


Online Payment System Function <small>(FOW-1)</small>	
 [FOW-19] Review Submission Functionality Created: 02/Jan/25 Updated: 04/Jan/25 Resolved: 04/Jan/25	
Status:	Done
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Tayo Jaiyesimi
Resolution:	Done	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i00033:
Sprint:	FOW Sprint 1

Description
<p>User Story 1</p> <p>As a customer, I want to rate and review my meal or delivery experience, So that I can share my feedback and help others make informed decisions.</p> <p>ACCEPTANCE CRITERIA 1</p> <p>Given that the meal or delivery is marked as completed, When the user opens the feedback section, Then they can provide a star rating (1-5) and an optional written review.</p> <p>ACCEPTANCE CRITERIA 2</p> <p>Given that users need to analyze reviews, When they access the review section, Then they can filter reviews by:</p>

- Star rating
- Date range.
- Tags or keywords

ACCEPTANCE CRITERIA 3

Given that reviews need to meet community standards,
When a review is submitted,
Then it is validated for completeness and flagged for inappropriate content if necessary.

ACCEPTANCE CRITERIA 4

Given that reviews are stored in the system,
When admins view the dashboard,
Then they can see:

- star ratings.
- Trends and patterns in user feedback.
- Reports for further analysis.

Comments

Comment by [Hope Chiman](#) [02/Jan/25]

Kindly review this point following your scope for review and rating

Below was what you all stated in your BRD;

Customer Feedback and Review System

- Development of a feature that allows users to provide star ratings and written reviews after meals or deliveries.
- Implementation of filtering options for browsing and analyzing reviews.
- Data storage and reporting system for actionable feedback to guide service improvements.

Digital Menu Management System Function (FOW-2)

 [FOW-10] [Real-Time Updates Functionality](#) Created: 01/Jan/25 Updated: 02/Jan/25

Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Digital Menu Management System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Emmanuel Attah
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i0001z:
Sprint:	FOW Sprint 1

Description

USER STORY 1:

AS AN Admin,

I WANT to be able to make changes to prices, orders, and menus in real-time.

SO THAT Customers can see current information about what is available for ordering.

ACCEPTANCE CRITERIA 1:

GIVEN that I have logged into the dashboard.

WHEN I am on the dashboard, I want to be able to make changes to the menu like adding items, editing, or removing items from the list.

THEN the website should reflect the updates immediately.

AND Customers/Users should be able to see the updates in real time.

ACCEPTANCE CRITERIA 2:

GIVEN that as an admin I modify the prices of items on the menu.

WHEN the price changes are completed and saved.

THEN The current changes should be reflected immediately on the website.

AND The updated information should apply to the appropriate orders.

ACCEPTANCE CRITERIA 3:

GIVEN that as an Admin, I am on the dashboard performing my monitoring duties.

WHEN I make changes to an order's status like "Preparing", "Slight Delay", or "Ready For Collection".

THEN The order status should reflect on the Customer interface immediately.

ACCEPTANCE CRITERIA 4:

GIVEN that I encounter technical problems while performing my Update duties.

THEN I should get an alert detailing what went wrong.

AND be given step-by-step instructions on how to resolve the issue.

THEN I should receive a message stating the issue has been fixed.

WHEN I'm on the dashboard, I want to see customer activities, transactions, and sales figures.

ACCEPTANCE CRITERIA 2:

GIVEN that I encounter technical problems accessing the dashboard or general system errors.

THEN I should get an alert detailing what went wrong.

AND be given step-by-step instructions on how to resolve the issue.

THEN I should receive a message stating the issue has been fixed.


ACCEPTANCE CRITERIA 3:

GIVEN that as Admin I am expected to perform a supervisory role

WHEN I view the Dashboard Analytics,

THEN I should be able to see visual representations of transactions on the platform.

AND I should be able to edit, manipulate, and export the data.

Online Payment System Function <small>(FOW-1)</small>	
 [FOW-8] Refund/Cancelation Functionality Created: 01/Jan/25 Updated: 02/Jan/25	
Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Uche
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i0001j:
Sprint:	FOW Sprint 1

Description
<p>USER STORY 1:</p> <p>AS A Customer</p> <p>I WANT to be able to cancel an order and also request a refund on the website.</p> <p>SO THAT I can have control over my transactions.</p> <p>ACCEPTANCE CRITERIA 1:</p> <p>GIVEN that I have made the payment by clicking on the Payment Button,</p> <p>THEN I should be able to open a page that contains my Transaction history.</p> <p>WHEN I'm on this page, I expect to find an option to cancel an ongoing order and</p>

request a refund with a click of a button.

THEN I should receive a notification via SMS or Email.


ACCEPTANCE CRITERIA 2:

GIVEN that I have made the payment by clicking on the Payment Button,

AND I cannot access the Transactional history page where I can initiate a refund/cancelation,

THEN I should receive a message stating the issue, and how to resolve it via the website or have an option to communicate with customer support.

THEN I should receive a notification via SMS or Email stating the outcome.

Online Payment System Function <small>(FOW-1)</small>	
 [FOW-7] Payment Confirmation Functionality Created: 01/Jan/25 Updated: 02/Jan/25	
Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Tayo Jaiyesimi
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i0001b:
Sprint:	FOW Sprint 1

Description
<p>USER STORY 1:</p> <p>AS A Customer</p> <p>I WANT to be able to receive a notification after making a payment</p> <p>SO THAT I can be sure that my transaction was successful.</p> <p>ACCEPTANCE CRITERIA 1:</p> <p>GIVEN that I have made the payment by clicking on the Payment Button,</p> <p>THEN I should be prompted to the “payment complete” page.</p> <p>WHEN I’m on this page, I expect to see the Transaction status with three captions</p>

(e.g. Successful, Pending, or failed).

THEN I should receive a transaction status notification via SMS or Email.

ACCEPTANCE CRITERIA 2:

GIVEN that I have made the payment by clicking on the Payment Button,

AND I am not prompted to the “payment complete” page.


THEN I should receive a message stating the issue, and how to resolve it via an option to communicate with customer support.

THEN I should receive a notification via SMS or Email stating the outcome.

Comments

Comment by [Hope Chiman](#) [02/Jan/25]

Kindly remove point as its a repetition for Transaction status functionality done by Uche

Online Payment System Function <small>(FOW-1)</small>	
 [FOW-6] Transaction Status Functionality Created: 01/Jan/25 Updated: 02/Jan/25	
Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Uche
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i00013:
Sprint:	FOW Sprint 1

Description
<p>USER STORY 1:</p> <p>AS A Customer</p> <p>I WANT to be able to track the status of my payment. Three scenarios should tell the story (Successful, pending, or failed).</p> <p>SO THAT I can act accordingly.</p> <p>ACCEPTANCE CRITERIA 1:</p> <p>GIVEN that I have made the payment by clicking on the Payment Button,</p> <p>THEN I should be prompted to the “payment complete” page.</p> <p>WHEN I’m on this page, I expect to see the Transaction status with three captions</p>

(e.g. Successful, Pending, or failed).

THEN I should receive a transaction status notification via SMS or Email.


ACCEPTANCE CRITERIA 2:

GIVEN that I have made the payment by clicking on the Payment Button,

AND I am not prompted to the “payment complete” page.

THEN I should receive a message stating the issue, and how to resolve it via an option to communicate with customer support.

THEN I should receive a notification via SMS or Email stating the outcome.

Online Payment System Function <small>(FOW-1)</small>	
 [FOW-5] Multiple Payment Options Functionality Created: 01/Jan/25 Updated: 04/Jan/25	
Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Tayo Jaiyesimi
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 i0000v:
Sprint:	FOW Sprint 1

Description
<p>USER STORY 1:</p> <p>AS A Customer,</p> <p>I WANT to be able to make a selection from multiple payment options (e.g., bank transfers, mobile wallets, credit/debit cards),</p> <p>SO THAT I can pay for my order using my preferred option.</p> <p>ACCEPTANCE CRITERIA 1:</p> <p>GIVEN that I have made my food order selection and I'm about to make payment,</p> <p>WHEN I click on the proceed to payment button,</p>

THEN each available payment option should be visible,

WHEN I make the selection based on my preference,

THEN I should be prompted to click on the payment button.

