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**Systems Analysis and Testing**

**Phase I Group Submission**

**[CAGroup 2]**

**[D22125495]**

**Table of Contents**

[1 Use Case Narrative 1](#_Toc129897590)

[1.1 Place a food order use case narrative 1](#_Toc129897591)

[Use Case Name: Place a food order 1](#_Toc129897592)

[2 Activity diagram 4](#_Toc129897593)

# Use Case Narrative

## Place a food order use case narrative

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| **Use** **Case** **Name:** **Place a food order** |
| **Intent:** This use case is intended for customers who want to place an order for food items using an online food ordering system. |
| **Actors:** Customer |
| **Precondition:**   * The customer has an account on the online food ordering system. * The customer has logged in to their account. * The restaurant is registered with the online food ordering system. * Customer has added items in the basket |
| **Use** **Case** **Initiation:** The customer add items to basket. |
| **Dialog** **(Description):**   1. System display cart. 2. Users confirm the items in the cart alt delete item form cart 3. If dont clear returen to browse 4. The customer confirms the order and selects "Proceed to checkout". 5. System presents a screen asking for the delivery address, or offers the option to pick up the order. 6. User enters the delivery address or selects the pickup option. 7. User selects a payment method (credit card, debit card, or PayPal). 8. System presents a form asking the user to provide payment details if there is no payment information (card number, billing address, etc.). 9. User enters payment information. 10. User confirms the order and payment. 11. System displays an order confirmation message and estimated delivery time. 12. System updates the restaurant's order information.   **Alternate** **Flows:**  2A. If the user wants to remove an item from the cart, they can do so and return to restaurant page.  If the user wants to cancel the order, they can do so and return to the home screen.  1A. If the user is already logged in, skip to step 3.  1B. If the user chooses to continue without registering, skip to step 3.  2A. If the user chooses to register, system displays a registration form.  2A.1. If the required fields are missing or invalid, system displays an error message and prompts the user to correct the information.  2A.2. If the registration is successful, proceed to step 3.  3 User searches for a specific dish or restaurant.  3A. If the dish or restaurant is not found, system displays a message to inform the user and prompts them to search again.  3B. If the dish or restaurant is found, system displays the menu of the chosen restaurant.  4A. If the user encounters any issues with the menu or item selection, system displays a message to inform the user and prompts them to try again.  4B. If the user wants to remove an item from the cart, they can do so and return to step 5.  5A. If the user wants to add more items to the cart, they can do so and return to step 5.  5B. If the user wants to cancel the order, they can do so and return to the home screen.  6A. If the total cost of the order exceeds the user's available balance or credit limit, system displays a message to inform the user and prompts them to select a different payment method.  6B. If the user selects an invalid or unsupported payment method, system displays a message to inform the user and prompts them to select a different payment method.  7A. If the user wants to modify the delivery address, they can do so and return to step 8.  7B. If the user wants to switch from delivery to pickup or vice versa, they can do so and return to step 8.  8A. If the user enters an invalid or incomplete address, system displays a message to inform the user and prompts them to correct the address.  8B. If the user selects the pickup option, system displays the pickup location and pickup time.  9A. If the user selects a payment method that requires additional information, system displays a form asking the user to provide the missing information.  9B. If the user selects a payment method that is not supported, system displays a message to inform the user and prompts them to select a different payment method.  10A. If the user cancels the order before confirming the payment, system releases the cart items and returns the user to the home screen.  11A. If the payment is declined or rejected, system displays a message to inform the user and prompts them to correct the payment details or select a different payment method.  11B. If the payment is successful, system sends a confirmation message to the user and the restaurant.  12A. If the restaurant encounters any issues with the order or preparation, system sends a message to inform the user and updates the estimated delivery time.  12B. If the delivery person encounters any issues with the delivery, system sends a message to inform the user and updates the delivery time.  13A. If the user cancels the order after the payment is confirmed, system prompts the user to confirm the cancellation and releases the cart items.  14A. If the restaurant is closed or unavailable, system displays a message to inform the user and prompts them to select a different restaurant or try again later.  15A. If the user encounters any issues with the order or delivery, system prompts the user to rate the restaurant and delivery person and provides a feedback form for the user to submit their comments. |
| **Use** **Case** **Termination:**  Normal Termination: The customer successfully places an order, the restaurant accepts the order and begins preparing the food, the delivery driver picks up the food and delivers it to the customer, and the customer confirms receipt and satisfaction of the food. The order is then completed.  Cancellation: The customer cancels the order after placing it, the restaurant cancels the order due to various reasons such as inability to complete the order or not accepting the order in time, or the delivery driver is unable to deliver the food to the customer on time. In these cases, the order might be cancelled and a refund may be required.  Timeout: If the order processing takes longer than expected, a timeout may occur. For example, if the delivery driver is unable to deliver the food to the customer within the specified time, the order may time out. In this case, the application may automatically send a discount coupon or issue a refund if necessary. |
| **Post** **conditions:**  The order is confirmed and payment is processed successfully.  The order details are updated in the restaurant's order management system.  A delivery person is assigned to pick up the order from the restaurant.  The delivery person is notified of the order details and delivery address.  The user is able to track the status of their order and the location of the delivery person in real time.  The order is delivered to the user's specified delivery address or picked up at the restaurant by the user.  The user receives the order and confirms delivery on the app.  The payment is processed and the user is charged the correct amount for their order.  The restaurant's inventory is updated to reflect the items ordered by the user.  The user is prompted to rate the restaurant and delivery person, providing feedback on their experience.  The user's order history is updated to reflect the new order. |

# Activity diagram

