

GETit

Product Backlog: Team 19

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Problem Statement:

A lot of students have either procrastinated or been lazy on multiple occasions. Sometimes, they can even be too busy to complete a task. There exist apps to fight some of these issues, such as GrubHub food delivery but sometimes, for example, students want to buy a book from the University Bookstore or need a Starbucks drink delivered to them. In situations like these, where we are alleviating more than just hunger, we need a simple way to complete a variety of such tasks that no existing app offers.

Product Background:

Domain and audience:

Our app would come under the shopping category as well as the food and drinks category. Our app will primarily be used by college students or other people who are sometimes too busy or lazy to complete simple tasks like getting coffee, or a book from a store, or even a small item from Walmart on their own.

Existing similar applications:

There exist several applications that serve purposes similar to some of the features our application promises. Apps such as GrubHub and Postmates offer only food delivery from nearby restaurants.

Limitations:

The apps I have mentioned offer only food delivery services. Our app can be used to complete all sorts of services one can think of. Using food delivery as an example, these other food delivery apps only offer restaurants they have a partnership with and sometimes charge delivery fees over packing charges which can sometimes range between \$7-\$10 or more. What we plan on achieving through our app is a new payment system where a customer can choose how much of a delivery fee they want to pay to the person who accepts the task. This way if someone is already at a restaurant, they

can simply pick up the other person's order on the way back and earn some money while they're at it. Also, in locations like West Lafayette where there might not be as many delivery drivers, there are times when you make your payment and then it takes almost two hours till someone even accepts your order. Meanwhile, you've already paid so can't change your mind and eat elsewhere. Using our application, you don't get charged until the task is completed so if you feel like it's taking too long and there could be a different, faster option, you are free to cancel your request and won't have to wait for a refund to spend your money.

Requirements:

Functional:

1. As a user, I would like to create an account with GETit.
2. As a user, I'd like to be able to sign up with my existing Google account instead of filling out a form to create a new account with GETit.
3. As a user, I would like to be able to log in to the account I've created with GETit
4. As a user, I want to be able to access the app and login to my account on Android or iOS devices.
5. As a user, I would like to be able to reset my password, if forgotten.
6. As a user, I would like to be able to save my phone number to my account so that a person can contact me if they have questions about the task I've posted.
7. As a user, I would like to save multiple addresses to my account so that I can easily choose one of them when posting a request without having to re-enter my address.
8. As a user, I want to be able to be able to add a profile picture so that I can be recognized by the person whose task I'm doing or who is doing my task.
9. As a user, I want to be able to edit my profile picture.
10. As a user, I want to be able to easily navigate to a page to generate a request for a task i want completed.
11. As a user, I want to be able to easily navigate to a page to accept requests posted by others.
12. As a user, I want to be able to view my own generated requests history.

13. As a user, I want to be able to view my accepted requests (requests I have completed for others) history.
14. As a user, I want to be able to generate requests for tasks I want completed so that another user is able to accept the request.
15. As a user, I want to be able to select an option to choose my current location instead of a saved address for the request being generated.
16. As a user, I want to be able to reorder a request that i've already made previously.
17. As a user, I want to be able to set a price to be paid to the user who accepts the task based on my own wish so that I don't have to pay excessively high delivery or service fees.
18. As a user, I want to be able to add comments to my request to specify intricate details about my request.
19. As a user, I want to be able to optionally add a link to either a picture of the specific product or a product page on some website.
20. As a user, I want to be able to make edits to my request such as increase the order quantity after the request is generated and before it is accepted by anyone.
21. As a user, I want to be able to cancel my request if needed before someone accepts it.
22. As a user, I would like to be able to place multiple requests at the same time.
23. As a user, I would like to receive a notification when my request is accepted.
24. As a user, I would like to receive a notification when another user arrives at the store or restaurant to pick up the item I have requested for.
25. As a user, I would like to receive a notification when another user picks up my order and is ready to deliver the item I've asked for.
26. As a user, I would like to select preferred categories of requests I am willing to accept.
27. As a user, I would like to receive a notification when a new request within my preferred categories is posted.
28. As a user, I would like to be able to turn off notifications for new requests within my preferred categories so that I won't be disturbed by them when I'm busy.

29. As a user, I would like to be able to see the amount a user is going to pay me for completing the request.
30. As a user, I would like to be able to see details of the request posted by the user.
31. As a user, I would like to be able to see the location(eg. Dorm name) of the user that has requested a task so that I can accept a request if it's on the way.
32. As a user, I want to be able to select an option to text message the user that posted the request so I can clarify any doubts I have regarding their request.
33. As a user, I want to be able to select an option to call the user that posted the request so that I can clarify any doubts I have regarding their request.
34. As a user, I want to be able to make a payment smoothly.
35. As a user, I want to be able to verify that I have received the item at the completion of a request before the payment is made.
36. As a user, I want to be able to rate the service of the user who accepted and completed my request.
37. As a user, I want to be able to send an email about a complaint or feedback to GETit. (If time allows)
38. As a user, I want to be able to log in to GETit using fingerprint log in. (If time allows)
39. As a user, I would like to be able to accept multiple requests if they are all from the same store/restaurant. (If time allows)
40. As a user, I'd like to block specific people from my history from receiving my requests (If time allows)
41. As a user, I'd like to not receive requests from specific people in my history (If time allows)

Non-Functional:

Architecture and Performance:

The front end of the application will be designed in React Native. We aim to create an interactive yet intuitive app which handles all of the tasks we have outlined above. We chose React Native to be able to develop for two of the most used mobile platforms,

iOS and Android, at the same time. This will save us development time and also optimize the coding process.

For the back end database and user authorization, we chose Firebase. It is a very reliable platform to host all the data and provides secure and encrypted user authentication features. It is built by Google and in its relatively small history, has amassed a huge and impressive user base already. It has a read time average of 30 ms according to their blog and the longest sustained link stays connected for 15 minutes. 100,000 people can connect simultaneously to the app and a single write to the realtime database has a limit of 1 megabyte of data, which is way more than we will need. On top of that, it integrates very well with all of the major platforms be it React Native, Web or even native iOS and Android development environments. Firebase also automatically scales to any size. Thus, this can be used later too, should we choose to scale the project to other platforms.

Security:

For any app that involves user data or payments, security is of paramount importance. The database we are using, Firebase, is built with strong user-based security which will keep all the user data secure. To verify requests being completed before any payment is made, the app will generate a QR code on one user's phone which will be scanned on and verified by the other user to complete the transaction.

Deployment:

Our app can be deployed on both the Google Play Store for Android and the App Store for iOS because of our choice to use React Native with Firebase.