

## **Introduction:**

An online food delivery system will assist restaurants in optimizing and controlling their kitchens. It makes things easier for servers because they don't have to go to the kitchen to give the chef orders. From a management standpoint, the manager will be able to govern the restaurant by having all of the reports in hand and being able to examine all of the employees' and orders' records. This program assists restaurants in performing all functions more precisely and increasing the efficiency of all tasks. The use of an online food delivery system lowers human labor and increases restaurant efficiency.

The online meal delivery system creates a menu online, which customers may order with a single click. You can also quickly keep track of records, build a client database, and enhance your food delivery service with an online menu. Users can choose their preferred meal items from a menu presented on the screen. The meal products are ordered by the customer. Customers can pay either online or through a pay-on-delivery method. Because it maintains a different account for every user, the user's information is kept private. Each user is given a unique ID and password. As a result, it gives a more secure ordering experience.

### **1.1 Purpose**

The purpose of working on this project is to provide an ease to customers so that they can order anything, anytime while sitting anywhere and it can change the food ordering system into a better and appropriate way.

### **1.2 Intended Audience**

Developers

Project testers

Marketing Department

### **1.3 Intended Use**

Developers: Developers can use this SRS to immediately know what the project is about, which aspects they should concentrate on, which aspects they should enhance, and whether there is any room for new features or functions in any

upgrade.

Project testers: By using this srs, project testers can get a overall idea about this project, can understand the requirement of client and find out valid reason/bug where to look and will solve the issue.

Marketing Department: The marketing department can utilize this SRS to get a sense of what they're going to advertise, as well as what the project's features are and how they'll benefit clients or users.

## **1.4 Product Scope**

Home delivery of fast via phone call is popular. The process seems easy to use but at times there is miscommunication sometimes. The main drawback of placing order via phone call is that there is no visual menu shown, the employees have to repeat a lot of things again and again to the customers. It's a time consuming process which at times irritates customers. It would be much more comfortable for the customers to have an online ordering system. It would be hassle free for users as they can select the food item they want and make payment for it. Also it will reduce the purchasing time for customers. Let us look at another benefit of using this system. Suppose I go to a fast food point and make order. Even after ordering fast food from their outlet, I have to wait at least 15 minutes for my order to be ready. Wouldn't it be much more convenient if I ordered my fast food before using an online system and then it will tell me the time by which I have to pick my order from their counter!! It would be great for me as I don't need to wait for my order. I need to reach there only when my order is ready. In a nutshell, we can say that improved and efficient services are provided to the customers by the inclusion of internet in your business. As a business point of view it gives you an edge over your competitors.

## **1.5 Risk Definition**

1. If location doesn't work properly, rider may go to a different location.
2. If server got down for any reason it will show error request try again!
3. Too much request at a same time can cause server traffic.

## 2. Overall Description

Businesses have been going through rapid changes due to the emergence of technology. Well, another reason could be a fast increasing mobile penetration and ease of use that has pushed the businesses to put mobile applications at the top of their priority list. All top of it, food ordering businesses and food delivery businesses do need mobile apps, this is because the market of on-demand food delivery is thriving. Before moving ahead, it would be better to check quickly the statistics of the market size of the food delivery business

The foremost aim of the food delivery website is to establish a business. This website connect the customers with the restaurants and they can directly place the order on the website. Gone are the days when one had to look for pamphlets of restaurants and make a call for ordering a food item. The gap has been overcome by the website, which have helped the new and running restaurants to do so well and get in direct touch with the customers.

The food menus and search for cuisine and food is hassle-free and it goes without saying that everything can be found in one place. The delivery website have benefitted the customers by bringing them to one place for ordering food. It also allows the customers to access the entire menu that is available at a restaurant of their choice. The open hours, restaurant data and other important information are also available through the website. Customers can also look for food that fits well in their budget as the prices of all items are mentioned in the menu.

- The website allows the customer to keep a check on the time it will take for the restaurant to deliver their food. From taking and order to preparing it in their kitchen, to the delivery boy collecting the item and leaving for the customer's delivery address, the website aims at giving out every piece of information. These delivery website purposes to show the estimated time of arrival of the dispatched item from the restaurant to the customer's address.

Another major objective of the website is to ensure that the customer can make stress free payment. They follow a procedure and redirect the customer from the food ordering app to the bank's page where they can directly make the payment. However, most website give an option of cash on delivery, wherein the customer can directly pay the delivery boy when he reaches home with the food item.

This delivery website are helpful to the restaurants as they get direct ratings and review from their clients. The website developers make sure to include a section of

review and ratings where the customer can rate their level of satisfaction with the food and the delivery time. In most cases nowadays, the restaurants also ask for feedback on the behavior of the delivery boy.

## **2.1 User Classes and Characteristics**

All kind of users: The Easy Food is a powerful, yet easy web app to use so, all computer and mobile phone users are able to use it efficiently.

Open source software developers and contributors:

(a) Software Developers: People with very good knowledge of programming language project, in order to understand and be able to extend project's source code

(b) Translators: People of all age groups with very good knowledge of a language not included in the current translation list.

