# Requirements – Restaurant Order Management & Delivery Platform (Campus Edition)

## Stakeholder Matrix

|  |  |  |
| --- | --- | --- |
| Stakeholder | Role / Responsibility | Influence on System |
| Customer/Customer | Browses menu, places orders, tracks delivery | High |
| Restaurant Staff | Manages menu, prepares food, updates order status | High |
| Delivery Personnel | Delivers food, updates delivery status | High |
| IT Administrator | Maintains system, ensures uptime, secures data | Medium |
| Restaurant Admin | Sets campus policies, monitors vendor compliance | Medium |

## User Stories

1. As a customer, I want to search for restaurants and menu items so that I can quickly find what I want.
2. As a customer, I want to place an order online so that I don’t need to wait in line.
3. As a customer, I want to track my order status in real-time so that I know when it will arrive.
4. As a restaurant staff member, I want to update the menu so that customers see the latest items and prices.
5. As a restaurant staff member, I want to manage incoming orders so that I can prepare them efficiently.
6. As a delivery person, I want to update delivery status so that customers know when their food is on the way.
7. As a customer, I want to pay online using multiple methods (card, wallet, campus credits) so that payment is convenient.
8. As an IT admin, I want to ensure the system integrates with campus login/payment so that authentication and billing are secure.
9. As a restaurant admin, I want to monitor vendor performance so that campus dining services maintain quality.
10. As a customer, I want to receive notifications when my order is ready for pickup/delivery so that I don’t miss it.

## Functional Requirements

1. Search for restaurants, cuisines, or menu items.
2. Real-time menu availability check.
3. Place food orders using customer/client ID.
4. Secure online payment support (card, wallet, campus credits).
5. Instant restaurant notifications for new orders.
6. Real-time order status updates.
7. Order tracking for customers.
8. Push/email notifications for order confirmation and delivery.
9. Restaurant staff menu management (add/update items).
10. Delivery personnel update delivery status.
11. Transaction logging for all orders, payments, and deliveries.

## Non-Functional Requirements

1. The system shall respond to menu search queries within 2 seconds.
2. The system shall support at least 200 concurrent users without performance degradation.
3. The system shall be available 99.9% of the time during service hours.
4. The system shall encrypt all payment transactions using secure protocols (HTTPS/TLS).
5. The system shall provide a mobile-friendly interface for Android and iOS devices.
6. The system shall integrate with the restaurant login system to ensure secure authentication.
7. Mobile browser support.
8. 99.5% system uptime.
9. Store transaction data for 5 years.

# Requirement

- Search for restaurants, cuisines, or menu items

- Real-time menu availability check

- Reserve/pre-order food items

- Place orders using customer/client ID or customer account

- Set delivery/pickup times based on user category (customer, staff, guest)

- Modify/cancel orders before preparation starts

- Automatic calculation of order totals, taxes, and discounts

- Email/SMS/push confirmations for orders

- Order history for customers

- Restaurant staff override for order adjustments

- Notifications when orders are ready or out for delivery

- Mobile browser and app support

- 99.5% system uptime

- Store transaction data for 5 years