

# **Foodpanda Management System**

Laiba Anwar

21306/411706

Department of computer science

Software Engineering

Mam Anza

June 5,2023

# INRODUCTION

Foodpanda is an online food delivery platform that connects customers with a wide range of restaurants and facilitates the delivery of food orders.

## **1. User Management:**

**Registration and login:** Users can create accounts or log in using their credentials.

**Profiles:** Users can manage their personal information, addresses, and payment methods.

**Order history:** Users can view their previous orders, reorder, and rate restaurants.

## **2. Restaurant Management:**

**Registration and verification:** Restaurants can apply to become Foodpanda partners and undergo a verification process.

**Menu management:** Restaurants can create and update their menus, including item details, prices, and availability.

**Order handling:** Restaurants receive and manage incoming orders, including order acceptance and preparation status updates.

**Ratings and reviews:** Customers can rate and leave feedback on the restaurants' performance.

## **3. Delivery Management:**

**Dispatch system:** Once an order is placed, the system assigns it to a delivery partner based on location and availability.

**Real-time tracking:** Customers can track the status of their orders and receive updates on the delivery partner's location.

**Delivery partner management:** Foodpanda manages its fleet of delivery partners, including onboarding, performance monitoring, and incentives.

## **4. Payment and Billing:**

**Payment methods:** Customers can choose from various payment options, including cash on delivery, credit/debit cards, and digital wallets.

Invoicing: Foodpanda handles billing and settlements with partner restaurants, charging commissions on orders.

Refunds and dispute resolution: The system manages refund requests and resolves issues related to payments or orders.

## **5. Customer Support:**

Help center: Foodpanda provides a support portal or FAQ section to address common queries and issues.

Customer service: Users can contact Foodpanda's customer support team via phone, email, or live chat for assistance.

## **6. Analytics and Reporting:**

Data analysis: The system collects and analyzes data on customer preferences, restaurant performance, and delivery logistics.

Reporting: Foodpanda generates reports for partner restaurants on sales, customer feedback, and other key metrics.

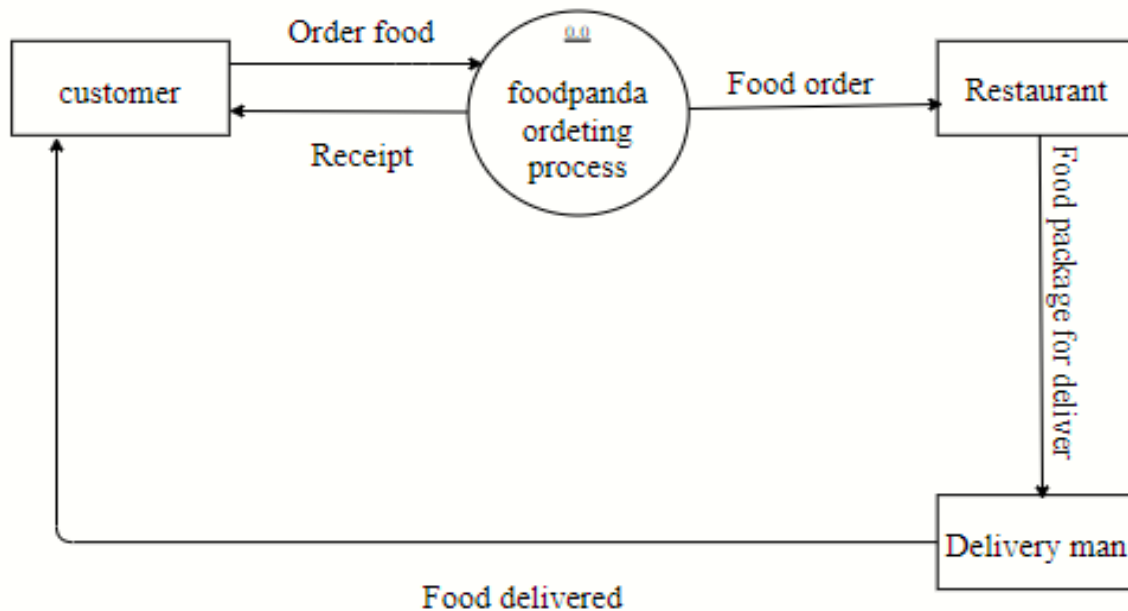
# **Data-flow Diagram**

## **0-level Data Flow Diagram:**

A 0-level DFD (Data Flow Diagram) for Foodpanda food ordering system provides a high-level view of the system's processes and the interactions between them.

