**Western Australian Certificate of Education
Examination, 2014**

COMPUTER SCIENCE
Stage 3

SOURCE BOOKLET

This information relates to questions in Section Two.

Refer to this case study to answer Question 24.

A supermarket has 20 stores across the city. It is planning to expand into online ordering to meet the needs of busy shoppers and those living in the outer metropolitan area.

A web design agency has been contracted to create an online ordering system. The following is a description of the supermarket's online ordering system. Once the customer has created an account, the following procedure is used to order groceries from the online ordering system.

1. Customers use their login details to log into the online ordering system.

2. Once the customer details are verified against the customer records in the Customer database, they are then able to search the online ordering system and place an order from the Groceries database. The customer's order details are stored in the Orders database.

3. When the order is complete, the customer confirms their order details and enters their credit card details and delivery details, which includes the delivery address and preferred time of delivery. The customer's payment details are stored in the Orders database.

4. Before the order is delivered, at the supermarket's central warehouse a picking list is created from the Order details. The picking list is given to a picker who scans each item with a portable device that is connected to the Groceries database.

5. Once the items are picked for a customer's order, the groceries are bagged and boxed ready for delivery. The details of each delivery are stored in the Customer database. An email confirmation of items to be delivered and delivery time is sent to the customer.

6. Each morning a delivery schedule is printed from the Customer database and given to the Delivery Driver.

7. The Delivery Driver gives each customer a fully itemised grocery receipt. The customer must sign a delivery note and return it to the Delivery Driver.

8. The Delivery Driver returns the completed delivery schedule, including the signed delivery notes, to central office at the end of the delivery shift. The supermarket sends the daily takings summary to the bank.

9. The bank sends a monthly account statement to the supermarket which is used to reconcile customer payments.

Refer to the table below to answer Question 25(b).

CustomerID	Surname	Firstname	Address	Suburb	State	Postcode	HomePhone	Mobile
0001234	Black	Jane	123 Any Street	West Perth	WA	6005	(08) 9345 1231	0410 387 222
0001235	Parker	Amy	67 Bean Street	Parkerville	WA	6081	(08) 9678 1234	0439 456 987
0001236	Booth	John	8 Price Road	Northam	WA	6401	(08) 9543 7788	
0001237	Booth	Connie	134 Read Place	Brisbane	QLD	4000	(07) 6579 1122	0438 444 555
0001238	Stewart	Ronald	2 Bean Street	Parkerville	WA	6081	(08) 9678 4444	0410 232 434
0001239	Taylor	Charlotte	9 Ness Road	Adelaide	SA	5000	(08) 9589 6677	
0001240	James	Kathy	67 Almond Terrace	Sydney	NSW	2000	(02) 9378 2211	0435 778 098
0001241	Bright	Tara	1 Smith Street	Woolloomooloo	NSW	2011	(02) 9375 1111	