

Food Delivery Requirements Specification

Version 1.0

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1. Executive Summary

1.1 Project Overview

Food delivery services have become increasingly popular in recent years, especially with the rise of online ordering and delivery apps. People are now able to order food from their favorite restaurants and have it delivered straight to their doorstep, making it more convenient than ever before. The website will offer a wide range of cuisines and restaurants, allowing customers to order food from their favorite places with ease. Our mission is to provide our customers with convenient, and enjoyable food delivery experience. In addition, the website will have its own delivery service, ensuring that orders are delivered on time and in excellent condition.

Our food delivery service is backed by advanced technology that enables us to manage orders, track delivery personnel, and ensure timely delivery of orders. Our user-friendly website makes it easy for customers to order their favorite food from their preferred restaurants. In addition to providing customers with a convenient and reliable food delivery service, the project also aims to benefit restaurants by offering them a new channel for sales and increased profitability. By partnering with the food delivery platform, restaurants can expand their reach and customer base beyond their physical locations. The food delivery platform will provide restaurants with a user-friendly interface for managing their menus, orders, and delivery information.

The goal of this project is to create a web-based food delivery platform that satisfies the needs of customers who are looking for a convenient and reliable food delivery service. The project seeks to address the difficulties that customers face in finding a food delivery service that offers a wide selection of restaurants and cuisines, as well as reliable and efficient delivery. With the rise of busy lifestyles, people often don't have the time to cook or eat at home, and therefore require a service that can provide them with their favorite meals in a convenient and timely manner.

1.2 Purpose and Scope of this Specification

The purpose of this project is to define the requirements and functionality of a food delivery website that aims to provide a convenient and reliable service to customers, while also benefiting restaurants by offering them a new channel for sales and increased profitability. Customers will have the possibility to search for their desired food items from multiple restaurants as well as track their orders in real time. From the restaurant's point of view, the system will allow them to manage their menus, receive and process orders. The system will also provide analytics and insights to the restaurants to help them make data-driven decisions about their menus and operations.

In Scope

- Providing customers with a user-friendly interface to search for and order food items from multiple restaurants.
- Allowing restaurants to manage their menus and receive and process orders.
- Providing real-time updates on the status of the order, such as when it's being prepared, picked up by the deliverer, and on its way to the customer.
- Allowing customers to rate the food, restaurants, and deliverers and leave reviews.
- Offering a customer support system to address any questions or issues that may arise during the ordering and delivery process.
- Providing an option for customers to save their favorite restaurants and menu items for easy reordering in the future.

Out of Scope

- The quality of the food and service provided by the restaurants.
- The pricing and promotions offered by the restaurants.
- The website is able to handle complaints, however it does not provide refunds.

2. Product/Service Description

With our online food delivery system, you will have access to a variety of features and functions that will make your life as a foodie simpler and more convenient. You'll be able to order food from a wide range of restaurants, choose from different cuisines, and customize your order as per your preferences. Our system will provide a hassle-free experience of ordering food and tracking your order.

Our product is designed to be user-friendly and easy to navigate, making it simple for you to access all of its features and operations. You can easily browse through different restaurants, view their menu, and place your order with just a few clicks.

2.1 Product Context

Our suggested platform aims to simplify the interaction between customers and food delivery services, making it easier for customers to discover and order the food they want from a variety of different delivery services.

The food delivery industry is highly competitive, and it can be difficult for delivery services to attract customers without investing heavily in advertising. Our platform seeks to provide a solution to this problem by providing a targeted user base for these services to advertise to.

Our platform enables food delivery services to manage their operations on a broader scale and to interact with customers in a more effective manner. All information pertaining to orders, menus, and customer preferences will be created, stored, and used exclusively within our platform, without any connection to external systems.

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By providing a comprehensive food delivery management system, our platform aims to streamline the operations of delivery services and improve the overall customer experience. Our platform offers a user-friendly interface that is intuitive and easy to use, allowing delivery services to efficiently manage their operations and interact with their customers.

2.2 User Characteristics

The system will be accessed and used by a total of five users:

Customer:

- Can log in or register to a new account.
- Can browse through a list of restaurants and their menus.
- Can search for a specific restaurant or cuisine.
- Can add items to the cart and proceed to checkout.
- Can create an account and save delivery and payment information.
- Can view past orders and reorder from history.
- Can track the status of their current order.
- Can rate and leave feedback on the restaurant and the delivery experience.
- Can contact customer support for assistance.
- Can access promotions and deals.
- Can change account password.
- Can log out.

Admin:

- Can log in with a username and password.
- Can manage customers, restaurants, menus, and items.
- Can manage customer accounts and orders.
- Can view and analyze sales reports and order trends.
- Can create and manage promotions and deals.
- Can manage delivery zones and fees.
- Can manage payment and delivery options.
- Can manage customer support requests.
- Can change account password.
- Can log out.

Dietitian:

- Can log in or register to a new account
- Can access a list of customers and their dietary preferences and restrictions
- Can create personalized meal plans for customers based on their needs and goals
- Can view nutritional information of food items and ingredients
- Can provide educational resources and advice on nutrition-related topics
- Can change account password
- Can log out

Restaurant:

- Can log in or register to a new account
- Can manage their menu items and prices
- Can manage their availability and delivery zones
- Can view and manage orders and delivery requests
- Can track the status of their current orders and delivery fleet
- Can view sales reports and order trends
- Can manage promotions and deals
- Can contact customer support for assistance
- Can change account password
- Can log out

Deliverer:

- Can log in or register to a new account
- Can view and accept delivery requests
- Can view the order details and customer information
- Can track the location of the customer and the restaurant
- Can communicate with the customer and the restaurant
- Can mark the order as delivered
- Can view delivery history and earnings
- Can change account password
- Can log out

2.3 Assumptions

Customers:

- Customers will have the option to choose from a variety of restaurants and cuisines available for delivery.
- Customers will have the option to filter restaurants by their location, cuisine, price range, and ratings.
- Customers will be able to view menus and nutritional information for each restaurant and dish.
- Customers will be able to customize their orders according to their dietary needs, preferences, and restrictions.
- The food delivery service will ensure timely delivery and customer satisfaction.
- Customers will be able to track their orders in real-time and receive notifications regarding the status of their delivery.
- Customers will have access to customer support services in case of any issues with their orders.
- Customers will have the option to rate and leave feedback on their experience with the food delivery service and the restaurants.
- Customers will be willing to pay a delivery fee or meet the minimum order requirement for the delivery service.
- Customers will have access to a reliable internet connection and a device capable of placing orders through the food delivery service platform.

Restaurants:

- Restaurants will have the necessary equipment and resources to prepare and package food for delivery.
- Restaurants will have a range of dishes and menu options that can be adapted for delivery.
- Restaurants will prioritize food quality and safety, ensuring that dishes are prepared and handled in a hygienic and safe manner.
- Restaurants will have the capacity to manage and fulfill a high volume of delivery orders during peak times.
- Restaurants will have an efficient and reliable delivery service or partner to handle food delivery orders.
- Restaurants will provide accurate and up-to-date menu information, including prices and ingredients, for their online menu.
- Restaurants will be responsive to customer feedback and address any issues or complaints in a timely and professional manner.
- Restaurants will have a strong online presence, including an up-to-date website, social media accounts, and online reviews.
- Restaurants will be willing to pay a commission or fee to the food delivery service platform for orders placed through their service.

Administrator:

- The admin will be responsible for controlling and managing the system.
- The admin will have access to the data of the restaurants, the customers who place orders, the payments of the orders, the partners of the food delivery system and the courier.
- Each user performs his assigned tasks, while the admin monitors and performs system maintenance.

Dietitian:

- The dietitian will be responsible for creating personalized meal plans for clients based on their dietary needs, goals, and preferences.
- The dietitian will have access to a database of foods and their nutritional information to create meal plans.
- Clients will be able to:
 - Calculate their Body Mass Index (BMI)
 - Determine their BMI status based on the calculated BMI
 - Calculate their daily calorie requirements based on their BMI, gender, age, weight, height, and activity level
 - Access a variety of diet options based on their dietary needs, preferences, and restrictions
 - Browse through a comprehensive list of food options that are suitable for their selected diet plan.
- The dietitian will have knowledge and experience in a variety of dietary patterns, such as vegetarianism, veganism, paleo, and keto.
- The dietitian will be able to provide educational resources and advice to clients on nutrition-related topics.

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- A blog section will be provided to the clients, where they can find informative articles and tips related to nutrition, fitness, and healthy lifestyle habits.
- A section will be provided to the customers, where they can leave reviews and feedback on their experience with the system and the dietitian services.

Deliverers:

- The deliverer will be responsible for delivering goods to customers based on their orders and locations.
- The deliverer will have access to a database of customer orders and delivery addresses to fulfill the orders.
- Customers will be able to:
 - Browse through a variety of goods available for purchase.
 - Select the goods they want to order and add them to their cart.
 - Input their delivery address and contact information.
 - Make payments for their orders online.
 - Track their orders and receive updates on delivery status.
- The deliverer will have knowledge of the delivery routes and best practices for efficient delivery.
- The deliverer will be able to provide customer service support for delivery-related issues.
- A feedback section will be provided to the customers, where they can leave reviews and feedback on their experience with the system and the deliverer services.

2.4 Constraints

Technical limitations: The available technology and infrastructure may constrain the design options, such as network bandwidth, device compatibility, or integration with third-party APIs or software.

Time constraints: The project timeline may constrain the design options, such as limited time to research and test new features or rushing to meet deadlines without proper testing or quality assurance.

Legal or regulatory constraints: The food delivery may need to comply with specific laws and regulations, such as data protection, food safety standards, or accessibility requirements, which could limit the design options.

Stakeholder requirements: The project stakeholders may have specific requirements that constrain the design options, such as branding guidelines, user interface standards, or specific features.

Compatibility constraints: The food delivery may need to integrate with existing systems or software, such as payment gateways or third-party delivery services, which could constrain the design options to ensure compatibility and interoperability.

Performance constraints: The food delivery may need to meet specific performance requirements, such as fast page load times, scalability, or reliability, which could limit the design options.

Security constraints: The food delivery website may need to meet specific security requirements, such as encryption, access controls, or data protection, which could limit the design options.

2.5 *Dependencies*

Third-party APIs: The website may depend on third-party APIs for features such as payment processing, or communication. The website should ensure that the APIs are properly integrated and tested, and that the API providers have adequate service level agreements.

Operating system and web server: The website may depend on a specific operating system and web server to run the software. The website should ensure that the software is compatible with the chosen operating system and web server.

Database management system: The website may depend on a specific database management system to store and manage data. The website should ensure that the software is compatible with the chosen database management system.

Hardware resources: The website may depend on specific hardware resources, such as CPU, memory, and disk space, to run efficiently. The website should ensure that the hardware resources are adequate, and that the software is optimized for efficient resource usage.

Internet connectivity: The website may depend on reliable and fast internet connectivity to provide a seamless experience to users. The website should ensure that the internet connectivity is suitable, and that the website is designed to handle intermittent connectivity issues.

User feedback and testing: The website may depend on user feedback and testing to identify and fix issues and to improve the user experience. The website should ensure that the users have access to testing environments and that their feedback is properly collected and analyzed.

3. Requirements

3.1 Functional Requirements

Req#	Requirement	Comments	Priority	Date Rvwd	SME Reviewed / Approved
FR_01	The customer must be able to search for restaurants and food items based on various criteria such as cuisine, location, price range, etc.	This is important for the customer to be able to easily find the food they are looking for based on their preferences. The system should provide an intuitive and efficient search function that allows users to filter their results based on different criteria.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_02	The user must be able to view the menu of the selected restaurant, along with the prices and available options.	This requirement specifies that the system must provide a clear and detailed menu display for the selected restaurant that includes all available food items, prices, and any customizable options. The menu should also be regularly updated to reflect any changes made by the restaurant.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_03	The user must be able to customize their food order by selecting options such as quantity, etc.	This allows users to personalize their food orders to meet their preferences by providing various options for customizing the order, such as specifying the quantity, or other preferences. This feature enhances the user experience by providing flexibility and control over their order.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwed	SME Reviewed / Approved
FR_04	The user must be able to add multiple items to their cart and proceed to checkout for payment.	It implies that the system must be able to store multiple items and their corresponding quantities selected by the user and provide a clear and simple checkout process for payment. The checkout process should also provide an option for the user to review their order details before making the final payment.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_05	The user must be able to choose from multiple payment options, such as credit card, PayPal, or cash on delivery.	This functional requirement provides flexibility to the user for choosing a preferred payment method for their order. It is important to have multiple payment options to cater to the diverse needs and preferences of the user.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_06	The user must be able to create and save a profile with personal information, payment details, and order history.	This feature will make it easier for the user to place orders in the future, as they will not have to repeatedly enter their information. This requirement may include the ability for the user to edit their profile information and view their previous orders.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_07	The user must receive confirmation of their order, including estimated delivery time and order total.	It helps to manage user expectations and provides transparency in the ordering process.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwed	SME Reviewed / Approved
FR_08	The user must be able to track their order status and receive updates on any delays or changes.	This requirement ensures that the user can monitor the progress of their order and receive timely updates in case of any delays or changes to the estimated delivery time. This feature enhances user experience and provides transparency in the delivery process.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_09	The user must be able to access customer support in case of any issues or questions regarding their order or the website.	This requirement ensures that the user has access to customer support when needed, which can improve their overall experience with the website and increase their trust in the service. The support system should be easily accessible and provide timely responses to user inquiries or issues.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_10	The user must be able to rate and review the restaurant and their experience with the food delivery service.	This can help other users in their decision-making process. The ratings and reviews can also be used by the food delivery website to improve their services and partner with better restaurants.	2	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvw'd	SME Reviewed / Approved
FR_11	The user must be able to view and redeem any applicable promotions or discounts offered by the food delivery service.	This requirement ensures that the user can take advantage of any promotions or discounts offered by the food delivery service, which can help attract and retain customers. It also allows for a more competitive pricing strategy by the service. The ability to view and redeem promotions or discounts should be clear and easily accessible for the user.	3	24/04/23	Blerta Shabani/ Griselda Hysa
FR_12	The admin must be able to log in to the admin panel using a username and password.	The requirement specifies that the admin should be able to log in to the admin panel using a username and password, ensuring secure access to the system and its data.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_13	The admin must be able to manage the menu of each restaurant, including adding, editing, and deleting items.	This can include features such as adding, editing, and deleting menu items, setting prices, managing availability, and categorizing menu items.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwrd	SME Reviewed / Approved
FR_14	The admin must be able to manage the restaurant partners, including adding, editing, and deleting their profiles and menus.	This can include features such as adding, editing, and deleting restaurant information, verifying, and approving restaurant registrations, and managing restaurant profiles, working hours, and menu items.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_15	The admin must be able to view and manage customer profiles, including their personal information, payment details, and order history.	This can include features such as creating, modifying, and deleting user accounts, managing user profiles, handling user-related issues, and monitoring user activity.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_16	The system shall allow clients to input their personal information, including gender, age, weight, and height.	This information is necessary to calculate the client's BMI and daily calorie requirements.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_17	The system shall calculate the client's BMI based on the inputted information.	The BMI calculation will be used to determine the client's BMI status and their appropriate calorie intake.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_18	The system shall display the client's BMI status (e.g., underweight, normal weight, overweight, or obese).	The BMI status will help the client understand their current health status and set achievable weight loss goals.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwrd	SME Reviewed / Approved
FR_19	The system shall calculate the client's daily calorie requirements based on their BMI, gender, age, weight, height, and activity level.	This information is necessary to provide clients with personalized meal plans that meet their daily calorie needs.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_20	The system shall allow clients to select from a variety of diet options based on their dietary needs, preferences, and restrictions.	The diet options should include different types of diets (e.g., vegetarian, vegan, paleo, keto) and cater to various dietary needs (e.g., gluten-free, low-carb, low-fat).	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_21	The system shall display a comprehensive list of food options that are suitable for the selected diet plan.	The food options should include a variety of foods that meet the nutritional requirements of the selected diet plan.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_22	The system shall allow clients to communicate with the dietitian to adjust their meal plans as needed.	This feature will ensure that clients receive personalized support and advice from the dietitian.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_23	The system shall track clients' progress and provide feedback and support.	This feature will allow the dietitian to monitor clients' progress and provide feedback and support to help them achieve their health goals.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_24	The system shall maintain confidentiality and protect clients' personal information.	This requirement is essential to protect clients' privacy and build trust in the system.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwd	SME Reviewed / Approved
FR_25	The system shall include a blog section where clients can find informative articles and tips related to nutrition, fitness, and healthy lifestyle habits.	The blog section will provide clients with additional resources and education on nutrition-related topics.	3	24/04/23	Blerta Shabani/ Griselda Hysa
FR_26	The system shall include a section where customers can leave reviews and feedback on their experience with the system and the dietitian services.	The review section will provide valuable feedback to the system developers and help improve the overall customer experience.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_27	The system shall be user-friendly and accessible on various devices, including desktops, tablets, and smartphones.	This requirement is essential to ensure that clients can access the system easily and conveniently from different devices.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_28	The system shall allow customers to browse through a variety of goods available for purchase.	This requirement will allow customers to easily find the goods they want to order.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_29	The system shall allow the deliverer to access a database of customer orders and delivery addresses to fulfill the orders.	This requirement will enable the deliverer to see the orders and the delivery addresses of the customers.		24/04/23	Blerta Shabani/ Griselda Hysa
FR_30	The system shall provide the deliverer with knowledge of the delivery routes and best practices for efficient delivery.	This information is necessary for the deliverer to plan and execute the delivery process efficiently.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_31	The system shall provide customer service support for delivery-related issues.	This feature will enable the deliverer to address any delivery-related issues or questions that the customers may have.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwrd	SME Reviewed / Approved
FR_32	The system shall allow deliverers to create a profile with their personal information, including their name, contact information, and delivery address.	This information is essential to ensure that the deliverers can be contacted and located in case of any issues.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_33	The system shall allow the deliverers to access the delivery requests and view details of the customer's location, name, and contact information.	This feature will enable deliverers to find the customer's location and deliver the food items efficiently.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_34	The system shall allow the deliverers to accept or decline delivery requests based on their availability and location.	This feature will ensure that the deliverers can manage their schedules and avoid overburdening themselves.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_35	The system shall provide the deliverers with a secure payment system for receiving their payment.	This feature will ensure that the deliverers can receive their payment securely and efficiently.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_36	The system shall provide the deliverers with information about the food items they are delivering, including the name, quantity, and any special instructions.	This feature will enable the deliverers to deliver the correct food items to the customer and avoid any confusion.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_37	The system shall provide the deliverers with a delivery history to keep track of their previous deliveries.	The system shall provide the deliverers with a delivery history to keep track of their previous deliveries.	2	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwrd	SME Reviewed / Approved
FR_38	The restaurants must register to an account.	The restaurant should be able to create an account on the food delivery platform by providing basic details such as their name, email address, contact number, and location.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_39	The restaurants must manage the menu.	The restaurant user should be able to manage their menu on the platform. They should be able to add, edit, and delete dishes from the menu. They should also be able to update the availability of a dish depending on the stock.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_40	Restaurants have to manage orders.	The restaurant user should be able to manage the orders they receive on the platform. They should be able to view and accept or decline incoming orders. They should also be able to update the status of an order (e.g., preparing, ready for pickup, out for delivery, delivered).	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_41	The restaurants need to manage payments.	The restaurant user should be able to manage their payments on the platform. They should be able to view their earnings, request payouts, and update their payment details.	1	24/04/23	Blerta Shabani/ Griselda Hysa

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Req#	Requirement	Comments	Priority	Date Rvwrd	SME Reviewed / Approved
FR_42	The restaurants can view analytics.	The restaurant user should be able to view analytics related to their sales, orders, and customer feedback. They should be able to see data such as the number of orders received, the total revenue generated, and the average rating of their dishes.	2	24/04/23	Blerta Shabani/ Griselda Hysa
FR_43	The restaurants must manage their account.	The restaurant user should be able to manage their account information such as their contact details, password etc. They should also be able to log out of the platform.	1	24/04/23	Blerta Shabani/ Griselda Hysa
FR_44	The restaurants can communicate with customers.	The restaurant user should be able to communicate with their customers via the platform. They should be able to view messages and respond to them in a timely manner.	1	24/04/23	Blerta Shabani/ Griselda Hysa

3.2 Non-Functional Requirements

3.2.1 Product Requirements

3.2.1.1 User Interface Requirements

- ***Customer Interface***

- The customer interface of the online food delivery system consists of a header bar that displays the platform's logo, the customer's name, and a menu icon that provides access to all available options.

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The "My Profile" menu enables customers to view their personal information, including order history, delivery addresses, and payment details.

- The "My Orders" menu displays all previous orders made by the customer.
- The "Change Password" menu presents a simple form containing fields for the current password, the new password, and a confirm password field. After filling out the form, the system verifies whether the current password matches and whether the new password is in the correct format. If the new password is valid, the system displays a message saying, "Password changed successfully!" Otherwise, it shows an error message.
- The "Leave Feedback" menu lets customers rate the service provided by the platform on a scale of 1 to 5, with 1 being the worst and 5 being the best. There is also a comment section where customers can provide additional feedback. If the customer has previously left feedback, the new feedback will replace the old one in the system's database. If they have not left feedback before, a new record will be added.
- The "Contact Support" menu allows customers to communicate with the support team via a simple form containing their name, email address, and a text field for the message. The support team can address customer complaints, help, and answer any questions that customers may have.
- Finally, the "Log out" option allows customers to end their current session and return to the main page.

- ***Restaurant Interface***

- The restaurant interface of the online food delivery system consists of a header bar that displays the platform's logo, the name of the restaurant, and a menu icon that provides access to all available options.
- The "My Profile" menu enables the restaurant to view their personal information, including their restaurant information, menu, and order history.
- The "Menu" menu displays all the available items that the restaurant offers. The restaurant can add new items, edit existing ones, and remove items that are no longer available.
- The "Orders" menu displays all the incoming orders, including the details of each order, such as the customer's name, delivery address, and order items. The restaurant can confirm or reject orders and update the order status, such as "preparing," "cooking," "ready for pickup/delivery," or "delivered."
- The "Analytics" menu presents a set of statistical data related to the restaurant's performance, such as the total number of orders, the most popular items, the average rating, and the revenue. The restaurant can use this information to make informed business decisions and optimize their menu and pricing strategy.
- The "Settings" menu lets the restaurant manage their account information, such as the restaurant name, address, phone number, and business hours. They can also update their payment details and change their password.
- Finally, the "Log out" option allows the restaurant to end their current session and return to the main page.

- **Admin Interface**

- The admin interface of the online food delivery system consists of a header bar that displays the platform's logo, the admin's name, and a menu icon that provides access to all available options.
- The "Dashboard" menu provides an overview of the platform's status, including the number of active customers, restaurants, and orders. There are also graphs displaying revenue and order trends.
- The "Customers" menu displays a list of all registered customers, along with their personal information, order history, and feedback. The admin can search, add, edit, or delete customer accounts.
- The "Restaurants" menu displays a list of all registered restaurants, along with their contact information, menu items, and ratings. The admin can search, add, edit, or delete restaurant accounts.
- The "Orders" menu displays a list of all current and past orders, along with the customer and restaurant information, order details, and payment status. The admin can search, view, or cancel orders if necessary.
- The "Reports" menu provides various reports, such as revenue reports, order reports, customer reports, and restaurant reports. The admin can view and download these reports in different formats, such as PDF or CSV.
- The "Settings" menu allows the admin to configure various settings, such as payment methods, delivery options, or promotional campaigns. The admin can also change their own account password or log out of the system.

- **Dietitian Interface**

- The dietitian interface of the online food delivery system consists of a header bar that displays the platform's logo, the dietitian's name, and a menu icon that provides access to all available options.
- The "My Profile" menu enables dietitians to view their personal information, including their specialization, contact information, and schedule.
- The "My Clients" menu displays a list of all clients assigned to the dietitian. The dietitian can view the client's information, including dietary requirements, health conditions, and current progress.
- The "Add Client" menu allows dietitians to add a new client to their list. The form contains fields for the client's name, age, gender, weight, height, dietary preferences, and any health conditions.
- The "Update Client" menu lets dietitians update their client's information. The form contains fields for the client's name, age, gender, weight, height, dietary preferences, and any health conditions.
- The "Client Progress" menu shows the progress of each client assigned to the dietitian. The dietitian can view the client's current weight, target weight, and progress towards the target weight.
- The "Generate Meal Plan" menu allows dietitians to generate a meal plan for their clients based on their dietary requirements and health conditions. The dietitian can specify the number of meals per day, the calorie intake, and any other dietary restrictions.

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- The "Contact Support" menu enables dietitians to communicate with the support team via a simple form containing their name, email address, and a text field for the message. The support team can address any complaints, provide assistance, and answer any questions that dietitians may have.
 - Finally, the "Log out" option allows dietitians to end their current session and return to the main page.
- ***Deliverers Interface***
 - The deliverer interface of the food delivery system consists of a header bar that displays the platform's logo, the deliverer's name, and a menu icon that provides access to all available options.
 - The "My Profile" menu enables deliverers to view their personal information, including their name, contact details, delivery history, and feedback from customers.
 - The "Delivery History" menu displays all previous delivery orders made by the deliverer, including details such as order date, order number, customer details, and delivery status.
 - The "Delivery Status" menu allows deliverers to update the delivery status of an order, including whether the order has been picked up, is in transit, or has been delivered. They can also view the details of the order, including the customer's name, address, and contact details.
 - The "Change Password" menu presents a simple form containing fields for the current password, the new password, and a confirm password field. After filling out the form, the system verifies whether the current password matches and whether the new password is in the correct format. If the new password is valid, the system displays a message saying, "Password changed successfully!" Otherwise, it shows an error message.
 - The "Contact Support" menu allows deliverers to communicate with the support team via a simple form containing their name, email address, and a text field for the message. The support team can address deliverer complaints, help, and answer any questions that deliverers may have.
 - Finally, the "Log out" option allows deliverers to end their current session and return to the main page.

3.2.1.2 Usability

- The system should be easy to learn and use, with minimal training required for users to become proficient in using it.
- The online food delivery system is easy to navigate, with clear and intuitive menus, and straightforward browsing.
- The ordering process is simple and user-friendly, with easy selection of items, easy customization of the order, and an easy checkout process.
- The website or mobile application has fast load times, so that customers can quickly access the information they need and place their orders.
- The design and layout of the website are consistent throughout the site, with clear and recognizable branding.

3.2.1.3 Efficiency

- The online food delivery system ensures that orders are delivered in a timely manner, with an estimated delivery time provided to the customer during the ordering process.
- The system ensures that orders are accurately processed and delivered to the customer, with minimal errors or mistakes.
- The system provides efficient tracking of orders, allowing customers to easily track the status of their delivery and receive real-time updates.
- The system provides efficient and responsive customer service, with fast response times to inquiries and complaints.

3.2.1.3.1 Performance Requirements

- The website or mobile application can handle a minimum of 500 concurrent users during peak traffic times.
- The system has a maximum response time of 2 seconds for any user action, such as clicking a button or entering information.
- The database can store a minimum of 30,000 customer records and order histories.
- The system can handle an increasing number of orders during busy periods, such as holidays or weekends, with a minimum increase of 50% compared to regular business days.
- The system should dynamically adjust the availability of menu items based on their popularity, ensuring that popular items are not out of stock for extended periods.

3.2.1.3.2 Space Requirements

- The user interface is designed to use the available screen space efficiently, with easy-to-read text, clear images, and intuitive navigation, even on smaller screens.
- The system requires minimal physical space on the user's device, with the ability to run efficiently in the background without consuming excessive resources.

3.2.1.4 Dependability

Availability

- The online food delivery system must be available to users 24 hours a day, 7 days a week, to ensure that users can place orders and receive their food at any time.
- The system must have a high level of availability, with a target uptime of at least 99.9%, to ensure that users can place orders and receive their food with minimal downtime or service disruptions.

Food Delivery Requirements Specification

- The system must be available in all geographic areas where the service is offered, with the ability to provide accurate information on delivery times and availability based on the user's location.
- The system must have a maximum permitted number of failures per hour of no more than 0.01%, to ensure that the system operates at a high level of reliability and dependability.
- **Memorability:** The system must be designed to be easy to use and remember, with clear and intuitive navigation, and with the ability to store user preferences and order history for future use.
- **Errors:** The system must minimize the occurrence of errors, with the ability to detect and correct errors quickly and efficiently, and with clear and effective error messages and support options for users.
- **Satisfaction:** The system must be designed to provide users with a high level of satisfaction, with the ability to provide accurate and timely information on order status and delivery times, and with responsive and effective support options for any issues or concerns that may arise.
- **Capacity:** The system must have sufficient capacity to handle a large volume of orders and users, with the ability to scale up or down as needed to handle changes in demand, without experiencing slowdowns or crashes.

Reliability

- The system should be available 24/7, with minimal downtime for maintenance or upgrades.
- The system should be designed to prevent crashes or system failures and have a robust backup and recovery plan in place.
- The system must be reliable, with a target meantime between failures (MTBF) of at least 10,000 hours, to minimize the frequency and impact of system failures on users and business operations.

Monitoring

- The food delivery system will be designed with security and reliability as top priorities. The user interfaces will be intuitive and user-friendly, with a focus on providing a seamless and efficient user experience.
- The system will be built to minimize the risk of crashes and downtime, with proactive monitoring and maintenance procedures in place to ensure maximum uptime and availability.
- To ensure data integrity and prevent errors, the system will use field validation to validate user input, such as when a customer creates an account, places an order, or updating personal information.
- When input does not meet the system's requirements, the user will receive clear and informative error messages explaining the issue and how to correct it.

Maintenance

Food Delivery Requirements Specification

- The online food delivery system will be built with a backend database using MySQL and an APACHE server. These platforms will be utilized for maintenance and efficient data storage and retrieval.
- The system will be developed in a modular fashion, allowing for easy extension by adding new modules as needed to meet changing requirements.
- The system is designed to log errors and system events in a clear and comprehensive manner, making it easier to identify and troubleshoot issues.
- In the event of a system malfunction, a system restart may be attempted as a first line of defense.

Integrity

- The system should ensure the accuracy and completeness of all data entered by the user or system, including order details, payment information, and delivery address. Any errors or discrepancies shall be promptly identified and corrected.
- The system should have appropriate backup and disaster recovery procedures in place to ensure the availability and integrity of user data in the event of a system failure or disaster.

3.2.1.5 Security

- The system shall be designed to prevent unauthorized access, modification, or deletion of user data. Appropriate security measures, such as encryption and secure authentication, shall be implemented to protect user information from unauthorized access.
- Hashed password for each user account.
- Sensitive data such as user information and payment details should be encrypted to protect it from unauthorized access.
- The system should log all user activity to provide an audit trail in case of security incidents. This can include logging of login attempts, user actions, and system changes.

