
Groovy Co.

**Computerized
Food Order and Delivery System
Software Requirements Specification**

Version 1.0

Computerized food order and delivery system	Version: 1.0
Software Requirements Specification	Date: 03/22/2024
Spring24@CS322	

Revision History

Date	Version	Description	Author
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Software Requirements Specification

1. Introduction

1.1 Purpose

The purpose of this Software Requirement Specification (SRS) is to describe the **Computerized food order and delivery system**, henceforth referred to as CFS. The CFS will facilitate a means for different users within a restaurant to operate digitally as if it were in the physical world. The following sections will explain the features of the system, how different users will interact with the components, and how each feature will aid in meeting the users' needs.

1.2 Scope

CFS aims to create a digital counterpart to the physical restaurant business. Users will include customers, managers, cooks, and delivery personnel. Every user will have personal credentials that allow them specific permissions adhering to their roles. It will create a quick and convenient version of something most users are already familiar with, be it with a much smaller form factor and a quicker response time.

1.3 Definitions, Acronyms, and Abbreviations

Terms	Definitions
CFS	Computerized food order and delivery system.
Restaurant	The digital space that will house all of the features of the CFS.
Customer	A user who is allowed to search, order, and rate food. They will also be able to become VIP users with added perks and bonuses.
Cook	A user responsible for updating the menu and ensuring food quality.
Delivery Person	Delivery people compete with each other to deliver food efficiently. Data regarding their deliveries will be tracked.
Food Importer	A user who is responsible for delivering food and ensuring food quality standards.
Manager	A user responsible for managing the employees with capabilities of hiring and firing as needed.
Surfer	A user who is only allowed to browse the menu with the possibility of becoming a customer..

1.4 References

[Detailed Project Description](#)

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1.5 Overview

The following sections of the SRS will focus on giving more depth to each user's roles and fleshing out the features that will be included in CFS. It gives a better understanding of the application and how CFS will function. This will be done with the aid of Use-Case Models, Use Case reports, and requirement specifications.

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2. Overall Description

2.1 Use-Case Model Survey

For the list of use cases and actors descriptions, see the [Detailed Project Description](#).



2.2 Assumptions and Dependencies

The project is technically feasible by applying concepts we have learned for software design. For development, we will be using the MERN (MongoDB, Express, React, Node) tech stack.

Mongo will be used for databases such as storing:

User Data (user id, user type, account balance, complaints, food reviews)

Dishes (name, description, tags, rating)

React will be used for the front end to create a user-friendly and aesthetic user interface.

Node and Express will be used for servers and backend programming.

It is assumed the user has an internet connection, although if the user is eating in person at the restaurant they could use a provided device to use the application.

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3. Specific Requirements

For the list of specific requirements, see the [Detailed Project Description](#).

3.1 Use-Case Reports

Actor	Precondition	Actor's Goal	Use Case Identifier	Req Satisfied
All users		Register for CFS as a Chef, Customer, Delivery Person, Importer, or Manager	Register User (UC 1)	1
All users	UC 1	Log in to the system using credentials	Sign In (UC 2)	1
Customer	UC 2	Deposit funds into their account	Deposit Funds (UC 3)	6
Customer	UC 2	Withdraw funds from their account	Withdraw Funds (UC 4)	6
Customer	UC 2	Place food order from list of available options	Order Food (UC 5)	3
Customer	UC 5	Account is frozen if the amount of money in the account is less than the price of the order	Freeze Account (UC 6)	6
Customer	UC 6 & UC 3	Account is unfrozen once the proper amount is deposited (UC 3) into the account	Unfreeze Account (UC 7)	6
Customer	UC 5	Customer chooses to dine in the restaurant	Dine In (UC 8)	3
Customer	UC 8	Customer chooses a time to dine in and chooses preferred sitting (indoor/ outdoor)	Make Reservation (UC 9)	3
Customer	UC 5	Customer chooses to pick up ordered food	Order Pick Up (UC 10)	3
Customer	UC 5	Customer chooses to have food delivered	Order Delivery (UC 11)	3
Customer	UC 8 UC 10	Complain to chef about quality of food	Customer Complain Chef (UC 12)	4
Customer	UC 8 UC 10	Compliment chef on quality of food	Customer Compliment Chef (UC 13)	4
Customer	UC 11	Complain about delivery person or process	Complain Delivery (UC 14)	4
Customer	UC 11	Compliment delivery person or process	Compliment Delivery (UC 15)	4
Customer	UC 5	Leave a public rating of the food (1-5 stars)	Customer Rate Food (UC 16)	1
Customer	UC 2	Delete account from system	Customer Delete Account (UC 17)	7
Chef	UC 2	Add a dish to the menu. Need a name and price to add to the menu. Description/ tags optional.	Add Dish (UC 18)	8
Chef	UC 18	Remove a dish from the menu	Remove Dish (UC 19)	8
Chef	UC 18	Edit the information of a dish (Name, description, tags, and price)	Edit Dish (UC 20)	8
Chef	UC 2	File complaint about food quality regarding food importer	Complain Importer Quality (UC 21)	9
Chef	UC 3	File complaint about fraud issues regarding food importer	Complain Importer Fraud (UC 22)	9
Deliverer	UC 11	File complaint about customer that was delivered to	Complain Customer (UC 23)	4

