

Project Overview

The food ordering website aims to provide a seamless and convenient online platform for users to order food from various restaurants. An online ordering website enables one to view menu items, pay, and order with ease. It simplifies ordering and payment for customers. Main Features of the system are simple menu browsing with categories, quick ordering and secure payment, track your orders (Preparing -> Out for delivery -> Delivered), Compatible with desktop and mobile

Functional Requirements

User Log in

1. The system shall allow users to create an account using an email and password.
2. The system shall allow users to log in and log out securely.
3. The system shall allow users to reset their passwords if it is forgotten.

Order Placement

1. The system shall allow users to browse restaurant menus and select items.
2. The system shall allow users to add or remove items from their cart.
3. The system shall allow users to apply discount codes or promotions.
4. The system shall allow users to specify delivery or pickup options.

Payment Processing

1. The system shall allow users to make payments using credit/debit cards, PayPal, and other payment gateways.
2. The system shall securely process transactions.
3. The system shall generate and display order receipts.

Order Tracking

1. The system shall allow users to track their order status.
2. The system shall send real-time notifications to users on order status changes.
3. The system shall allow restaurant owners to update order status (preparing, ready, out for delivery, delivered).

Customer Support

1. The system shall allow users to contact customer support via chat or email.
2. The system shall provide a help center with FAQs.
3. The system shall allow users to submit complaints or feedback.

Reviews and Ratings

1. The system shall allow users to rate and review restaurants.
2. The system shall display average ratings and reviews for each restaurant.
3. The system shall allow restaurants to respond to customer reviews.

Use Cases

User Registration and Authentication Preconditions: User has access to the website.

Main Flow:

1. User clicks on "Sign Up."
2. User enters email, password, and personal details.
3. User clicks "Register."
4. System sends a verification email.
5. User verifies the account.
6. User logs in successfully.

Alternative Flow: [E1] If the email is already registered, the system skips some steps.

Order Placement Preconditions: User is logged in.

Main Flow:

1. User selects a restaurant.
2. User browses the menu and adds items to the cart.
3. User proceeds to checkout.
4. User selects delivery or pickup.
5. User enters payment details and confirms the order.
6. System handles the payment and confirms the order.
7. System sends details of the order.

Alternative Flow: [E2] If payment fails, the system notifies the user and gives opportunity to redo it.

Order Tracking Preconditions: User has ordered something.

Main Flow:

1. System shows and updates order status to: “Your order is in preparation”
2. System shows and updates order status to “Your order is ready”
3. System shows and updates order status to “Courier took your order”
4. System shows and updates order status to “Your order is Delivered.”

Alternative Flow: [E3] If an order is delayed or canceled at some stage of main flow, the system notifies the user.