

**USE CASE DESCRIPTION**

**Project:**

* SPEEDIFY

(A Courier Management System)

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| **Identifier** | | UC-1 | |
| **Name** | | Registration | |
| **Description** | | This use case is to register user to the system. | |
| **Priority** | | High | |
| **Actors** | | new customer, new staff | |
| **Pre-condition(s)** | | - | |
| **Post-condition(s)** | | User is added in the system and login. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | User clicks “Register” button on home page. | | User is directed to Sign-Up page. |
| **2** | User Enters First Name. | |  |
| **3** | User Enters Last Name. | |  |
| **4** | User Enters CNIC Number. | |  |
| **5** | User Enters Phone Number | |  |
| **6** | User Enters his/her Address. | |  |
| **7** | User Enters Email Address. | |  |
| **8** | User Enters Password | |  |
| **9** | User Re-enters Password. | |  |
| **10** | User presses Sign-Up button. | | User is registered in the system and directed to Login-up Page. |
| **Alternate Course(s) of Action** | | | |
| **4a** | User enters a CNIC in Wrong Format. | | System displays message “Wrong Format CNIC”. |
| **4b** | User enters already registered CNIC. | | System displays “Already existing CNIC” error message. |
| **5a** | User enters Phone no. in Wrong Format | | System displays “Wrong Format Phone No.” |
| **7a** | User enters Email in Wrong Format  (without @abc.com). | | System displays “Wrong Email Format”. |
| **9a** | User re-enters password incorrectly. | | System displays “Incorrect password, Try again” message. |

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| **Identifier** | | UC-2 | |
| **Name** | | Login | |
| **Description** | | This use case is to login user to the system. | |
| **Priority** | | High | |
| **Actors** | | Registered customer, Registered staff. | |
| **Pre-condition(s)** | | User should be registered. | |
| **Post-condition(s)** | | User is entered to the system. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | User Enters Email Address. | |  |
| **2** | User Enters Password | |  |
| **10** | User presses Log-In button. | | User is logged-in the system successfully and directed to home page. |
| **Alternate Course(s) of Action** | | | |
| **1a** | User enters invalid e-mail address. | | System displays message “Invalid e-mail or password”. |
| **2a** | User enters invalid password. | | System displays “Invalid e-mail or password” message. |

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| **Identifier** | | UC-3 | |
| **Name** | | Manages Account | |
| **Description** | | This use case is to update personal information such as password and address. | |
| **Priority** | | Low | |
| **Actors** | | Registered customer, registered staff. | |
| **Pre-condition(s)** | | User should be logged-in. | |
| **Post-condition(s)** | | User’s personal information will be updated. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | User Enters old password. | | System verifies old password. |
| **2** | User clicks on “change password” button. | |  |
| **3** | User enters new password. | |  |
| **4** | User re-enters new password. | | System updates the password. |
| **5** | User clicks on “change address” option. | |  |
| **6** | User enter new address. | | System updates the address. |
| **7** | User clicks on “Change phone No.” option. | |  |
| **8** | User enters new Phone Number. | | System updates the phone number. |
| **Alternate Course(s) of Action** | | | |
| **1a** | User enters incorrect old password. | | System displays message “Incorrect old password”. |
| **4a** | User re-enters incorrect new password. | | System displays “Incorrect password” message. |
| **8a** | User enters Phone no. in Wrong Format. | | System displays “Wrong Format Phone No.” |

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| **Identifier** | | UC-4 | |
| **Name** | | Books Parcel | |
| **Description** | | This use case is to book parcel for the user. | |
| **Priority** | | High | |
| **Actors** | | Registered customer | |
| **Pre-condition(s)** | | Customer should be registered and logged-in. | |
| **Post-condition(s)** | | Parcel is booked for the user. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Customer views parcel from menu. | |  |
| **2** | Customer selects parcel. | |  |
| **3** | Customer clicks on “Book parcel” option. | |  |
| **4** | Customer clicks on “confirmed booking”. | | System confirms parcel booking. |
| **Alternate Course(s) of Action** | | | |
| **4a** |  | | System displays message “Parcel not available” |

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| **Identifier** | | UC-5 | |
| **Name** | | Schedules Delivery | |
| **Description** | | This use case is to schedule a delivery for the booked parcel. | |
| **Priority** | | High | |
| **Actors** | | Registered customer | |
| **Pre-condition(s)** | | Parcel must be booked. | |
| **Post-condition(s)** | | Delivery will be scheduled according the choice of customer. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Customer clicks on Parcel details. | |  |
| **2** | Customer clicks on “Delivery options”. | |  |
| **3** | Customer selects time and date for delivery. | |  |
| **4** | Customer confirms delivery. | | System confirms delivery schedule. |
| **Alternate Course(s) of Action** | | | |
| **3a** | Customer enters invalid date. | | System displays message:  “Invalid date, Try again” |