## **Process flow foodpanda management system**

- Managing all the food items on website
- Managing all the orders
- Managing all the payment
- Managing all the deliveries of orders
- Managing all the reviews on food.

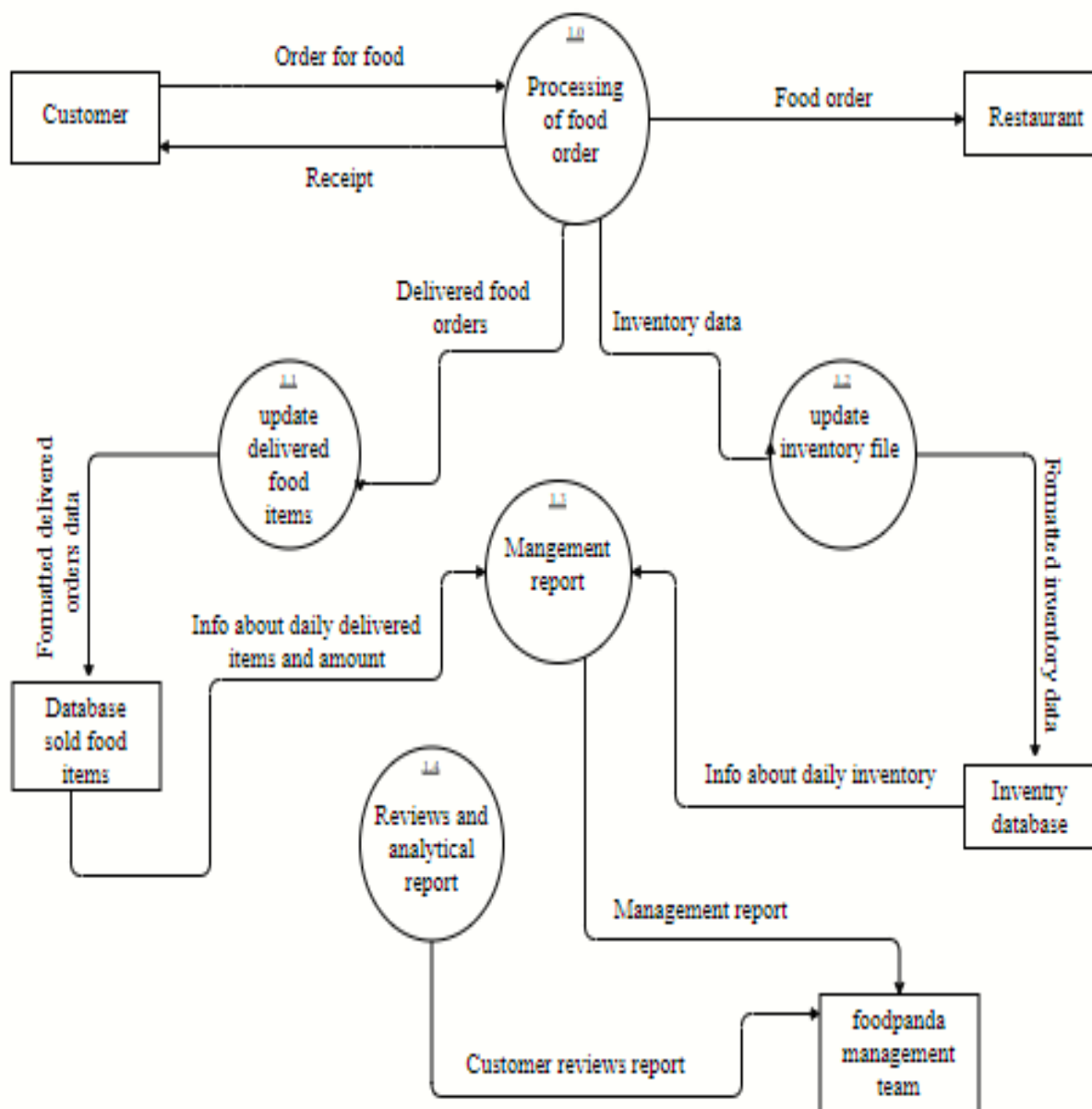


### **Level-1 Data Flow Diagram:**

A Level 1 DFD (Data Flow Diagram) provides a more detailed view of the processes and data flows within a system compared to the 0-level DFD. In the case of an online food ordering system, the Level 1 DFD breaks down the major processes into sub-processes, showing the data inputs and outputs between them.

### **Output of level-1 Data Flow Diagram:**

- processing of customer registration and login information
- Processing of inventory data record and generate a report
- Processing of food items record on website and generate report
- Processing of sold food items record and generate a report
- Processing of menu management record and generate a report
- Processing customer reviews record and generate a report
- Processing of payment record and generate a report



## Functional and Non-functional Requirements

### **Functional Requirements:**

- Browse Menu: The system should allow customers to browse the menu of available food items.
- Place Order: Customers should be able to place an order by selecting desired items and specifying quantities.
- Provide Delivery Details: Customers should be able to provide their delivery address and other necessary details.
- Receive Order: Restaurants should receive orders placed by customers.
- Prepare Order: Restaurants should prepare the order as per the customer's request.
- Update Order Status: Restaurants and customers should be able to view and update the status of an order (e.g., confirmed, in progress, delivered).
- Receive Payment: The system should process and handle payments from customers.
- Process Payment: The system should securely process the payment transaction using appropriate payment gateways.
- Deliver Order: Delivery personnel should deliver the prepared order to the specified customer address.

### **Non-functional Requirements:**

- Usability: The system should have a user-friendly interface, making it easy for customers to navigate and place orders.
- Performance: The system should handle a large number of concurrent users and process orders efficiently.
- Reliability: The system should be reliable and available for use, with minimal downtime.
- Security: The system should ensure the security and confidentiality of customer information and payment details.
- Scalability: The system should be scalable to accommodate an increasing number of users and restaurants.
- Response Time: The system should respond promptly to user actions, such as placing orders or updating order status.

- **Availability:** The system should be available for use 24/7, allowing customers to place orders at any time.
- **Compatibility:** The system should be compatible with various devices and platforms, such as web browsers and mobile devices.
- **Accessibility:** The system should be accessible to users with disabilities, following accessibility guidelines.

## **Use Case Model**

A Use Case Model describes the proposed functionality of new system. A Use Case represents a discrete unit of interaction between a user(human or machine) and the system.

