

Universiti Teknologi MARA

Online Ordering System For Kek Lapis Sarawak

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ABSTRACT

The purpose of the Online Ordering System For Kek Lapis Sarawak project is to create a e-commerce websites that can be used to replace the traditional ordering system that is now used order by call, chat via Whats App, email or directly go to store. The traditional system used by most of the food and beverage sector is the traditional manual ordering system, which means that all works, and processes are documented by manual labor and a huge quantity of paperwork that is ineffective and inefficient. Due to the large number of manpower manual labor that operates in each business routine, this causes the business to experience problems with human error. Using information systems especially online order management systems was intended helped the business routine in terms of better management and making everyday business operations easier to handle. This system was designed for small to medium-sized businesses in the food and beverage industry. The Waterfall Model methodology is the fundamental methodology in system development, adapted Waterfall Model methodology was chosen for this project. It is because this methodology is the simple and basic method that developer used for developed system. As a result, this methodology enables developers to do system testing after the implementation phase, allowing them to assess functionality testing, analyze, and learn about the system before the real implementation of the final system. From there, the developer is working on the development system to match the needs of the end-user requirement. In conclusion, people nowadays enjoy a great deal of convenience because of technological improvements. Many organizations use desktop application systems to grow their business since they benefit both sellers and customers. Furthermore, on the future work additional feature on the system such as payment using online banking which is the digital platform and button to request help using kiosk-based system will be implement on the system. Then on the order page will be real-time which is staff can update status order and also view the date and time of order. This functionality also provides a level of self-service for targeted users' customer.

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