**Requirements Specification Document**

**Primary Requirements:**

These are essential for the platform's basic functionality.

**For Customers:**

1. **Account Management**:
   * User registration and login functionality.
2. **Restaurant Browsing**:
   * Search and filter restaurants by name, location, cuisine, or ratings.
   * View restaurant details, including menus, reviews, and ratings.
3. **Menu Exploration**:
   * Display categorized menu items with images, descriptions, and prices.
   * Add items to the cart with the option to customize (e.g., add-ons, quantity).
4. **Order Management**:
   * Place an order with delivery or pickup options.
   * View order summary.
5. **Payment System**:
   * Multiple payment options (credit/debit cards, UPI, wallets, cash on delivery).

**For Restaurant Owners:**

1. **Account and Profile Management**:
   * Register as a restaurant owner and manage profile details.
   * Add/update restaurant details, including contact information and operational hours.
2. **Menu Management**:
   * Add, edit, or remove menu items, categories, and prices.
3. **Order Management**:
   * View and manage incoming orders in real-time.
   * Update order status (e.g., preparing, out for delivery, delivered).

**Secondary Requirements:**

These enhance the platform and provide added value but are not critical for the core functionality.

**For Customers:**

1. **Order Management**:
   * Track the order in real-time.
   * Save favorite orders for quick reordering.
2. **Ratings and Reviews**:
   * Submit ratings and reviews for restaurants and specific menu items.
   * View average ratings and reviews.
3. **Notification System**:
   * Receive order confirmations and updates via email or app notifications.
   * Alerts for discounts, promotions, or loyalty points.

**For Restaurant Owners:**

1. **Menu Management**:
   * Upload images for menu items.
2. **Analytics and Reports**:
   * Access sales reports, order trends, and customer feedback.
   * Track popular menu items and peak order times.

**Admin Panel (Optional):**

1. **User Management**:
   * Manage customer and restaurant owner accounts.
   * Handle account verifications and bans (if necessary).
2. **Platform Oversight**:
   * Monitor system activity, including orders and payments.
   * Manage promotional campaigns or system-wide announcements.
3. **Issue Resolution**:
   * Handle customer or restaurant complaints.
   * Approve/refuse refund requests or order disputes.