

SOFTWARE REQUIREMENTS DOCUMENT

Coffee Shop Ordering Application

وثيقة متطلبات النظام

Project Name	Coffee Shop Ordering Application
Document Type	Software Requirements Document (SRD)
Solution Scope	Mobile Application + Web Dashboard
Prepared For	Small Coffee Shop Business

Prepared from client-provided requirements

Document Overview

This Software Requirements Document (SRD) defines the scope, functional requirements, user roles, system behavior, and technical expectations for a coffee shop ordering solution. The solution includes a customer-facing mobile application and an administrative web dashboard for daily business operations.

1. Project Overview

Item	Requirement
Project Name	Coffee Shop Ordering Application
Type	Mobile Application + Web Dashboard
Description	The application is intended for a small coffee shop that sells coffee of all types, hot and cold beverages, and desserts. Customers can place pickup or delivery orders, while the shop owner manages products, pricing, and orders through a web dashboard.

2. Supported Languages

Item	Requirement
Languages	English and Arabic
Requirements	Full right-to-left (RTL) support for Arabic, in-app language switching, and full translatability for all content.

3. User Roles

Item	Requirement
Customer	Register/Login using mobile number with OTP, browse menu, add items to cart, choose pickup or delivery, place orders, track order status, and receive notifications.
Admin (Shop Owner)	Manage orders, menu, pricing, offers/promotions, and monitor sales through the dashboard.

4. Mobile App Features

4.1 Menu

- Categories: Coffee, Drinks, Desserts.
- Each product should show name, price, image, and optional add-ons such as sugar level, size, and extras.

4.2 Cart

- Add and remove items.

- Adjust item quantity.
- Display total order price clearly.

4.3 Order Options

- Pickup: instant pickup or scheduled pickup based on user-selected time.
- Delivery: customer enters delivery address.
- Delivery fee can be fixed or calculated based on location.

4.4 Order Tracking

- Order statuses: New, Preparing, Ready, Completed.

4.5 Notifications

- Order confirmation notifications.
- Status update notifications.
- Promotional notifications.

5. Admin Dashboard

Orders Management

- View all orders.
- Update order status.
- View full order details.

Menu Management

- Add, edit, and delete products.
- Manage categories.

Offers

- Manage discounts.
- Create daily promotions.

Settings

- Configure delivery fees.
- Define working hours.

6. Service Area

- Delivery is available only inside a specific Area
- The system must prevent orders outside the permitted service zone.
- The service area can be defined using a map or a delivery radius distance.

7. Technical Requirements

Mobile App

- Simple and user-friendly design.
- Fast performance.
- Arabic language support.

Backend

- REST API architecture.
- Database entities include Users, Orders, Products, and Notifications.
- Push notification support is required.

8. Project Phases

Phase	Scope
Phase 1 (MVP)	Menu display, order creation, pickup and delivery options, and a basic dashboard.
Phase 2	Online payment, coupons, and advanced reporting.

9. Deliverables

- iOS application.
- Android application.
- Admin dashboard.
- Complete source code.

10. Notes

- The system should remain simple and practical for a small coffee shop.
- The architecture should allow future expansion.
- The codebase should be clean, maintainable, and scalable.

End of Document