

Management Application for Chendol Bertam

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Abstract

Chendol Bertam, a traditional dessert business in Pulau Pinang, Malaysia, has long relied on manual methods to manage inventory and customer bookings. This outdated approach led to frequent stock shortages and booking errors. The main objective of this project was to develop a mobile management application to automate these processes. The application, built using Flutter and Firebase, supports Android devices and enables real-time inventory tracking, low-stock alerts, and a structured booking system. With its user-friendly interface and Agile development approach, the system has significantly improved operational efficiency, minimized manual errors, and laid a foundation for Chendol Bertam's future business growth.

1. Introduction

The demand for traditional Malaysian desserts such as Cendol and Ice Kacang has witnessed significant growth in recent years. These beloved treats, often associated with heritage and community, play a vital role not only in satisfying culinary cravings but also in preserving the nation's cultural identity [1]. Small and medium-sized dessert vendors have emerged as key players in this resurgence, serving both locals and tourists with authentic flavors and nostalgic experiences. However, despite their cultural and economic value, many of these small businesses struggle to adapt to the operational challenges brought about by increased customer expectations and higher transaction volumes [2].

A primary concern for many of these vendors lies in the continued reliance on outdated manual processes. These include handwritten logbooks for stockkeeping, verbal order-taking, and paper-based customer bookings—all of which are susceptible to human error, miscommunication, and inefficiency. As customer bases expand and operational complexity increases, such systems often prove inadequate, resulting in problems like overbooking, inventory depletion, delayed service, and revenue loss [3].

Modern technology offers powerful tools to address these issues. For example, inventory management systems can automatically monitor stock levels, predict replenishment needs, and reduce wastage through real-time data tracking [4]. Automated order systems, on the other hand, allow for structured booking procedures and instant updates, minimizing the chances of human error and ensuring customers receive timely and accurate service [5]. These systems not only enhance operational efficiency but also improve overall customer satisfaction, an essential metric for business sustainability in a competitive market.

Chendol Bertam, a well-known dessert business located in Bertam Indah, Pulau Pinang, exemplifies the dual challenge of growing demand and manual inefficiencies. The business, known for its high-quality cendol and ice kacang, continues to attract a steady stream of customers, particularly during weekends and festive seasons. Yet, the lack of an automated management system has led to frequent instances of stock mismanagement, duplicate or missed bookings, and service delays during peak hours [6]. These challenges, if left unaddressed, could limit the business' capacity to scale and maintain customer loyalty.

In response, the business owner has proposed the development of an integrated inventory and order management system tailored to the unique operations of Chendol Bertam. This proposed solution aims to digitize and automate key business processes, including stock monitoring, supplier coordination, customer booking, and

real-time order tracking. Through automation, the system will provide timely alerts on inventory thresholds, eliminate manual record-keeping errors, and offer a user-friendly interface for both staff and customers [7].

By implementing this system, Chendol Bertam can transform its operation shifting from reactive to proactive management. The business will be better equipped to handle demand fluctuations, plan procurement efficiently, and deliver more consistent and satisfying customer experience. Furthermore, such a system sets the foundation for long-term scalability, enabling the business to explore online ordering, data analytics, and even expansion into new locations.

This paper documents the development journey of the Chendol Bertam Management Application, structured across eight comprehensive sections. It begins with an introduction and background to contextualize the business case and challenges. The literature review explores similar technological applications in small food enterprises. The methodology section outlines the approach used in system development, followed by detailed system requirements, design architecture design, implementation details, testing processes, and finally, the conclusion. Each section builds upon the before provide a cohesive and evidence-based account of how the proposed system was conceptualized, developed, and evaluated for its effectiveness in transforming Chendol Bertam's operations.

2. Literature Review

This section reviews the literature and technologies relevant to developing the Chendol Bertam Management Application. It begins with a case study of Chendol Bertam, outlining the current challenges it faces with manual inventory tracking and data management. The section then explores key technologies, including inventory management systems, order processing software, and booking platforms, explaining their relevance and suitability for the project. A comparison of three existing management systems follows, evaluating their features, strengths, and limitations. Finally, the section compares the proposed system with these existing solutions, highlighting the improvements and key features that address the specific challenges faced by Chendol Bertam.

2.1 Management Application for Chendol Bertam

Chendol Bertam currently relies on traditional manual processes to manage its operations, including using logbooks for recording customer orders, tracking inventory, and generating reports. While these methods have served the business, they have led to inefficiencies such as order misinterpretation, inventory discrepancies, and difficulties in managing peak demand periods. The lack of real-time updates and a centralized digital system makes it challenging to make quick, informed decisions, which can result in stock shortages and overbooking. Furthermore, the absence of data analytics limits the ability to understand customer preferences and sales trends, hindering the potential for growth. To overcome these operational limitations and enhance efficiency, a more automated and streamlined solution is needed.

The Chendol Bertam Management Application is a mobile-based system designed to streamline operations at Chendol Bertam in Bertam Indah. Focusing on key aspects such as inventory management, order processing, customer bookings, notifications, and sales tracking, the application offers a user-friendly interface for both staff and customers. This ensures more efficient order handling and inventory management. Unlike complex commercial systems with advanced features like predictive analytics or AI-based recommendations, the application is simple, cost-effective, and tailored specifically for small to medium-sized dessert businesses. While it requires manual updates for certain functions and lacks high-end capabilities, it effectively addresses the core needs of Chendol Bertam without adding unnecessary complexity. Drawing inspiration from existing systems in the food service industry, the application integrates essential features such as real-time inventory tracking, booking management, and financial oversight, providing a practical, accessible, and affordable solution to improve service efficiency and support the business's growth.

2.2 Study of Existing Related Systems

The comparison of existing systems Shopify POS [8], TouchBistro [9], and Erply [10] reveals a variety of functionalities focused on inventory and order management, with strengths in sales tracking and analytics. While Shopify POS[8] and TouchBistro[9] provide robust point-of-sale solutions, and Erply[10] excels in multi-location management and customer loyalty, these systems lack specific features for managing customer bookings and deposits. In contrast, the proposed Management Application for Chendol Bertam is specifically tailored for a small dessert business, integrating real-time inventory tracking, dedicated booking management, and comprehensive notification alerts for low stock and upcoming reservations. The summarization and comparison of these systems are shown in Table 1.

The existing systems cater to different needs in management applications. Some are comprehensive but lack key functionalities, while others are simple but do not address advanced operational requirements. The proposed Management Application for Chendol Bertam aims to combine the best features of these systems while overcoming their limitations. It will include modules such as login and registration, order management, inventory management, notification, profile management and sales and performance overview. This system is designed to

be user-friendly, efficient, and suitable for small dessert business operations. Table 1 summarizes the findings of the system's comparison.