3.2.2 Organizational Requirements

3.2.2.1 Environmental Requirements

Server Infrastructure: The website requires a server infrastructure to host and maintain the website, manage user data, and handle the transactions securely. The server should be in a secure and reliable environment with backup power and cooling facilities to ensure uninterrupted service.

Internet Connectivity: The website requires a stable and fast internet connection for users to access the website from anywhere and place orders. The website should be optimized to work on different internet speeds and bandwidths.

Hardware Requirements: The hardware requirements for the website depend on the scale of the business and the number of users expected. The website should be compatible with different devices such as desktops, laptops, tablets, and mobile phones.

Food Delivery Requirements Specification

Security Requirements: The website should have security features such as SSL certificates, firewalls, and intrusion detection and prevention systems to protect the user data and prevent unauthorized access or attacks.

Power Backup: The website should have a power backup system in case of power outages or failures to ensure uninterrupted service.

3.2.2.2 Operational Requirements

Availability: The website should be available 24/7, as customers may want to order food at any time of the day.

Reliability: The website should be reliable and perform consistently, without any downtime or errors.

Security: The website should have robust security measures to protect customers' personal and financial information.

Speed: The website should be fast and responsive, with quick loading times, so that customers can easily browse and order food.

Customer support: The website should have a customer support system in place, such as a chatbot or email support, to help customers with any queries or issues they may face while using the platform.

3.2.2.3 Development Requirements

Front-End

To develop the client-side of our software we are using the following technologies:
HTML, CSS, JS

Back-End

To develop the server-side of our software we are using the following technologies:
PHP, MySQL

3.2.3 External Requirements

3.2.3.1 Regulatory Requirements

- The online food delivery system should comply with food safety regulations set by the government or local health authorities, such as proper handling, storage, and transportation of food items, and regular inspections of restaurants and delivery personnel.
- The online food delivery system should comply with accessibility regulations, such as providing accessible features such as keyboard navigation, and alternative content formats.

3.2.3.2 Ethical Requirements

The online food delivery system should support local and small businesses, such as promoting their products and services, and offering fair and competitive terms for partnership and collaboration.

3.2.3.3 Legislative Requirements

The online food delivery system should comply with consumer protection laws, such as providing accurate and complete information about products and services and offering fair and transparent terms and conditions.

3.2.3.1 Accounting Requirements

The online food delivery system should maintain accurate financial records, such as revenue, expenses, profits, and losses, and provide timely and reliable financial reports to investors, regulators, and other stakeholders.

3.2.3.2 Security Requirements

The online food delivery system should respect customer privacy, such as protecting their personal and financial information, and providing clear and concise privacy policies and terms of service.

3.3 Domain Requirements

- Compliance with food safety regulations and standards.
- Integration with existing POS (point-of-sale) systems used by restaurants.
- Support for multiple currencies and payment methods.
- Integration with popular mapping and navigation services for accurate delivery tracking.
- Incorporation of dietary restrictions and allergen information for menu items.
- Collaboration with food suppliers to ensure timely and fresh ingredient delivery.

4. Software Design

5.1.1 User cases

Food Delivery Requirements Specification

UC_01	<i>Customer Register</i>
Summary	<i>Customer registers a new account in the food delivery system.</i>
Dependency	-
Actors	<i>Customer</i>
Preconditions	-
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer opens the food delivery application or website.</i> • <i>The system presents the registration form.</i> • <i>The customer enters their personal details, such as name, email address, and password.</i> • <i>The system validates the entered information, including the uniqueness of the email address.</i> • <i>If the information is valid, the system creates a new customer account.</i> • <i>The system logs the customer into their newly created account and redirects them to the main dashboard.</i> • <i>If the information is invalid or incomplete, the system displays appropriate error messages and prompts the customer to correct the information.</i> • <i>The customer can choose to sign in using an existing account if they already have one.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the customer already has an account and wants to register a new account, they can choose the option to sign out first.</i> • <i>The system logs the customer out of their current account and returns to the registration form.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The registration process should be secure and protect the customer's personal information.</i> • <i>The system should validate the email address to ensure its uniqueness.</i> • <i>The registration form should be intuitive and easy to understand for customers.</i> • <i>The registration process should be responsive and provide a smooth user experience across different devices and platforms.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer successfully registers a new account in the system and is logged into their newly created account.</i> • <i>They can access the features and functionalities of the food delivery system.</i>

Food Delivery Requirements Specification

UC_02	<i>Customer Login</i>
Summary	<i>Customer logs into the food delivery system.</i>
Dependency	-
Actors	<i>Customer</i>
Preconditions	<i>The customer must have a registered account in the system.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer opens the food delivery application or website.</i> • <i>The system presents the login screen.</i> • <i>The customer enters their registered email address or username and password.</i> • <i>The system validates the credentials.</i> • <i>If the credentials are correct, the system logs the customer into their account and redirects them to the main dashboard.</i> • <i>If the credentials are incorrect, the system displays an error message and prompts the customer to re-enter their credentials.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the customer does not have a registered account, they can choose the option to sign up.</i> • <i>The system presents the registration form.</i> • <i>The customer enters their personal details, such as name, email address, and password.</i> • <i>The system validates the entered information.</i> • <i>If the information is valid, the system creates a new customer account and logs the customer into their account.</i> • <i>If the information is invalid or incomplete, the system displays an error message and prompts the customer to correct the information.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The login process should be secure and protect the customer's personal information.</i> • <i>The system should provide appropriate error messages to guide the customer in case of incorrect or missing credentials.</i> • <i>The login process should be responsive and provide a smooth user experience across different devices and platforms.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer is successfully logged into their account and can access the features and functionalities of the food delivery system.</i>

Food Delivery Requirements Specification

UC_03	<i>Browse Menu</i>
Summary	<i>Customer browses the menu of a selected restaurant.</i>
Dependency	<i>Customer must be logged into their account and have selected a restaurant.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer must be logged into their account and have selected a dish category.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer selects a dish category.</i> • <i>The system retrieves and displays the menu of the selected category.</i> • <i>The system presents the list of items within each category, including their names, descriptions, and prices.</i> • <i>The customer can view additional details about a specific item, such as ingredients, dietary information, or customer ratings.</i> • <i>The system allows the customer to add desired items to their cart.</i> • <i>The system updates the customer's cart with the selected items and quantities.</i> • <i>The customer can continue browsing the menu or proceed to place an order.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the selected category does not have an available menu or is temporarily closed, the system displays an appropriate message to inform the customer.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The menu browsing process should be fast and responsive, providing a seamless user experience.</i> • <i>The system should organize the menu in a clear and intuitive manner, making it easy for the customer to navigate and find desired items.</i> • <i>The menu should be visually appealing, with appetizing food descriptions and relevant images, where applicable.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer successfully browses the menu of the selected category. They can view the available items, add them to their cart, and proceed with placing an order if desired.</i>

Food Delivery Requirements Specification

UC_04	<i>Place an Order</i>
Summary	<i>Customer places an order for food delivery.</i>
Dependency	<i>The customer must have a registered account and be logged in.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer is logged into their account.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> ● <i>The customer selects desired items from the menu.</i> ● <i>The customer provides the delivery address.</i> ● <i>The customer reviews the order details and confirms the purchase.</i> ● <i>The system processes the payment.</i> ● <i>The system sends an order confirmation to the customer.</i> ● <i>The system forwards the order to the restaurant for preparation and delivery.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> ● <i>If the customer is not logged in, the system prompts them to log in or create a new account before proceeding with the main sequence.</i>
Non-functional requirements	<ul style="list-style-type: none"> ● <i>The system should provide a user-friendly interface for easy navigation and order placement.</i> ● <i>The system should securely handle customer information and payment details.</i> ● <i>The system should support multiple payment methods and ensure secure transactions.</i> ● <i>The order placement process should be fast and efficient to minimize delays.</i>
Postconditions	<ul style="list-style-type: none"> ● <i>The customer receives an order confirmation with the details of the placed order.</i> ● <i>The restaurant receives the order for preparation and delivery.</i>

Food Delivery Requirements Specification

UC_05	<i>Track order</i>
Summary	<i>Customer tracks the status of their placed order.</i>
Dependency	<i>Customer must be logged into their account and have placed an order.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer must have placed an order and be logged into their account.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer opens the food delivery application or website.</i> • <i>The system presents the customer's order history or a dedicated "Track Order" section.</i> • <i>The customer selects the specific order they want to track.</i> • <i>The system retrieves the real-time status of the order.</i> • <i>The system displays the current status of the order to the customer, such as "Preparing," "Out for Delivery," or "Delivered."</i> • <i>If available, the system provides additional details, such as the estimated delivery time or the driver's contact information.</i> • <i>The customer can choose to receive updates or notifications about the order status.</i> • <i>The system provides options for the customer to contact customer support in case of any issues or inquiries related to the order.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the order is canceled or cannot be tracked, the system displays an appropriate message to inform the customer about the status.</i> • <i>The system may provide alternative actions, such as contacting customer support or reviewing the order details.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The order tracking process should provide real-time updates to ensure accurate and timely information for the customer.</i> • <i>The system should be capable of handling multiple simultaneous order tracking requests without significant delays or performance issues.</i> • <i>The order tracking feature should be accessible and user-friendly across different devices and platforms.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer successfully tracks the status of their placed order. They receive accurate information about the order's progress, estimated delivery time, and any available updates.</i>

Food Delivery Requirements Specification

UC_06	<i>Customer Payment</i>
Summary	<i>Customer makes a payment for the food delivery order.</i>
Dependency	<i>The customer must have placed an order and selected the desired payment method.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer has placed an order and selected the desired payment method.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer reviews the order details and proceeds to the payment stage.</i> • <i>The customer selects the preferred payment method (e.g., credit card, cash).</i> • <i>The customer provides the necessary payment information (e.g., credit card details).</i> • <i>The customer confirms the payment.</i> • <i>The system securely transmits the payment information to the payment gateway.</i> • <i>The payment gateway processes the payment and communicates the payment status to the system.</i> • <i>The system updates the order status as "Payment Confirmed".</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the payment fails, the system notifies the customer and provides alternative payment options. The customer can choose another payment method or try the same payment method again.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The system should support a variety of secure payment methods and integrate with reliable payment gateways.</i> • <i>The payment process should be fast, secure, and user-friendly.</i> • <i>The system should handle payment errors gracefully and provide clear instructions to the customer.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer's payment is confirmed and recorded in the system.</i> • <i>The order status is updated to "Payment Confirmed", allowing the food delivery process to proceed.</i>

Food Delivery Requirements Specification

UC_07	<i>Customer Give Feedback</i>
Summary	<i>Customer provides feedback for the food delivery service.</i>
Dependency	<i>The customer must have placed an order and received the delivery.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer has placed an order and received the delivery.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer logs into their account.</i> • <i>The customer navigates to the feedback page.</i> • <i>The customer selects the specific order they want to provide feedback for.</i> • <i>The customer rates their overall experience.</i> • <i>The customer provides specific feedback or comments in a text field.</i> • <i>The customer submits the feedback.</i> • <i>The system acknowledges the feedback submission.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the customer is not logged in, the system prompts them to log in before proceeding with the main sequence.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The system should provide an intuitive and accessible feedback interface for customers.</i> • <i>The system should securely handle customer feedback and protect the privacy of the customer.</i> • <i>The feedback submission process should be fast and responsive.</i> • <i>The system should provide confirmation or acknowledgment of the feedback submission.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer's feedback is recorded and associated with the specific order.</i> • <i>The food delivery service may take necessary actions based on the feedback received.</i>

Food Delivery Requirements Specification

UC_08	<i>Manage Account</i>
Summary	<i>Customer manages their account settings and preferences.</i>
Dependency	<i>Customer must be logged into their account.</i>
Actors	<i>Customer</i>
Preconditions	<i>The customer must be logged into their account.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • <i>The customer accesses the profile section of the food delivery website.</i> • <i>The system presents the customer's account information, such as name, email address, and contact details.</i> • <i>The customer can edit their personal information, such as updating their name, phone number, or email address.</i> • <i>The system validates the modified information and updates the customer's account accordingly.</i> • <i>The system saves the updated preferences in the customer's account settings.</i> • <i>The customer can change their password by entering the current password and setting a new one.</i> • <i>The system verifies the current password, updates the password in the customer's account, and prompts the customer to log in again if the password change is successful.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> • <i>If the customer encounters an issue while modifying their account information or preferences, the system displays an appropriate error message and prompts the customer to correct the information.</i> • <i>The system may provide additional security measures, such as two-factor authentication, for account management.</i>
Non-functional requirements	<ul style="list-style-type: none"> • <i>The account management process should be secure, protecting the customer's personal information.</i> • <i>The system should provide a user-friendly interface for customers to easily navigate and modify their account settings.</i> • <i>Account management operations should be performed in real-time, reflecting immediate changes in the customer's account.</i>
Postconditions	<ul style="list-style-type: none"> • <i>The customer successfully manages their account settings and preferences. Any changes made to personal information, or password are saved and reflected in the customer's account.</i>

Food Delivery Requirements Specification

UC_09	User Management
Summary	<p><i>The User Management feature as an admin user allows the creation, modification, and deletion of user accounts.</i></p>
Dependency	<p><i>The User Management feature may depend on other components such as the database system, authentication system, and user interface for interaction.</i></p>
Actors	<i>Admin</i>
Preconditions	<p><i>The admin must have appropriate credentials and authorization to access the User Management feature.</i></p>
Description of the Main Sequence	<ul style="list-style-type: none"> ● <i>The admin logs into the admin panel of the food delivery website.</i> ● <i>The admin navigates to the User Management section.</i> ● <i>The admin selects the option to create a new user account.</i> ● <i>The admin enters the necessary details for the new user, such as username, password, role, and contact information.</i> ● <i>The system validates the entered information and creates the user account.</i> ● <i>The admin can update user information by selecting a user account and modifying the relevant details.</i> ● <i>If required, the admin can deactivate or delete a user account.</i> ● <i>The admin can assign roles and set permissions for different user types.</i> ● <i>The admin can search for specific users based on criteria like name, email, or role.</i>
Description of the Alternative Sequence	<ul style="list-style-type: none"> ● <i>If the entered user information is incomplete or invalid, the system displays an error message, prompting the admin to provide the correct information.</i> ● <i>If there are technical issues with the system, such as a database error, the admin may be unable to create, update, or delete user accounts. The admin should contact technical support to resolve the issue.</i>
Non-functional requirements	<ul style="list-style-type: none"> ● <i>Security: User data must be securely stored and transmitted, following industry-standard encryption protocols.</i> ● <i>Performance: User Management operations should be responsive and execute in a timely manner, even with a large number of user accounts.</i> ● <i>Scalability: The system should be able to handle a growing number of user accounts without significant performance degradation.</i> ● <i>Usability: The User Management interface should be intuitive and user-friendly, allowing the admin to perform tasks efficiently.</i> ● <i>Reliability: User accounts and their associated data should be consistently and accurately maintained.</i>
Postconditions	<ul style="list-style-type: none"> ● <i>New user accounts are created with the provided details.</i> ● <i>Updated user information is saved and reflected in the system.</i> ● <i>Deactivated or deleted user accounts are no longer accessible.</i> ● <i>User roles and permissions are assigned as configured by the admin.</i> ● <i>Password reset processes are initiated for users who request it.</i> ● <i>User activities are monitored and logged for future reference and analysis.</i>

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UC_10	<i>Menu Management</i>
Summary	<p><i>The Menu Management feature as an admin user allows the creation, modification, and deletion of menu.</i></p>
Dependency	<p><i>The Menu Management feature may depend on other components such as the database system, authentication system, and user interface for interaction.</i></p>
Actors	<p><i>Admin</i></p>
Preconditions	<p><i>The admin must have appropriate credentials and authorization to access the Menu Management feature.</i></p> <p><i>The food delivery website must be operational.</i></p>
Description of the Main Sequence	<ol style="list-style-type: none"> 1. <i>Add Menu Item:</i> <ul style="list-style-type: none"> • <i>The admin logs into the admin panel of the food delivery website.</i> • <i>The admin navigates to the Menu Management section.</i> • <i>The admin selects the option to add a new menu item.</i> • <i>The admin enters the necessary details for the new menu item, such as name, description, price, and category.</i> • <i>The system validates the entered information and adds the menu item to the system.</i> 2. <i>Edit Menu Item:</i> <ul style="list-style-type: none"> • <i>The admin selects a menu item to edit.</i> • <i>The admin modifies the relevant details of the menu item, such as name, description, price, or category.</i> • <i>The system validates the changes and updates the menu item details.</i> 3. <i>Delete Menu Item:</i> <ul style="list-style-type: none"> • <i>The admin selects a menu item to delete.</i> • <i>The system prompts for confirmation.</i> • <i>The system removes the selected menu item from the system.</i> 4. <i>View Menu Item:</i> <ul style="list-style-type: none"> • <i>The admin selects a menu item to view its details.</i> • <i>The system displays the information associated with the selected menu item, such as name, description, price, and availability.</i> 5. <i>Manage Categories:</i> <ul style="list-style-type: none"> • <i>The admin accesses the category management section.</i> • <i>The admin can create new categories, modify existing categories, or delete categories.</i> • <i>The system updates the menu item categories accordingly.</i> 6. <i>Generate Reports:</i> <ul style="list-style-type: none"> • <i>The admin selects the option to generate reports on menu items.</i> • <i>The system generates reports based on specified criteria, such as popular menu items, sales trends, or inventory status.</i>
Description of the Alternative Sequence	<p><i>If the entered menu item information is incomplete or invalid during addition or editing, the system displays an error message, prompting the admin to provide correct information.</i></p> <p><i>If there are technical issues with the system, such as a database error, the admin may be unable to perform menu management operations. The admin should contact technical support to resolve the issue.</i></p>

Food Delivery Requirements Specification

UC_11	<i>Payment Viewing</i>
Summary	<i>The Payment feature as an admin user allows payment viewing system.</i>
Dependency	<i>The Payment Viewing feature may depend on other components such as the database system, authentication system, and user interface for interaction.</i>
Actors	<i>Admin</i>
Preconditions	<i>The admin must have appropriate credentials and authorization to access the Payment Viewing feature. The food delivery website must be operational.</i>
Description of the Main Sequence	<p><i>ent Details:</i> <i>logs into the admin panel of the food delivery website.</i> <i>navigates to the Payment Viewing section.</i> <i>selects a payment to view its details.</i> <i>displays the information associated with the selected payment, such as payment method, transaction ID, and customer details.</i></p> <p><i>ments:</i> <i>accesses the search functionality in the Payment Viewing section.</i> <i>enters specific criteria, such as customer name, transaction ID, or date range, to search ts.</i> <i>retrieves and displays payments matching the specified criteria.</i></p> <p><i>ents:</i> <i>applies filters to the payment list to narrow down the displayed payments based on such as payment status, payment method, or order ID.</i> <i>updates the displayed payments according to the applied filters.</i></p> <p><i>ayment Reports:</i> <i>selects the option to generate reports on payment transactions.</i> <i>generates reports based on specified criteria, such as payment summary, revenue payment trends over time.</i></p>
Description of the Alternative Sequence	<i>If there are technical issues with the system, such as a database error or external API integration problem, the admin may be unable to perform payment viewing operations. The admin should contact technical support to resolve the issue.</i>
Non-functional requirements	<ol style="list-style-type: none"> 1. <i>Security: Payment data and customer information must be securely stored and transmitted, following industry-standard encryption and privacy protocols.</i> 2. <i>Performance: Payment viewing operations should be responsive and execute in a timely manner, even with a large number of payments and concurrent admin users.</i> 3. <i>Scalability: The system should be able to handle a growing number of payments and queries without significant performance degradation.</i> 4. <i>Usability: The Payment Viewing interface should be intuitive and user-friendly, allowing the admin to easily navigate, search, and filter payments.</i> 5. <i>Reliability: Payment details and reports should be consistently and accurately maintained.</i>
Postconditions	<ol style="list-style-type: none"> 1. <i>Payment details are viewed and accessible to the admin.</i> 2. <i>Payments can be searched and filtered based on specified criteria.</i> 3. <i>Reports on payment transactions are generated and available for analysis.</i>

Food Delivery Requirements Specification

	4. Payment data can be exported and downloaded for further use or integration.
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UC_12	<i>Message Management</i>
Summary	<i>The Message Management feature as an admin user allows to manage messages system.</i>
Dependency	<i>The Message Management feature may depend on other components such as the database system, authentication system, and user interface for interaction.</i>
Actors	<i>Admin</i>
Preconditions	<i>The admin must have appropriate credentials and authorization to access the Message Management feature.</i>
Description of the Main Sequence	<p>1. View Messages:</p> <ul style="list-style-type: none"> • The admin logs into the admin panel of the food delivery website. • The admin navigates to the Message Management section. • The system displays a list of received messages. • The admin can select a message to view its content, sender details, and timestamp. <p>2. Reply to Messages:</p> <ul style="list-style-type: none"> • The admin selects a received message to reply to. • The admin composes a response to the customer's message. • The system sends the admin's response to the customer's contact information (e.g., email, phone number). <p>3. Delete Messages:</p> <ul style="list-style-type: none"> • The admin selects a message or multiple messages to delete. • The system prompts for confirmation. • The system permanently removes the selected messages from the system.
Description of the Alternative Sequence	<i>If there are technical issues with the system, such as a database error or email integration problem, the admin may be unable to perform message management operations. The admin should contact technical support to resolve the issue.</i>
Non-functional requirements	<ol style="list-style-type: none"> 1. Security: Message content and customer information must be securely stored and transmitted, following industry-standard encryption and privacy protocols. 2. Performance: Message management operations should be responsive and execute in a timely manner, even with many messages and concurrent admin users. 3. Scalability: The system should be able to handle a growing number of messages and searches without significant performance degradation. 4. Usability: The Message Management interface should be intuitive and user-friendly, allowing the admin to easily navigate, search, and reply to messages efficiently. 5. Reliability: Message content, response tracking, and reports should be consistently and accurately maintained.
Postconditions	<i>Messages are viewed and accessible to the admin. Replies are sent to customers as responses to their messages. Archived messages are moved to the archive folder or marked as archived.</i>

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	<p><i>Messages can be searched based on specified criteria.</i></p> <p><i>Deleted messages are permanently removed from the system.</i></p> <p><i>Reports on message activity are generated and available for analysis.</i></p>
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UC_13	<i>Profile Management</i>
Summary	<i>The Profile Management feature as an admin user allows to manage profile system.</i>
Dependency	<i>The Profile Management feature may depend on other components such as the database system, authentication system, and user interface for interaction.</i>
Actors	<i>Admin</i>
Preconditions	<p><i>The admin must have appropriate credentials and authorization to access the Profile Management feature.</i></p> <p><i>The food delivery website must be operational.</i></p>
Description of the Main Sequence	<ol style="list-style-type: none"> 1. <i>View Profile:</i> <ul style="list-style-type: none"> • <i>The admin logs into the admin panel of the food delivery website.</i> • <i>The admin navigates to the Profile Management section.</i> • <i>The system displays the admin user's profile details, such as username, email, contact information, and profile picture.</i> 2. <i>Update Profile:</i> <ul style="list-style-type: none"> • <i>The admin selects the option to update their profile.</i> • <i>The admin can modify various profile information, such as username, email, contact details, and other relevant fields.</i> • <i>The system validates the updated information and saves the changes to the admin user's profile.</i> 3. <i>Change Password:</i> <ul style="list-style-type: none"> • <i>The admin selects the option to change their password.</i> • <i>The admin enters their current password and specifies a new password.</i> • <i>The system validates the entered passwords for correctness and security requirements.</i> • <i>If the validation is successful, the system updates the admin user's password accordingly.</i>
Description of the Alternative Sequence	<i>If there are technical issues with the system, such as a database error or file upload problem, the admin may be unable to perform profile management operations. The admin should contact technical support to resolve the issue.</i>
Non-functional requirements	<ol style="list-style-type: none"> 1. <i>Security: Profile information, including passwords, must be securely stored and transmitted, following industry-standard encryption and privacy protocols.</i> 2. <i>Performance: Profile management operations should be responsive and execute in a timely manner, even with concurrent admin user activities.</i> 3. <i>Scalability: The system should be able to handle profile updates for a large number of admin users without significant performance degradation.</i> 4. <i>Usability: The Profile Management interface should be intuitive and user-friendly, allowing the admin to easily update their profile information.</i> 5. <i>Reliability: Profile changes, password updates, and profile picture uploads should be consistently and accurately maintained.</i>

Food Delivery Requirements Specification

Postconditions	<p><i>Profile details are viewed and accessible to the admin.</i></p> <p><i>Profile information is updated and saved in the system.</i></p> <p><i>The admin user's password is changed and updated for authentication.</i></p> <p><i>The admin user's profile picture is uploaded or updated successfully.</i></p>
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UC_14	<p style="text-align: center;"><i>Manage Placed Orders</i></p>
Summary	<p><i>This use case allows the admin to manage placed orders by updating the payment status and deleting orders if needed.</i></p>
Dependency	-
Actors	<p><i>Deliverer: The user with administrative privileges who manages placed orders.</i></p>
Preconditions	<p><i>The deliverer is logged in.</i></p>
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: The system displays the list of placed orders. ● Step 2: The admin selects an order to manage. ● Step 3: The system presents the order details, including the user ID, placement date, name, email, contact number, address, total products, total price, and payment method. ● Step 4: The admin selects a new payment status for the order from the drop-down list. ● Step 5: The admin clicks the "Update" button to save the updated payment status. ● Step 6: The system updates the payment status of the order in the database. ● Step 7: The system displays a message confirming the successful update of the payment status. ● Step 8: The system repeats steps 2-7 for any other orders the admin wants to manage. ● Step 9: If the admin chooses to delete an order, the admin clicks the "Delete" button for the corresponding order. ● Step 10: The system prompts the admin to confirm the deletion. ● Step 11: If confirmed, the system deletes the order from the database. ● Step 12: The system redirects the admin back to the placed orders page.
Description of the Alternative Sequence	<ul style="list-style-type: none"> ● None
Non-functional requirements	<p><i>Performance: The system should handle a large number of placed orders efficiently.</i></p> <p><i>Security: The admin should have appropriate authentication and authorization to access and manage placed orders.</i></p>

Food Delivery Requirements Specification

Postconditions	<i>The payment status of the order is updated if the main sequence is followed.</i> <i>The order is deleted from the database if the admin chooses to delete it.</i>
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UC_15	View User Orders
Summary	<i>This use case allows a user to view their orders.</i>
Dependency	-
Actors	<i>User: The registered user who wants to view their orders. Deliverer: Gets to see all the order requests that he has received</i>
Preconditions	<i>The deliverer is logged in. The user is logged in</i>
Description of the Main Sequence	<ul style="list-style-type: none"> • Step 1: The system retrieves the user ID from the session. • Step 2: If the user ID is not available, the system redirects the user to the home page. • Step 3: The system displays the "Orders" page. • Step 4: The system fetches the orders associated with the user from the database. • Step 5: If the user has placed orders: <ul style="list-style-type: none"> ◦ The system displays each order's details, including the placement date, name, email, contact number, address, payment method, total products, total price, and payment status. ◦ If the payment status is "pending," it is displayed in red; otherwise, it is displayed in green. • Step 6: If the user has not placed any orders, the system displays a message indicating that no orders have been placed yet. • Step 7: The deliverer decides if he wants to accept or decline his/her order request
Description of the Alternative Sequence	-
Non-functional requirements	<i>Performance: The system should retrieve and display the user's orders efficiently.</i> <i>Security: The user should have appropriate authentication and authorization to access their orders.</i>
Postconditions	-

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UC_16	<i>Manage Placed Orders</i>
Summary	<i>This use case allows the admin to manage placed orders by updating the payment status and deleting orders if needed.</i>
Dependency	-
Actors	<i>Deliverer: The user with administrative privileges who manages placed orders.</i>
Preconditions	<i>The deliverer is logged in.</i>
Description of the Main Sequence	<ul style="list-style-type: none"> ● Step 1: The system displays the list of placed orders. ● Step 2: The admin selects an order to manage. ● Step 3: The system presents the order details, including the user ID, placement date, name, email, contact number, address, total products, total price, and payment method. ● Step 4: The admin selects a new payment status for the order from the drop-down list. ● Step 5: The admin clicks the "Update" button to save the updated payment status. ● Step 6: The system updates the payment status of the order in the database. ● Step 7: The system displays a message confirming the successful update of the payment status. ● Step 8: The system repeats steps 2-7 for any other orders the admin wants to manage. ● Step 9: If the admin chooses to delete an order, the admin clicks the "Delete" button for the corresponding order. ● Step 10: The system prompts the admin to confirm the deletion. ● Step 11: If confirmed, the system deletes the order from the database. ● Step 12: The system redirects the admin back to the placed orders page.
Description of the Alternative Sequence	-
Non-functional requirements	<p><i>Performance: The system should handle a large number of placed orders efficiently.</i></p> <p><i>Security: The admin should have appropriate authentication and authorization to access and manage placed orders.</i></p>

Food Delivery Requirements Specification

Postconditions	<i>The payment status of the order is updated if the main sequence is followed. The order is deleted from the database if the admin chooses to delete it.</i>
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4.1.2. User Scenarios

Customer scenarios

1. Scenario title: Successful customer log-in:
 - The user opens the food delivery app and taps on the "Log In" button.
 - They enter their registered username and password.
 - Upon successful authentication, the app verifies the credentials and grants the user access to their account dashboard.
2. Scenario title: Browse Food Categories:
 - Once logged in, the customer is presented with a visually appealing feed of food options from local restaurants.
 - They scroll through the feed, swiping left or right to view different categories.
 - The user can also use the search bar to find specific cuisines or dishes.
3. Scenario title: Select Food Item:
 - The user taps on a food item to view its details, including the name, description, price, and available options.
4. Scenario title: Add to Cart:
 - After finalizing their choices, the user taps the "Add to Cart" button.
 - The selected item is added to their cart, and a small cart icon displays the number of items in it.
5. Scenario title: Review Order and Delivery Details:
 - The user taps on the cart icon to review the items in their order.
 - They can modify the quantity, remove items, or go back to the menu for additional selections.
 - They verify the delivery address, contact number, and choose a preferred delivery time slot.
6. Scenario title: Place Order:
 - The user proceeds to the checkout page and selects their preferred payment method.
 - They enter the necessary payment details, such as credit card information or select a saved payment method.
 - Upon confirming the order, the app processes the payment and sends a confirmation notification.
7. Scenario title: Track Order:
 - After placing the order, the user is redirected to an order tracking screen.

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- They can see real-time updates on the status of their order, including confirmation, preparation, dispatch, and estimated delivery time.
- The app may also provide the delivery person's contact information for direct communication.

8. Scenario title: Provide Feedback:

- They can rate the food quality, delivery speed, and overall satisfaction.
- The user can also leave comments to express specific praise or suggestions for improvement.

9. Scenario title: Support and Help:

- If the user needs assistance or has questions, they can navigate to the app's "Help" section.
- They can find FAQs, contact customer support through chat or email, or access a knowledge base for self-help resources.

10. Scenario title: Log Out:

- When the user finishes using the app, they can log out by tapping on their profile icon or accessing the account settings.
- Logging out ensures security.

Admin scenarios:

1. Scenario title: Successful admin log-in:

This function lets the admin user enter into the program. To access the admin panel, follow these steps:

- Open the Food Delivery App.
- Navigate to the login page.
- Enter your admin username and password.
- Click the "Login" button.

2. Scenario title: Dashboard Overview

- Upon logging in, admin user will be directed to the admin dashboard.
- The dashboard provides an overview of the app's key metrics, such as the total number of restaurants, orders, users, and revenue.
- Additionally, it may display important notifications and alerts.

3. Scenario title: Managing Categories

The category management section allows admin user to add, edit, and delete categories registered on the app. Follow these steps to manage categories:

- Navigate menu.
- To add a new category:
 - Click on the "Add Category" button.
 - Fill in the required details, such as category name, etc.

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- Save the changes.
- To edit an existing category:
 - Click on the edit button or the category name.
 - Modify the necessary information.
 - Save the changes.
- To delete a category:
 - Locate the desired restaurant in the list.
 - Click on the delete button or the category name.
 - Confirm the deletion when prompted.

4. Scenario title: Managing Orders

The order management section allows you to view, process, and track orders placed by users. Follow these steps to manage orders:

- Navigate to the "Orders" section.
- View the list of orders, which includes details such as order ID, user information, restaurant name, order status, and order total.
- To process an order:
 - Click on the order ID or the order details.
 - Review the order details, including the selected items, quantities, and special instructions.
 - Save the changes.
- To track the status of an order:
 - Locate the desired order in the list.
 - View the current order status.
 - Click on the order ID or the order details to see more information.

5. Scenario title: User Management

The user management section allows admin to manage user accounts and access privileges. Follow these steps to manage users:

- Navigate to the "Users" section.
- View the list of users, which includes details such as username, email, registration date, and account status.
- To view user details:
 - Click on the username or user details.
 - Access information such as contact details, order history, and preferences.
- To modify user privileges:
 - Locate the desired user in the list.
 - Click on the edit button or the username.
 - Update the user's role, permissions, or account status.
 - Save the changes.

6. Scenario title: Menu Management

The menu management section allows admin user to efficiently manage the menu items available in the food delivery website. Here's a step-by-step guide on how to effectively handle menu management:

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- Navigate to the "Menu Management" or "Manage Menu" section in the admin panel.
- Select the desired restaurant for which you want to manage the menu items.
- View the list of existing menu items for the selected restaurant.
- To add a new menu item:
 - Click "Add Item" button.
 - Enter the details of the new menu item, such as name, description, price, and category.
 - Upload an image of the item if applicable.
 - Save the new menu item.
- To edit an existing menu item:
 - Locate the menu item want to modify.
 - Click on the menu item name.
 - Update the relevant information, such as name, description, price, or category.
 - Save the changes to apply the modifications.
- To delete a menu item:
 - Locate the menu item you wish to remove.
 - Click on the delete button or the menu item name.
 - Confirm the deletion when prompted.
- Some menu management systems may provide additional features, such as the ability to add modifiers or customize options for menu items. If available, utilize these features to offer flexibility and customization to users.
- Regularly review the menu items to ensure accuracy, pricing consistency, and availability.

7. Scenario title: Reporting and Analytics

The reporting and analytics section provides valuable insights into the app's performance, user behavior, and other metrics. Follow these steps to access reporting and analytics:

- Navigate to the "Reporting" section.
- Select the desired report or metric to view detailed information.
- Use filters and date ranges to refine the data.
- Generate reports or view graphical representations of the data.
- Export or download reports if needed.

Deliverer scenarios:

1. Scenario title: Log in:

This function allows the deliverer to enter the system by providing their credentials. It verifies the deliverer's identity and grants access to the software.

2. Scenario title: View Assigned Deliveries:

Enables the deliverer to view the list of assigned deliveries. It provides details such as delivery address, recipient information, and delivery instructions for each assigned package or item.

3. Scenario title: Update Delivery Status:

Allows the deliverer to update the status of a delivery. The deliverer can mark a delivery as "Pending" when they pick up the package, "Accepted" when the package is successfully delivered, or "Canceled" if there are issues preventing the delivery.

4. Scenario title: Generate Delivery Reports:

Enables the deliverer to generate reports related to their deliveries. These reports may include information such as the number of deliveries completed, average delivery time, customer

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satisfaction ratings, or any other relevant metrics.

5. Scenario title: Handle Delivery Exceptions:

Allows the deliverer to handle exceptional situations during the delivery process, such as failed deliveries, package returns, or customer requests for rescheduling.

6. Scenario title: View Delivery History:

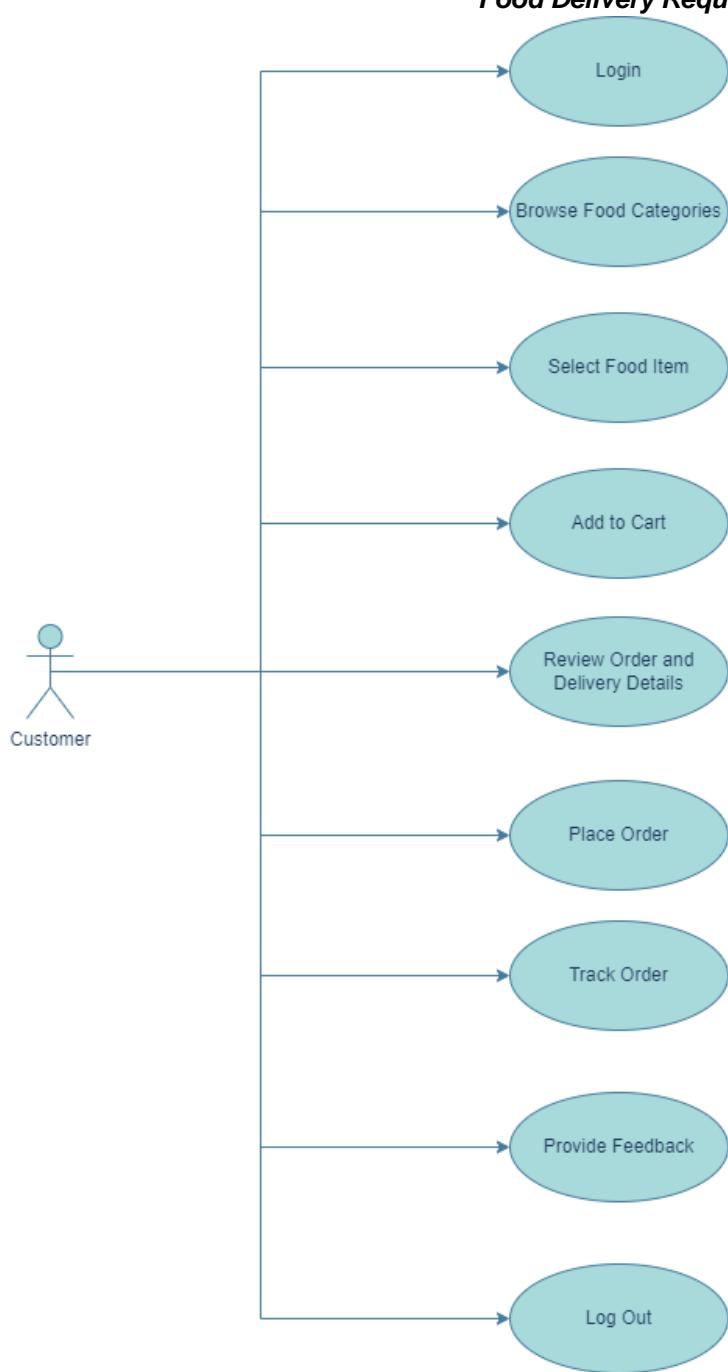
Allows the deliverer to access their delivery history, including past completed deliveries. It provides a record of all deliveries performed by the deliverer, along with relevant details such as delivery dates, recipient information, and delivery status.

4.2 Use Case

1. General Use Case

1. Customer

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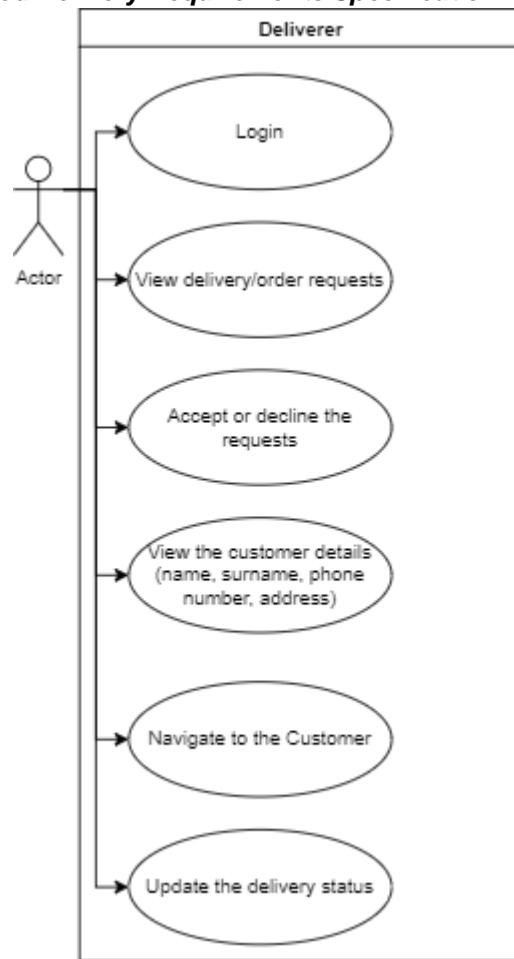
2. Admin

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3. Deliverer

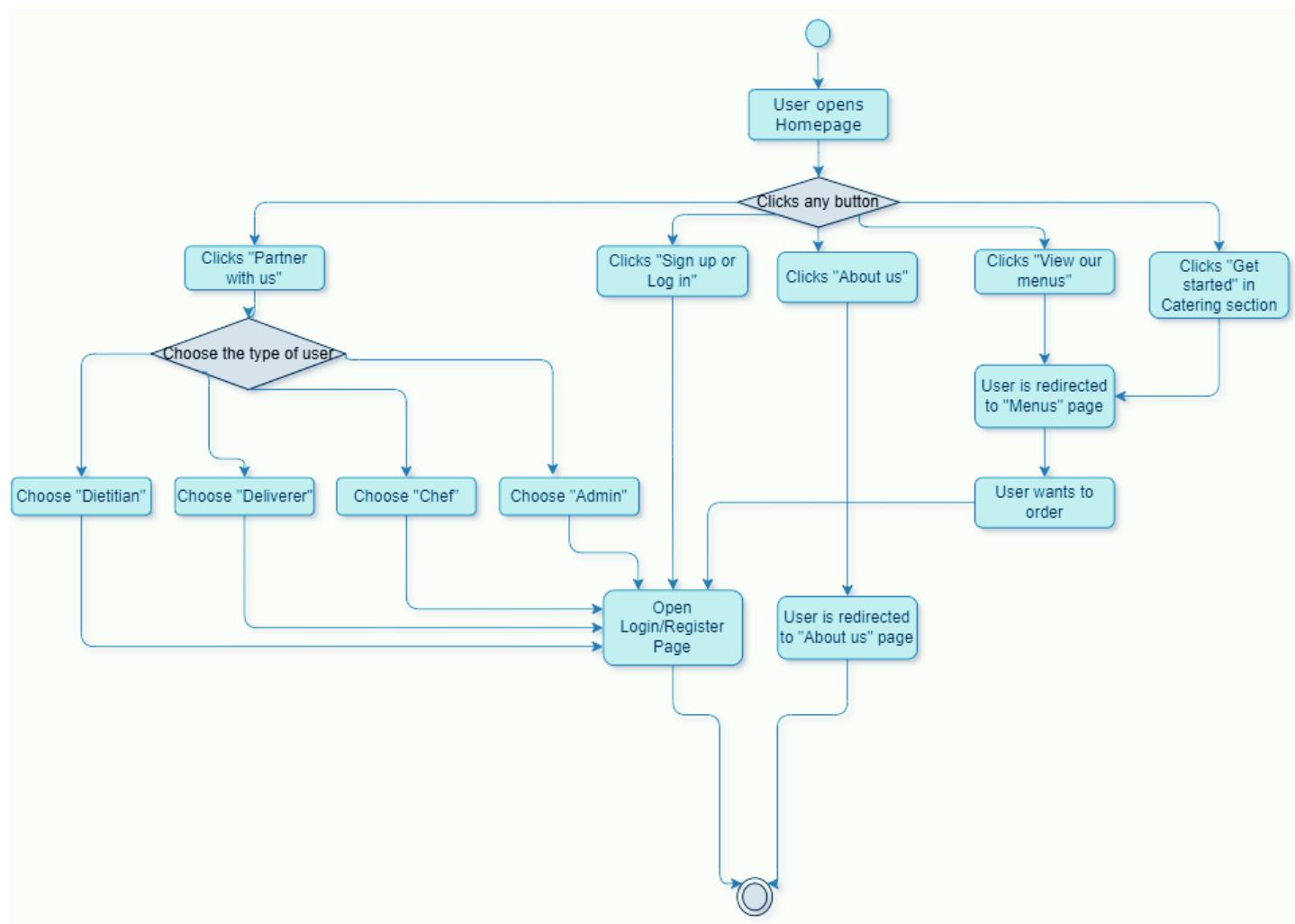
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4.5. Activity Diagrams

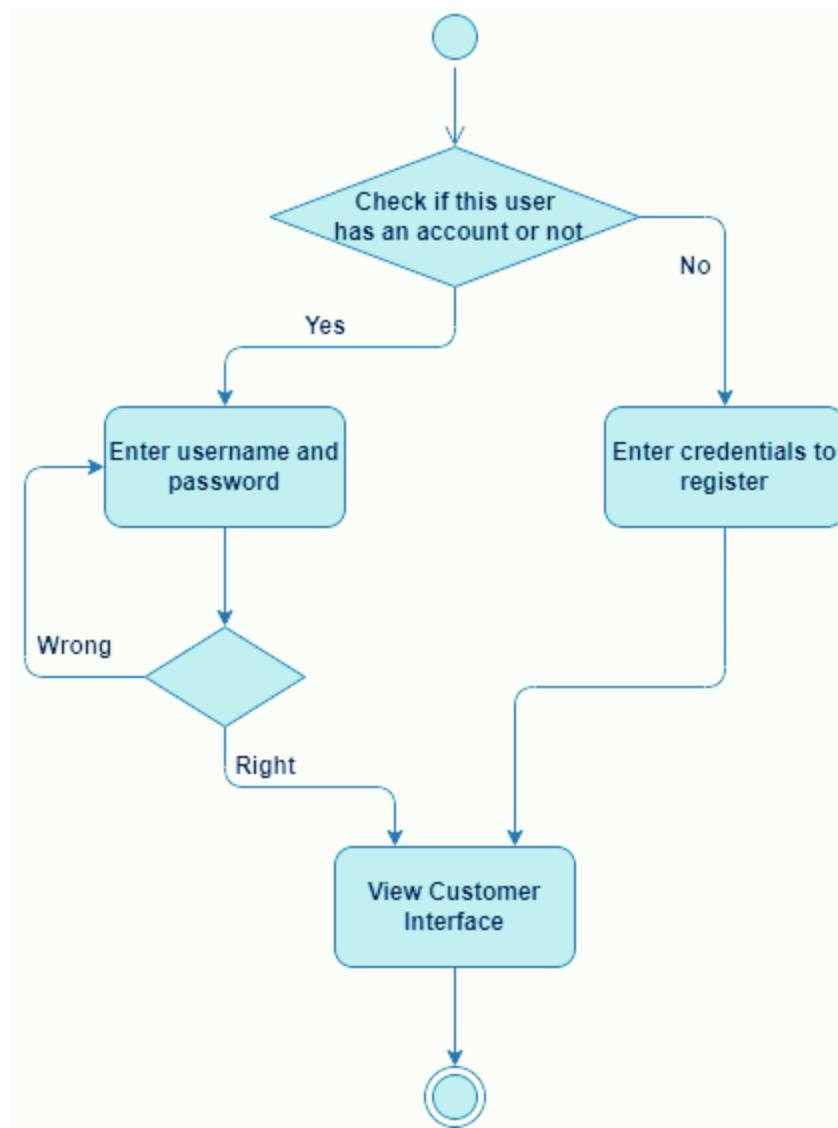
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1. User Homepage



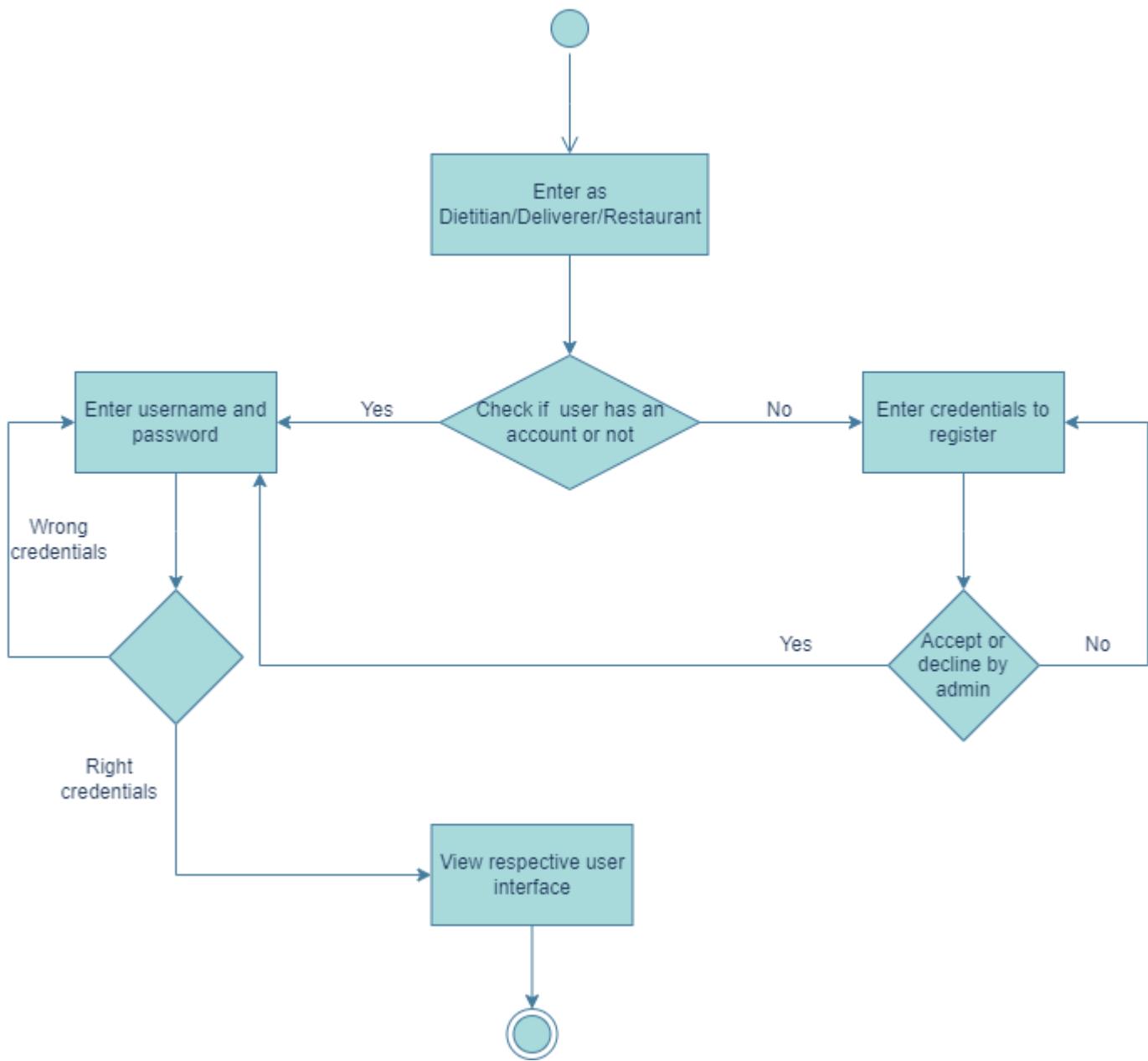
2. Customer Login

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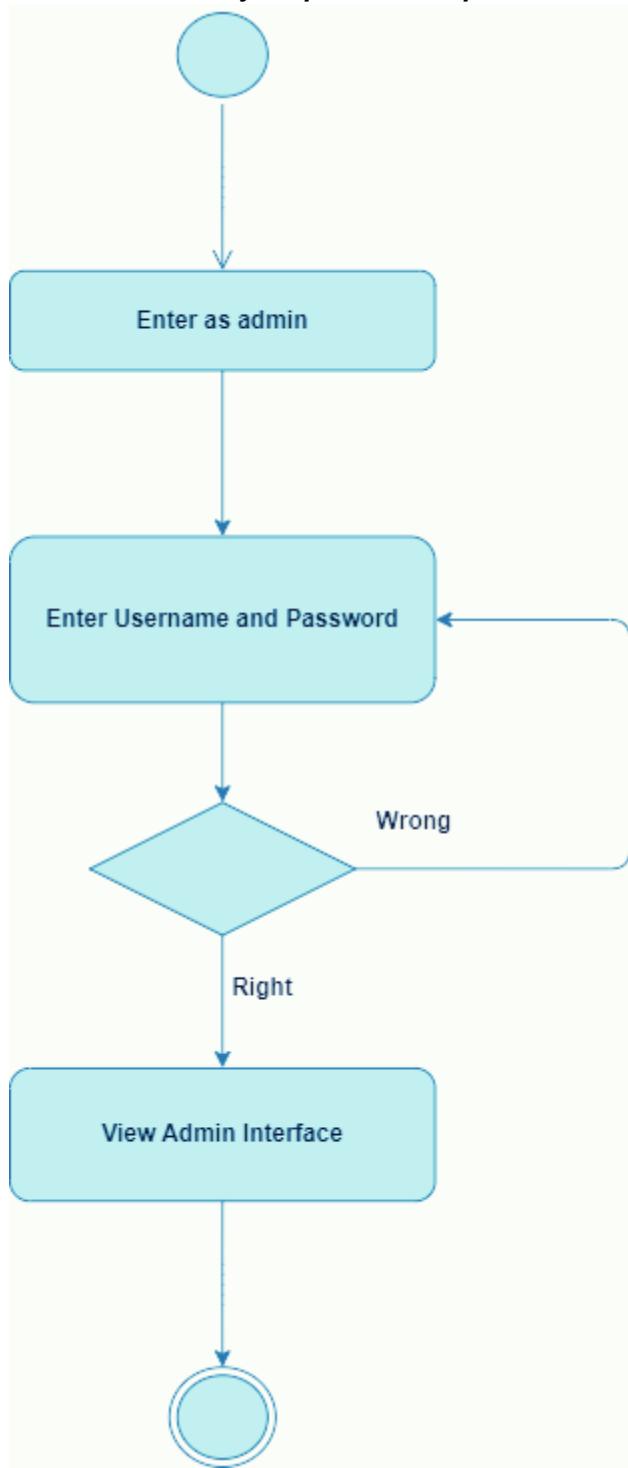
3. Dietitian, Deliverer, Restaurant, Login

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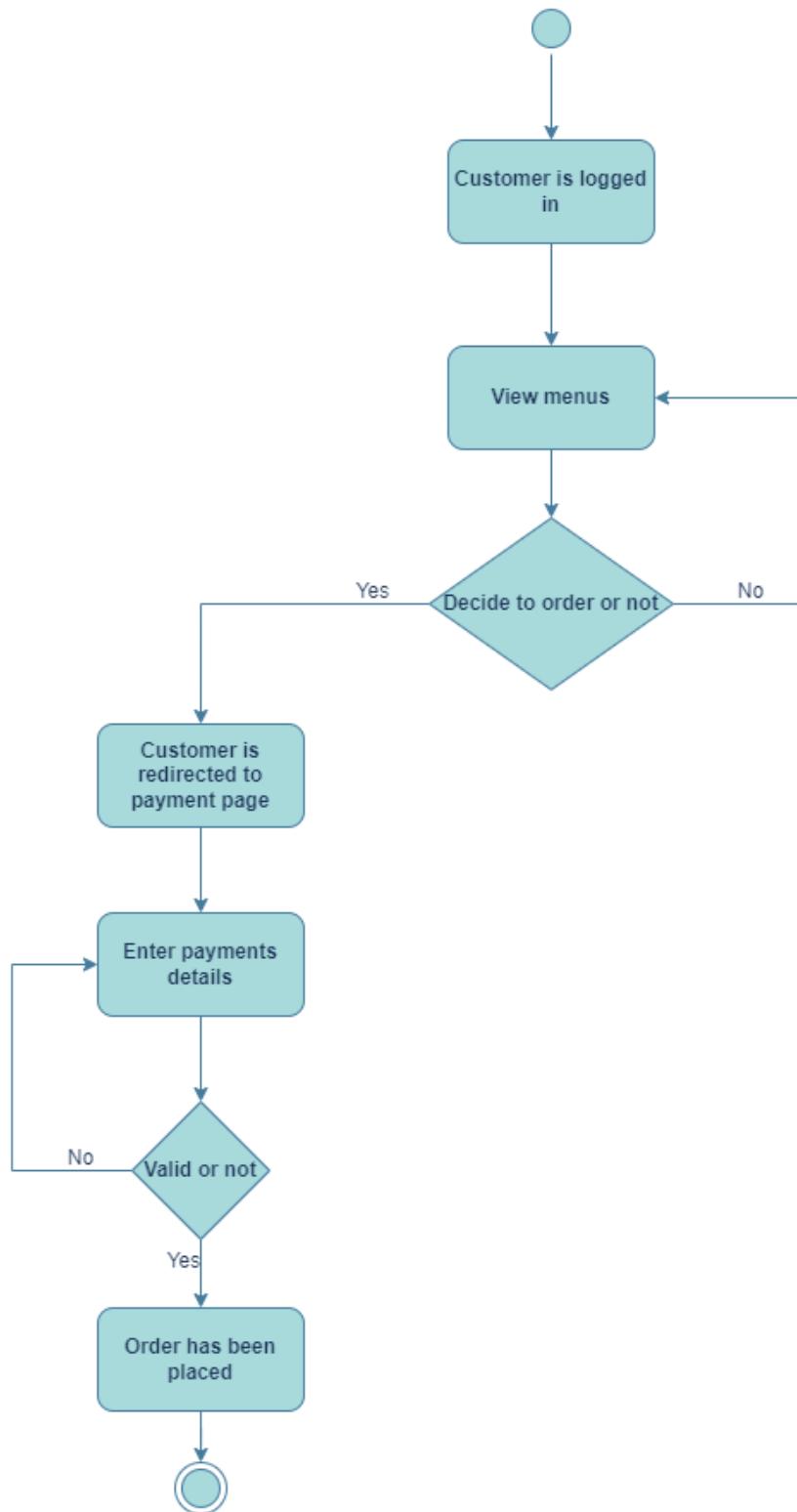
4. Admin login

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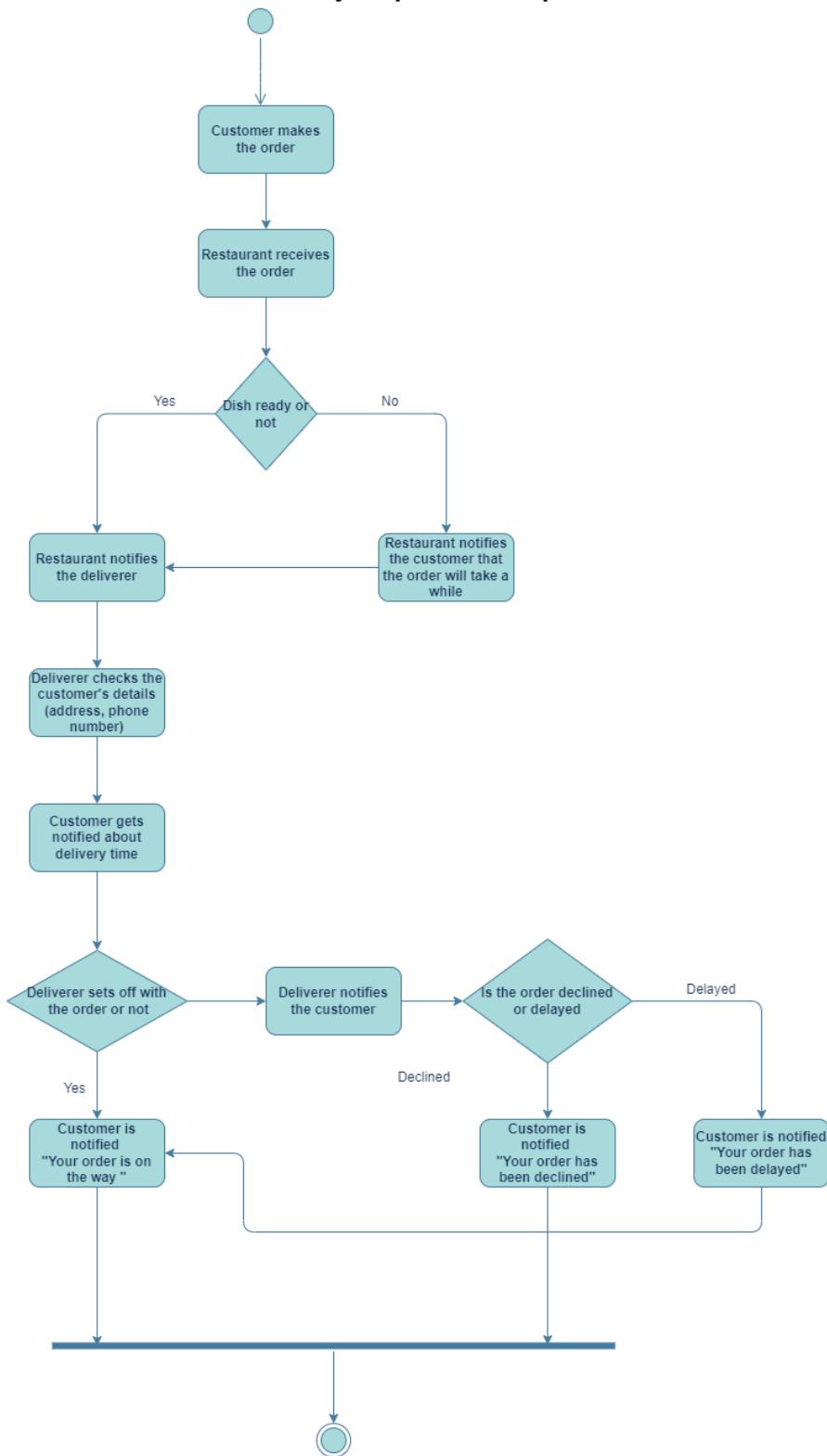
5. Order Food