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Deliverer	UC 11	Compliment a customer that was delivered to	Compliment Customer (UC 24)	4
Manager	UC 12 UC 14 UC 21 UC 22 UC 23	Process a complaint and see if it is valid	Process Complaint (UC 25)	4
Manager	UC 25	Convert a valid complaint against a user in to a formal warning or give formal warning to users that filed complaint without merit	Give Formal Warning (UC 26)	4
Manager	UC 13 UC 15	Promote an employee after two consecutive compliments are received by customers	Promote Employee (UC 27)	2
Manager	UC 26	Demote an employee after two consecutive warnings are received or if chef files an invalid complaint against an importer	Demote Employee (UC 28)	2
Manager	UC 28 (UC 22 & UC 25)	Fire an employee after two demotions are received or if importer receives a valid fraud complaint	Fire Employee (UC 29)	2
Manager	UC 17 UC 26	Close a users account and refunds any money in account if the customer deletes their or if non-VIP user has two formal warnings against them	Close Customer Account (UC 30)	5, 6
Manager	UC 24	Grant a user VIP status if two consecutive compliments are received	Grant VIP (UC 31)	5
Manager	UC 26	Take a user's VIP status and revert to a regular user with warning cleared	Take VIP (UC 32)	5
Chef, Customer, Deliverer, or Importer	UC 12 UC 14 UC 21 UC 23	Dispute a complaint made by another user	Dispute Complaint (UC 33)	4, 9
Importer	UC 2	Add ingredient to the inventory	Add Ingredient (UC 34)	10
Chef or Manager	UC 34	Remove ingredient from the inventory	Remove Ingredient (UC 35)	10

3.2 Supplementary Requirements

Supplementary Requirements include:

1. The system shall display a GUI based application that displays the menu that anybody can browse (surfers do not need to be signed in). (REQ 1)
2. The system shall display the top rated dishes to surfers, and favorite dishes to customers, on the front page (REQ 1)
3. Managers keep a list of ingredients that need to be ordered from importer (REQ 10)
4. The system will keep track of each users rating: 0 being neutral, +1 having been complimented once, and -1 having been complained about once (REQ 4)
5. Manager will assign relevant roles to users after they have registered (REQ 1)
6. The system shall display a personalized page for each customer that includes information such as their standing and previous orders (REQ 5)

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4. Supporting Information

i) Appendix

4.1 Use-interface prototypes

Customer

The Customer interface prototype consists of a main container with a header bar labeled "Company Name". Below the header is a rounded rectangle labeled "Menu". Inside the "Menu" container, there are two columns of menu items. Each menu item is represented by a box containing the text "Menu Item" at the top, and two smaller boxes at the bottom labeled "Rate" and "Purchase". There are three menu items in each column, for a total of six items.

Cook

The Cook interface prototype consists of a main container with a header bar labeled "Company Name". Below the header is a rounded rectangle. Inside this rectangle, there is a smaller rounded rectangle labeled "Add Menu Item". Inside the "Add Menu Item" box, there is a text input field labeled "Item Description w/ price" and a button labeled "Post to Menu". Below the "Add Menu Item" box, there is another rounded rectangle labeled "File complaint".

