Savory Sprinters

**Online Diner
Software Requirements Specification
for Subsystem**

Version 1.0

Revision History

Date	Version	Description	Author
26/03/2024	1.0	First report	Sibora Boba, Sadia Hossain, Khadiza

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Software Requirements Specification

1. Introduction

1.1 Purpose

The computerized food order and delivery system, Savory Sprinters, is a comprehensive software solution designed to streamline the process of ordering and delivering food from a store. It aims to provide a user-friendly platform for customers to browse menus, place orders, and track deliveries, while also offering management tools for store personnel to manage menus, handle orders, and monitor performance. There is a general customer base and a VIP customer base that receives 10% off on all orders. Additionally, there is a Bi-Monthly Competition that all customers can participate in: the customer who orders the most in the given month will receive a 25% discount on all orders the following month.

1.2 Scope

- Provide a user-friendly GUI for browsing menus, placing orders, and managing accounts. The GUI should be intuitive and easy to navigate, catering to users with varying levels of technical expertise.
- Allow registered customers to order food, rate dishes, participate in discussions, and receive discounts based on their VIP status.
- Enable store personnel to manage menus, handle deliveries, process complaints/compliments, and monitor performance.
- Facilitate communication between customers and store personnel regarding orders, deliveries, complaints, and compliments.
- Ensure seamless payment processing and account management for customers.
- The system must be able to handle multiple concurrent users and process orders efficiently to minimize waiting times.
- Data security measures must be implemented to protect sensitive information such as customer details and payment transactions.
- The system should be designed to accommodate future growth and expansion, with the ability to scale resources as needed.
- The application should be compatible with various devices and operating systems to ensure widespread accessibility.
- The system must be developed using Python, Django, MySQL database, React, HTML, CSS, and JavaScript.
- The application may need to integrate with external systems or services, such as payment gateways or third-party APIs, following predefined protocols and standards.
- The system should incorporate feedback mechanisms to gather user feedback and continuously improve user satisfaction.

1.3 Definitions, Acronyms, and Abbreviations

- **Registered:** Registered Customers. Customers can vote on food deliveries and participate in topic discussions on food and delivery.
- **VIP:** VIP Customer. Registered customers who spend more than $500 or placed at least 50 orders, whichever comes first. They will receive a 10% discount.
- **Surfers:** Potential customers allowed to browse menus and ratings. They can register as customers with a fixed deposit.
- **BMC:** Bi-Monthly Competition. A competition with the registered and VIP customers, whoever orders the most in the given month, the next month will have 25% off on all orders

1.4 References

- https://online.visual-paradigm.com/diagrams/tutorials/use-case-diagram-tutorial/
- https://www.perforce.com/blog/alm/how-write-software-requirements-specification-srs-document
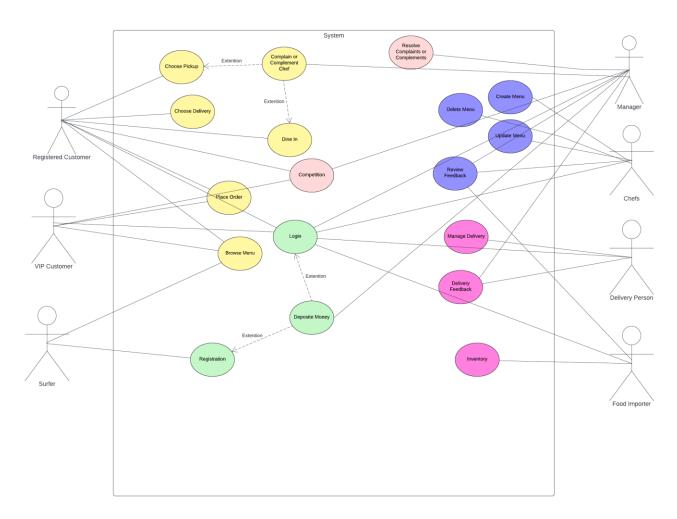- https://www.geeksforgeeks.org/use-case-diagram/

1.5 Overview

The rest of the Software Requirements Specification includes a use case model survey depicting the relationships between different user types and use cases and describes the functionality in detail.

2.   Overall Description

2.1   Use-Case Model Survey

2.2   Assumptions and Dependencies

Manage Menus:
> Actors: Chef
> Description: Chef creates, updates, or deletes menus. Inputs dish descriptions and keywords for browsing. Can lodge complaints to importers.

Orders:
> Actors: Registered Customer, VIP Customer, Surfer, Manager/Superuser
> Description: Surfers can become registered Customer. Customers can login and browse menus, place orders, and choose delivery or pickup options. Can also deposit money. Manager handles complaints and registrations.

Deliveries:
> Actors: Delivery Person, Manager/Superuser
> Description: Delivery person delivers food orders. Can receive compliments or lodge complaints about customers. Manager handles delivery-related complaints.

Manage Customers:
> Actors: Manager/Superuser

Description: Manager processes customer registrations, handles complaints/compliments, monitors warnings, and manages customer statuses.