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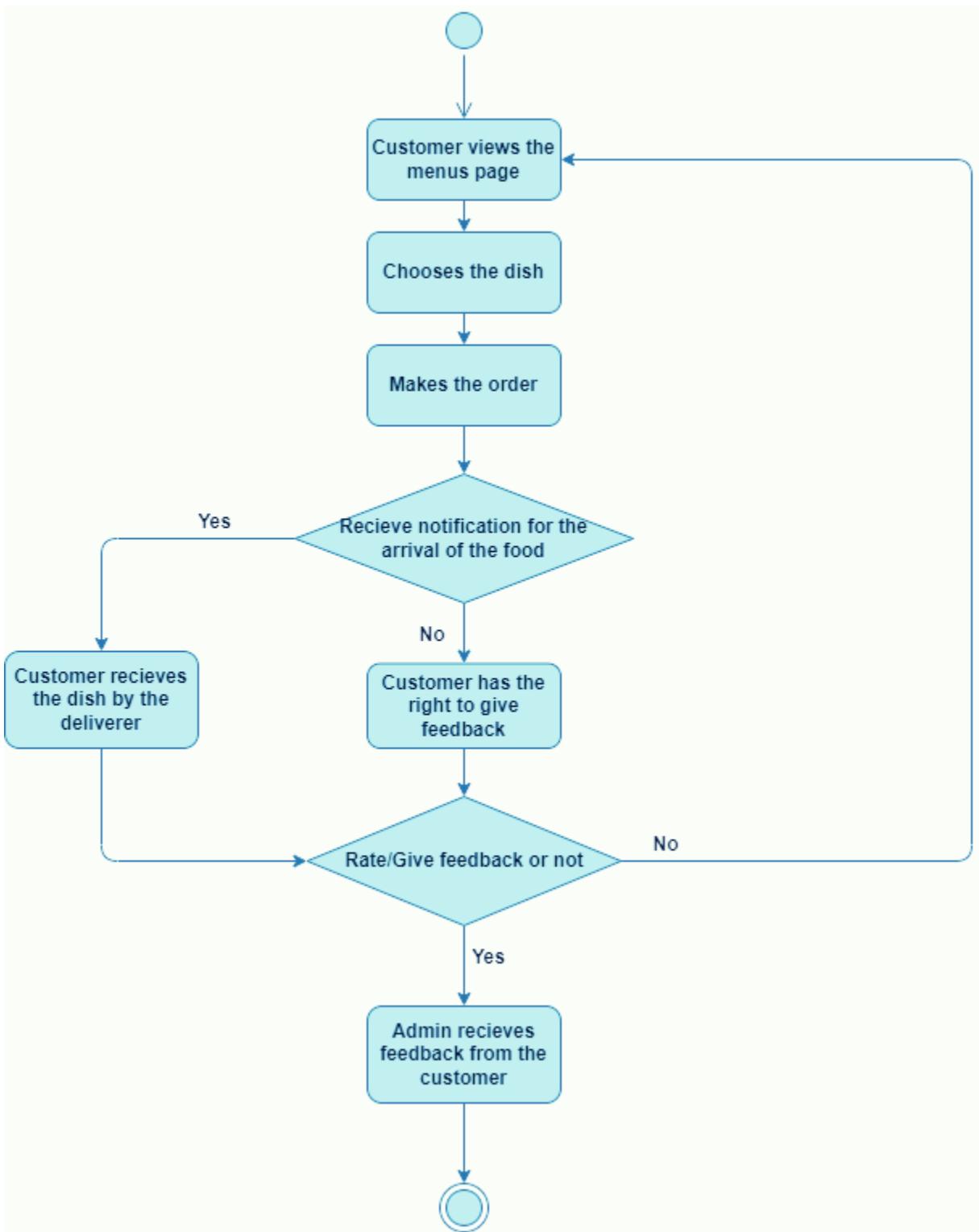
6. Customer Track Order

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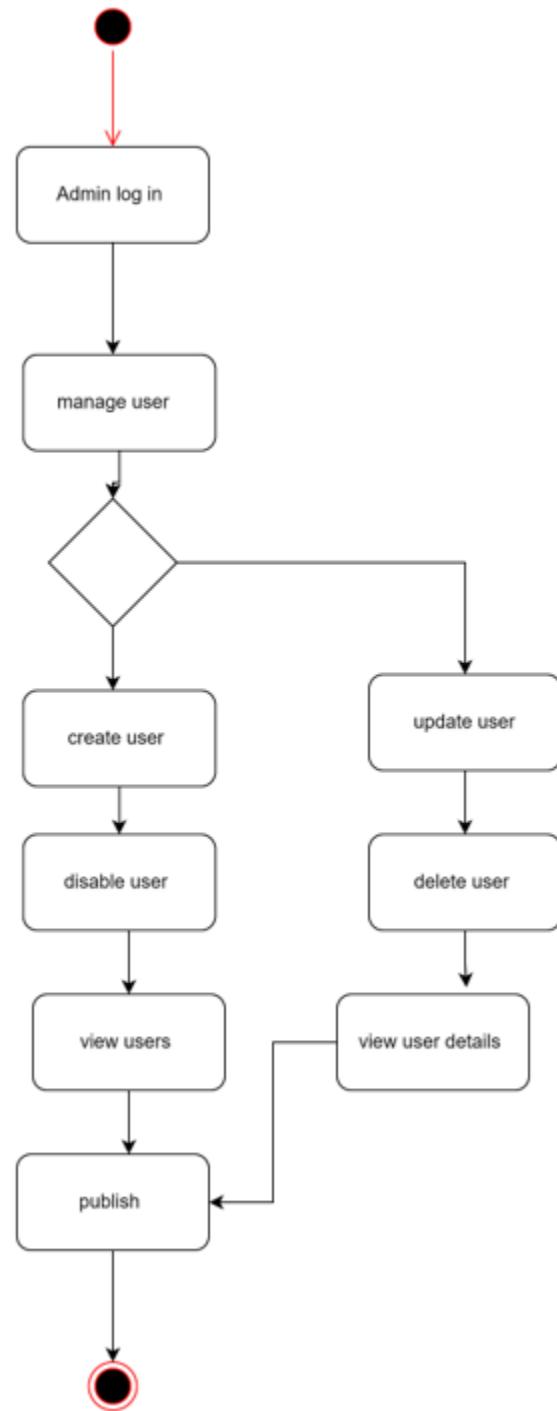
7. Customer Rate Feedback

Food Delivery Requirements Specification



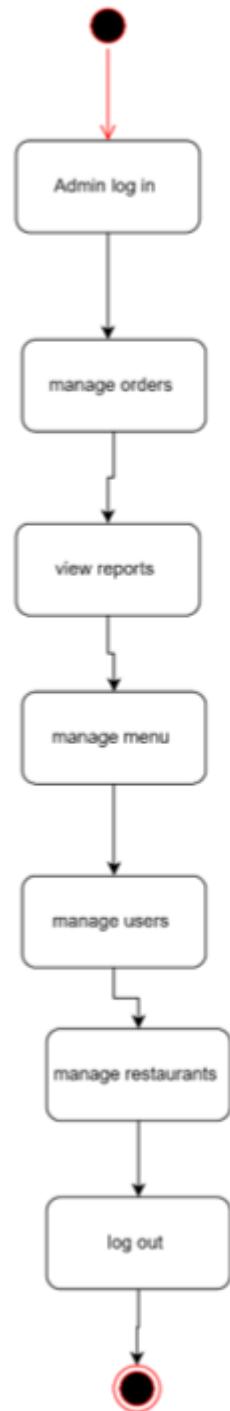
8. Admin User

Food Delivery Requirements Specification



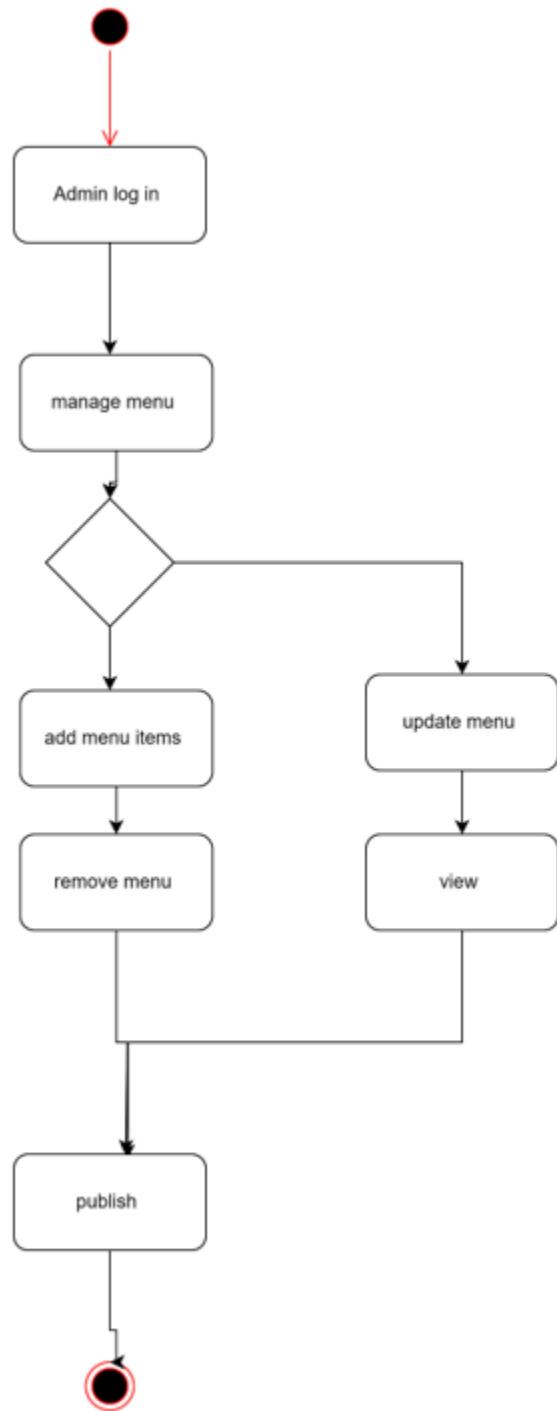
9. Admin Homepage

Food Delivery Requirements Specification



10. Admin Menu

Food Delivery Requirements Specification



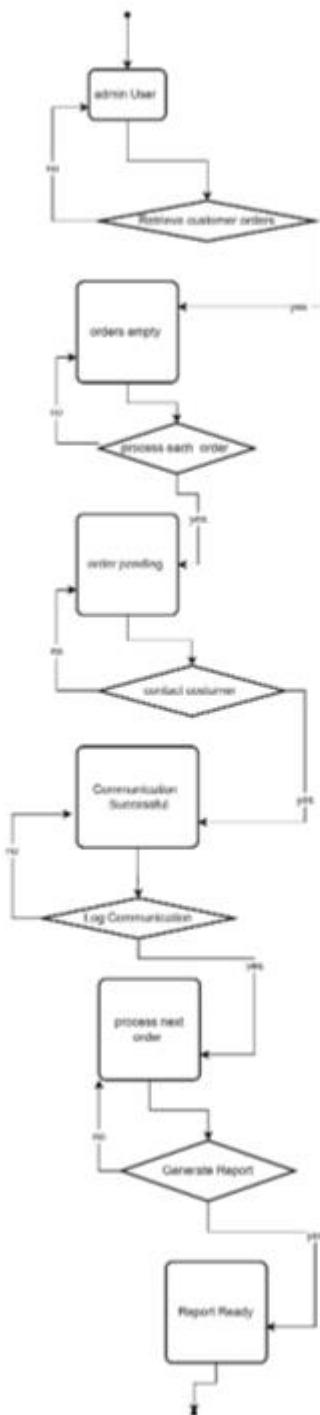
11. Admin Reports

Food Delivery Requirements Specification



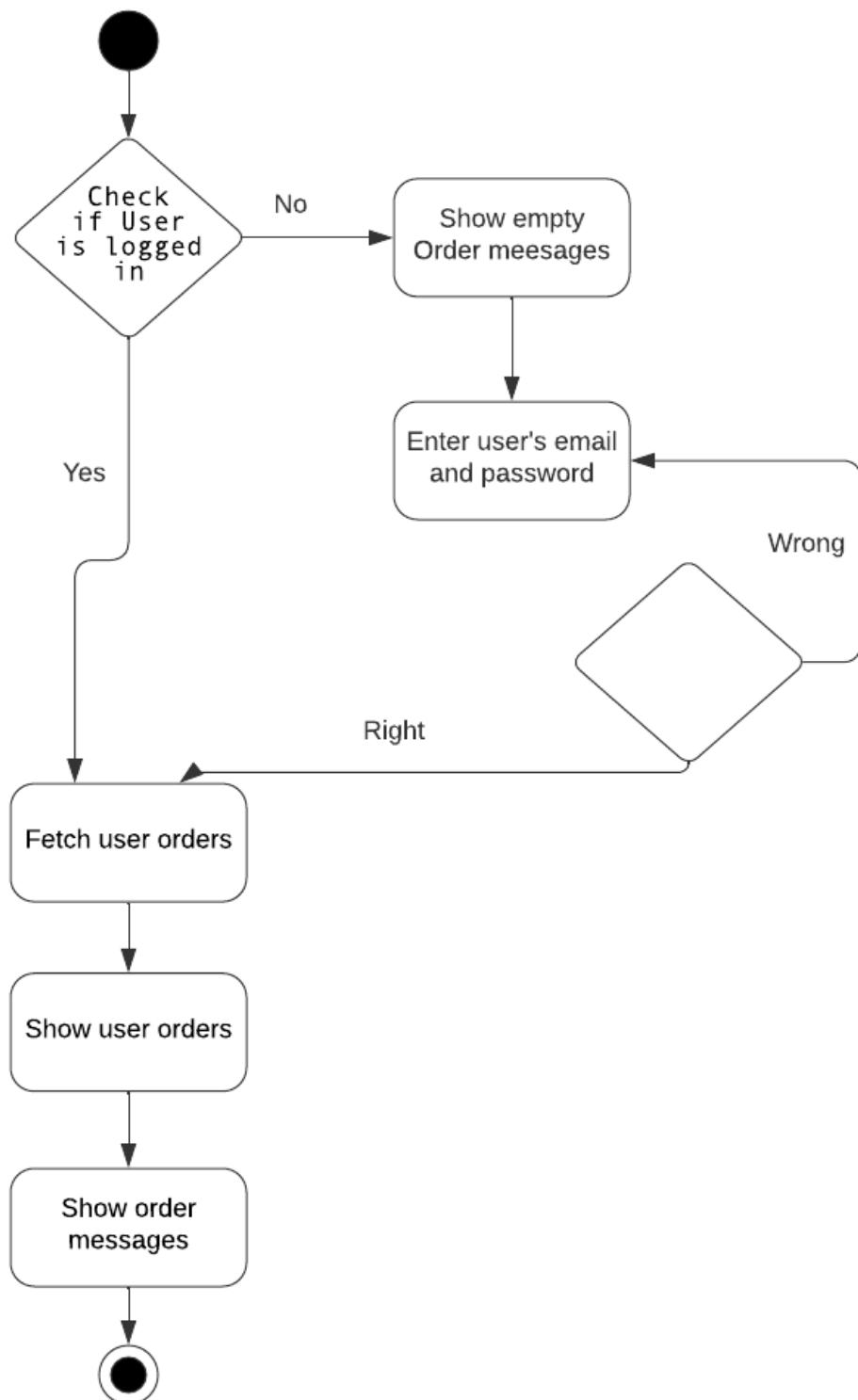
12. Admin Track Status

Food Delivery Requirements Specification

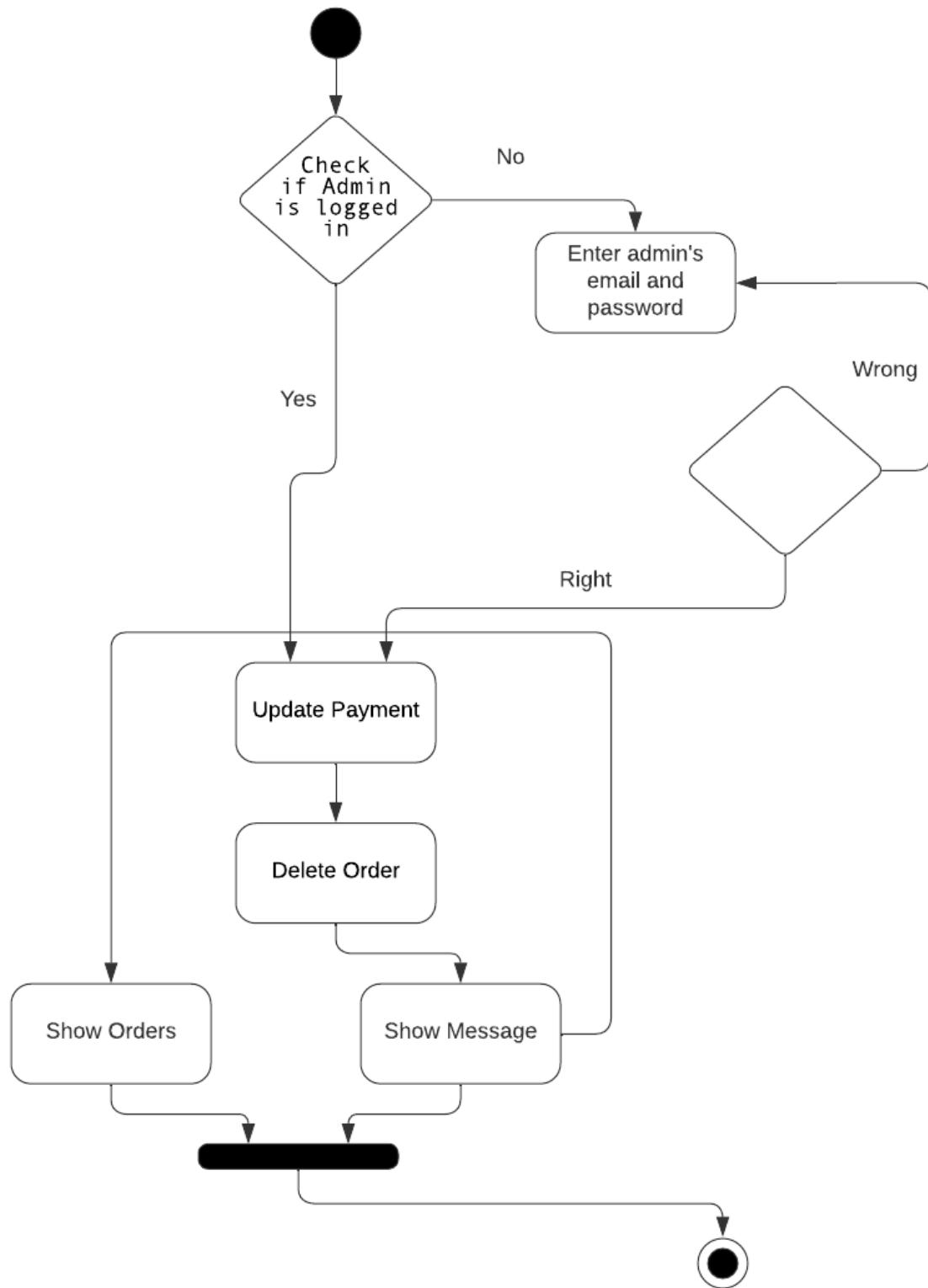


13. Orders

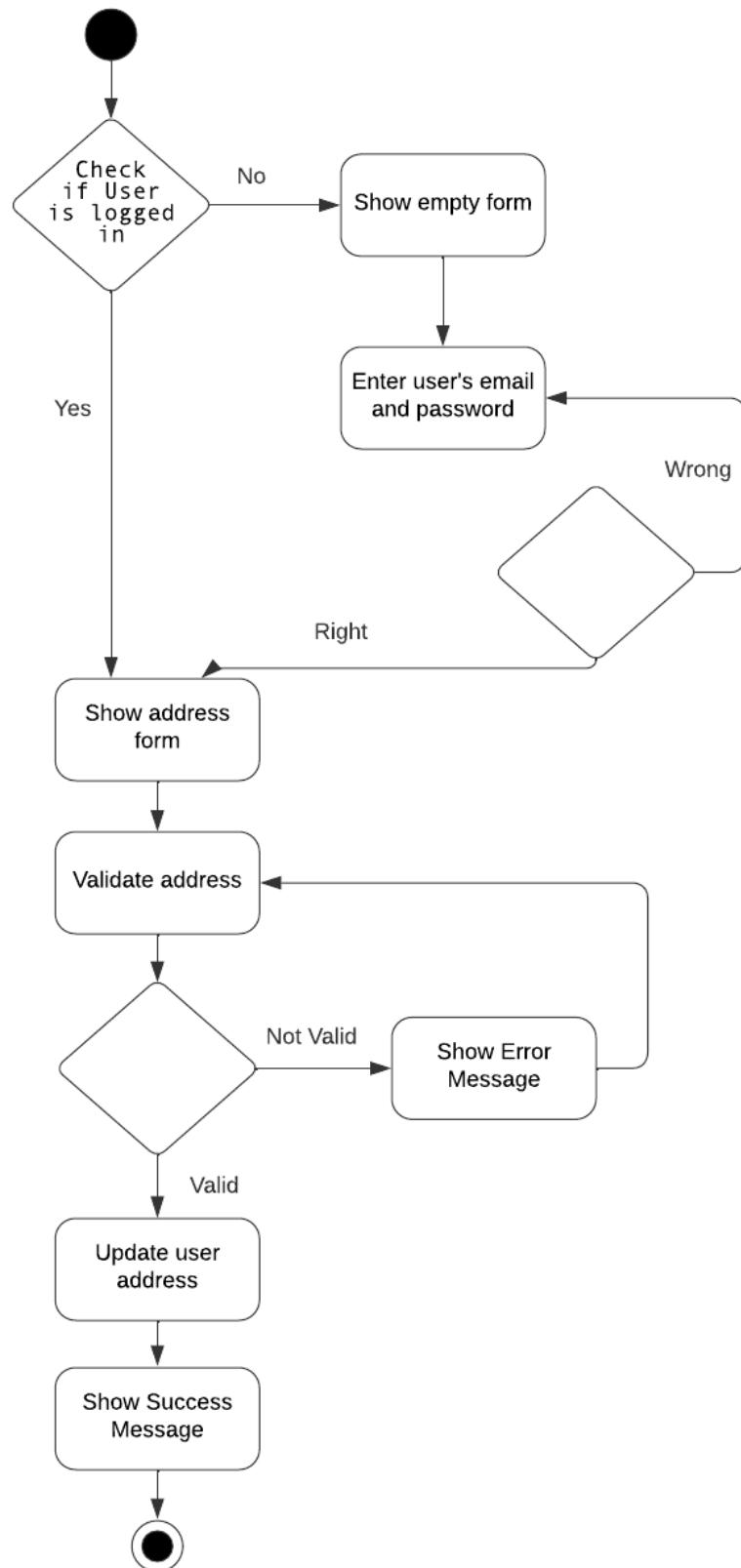
Food Delivery Requirements Specification



14. Placed orders



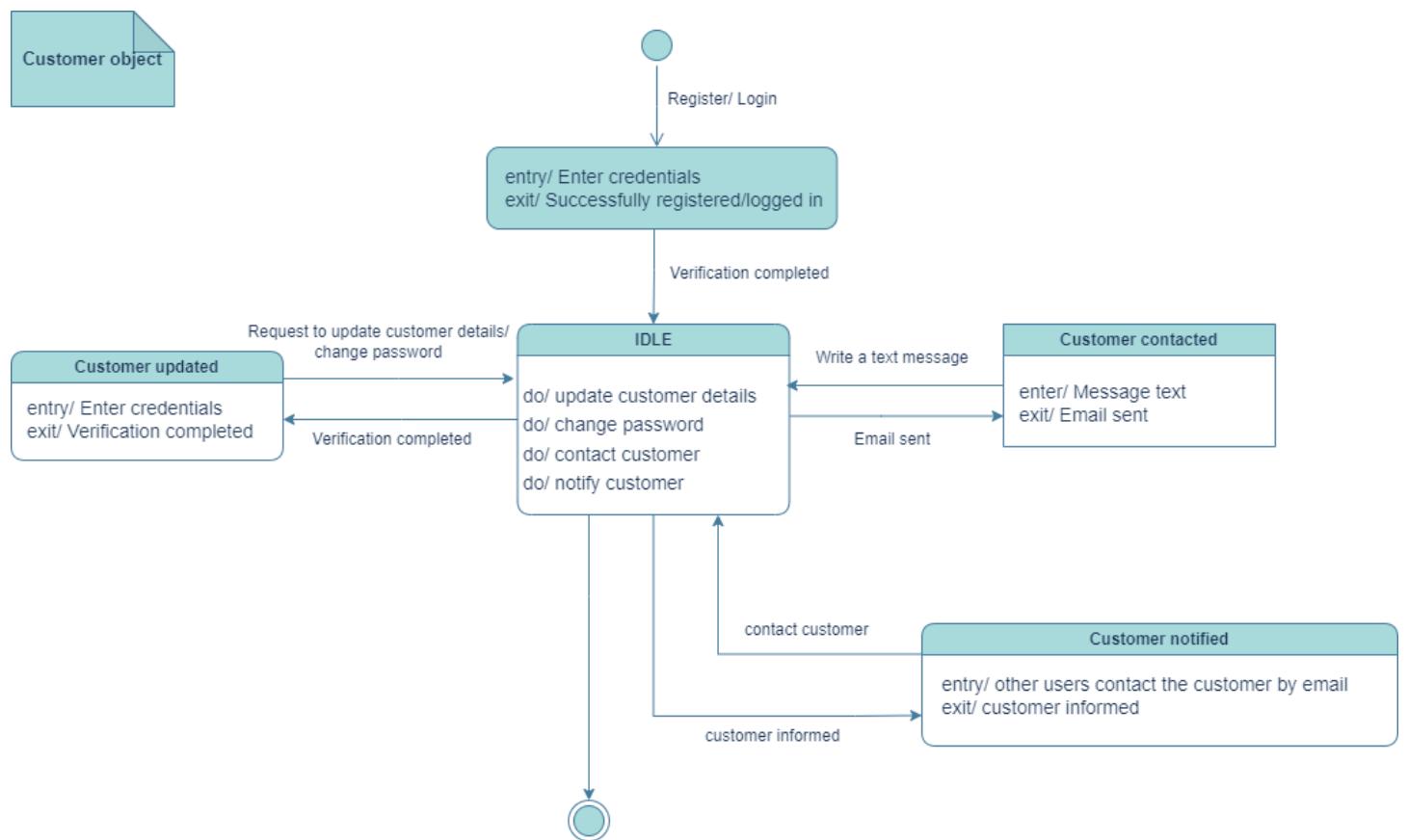
15. Update Address



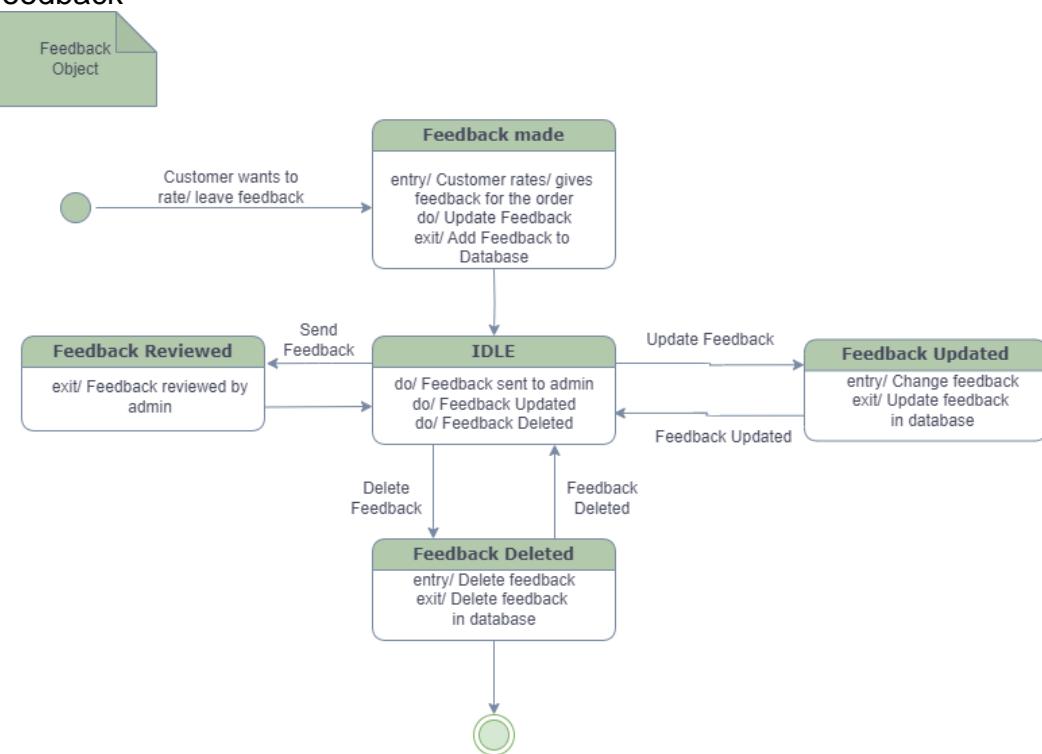
Food Delivery Requirements Specification

