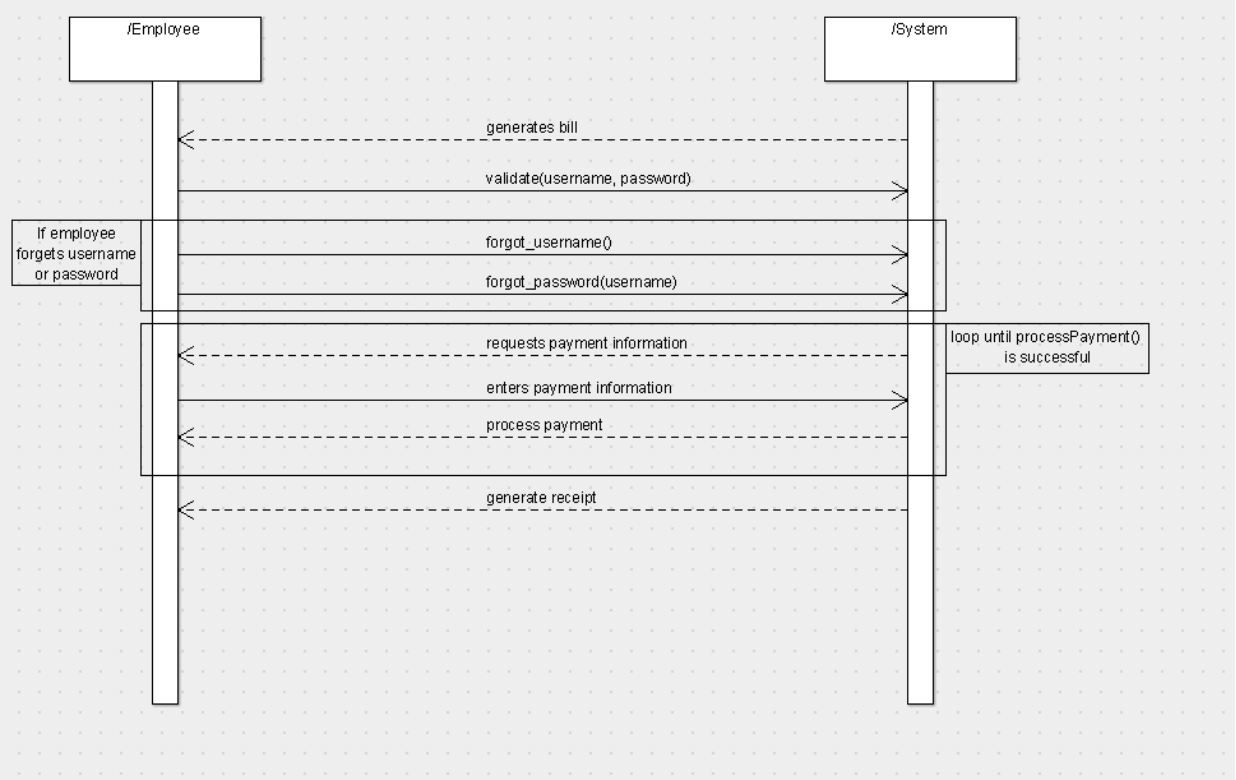


Use Case 14: Process Customer Payment

Primary Actor: Waiter
Stakeholders and Interests: The customer and the cashier will be affected, as well as potentially waiters and management, if there is an error in the payment process.
Preconditions: The waiter is authenticated as able to handle payments. The customer has finished their meal, and the outstanding bill has been created within the system by the waiter. The bill has been delivered to the customer at their table, and they have returned the bill with either cash, debit, or credit card as payment.
Success Guarantee: The payment is approved by the system, and either an electronic or paper receipt is printed for both the restaurant and the customer's record.
Main success scenario:

1. An outstanding bill is generated by the waiter and added to the system with some sort of flag to identify it as outstanding.
2. A paper copy of the bill is delivered to the customer at their table, and they return it to the waiter with their form of payment.
3. The waiter authenticates themselves to the system, and brings up the outstanding bill.
4. The system requests information on what type of payment is being used.
5. The system processes the payment.
6. The system generates a customer and restaurant copy of the receipt.
7. The system adds the transaction information to a database.
8. The customer's copy of the receipt is delivered to their table.

Extensions:

1. The customer's payment does not go through.
   a. The system notifies the user of the failed payment, and offers a prompt to try a new form of payment, or try again with the current form.
2. The manager wants to comp the customer's meal.

a. A special option should be available on every outstanding bill to comp the customer's meal. The waiter selects this option, and the system asks for confirmation from a manager. The system authenticates the manager, and allows the bill to be marked as paid. The bill is added to a special list of manager comped meals to be kept track of by bookkeeping.

