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# Use Cases

for

# Food Hero

Version 1.0.5 approved

Prepared by SCSJ Group 47

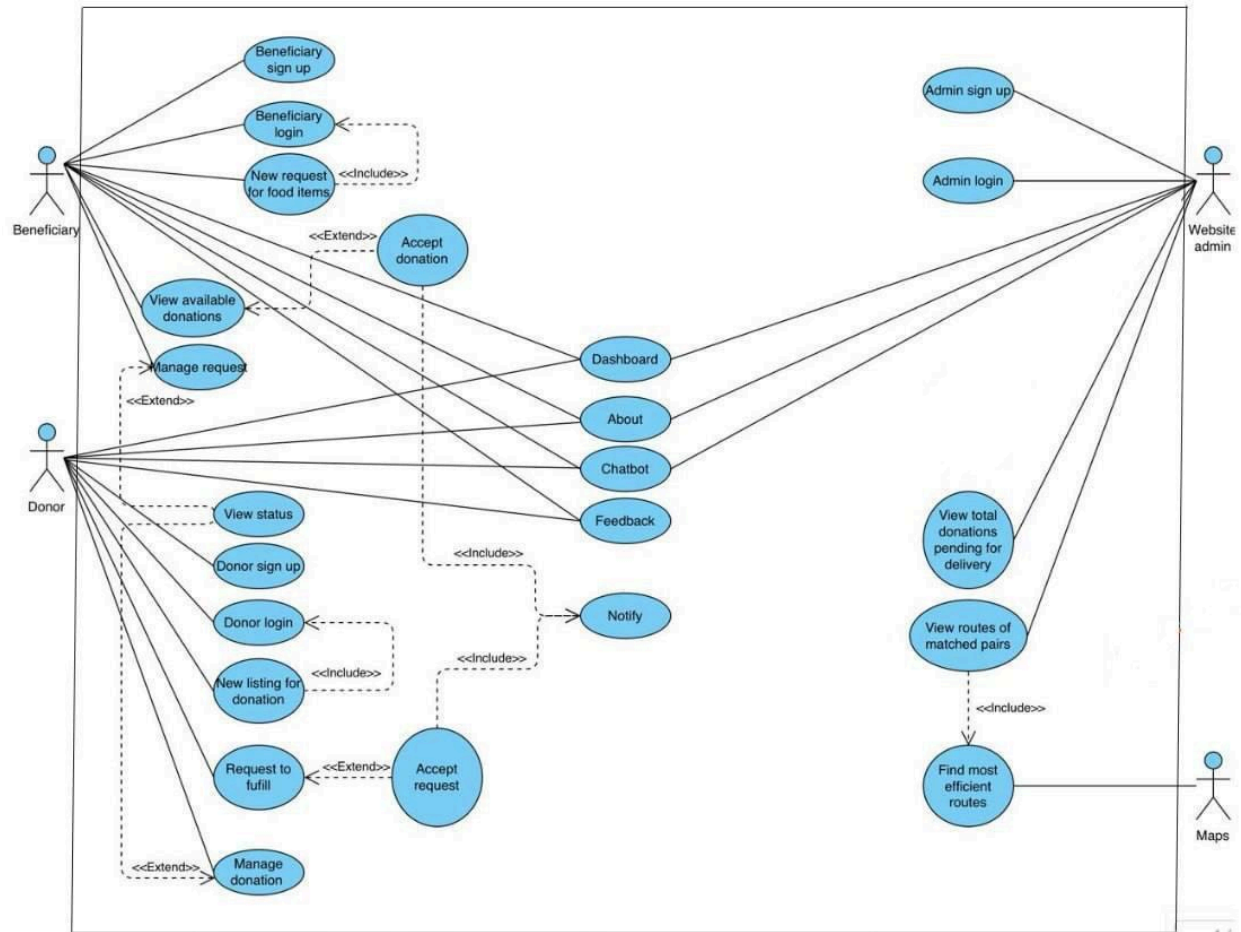
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01/09/2024