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| **Identifier** | | UC-6 | |
| **Name** | | Tracks Parcel | |
| **Description** | | This use case is to track down the parcel after its booking. | |
| **Priority** | | Low | |
| **Actors** | | Registered customer | |
| **Pre-condition(s)** | | Parcel must be booked. | |
| **Post-condition(s)** | | Parcel status will be shown. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Customer clicks on Parcel details. | |  |
| **2** | Customer clicks on “Delivery options”. | |  |
| **3** | Customer clicks on “Tracking” option. | | System shows parcel status. |
| **Alternate Course(s) of Action** | | | |
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| **Identifier** | | UC-7 | |
| **Name** | | Pays Money | |
| **Description** | | This use case is to pay the money. | |
| **Priority** | | High | |
| **Actors** | | Registered customer. | |
| **Pre-condition(s)** | | Parcel must be booked. | |
| **Post-condition(s)** | | Money will be paid for the booked parcel. | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Customer opens “Menu”. | |  |
| **2** | Customer clicks on “Cart” option. | |  |
| **3** | Customer views booked parcel. | |  |
| **4** | Customer clicks on “Payment method” option. | |  |
| **4a** | Customer selects Card option. | |  |
| **4a(a)** | Customer adds Debit card. | | System adds Debit card. |
| **4b** | Customer selects COD method. | | System conforms COD method. |
| **Alternate Course(s) of Action** | | | |
| **4a(a)** | Customer adds wrong Debit card number. | | System shows message “Wrong card number, Try again”. |
| **4a(a)** | Debit card does not have enough money. | | System shows message “Card has not enough money”. |

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| **Identifier** | | UC-8 | |
| **Name** | | Gives Feedback | |
| **Description** | | This use case is to provide feedback about the delivered parcel. | |
| **Priority** | | Low | |
| **Actors** | | Registered customer | |
| **Pre-condition(s)** | | Parcel must be delivered. | |
| **Post-condition(s)** | |  | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Customer receives the parcel. | |  |
| **2** | Customer opens home page. | |  |
| **3** | Customer selects “feedback” option. | |  |
| **4** | Customer adds feedback/reviews. | | System saves customer’s feedback. |
| **Alternate Course(s) of Action** | | | |
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| **Identifier** | | UC-9 | |
| **Name** | | Perishable Details | |
| **Description** | | This use case is to select parcel as perishable | |
| **Priority** | | Low | |
| **Actors** | | Customer | |
| **Pre-condition(s)** | | User must be booking a parcel | |
| **Post-condition(s)** | | Parcel is classified as perishable | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | User selects “Perishable parcel” option on “Parcel Booking page | |  |
| **2** | User enters the expiry duration of the parcel | |  |
| **3** | User Enters the optimal temperature of the parcel | | Parcel is classified as perishable and user is notified the extra charges of perishable goods |
| **Alternate Course(s) of Action** | | | |
| **4a** | User enters invalid expiry duration | | System displays message “Invalid expiry date” |
| **4b** | User enters invalid temperature | | System displays “Invalid temperature” |

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| **Identifier** | | UC-10 | |
| **Name** | | Stores Parcel | |
| **Description** | | This use case is to store parcel in the inventory | |
| **Priority** | | High | |
| **Actors** | | Inventory Manager | |
| **Pre-condition(s)** | | Parcel must be booked | |
| **Post-condition(s)** | |  | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Inventory Manager stores parcel | | System records the parcel being stored |
| **1a** | Inventory manager classifies parcel as perishable or non-perishable | | System records the parcel as perishable or non perishable |

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| **Identifier** | | | UC-11 | | |
| **Name** | | | Sorts Parcel | | |
| **Description** | | | This use case is to sort parcel in terms of its weight, address & perishability | | |
| **Priority** | | | High | | |
| **Actors** | | | Courier Staff | | |
| **Pre-condition(s)** | | | Parcel must be stored | | |
| **Post-condition(s)** | | | Parcel will be ready to deliver | | |
| **Typical Course of Action** | | | | | |
| **S#** | | **Actor Action** | | | **System Response** |
| **1** | | Courier Staff sorts parcel | | |  |
| **1a** | | Courier Staff sorts parcel according to perishability | | |  |
| **1b** | | Courier Staff sorts parcel according to the address | | |  |
| **1c** | | Courier Staff sorts parcel according to the weight | | | System records the parcel details. |
| **Alternate Course of Action** | | | | | |
| **1** | If parcel is non-perishable, courier staff sorts the parcel into non perishable section | | | System records the parcel details | |

