1. System provides a list of orders to be dispatched from the dispatch queue
2. Dispatcher views the list of orders to be dispatched for the next available drone
3. Dispatcher starts a new dispatching session
4. The system’s route planning service will prepare the itinerary file
5. Dispatcher loads an order from the list of orders to the drone

*Dispatcher repeats steps 5 until all orders in the list are loaded to the drone*

1. Dispatcher downloads the itinerary file from the system.
2. The dispatcher uploads the itinerary file to the drone and the drone starts the delivery run
3. Dispatcher closes the dispatching session
4. The system updates the order(s) status to be *Dispatched* and remove them from the dispatch queue.
5. The system will send each order’s shipping confirmation to the Clinic Managers’ email to inform their orders have been dispatched.
6. The system will log all the dispatched orders information.

Extensions:

Drone capacity is not reached

In case an order is not loaded? BUT what to do with the CSV file

2a. Dispatcher selects

Primary actor: Dispatcher

Supporting actor: Email Services, Drone Services, Printing System, Itinerary File Uploading System.

Pre-condition:

* Dispatcher’s identity has been authorized
* At least 1 order exists in the dispatch queue
* There is at least one drone that is available
* The total weight of orders in the list of orders does not exceed drone’s weight limit

Post Condition:

* Orders’ status that have been dispatched changed to *Dispatched*
* Dispatched orders are removed from dispatch queue
* Clinic managers related to the dispatched orders receives a shipping confirmation
* All the dispatched orders’ information are saved in the system

Description:

Dispatcher will be using the Dispatching System to dispatch the orders that have been packed by the warehouse personnel. After the orders are loaded to the drone, the system’s route planning service will generate a route for the drone to deliver the orders. Right after the dispatch session has finished, the system will notify the clinic managers with their order’s shipping label. Information regarding the dispatched orders will be recorded by the system.

Frequency of occurrence:

As frequent as every time there is a drone available and there exists order(s) in the dispatch queue. So it depends on the frequency of incoming orders and the number of operating drones.

Assumptions:

* No race condition in the dispatching process

Stakeholder and Interest:

* Dispatchers: Wants an easy to use and smart dispatching system. The more effective the system, the faster the dispatching process would be.
* Clinic Managers (orderer): Wants the order to be delivered according to the priority of order they specified. Wants to view the current status of order. Wants to be notified regarding the orders detail. A faster delivery process is always preferable.
* Health Authority: Wants an accurate detailed information of the dispatched orders.
* Supplying Hospital: Wants the order to be dispatched safely and accurately to the orderers.

Open issue:

Most effective way for the dispatcher uploads the itinerary file to the drone?

Special requirement:

Bulk email to the clinic manager should not go to the spam folder

The time for route planning service to generate the itinerary file should not exceed 10 seconds.

Technology and Data Variation List:

3. The itinerary file should be in CSV format

7. The file is being uploaded by the dispatcher manually

**What is “bulk email not going to spam folder”?**

**Brief Use Cases:**

* User registration
* Orders picking and packing
* Orders retrieval
* Item catalogue management
* Account Management (by admin) *not sure if one place one time and probably scope too small?*
* User profile management *Scope is too small? is a sub task probably?*