Reserve and Pickup

- Open Website
- Waiting for Order Creation
- createOrder
- Order Updating
- selectItem
- Reserve Order
- Order Reserved
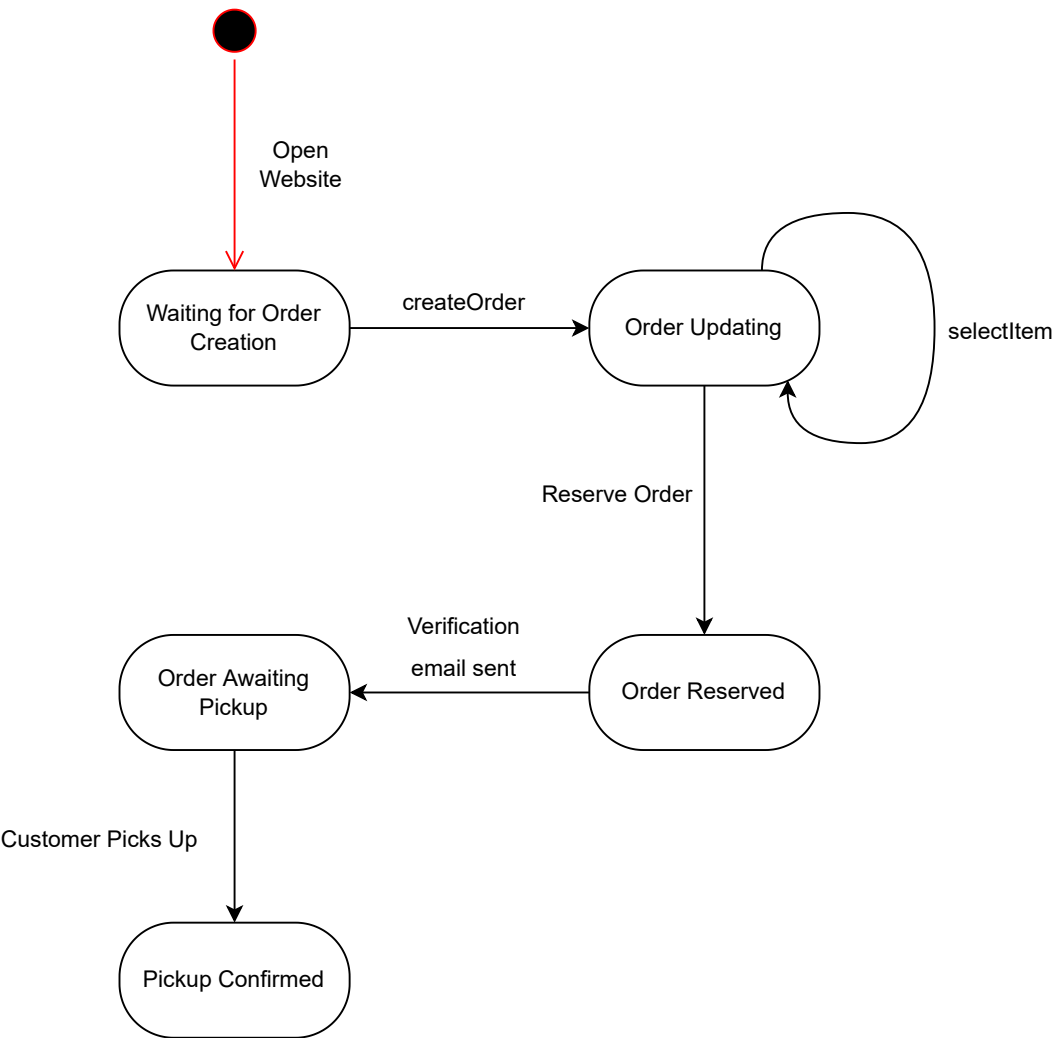- Verification email sent
- Order Awaiting Pickup
- Customer Picks Up
- Pickup Confirmed

Complaint and Order
Completion / Cancellation

Customer Arrives
at Store

Awaiting Verification

Employee Verifies
Customer

[else]   [Customer Verified]

Initiate Complaint   Order Preparation   fetching items

Customer Fills
Out Complaint   Customer
                                         Recieves Items
Complain Submitted

Employee
Cancles Order   Order Completed

Order Cancled

Customer Leaves
Store