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Online Food Ordering System with E-mail Notification

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Abstract:- Online food ordering systems is one of the most popular online businesses nowadays. Various type of food can be ordered through online shopping such as fast food, bakery, vitamins and others. People like to shop online as it will safe shopping time and this facility is available at anytime and anywhere. However, the existing online food ordering systems still have lacking of some aspects for e-commerce that are important for customer satisfaction. Customer would find their experience most enhanced when the online system give flexibility for the customer to choose the delivery method and receive the E-mail notification on the ordering status. Therefore, the online food ordering system for bakery that implements the electronic mail technology to notify users when the order is placed or order is processing or order processed or ready for pick up at store or delivered and give flexibility in delivery options to the customer.

Keywords:- Online food system, E-commerce, E-mail, notification, order status

I INTRODUCTION

E-commerce provides the ability of buying goods, selling goods, various services through the internet and automates the entire process of selling and buying. There are a number of features for e-commerce that are useful to run a business through internet with various notification services.

One of the most popular online businesses products is online food ordering systems .A fast food restaurant also known as quick service restaurant (QSR) within the food service industry is a specific type of restaurant characterized both by its fast food cuisine and by minimal table service. Food served in fast food restaurants is offered from a limited menu, cooked in bulk in advance and kept hot, is finished and packaged for order and is usually available ready for pickup or to be delivered though seating may also be provided. The customers presently spend an average of 60 minutes per day going to the restaurant, selecting their meals and paying. Some restaurants have the provision of customers making a call to the restaurant in advance to order a meal to be ready for them for pick or to be delivered to them. Some of the customers don't always get the selection they want because the restaurants run out of certain items or because there is no provision of ordering custom meals.

Various type of food can now shop through the internet such as fast food, bakery, dinner, lunch and others. Customers able to view and select their favorite's food from the list add to cart, choose the delivery types, make payment and the order is complete. However, most of the existing online food ordering system's still don't have the notification and delivery services features which are important for customer satisfaction.

The aim of this paper is to develop an online food ordering system for restaurant with a E-mail notification that capable to notify on the status of order and give flexibility in delivery options to the customer

II OBJECTIVE

This system will provide an easily manageable Quick Restaurant System with Email notification. Online food ordering system with Email notification increase efficiency and improves services provided to the customers through better application of technology in daily operations. It is able to stand out from competitors in the food service industry

- Customers will have a visual confirmation about the order status and order will place correctly.
- Customers will able to know food ingredients before ordering.
- Reduces restaurant's food wastage.
- Improves efficiency of restaurant's staff.
- Increase level of accuracy Eliminate pen & paper work.

Online food ordering system with Email notification is helpful for increasing speed of service, sales volume and customer satisfaction.

III LITERATURE SURVEY

Electronic commerce is a new concept that comes into the business field during the 1970s. Electronic commerce is completely based on Internet. The author discusses the role of electronic markets, the effects of information technology on electronic commerce, interactivity, and the evolution of disintermediation to reinter mediation. A definition of electronic commerce is advanced in terms of transaction cost theory, marketing, diffusion, information retrieval, and strategic networking. Lastly, the author asked the question of how electronic commerce adds value [1].

Study by [5] on online shopping customer experience shows that the customer would like the retailers to improve on some online features such as online tracking ability, date and time of delivery, flexibility on delivery options and number of shipping options. Tracking services to the customers can be made via online system or through the email/ short messaging system (SMS) notification. The survey also found that the experience of the online shoppers can be improved by having delivery notifications to acknowledge the customer regarding the delivery time and ability to select the preferred delivery location. Customers also expect a flexibility of delivery options. The delivery option usually is limited to self-pick up or delivery only. The survey also indicated that tracking is also important for customers to track their order status. Customers want a notification or text alerts that notify the customer when the order is ready to be pick-up or the time of delivery because it

will become problem if the customers are not at their place when their orders is delivered.

Study by[7] on Online Food Ordering System with Short Message Service Notification shows that the customer of bakery product would like the notification service for the details of order status. Every notification like order is placed or order is processing or order is processed or order is ready to pick. These notifications are sent by SMS (short messaging system).

IV REVIEW IN EXISTING ONLINE FOOD ORDERING SYSTEM

The analysis is conducted to review the existing online system in terms of delivery services, E-mail notifications, date & time for order delivery, order status and options for delivery features. Table 1 shows the result of the comparison analysis for three online food ordering systems namely food court 1, food court 2 and food court 3.

