**FoodTruck Mobile App Use cases**

# Overall

## Glossary

**Visitor vs Customer:**

Visitor: A user who is using the app without login.

Customer: A user logged in.

User: A visitor or a customer

**Location vs Address**

Location: geolocation. the latitude and longitude coordinates of a particular location; without other information such as unit number or company.

Address: Full address saved for a visitor or customer. It includes location, unit number or company, delivery instruction, etc.

Session location: Location will be saved in session for visitor/Customer to search for restaurants. The currently used location called session location. Session location changes to another session location while the user changes location/address.

Session Address: If the currently used location is a full address, we also called it Session Address.

**Shopping cart:**

The shopping cart bar shows in the bottom bar in the restaurant detail page (Menu detail page) and restaurant list page if there are any items in the cart. Clicking it show full shopping cart page.

For this phase, it can only include one restaurant’s meals.

For example, a user browses restaurant A’s menu page and adds meal A-1, A-2; now the shopping cart has A-1, A-2; then he goes to restaurant B’s menu page or meal detail page, if he tries to add B-1, we will prompt the user either to goes back to restaurant A or clear the cart so restaurant A’s item will be removed.

## Common functions

### Verification code

While creating an account/reset password, we will send a verification code to the user via email or text. Verification code is a random 6 digits number, such as 342120, 039730, etc.

Verification code is mapping to an email (create an account) or an account(reset password).

Verification code expiration: 1) If a new verification code is sent, the old verification code is expired.

2) the verification code is created after 60 minutes. (The expiration time is configurable)

## Overall style

### Inline errors:

**Description**: Inline errors are for errors specific to a form field. The form field line will turn red and the error message will display below in red. The form fields below should push down if there is not enough space to display error.

**Trigger**: Errors triggered when user during form field submit or page load.

Form field submit: user click out of form field or moves to next field

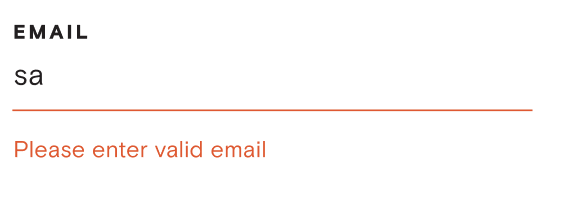
Page submit: user submits page

**Character limits:** Depends on form field size.

For full line fields: limit to < 50 characters

For half line fields: limit to < 25 characters



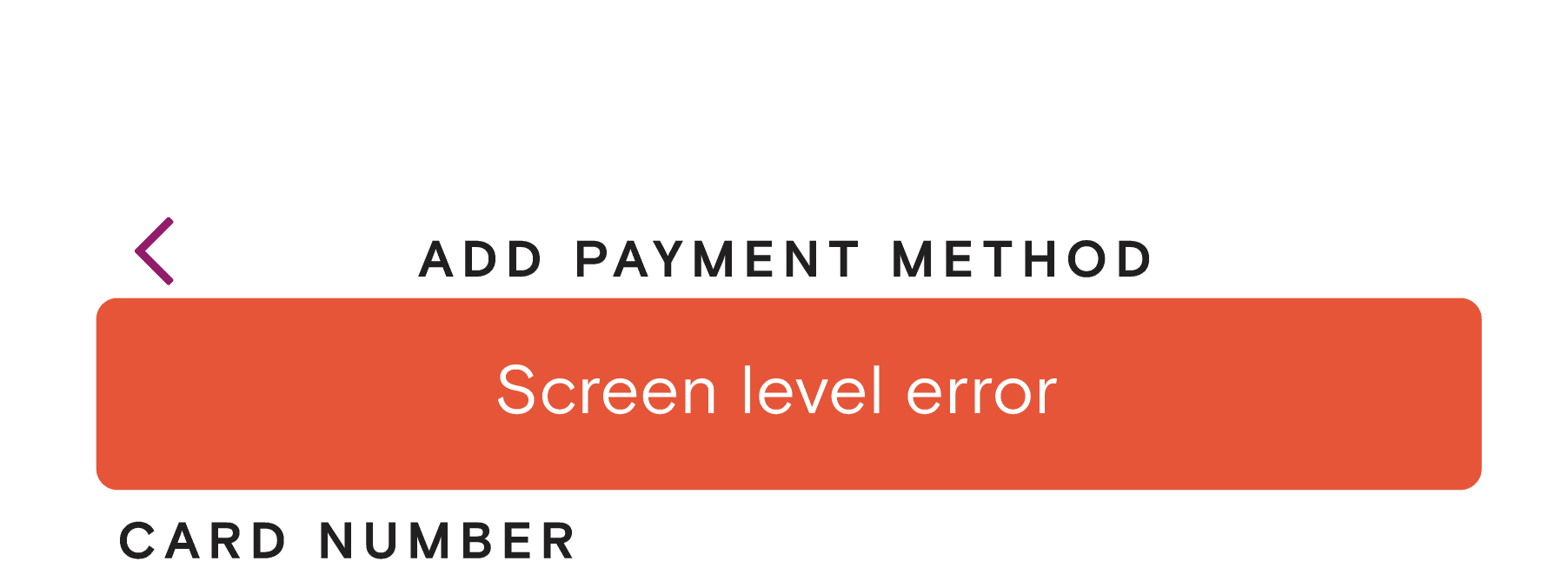


### Screen level errors:

**Description**: Screen level errors are for errors that apply to the whole page versus a specific field. These errors would be triggered on page submit. This UI is generally reserved for errors that do not have CTAs

**Trigger:** Triggered on page submit. Screen level errors should disappear after a few seconds.

**Character limits:** limit to <35 characters



### Action sheet errors:

**Description:** Action sheet messages are typically used for errors that also include a CTA. This usually means there's a required action and the CTA will navigate the user to a new screen to complete the required action.

**Trigger:** These errors may occur when page refreshes or on page sumbit.

**UI Elements:**

An action sheet can have any combination of the following elements (or all of the elements).

**Header:** Headers are the primary text for an action sheet.

Spec: Heading 2 (Cheltenham Book. Size 32 pt. Line 36pt Char .15pt)

Character limits: < 60 characters.

**Body:** The body should be used for longer explanations and details related to error message

Spec:Body 1 (Basis Grotesque Pro Regular. Size 12pt Line 14pt. Char. 2pt)

Character Limits: <200 characters

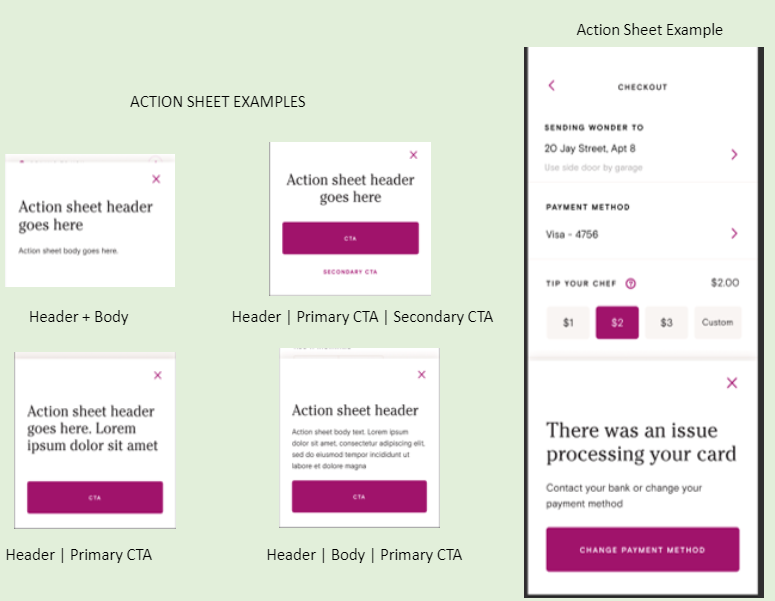
**Primary CTA:** If there is a required action with the CTA it should be displayed here

Spec: Primary Button Active

Character Limits: < 25 characters

**Secondary CTA:** if there is a second action with the CTA it should be here

Spec: Secondary Button Active



### Password:

User can click the eye icon to toggle plain text/\*\*\*\*\*\*

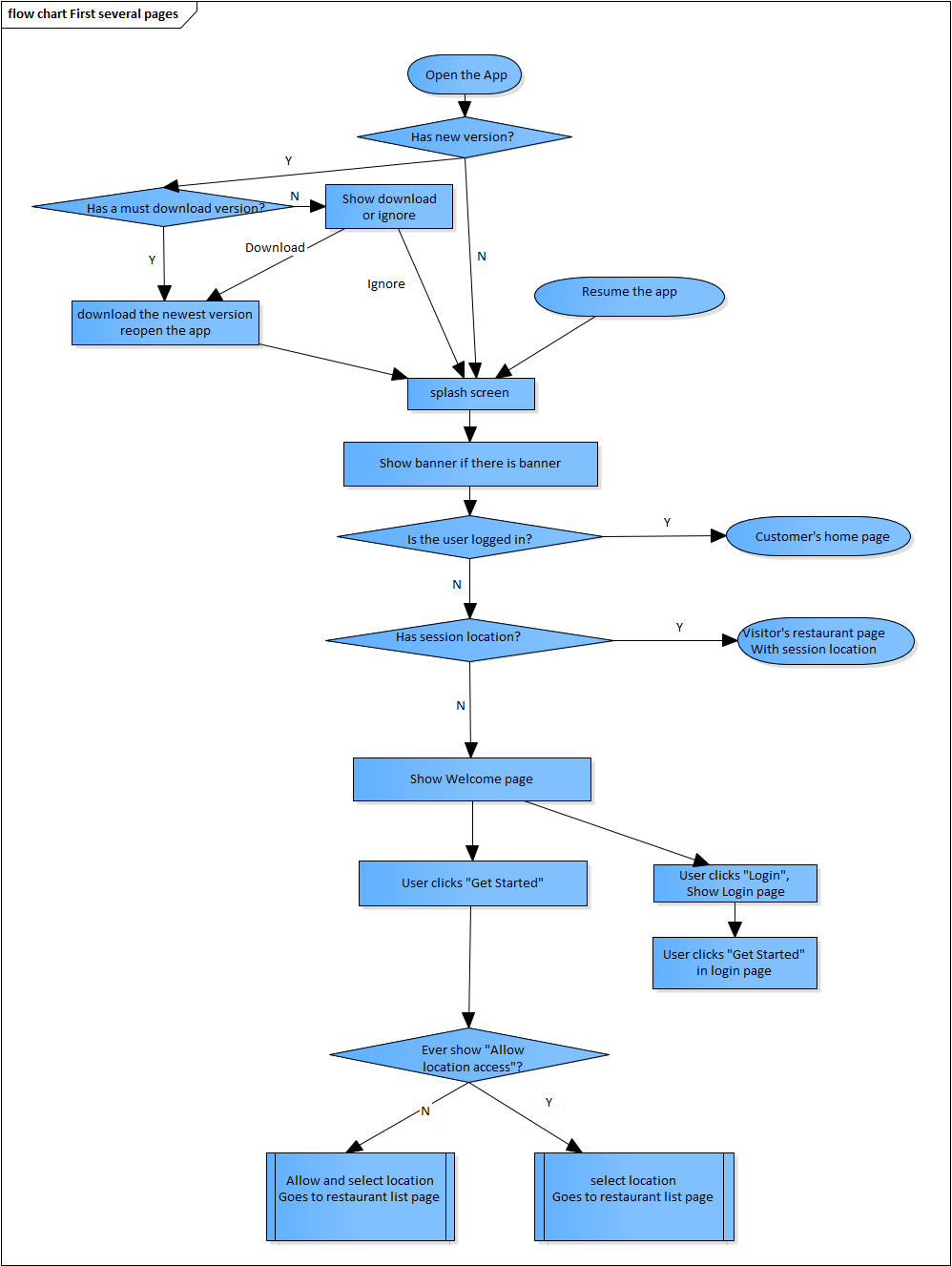


### Use Restaurant's nikename in error message

If there is restaurant name in error message， and the restaurant has nick name，use nickname in error message.

# First pages to Restaurant list page/Home page

## Flow



## Use Cases

### UC01-01 splash screen to welcome or home page

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| UC01-01 splash screen to welcome or home page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.7.10 …. | Lisa | First version and other versions | | 1.1 | 2020.7.21 | Nancy | CTA Update - Let's Eat | | 1.2 | 2020.7.25 | Nancy | Update Onboarding Image | | 1.3 |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or Customer |
| Pre-Condition: Open the app |
| Main Scenario:   1. When opening the app, communicate with the server to check if there is any new version. If no, go to the splash screen. 2. If yes, check if anyone of the new version is a must-upgrade version. If yes, (For example, the app’s current version is 1.0, and there is 1.1 - must-upgrade version, 1.2 -good to have version.)   Show a Action Sheet Error:  Header: Time for an upgrade.  Body: A new version of the app is available. We recommend you update the app for the latest features.  Primary CTA: Download the newest version  Primary CTA action: start new app version download and reopen the app.  Clicking any other area, do not do anything.  If all the new versions are good-to-have version, show an Action Sheet Error:  Header: Time for an upgrade.  Body: A new version of the app is available. We recommend you update the app for the latest features.  Primary CTA: Download the newest version  Secondary CTA: Continue with current version.  Primary CTA action: start new app version download and reopen the app  Secondary CTA action: continue to landing page. Record the version that user ignored.  Next time, if a newer good to have version than the ignored version is published, we should show this error again.     1. “Download newest version” and “Continue with current version” with warning information as the above left screenshot. Clicking “Download newest version” will download the newest version and reopen the app. Clicking “Continue with current version” or clicking the area outside of the hop-up, continue with splash screen and other steps. 2. If the app resumed, do not do the version check, show splash screen directly. 3. Show splash screen 4. Check if there is banner saved on the device (mobile), if yes, show the banner for 3 seconds. And at the same time, check if there is a newer banner picture on the server with status=”Active”, if yes, replace the saved banner on the device with the new one. (Next time, the new banner will be shown.) 5. Check if the user is logged in? If no, check if it has session location, if no, show the welcome page. If he has session location, show vistor’s restaurant list page. 6. The welcome page is an animation with several steps showing. See prototype: <https://invis.io/WAUH3I2HV9P>   In the welcome page, if the user clicks “Login”, show the login page. (UC07-02)  If the user clicks “GET STARTED”, see UC01-02 below.   1. If logged in, show intermediate page first,     Fig5 Intermediate page   1. then show the home page with the location/address as: 2. Check if the user has a session address or location saved? If yes, use session address or location. 3. If not, if the user has latest ordered address? Use the latest ordered address. Update the session location to the latest ordered address. 4. If no, if the user has latest saved address? Use the latest saved address. Update the session location to it. 5. If no, goes to the “location” page to select a location and goes to the home page. (See extend scenario below) |
| Extend Scenario:  When a login user does not have a session location/address nor latest ordered address, nor latest saved address :  (This is the same as UC01-02)   1. Check if the mobile has set the app can get the location or not. If it hasn’t set yet, show location page with “Allow location access” function as below:     Fig 6 Get started  The copy should be :”Where are you ordering to”?   1. If the user clicks allow, or it has already allowed, show location page with the user’s current location is marked on the map and location name auto pop in the “Your address” field.   If the user clicks “Not allow”, or it has already set “Not Allowed” earlier, show this page without default location and default content in “Your address” field, and without a marked place in the map. The “**CONTINUE**” is gray.    Fig7Get started page   1. In this page, the user can enter or change the location by either: 2. Enter address in “Your address” field,   When the user enters an address in the “Your address” field, automatically list all the addresses match the content user enters. And the user should select one of them.  Once the user selects one of them, marked the address in the map. The page change to the following right one. If originally the “CONTINUE” button is gray, turns it to clickable so that user can clicks “CONTINUE”    Fig8 Enter address Fig9 Get Started   1. Click a location on the map.   Once the user clicks a location on the map, automatically show the address in “Your Address”. If originally the “CONTINUE” button is gray, turns it to clickable so that user can clicks “CONTINUE”   1. When the user clicks “CONTINUE”, save the location in the session as the session location. 2. Show the following animation pages for at least 4s (2 round of the animation)     The copy is: Finding delicious near you…   1. Show home page (restaurant list page) with the selected location. 2. If the address is in service area, but there isn’t any truck session set for today and tomorrow, currently, we should goes to the "Be Back soon" version of browse page . |
| Exception Scenario:  In the above extend scenario (for a logged-in user), if the user’s selected location is outside Wonder’s service area, Show this “we haven’t made it there yet” hop-up. When clicking “Notify me when wonder arrives”, please check if it is a valid email address. If not, show an error message: “Invalid email address.” If it is a valid email address, save the location(Address line1, address line2, latitude and longitude) and email address into database. And show “Thanks” hop-up. Clicking “explore our menu” won’t go to any screen for now |
| Notes:  **Onboarding User Stories:**  <https://foodtruckinc-my.sharepoint.com/:w:/r/personal/kristen_foodtruckinc_com/Documents/Mobile%20App/Phase%201%20-%20App%20ReDesign/Onboarding%20User%20Stories%2011.1.19.docx?d=w8f0cecc166964bb6aaae29b797d1beb6&csf=1&e=CYlSyW>  **Onboarding Figma File:**  <https://www.figma.com/file/3YbN1Lem3qmPxsjEQy3Z1f/Full-App-Revision---Oct-2019?node-id=31%3A2748> |
| Q/A:  <https://foodtruckinc-my.sharepoint.com/:w:/p/kristen/EcBYKvM1uVBDlfMSmwp0ZiEB2nKSEi-B6jxf0rWulpPPsw?e=7vaZsw> |

### UC01-02 Visitors goes to restaurant list page

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| UC01-02 Visitors goes to restaurant list page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.7.10 | Lisa | First version | | 1.1 | 2019.8.14 | Lisa | Update exception scenario. | | 1.2 | 2020.4.23 | Lisa | Update exception scenario. | | 1.3 | 2020.7.21 | Nancy | CTA Update - Let's Eat | | 1.4 | 2020.11.20 | Norbert | Unspecified address workflow | | 1.5 | 2021.1.7 | Norbert | Precise Location setting in iOS14 | |
| Stakeholder: Visitor |
| Pre-Condition:   1. Splash screen & Welcome page has shown (UC01-01), and the user clicks “Get Started”   Or   1. Splash screen & Welcome page has shown (UC01-01), and the user clicks “Login” . In the login page, he clicks “Get started” |
| Main Scenario:  After the user clicks “Get started”   1. If the visitor has a session location or address, go to the restaurant list page with this session location or address. Or else: 2. Check if the mobile has set the app can get the location or not. If it hasn’t set yet, show location page with “Allow location access” function as below:     Fig 1 Get started-allow location access   1. If the user clicks allow, or it has already allowed, show location page with the user’s current location is marked on the map and location name auto pop in the “Your address” field.   If the user clicks “Not allow”, or it has already set “Not Allowed” earlier, show this page without default location and default content in “Your address” field, and without a marked place in the map. The “CONTINUE” is gray.    Fig2 Get Started   1. In this page, user can input or change the location by either: 2. Enter address in “Your address” field,   When the user enters an address the “Your address” field, automatically lists all the addresses match the content user enters. And the user should select one of them.  Once the user selects one of them, mark the address in the map. If originally the “CONTINUE button is gray”, turns it to clickable so that user can clicks “CONTINUE”    Fig3 Enter address Fig Get Started   1. Click a location on the map.   Once the user clicks a location on the map, automatically show the address in “Your Address”. If originally the “CONTINUE button is gray”, turns it to clickable so that user can clicks “CONTINUE”.  Clicking “CONTINUE” will first check if the user is using “Current Location” with “Precise Location” setting turned off (for iOS14 or higher only), if yes, bring up a hop-up for user to update the setting. This check and hop-up also applies on Address Autocoomplete page if user clicks on “Current Location” with “Precise Location” setting turned off.   * + 1. Dismiss hop-up will stay in the current page.     2. Click on “Turn on precise location” will go to app’s location setting page.     3. Clicking on “Enter your address” will get user to the Address Autocomplete page and focus on the input field.   And then check if the street number of the address is empty or not, if empty, delivery instruction is required to proceed. When later proceeding to checkout, delivery instruction should be populated on checkout page.       1. When the user clicks “CONTINUE”, save the location in the session as the session location. Show animation on the map page:      1. Show restaurant list page with the selected location. (UC02-01) |
| Extend Scenario: |
| Exception Scenario:  If the user’s selected location is outside Wonder’s service area, see UC01-03 Join waitlist |
| Notes: |
| Q/A: |

### UC01-03 Join Waitlist

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| UC01-03 Join Waitlist |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.4.23 | Lisa | First version | | 1.1 | 2020.7.15 | Nancy | Enforce Waitlist Unique Sign Ups | | 1.3 | 2020.7.21 | Nancy | Copy Update - Non-serviceable Notice | |  |  |  |  | |  |  |  |  | |
| Stakeholder: visitor (not customer) |
| Pre-Condition:   1. Location page/browse page’s add/edit address or:   2 And the address is out of service |
| Main Scenario:   1. If a visitor (UC02-02 Exception scenario), select a location which is outside Wonder’s service area, show Action Sheet Error:   Header: We don’t serve this address yet.  Body: Join the waitlist for updates or try another address.  Primary CTA: JOIN THE WAITLIST  Secondary CTA: TRY ANOTHER ADDRESS  Primary CTA action: Show waitlist signup hop up  Secondary CTA action: Close the hopup, keep in the location address with field active and keyboard open so that user can update the address quickly.     1. If the out of service check is triggered in browse page’s add/edit address, and he is a visitor, the action sheet error is a little bit different that the primary CTA and secondary CTA is switched as:   Header: We don’t serve this address yet.  Body: Join the waitlist for updates or try another address.  Primary CTA: TRY ANOTHER ADDRESS  Secondary CTA: JOIN THE WAITLIST  Primary CTA action: Close the hopup, keep in the page where triggered this hopup. If it is triggered in the location page, with field active and keyboard open.  Secondary CTA action: Show waitlist signup hop up     1. Clicking “JOIN THE WAITLIST”, go to waitlist signup screen. 2. Waitlist signup screen:   Background: Beeta A0006B  eyebrow: “How long is the wait?”  heading 2: “Sign up and find out!”  body text: “Sign up for the latest news and updates about service in your neighborhood.”  form fields: First Name, Last Name, Email, Phone Number.  footer: Information submitted is subject to our Privacy Policy. (“Privacy Policy” should be beet and hyperlinked to our privacy policy)  all fields are required  follow same verifications and same error messages as desktop waitlist.( WS02-02 Home page – Sign up)   1. For a visitor, check the unique of signs up email and phone, if either email or phone number already exist in the waitlist database or customer database, user can’t user sign up again, and surface error message when user click JOIN NOW:   Header: Looks like you're already on the list  Body: That phone number [email] is already registered for the waitlist. Not you? Contact [support@wonder.com](mailto:support@wonder.com).  CTA: OKAY  The error body contains either phone number or email depending on which is already on list. If both email and phone are on the list, use email as default in the error message copy.  The following example, that the sign up1 to 5 are all not allowed.     1. Clicking “Join Now”, if all verifications pass, insert a new record to waitlist database with these columns: First name, Last name, email, phone, address, source. The address is the one user just entered, source = “Wonder APP”. 2. Go to success screen as below.   beet background #A0006B  checkmark icon  Heading 2 “You’re on the waitlist!”  Body: “We’ll let you know the moment Wonder is ready to launch in your area.”     1. Trigger a “Waitlist Joined” email to the email address collected.      1. Clicking “<” icon should go back to the original page where we check if the address is out of service or not. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Restaurant list(Browse) page

## Estimated delivery time calculation

See also ETA document [here](https://wonder.atlassian.net/wiki/spaces/T/pages/278724613/ETA+-+estimated+delivery+time+calculation).

A truck could have multiple orders assigned. We process the assignments one by one according to the assigned sequence. As now one order can only be fulfilled by one truck, we use both order and assignment in this document, they are almost the same.

We assume that if a truck has multiple assignments to be processed, as long as one order has finished processing, the driver will start to process the next assignments immediately.

### Order’s estimated occupy time:

For each order, as soon as it is placed and assigned to a truck, we will calculate its estimated occupy time by:

**O2E** = **P** (pre-prep time) + **T** (travel duration) + **PC** (pre-cook time) + **C** (cook time) + **D** (delivery to door) + **F** (finish: cleanup and lockdown)

T = call map API to get the duration from truck’s available address to order address.

Note, for all the places in this document where we call map API to get the estimated drive time, we don’t consider the traffic situation because the map API does not support a frequent call considering traffic information.

Currently, we set P = 0; PC = 3.5 min, D = 1 min, F = 1 min

C: In restaurant list and restaurant detail page, it is restaurant average cook time which is set in Merchandising tool.

In checkout page, and place order (order’s estimated delivery time), it is get from optimizer according to cart or order ‘s item information(item, item qty).

In testing environment, please set D=0 so that the status can be changed quicker.

### Truck’s available time/available location

Each on-duty truck has these data: available time and available location.

If the truck is free,

**available time** = system time (changes with system time changes).

**available location** = truck’s current location (changes with truck’s moving location).

If the truck is assigned a new order

**available time** = new order’s estimated delivery time + F(finish: cleanup and lockdown)

**available location** = this new order’s delivery address

### Order’s estimated delivery time

When an order is assigned to a truck,

Order’s estimated delivery time = the truck’s available time + this order’s estimated occupied time，here we do not include F (finish time) as it happens after order is delivered.

And then we update the truck’s available time and available location accordingly.

### Keep updating order’s estimated delivery time and truck’s available time

When an order is being processed (in one truck), we will trigger to recalculate all this truck’s assigned order’s estimated delivery time in these cases:

If this order’s status has been changed (such as: from “In transit” to “In cooking”, from “In cooking” to “Food is ready”, etc. ) We will update this order and its subsequent order’s estimated delivery time to make them more accurate.

When this order is in transit, the truck will report its location frequently to the system. We frequently get the remaining **T** (travel duration)  according to truck’s current location and adjust this order and its subsequent order’s estimated delivery time to make them more accurate. That is, according to the truck’s current location, the estimated delivery time is more than 1 minutes away from the original estimated delivery time, we will adjust this order and its subsequent order’s estimated delivery time.

When order’s estimated delivery time is updated, we update truck’s available time to be the last order’s estimated delivery time. That is, the truck’s available time is also updated frequently.

Here is a known bug: when an order is assigned to a truck, and this truck’s earlier assignments have been processed, it is supposed that the driver should start driving to this order’s destination. But if the driver do not start processing it, we will not update this order’s estimated delivery time although actually the ETA should be delayed. This would make this order and its subsequent order’s ETA not that correct. This should be resolved later.

