**Concrete scenarios planning**

Scheduling an order

Richard works at the planning department. He gets a call from orders and invoices. Richard speaks to the employee at orders and invoices and asks him to give the details of the order that was placed. In the mean time Richard logs into the new system by filling in his employee number and his password. The employee begins to explain to Richard what the order contains and when it needs to be delivered. Richard checks if the order summed up by the employee contains any hazardous fluids. In this case it doesn't. Richard doesn't check the hazardous fluids checkbox in the system. The employee tells Richard he needs the fluids to be delivered on the 2nd of April 2015. Richard checks the schedule and sees That Bob Beton (truck driver) is available on this date. He also sees that truck number 5 is free on this date. Richard assigns Bob Beton to this delivery. He also assigns truck 5 to Bob Beton for that day. The driver will be notified of this change. Richard thanks the employee and tells that the order has been scheduled for delivery.

Changing a schedule

Richard gets a call from Bob Beton. Bob tells Richard that he is ill and that he can't drive today. Richard sees that Bob has one order on his schedule today. Richard checks the system and sees that Jacques van den Bergh (another driver) is on reserve today. Richard moves the delivery from Bob's schedule to Jacques' schedule. Jacques will now be notified of this change. Richard tells Bob that everything has been rescheduled.