Parcel booking and Tracker Application

Introduction:

The Parcel booking and tracker application is a software project aimed to provide a streamlined and efficient solution for managing the booking and tracking of parcels.

Actors:

Admin: The administrative user who has overall control on the parcel booking and tracking system and functionalities.

Customer: The customer who can search, order and review parcel delivery.

USE CASE 1

Use Case Name: Add Parcel details

Brief Description: This use case allows the admin to add the parcel details to the system

Actors: Admin

Preconditions:
- The parcel booking system is operational.

Main Flow:
1. The admin get data from an external person and those details are added to the parcel details portal.

Postconditions:
- The Added parcel details are updated to the customer portal.
- The updated List is available to customer.

Alternate Flows:
- At any step, the actor can choose to cancel the operation, returning to the main menu

USE CASE 2

Use Case Name: View Parcel List

Brief Description: This use case allows the admin or the customer to view the parcel list.

Actors: Administrator, Customer

Preconditions:
- The parcel booking and tracking system is operational.
- The actor has the necessary credentials to access the system.

Main Flow:
1. The User or Admin selects the option to view the parcel list.
2. The system retrieves the list of parcels from the database.
3. The system displays the list of parcels with relevant information such as parcel ID, recipient name, sender name, and status.

Postconditions: None.

Alternate Flows: None.

USE CASE 3

Use Case Name: Delete parcel details

Brief Description: This use case describes the process deleting the parcel details on user's request.

Actors: Admin

Preconditions:
- The admin can delete the parcel details due certain changes in the data given.

Main Flow:
1. The system presents a list of parcels and some of the data given are wrong.
2. Admin selects the wrong parcel to delete.
3. The system prompts for confirmation.
4. Admin confirms the deletion.
5. System removes the selected parcel from the database.

Postconditions:
- The system confirms the successful deletion.
- The admin adds a new parcel detail for the same.

Alternate Flows: The customer can request for changes in the parcel details.

USE CASE 4

Use Case Name: Update parcel status
Brief Description: This use case describes the process of managing updating parcel details.
Actors: Admin
Preconditions: • The parcel booking and tracking system is operational. • The customer request for updating parcel details. • The customer can add delivery options. • The admin gets track history of parcel from delivery partner.
Main Flow: 1. As per the customer request the admin update the parcel details. 2. The delivery options are also considered as the update request. 3. The track history is updated to the customers track history portal.
Postconditions: • The customer's portal is updated with the changes made by the actor.
Alternate Flows: • The admin can add changes as per the company policies. • The admin has the right to change data like delivery date, delivery persons data, track history, parcel cancellation etc.

USE CASE 5

Use Case Name: Accept Parcel Details from Console

Brief Description: This use describes the process of accepting parcel details from the console

Actors: Customer

Preconditions:
- The parcel booking and tracking system is operational.
- The admin adds the parcel details to the users parcel portal.

Main Flow:
1. The customers parcel details are updated to the portal.
2. The customer can view the details from the console.

Postconditions:
- The customer can request for updating the details, call back, delivery options change etc.

Alternate Flows: None.

USE CASE 6

Use Case Name: Track Current Location

Brief Description: This use case describes the process of tracking the parcel location from the console.

Actors: Admin, Customer

Preconditions:
- The parcel booking and tracking system is operational.
- Login to the system with admin or customer credentials.
- The actor has the necessary credentials to access the system like parcel id.

Main Flow:
1. The admin has the credentials to update the parcel.
2. Admin update the parcel's location in each of node.
3. The system prompts the customer to enter the parcel ID or other tracking details.
4. The User provides the necessary information.
5. The system retrieves the current location of the parcel from the database.

Postconditions: None.

Alternate Flows: None.

USE CASE 7

Use Case Name: Search Parcel
Brief Description: This use case describes the process of searching for a parcel.
Actors: Customer
Preconditions: • The parcel booking and tracking system is operational.

Main Flow:
  1. The system prompts the user to enter the parcel ID or other tracking details.
  2. The User provides the necessary information.
  3. The system retrieves the current location of the parcel from the database.

Postconditions: None.
Alternate Flows: None.

USE CASE 8

Use Case Name: Request call back

Brief Description: This use case describes how the request call back works

Actors: Customer

Preconditions:
- The parcel booking and tracking system is operational.
- Login to the system with customer credentials.

Main Flow:
1. The customer login to the user account
2. The system prompts the User to provide contact details and a brief description of the request.
3. User enters the required information.
4. The system registers the user's call back request and provides a confirmation.

Postconditions:
- Admin accepts the request call back.

Alternate Flows: None.

USE CASE 9

Use Case Name: Review Service

Brief Description: This use case describes the process of providing reviews to the parcel service.

Actors: Customer

Preconditions:
- The parcel is delivered.

Main Flow:
1. The parcel delivered successfully.
2. The customer can submit their review in the user portal.

Postconditions:
- The review sends to the admin and a review report generated

Alternate Flows: None.