Requirements Document

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## Introduction and Context

The purpose of the system is to take orders from customers and exchange payment without requiring an employee. The system will allow store managers to make changes to the menu and the store inventory. Loyalty accounts will be automatically administered by the system with the ability to save favorite orders as well as view previous orders.

The majority of food retailers still use a system that hasn’t changed which requires the businesses to hire employees specifically to take orders from customers. Employees have to spend unnecessary time at the end of each business day to manually count the day’s receipts and gross income. The extra employees needed to fill these cashier positions are extra costs to businesses that can be replaced by a computer kiosk. Store inventory is not kept track of in real time making it difficult for employees to anticipate an ingredient running out.

The proposed system will remove the requirement of having full time employees fill cashier positions reducing the business’ employees to managers and kitchen staff. The system will automatically keep track of and calculate each receipt and the store’s sales data each day. Corporate will be able to request accounting information from each store. Loyalty accounts can be created for customers visiting the business that automatically keeps track of progress towards loyalty rewards and stores favorite orders and previous orders.

## Users and Their Goals

The users of this system will be the customers of the store, the store managers, and corporate executives. The user interface will be simple and intuitive so that customers will not need prior experience using digital interfaces to understand the steps. The goal is to produce a system that will reduce the daily cost for businesses while still providing the same services to customers.

## Functional requirements

### Customer Terminal

1. The system will allow users to create “Loyalty” accounts that will store information including but not limited to the following:
   1. Account Number
   2. Name (Optional)
   3. E-mail address
   4. Favorite orders
   5. Favorite entrées
   6. Rewards Status
2. The system will dispense a loyalty card when users create a new account.
3. The system will allow customers to delete their “Loyalty” account.
4. The system will allow users to place an order as a guest or using their “Loyalty” account.
5. The system will allow users to customize sandwiches with a variety of available condiments.
6. The system will allow users to pick a “random” sandwich.
7. The system will allow users to add and remove sandwiches, drinks, other items to their order.
8. The system will allow users to pay for their orders with cash, credit or a gift card.
9. The system will allow users to add the current order to their favorites.
10. The system will allow users with a “Loyalty” account to load a favorite order or sandwich.
11. The system will display the current cost of the order as items are added.
12. After placing an order the system will print a receipt with an order number that the user will use to retrieve their order when completed.

#### April 8, 2014 Revisions

1. The system will allow users to order a free kids meal on a given day set by the manager.
2. The system will add $1 Discount for a combo when customer orders a drink with an entrée.
3. The system will allow users to add Avocado to an entrée for $1.
4. The system will give the user an option to e-mail receipt.
5. The system will show a list of the top 3 sandwiches from the previous day.

### Kitchen Terminal

1. The system will display the orders in the kitchen after the user completes an order.
2. The system will allow employees to mark the order as completed and send the order number to be displayed on the Pickup Display.
3. The system will store the time that the order was placed as well as the time that the user is notified that their order is ready.

### Pickup Display

1. The system will display the order numbers of the orders that the kitchen has marked as completed and the time it was completed.
2. The system will automatically remove order numbers after 20 minutes since order was put up.
3. The system will automatically remove the oldest order number if the screen is filled.

### Manager’s Terminal

1. The system will allow managers to generate reports.
2. The system will allow managers to add/remove Loyalty accounts.
3. The system will allow managers to add/remove manager accounts.
4. The system will allow managers to add/remove menu Items.
5. The system will allow managers to change Item prices.
6. The system will allow managers to update inventory.
7. The system will allow managers to clear the orders on the Pickup Display.
8. The system will allow managers to add/remove assistant managers for the store.
9. The system will store itemized sales data, this data will be organized as follows:
   1. Store
   2. Date
   3. Order
   4. Item
   5. Income

#### April 8, 2014 Revisions

1. The system will allow the manager to specify a day of the week for free kids meals with purchase of a regular entrée.

### Corporate Terminal

1. The system will allow corporate users to generate reports.
2. The system will allow corporate users to view store inventory.
3. The system will allow corporate users to view customer orders at each store.
4. The system will allow corporate users to add/remove stores.

## Non-Functional Requirements

1. Client software will run on windows 7.
2. Data for the system will be stored in a database.
3. All functions except for the corporate reporting functions will work without internet access.
4. The system will utilize graphical user interfaces.
5. The system will support English, Spanish, French, and German.

## Glossary

**Entrée**: An entrée consists of either a customizable sandwich or salad.

**Favorites Entrées**: 5 customizable entrees that a Loyalty member can save to quickly reorder on another visit.

**Favorites Orders**: 5 past orders that a Loyalty member can save to quickly reorder on another visit.

**Item**: An item can be an entrée, side, drink, or dessert.

**Loyalty Account**: An optional service to regular customers to sign up for with their email address (required) and name (optional). The account contains an account ID, name, username, password, email address. The Loyalty account allows members to save 5 favorite entrées, their last 5 orders, and collect points towards the Loyalty Reward.

**Loyalty Reward:** After 10 entrées purchased, the next entrée is free.

**Orders**: An order consists of at least one item.

**Random Sandwich:** The sandwich will contain a random meat, random toppings, and a random condiment.

**Reward Status**: The number of points a Loyalty member has collected towards a Loyalty Reward.

**Sales Report (Manager)**: A report that contains sales data from a specific store. The report will include store number, date, orders, items, and income.

**Sales Report (Corporate)**: A report that contains sales data from all stores. The report will include the same information as the manager’s sales report.

**User Interface**: The objects on the screen such as buttons, menus, and lists that allow the user to interact with the system.