GOONJ

A new pathway for online food ordering & delivery mechanism

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Abstract- The purpose of this project is to develop an online food ordering system named Goonj. It is a system that allows customers to order food online at any time and at any place. The disadvantages of the traditional queuing system are overcome by this system. The reason for developing Goonj is due to the problems faced by the food industry. These issues are like peak hour-long queue, increased food than visitors, speed major requisite of food preparation, limited promotion, and advertising on current strategy and quality control of food management issues. The proposed system enhances the speed and standardization of taking the order from the customer and displays it to the staff in the kitchen accordingly. This system also provides hassle free service. Besides that, it provides user- friendly sites and effective advertising mediums to the new product of the web food restaurant to the customer at a cheaper cost. Furthermore, it delivers customer satisfaction especially to the restless customers or reaching the customer who is constrained by transport to be in a food restaurant. It reduces the time management of the people because if we need something like breakfast, lunch or dinner then to buy those things we need to go to the restaurant and it is not always feasible to go there, this can be overcome by using the website. Not only is it easy for people to use this website for ordering foods but it has also the facility of cancelling the food item by using this website. It is safe for the customer because they can avoid traveling to buy food at night times. At an equivalent time, it step-up market share for food restaurants and increases return on investment for the investor. Structured methodologies have been chosen to develop this project.

Keywords- Goonj, Food ordering system, PHP

1. INTRODUCTION

The aim of developing the Goonj project is to replace the traditional way of taking orders with a computerized system. Another important reason is to organize order summary reports quickly and in the correct format at any point of your time when required. This system sets up a food menu online where customers can easily place the order as per they like. This project has various facilities provided so that the users will get service effectively. Increasing use of smartphones is also considered as a motivation for developing this project so that the users of this system get all service on single click. This PHP project can be used by any restaurant and customers for online order food. This project is easy, fast, and accurate. It requires less disk space. Goonj uses PHP as a back-end so there is no chance of data loss or data security. It is known globally that, in today's market, it's extremely difficult to start out a replacement small-scale business and get over the competition from the well-established and settled owners. In the fast-paced time of today, when everyone is squeezed for time, the majority of people are finicky when it comes to placing a food order. The customers of today aren't only attracted because placing an order online is extremely convenient but also because they need visibility into the things offered, price, and very simplified navigation for the order.

Due to lack of a full-fledged application that can fulfill the customer requirements by providing them food from restaurants or from mess service, there is a need for this system. The proposed system is beneficial for the users who keep shifting from one city to another. As well as, it will be beneficial for the students studying in different cities.

The proposed system will provide the flexibility to the customers to order from any restaurant of their choice. There will be no limitation on the amount of order the customer wants. Also, this application can be used as a Startup Business for the developers. The system isn't just for users but also for providers who provide food service. This system is developed for making systematic communication between consumer and producer of the food system which will then lead to the ideal and effective system.

The users can see the prices of food in different restaurants and they have an advantage of comparing the prices of food items while making selections. They also have the flexibility to make the payment either by pay-on-delivery or by online payment (using any card or UPI payment).

To avoid the users from doing errors and inappropriate action our system application is designed. Input will be taken by the users from the graphical user interface (GUI). The major attributes such as name, mobile number, address, email-id and other personal related values will give input to the data set. The User/Customer's Order, Bill and recommendation will provide the output.

2. PROBLEM STATEMENT

Many restaurants use a conventional system which is paper-based and error prone for the food ordering process. Using a conventional system, the waiter must note down the order on paper and send it to the cook. The probability to make a mistake was high because sometimes the cook misinterpreted the hand-writing. Also, the restaurants store their data in a manual way. They have a huge number of customers daily and at many times the management becomes difficult. To overcome the traditional queuing system, it is required to have some features so that the record is maintained and stored accurately. It is difficult for the managers to view the tables, orders, kitchen, reception and the counter simultaneously. So, there is a need for full-fledged software to provide hassle free services. The proposed system sets up a food menu online and customers can easily place the order as per their requirement. Also, the system can recommend restaurants and food based on the ratings given by the user. The payment can be made online using any card or UPI payment or by pay-on-delivery system. Also, separate accounts are maintained for each user by providing them with an ID and a password which the user entered at the time of sign-up.