It can be seen from the table, the online food ordering system still lacking of the E-mail notification and options for delivery features. Food court 1 and food court 2 do not provide delivery services for their customers. They only provide self-pickup method only. The order confirmation and pickup date & time for food court 1 need to be provided through phone. On the other hand, customers for food court 2 need to print the order details and bring to the selected store for pick-up. Only food courts 3 provide delivery services. The information on date and time for order delivery will be provided by food court 2 and food court 3. Thus, the proposed online food ordering system for restaurant, SHEETALS FOOD COURT will consider all these important features in COURT will consider all these important features in improving the customer satisfaction level. It also improves the notification service for customer.

V MODULES USED

In our proposed system we have four Modules Admin, Customer, Meal Deliverer and Manager as shown in Figure No. 1 which have different purpose like maintaining customer information, maintaining delivery information, maintain food court etc.

A) Admin Module

It will create usernames and passwords of users. Create/edit/delete user accounts. It also maintains the view of website.

B) Customer Module

It will start new customer registration process. View product's list to customer. It also gives order confirmation and place orders.

C) Meal Deliverer Module

It will confirm the delivery of customers order.

D)Manager Module

It will create /edit/delete food categories that are viewable to users.

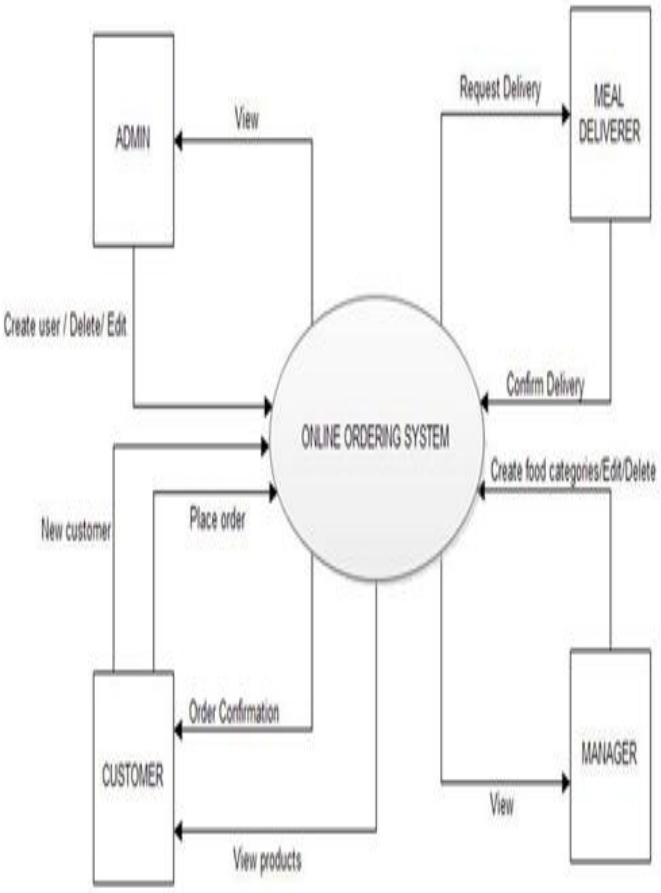


Figure 1: Data flow diagram with modules

Table 1: Comparison of existing online food ordering systems features

	Food court 1	Food court 2	Food court 3
Delivery Services	X	X	✓
E-mail notification	X	X	✓
Date & time for order delivery	X	✓	✓
Order status	X	X	✓
Options for delivery	X	X	✓

VI SYSTEM DEVELOPMENT

The system representation provided by the case diagram. It show how the person interact with the functions of the

system. There are three persons involved in the system which are registered user, non-registered user and administrator.

Figure No. 2 shows the use case diagram for customers. Registered users can access the full system easily. Registered users are able to purchase product, receive E-mail notification, edit profile, view purchased product details, cancel order, print receipt and view order status history. Non-registered users have limited access to the system. Non-registered users are able to view product, add to cart and view chart or order details only.

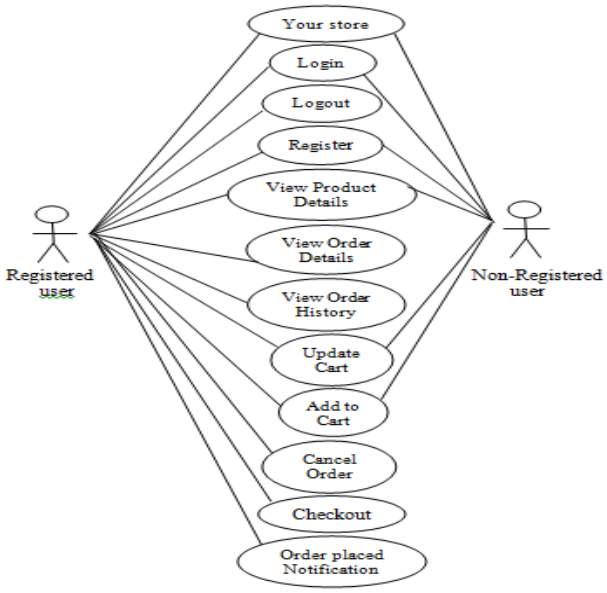


Figure 2: System Representation

Administrator is responsibilities of controlling and maintaining the system. Admin is able to manage order status by changing the order status from processing, processed, ready, delivered, and complete. Admin notify user about the order status by sending notification through Email. Figure 3 shows the activity diagram for administrator for sending an Email notification.

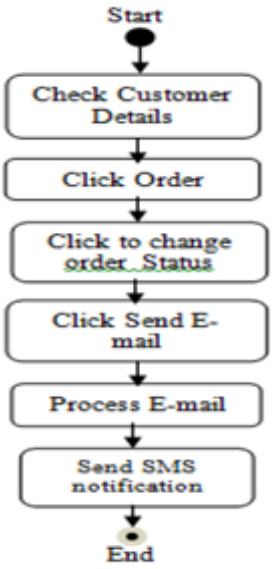
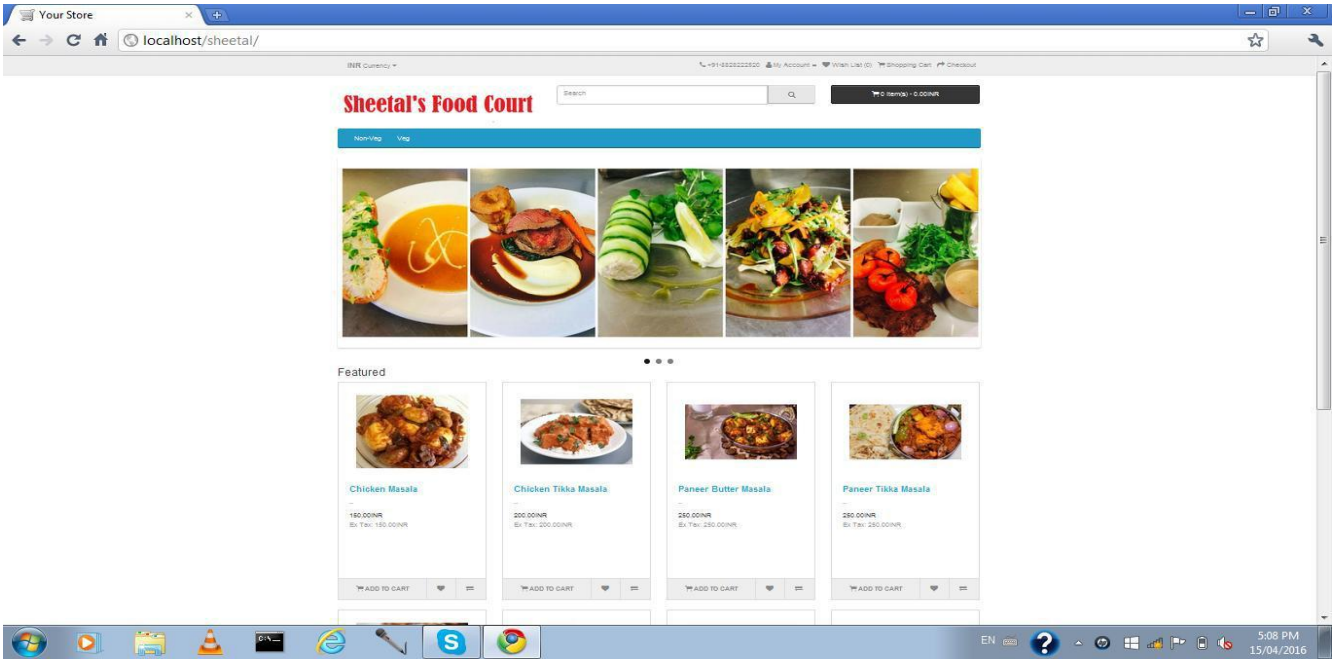
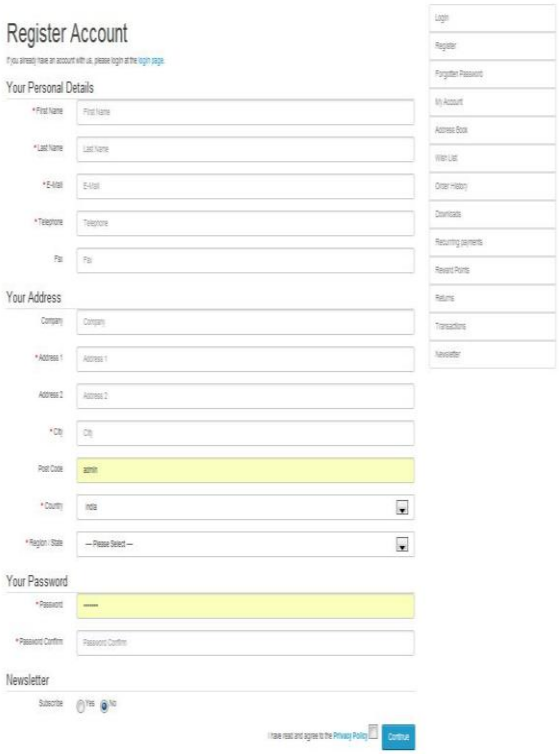