4.6 State Diagrams

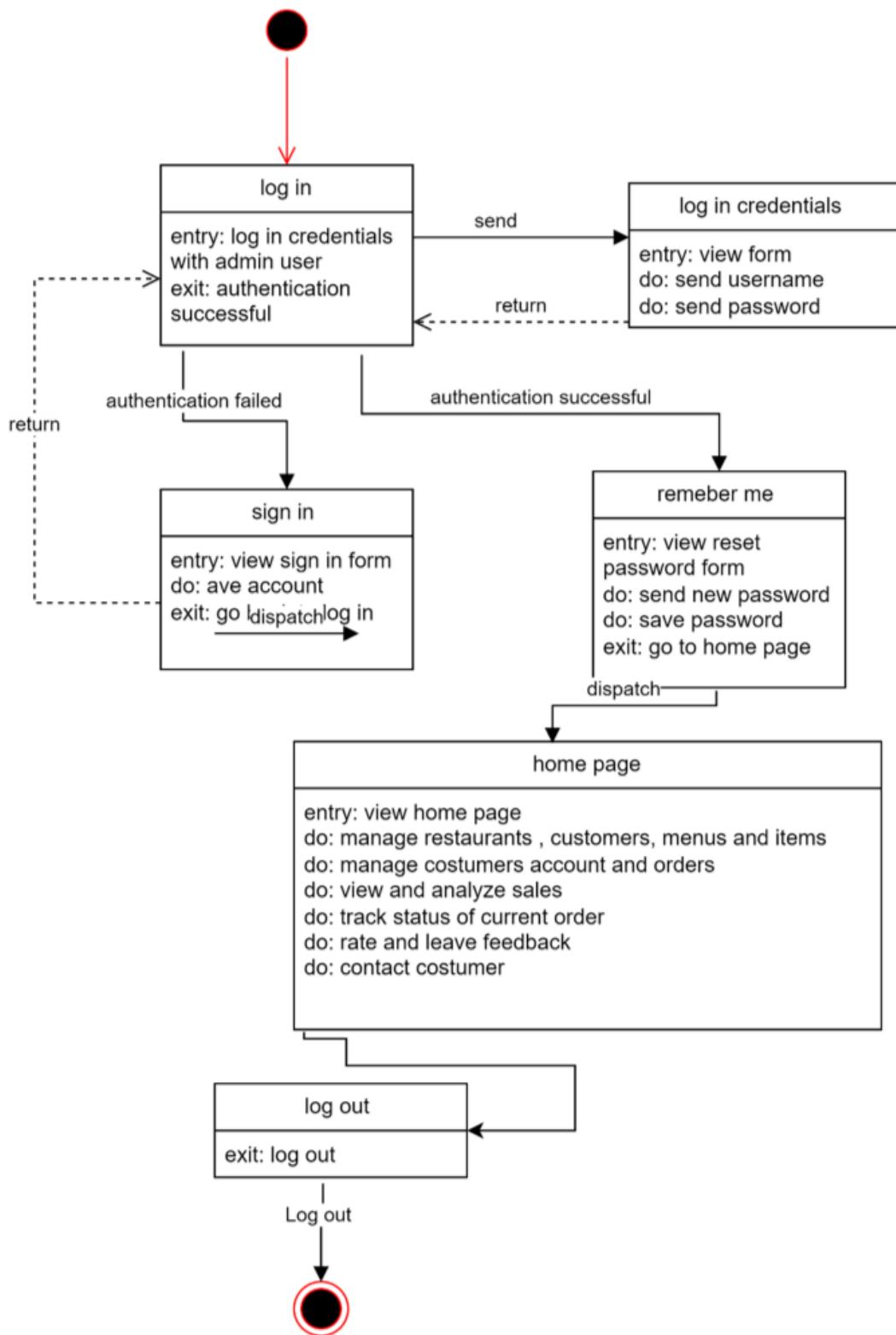
1. Customer



2. Feedback

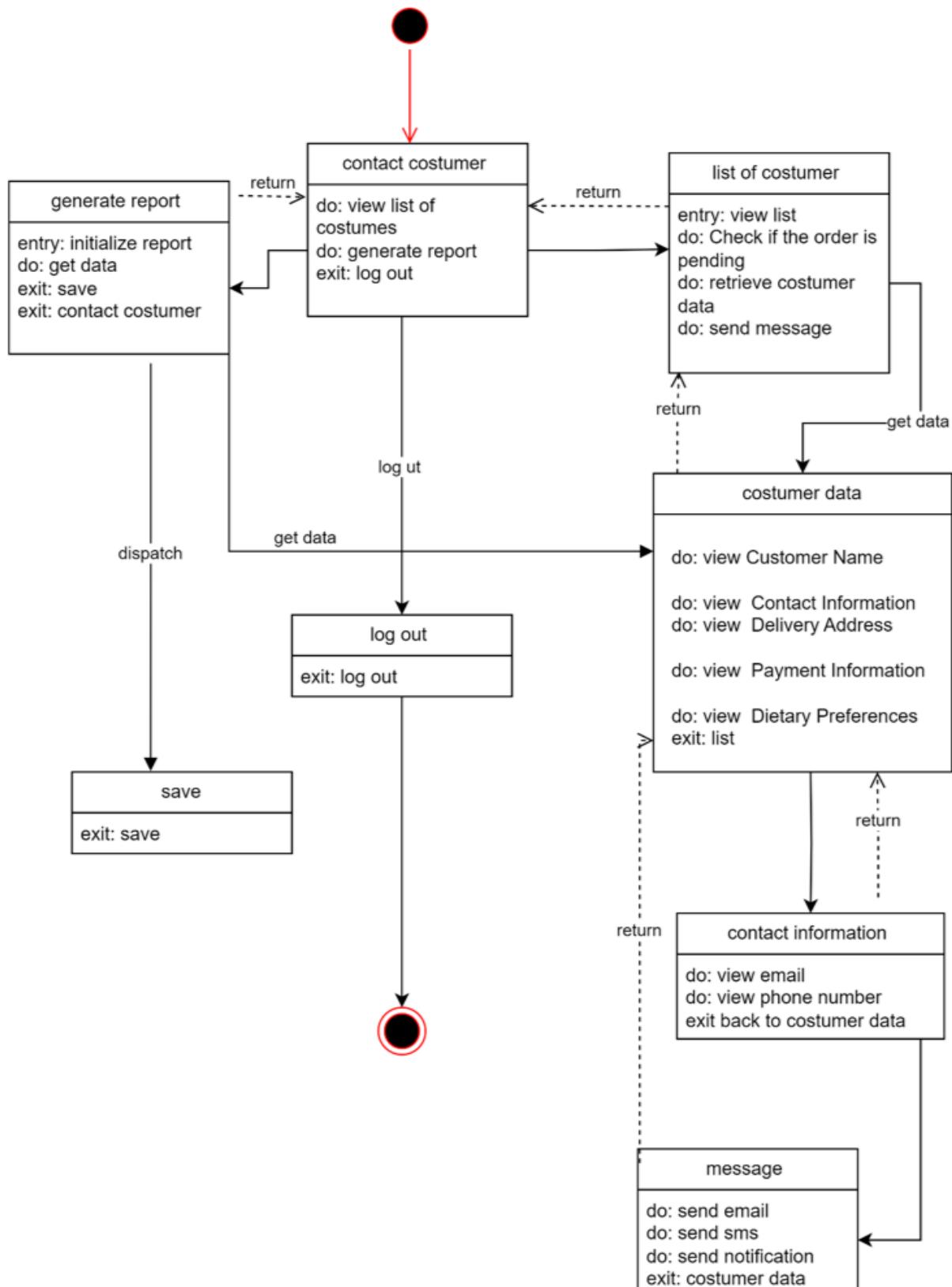


3. Admin



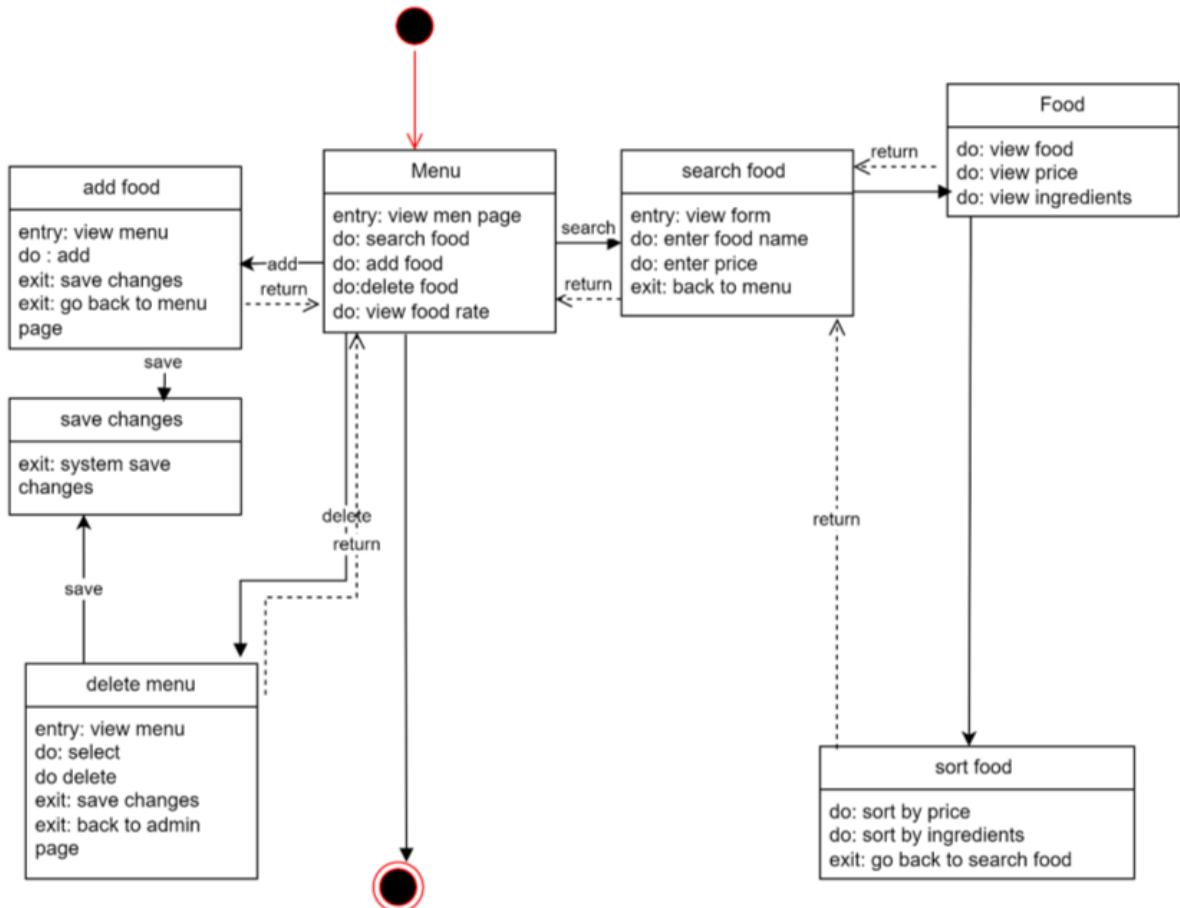
Food Delivery Requirements Specification

4. Contact admin



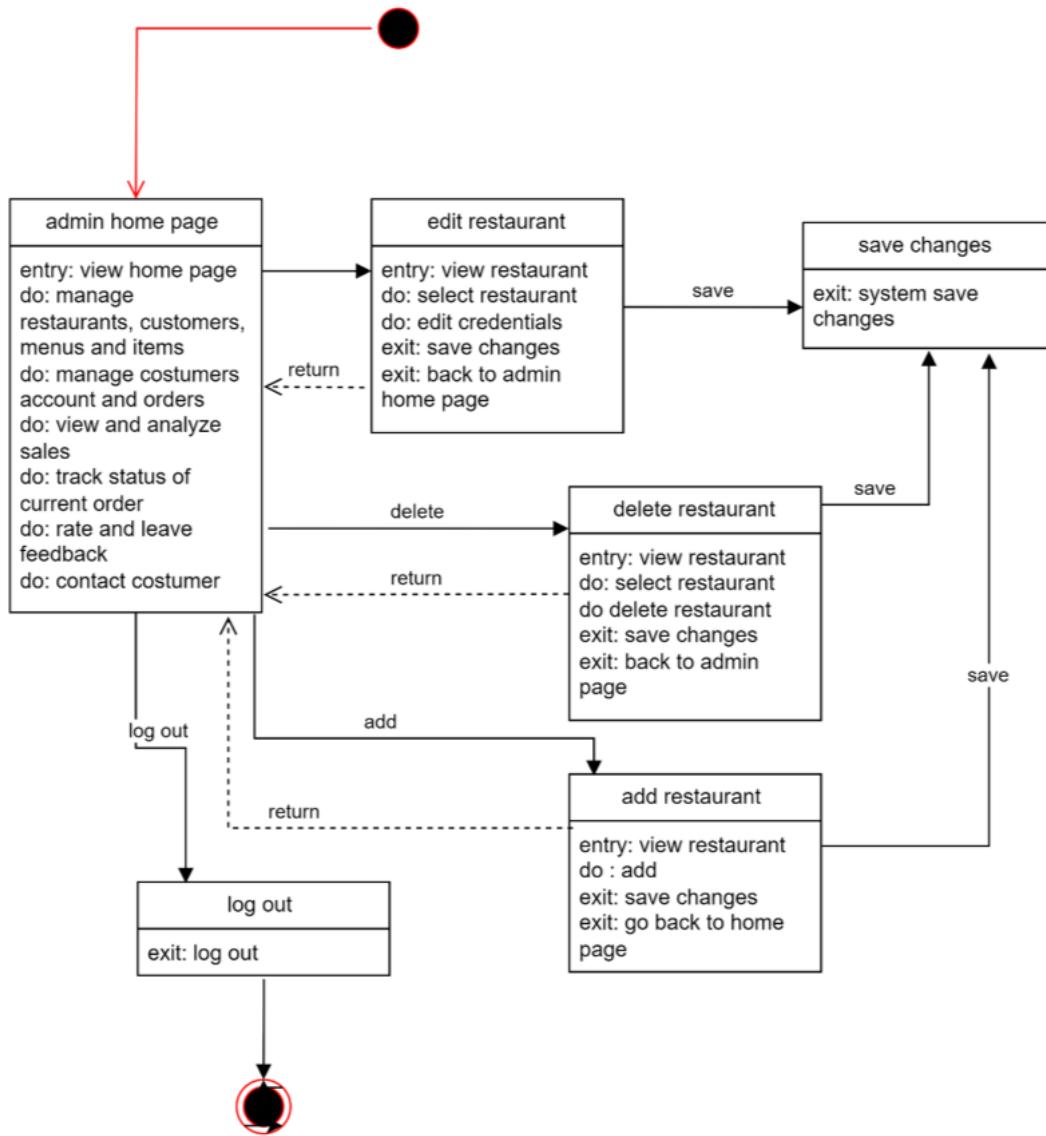
Food Delivery Requirements Specification

5. Menu



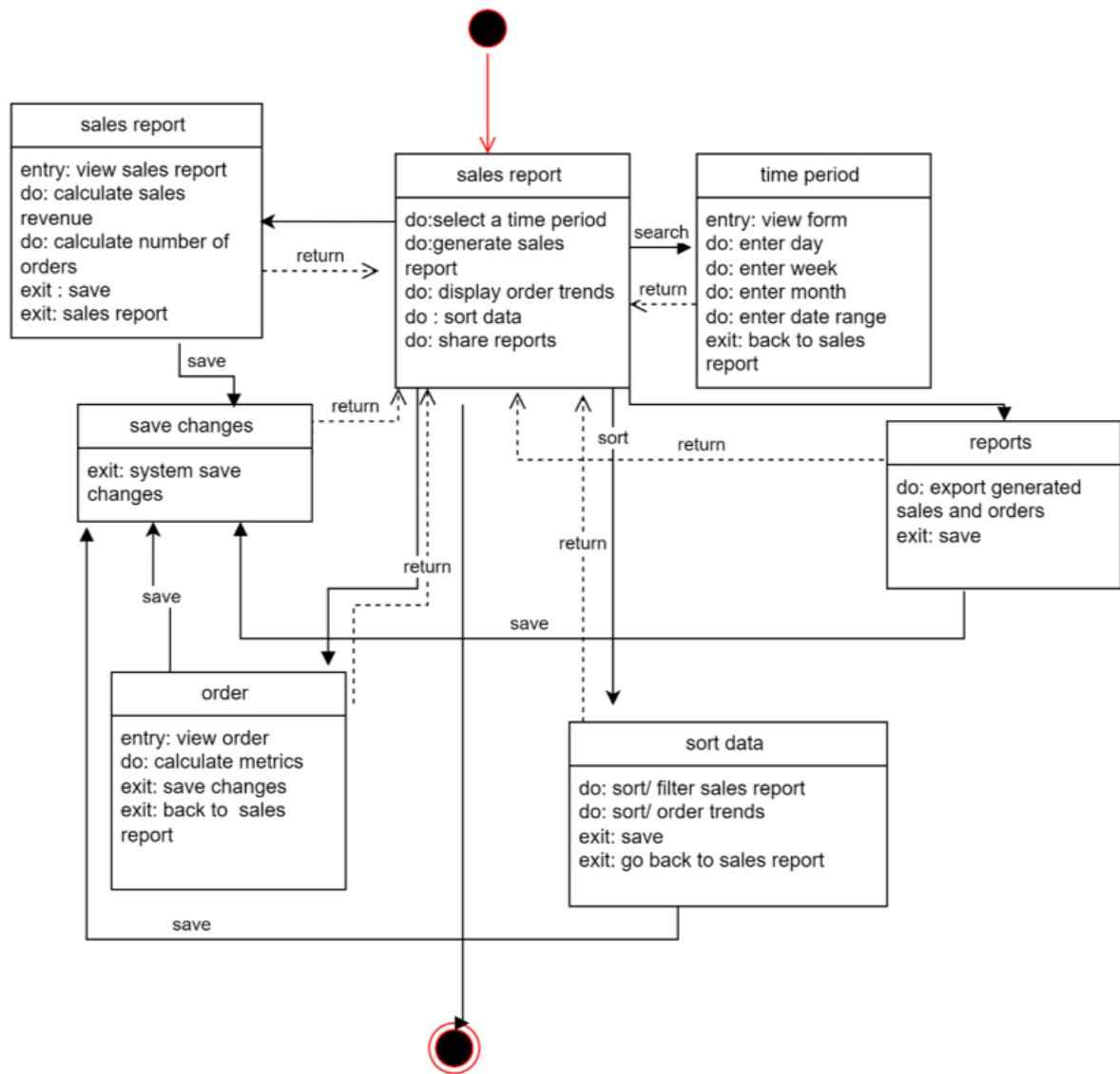
Food Delivery Requirements Specification

6. Restaurant

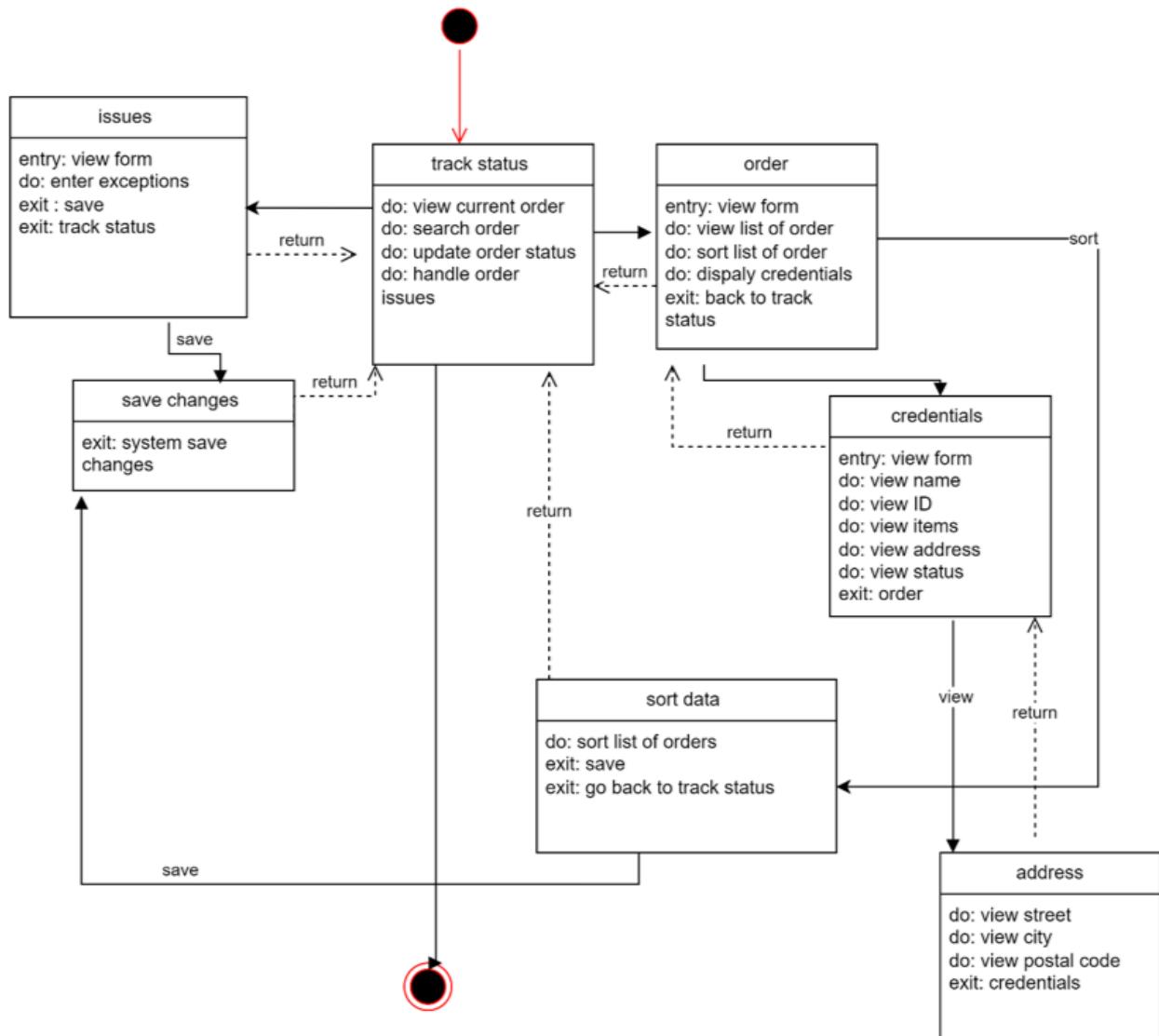


Food Delivery Requirements Specification

7. Sales report



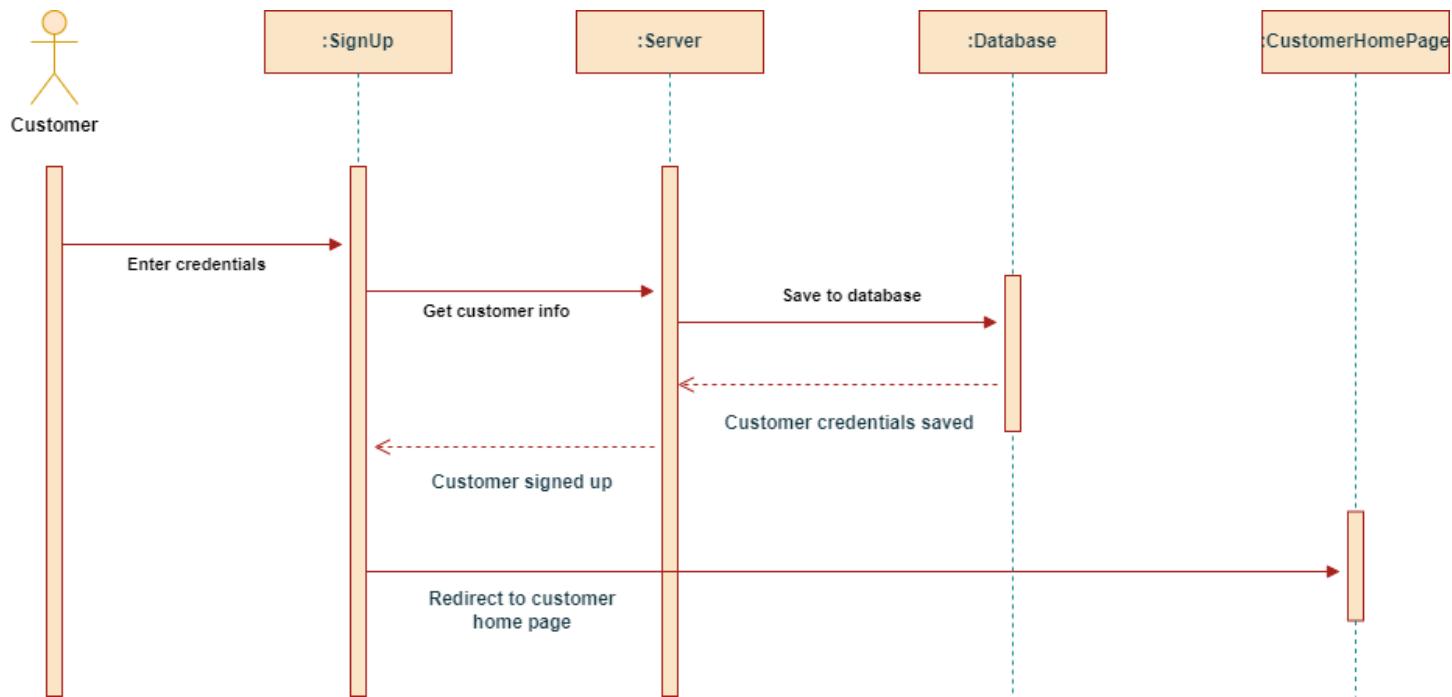
8. Track status



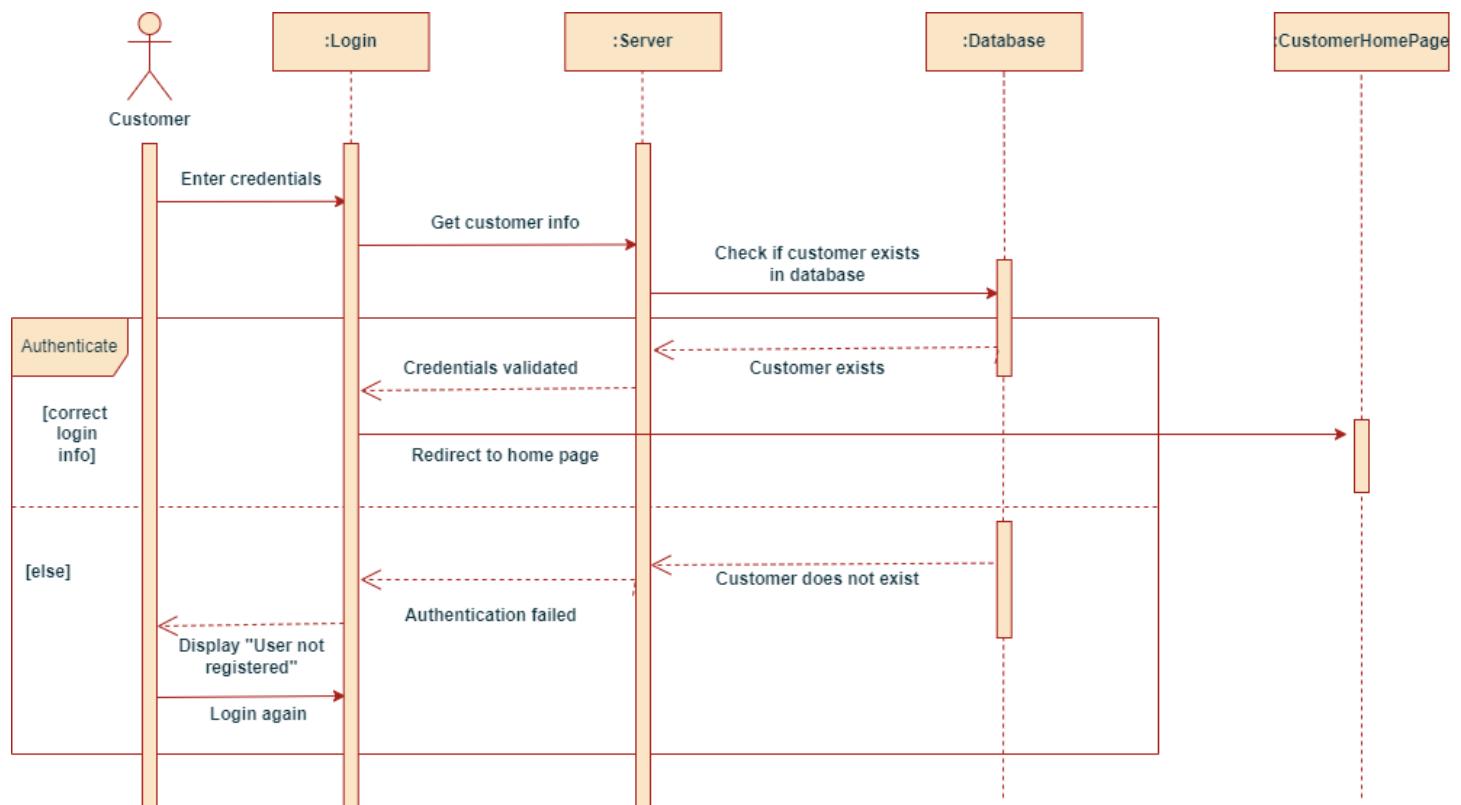
Food Delivery Requirements Specification

