

Introduction

Point of sale (POS) or point of purchase is the time and place where a retail transaction is completed. At the point of sale, the merchant calculates the amount owed by the customer, indicates that amount, may prepare an invoice for the customer, and indicates the options for the customer to make payment. In restaurant business, POS systems often include table reservation, ordering food, alerts, billing, credit card processing and customer management.

The new POS system is requested to be developed based on a web-based system and shall implement the current business flow as described below.

Stakeholders

Stakeholder	Role	Description
Restaurant Owner	Product Owner	Who owns the application
Restaurant Manager	Restaurant Staff	Who is able to see the orders and payments recorded in the Database
Restaurant Clerk	Restaurant Staff	Who is responsible for handling customer's orders and payments.
Restaurant Receptionist	Restaurant Staff	Who is responsible for keeping track of table status
Customer	Restaurant Customer	Who will use the application to order food and make payment.

Project scope

Project Justification

The primary goal of this Restaurant POS project is to provide a web-based application that automates many restaurant's processes in order to increase business intelligence, reduce wasted manpower and opportunity to scale to a large business.

User Story

As a customer of the restaurant:

- I can browse the restaurant menu and look at the various food options available in the restaurant along with the price for each item.
- I am able to select dishes from the menu and add / remove wanted dishes to my order
- I can view my order and change the quantity of products in my order
- I can submit my order to inform the restaurant about my request
- I can make payment for my order either by physical methods (cash, credit cards, ...) or online methods (online banking...)

As a receptionist of the restaurant

- I can view all of the table status, if they are currently occupied or not
- I can change a table's status, from available to occupied or vice versa

As a clerk of the restaurant:

- I can view the customer's submitted orders to inform the kitchen staff.
- I can confirm customer's submitted order to confirm that the order has been finished
- I can view the customer's pending physical payments requests
- I can confirm customer's physical payments to confirm the customers have paid for their order

As the manager of the restaurant:

- I can view the restaurant's record (orders and payments record)
- I can filter the restaurant's record (by date or payment type)

General Feature of the Project

Feature 1: Table Management

Allowing restaurant receptionists to keep track of which tables are occupied currently and change their status from occupied to unoccupied when customers have finished their meal and vice versa when new customers arrived

Feature 2: Order System

Offering customers an interactive menu and indirect way of ordering food. Customers can view the menu, filter the menu by category and submit the order to the Clerk. Restaurant clerk can view the pending order and confirm the order when the order is finished.

Feature 3: Making payment

Allowing customers to see their total bills and pay for their order, either by physical methods or online methods . If they choose physical methods, the system will send to the clerk the payment details and when the customers have finished their meal, customers will make physical payments with the clerk and the clerk confirms the physical payments

Feature 4: View Order History

Daily orders and its payments are recorded into the Database and this feature allows the restaurant manager to view the restaurant order and payment information.

Assumptions

- Both the restaurant and the customers have access to the Internet when using the application
- Online Payment Transaction are handled by the online payment service

Project Context

Business Model: Fast food restaurant

Restaurant Customer: Middle Class Customer

Payment: Support physical payment (cash, credit card) and online payment (e-wallet)

Dining service: Eat-in restaurant

Business Flow Diagram:

