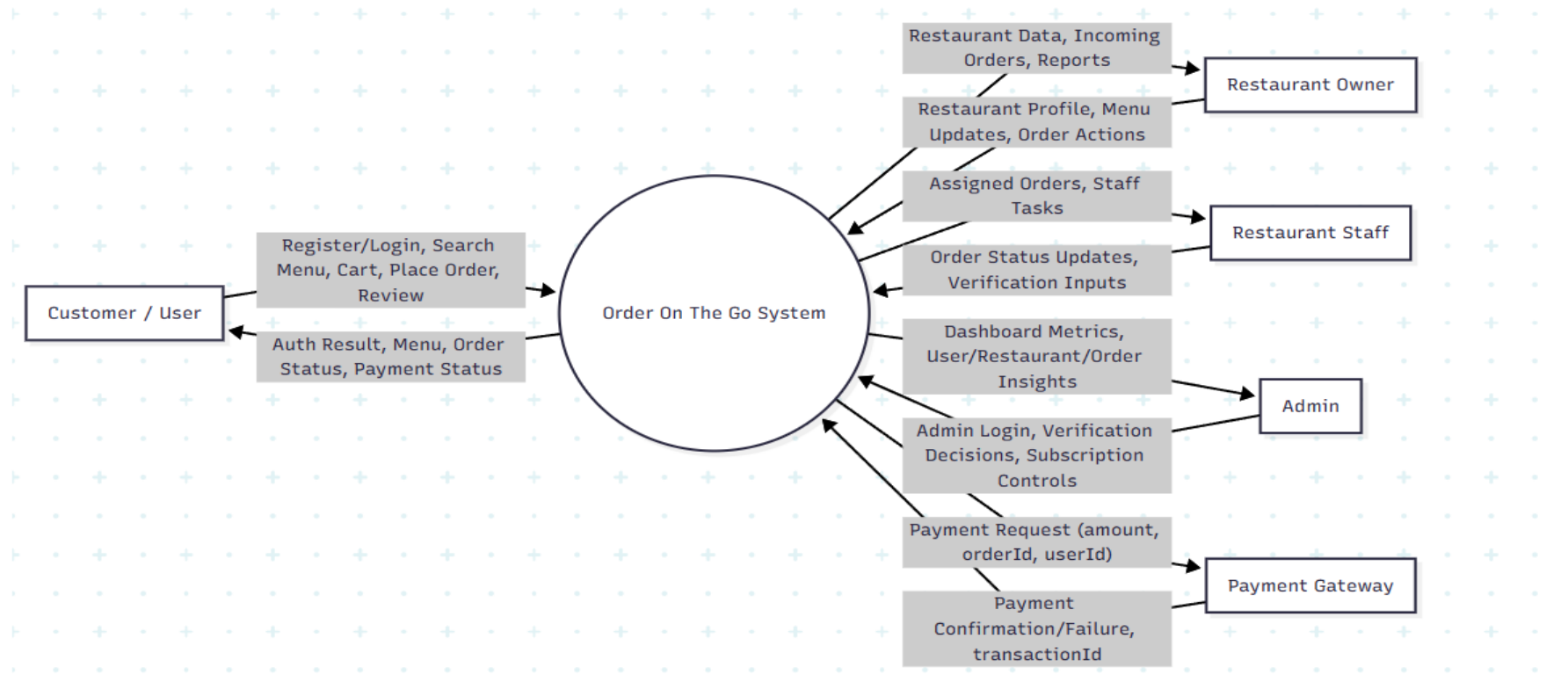


Project Design Phase-II Data Flow Diagram & User Stories

Date	20 February 2026
Team ID	LTVIP2026TMIDS41611
Project Name	OrderOnTheGo: Your On-Demand Food Ordering Solution
Maximum Marks	4 Marks

