Functional Requirements Document (FRD)

Project Title: Canteen Ordering System (COS)
Client: Unilever UK Offices
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1. Introduction

The Functional Requirements Document (FRD) defines the detailed functionalities of the *Canteen Ordering System (COS)*. This document outlines user interactions, system behavior, and specific functionality that will guide the development, testing, and deployment teams in delivering the system according to Unilever's needs.

2. Purpose

To define how the Canteen Ordering System will function, including user actions, system responses, data handling, and business rules, ensuring all stakeholders have a clear understanding of the software's intended behavior.

3. Scope

The scope of this FRD includes:

- Web-based employee lunch ordering

- Menu management by canteen staff

- Order processing and tracking

- Integration with payroll deduction system

- Delivery management

- Feedback collection

- Reporting and analytics

4. Functional Overview (High-Level)

Module	Functionality Summary
Employee Portal	View menu, place/edit orders, view order status, give feedback
Menu Manager Portal	Create/update daily menu
Order Processing Module	View consolidated orders, prepare food quantities
Delivery Module	Assign deliveries, track completion
Payroll Integration	Calculate monthly employee deductions
Reporting Module	Generate sales, feedback, and usage reports

5. Detailed Functional Requirements

5.1 Menu Management

Requirement ID	Description
FRD-001	Menu Manager shall create and update the menu for each day, listing dish names, descriptions, availability, and prices.
FRD-002	The menu must be published by 9:00 AM daily.
FRD-003	Employees can view only the current day's menu.

5.2 Order Management

Requirement ID	Description
FRD-004	Employees can place lunch orders by selecting one or more dishes.
FRD-005	Employees may modify their orders until 11:00 AM.
FRD-006	After 11:00 AM, orders become read-only and cannot be edited or canceled.
FRD-007	An order confirmation email/notification must be sent to the employee.

5.3 Delivery Management

Requirement ID	Description
FRD-008	Delivery personnel can view pending deliveries by floor and desk number.
FRD-009	Delivery personnel must mark an order as delivered after completing the handover.
FRD-010	System must timestamp delivery completions.

5.4 Feedback System

Requirement ID	Description
FRD-011	Employees can submit feedback for each order delivered.
FRD-012	Feedback options: Food Quality, Delivery Time, Overall Experience, and Additional Comments.

5.5 Payroll Integration

Requirement ID	Description
FRD-013	Monthly report of all employee orders must be generated automatically.
FRD-014	Cost must be sent to the payroll system for deduction from salaries.
FRD-015	Employees must opt-in for salary deduction before first order.

5.6 Reporting

Requirement ID	Description
FRD-016	Admin should be able to view daily sales reports.
FRD-017	Admin should view top 10 popular dishes weekly/monthly.

Requirement ID Description

FRD-018   Admin should track employee satisfaction trends based on feedback.

FRD-019   System should predict high-demand items based on past order patterns.

6. User Roles and Permissions

User Role	Permissions
Employee	View menu, place orders, submit feedback
Menu Manager	Create/update daily menus
Order Processor	View and consolidate orders
Delivery Personnel	View and mark deliveries complete
Admin	Access all reports, user management, feedback analysis

7. Data Flow Diagrams (High-Level View)

Employee Flow:

- Login → View Menu → Place Order → Track Delivery → Give Feedback

Canteen Staff Flow:

- Login → Upload Menu → View Orders → Deliver Meals

Payroll System Flow:

- Receive Monthly Orders → Deduct Salaries → Generate Payroll Reports

8. Assumptions

- Employees have access to the internal network.

- No mobile version is being developed at this stage.

- Salary deduction system already supports third-party inputs.

9. Constraints

- Orders must be locked after 11:00 AM daily.

- Single daily menu with no mid-day updates.

10. Acceptance Criteria

- Employees must be able to complete an order in less than 5 minutes.

- Orders should appear in the Canteen Manager portal instantly after placement.

- Delivery personnel must have a success rate of >95% for on-time deliveries.