### Browse page search logic:

Restaurant availability logic; restaurants should only show as available *after* all the below are TRUE:

* COR Logged in ( that is, truck session is “ONLINE”)
* Session has started (Meaning, system time should be later than session start time, This is the new requirements)
* Within x miles of customer
* Session hasn't ended (Meaning, system time should be earlier than session end time)
* Within Pre-purchase/browse max SLA

Pick the browse location as the center, we search all the trucks whose available address (see above about the calculation of available address) is within 16 km (configurable) distance. Because if the distance is longer than 16 km, we think it exceeds delivery SLA. The 16 km distance is straight-line distance.

We show all restaurants available up to a certain threshold (called: Pre-purchase/browse max SLA) . Currently we set it to 60 minutes for production, 120 minutes for other environments. If for one restaurant, all trucks' ETA exceed the threshold, then show this restaurant “Be back soon” section in restaurant list page.”

This SLA is not the SLA limitation where we assign a truck (called Assignment max SLA).

### Browse page ETA calculation

For each truck filtered out, we get ETA as:

**A truck’s ETA** = the truck’s available time + **P** (pre-prep time) + **T** (travel duration)

The result will be round up to minute.

**Note**, here, currently for the possible order, we do not include times other than drive time, such as prepare time, cook time, delivery to door time.

**Truck’s estimate delivery time in minutes** = ETA - now

Now we have all the 16 km available trucks and their estimate delivery time in minutes, as a restaurant can be on multiple trucks, for each restaurant, we only show it as one record. We get the shortest time as the final estimate delivery time.

For example:

Here are all the 16 km available trucks and their estimate delivery time in minutes:

|  |  |  |
| --- | --- | --- |
| 16 km available trucks | Restaurants in the truck | estimate delivery time in minutes |
| truck 1 | Restaurant A, B | 15 minutes |
| truck2 | Restaurant B | 5 minutes |
| Truck3 | Restaurant C | 35 minutes |

Then we get these restaurants order by estimate delivery time in minutes to show in browse page as available restaurants:

|  |  |
| --- | --- |
| Restaurants in the truck | estimate delivery time in minutes |
| Restaurant B | 5 minutes |
| Restaruant A | 15 minutes |
| Restaurant C | 35 minutes |

The estimate delivery time in minutes display on browse page, restaurant detail page.

### Cache logic of drive time (To be implemented)

When a user opens our App to browse page until he places order, there are many places where we need to get the ETA. Such as: show ETA in browse page/restaurant detail page, raise exception if the restaurant is no longer available when add to cart, or continue to checkout, etc.

As the truck’s ETA is calculated by:

**A truck’s ETA** = the truck’s available time + drive time from truck’s available address to browse location(call Map API to get it)

We need to call Map API very frequently to get the drive time. This costs a lot.

In order to decrease the calling times, we cache the drive time for every active user’s(meaning the user is now using the APP) location with this information: {truck, drive time} for all the trucks whose available address is within 16 km.

The cashed data will be expired every 2 minutes (configurable, need to investigate the most suitable interval). When it is expired, we call Map API again to get the new {truck, drive time} for all the trucks whose available address is within 16 km.

When user places order, we need to check again if the restaurant is available or not, at this time, we will not use cashed data, we will call API to get real time data.

## Use Cases

### UC02-01 Show restaurant list page - Overall

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| UC02-01 Show restaurant list page - Overall |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.1 | 2019.7.15 | Lisa | First version | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or customer |
| Pre-Condition: 1)Visitor has selected a location and goes to restaurant list (UC01-02)  2)A logined user who hasn’t placed any order; or all his orders has been canceled. He has selected a location and goes to restaurant list |
| Main Scenario:   1. Show restaurant list page with top bar pined on the top.     Fig1 restaurant list   1. The top bar has three sections:    1. My account icon. Click it will show my account drawer, See UC\*\*.    2. Session location/Address: Show” Line 1 of address” of the location or address’s location part. (If it is too long, show … )   Line 1 of address is the part before the first “,”. In the following 4 cases, it is :  68 Jay St  68 Jatt Rd  68 Jane St  68 Saint James PI    Fig2  Click it can change the address, see UC02-02  **Pinned address format:**  Address should use standard address abbreviations: User types “40 Michigan Street Northeast” → Pinned address shows: “40 Michigan St NE”  User types “90 Jackson Drive” → Pinned address shows: “90 Jackson Dr”  link for reference <https://www.expertmarket.com/postage-meters/usps-street-suffix-abbreviations>  Address should display min(address line 1, character limit = 16)  Address should always align: horizontal center   * 1. Filters (Dietary preference) icon.   When the user goes to the restaurant list page or the home page for the first time, show information: “Browse by dietary preference..”. If the user has seen this information, save it in the client. If the user has seen this information, do not show it again.  For example: 1) It is the first time landing on browse page, we show dietary preferences banner, then user clicks to restaurant detail page, when he comes back to browse page, we will NOT show dietary preference banner  2) It is the first time landing on browse page, we show dietary preferences banner, later, the user switches to other apps and Wonder App goes back to the background. Later, he opens the app again, we will NOT show dietary preference banner.  3) For a returning user, we should not show dietary preference banner, even if he upgrades the App and opens it again,.  Dietary preferences banner should disappear if a user has tapped on the filter icon  Once the user has tapped filter icon banner should disappear even if they did not select a diet attribute to filter by.    Fig3  Click the icon will bring the user to the dietary preference setting page. See UC02-04   1. Truck:   When users scroll down on the browse page, the truck icon should move from left to right until it moves off-screen.     1. Show “America’s most ….” This is hardcoded and does not pin to the page. 2. Show restaurant lists, see UC02-03 3. Show “Still Looking” after restaurant lists     Fig4 restaurant list - Ads   1. Ads: If there are ads configured according to the service area, show it in the lowest part. If there is multiple are multiple ads, add “…”, and the user can slide it left or right to show other ads. When user clicks, show ads page. See UC\*\*\* |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A:  Could you explain what is "Line 1 of address'？  Kristen Bjorlin  1st line of address is normally just the street address (2nd line is city, state, zip usually) |

### UC02-02 Add or select an address

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| UC02-02 Add or select an address |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1，0-1.3 | 2019.7.15-2020.4.23 | Lisa | First version and other changes | | 1.4 | 2020.4.30 | Lisa | No two addresses with the same line 1 | | 1.5 | 2020.5.14 | Lisa | Mandatory Contactless Delivery. This should be applied to any places where add/edit an address. | | 1.6 | 2020.6.3 | Nancy | “Notify me” for login user when out of service | | 1.7 | 2020.6.4 | Nancy | Save Changes Confirmation Hop-Up | | 1.8 | 2020.9.11 | Norbert | Add tooltip on “Add/Edit Address” page | | 1.9 | 2020.11.20 | Norbert | Unspecified address workflow | | 2.0 | 2021.1.7 | Norbert | Precise Location in iOS14 | |
| Stakeholder: Customer or Visitor |
| Pre-Condition:  1) Visitor’s goes to the restaurant list. or  2) Customer goes to home page |
| Main Scenario:   1. When the user clicks the location/address of the top bar. Show this page with this information:    1. Enter a new address    2. (Session location)    3. Current location. If session location is current location, show only current location with check icon.    4. Saved address lists     Fig 1 Your address   1. Overall:   Tapping one location/address means select this location/address, we should check this address and goes back to the restaurant list page with this address as the session address.  Display addresses in this order: (Address list Ranking)  Home address (if nicknamed)  Work address (if nicknamed)  Other:  other address that user completed order from that are not saved as work or home (newest to oldest)  If the address is not nicknamed nor used in any order, order by added time, newest to oldest.  Whenever select a new address, we should check shopping cart’s restaurant is available or not. See below Add address.   1. If user clicks “<”, go back to the restaurant list (Home page) without changing session address. Exception case: If the session address is a saved full address, and it is deleted by the user, in the “Your address” page, there will be no address selected. When the user clicks “<”, show error message: “Please select an address”. 2. **Enter a new address** 3. When the user clicks “Enter a new address”, directly go to screen to manually type in a new address (Do not need to go to “Add address” screen). The manual address entry screen should by default be blank and as user types suggested addresses should populate below. (Similar to UC01-02). After the user clicks an address, check if the address is in Wonder’s service area. If not, for visitor, see UC01-03 about the error message and flow. For log-in user, see Exception Scenario 2.   If it is in service area, go to the “Add address” page with the following fields:      Note: Title is: “Add address”, not “Confirm address”   1. Address: Already entered. 2. Unit number or company, this is optional. 3. Delivery: “Safe Distance Delivery”      1. Delivery instructions: Can be empty. Update delivery instructions example copy from: “e.g. door is around back” to “e.g. call after drop-off” 2. Nickname: optional. Show “Home”, “Wok”, tags. When the user clicks “Home” or “Work”, the nickname is “Home” or “Work”.   We should only store one address under nickname “Home” and one address under nickname “Work” at a time.  If user already has a home address saved and then nicknames another address “home”, then we should update the original address with nick name removed, and set the second address with “home”,    Fig 3 Enter a new address flow   1. When the user clicks “save address”, see extend scenario 2. do the following change address functions: 1)save the new address. 3) set this new address as session address 4)Go back to the restaurant list (home page) with the new address as session address. 4) Redo search.   When saving, need to check if street number is empty and if delivery instruction is empty, if yes, bring up hop-up to ask user to either update address or add delivery instruction.     1. **Session location (browse location)**   If session location/address is a location, not a full address, show the address with empty name, show a check icon meaning it is now using.  This address can’t be deleted manually. So swipe it from right to left will not show delete button for it.  Taping this address will go back to restaurant list without changing session location.   1. **Current location**   6.1 Every time when user goes to “Your address” page, if mobile enables location access, call map API to get the GEO location as “current location”, else, do not show the current location. If the current location is session location, show check icon beside it.  This address can’t be deleted manually. So swipe it from right to left will not show delete button for it.  If the user clicks “Current location”, show a check icon meaning it is now being selected, check if it is in the service area, if not, if it is a visitor, see UC01-03 about the error message and flow. For log-in user, see Exception Scenario 2.   * 1. We need to check if the user is using “Current Location” with “Precise Location” setting turned off (for iOS14 or higher only), if yes, bring up a hop-up for user to update the setting. This check and hop-up also applies on Address Autocoomplete page if user clicks on “Current Location” with “Precise Location” setting turned off.      1. Dismiss hop-up will stay in the current page.      2. Click on “Turn on precise location” will go to app’s location setting page.      3. Clicking on “Enter your address” will get user to the Address Autocomplete page and focus on the input field.      * 1. If the current location is in the service area, goes back to the restaurant list (Home page) with the current location as the session location. Save the session location. Redo search.  1. **Show saved addresses**   Show all the saved address of this user (visitor or customer). Swipe it to show “Edit” and “Delete” button. If the address is the session address, show a checked icon to indicate it is the session address.  If the user clicks/taps a saved address ()1) change the session address to this address 2) goes back to restaurant list (or home page). 3)Redo search according to the new address.   1. **Edit address**   When the user clicks Edit icon for an existing address, goes to edit address page. User can change the information of this address.  If user changes line 1 part (location part) of the address, check if the address is in Wonder’s service area. If not, for visitor, see UC01-03 about the error message and flow. For log-in user, see Exception Scenario 2.  When the user clicks “save address”, see extend scenario 2, 1) save the address. 2)Go back to the “Add or select address” page with new information.If user clicks “<” of edit address page, and the user has edited any fields of address, there is change happens, show hop up as following:  hop up:  header: “Would you like to save your changes?”  Primary CTA: “Save Changes”  Secondary CTA: “Cancel”  Primary CTA: saves the changes made in the field and completes action of “<” and back to the address list page. (check the validity of the modification, any error happens, show error message.)  Secondary CTA: does not save changes made in field and completes the action of “<” and back to the address list page.  4. If the user clicks the “<” icon, and user has not changed any of the address settings, just go back to the address list page without hop up.   1. **Delete address**   When the user clicks “delete” button, popup: “Are you sure you want to delete this address?” If the user clicks yes, delete this address from the user’s account. Refresh “Your address” page with deleted address disappeared.  If the deleted address is session address, now the session address is empty. In the address list page, there is no address selected. If the user clicks “<” icon, show error message: ““Missing address”. If the user does not select an address and close the app, next time, when he opens the app, as session location is empty, get session location using this logic: 1) if there is latest ordered address, use the latest ordered address as session address. 2) If there is no latest ordered address, use the latest saved address as session address. 3) If there isn’t any address, redirect the user to map location page to select a location.  In addresses of confirm order page, if the user deletes the session address, the behavior is the same. |
| Extend Scenario:  This icon should be used for a location that is detected via the gps location.    This icon should be used for a location that is manually entered    This icon should be used for a location that has been previously saved or nicknamed. |
| Extend Scenario2: No two addresses with the same line 1   1. When add an address, the user clicks “save address”, check if the user already has an address with the same Line 1 of the address (location part), if yes, update that existing address instead of adding a new address. If no, save it as a new address. 2. When edit an address, the user clicks “save address”, check the line 1 part to see if there is any other address has the same line 1 part. If yes, update that address and keep the current address un-updated. If no, update the current address.   For example, a user has two addresses:   * Address A: 450 Elm St, “ring bell” * Address B: 430 colonial st, “call when arrived”   If user adds another address A', 450 Elm St “knock instead of bell” - replace A with A'  If user instead edit’s Address B and changes B to 450 Elm St “knock instead of bell”  we should still keep the original address B because it’s a different address (unless they delete it)  we should update A to this new address 450 “knock instead of bell”  Think of Line 1 as the true address and the other fields as temporary attributes for the address that will change from time to time. We should continue to update the address A if the same line 1 is address but with different other fields.  **This logic should apply to everywhere we add/edit an address.**   1. Never create a new address if the user does not click “Save address” 2. Add a questionmark as tooltip on “Add/Edit Address” page. Clicking on it will bring up a hop-up for detail information. |
| Exception Scenario:  Whenever session address and location is null (such as: User deletes all its address and kill the App, next time he open the APP. Or two devices use the same account, one device delete all the address), the client should redirect the page to location page to let the user select a location.  If in checkout, the address is deleted by another device, see exception scenario in UC08-10. |
| Exception Scenario 2: out of service area error  If it is a log-in user, when he adds address/edit address/choose current address, we should check if the line 1 (location) is out of service. If yes, keep in the current page where user enter line 1, hop up the following error message (error message for log-in user):  Header: “We don't serve this address.”  Body: “Try another address or sign up to find out when we come to this area.”  Primary CTA: Try another address  Secondary CTA: Notify me  If user clicks:  Try another address: go to add address field and open keyboard  Notify me: show email sign up hop-up    Email Sign Hop-Up for NOTIFY ME:  Body: “Be the first to know when Wonder starts serving this area.”  Email form field (required)  Primary CTA: Notify me  If user adds email and clicks “notify me”, show sign up confirmation  Sign Up Confirmation Hop-Up  Header: “All set!”  Body: “We’ll let you know when Wonder is servicing this area.”  Auto-fill with the account email in the email input field, customer can modify email address, and check the validity of the address, if there is any format error, inline error prompt. |
| Notes:  If the user is logged in, when saving an address, save to the customer’s account. If the user is not logged in, save to the visitor’s account. |
| Q/A: |