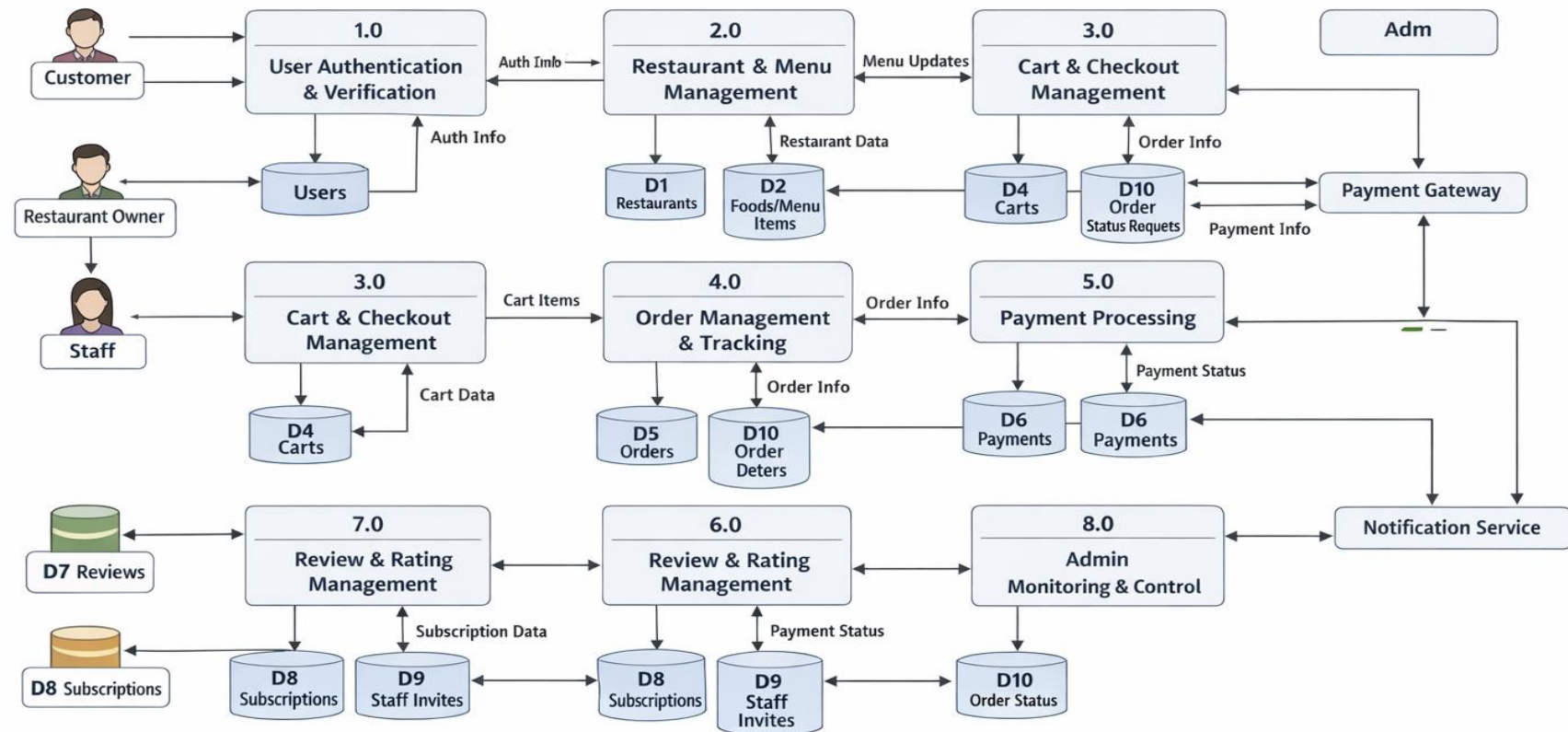
Data Flow Diagrams:

DFD Level 0:



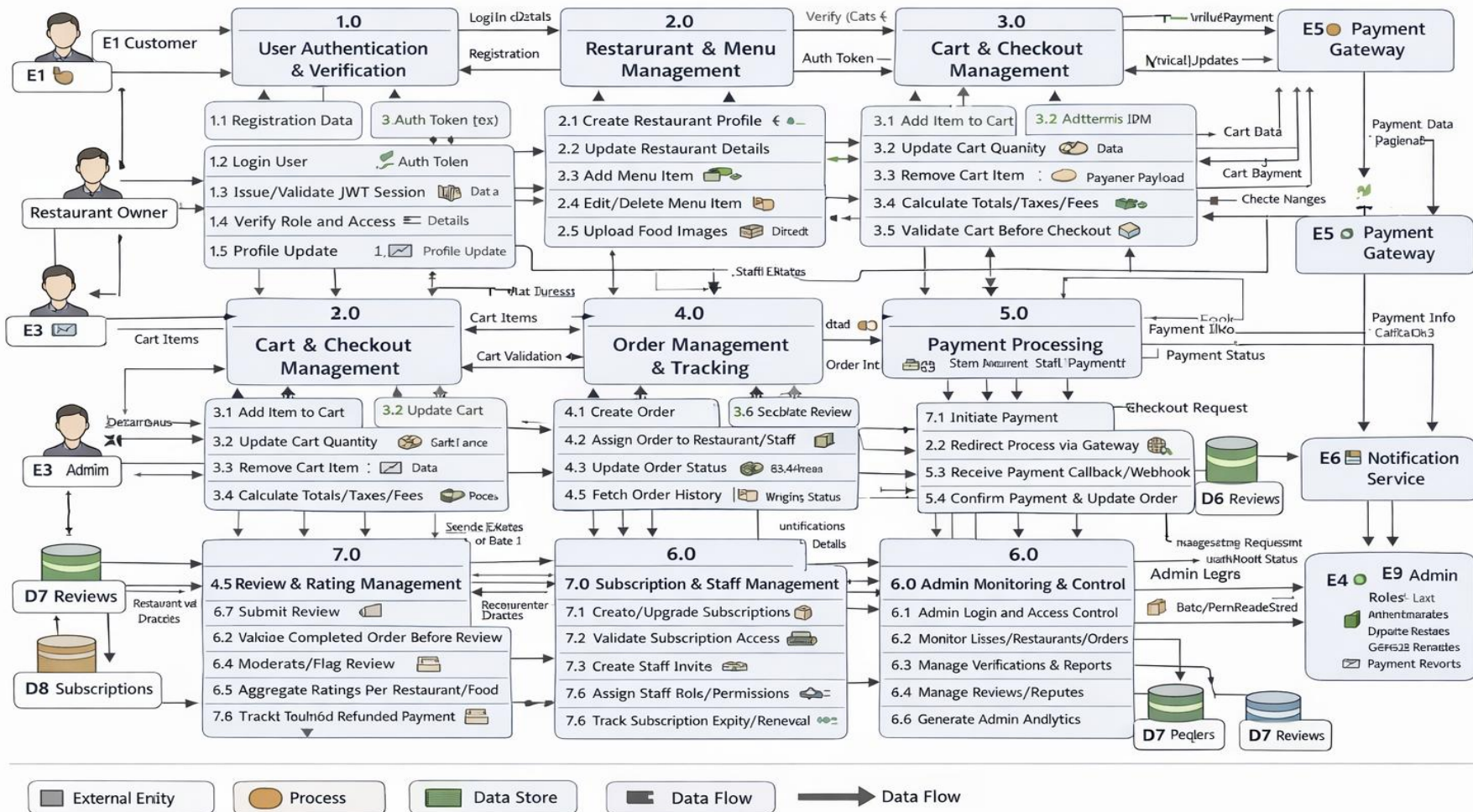
DFD Level 1:

OrderOnTheGo – Level 1 Data Flow Diagram



DFD Level 2:

OrderOnTheGo - Level 2 Data Flow Diagram



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a user, I can register using email, password, and confirm password.	Account is created and user is redirected to dashboard/home.	High	Sprint-1
Customer (Mobile user)	Registration	USN-2	As a user, I will receive confirmation email once I have registered for the application.	User receives confirmation email and can verify account from link/code.	High	Sprint-1
Customer (Mobile user)	Registration	USN-3	As a user, I can register for the application through Facebook	User can sign up/login and access dashboard with Facebook account.	Low	Sprint-2
Customer (Mobile user)	Registration	USN-4	As a user, I can register for the application through Gmail.	User can sign up/login and access dashboard with Gmail account.	Medium	Sprint-1
Customer (Mobile user)	Login	USN-5	As a user, I can log into the application by entering email & password	Valid credentials log user in and open home/dashboard.	High	Sprint-1
Customer (Mobile user)	Dashboard	USN-6	As a user, I can view nearby restaurants and featured foods on dashboard.	Dashboard shows restaurant list, food cards, and quick navigation.	High	Sprint-1
Customer (Mobile user)	Food Discovery	USN-7	As a user, I can search foods/restaurants by name or category.	Search returns relevant results with clear empty-state if none found.	High	Sprint-1
Customer (Mobile user)	Cart & Checkout	USN-8	As a user, I can add items to cart and update quantity.	Cart updates totals in real time and persists for logged-in user.	High	Sprint-1
Customer (Mobile user)	Orders	USN-9	As a user, I can place an order from my cart.	Order is created successfully and order ID is generated.	High	Sprint-1
Customer (Mobile user)	Payments	USN-10	As a user, I can pay online for my order.	Payment is processed and status is saved against order.	High	Sprint-1

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Order Tracking	USN-11	As a user, I can track my order status from placed to delivered.	Status timeline updates through defined order lifecycle.	High	Sprint-1
Customer (Mobile user)	Reviews	USN-12	As a user, I can rate and review delivered food items.	User can add/update/delete own review; average rating refreshes.	Medium	Sprint-2
Customer (Web user)	Authentication	USN-13	As a web user, I can register and login with email/password.	User session starts and protected pages are accessible.	High	Sprint-1
Customer (Web user)	Restaurant Browsing	USN-14	As a web user, I can browse all restaurants and menus.	User can open restaurant details and view available foods.	High	Sprint-1
Customer (Web user)	Checkout	USN-15	As a web user, I can checkout with cart summary and delivery address.	Address validation works and order is created only with valid inputs.	High	Sprint-2
Customer (Web user)	Order History	USN-16	As a web user, I can view my past orders.	Order history shows status, amount, and order date details.	Medium	Sprint-2
Customer (Web user)	Profile	USN-17	As a web user, I can update my profile and profile image.	Updated profile fields are saved and reflected immediately.	Medium	Sprint-2
Customer (Web user)	Support Operations	USN-18	As a support executive, I can search customers and orders by ID/email/phone.	Search returns correct records with pagination and filters.	High	Sprint-2
Customer (Web user)	Complaint Handling	USN-19	As a support executive, I can create and update complaint tickets.	Ticket status and notes are saved with timestamp and owner.	High	Sprint-2
Customer (Web user)	Order Assistance	USN-20	As a support executive, I can view full order timeline for customer queries.	Timeline includes all status transitions and payment state.	High	Sprint-2
Customer (Web user)	Escalations	USN-21	As a support executive, I can escalate unresolved cases to admin.	Escalation is tagged, assigned, and visible in admin queue.	Medium	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Refund Support	USN-22	As a support executive, I can initiate refund requests for failed/cancelled orders	Refund request is logged and moves through approval workflow.	Medium	Sprint-3
Administrator	Access & Security	USN-23	As an admin, I can login securely and access admin dashboard only with admin role.	Non-admin users are blocked from admin routes.	High	Sprint-1
Administrator	Dashboard Analytics	USN-24	As an admin, I can view platform KPIs (orders, users, revenue, status distribution).	Dashboard loads accurate metrics and 7-day analytics.	High	Sprint-1
Administrator	User Management	USN-25	As an admin, I can view users and change status (active/inactive/banned).	User list supports search/pagination; status changes persist.	High	Sprint-1
Administrator	Restaurant Approval	USN-26	As an admin, I can approve or reject restaurant registrations.	Restaurant state updates immediately and action is auditable	High	Sprint-1
Administrator	Order Governance	USN-27	As an admin, I can view and update any order status when required.	Admin status update reflects in order timeline and history.	Medium	Sprint-1
Administrator	Data Management	USN-28	As an admin, I can delete fraudulent or invalid users/orders.	Delete action requires confirmation and record is removed safely.	Medium	Sprint-2
Administrator	Food Governance	USN-29	As an admin, I can monitor and manage food items across restaurants.	Admin can view/edit/remove items violating policy.	Medium	Sprint-2
Administrator	Staff Governance	USN-30	As an admin, I can monitor staff accounts and approval flows.	Staff state and invite/approval records are viewable and editable.	Medium	Sprint-2
Administrator	Subscription Management	USN-31	As an admin, I can track plan usage and subscription revenue	Plan-wise metrics and restaurant usage limits are visible.	Medium	Sprint-2
Administrator	Verification Monitoring	USN-32	As an admin, I can monitor email/SMS verification outcomes.	Verification logs show success/failure and resend attempts.	Low	Sprint-3