

Business Requirement Document

Project: QuickBites – Food Ordering & Delivery Platform

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Version: 1.0

1. Project Overview

QuickBites is an online food delivery platform that allows users to browse restaurants, order food, track delivery, and rate their experience. The goal is to provide a fast, reliable, and user-friendly food ordering experience covering all major functions from ordering to delivery.

2. Business Goals

- Increase customer convenience in ordering food anytime, anywhere
- Grow order volume by delivering real-time tracking & transparency
- Reduce cancellations by optimizing delivery assignment
- Enable restaurants to manage menu, pricing & preparation times
- Improve customer retention with fast delivery & accurate ETAs
- Reduce operational inefficiencies with automated workflows

3. Project Scope

3.1 In-Scope

Module 1 – User Registration & Login

- Phone/email authentication
- OTP verification
- Profile creation

Module 2 – Restaurant Discovery

- List view of restaurants
- Filters (cuisine, rating, price, delivery time)
- Search by restaurant name or dish

Module 3 – Menu & Item Selection

- Item categories
- Add-ons & customizations
- Veg/Non-veg indicators

Module 4 – Cart Management

- Add/remove items
- Quantity updates
- Taxes, charges, delivery fee breakdown

Module 5 – Checkout & Address Management

- Saved addresses
- Delivery instructions
- Payment options: UPI, COD, wallet

Module 6 – Order Placement & Confirmation

- Order summary
- ETA generation
- Confirmation screen

Module 7 – Delivery Partner Assignment

- Assign nearest available partner
- Partner acceptance workflow
- Backup auto-reassignment

Module 8 – Real-Time Order Tracking

- Order status timeline
- Partner location on map
- Live ETA updates

Module 9 – Order History & Reorder

- Past orders
- Reorder in one click
- Invoice download

Module 10 – Ratings & Reviews

- Star rating
- Category-wise review (taste, packaging, delivery)

Module 11 – Offers & Promo Codes

- Apply/remove promo
- Wallet balance
- Dynamic discounting

Module 12 – Admin Panel

- Restaurant onboarding
- Menu management
- Order dashboard
- Delivery partner management

3.2 Out of Scope

- Drone delivery
- International languages
- Table reservations
- Subscription meal plans
- Live cooking video updates

4. Stakeholders

Role	Responsibility
Customer	Places orders, tracks delivery
Restaurant Partner	Accepts & prepares orders
Delivery Partner	Picks & delivers food
Admin	Manages restaurants, partners, offers
Product Manager	Feature prioritization
Business Analyst	Requirements & documentation
Developers	Build Android/iOS/Backend
QA Team	Testing & validation

5. Assumptions

- Users have internet access
- Restaurants can fulfil orders during working hours
- Delivery partners share live location
- Payment gateways are available and reliable

6. Constraints

- Map API limits (Google Maps/Mapbox)
- Payment gateway uptime dependencies
- Limited delivery partner availability
- Peak time order surge

7. High-Level Flow

1. User opens QuickBites
2. Searches for restaurant/dish
3. Views menu → adds items → reviews cart
4. Enters address → selects payment
5. Places order
6. Restaurant accepts → prepares order
7. Delivery partner assigned
8. Live order tracking
9. Delivery completed
10. User rates order

8. Business Requirements (Detailed)

R1 – User Registration & Login

- R1.1 – User must register using phone/email
- R1.2 – OTP-based authentication
- R1.3 – User can view/edit profile

R2 – Restaurant Discovery

- R2.1 – User can view all restaurants nearby
- R2.2 – User can apply filters
- R2.3 – User can search meals

R3 – Menu Management

- R3.1 – User views menu categories
- R3.2 – User selects item add-ons
- R3.3 – System marks unavailable items

R4 – Cart & Checkout

- R4.1 – User adds/removes/updates items
- R4.2 – Cart shows delivery fee, GST, packaging
- R4.3 – User can apply promo code
- R4.4 – Address selection required for checkout

R5 – Payments

- R5.1 – User can pay using UPI/COD/wallet
- R5.2 – Payment failure triggers retry

R6 – Order Confirmation

- R6.1 – Confirmation page with ETA
- R6.2 – Order ID generated

R7 – Delivery Assignment

- R7.1 – System assigns nearest available partner
- R7.2 – Partner can accept/reject
- R7.3 – Auto-reassign if rejected or timed-out

R8 – Order Tracking

- R8.1 – Real-time timeline (Preparing → Picked → On the Way → Delivered)
- R8.2 – Map tracking

R9 – Order History

- R9.1 – View past orders
- R9.2 – Reorder function

R10 – Ratings & Reviews

- R10.1 – Rate food & delivery
- R10.2 – Write review

R11 – Offers

- R11.1 – Apply/remove promo codes
- R11.2 – Wallet balance deduction

R12 – Admin Panel

- R12.1 – Onboard restaurants
- R12.2 – Manage menu
- R12.3 – Monitor orders
- R12.4 – Delivery partner metrics