**BUSINESS REQUIREMENTS SPECIFICATION**

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**1. PROJECT BACKGROUND**

* Waiting in lines in front of food trucks and for a table at restaurants has been a common experience**,** but this was back when food delivery applications weren’t a reality.
* **Pidgey** is an online food ordering and delivery platform. This system will allow hotels and restaurants to increase scope of business by reducing the labour costs involved. The system also allows users to quickly and easily manage an online menu which customers can browse and use to place orders with just a few clicks. Restaurant employees then use these orders through an easy to navigate graphical interface for efficient processing. This application greatly simplifies the ordering process for both the customer and the restaurant.

**2. PROJECT GOALS**

* To produce a complete online solution to bridge the gap between restaurants and consumers.
* To provide increased convenience and transparency to both the users and clients.
* To increase returning customers.
* To provide abundant employment opportunities.
* To become available to small-scale businesses as well.

**3. PROBLEM STATEMENT**

* The challenges encountered by the existing system serve as a major drawback to the realisation of efficiency and customer satisfaction. The experience of ordering in most food restaurants is not pleasant for the customers. Customers will have to wait in long queues before placing their orders especially during peak hours and then the ordering staff will have to record customer orders. Having placed their order, the customer must then wait near the counter until their order is ready for collection.
* The other problem in the food service industry is that restaurants are not realising the efficiencies that would result from better application of technology in their daily operations.
* The online food ordering system sets up a food menu online and customers can easily place the order as per they like. Also, the online customers can easily track their orders.

**4. PROPOSED SYSTEM**

1. Databases to store user profiles, restaurants along with food items, delivery executive profiles and order records.
2. Adding features including user sign up flow, sign in flow, restaurants search, food ordering, adding item to cart along with address and placing order by giving payment details.
3. Including additional features like delivery status of order placed, delivery executive login, assigning orders to delivery executives and tracking status.
4. Provide invoices of orders placed.

**5. USERS OF PROJECT**

* Students
* Employees
* Company clients for large scale delivery at work places.
* Anyone who requires the convenience of doorstep delivery.

**6. REQUIREMENTS**

**A. FUNCTIONAL REQUIREMENTS**

* The system shall enable the admin to view, create, edit and delete food categories and descriptions.
* The system shall allow generation of reports for the orders placed.
* The system shall allow the admin to update additional information (description, photo, ingredients etc.) for a given food item.
* The system shall enable the customer to view the products menu, create an account, login to the system and place an order.
* The system shall display the food items ordered, the individual food item prices and the total amount to be paid.
* The system shall provide visual confirmation of the order placement.

**B. NON-FUNCTIONAL REQUIREMENTS**

* There should be sufficient network bandwidth.
* Maintainability- easy to maintain.
* Performance/ response time- fast response.
* Usability by target user community- easy to use.
* Expandability- needs to be future proof or upgradable.
* Safety- should be secure to use.