4.7 Sequence Diagrams

1. Customer Register

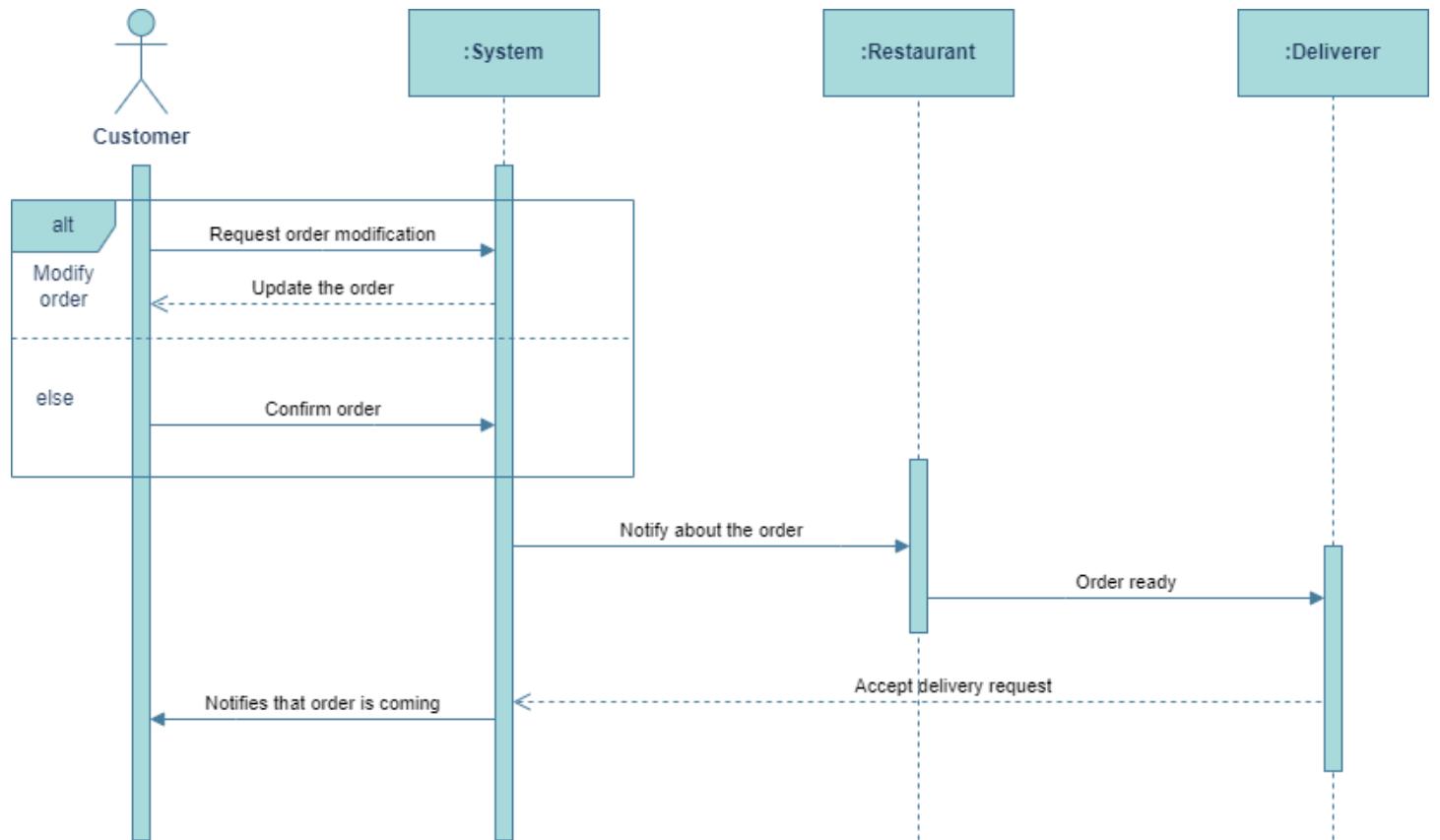


2. Customer login



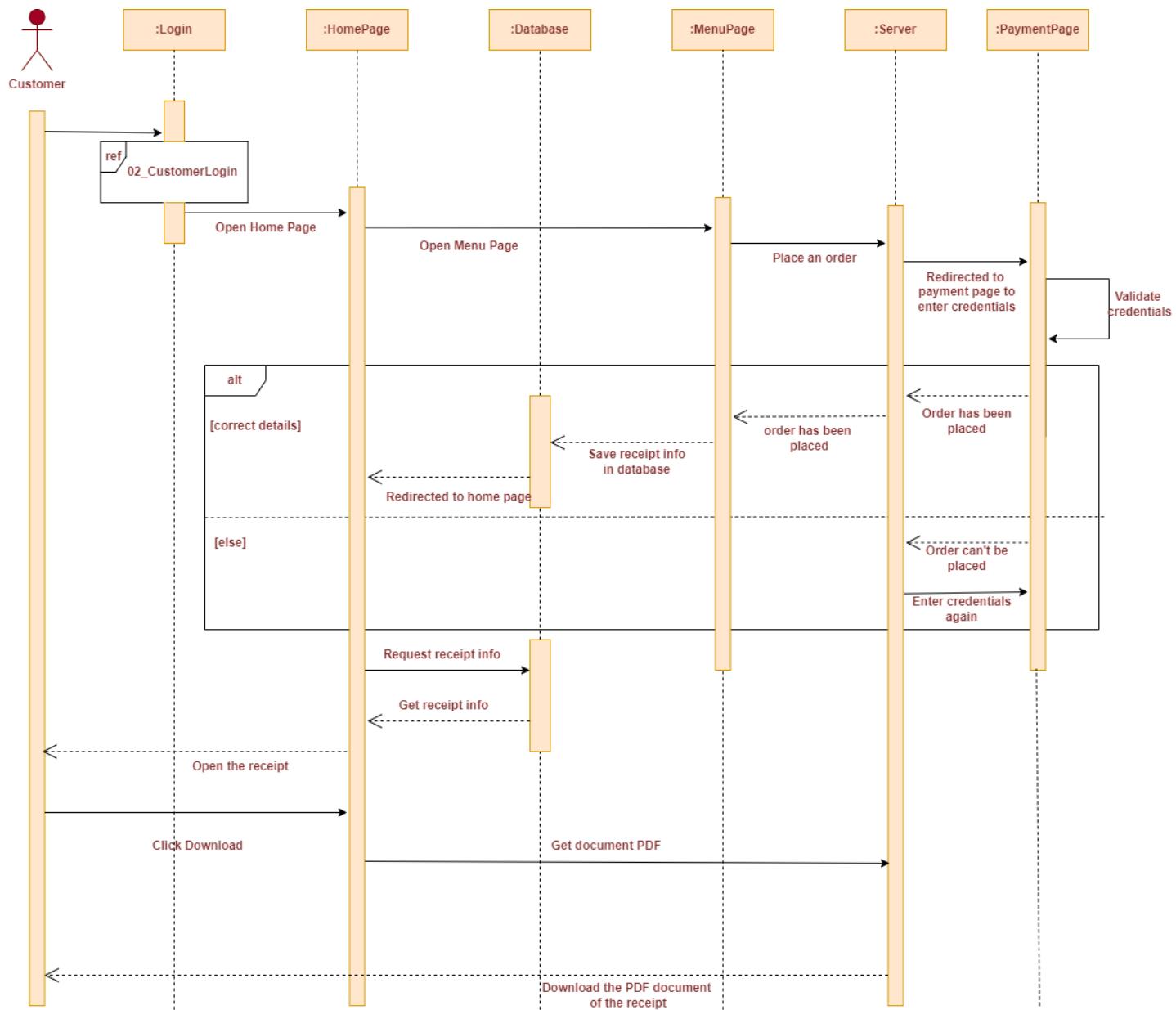
Food Delivery Requirements Specification

3. Track order



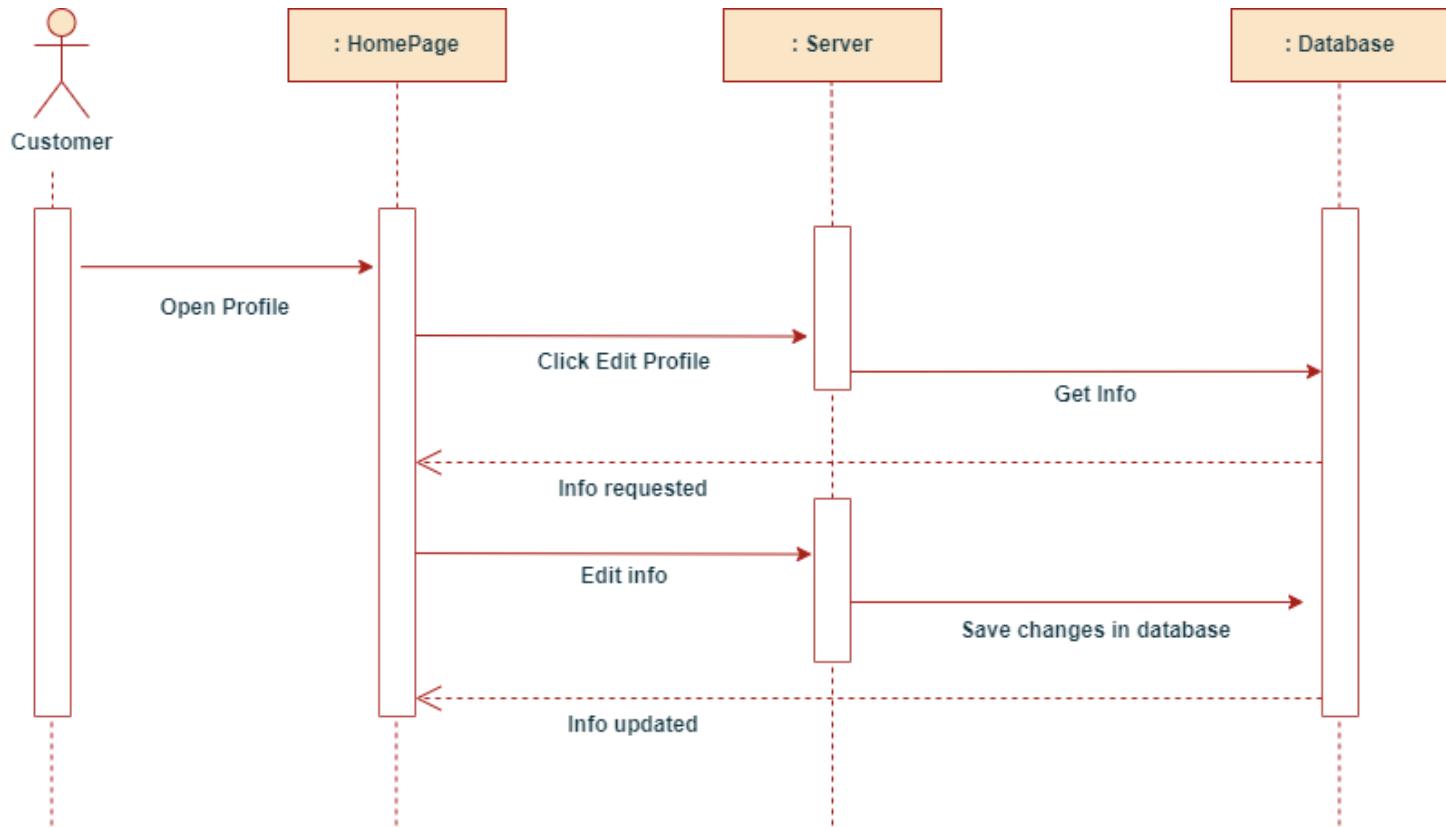
Food Delivery Requirements Specification

4. Place an order, payment, print receipt

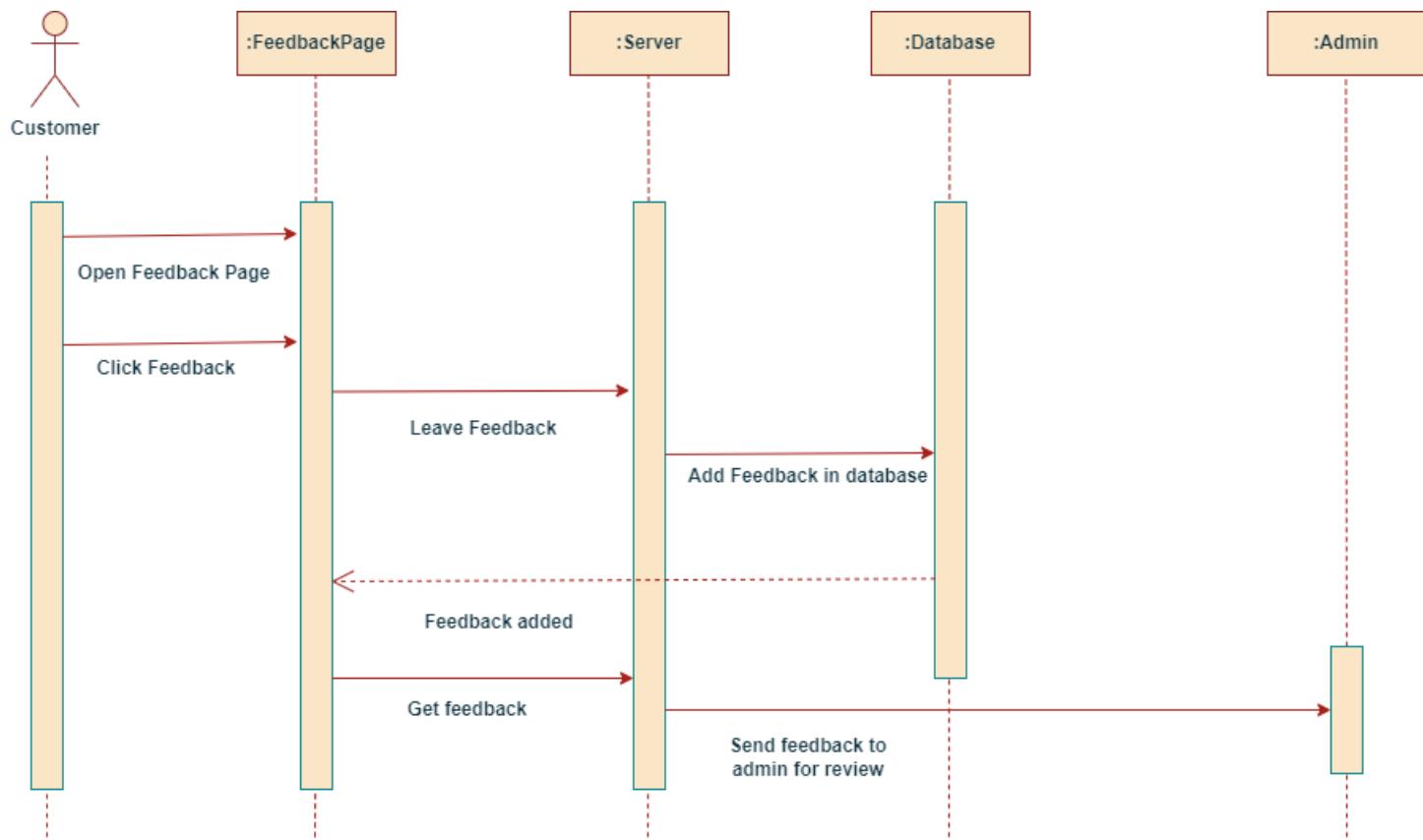


Food Delivery Requirements Specification

5. Customer Manage Profile

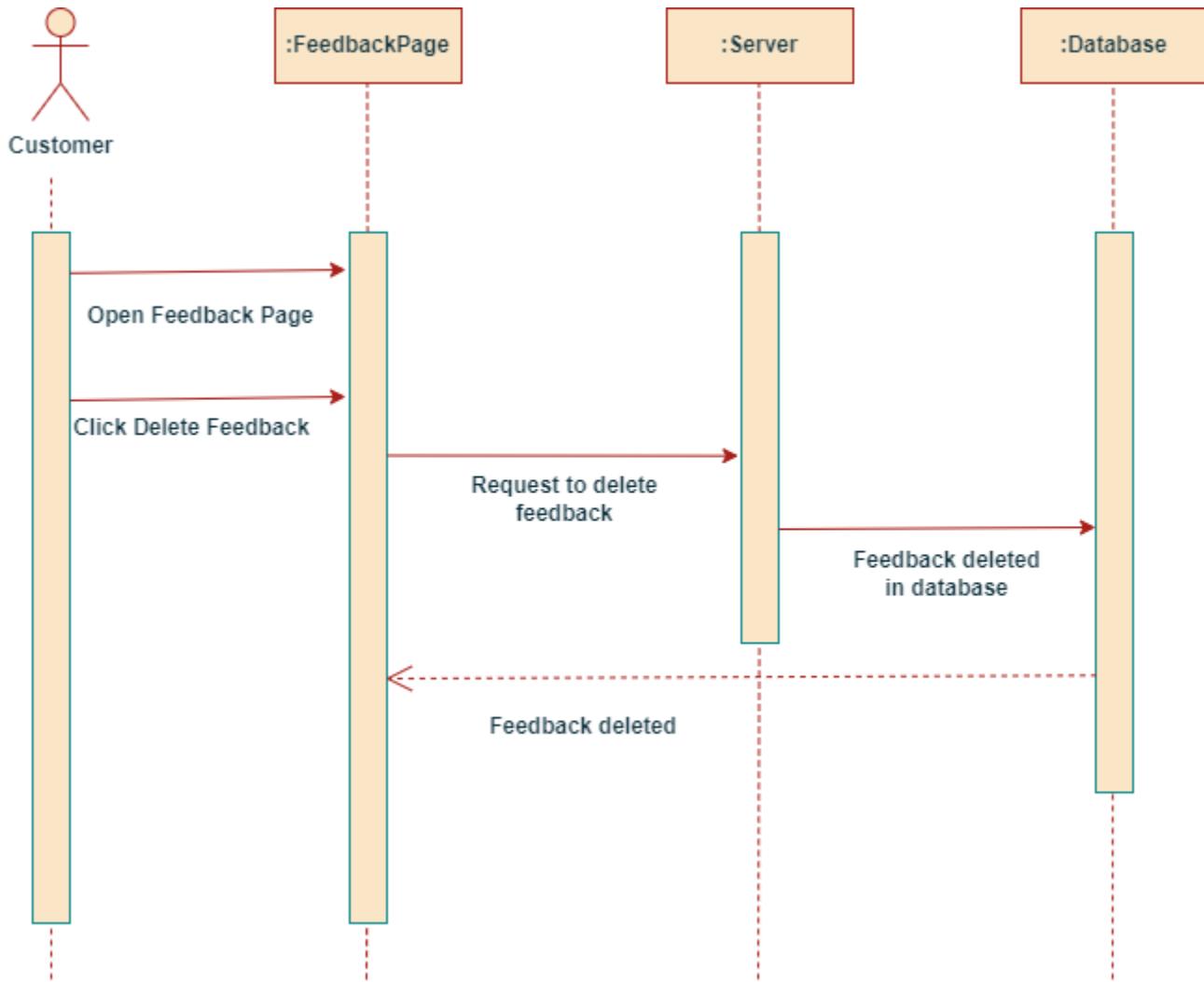


6. Leave feedback

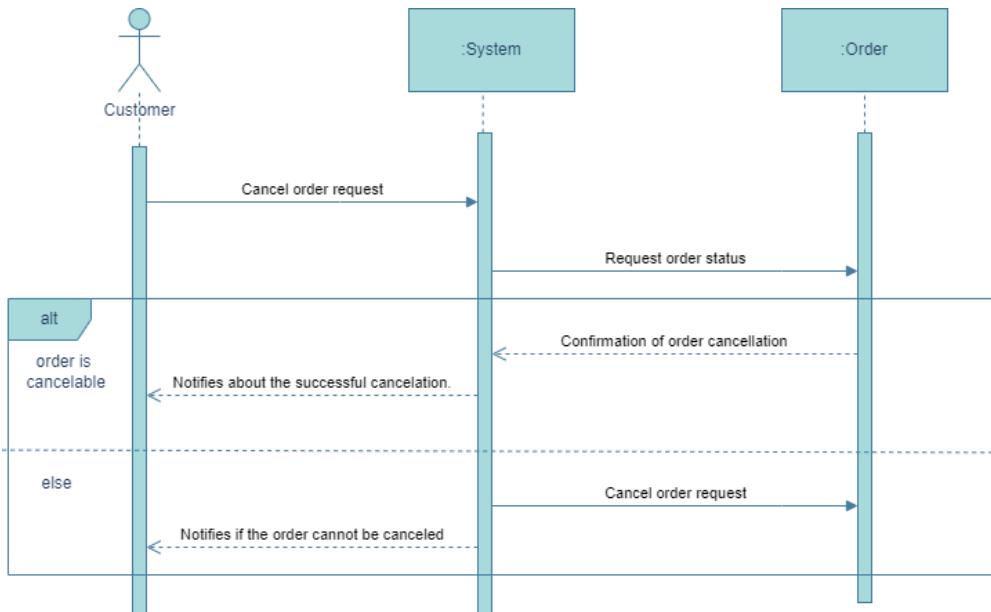


Food Delivery Requirements Specification

7. Delete Feedback

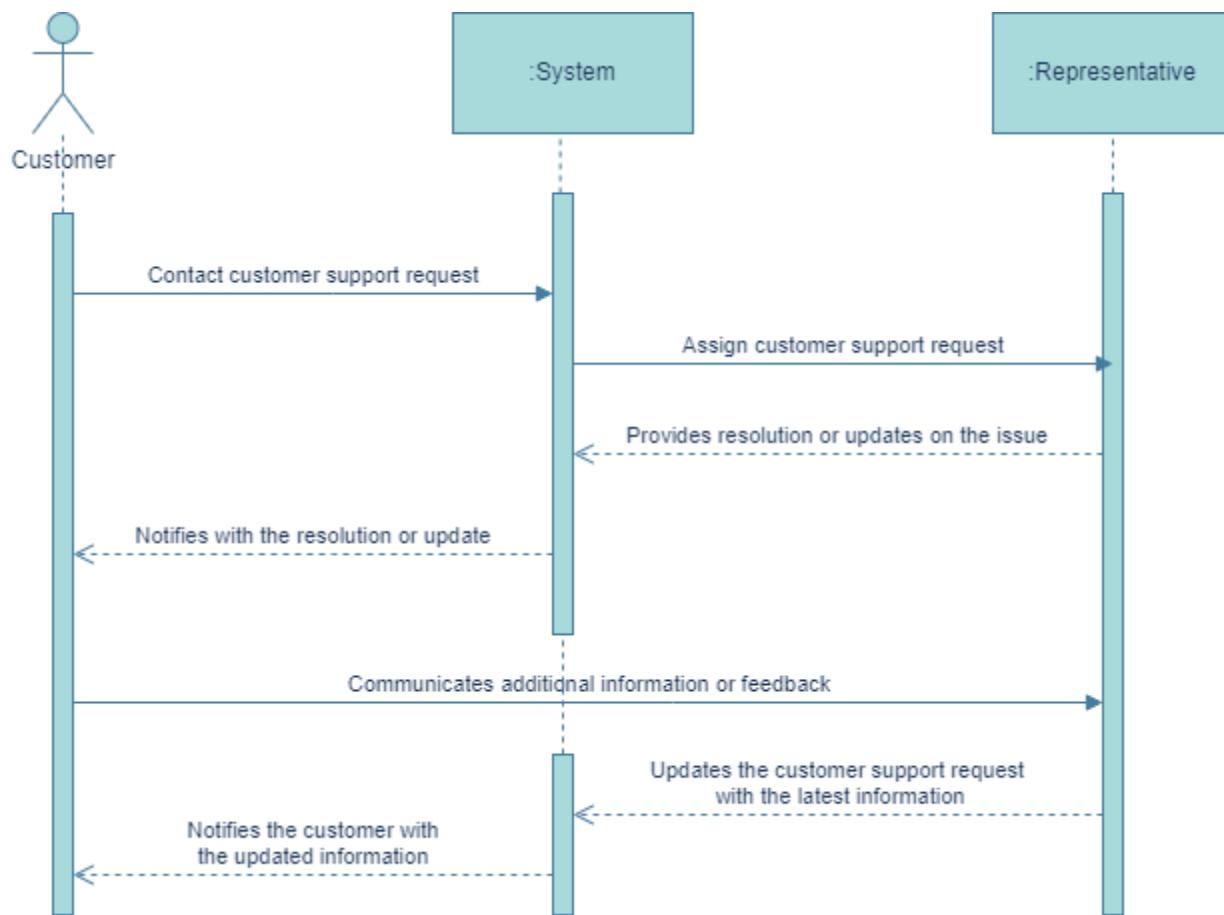


8. Cancel order



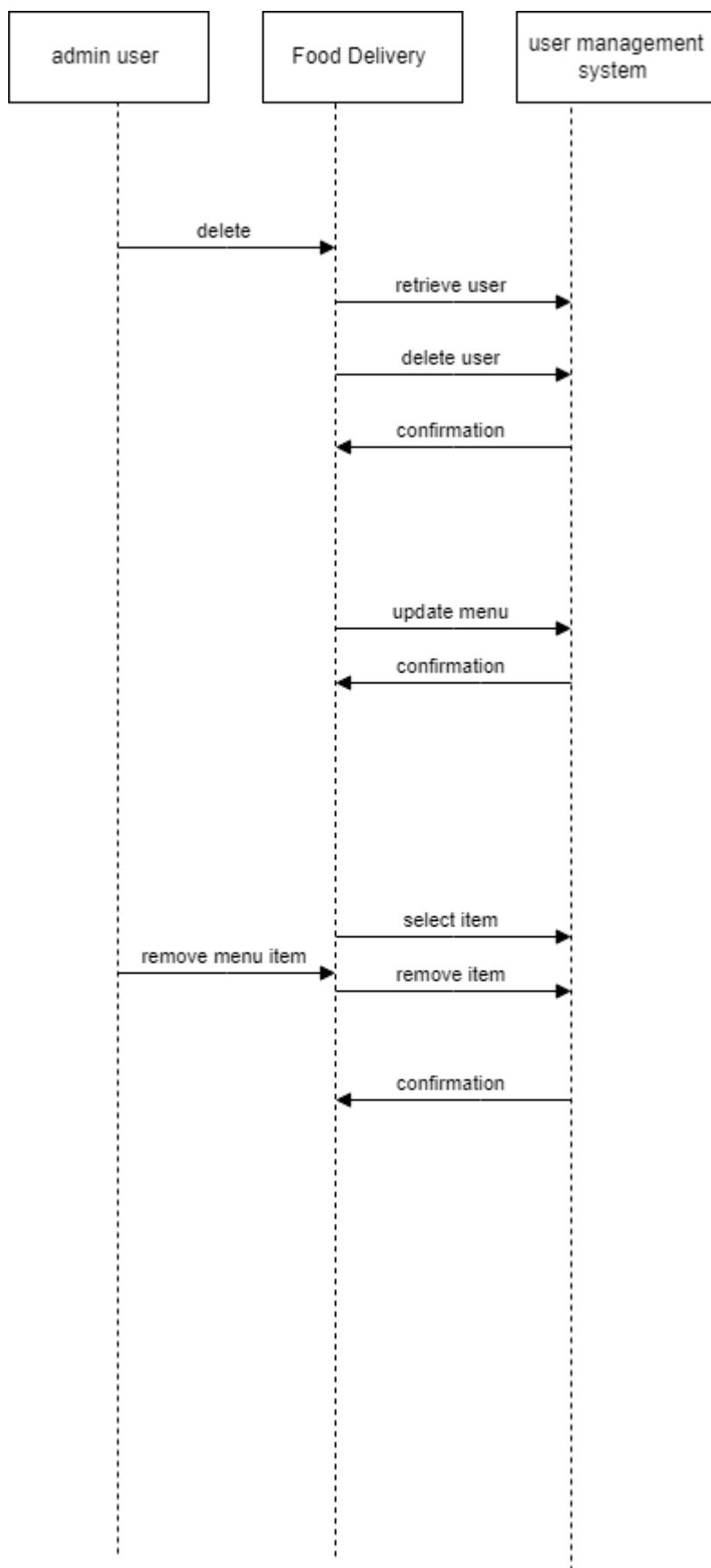
Food Delivery Requirements Specification

9. Contacting customer support



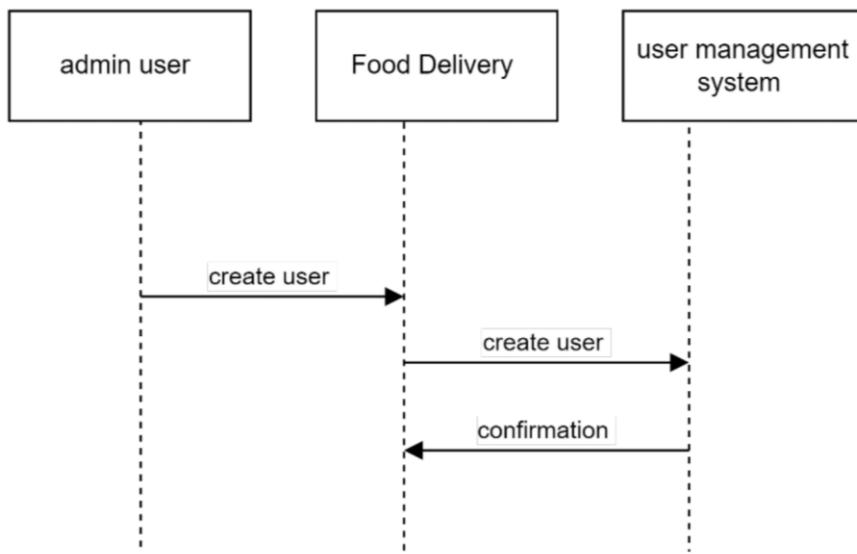
Food Delivery Requirements Specification

10. Admin

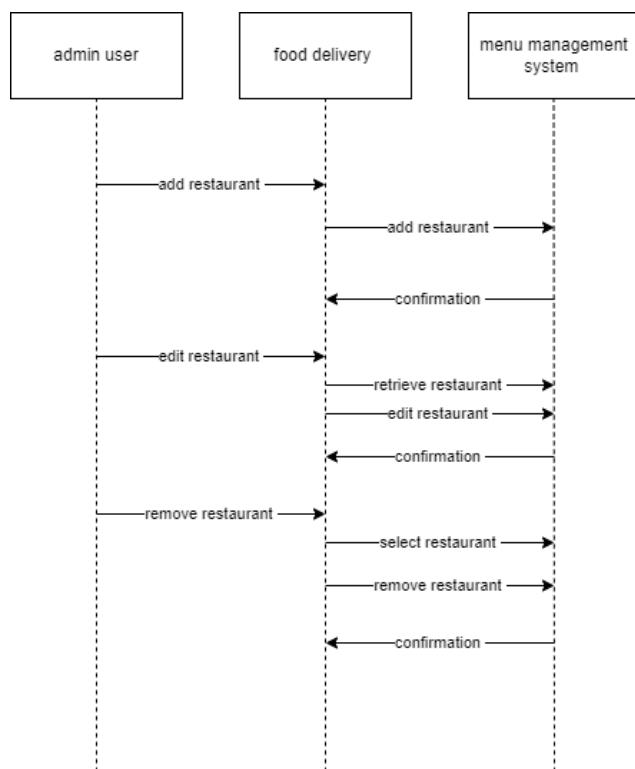


Food Delivery Requirements Specification

11. Menu

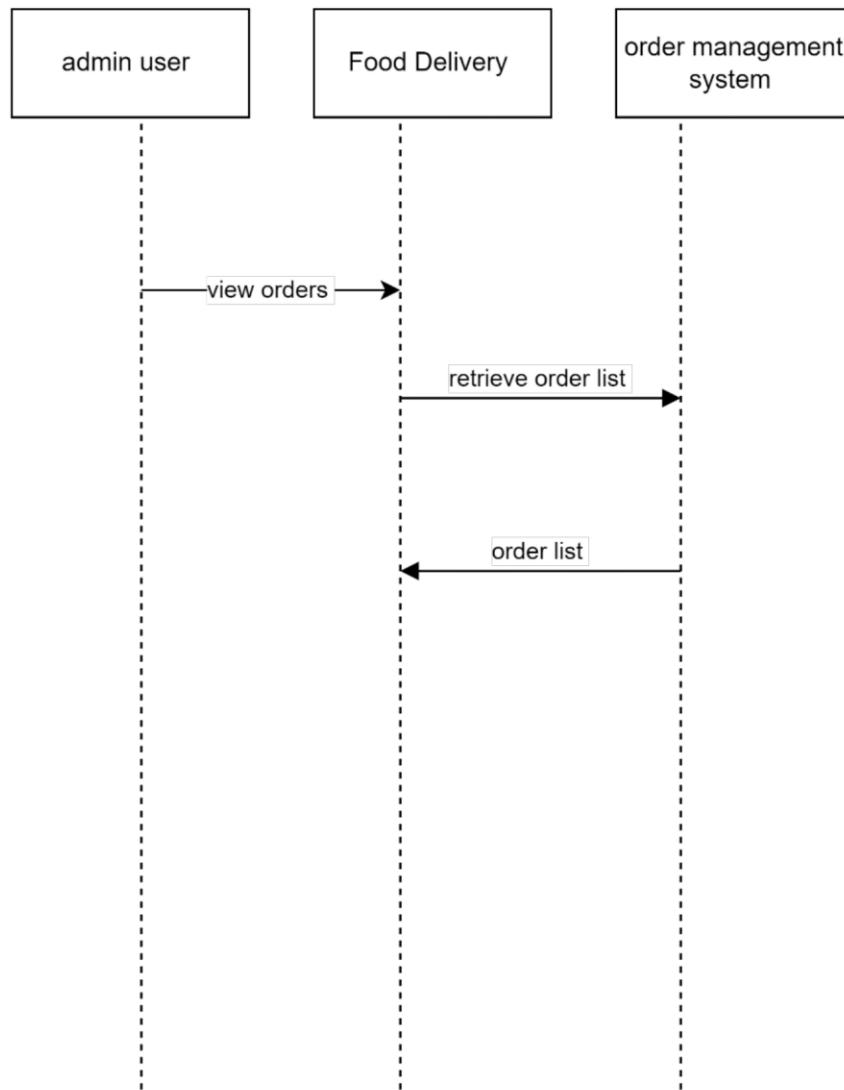


12. Restaurant



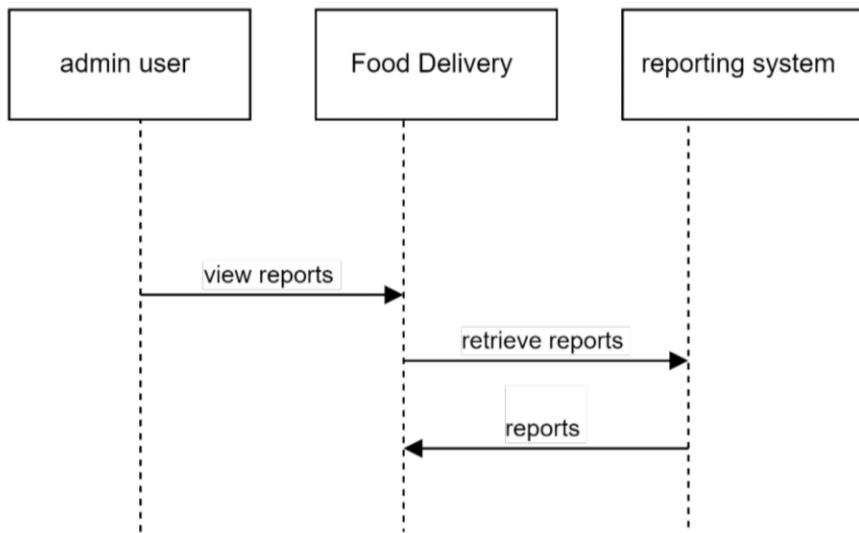
Food Delivery Requirements Specification

