

## **Chapter 1 (Online): Introduction to AIS**

### **Continuing Case Solutions: Robatelli's Pizzeria**

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1. *After reading the Robatelli's case information, list and briefly describe (two to three sentences) each business process included in the case description.*

Revenue processes:

Sales processes are described, including the customer's options for ordering in-store, by telephone, or online. Although there are some differences in these methods of ordering, each option involves recording a customer order in the computer system; this is handled by a company representative for in-store and telephone sales, or by the customer for online sales. Orders received by phone or online must be confirmed and forwarded to the restaurant location where the order will be filled.

Cash collection processes may occur in person at the restaurant or upon delivery. Customer credit card information may be collected at the time of the sale for telephone and Internet customers; however, credit card information is forwarded to the store that will handle the sale.

Administrative processes:

General ledger processes are described, whereby restaurant managers use the Internet to submit daily sales summaries to the administrative offices. These summaries are reconciled to reports obtained from the transaction processing system, and then a journal entry is prepared.

2. *Think about, list, and briefly describe other business processes that probably occur at Robatelli's.*

Expenditure processes:

Robatelli's would have purchasing processes to handle the purchase of food items and restaurant supplies. It would need to maintain supplier information for sources of these items, and implement cash disbursements processes to handle payments to these suppliers. In addition, Robatelli's would need to have payroll processes to handle payroll for employees in its restaurant locations, commissary, and administrative offices. Finally, fixed asset processes would occur whenever the company has expenditures for items such as restaurant furniture and fixtures, kitchen equipment, computer equipment, etc.

Conversion processes:

Robatelli's must have conversion processes in place to convert the flour, tomato sauce, and toppings into pizzas and other food products that are sold to customers.

It must plan for effective and efficient operations and the use of resources (restaurants and employees), and it must manage the logistics of food items moved from the commissary to the stores as well as the finished menu items from the stores to the delivery customers.

Administrative processes:

In addition to the general ledger processes described in the case, Robotelli's must have capital processes that raise funds to buy fixed assets, and it must have investment processes to manage and invest any extra cash flow.