### UC02-03 Show restaurant list

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| UC02-03 Show restaurant list |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.3 | 2019.7.15 - 2020 | Lisa | First version & other changes | | 1.4 |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or Customer |
| Pre-Condition: Visitor or Customer goes to the restaurant list page. |
| Main Scenario:   1. **Show the restaurant lists according to the logic:** 2. See 1.1 for the restaurant search and ETA calculation 3. **Show each restaurant:**      1. Delivery time:   If the user has an active reservation, show \*\* min, in Dark beetroot with a lock icon.  If the delivery time <30 minutes, show \*\* min, in green  If the delivery time >=30 minutes and <=45 minutes, show \*\* min, in yellow  If the delivery time >45 minutes show \*\* min, in red  (All the minutes can be configured. )       1. Tag: Phase 1 supported Tag: (see Uc02-04)  * gluten-free; * Vegetarian * Vegan  1. Restaurant’s name (display restaurant name line 1 and line 2 separately in 2 lines if line 1 or line 2 is configured in Merch Tool) 2. Brief description: The restaurant’s “Short description” set in BO. 3. price level 4. Restaurant’s main picture: Large image of this restaurant. 5. When the user clicks these parts: name, brief description, price level, picture of the restaurant, show restaurant page (menu page). See UC04-01. |
| Extend Scenario: automatically refresh restaurant list page  We should automatically refresh restaurant list page every X minutes when goes back to it so that the estimated delivery time can be refreshed. Also when restaurants are opening and closing, if we refresh automatically, it can reflect the changes.  For now, set X minutes = 2 minutes.  This applies to both visitor and customer version of restaurant list page. |
| Exception Scenario: (TBD)   1. If the session location/address is out of the service area, what should we show? 2. If it is not the business hour (like before 8 am, or after 10 pm), what should we show? |
| Notes: |
| Q/A: |

### UC02-04 Browse by dietary preferences

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| UC02-04 Browse by dietary preferences |
| Stakeholder: Customer/Visitor |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.2 | 2019-2020 | Lisa, Nancy | First version and some updates | |  | 2020.12.3 | Norbert | Copy update and add a link to profile allergen setting | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Pre-Condition: user goes to restaurant list/Home page |
| Main Scenario:   1. When the user clicks the “filter” icon in restaurant list page (or home page), show this dietary preferences setting page.     Fig1 Dietary preferences  In this page, by default, shows the setting according to the dietary preference saved in the session. If there isn’t dietary preference saved in the session, and it is a logged-in user, get the account’s dietary preference.  If it’s a logged in user, clicking on “account” will take user to the allergens setting page; otherwise do NOT show this sentence at all.   1. Users can set it on or off. When the user clicks save, 1) The dietary preference setting is saved to the session 2) If it is a logged-in user, save it to this customer’s dietary preference. 3) Close this page 3) return to the restaurant list page:    1. Show filter icons with a number to indicate that a filter is applied if there are any dietary preferences selected)     Or: Clear the number if there is no dietary preference selected   * 1. When dietary preference selected, show the restaurant with Dietary Features tag if it has these dietary features. For those do not has these dietary features, still show the restaurant without dietary tags.   If no dietary preferences selected, do not show the dietary tags even if the restaurant does have these dietary features.  Display only Vegan icon if both vegetarian and vegan should be displayed. For example, the user set both vegetarian and vegan in preference. If restaurant A is both vegetarian and vegan, we should display vegan. Restaurant B is only vegetarian, we display vegetarian. Restaurant C is only vegan (but actually it is also vegetarian), we display vegan.   1. If the user clicks the “X” icon, and user has edited the dietary preference settings change, show hop up as following:   hop up:  header: “Would you like to save your changes?”  Primary CTA: “Save Changes”  Secondary CTA: “Cancel”  Primary CTA: saves the changes made in the field and completes action of “x” and back to the restaurant list page.  Secondary CTA: does not save changes made in field and completes the action of “x” and back to the restaurant list page.   1. If the user clicks the “x” icon, and user has not changed the preference settings, no hop up, just back to the restaurant list page.   The filter setting is always applied unless   1. once again, the user goes to this page and change it. Or 2. the session time out |
| Extend Scenario:   1. Show dietary tags for the restaurants and meals   When the user opens the app and goes to the restaurant list page or home page, by default, the dietary tag is shown for the restaurants and meals according to the dietary preference saved in the session. If there isn’t dietary preference saved in the session, and it is a logged-in user, show according to the account’s dietary preference. |
| Exception Scenario: |
| Notes: |
| Q/A:  Should we also filter by time? -- No |

### UC02-05 Show Cart Banner on Browse

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| UC02-05 Show Cart Banner on Browse |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.2.24 | Lisa | First version | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Visitor or Customer |
| Pre-Condition:  1. User has added items to cart and goes back to browse page |
| Main Scenario:  If User has added items to cart and goes back to browse page, pin cart banner at bottom of browse screen.  All functions of the cart banner is the same as restaurant detail page’s cart banner. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Returning user’s Home page (Browse page)

## Inventory Management

For more information about inventory, see “Inventory Use Cases.docx”.

### Inventory management cases

1. In browse page, as long as the truck is online, we treat it as has inventories. If a truck is totally out of stock, the driver should update the truck status to offline.
2. In restaurant detail page, if a meal is out of stock, we should display some OOS information for it.
3. In meal detail page, if a meal is out of stock, we should display some OOS information for it and prevent the user from adding it to cart.
4. In meal detail page, if zone level max available quantity is low, we might need to display some information for it as well, such as: “Only 2 left”
5. In meal detail page, when add to cart, we need to check if the quantity is greater than zone level max available quantity or not. If yes, show some error message to let the user decrease the number.
6. In cart page/reorder hop up, if one item is OOS, display it in gray. When checkout, delete this OOS item.
7. In cart page/reorder hop up, if one items quantity is greater than zone level max available quantity, show some information to let the user decrease the quantity
8. In cart page, if any item in “Go well with” section is OOS, do not show it.
9. When place order, check if any item is just becoming OOS after the cart is displayed, if yes, show some error message
10. When place order, check if any item is just becoming greater than zone level max available quantity after the cart is displayed, if yes, show some error message
11. In check out page, when user changes address, we should check if the restaurant is available or not (already implemented), if yes, we should also check if the inventory is enough ( if item’s qty is greater than zone level max available quantity.)
12. When place order, after the payment is done, while assigning the order to a truck, we should assign to the truck whose inventory can fulfill the order.
13. After capture has been done, if we can’t find any truck to fulfill the order because of inventory issue, show any error page with cancel order function.
14. Before a truck is online, we should load the inventory, adding both available qty and on-hand qty.
15. After an order is assigned to a truck, the truck’s available inventory should be decreased accordingly.
16. When a chef starts cooking the order, the truck’s on-hand inventory should be decreased accordingly.
17. If an order is cancelled before the assignment, do not change any inventory.
18. If an order is cancelled after the assignment and before cooking, add back the available quantity.
19. If an order is cancelled after start cooking, do not change any inventory automatically. The chef should be able to adjust the inventory.
20. When a truck is offline, it should unload inventory.

## Use Cases

### UC03-01 Show home page - overall

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| UC03-01 Show home page - overall |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2019.7.15 | Lisa | First version | | 2019.7.31 | Lisa | Update precondition to limit to customers who has at least one not-canceled order. | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition: Customer who has at least one order with status = “Delivered”. He goes to the home page |
| Main Scenario:   1. The top bar is the same as it in the restaurant list page.      1. If there are items can be listed in Order Again (See UC03-02 for the conditions)， show “Order Again” first, and then All nearby(qty)   If there is not any item in Order Again”, only show All nearby(qty)   1. Order Again, see UC03-02. 2. ALL NEARBY list: works similar to the one in the restaurant list page. See UC02-03. But for returning user, the restaurant section is like this (small card)     Here image is the restaurant small image uploaded in BO.   1. ALL NEARBY list with filter: The same as UC02-04. 2. Still Looking: the same as restaurant list(visitor) 3. Ads: the same as restaurant list(visitor) |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC03-02 Reorder Cards for Returning User

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| UC03-02 Reorder Cards for Returning User |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.6 | 2019.7-2020 | Lisa | First version and other versions … | | 1.7 | 2020.5.9 | Lisa | Inventory check | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. Customer goes to the home page 2. If the user has at least one order placed which meets these conditions, show reorder cards, else, do not show reorder cards, only show “All Nearby” list: 3. Order status is “delivered” 4. The restaurant is available in the session location 5. The order was placed in one year 6. At least one item in this order is available now. If the meal status is off, should be treated as unavailable. If the meal is OOS, should be treated as unavailable. |
| Main Scenario:  **501\_Returning\_User\_Browse** displays:   * order again section title * order again restaurant card carousel   + restaurant title   + item summary – up two lines   + time estimate   + reorder button   + image of dish in order with highest price * display up to 4 restaurant cards in carousel (including “View all orders” * last card in carousel should display:   + looking for more? View all orders     - clicking “view all orders” goes to order history page * below order again section is “all nearby (qty)” section   + section displays all restaurants currently available sorted by time   + restaurants in the order again section should be repeated again here   In order again section:   * only show one card per restaurant (if customer has multiple past orders with one restaurant, show the most recent order only) * cards should be ordered chronologically by order date (newest – oldest) * For example:   + Customer order history is:     - Prince St 1/24/2020     - Blacks BBQ 1/22/2020     - Prince St 1/20/2020     - Barrio café 1/3/2020 * order again carousel should display   + Prince St 1/24/2020 order   + Blacks BBQ 1/22/2020 order   + BarcaféCafe 1/3/2020 order   + Looking for more? view all orders      1. Reorder – express cart   When the user clicks reorder, See UC03-03 |
| Extend Scenario:  In the reorder section, we use the current restaurant name/image, menu item name/image, instead of the names/images when order is placed. In this way, the names/images showing in reorder will be the same with those in express cart and normal shopping cart. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC03-03 Reorder – Express cart

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| UC03-03 Reorder – Express cart |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-2.0 | 2019.7- 2020 | Lisa,Nancy | First version and other versions | | 2.1 | 2020.8.4 | Nancy | Update Inventory Error Message- Reorder States | | 2.2 | 2020.8.5 | Nancy | Update Inventory Error Message- limited quantity | | 2.3 | 2020.9.2 | Lisa | Reservation - Update error message for ETA changes | | 2.4 | 2020.10.16 | Norbert | Inventory UI | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  The customer clicks “Recorder” of one of the order again orders |
| Main Scenario:  When the user clicks reorder, show this express cart with the following information:     1. Ready to eat time: Recalculate the ready to eat time when the page is pop up. If the user stays on this page for several minutes, recalculate and refresh the ready to eat time every 1 minute. 2. Restaurant name 3. icon. When the user clicks this icon, just like clicking outside the express cart area, hide other information, only show “Express order” and “Edit order” button. 4. Address: show the current address the user is browsing. 5. Order items: Show Quantity, Meal’s name, chose options (the format is the same as shopping cart) , sub amount. The sub amount should be quantity \* current price (include option value’s price) 6. Tip: we will use the same tip as the original order. That means 1) if it is a fixed amount with/without adjusted tip, or it is percentage but has adjusted tip, we will use the final total tip $; 2) if it is a percentage without adjusted tip, we will use the same percentage. 7. Credit: If the customer has any credit with left amount>0 , auto apply the credit here 8. Total amount: =subtotal + tax + delivery fee + tip – Credit; Tax=sum (current subtotal \* tax rate), tip = sum(current subtotal)\* tip percentage or tip= custom tip;Payment information:   If credit is enough, do not need to choose payment method. Else, choose payment method logic the same as checkout page  Exception: According to above logic, if can’t find a payment method, show “No payment method” in red in the position of payment; if the payment method is expired, show “Card Expired” after the payment method. For both cases, gray out “Place Order” button.  Exception: According to above logic, if the payment method is Apple Pay or Google Pay (that means the customer does set apple pay or Google Pay as his default method or newly adds apply pay), and the user does not set card to Apple Pay or Google Pay , let the user add card for this third part payment method first and then express order.   1. The express cart can at most be as high as 70% of the screen’s height. If there are many items in the order and we can’t show all the information in one screen, we should pin the top part (restaurant name and “https://lh6.googleusercontent.com/d-R1fZdpPEFQ-dSkQ5g-ot4NAQBNqXHu1l7DPa3GDmLHx_7_MV_WphQG006Iqys-6LS_gZH6Ol4T6nygOoy9C5OGdCxFyP28sY2N6CfEQga-d2E8mWt5n1HNsaKAdU0Mb_Arfs5g” icon) on the top, and the “Express Order” and “Edit Order” on the bottom, while the middle part (address and order items, total) can scroll up and down to see more information. 2. Express order: When the user clicks “Express order”, we will place this order directly, see UC08-15, and goes to the order status screen “order received”. See UC09-01, UC09-02, UC09-03. 3. Edit order: If the user clicks “Edit Order”, show cart page. Now the express cart turns to normal cart. See UC08-01 to UC08-15. |