Table 1 *System Comparison*

System Features	Shopify POS [8]	TouchBistro [9]	Erply [10]	Management Application for Chendol Bertam
Login & registration	√	√	√	√
Inventory Management	√	√	√	√
Order Management	√	√	√	√
Notification	√	√	√	√
Sales and Performance Overview	√	√	√	√
Profile Management	X	X	√	√

3. Methodology

The development model chosen for this project is the Agile Model, a system development methodology that emphasizes iterative development, flexibility, and customer collaboration [11]. This approach is well-suited to projects like the Management Application for Chendol Bertam, where requirements may evolve based on user feedback and operational changes. The Agile Model promotes continuous improvement through short development cycles called sprints, which deliver incremental updates and features. Each sprint focuses on specific tasks, allowing for rapid adjustments and adjustments based on real-world user feedback and testing [13]. The model ensures that the final system aligns closely with the business's needs, such as real-time inventory tracking, order management, and customer engagement features. The Agile methodology includes several key phases, as shown in Table 2, each involving tasks that result in tangible deliverables. These deliverables are regularly reviewed and refined in collaboration with the stakeholders to meet the business's dynamic needs. **Appendix A** shows the Gantt chart that was used in developing the application

Table 2 *Software Development Activities and Their task*

Phase	Task	Output
Planning	• Proposed the project	• Project proposal
	• Determine the project schedule, activities and output	• Gantt chart
Analysis	• Analyse existing system procedure	• UML diagram
	• Determine project's scope and objective	• Class Diagram
	• Conduct requirement analysis session with stakeholder	• Entity Relationship Diagram (ERD)
		• Flowchart
Design	• Design system architecture	• Use case diagram
	• Design user interface	• System architecture
	• Navigation structure and system flow	• Database schema
	• Plan database design	• Data dictionary
Development	• Develop an initial prototype	• UI Design
	• Implement core features	• Functional prototype
	• Develop basic UI and functionalities	

Table 2 (cont)

Phase	Task	Output
Testing	- Gather feedback from users - Conduct usability testing - Identify areas for improvement based on user feedback	- Evaluation report - User feedback
Deployment	- System installation - Data migration	- Data reports - Deployed system
Maintenance	- System updates - Conduct system-wide testing - Ensure all modules function as expected	- Maintenance logs - Update notes

3.1 System Requirements

The system requirements for the Chendol Bertam Management Application are categorized into functional and non-functional requirements. Functional requirements are how the application should work and describe what the developers must implement to enable users to accomplish the user requirements, thus satisfying the business requirements. Non-functional requirements address the environment in which the system operates. Table 3 shows the functional requirement of the application, while table 4 shows the non-functional requirements of the application.

Table 3 *Functional Requirements*

No	Module	Function	Users
1	Login & Registration	Enables all users to register and securely log in using a valid email and password.	All users
2	Inventory Management	Allow the owner and staff to add, edit, delete, and view inventory records in real time.	Owner, Staff
3	Notifications	Send automatic alerts to all users for low stock levels and bookings status.	All users
4	Order Management	- Provides tools for users to add, edit, and track customer bookings, ensuring organized scheduling. - Stores digital receipts for booking deposits, linking them to corresponding customer bookings. - Ensure that new bookings do not conflict with existing reservations, avoiding double bookings.	All users
5	Sales Performance Overview	Displays daily and monthly sales trends, helping the business owner make informed decisions.	Owner
6	Profile Management	Allow customers to edit their profile picture, address and phone number.	Customer

Table 4 *Non-Functional Requirements*

No	Requirement	Description
1	Performance	The application must handle updates to inventory and booking records as fast as possible to ensure real-time responsiveness.
2	Scalability	The system should support up to 500 concurrent records for inventory and orders without performance degradation.
3	Availability	The application should maintain an uptime of at least 99.5% to ensure reliability for daily business operations.
4	Usability	The user interface must be simple and intuitive, requiring minimal training for the business owner and staff to operate effectively.
5	Platform Compatibility	The application must be optimized for Android devices with support for common screen resolutions.
6	Security	The system must employ secure authentication methods (e.g., encrypted passwords) to prevent unauthorized access to sensitive data.

4. System Analysis

The system analysis stage involves understanding the users' requirements and the current manual processes to identify areas for improvement in the Management Application for Chendol Bertam. This stage included discussions and observations of Chendol Bertam's operations, focusing on inventory management, order tracking, and customer bookings. The analysis involved reviewing how the business currently handles stock levels, order reservations, and customer interactions through manual methods. Based on these observations, user needs were documented, and areas for improvement were identified, such as the need for real-time inventory updates, better order management, and automated notifications to reduce human error and improve efficiency. This analysis helped define the system's core functionalities to streamline Chendol Bertam's operations and provide a more effective solution.

4.1.1 Use Case Diagram

The proposed Management Application for Chendol Bertam involves three main users, that is Customer, Owner, and staff. The interaction between these users and the system is structured to ensure efficient operation and seamless service delivery. Information and data exchanged between the users and the system are shown in Fig. 1.

