

Functional Requirements

FR1: User Authentication

Description

User Authentication allows customers to register, and log in to the Online Food Ordering System securely. During registration, users must provide valid information such as username, email, and password. The system verifies the credentials during login to ensure only authorized users can access the system. This function helps protect user data, manage orders correctly, and provide personalized services such as order history and saved addresses.

FR2: Menu Browsing

Description

The system shall allow customers to browse the menu, search for food items, and filter them by category or price. This functionality enables users to efficiently navigate through a wide range of available food options according to their preferences, such as type of cuisine or budget. By providing detailed information for each food item, including name, description, and price, users can make informed decisions before adding items to the cart. Effective menu browsing, search, and filtering features enhance the overall user experience by reducing the time required to locate desired items and minimizing ordering errors. Studies on web-based food ordering systems highlight that interactive menu browsing and item detail display significantly improve convenience, decision-making, and satisfaction for online customers (Al Jufri, Paskalis & Rukhviyanti, 2025).

FR3: Cart Management

Description

Cart management is a crucial functionality in online food ordering systems, which lets customers change and check their orders before the final payment (Sommerville, 2016). The system permits the users to place food items in the cart, do away with the ones they do not need, and change the number of the chosen items. This functionality guarantees that the customers have the chance to go through their orders and make changes in a simple manner before they move on to payment.

FR4: Order Processing & Payment

Description

Order processing & payment is used for finalizing the customer's order.

The system will calculate the total price based on selected food items and quantities. Also, it will apply any available discounts and process the payment using the chosen payment method. Once payment is successful, the order is confirmed and saved in the system.

FR5: Order Tracking

Order tracking allows customers to view real-time updates of their order status after payment.

The system will display the current status such as Preparing, Out for Delivery, or Delivered, and updates it automatically until the order is completed.