## **2.2 Product Perspective**

The Easy Food is a very useful and timesaving website for those who like to save their time and instead moving and travelling to eat, they prefer online and easy order system. All you have to do is visit the website, enter your information and continue.

## **2.3 Product Functions**

The Easy Food provides users the following functions/features:

- The service allows users to select from local restaurants and place orders via its websites.
- The Easy Food processes and sends orders directly to partner restaurants, which then deliver to their customers.
- The service is available via its websites. Customers can order food by entering their postcodes on the site and browsing for food from a list of restaurants.
- Restaurants receive these orders and then deliver to customers. The Easy Food sends out an Email to confirm orders and their estimated delivery time.

## **2.4 User Needs**

Quick and easy search- The app's ability to access the user's location to quickly order a meal from the nearest restaurant.

Order status- Receiving information about the order status in real-time such as "order accepted," "meal prepared," and "courier on his way."

Real-time courier monitoring- Users want to see the location of their courier to plan their time and know the approximate delivery time

Convenient payment methods- The ability to choose preferred payment methods—cash, credit card, or Apple/Google Pay. This will help you expand your target audiences.

Customer support- Don't underestimate the value of the support team that handles complaints, delivery problems, and so on.

Promo codes- This is an opportunity to smooth out conflicts with unsatisfied customers by offering promotions or gifts.

## **2.5 Operating Environment**

The operating environment of the easy food are as listed below:

The Easy Food can run on Operating Systems through internet:

Win2K / WinXP / Vista / Win7 / Win8/ Win 10.

(Any kind of operating system which supports browsing)

Database: SQL

Platform: Python, Django frame work.

## **2.6 Design and Implementation Constraints**

The project is designed and implemented with some terms and conditions which are necessary to be agreed in order to proceed. This includes "Privacy Policy" means the policy displayed on our Website which details how we collect and store your personal data. Email and other personal details will be required to continue.

- We have to develop the application in Python language.

- The developed system must work in the client's operating environment, which is Windows and OS
- We have to finish the project within 2 months.

## **2.7 Assumptions and Dependencies**

The website requires correct personal data that includes name, location, proper address and other. These are to be filled correctly otherwise the website would not respond or accept your activity. The after order procedure is based on some terms and condition which are specified in the project and it is necessary to agree on them in order to proceed.

- Users have to read and write English.
- Users have devices that support internet service.
- Users have internet connection.
- Users are familiar with web browsing and can interact with website.

## **3.1 Functional Requirements**

**1.** As a user, I want to login so that, I could save my time without moving or travelling.

### **Confirmation**

- (a) User has to fill up some information (user name, email and password).
- (b) If user name, email or password does not match then the user could not log into the website.
- (c) User can change email and password.

**2.** As a user I want to register so that the system can authenticate me and I can trust it.

### **Confirmation**

- (a) User can register for the website by entering name, email, email, mobile no and confirming password.
- (b) User can upload a profile photo.

**3.** As a user I want to place an order so that I can purchase multiple products at a time.

**Confirmation**

- (a) User can select items to order.
- (b) User can see his/her shopping cart and also can change it.
- (c) User should provide an address.
- (d) After ordering user will get a confirming mail.

**4.** As a user I want to select my desired payment method so that I can assure that I am not getting cheated.

**Confirmation**

- (a) User can use digital payment like nagad bkaash for payment.
- (b) User can use cash for payment.

**5.** As a user I want to track the ordered food location so that I can get an idea about the food arrival time to my door

**Confirmation**

- (a) User can track the current location of their food using map
- (b) User will be notified when the food is ready to pick
- (c) User will be notified if the order got cancel for any reason

**6.** As a user I want to give a feedback about the food so that the management will get notify

**Confirmation**

- (a) User will be able to give a review about food, restaurant price policy and so on
- (b) User will get an feedback from the restaurant management based on the review

7. As a user I want to see the menu of the individual restaurant so that I can get an decide which item I'm going to order

**Confirmation**

- (a) User will be able to see the menu of particular restaurant
- (b) User will be able to see the available food based on time
- (c) User will be able to see the price mentioning beside the item

8. As a restaurant management admin I want to modify the menu so that customers can select more item from my restaurant

**Confirmation**

- (a) Admin can simply add the new menu by a single click
- (b) Admin can exclude any item which is not available or not profitable
- (c) Admin can also update the price list

9. As a user I want to search for a specific restaurant of my own choice

**Confirmation**

- (a) User will be able to search for a specific restaurant
- (b) User will be able to search for a specific food item

10. As a user I want to logout whenever I want

**Confirmation**

- (a) User can log out from the server

## **3.2 Non Functional Requirements**

### **Performance Requirements:**

- The system must not accumulate high numbers of users without any fault.



- Response to any kind of interaction must take no longer than 3 seconds to appear on the screen.

**Security Requirements:**

- System will use secure database.
- Normal users can just read or write information but they cannot edit or modify existing information.

**Error Handling:**

- OS must handle expected or non-expected errors in ways that prevent loss in information and long down time period.

**Safety Requirements:**

- System use must not cause any harm to human users.