
Order
Food
Titans Instafood
Delicious food at your door step

TITANS FOOD ORDERING SYSTEM
REQUIREMENTS DOCUMENT

PREPARED BY: CIEM IT CONSULT - SO

VERSION: REQUIREMENT DEFINITION

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REQUIREMENTS DEFINITION

The requirements described for this project refer to the specifications and criteria needed to achieve the goals for this food ordering system. These requirements will serve as the foundation for planning, designing, implementing, and evaluating various aspects of this system. The requirement aims to streamline the order processing workflow for efficient restaurant operations. Furthermore, this system aims to enhance customer satisfaction through a user-friendly and reliable platform which at large will increase revenue by attracting a wider customer base and encouraging repeat orders. This document defines and specify user (customer and employee) roles. The document described the Functional Requirements (FR) giving details of operational activities by the users. The documents also elaborated the Non-Functional Requirements encompasses aspects like Security, Infrastructure/Connectivity, Hardware, Usability, Technology. Performance breakdown specifies (Data Encryption, Authentication and Authorization, User Interface, Response Time, Scalability, Reliability, Technology Weight) and how they contribute to the overall effectiveness and user satisfaction. This requirement Identifies the entities and attributes for the system. The System Requirements defined covers all areas under Data Retention, Backup & Recovery, Security, System Audit, Service Level Agreements, Disaster Recovery and Contingency Plans.

Functional Requirements (FR) Statement

Titan food ordering system's functional requirement delineates the precise behaviors and capabilities system must possess to effectively serve its users, which include customers and restaurants staff. These requirements encompass a user-friendly interface that allows for easy navigation, selection, and customization of food items from the menu.

FR#	**Functional Requirement Statement**
FR1	The system should allow customers to create profile by providing essential information.
FR2	The system will allow users to update their profile details, including contact. information and preferences.
FR3	The system will allow users to delete their account, ensuring their data is permanently removed.
FR4	The system will associate users with their order history for personalized recommendations.
FR5	The system will allow Administrators to input and update the menu items, including names, descriptions, and prices.
FR6	The system will allow Administrators ability to mark items as unavailable or remove them temporarily.
FR7	The system will allow association of special offers or discounts with specific menu items.
FR8	The system will allow customer to select items from the menu and add them to the cart and specify quantity.
FR9	The system will allow users to update their cart before confirming the order.
FR10	The system will allow customers to view cart items at all times.
FR11	The system will allow customers to save items in the cart for later purchase.
FR12	The system will allow customers to delete items in the cart.
FR13	The system must secure payment gateway integration for online transactions.
FR14	The system will allow customer to update their payment information.
FR15	The system will allow customers to be able to update their payment information.
FR16	The system will associate payments with specific orders for tracking.
FR17	The system will allow customer to query the status of their orders in real-time.
FR18	The system will allow customers to review a history of past orders.
FR19	The system will allow customers to search and find specific items on the menu quickly.
FR20	The system will allow customers to filter items based on prices, or dietary preferences.
FR21	The system will generate daily, weekly, and monthly sales reports for administrators.
FR22	The system will provide insights into popular menu items and customer preferences.
FR23	The system will allow customers to choose a pickup option.

FR24	The system will show all the items on the restaurant menu -Breakfast -Meals -Salads -sides -Pizza -Mashed Potatoes -Desserts - Menu available to view 24/7, 365 days a year
FR25	The system must generate reports on payment transactions, associating them with specific orders.
FR26	The system will allow Administrators to input and update promotional offers.
FR27	The system will allow Administrators ability to delete or deactivate promotional offers.
FR28	The system must provide reports on customer feedback, ratings, and reviews.
FR29	The system will allow Administrators to generate reports on the effectiveness of special offers and discounts.
FR30	The system will allow Administrators to respond to reviews.

Non-Functional Requirements (NFR) Statement

The Non-functional requirements are crucial for the food ordering system as they encompass key elements that determine the system's operational excellence, dependability, and user satisfaction, going beyond basic functional tasks. These requirements include performance standards to ensure efficient handling of peak loads, responsiveness maintenance, and reduction of order processing times for improved customer experience. Security and scalability measures are also described as vital requirements.

