**Kasi Food Hub**

**Introduction**

Kasi Food Hub is a mobile system for ordering food that will help vendors to optimize and control over their restaurants. With the improvement of technology, online food ordering system are becoming a popular topic. That’s because they are serving the ever increasing demand of convince. This documentation defines the process of ordering food as a whole, it specifies the system requirements, specifies the restaurant and their menus.

With Kasi Food Hub system you will be required to register yourself as a vendor or a customer before you can access the system. As a vendor after registering your restaurant you will be able to add your menu and prices, you will be able to control the restaurant by having all the reports to hand. As a customer you may order food via the app service, at time of ordering you will be required to indicate your address, and then you will be given a selection of food and their restaurant ( which fall within the prescribed area as showed by the Kasi Food Hub) surrounding your given address.

**Objectives**

The main objective behind the development of this system is:

* To help the restaurant to do all functionalities more accurately and faster way
* To reduce manual works and improve efficiently of restaurant.
* To control orders and services.
* To improve the food ordering and bill submission
* To store records.
* To ensure customer satisfaction and build a repeat - customer base.

**Problem Statement**

Community members in townships suffer when it comes to fast food online services. There are limited number of platforms that enable small township businesses to bring their services to the community. When community members want food they always have to go to the vendor to order it, there is no platform that enables them to order online and place the order when it comes to our small business vendors in the township, and this causes a lot of chaos in the restaurants and that consumes a lot of time.

**REQUIREMENTS DEFINITION**

FUNCTIONAL REQUIRENETS

|  |  |
| --- | --- |
| Functional  Requirements  Number. | Functional Requirements  Description. |
| FR-1 | The system should enable both vendor and customer to enter and save sign-up data. |
| FR-2 | The system should enable both vendor and customer to enter sign-in data and sign-in. |
| FR-3 | The system should allow the vendor to update profile. |
| FR-4 | The system should allow the vendor to manage their menu. |
| FR-5 | The system should allow the customer to view the restaurants. |
| FR-6 | The system should enable the customer to search for a restaurant/item. |
| FR-7 | The system should allow the customer to place an order. |
| FR-8 | The system should enable the Admin to verify the vendor and customers details. |
| FR-9 | The system should enable the Admin to |
| FR-10 | The system should record location of a restaurant and also of a customer in terms of order delivery |
| FR-11 | The system should allow the vendor to upload a company registration details (PDF). |
| FR-12 | It should increment number of orders each number an order is made. |
| FR-13 | It should allow the customer to trace the order. |
| FR-14 | It should generate order number. |
| FR-15 | It should Automatically delete the customer after a period of three months. |

**NON-FUNCTIONAL REQUIREMENTS**

1. AVAILABILITY

* The mobile application must be available during normal working hours( 9hrs - 23 hrs )
* The applications should function under normal conditions.

1. USABILITY

* The app must be user friendly.
* It should be easy for the user to navigate through the app more often.

3. SCALABILITY

* The app must support the increasing number of users.

4. CAPACITY

* The application should be able to store data of 300 users.
* The application should be able to handle more than 100 users at a time accessing data.

5. SECURITY

* The application should be able to protect information that is provided / processed.

6. CONTROL

* The application can be updated as needed.
* The application can be maintained by the administrator.

7. ACCESSIBILITY

* The application should be simple enough that older people will be able to use it.

**SWOT/PEST ANALYSIS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SWOT/PEST** | **STRENGTHS**  **(S)** | **WEAKNESSES**  **(W)** | **OPPORTUNITIES**  **(O)** | **THREATHS**  **(T)** |
| **POLITICAL ASPECT (P)** | The system will  Enable vendors to register their businesses. | Old people who are vendors won’t be able to use the system since they are not familiar with smartphones and the internet. | It gives vendors the platform to market their small businesses and create job opportunities to the community. | Competitions among the different businesses. |
| **ECONOMIC ASPECT (E)** | As vendors are paying tax, they contributes to the economy. | Implementation costs. | It opens doors for people who are computer literate to become the system administrators. | Economic threat for increasing of technology costs |
| **SOCIAL ASPECT (S)** | Creating the system will attracts small businesses and gain more customers. | Customers who don’t have internet access won’t be able to use the system. | Customers will be able to order without going to the restaurant. | In terms of paying, customers who are paying with cards may not trust the system. |
| **TECHNOLOGICAL ASPECT (T)** | The system will reflect the technology on the customers and vendors. | Since the system will be used by many people it may suffer from buffering. | The system will come up with opportunities for better ,cheaper and more efficient kasi food hub services | If the phone is off the system can’t be accessed. |

**SWOT ANALYSIS FOR KASI FOOD HUB**

Primary factors

|  |  |
| --- | --- |
| **STRENGTHS**   * It is quick to understand. * User friendly. * Vendors and community as large benefit from it. * Various food shops. | **WEAKNESSES**   * Accepting vendors won’t be easy. * Dissatisfied customers. * Calorie (Unhealthy) heavy meal. |
| **OPPORTUNITIES**   * Country’s economy benefit. * Technology that brings change in the community. * Developing food shops. | **THREATS**   * More competition from existing systems. * Increasing menu prices. * Trends towards healthy eating |

