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Pizza Ordering System: Use Cases

Use Case Title: " **Make Order**"

Main Success Scenario:

1. User selects order options (size, toppings, crust, drink combination, eat-in vs. delivery)
2. System verifies order options can be satisfied (i.e., store did not run out of marinara sauce or Jarritos soda)
3. User is cited price
4. If order is to be delivered, system collects/retrieves customer info
5. If order is to be delivered, system provides delivery estimate
6. User selects payment option (cash/card)
7. User pays the bill (if card is used)
8. Order is cooked and delivered
9. If user selected to pay in cash, user pays upon delivery
10. Order is closed

Alternate Flows:

1a. an item (topping, beverage) is not available
- ➢ system informs the customer.
- ➢ customer selects alternative topping or beverage OR
- ➢ customer cancels order(“**Cancel Order**” use case)

3a. price is not acceptable to the customer
- ➢ order is cancelled (“**Cancel Order**” use case)

4a. system does not deliver to customer's location
- ➢ order is cancelled (“**Cancel Order**” use case)

4b. delivery time is not acceptable to customer
- ➢ order is cancelled (“**Cancel Order**” use case)

5a. payment does not go through
- ➢ repeat process from step 5 onwards with alternative method of payment OR
- ➢ order is cancelled (“**Cancel Order**” use case)

6a. order cannot be delivered (due to disaster etc)
- ➢ customer is issued refund

8a. Customer does not pay.
- ➢ Order status is updated and order is closed

Use Case Title: “**Cancel Order**”

Main Success Scenario:

1. User requests order cancellation
2. System find the order

3. System verifies it is possible (the order is not entered step 7 of the “**Make Order**” use case)
4. System updates order state
5. If necessary, system issues refund to customer
6. Order is closed

<u>Alternate Flow</u>:

2a. order cannot be found

- System interacts with the user to get new parameters to search for order
- If order is found, go to step 3 of “Cancel Order Scenario”
- Otherwise, inform the user order cannot be found

3a. order cannot be cancelled (i.e., it is already cooked and on its way)

- system gives customer two choices
  - cancel order with no refund OR
  - proceed with original order
- user selects one of above options
  - option 1. proceed with cancellation (step 4, no refund)
  - option 2. Proceed with the original “**Make Order**” scenario

<u>Use Case Title</u>: ”**Change Order**”

<u>Main Success Scenario:</u>

1. User requests order alteration (on existing order)
2. System finds the order
3. System verifies alteration is possible (the order is not entered step 7 of the “**Make Order**” use case)
4. System stops order processing
5. System updates order status
6. User selects new options
7. System updates order information
8. Order processing is resumed (whatever step it was in the “Make Order” user case)
9. Customer pays for additional options or receives refund

<u>Alternate Flows</u>:

2a. order cannot be found

- System interacts with the user to get new parameters to search for order
- If order is found, go to step 3 of “**Cancel Order**” user case
- Otherwise, inform user order cannot be found

3a. order cannot be changed (i.e., it is already cooked and on its way)

- system gives customer two choices
  - cancel order with no refund OR
  - proceed with original order
- user selects one of above options
  - option 1. proceed with cancellation (step 4, no refund)
  - option 2. Proceed with the original “**Make Order**” scenario

Use Case Title: "**Refund Payment**"

Main Success Scenario:

1. User identifies order under consideration
2. User identifies the original payment method
3. Refund is processed in accordance with the original payment method
    a. Card is refunded if paid by credit/debit card
    b. Cash is awarded if paid by cash originally
4. Order status is updated

Use Case Title:" **Audit Sales**"

Main Success Scenario:

1. Manager selects reports to be generated (via UI)
2. System generates selected reports
3. Manager examines reports

Use Case Title: "**Create inventory item**"

Main Success Scenario:

1. User opens 'new inventory item' UI
2. User specifies details for the new item
3. System saves the item

Use Case Title: "**Create 'special'** "

Main Success Scenario:

1. User opens 'Specials' UI
2. User specifies details of the new special
    a. Dates when active
    b. Nature of the special: discount, set price, relative price (large for the price of medium)
3. System saves the special

Use Case Title: "**Modify item**"

Main Success Scenario:

1. User opens "Inventory UI"
2. User finds the item of interest
3. User makes necessary modifications (price, stock count, status etc)
4. System saves item

Alternate Flow:

2a. User cannot find the item of interest

- User searches with different parameters
- If still cannot find, resort to "**Enter new item** " scenario

Use Case Title: "**Modify 'Special'**"

Main Success Scenario:

1. User opens “Specials UI”
2. User finds the special they want to modify
3. User makes necessary modifications (price, stock count, status etc)
4. System saves item

Alternate Flow:

2a. User cannot find the special they want to modify

- User searches with different parameters
- If still cannot find, resort to “**New ‘Special’**“ scenario