RobertHeijn
ONLINE SHOP
market

URS

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Agreements/decisions:

I agreed with the client that the highest priority is to be able to manage the catalog with items (groceries and goods) and to support the process of placing an order. After that, specifying the delivery option and displaying the status of an order would be a second priority.

Employees in the back office are going to be able to manage the catalog includes adding, removing, editing, and updating a product in the desktop application. Besides, When the status of the order is changed, a Backoffice employee is going to be able to register it in the system, so that a customer of that order can track it.

When a customer is interested in buying items online, they are going to be able to visit the website of the market and place an order. In addition, they are going to be able to select their preferred delivery option. Customers will also be able to choose from one of the two (2) delivery options: home delivery and pick-up.

After implementing these functionalities, I am going to have another interview with the client and see if there are new requirements that I can implement.

Functional & non-functional requirements:

Functional requirements:

Desktop application:

- FR-01: Login
- FR-02: Manage the catalogue with items (groceries and goods)
- FR-03: Manage administrators in the back office
- FR-04: Status of the order
- FR-05: Answer contact forms

Web application:

- FR-06: Login
- FR-07: Sign up
- FR-08: Place an order
- FR-09: Specify delivery timeslot
- FR-10: Contact the company

Non-functional requirements:

- NFR-01: Maintainable and extendable
- NFR-02: Bug free solution
- NFR-03: Secure software

Use cases:

Desktop application:

- ***UC-01:*** Login
  Actor: Desktop Administrator/Website Administrator
  Requirement: FR-01
  Pre-condition: login credentials for administrator and website manager

  Main Success Scenario:
  1. Actor logs in
  2. System shows information depending on login type
  3. End of use case

  Extensions:
  1a: Login credentials are not correct
  > *.1: System displays a wrong login credentials message*
  > *.2: Return to MSS step 1*

- ***UC-02:*** Add a product
  Actor: Desktop Administrator
  Requirement: FR-02

  Main Success Scenario:
  1. Actor adds a product
  2. System requests for product information
  3. Actor fills in product information (category, sub-category, item, price, unit) and confirms
  4. System confirms the product was successfully added and adds it to the website
  5. End of use case

  Extensions:
  4a: Not all fields are filled
  > *.1: System displays a message*
  > *.2: Return to MSS step 2*

- ***UC-03:*** Edit a product
  Actor: Desktop Administrator
  Requirement: FR-02
  Pre-condition: a list of products

  Main Success Scenario:
  1. Actor edits a product
  2. System requests for product information that needs to be edited
  3. Actor fills in product information that needs to be edited (sub-category, price, unit) and confirms
  4. System confirms the product was successfully edited and edits it on the website
  5. End of use case

- ***UC-04:*** Remove a product
  Actor: Desktop Administrator
  Requirement: FR-02
  Pre-condition: a list of products

  Main Success Scenario:
  1. Actor removes a product
  2. System confirms the product was successfully removed and removes it from the website
  3. End of use case

- ***UC-05:*** Add an administrator
  Actor: Desktop Administrator
  Requirement: FR-03

  Main Success Scenario:
  1. Actor adds an administrator
  2. System requests for administrator information
  3. Actor fills in administrator information (name, last name, age, gender, email-address, phone number, address, password) and confirms
  4. System confirms the administrator was successfully added
  5. End of use case

  Extensions:
  4a: Not all fields are filled
    .1: System displays a message
    .2: Return to MSS step 2

- ***UC-06:*** Edit the information of an administrator
  Actor: Desktop Administrator
  Requirement: FR-03
  Pre-condition: a list of administrators

  Main Success Scenario:
  1. Actor edits the information of an administrator
  2. System requests for administrator information that needs to be edited
  3. Actor fills in administrator information that needs to be edited (email-address, phone number, address, password) and confirms
  4. System confirms the administrator was successfully edited
  5. End of use case

- ***UC-07:*** Remove an administrator
  Actor: Desktop Administrator
  Requirement: FR-03
  Pre-condition: a list of administrators

  Main Success Scenario:
    1. Actor removes an administrator
    2. System confirms the administrator was successfully removed
    3. End of use case

- ***UC-08:*** Update the status of an order
  Actor: Website Administrator
  Requirement: FR-04
  Pre-condition: a list of orders

  Main Success Scenario:
    1. Actor updates the information of an employee
    2. System requests for new status
    3. Actor fills in the new status and confirms
    4. System confirms that the status of the order was successfully updated and updates it on the website
    5. End of use case

- ***UC-09:*** Answer a customer's question
  Actor: Website Administrator
  Requirement: FR-05
  Pre-condition: a list of questions

  Main Success Scenario:
    1. Actor answers the customer's/client's question
    2. System requests for answer
    3. Actor writes the answer and confirms
    4. System confirms the question was successfully answered and sends an email with the answer to the customer/client
    5. End of use case

Web application:

- ***UC-10:*** Login
  Actor: Customer
  Requirement: FR-06
  Pre-condition: credentials for a customer

  Main Success Scenario:
  1. Actor logs in
  2. System shows information depending on login type
  3. End of use case

  Extensions:
  1a: Login credentials are not correct
      .1: System displays a wrong login credentials message
      .2: Return to MSS step 1

- ***UC-11:*** Sign up
  Actor: Client
  Requirement: FR-07
  Pre-condition: customer doesn't already have an account

  Main Success Scenario:
  1. Actor signs up
  2. System requests for personal information
  3. Actor fills in personal information (name, last name, email-address, phone number, address) and confirms
  4. System confirms the account was successfully created
  5. End of use case

  Extensions:
  4a: Not all fields are filled
      .1: System displays a message
      .2: Return to MSS step 2

- ***UC-12:*** Choose a payment method
  Actor: Customer/client
  Requirement: FR-08
  Pre-condition: ordering a product(s)

  Main Success Scenario:
  1. Actor chooses payment method
  2. System requests for payment method
  3. Actor chooses payment method (iDeal, Visa, Mastercard, Maestro, V-Pay, Paypal) and confirms
  4. System confirms that the payment was successful
  5. End of use case

- **UC-13:** Choose delivery option
  Actor: Customer/client
  Requirement: FR-09
  Pre-condition: ordering a product(s)

  Main Success Scenario:
  1. Actor chooses delivery option
  2. System requests for delivery option information
  3. Actor chooses for delivery option (home delivery, pick up) and confirms
  4. Actor chooses between home and pick up delivery
  5. UC-14, UC-15
  6. System confirms that the delivery was successful
  7. End of use case

- **UC-14:** Home delivery
  Actor: Customer/client
  Requirement: FR-09
  Pre-condition: ordering a product(s)

  Main Success Scenario:
  1. Actor chooses home delivery
  2. System requests for home delivery information
  3. Actor chooses one of the available home delivery timeslots and confirms
  4. System confirms that the home delivery was successful
  5. End of use case

- **UC-15:** Pick up delivery
  Actor: Customer/client
  Requirement: FR-09
  Pre-condition: ordering a product(s)

  Main Success Scenario:
  6. Actor chooses to pick up delivery
  7. System requests for pick up delivery information
  8. Actor chooses their preferred location from one of the pick-up locations, and specifies a preferred timeslot and confirms
  9. System confirms that the pickup delivery was successful
  10. End of use case

- **_UC-16:_** Place an order
  Actor: Client/Customer
  Requirement: FR-08

  Main Success Scenario:
    1. Actor goes to check out and confirms
    2. System requests for payment method
    3. UC-12
    4. System requests for delivery option
    5. UC-13
    6. System confirms the payment was successfully and sends a conformation email to the actor

