

Online Food Delivery Service: Functional Requirements

1. User Registration and Authentication:

- Users should be able to register for an account with their email or social media accounts.
- Users should be able to log in securely with their registered credentials.

2. Restaurant Management:

- Restaurants should be able to register and create their profiles.
- Restaurants should be able to upload menus, including descriptions and prices for each item.
- Restaurants should have the ability to update menu items, prices, and availability.

3. Order Placement and Management:

- Users should be able to browse restaurants and menus.
- Users should be able to add items to their cart and specify quantities.
- Users should be able to review their cart, modify orders, and proceed to checkout.
- Users should receive confirmation notifications after placing an order.
- Users should be able to track the status of their orders in real-time.

4. Delivery Management:

- Delivery personnel should be assigned to orders automatically or manually.
- Delivery personnel should receive order details, including delivery addresses and contact information.
- Delivery personnel should be able to update the status of the delivery (picked up, en route, delivered).
- Users should receive notifications when their order is picked up and when it's delivered.

5. Payment Processing:

- Users should be able to choose from various payment methods (credit/debit cards, mobile wallets, cash on delivery).
- Users should receive invoices or receipts for their orders.

6. Rating and Review System:

- Users should be able to rate restaurants and delivery experiences.
- Users should be able to leave reviews and feedback for restaurants and delivery personnel.
- Restaurants and delivery personnel should have access to their

ratings and reviews.

7. Admin Panel:

- Administrators should have access to a dashboard to manage users, restaurants, orders, and deliveries.
- Administrators should be able to resolve disputes and issues related to orders and deliveries.
- Administrators should be able to manage system configurations and settings

8. Customer Support:

- Users should have access to customer support for assistance with orders, payments, or other issues.
- Customer support representatives should be able to view order details and assist users in real-time.