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Delivery People

Company Name

Open Orders

Order ready to be delivered

Select Order to Deliver

File complaint

Managers

Company Name

Hire/Fire Employees

Employee Information

Employee Information

Employee Information

Employee Information

Employee Information

Employee Information

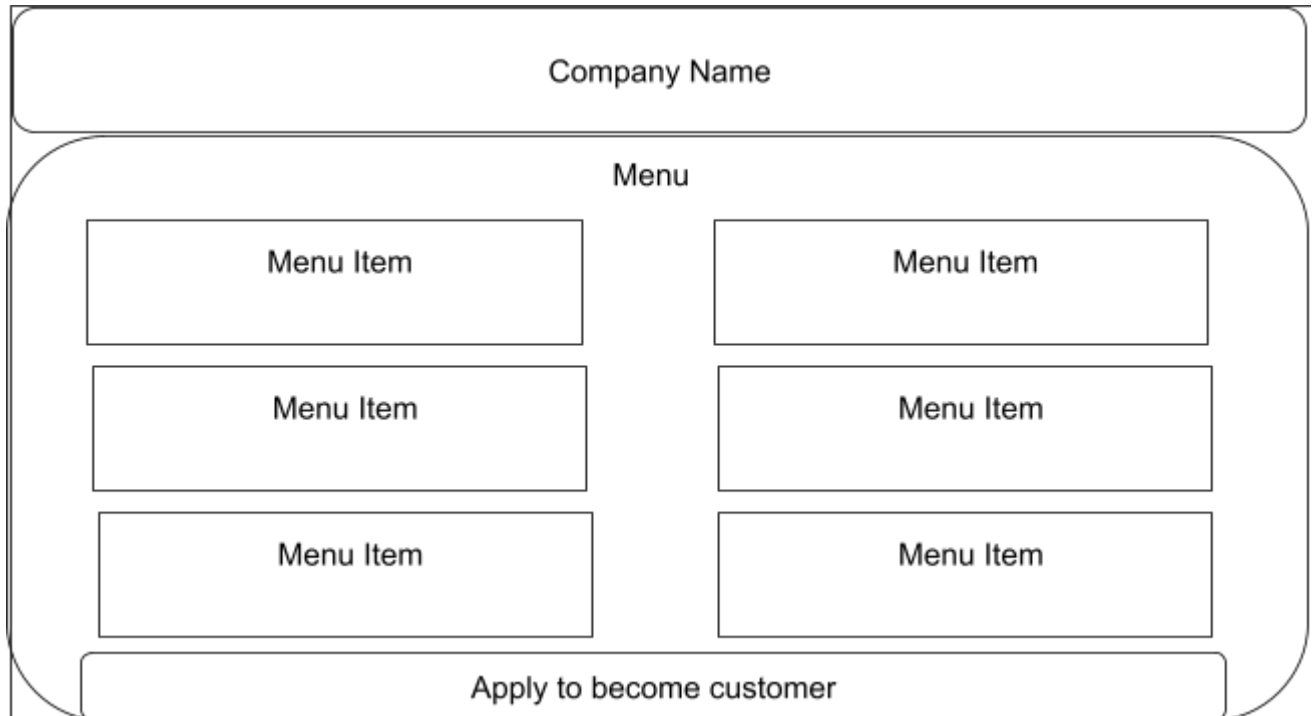
Complaint

Defense

Choose side

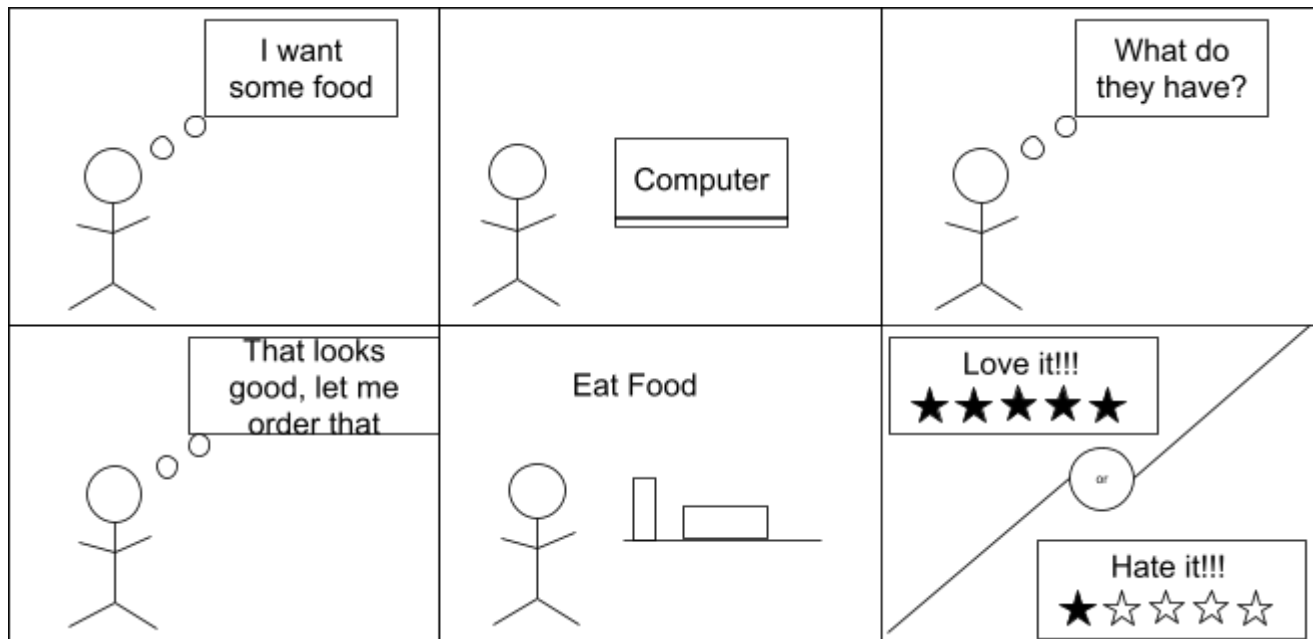
Surfers

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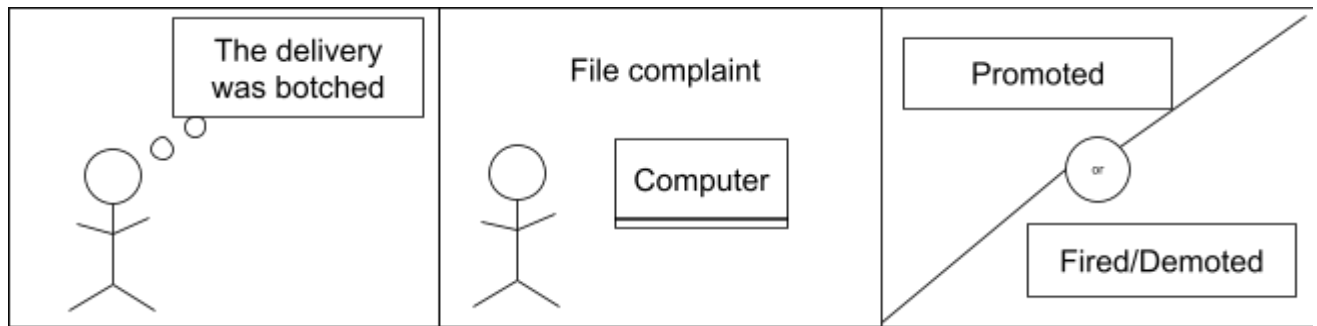
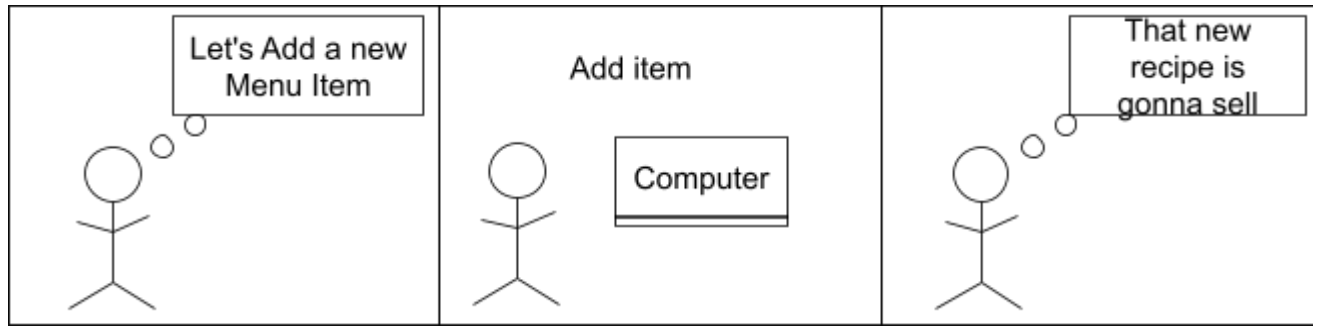
4.2 User-storyboards

