

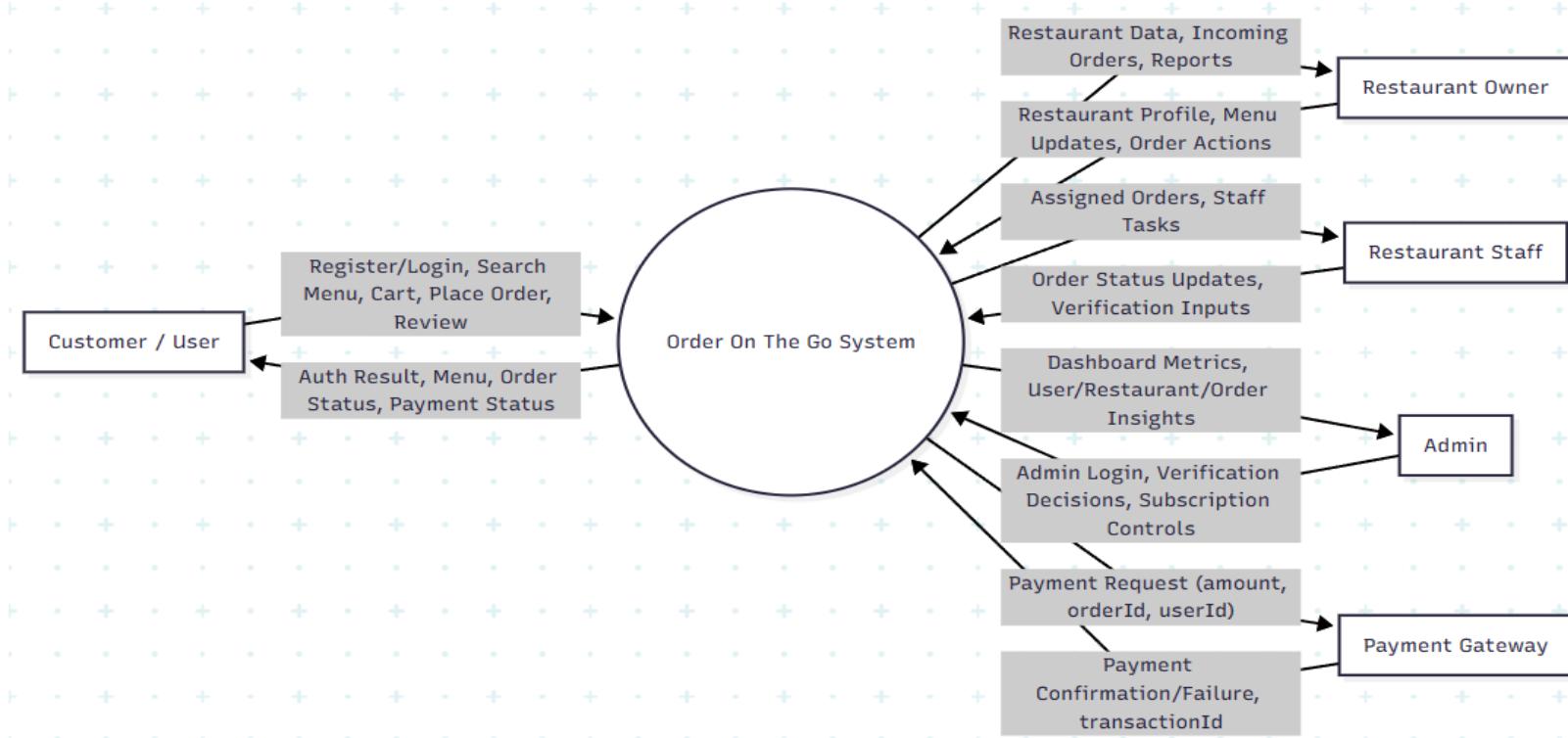
Project Design Phase-II

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

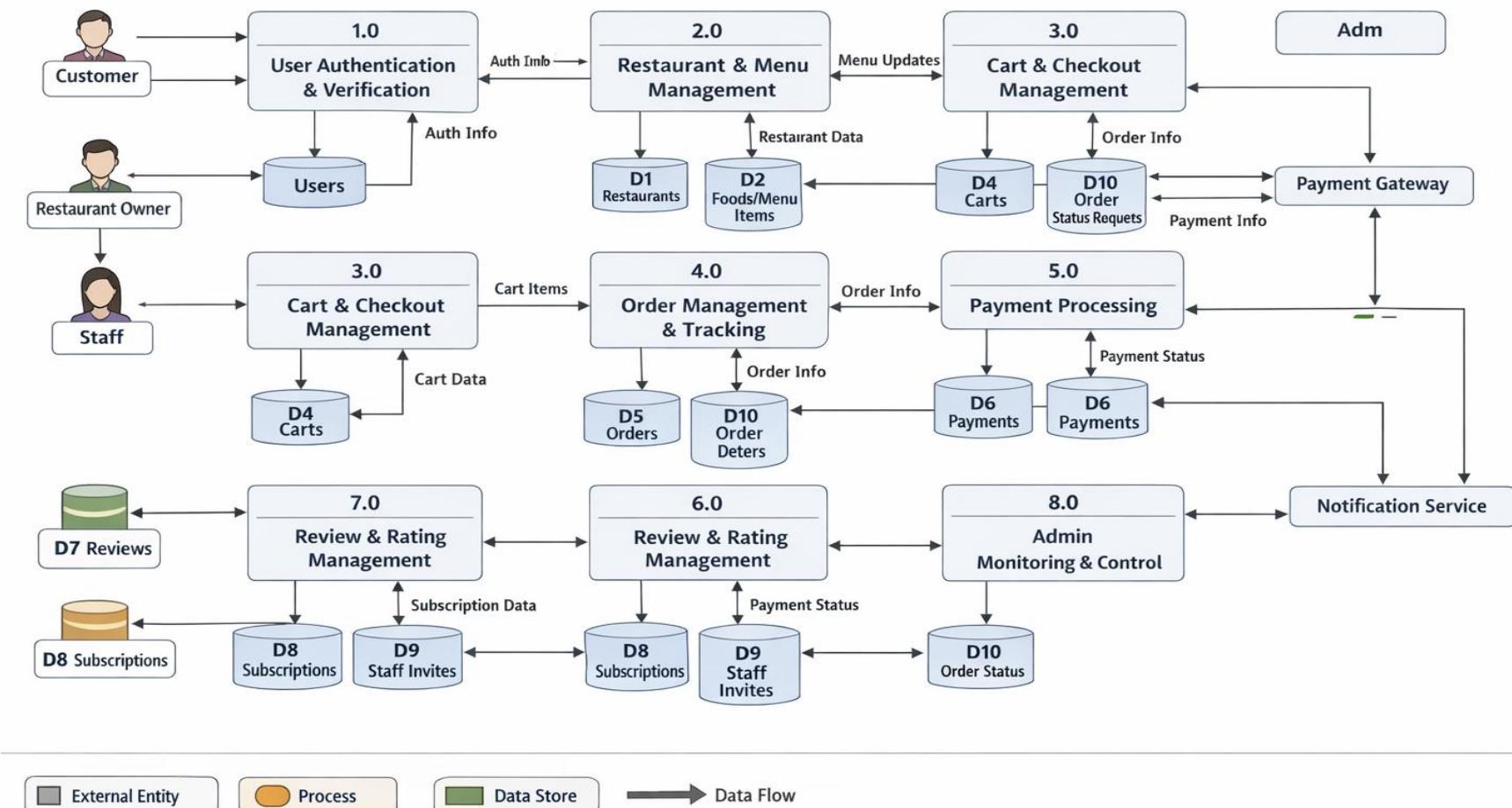
Data Flow Diagrams:

DFD Level 0:



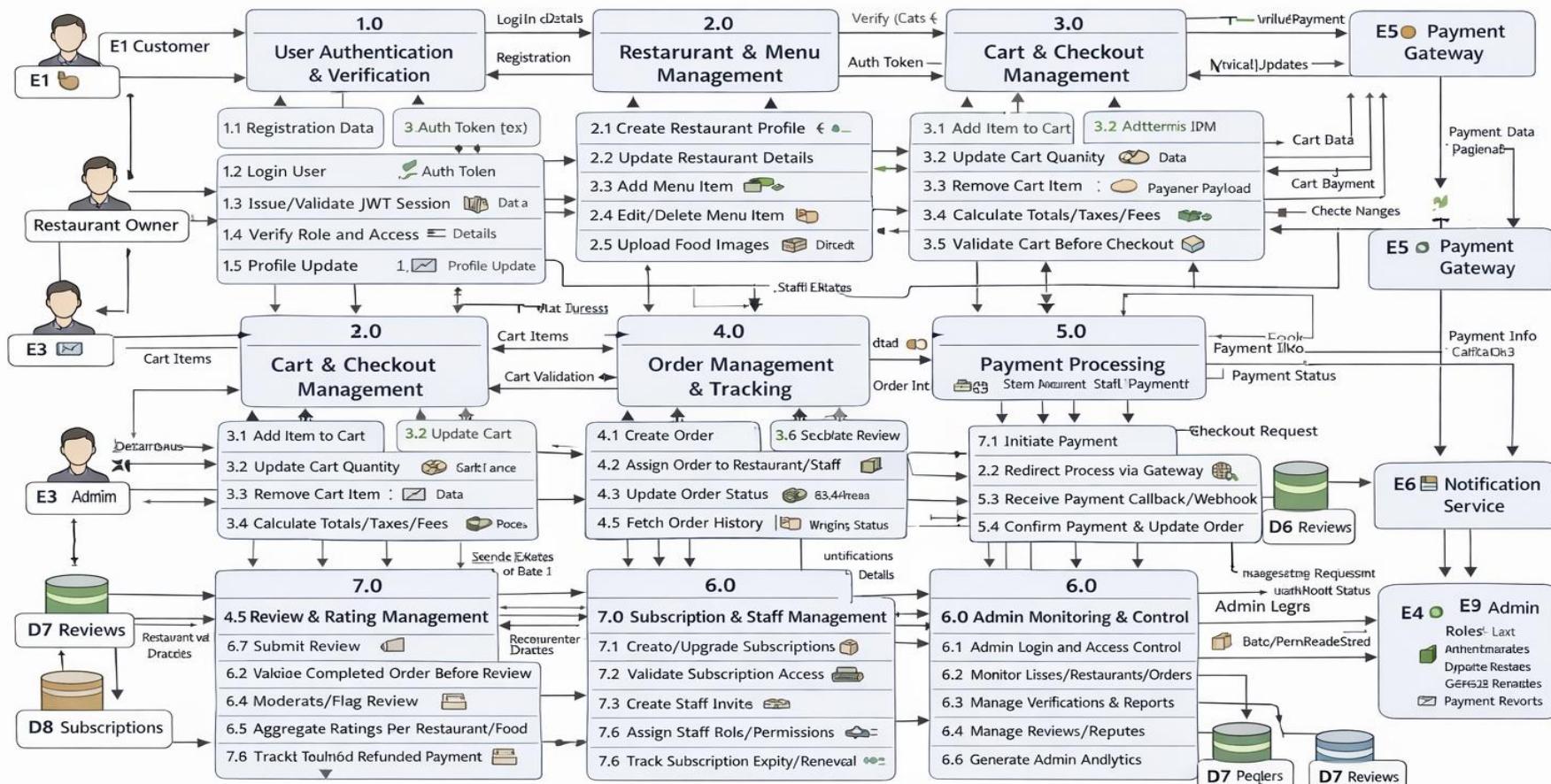
DFD Level 1:

OrderOnTheGo – Level 1 Data Flow Diagram



DFD Level 2:

OrderOnTheGo – Level 2 Data Flow Diagram



External Entity

Process

Data Store

Data Flow

Data Flow

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