## Revision History

Name	Date	Reason For Changes	Version
Kai bin	05/09/2024	Updated Accept Donations	1.0.1
Jun hern	30/09/2024	Updated View total donations pending for collection	1.0.2
Kai Bin	10/10/2024	Added Dashboard,About,Chatbot,Feedback	1.0.3
Jun hern	15/10/2024	Updated View routes of matched pairs, Find most efficient routes	1.0.4
Kai Bin	02/11/2024	Updated the flow of events	1.0.5

# Use Case Diagram



# Use Case Description

Use Case ID:	1		
Use Case Name:	Dashboard		
Created By:	Kai Bin	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	11/9/24

Actor:	<ol style="list-style-type: none"> <li>1. Beneficiary</li> <li>2. Donor</li> <li>3. Website admin</li> </ol>
Description:	The landing page of the platform that allows respective logged in users to execute different functions.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged in.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Depending on the profile of the user, user is able to perform functions such as making new food requests, donations, manage requests and donations, fulfill food requests and accept food donations.</li> </ol>
Priority:	Medium
Frequency of Use:	0-20 times per day
Flow of Events:	<ol style="list-style-type: none"> <li>1. System navigates to "Dashboard" on the navigation bar.</li> <li>2. System displays functions and features in which only the respective users have control over.</li> </ol>
Alternative Flows:	-

Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	1. Users are familiar with the user interface.
Notes and Issues:	-

Use Case ID:	2		
Use Case Name:	About		
Created By:	Kai Bin	Last Updated By:	
Date Created:	30/8/24	Date Last Updated:	

Actor:	<ol style="list-style-type: none"> <li>1. Beneficiary</li> <li>2. Donor</li> <li>3. Admin</li> </ol>
Description:	Provides information about the platform
Preconditions:	-
Postconditions:	<ol style="list-style-type: none"> <li>1. Users are informed about the platform.</li> </ol>
Priority:	Low
Frequency of Use:	0-3 times per lifetime
Flow of Events:	<ol style="list-style-type: none"> <li>1. User navigates to "About" page.</li> <li>2. System displays our mission, our values, and what we do.</li> <li>3. User reads the information and can navigate back to other pages of the platform</li> </ol>
Alternative Flows:	<p>3a: Contact details</p> <ol style="list-style-type: none"> <li>1. User can contact the support team of the platform via phone number or email stated at the end of the About page.</li> </ol>
Exceptions:	-
Includes:	-

Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	3		
Use Case Name:	Chatbot		
Created By:	Kai Bin	Last Updated By:	
Date Created:	30/8/24	Date Last Updated:	

Actor:	<ol style="list-style-type: none"> <li>Beneficiary</li> <li>Donor</li> <li>Website Admin</li> </ol>
Description:	An AI-powered chatbot is available for users to interact with should they need guidance.
Preconditions:	-
Postconditions:	<ol style="list-style-type: none"> <li>User receives assistance from the chatbot.</li> </ol>
Priority:	Low
Frequency of Use:	0-10 times per lifetime
Flow of Events:	<ol style="list-style-type: none"> <li>User clicks on the chatbot icon</li> <li>The chatbot interface opens</li> <li>Chatbot prompts user to type a question or choose from preconfigured options</li> <li>Chatbot processes the query and provides relevant response</li> </ol>
Alternative Flows:	4a: Multiple questions

	<ol style="list-style-type: none"><li>1. Users have the option to continue asking questions or quit.</li></ol> <p>4b: Unsatisfactory answers</p> <ol style="list-style-type: none"><li>1. If the user is unhappy with the provided answers, the user has the option to escalate the case to a human support agent if necessary.</li></ol>
Exceptions:	<p>4c: Unable to process the query</p> <ol style="list-style-type: none"><li>1. Chatbot escalates complex queries to a human support agent.</li></ol>
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-



Use Case ID:	4		
Use Case Name:	Feedback		
Created By:	Kai Bin	Last Updated By:	
Date Created:	7/9/24	Date Last Updated:	

