**Coffee Vending Machine – SRS**

Problem Statement

Providing contact less service and reducing the labour cost

Introduction

Using Vending machines is the best solution for providing hot beverages while ensuring contactless service. These machines are sleek and well suited to modern office environment. They can be placed easily at airports, malls, metros etc.

Scope

* User can select a type of coffee from a list displayed on the screen
* Option to cancel the order at any stage
* Payment through card or cash
* Easy refill of ingredients
* Availability of each type of coffee is shown

User Characteristics

* Admin: Can refill various ingredients, collect cash from the machine, add cash in the machine
* Customer: Can order coffee, make payment, cancel order, give feedback