System Requirements Statement (SRS) –

Hunger Point

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# Introduction

This document explains the system requirements and scope for developing Hunger Point System.

Hunger Point System could divide the four main parts, Customer part, Admin part, Delivery Management part and the Delivery Executive part.

This document describes the system requirement of the Account part.

# Functional Requirements

The Account part of Hunger Point System has four modules which are divided **13** processes described as below.

|  |  |  |
| --- | --- | --- |
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## Customer Module

* Customer is the user of system who wants to order the foodstuff/eatables.

### Accounnt Creation Process

* Hunger Point System compels to create the account before ordering food online. So, Hunger Point System should provide the function which makes customer creates new account.
* When Customer creates new account, the function demands for information described as below.
* The Login information

The Login information consists of some items described as below.

1. Name
2. Contact Number
3. Password
4. Email ID
5. Address
   * All items are compulsory demanded.
   * Name

* The Name should be string.
  + Password
* The Password has constrains which makes the Password consists of more than or equal 8 and less than or equal 16 characteristics.

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* The Password must be encrypted in Hunger Point System.
  + Email ID

Email ID should be valid email id with one @ symbol and at least one dot

* + Contact Number
* Contact Number should be numeric.

### Login Process

* Hunger Point System always compels user authentication before using itself except when a new account is successfully created.
* The user authentication demands contact number.
  + First, contact number should be existed and correct.
* If contact number is not equal to what the user has registered, the user authentication cannot be provided and redirected to register page.
* The “Customer Home” provides the some items described as below.

1. A link to logout
2. A link to update Account
3. A link to Change Password
4. A link to Search food items
5. A link to add food items to food card
6. A link to select payment mode- credit card, debit card
7. A link to make payment
8. A link to cancel order within 5mins
9. A link to track order
10. A link to view order history

### Forgot Password Process

* When system user lost their Password, the recovery method should be provided by Hunger Point system.

The recovery method is described as below.

* + First, system user enters their contact number for Hunger Point System.
  + Next, Hunger Point System demands the OTP which has been send to registered contact number and email ID.
  + Only when the OTP is correct, customer get login into system and set new password.
  + The new four digit OTP is automatically generated by Hunger Point System two times.
* If the OPT is not correct, the customer will not able to login and has to register again.

### Change Password Process

* When customer wants to change their Password, the measure should be provided by Hunger Point System.
* Therefore, system should provide the function which is available after getting the customer authentication.
* The function demands the current password and the new password.
  + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.
* Only when the current password is correct, Customer could change their Password.

### Update Account Process

* System should provide the function which makes the account updated for registered customer.
* The information customer could update is described below.
* The Login information

The updatable items as described below.

1. Name
2. Contact Number
3. E-mail address
4. Address
   * All items are populated from database, but updating is optional.

### 2.1.6 Search food items

* Search conditions are described as below.

1. Food category(Veg food and Non-veg food)
2. Food offers
3. Price

### 2.1.7 Registered customer add food items to food cart

* Add food items to food cart are described as below.

1. Add Food items
2. Select quantity
3. Update food items in the cart

### 2.1.8 Make payment and place order

* Select payment mode to make pay bill as described as below.
* Payment mode can be credit card or debit card -

1. Select credit card/debit card vendor
2. Enter credit card/debit card details
3. Give option to save card details for further usage
4. Validate card details
5. If validation is successful then display bill
6. Then do transaction
7. If validation is unsuccessful display message invalid card details

**2.1.9 Cancel Order**

* Authenticated customer can cancel order placed as following steps

1. Login into system and select order placed link.
2. Select order number to be cancelled placed in last 5 mins
3. Then select account details for refund amount.
4. Then refund process will be initiated and amount is refunded within two working days.
5. Cancel order notification is send to respective restaurant.