Actor:	<ol style="list-style-type: none"> <li>1. Beneficiary</li> <li>2. Donor</li> </ol>
Description:	User provide feedback via the feedback form should they have any concerns regarding the application or any issues with the process of the food donation or request.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be either a donor or beneficiary.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. User submits the feedback form and expects a response from the admins.</li> </ol>
Priority:	Low
Frequency of Use:	0-3 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. User navigates to "Feedback" on the navigation bar,</li> <li>2. System displays the feedback form</li> <li>3. User fills up information such as: <ol style="list-style-type: none"> <li>a. Name</li> </ol> </li> </ol>

	<ul style="list-style-type: none"><li>b. Email</li><li>c. Subject</li><li>d. Message</li></ul> <ul style="list-style-type: none"><li>4. User clicks on the submit button</li><li>5. System validates the information provided</li><li>6. Form is successfully submitted.</li></ul>
Alternative Flows:	-
Exceptions:	<p>5a: Invalid Email Address Format</p> <ul style="list-style-type: none"><li>1. System displays error message</li><li>2. System prompts user to re-enter email.</li></ul> <p>5b: Empty fields</p> <ul style="list-style-type: none"><li>1. System displays error message.</li><li>2. System prompts user to fill up the empty fields.</li></ul>
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	5		
Use Case Name:	Beneficiary sign up		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	7/9/24

Actor:	Beneficiary
Description:	Allow potential beneficiaries to create accounts on the platform.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must have access to the platform.</li> <li>2. User account is not already registered.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new beneficiary account is created with the provided information.</li> <li>2. They will be granted access to make food requests and accept donations.</li> </ol>
Priority:	Medium
Frequency of Use:	Once per lifetime.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Beneficiary selects " Beneficiary Sign Up"</li> <li>2. System prompts beneficiary to fill in:</li> </ol>

	<ol style="list-style-type: none"> <li>a. Agency Name</li> <li>b. Point of Contact Name</li> <li>c. Point of Contact Phone Number</li> <li>d. Email</li> <li>e. Password</li> <li>f. Confirm Password</li> </ol> <ol style="list-style-type: none"> <li>3. Beneficiary submits the registration form</li> <li>4. System validates the information provided (e.g., email, password)</li> <li>5. If validation is successful, system creates a new beneficiary account</li> <li>6. Beneficiary is redirected to the login page.</li> </ol>
Alternative Flows:	5a. Rejection: If account creation fails, notify the user of invalid fields and prompt the user to re-enter details.
Exceptions:	5b. System error: If an error occurs during the sign up process, the system displays an error message and prompts the admin to retry.
Includes:	-
Special Requirements:	-
Assumptions:	
Notes and Issues:	-

Use Case ID:	6		
Use Case Name:	Beneficiary login		
Created By:	Jun Hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Beneficiary
Description:	Allow beneficiaries to log into their accounts.
Preconditions:	1. User must be logged in as beneficiaries.
Postconditions:	2. Beneficiary is successfully logged in and redirected to the beneficiary's dashboard. .
Priority:	Medium
Frequency of Use:	0-5 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Beneficiaries selects "Beneficiary Login".</li> <li>2. System prompts beneficiaries to enter their login credentials.</li> </ol>

	<ul style="list-style-type: none"><li>3. Beneficiaries provides credentials and submits the form</li><li>4. System validates the credentials and redirects donor to Beneficiary's dashboard where they can make new food requests, manage existing requests and accept available donations.</li></ul>
Alternative Flows:	4a: Unable to find account – If account is invalid, redirect to "Forget password".
Exceptions:	4b: Timed out – When password has been entered wrongly for 5 times in a row, log user out of the website.
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	7		
Use Case Name:	New request for food items		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Beneficiary
Description:	Beneficiary make new food requests
Preconditions:	<ol style="list-style-type: none"><li>1. User must be logged in.</li><li>2. User's profile must be a beneficiary.</li></ol>
Postconditions:	<ol style="list-style-type: none"><li>1. The request offer is stored in the system.</li><li>2. The request is displayed under "My Requests".</li></ol>
Priority:	Medium