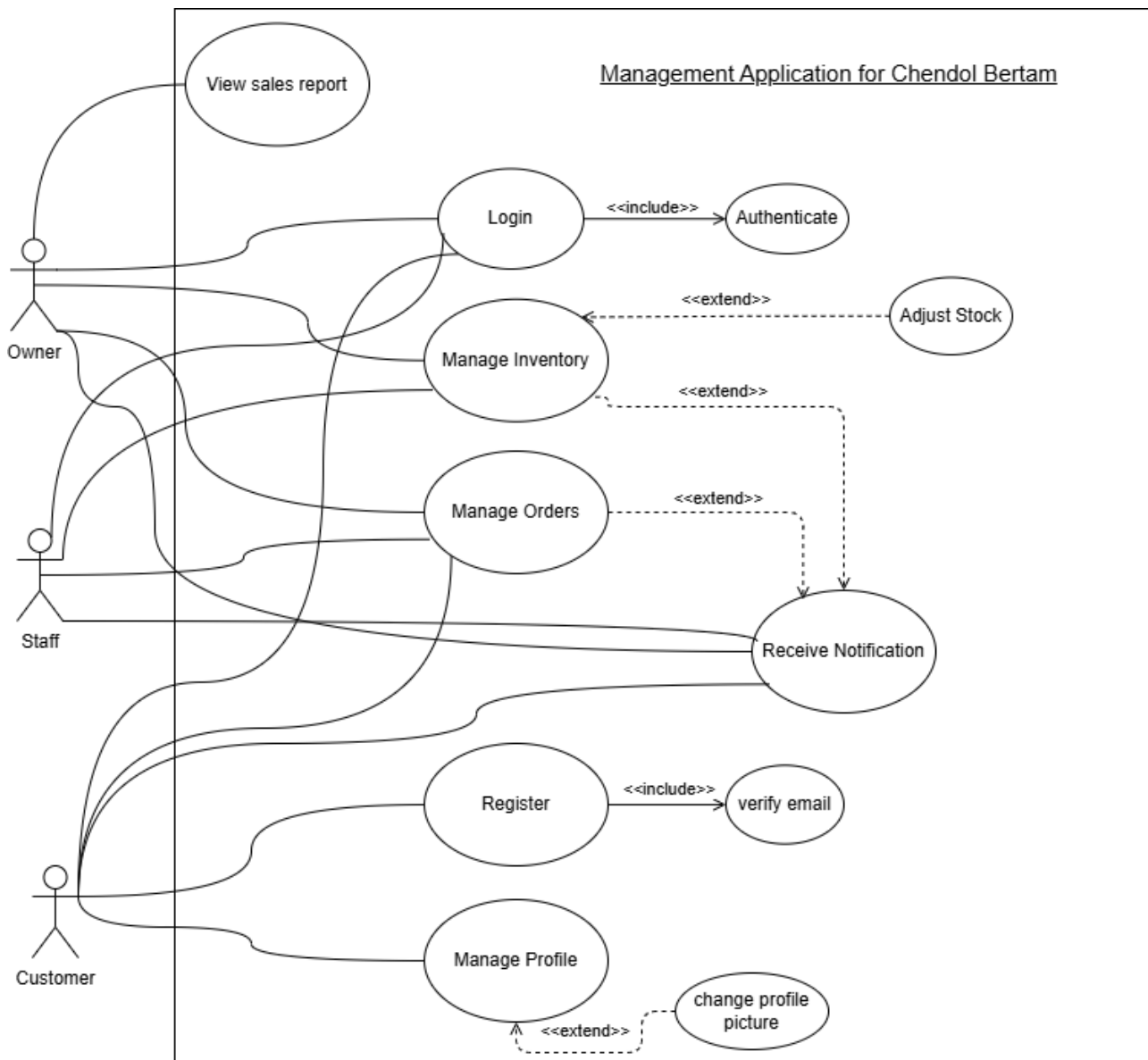


Fig. 1 Use case Diagram

4.1.2 Entity Relationship Diagram

An Entity Relationship Diagram (ERD) visually represents the relationships between different entities in a system. ERDs are essential for database design, as they help model the database structure and ensure data integrity. Fig. 2 displays the ERD for the developed system, showcasing the relationships and cardinalities among the identified entities.

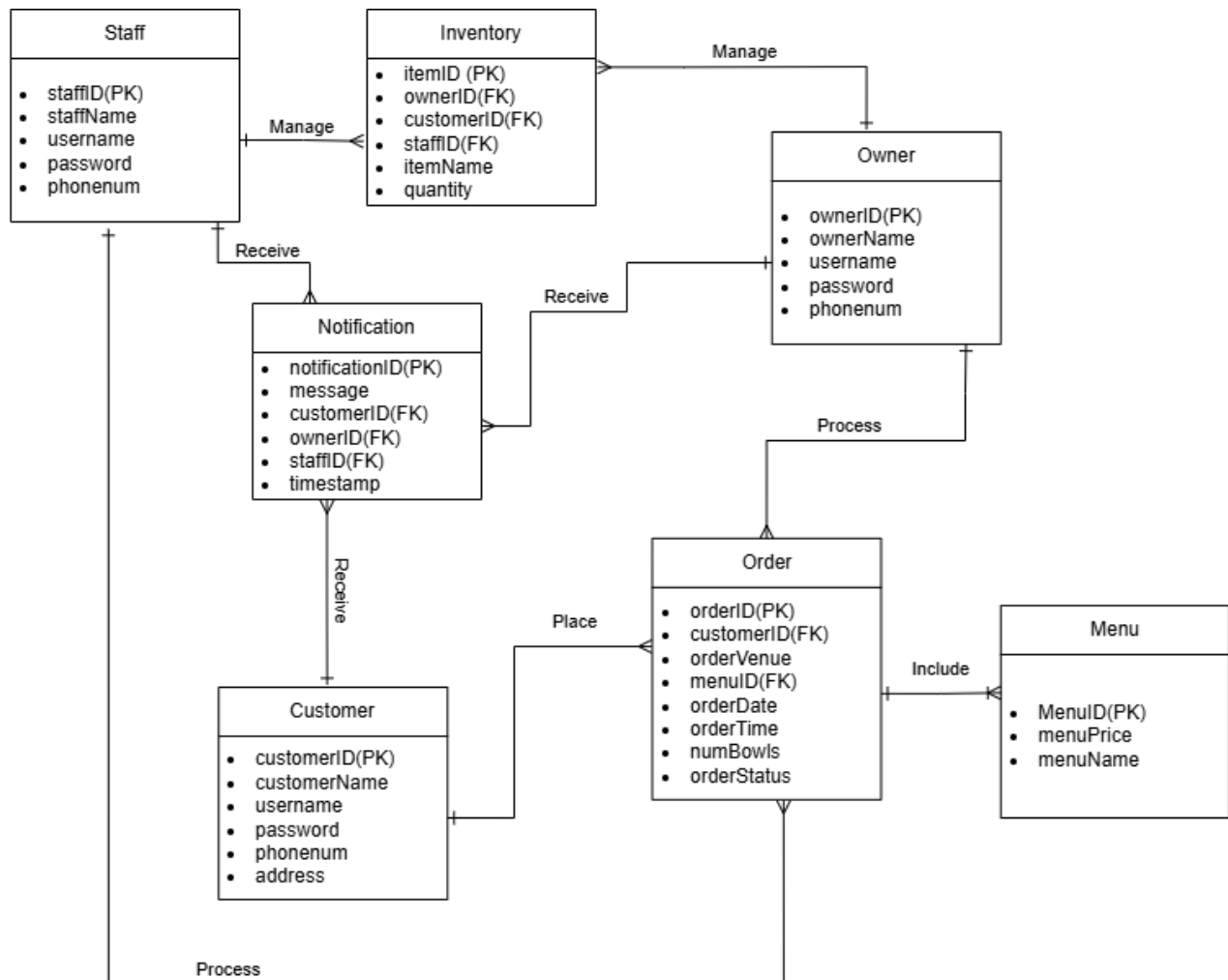


Fig. 2 Entity Relationship Diagram

4.1.3 Flowchart

A flowchart provides a visual representation of the system's processes and workflows. It is essential for understanding the logical sequence of operations and interactions between various modules. **Appendix B** illustrates the flowchart for the Management Application for Chendol Bertam, detailing the key processes and their interconnections.

4.2 System Design

The system design phase focuses on defining the architecture, database structure, and user interface (UI) of the Management Application for Chendol Bertam. This phase ensures that the system is well-structured, efficient, and user-friendly.

4.2.1 System Architecture

The architecture is a well-organized three-tier system where the presentation layer handles user interaction, the application layer processes business logic, and the data layer ensures secure and efficient data storage. Each layer communicates seamlessly to provide a complete and functional system.