**2.1.10 Track order**

* Authenticated customer can track delivery of placed order

1. Login into system and select track order link
2. Select order number of placed order
3. Current location of the delivery executive will shown on the google map
4. Contact number of the delivery executive will be shown to the customer
5. Customer can place call to delivery executive

2.1.11 **View Order history**

1. Customer login into system and select view order link
2. Customer can view recent five placed order

#### 2.2 Admin Module

**•** Administratorshould be responsible for following activities**,**

### 2.2.2 Login Process

* Hunger Point always compels user authentication before using itself except when a new account is successfully created.
* The user authentication demands UserID and Password. The UserID and the Password should be checked in three ways.
  + The UserID and the Password should exist and should be correct.
* If The UserID and the Password are not equal to what the admin has registered, the Admin authentication should fail.
  + The User Type linked to the UserID should be "Admin".
  + Finally, UserID should be available i.e., duplicate values will not be allowed
* If user is rejected, user authentication is not provided for system user.
* The Admin account should be active as long as the duration decided by Admin.
* Only when the three checks are successfully completed, Admin can be placed on respected page.
* The “Admin Home” provides some items described as below.

1. A link for Logout
2. A link for Updating Account
3. A link for Changing Password
4. A link for Searching Product
5. A link for Publishing new food item
6. A link for Updating Information of an item
7. A link for Deleting an item

### 2.2.3 Forgot Password Process

* If Admin loses his/her Password, the recovery method should be provided by Hunger point.

The recovery method is described as below: -

* + First, Admin enters his/her UserID for Hunger Point System.
  + He/ She will enter the E-mail id since when the Account was created.
  + Only when the E-mail Id is correct, Admin gets new password by E-mail which also has been registered since when the Account was created.
  + The new password has to be entered by Admin, the system will check for password availability and if available, change it and store it in the database.
* Now the Admin can Login using the new password.

### 2.2.4 Change Password Process

* When Admin wants to change his Password, the measure should be provided by Hunger Point.
* Therefore, Hunger Point should provide the function which is available after getting the Admin authentication.
* The function accepts current password and a new password.
  + The current and new passwords are masked by using a dummy character e.g., \*\*.
  + The new password has to be entered twice to avoid a typing error.
* Only when the current password is correct, the new password is changed.
* When the current password is changed into new password, Hunger Point compels user authentication again.

### 2.2.5 Register Branch Manager

* Hunger Point System will provide the function for registering new branch manager for each branch by the main admin.
* The information that the admin can add, update or delete is described below.

1. Branch manager information

The items that can be updated are listed below.

1. Branch code
2. First Name
3. Last Name
4. E-mail address
5. Mobile number

The editable items as listed below.

1. Branch code
2. First Name
3. Last Name
4. Phone No
5. E-mail address

### 2.2.6 Manage food menu items

* Hunger Point System will provide the function for adding, updating or deleting items from the food menu by the main admin.
* The information that the admin can add, update or delete is described below.

1. Once the admin logs in, a link will be provided Infront of each item for either update, add or delete that item.
2. Food menu items will have columns viz. item number, item name and price per plate.

The items that can be updated are listed below.

1. Item name
2. Price per plate.

### 2.2.7 View logs for All/Each Branch

* Hunger Point System will provide the function for viewing logs (order log and payment log) of all branches or a single branch by the main admin.
* The information that the admin can view is described below.

1. Once the admin logs in, a button will be provided at the bottom of the login page to view logs.
2. Once admin clicks on the button, a page displaying 2 options viz. all branches and one branch as per branch code will be displayed.
3. On clicking respective buttons, the respective pages will open where the admin has to enter the branch code in a text box and click on submit button. The logs of the selected branch will be displayed.
4. Information about payment, items ordered, quantity, order date with registered customer id will be displayed.

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#### 2.3 Branch Manager Module

**•** Administratorshould be responsible for following activities**,**

### 2.3.1 Login Process

* Hunger Point always compels user authentication before using itself except when a new account is successfully created.

* The Manager authentication demands UserID and Password. The UserID and the Password should be checked in three ways.

* + First, The UserID and the Password should be existed and correct.
* If The UserID and the Password are not equal to what the HOD has registered, the Admin authentication cannot be provided.

* + Second, the User Type linked to the UserID should be "Manager".
* When the User Type is "Manager", user can be placed on “Manager Home”.

* + Finally, UserID should be available.
* The Administrator can decide whether the UserID is available or suspended – Refer to t
* If user is rejected, user authentication is not provided for system user.

