Normal & Alternate Courses

# Message Driver

## Actor: Customer

## Preconditions: Customer has requested a trip and a driver has accepted

1. System presents message driver option once trip has been accepted
2. Customer selects message driver
3. Customer types message and selects send
4. System sends message from user to driver
5. Driver receives message
6. System sends send receipt to customer
7. Driver reads message
8. System sends read receipt to customer
9. Customer receives read receipt

# Alternate Course/s

## At 3: Customer does not want to send message to driver

3.1: Customer selects cancel option

3.2: System returns user to previous screen

## At 4: Driver does not receive message due to signal issues

4.1: System attempts to send message again

4.2: System warns customer that their message has not sent

4.3: System asks user if they would like to send their message again

4.4: Customer chooses not to send message

4.5: System returns user to previous screen

## At 6: Driver does not read message

5.1: System sends send receipt to customer

5.2: Customer waits for reply

5.3: System sends offer to connect to a new driver after 10 minutes of no read receipt

5.4: Customer accepts offer to connect to new driver

5.5: System receives accept request

5.6: System sends request to nearby drivers of the same ride type

# View Journey Summary

## Actor: Customer

## Preconditions: Customer has registered account

1. System presents list of previous trips.
2. Customer selects a previous trip to view.
3. System presents route taken.
4. System presents route start.
5. System presents route end.
6. System presents type of ride.
7. System presents price paid for ride.
8. System presents option to report driver

# Alternate Course/s

## At 1: User has no previous trip history

* 1. : System presents that user has no trip history
  2. : System advises user to book trip
  3. : System shows option to return to Summary page

At 8: User chooses to report the driver

8.1 : System presents an are you sure option

8.2 : User confirms report

8.3 : System sends User to Report Driver

# Request Trip

## Actor: Customer

## Preconditions: Customer has correct payment information

1. Customer selects the ‘Request Trip’ option
2. System presents ‘Car Type’ selection
3. Customer selects standard SHUber car type
4. System checks for nearby available drivers
5. System presents estimated trip fare
6. Customer pays estimated trip fare
7. System sends trip request to nearby available drivers
8. Driver accepts trip request
9. Customer receives trip accepted notification
10. Driver sends notification of arrival
11. Customer begins journey

# Alternate Course/s

## At 3: Customer wants to order a premium SHUber trip

3.1: Customer selects premium SHUber car types

3.2: System presents increase in cost warning

3.3: Customer accepts increase in cost

## At 4: No nearby drivers available

4.1: System finds no available drivers nearby

4.2: System warns user that there may be a wait for an available driver

4.3: System asks user if they would like to cancel their search

4.4: Customer cancels their search

## At 5: Customer chooses to cancel after seeing trip fare

5.1: Customer selects decline trip fare option

5.2: System cancels payment screen

5.3: System returns user to main menu

## At 8: No drivers accept trip request

8.1: System notifies customer that there has been a delay in the trip being accepted

8.2: System asks customer if they would like to cancel their search

8.3: Customer decides to cancel their search

8.4: System issues refund of trip fee to customer

## At 10: Customer chooses to cancel their trip

10.1: Customer cancels trip after driver arrives

10.2: System partially refunds customer for trip

10.3: System notifies driver of trip cancellation

10.4: System compensates driver for travel costs