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| **GROUP 03** |
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| Can Tho, November 2019 |

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| **Design Plan:** | **Document name: Problem Definition Document** | **SWP/Form No.1** |
| **Effective Date:** | **Version: 1** | **Page No** |

**Problem definition of Milk Tea Shop**

Milk Tea Shop is a milk tea shop specializing in selling milk tea and fast food. The main customers that it serves is students. When customers come to the shop, they order food and choose their own seat that they like then pay for bill at cashier.

But recently, the number of customers is increasing. The shop manager feels difficult to record and manage not only the invoice but also revenue of the shop. In addition, employees can not write lots of order bill every day. So, they want to have a system can help them to manage their shop that customers can order bill simpler and employees don’t work too much.

The system will provide functions:

* Customers can order food, choose their table that they like then pay at cashier
* Customers can register and log into system or enter discount code to receive the offer from shop
* Employees and manager must log in to use system.
* Employees can manage order bills in food tables, status of food tables, and food
* Manager can manage bills, employees, accounts and income of shop.
* Manager’s actions include view, insert, update, drop. But employee cannot drop or update anything. The order bill can be canceled when in the order process but not drop when customer has paid.

Beside that:

* The system must run smoothly, without errors from the system side.
* Fast execution speed, serving the crowded customer flow

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| **Design Plan:** | **Document name: CRS** | **SWP/Form No.2A** |
| **Effective Date:** | **Version: 1** | **Page No** |

# **List of input to the system**

* Information : Information of customer, employee and manage.
* Id : id information.
* Name: name of customer, employee and manage.
* Gender: gender of customer, employee, manage.
* Birthday: the date of birth of user.
* Address: address of user.
* Phone: phone number of user.
* Email: email of user.
* Roll: Permission.
* Id: id roll.
* Name: name of permission.
* Account : User account in the system.
* Id: id account.
* Name: account name.
* Password: password.
* IdInformation: connect to the Id of the Information table (foreign key).
* IdRoll: permission account on the system.
* TableFood: Information of table.
* Id: id table.
* Status: status of table (Disable or Enable).
* X: coordinates X of table.
* Y: coordinates Y of table.
* Category: Category of food.
* Id: id category.
* Name: type name.
* Food: Information of food.
* Id: id food.
* Name: name of food.
* IdCategory: classify on food (foreign key of Category).
* Discount: Information of discount
* Id: id discount.
* Name: code value.
* Sale: discount values (example: 15%).
* Bill: Information of bill.
* Id: id of bill.
* IdTableFood: id number of table (foreign key of TableFood).
* IdAccount: id number of Account (foreign key of Account).
* IdDiscount: id number of Discount (foreign key of Discount).
* CheckIn: come to store.
* CheckOut: time to leave the store.
* BillDetail: Information of bill detail.
* Id: id bill detail.
* IdBill: id number of table Bill (Foreign Key of bill).
* IdFood: id number of table Food (Foreign Key of Food).
* Quantity: total amount and total bill.

# **List of output expected from the system**

For Customers:

* Display food list
* Display food category
* Display bill details and total price when ordering
* Display information of account when logged in
* Display table list when paid bill

For Employees:

* Display table list
* Display bill list of each table in that day
* Display bill details of each bill
* Display bill details that customers are ordering
* Display information of account when logged in
* Display food list
* Display food category

For Managers:

* Display table list
* Display employee list and account of each employee
* Display customer list and account of each customer
* Display discount list
* Display bill list and bill details of each bill
* Display food list
* Display food category
* Display income

# **Overview of processes involved in the system**

# **Hardware and software required for implementing the project**

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| **Design Plan:** | **Document name: CRS/ Acceptance Criteria** | **SWP/Form No.2B** |
| **Effective Date:** | **Version: 1** | **Page No** |

# **Acceptance Criteria**

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| S.No | Acceptance Criteria |
| Customers | |
| 1 | Customers can watch food and price in food list |
| 2 | Customers can order food and pay bill |
| 3 | Customers can cancel ordering when they had not pay |
| 4 | Customers can choose table food after paying bill |
| 5 | Customers can login or enter discount code in order to discount bill |
| 6 | Customers can register account, account will create automatically with information that customer registered |
| 7 | Customers can watch information of their account and edit it |
| Employees | |
| 8 | Employees must login to use system |
| 9 | Employees can watch bill and table that customer is ordering |
| 10 | Employees can watch list of food |
| 11 | Employees can watch status of tables and bills in that day of each table |
| 12 | Employees can watch information of their account and edit it |
| Managers | |
| 13 | Managers can watch, edit information of customer account |
| 14 | Managers can watch, insert, update, drop employee and their account |
| 15 | Managers can watch, insert, update, drop information of food |
| 16 | Managers can watch, insert, update, drop food table |
| 17 | Managers can watch, insert, update, drop discount code |
| 18 | Managers can watch bill details |
| 19 | Managers can watch income of shop and export file report |

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