**Team 5 Circular Pie**

**Use Cases**

**Revision History**

| **Date** | **Revision #** | **Created By** | **Revision Notes** |
| --- | --- | --- | --- |
| 11/05/2023 | 1.0 | Poonam Adtani | Created Initial Draft |
| 11/06/2023 | 2.0 | Yash Kantharia | Consolidated Initial Draft |
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**UC.03.01 Submit Order (Poonam Adtani)**

| **Actor(s):** | Customers |
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| **Short Description:** | This use case begins when the Customer wants to submit an order and have it delivered to their specified location, and the use case ends when they get their pizza without the hassle of visiting the restaurant. |
| **Pre-conditions:** | * Customer’s account exists. * Customers have already logged in to the system. * The customer has selected items for their order. * The customer has provided valid and complete delivery information. * Customer is on the "Checkout" or "Submit Order" page. |
| **Post-conditions:** | * An order is successfully placed in the system. * The customer receives an order confirmation. |
| **Frequency of Use:** | High |
| **Normal Flow of Events:** | |
| 1. The customer selects the items they want to order and clicks on the "Add to cart" button. **[JP1: ET-Ex]** 2. The system displays the "Checkout" page, where the customer reviews the selected items, their quantities, and any additional charges (e.g., delivery fee, taxes). 3. The customer is prompted to provide or confirm the delivery address: 4. If it's a returning customer, they can select an existing address. 5. If it's a new customer, they can input a new delivery address. 6. The customer selects the payment method: **[JP2: ET-Ex, CL]** 7. Credit/Debit Card: They enter card details, including card number, expiration date, CVV, and billing address. 8. The customer reviews the order summary, delivery address, and payment method. 9. The customer clicks on the "Place Order" button. 10. The system processes the order, verifies payment, and sends an order confirmation email to the customer. **[JP3: ET-Ex, DF-In, DF-Out]** 11. The system displays a confirmation message on the website, including an estimated delivery time and a unique order reference number. | |
| **Alternative Flows:** | |
| A1. Invalid Payment Information (Step 10):  If the payment information is invalid or the transaction fails, the system informs the customer, allowing them to correct the payment information and resubmit the order. | |
| **Exceptions:**  E1. Cancel payment processing, from step 10:   1. The customer does not confirm the payment information and clicks No. 2. The system closes the payment screen and brings the customer to the home page. And this use case ends.   E2. Payment not approved from step 10:   1. CC vendor declined payment information. 2. System displays an error message to the customer and prompts to select an alternative payment and use case continues from step 3. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | UC 03.02 Process Order  UC 05.02 Update Order Status |
| **Assumptions:** |  |

**UC.03.02 Process Order (Sarvesh Desai)**

| **Actor(s):** | * Business Manager * Customer Relationship Executive * Partner Manager |
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| **Short Description:** | This use case describes the steps for processing a customer's pizza order, from the point of order submission to successful delivery or pickup. |
| **Pre-conditions:** | * The customer has successfully submitted an order. * The order and customer details are valid. * The order is in a "submitted" or "received" status. |
| **Post-conditions:** | * The order is prepared by the kitchen staff. * The order is delivered to the specified delivery address or made available for pickup. * The customer is notified of the order status (e.g., "out for delivery" or "ready for pickup"). * Payment, if applicable, is captured successfully. |
| **Frequency of Use:** | High |
| **Normal Flow of Events:** | |
| * The system receives the customer's order after successful submission. * The system checks the order for completeness and correctness: * Ensure all ordered items are available. * Verify the payment details (if applicable). * Confirm the delivery or pickup details. * The system forwards the order to the kitchen staff for preparation. * The kitchen staff prepares the items according to the order, following any customization or special instructions. * Once the order is prepared, it is marked as "ready for delivery" or "ready for pickup" in the system. * If it's a delivery order: * The delivery driver is assigned. * The system provides delivery instructions and a route to the driver. * The system captures payment (if applicable) using the payment information provided during the order submission. * The system notifies the customer of the order status: * "Out for delivery" if it's a delivery order, providing an estimated delivery time. * "Ready for pickup" if it's a pickup order, indicating that the order is prepared and available at the restaurant. * The order is delivered to the customer's specified address, following the provided route (if applicable). * The customer receives the order, and the system marks the order as "delivered" or "picked up." | |
| **Alternative Flows:** | |
| * Payment Failure (Step 7): If the payment capture fails, the system notifies the customer and requests an alternative payment method or retries the payment. | |
| **Exceptions:**  Order Cancellation: If the customer cancels the order before it's marked as "out for delivery" or "ready for pickup," the system voids the order and informs the customer. | |
| **Special Requirements:**   * The system must ensure the privacy and security of customer data, including payment information. * Delivery drivers must have access to navigation tools for efficient delivery. * The system should have mechanisms for handling order cancellations and returns. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | UC 04 Process Payment |
| **Assumptions:** |  |

