Use Case – Fully Dressed Format

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| **Use Case Name:** Request an Order | | | **ID:** | | **Priority:** High | |
| **Brief Description:** The app user selects the restaurant and menu items they need and sent an order to requestion to the system. The system will transfer the request to the restaurant and update inventory status when the restaurant confirms. | | | | | | |
| **Actor:** A app user who need ordering from a restaurant | | | | | | |
| **Trigger:**  **Type**  **External**  **Temporal** | | | | | | |
| **Preconditions:**   1. The User is registering from the App 2. App User upload valid payment method and address for delivering information 3. App system is fully operated and active online | | | | | | |
| **Normal Course**   1. Request ordering from a restaurant 2. The System will show the user the available restaurant that inside the deliverable rage and operational time 3. The System offer users restaurant from the list 4. If there is no restaurant available due to the location or time it will show a notification. 5. The System offers a full descriptive menu from restaurant to user 6. If the quantity of an item in the menu is in shortage will show “unavailable” from the menu list 7. If the quantity of the item is sufficient, the system will show the available quantity on the list 8. The system gives users different options for pick up methods and picks up the time zone from extending to rush. 9. The System shows authorize confirmation from the user 10. The system notifies appoint restaurant request information and waiting for confirmation from the restaurant. 11. If the restaurant confirms with the request, the system will receive confirmation and waiting time which will transfer back to the user. 12. If the restaurant decline the request the system will notify the user and offer an alternative option for the user 13. The system arrange for pick up 14. The system updating inventory data for restaurant preparation and future user. | | | | **Information for step**   1. User login to app 2. User select restaurant 3. User select menu items and quantity 4. User select pick up the method and pick up time 5. The user confirms and sent with order request 6. Restaurant receive notification and confirm or decline the request 7. The user receives confirmation from the restaurant and picks up the waiting time 8. The user receives food and system close case | | |
| **Alternative Course(s):**   1. request error confirmation 2. user stop responding order request 3. system remaining to wait for a response 4. system stop waiting for respond when select restaurant out of operation or user out of delivering address rage 5. the user receives a decline notification for ordering 6. system display decline reason   a1. Decline reason from the restaurant, the system will show an explanation from the restaurant  a2. Decline reason from the payment method, the system will lead users to input other payment information until the payment is successful.  a3. Decline reason form system malfunction, system analysis malfunction from system service or using internet connection issue, etc.   1. user decide cancelation after the request has been sent 2. system display if cancellation is still available 3. Restaurants receive cancellation notification and execute cancelation. | | | | | | |
| **Postconditions:**   1. The system stored the order request in the inventory system 2. The system updates new inventory data information to the inventory database 3. Restaurants receive notification about request order 4. User receive different message base on the order information | | | | | | |
| **Exceptions:**  E1: order is confirming and wait for delivery finish   1. The system displays the message “order request confirms by the restaurant, order delivers by a certain time.” 2. The system asks the user if he/she wants to order again or make orders   2a. a user asking new ordering  2b. user exit app waiting for order deliver complete  E2: order request decline   1. System display decline reason (a decline from restaurant or payment decline, etc.) 2. The system offers different available options base on the request circumstance.   E3: Order cancelation   1. The system sent a user cancelation message to the restaurant 2. Cancelation receive and cancel completely | | | | | | |
| **Summary:**  **Inputs Source Outputs Source** | | | | | | |
| Inputs:   1. Restaurant ID 2. Menu ID 3. Payment information 4. Customer ID 5. Customer Information | Source:   1. system inventory database 2. notification system | Outputs:   1. Order ID 2. Pickup Information 3. Order Request Notification | | | |  |