SOFTWARE REQUIREMENTS SPECIFICATION

for

FOOD ORDERING WEB APP

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Contents

1 Introduction

1.1 Purpose

The Current manual and telephonic process of ordering food makes it difficult for the customers to get the best deal and even limits their choices. So, "Food Ordering web app" is the solution. "Food Ordering Web app" is an web application that enables the users to order food online from their preferred restaurants depending upon the availability, Ratings of the Restaurants and the price of the dishes. It also helps the food store and restaurant owners in reaching out to a wide range of customers and expanding their business.

1.2 Intended Audience and Reading Suggestions

This SRS is for developers, project managers, users and testers. It is for specific users who wish to order food online. Users also comprise all the restaurant and food stall owners who are willing to receive orders for their dishes online. It is for the developers who need to delete some restaurant or item, or add some new features to the website. The testers need to check if any new feature works correctly or not.

1.3 Project Scope

"Food Ordering Web app" is an web application for common people to order food online, as well as for food outlet owners to get registered so that people can order food from their outlet.
After filling the registration form, users will be able to see the outlets that are available for ordering food from, the menu they are offering, and their locations . When the user wants to order something, they will have the option to add food items to their cart. They can later review and confirm the order of the items in the cart. When delivery is received, they can affirm the delivery, or exercise the cancel option order before delivery. Food Outlet owners can fill up the Outlet Registration form to get their registration process started and have their outlet can be added in the app. Once the admin confirms their request,they can start receiving orders. When an order is confirmed, they will start the process to deliver the order to the customer.

Work flow of the project -

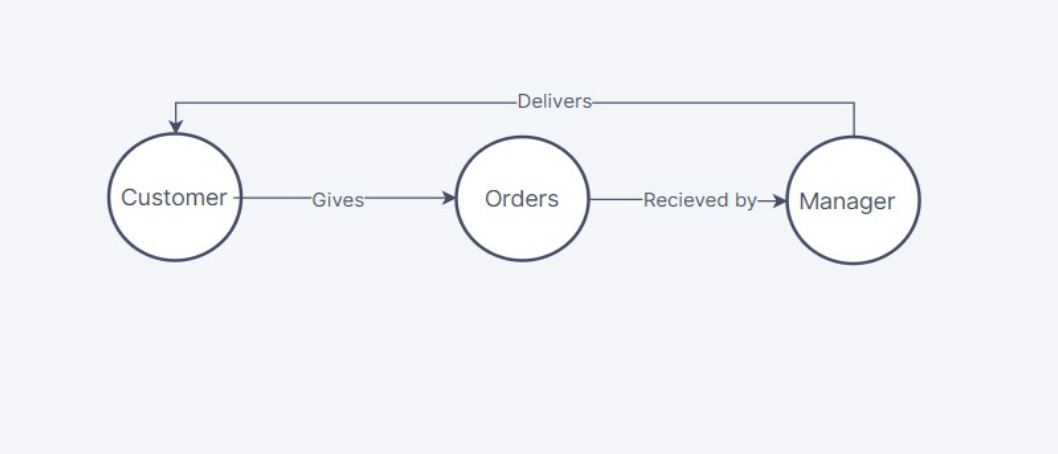

Figure 1.1: Entire work-flow

Figure 1.1 is the overview of the food ordering process through "Food ordering web app", giving a simple idea of the functional activities of the project.
Customers select dishes and confirm the order through their cart. Upon confirmation of the order, restaurant managers receive the order and start the delivery process to deliver the order to the customer.

2 Overall Description

2.1 Product Perspective

"Food Ordering web app" is the replacement of the manual food ordering process. Instead of having to go to restaurants to order food, users can order food online from the comfort of their homes. Restaurants can also register themselves to reach out to a wide range of customers to expand their business. The main goal of this project is to create a food ordering web app that is easy to use and performs the required functions mentioned above.

2.2 User Classes and Characteristics

"Food Ordering and Delivery web app" has basically 2 types of users -

- Customers- Customers are the users who will order food to have it delivered to their address.
- Restaurant Managers- They are the users who will provide the menu for their respective restaurants and manage delivery of the orders placed at their restaurant.
- Admins- Admins can delete user or manager accounts, and can handle verification requests of new outlets.

2.3 Product Functions

"Food Ordering web app" will let customers order food from registered restaurants, who will then deliver the food at the customer's specified location. Before using the web app, both customers and managers will need to be registered.

- **Users have -** username, password, user id, email, phone number
- **Restaurant Managers have -** Username,Password,phone number, email,restaurant name, restaurant location coordinates, Menu
- **Admins have -** Privileges to delete user accounts, obsolete or disconnected outlets and can add outlets after verification.

2.4 Operating Environment

The Web app will operate on all browsers supporting Flask.

2.5 Design

Customer activities have 3 steps -

- Select food to order and add to cart
- Confirm/Remove Cart items
- Confirm delivery and give feedback/Cancel Delivery

Customers first select the dishes they wish to order and add them to their cart. After that, they have to confirm the order. Upon confirmation, the delivery process will be initiated. Finally customers have to receive the delivery at their address and indicate as such in the web app. They also have the option to cancel the order before delivery.