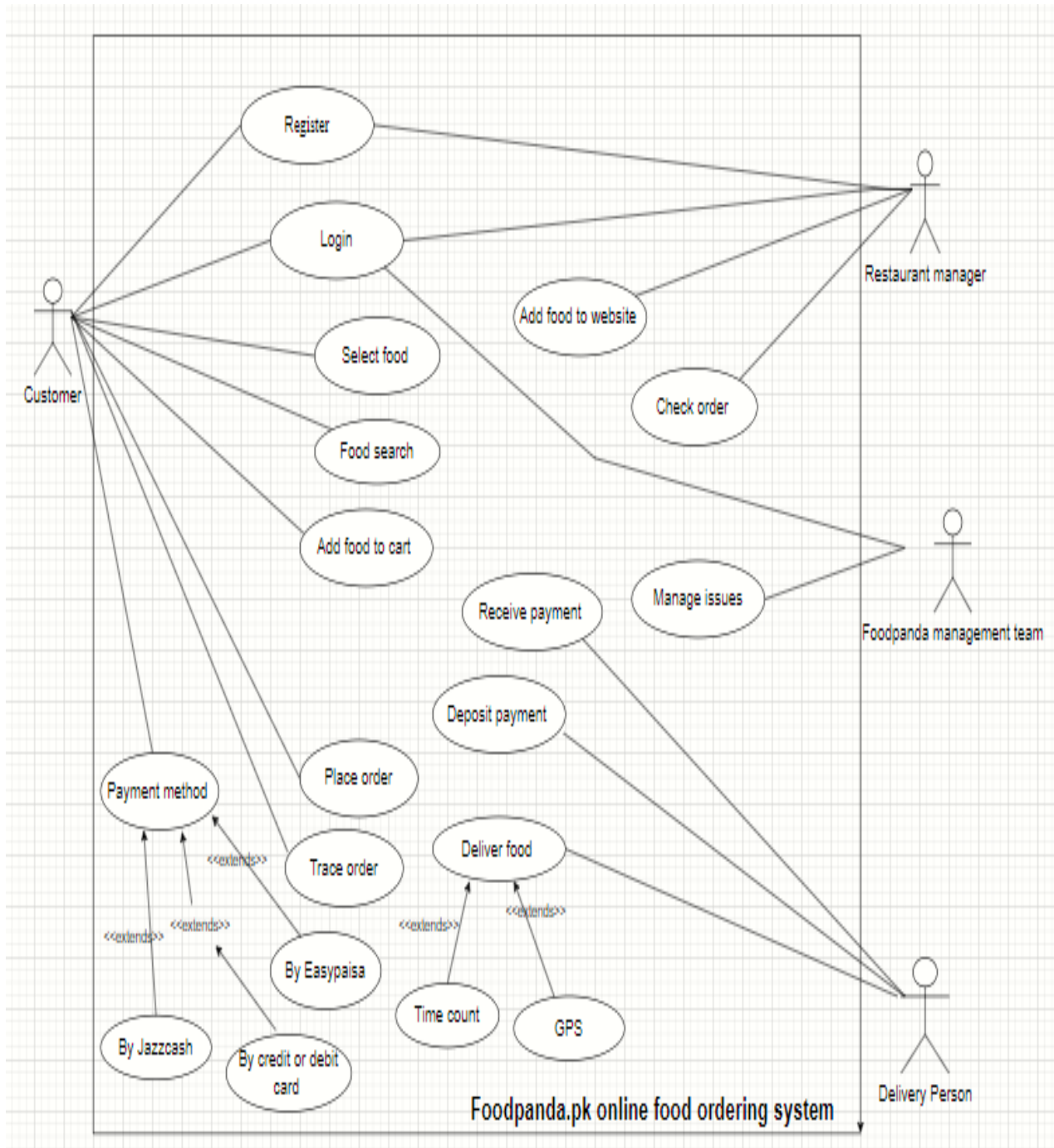
## **List of Actors**

- **Customer;** this person check items, buy them and give feedback.
- **Restaurant manager;** this person receives and manages order.
- **Foodpanda management system;** this manages the orders and the payment.
- **Delivery person;** deliver order to the destination .

## **List of Use Case**

- Register
- Login
- Select food
- Search food
- Add food to cart
- Place order
- Trace order
- Payment method
- Add food to website
- Check order
- Manage issues
- Receive payment

