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| Use Case Name : Display requests and Interaction | | ID: | Priority: |
| Description | This scenario enables service providers (delivery men) to accept or interact with orders, they also can submit their offers, price and time to customer. | | |
| Actor | * Service provider (Delivery driver) | | |
| Precondition | * Delivery should have active account and logged in to the site * There are active orders posted by users (customer) not be done yet. | | |
| Normal Course | 1. Delivery man open home page. 2. From his dashboard, delivery man can view a list of available requests and its details. 3. Delivery man can select a specific delivery request. 4. Delivery can accept the request by pressing on accept button. | | |
| Alternative Course | 1. Delivery man open home page or notification. 2. Choose a specific order. 3. View its details. 4. Press on “another offer”. 5. New page appear that contain time and price fields. 6. Delivery fills these fields. 7. Press “send” or “confirm” button. | | |
| Postcondition | * Notification contains all offers will be sent to the customer that contain delivery name, rate, picture, price and time. * Customer reviews the offers and compare them each offer has two button accept and reject. * The customer has the authority to accept any offer then when he accept:  1. A notification must be sent to the service provider that the customer accept his offer. 2. The order is being converted or marked as unavailable now.  * The customer and the chosen delivery must be linked together. * If none of the service providers offer for an order for long time, the user can choose to resubmit the order or explore other options | | |
| Exception | * When he offers another by filling time and price and clicks Confirm or Send, it has be agreed by someone else or converted to not available now. | | |