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| Extend Scenario 1: - Not full location  When the user clicks Express order, if the browsing address is only a location, not a full address, show an Action Sheet Error  Header: Please confirm your address before placing your order.  Body:  Primary CTA: Confirm Address  Secondary CTA:  Primary CTA action: Clicking “Confirm address”, let the user enter the full address and continue to express order like this    Once the user clicks “Continue”, take him back to express cart summary page again.  If the customer does not have any payment methodShow “No Payment” in red, gray out the ”Place Order” button.  If the user exist at the step of address, and later on, he returns back, the express order items will not be in the user’s shopping cart. |
| Extend Scenario 2: ETA changes  When the user clicks Express order, recalculate delivery time. If the delivery time increased by 10 minutes or more, show:    If the user clicks “Yes, Place my order”, continue to place this order directly, see UC08-15, and go directly to the order status screen “order received”. See UC\*\*\*.  If the user clicks “Browse other restaurants”, delete the items from the express cart and return to browse page (home page). |
| Extend Scenario 3: Normal cart and express cart   1. If the user clicks other parts other than the express cart and goes back to browse page, and after he adds new menu items into the cart, we will show normal shopping cart bar not the express cart. The reorder items are not in the normal cart. 2. If the user clicks reorder for one order, with the express cart showing, he clicks other parts other than the express cart and goes back to browse page， and click “Reorder” of another order of the same restaurant, We only add the later order’s items to the express cart. 3. If there are already some items of this restaurant’s normal shopping cart, or another restaurant’s shopping cart, if the user clicks “Reorder”, and express order directly， after the order is placed successfully, the normal shopping cart will be cleared. See below. If in the express cart pop up, the user clicks “Edit order”, at this time, automatically clear normal cart without “Clear Cart”  hop up, even if the normal cart is with another restaurant. And express cart changes to normal cart. We do not show “clear cart” message because it’s not totally clear to a user why they would be getting that message. 4. .When someone places an order, either express or normal. We should clear the cart. It’s confusing to still have a cart after placing an order. The common behavior from users is to only place one order per night. There is not added value in keeping this cart. |
| Extend Scenario 4: - If any meal is unavailable. (and if the meal status is off, should be treated as unavailable).  In the express cart, if there are any items not available now, display them in gray-out mode with quantity=0, price=Not available. And the Total amount should also exclude their amount, their tax, their tip (if the tip is a percentage.). Clicking “Edit”, those unavailable items will not be shown in normal cart (order review) page. |
| Extend Scenario 5 –promotion  , For promotion, user can only click ‘edit’ to the normal cart to add promotion |
| Exception Scenario 1:  When the user clicks “Express Order”, if the item is a customizable item, and the item’s option has changed that it can’t be order now (such as: a new required option is added or a selected option value is deleted), this behavior is TBD. |
| Exception Scenario 2: OOS    When showing the express cart, follow the display logic in UC08-17 Cart & Checkout Inventory UI to show inline inventory shortage indicator if any inventory issue is found, “PLACE ORDER” will be disabled and user can only “EDIT” to go to Cart Page. |
|  |
| Exception Scenario 3– payment fails  If the user clicks “Place Order” and payment fails, stay on the same page with reorder hop up“”:  Header: There was an issue processing your card.  Body: Contact your bank or change your payment method.  Primary CTA: Change payment method  If user clicks “Change Payment Method” go to payment method list page. After user edit the payment method, go back Express cart page.  When close this Hop up, the user can click “Edit” to go to the cart. |

### UC03-04 Show “Track your order” in the browse page

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| UC03-04 Show “Track your order” in the browse page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.7 | Lisa | First version | | 1.1 | 2019.9.17 | Lisa | Update according to discussion. | | 1.2 | 2019.11.12 | Lisa | Update according to new design | | 1.3 | 2020.10.16 | Norbert | Update according to the new design | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  The customer has in progress order and goes to the home page(browse page). |
| Main Scenario:  When the user goes to the home page, if he has in progress order(s), that is, order status = ‘pending’, ‘In transit’, ‘In cooking’, ‘Food Ready’, show track your order bar (Pinned on the screen), showing: Line 1“Track your [Restaurant Nickname] order.” and Line 2 “Ready to EAT by [Estimated Delivery Time]” (if in the state of “Pairing you with a Wonder chef”, no need to display Line 2 because there is no ETA yet.) or “Track your orders”. If order status=”Delivered”, do not show this bar.  This bar should be pinned on the screen.  ()This bar needn’t refresh frequently. We only refresh it 1) When the user re-enter the home page. 2) After the user close or finish the order review.  The reason is: the number will only change in these situations: 1) An order is delivered for 10 minutes. At that time, we will pop up the order review page. After the user close or finish the order review, we should refresh it. 2) An order is canceled. When an order is canceled by the user, he should re-enter the home page. If it is canceled by FTI, we might push some page to let user confirm or something and the user will reenter the home page.    When the user clicks it, if there is multiple in progress order, goes to order history page. Else, show In-Progress order, see UC09-03 to UC09-07. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC03-05 "Dinner Rush” restaurants

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| UC03-05 “Dinner Rush” restaurants in restaurant list |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.1.16 | Lisa | First version | | 1.1 | 2020.8.17 | Lisa | Notify me for “Dinner Ruch” restaurants | | 1.2 | 2021.2.26 | Norbert | Dinner rush condition change | |  |  |  |  | |  |  |  |  | |
| Prototype: <https://www.figma.com/file/XJFcq3WRl8mIz07clz5buf/On-demand-Capacity?node-id=211%3A3907> |
| Stakeholder: Customer or visitor |
| Pre-Condition:   1. Customers/Visitors go to browse page. 2. In fleet management system, we set at least 1 day’s shift in advance. For example, today is 1/16, we should set 1/17’s shifts’ schedule information. |
| Main Scenario:  At a giving time, there might be multiple truck sessions with one restaurant. A restaurants’ status is an aggregation status of all the trucks serving the restaurant. It is determined by the multiple truck sessions’ condition as:   |  |  | | --- | --- | | Restaurant status | Truck session condition | | Available | At least one truck session with this restaurant is available | | Dinner Rush  (Originally, be back soon) | All truck sessions with this restaurant are not available,  Truck session end time not reached yet  At least one truck session could be back in this shift | | Closed for tonight  (Originally, be back soon, or not showing) | All truck sessions with this restaurant are not available,  Truck session end time not reached yet  The restaurant is offline for the rest of the shift | | Opening soon | No any truck session scheduled for current time. Truck session scheduled for later today or tomorrow. |   For Dinner Rush or Closed for tonight, the condition is as following  Precondition: Truck Session with this restaurant has started and hasn’t ended   |  |  | | --- | --- | | Condition | Status | | truck session’s status is “OFF-DUTY” | Closed for tonight | | truck session’s status is “OFFLINE”, and it is an emergency offline | Closed for tonight | | truck session’s status is “OFFLINE”, and it is an normal offline with “expected duration” = “rest of shift” | Closed for tonight | | truck session’s status is “OFFLINE”, and it is soft offline, or it is normal offline with “expected duration” != “rest of shift” | Dinner Rush | | truck session is “ONLINE”, and outside x miles of customer or exceed SLA | Dinner Rush | | truck session is “PLANNED” | Dinner Rush |   Note1: If the truck’s available time exceeds the truck session end time, we should accept orders UP until the truck session end time and a dispatcher can always take the truck offline if the existing order queue starts to go too far past the end of shift.  Note 2: In restaurant detail page, or when user goes back to RLP, every 2 minutes, we will refresh automatically to show the most updated ETA. This also means, if the restaurant goes offline while users are browsing, we will show “Dinner Rush” or “Closed for tonight” accordingly.   1. When doing search, we should check if the user’s session address corresponding region has any on duty shift.    1. If no, get the nearest shift’s restaurant list and display “Restaurant closed” page. See UC03-08UC03-09. 2. If there is on duty shift, search out those available restaurants, see UC02-03. 3. For the restaurant which is scheduled in current shift, if for any reason, it is not in the available restaurant list, Here are two main cases:   1) “Dinner Rush” : the restaurant can return online for the rest of the shift  2) “Closed for tonight”: the restaurant is offline for the rest of the shift  For “Closed for tonight”, see UC03-07.   1. Available , Dish Rush, Closed for tonight are all showing under “all near by”. Sort Order: Available > Dinner Rush > Closed for Tonight. 2. If there are multiple “Dinner rush” cases, sort order by the most recent to go on pause (marked dinner rush) would show at the top. 3. For “Dinner Rush” restaurant, user can sign up to “Notify me”. This sign up is customer – restaurant - day level.   For example: Truck session A: 5:00-6:00, tuck session B: 5:00-9:00; truck session C: 6:30-9:00. They all serve the same restaurant. On 6:05. A and B are all offline, so customer click “Notify me”. On 6:30, C is online, we should notify the customer  Truck session D 10:00-14:00; E 17:00-20:00. On 13:30, customer click “Notify me”, on 19:00, the restaurant is offline (truck is soft/normal offline or exceed ETA) , we show it as confirmed “dinner rush”.  For next day, user should sign up again for the same restaurant.   1. If the customer hasn’t signed up for this dinner rush restaurant today, add dinner rush badge to the restaurant:     Header: Dinner Rush  Body: Orders will resume as soon as possible.  CTA: Notify Me   1. Clicking “Notify Me”, see extend scenario. The area inside the badge, but out of “Notify me” button, is not tapable. 2. Restaurant Detail Page / Item Detail Badge:  * Users can still click on an offline restaurant card and navigate to the RDP and browse the menu items * In restaurant detail page, show “Dinner Rush” in the position where we show ETA for available restaurant as:      * If user clicks into restaurant page as they scroll down to see menu items a sticky sign-up notification hops-up from the bottom. This stays sticky at bottom of device while the user navigates through the menu items and item detail pages. * Dinner rush badge has a drop shadow * The badge is also sticky if a user clicks on a menu item and navigates to the item detail page. The badge should cover up the “add to order” CTA |
| Extend Scenario1: Automatically set a truck session offline and back to online   1. In ETA configuration, add two more parameters:   Offline Waiting time  Back Online Waiting time     1. There should be a job to check each online truck session. If the truck session’s waiting time > 1st parameter, automatically set the truck session’s status to “OFFLINE”, with offline type “soft-offline”. So that it will not be shown in the available list in restaurant listing page. 2. Command center can see that this truck session’s status is OFFLINE, offline type is “soft-offline”. User can change it back to ONLINE. 3. There should be another job (or the same job) to check each soft-offline truck session (status = “OFFLINE”, offline type “soft-offline”). If the truck session’s waiting time< 2nd parameter, automatically set it back to “ONLINE”.   Here I would like to still use the status of “OFFLINE” so that it will NOT affect many other places where we check the status. But we should know the type or reason of this kind of OFFLINE to distinguish it from normal offline and emergency offline. |
| Extend Scenario2: Sign up “Notify me”   1. If the user has allowed push notifications for Wonder APP, after the user taps “notify me” we should:  * enroll them in push notifications for that restaurant for today * display the following interstitial confirmation that they enrolled (2000 milliseconds/2 seconds) with:   Check icon  Copy: You’re all set. We’ll send a notification when orders resume.    Interstitial page Sign-up view   1. After sign up and as user continues to browse they see the confirmation that they will be notified. This stays the sign-up view state until restaurant resumes taking orders when it will hide, or closes for night which shows card message.   Signed Up Badge:   * Check icon * Header: Dinner rush * Body: We’ll notify you when orders resume.  1. Sign up in restaurant detail page/ meal detail page :   In restaurant detail page or meal detail page, if the user is unenrolled for this restaurant this day yet, similar to RLP page, user can sign up in this page.     1. Edge Case: if user has denied or disabled push notifications in their iOS / Android phone settings for the Wonder App, when tapping notify me a modal appears prompting them to go to their device settings and enable.   Modal:   * + Header: Allow push notifications   + Body: To enable notifications, please go to your device settings and allow push notifications.   + Primary CTA: Go To Settings   + Secondary CTA: Cancel   + Links to settings, as well as cancel or X to close   + If user clicks “Cancel” or X, the badge should still be the unenrolled mode. If user clicks “Go to Settings”, show the device setting page, when he back, he should still click “Notify me” to enroll. |
| Extend Scenario3: All Restaurants in Dinner Rush   1. If all “Near By” restaurants are in Dinner Rush, add message zone at the top of the restaurant listing page:  * Header: Extremely High Demand * Body: All restaurants are experiencing long wait times. Orders will resume as soon as possible. Sorry for the inconvenience.      1. Each restaurant has a dinner rush badge. Users can sign up for one or more restaurant notifications |
| Exception Scenario: |
| Notes:  In browser page, if one restaurant is totally out of stock (it will be rarely happened), the driver will set the truck’s status to be offline. So in restaurant list page, we don’t need to check the inventory. |
| Q/A: |

