

Universiti Teknologi MARA

Food Delivery Ordering System

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ABSTRACT

An online food ordering system is a web-based application that stimulates the customers to put food orders through the internet by locating their favourite restaurant or nearest one. Online food ordering is growing in popularity among both consumers and restaurants, as it can bring benefits to both parties. Online food ordering has been associated with increasing revenue, improve productivity, and improves customer relationship management like customer satisfaction. Currently, students at UiTM Terengganu and merchants are using a manual process to make an order and manage their daily business activities such as they make order through call and message through WhatsApp to the merchant and merchant collect the order through phone. The issues arise when both customers and merchants have many problems such as occurs issues fraud, difficulty in making the order and manage orders, lack of information about the merchant, and lacks the physical copy of menu items, lack of visual confirmation that the order was placed correctly. Thus, the aim of this project is to develop FDOS, an e-marketplace system to allow student and merchant to conduct transaction in a single platform. This system is developed by implementing ODDS to make the orders and manage the orders efficiently and effectively. Furthermore, ODDS theory that is used in this system because in an on-demand delivery service is express delivery made fairly quickly after an online order is received so it is suitable for using this theory in develop the system. This project used Adapted Waterfall Model, that consist of Planning, Analysis, Design, Development, Testing, and Documentation. It is implemented, and FDOS is developed to deal with the ordering process. FDOS utilized a Business-to-Consumer (B2C) business model in line with the commission fee as its revenue model. FDOS is tested in terms of functionality only such as by using the test cases include the three scenarios which is Normal Scenario, Alternative Scenario and the last one is Exception Scenario. E-Marketplace provides a platform for the merchants to reach more customers and make it easy for the consumers to know the merchants' information at their current location.

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	x
LIST OF TABLE	xiii
LIST OF ABBREVIATIONS	xv
CHAPTER ONE: INTRODUCTION	
1.1 Introduction	1
1.2 Problem Statement	2
1.3 Objective	5
1.4 Project Scope	5
1.5 Project Significance	6
1.6 Gantt Chart	7
1.7 Project Framework	7
1.8 Conclusion	10
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	12
2.2 E-Commerce (EC)	13

2.2.1 Types of E-Commerce	14
2.2.2 Business Model	15
2.2.3 Revenue	17
2.3 Food Ordering	17
2.3.1 Online Food Ordering	18
2.4 On-Demand Delivery Service	18
2.5 System Development Model	21
2.5.1 Waterfall Model	22
2.6 Similar Existing System	24
2.6.1 DeliveryEat.my	24
2.6.2 Foodpanda.my	27
2.6.3 Running Man Delivery	30
2.6.4 Comparison of each system	32
2.7 Implication of Literature Review	33
2.8 Conclusion	34

CHAPTER THREE: PROJECT METHODOLOGY

3.1 Introduction	36
3.2 Project Development Methodology	36
3.3 System planning	39
3.3.1 Planning Process	39
3.4 Analysis Process	40
3.4.1 Functional Requirement	40
3.4.2 Non-Functional Requirement	42
3.5 Design	43
3.5.1 Process Flow Diagram (PFD)	43
3.5.2 Context Diagram	44
3.5.3 Data Flow Diagram (DFD) level 0	45
3.5.4 Entity Relationship Diagram (ERD)	46