NFR#	Non-Functional Requirement Statement
NFR1	The system will allow two-factor authentication for user accounts.
NFR2	The system must maintain detailed audit logs for all system activities, including user logins, data modifications, and order transactions.
NFR3	The system will encrypt payment information during transmission and storage.

NFR4	The system will handle a growing number of users and orders without performance degradation.
NFR5	The system will be available for users 24/7,365days a year.
NFR6	The system will have regular backup and recovery procedures for critical data.
NFR7	The system will be accessible on various devices (desktops, tablets, and smartphones).
NFR8	The system will implement a user-friendly interface for both customers and administrators.
NFR9	The system will provide clear navigation and a responsive design.
NFR10	The system will integrate with payment gateways and other third-party services.
NFR11	The system will utilize a database that can scale with the growing data volume.
NFR12	The system will ensure fast response times for actions like order placement and menu browsing.
NFR13	The system will show a real time dashboard update within 10 seconds of receiving data.
NFR14	The system will be compatible with Google Chrome: Version 98 browsers for the best user experience and security.
NFR15	The system will be compatible with Microsoft Edge: Version 98 browsers for the best user experience and security.
NFR16	The system will be compatible with Mozilla Firefox: Version 97 browsers for the best user experience and security.
NFR17	The system will be compatible with Safari: Version 15.3 (for macOS) / Version 15.3 (for iOS) browsers for the best user experience and security.
NFR18	The system will display menu search results within 3 seconds under normal conditions.
NFR19	The system will support iPhone devices running on iOS version 15,16,17.
NFR20	The system will support accessibility on Windows, macOS, iOS, Android devices.
NFR21	The system will implement a failover mechanism to effortlessly switch to backup systems in case of primary system failures.

Data/Information Statement

In the ever-changing world of food ordering, a well-organized and all-encompassing data framework plays a crucial role in ensuring operational efficiency, customer satisfaction, and business expansion. The data and information requirements for Titan food ordering system cover a wide range of aspects, including user preferences, menu item analysis, delivery logistics, financial transactions, and market insights.

DR #	Data /Information Statements
DR 2.1	**The system must store and manage information about customers, including:** • Name • Address • Customer ID • Phone number • Payment Status (Successful or Failed)
DR 2.2	**The system must store and manage information about customers preference, including:** • Food Size (small, medium, large) • Toppings, Sauces and Sides Choice • Cooking preferences (Rare, Medium or Well-done) • Delivery preferences (Expected delivery time) • Loyalty Category • Dietary Preferences and Restrictions (Vegetarian, Nut Free, Gluten Free) • Preferred Communication Channel
DR 2.3	**The system will receive, and capture details of order placed by customers, including:** • Order ID • Items ordered • Quantity of each item • Total order amount • Delivery or pickup preference • Special instructions or comments

DR 2.4	**The system must store and manage information about employee, including:** • Full Name • Date of Birth • Contact Information (phone number, email address) • Home Address • Emergency Contact Information
DR 2.5	**The system must store and manage information about employee Employment Details, include:** • Employee ID • Position/Job Title • Department • Date of Hire • Employment Status (full-time, part-time, contract) • Work Location • Shift Schedule

DR 2.6	**The system must track and store delivery details, including:** • Delivery driver assigned • Estimated delivery time • Current status of the delivery (out for delivery, delivered, etc.) • Dinner Delivery Confirmation

DR 2.7	**The system must capture and store details about customer interactions, Including:** • Date and time of interactions • Nature of interactions (inquiry, purchase or complaint) • Selected Item involved in conversation • Employee handling the interaction and resolutions
DR 2.8	**The system will prevent and secure sensitive personally identifiable information (PII) access to front attendants, including:** • Passwords • Credit card information • Email addresses • Full Names • Identity Cards/SSN numbers
DR 2.9	**The system will manage and maintain a catalog of food items available for ordering, including:** • Item name • Item Description • Item Price • Real-time/Availability status (in/out of stock) • Ingredients Information (Allergy tips)

