Use Case Title: "**Customer Makes Order**"

Main Success Scenario:

1. user selects order options (size, toppings, crust, drink combination, eat-in vs. delivery)
2. user is cited price
3. if order is to be delivered, system provides delivery estimate
4. user selects payment option (cash/card)
5. user pays the bill (if card is used)
6. order is cooked and delivered
7. if user selected to pay in cash, user pays upon delivery

Extensions:

1a. certain item (topping, beverage) is not available

system informs the customer.

customer selects alternative topping or beverage

3a. system does not deliver to customer's location

order is cancelled

3b. delivery time is not acceptable to customer

order is cancelled

5a. payment does not go through

repeat step 5 with alternative method of payment

order is cancelled

6a. For some reason, order cannot be delivered (due to disaster etc)

customer is issued refund

Use Case Title: “**Order cancellation**”

Main Success Scenario:

1. User requests order cancellation
2. System verifies it is possible (i.e., the order is not already on the way to delivery)
3. If necessary, customer is issued refund

Extensions:

2a. order cannot be cancelled (i.e., it is already cooked and on its way)

system gives customer two choices:

* + cancel order with no refund
  + proceed with original order

user selects one of above options

option 1. proceed with cancellation

option 2. proceed with original order (resume “Customer Makes Order” scenario)

Use Case Title: ”**Customer Changes Order**”

Main Success Scenario:

1. User requests order alteration (on existing order)
2. System verifies alteration is possible (i.e., order has not been yet cooked)
3. System stops order processing
4. User selects new options
5. System updates order information
6. Order processing is resumed
7. Customer pays for additional options or receives refund

Extensions:

2a. Alteration is not possible (i.e., pizza has already been cooked)

user proceeds with the original order

?????

Use Case Title: “**Customer Is Issued Refund**”

?????

Use Case Title:” **Manager audits the system**”

Main Success Scenario:

1. Manager selects reports to be generated (via UI)
2. Manager generates selected reports
3. Manager examines reports and (optionally) takes action (alters inventory, change pricing, void transactions, generates more reports)

Extensions:

Use Case Title: “**Manager modifies inventory**”

Main Success Scenario:

1) enters new items

2) deletes irrelevant/expired items

3) creates/edits "specials" and "combos" (combinations of product with special pricing)

Extensions:

Use Case Title: “**Manager enters new ‘special’** “

Main Success Scenario:

1. Manager specifies ‘special’ (“i.e., large pizza for the price of medium on Sat all thru December”) via UI
2. System saves ‘special’

Extensions:

Use Case Title: “**Manager modifies/deletes existing ‘special’** “

Main Success Scenario:

1. Manager brings up a list of existing ‘specials’
2. Manager selects ‘special’ to modify or “deactivate”
3. Manager applies alterations (price, status etc.)
4. System updates ‘special’

Extensions:

1a. A ‘special’ to be modified is not found

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