

## Leave a Review

Primary Actor: Customer

Stakeholders and Interests:

Preconditions: The customer has an account and can have already logged in.

Postconditions: The customer successfully send the review about one trip, the message is stored and updated, the new review is visible to all customers and customers related with the message gets reminder of the new review.

Main Success Scenario:

1. Customer must first finish a trip to be able to leave a review
2. Customer log in to BeaRide system.
3. Customer find the trip and start a review to the trip
- 4: Customer type in the review
- 5: Customer finish the review and submit
- 6: System store the message, update the database
- 7: The customer related to the trip received a reminder about the review

Extension Scenario:

- a: If the trip costumer wants to review of have not finish, the costumer can not leave a review, if the costumer is undergoing another trip, the costumer still can leave a review about s previous trip.
- b: After the review is posted, only the post costumer can delete the review, any other user do not have the permission to delete or modify the review, once the review is deleted, the database will update and review will be gone.
- c: The review is visible to all user
- d: The customer is only allowed to leave review to the trip that the customer participated

## Accept an Offer

Primary Actor: Customer

Stakeholders and Interests:

Preconditions: The customer has an account and can have already logged in.

Postconditions: The customer successfully signed up for a trip, the message is stored and updated, the new review is visible to all customers and customers related with the message gets reminder of the new member of the trip

Main Success Scenario:

1. Customer browse through the message board
2. Customer find a trip that he/she is interested in
3. Customer open the message
4. Customer is shown the full information of the message
5. Customer accept the offer message
6. System store the changes, update the database
7. The customer related to the trip reviewed a reminder of new passenger getting in the trip
8. The customer will be remind before the trip begin

Extension Scenario:

- a: 1 if the trip is full, costumer will not be able to join the trip
- 2 If the trip is full while costumer is browsing, trying to sign up for the trip, costumer will fail to sign up

- b: The customer should sign up after getting all the information about the trip time, driver, other passengers, destination etc.
- c: If system fails, the customer should contact support.

Accept a service

Primary Actor: Customer

Stakeholders and Interests:

Preconditions: The customer has an account and can have already logged in.

Postconditions: The customer successfully signed up for a service, the message is stored and updated, the new review is visible to all customers and customers related with the message gets reminder of the new member of the trip

Main Success Scenario:

1. Customer browse through the message board.
2. Customer finds a service that he/she is interested in,
3. Customer open the message,
4. Customer browse through all information about the message,
5. Customer accept the service.
6. System will store the changes and update the database.

Extensions:

- a. At any time, the system fails: 1. Driver logs out of his/her account, and refresh the website. 2. Send an email immediately to the support email provided at the bottom of the website.
- b. Unable to log in: 1. Use the contact information sent to your Wechat or email to finish the plans. 2. Send an email immediately to the support email provided at the bottom of the website or call the number provided.
- c. Unable to pass the verification/Did not get the email: 1. Check if all the information provided is accurate. 2. Make sure the email address is correct, sometimes people misspell Baylor or forgot to add a "1" to the end of their names.
- d. Message board update fails: 1. Create another plan with the same information and post it again. 2. Email the system manager/support.