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Type User | I want to… | So I can… |
| Rest\_Admin | Restaurant administrator | Apply to register on system | Upload menu on system |
| System\_Admin | System administrator | Verify company details | Notify restaurant admin of application outcome |
| Rest\_Admin | Restaurant administrator | Register on system | Advertise business |
| Rest\_Admin | Restaurant administrator | Log in | CRUD the menu |
| Rest\_Admin | Restaurant administrator | Upload menu | Provide menu for customer |
| User\_001 | Customer | Register on system | Have an account |
| Admin\_001 | System\_admin | Verify user details | Give user access |
| User\_001 | Customer | Login | Access menu |
| User\_001 | Customer | Search for food | Place order |
| User\_001 | Customer | Place order | Receive order number |
| Rest\_Admin | Restaurant administrator | Process order | Notify the customer |
| User\_001 | Customer | Receive bill | Pay |
| Rest\_Admin | Restaurant administrator | Notify user about delivery options | Pay for order |
|  |  |  |  |
| Rest\_Admin | Restaurant administrator | Notify vendor about order | Alert user if order is collect or delivery |
| Rest\_Admin | Restaurant administrator | Keep track on number of orders | Notify customer that order is ready |
| Rest\_Admin | Restaurant administrator | Send monthly records to vendor | Conduct analysis on monthly service |
| Driver\_001 | Driver | Deliver order to customer | Fulfil customer’s needs |

**User Story**

USER JOURNEY

* Download app
* Install app
* Open the app
* navigate the welcome page ,terms and condition page
* Get started
* Get to the landing page with menu
* Vendor applies
* Register as a customer or vendor
* Log in
* Search for a restaurant or item you want
* Place an order by selecting what you want and adding extras if needed
* Choose delivery or collection
* Proceed to checkout
* Select payment method
* Then pay
* Track order.

Data dictionary

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Table Name | Attribute Name | Contents | Type | Format | Required | PK or FK | FK referenced  table |
|  |  |  |  |  |  |  |  |
| CUSTOMER | Customer\_ID | Customer ID number | NUMBER(13) | 9999 | Y | PK |  |
| Name | Customer Name | VARCHAR2(24) | Xxxxx | Y |  |  |
| Surname | Customer Surname | VARCHAR2(24) |  |  |  |  |
| Address | Customer postal and residential Address | VARCHAR2(35) | 9999 | Y |  |  |
| Street\_name | Name of street where customer stays | VARCHAR2(25) | Xxxx |  |  |  |
| Stand\_Number | Customer stand number | VARCHAR2(25) | Xxxx |  |  |  |
| Postal\_Code | Restaurant area postal code | NUMBER(4) | 9999 |  |  |  |
| Email\_address | Customer email address | VARCHAR2(40) | Xxxxx |  |  |  |
| Cell\_no | Customer cell phone number | NUMBER(10) | 9999 | Y |  |  |
|  |  |  |  |  |  |  |  |
| SYSTEM\_ADMIN | System\_ID | System’s ID number | NUMBER(16) | 9999 | Y | PK |  |
| Restaurant\_ID | Resturant unique ID number | NUMBER(10) | 9999 | Y | FK | Restaurant\_Admin |
| System\_name | Name of system | VARCHAR2(24) | Xxxx |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| RESTAURANT\_ADMIN | Restuarant\_ID | Restaurant unique ID number | NUMBER(10) | 9999 | Y | PK |  |
| System\_ID | System’s ID number | NUMBER(16) | 9999 | Y | FK | System\_admin |
| First\_name | Admin’s first name | VARCHAR2(24) | Xxxx |  |  |  |
| Last\_name | Admin’s last name | VARCHAR2(24) | Xxxx |  |  |  |
| Email\_Address | Admin email address | VARCHAR2(40) | Xxxx |  |  |  |
| Restaurant\_name | Restaurant’s registered name | VARCHAR2(24) | Xxxx | Y |  |  |
| Address | Address of the business | VARCHAR2(35) | Xxxx |  |  |  |
|  |  |  |  |  |  |  |  |
| Payment | Payment\_ID | Payment ID number | NUMBER(15) | 9999 | Y | PK |  |
| Order\_number | Order number | NUMBER(13) | 9999 | Y | FK | Order |
| Payment\_method | Method user is going to use to pay | BOOLEAN | Y/N | Y |  |  |
| Payment\_date | Date payment was made | DATE | DD-MONTH-YYYY | Y |  |  |
| Payment\_Amount | Amount due payed | CURRENCY | 999.99 | Y |  |  |
|  |  |  |  |  |  |  |
| Driver | Driver\_ID | Driver’s employment ID number | NUMBER(13) | 9999 | Y | PK |  |
| Admin\_ID | Admin’s employment ID number | NUMBER(13) | 9999 | Y | FK | Admin |
| Cell\_no | Driver cell phone number | NUMBER(10) | 9999 |  |  |  |
| Driver\_Name | Driver first name | VARCHAR2(24) | Xxxx |  |  |  |
|  |  |  |  |  |  |  |  |
| Product | Product\_ID | Product ID number | NUMBER(10) | 99999 | Y | PK |  |
| Order\_number | Order number | NUMBER(15) | 99999 | Y | FK | Order |
| Product\_Price | Product Price | CURRENCY | 999.99 |  |  |  |
|  |  |  |  |  |  |  |
| Order | Order\_number | Order number | NUMBER(15) | 99999 | Y | PK |  |
| Customer\_ID | Customer ID number | NUMBER(13) | 9999 | Y | FK | Customer |
| Price | Product Price | CURRENCY | 999.99 |  |  |  |