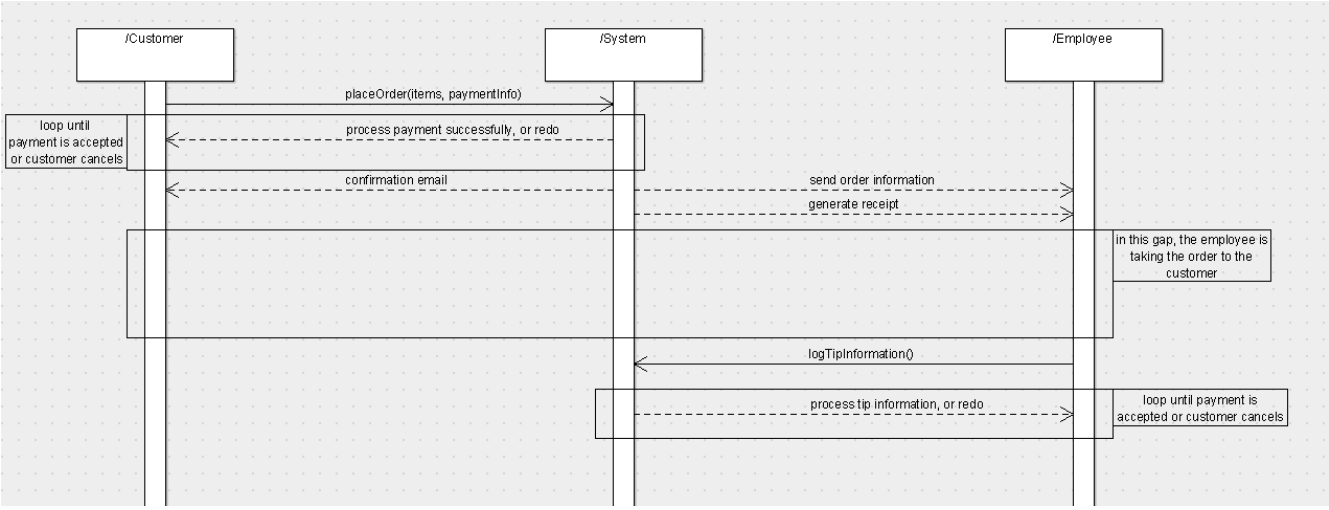
3. The waiter's authentication to handle payment fails.
   a. The system notifies the user of the failed authentication. It prompts the user to try again, or to have a different user authenticate themselves.

Special Requirements: The payment must process in 10 seconds or less (not counting the time it takes for the waiter to handle cash, if that is the form of payment being used).

Technology and Data Variation List:

1. A point of sale system, which consists of a cash drawer and some sort of screen on which you can complete payments.
2. A database to hold all the transaction information.

Frequency of Occurrence: Extremely often, could be hundreds of times per day.



Use Case 15: Food Delivery

Primary Actor: The delivery person

Stakeholders and Interests: The customers at home, and the delivery person will be affected. Managers may also be affected if something goes wrong with payment.

Preconditions: An order has been logged by the system. If the payment type is credit or debit, then the payment has already been processed automatically by the system, and a paper receipt has been generated with a tip line included. If the payment type is marked as cash, the system generates a customer and restaurant copy of the receipt with the total, and no tip line. The delivery person has gone out, delivered the order, and returned with either the completed receipt, or the cash from the order and the restaurant copy of the receipt.

Success Guarantee: The delivery person logs the transaction as completed in the system, and the system charges the extra amount due to tip to the customer's card (if applicable). If it was a cash transaction, the delivery person puts the cash into the drawer.

Main Success Scenario:

1. A customer enters a delivery order through the restaurant's site, which is then sent to the system for processing.
2. If using credit or debit, the system processes the payment successfully.
3. The system generates an order to be sent to the kitchen, with a special flag to mark it as a delivery order.
4. The system generates either a debit/credit receipt with a tip line, or a cash receipt with no tip line.
5. The order is made and given to the delivery person to be taken to the customer.
6. The delivery person takes the order to the customer, and the customer completes the receipt as necessary.
7. The delivery person returns to the restaurant, and logs the tip information, allowing the system to charge the customer the extra amount for the tip.
8. The transaction is marked as completed, and added to the database for transactions.
9. If it's a cash transaction, the delivery person puts the total amount back into the cash drawer.

Extensions:

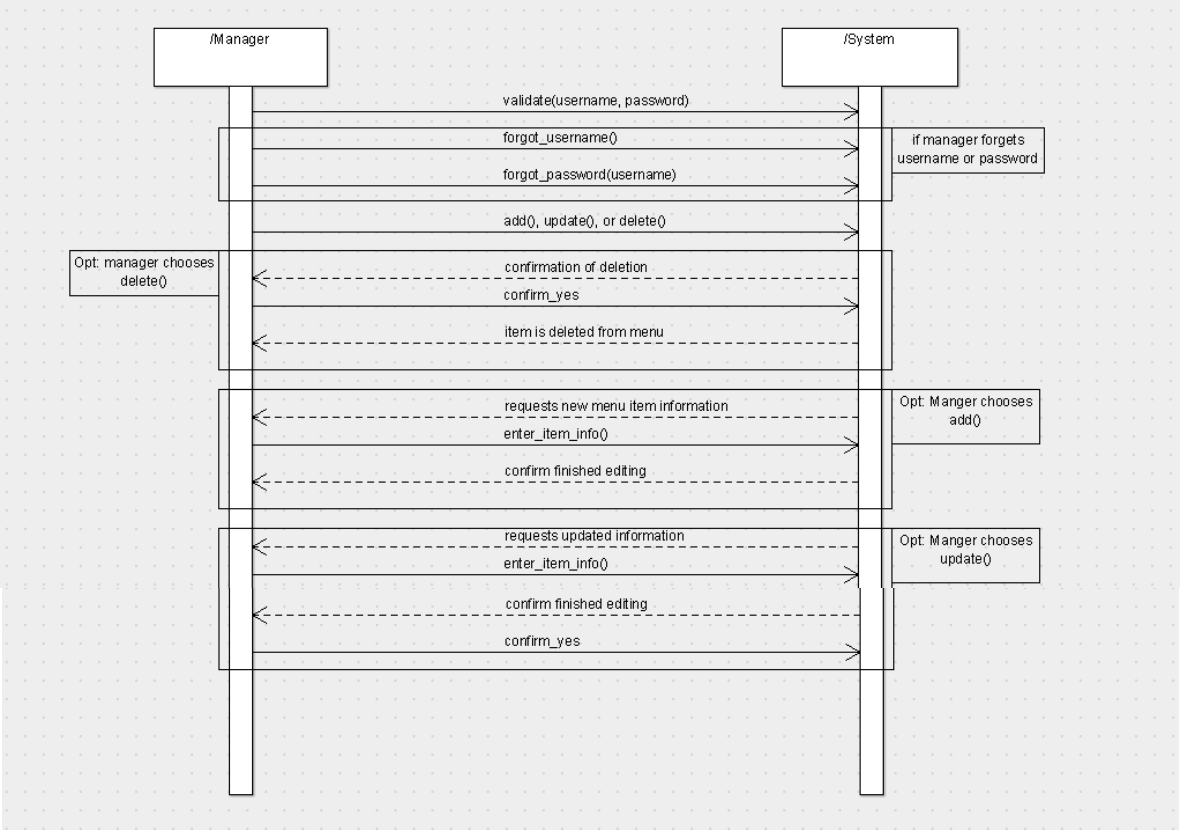
1. The customer cancels their order.
   a. The system should have an option to cancel an order and void the transaction. A notification is sent to the kitchen to waste whatever amount of food they've already made and prompts them to log the waste in the system.
2. The customer wants to change their order.
   a. The system has an option to pull up the order and change it. The system has an option to pull up the order, and if selecting 'Make Changes', a prompt will appear asking the user to detail the changes. The changes will be sent to the kitchen as an alert.
3. The customer's payment doesn't go through.
   a. The payment fails to go through in the system, and an alert is sent back to the site notifying the customer of failed payment. The order is not generated and sent to the kitchen.

Special Requirements: There must be something in place so the system can communicate with the restaurant's site to send notifications of failed payment to the customer.

Technology and Data Variation List:

1. A point of sale system (Integrated through touch screen on tablet)
2. A database for holding transaction information

Frequency of Occurrence: Daily, could be anything from 10-50 orders a day (possibly more depending on the popularity of delivery for the specific restaurant)



Use Case 16: Add/Update/Remove Menu Items

Primary Actor: Manager
Stakeholders and Interests: All employees are affected by changes in menu items. Customers are also affected.
Preconditions: The manager must be authenticated to alter the menu.
Success Guarantee: Either a new item is added, an item is removed, or an item is successfully updated.
Main Success Scenario:

1. The system authenticates the manager as being able to alter the menu.
2. Manager selects between the option of add, update, or remove a menu item.
3. If deleting an item, the manager selects the item to delete.
   - The system asks for confirmation on deletion of the item.
   - Manager selects “Yes”.
   - Item is deleted from current list of menu items.
4. If adding an item, a prompt will appear asking the manager for information on the item.
   - The manager enters the new item’s information.
   - The manager chooses an option to notify the system they are done entering information.
   - The system asks for confirmation that the item is complete.
   - Manager selects “Yes”.
   - Item is added to current list of menu items.
5. If updating an item, the manager selects the item to update.

- The system pulls up the item to be updated, and opens a window allowing the manager to edit the current information.
- The manager alters the information as necessary.
- The manager chooses an option to notify the system they are done entering information.
- The system asks for confirmation that the item is complete.
- Manager selects “Yes”.
- Item is updated within the list of menu items.

Extensions:

1. The manager wants to cancel their add/update/remove request.
   a. There should be an option during the process to cancel the request. The system will back out of the add/update/remove prompt and return to the menu.

Special Requirements: The system should update the menu/process the change within 10 seconds.

Technology and Data Variation List:

1. A database to store all the menu items.
2. A touchscreen tablet on which the manager makes the changes and follows the prompts.

Frequency of Occurrence: Not extremely often (at good restaurants, the menu does not change every day). About once or twice every month, possibly more in certain months with holiday promotion items.