FoodPantry

Business Requirements Document

Project: FoodPantry

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# **Project Overview (Yash)**

This document describes the business/user requirements for FoodPantry that will provide the basis for the following project activities:

* Introducing business/user requirements
* Creating test plans and test specifications
* Identifying stakeholders
* Devising solutions to project tasks
* Produce an application that will allow users to help the community by providing their assistance in multiple ways, be it by donating food, volunteering their time, helping NGOs or simply by donating money to the platform.
* Determining a time frame for the project’s completion
* Assessing the degree to which the project succeeded

# **Document Information(Pratikkumar)**

## 2.1 Audience

| Name | Business Group | Role |
| --- | --- | --- |
| Collector | NGOs | Partner/Supplier |
| Delivery Companies | Volunteers | Partner/Supplier |
| Groceries and suppliers | Food retailers,Restaurants | Partner/Supplier |
| Ads Agency | Marketing Department | Partner/Supplier |
| Customer | Orders & Delivery Department, Customer’s Service Department | Web Application User |

# **Business Opportunity(Aleks, Christus)**

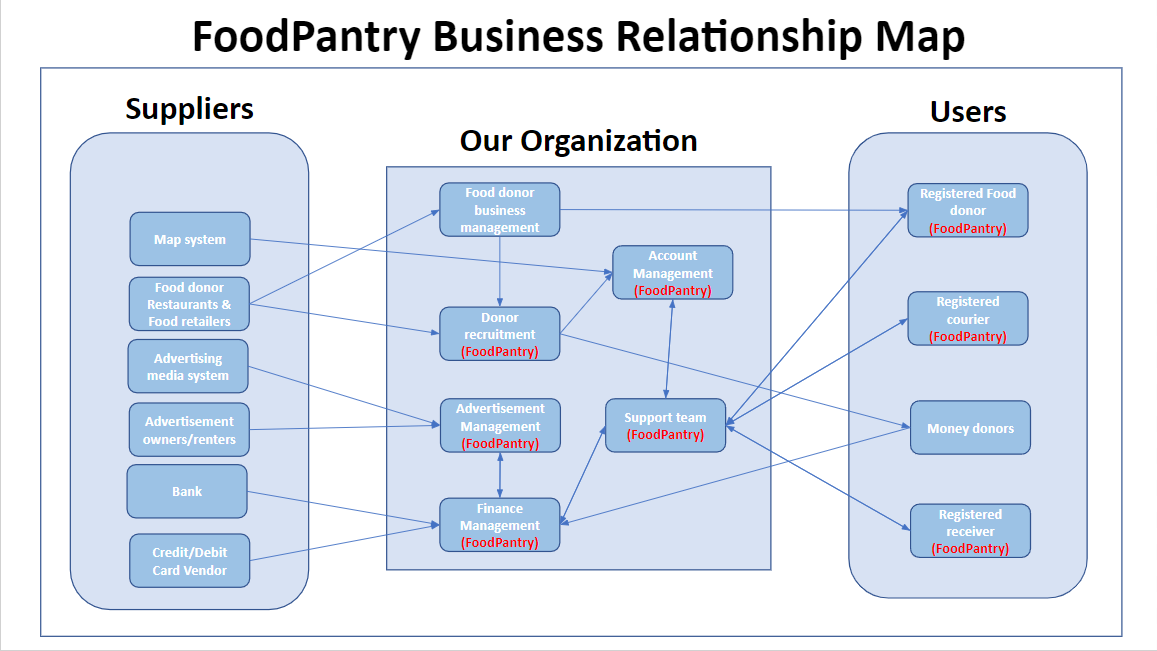
## 3.1 Project Overview and Background

## 3.2 Current State Analysis

## 3.3 Future State Objectives

## 3.4 Business Domain Model and Stakeholders

| Stakeholders |
| --- |
| Map/navigation service company |
| Food donor (restaurants & retailers) |
| Advertising media companies |
| Businesses owning ad space on our platform |
| Bank |
| Payment merchants - (Mastercard, Visa, AmericanExpress, Paypal) |
| NGOs - registered as couriers |
| Volunteers - registered as couriers |
| People in need of food donations - registered as receivers |
|  |



**FoodPantry BRM Diagram**

# **Business Requirements(Aleks, Christus)**

The application FoodPantry has three distinct main user categories. They are as follows: food donors, couriers, and receivers. Based on the type of user account selected at the time of registration the information requested and the registration process itself will vary. All users will share the use case of authentication. Other shared use cases with slight variation(based on user type) are home screen access, registration, account management, and status and details overview.

The food donor user class is for those users who wish to help those in need by providing food and food goods. Food donors will be able to create new food item listings. When creating a new listing intuitive and user-friendly prompts will help the user provide all vital information related to the listing. This information includes the type of the item, quantity, weight, a visual of the item, description, a time window, and location for pick up. Donors will be able to choose if they prefer to work with volunteers or NGOs. On the donor home screen, a list of past and currently offered items will be shown as well as information about any pending pick-ups.

Couriers will either be single-person volunteer accounts or accounts part of an NGO network. Couriers will be able to select from a list of the available pick-ups in an area of their choice. This list will show all relevant details as provided by the donor who listed the package. Once a delivery has been accepted by a courier they will be prompted to select a receiver out of a shorthand list(provided by our application’s selection algorithm). After confirming their destination choice, in-app navigation will help the courier reach their target pickup and drop-off locations.

Receivers will be able to input their needs in terms of type and quantity of food and possible times and locations for acceptance of packages. Once a package is on its way to a receiver they will be notified.

