Product Description

# Product Summary

* **Title**: 9Meal
* **Purpose**:

Customers who need to buy food will use the app to order food.

9Meal is a food/drink delivery service ordered via a mobile application. Food and beverage stores will link with 9Meal and the store list will be displayed on the application with the registered menu.

When a customer places an order, the application will notify the order details to the restaurant to prepare the dish, after completion, the restaurant will confirm the order for the shipper to come and pick up the goods.

9Meal’s shippers also see order details and restaurant address to come and buy food/drink from the restaurant to deliver to customers ordered as soon as possible.

# Project Team

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| --- | --- | --- |
| **Name / Role** | **Student ID** | **Email** |
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# Key Stakeholders

|  |  |
| --- | --- |
| **Stakeholders** | **Impact to the product** |
| System manager | 1. Control the system. 2. User Management. |
| Restaurant | 1. Login to the app. 2. Check order. 3. View shipper information. 4. Confirm complete order. 5. Update the operating status of the restaurant. 6. Edit menu. |
| Shipper | 1. Login to the app. 2. Check order detail. 3. Call to customer. 4. Call to restaurant. 5. Confirm success shipping . |
| End user (Orderer) | 1. Register account. 2. Login to the app. 3. Edit address. 4. Food selection. 5. Add item to cart. 6. Check order detail. 7. Check out. 8. Rate for shipper. 9. Rate for restaurant. 10. Edit information. |
| (3rd party) Payment | 1. Accept to pay via Momo. 2. Accept payment by Credit and Debit Master Card/Visa. 3. Accept to pay with cash. |

# (later) Requirements

## Functional Requirements

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| **Requirement ID** | **Description** | **Related Stakeholders** |
| **FR\_01** | Admin able to manage accounts. | Admin |
| **FR\_02** | Admin able to manage user details. | Admin |
| **FR\_03** | Admin able to manage shipper details. | Admin |
| **FR\_04** | Admin able to manage restaurant details. | Admin |
| **FR\_05** | Admin able to add promo code / offers. | Admin |
| **FR\_06** | Admin able to manage restaurant rates and reviews. | Admin |
| **FR\_07** | Restaurant able to login app. | Restaurant |
| **FR\_08** | Restaurant able to logout app. | Restaurant |
| **FR\_09** | Restaurant able to view order. | Restaurant |
| **FR\_10** | Restaurant able to view shipper information. | Restaurant |
| **FR\_11** | Restaurant able to update status of restaurant. | Restaurant |
| **FR\_12** | Restaurant able to CRUD items from menu. | Restaurant |
| **FR\_13** | Restaurant able to send complete message. | Restaurant |
| **FR\_14** | Restaurant able to cancel order. | Restaurant |
| **FR\_15** | Restaurant able to accept order. | Restaurant |
| **FR\_16** | Restaurant able to get the shipping completion. | Restaurant |
| **FR\_17** | Restaurant able to give a sale off. | Restaurant |
| **FR\_18** | Restaurant able to view total completed orders. | Restaurant |
| **FR\_19** | Shipper able to login app. | Shipper |
| **FR\_20** | Shipper able to logout app. | Shipper |
| **FR\_21** | Shipper able to view order. | Shipper |
| **FR\_22** | Shipper able to view restaurant. | Shipper |
| **FR\_23** | Shipper able to view the orderer’s location. | Shipper |
| **FR\_24** | Shipper able to reject the order. | Shipper |
| **FR\_25** | Shipper able to accept the order. | Shipper |
| **FR\_26** | Shipper able to contact the store. | Shipper |
| **FR\_27** | Shipper able to contact the orderer. | Shipper |
| **FR\_28** | Shipper able to order completion confirmation. | Shipper |
| **FR\_29** | Shipper able to CURD shipper information. | Shipper |
| **FR\_30** | Shipper able to view price have to get from the orderer | Shipper |
| **FR\_31** | Shipper able to view total income per day, week, month. | Shipper |
| **FR\_32** | Shipper able to switch state available or not. | Shipper |
| **FR\_33** | Shipper able to contact to ask for guidance and support from the company. | Shipper |
| **FR\_34** | Shipper able to report the incident when the accident. | Shipper |
| **FR\_35** | Shipper able to view map. | Shipper |
| **FR\_36** | Shipper choose pay for shipper by cash. | Shipper |
| **FR\_37** | Shipper choose pay for shipper by banking. | Shipper |
| **FR\_38** | Shipper able to view delivery order history. | Shipper |
| **FR\_39** | End user able to register account. | End user |
| **FR\_40** | End user able to login app. | End user |
| **FR\_41** | End user able to logout app. | End user |
| **FR\_42** | End user able to CRUD user information. | End user |
| **FR\_43** | End user able to search restaurant or food. | End user |
| **FR\_44** | End user able to choose restaurant or food. | End user |
| **FR\_45** | End user able to CRUD food in cart. | End user |
| **FR\_46** | End user able to view cart. | End user |
| **FR\_47** | End user able to check out. | End user |
| **FR\_48** | End user able to order. | End user |
| **FR\_49** | End user able to contact with shipper. | End user |
| **FR\_50** | End user able to view shipper information. | End user |
| **FR\_51** | End user able to rate shipper. | End user |
| **FR\_52** | End user able to view information of restaurant. | End user |
| **FR\_53** | End user able to rate restaurant. | End user |
| **FR\_54** | End user able to send feedback. | End user |
| **FR\_55** | End user able to add restaurant to favorite list. | End user |
| **FR\_56** | End user able to delete restaurant to favorite list. | End user |
| **FR\_57** | End user choose pay for shipper by cash. | End user |
| **FR\_58** | End user choose pay for shipper by banking. | End user |
| **FR\_59** | End user able to cancel order. | End user |
| **FR\_60** | End user able to view order’s status. | End user |
| **FR\_61** | End user able to user offers from restaurant. | End user |
| **FR\_62** | End user able to track shipper from the map. | End user |
| **FR\_63** | End user able to view their order history | End user |

## Non-Functional Requirements

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| **Requirement ID** | **Description** | **Metrics** |
| **NFR\_01** | Available | - 24/7 |
| **NFR\_02** | Security | - Authentication user with phoneNo,…  - Encrypt user’s data  - Private payment transaction |
| **NFR\_03** | Performance | - Process 1000 request in the same time  - Each request of Orderer just process in 10s |