VCE INFORMATION TECHNOLOGY  
**SOFTWARE DEVELOPMENT**  
CHAPTER 4 – ANALYSIS TOOLS

**UCD - HARRY’S FURNITURE STORE ORDERING SYSTEM**

**Required:**

**Create** a use case diagram representing the following system requirements:

**Case Study**

Harry's require a new point of sale and stock control system for their many stores throughout Australia to replace their ageing mini based systems.  
  
A sales assistant will be able to process an order by entering product numbers and required quantities into the system. The system will display a description, price and available stock. In-stock products will normally be collected immediately by the customer from the store but may be selected for delivery to the customer's home address. In that case, the system produces a delivery docket with delivery instructions for the courier.

If stock is not available the sales assistant will be able to create a backorder for the product which is sent to the regional warehouse.

The system will allow products to be paid for by cash or credit card. Credit card transactions will be validated by a third-party online card transaction system. In either case, the system will produce a receipt.

Order details for in-stock products will be printed in the warehouse and sent to the sales assistant. The sales assistant will be able to make refunds, provided a valid receipt is produced. The sales assistant will also be able to check stock and pricing and escalate orders that are overdue for delivery to the customer.  
  
The store manager will be able at any time to print a summary report of sales for a given period.  
  
The stock manager will be able to monitor stock levels and weekly sales trends in order to set minimum stock levels and requisition from the regional warehouse products which fall below the minimum stock levels or for which demand is anticipated. When stock arrives at the warehouse from the manufacturer, it will be booked in by the warehouse person. Stock that has been backordered for collection from the store is held in a separate area and the store manager advised of its arrival.  
  
The catalogue of available products will be maintained remotely by head office. Head office will also be able to access sales information from each store system.

Case study adapted from www.cragsystems.co.uk