**Functional Requirements for online Food Ordering**

1**.User Registration**:

Users should be able to create an account with their personal information, such as name, email, and contact details.

The system should validate user input and ensure uniqueness of usernames or email addresses.

Users may have the option to register using their social media accounts for convenience.

**2.Browse and Search Menu:**

Users should be able to browse through a list of available restaurants and their menus.

The system should provide search functionality to help users find specific dishes or restaurants.

Menu items should display relevant details such as name, description, price, and any special offers or discounts.

**3.Restaurant Selection:**

Users should be able to select a restaurant from the available list.

The system should display the restaurant's information, including address, contact details, ratings, and reviews.

Users may have the option to filter restaurants based on cuisine type, location, or other preferences.

**4.Order Placement:**

Users should be able to add items from the menu to their cart for ordering.

The system should display a summary of the selected items, including quantities, prices, and any applicable customization options.

Users should be able to modify the contents of their cart before finalizing the order.

The system should calculate the total order amount, including taxes, delivery charges, or any additional fees.

**5.Customization and Special Requests:**

Users should be able to customize their food items by selecting options such as toppings, sauces, or portion sizes.

The system should provide a section for users to add special instructions or requests related to their order, such as dietary restrictions or delivery preferences.

**6.Order Tracking and Status Updates:**

Users should receive real-time updates on the status of their orders, including confirmation, preparation, and delivery stages.

The system should provide estimated delivery times based on factors like distance and restaurant's preparation time.

Users should be able to track the delivery status and view the delivery person's details, such as name and contact information.

**7.Payment Processing:**

The system should support various payment methods, such as credit/debit cards, mobile wallets, or cash on delivery.

Users should be able to securely enter their payment details and complete the transaction.

The system should provide a receipt or confirmation of the payment and the order details.

**8.Order History and Feedback:**

Users should have access to their order history, allowing them to view previous orders and reorder items.

The system should allow users to provide feedback or ratings for restaurants, dishes, and overall service.

Users should be able to save favourite restaurants or dishes for easy access in the future.

**9.Admin Dashboard:**

The system should provide an administrative dashboard for restaurant owners or managers.

The admin dashboard should allow managing menus, adding or removing dishes, updating prices, and modifying restaurant details.

Admins should be able to view and manage incoming orders, update their status, and communicate with customers if needed.

**10.Customer Support:**

The system should provide a customer support feature, such as a live chat or a helpline number, for users to reach out for assistance.

Users should have access to a frequently asked questions (FAQ) section for common queries and concerns.