Customer

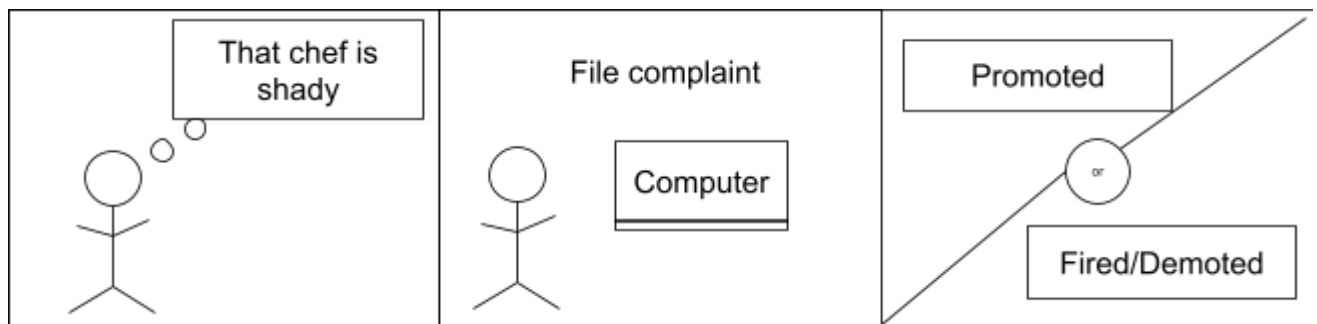
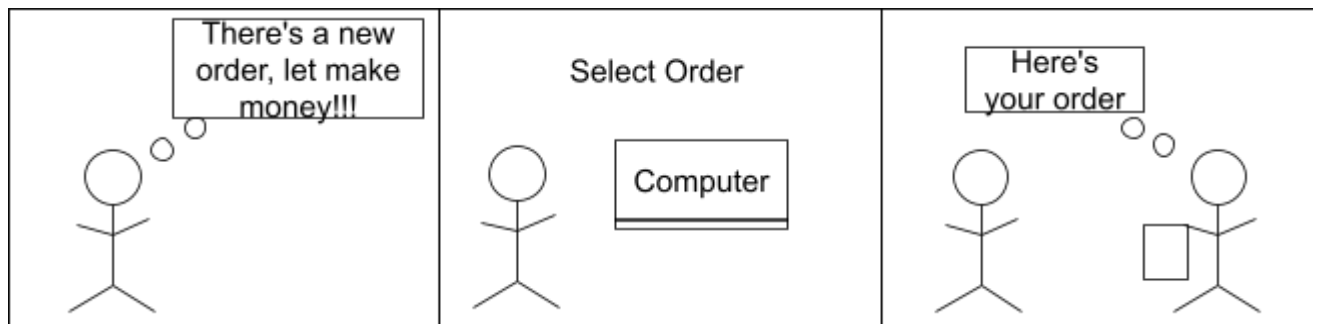


Chef

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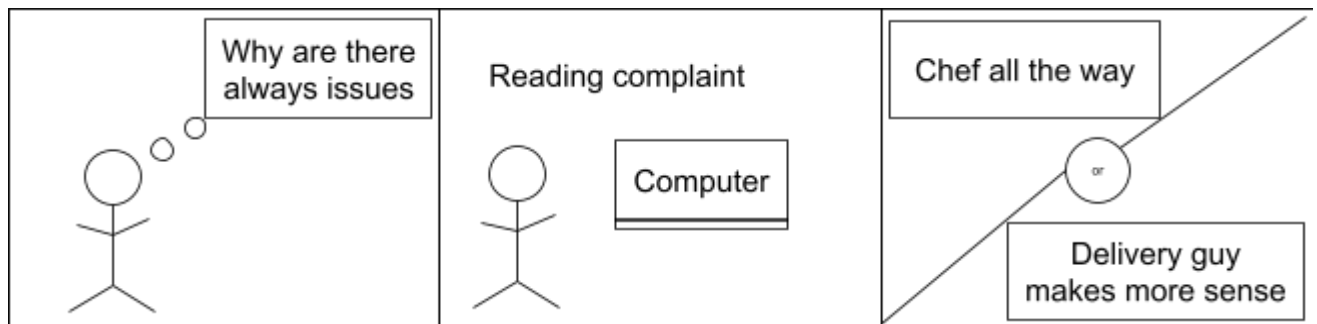
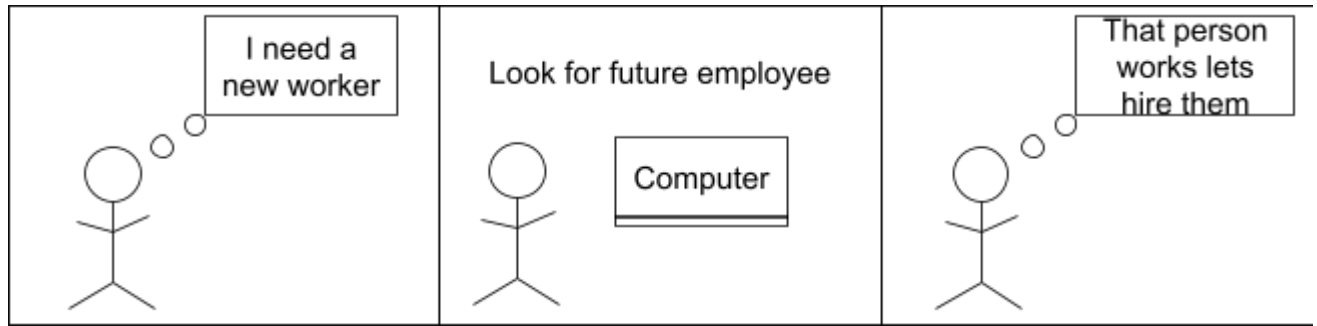


