SRS Document in IEEE Format

Q) Prepare a mini **SRS document** for Online Food Delivery System including:

- Introduction
- Overall Description
- Functional Requirements
- Non-Functional Requirements

1. Introduction

1.1 Purpose

The purpose of this SRS is to define the functional and non-functional requirements of the Online Food Delivery System that allows customers to browse menus, place orders, make payments, track delivery, and rate restaurants. It also enables restaurants to manage menus and process orders.

1.2 Scope

This system supports:

- Customers placing food orders online
- Restaurants managing their menus and accepting orders
- Payment processing via secure payment gateways
- Delivery status updates
- Order history management

The system aims to provide fast, secure, and user-friendly food ordering services.

1.3 Definitions, Acronyms, Abbreviations

- **Customer**: User placing a food order.
- **Restaurant**: Food service provider.
- **Payment Gateway**: External service for payment verification.
- **Order**: A transaction including menu items selected by a customer.

2. Overall Description

2.1 Product Perspective

This is a standalone web/mobile system interacting with external payment gateways.
It has the following subsystems:

- Customer Interface
- Restaurant Management Interface
- Payment Processing Module
- Delivery Tracking Module

2.2 User Classes & Characteristics

- **Customer**: Places orders, tracks delivery.
- **Restaurant Staff**: Manages menu and accepts orders.
- **Delivery Rider**: Updates delivery status.
- **Admin**: Manages users, restaurants, and reports.

2.3 Operating Environment

- Web and mobile browsers
- Internet connection required
- Supports Android, iOS, Windows, macOS

2.4 Design & Implementation Constraints

- Payment must comply with PCI-DSS standards
- System must integrate with third-party payment gateways
- Must support multiple restaurants simultaneously

2.5 Assumptions & Dependencies

- Customers have stable internet connection
- Payment gateway services are available
- Restaurant data (menu, prices) is kept updated by restaurants

3. Functional Requirements

FR1: User Registration & Login

- The system shall allow users to register and log in using email or phone.
- The system shall validate credentials.

FR2: Browse Menu

- The system shall allow customers to view restaurant menus with prices and categories.

FR3: Place Order

- The system shall allow users to add items to cart.
- The system shall display order summary and total cost.

FR4: Process Payment

- The system shall validate payment details.
- The system shall send payment requests to the payment gateway.
- The system shall update order status based on payment response.

FR5: Track Order

- The system shall allow users to view delivery status in real time.

FR6: Manage Restaurant Menu

- Restaurants shall be able to add, update, or delete menu items.

FR7: Order History

- Customers shall be able to view previous orders.

4. Non-Functional Requirements

NFR1: Performance

- The system should respond to user actions within 2–3 seconds.
- Payment processing should not exceed 5 seconds.

NFR2: Security

- All sensitive data must be encrypted using SSL/TLS.
- The system shall enforce secure authentication and strong passwords.

NFR3: Usability

- The interface must be clean, easy to use, and mobile-responsive.

NFR4: Availability

- The system must be available 24/7 with 99% uptime.

NFR5: Scalability

- The system must support high traffic and multiple orders at the same time.

NFR6: Reliability

- System should handle payment retries and maintain consistent order records.