

UC Pay - Timmy Frederiksen

ID UC Pay

Scope Self-order kiosk

Level User Goal

Stakeholders and interests

Customer

- The customer who wants to place an order, and will now pay for said order

Manager

- The person who is able to help facilitate the payment process and can fix any issues with the system, as necessary.

Employee

- The employees should be able to see orders that have been placed in order to begin preparation of the order

Preconditions

- The system has been used to add the customer's desired items into their order.
- The customer wants to pay and place their order

Postconditions

- The payment has been made and the order has thus been placed.
- The customer should have their order number and a receipt (if requested)

Main Success Scenario

1. Customer selects 'pay' button on the screen
2. System should then prompt the user for payment method
3. Customer determines method of payment
 - a. If the customer opts for card payment, the system should prompt them to insert card
 - b. If the user selects cash or check, the system should notify the manager to facilitate physical payment
4. The system should confirm payment has been received
5. The system prompts the customer whether they would like a receipt
 - a. If the user wants a receipt, the system should send it. Otherwise, do nothing
6. The system should place the order so that the employees can see it and begin preparing the order

7. The system should give the user an order number
8. The transaction has been completed, and the customer can retrieve their order once it has been prepared

Extensions

*.a. At any point, the customer may select the 'request help from manager' button, and the manager should be notified of the request.

*.b. At any point, the system may fail. If this occurs, a manager should be notified by the customer.

3a.a. If the card payment is invalid, the system will notify the user of the failure and prompt again.

3b.a If the user has another payment method not specified here, proceed by step 3b, and the manager should determine whether said payment method is valid.

4.a If the user did not pay with a card and the manager facilitated payment, the manager should enter the manager code into the system. This will tell the system that physical payment has been received.