**UC.03.03 Add Special Instructions (Yash Kantharia)**

| **Actor(s):** | Customers |
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| **Short Description:** | This use case describes the steps for a customer to add special instructions or custom requests to their pizza order on the website. |
| **Preconditions:** | The customer has selected items for their order.  The customer is on the "Customize Order" or "Add Special Instructions" section of the website.  The order is not yet submitted. |
| **Postconditions:** | The customer's special instructions or custom requests are added to the order and communicated to the kitchen staff. |
| **Frequency of Use:** | Low |
| **Normal Flow of Events:** | |
| 1. The customer creates an order.  **[JP1:ET-Ex]** 2. The customer is taken to the Order summary page by finishing the last topping of the order. 3. The customer can select “Add Special Instructions” on the Order Summary page.  **[JP2:ET-Ex]** 4. The customer enters the instructions in the text box and submits the request.  **[JP3:DDD]** 5. The customer makes the payment, and the order is submitted.  **[JP4:ET-Ex]** 6. The special instruction request is provided for the kitchen and delivery staff. | |
| **Alternative Flows:** | |
| *If the customer returns to the main page from Step 4*   1. Save the instructions submitted by the customer. 2. The customer can view the cart and modify the instructions again before completing the order by making the payment. | |
| **Exceptions:**  E1: Customer contacts support to modify the request after step 6:   1. The support team contacted the manager of the service restaurant. 2. If the order is not yet started, then the modification can be serviced. 3. The delivery within time guarantee does not apply in this case.   E2: Customer makes a request in Step 6 which cannot be met:   1. The manager from the service restaurant contacts customer support to inform them regarding the issue and communicate with the customer. 2. The customer support team communicates the issue with the customer and tries to resolve it by: 3. Making correct modifications. 4. Holding the order until the query is resolved. 5. Canceling the order and providing a refund if the request cannot be met. | |
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| **<<Include>> Relationships:** |  |
| **<< Extend>> Relationships:** |  |
| **Business Rules:** |  |
| **Assumptions:** | 1. Customer has logged in. 2. Customer has created a pizza order. 3. The customer needs to make modifications to the order in terms of ingredients or for delivery such as directions on how the delivery should be made. 4. The customer has completed the payment to have the special request submitted. 5. The request text is not more than 500 characters in size. |

**UC.04.01 Make Payment (Alan Parmar)**

| **Actor(s):** | * Customer |
| --- | --- |
| **Short Description:** | This use case details the steps a customer takes to pay for their pizza order on the website, ensuring a secure and efficient transaction. |
| **Pre-conditions:** | * The customer has added items to their shopping cart and proceeded to the checkout or payment page. * The customer is on the "Make Payment" page. |
| **Post-conditions:** | * The customer's payment is successfully processed, and an order confirmation is generated. * The order is marked as "paid" and ready for processing. |
| **Frequency of Use:** | High |
| **Normal Flow of Events:** | |
| 1. The customer is presented with the "Make Payment" page, displaying the order summary, total amount, and payment options. 2. The customer chooses their preferred Credit/Debit Card from available options, or add one if they wish to. 3. Credit/Debit Card:  * The customer inputs their card details, including card number, expiration date, CVV, and billing address.  1. The system securely processes the payment information and communicates with the payment gateway or processor. 2. If the payment is successful, the system generates an order confirmation and receipt, including an order summary, payment details, and an estimated delivery time. 3. The system marks the order as "paid" and proceeds with order processing, which includes preparation and delivery (if applicable). 4. The customer receives an email confirming the payment and order. | |
| **Alternative Flows:** | |
| A1.Invalid Payment Information (Step 4): If the payment information is invalid or the transaction fails, the system notifies the customer, allowing them to correct the payment information and retry the payment. | |
| **Exceptions:**  E1.Payment Cancellation: The customer can cancel the payment process at any time before confirming the payment, with the system returning the customer to the payment method selection step. | |
| **Special Requirements:**   * The website must ensure a secure and encrypted connection for handling payment information. * Payment processing must adhere to relevant security and data protection standards. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | UC 04.03 Download Invoice |
| **Assumptions:** |  |

**UC.04.02 Add Card (Maneesha Narahari)**

| **Actor(s):** | * Accountant * Customer |
| --- | --- |
| **Short Description:** | This use case describes the steps for a customer to add a new credit or debit card to their payment methods on the pizza delivery website. |
| **Pre-conditions:** | * The customer is registered and logged in to their account on the website. * The customer is on the "Payment Methods" or "Add Card" page. |
| **Post-conditions:** | * The customer's new card is added to their list of payment methods. * The customer can use the added card for future payments. |
| **Frequency of Use:** | High |
| **Normal Flow of Events:** | |
| * The customer navigates to the "Payment Methods" or "Add Card" section within their account settings. * **The system presents a form for the customer to input their card details:** * Cardholder name * Card number * Expiration date * CVV (Card Verification Value) * Billing address * The customer enters the required card details and reviews them for accuracy. * The customer clicks on the "Add Card" or "Save Card" button to submit the card details. * The system securely processes the card information, validating its correctness and legality. It may perform a verification charge (typically a small temporary charge) to validate the card. * If the card information is valid, the system adds the card to the customer's list of payment methods. * The customer receives a confirmation message indicating that the card has been successfully added. | |
| **Alternative Flows:** | |
| A1. Invalid Card Information (Step 6): If the card information is invalid or the verification charge fails, the system informs the customer and requests corrected or alternative card details. | |
| **Exceptions:**  E1. Card Addition Cancellation: The customer can cancel the card addition process at any time before confirming the addition. If canceled, the system discards the entered card details. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | UC 04.03 Download Invoice |
| **Assumptions:** |  |

