Problem Statement Delivery Pizza

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Jimmy's Pizza wants to improve the ordering and tracking processes and reduce and facilitate order time from customers.

A new System allows customers to order pizza on the website and the customer is able to track the order to see the current location of the delivery.

The system is requested to be easy and intuitive to use. Customers are able to order pizza four types of pizza: supreme, chicken barbecue, all meat, and veggie in three different sizes, small, medium, and large.

Customers need to create an account to be able to order a pizza. Also, the manager can register new customers and update the information, and if it is necessary delete the customer.

The system has to store the customer information: First Name, Last Name, email, address, birthday, but no payment info like credit cards for security reasons.

The customer is able to see the current location for the delivery by entering the order number. Also, the customer can cancel the order or update the order only if the order has the requested status.

The order status has four options: requested, in progress, out of delivery, and delivery.

The manager can request four types of information:

• List of all customers

• List of most ordered pizzas.

• List of most ordered pizza by a customer.

• List of all pizzas in delivery status.

Also, the manager can update the pizza details and order status.

The receptionist can receive calls and orders for the customer if the customer has an account, then the order number can be sent by email or message text and update the order status. The system should prevent a customer from requesting a new order if they have an outstanding, unpaid bill for the pizza delivery service they have received.