Therefore, Goonj is developed to increase the efficiency and accuracy of taking orders in the food ordering system.

3. LITERATURE SURVEY

[1] In online food ordering systems, which keep track of orders smartly. Basically, that implemented a food ordering mechanism for small canteens and messes in which users will make orders in a few clicks only. By means of any web browser this system was implemented. The front end was developed using HTML, CSS, JS and at the backend uses PHP and for database MySQL was used.

[2] In Customer, using any web browser is considered as a basic assumption for the system. The list of orders items shall be shown on the admin panel, and when confirmed, order status is updated. The solution provides an easy and convenient way to process orders from customers.

[3] Research work aims to build an online food ordering system for small businesses. Technical operations of Ordering System including systems architecture, function and recommendations that were presented in this system. By providing higher quality customer service and reducing human efforts to improve the management aspect for restaurants, will be a valuable tool for small businesses.

[4] Along with customer feedback for a specific restaurant a design and execution of a simple and small food ordering system was carried out. It enables restaurant owners to set up the system in very low cost and efforts with very low technical knowledge. A chat system is there to facilitate real-time communication between restaurant owners and customers for real time updates.

[5] Designing and implementation of a food ordering system for small businesses were discussed in this paper. The user can access the menu and restaurant details on their web browser. The admin receives the order details from the customer. These order details are updated in the backend database. Also, the restaurant owner can manage the menu customization easily.

[6] This research works on efforts taken by small business owners of restaurants and canteens to adopt a new cheap and scalable ordering system to enhance food delivering experience. This paper highlights some of the limitations of the conventional small business model for food ordering and proposed the low-cost web browser based online food ordering system as a solution.

4. METHODOLOGY

The simulation first starts with the customer entering his/her credentials like name, email-ID, password and mobile number. Once that has been verified, the customer can place an order of the food they required. Customization is also available on food items. Now we get a window that displays the customer ID, order number, food name, quantity, and price. Once the customer finalizes his/her order, they can either choose cash-on-delivery (COD) mode for payment or they can do online payment in which they are redirected to a secure payment window where the total price is displayed and the customer can select the payment method of their choice and then the customer gets a message of order confirmation. The class diagram of the proposed system is given in Figure 1. The above-mentioned simulation flow is with respect to the customer's point of view. Now from the admin's point of view, the admin can select the normal login option and enter the admin credentials (email ID and password). Once the admin portal is opened, the option of adding food, deleting food or updating food is available. Any option will lead to the food menu. Once the selected operation is carried out i.e., when the food is added or deleted or the food list is updated, the end result will be displayed in the main menu.

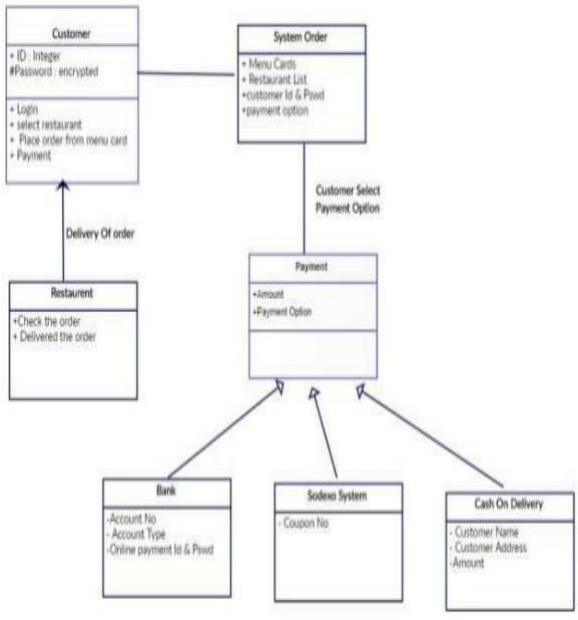

Figure 1

5. PROPOSED SYSTEM

The proposed system is useful in many ways. It helps to do billing very easily and reduces the paperwork. Also, the account maintenance becomes easier. The software is provided with the facilities to find out the favorite food of the customers and also provide them with a benefit to add or modify and delete their orders as per their requirement.