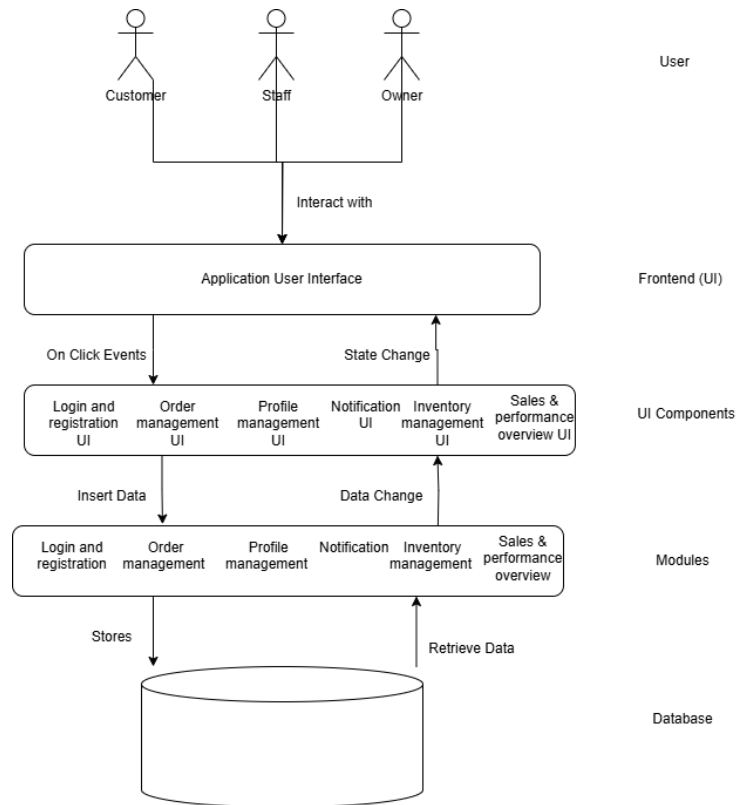


Fig.3 System Architecture Diagram

4.2.2 Database Design

The data dictionary and schema table are provided in this section to show the database design of proposed system.

- i. Tbl_staff (staffID(PK), email, staffName, password, phoneNum)
- ii. Tbl_owner (ownerID(PK), ownerName, email, password, phoneNum)
- iii. Tbl_customer(customerID(PK), customerName, email, password, phonenum, address)
- iv. Tbl_Notification(notificationID(PK), message, receipientID(FK), timestamp)
- v. Tbl_Inventory(itemID(PK), updatrerID(FK), itemname, quantity)
- vi. Tbl_Order(orderID(PK), customerID(FK), orderVenue, orderDate, orderTime, numBowls, paymentStatus, OrderStatus)
- vii. Tbl_Menu(menuID, menuPrice, menuName)

4.2.3 Interface Design

This section outlines the user interface design of the proposed system, crafted to ensure usability and operational efficiency for Chendol Bertam. These interfaces, designed using Figma, are tailored to align with the roles and requirements of various stakeholders, providing a cohesive and user-friendly experience. These design elements ensure the system meets the operational and usability requirements of Chendol Bertam.

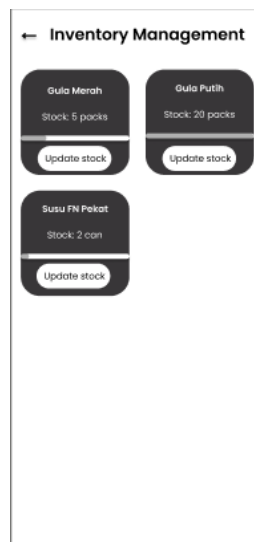


Fig. 4(a) Inventory management Interfaces



Fig. 4(b) Ingredient update

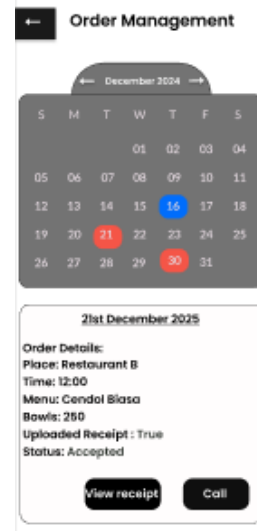


Fig. 4(c) Order Management (owner)

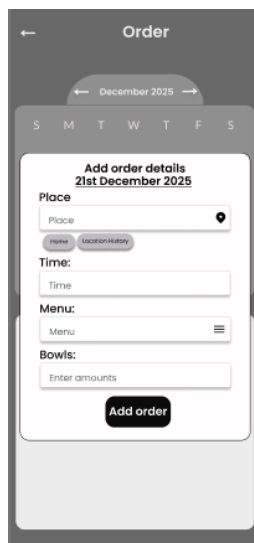


Fig. 4(d) Order Management (Customer)



Fig. 4(e) Notification (Customer)

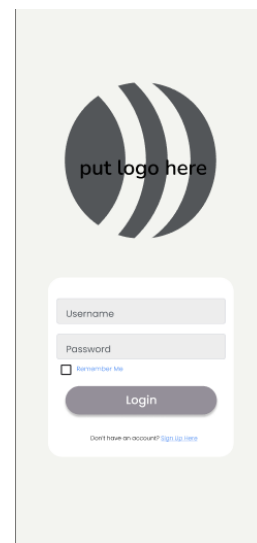


Fig. 4(f) Login screen

5. Implementation and Testing

The Chendol Bertam Management Application has been fully developed with several functional modules using Flutter and Firebase. These modules include the Login and Registration module, which provides secure authentication for customers, staff, owners, and admins, allowing role-based access to the system. The Inventory Module is fully operational, enabling owners and staff to update stock levels and receive real-time information about ingredient availability. The Ordering Module is fully integrated and functional, while ensuring smooth data synchronization with the database. The Profile Management Module is also complete, enabling customers to easily update their address, name, or phone number. With all modules implemented, the system is now fully capable of streamlining operations and enhancing the overall business management process.

5.1 System Implementation

The implementation phase is the process of building the entire Chendol Bertam Management Application. Flutter and Dart will be used for front-end development, with Dart as the main programming language to create a responsive and user-friendly interface for both staff and customers. For back-end services, Firebase will be utilized for secure authentication and real-time database management. Firebase offers an integrated platform

with server and database modules, making it an ideal choice for building scalable and efficient mobile applications. The development environment used is Visual Studio Code, a lightweight and powerful IDE that supports Flutter and integrates seamlessly with Firebase. Figure 4 is the result of the implementation of the modules.

5.1.1 Login and Registration Module

Figure 5(a) – Figure 5(f) shows the login and registration interface and user's respective dashboard. Users need authenticated email and passwords to go to their respective dashboard.