DR 3.0	**The system will support and manage administrative functions, including:** • Add, View, update, or remove food items from the menu or inventory. • Managing inventory levels and notifications • Tracking Inventory Status and Usage • Monitor the staff activities and supervision. • Perform business intelligence report on sales trend, quantity sold and customer satisfaction

DR 3.1	**The system must capture and store details about employee sign in/out, including**: • Date and time of login in/out • Activities (accept/approve orders, check information, edit or update information, process payment) • Duration of work/activities Supervisor/Authorizer details

System Requirements Statement

Data Retention

The Food Ordering System will comply with strict data retention policies to securely store and maintain all customer and transactional data for a specified period in accordance with relevant regulations and industry standards.

DRRD#	Data Retention Requirement Description
DRRD1	The system will retain user preferences and settings for at least 12 months.
DRRD2	The system will retain geolocation data related to orders and delivery for 30 days.
DRRD3	The system must keep records of delivery driver information, including identification and contact details for 12 months.
DRRD4	The system must retain order history and store order details, including items ordered, delivery addresses, and payment information, for a minimum of 24 months.
DRRD5	The system must retain customer account information for a minimum of 12 months after the last activity.

DRRD6	The system must retain customer support interactions, including chat logs and emails, for at least 5 days.
DRRD7	The system must retain payment transactions for at least 5 years

Data Backup and Recovery

Regular data backups will be carried out to prevent loss or corruption, with backup procedures in place to guarantee data integrity and availability in case of system failures or disasters.

DBRRD#	Data Backup & Recovery Requirement Description
DBRRD1	The system must keep three copies of important documents/files (1 primary and 2 backups)

Non-Functional Security Requirement

Non-functional security requirements will include strong measures like encryption, access controls, and intrusion detection systems to safeguard sensitive data from unauthorized access, breaches, and cyber threats.

NFSR#	Non-Functional Security Requirement Description
NFSR1	The system will encrypted all sensitive information during transmission and storage to prevent unauthorized access (TLS)
NFSR2	The system must maintain a detailed log of system activities, including log-in attempts and order modifications
NFSR3	The system must use username and password to access data
NSFR4	The system will ensure only authorized users can access the system. (customers, delivery drivers, restaurant staff)
NSFR5	The system must use data validation to prevent attacks

System Audit Requirement

System audits will be conducted regularly to evaluate adherence to security protocols, identify vulnerabilities, and address risks, with audit logs kept monitoring system activities and user access for accountability and transparency.

SAR#	System Audit Requirement Description
SAR1	The system will implement authentication methods (password policies and multi-factor authentication (MFA))
SAR2	The system will keep a log of user logins
SAR3	The system will implement General Data Protection Regulation (GDPR) and HIPAA

System Service Level Agreement (SLA)

The Food Ordering System will establish Service Level Agreements (SLAs) that define performance expectations, including response times, uptime guarantees, and resolution timelines for technical support and customer service inquiries.

SSLAR#	System Service Level Agreement Requirement Description
SSLAR1	The system must be available 24/7, 365 days
SSLAR2	The system must scheduled maintenance every 2 months

Disaster Recovery Requirement

Detailed disaster recovery and contingency plans will be documented and tested to ensure swift response and recovery in case of system outages, data breaches, or natural disasters. These plans will cover procedures for data restoration, failover mechanisms, and communication protocols to

reduce downtime and minimize the impact on business operations.

DRRD#	Disaster Recovery Requirement Description
DRRD1	The system must determine a Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
DRRD2	The system must collect all infrastructure documentation (mapped network connections, storage & databases, cloud templates, set up of system)
DRRD3	The system must conduct a BIA (business impact analysis)

Contingency Plan

Educating staff on emergency procedures and ensure readiness to effectively execute disaster recovery and contingency plans. By adhering to comprehensive data retention, robust security measures, diligent system audits, SLA compliance, and resilient disaster recovery and contingency planning, the Food Ordering System will maintain the highest standards of reliability, security, and performance to protect customer data and ensure uninterrupted service delivery.

