Project Proposal: Quick Cart

Project Description

The objective of this project is to create a food and grocery delivery system that connects four key user roles: **Restaurants**, **Stores, Customers**, and **Delivery Personnel**. The system streamlines the process of placing and delivering food orders, enabling efficient communication and interaction between these entities.

Workflow Overview:

- Customers can browse their preferred restaurants, view menus, and place orders. They have the flexibility to manage their shopping cart, including adding, editing, or removing items, before finalizing their order. After placing an order, customers can review and update their information or order details. Once confirmed, they can track the delivery status in real-time. Customers can leave comments and ratings for restaurants after order completion.

- Restaurants can manage their menus, accept or cancel customer orders, and notify the system when orders are ready for pickup.

- Delivery personnel can view orders marked as ready for pickup and choose which orders to deliver. They can update their delivery status (e.g., "On the Way" or "Delivered") during the process.

Problem Statement

Traditionally, food delivery relied on phone calls and printed menus, which often lacked crucial details such as operating hours, popular dishes, and pricing. Additionally, users had no means to track their orders or access restaurant reviews conveniently. This project aims to address these limitations by providing a digital platform that delivers all necessary information and functionalities, including a diverse selection of restaurants and stores streamlined ordering, and real-time tracking.

Entities Organization

Entities

- **Customers**: Individuals placing orders.
- **Restaurants**: Entities managing menus and orders.
- **Delivery Personnel**: Responsible for fulfilling deliveries.
- **Order**: Tracks details of customer purchases and delivery status.
- **Shopping Cart**: Temporary storage for customer-selected items.
- **Menu**: List of dishes offered by restaurants and list of items offered by stores.
- **Review**: Ratings and comments for restaurants and delivery personnel.

Enterprises

1. **Restaurant**: Manages food preparation and menu offerings.
2. **Grocery Store**: Provides products for customers to purchase.
3. **Delivery Service**: Handles the transportation of orders from restaurants and stores to customers.
4. **Analytics**: Gives credits to loyal customers and can see customer order history.

Organizations

1. **Three Different Restaurants**:
    - Example: "Vaanga", "MDC", "Mirchi Nation"
2. **Three Different Stores**:
    - Example: "Star Market", "Wegmans", "Tropical Foods"
3. **Three Different Delivery Services**

Roles

1. **Customer**: End users who search for products, place orders, and provide feedback.
2. **Restaurant Manager**: Overseas restaurant operations, manages menus, and processes customer orders.
3. **Store Manager**: Manages store inventory and handles customer orders for groceries.
4. **Delivery Manager**: Coordinates delivery personnel and assigns tasks.
5. **Delivery Person**: Picks up orders from restaurants or stores and delivers them to customers.
6. **Inventory Manager**: Oversees the store stock quantities.
7. **Analytics Manager**: Gives credits to loyal customers and draws analysis of restaurants.
8. **Customer Executive**: Assists customers in case of any issues.

Approved by: Nikesh Biraggari

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                Delivery Guy 1        Delivery Guy 2        Delivery Guy 3

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              Delivery Manager 1    Delivery Manager 2    Delivery Manager 3

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          │ Marketing           │      └──────────┘           └──────────┘
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              ┌──────────────┐
              │ Analytics Team│
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Delivery Guy 1   Delivery Guy 2   Delivery Guy 3

Delivery Manager 1   Delivery Manager 2   Delivery Manager 3

Delivery

Network

Analytics and Marketing

Analytics Team

Restaurant

Restaurant 1   Restaurant 2   Restaurant 3

Restaurant Manager 1   Restaurant Manager 2   Restaurant Manager 3

Grocery

Grocery 1   Grocery 2   Grocery 3

Grocery Manager 1   Grocery Manager 2   Grocery Manager 3