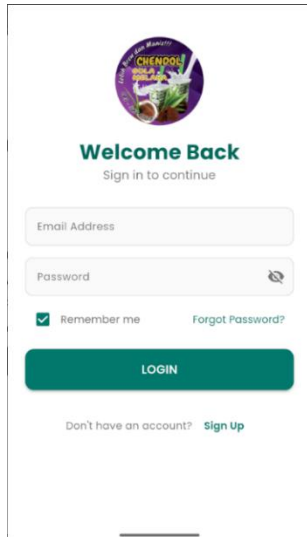


Fig. 5(a) Login screen

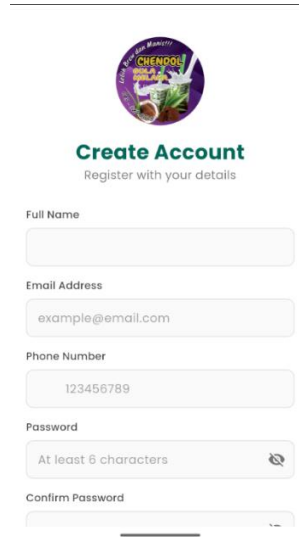


Fig. 5(b) Registration screen

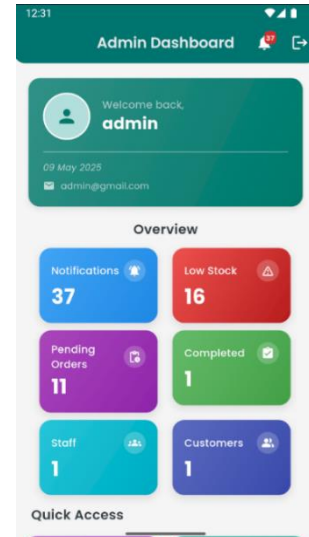


Fig. 5(c) Admin dashboard

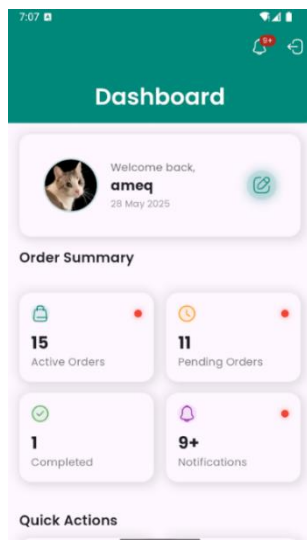


Fig. 5(d) Customer dashboard

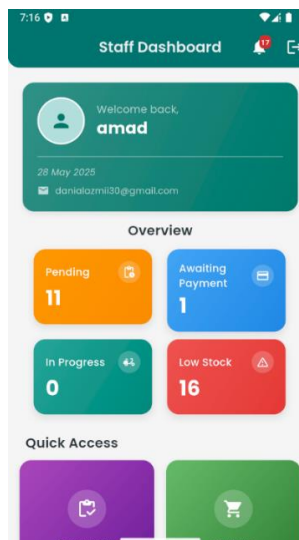


Fig. 5(e) Staff dashboard

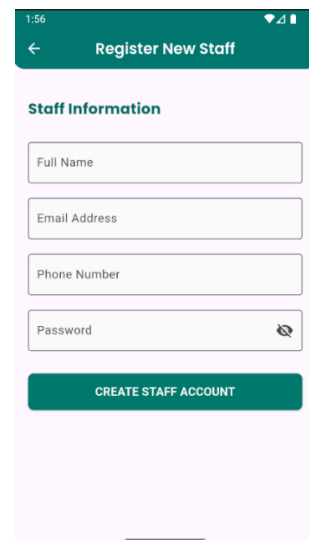


Fig. 5(f) Staff registration

5.1.2 Inventory Management Module

Figure 6(a) – Figure 6(d) shows the stock inventory module interfaces. Staff can update the ingredients, and owner can add a new ingredient. Also owner can see the inventory history so that they know who changes the ingredients.

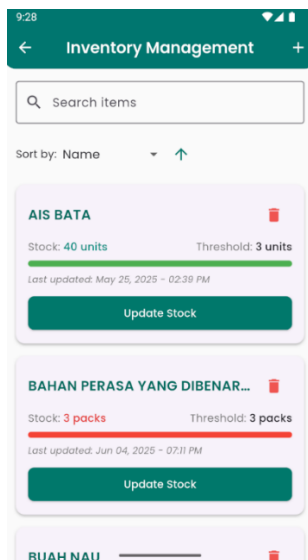


Fig. 6(a) Inventory management interface

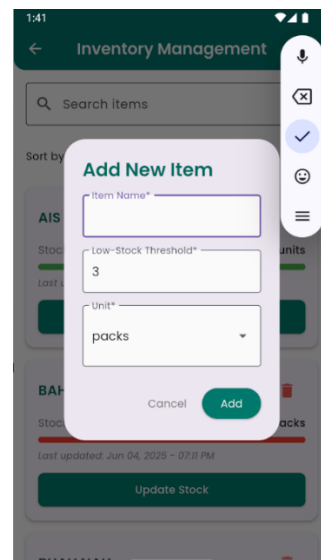


Fig. 6(b) Inventory management interface (Adding item)

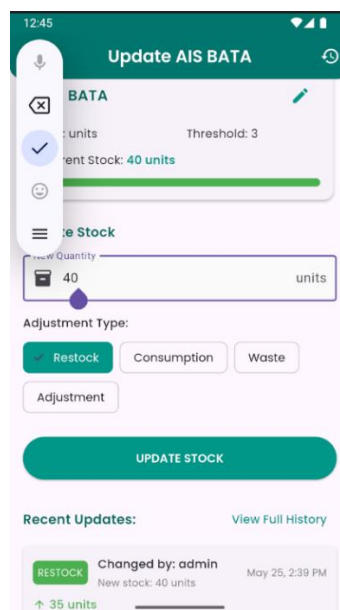


Fig. 6(c) Stock Inventory update interface (owner/staff)

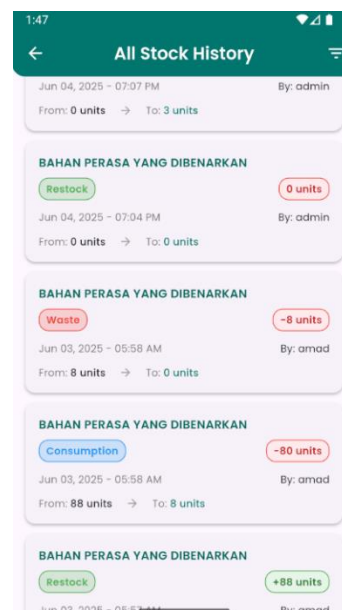


Fig. 6(d) Inventory history interface (owner)

5.1.3 Order Management Module

Figure 7(a) – Figure 7(f) shows the order management interface. Customer can book an order in the main order management page. Staff and owner can confirm the bookings and the payment receipt that was uploaded by customer. The customer can choose which menu they want in their menu page. And owner can add a menu in their menu page.

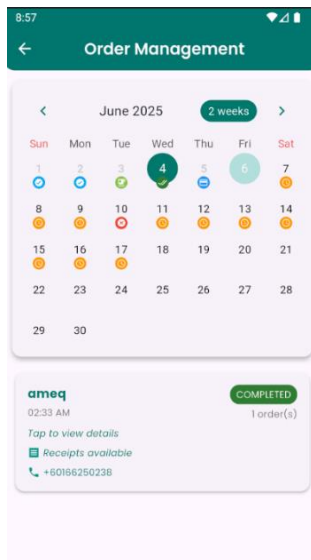


Fig. 7(a) Order Management interface

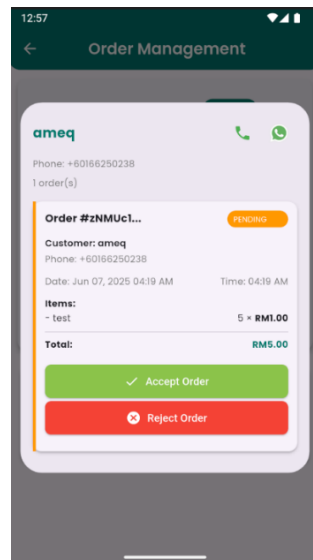


Fig. 7(b) Order dialog interface (owner/staff)

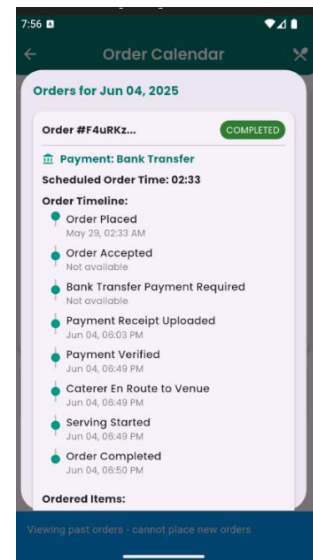


Fig. 7(c) Order dialog interface completed (customer)

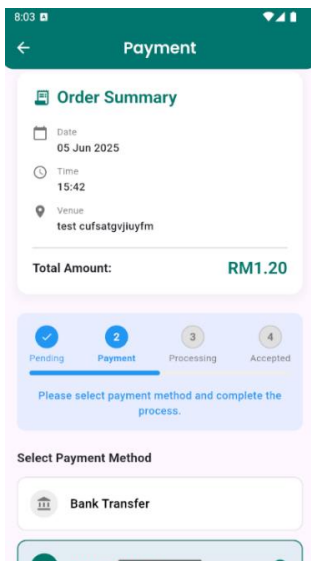


Fig. 7(d) Payment interface (customer)

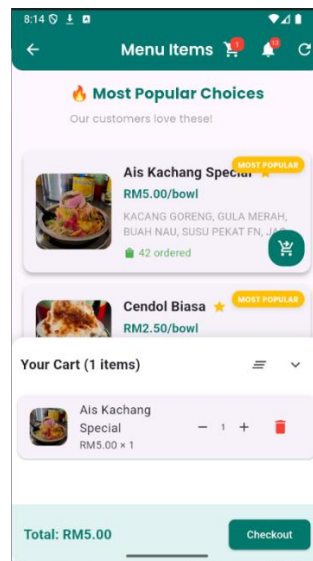


Fig 7(e) Browse menu (customer)

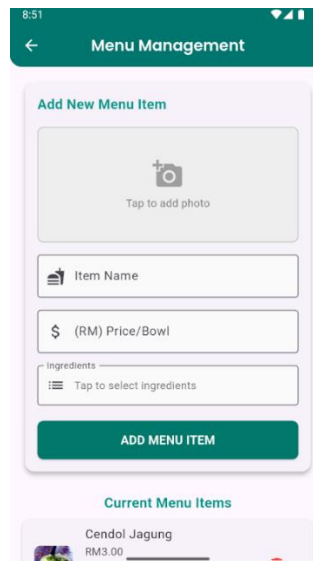


Fig. 7 (f) Add menu (owner)

5.1.4 Notification Module

Figure 8 shows the notification module interface. Every status update or inventory update user can get their respective notifications.

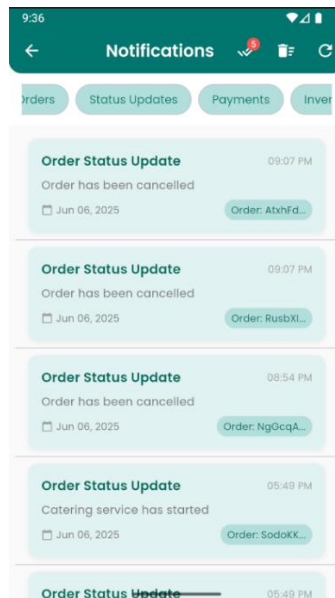


Fig. 8 Notification interface

5.1.5 Sales and Performance Overview Module

Figure 9(a) and Figure 9(b) show the report of order and inventory interface. This interface can help owner make a good decision toward the business operation

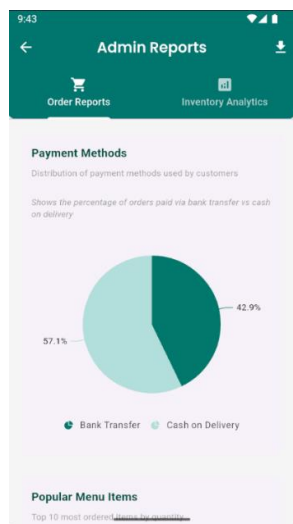


Fig. 9(a) Sales and Performance Overview interface (Order)



Fig. 9(b) Sales and Performance Overview interface (Inventory)

5.1.6 Profile Management Module

Figure 10(a) and Figure 10(b) show the profile management interface where customers can view and edit their personal details.

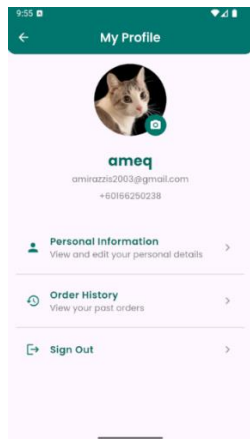


Fig. 10(a) Profile Management interface

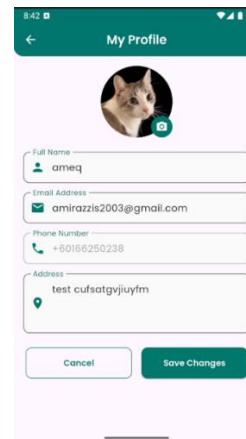


Fig. 10(b) Customer profile edit menu

5.2 System Testing

System testing is a crucial stage in a software development lifecycle, assessing the entire integrated system's compliance with specified requirements. It evaluates the system's functionality, performance and reliability in real-world conditions, ensuring all components in the system work and interact correctly.

5.2.1 Functional Requirements Testing

Functional testing involves testing each module and function of the system to ensure that every module performs as intended. This process is carried out to identify any issues or errors that occur during system use. Table 5 shows the functional requirement tests for the customer; Table 6 shows the functional requirement tests for owner; and Table 7 shows the functional requirement tests for staff along with the results of these tests.

Table 5 Functional Requirement Testing for customer

Module	Testing	Expected Results	Testing Results
Login & Registration Module	Register by entering user's name, phone number, email address, and password.	Account registration succeeds; customers are directed to login page	Success
	Enter the registration form partially	An error message about incomplete registration form displayed indicating failure to register	Success
	Enter authenticated email and password	Customer logged in and directed to their dashboard	Success
	Enter wrong email and password	An error message about wrong credential displayed indicating failure to login	Success
Order Management Module	Place an order	Customers place an order for the catering service	Success
	Incorrect order details	Customer can cancel the order and reorder	Success
	Upload payment receipt	Customer can upload their receipt	Success
	Status update	Customers are up to date with status	Success
Notifications Module	Update in order status are sent to customer	Customers receive notification about the status of the order	Success
Profile Management	Customer can customize their profile picture and add an address	Customer can add a profile picture and change their address	Success

Table 6 *Functional Requirement Testing for owner*

Module	Testing	Expected Results	Testing Results
Login & Registration Module	Enter authenticated email and password	Owner logged in and directed to their dashboard	Success
	Enter wrong email and password	An error message about wrong credential displayed indicating failure to login	Success
	Register staff credentials	Account registration succeeds; staff can log in to their dashboard	Success
	Enter incomplete staff registration form	An error message about incomplete registration form displayed indicating failure to register staff	Success
Inventory Management Module	Update the ingredient level	Owner can update the ingredients level	Success
	Add a new ingredient	Owner can add a new ingredient	Success
	Edit ingredients detail	Owner can edit a wrongly input ingredients information	Success
	Observe the ingredients level	Owner can observe how the ingredients level increase and decrease in real time	Success
	View the update log	Owner can view who update said ingredients	Success
Order Management Module	Update the order status	Owner can update the customer order status	Success
	Cancel an order	Owner can cancel an order if they determine the receipt is fake or the said date is unavailable	Success
	View uploaded payment receipt	Owner can view the upload receipt to determine its authenticity	Success
	Contact the customer	Owner can contact the customer to further inquire about the order	Success
	Add a new menu item	Owner can add a new menu for customer	Success
Notifications Module	Update in order status and ingredients level are sent	Owner receives a notification about the order status and ingredients level	Success
Sales and Performance Overview Module	Show how the business is doing with all the statistical information	Owner can view and make decisions based on the graph and statistic shown in the module	Success

Table 7 *Functional Requirement Testing for staff*

Module	Testing	Expected Results	Testing Results
Login & Registration Module	Enter authenticated email and password	Staff logged in and directed to their dashboard	Success
	Enter wrong email and password	An error message about wrong credential displayed indicating failure to login	Success
Inventory Management Module	Update the ingredient level	Staff can update the ingredients level	Success
	Observe the ingredients level	Staff can observe how the ingredients level increase and decrease in real time	Success
	View the update log	Staff can view who update said ingredients	Success
	Send restock alert	Staff can send restock alert to owner about depleting ingredient	Success
Order Management Module	Update the order status	Staff can update the customer order status	Success
	Cancel an order	Staff can cancel an order if they determine the receipt is fake or the said date is unavailable	Success
	View uploaded payment receipt	Staff can view the upload receipt to determine its authenticity	Success
	Contact the customer	Staff can contact the customer to further inquire about the order	Success
Notifications Module	Update in order status and ingredients level are sent	Staff receives a notification about the order status and ingredients level	Success

6. Conclusion

In conclusion, the Chendol Bertam Management Application presents significant advantages that contribute to enhancing operational efficiency, service speed, and customer satisfaction. By allowing online bookings, streamlining order tracking through unique IDs, generating useful business reports, and improving inventory management, the application provides a solid foundation for modernizing Chendol Bertam's operations. However, several limitations, such as the absence of online payment, lack of push notifications, and slow data loading, highlight the need for further improvements.

Future enhancements should focus on integrating secure online payment options, enabling real-time push notifications, and optimizing system performance for better responsiveness. Additionally, refining the UI/UX and expanding inventory capabilities with automation and supplier integration would elevate the overall effectiveness of the system. By addressing these areas, the Chendol Bertam Management Application can evolve into a more robust and comprehensive solution that fully supports the business's growth and enhances customer experience.

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Conflict of Interest

Authors declare that there is no conflict of interest regarding the publication of the paper.

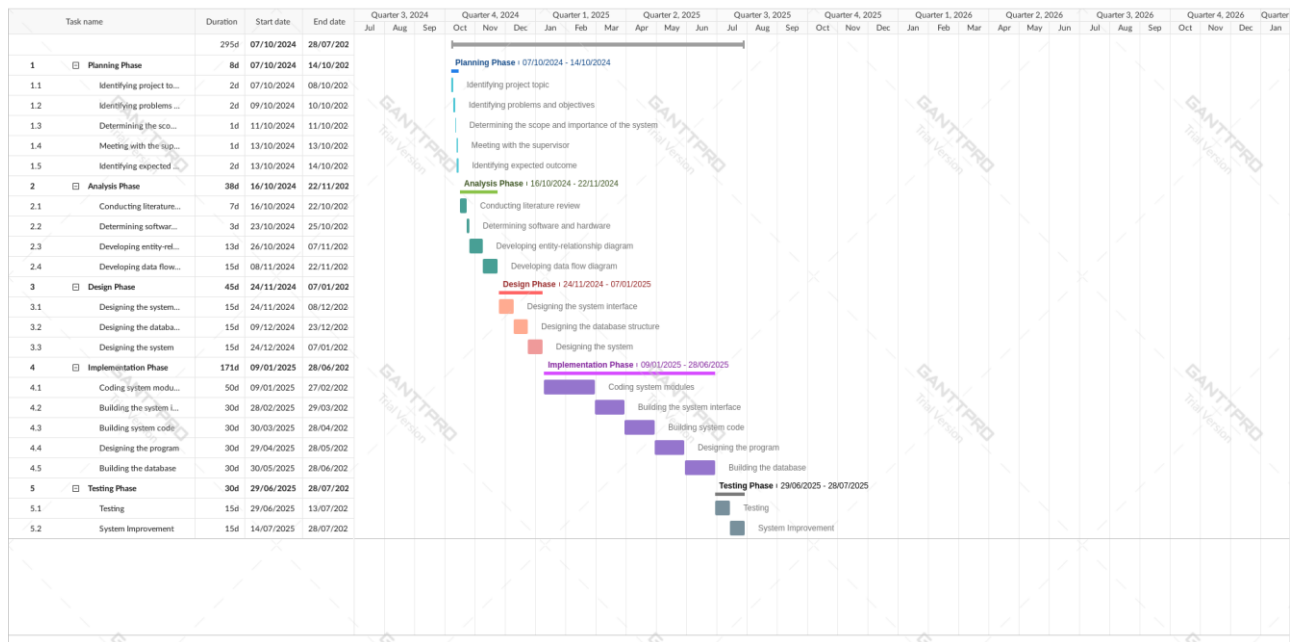
Author Contribution

The authors confirm contribution to the paper as follows: study conception and design: Muhammad Amir Azzis, Noor Azah Samsudin; data collection: Muhammad Amir Azzis; analysis and interpretation of results: Muhammad Amir Azzis, Noor Azah Samsudin; draft manuscript preparation: Muhammad Amir Azzis, Noor Azah Samsudin. All authors reviewed the results and approved the final version of the manuscript.