CPRD#	Contingency Plan Requirement Description
CPRD1	The system will store backups in secure off-site locations.
CPRD2	The system must initiate data restoration from the latest backup in case of data loss.
CPRD3	The secondary server must take over automatically in case the primary server fails.
CPRD4	The system will switch to an alternative payment gateway if the primary one is experiencing issues.
CPRD5	The Administrators will manually process payments in case of complete gateway failure.

The Use Cases Description

Food ordering systems Use Cases analyze the wide range of functions, catering to the different needs of customers and Titans food employees. For customers, these systems allow for easy menu browsing, order placement, item customization, and online payments, simplifying the ordering process and offering convenience. Customers can also monitor their orders in real-time, receive alerts, and give feedback, enhancing their overall experience. On the other hand, staff members can effectively handle incoming orders, monitor inventory, process payments, and create reports for evaluation.

Primary Use Cases:

- UC 1.1 - Customer Create Profile
- UC 1.2 - Customer Updates Profile
- UC 1.3 – Customer Logs In
- UC 1.4 – Customer Make Enquiries
- UC 1.5 - Customer Delete Profile
- UC 1.6 - Customer Views Menu
- UC 1.7 - Customer Place Orders
- UC 1.8 - Customer Adds items to Cart
- UC 1.9 - Customer Views Cart Items
- UC 2.0 - Customer Updates Cart
- UC 2.1 - Customer Place Order
- UC 2.2 - Customer Pays for the Order
- UC 2.3 - Customer Tracks Order Progress
- UC 2.4 Employee Log In
- UC 2.5 - Employee accepts orders.
- UC 2.6 - Employee Confirm payment.
- UC 2.7 – Employee Process order
- UC 2.8 – Employee create reports

Name	**Customer Create Profile**
Identifier	**UC 1.1**
Trigger	User wants to create a profile
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	

	R1.1.1 The system welcomes the customer and prompts them to create a profile to access the full range of features. R1.1.2 The customer click create profile R1.1.3 The system presents a registration form with fields for essential information such as name, email address and phone number R1.1.4 The customer filled out the registration forms with their details and clicked submit. R1.1.5 The system validates the information provided by the customer, checked for errors and missing fields **[Alt Scenario A]** R1.1.6 The system acknowledges the successful submission of the registration form and send verification link to the email R1.1.7 The customer verifies the link and create password.
Alternative Scenario(s)	Alternate Scenario A: The System Failed to Validate/Save (Error Found) A1.1.1 The system marks missing fields in red. A1.1.2 The customer edits and re-enters the missing information and re-submit A1.1.3 The use case continues at R1.1.6 (Verification Sent)

Name	**Customer Updates Profile**
Identifier	**UC 1.2**
Trigger	User wants to Update Profile
Preconditions	User is authenticated and accessing the system User has existing account on the system
Business Rule(s)	None
Scenario	R1.2.1 The customer reviews their current profile information such as their phone number, email address, delivery address, or payment method and click edit. R1.2.2 The system presents an editing interface where the user can modify the relevant fields of their profile. R1.2.3 The customer makes the necessary changes to their profile information based on their preferences or updated detail and user click confirm update. R1.2.4 The system validates the updated information provided by the customer, checking for any errors. **[Alt Scenario A]** R1.2.5 The system acknowledges the successful submission of the updated profile information and informs the customer that their profile changes have been saved.
Alternative Scenario(s)	Alternate Scenario A: Error found A1.2.1 The system provides feedback to the customer, indicating which fields need to be corrected

	A1.2.2 Customer revises their updated profile information based on the system's feedback A1.2.3 The use case continues at R1.1.5 (Confirmation)

Name	**Customer Logs In**
Identifier	**UC 1.3**
Trigger	Customer wants to Log In
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R1.3.1 The user navigates to the login page of the food ordering system, typically by clicking on a "Login" or "Sign In" button R1.3.2 The user enters their registered username or email address into the designated field. user enters their password into the password field, submits their login credentials by clicking on the "Login" or "Sign In R1.3.3 The system authenticates the user's credentials by verifying the username/email and password combination against the stored user data and validate **[Alt Scenario A]** R1.3.4 The system implements security measures (temporary account lockout after multiple failed login attempts to prevent unauthorized access **[Alt Scenario B]** R1.3.4 The system presents recovery form to submit email for verification link TR1.3.4 The customer filled registered email for the recovery link and create new password
Alternative Scenario(s)	Alternate Scenario A: Incorrect username/email or password A1.3.1 The system displays an error message stating, “Incorrect username or password.” A1.3.2 The system returns the user control to the street name form at R1.3.2 (re-enter login details). A1.3.3 The use case continues (R1.1.4) Alternate Scenario B: User Locked B1.3.1 The system displays remaining login attempts B1.3.2 The user clicks forgot password, use cases continue at R1.3.4 B1.3.3 The Use Case End