  Extensions:
  1a: No products are in the shopping cart
      .1: System displays an empty shopping cart message
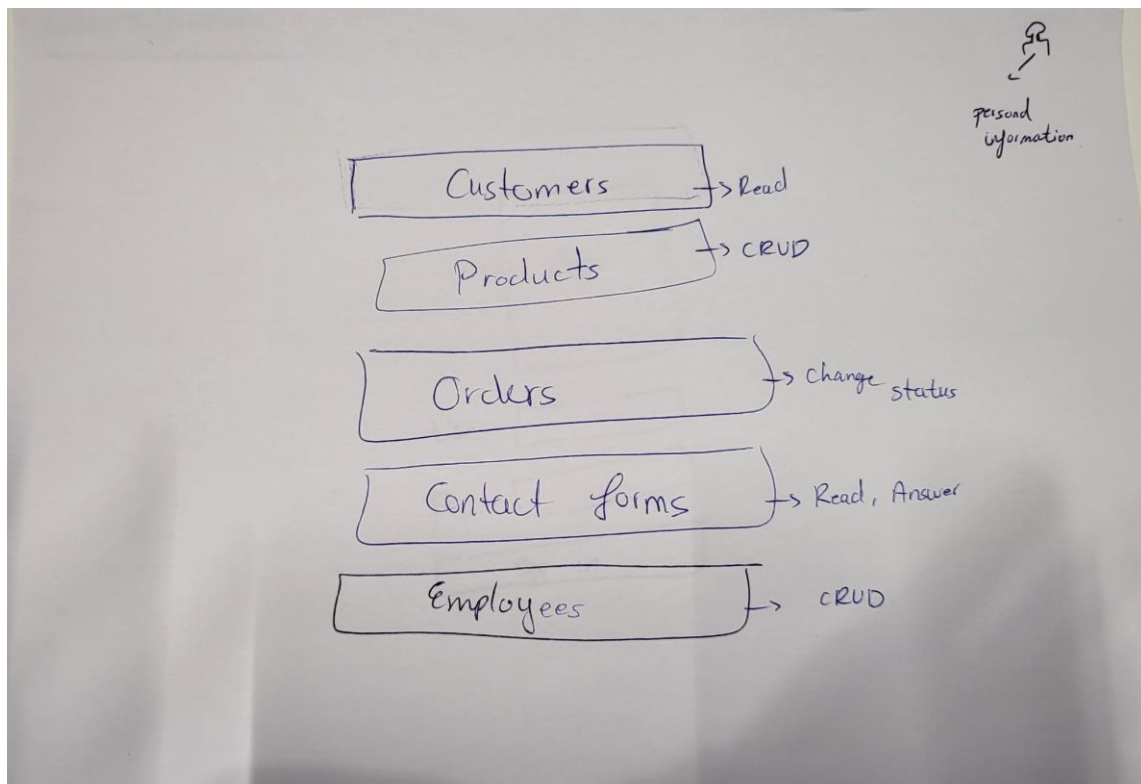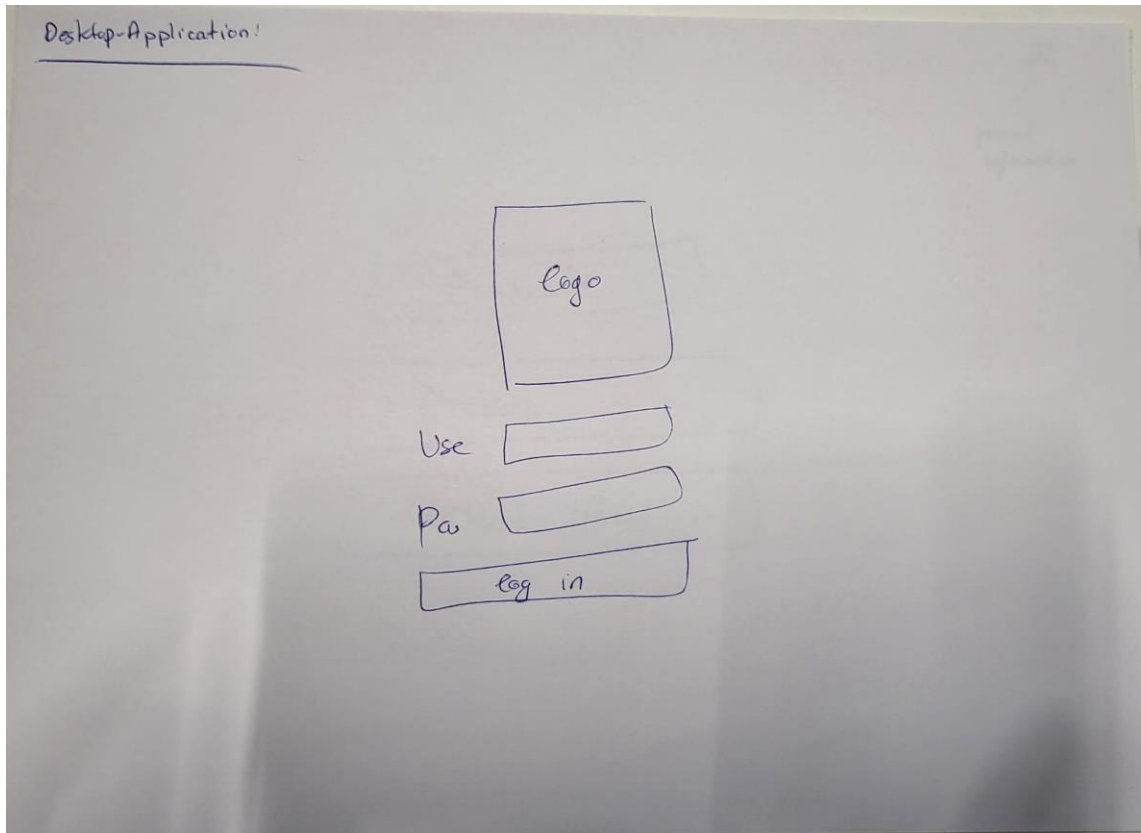   _.2: End of use case_

