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| **Use Case ID:** | 1 |
| **Use Case scenario:** | Client joining request |
| **Business Actor:** | Restaurant owner |
| **External initiator** |  |
| **Preconditions:** |  |
| **Basic Workflow:** | - The owner will access a specific site (contact) to request a membership in system.  - Fills out the required form (name, ID, password, role, client id)  - The system validates the input and send a request for admins to registers the staff member.  - The owner purchase the suitable plan  - Admins will send the account credentials to the client. |
| **Alternative Workflow:** | Invalid input (e.g., weak password, missing fields) prompts an error message. |
| **Category:** |  |

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| **Use Case ID:** | 2 |
| **Use Case scenario:** | Staff Signup request |
| **Business Actor:** | Casher |
| **External initiator** | New staff hired as a casher |
| **Preconditions:** | A client exists (for this restaurant ) |
| **Basic Workflow:** | - The staff member accesses the signup page requests.  - Enters required details (name, ID, password, role, client id) in a form.  - The system validates the input and send a request for admins to registers the staff member.  -admins will send the account credentials to the client. |
| **Alternative Workflow:** | Invalid input (e.g., weak password, missing fields) prompts an error message. |
| **Category:** |  |

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| **Use Case ID:** | 3 |
| **Use Case scenario:** | Staff login |
| **Business Actor:** | Cashier |
| **External initiator** | New shift starts |
| **Preconditions:** | There is a client exists (for this restaurant ) and account for the staff member |
| **Basic Workflow:** | - The staff member accesses the login page.  - Enters required credentials (username , pass , client id)  - The system authenticates and grants access.  - Home page will be appeared. |
| **Alternative Workflow:** | Invalid input (e.g., weak password, missing fields) prompts an error message. |
| **Category:** |  |

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| **Use Case ID:** | 4 |
| **Use Case scenario:** | Create Order for dine in and takeaway |
| **Business Actor:** | Cashier |
| **External initiator** | customer |
| **Preconditions:** | Casher is signed up (have authority) |
| **Basic Workflow:** | - Cashier will login to the system  - The cashier opens the order creation page.  - All sellable items are displayed for selection.  - The cashier customizes the order by selecting items and quantities.  - The order is saved temporarily until confirmed.  - The customer pays for the order.  - casher confirm order  - receipt will be generated  - client receive the receipt |
| **Alternative Workflow:** | - An error occurs (e.g., out-of-stock items), prompting a correction.  - Cashier modifies or cancels the order before placing it. |
| **Category:** |  |

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| **Use Case ID:** | 5 |
| **Use Case scenario:** | Create Order for delivery |
| **Business Actor:** | Cashier |
| **External initiator** | customer |
| **Preconditions:** | Casher is signed up (has authority) |
| **Basic Workflow:** | - Cashier will login to the system  - Opens the order creation page.  - Selects the delivery option when creating the order.  - All sellable items are displayed for selection.  - The cashier customizes the order by selecting items and quantities.  - Enters delivery details (customer address, contact).  - The system calculates delivery charges and adds them to the total cost.  - The order is saved temporarily until confirmed.  - The customer pays for the order.  - casher confirm order  - receipt will be generated  - client receive the receipt |
| **Alternative Workflow:** | - An error occurs (e.g., out-of-stock items), prompting a correction.  - Cashier modifies or cancels the order before placing it. |
| **Category:** |  |

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| **Use Case ID:** | 6 |
| **Use Case scenario:** | Modify Order before placing it |
| **Business Actor:** | Cashier |
| **External initiator** | Customer |
| **Preconditions:** | Casher is signed up |
| **Basic Workflow:** | - casher will login to the system  - The cashier navigate to the current customized but not placed order page.  - Cashier will update the order specifications.  - System will update order specifications and price.  - The order is saved temporarily until confirmed.  - The customer pays for the order.  - casher confirm order  - receipt will be generated  - client receive the receipt |
| **Alternative Workflow:** | None |
| **Category:** |  |

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| **Use Case ID:** | 7 |
| **Use Case scenario:** | cancel Order before placing |
| **Business Actor:** | Cashier |
| **External initiator** | Customer |
| **Preconditions:** | Casher is signed up |
| **Basic Workflow:** | - casher will logs in to the system  - The cashier navigate to the current customized but not placed order page.  - Cashier will cancel the order.  - System will cancel the order without saving it in the DB. |
| **Alternative Workflow:** |  |
| **Category:** |  |

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| **Use Case ID:** | 8 |
| **Use Case scenario:** | Track Orders |
| **Business Actor:** | System |
| **External initiator** |  |
| **Preconditions:** |  |
| **Basic Workflow:** | - The system automatically records each order.  - Orders are categorized by day, shift, and month.  - Reports can be generated for any of these periods. |
| **Alternative Workflow:** | - If an order is modified or cancelled, the system updates the records accordingly. |
| **Category:** |  |

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| **Use Case ID:** | 9 |
| **Use Case scenario:** | Debt ticket |
| **Business Actor:** | casher |
| **External initiator** |  |
| **Preconditions:** | casher is signed up |
| **Basic Workflow:** | - casher login to the system  - navigate to create ticket page.  - create a ticket (amount needed to be withdrawn –reason)  - submit ticket  - Ticket will be added to a debt tickets page. |
| **Alternative Workflow:** |  |
| **Category:** |  |

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| **Use Case ID:** | 10 |
| **Use Case scenario:** | cancel placed order |
| **Business Actor:** | casher |
| **External initiator** |  |
| **Preconditions:** | casher is signed up |
| **Basic Workflow:** | - casher login to the system  - retrieve order by order number.  - cancelled order check box will be available if the order placed within 5 min  - casher will check on cancel order and submit  - cancelled order will added to cancelled orders page |
| **Alternative Workflow:** |  |
| **Category:** |  |

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| **Use Case ID:** | 11 |
| **Use Case scenario:** | Manage menu items |
| **Business Actor:** | Casher |
| **External initiator** |  |
| **Preconditions:** | casher is signed up |
| **Basic Workflow:** | - casher login to the system  - Access menu management page.  - add or remove desired offer , item or and submit  - system will update menu  - new QR code will be generated |
| **Alternative Workflow:** |  |
| **Category:** |  |

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| **Use Case ID:** | 12 |
| **Use Case scenario:** | Sales reporting |
| **Business Actor:** | manager |
| **External initiator** |  |
| **Preconditions:** | manager is signed up |
| **Basic Workflow:** | - The manager selects the reporting period  - The system generates a detailed report, including revenue, performance, and top-selling items. |
| **Alternative Workflow:** |  |
| **Category:** |  |

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| **Use Case ID:** | 13 |
| **Use Case scenario:** | Training mode |
| **Business Actor:** | Trainee Staff |
| **External initiator** |  |
| **Preconditions:** | Staff is signed up |
| **Basic Workflow:** | - The trainee logs in and activates "Training Mode".  - Simulates real transactions without affecting actual data.  - All functionalities (order creation, modification, payment) are available in simulation mode. |
| **Alternative Workflow:** |  |
| **Category:** |  |