Name	Customer Make Inquiries
Identifier	**UC 1.4**
Trigger	Customer wants to make inquiries
Preconditions	None
Business Rule(s)	None
Scenario	R1.4.1 Customer navigates to the designated area for inquiries and click "Contact Us" R1.4.2 System presents contact form for customer to filled details and write messages R1.4.3 The customer filled and submit filled form R1.4.4 System acknowledges receipt of the inquiry, providing a confirmation message to the customer. **[Alt Scenario A]** R1.4.5 The customer clicks on phone number and speak directly with the staff
Alternative Scenario(s)	Alternate Scenario A: System Unavailable A1.4.1 The system display "System Unavailability" A1.4.2 The customer navigates to the designated area and clicks 'phone number' A1.4.3 The use case ends.

Name	**Customer Delete Profile**
Identifier	**UC 1.5**
Trigger	User wants to delete profile
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R1.5.1 The customer navigates to their account settings or profile page then click "delete" R1.5.2 The system presents a confirmation prompt to ensure that the customer intends to delete their profile (consequences of profile deletion, such as the loss of order history and loyalty points) R1.5.3 The customer confirms their intent to delete their profile by clicking on the provided confirmation button. R1.5.4 The system notifies the customer once their profile deletion is complete. This notification may include a message thanking the

	customer for their patronage and providing information on how to re-register if they choose to return in the future.
Alternative Scenario(s)	None

Name	**Customer Views Menu**
Identifier	**UC 1.6**
Trigger	User wants to View Menu
Preconditions	User is authenticated and accessing the system.
Business Rule(s)	BR1.6.1 Customer can only see available items within the menu category
Scenario	R1.6.1 The customer navigates to the restaurant page within the food ordering system where they are interested in ordering. R1.6.2 The system displays the restaurant's menu for selection R1.6.3 The customer browses through the menu categories to find the items they are interested in, the system display items based on BR1.6.1 **[Alt Scenario A]** R1.6.4 The system displays each menu item, high-quality photos and detailed descriptions are provided to give the customer a better idea of what to expect with the price for each menu items.
Alternative Scenario(s)	Alternate Scenario A: The Menu is Pending A1.6.1 The system displays pending MENU. A1.6.2 The customer logged out and check after 30 minutes A1.6.3 The use case ends

Name	**Customer Adds items to Cart**
Identifier	**UC 1.7**
Trigger	User wants Add Items to Cart
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R1.7.1 The user navigates to the menu section of the restaurant they're interested in within the food ordering system user browses the

	menu and selects an item they wish to order by clicking on it or click "Add to Cart" R1.7.2 The system prompts the user to customize their order based on available options (select item, size, toppings, extra ingredients, preparation style). R1.7.3 The user can choose to continue browsing the menu to add more items to their cart. They repeat the selection and customization process for each new item they want to order. R1.7.4 The system calculates and displays the subtotal for the order, including any applied discounts or charges for extras and customizations
Alternative Scenario(s)	N/A

