**System Administrator:**

1. **Account and Permission Management:**
   * Add, edit, delete administrator and store partner accounts.
   * Assign specific roles and permissions to users.
2. **Store Management:**
   * Add, edit, delete store information.
   * View detailed information for all stores.
3. **Product Category and Menu Management:**
   * Add, edit, delete product categories.
   * View the overall system menu.
4. **System-wide Order Management:** 
   * View and manage orders from all stores.
   * Track order status and update delivery information.
5. **Promotions and Deals Management:**
   * Create, edit, delete system-wide promotion programs.
   * Manage discounts and promo codes.
6. **System-wide Statistics and Reports:**
   * View overall sales statistics.
   * Generate and view consolidated reports.
7. **Store and Product Status Management:**
   * View and update inventory status for all stores.
   * Monitor and manage product status.
8. **View Comments and Ratings:**
   * View customer comments and ratings for all stores and products.

**Store Admin:**

1. **Account and Permission Management:**
   * Add, edit, delete store staff accounts.
   * Assign specific roles and permissions to staff.
2. **Store Information Management:**
   * Modify store information, including images, working hours, and contact details.
3. **Category and Menu Management for the Store:**
   * Add, edit, delete products and store menus.
   * Manage categories and prices.
4. **Store Order Management:**
   * View, confirm, and manage store orders.
   * Update delivery status and shipping information.
5. **Store-specific Promotions and Deals Management:**
   * Create and manage specific promotion programs for the store.
6. **Store-specific Statistics and Reports:**
   * View sales reports and detailed statistics for the store.
7. **Store Inventory and Product Status Management:**
   * View and update store inventory status.
   * Monitor and manage product status.
8. **View Store Comments and Ratings:**
   * View and respond to customer comments and ratings.

**Customer:**

1. **Registration and Account Management:**
   * Register and log in to personal accounts.
   * Manage personal information and delivery addresses.
2. **Location and Store Selection:**
   * Choose a delivery location or select a specific store to visit.
3. **Product Search and Filtering:**
   * Search and view products, menus based on criteria like name, category, and price.
4. **Order Placement:**
   * Add products to the cart and choose a payment method.
   * Track order status and receive updates.
5. **Rating and Commenting:**
   * Provide ratings and comments for items after receiving the order.
6. **Order History:**
   * View and track the history of past orders.