Frequency of Use:	0-5 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. User selects “New Request” on the dashboard.</li> <li>2. For Non-Cooked Food, System prompts user to input fields such as: <ol style="list-style-type: none"> <li>a) Food Name</li> <li>b) Food Category</li> <li>c) Quantity of items</li> <li>d) Special Requests (if applicable)</li> <li>e) Request food by</li> <li>f) Delivery Location</li> <li>g) Floor Number (if applicable)</li> </ol> </li> <li>3. User provides the details</li> <li>4. User submits the request offer</li> <li>5. System validates the request then lists it under “My Requests” on the dashboard.</li> </ol>
Alternative Flows:	<p>5a: For Cooked Food, System prompts user to input a different set of fields:</p> <ol style="list-style-type: none"> <li>a) Food Name</li> <li>b) Number of Servings</li> <li>c) Special Requests (if applicable)</li> <li>d) Request Food By</li> <li>e) Delivery Location</li> <li>f) Floor Number (if applicable)</li> </ol>
Exceptions:	<p>5b: Empty mandatory fields</p> <ol style="list-style-type: none"> <li>1. System displays an error message and prompts the user to re-enter the fields.</li> </ol>
Includes:	<ol style="list-style-type: none"> <li>1. Beneficiary login</li> </ol>
Special Requirements:	-



Assumptions:	-
Notes and Issues:	-

Use Case ID:	8		
Use Case Name:	View available donations		
Created By:	Kai Bin	Last Updated By:	Kai Bin
Date Created:	11/9/24	Date Last Updated:	2/11/2024

Actor:	Beneficiary
Description:	Beneficiaries can view donations that were made by the donors but have yet to be accepted.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged in.</li> <li>2. User's profile must be a beneficiary.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. User is informed of what foods are up for donation.</li> </ol>

	2. User is able to accept any donations listed.
Priority:	Medium
Frequency of Use:	0-10 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Beneficiary navigates to the dashboard.</li> <li>2. Beneficiary clicks on "Available Donations"</li> <li>3. System displays a list of food donations that were created by the donors but have yet to be accepted by any beneficiary.</li> <li>4. For each available donation, system displays the food name, quantity (or number of servings) and Consume By date.</li> </ol>
Alternative Flows:	<p>4a: Accept donation</p> <ul style="list-style-type: none"> <li>- Beneficiary has the option to accept the donation made by the donor.</li> </ul>
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	<p>Users have basic familiarity with the system's interface and functionality.</p> <p>The system has a reliable database and network connection to support real-time data retrieval.</p>
Notes and Issues:	-

Use Case ID:	9		
Use Case Name:	Manage Request		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Beneficiary
Description:	Beneficiary can view details of past and current food requests made by the beneficiary.
Preconditions:	1. User must be logged in.

	2. User's profile must be a beneficiary.
Postconditions:	1. User is informed of the status (new, matched, inwarehouse, awaitingdelivery, delivered) of the food requests.
Priority:	Medium
Frequency of Use:	0-10 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Beneficiary navigates to the dashboard.</li> <li>2. Beneficiary clicks on "My requests"</li> <li>3. System displays a list of food requests that were created by the beneficiary.</li> <li>4. For each request, system displays the Food Name, Food Category, Quantity, Need by date, and Delivery Location.</li> </ol>
Alternative Flows:	<p>4a: Food Requests with the status 'new'</p> <ul style="list-style-type: none"> <li>- Beneficiary is able to edit details or withdraw the request</li> </ul> <p>4b: Food Requests with the status 'matched'</p> <ul style="list-style-type: none"> <li>- Beneficiary cannot edit nor withdraw the request</li> <li>- Details such as Consume By date, which is entered by the Donor when he accepts the food request made by the Beneficiary, and Donor name and Phone number are shown.</li> </ul> <p>4c: Food Requests with the status 'inwarehouse'</p> <ul style="list-style-type: none"> <li>- Food is currently in the warehouse</li> </ul> <p>4d: Food Requests with the status 'awaitingdelivery'</p> <ul style="list-style-type: none"> <li>- Food is going to be sent to the Beneficiary's choice of location</li> </ul> <p>4e: Food Requests with the status 'delivered'</p>

	- Food has been delivered to the Beneficiary successfully.
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	<p>Users have basic familiarity with the system's interface and functionality.</p> <p>The system has a reliable database and network connection to support real-time data retrieval.</p>
Notes and Issues:	-