Deliver

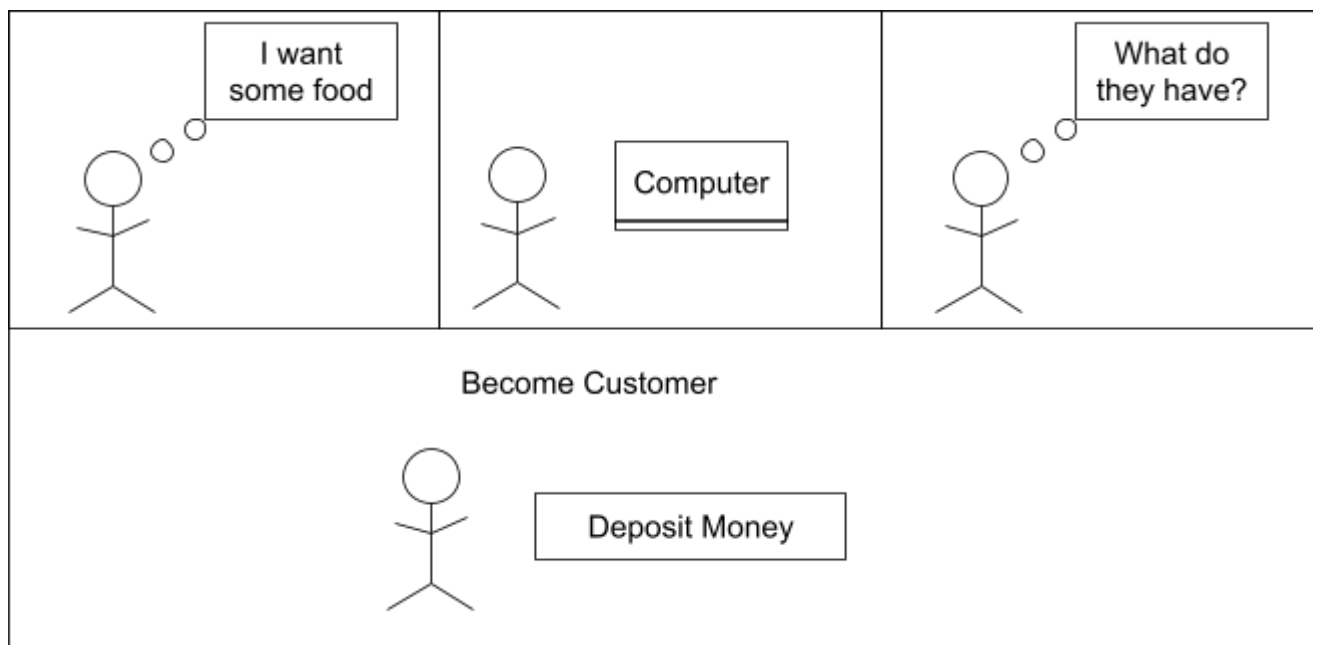


Manager

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Surfer



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