13. Order

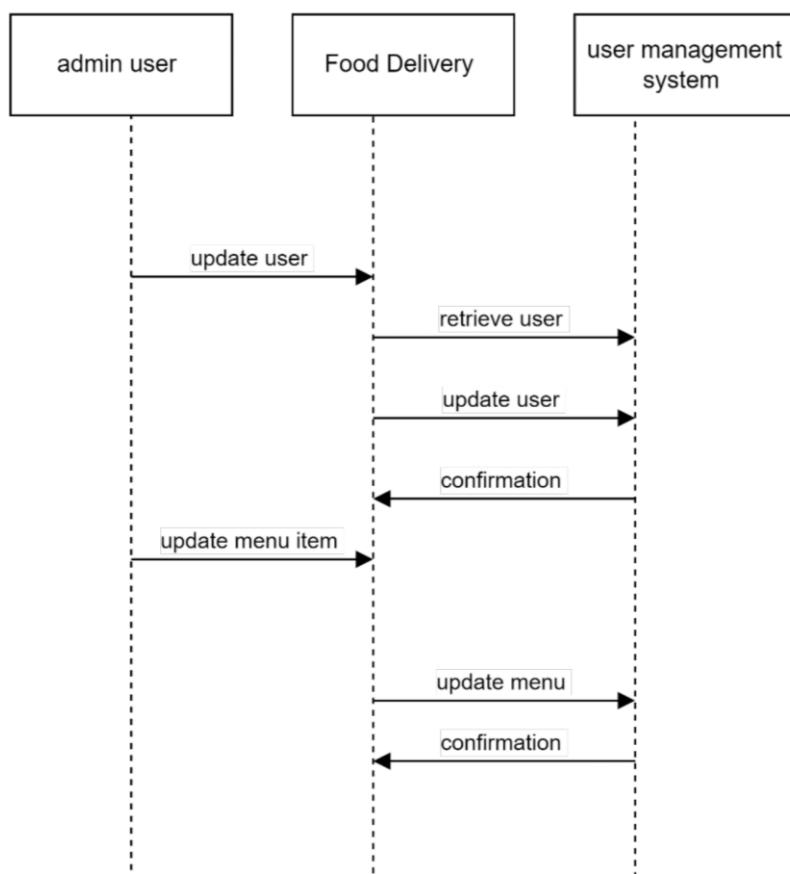


Food Delivery Requirements Specification

14. Reports



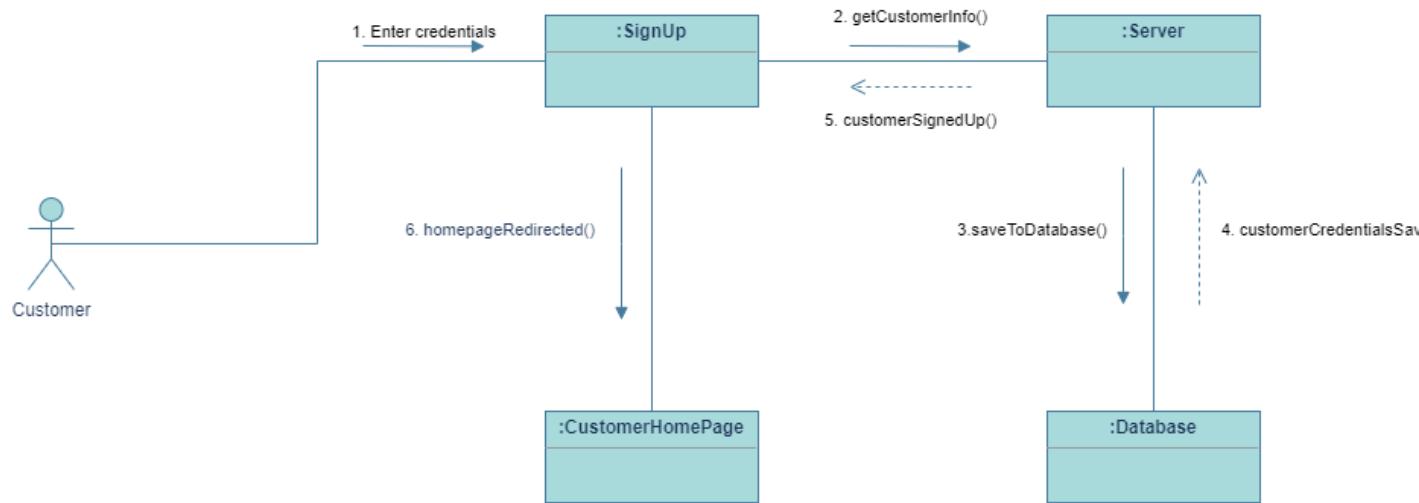
15. Track status



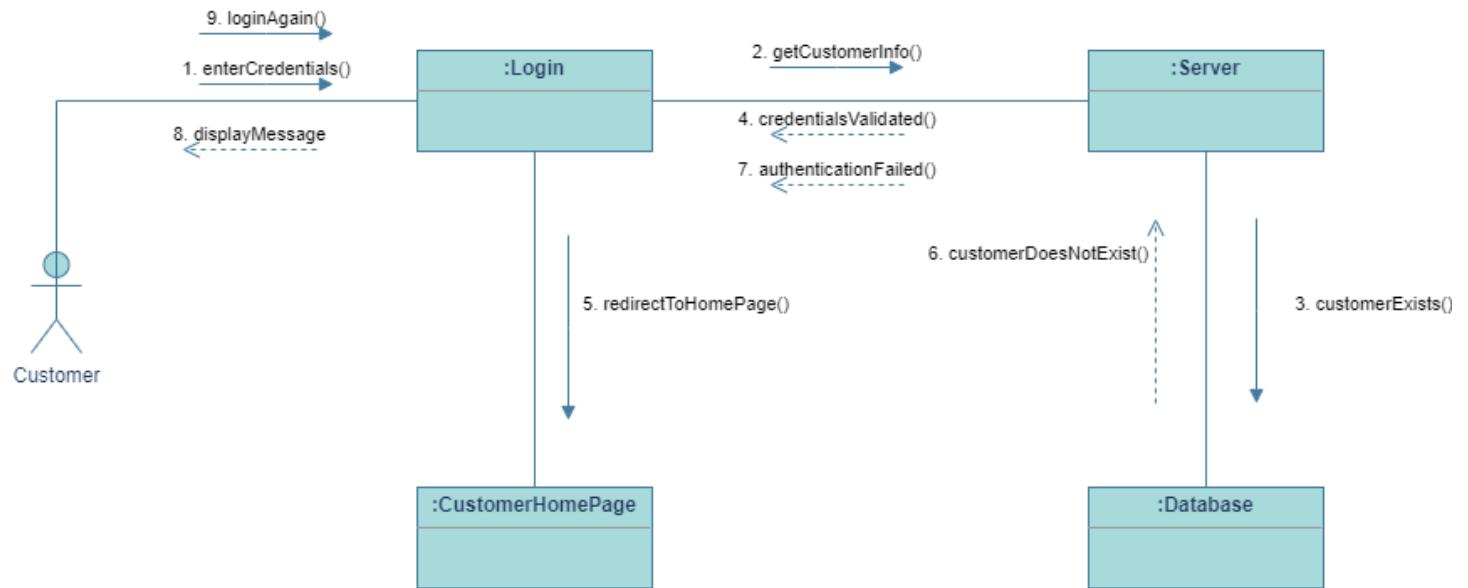
Food Delivery Requirements Specification