Use Case ID:	10		
Use Case Name:	Donor sign up		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Donor
Description:	Allow potential donors to create accounts on the platform.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must have access to the platform.</li> <li>2. User account is not already registered.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new donor account is created with the provided information.</li> <li>2. They will be granted access to list their donations and accept requests.</li> </ol>
Priority:	Medium
Frequency of Use:	Once per lifetime
Flow of Events:	<ol style="list-style-type: none"> <li>1. Donor selects "Donor Sign Up"</li> <li>2. System prompts to fill in: <ol style="list-style-type: none"> <li>a. Organization Name</li> <li>b. Premise Address</li> <li>c. UEN Number (if applicable)</li> <li>d. Point of Contact Name</li> <li>e. Point of Contact Phone Number</li> <li>f. Certification Status</li> <li>g. Organisation's Hygiene Rating</li> <li>h. Email</li> <li>i. Password</li> <li>j. Confirm Password</li> </ol> </li> <li>3. Donor submits the registration form</li> <li>4. System validates the information provided (e.g., email, password)</li> <li>5. If validation is successful, system creates a new donor account</li> <li>6. Donor is redirected to their dashboard.</li> </ol>
Alternative Flows:	5a. Rejection: If account creation fails, notify the user of invalid fields and prompt the user to re-enter details.
Exceptions:	5b. System error: If an error occurs during the sign up process, the system displays an error message and prompts the admin to retry.

Includes:	-
Special Requirements:	-
Assumptions:	
Notes and Issues:	-

Use Case ID:	11		
Use Case Name:	Donor login		
Created By:	Jun Hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Donor
Description:	Allow donors to log into their accounts.
Preconditions:	1. User must be registered in as donor.
Postconditions:	1. Donor is successfully logged in and redirected to the donor dashboard..
Priority:	Medium
Frequency of Use:	0-5 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Donor selects "Donor Login".</li> <li>2. System prompts donor to enter their login credentials.</li> <li>3. Donor provides credentials and submits the form</li> <li>4. System validates the credentials and redirects donor to Donor's dashboard where they can make new donations, view and manage donations and fulfill beneficiaries' food requests.</li> </ol>
Alternative Flows:	4a: Unable to find account – If account is invalid, redirect to "Forget password".
Exceptions:	4b: Timed out – When password has been entered wrongly for 5 times in a row, log user out of the website.
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-



Use Case ID:	12		
Use Case Name:	New listing for donation		
Created By:	Jun hern	Last Updated By:	Kai Bin

Date Created:	30/8/24	Date Last Updated:	2/11/24
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Actor:	Donor
Description:	Donor offer to donate food to those in need through the platform.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged in.</li> <li>2. User's profile must be a donor.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. The food item is being listed on "My Donations".</li> </ol>
Priority:	Medium
Frequency of Use:	0-10 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. User selects "New Donation"</li> <li>2. For Non-Cooked Food, System prompts user to input fields such as: <ol style="list-style-type: none"> <li>a. Food name</li> <li>b. Food Category</li> <li>c. Quantity of Items</li> <li>d. Consume By</li> <li>e. Food Images</li> <li>f. Special Storage/Handling Requirements</li> </ol> </li> <li>3. User provides the details</li> <li>4. User submits the request</li> <li>5. System validates the listing then lists it under "My Donations" page.</li> </ol>
Alternative Flows:	<p>2a: For Cooked Food, System prompts user to input fields such as:</p> <ol style="list-style-type: none"> <li>a. Food Name</li> <li>b. Consume By Timing</li> </ol>

	c. Number of Servings d. Food Images
Exceptions:	5b: Empty mandatory fields  1. System displays an error message and prompts the user to re-enter the fields.
Includes:	1. Donor login
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	13
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Use Case Name:	Request to fulfill		
Created By:	Kai Bin	Last Updated By:	
Date Created:	11/9/24	Date Last Updated:	