Complaints/Compliments:

Actors: Manager/Superuser

Description: Manager resolves complaints and compliments from various users, makes decisions on disputes, and manages warnings.

Payments:

Actors: Manager/Superuser

Description: System checks payment against deposited money, freezes orders if payment exceeds deposited money. Manager clears deposits and closes accounts for departing customers.

Monitor Performance:

Actors: Manager/Superuser

Description: Manager monitors chef and delivery person performance, promotes, demotes, or fires based on ratings and complaints.

Bi-Monthly Competition:

Actors: Registered Customer, VIP Customer, Manager/Superuser

Description: Customers can choose to participate in the competition. The Manager will choose the Customer with the most orders in the month and give them a 25% discount on all orders for the following month.

3.   Specific Requirements

This section defines the complete software requirements for the Computerized Food Order and Delivery System– Savory Sprinters. These requirements are essential for enabling system designers to construct a system that fulfills these needs and for testers to verify that the system adheres to these specifications.

3.1   Use-Case Reports

- Chefs Use Cases:
    - Create Menu: Enable chefs to introduce new dishes and update existing menu items, along with detailed descriptions, prices, and images.
    - Update Menu: Allow chefs to make changes to the menu based on inventory, seasonality, or customer preferences.
    - Delete Menu: Provide chefs with the functionality to remove dishes from the menu.
    - Review Feedback: Offer a system through which chefs can access and assess customer feedback directly related to the dishes they prepare.
- Delivery Person Use Cases:
    - Manage Delivery: Permit delivery personnel to see available delivery tasks and choose which to fulfill based on specific criteria.
    - Delivery Feedback: Systematize the collection of customer feedback on delivery services and relay this information to the respective delivery person.
- Food Importer Use Cases:
    - Inventory: Empower food importers to oversee stock levels, track inventory, and ensure the availability of necessary ingredients for the menu.
- Manager Use Cases:
    - Resolve Complaints or Compliments: The Manager shall address and resolve any complaints or compliments made by customers concerning staff or the service received.
    - Competiton: The manager should decide the winner of the discount competition between the registered customers (including VIP).
    - Login: A secure process for manager to log in to their accounts to access the system's administrative functions for overseeing operations and handling sensitive data.
    - Manage Delivery allows manager to oversee the assignment and execution of delivery orders to ensure timely and efficient service to customers.
- Registered Customer Use Cases:
    - Login: A secure process for customers to log in to their accounts to access personalized services, view order history, and manage their preferences.
    - Browse Menu: Allow registered customers to view the menu items available for order.
    - Place Order: Enable customers to select menu items and place an order for pickup or delivery.
    - Choose Pickup: Provide an option for customers to select pickup for their orders.
    - Choose Delivery: Offer a delivery option for customer orders.

- o Dine In: Facilitate customers to choose to dine in and reserve a table or a time slot.
            - o Complain or Compliment Chef: Present a system for customers to submit compliments or complaints regarding specific chefs or dishes.
    - VIP Customer Use Cases:
        - o Login: A secure process for VIP customers to login The VIP login grants exclusive customers personalized access to special offers and premium menu options.
        - o Browse Menu
        - o Place Order
        - o Choose Pickup
        - o Choose Delivery
    - Surfer Use Cases:
        - o Registration: Allow surfers (potential customers) to register for an account to become registered customers with the system.
        - o Browse Menu: Allow surfers to view the menu items available for order.

3.2   Supplementary Requirements

- Display Personalized Content: display top-listed dishes personalized to the customer's history or general popularity.
- User Authentication: authenticate users through a secure login process.
- Order/Payment System:
    - o Order Modification: allow for the modification and cancellation of orders by the customer before a specified cut-off time.
    - o Payment Handling: manage payment transactions, including handling cases of insufficient funds.
- Exclusive Discounts: VIP Customers should receive special discounts and offers as part of their elevated status.
- Special Menu Access: VIP Customers might have access to an exclusive set of dishes not available to regular customers.
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- Rating and Feedback System:
    - o Rating Aggregation: calculate and display average dish ratings based on customer feedback.
    - o Service Rating: allow customers to rate the delivery service separately from the food quality.
- Complaints and Compliments System:
    - o Complaints and Compliments Logging: log all customer complaints and compliments and notify the relevant staff members.
    - o Dispute Resolution: provide a workflow for resolving disputes over complaints.
- Order Tracking System:
    - o Spending: tracks how much money the customer has spent
    - o Order: counts how many orders the customer has placed.
- Competition: Introduce a feature where delivery personnel can compete for delivery tasks, potentially incentivized by efficiency or customer ratings.
- VIP Status System:
    - o Change Status: when the customer has spent $500 or has ordered 50 times, the customer reaches VIP status.
- Creative Feature:
    - o Competition For Registered/VIP: the system will track how many orders each customer places in a month and the one who orders the most will get 25% off of every order placed for the entirety of the following month.

4.   Supporting Information

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