User Flow :

1. Open the App:

User Action: User opens the app.

System Response: The app displays a welcome screen or homepage with options to log in or browse as a guest.

2. User Registration / Login:

User Action: If the user is new, they choose to register; returning users log in.

System Response: For new users, the app prompts for account creation details (email, password, etc.) and confirms registration. Returning users are authenticated and directed to the homepage.

3. Browse Restaurants or Categories:

User Action: User can browse by restaurant, cuisine, or categories (e.g., "Pizza," "Chinese," "Vegan").

System Response: The app displays a list of restaurants or categories based on the user's location or preferences.

4. Select a Restaurant:

User Action: User taps on a restaurant to view its menu.

System Response: The app shows the restaurant's details, menu items, and user reviews.

5.Choose Food Items:

User Action: User scrolls through the menu and selects items to add to their cart.

System Response: The app updates the cart with the selected items and shows an itemized list with prices and total.

6.Customize Items (Optional):

User Action: For items that allow customization (e.g., size, toppings, spice level), the user customizes their selection.

System Response: The app reflects the customization options, updates the price as necessary, and adds the customized item to the cart.

7. Review Cart:

User Action: User views the cart to review selected items, quantities, and total price.

System Response: The app displays the cart summary, with options to remove or modify items. It also calculates the delivery fee, taxes, and final total.

8. Proceed to Checkout:

   User Action: User taps on "Checkout" to proceed with the order.

   System Response: The app directs the user to the checkout page.

9.Select Delivery Address or Pickup Location:

   User Action: User chooses or enters a delivery address or selects a pickup option.

   System Response: The app verifies the delivery location and provides an estimated delivery time.

10. Select Payment Method:

   User Action: User selects a payment method (e.g., credit/debit card, digital wallet, cash on delivery).

   System Response: The app prompts for payment details if necessary, verifies payment, and confirms that payment is ready to be processed.

11. Place Order:

   User Action: User reviews the final order summary and taps "Place Order."

   System Response: The app processes the order, provides an order confirmation, and displays an estimated delivery time.

12. Order Tracking (Real-time):

   User Action: User can view the real-time status of their order, including preparation, pickup, and delivery status.

   System Response: The app shows updates as the order progresses, including notifications for each stage.

13. Receive Order:

   User Action: User receives the food order at their doorstep or picks it up from the restaurant.

   System Response: The app prompts the user to confirm delivery, complete a satisfaction survey, and provide a review.

14. Rate & Review:

   User Action: User rates the food, delivery experience, and can leave feedback.

   System Response: The app stores the review and displays an option for the user to view order history or start a new order.

Restaurant Flow:

1. Login and Authentication:

Restaurant Action: Restaurant staff log into the app using their unique credentials.

System Response: The app verifies credentials and grants access to the restaurant dashboard if authentication is successful.

2. Admin Verification:

Restaurant Action: The restaurant submits information and menu items for approval to be listed on the platform.

System Response: The app sends the submitted information to the admin team for verification. Once approved, the restaurant's profile and menu become visible to users.

3. Menu Management:

Restaurant Action: Restaurant staff add new items, update prices, edit descriptions, or upload photos to keep the menu current and appealing.

System Response: The app updates the menu in real-time, making the new or updated items instantly available to users browsing the restaurant's offerings.

4. Catering and Bulk Orders:

Restaurant Action: The restaurant offers a catering menu for large events and responds to user requests for sample items or special bulk pricing.

System Response: The app displays the catering options and allows users to place bulk orders or request samples. When a bulk order is requested, the system alerts the restaurant for preparation.

5. Scheduled Orders:

Restaurant Action: The restaurant prepares items ahead of time based on notifications of scheduled orders.

System Response: The app sends timely notifications for upcoming scheduled orders, including the required preparation time and delivery/pickup details, ensuring that the restaurant is informed in advance.

6. Charity Partnerships:

Restaurant Action: The restaurant coordinates with local charities to donate surplus food after closing or based on user-donated items.

System Response: The app provides a charity integration feature that notifies local partners of available donations, helping arrange pickup or delivery logistics with the restaurant.

Admin Flow:

1.Login:

Admin Action: Admin logs in using their credentials.

System Response: The app verifies the admin's credentials and grants access to the admin dashboard.

2.Access Admin Dashboard:

Admin Action: After logging in, the admin accesses the main dashboard to manage different aspects of the app.

System Response: The app directs the admin to the dashboard, where they can access options to manage users, restaurants, and products.

3.Manage Users:

Admin Action: Admin views the list of registered users, tracks their referrals, and resolves user-related issues.

System Response: The app displays a list of users and provides tools to manage referrals and handle support tickets or user complaints.

4.Approve and Manage Restaurants:

Admin Action: Admin reviews new restaurant registrations and approves or rejects them. They also verify the menu items that restaurants want to list.

5.System Response: The app displays restaurant applications and menu items for approval. Once approved, the restaurant's profile and menu items become visible to customers.

6.Order Management:

Admin Action: Admin monitors orders, focusing on bulk or catering orders, and ensures proper handling of scheduled deliveries.

System Response: The app provides a real-time view of order statuses, including alerts for bulk or scheduled orders, allowing the admin to track their progress and address any issues.

7.Review Donations:

Admin Action: Admin oversees the donation process to ensure that any extra food is properly directed to nearby charities based on user requests.

System Response: The app shows a list of donation requests and local charity partners, allowing the admin to coordinate logistics and confirm the donation status.

8.Manage Currency Settings:

Admin Action: Admin configures and manages currency settings to support payments in various currencies for a smooth user experience.

System Response: The app provides options to add, edit, or remove supported currencies and ensures that payments are processed according to the selected currency.