Actor:	Donor
Description:	Donor can view requests that were made by the beneficiaries but have yet to be accepted.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged in.</li> <li>2. User's profile must be a donor.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. User is informed of what type of foods beneficiaries are interested in.</li> </ol>
Priority:	Medium
Frequency of Use:	0-10 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Donor navigates to the dashboard.</li> <li>2. Donor clicks on "Requests to Fulfill"</li> <li>3. System displays a list of food requests that were created by the beneficiaries but have yet to be accepted by any donor.</li> <li>4. For each available request, system displays the food name, food category, quantity and Need By date.</li> </ol>
Alternative Flows:	<p>4a: Accept request</p> <ul style="list-style-type: none"> <li>- Donor has the option to accept the food requests made by the beneficiary by clicking on 'Donate' located under each request.</li> </ul>
Exceptions:	-

Includes:	-
Special Requirements:	-
Assumptions:	<p>Users have basic familiarity with the system's interface and functionality.</p> <p>The system has a reliable database and network connection to support real-time data retrieval.</p>
Notes and Issues:	-

Use Case ID:	14		
Use Case Name:	Manage Donation		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Donor
Description:	Donor can view details of past and current food donations.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must be logged in.</li> <li>2. User's profile must be a donor.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. User is informed of the status of the food donations.</li> </ol>
Priority:	Medium
Frequency of Use:	0-10 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Donor navigates to the dashboard.</li> <li>2. Donor clicks on "My donations"</li> <li>3. System displays a list of food donations that were created by the donors.</li> <li>4. For each donation, system displays the food name, food category, quantity and Consume By date.</li> </ol>
Alternative Flows:	<p>4a: Food donations with the status 'new'</p> <ul style="list-style-type: none"> <li>- Donor is able to edit details or withdraw the donation.</li> </ul>

	<p>4b: Food donations with the status 'matched'</p> <ul style="list-style-type: none"> <li>- A beneficiary has accepted the food donation.</li> </ul> <p>4c: Food donations with the status 'inwarehouse'</p> <ul style="list-style-type: none"> <li>- Donor has delivered the food to the warehouse.</li> </ul> <p>4d: Food donations with the status 'awaitingdelivery'</p> <ul style="list-style-type: none"> <li>- An admin has took on the delivery and is in the process of delivering the food to the beneficiary's choice of location.</li> </ul> <p>4e: Food donations with the status 'delivered'</p> <ul style="list-style-type: none"> <li>- Food has been delivered successfully to the beneficiary.</li> </ul>
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	<p>Users have basic familiarity with the system's interface and functionality.</p> <p>The system has a reliable database and network connection to support real-time data retrieval.</p>
Notes and Issues:	-

Use Case ID:	15		
Use Case Name:	Admin sign up		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	30/9/24

Actor:	Admin
Description:	Allow potential Admin to create accounts on the platform.
Preconditions:	<ol style="list-style-type: none"> <li>1. User must have access to the platform.</li> <li>2. User account is not already registered.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new Admin account is created with the provided information.</li> <li>2. Admin will be granted access to view and update the status of the successfully matched request.</li> </ol>
Priority:	Medium
Frequency of Use:	Once per lifetime.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Admin selects " Admin Sign Up"</li> <li>2. System prompts donor to fill in: <ol style="list-style-type: none"> <li>a. Email</li> <li>b. Password</li> <li>c. Confirm Password</li> </ol> </li> <li>3. Admin submits the registration form</li> <li>4. System validates the information provided (e.g., email, password)</li> </ol>



	<p>5. If validation is successful, system creates a new Admin account.</p> <p>6. Admin is redirected to their dashboard.</p>
Alternative Flows:	<p>5a. Rejection: If account creation fails, notify the user of invalid fields and prompts user to re-enter details.</p> <p>5b. Rejection due to account not whitelisted : Notifies user that the account is not allowed to sign up as an admin.</p>
Exceptions:	<p>5c. System error: If an error occurs during the sign up process, the system displays an error message and prompts the admin to retry.</p>
Includes:	-
Special Requirements:	Admin emails must be whitelisted by existing admins before they are allowed to sign up then log in.
Assumptions:	
Notes and Issues:	-

Use Case ID:	16		
Use Case Name:	Admin login		
Created By:	Jun Hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Admin
Description:	Allow Admin to log into their accounts.
Preconditions:	1. User must be registered as Admin.
Postconditions:	1. Admin is successfully logged in and redirected to the admin home page .
Priority:	Medium
Frequency of Use:	0-3 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Admin selects “Admin Login”.</li> <li>2. System prompts the admin to enter their login credentials.</li> <li>3. Admin provides credentials and submits the form</li> <li>4. System validates the credentials and redirects donor to Admin’s dashboard where they can view and take on deliveries in the Donations Inventory and manage Pending Delivery.</li> </ol>
Alternative Flows:	4a: Unable to find account – If account is invalid, redirect to “Forget password”.