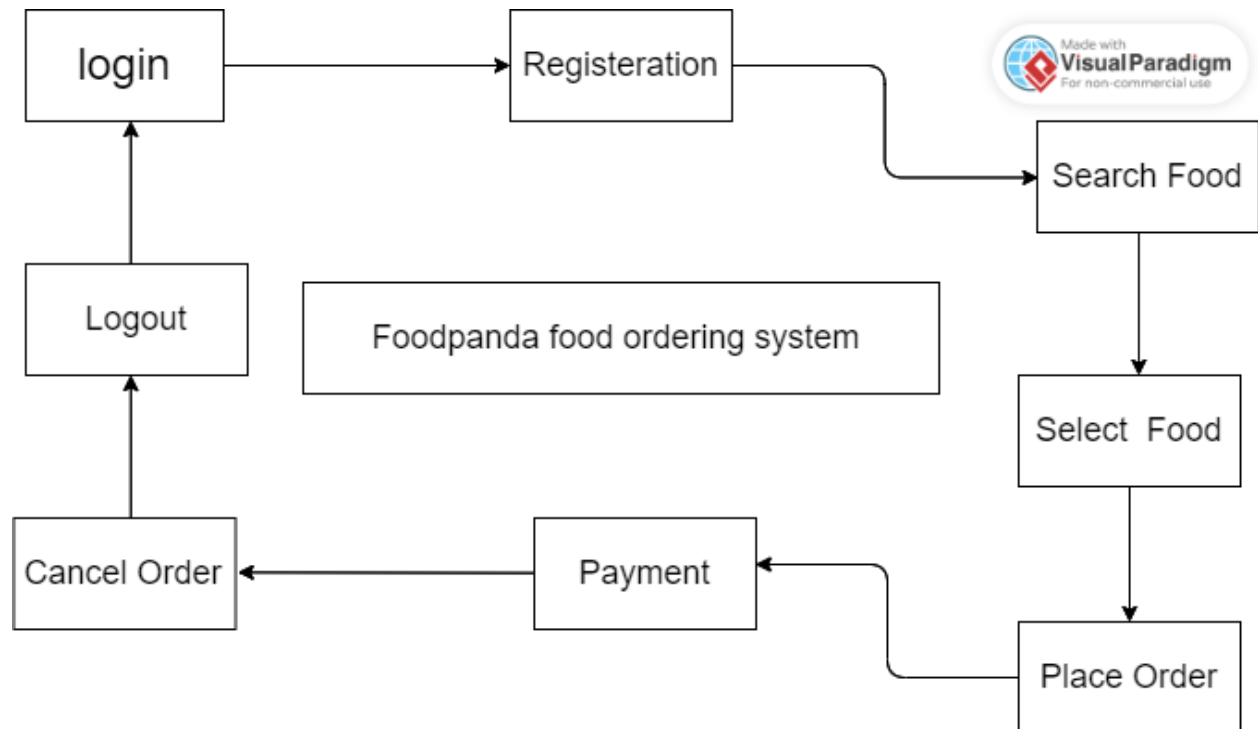
- Deposit payment
- Deliver food





## Software Requirements Specification (SRS) document

Software Requirements Specification(SRS) is a document that completely describes what proposed software should do.



### Purpose:

The purpose of this SRS is to describe the requirements involved in Foodpanda food ordering system. In this, all functional and non-functional requirements are discussed. It allows the user to order food, cancel an order, and check the availability of food items.

### Scope:

The scope of Foodpanda food ordering System is that it is used to check the availability of the food items and restaurants. If the food items are available, then it provides the option to select items and order food you want to order, placing orders, making payment, and canceling order.

**Description:****Login:**

This function allows a registered user to login his/her account using his/her login id and password. If the user is not registered then the system allow the user to enroll first and then login his account.

**Registration:**

User registered his/her to use the system for ordering food.

**Search Food:**

Users can view a list of available restaurants. Users can browse menus by category, cuisine, or restaurant. Users can search for specific food items. Users can view detailed information about each menu item.

**Select Food:**

After searching the food it provides the option to the user to select food and add it to cart.

**Place Order:**

The user can use place order option to order the desired food.

**Payment:**

The user can pay off the food order by bank accout, easypaisa, jazzcash and cash.