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| **Identifier** | | | UC-12 | | |
| **Name** | | | Delivers Parcel | | |
| **Description** | | | This use case is to deliver parcel according to the sorting details | | |
| **Priority** | | | High | | |
| **Actors** | | | Courier Staff | | |
| **Pre-condition(s)** | | | Parcel must be stored and sorted | | |
| **Post-condition(s)** | | | Parcel will be delivered | | |
| **Typical Course of Action** | | | | | |
| **S#** | | **Actor Action** | | | **System Response** |
| **1** | | Courier Staff is assigned to deliver the package | | |  |
| **1a** | | Courier Staff is assigned the delivery address | | |  |
| **1b** | | Courier Staff delivers parcel to the address | | | System records the delivery, updates the inventory and status of the parcel |
| **Alternate Course of Action** | | | | | |
| **1a** | Parcel is not delivered to the assigned address and is returned to the inventory | | | System records and updates the inventory | |

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| **Identifier** | | | UC-13 | | |
| **Name** | | | Monitors Stock | | |
| **Description** | | | This use case is to monitor the stocks after addition, removal and return | | |
| **Priority** | | | High | | |
| **Actors** | | | Inventory Manager | | |
| **Pre-condition(s)** | | | Parcel must be stored and sorted | | |
| **Post-condition(s)** | | |  | | |
| **Typical Course of Action** | | | | | |
| **S#** | | **Actor Action** | | | **System Response** |
| **1** | | Inventory Manager adds parcel to the inventory and updates it on the system | | | System records the added parcel |
| **2** | | Inventory Manager removes the parcel from the system after it has been delivered | | | System update the stock level |
| **Alternate Course of Action** | | | | | |
| **2a** | Parcel is not delivered to the assigned address and is re added to the inventory and re updated on the system | | | System records the re added parcel | |

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| **Identifier** | | UC-14 | |
| **Name** | | Assign Courier | |
| **Description** | | This use case is to assign courier their respective duties | |
| **Priority** | | High | |
| **Actors** | | Admin | |
| **Pre-condition(s)** | | Courier Staff must be registered | |
| **Post-condition(s)** | | Courier Staff perform their respected duties | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Admin assigns courier staff their duties | | System records the courier staff duties |
| **2** | Admin assigns and manages delivery routes | | System records the delivery routes |
| **3** | Admin audits the deliveries | | System analyzes the deliveries and makes analytic graphs |

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| **Identifier** | | | UC-15 | | |
| **Name** | | | Feedback Analysis | | |
| **Description** | | | This use case is to provide analysis of the receive feedback and rating from the customers. | | |
| **Priority** | | | Low | | |
| **Actors** | | | Admin | | |
| **Pre-condition(s)** | | | Parcel must be received and feedback must be given by the customer | | |
| **Post-condition(s)** | | |  | | |
| **Typical Course of Action** | | | | | |
| **S#** | | **Actor Action** | | | **System Response** |
| **1** | | Admin collects the feedbacks given by the customer | | | System records the feedback |
| **2** | | Admin collects ratings from the customers | | | System records the ratings |
| **3.** | | Admin analyzes the feedbacks and ratings based on courier services and delivery performances | | | System records the analysis. |
| **Alternate Course of Action** | | | | | |
| **2a** | No feedback and ratings is given by the customer | | |  | |

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| **Identifier** | | UC-16 | |
| **Name** | | Generate Reports | |
| **Description** | | This use case is to generate reports on the given analysis | |
| **Priority** | | Low | |
| **Actors** | | Admin | |
| **Pre-condition(s)** | | Analysis must be done already | |
| **Post-condition(s)** | |  | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Admin generates graph based on the analysis | | System records the graphs |
| **2** | Admin collects analysis, customer feedback, graphs and forms a formal report | | System records the reports |

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| **Identifier** | | UC-17 | |
| **Name** | | Payment Processing | |
| **Description** | | This use case is to process the payments from the customer to the courier staff | |
| **Priority** | | High | |
| **Actors** | | Admin | |
| **Pre-condition(s)** | | Payment must be collected from the customer | |
| **Post-condition(s)** | |  | |
| **Typical Course of Action** | | | |
| **S#** | **Actor Action** | | **System Response** |
| **1** | Admin views the list containing all the registered staff | |  |
| **2** | Admin pays the salary to the stuff | |  |