At each step of the package’s journey, an in-app prompt in the form of a hand-off document will serve as acknowledgment and assumption of responsibility for the package.

## 4.1 Details of Business Requirements

**Internal**

* + 1. **Account Management** 
       1. Ability to log in as admin type account
       2. Ability to view user information without restriction
       3. Ability to modify user information
       4. Ability to communicate with users
       5. Ability to create accounts
       6. Ability to modify account type
       7. Ability to remove accounts
       8. Ability to verify user initiated account modifications
       9. Ability to verify user identity
    2. **Support team** 
       1. Ability to log in as admin type account
       2. Ability to view user information
       3. Ability to view package details
       4. Ability to communicate with users
       5. Ability to manage issue tickets
       6. Ability to revolve issue tickets
       7. Ability to resolve forgotten password requests
       8. Ability to resolve forgotten username requests
       9. Ability to address indiscrepancies with item listings
       10. Ability to answer use case related questions
       11. Ability to answer legal related questions
       12. Ability to resolve donation acceptance denial
    3. **Finance Management**
       1. Ability to log in as a limited access admin type account
       2. Ability to view all donations
       3. Ability to authorize donation acceptance denial requests
       4. Ability to provide information for tax deductions to users
       5. Ability to accept money donation for FoodPantry
       6. Ability approve advertisement spending requests
       7. Ability to verify donation/payment forms with regards to Credit/Debit cards
       8. Ability to manage bank statements
    4. **Advertisement Management**
       1. Ability to log in as a limited access admin type account
       2. Ability to view user browsing history using first party cookies only
       3. Ability to post new ads on FoodPantry platform
       4. Ability to remove ads on FoodPantry platform
       5. Ability to purchase ad space or time on other media platforms
       6. Ability to censure ad content not in line with the platform’s policies
       7. Ability to pull FoodPantry ads from circulation
    5. **Donor Recruitment**
       1. Ability to enlist Food Donors
       2. Ability to accept money donations
       3. Ability to access platform related information and statistics
       4. Ability access donor information
    6. **Food Donors**
       1. Ability to create account
       2. Ability to delete account
       3. Ability to modify account information
       4. Ability to log in
       5. Ability to log out
       6. Ability to list new item
       7. Ability to view records of all previous listings
       8. Ability confirm package hand-off to courier
       9. Ability to provide package related details at time of listing
       10. Ability to modify package related details within a given time frame after initial listing
       11. Ability to cancel a listing
       12. Ability to track package
       13. Ability to recall a package
       14. Ability to modify account details
       15. Ability to receive legal tax related documents for tax deduction
       16. Ability to provide feedback on services
    7. **Receivers**
       1. Ability to create account
       2. Ability to delete account
       3. Ability to modify account information
       4. Ability to log in
       5. Ability to log out
       6. Ability accept package hand-off from courier
       7. Ability to enter receivers waitlist rooster
       8. Ability to input details about food needs (quantity, type, time frame and location)
       9. Ability to track package
       10. Ability to provide feedback on services
    8. **Couriers**
       1. Ability to create account
       2. Ability to delete account
       3. Ability to modify account information
       4. Ability to log in
       5. Ability to log out
       6. Ability view list of available packages
       7. Ability view list of potential receivers
       8. Ability to select package
       9. Ability to select receiver to deliver to
       10. Ability accept package hand-off from donor
       11. Ability to confirm package hand-off top receiver
       12. Ability to use in app navigation
       13. Ability to gain point towards “Doing Good” certificates
       14. Ability to provide feedback on services

# **Non-Functional Requirements (Pratik, Preethi)**

| **Category** | **Requirements** |
| --- | --- |
| Usability Requirements | The application's GUI interface should feature a simple and user-friendly design, with menu options clearly labeled and field functions obvious to any user. |
| Usability Requirements | The application navigation and features will be readily comprehensible by clear and concise descriptions and names of each section. |
| Performance Requirements | The application should support multiple users using it at the same time. |
| Performance Requirements | The application will be available 24\*7 without any interruptions, and regular maintenances will be scheduled to support the application |
| Performance Requirements | The application will have a short response time to all requests and all the features should be available and not impacted by latency |
| Performance Requirements | The application should not make excessive demands on the customer's computer or device memory capabilities. |
| Security Requirements | Customers require certain terms of services such as privacy and security so that their location and data will not be sold to third parties to protect the personal data of the customer. |
| Security Requirements | Encryption for customer's personal data that is maintained on the web application's server |
| Database | The application will use PostGres or Oracle. |
| External System | The application will be able to interface successfully with social media websites, credit/debit card payment services, and other online resources |

# **External Data Feeds (Yash, Yashraj)**

* Food Donor Business Management
  + Authenticate, Register and Handle Profiles: Allows the customer service department system to feed the information to the donor’s account on FoodPantry.
  + Provide Certifications: Providing badges and certification.
* Advertising Owners/renters
  + Ad-Banner Support: Sponsored/paid advertisement support for interested parties.
* Map System
  + Provide directions to pick up and drop off locations: The system will assist the users by displaying the location of the restaurants, food retailers, NGO drop-offs, or receivers. With it, additional route guidance will be provided to the users to reach their respective destinies. The main users of the map system would be couriers and NGOs.
* Bank
  + Assets holding: The Bank will be used to transfer or hold assets and capital which will be used for the development of the application
* Advertising Media System
  + Marketing/Advertising: The Advertising Media System is responsible for advertising the application on social media platforms.
* Credit/Debit Card Vendor
  + Transactions to receive Funds: The CC vendors will be used to handle the transactions which the money donors will perform for contributing to the application.

# **Business Risks**