**UC.04.03 Download Invoice (Saichand Kancharla)**

| **Actor(s):** | * Customers * Accountant * Customer Relationship Executive * Partner Manager |
| --- | --- |
| **Short Description:** | This use case describes the steps for a customer to download an invoice for their pizza order from the website. The invoice provides a detailed summary of the order and payment details. |
| **Pre-conditions:** | * The customer must be logged into their account. * The customer must have placed a pizza order on the website. * An invoice for the specific order must be available. |
| **Post-conditions:** | * The customer successfully downloads the invoice for the selected order. |
| **Frequency of Use:** | Occasional |
| **Normal Flow of Events:** | |
| 1. The customer securely logs into their account on the pizza delivery website. **[JP1: ET-Ex]** 2. The customer seamlessly navigates to their order history or order details page, where they are greeted with a neatly organized list of their previous orders. 3. The customer selects the specific order they wish to retrieve an invoice for. 4. The system, operating efficiently in the background, retrieves the order details and crafts a professional-grade invoice. This comprehensive document includes: 5. Order ID for easy reference. 6. Order date and time, providing a timestamp of the culinary delight. 7. A meticulous list of items ordered, showcasing quantities, tantalizing descriptions, and transparent prices. 8. A clear breakdown of the subtotal, taxes, and, if applicable, the delivery fee, culminating in the grand total amount. 9. Insight into the chosen payment method and, for security, masked payment details. 10. Delivery or pickup address, ensuring a seamless reminder of the dining destination. 11. The system presents the invoice to the customer in a downloadable format (e.g., PDF). **[JP2: SI-Out]** 12. The customer clicks on the "Download Invoice" button or link to save the invoice to their device. 13. The system confirms the successful download and updates the order status (e.g., marked as "viewed"). **[JP3: DF-Out]** | |
| **Alternative Flows:** | |
| A1. Multiple orders (Step 3):  If the customer has multiple orders, they may select a different order in step 3 and proceed to download the corresponding invoice. | |
| **Exceptions:**  E1. No Orders (Step 3):   1. If the customer has no order history, they are informed that there are no orders to display. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | None |
| **Assumptions:** |  |

**UC.05.01 Pickup Order (Tharun Pasham)**

| **Actor(s):** | * Business Manager * Customer Relationship Executive * Partner Manager |
| --- | --- |
| **Short Description:** | This use case describes the steps for a customer to pick up their pizza order at the restaurant's physical location after placing the order through the website. |
| **Pre-conditions:** | * The order is placed and ready for pickup. * The business manager has designated a delivery partner for the pickup. * The delivery partner has accepted the request to pick up the order. |
| **Post-conditions:** | * The delivery partner successfully picks up their order at the restaurant. |
| **Frequency of Use:** | High |
| **Normal Flow of Events:** | |
| 1. The Business Manager identifies that an order is ready for pickup and selects a delivery partner for the task. **[JP1: ET-In,ET-Ex]** 2. The Business Manager informs the Delivery Partner about the pickup request.**[JP2: ET-Ex, ET-In]** 3. The Delivery Partner reviews the request and confirms their readiness to pick up the order. 4. The Delivery Partner schedules the pickup time and location with the Business Manager. **[JP3: SI-In]** 5. The Delivery Partner arrives at the pickup location with the necessary tools (e.g., a vehicle) and identifies themselves to the staff as the pickup agent. 6. The staff at the pickup location verifies the Delivery Partner's identity and the order details. 7. The staff hands over the order to the Delivery Partner, including any necessary documentation. 8. The Delivery Partner checks the order to ensure it matches the details in the order assignment. **[JP4: ET-Ex]** 9. The Delivery Partner confirms the pickup in the system, and the order status is updated to "Picked up." **[JP5: DDV]** | |
| **Alternative Flows:** | |
| A1: Order Issue (Step 8):  If the Delivery Partner identifies a problem with the order (e.g., missing items, damaged items), they should Address the issue with the staff at the pickup location and Update the order status in the system as needed. | |
| **Exceptions:**  E1: Technical Issues   1. If there are technical issues with the system or the communication tools during order assignment or confirmation, the Delivery Partner and Business Manager may need to follow manual procedures for confirmation and coordination.   E2: Support or Management Intervention   1. If the Delivery Partner or the staff encounters significant issues during the pickup process or requires management approval, they may contact business management or partner support for assistance. | |
| **<<Include>> Relationships:** | None |
| **<< Extend>> Relationships:** | 05.02 Update Order Status |
| **Assumptions:** |  |