* The Manager account should alive for so long as the duration decided by Admin.

* Only when the three checks are successfully completed, Manager can be placed on respected page.

* The “Manager Home” provides the some items described as below.

1. A Link to logout
2. A Link to update Account
3. A Link to Change Password
4. A Link to Add Delivery Executive
5. A Link to Update Delivery Executive
6. A Link to Delete Delivery Executive

**2.3.2 Forgot Password Process**

* When Manager lost their Password, the recovery method should be provided by Hunger Point.

The recovery method is described as below.

* + First, Manager enters their UserID for Hunger Point.

* + He will enter the E-mail id since when the Account was created.

* + Only when the E-mail Id is correct, Manager get the new password by E-mail which also has been registered since when the Account was created.

* + The new password is automatically generated by Hunger Point.
* Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Manager could get the Manager authentication using the new password.
  + Then, the Manager had better change the new password manually.

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### 2.3.3 Change Password Process

* When Manager wants to change his Password, the measure should be provided by Hunger Point.

* Therefore, Hunger Point should provide the function which is available after getting the Manager authentication.

* The function demands the current password and the new password.

* + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.

* Only when the current password is correct, Manager could change his Password.

* When the current password is changed into new password, Hunger Point compels user authentication again.

**2.3.4 Allocate delivery executive**

Branch Manager will allocate delivery executive for received order based on delivery executive status and change status of delivery executive accordingly.

Delivery Executive ID, Name, Address, status will be displayed on page.

**2.3.5 View order log/payment log/report for respective branch**

* Hunger Point System will provide the function for viewing logs (order log and payment log) of respective branches to the branch manager.
* The information that the branch manager can view is described below.

1. Once the branch manager logs in, a button will be provided to view logs.

2. On clicking buttons (order log, payment log, report), the respective pages will open logs of the branch.

3. Information about payment, items ordered, quantity, order date with registered customer id will be displayed in report.

**2.4 Delivery Executive Module**

* Delivery Executive should be responsible for following activities:

**2.4.1 Account Creation**

* Account will be created by Manager
* Manager will create account with the help of profile details provided by Delivery executive

**2.4.2 Login Process**

* Hunger Point always compels user authentication before using itself except when a new account is successfully created.
* The Delivery Executive authentication demands UserID and Password. The UserID and the Password should be checked as follows:

* First, The UserID and the Password should be existed and correct.
* If The UserID and the Password are not equal to what the HOD has registered, the Admin authentication cannot be provided.

* Second, the User Type linked to the UserID should be "Delivery Executive".
* When the User Type is " Delivery Executive ", user can be placed on “Delivery Executive Home” page.
  + Finally, UserID should be available.
* The Administrator can decide whether the UserID is available or suspended – Refer to t
* If user is rejected, user authentication is not provided for system user.
* The Delivery Executive account should alive for so long as the duration decided by Manager.
* Only when the three checks are successfully completed, Delivery Executive can be placed on respected page.
* The “Delivery Executive Home” page provides the some items described as below.

1. A Link to login
2. A Link to Change Password
3. A Link to update Account
4. A Link to Get Customer Details
5. A Link to Pick up Address
6. A Link to acknowledge Manager that the parcel is delivered

**2.4.3 Forgot Password Process**

* When Delivery Executive lost their Password, the recovery method should be provided by Hunger Point.

The recovery method is described as below.

* + First, Delivery Executive enters their UserID for Hunger Point.

* + He will enter the E-mail id since when the Account was created.

* + Only when the E-mail Id is correct, Delivery Executive get the new password by E-mail which also has been registered since when the Account was created.

* + The new password is automatically generated by Hunger Point.
* Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Delivery Executive could get the Delivery Executive authentication using the new password.
  + Then, the Delivery Executive had better change the new password manually.

**2.4.4 Change Password Process**

* When Delivery Executive wants to change his Password, the measure should be provided by Hunger Point.

* Therefore, Hunger Point should provide the function which is available after getting the Delivery Executive authentication.

* The function demands the current password and the new password.

* + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.

* Only when the current password is correct, Delivery Executive could change his Password.

* When the current password is changed into new password, Hunger Point compels user authentication again.

**2.4.5 Update Account Process**

* Delivery Executive have a provision to update his Account
* Delivery Executive can change his profile picture, address, contact details etc. but every change has to be verified by Manager

**2.4.5 Getting Order Details**

* Delivery Executive will have Customer details on his Login page
* Customer Details such as Customer name, address and Contact

**2.4.6 Update Order status**

* Delivery Executive will have Pickup Point (i.e. the restaurant from where the food parcel has to be taken for delivery ) available on his personal Login Page

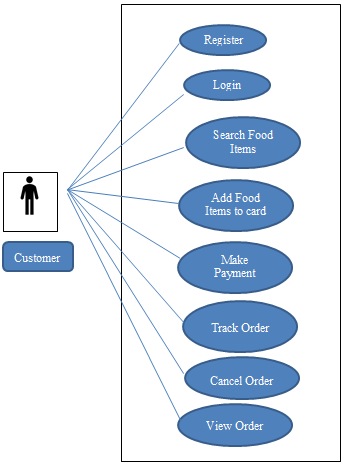
**2.4.7 Deliver to the Customer**

After a successful delivery of a food parcel, Delivery Executive have to acknowledge the delivery status on his page

* After acknowledging status on page Customer will receive a message of parcel delivery as ‘Food Parcel Delivered’.

#### 2.5 Use Case Diagram

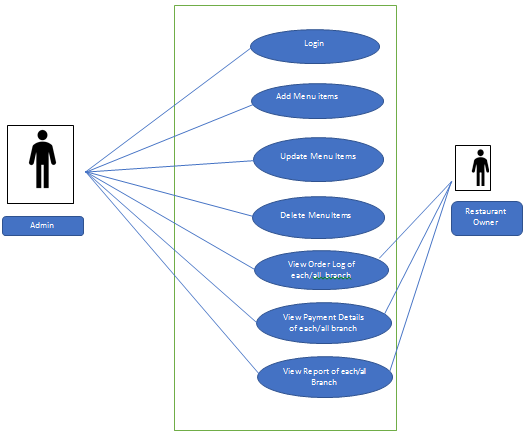
**Customer:**

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**Fig. Use case diagram for Customer**

**Customer:**

1. In Customer use case diagram Customer is the Actor.
2. Customer can handle following use cases:
3. Login
4. Search food items
5. Registered customer add food items to food card
6. Choose payment mode- Credit card, debit card and make payment
7. Cancel order within 5mins
8. Track order
9. View Order history

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*Fig. Use case diagram for Admin and Restaurant Owner*

1. In Admin use case diagram Admin is the Actor.
2. Admin can handle following use cases:
3. Login
4. Add food Menu items
5. Update food Menu items
6. Delete Food Menu items
7. View order log of all branch
8. View payment log of all branch
9. View report of all branch

3. Restaurant Owner handle following use cases:

1. View order log of each branch
2. View payment log of each branch
3. View report of each branch

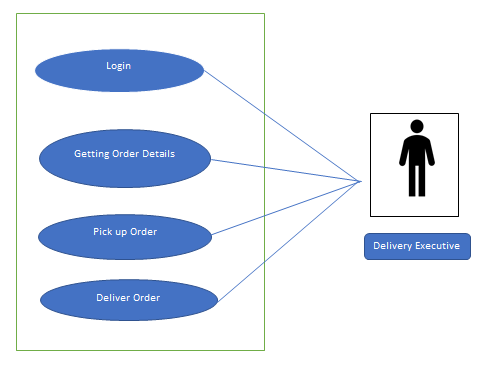
**Branch Manager Module:**

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*Fig. Use case diagram for branch manager module*

1. In Branch Manager Module use case diagram manager is the Actor.
2. Manager can handle following use cases:
3. Login
4. Allocate delivery executive for respective order.
5. View Order Log for respective branch.
6. View payment log for respective branch.
7. View report for respective branch.

**Delivery Executive:**

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*Fig. Use case diagram for Delivery Executive*

1. In Delivery Executive use case diagram Delivery Executive is the Actor**.**
2. Delivery Executive can handle following use cases:
3. Login
4. Getting order Details
5. Pick up order
6. Delivery Order