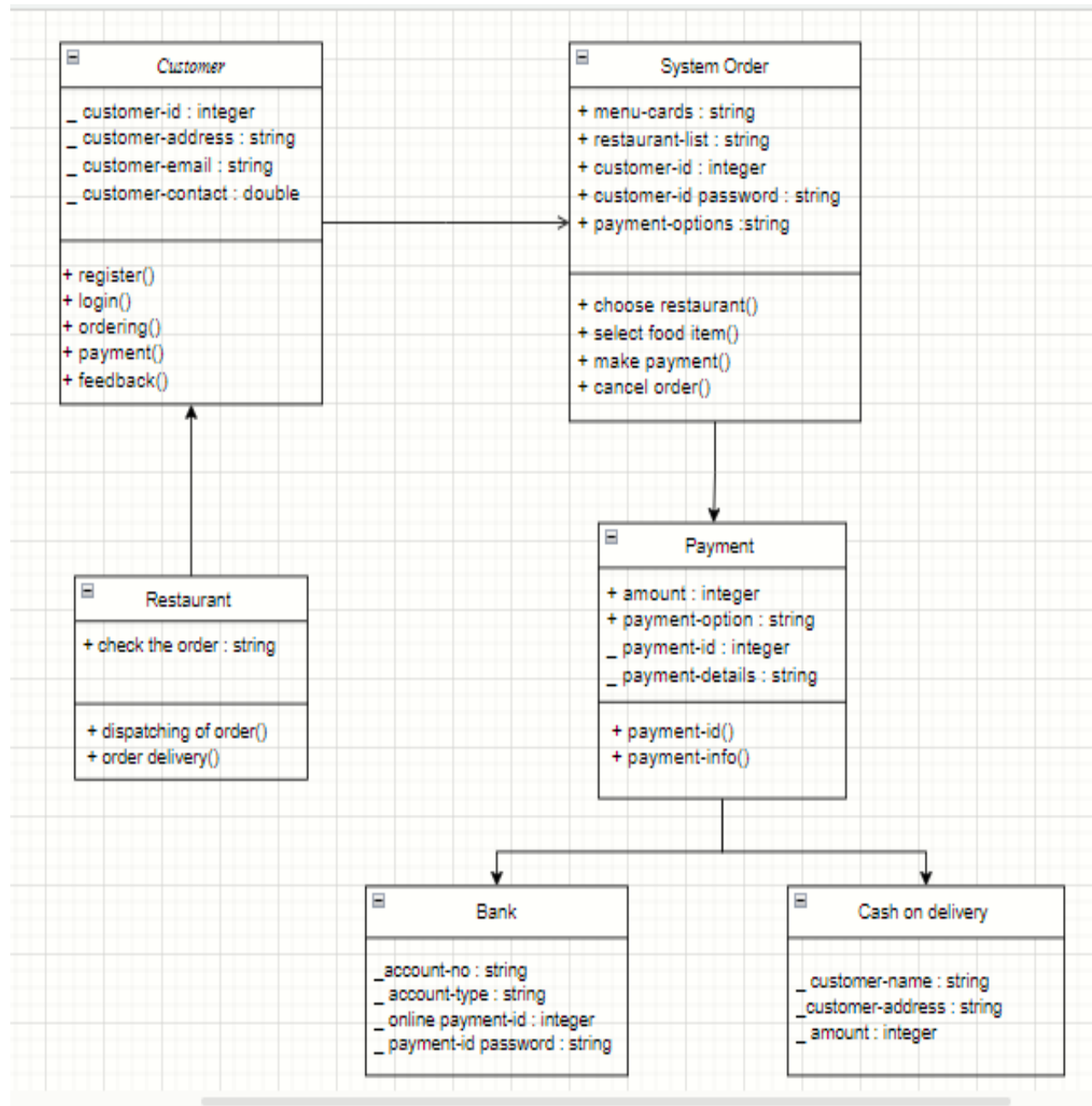
**Cancelling Flight:**

The user must be able to cancel order that he/she has ordered and made payment.