Figure 3: Activity diagram for administrator

In the main website of Sheetals food court there is a slide show with list of food items. There are two menus for customers Veg and Non Veg. From View of Product menu, customers are able to view the list of products and add to cart as shown in Screen shot 1.The details of food item including category and price of the product can be view by clicking at the image of the food item. The list of products of both categories Veg and Non-Vegare below slide show.

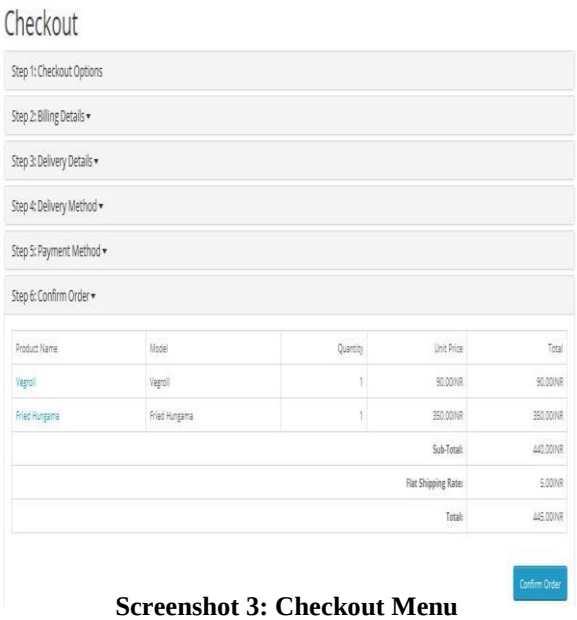


Screenshot 1: Home Page



Screenshot 2: Registration Form

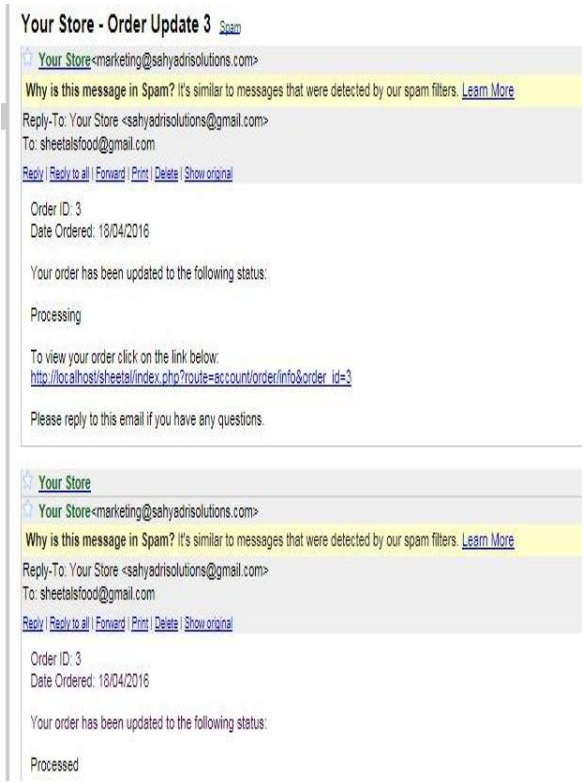
In the main website there is my account option. If you click on the register button then registration form will open. In this form First Name, Last Name, E-Mail, Telephone, Address
Details and Password are the compulsory fields. The Fax, Company and Post code are the mandatory fields.



Screenshot 3: Checkout Menu

By completing the registration form you will complete the registration process. Then you can order any food item from the menu. The webpages will navigate the customer to next window by the typical process. Customer need to complete six steps process of checkout option and then their order will be confirmed. The order confirmation will be shown above.

The customer can receive the Email notification for order state. Each time when admin changes the state of our order then the customer will notified by sending an Email on there registered Email_id. The states like processing or processed are shown in above screen shot.



Screenshot 4: Email Notification about Order Status

VII CONCLUSION

The online food ordering system with Email notification is able to improve the performance of existing system by including the delivery services, Email notifications, and date for order delivery and options for delivery features. The notification is made using Email by using the registered phone Email_id to notify the customer when the order is ready to pick up or delivered.

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