Food Ordering and Delivery System

Version 1.0

Prepared for

Information Management 2

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Functional Requirements Document: Food Ordering and Delivery System

Overview

The Food Ordering and Delivery System is an online-based system that will allow the customers to order food from various restaurants in their area, select what one likes best. With the integration of all key players like customers, restaurants owners/delivery drivers and payment gateway it helps to create a simple ecosystem for users.

Functions	Function Description	Key Functions
User Authentication	The users login securely in the system with a username and password so that they can login to their features.	**Login**: Users can log onto their dashboards **Registration:** Register as a new user by entering the following requirements.
Order Management	Customers can use the app to view their orders and either confirm or delete them.	**Order confirm:** Customers can browse the menu, select a dish, and place their order. Once placed, they can confirm the order to proceed with processing. **Order delete:** Customers can choose to delete any unconfirmed order if they no longer wish to proceed.

Menu Management	Restaurants can manage their menu items, including adding new dishes or updating prices.	**Add/Update Menu Items:** This allows restaurants to continuously modify their menu
Delivery Management	Assign orders to available drivers for delivery.	**Driver Assignment:** Orders are automatically or manually assigned to delivery drivers.
Payment Processing	Securely Process the Payment per order on which transaction is made.	**Payment Confirmation:** Customers can securely pay for their orders. Payments are processed only for confirmed orders.

Risk and Mitigation

Data Security: Implementing robust security practice polys to ensure no unauthorized access or breaches may occur.

Order Accuracy: Implementing checks and balances to avoid order entry mistakes, inaccuracies in orders delivered.

Delivery Delays: Ensuring delivery routes are established efficiently and that driver performance is monitored to prevent delays in the supply chain.

Payment Fraud: Verifying the identity of a person whereas making an online account or getting any service/merchandise from an internet shop is a very functional way to seize scammers.

Project Objectives

The Food Ordering and Delivery System main aim is to make online food ordering an easy, reliable, secure way for customers seeing a menu of items provided by nearby restaurants with the ability to place order from any smartphone or tablet in your restaurant. The goal is to improve the customer experience, help restaurant operations and ease delivery, thereby paving the way for online food-delivery services.

Customer

customer_id	int	PK
password	varchar(100)	
first_name	varchar(100)	
last_name	varchar(100)	
email	varchar(100)	
phone_number	varchar(20)	
address	varchar(100)	

Order

order_id	int	PK
customer_id	int	FK
restaurant_id	int	FK
driver_id	int	FK
order_item	varchar(100)	
order_date	varchar(20)	
total_amount	decimal(10,2)	
delivery_address	varchar(100)	
status	varchar(100)	
estimated_delivery_time	time	

Restaurant

restaurant_id	int	PK
menu_id	int	FK
name	varchar(100)	
address	varchar(100)	
email	varchar(100)	
opening_hours	time	

Payment

payment_id	int	PK
order_id	int	FK
amount	decimal(10,2)	
payment_method	varchar(100)	
payment_status	varchar(100)	

Menu

menu_id	int	PK
item_name	varchar(100)	
description	varchar(500)	
price	decimal(10,2)	

Delivery Driver

driver_id	int	PK
first_name	varchar(100)	
last_name	varchar(100)	
phone_number	varchar(20)	
vehicle_type	varchar(100)	
license_plate	varchar(20)	