**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

| Date | 29 August 2025 |
| --- | --- |
| Team ID | LTVIP2025TMID61019 |
| Project Name | Order On The Go |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

| **FR ID** | **Module** | **Requirement** |
| --- | --- | --- |
| FR-01 | Account Mgmt | The system shall allow users to sign up and log in via email, phone, or social login. |
| FR-02 | Account Mgmt | The system shall allow users to store and manage preferences (e.g., favorite meals). |
| FR-03 | Account Mgmt | The system shall allow users to view past orders and reorder in one click. |
| FR-04 | Menu & Ordering | The system shall display restaurant menus with prices, images, and descriptions. |
| FR-05 | Menu & Ordering | The system shall allow search and filter by cuisine, price, or distance. |
| FR-06 | Menu & Ordering | The system shall support voice-enabled ordering. |
| FR-07 | Menu & Ordering | The system shall suggest nearby restaurants using GPS location. |
| FR-08 | Payment Processing | The system shall allow users to add, store, and select payment methods (cards, wallets, UPI, etc.). |
| FR-09 | Payment Processing | The system shall ensure secure payment processing via a payment gateway. |
| FR-10 | Payment Processing | The system shall allow users to apply loyalty rewards, discounts, or promo codes during checkout. |
| FR-11 | Order Fulfillment | The system shall send order details to the selected restaurant. |
| FR-12 | Order Fulfillment | The system shall assign delivery partners automatically based on proximity. |
| FR-13 | Order Fulfillment | The system shall provide real-time order tracking with estimated delivery time. |
| FR-14 | Order Fulfillment | The system shall update restaurant and delivery partner dashboards with active orders. |
| FR-15 | Notifications | The system shall send order confirmation, preparation, and delivery updates via push notifications. |
| FR-16 | Notifications | The system shall send loyalty/reward updates after order completion. |
| FR-17 | Notifications | The system shall notify delivery partners of new delivery requests in real time. |

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

| **NFR ID** | **Category** | **Requirement** |
| --- | --- | --- |
| NFR-01 | Performance | The system shall load restaurant menus in <3 seconds under standard conditions. |
| NFR-02 | Performance | The app shall handle at least 5,000 concurrent users without performance degradation. |
| NFR-03 | Scalability | The system shall support expansion to new restaurants, geographies, and delivery partners without redesign. |
| NFR-04 | Availability | The system shall have 99.5% uptime. |
| NFR-05 | Reliability | The system shall recover from failures within 5 minutes using failover servers. |
| NFR-06 | Security | All payment transactions must comply with PCI-DSS standards. |
| NFR-07 | Security | User data shall be encrypted in transit (TLS) and at rest (AES-256). |
| NFR-08 | Security | The app shall implement two-factor authentication (2FA) for login. |
| NFR-09 | Usability | The system shall provide a simple, intuitive UI accessible with minimal training. |
| NFR-10 | Usability | The app shall support multi-language interfaces (English + local languages). |
| NFR-11 | Maintainability | The system codebase shall follow modular architecture for easier maintenance. |
| NFR-12 | Maintainability | The app shall support regular updates with minimal downtime. |
| NFR-13 | Portability | The app shall be available on iOS, Android, and Web with consistent UX. |