Exceptions:	4b: Timed out – When a password has been entered wrongly for 5 times in a row, log the user out of the website.
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	17		
Use Case Name:	View total donations pending for delivery		
Created By:	Kai Bin	Last Updated By:	Kai Bin
Date Created:	7/9/24	Date Last Updated:	2/11/24

Actor:	Website Admin
Description:	Admins can view the total number of donation requests that are currently pending for delivery
Preconditions:	<ol style="list-style-type: none"> <li>1. Users must be logged in.</li> <li>2. User's profile must be an admin.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. System displays all foods that are pending delivery.</li> </ol>
Priority:	Medium
Frequency of Use:	1-5 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. Admin logs into the system</li> <li>2. Admin selects "Pending Delivery"</li> <li>3. System displays all food that has yet to be delivered to the beneficiaries.</li> </ol>

Alternative Flows:	<p>3a: Mark as Delivered</p> <ol style="list-style-type: none"><li>1. For each pending food delivery, admin can select 'Mark as Delivered' once the food has been delivered to the Beneficiary.</li></ol> <p>3b: Display Map</p> <ol style="list-style-type: none"><li>1. For each pending food delivery, admin can select 'Display Map' to show the fastest route to the beneficiary's location by driving, walking or bicycling. Route information such as distance and estimated time will be shown too.</li></ol>
Exceptions:	-
Includes:	-
Special Requirements:	Admins can only manage pending deliveries only if he has took on the delivery in the donations inventory.
Assumptions:	-
Notes and Issues:	-

Use Case ID:	18		
Use Case Name:	View routes of matched pairs		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Website admin
Description:	Admin is able to view the most efficient route to the beneficiary's location.
Preconditions:	<ol style="list-style-type: none"> <li>1. The admin has access to the website.</li> <li>2. User is logged in as Admin.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Admin is made aware of the most efficient route.</li> </ol>
Priority:	Medium
Frequency of Use:	Once for each pending delivery
Flow of Events:	<ol style="list-style-type: none"> <li>1. Admin selects 'Display Map' under each pending delivery</li> <li>2. Fastest routes,distance and estimated time for driving, walking and bicycling are shown</li> </ol>

Alternative Flows:	2a: Embark on the food delivery journey  1. Admins can based off the maps to deliver the food to the beneficiaries efficiently.
Exceptions:	-
Includes:	1. Find most efficient routes
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	19		
Use Case Name:	Find most efficient routes		
Created By:	Jun hern	Last Updated By:	
Date Created:	30/8/24	Date Last Updated:	

Actor:	Maps
Description:	Automatically calculate the most efficient routes for approved matched donations, considering factors such as distance, and traffic.
Preconditions:	<ol style="list-style-type: none"> <li>1. A donation request has been matched.</li> <li>2. The beneficiary information, including their locations, is available in the system.</li> <li>3. Access to Google Maps API is made available.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. The system generates an efficient route based on traffic conditions.</li> </ol>



Priority:	High
Frequency of Use:	Real-time (triggered automatically upon approval of a matched donation)
Flow of Events:	<ol style="list-style-type: none"><li>1. When a donation is matched, the system triggers the route optimization process.</li><li>2. The system collects relevant data like beneficiary's location.</li><li>3. The system will also calculate and provide the most efficient route from our headquarters to the beneficiary's location for the delivery process.</li></ol>
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	Integration with a mapping API or navigation system to obtain accurate distance and traffic data.
Assumptions:	<ol style="list-style-type: none"><li>1. The system has access to reliable mapping data and traffic information.</li><li>2. Delivery drivers are able to follow the generated routes efficiently.</li></ol>
Notes and Issues:	-

