Product Description

# Product Summary

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

Orderer 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 orderer 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 orderer as soon as possible.

# Project Team

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| --- | --- | --- |
| **Name / Role** | **Student ID** | **Email** |
| **Lê Thị Cẩm Như / Front-end** | SE140801 | nhultcse140801@fpt.edu.vn |
| **Nguyễn Hữu Dương / Back-end** | SE140800 | duongnhse140800@fpt.edu.vn |
| **Ngô Bỉnh Quyền / Back-end** | SE140266 | quyennbse140266@fpt.edu.vn |
| **Nguyễn Huỳnh Vân Anh / Mobile** | SE140492 | anhnhvse140492@fpt.edu.vn |
| **Phong Thanh Nhi / Mobile (Leader)** | SE140736 | nhiptse140736@fpt.edu.vn |

# 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 profile. 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. Contact customer. 4. Contact restaurant. 5. Confirm shipping . |
| Orderer | 1. Register account. 2. Login to the app. 3. Edit profile. 4. Search. 5. Food selection. 6. Add item to cart. 7. Check order detail. 8. Pay an order. 9. Contact shipper. 10. Contact restaurant. 11. Shipper feedback. 12. Restaurant feedback. |
| (3rd party) Payment | 1. Accept payment by Credit and Debit Master Card/Visa. 2. Accept to pay with cash. |
| Application Dispatcher | 1. Solve shipper problem 2. Solve order problem 3. Solve restaurant problem |

# (later) Requirements

## Functional Requirements

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| --- | --- | --- |
| **Requirement ID** | **Description** | **Related Stakeholders** |
| **FR\_01** | System manager able to manage accounts. | System manager |
| **FR\_02** | System manager able to manage user details. | System manager |
| **FR\_03** | System manager able to manage shipper details. | System manager |
| **FR\_04** | System manager able to manage restaurant details. | System manager |
| **FR\_05** | System manager able to add promo code / offers. | System manager |
| **FR\_06** | System manager able to manage restaurant rates and reviews. | System manager |
| **FR\_07** | System manager able to update sofeware | System manager |
| **FR\_08** | System manager able to edit tutorial | System manager |
| **FR\_09** | System manager able to patch system | System manager |
| **FR\_10** | Restaurant able to login app. | Restaurant |
| **FR\_11** | Restaurant able to logout app. | Restaurant |
| **FR\_12** | Restaurant able to view order. | Restaurant |
| **FR\_13** | Restaurant able to view shipper profile. | Restaurant |
| **FR\_14** | Restaurant able to update status of restaurant. | Restaurant |
| **FR\_15** | Restaurant able to CRUD items from menu. | Restaurant |
| **FR\_16** | Restaurant able to send complete message. | Restaurant |
| **FR\_17** | Restaurant able to decline order. | Restaurant |
| **FR\_18** | Restaurant able to accept order. | Restaurant |
| **FR\_19** | Restaurant able to get the shipping completion. | Restaurant |
| **FR\_20** | Restaurant able to give a sale off. | Restaurant |
| **FR\_21** | Restaurant able to view total completed orders. | Restaurant |
| **FR\_22** | Shipper able to login app. | Shipper |
| **FR\_23** | Shipper able to logout app. | Shipper |
| **FR\_24** | Shipper able to view order. | Shipper |
| **FR\_25** | Shipper able to view restaurant. | Shipper |
| **FR\_26** | Shipper able to view the orderer’s location. | Shipper |
| **FR\_27** | Shipper able to decline order. | Shipper |
| **FR\_28** | Shipper able to accept order. | Shipper |
| **FR\_29** | Shipper able to contact the restaurant. | Shipper |
| **FR\_30** | Shipper able to contact the orderer. | Shipper |
| **FR\_31** | Shipper able to order completion confirmation. | Shipper |
| **FR\_32** | Shipper able to view price have to get from the orderer | Shipper |
| **FR\_33** | Shipper able to view total income per day, week, month. | Shipper |
| **FR\_34** | Shipper able to switch state available or not. | Shipper |
| **FR\_35** | Shipper able to contact to ask for guidance and support from the company. | Shipper |
| **FR\_36** | Shipper able to report the incident when the accident. | Shipper |
| **FR\_37** | Shipper able to view map. | Shipper |
| **FR\_38** | Shipper able to view delivery order history. | Shipper |
| **FR\_39** | Orderer able to register account. | Orderer |
| **FR\_40** | Orderer able to login app. | Orderer |
| **FR\_41** | Orderer able to logout app. | Orderer |
| **FR\_42** | Orderer able to CRUD user profile. | Orderer |
| **FR\_43** | Orderer able to search restaurant or food. | Orderer |
| **FR\_44** | Orderer able to select restaurant or food. | Orderer |
| **FR\_45** | Orderer able to CRUD food in cart. | Orderer |
| **FR\_46** | Orderer able to view cart. | Orderer |
| **FR\_47** | Orderer able to check out. | Orderer |
| **FR\_48** | Orderer able to order. | Orderer |
| **FR\_49** | Orderer able to contact with shipper. | Orderer |
| **FR\_50** | Orderer able to contact with restaurant. |  |
| **FR\_51** | Orderer able to view shipper profile. | Orderer |
| **FR\_52** | Orderer able to rate shipper. | Orderer |
| **FR\_53** | Orderer able to view information of restaurant. | Orderer |
| **FR\_54** | Orderer able to rate restaurant. | Orderer |
| **FR\_55** | Orderer able to send feedback. | Orderer |
| **FR\_56** | Orderer able to add restaurant to favorite list. | Orderer |
| **FR\_57** | Orderer able to delete restaurant to favorite list. | Orderer |
| **FR\_58** | Orderer choose pay for shipper by cash. | Orderer |
| **FR\_59** | Orderer choose pay for shipper by Credit and Debit Master Card/Visa. | Orderer |
| **FR\_60** | Orderer able to decline order. | Orderer |
| **FR\_61** | Orderer able to view order’s status. | Orderer |
| **FR\_62** | Orderer able to user offers from restaurant. | Orderer |
| **FR\_63** | Orderer able to track shipper from the map. | Orderer |
| **FR\_64** | Orderer able to view their order history | Orderer |
| **FR\_65** | Application Dispatcher able to solve shipper problem | Application Dispatcher |
| **FR\_66** | Application Dispatcher able to solve order problem | Application Dispatcher |
| **FR\_67** | Application Dispatcher able to solve restaurant problem | Application Dispatcher |

## 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 |

