USE CASE: Process order

Goal in Context

The system needs to be able to receive an order, approve it, send the order to the kitchen's system, print a receipt for the customer, update goods data sold, update inventory and accept the customer's payment. If certain conditions are met, give the customer a discount and send an order to the delivery staff.

Scope & Level

Scope: Entire system

Level: Primary

Preconditions

- The customer ordered one or more items of the menu by phone, online or at the counter.
- The customer is using a valid payment method, such as cash, credit card or debit card.

Postconditions

The system will:

- Send an order to the kitchen's system
- Approve the order
- Print a receipt for the customer
- Update goods data sold
- Update inventory
- Approve or disapprove the customer's payment.
- Give the customer a discount, if certain conditions are met.
- Send order to delivery staff, if certain conditions are met.

Actors

Primary actor: Customer

Secondary actor: Front counter position

Secondary actor: Kitchen system

Secondary actor: Delivery staff

Trigger

The customer makes an order on the counter, online or by phone.

Description

1. The customer makes an order on the counter, online or by phone.
    1.1. If the order is made verbally (on the counter or by phone), a front counter position employee may enter the order manually on the system.
    1.2. If the order is made online, the order will be automatically registered on the system.
2. The system needs to approve the payment. In order for this to happen, the payment has to be done using cash, credit card or debit card.
3. The order is sent to the kitchen's system, in some format meaningful to this system (See use case: *Send order to kitchen)*
4. A receipt is printed for the customer (See use case: *Print receipt)*
5. Goods sold data is updated. (See use case: *Goods Sold Data*)
6. Inventory data is updated, because the ingredients in the inventory have been reduced after the order (See use case: *Update Inventory*)

Extensions

1) If certain conditions are met, the system will give a discount to the customer (see use case: *Give discount*):
    a) If the customer is a student and shows a student card, a 10% discount will be given.
    b) If the customer has a membership and a loyalty card, the customer can get a free meal after seven meal orders.
    c) If the customer does a group booking that has between 6 and 20 people, and pays $100 in advance with cash or credit, the group can get a 15% discount.
    d) If the customer orders a delivery with an order of more than $30, the delivery will be free.
    e) If the customer is an employee and shows an employee discount card, the customer will receive a 50% discount for all meals.
2) a) If the system doesn't approve the payment, the process won't be able to continue. If the customer is ordering at the counter or by phone, the Front counter position staff may tell the customer to use a valid payment method. If the customer is ordering online, the system may tell the customer to use a valid payment method.

    b) If the customer orders a pizza for delivery, and the customer's address is within 10 km from the store, the system will send a message to the delivery staff. (see use case: *Send order to delivery staff*):

Other data

If the customer orders a pizza, the customer will have to select one item in the menu that will show:

- Three types of sizes: Small (8 Inch), Large (11 Inch) and Extra Large (12 Inch)
- Three types of bases: Traditional, wholemeal and gluten free.
- Two different sauces: Tomato sauce and BBQ sauce.
- Different toppings: supreme, sausage sizzle, Hawaiian, chicken, veggie lovers' pizza, etc.
- Different subtypes of toppings. For example, chicken pizza can be of sweet chilli chicken or peri-peri chicken and the veggie lovers' pizza can be of type garden goodness or vegan cheese.
- Different add-on or side options i.e., pasta, chicken wings garlic, bread and drinks.

If the customer orders pasta, the customer will have two options that are creamy mushroom and classic Bolognese.

There will also be different choices of soft drinks as well as fruit juices available.

Reports

This process updates goods sold data and updates inventory, which contribute to the inventory reports made by the inventory system, which are used by management.

Unresolved Issues

What happens with the receipt when an order is made online, will the receipt be sent automatically by email?

What format will the order to the kitchen have?

What happens if the customers want to make minor modifications to the meals in the menu? Can they do it?

USE CASE: <Send order to kitchen>

Goal in Context

Customers can browse through the extensive menu available using computer displays or printed menus available at the restaurant. After the customer orders, and the order is approved, the order will be sent to the kitchen's system and it will be prepared by the kitchen hand staff.

Scope & Level

Scope: the entire system

Level: primary

Preconditions

- Yummy Pizza restaurant must have a customer's order
- Yummy Pizza restaurant must have a full menu of products
- The ingredients for the order are sufficient in the inventory
- The order must be approved

Postconditions

- Customer's order is successfully sent to the kitchen's system, and then reaches the kitchen hand staff.

Actors

- Kitchen hand (primary)
- Customers (primary)
- Kitchen System (secondary)

Trigger

- Customers order a meal from Yummy Pizza, and the order is approved.

Description

1. Customers order a meal from Yummy Pizza
2. Customers decide which kind of meal they like and make an order
3. If the order is approved, the order will be sent to the kitchen system, and then to the kitchen hand staff for preparing

Extensions

1. If customers do not find flavours they like on the menu:
    a. If there are other kinds that are not included in the menu but the restaurant can provide, customers may be suggested the new ones.
    b. Customers may leave and do not order pizza if there is nothing suitable.
2. If the customers change their orders:
    a. If their orders haven't been prepared, they may have the opportunity to change one time.
    b. If their orders have already been prepared, they may have to receive those products
3. If the customer is given a discount (see use case: *Give discount*) because the customer has a membership and already ordered seven meals, the kitchen hand staff will have to prepare a free extra meal.

Other data

- Customers need to pay in advance by cash or card, for the order to be approved.

- Kitchen staffs need to make sure all meal items are in high quality when they are served to customers

Reports

A list of orders that confirms which kind of meal the customers ordered, that is sent to the kitchen system, in a form meaningful to the kitchen's system.

Unresolved Issues

- How much average time does each order spend?
- In rush hours when there are a lot of customers, how to receive order information quickly and accurately?
- How does the kitchen system communicate with the host role staff and the delivery staff to let them know when the meals are ready?
- What happens if the customer changes the order after the kitchen staff began to make it?