Use Case ID:	20		
Use Case Name:	Accept donation		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Beneficiary
Description:	When a donor made a food listing and a beneficiary accepts it.
Preconditions:	1. The donor has made a food listing.
Postconditions:	1. Beneficiary accepts the food donation.
Priority:	High

Frequency of Use:	10-20 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Beneficiary views a list of available food donations by the donors on the dashboard</li> <li>2. Beneficiary selects “Accept” for the food that he wants</li> <li>3. System prompts to enter delivery details such as: <ol style="list-style-type: none"> <li>a. Delivery Location</li> <li>b. Floor Number</li> <li>c. Delivery Date</li> </ol> </li> </ol>
Alternative Flows:	-
Exceptions:	-
Includes:	1. Notify
Special Requirements:	<p>3a: Input of valid Delivery Location</p> <ol style="list-style-type: none"> <li>1. Beneficiary is only allowed to select a valid delivery location from the dropdown list.</li> </ol> <p>3b: Input of valid Delivery Date</p> <ol style="list-style-type: none"> <li>1. Beneficiary is only allowed to choose a delivery date that is at least 3 days after the current date (to ensure there is ample time for the donors to deliver to HQ and HQ to deliver to the beneficiaries) and 1 day before Consume By date (so that beneficiaries have ample time to eat before the food expires).</li> </ol>
Assumptions:	
Notes and Issues:	-

Use Case ID:	21		
Use Case Name:	Accept request		
Created By:	Jun hern	Last Updated By:	Kai Bin
Date Created:	30/8/24	Date Last Updated:	2/11/24

Actor:	Donor
Description:	When a beneficiary made a food request and a donor accepts it.
Preconditions:	1. The beneficiary has made a food request
Postconditions:	1. Donor fulfills the food request.
Priority:	High
Frequency of Use:	10-20 times a day

Flow of Events:	<ol style="list-style-type: none"> <li>1. Donor selects “Donate” for the food that he is willing to donate.</li> <li>2. System prompts to enter date in which the beneficiary has to consume by.</li> </ol>
Alternative Flows:	-
Exceptions:	-
Includes:	1. Notify
Special Requirements:	<p>2a: Input of valid Consume By date</p> <ol style="list-style-type: none"> <li>1. Donors are only allowed to select a date which is later than the ‘Need By’ date specified by the beneficiary when requesting for food.</li> </ol>
Assumptions:	-
Notes and Issues:	-

Use Case ID:	22		
Use Case Name:	Notify		
Created By:	Jun hern	Last Updated By:	
Date Created:	30/8/24	Date Last Updated:	

Actor:	<ol style="list-style-type: none"> <li>1. Beneficiary</li> <li>2. Donor</li> </ol>
Description:	To notify them of the process of food delivery.
Preconditions:	1. Request has been fulfilled by the donor or donation has been accepted by the beneficiary.

Postconditions:	1. Donors and beneficiaries are made aware of the exact location of the food delivery and the status of the delivery (if any).
Priority:	High
Frequency of Use:	0-50 times a day
Flow of Events:	<ol style="list-style-type: none"><li>1. An optimal route has been generated successfully.</li><li>2. Donors and beneficiaries are made aware that their matches have been processed.</li></ol>
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	23		
Use Case Name:	View Status		
Created By:	Kai Bin	Last Updated By:	
Date Created:	7/9/24	Date Last Updated:	

Actor:	1. Beneficiary 2. Donor
Description:	Donors can view drop-off status of confirmed donations and beneficiaries can view delivery status of confirmed requests.

Preconditions:	<ol style="list-style-type: none"> <li>1. User has a valid registered account.</li> <li>2. User has to be either a donor or a beneficiary</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Donor and Beneficiary are informed of the date and time of the drop-off or delivery respectively.</li> </ol>
Priority:	Medium
Frequency of Use:	1-5 times a day
Flow of Events:	<ol style="list-style-type: none"> <li>1. User selects “Details” under each confirmed food request or confirmed donation.</li> <li>2. Delivery and drop-off details such as date and time will be shown.</li> </ol>
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-