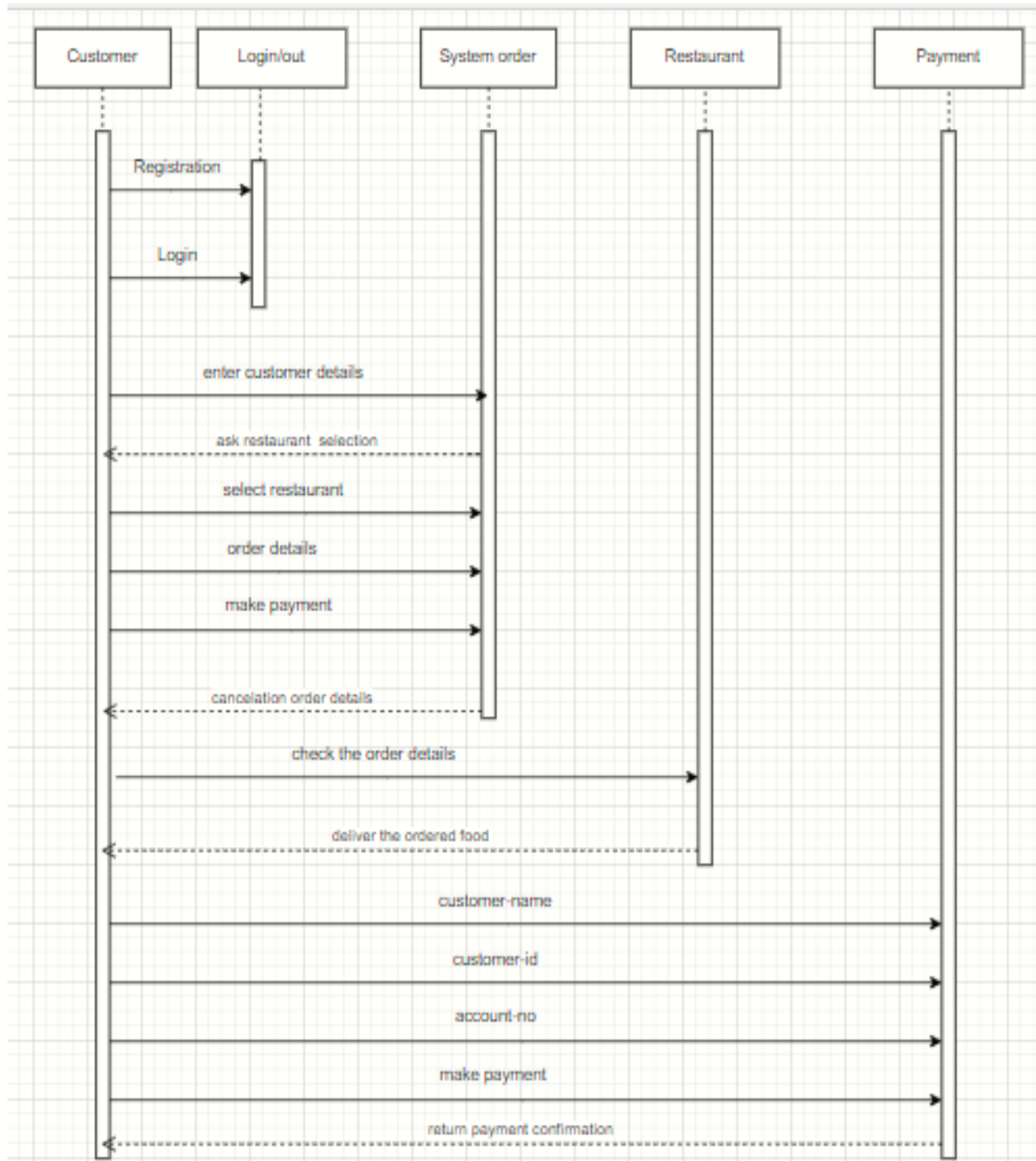
**Logout:**

This function provides a way for the user to logout of the system. This process will save all the user operations when he/she exit the system. If the user does not want to logout the system then he will continue the login process. It depend on user choice.