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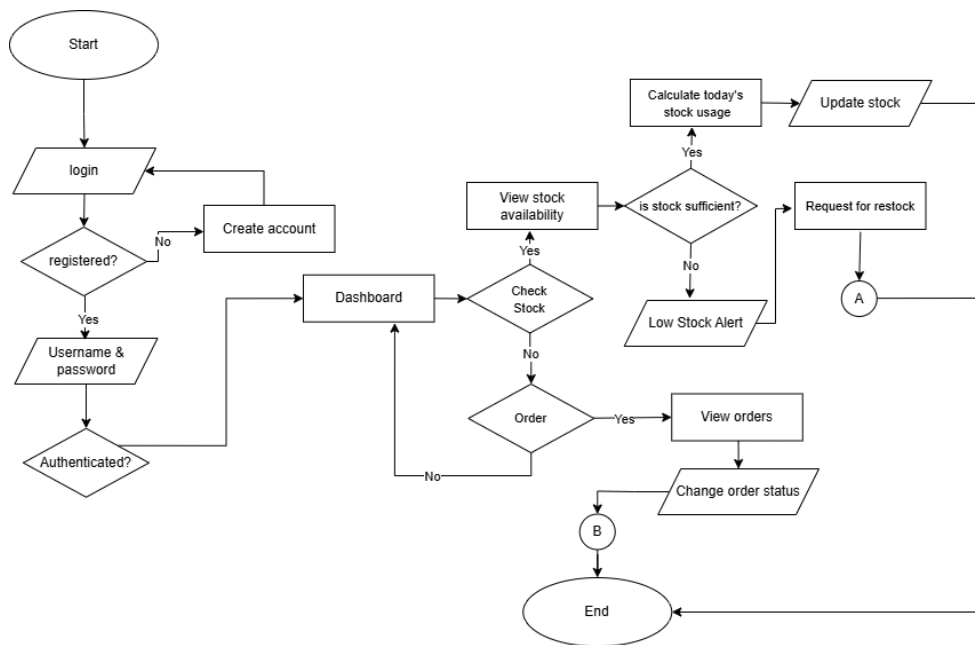
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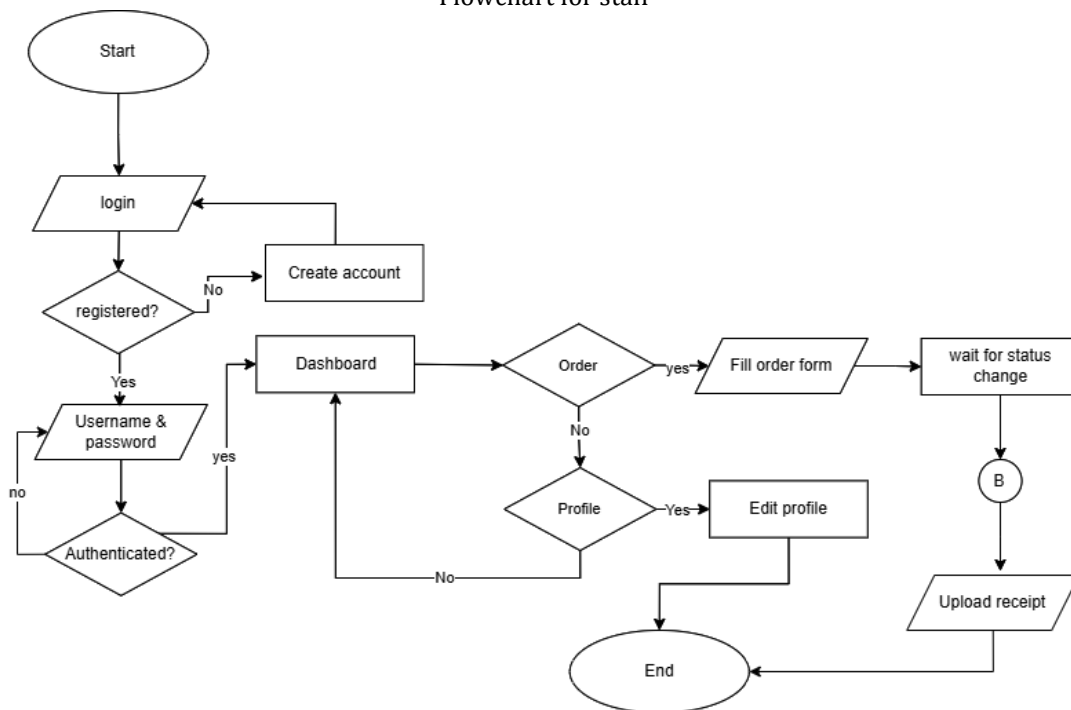


Gantt Chart

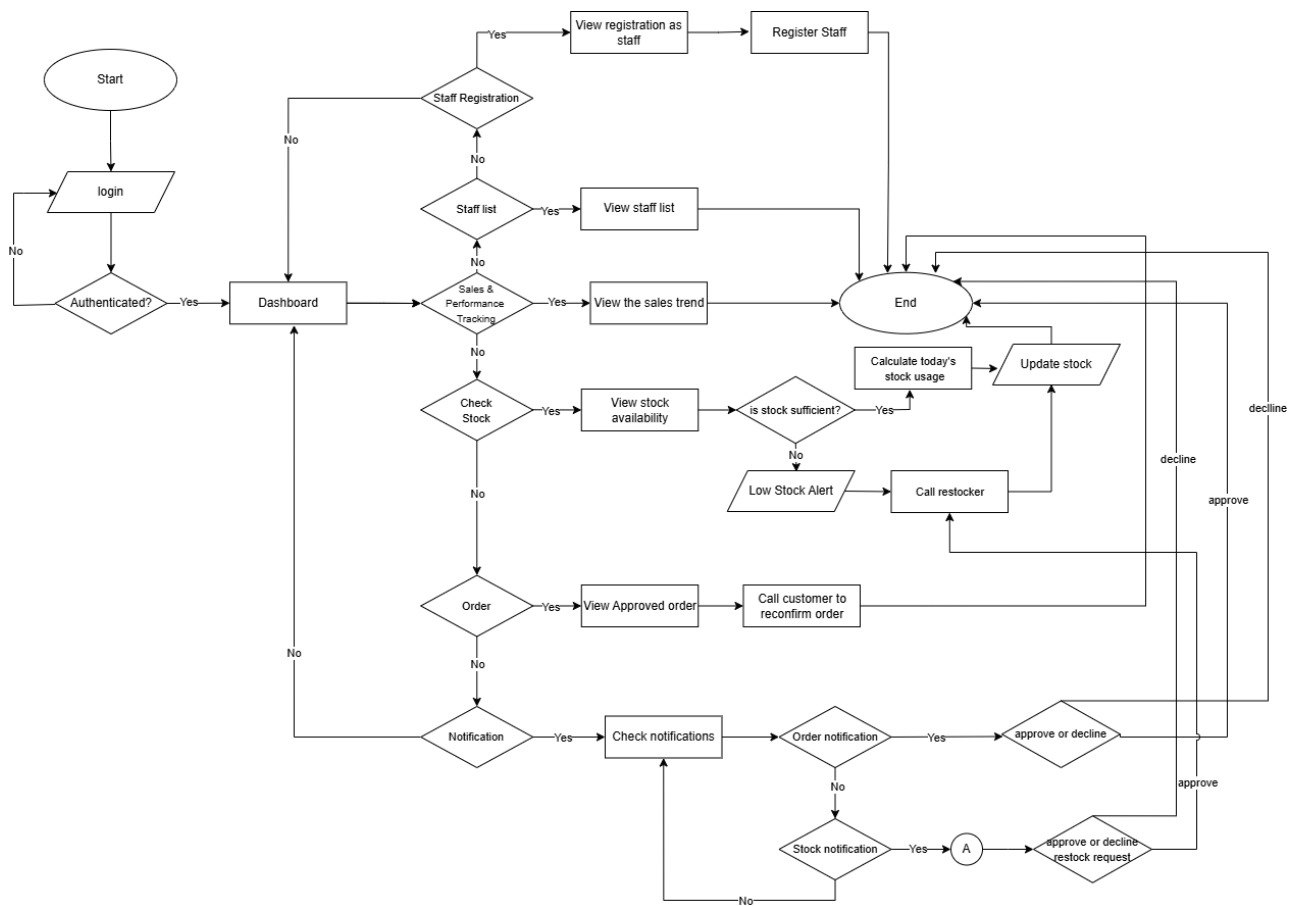
Appendix B: Flowchart



Flowchart for staff



Flowchart for customer



Flowchart for Owner