

Chapter 2 (Online): Foundational Concepts of the AIS

Continuing Case Solutions: Robotelli's Pizzeria

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Describe how each of the following types of orders at Robotelli's differs from the processes and document flow mentioned in Exhibits 2-10 through 2-12.

1. In-store orders.

A process map for Robotelli's in-store orders will look essentially the same as is depicted in Exhibit 2-10. See Chapter8processmaps.xls. The only difference is that, after preparing an order ticket, Robotelli's servers enter the order information into the company's point of sales system through computer terminals.

A document flowchart for Robotelli's in-store orders would differ from Exhibit 2-11 in that there is no need for multiple copies of an order ticket, since the order is entered into the POS system. Accordingly, Robotelli's Kitchen and Accounting Department would not obtain a hard copy of the order ticket; rather, the order information would be viewed through the POS system.

A data flow diagram for Robotelli's in-store orders would differ from Exhibit 2-12 only in that a process (task) should be added for the input of the order information into the company's POS system.

2. Telephone orders

A process map for Robotelli's telephone orders will differ from Exhibit 2-10 in that the Order Center and Deliverer will replace the role of the Server. An Operator at the Order Center will take the customer order and enter the order information in the company's POS system. A delivery employee will deliver the order and collect cash payments. Another difference that applies to Robotelli's phone ordering system is that the customer's payment process will depend upon the method of payment: credit card payment information is obtained and verified by the Operator at the Order Center; whereas, cash payments are collected by the delivery employee. See Chapter8processmaps.xls.

A document flowchart for Robotelli's telephone ordering system will differ significantly from Exhibit 2-11 because Robotelli's system generates few documents. When orders are received, they are entered directly into the computer terminal while the Operator speaks with the customer. The first hard copy document to be printed is the order ticket after it is received at the

restaurant location. The ticket is then forwarded to the delivery employee, who takes it on the delivery run and uses it to confirm the amount to be collected from the customer (for cash payments).

A data flow diagram for Robotelli's telephone orders would differ from Exhibit 2-12 in that a process (task) should be added for the input of the order information into the company's POS system. This should occur before the order ticket is written. In addition, the customer's payment data should be obtained at the time the order is received; i.e., there is no "billing" of the customer unless the customer indicates that a cash payment will be made upon delivery. Then the order ticket presented to the customer will serve as the "bill".

3. *Internet orders.*

A process map for Robotelli's Internet orders will differ from Exhibit 2-10 in that the Order Center and delivery employee will replace the role of the Server. The Order Center captures the customer's order as entered online, then the order information is forwarded to the restaurant location. The order is prepared at the restaurant and a delivery employee will deliver the order and collect cash payments. Like for telephone orders, another difference that applies to Robotelli's Internet ordering system is that the customer's payment process will depend upon the method of payment: credit card payment information is obtained and verified at the Order Center; whereas, cash payments are collected by the delivery employee.

See Chapter8processmaps.xls.

A document flowchart for Robotelli's Internet ordering system will differ from Exhibit 2-11 in much the same manner as for the telephone ordering system because Robotelli's system generates few documents. When orders are received, they are entered directly into the computer system by the customer. The first hard copy document to be printed is the order ticket after it is received at the restaurant location. The ticket is then forwarded to the delivery employee, who takes it on the delivery run and uses it to confirm the amount to be collected from the customer (for cash payments).

A data flow diagram for Robotelli's Internet orders differs from Exhibit 2-12 in that a process (task) should be added for the direct input of the order information by the customer. This should occur before the order ticket is written. In addition, the customer's payment data should be obtained at the time the order is received; i.e., there is no "billing" of the customer unless the customer indicates that a cash payment will be made upon delivery. Then the order ticket presented to the customer will serve as the "bill".