- **_UC-17:_** Contact the company
  Actor: Customer/client
  Requirement: FR-10

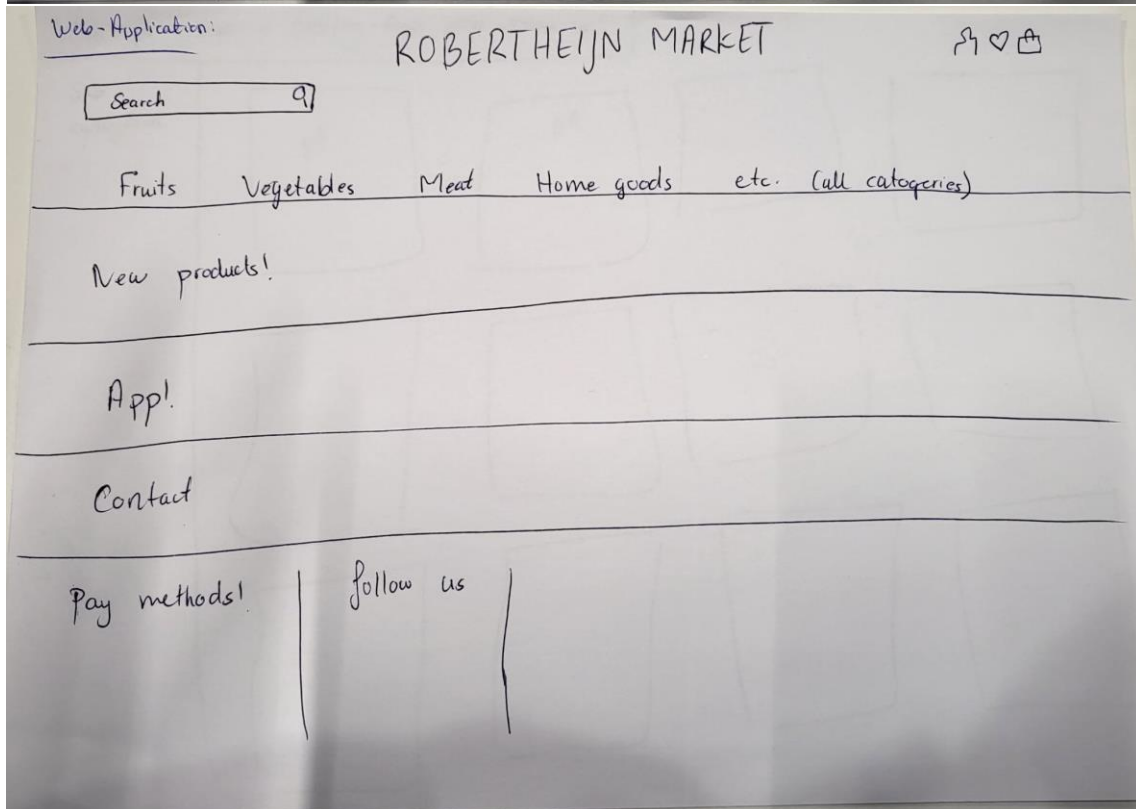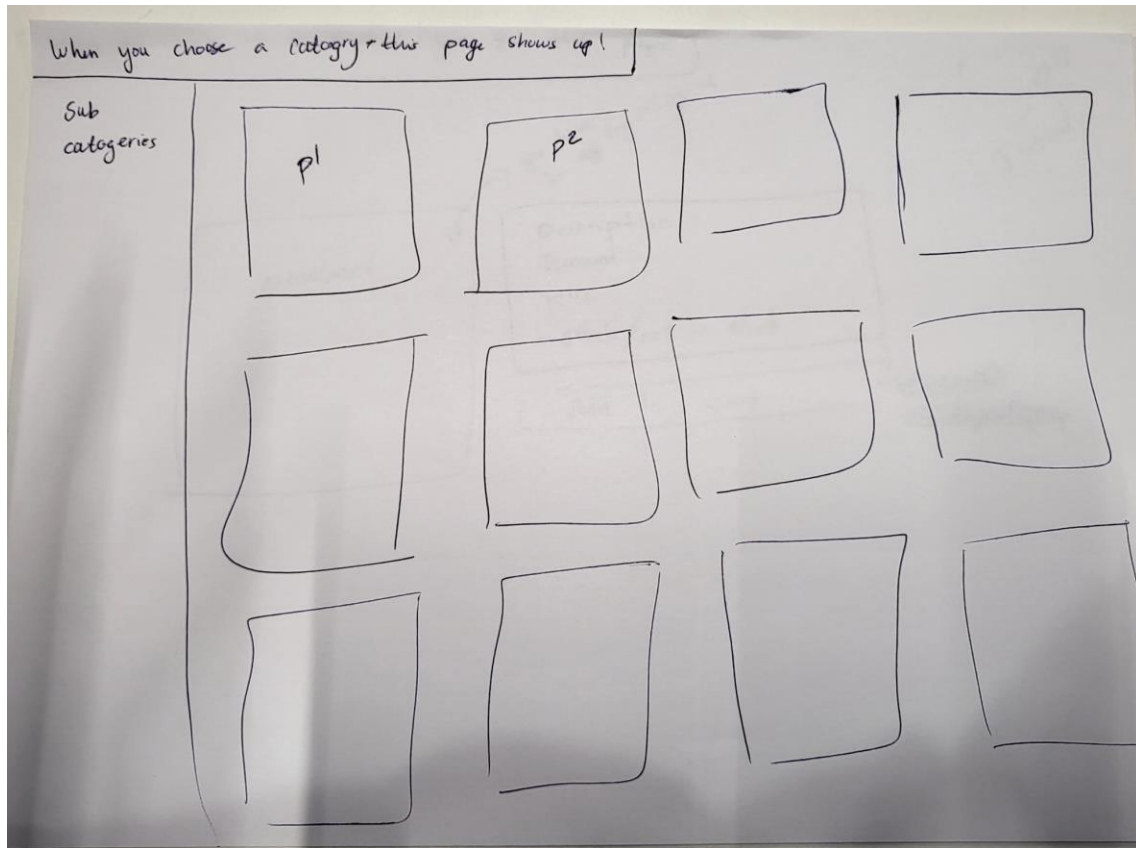 **_Main Success Scenario:_**
    1. Actor contacts the company
    2. System requests for contact information
    3. Actor fills in contact information (name, email-address, question) and confirms
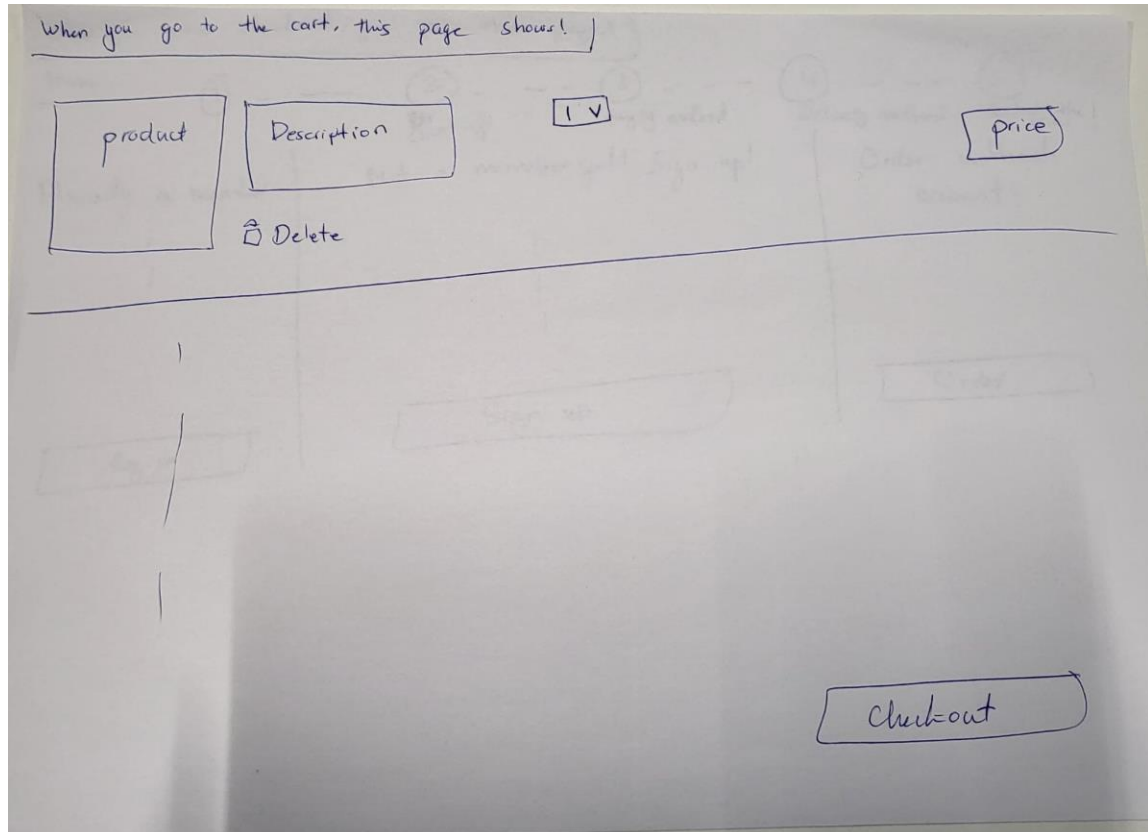   4. System confirms the question was successfully sent
    5. End of use case

Paper prototypes:

Desktop application:

Web application:

When you choose a category + this page shows up!

Sub categories

p1

p2

ROBERTHEIJN MARKET

Search

Fruits   Vegetables   Meat   Home goods   etc. (all categories)

New products!

App!

Contact

Pay methods!   Follow us

When you press on a product, you get this page

you have login / sign up to 👓

if added

product ♡

Description
Amount
price
in stock / not in stock

Add to cart

When you go to the cart, this page shows!

product | Description | | 1 ∨ | | price

🗑 Delete

Check-out

When you press checkout, you get this page!

Home   ① - — — ② - — — ③ - — — ④ - — — ⑤
                    Client info   Paying method   Delivery method   Control the order!

Already a member
!
)

Not a member yet!, Sign up!.   Order without account!

| Sign up |

| log in | | Order |