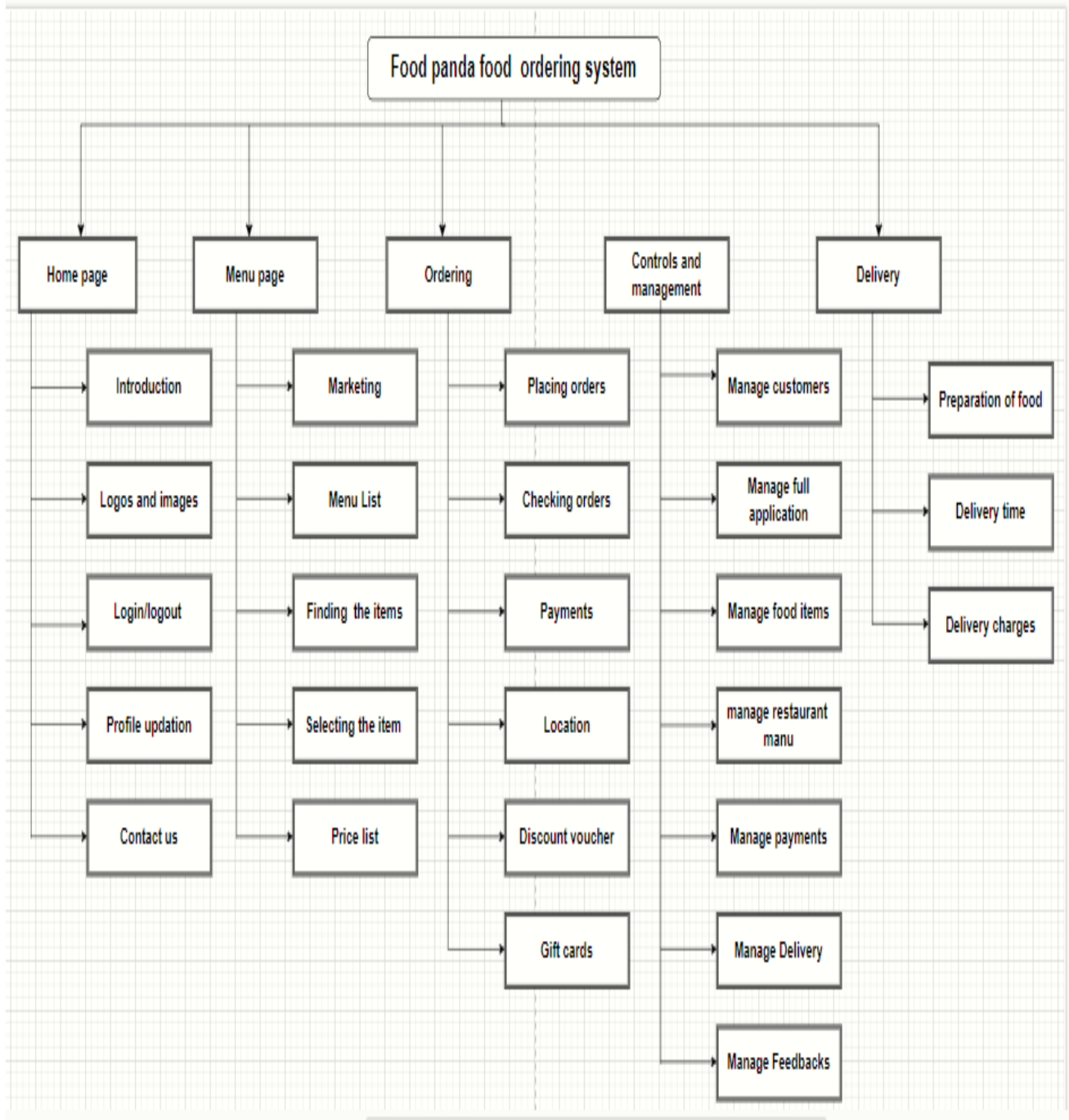
## Class Diagram



## Sequence Diagram



## Work breakdown structure



## ER Diagram