### UC03-06 Send notification for "Dinner Rush” restaurants

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| UC03-06 Send notification for “Dinner Rush” restaurants |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.8.17 | Lisa | Send notification for “Dinner Rush” restaurants | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Prototype: <https://www.figma.com/file/XJFcq3WRl8mIz07clz5buf/On-demand-Capacity?node-id=211%3A3907> |
| Stakeholder: Customer or visitor, system job |
| Pre-Condition:   1. Customers/Visitors has signed up for notification of dinner rush restaurant.. |
| Main Scenario: Send notification   1. Sign up is customer – restaurant -day level. So we kind of have such sign up information:  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Restaurant | Day | UserID /Visitor ID | Signed up time | Send notification time | Notification type | | Restaurant A | 9/5 | 1 | 18:20 | 19:00 | avail | | Restaurant A | 9/5 | 2 | 18:22 |  |  | | Restaurant A | 9/5 | 3 | 18:30 |  |  | | Restaurant A | 9/5 | 1 | 18:20 |  |  | |  |  |  |  |  |  |  1. Set a job which runs every X minutes(This is configurable), it will do the following:   Check the signup table group by restaurant to get all the restaurants which has at least one record without send notification time.   1. For each restaurant from above, check all its truck sessions of today, if all truck session status are “Off-Duty”, meaning the restaurant is closed for tonight, send all customers enrolled in this restaurant a notification:  * If there are other restaurants available:   “Unfortunately [Restaurant] won’t resume orders tonight. Tap to browse other restaurants.”   * If there are NO other restaurants available:   “Unfortunately [Restaurant] is booked for tonight and won’t resume orders.”     * Record send notification time and notification type (Restaurant closed)  1. If the restaurant has at least one truck session’s status is “Online”, meaning that this restaurant could be available for some customers, check this restaurant’s sign up records which does not have “send notification time” yet order by sign up time. Get the first customer for whom this restaurant is available. Send notification to the first customer only. The next customer could receive only next time when the job is run again to make sure there is time interval between different customers receiving the message.  * “Good news! [Restaurant] is taking new orders. Tap to start your order.”      * Record send notification time and notification type (Restaurant resumed)   For example, we have customer 1, 2, 3 order by sign up time. From Customer 1’s point of view, the restaurant is still “dish rush” because the restaurant’s ETA breaches. From Customer 2 and 3’s point of view, the restaurant is available, then for this time, we only send notification to customer 2.  After X minutes, when the job run again, we will check customer 1 and 3 again with the same logic. |
| Exception Scenario: User returns to order enrolling in notifications and restaurant is not available again   1. Edge Case: User returns to order enrolling in notifications and restaurant is not available again 2. In this edge-case a user signed up, received a notification and by the time they came back to order it has gone to pause again due to demand.   In this case,   * Show the badge of “We’re so sorry”. Condition of showing “We’re so sorry”: a) the customer signs up. b) We have sent him notification of availability c) The customer browses this restaurant again and the restaurant is dish rush again.      * User stays on sign-up list and will get push notification when resumes orders. Meaning that, in this case, we should check if the customer has any sign up record without “send notification time”, if no, add sign up information for this customer again with the sign-up time is still his original sign-up time. so that next time when the restaurant back to online, he can receive the message again. |
| Exception: Do not send notification if order placed  When send either online or closed notification, we should check if the user has any order placed after sign-up time whose restaurant is the signed -up restaurant and status is not cancelled. If yes, do not send notification to him/her. As the user already place order after sign up, we think he/she might do not want to receive the information. |
| Notes:  In browser page, if one restaurant is totally out of stock (it will be rarely happened), the driver will set the truck’s status to be offline. So in restaurant list page, we don’t need to check the inventory. |
| Q/A: |

### UC03-07 Display "Closed for tonight” restaurants

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| UC03-07 Display “Closed for tonight” restaurants in restaurant list |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.8.17 | Lisa | First version & otheres | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Prototype:  <https://www.figma.com/file/XJFcq3WRl8mIz07clz5buf/On-demand-Capacity?node-id=935%3A305> |
| Pre-Condition:   1. Customers/Visitors go to browse page. 2. The restaurants are in “Closed for tonight” bucket. See UC03-05 |
| Main Scenario:   1. According to the logic listed in UC03-05, if the restaurant is in “Closed for tonight” status, show it as:      1. “Closed for tonight” restaurant should list after “Dinner Rush”. Sort Order: Available > Dinner Rush > Closed for Tonight. 2. The restaurants can display in the order: Most recent restaurant to be marked closed for the night 3. Restaurant stays marked as closed for tonight until the end of the shift if truck status is not changed. After the shift ends, if there a shift scheduled tomorrow, move to open soon section. If there is not a shift scheduled tomorrow, remove from RLP 4. Restaurant detail page:  * Show “Closed for tonight” on the extra large image (on the header) * Closed message in sticky card  1. Meal detail page: Show closed message in sticky card. |

### UC03-08 Display "Opening soon” restaurants in restaurant list

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| UC03-08 Display “Opening soon” restaurants in restaurant list |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.2 | 2020.1.16 | Lisa | First version & others | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:   1. Customers/Visitors go to browse page. 2. In fleet management system, we set at least 1 day’s shift in advance. For example, today is 1/16, we should set 1/17’s shifts’ schedule information. |
| Main Scenario:   1. When doing search, we should check if the user’s session address corresponding region has any on duty shift.   If no, get the nearest shift’s restaurant list and display Restaurant closed page. See UC03-08UC03-09.   1. Besides available restaurants and “Be back soon” restaurants, get the today and tomorrow’s future shift’s restaurant list as “Opening soon” list. In this list, do not list those restaurants which are already in available list or be back soon list. In this list, each restaurant should only list once with the earlier opening time. The list is order by opening time. 2. The “Opening Soon” section has such information:   1) Opening Soon (restaurant quantity) title  2) Restaurant:   * Restaurant name * Cuisine Type * Price rate * Open at time.   + 1. If the time is today, show as Open at hour:minute am/pm, such as 4:00pm, 4:30pm.     2. If the time is tomorrow, see below table:  |  |  |  |  | | --- | --- | --- | --- | |  | condition | Display as | example | | today’s opening soon |  | Exact time | Opens at 4:00pm  Opens at 10:30am | | Tomorrow’s  Opening soon | If opening time is tomorrow | tomorrow | Opens tomorrow |   Opens time display table     1. After Open soon, we should still show restaurant list ads if there is any. 2. Clicking Restaurant section, goes to restaurant detail page, for “opening soon” case, show “Open at \*\*\*” information:     The estimate delivery time changes to “Opens at \*\*\*“” The display rule is the same as the above ‘Opens time display table’ ,  For “Be back soon” case, show “Be back soon”.   1. For “Opening soon” case, we should show open time banner on the restaurant page. Banner should be pinned to screen where **VIEW ORDER** banner typically displays at bottom of page. That is, even if there is any item in the cart, we do not show cart banner for “Opening soon” restaurant, show open time banner.   Text should display:  if opening in current day: “Opens at [Time]”  if opening in next day: “Opens tomorrow at [Time]”     1. For “Opening soon”case, in the Meal detail page of a closed restaurant, when the user clicks “ADD TO ORDER”. Pop up error message:  * If now there is any available restaurants, “{restaurant name} will start taking orders at {open time}. Come back later or search our other restaurants.” Here, if the open time is tomorrow, show as at 8am tomorrow. * Else, ““{restaurant name} will start taking orders at {open time}. Come back later.”   Clicking “Got it” will close this hop up.     1. For “Be back soon” case, in the Meal detail page, when the user clicks “ADD TO ORDER”. Pop up error message:  * “{restaurant name} is temporarily unavailable. Come back later or search our other restaurants.” |
| Extend Scenario:  TBD: Later on, the opening time might change according to the device’s time zone. |
| Exception Scenario: |
| Notes:  In browser page, if one restaurant is totally out of stock (it will be rarely happened), the driver will set the truck’s status to be offline. So in restaurant list page, we don’t need to check the inventory. |
| Q/A: |

### UC03-09 Restaurant closed browse page

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| UC03-09 Restaurant closed browse page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.1.16 | Lisa | First version | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer/Visitor |
| Pre-Condition:   1. Customers go to page 2. It is not on duty time |
| Main Scenario:  Figma：<https://www.figma.com/file/DaXKmgnM80oxUoIHM18sWS/Returning-User-Browse-12.20.19?node-id=20%3A0>   1. When doing search in visitor/customer’s browse page, we should check if the user’s session address corresponding region has any on duty shift. If no, get today and tomorrow’s shifts’ restaurant list and display this “Be back soon” page. 2. This page includes:  * “Be back soon” sections * Opening soon (qty)  1. Restaurant list. This is the same as the “coming soon” list in UC03-05 “Be back soon” section:   If system time is later than today’s last shift’s close time and earlier than 6am, show this section with the moon and cloud image. Else, do not show the moon and cloud image.     1. Clicking restaurant section’s behavior is the same as UC03-05. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Restaurant detail page (Menu detail page, Menu page)

## Features

### Reservations

See Reservations [PRD](https://foodtruckinc.sharepoint.com/:w:/s/Product/EX9si_JLJuJNugANndcIjlEB_5w8BIDqKCLbl8LC-gRC6w?e=VtNaGa&CID=A61402F0-C467-4788-A809-A1FADF8315C6&wdLOR=cDAB0263F-A6E8-429A-BC63-F6EB6686AFE1).

Figma Design File [here](https://www.figma.com/file/W5AhjNFY0VbBbrsi7L68qD/Reserve-Function?node-id=60%3A25).

**Overall function:**

When a user adds the first item, we will let user choose to “reserve the restaurant” for them. After the restaurant is reserved, the reservation hold time starts, and a user can build their cart and checkout. Once the reservation hold time elapses, the customer is notified that the reservation has elapsed and the customer is effectively sent to the back of the queue and provided a new SLA.

A reservation from our system’s perspective is create a pending assignment for a truck without cart items, thus it will affect this truck’s available time. When the reservation has elapsed, the reservation is abandoned, in the back end, we will cancel the pending assignment.

**Related Use Cases:**

* UC04-09 Reservations – Reserve and Reserved status displaying
* UC04-10 Reservations – No reservation status displaying
* UC04-10 Reservations – Elapsed, Cancel and Change reservation
* UC04-12 Reservations – New users, Exceptions

## Use Cases

### UC04-01 Menu detail page -restaurant section

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| UC04-01 Menu detail page -restaurant section |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.7 | Lisa | First version | | 1.1 | 2020.3.6 | Lisa | About Restaurant Link Banner | | 1.2 | 2020.7.8 | Nancy | Add Restaurant Nickname | | 1.3 | 2020.11.20 | Norbert | New design | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:  Customer or visitor clicks the restaurant and goes to the menu detail page |
| Main Scenario:  In the top bar of the menu detail page, there are:   1. >: Click this will goes back to the last page. 2. Show the restaurant section. 3. If the restaurant doesn’t have upload the extra large image show the normal restaurant section. This is similar to the restaurant list (display restaurant name line 1 and line 2 separately in 2 lines if line 1 or line 2 is configured in Merch Tool).     Besides the estimate time, display dietary icons if the restaurant has any, even if user did not select filters on browse page.   1. If the restaurant has cover image configured in BO, show cover image as following:     Large Card should display:   * Restaurant Name (display restaurant name line 1 and line 2 separately in 2 lines if line 1 or line 2 is configured in Merch Tool) * Cover Image * Long description (or Long Description line 1 / line 2 / line 3)  1. Display Restaurant’s Nickname on the Anchored header   If current restaurant name is “Au Cheval”, and the Nickname is “Au Chef”, show the nickname in the Anchored header section, if no nickname, show the restaurant name. |
| Extend Scenario: Refresh every 2 minutes  Every 2 minutes, we should refresh restaurant detail page so that it can show updated ETA or updated status (available or dinner rush). |
| Exception Scenario:  If all the meals are set off, show the blank default page, TBD |
| Notes:  Serving Hours Display Logic   * 1. Serving Hours will display for available, dinner rush and opening soon restaurants and will NOT display for closed for tonight restaurants.   2. Get the configuration for Meal Hours from FMT, e.g. Breakfast 5:00AM-11:00AM, Lunch 11:01AM-4:00PM, Dinner 4:01PM-11:59PM   3. Get all the currently active truck sessions (i.e. current time is within truck session start and end time, this can be either available or dinner rush restaurants) and future truck sessions (till tomorrow) with current restaurant:      1. If there is any active truck sessions or future truck sessions with this restaurant today, display “Today’s Hours” and display hours that are within each meal hour range based on all of today’s truck sessions’ start and end time.      2. If there is no active truck sessions or future truck sessions with this restaurant today, but there is future truck sessions tomorrow with this restaurant, display “Opens Tomorrow” and display hours that are within each meal hour range based on all of tomorrow’s truck sessions’ start and end time. * e.g. restaurant A has truck sessions on 1:00PM-2:00PM, 2:30PM-3:30PM, 5:00PM-8:00PM on 11/6, and also 3:00PM-8:00PM on 11/7.   Case 1: Now is 5:30PM 11/6, we will display as follows:  Today’s Hours  Lunch 1:00PM - 3:30PM  Dinner 5:00PM - 8:00PM  Case 2: Now is 9:00PM 11/6, we will display as follows:  Opens Tomorrow  Lunch 3:00PM - 4:00PM  Dinner 4:01PM - 8:00PM   * 1. If there is no active truck sessions or future truck sessions with this restaurant today and tomorrow, DO NOT display this “Serving Hours” on cover image. NOTE that this shouldn’t happen because we are not displaying such restaurant on RLP at all so there is no entry point for such use case. |
| Q/A: |