Figure 2.1: Customer Activities

Manager activities have 2 steps -

- Receive Orders
- Delivery of received Orders

Managers receive confirmed orders from customers, upon which they start the process to deliver the ordered dishes at the specified location.

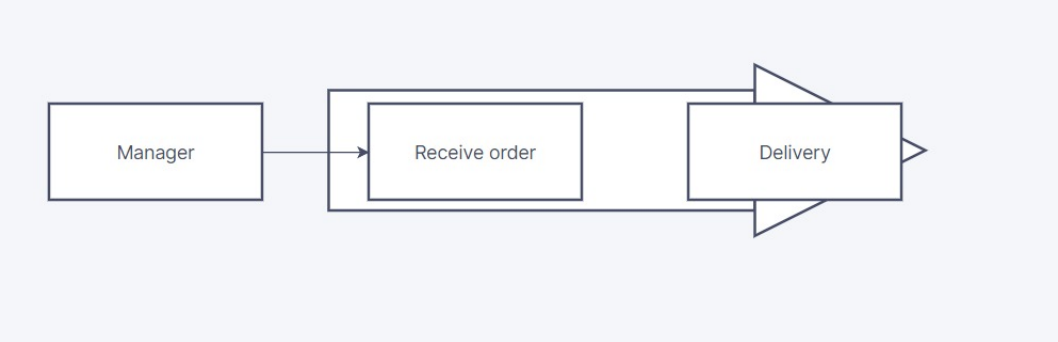

Figure 2.2: Manager Activities

Admins can delete accounts and handle the verification process for new outlets.

3 System Features

"Food Ordering App" is a web application to order food online. So the main use of this product is to order food from the comfort of your home and have it delivered to you.

3.1 Description and Priority

"Food ordering App" Replaces the current manual and telephonic process for ordering with an online process that delivers confirmed orders to the user from verified outlets which he/she has selected. The features included in the web app are :

1. **Login Authorisation for Users-** The registration process is the first thing that the client encounters while using our web app, so it should not be too complicated, slow and confusing. It should be simple and easy to operate. A new account can be created by the user by entering his/her registration details.
2. **Admin Controls-** Admins can login and access admin features like deleting user accounts, deleting outlets and handling outlet verification requests.
3. **Cart for Users-** Add to Cart function is an essential requirement for any food ordering web app. While scrolling the menus of different outlets, the user has the option to add a particular dish to cart which he could later access directly after logging in into his account.
4. **Searching with Filters-** Different users have different requirements, hence they would have an option to apply filters on the basis of outlet name,food items,maximum price , ratings of the stores, etc. This makes our software easy to operate for the users.
5. **Feedback/Review after Order-**Customers should be able to give their feedback after an order has been delivered in the form of a rating so that outlets can see the feedback and improve accordingly.
6. **Food Outlet details with location-** The details of every food outlet associated with the web app should be easily available to users along with the location of the outlet, as these are the most important factors users consider before ordering food.
7. **Payment through COD option-** The client will do the payment through COD(Cash on Delivery) method.

8. **Registration option for outlet manager-** New outlets can be registered by their managers, by entering outlet details. The registration request will be verified by an admin and then their outlet will be available for users to order from.

9. **Menu edit options for outlet managers-** The outlet managers should be able to modify their menu according to the availability of items.

10. **Details of order history-**Clients and restaurateurs can view their order history at any time from the web app. Clients can see their previous orders, and restaurateurs can see the orders that have been delivered from their outlet.

11. **Options to cancel order-** Users should be able to cancel their order.

3.2 Interface Requirements

3.2.1 User Interface

The user interface is made with HTML and CSS. This provides a clean interface for the user to navigate through the web app and for the administrator to manage the website to ensure continuity.

3.2.2 Software Interface

- The backend of the web app uses Flask which is a micro framework of python. It will be used to run the server. JavaScript has also been used to check the vailidity of details entered during registration and at other places.

- MYSQL is used as the database solution to save records of the users,outlets and orders.

- Windows is used as the operating system.

4 Other Nonfunctional Requirements

4.1 Performance Requirements

The Web app will be used by the users on their windows devices. Flask is a lightweight framework and gives almost full control to the developer for making applications.

4.2 Software Quality Attributes

1. **Maintainability:** The web app should be easy to maintain for a long time. Bugs should be easily removable.
2. **Scalability:** The web app should work as intended even for a large number of users. Data storage should be increased accordingly.
3. **Flexibility:** The app features can be easily modified or added if required. New outlets can also be added easily.
4. **Reusability:** This web app can be easily transformed into some other kind of web app with a similar purpose, such as an online shopping web app.
5. **Adaptability:** The web app should be modifiable as per user feedback, with new features being added or old features being changed to suit user needs.
6. **Reliability:** The web app should be consistent and should behave in a user friendly manner.
7. **Usability:** The web app should be easy to use for users as well as administrators, with intuitive icons.

4.3 Security Requirements

Only registered users can use the web application to place orders, and only those outlets will be available to order from which have been verified by an admin. One particular user should only be able to perform his/her particular actions.

5 Other Requirements

The web app will need to be maintained and refactored continuously. The web app can be modified as per changing requirements.