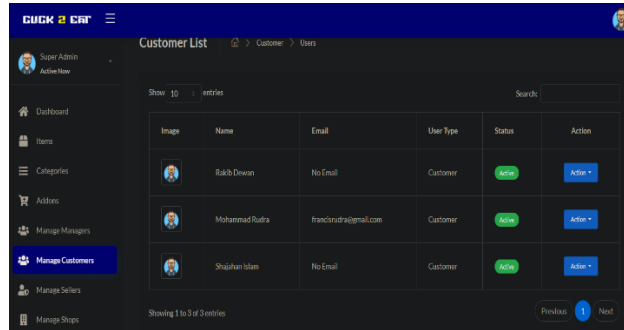


Figure 4.23 Customer manage

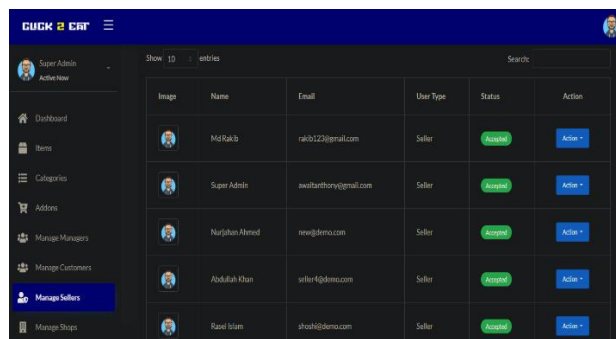


Figure 4.24 Manage Seller

Manage all Packages and seller packages: Here admin can manage all the Packages and seller packages. Admin can also add new packages for the customer and sellers. Often admin can publish new discount offer on the packages for everyone.



Figure 4.25 Seller packages

4.4 Back-end Design

Backend design is referred to as the server-side of an application or website. It is actually hidden from the client-side. Even if the users cannot see the backend part of the application but they can interact indirectly with the server-side with the help of the front-end interface. All the data is stored arranged, managed and updated on the backend. Because all the things happen in a database system.

In this time there are a lot of popular programming language like as- C, C++, Python, Java, PHP, and JavaScript. We use Flutter programming language to develop our android application. It is an Object Oriented Programming Language. Flutter is also known as the most wanted language for backend. It can run on all kind of platforms along with Windows, Mac OS and Linux.

4.5 Implementation Requirements

There are the requirements to implement our project, Hardware specification,

Table- 4.1: Hardware specification

Processor	AMD Ryzen 5 2500U with Radeon Vega Gfx2.0 GHz
Disk Space	50 GB of SSD and 655 GB of Hard Disk Available
RAM	8GB
Display	1920*1080
Graphics	NVIDIA GeForce GTX 1050 series 4gb

Mobile Phone	One Plus Nord
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Table- 4.2: Software Specification

Operating System	Windows 10 64-Bit
IDE	Android Studio
Database	Firebase Real-time
Web Browser	Google Chrome

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Test Plan

One of the essential parts of developing a system is testing especially when the system development is complete. To identify all the errors a developer needs to test the system. This part shows all the method of testing so that it can be used to test the complete system.

5.2 Required Tests

Various kinds of testing methods are available to test the developed system. All the required tests which needs to be performed is given below:

- Responsive testing
- Performance testing
- Integration testing
- Security testing
- Unit testing
- Accessibility testing
- Browser testing

5.3 Test Result and Report

When we were developing our android application we also run this at the android virtual device in our IDE (Integrated Development Environment). After the final deployment of database, we use our application in many android devices for testing purposes. The application runs as well as device based. There are some testing purpose results below.

At first we install our application in an android device. The application installed in that device without any error. Then we open the application in that particular device a user screen came up. That contains the welcome message and there is one text box that contains Phone number, also has a Next button. In the below of the user interface we can see there is a Number given option for the users.

After providing all the information then open a user account. After creating a user account, it redirects to the homepage of our application. The homepage contains the useful navigation.

A user can go to the user profile by pressing the button from the navigation bar named as Profile. In this the user can see the information which are provided when the user created the account.

Now users are logged in the application but sometime a user needs to Sign out from the application the user finds the Sign out option in the navigation bar. If the user press on the Sign out button, then it will break the session of the user until the user logged in the application

Table 5.1 White Box Testing Table

Features	Task	Working or not
1. Next/Login	Register	Working
2. Create Profile	Sign In as user	Working
3. Homepage	Will display the restaurants	Working
4. Navigation Bar	Showing different options	Working

5. Restaurant	Showing food items	Working
6. Cart	Adding food to cart	Working
7. Checkout	Submitting the order	Working
8. Logout	Showing the logout button	Working

CHAPTER 6

CONCLUSION AND FUTURE SCOPE

6.1 Discussion and conclusion

Development of application has increased rapidly nowadays. Food delivery system also has gained worldwide popularity. Many food delivery appellations are available on many apps store now. Through smart phones we can easily access to all these applications. Only thinking about customer satisfaction we have implemented our thoughts. We want to provide quality service to the people of Bangladesh through our application. We are also creating a big and secure platform for the entrepreneurs to start their business. Besides it will also create many job sectors and participate to decrease unemployment in our country.

6.2 Limitations

- Google Map is not included yet.
- Online transaction is not developed.
- Full menu of the restaurants has not been added yet.
- Multiple payment method is unavailable.
- Customer and seller cannot contact with each other.
- It does not have automatic database backup system.

6.3 Future Works

In the coming days we will add these features mentioned below:

- The system will be developed using iOS platform.
- The system will contain automatic database backup system.
- Multiple payment method will be added.
- Full menu of every restaurant will be added.
- Update security system of the application.

- Optimize UI UX of the application and make it faster to use.
- Google Map will be added.

6.4 Future Developments

Our future plan for this application is to develop a website with the same name “Click2Eat”. We make our UI more professional and update it regularly. We will add all the missing features of this application. We will build headquarters in every district so reach every person in our country. We have a plan to add other services like medicine delivery, ride sharing, grocery shopping and book library. Lastly we want to make this application worldwide popular and make it number one international food delivery application.

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