UWB Food Finder

Product Description

Food Finder is an application that consolidates all on-campus and near-campus eatery (cafes, restaurants, food trucks) information for UW Bothell students to browse and order food from. The application allows access from each restaurant to edit and update posted information as needed; pricing, menu, and hours changes are reflected to student users in real-time. Students can add reviews of eateries and check average wait times.

The application includes the ability to place an order ahead of time to pick up food from food trucks and other participating local establishments. Students are able to put in suggestions for food trucks that they would like to see on campus, and read reviews for food trucks and local food by students for students.

Students are offered an optional user account feature that they can log into and keep a record of order history, customer preferences, filter options, food allergy alerts, and billing methods.

UW Bothell can use data from the application on the preferred cuisines of the student body to provide popular food options on campus. Food truck companies are able to use the app to gauge demand for their cuisines.

Updated Personas

Studious Sandra

Sandra is a full-time student and a part-time waitress that lives off campus. She tries to fit all her classes in on similar days and has short breaks between classes and works hard to keep up her grades.

Allergic Angela

Angelia is a full-time student that wants to make sure that there is no chance of peanuts or almonds being found in her food. She lives on-campus, and parents pay for college. Her budget is fairly open, so she can focus on keeping her food allergy free.

Single Dad Daniel

Daniel only goes to class for 5-10 credits a quarter, but works a full-time job. His busy schedule makes it tough for him to be able to find time to get food as he's always traveling between work, class, and his local daycare.

Hardworking Harold

Harold owns a moderately successful food truck business and is always looking to expand his clientele. He operates mainly in downtown Seattle, but drives out to places where he is tipped information that there's an event or lots of potential customers. Harold uses Square to process payments and keeps up-to-date on technology that increases his visibility and profits.

Scenarios

Student places an order through Food Finder

Actors: UW Bothell Student, food truck business, payment system

Primary Scenario

1. The student pulls up the Food Finder app and selects an eatery.
2. The system displays a page of the eatery name, rating, and menu.
3. The student selects the menu item they are interested in purchasing.
4. The system pulls up an order summary and requests payment information.
5. The student enters their payment information and hits "Complete order."
6. The system processes the payment information and notifies the user the order is processed.
7. The system notifies the food truck that an order was made.
8. The food truck business notifies the system when the order is complete.
9. The system notifies the student that their order is ready for pickup.
10. The student goes and picks up their meal.

Alternative Steps

- **In Step 5:** The student does not have any prior payment information, the system displays a window to enter new payment information with the option to save the information for future use.
- **In Step 6:** If the payment is declined, the system notifies the user that their order could not be completed due to payment processing issue and asks if the user wants to try again with another payment method.

Requirements Specifications

Functional Requirements

- The system must show all known food establishments in the range of five miles, sorted by shortest distance by default.
- The UWB1 building shall serve as the center of the provided five-mile range.
- The interface shall provide users with the choice of viewing establishments by a graphic map view or text list view.
- The user should be able to adjust the range of food establishments from 0.1 miles to 10 miles.
- The system must be able to show current food trucks, their schedules, menus items with ingredients, and contact information.
- The system must show the hours, contact information, and menu on all food establishment pages.
- The system must be able to order food from participating food trucks and food establishments listed in the application.
- The system should post estimated wait times for food as available.
- The system must be able to accommodate the user's choice in saving personal/order/payment information.
- The system should allow users to write reviews and rate establishments on a 5 star scale.
- The system shall have a separate interface depending on if the user is a customer or an eating establishment.
- The system shall allow for a rewards program that allows users to get a 10th on campus meal free, as permitted by campus funding.
- Users without accounts shall be able to place mobile orders.
- The system shall collect end-user analytics to be used for future user support and application updates.
- The system shall provide an analytics interface for business users that provides customer statistics, if consented by customers.

Non-functional Requirements

- The system should take no more than a minute to process an order and bring up any search results.
- The system should be able to handle an average of 10,000 invocations per day.
- The system must have a 99.999% accuracy rating in relaying orders.
- The system's map and information should be available offline if specified beforehand by the user.

- The system's information and data must be easily updatable.
- The system should have a 99.95% uptime.
- The system should save payment and user information in an encrypted format, and the data saved in the system should be secure.
- The system shall ensure that payment information is processed within 30 seconds.
- Business-side information updates shall be reflected on end-user side within 30 seconds.
- The system must generate and log a problem report and notify the user in the event of a system crash.
- The system shall not be shut down more than once in a 24 hour period for maintenance.
- The application shall take less than 4 seconds for startup.
- The application shall be available for iOS devices version 8.0 and above.
- The application shall be available for Android devices version 4.0 and above.