The proposed system overcomes the limitations of the above system and also has additional features. An online food ordering system based on PHP is proposed. It is a wireless food ordering system which can be operated on laptops and PCs and android devices. To develop a system that will surely satisfy the customer service is considered as an objective. The target is to design a system that is able to accommodate huge amounts of orders at a time and automatically compute the bill. This system will improve the communication between the client and the customers and will provide hassle free service.

6. SOFTWARE REQUIREMENT

PHP: Hypertext Preprocessor is a server scripting language which began for developing web applications, it is also a general-purpose programming language. PHP is used for creating dynamic and interactive Web pages. PHP code is used as the back-end language in this project so there is no chance of data loss. The output of interpreted and executed PHP code is combined by a web server which can be any type that is associated with the created web page.

MySQL: It is an open source relational database management system (RDBMS) based on SQL. The application is used for a wide range of purposes, including e-commerce, logging applications, and for the purpose of a web database. MySQL is the central component of the XAMPP open-source web application software stack. From source code MySQL can be built and installed manually, but it is generally installed from a binary package due to customization.

7. HARDWARE REQUIREMENT

Any device having internet connectivity and have a web browser.

8. RESULT

The following results can draw from this system:

1. The proposed system is useful as a start-up business for the developers.
2. There will be a lesser staff required at the back counter.

3. The system will save time and money and will also help in the reduction of labor cost involved.
4. As it is an automated system, there is less probability of making mistakes.
5. The customers can avoid the long queues at the counter and they can order the food from the restaurants of their choice online with a reasonable speed of execution and maximum throughput.
6. The admin can keep the record of all the orders at one place.
7. The customer can choose the mode of payment of their choice.

Figures 2 (a) – (e) shows the snapshots of various stages of the online food ordering system:

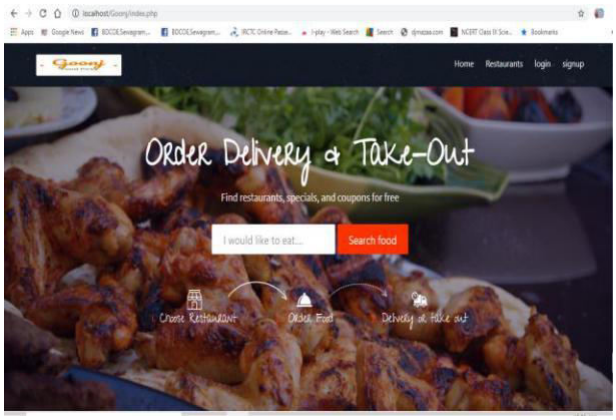

Figure 2 (a): The above snapshot shows the index page of Goonj, which provides various navigation buttons to reach other pages.

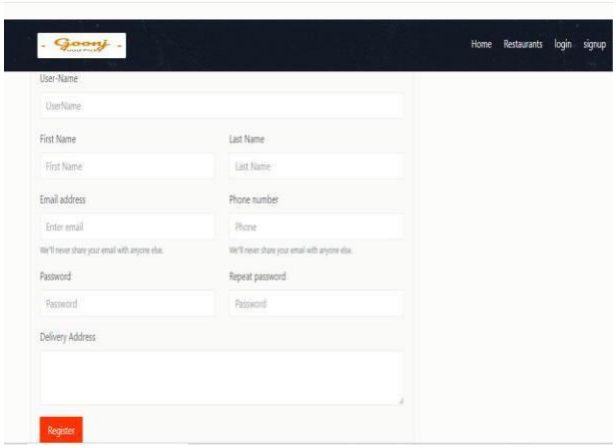

Figure 2 (b). The above snapshot shows the signup page of Goonj. This will help the new user to register in order to make a purchase.