Name	**Customer Views items in Cart**
Identifier	**UC 1.8**
Trigger	User wants to View Items in Cart
Preconditions	User is authenticated and accessing the system
Business Rule(s)	BR1.8.1 Sold/Unavailable Items must be removed from Car
Scenario	R1.8.1 The customer clicks on or taps the cart icon R1.8.2 The system displays a summary of all items currently in the cart. R1.8.3 Customer reviews the list of items in their cart to ensure that it reflects their desired order accurately and respond according to BR1.8.1 **[Alt Scenario A]** R1.8.4 After any modifications (quantity adjustments, item removals, promo code applications), the system automatically updates the cart summary to reflect the changes **[Alt Scenario B]**
Alternative Scenario(s)	Alternate Scenario A: Item No Longer Available (Continue to Checkout) A1.8.1 The system display (Item No Longer Available Cont' to check out) A1.8.2 The customer click continue to payment for existing Items in the cart A1.8.3 The use case End Alternate Scenario B: Item No Longer Available (Select New Items) A1.8.4 The systems display (Item No Longer Available Edit Cart)

	A1.8.4 The customer click edit cart A1.8.4 The use cases continue at R1.8.4

Name	**Customer Updates Cart**
Identifier	**UC 1.9**
Trigger	User wants to update cart
Preconditions	User is authenticated and accessing the system
Business Rule(s)	BR1.9.1 Updating Items must be available
Scenario	R1.9.1 customer reviews the list of items currently in their cart. This step is crucial for making informed adjustments. R1.9.2 After any change (addition, removal, or quantity adjustment), the system automatically updates the cart to reflect these changes R1.9.3 The customer has a promo code; they can enter it in the designated field. **[Alt Scenario A]** R1.9.4 The system then recalculates the total cost to reflect any discount R1.9.4 The customer confirms cart's contents and the total cost, then proceed to checkout by clicking on a "Checkout"
Alternative Scenario(s)	Alternate Scenario A: Promo Code Expired A1.9.1 The system displays "Promo Code Expired" A1.9.2 The use case continues at R1.9.2

Name	**Customer Place Order**
Identifier	**UC 2.0**
Trigger	User wants to Place Order
Preconditions	User is authenticated and accessing the system
Business Rule(s)	BR2.0.1 Customer can only pay for Items in marked in Cart
Scenario	R2.0.1 The customer navigates to the menu section of the food ordering system's system through the available items menu. R2.0.2 The system displays list of available items, quantities, unit cost, d descriptions and select R2.0.3 The customer reviews their order summary to ensure accuracy and make any necessary edits or adjustments, then click confirm & Checkout **[Alt Scenario A]** R2.0.4 The system moved selected items to cart and summarize cost of items in the cart for payment

Alternative Scenario(s)	Alternate Scenario A: Items Not Marked A2.0.1 The system display “Items Not Marked” A2.0.2 The customer marked Items for payment A2.0.3 The use case ends

Name	**Customer Pays for Order**
Identifier	**UC 2.1**
Trigger	User wants to pay for order
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R2.1.1 Customer reviews their order for accuracy, including items, quantities, and any special instructions. R2.1.2 System presents a clear summary of the order, including all costs such as items and taxes R2.1.3 The customer selects their preferred payment methods (e.g., PayPal, Apple Pay), or cash on delivery R2.1.4 The system offers a variety of payment options to accommodate different preferences and ensures all transactions are secure. R2.1.5 Customer enters their payment details, such as card number, expiration date, and security code, or logs into their account for online payment. **[Alt Scenario A]** R2.1.6 The system ensures the payment page is secure, and offers option to save payment details for future orders R2.1.7 The customer reviews all information for accuracy and agrees to terms and confirms the payment. R2.1.8 The system processes the payment through secure gateway and provides a confirmation of the payment.
Alternative Scenario(s)	Alternate Scenario A: Incorrect Data A2.1.1 The system display “Incorrect Data” in red A2.1.2 The customer re-enters correct information A2.1.3 The use case continues at R2.1.5

Name	**Customer Tracks Order Progress**
Identifier	**UC 2.2**
Trigger	User wants to Track Order Progress

Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R2.2.1 Customer receives an order confirmation via email or text message, which includes a unique order number and a link on how to track the order. R2.2.2 The system enables customers to log in through link into their account on the food ordering platform and navigates to the 'My Orders' for Real Time Tracking R2.2.3 The customer receives push notifications or text messages as the order delivered, delays or encounters issues. **[Alt Scenario A]** R2.2.4 The system validates, and display update on the progress of orders
Alternative Scenario(s)	Alternate Scenario A: Order Missing on Transit A2.2.1 The system displays order missing A1.2.2 The customer contacts restaurants for updates. A2.2.3 The use case ends

