**Business Requirements Document (BRD)**

**1. Project Overview**

**1.1 Introduction**

The purpose of this document is to define the business requirements for a **Food Delivery App** that enables customers to order food from various restaurants, have it delivered by drivers, and ensure seamless operations for restaurant owners and administrators.

**1.2 Business Objectives**

* Provide an easy-to-use platform for ordering food.
* Offer multiple payment options, including cash on delivery.
* Ensure timely and efficient food deliveries.
* Support restaurant owners with order management and menu updates.
* Enable delivery drivers to track earnings and navigate efficiently.
* Maintain a secure and user-friendly experience for all stakeholders.

**2. Functional Requirements**

**2.1 Customers**

* Users should be able to order food via a mobile app and website.
* Support for multiple languages.
* Provide cash-on-delivery payment option.
* Simple and intuitive UI for easy navigation.
* Track order status in real-time.

**2.2 Restaurant Owners**

* Receive orders via SMS and/or app notifications.
* Update menu items and availability in real-time.
* Option to generate sales reports (optional for those interested).
* Manage customer feedback.

**2.3 Delivery Drivers**

* Receive order assignments via app notifications, SMS, or calls.
* View order details, including customer contact, GPS location, and estimated delivery time.
* Real-time navigation to customer location.
* Earnings tracking feature.

**2.4 App Administrator**

* Manage customer and restaurant data.
* Oversee customer complaints and refund requests via helpline support.
* Ensure system security and prevent fraudulent activities.

**3. Non-Functional Requirements**

* The app should be lightweight and optimized for lower storage consumption.
* Ensure high system availability and scalability for peak order times.
* Data encryption for security.
* Fast and responsive user interface.
* Compliance with data protection laws.

**4. Process Flow Diagram**

(Will be created using Lucidchart in the next step)

**Next Step:** Create a **Process Flow Diagram** using Lucidchart to visualize how orders flow through the system. 🚀