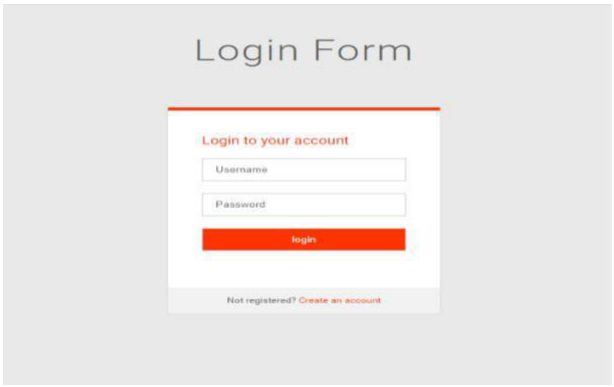

Figure 2 (c). The above snapshot shows the login page through which the user can login to make a purchase.

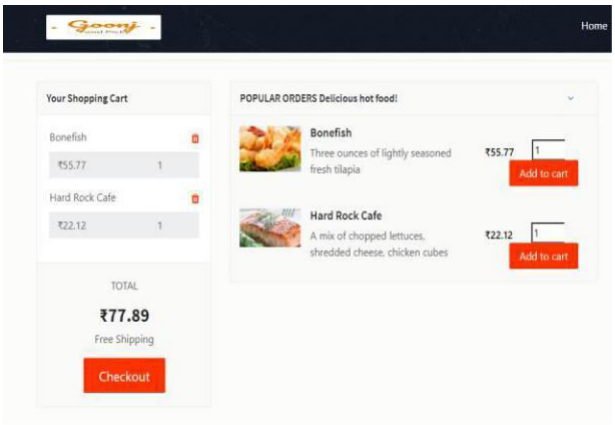

Figure 2 (d). The above snapshot shows the items available in the cart. From here, the customer will proceed to checkout to place the order.

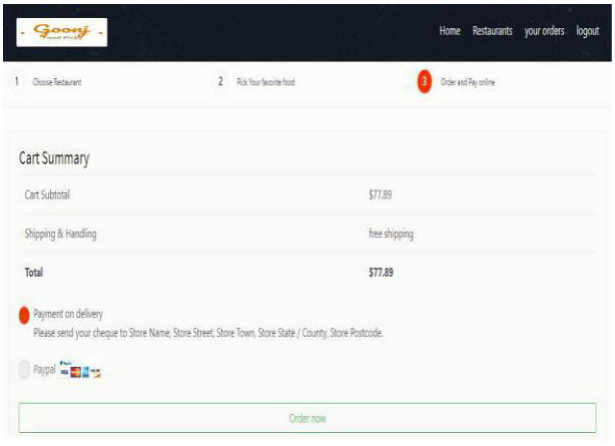

Figure 2 (e). This is the snapshot of the payment page through which customers can choose the mode of payment and order the food.

9. DISCUSSION

With the help of this system, people can easily order food online. It can ensure that the people do not waste their precious time and it also helps to reduce the labor cost. This system proves to be more reliable and cost effective over the conventional food ordering system. A secure payment gateway is provided to pay the bill online so there are no chances of forge or cheating. It is easy to use and requires least maintenance. Besides that, it provides an effective advertising medium to the new product of online food restaurants to the customer with lesser cost. Since the system is fully automated, so it does not require any human intervention. There aren't any limitations for this system, however one needs to take care of the smaller parameters like server breakdown.

10. CONCLUSION

An online food ordering system named Goonj is developed which is useful for a start-up business as well as in places like college cafeteria, etc. By using this, the customers can order food online and they can avoid standing in the long queue for their order to be taken by the waiter. Using this application, the users register themselves online and then the E-menu card is provided from which they can select the food to order online. Once the customer selects the required food item, the chef will be able to see the ordered food on the screen and will start processing the food. This application reduces the time work and saves money and labor cost. In the conventional system, the waiters are overloaded with orders and they are unable to meet the requirements of the customer in a satisfactory manner. Therefore, by using this application, the restaurants can simplify their routine managerial and operational task and the restaurant owners develop a healthy customer relationship by providing good services. Through this the customer satisfaction is achieved. Receiving orders, maintaining a record of all orders and modifying the data is easily done through the application. The restaurant can make changes to their food and beverage inventory based on the orders placed and the orders completed.

10. REFERENCES

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