WHEN my payment is processed successfully,

THEN The system should display a confirmation message immediately, I Should receive a Notification SMS or Email confirmation.

AND update the order status to “ Payment Successful”.

ACCEPTANCE CRITERIA 2:

GIVEN that I have made my food order selection and I’m about to make payment,

WHEN I click on the proceed to payment button,


THEN each available payment option should be visible,

WHEN I make the selection based on my preference,

THEN I should be prompted to click on the payment button.

WHEN my payment failed due to a technical glitch or some other issue,

THEN I should be notified instantly via a prompt message and given the option to make another payment selection.

Online Payment System Function <small>(FOW-1)</small>	
 [FOW-4] Payment Gateway Integration Functionality Created: 01/Jan/25 Updated: 02/Jan/25	
Status:	In Progress
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Online Payment System Function

Type:	Story	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Emmanuel Attah
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 10000n:
Sprint:	FOW Sprint 1

Description
<h2>USER STORY 1</h2> <p>As A Customer,</p> <p>I want to have a secure and easy online payment experience with various payment options so that I can complete transactions using my preferred payment method, whether it's a credit/debit card, or digital wallet..</p> <h2>ACCEPTANCE CRITERIA 1:</h2> <p>GIVEN that I have placed a food order on the website.</p> <p>WHEN I click on the payment button.</p> <p>THEN, the system should allow me to add my bank card details, such as card</p>

number, password, mobile number, etc., with the encryption feature fully functional.

THEN, I should be able to click on proceed,

GIVEN that I get a prompt on my phone notifying me of an incoming debit order request via my bank app.

THEN, I should be able to receive an alert message via SMS informing me that a SECURE online transaction is about to be made on my bank card and I must be given the option to Accept or decline the transaction.

THEN, I should be able to click on Complete Transaction.

THEN, I should be able to receive a confirmation receipt via SMS indicating successful payment.

ACCEPTANCE CRITERIA 2:

GIVEN that I have placed a food order on the website.

WHEN I click on the payment button.

THEN, the system should allow me to add my bank card details, such as card number, password, mobile number, etc., with the encryption feature fully functional.

THEN, I should be able to click on proceed,

GIVE, that I get a prompt on my phone notifying me of an incoming debit order request via my bank app.

GIVEN, that I received an alert message via SMS informing me that the online transaction I'm about to make is not SECURE and will expose my Banking credentials to risk,

THEN, I should be able to click on DECLINE Transaction.

GIVEN, that I received a message via SMS indicating an unsuccessful payment,

THEN, I should be able to get an automatic alert prompting an option to try again.

<div>[FOW-3] Review and Rating System Function Created: 31/Dec/24 Updated: 01/Jan/25</div>			
Status:	To Do		
Project:	FOOD ORDERING WEBSITE		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Epic	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Rank:	0 i0000f:		
Issue color:	dark_orange		
Description			
<div>Create a review and rating system for capturing customers' feedback on services received.</div> <div>.</div>			

[FOW-2] Digital Menu Management System Function Created:			
31/Dec/24 Updated: 01/Jan/25			
Status:	To Do		
Project:	FOOD ORDERING WEBSITE		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Epic	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Rank:	0 i00007:		
Issue color:	yellow		
Description			
Create a user-friendly digital menu management system that will ensure that management can easily add updates and effect changes in real time, making sure that customers can see what is available and what is out of stock.			

[FOW-1] Online Payment System Function Created: 31/Dec/24 Updated: 01/Jan/25	
Status:	To Do
Project:	FOOD ORDERING WEBSITE
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Epic	Priority:	Medium
Reporter:	Emmanuel Attah	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Rank:	0 hzzzzz:
Issue color:	dark_green

Description

This solution should integrate multiple payment options, such as debit cards, wallets, and credit cards, to ensure an easy-to-use and secure online payment feature for the food-ordering website.

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