### UC04-02 Menu page – Recommendations and Chef’s picks for visitors

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| UC04-02 Menu page – Recommendations and Chef’s picks for visitors |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2019-2020 | Lisa | First version and other versions | | 2020.5.8 | Lisa | Do not show OOS items in chef’s picks | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: visitors |
| Pre-Condition:  visitor goes to menu detail page |
| Main Scenario:    Fig1 Chef’s picks   1. Chef’s picks   If there are chef’s picks (with options pre-selected) set for this restaurant, and the meal is available (If the meal status is off, should be treated as unavailable. If the meal is Out of Stock, it is unavailable), show them in this section.   1. Meal’s main picture (size: ?? \* ?? ) 2. Meal’s name 3. Meal’s description (show 2 rows at most, if the length is greater than 2 rows, show … at the end) 4. Price according to selected options. 5. Slide left and right can show other picks. 6. When the user clicks any parts of this section, goes to the meal’s detail page with options preselected. We do not show “add” icon anymore. 7. If there are dietary preference setting, show that dietary tag if the meal’s meet the dietary preference setting. If there isn’t a dietary preference setting, do not show any dietary tag even if the meal has dietary features setting.    1. Do not show “+” icon. All menu cards should be tappable and when clicked should go to full item page where users can add the item to their cart. |
| Extend Scenario:  When a menu item has 2 lines /1 line / no description, UI should look like:    See:  <https://www.figma.com/file/cQupJIdcIQHJqgHM12lDwj/Description-Variations?node-id=0%3A1> |
| Extend Scenario:2  If the meal is off, and we still in the page without refresh, click Chef’s pick items could go to the detail page, check if it available when user add to cart. |
| Exception Scenario: |
| Notes: |
| Q/A:  For recommendations and Chef’s picks, should we also show them to customers who haven’t had any order of this restaurant? TBD  ~~Question: if this meal in all this restaurant’s trucks is out of stock, show some “out of stock” icon.~~ |

### UC04-03 Menu page – Order Again

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| UC04-03 Menu page – Order Again |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019-2020 | Lisa | First version and other versions | | 1.1 | 2020.5.8 | Lisa | OOS situation | | 1.2 | 2020.6.2 | Nancy | Raw Foods Disclaimer | | 1.3 | 2020.6.23 | Nancy | Add the spicy indicator | | 1.4 | 2020.7.22 | Nancy | CTA Update – Add to Order | | 1.5 | 2020.7.23 | Nancy | Update the clear cart error message | | 1.6 | 2020.8.19 | Nancy | Drawer the hop up for the item with option | | 1.7 | 2020.12.11 | Norbert | Order Again Criteria change | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. The customer goes to the menu detail page 2. The customer has placed at least one order of this restaurant with status <> “Canceled” |
| Main Scenario:   1. **Show order again items**   Order Again section list the meals which meet these conditions (NOTE: we don’t consider customization, i.e. as long as the menu item is the same, we consider them the same meal):   1. In the customer’s orders of this restaurant with status<> “Canceled” & 2. The meal is available (status = active, and the meal is in any menu category. If the meal status is off, should be treated as unavailable. If the meal is Out of Stock, it is unavailable) & 3. List at most 6 meals (number can be configured) 4. Order by order times, price desc   Show the meals with:   1. Meal’s picture 2. + icon 3. Meal’s name (If it is too long, show …) 4. DO NOT display customization.   One meal shows only once. If one meal with a different set of options, it is considered the same meal.    Fig1 order again   1. **Clicks “+” icon** 2. When the user clicks the “+” icon of the meal, check:   If the shopping cart has other restaurant’s items, if yes, show this page:    Fig2 clear cart  Header: Start new order? Body: You can only order from one restaurant at a time. Are you sure you want to clear your order and start a new one? Primary CTA: Return to order Secondary CTA: Start New Order  If the user clicks “Return to Order”, return back to that restaurant’s menu detail page. Don’t add this meal to the cart.  If the user clicks “Start New Order” or the user’s cart don’t have other restaurant’s items, 1)If the menu item does not have options, show drawer hop-up. 2)Else, show menu detail page with options selected.   1. If the user has an active reservation of the cart, and he added item of another restaurant, check UC04-10 Reservations – Elapsed, Cancel and Change reservation. 2. Drawer hop up of the item:   Show as below with 1) Restaurant name, 2) big picture of the meal, other info that need to show keeps as same as item detail page.    Fig3 Menu Item hop-up  If the user clicks any part of the above section (except restaurant name), go to full item page (meal detail page with all the option selected as the stored customizations).  For items with options, we also display Item detail info directly with all the option selected on the hop up If the meal’s options have been updated, we should check if all options have been selected correctly according to the current option – option values’ settings and the mandatory options. If not, gray out “ADD TO ORDER”. The user should reselect options to make it clickable. Save the new options selected when user click “ADD TO ORDER”. If there is option not being selected correctly, the text “select one” or “select up to 2” under the option name should turn red if a user tries to click the “ADD TO ORDER” CTA and hasn’t made a required selection, see detail UC05-02.  When the user clicks “ADD TO ORDER”, add the meal to the shopping cart with options and close the drawer hop up, return to the menu page. Display an animation effect showing something flying from the “+” icon to shopping cart bar to indicate that item is added to the shopping cart. The bottom bar in menu page should update according to the newly added items. |
| Extend Scenario: Option value changes  If the item’s options/option values have changed since last order, in the item detail hop up page, we should show the most updated option values to let user select just like in meal detail page. If there is any mandatory option does not select, we show gray out the CTA just like the meal detail page.  After user clicks “Add to order”, we should record the current user selections. That is, if originally there is an option value and user selected it, now the option value is not existed any more, then after “Add to order”, this option value should be removed in cart. |
| Exception Scenario1:  If the meal is off, and we still in the page without refresh, click “+” not need to check the status, we only check when user click “ADD TO ORDER”. If unavailable pop up error message:” The meal is temporarily unavailable”, and refresh the page. |
| Exception Scenario2:  If the meal is OOS , and we still in the page without refresh, click “+” not need to check the status, we only check when user click “ADD TO ORDER”. If OOS, pop up error message, see details of UC05-03 Exception scenario2.  If the user clicks “ADD TO ORDER” multiple times in the hop up drawer, meaning the qty>1, we should check if the qty is greater than the item’s zone level max available qty, if yes, pop up error message, see details of UC05-03 Exception scenario2. |
| Notes: |
| Q/A: |

### UC04-04 Menu page- We think you’ll love

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| UC04-04 Menu page- We think you’ll love |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2019-2020 | Lisa | First version and other versions | | 2020.5.8 | Lisa | Do not show OOS items | |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. The customer goes to menu detail page, and: 2. If there are chef’s picks (with options pre-selected) set for this restaurant, and the item is available. |
| Main Scenario:  The section works the same as UC04-02 chef’s picks.    Remove the quick add button (“+” icon). All menu cards should be tappable and when clicked should go to full item page where users can add the item to their cart. |
| Extend Scenario:  When a menu item has 2 lines /1 line / no description, UI should looks like:    See:  <https://www.figma.com/file/cQupJIdcIQHJqgHM12lDwj/Description-Variations?node-id=0%3A1> |
| Exception Scenario:  If the meal is set off, and we still in the page without refresh, click “WE THINK YOU’LL LOVE” not need to check the status, we only check when user click “I’ll like it”. |
| Notes: |
| Q/A: |

### UC04-05 Menu page – Categories and meal list

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| UC04-05 Menu page – Categories and meal list |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-.1.4 | 2019-2020 | Lisa | First version and other versions | | 1.5 | 2020.5.9 | Lisa | OOS case | | 1.6 | 2020.6.4 | Nancy | Show a quantity badge on added item | | 1.7 | 2020.8.24 | Norbert | Popular indicator | | 1.8 | 2020.9.18 | Norbert | Spicy indicator | | 1.9 | 2020.11.6 | Norbert | Remove popular indicator | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:  Customer or visitor goes to menu detail page |
| Main Scenario:   1. **Categories:**   Show the restaurant’s Categories if there is at least one meal in it. Sort by the categories’ sort order. Slide left and right can see more categories. Restaurant menu filters should slide horizontally when scrolling reaches new category.  Note: A meal can be in multiple categories.    Fig1 categories and meal list   1. **Meal list**   List meals in different categories. Sort by meal’s sort order. Show meals which meet these conditions:   1. In the category. 2. Meal status is on 3. **Meal section:** 4. if this meal in all this restaurant’s trucks is out of stock, show “out of stock” icon. (TBD) 5. Name: show meal’s name, if the length is greater than 17(??), show … 6. Meal’s description (show 2 rows at most, if the length is greater than 2 rows, show … at the end): Short description in BO of this meal. 7. Basic price 8. Small picture ( size: ? \* ?) 9. Quantity badge: when an item has been added to cart, show a quantity badge on the menu item thumbnail.  * badge is displayed in the upper left hand corner of image thumbnail. * Text displays the quantity in cart. * background: Beet * text: Bright White * font: Basis Grotesque Pro Black 12 pt      1. When the user clicks other parts (instead of “add” icon) of this section, goes to the meal’s detail page 2. Show Dietary icons for meals if the meal has these features, even if user did not select filters on browse page. 3. Show a spicy indicator (pepper icon) on the right of dietary icons if the meal is spicy. |
| Extend Scenario:   1. **Menu item display**   When a menu item has 2 lines /1 line / no description, UI should looks like:    See:<https://www.figma.com/file/cQupJIdcIQHJqgHM12lDwj/Description-Variations?node-id=0%3A1> |
| Exception Scenario: OOS   1. If a meal is OOS, show it in gray as blow:     User should not be able to click on the menu item. |
| Notes: |
| Q/A: |

### UC04-06 Menu page – About the restaurant and about restaurant link banner

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| UC04-06 Menu page – About the restaurant and about restaurant link banner |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.3.6 | Lisa | About Restaurant Link Banner | | 1.1 | 2020.7.15 | Nancy | Decrease About Image Minimum | | 1.2 | 2020.11.20 | Norbert | New design | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:   1. Customer or visitor goes to the menu detail page 2. the restaurant has an introduction configured, |
| Main Scenario:   1. Show “About the restaurant” section. This section includes: 2. Restaurant name 3. Introduction 4. Pictures(size ? \*? ), number of “about picture” is at least 1 and at most 6, slide the screen left and right can see more pictures. If there is not any about picture configured, show the main picture of the restaurant. If there is only one picture, then there should not be a carousel in this section and the user should not be able to scroll.      1. Below about the restaurant section, display a button “GET TO KNOW [restaurant\_nickname]”. 2. Clicking it leads to restaurant “About Page”. See UC04-08. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC04-07 Menu page – Shopping cart Bar

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| UC04-07 Menu page – Shopping cart bar |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.8 | Lisa | First version | | 1.1 | 2019.12.16 | Lisa | Checkout revision | | 1.2 | 2020.7.21 | Nancy | CTA Update – View Order | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:  Customer or visitor goes to the menu detail page |
| Main Scenario:   1. **Shopping cart bottom bar** 2. The bottom bar pines on the bottom so that it will always be visible on the screen. Here the bottom bar shows information about the cart. 3. Quantity：The items’ total quantity in the shopping cart of this restaurant. 4. Subtotal (without tax and tip)      1. VIEW ORDER   If the user clicks “**VIEW ORDER**”, shows cart page, see UC08-01 to UC08-15. |
| Extend Scenario: |
| Exception Scenario:  For “Opening soon” restaurant, show Opens time banner instead of shopping cart bar. See UC03-05. |
| Notes: |
| Q&A: |

### UC04-08 Restaurant About page

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| UC04-08 Restaurant About page |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.3.6 | Lisa | First version | | 2020.7.8 | Nancy | Add Restaurant Nickname | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:  1. User clicks yellow banner in restaurant detail page |
| Main Scenario:   1. Clicking yellow banner, show restaurant “about page” 2. Restaurant about page is configured in BO.      1. Clicking “X” icon on the right up corner, redirects to restaurant detail page. 2. In the bottom of this page, there is a “View Menu” button. After the whole page have been show, pin the bottom on the page.      1. Clicking it goes back to restaurant detail page. 2. Display Restaurant’s Nickname on the Anchored header   If restaurant has Nickname, show the nickname in the Anchored header section of About page, if no nickname, show the restaurant name. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC04-09 Reservations – Reserve and Reserved status displaying