Name	**Employee Log In**
Identifier	**UC 2.3**
Trigger	User wants to Log In
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R2.3.1 Staff member navigate to the login page of the food ordering system, use Username and Password R2.3.2 System provides feedback to inform the employee of the login status. **[Alt Scenario A]** R2.3.3 Employees view and manage order from customers R2.2.4 The system validates and stores employee activities.
Alternative Scenario(s)	Alternate Scenario A: Username/Password Incorrect A1.1.1 The system displays “Username/Password Incorrect” A1.1.2 The employee re-enters the correct information and, and click login A1.1.3 The use case continues at R2.3.3

Name	**Employee accepts orders.**
Identifier	**UC 2.3**
Trigger	User wants to accept orders
Preconditions	None

Business Rule(s)	None
Scenario	R2.3.1 The system alerts staff members to incoming orders through Pop-up notifications R2.3.2 Employee access the order management interface within the food ordering system to view, manage and accept incoming orders. R2.3.3 The system enables staff members progress through the order fulfillment process and update status of each order within the system **[Alt Scenario A]** R2.3.4 Staff members update the order status to indicate that it has been fulfilled and completed within the system
Alternative Scenario(s)	Alternate Scenario A: Order Incomplete A1.1.1 The system display order incomplete. A1.1.2 The employee contact customer and update order A1.1.3 The use case continues Ends

Name	**Employee Confirm payment.**
Identifier	**UC 2.4**
Trigger	User wants to Confirm Payment
Preconditions	User is authenticated and accessing the system
Business Rule(s)	BR 2.4.1 Orders without successful Payment should be pend
Scenario	R2.4.1 the system prompts the employee with a notification indicating that a new order has been received and payment has been made. R2.4.2 The employee accesses the order management interface within the food ordering system to view the details of the newly received order. R2.4.3 The system displays the payment status for the order, indicating whether the payment has been successfully processed according to BR2.4.1 **[Alt Scenario A]** R2.4.4 Upon confirming the payment status, the employee proceeds with preparing the order for delivery.
Alternative Scenario(s)	Alternate Scenario A: Payment Failed/Unsuccessful A2.4.1 The system displays Payment Failed/Unsuccessful A2.4.2 The employee pends the order A2.4.3 The use case Ends

Name	**Employee Process order**
Identifier	**UC 2.5**
Trigger	User wants to Process Order
Preconditions	None

Business Rule(s)	None
Scenario	R2.5.1 Employee navigates to the list of pending orders or searches specific orders by order number. R2.5.2 The system updates the order status to indicate that it is being attended by the restaurant staff. R2.5.3 The employee communicates the order details to the kitchen staff for preparation, ensuring that all items are prepared according to the customer's specifications R2.5.4 System updates the order status to indicate that it is ready for delivery or pick up.
Alternative Scenario(s)	None

Name	**Employee Generate Report**
Identifier	**UC 2.6**
Trigger	User wants to generate report
Preconditions	User is authenticated and accessing the system
Business Rule(s)	None
Scenario	R2.6.1 The employee logs into the administrative dashboard of the food ordering system R2.6.2 The system provides a comprehensive reporting module that allows users to generate various types of reports, such as sales reports, order summaries, revenue analysis, and customer feedback analysis R2.6.3 The employee selects the type of report they want to generate, in this case, a sales report for a specific time period (e.g., daily, weekly, monthly, quarterly, annually). R2.6.4 The system prompts the employee to input parameters for the report, such as the date range, location (if applicable), and any specific criteria for filtering the data (e.g., by product category, payment method). **[Alt Scenario A]** R2.6.5 The employee inputs the desired parameters for the report and initiates the report generation process. R2.6.6 The system retrieves relevant data from the database based on the specified parameters and generates the sales report accordingly
Alternative Scenario(s)	Alternate Scenario A: The System Failed to generate report A1.1.1 The system displays “Failed to Generate Report” A1.1.2 The customer re-enters the missing parameters and submits. A1.1.3 The use case continues at R2.6.5