1. Students place online orders (rent or buy) for books by entering their student number. The money is recorded on their student loan. They can tick if they live in the dorm (in which case an address is not needed, only the building/floor/room number) or if they live off-campus, in which case they need to provide their home address. They get an email on their student email regarding when the book(s) will be delivered. Informal benchmarking I did showed me a few things that can be improved. I checked one of the most dominant websites in the business, and realized we lack “sell book” option for students as well as providing alternative sellers for books that are not available in the libraries. If we implement “sell book” option students could make money off books they no longer need (in a reasonable condition), whilst the buyers (students) would get it much cheaper and still be able to use it. And if we implement the option to show alternative sellers to students for books we do not have, students will not need to wait for the stock to get replenished to get a book.

2.

    1. Use Case Name: Reserving a table
    Actors: Customer, Reservation Manager, Restaurant Staff
    Description: This use case allows a customer to reserve a table at the restaurant through their website.
    Trigger: Customer clicks on the “Book a reservation” button on the website.
    Pre-conditions:
        - The customer has internet access.
        - The restaurant is operational that day
        - The customer has all of the information (number of people, date, time) ready for the reservation.

    Normal course of events:

        1. The customer clicks on the “Book a reservation” button on the website.
        2. The customer gets prompted with a form requiring name, surname, email, phone number, number of people, date, time and extra note information.
        3. The customer enters the desired information and confirms it by pressing a “Confirm” button.
        4. They get prompted with a choice of how to receive a confirmation code.
        5. After they have made their choice, they get prompted with a textbox requiring them to enter the verification code.
        6. The user then enters the verification code. If it is incorrect, they get back to 4. step, if it is correct the use case continues.
        7. The user now gets prompted that their reservation has been sent to the Reservation Approval Queue and that they will be notified via a phone call as soon as it has been evaluated.
        8. Upon getting notified of the new reservation through the online reservation system, the Reservation Manager reviews the information and decides whether it is a legit reservation or not. If the Reservation Manager decides to disapprove it, the user is notified via an email and the use case ends. Otherwise, the

Reservation Manager calls the customer to let them know their reservation has been approved and that they are expected at the reservation date and time. The customer also gets notified of their reservation code via email.

9. If the reservation is not on the current day, the use case ends. Otherwise, the Reservation Manager informs the restaurant staff to prepare the Customer's table before they have arrived (taking into account any extra details provided by the Customer via extra notes field in the reservation submission form).

Post-conditions:

- The customer has been informed of the status of their reservation
- The system informs the reservation manager of the new reservation
- The Reservation Manager informs the restaurant staff of the new reservation
- The system records the form, phone call and any exchange of info regarding the reservation (having received consent from the customer)

2. Use Case Name: Cancelling a Reservation
   Actors: Customer, Reservation Manager, Staff
   Description: This use case enables a Customer to cancel their reservation if there is more than 3 hours left until it.
   Trigger: Customer presses "Cancel Existing Reservation" button on the website.
   Pre-conditions:
   - The customer already made a reservation earlier and have their reservation code
   - There is at least 3 hours left until the reservation

   Normal Course of Events:

   1. The customer presses "Cancel Existing Reservation" on the online restaurant reservation system.
   2. The system prompts the user with a reservation code input box.
   3. The user enters their reservation code.
   4. The system checks whether there is at least 3 hours left until the reservation. If not, the user is notified that with a message saying: "We are sorry but it is too late to cancel your reservation." and the use case ends. Otherwise, the use case continues.
   5. The user gets notified by the system that their reservation has been successfully cancelled.
   6. The Reservation Manager gets notified of the reservation cancellation. If the cancellation was not for that day, the use case ends. Otherwise, the use case continues.
   7. The Reservation Manager notifies the staff of the cancellation and to stop/not make any preparations for the reservation.

Post-conditions:

1. The system informs the customer of their reservation cancellation status.
2. The system informs the Reservation Manager of the cancellation.
3. The Reservation Manager informs the staff of the cancellation.