4.8 Collaboration Diagrams

1. Customer register

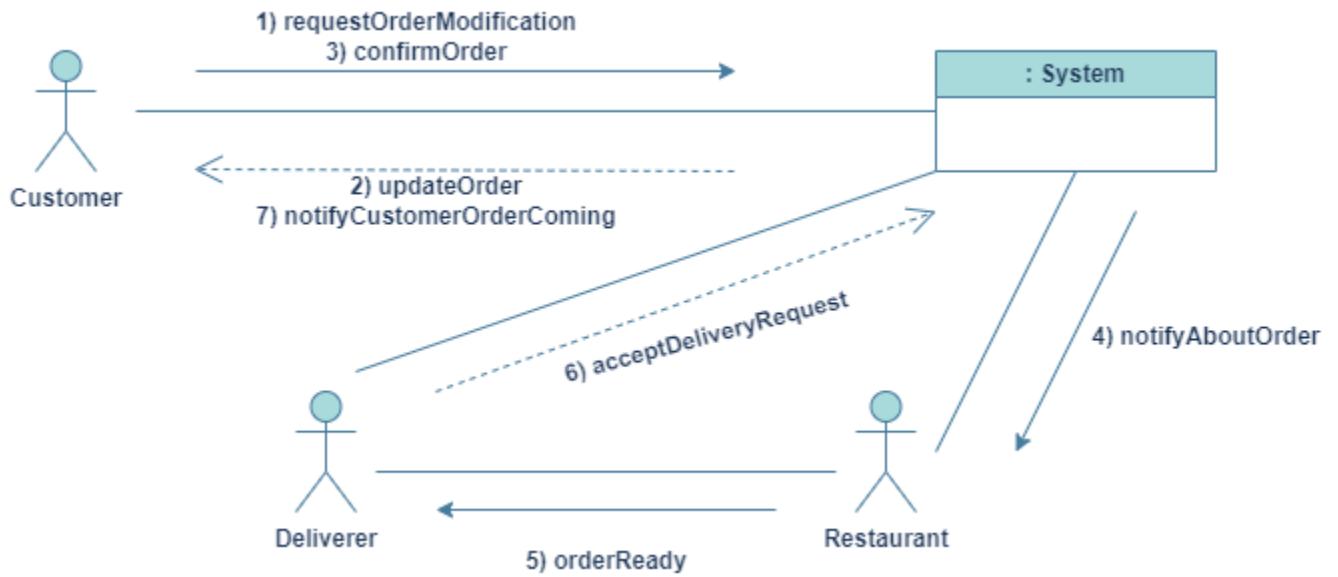


2. Customer login

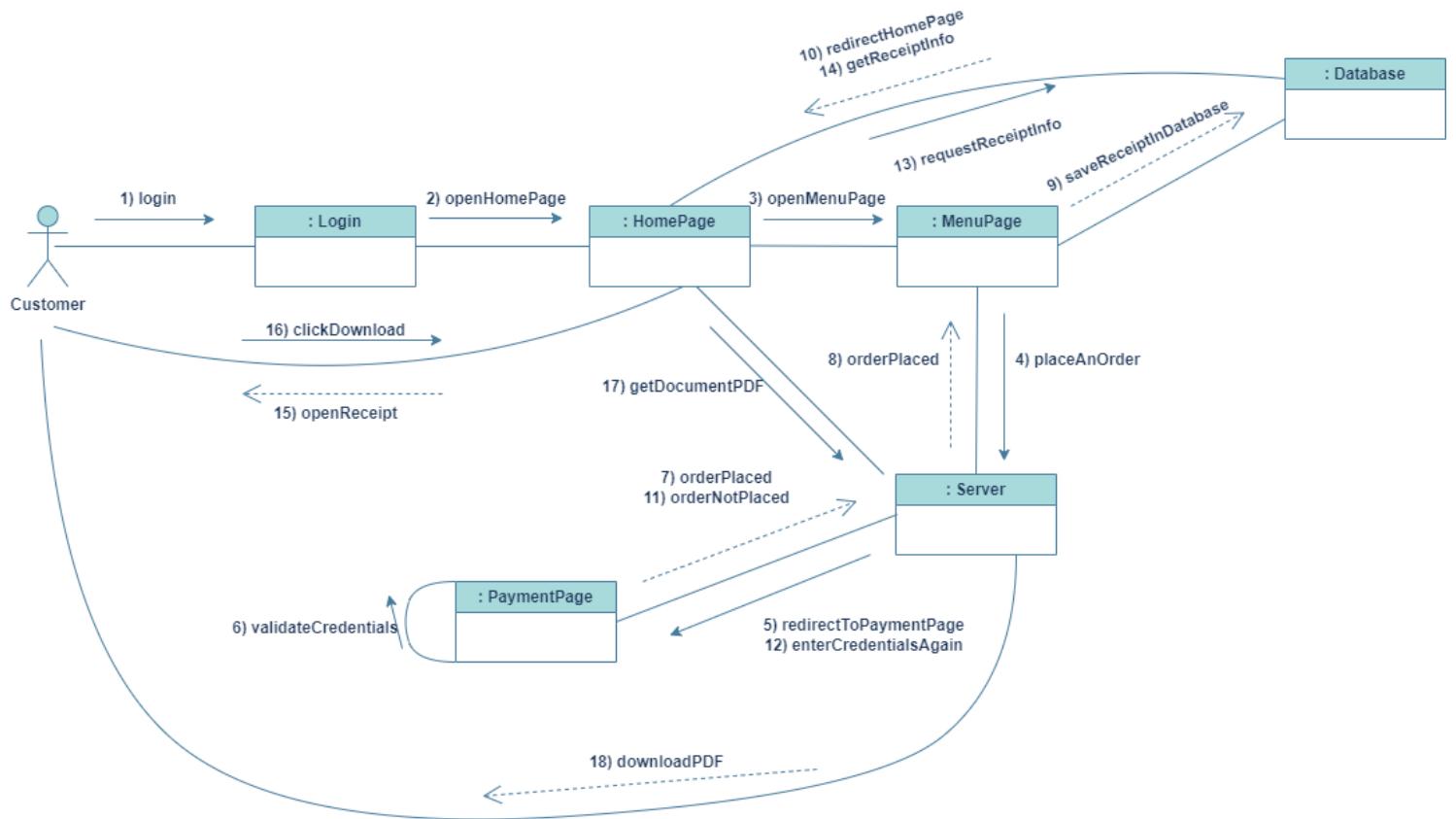


Food Delivery Requirements Specification

3. Track order

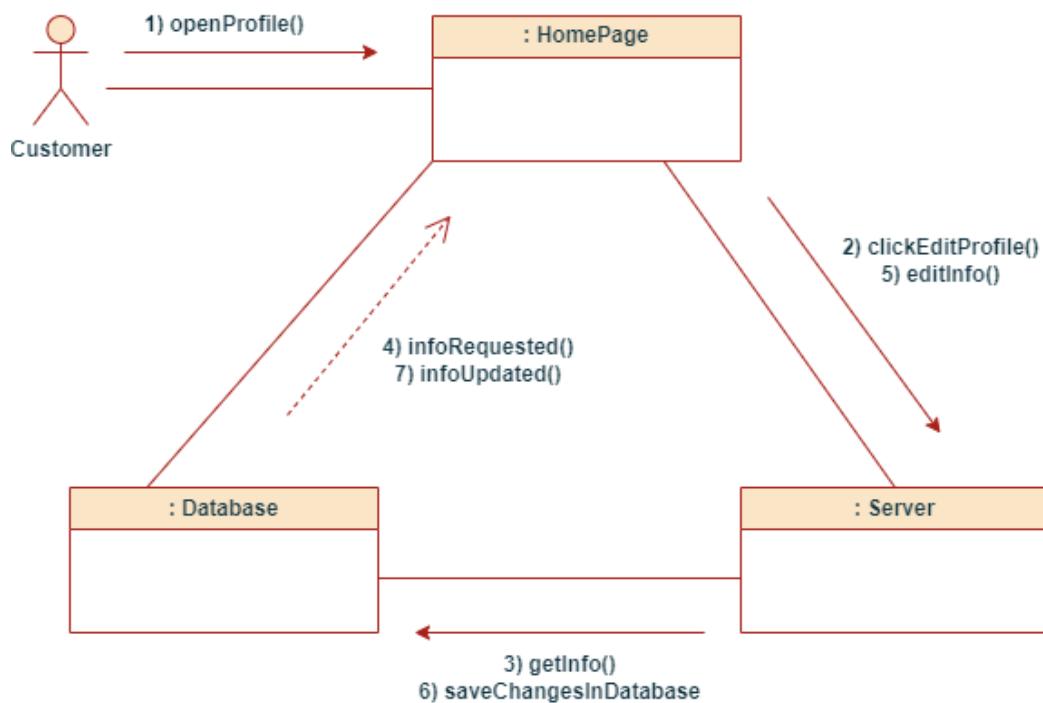


4. Place an order, payment, print receipt

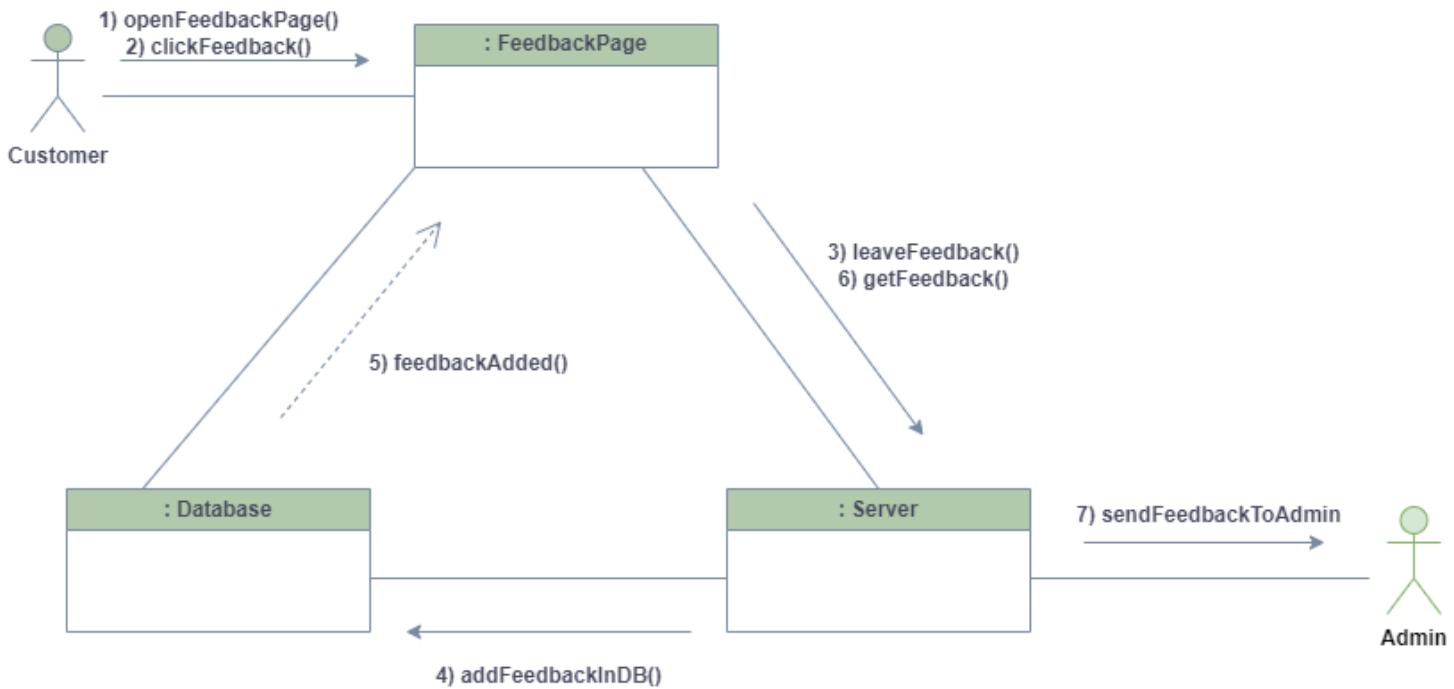


Food Delivery Requirements Specification

5. Customer Manage Profile

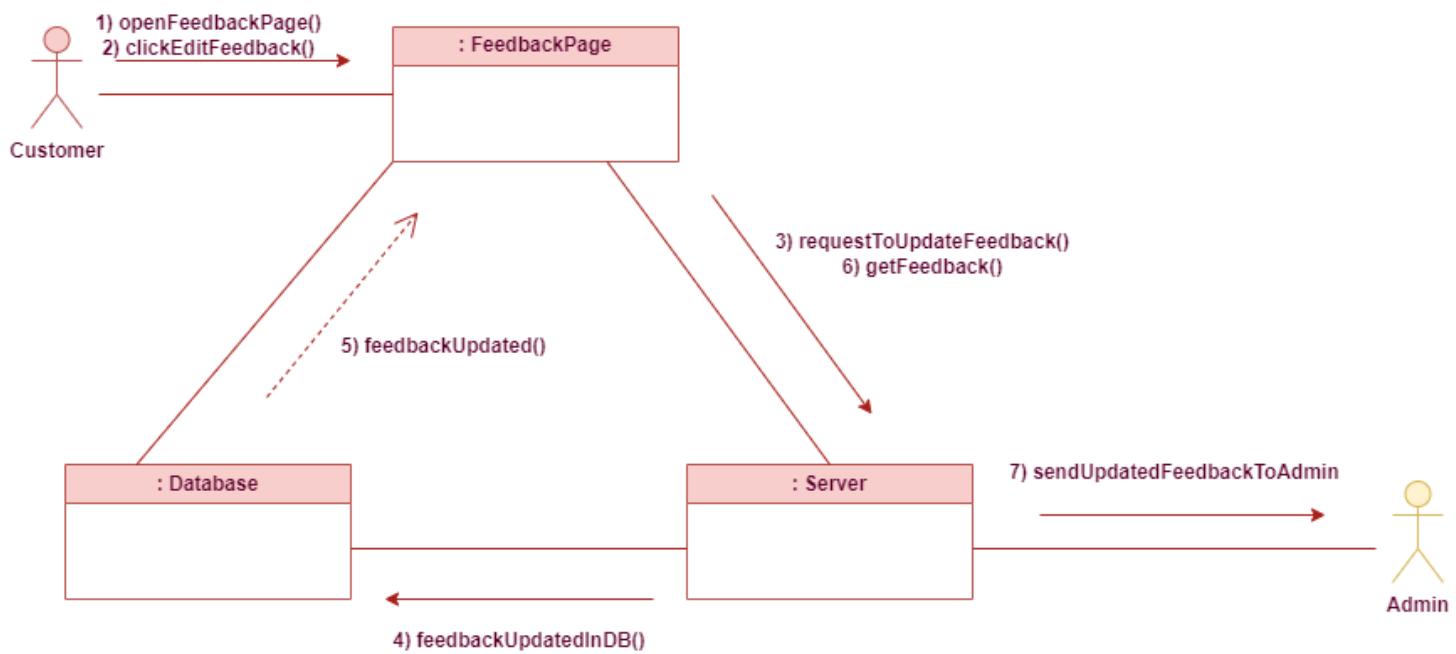


6. Leave Feedback

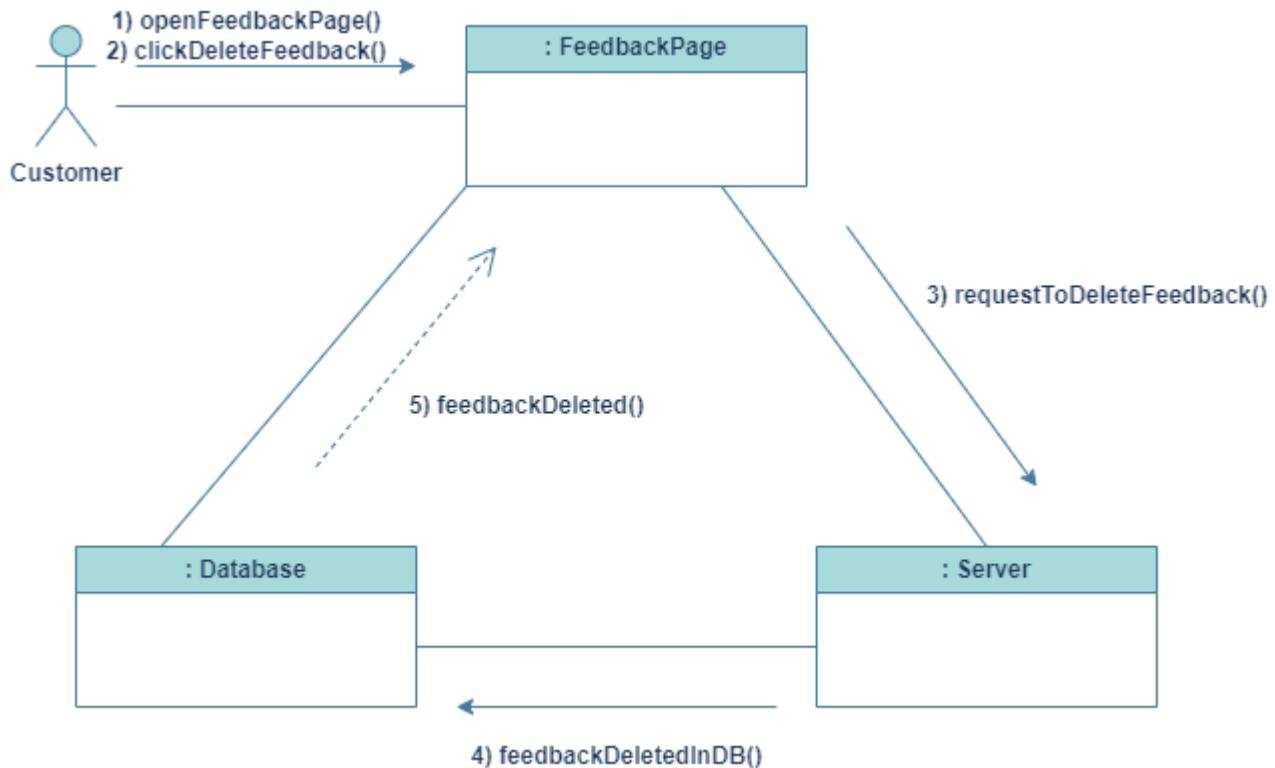


Food Delivery Requirements Specification

7. Update Feedback

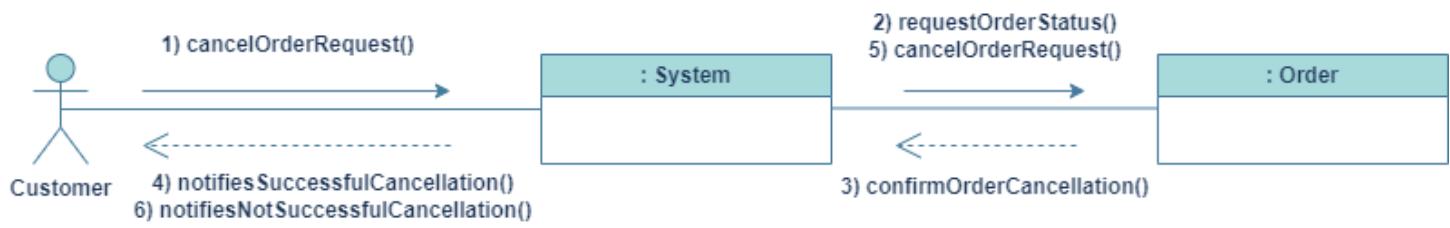


8. Delete Feedback

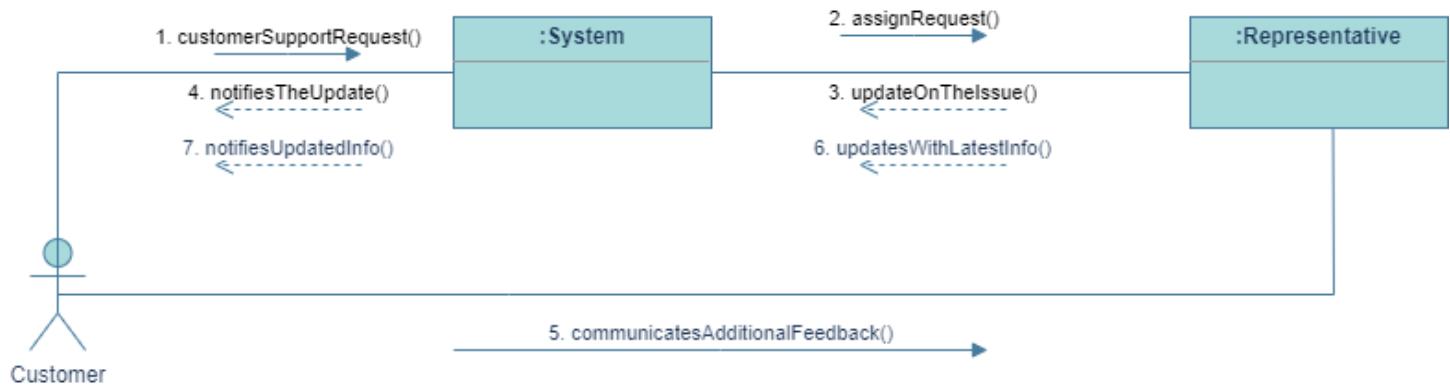


Food Delivery Requirements Specification

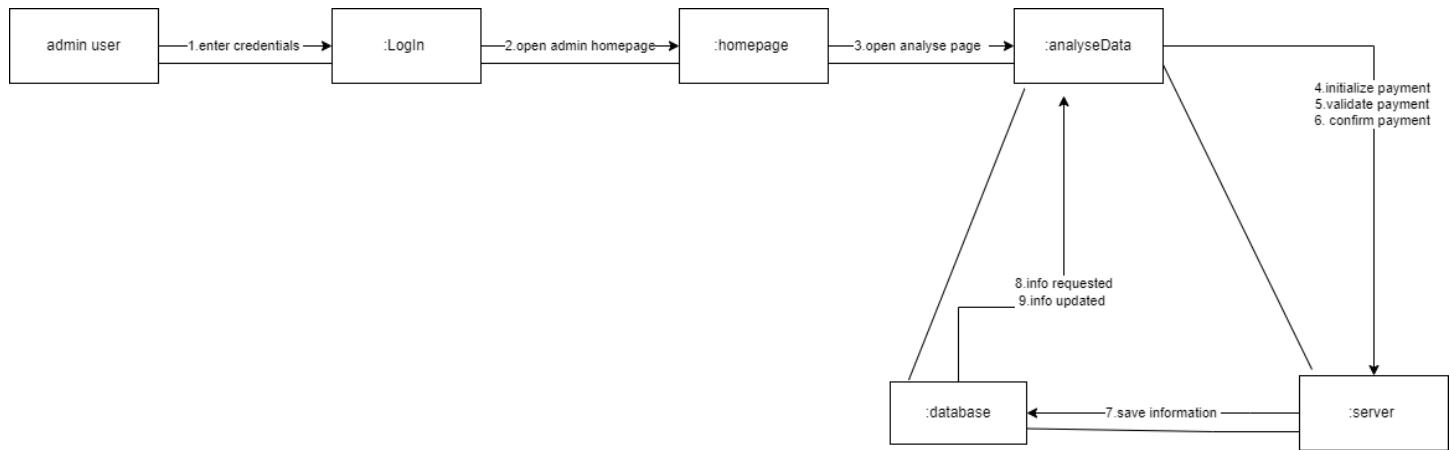
9. Cancel order



10. Contacting Customer Support

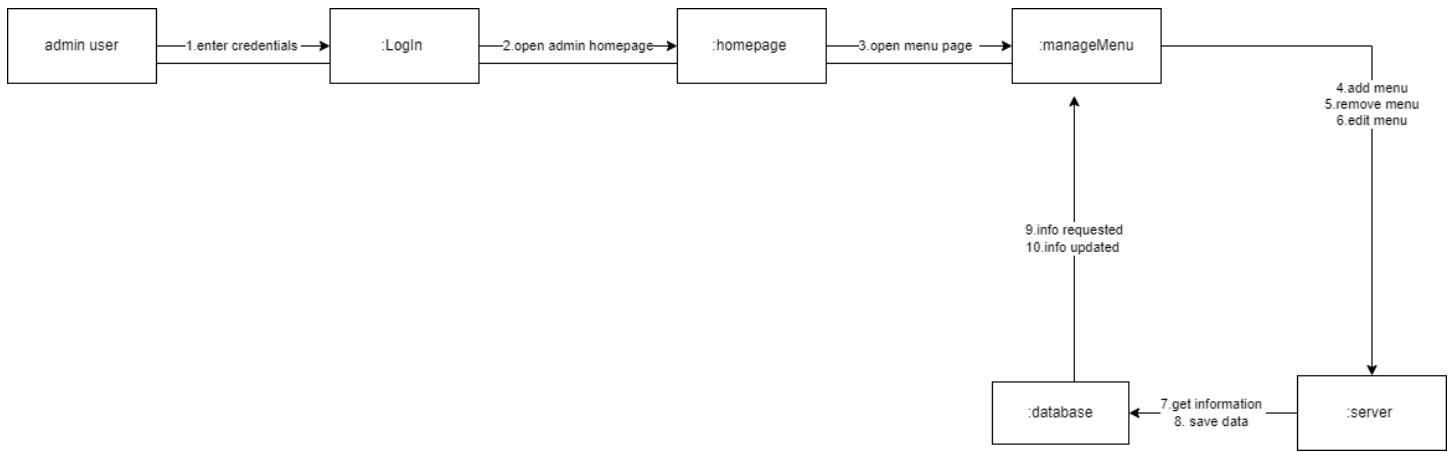


11. Admin Analyze

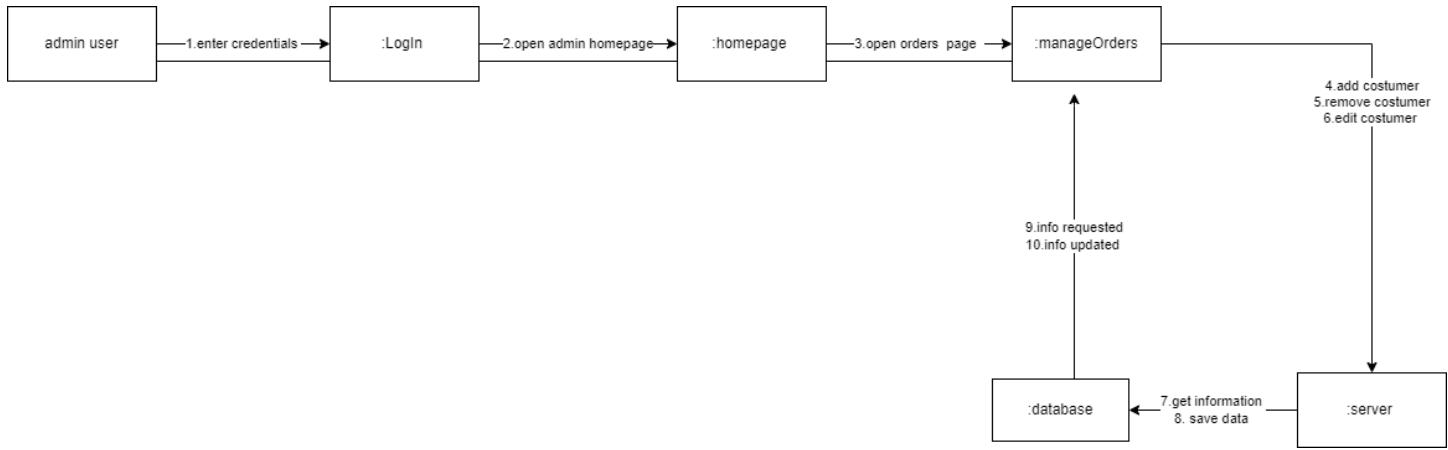


Food Delivery Requirements Specification

12. Menu

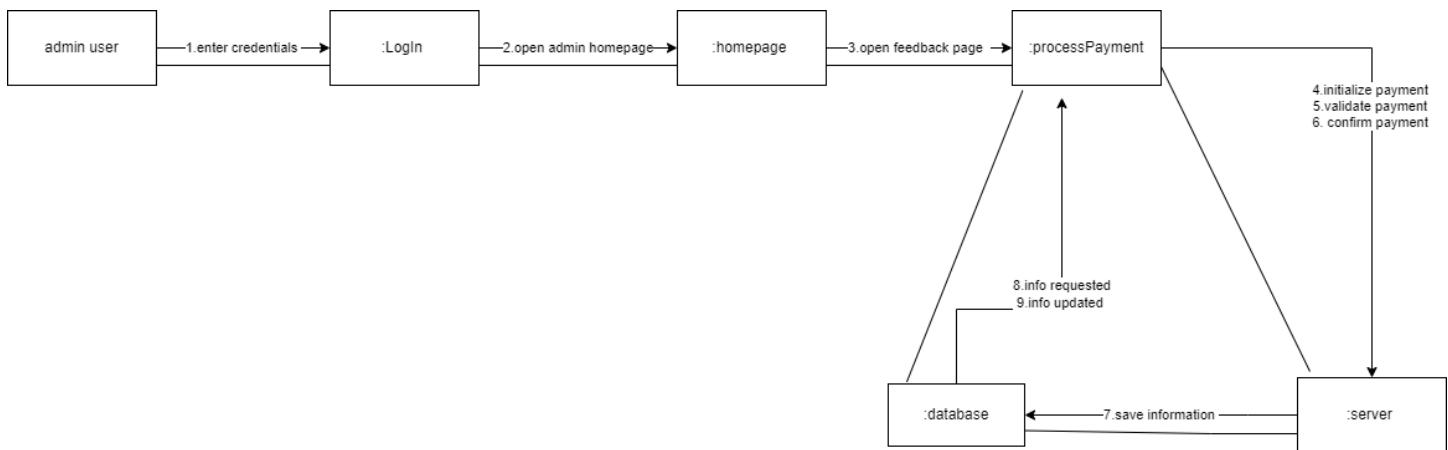


13. Orders

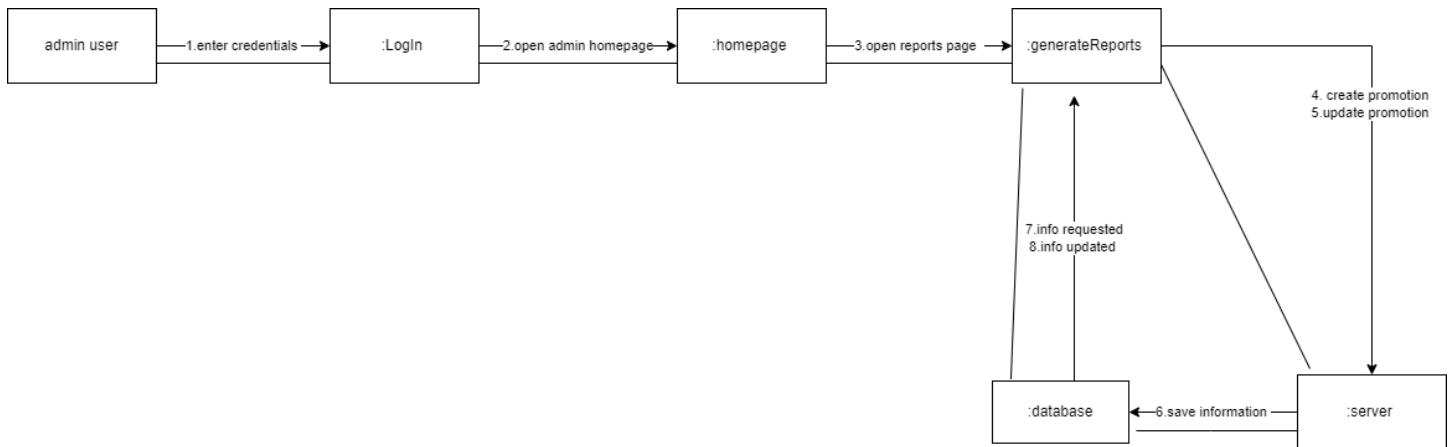


Food Delivery Requirements Specification

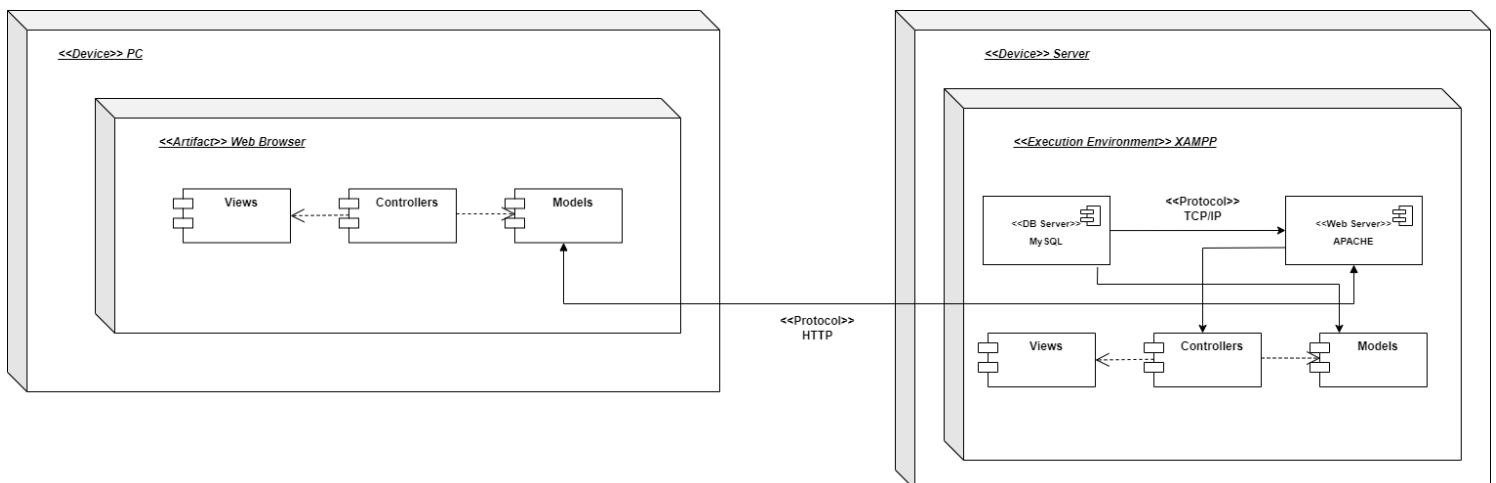
14. Payment



15. Reports



4.12. Deployment Diagram



5. Project Management

GoFastico is a web-based application that operates on a web server and can be conveniently accessed via a web browser.

5.1.1 Technologies Used

5.1.2 Client-side development

1) HTML - a markup language utilized for organizing and displaying content on the internet. It plays a vital role in constructing the front-end structure of web pages.

2) CSS – A styling language, used for designing the pages, layouts, fonts, colors.

3) JavaScript – High level, dynamic, untyped, and interpreted programming language that makes the pages more interactive.

5.1.1 Server-side development

The backend of the software is implemented using pure PHP, a fast, versatile, and practical general-purpose scripting language specifically designed for web development. XAMPP is the most popular PHP development environment, although it is not recommended for production use. Within XAMPP, the Apache HTTP Server is utilized. Apache is a cross-platform web server that plays a crucial role in delivering web content worldwide. When a user requests files, images, or other documents, Apache's remote server efficiently sends them to the user's browser.

5.1.1 Database

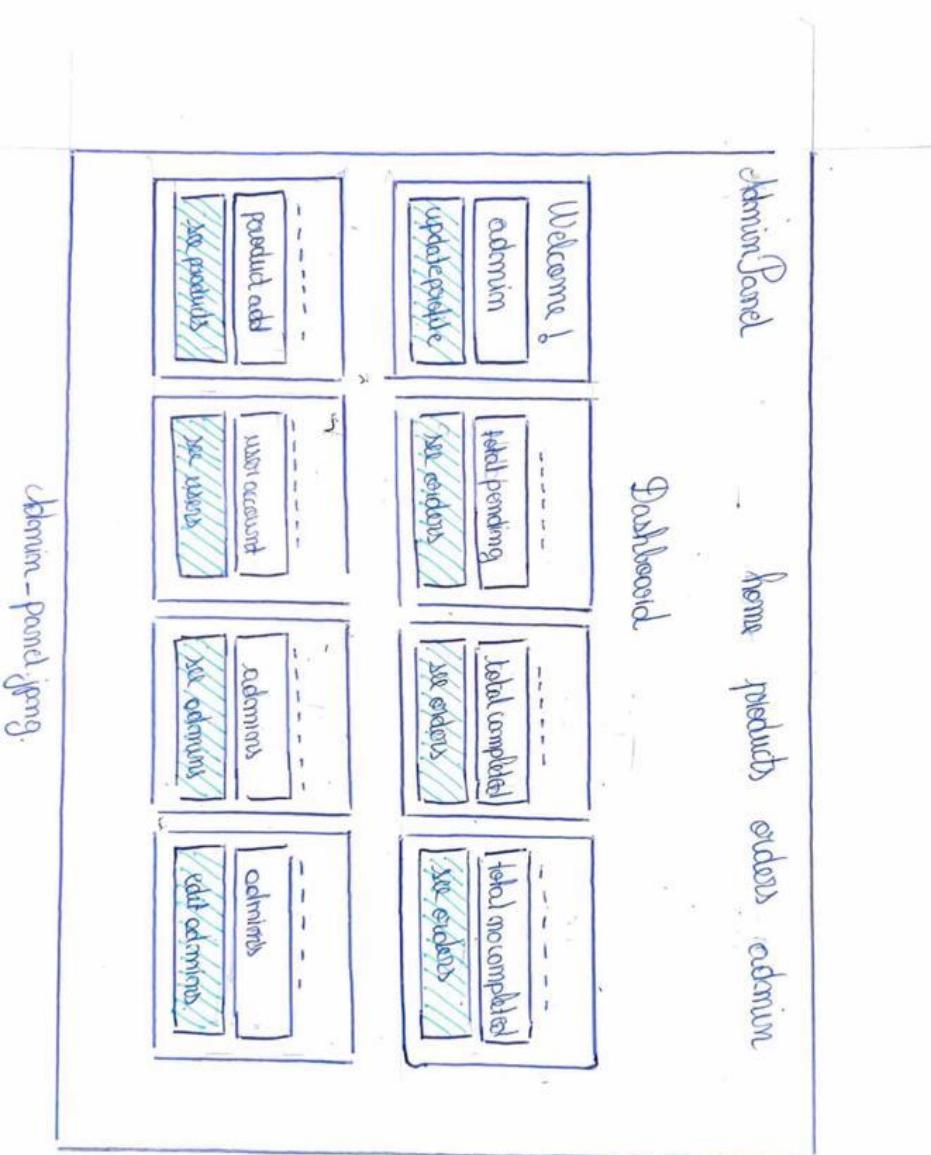
The software relies on MySQL as its relational database management system (specifically, the open-source MariaDB included in XAMPP, which is a fork of MySQL). MySQL was selected as the optimal choice for this project due to its utilization of standard structured query language (SQL), its impressive performance, reliability, compliance across multiple platforms, and its user-friendly nature, making it straightforward to work with.

5.1.3 MVC architecture

Model: The model classes play a crucial role in establishing direct communication with the database. Within each model, the relevant functions responsible for preparing query statements are implemented. These functions facilitate database operations and return the results to the controllers.

View: The application's frontend is composed of views, which consist of simple HTML files containing user interface components. JavaScript is employed to enhance interactive experience. Various UI components within the view trigger actions that are managed by the controllers.

Controller: Acting as an intermediary between the model and view components, the controller handles incoming requests, applies business logic, manipulates data using the model, and renders the output in the views. It serves as the orchestrator, processing user interactions, updating the model accordingly, and facilitating the display of data in the views.



Admin - Panel (jng).

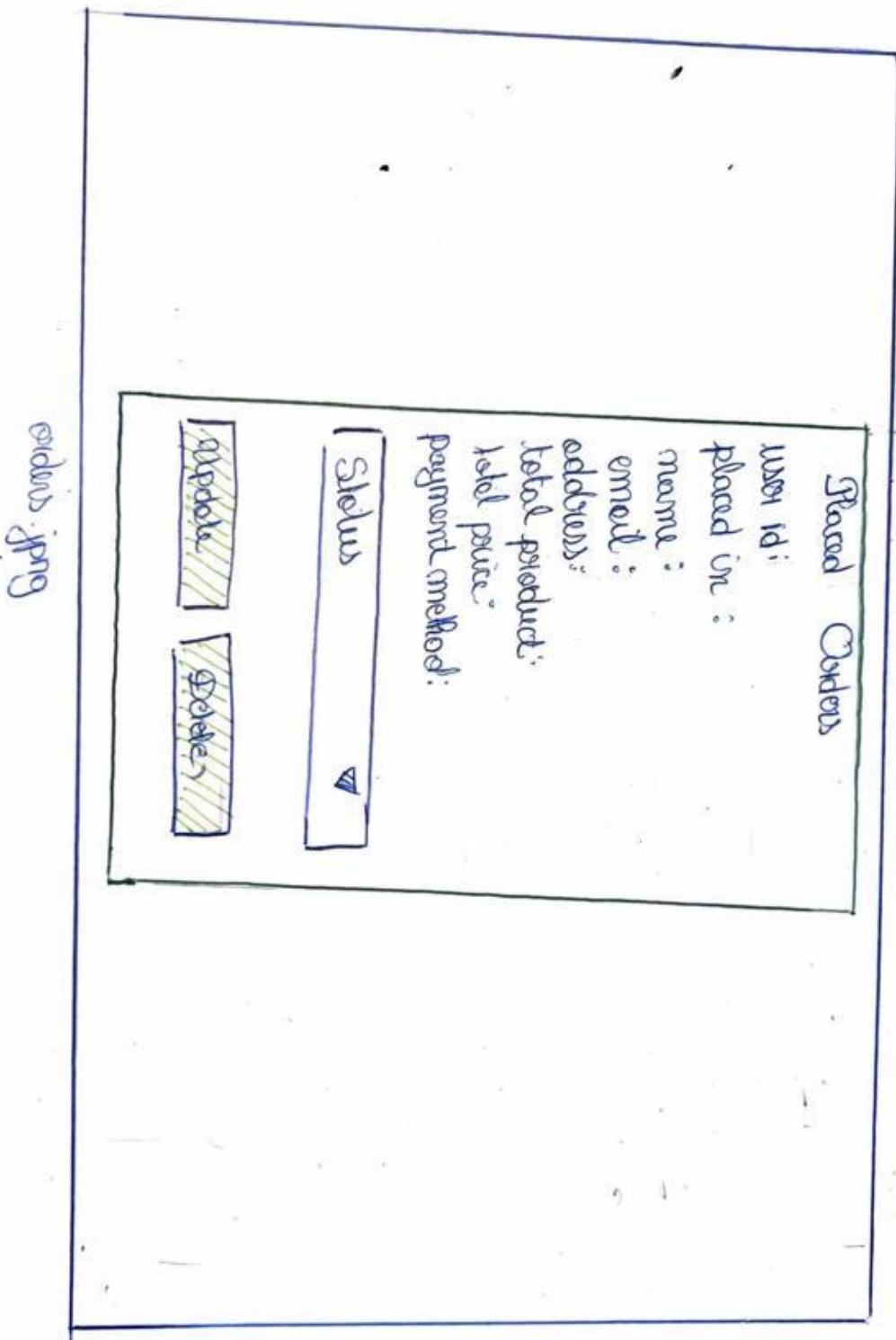
old name: ~~8ng~~

Upgrade name:			
<input type="checkbox"/>	Send email		
<input type="checkbox"/>	Send old password		
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<input checked="" type="checkbox"/>	Send new password		

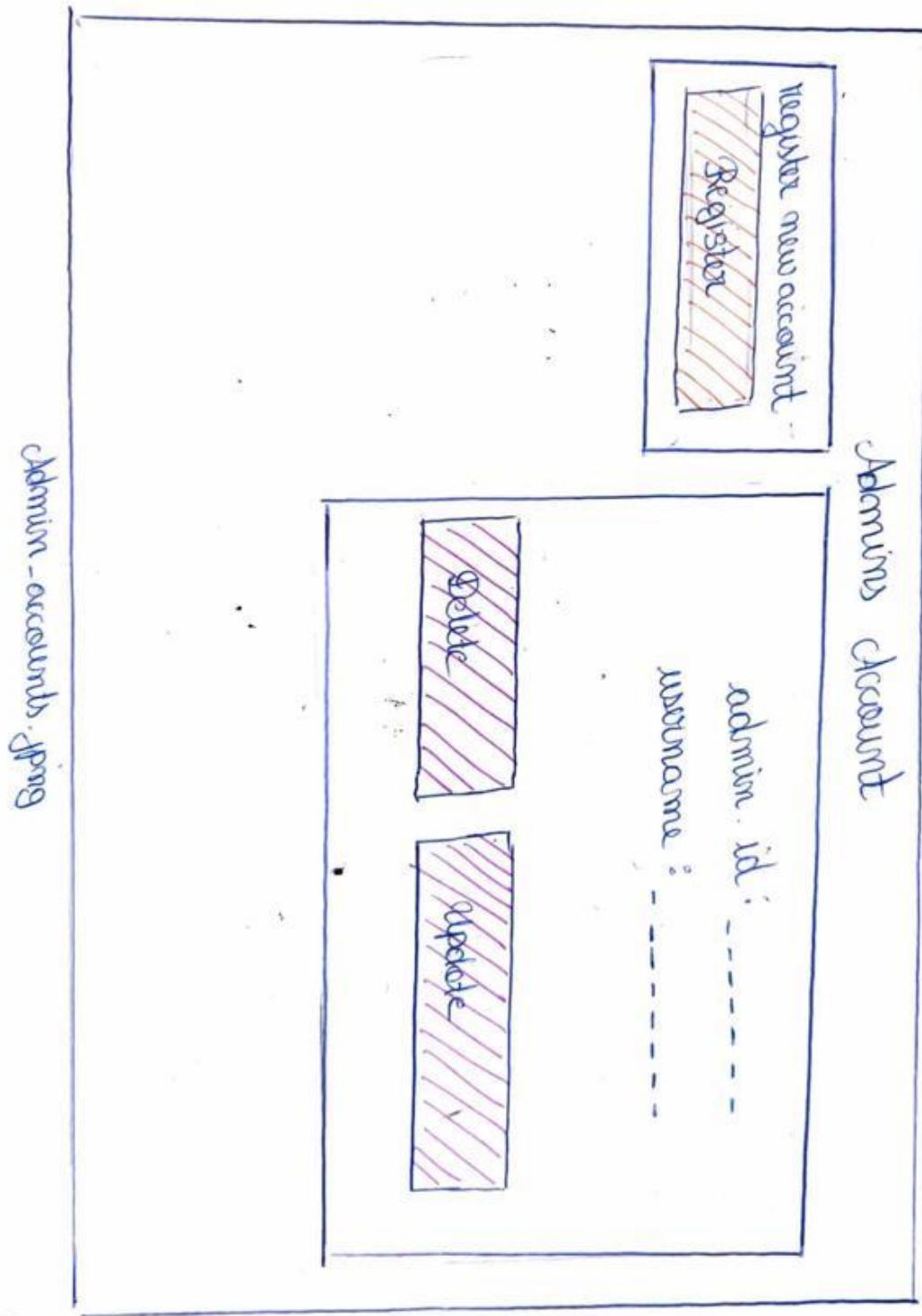
Food Delivery Requirements Specification

A hand-drawn wireframe diagram of a user interface for adding a product. The form is enclosed in a large blue rectangular border. Inside, there is a pink rectangular area containing several input fields and a button. The fields are labeled: "Product name", "Product price", "Select category ▾", and "Choose file". Below these fields is a button labeled "Add product". To the left of the pink area, the text "adding product" is written vertically. Inside the pink area, there is a small rectangular box with diagonal hatching and the handwritten text "Add product".

Food Delivery Requirements Specification

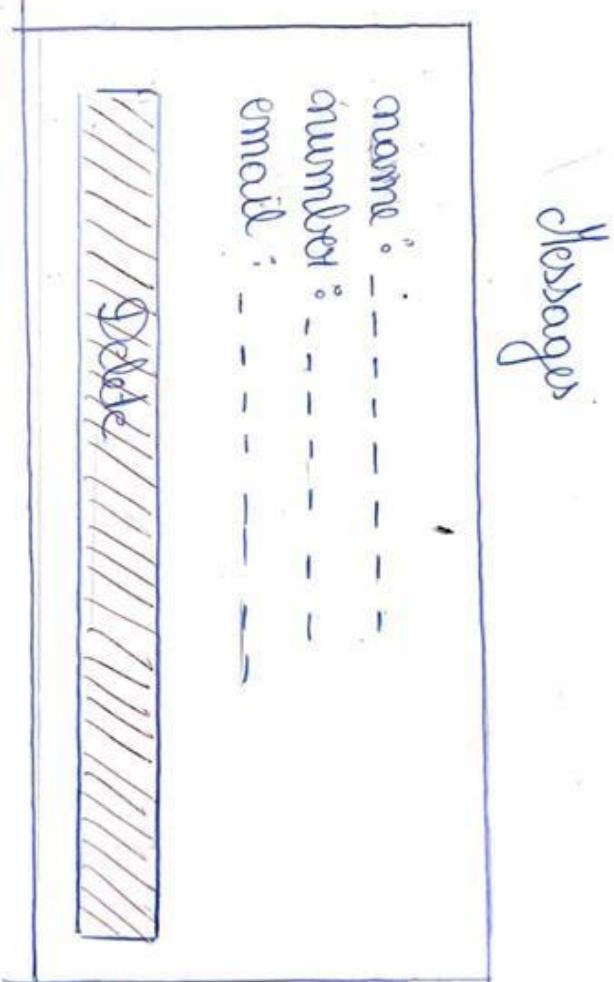


Food Delivery Requirements Specification



Food Delivery Requirements Specification

Handwritten notes:



Food Delivery Requirements Specification

5.3 Software Screenshots

The screenshot shows the GoFastico website homepage. At the top, there's a navigation bar with icons for location, user profile, and settings, followed by buttons for "Join us", "Sign Up or Log In", and "About us". The main heading "Order your favorite food online" is displayed prominently, with the subtext "Get ready to enjoy delicious meals delivered right to your doorstep". A "View our menus" button is located below the heading. To the right is a large image of a dish, possibly Pad Thai, garnished with green onions. Below the heading, there are several promotional cards for partner restaurants: Nando's (chicken dish), Denny's (breakfast dish), Dunkin' Donuts (donut), KFC (chicken wings), Pizza Inn (pizza), and a bowl of spaghetti. The footer mirrors the top navigation and includes a "Why GoFastico?" section.

Why GoFastico?



Delicious Meals

We partner with the best local restaurants to bring you the most delicious meals.



Fast Delivery

Our delivery team works efficiently to ensure your food arrives hot and fresh.

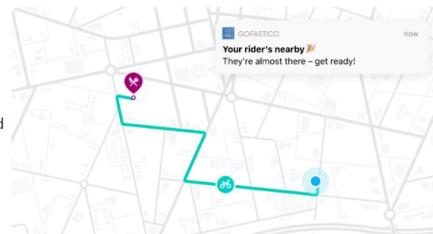


Affordable Prices

We offer competitive pricing so you can enjoy restaurant-quality meals without breaking the bank.

Track orders to your door

Get your favourite food delivered in a flash. You'll see when your rider's picked up your order, and be able to follow them along the way. You'll get a notification when they're nearby, too.



Food Delivery Requirements Specification

[Join us](#)[Sign Up or Log In](#)[About us](#)

Partner with us

Join our food delivery network and start earning money. Partner with us as a restaurant owner and reach more customers in your area.

[GET STARTED →](#)

Deliver with us

Join our team of drivers and start earning money by delivering food to our customers. Set your own schedule and work when you want.

[GET STARTED →](#)[Join us](#)[Sign Up or Log In](#)[About us](#)

Deliver for work

Looking for a full-time or part-time job in the food delivery industry? Join our team and start delivering food to hungry customers in your area.

[GET STARTED →](#)

Dietitians

Do you have a background in nutrition or dietetics? Join our team of dietitians and help us provide healthy and delicious meal options to our customers.

[GET STARTED →](#)

Thank You

Thank you for choosing our food delivery service. We appreciate your business and hope to serve you again soon.

Contact Us

Email: info@gofastico.com
Phone: 555-555-5555

Connect With Us



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Welcome!

Create your account.

[Sign Up](#)

Login

Username *

Username

Password *

Password

[Sign In](#)

Register here

Full Name

Full Name

Username

Username

Email

Email

Password

Password

Confirm Password

[Register](#)

Food Delivery Requirements Specification



Admin



Restaurant



Dietitian



Deliverer