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| UC04-09 Reservations – Reserve and Reserved status displaying |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.8.27 | Lisa | First version | | 1.1 | 2020.12.11 | Lisa | Use Conservative Inventory Logic in Consumer APP. [CON-1238](https://wonder.atlassian.net/browse/CON-1238) | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. User does not have an active cart 2. The restaurant is available to order (not in offline status) 3. User adds first item to cart 4. The restaurant turns on reservation function |
| Prototype:  <https://www.figma.com/file/W5AhjNFY0VbBbrsi7L68qD/Reserve-Function?node-id=60%3A25> |
| Main Scenario:   1. IF user does not have an active cart (does not have a cart), and this restaurant turns on reservation function, when user clicks “add to order” on a menu item, after display add to cart animation as user returns back to the restaurant detail page, display reservation hop-up      1. Reservation Hop-Up:   Header: Reserve [Restaurant Nickname]  Body: You have 5 minutes to browse and place your order. Skip to open this reservation to other diners..  Primary CTA: Reserve  Secondary CTA: Skip   1. User clicks “Skip”, see UC04-10 2. User clicks “Reserve”, we should record the reservation information with status = “New”. Expire time = system time + 5 min. The reservation could have such information:  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  |  |  | New |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  |  | Create |  |  1. At the same time, call truck API to assign a truck for this reservation. For routing logic, please check truck related document. Basically, we don’t need to check inventory, instead, we only check that the truck session has restaurant of this reservation. After it is assigned successfully, update the truck’s available time and available location just the same as assign a customer order. Thus other customers viewing the browse pages will see updated ETA. 2. As assign a truck for the reservation is an asynchronous call in back end, in the UI, please display some animation until the result is returned or it is time out (time out: 30s). 3. If the reserve fails or time out, display a screen level error:   “Unfortunately, we weren’t able to reserve the restaurant. It may be unavailable or offline.”     1. When it is reserved successfully, display reservation banner at page which has “View order” banner with “Reserved” status. The reservation banner is sticky and displayed above View Order banner. Also display ETA with a lock icon on restaurant card and RDP page.  * Copy: Reserved for X minutes * CTA: Cancel * Banner updates every minute with the remaining hold time: 5 minutes, 4 minutes, 3 minutes etc. remaining hold time = expire time – system time, round up to 1 minute. When it reduces to 1 minute, display as 0:59, 0:58 without “minutes”, such as: Reserved for 0:34.        1. Reservation banner also displays in cart summary page as above. 2. At 2 minutes remaining display yellow tooltip:   Copy: Place your order soon  The reserve bar also changes to “You have 2 minutes left”, “2 minutes” font turns red  This tool tip and the red fond will disappear in 3 seconds, the text of reserve bar should also be changes back to “Reserved for 2 minutes”  This only shows once.  This change (tooltip and change of reserve bar’s text) only apply to those pages with shopping banner and cart page. If at 2 minutes remaining, the page is not those pages with shopping bar (View Order Bar) nor cart page, such as order history page, then we will not show the tooltip as we don’t show the reservation bar in those pages.    In meal detail page, at 2 minutes remaining, we should also display an alert: “You have **2 minutes** to place your order. ” This should also disappear after 2.5 seconds. User can click “X” icon to close it before it disappears.  This notification should display even if the user is on another restaurants detail page.     1. In reserved status, hide the popularity banner for both restaurant detail page and cart page. |
| Extend Scenario1: ETA for reserved restaurant   1. If the user reserves a restaurant, the ETA for this customer this restaurant should be determined by the position in this truck’s assignment queue. That is, in browse page,   A truck's ETA = the truck's available time + PP (Pre-route Prep Time)  + T (travel duration) + DB (Consumer APP Drive Buffer time)  Here, the truck’s available time should be finish time of the assignment ahead of this reservation’s pending assignment. Travel duration should be the duration from ahead assignment’s destination to reservation’s destination.  For example, the pending assignment is assigned to truck session A. Truck session A has 2 unfinished assignments: order 1’s customer assignment, this reservation’s pending assignment. Then, the truck’s available time is order 1’s finish time, not this pending assignment’s finish time. The travel duration is the time from order 1’s destination to the reservation’s address.  Similarly, in checkout page, the user with active reservation’s ETA is also determined by the position of the pending assignment.   1. For the restaurant the user does not have an active reservation, while calculation ETA, the method does not change. Meaning, the truck’s available time is the last assignment’s finish time (or current time), etc. 2. If the restaurant status changes to “Dinner Rush”, for the customer who has active reservation of this restaurant, we should treat this restaurant as available to him. That means, we should not show any “Dinner Rush” related information to this customer. The user can still place order for this restaurant within its reservation hold time.   If he does not place order within hold time, we will refresh all related pages showing “Dinner Rush” related information.   1. Note, in express order hopup, if the user has an active reservation, the ETA should also use this reservation’s position to calculate. |
| Extend Scenario2: Place order before reservation elapses   1. If the user reserves a restaurant, and he places an order of this restaurant before reservation elapses, we will use the existing pending assignment to be the order’s assignment, do needed updates, such as, recalculate ETA according to order items, etc. Meaning, we will not reassign the order to make sure the position in the queue is kind of kept. 2. When order is placed, update the reservation’s status to “Converted”, meaning it is converted to order. Add a reservation tracking history accordingly.  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:35 | Converted |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Converted |  |  1. Note, in express order hopup page’s :”Place Order”, if the user has an active reservation for this restaurant, like normal check out page’s place order, we should also use the existing pending assignment to be the order’s assignment. |
| Extend Scenario1: Empty cart with active reservation   1. When a user has an active reservation but clears their cart we should continue to display the reserved state banner only on THAT restaurant’s detail page.     Reserved banner displays with the remaining time and “cancel” CTA, just as what we display when the cart is not empty.  Order banner displays below reserved banner.   * + Item count = 0   + Copy = “Order Empty”   + Price = $0.00  1. For empty cart, even there is an active reservation, we should not show the order empty bar and reservation banner in RLP and IDP, or the RDP of another restaurant. 2. For empty cart, if the customer does not have an active reservation, we should not show the order empty banner and reservation banner in RDP of any restaurant. |
| Extend Scenario2: - Click “Edit” in Express order will inherit existing reservation   1. If a user has an existing reservation with restaurant A and then converts an express cart for restaurant A into a normal cart, we should keep the existing reservation. |
| Extend Scenario3: - Conservative inventory for reservations   1. If a user has an active reservation, and in the configuration, conservative inventory is selected, then we use conservative inventory to control how much the customer can add to cart and place order. 2. Conservative inventory: get the assigned SKV + ROAR’s inventory as its available quantity, instead of zone max. |
| Exception Scenario: |
| Notes:  ***Example Scenarios:***    ***Scenario A Single User - No cart conflict***   * User A browsing Barrio. Adds an item to cart. * No other users with active carts for Barrio     ***Scenario A Desired Outcome***   * First In: User A * User A is prompted to reserve a truck, reservation hold time starts * SLAs update for any subsequent users that enter and browse Barrio     ***Scenario B  - Multi User – No cart conflict***   * User A browsing Barrio but has not yet added any cart items * User B enters, browses Barrio, and adds an item to cart.     ***Scenario B Desired Outcome***   * First In: User B * User B: when adding first item to cart, prompted reserve, reservation hold time starts * User A: SLA increases for User A when user B starts their cart and makes a reservation, if the restaurant is still available, user A can also add an item to their cart and reserve a spot     ***Scenario C  - Multi User  - Cart Conflict***   * User A browsing Barrio. Adds an item to cart. * User B enters after A starts their cart and placed an express order.     ***Scenario C Desired Outcome***   * First In: User A * User A: when adding first item to cart, prompted to create a reservation, reservation hold time starts * User B: User B sees updated SLA since User A has a reservation. User B isn’t prompted to reserve but placing express order guarantees a spot behind user A. (locked reservation) * Note: In this scenario we will have a pending order from User A and a placed order from User B. User A still has priority in fulfillment until the hold time elapses for their reservation.       ***Scenario D  - Multi User  - Elapsed Reservation***   * User A browsing Barrio. Adds an item to cart. * User B enters 3 minutes later and adds an item to their cart. * User A doesn’t complete their cart in the reservation hold time     ***Scenario D Desired Outcome***   * First In: User A * User A: when adding first item to cart prompted to reserve * User B: when enters, SLA is already updated from User A’s reservation. User B is prompted to reserved when adding first item to cart. * User A: Notified that reservation has elapsed and SLA will increase * User B: See SLA decreased in RLP and RDP, etc.       ***Scenario E  - Single User  - Elapsed Reservation***   * User A browsing Barrio. Adds an item to cart. * User A doesn’t complete their cart in the reservation hold time * No one else has started a reservation     ***Scenario E Desired Outcome***   * First In: User A * User A: when adding first item to cart prompted to reserve * User A: Notified that reservation has elapsed, **prompted to extend reservation?**     ***Scenario F – Inactive Cart***   * 5pm User A start a cart with Barrio and makes a reservation * User A ends the session and doesn’t complete the order * 7pm User A returns to the app and the items from Barrio are still in cart     ***Scenario F Desired Outcome***   * At 5pm when the reservation is abandoned, User A loses reserved spot in line * At 7pm when User A returns, as cart has items without a reservation   + Show Delayed Reserve banner as above |
| Q/A: |

### UC04-10 Reservations – Not reserve status displaying

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| UC04-10 Reservations – Not reserve |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.8.27 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. User has been prompted to start a reservation (see UC04-09 ) and clicks “maybe later”   Or  User has any item in his cart without an active reservation  And:   1. The restaurant turns on reservation function |
| Prototype:  <https://www.figma.com/file/W5AhjNFY0VbBbrsi7L68qD/Reserve-Function?node-id=60%3A25> |
| Main Scenario:   1. If user has any item in his cart without an active reservation, display the reservation bar with NO-reservation status above the “View Order” banner.   Copy :  Reserve this restaurant”.  CTA: Reserve. Clicking it follow the reserve flow. See UC04-09.     1. If this is shown after: user has been prompted to start a reservation and clicks “Skip”, show the yellow tooltip: “Other diners are hungry. Wait times may change.” This tooltip should disappear after several seconds. This tooltip only shows once. 2. If it is in restaurant detail page, we should show “popularity banner” if the condition of showing it meets. 3. Similarly, if user has any item in his cart without an active reservation, in cart page, display a reserve banner as above.   Body: Reserve this restaurant. Wait times may change.  CTA: Reserve.   1. In cart page, as long as reservation function is turn on, do NOT show “popularity banner” even if the condition of showing it meets. If reservation function is turn off, show “popularity banner” according to its logic. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC04-11 Reservations – Elapsed, Cancel and Change Reservation

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| UC04-10 Reservations – Elapsed, Cancel and Change reservation |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.9.2 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. The customer has an active reservation |
| Prototype: |
| Main Scenario: Elapsed Reservation   1. We hold a reservation for the configurable reservation hold time. Once the hold time elapses, display the following Elapsed Banner: 2. “Your reservation for [restaurant nick name] has ended. You can still place your order for this restaurant. 3. Notification will appear whatever page the user is on (including checkout page). 4. Notification will appear for 3s then disappear. User can click “X” to close it before it disappears.      1. If this page has cart banner, show the reservation bar as “Reservation time is up.” After 3 seconds, it will change back to No-reservation kind of reservation bar so that user can reserve again. 2. In cart page, if the hold time elapses, show notification for 3 seconds. After that, display the following reservation Banner:      1. In checkout page, add 1 minute buffer time of the hold time. Meaning, if the user first time goes into checkout page, we add one more minute to the hold time.  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status | |  |  |  |  | 11:30 | 11:36 | Updated |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:34 | Add checkout buffer |  |   For example, suppose hold time is 5 minutes.   * Case1: After 4:30, user goes to checkout page, now the expiration time is 6 minutes. when it is now 5:10, we still not expire the reservation. If at this time, user goes back to cart page, it will not be expired until 6:00. If on 5:30, he goes to checkout page again, this time, we will not update the hold time as we already added 1 minutes to it.  1. When reservation elapses, call truck service to cancel this pending assignment. Thus, the truck’s available time, available address will be updated accordingly. 2. When reservation elapses, update the reservation’s status to “Elapsed”, meaning it is expired before placing an order. Add a reservation tracking history accordingly.  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status | |  |  |  |  | 11:30 | 11:35 | Elapsed |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:35 | Elapsed |  | |
| Main Scenario2: Cancel Reservation   1. User has an active reservation with a restaurant, when he clicks “cancel” in the reservation banner, display release reservation hop up:  * Header: Cancel Reservation * Body: Canceling your reservation may change your arrival time. Are you sure you want to cancel? * Primary CTA: Keep reservation. Clicking it closes hop up * Secondary CTA: Cancel Reservation. Clicking it, cancels reservation.      1. When user clicks “Cancel Reservation”, call truck service to cancel this pending assignment. Thus, the truck’s available time, available address will be updated accordingly. 2. After the reservation is cancelled, we will show as NO reservation’s status. See UC04-10. 3. When reservation is cancelled, update the reservation’s status to “Cancelled”, meaning it is cancelled before placing an order. Add a reservation tracking history accordingly.  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:35 | Cancelled |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Cancel |  | |
| Extend Scenario: Change Reservation   1. Precondition: user has a reservation with restaurant A. User adds an item from restaurant B to their cart. Restaurant B turns on reservation function. Display the following error message:  * Header: Are you sure? * Body: Starting a new order will cancel your current reservation.? * Primary CTA: Start New Reservation   If user clicks, cancel the reservation with restaurant A and start reservation with restaurant B. See related cases.   * Secondary CTA: Return to previous   return to restaurant A menu page   1. For the existing reservation, record tracking history:  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:35 | Cancelled |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Change reservation |  |  1. If the user does not have a reservation, when he adds an item from another restaurant (B), no matter if B turns on/off reservation function, the error message keeps unchanged. See UC04-03. If restaurant B turns on reservation function, hop up the reservation warning after user clicks “Start new order” to let user start the reservation. 2. This should apply to any place where user can add an item to cart. Such as: Order again, meal detail page – add to cart, etc. |
| Extend Scenario: - Change address   1. When user has an existing reservation, and he user updates address to a new address (meaning: the location part is changed), hop up the following message:     Header: Are you sure?  Body: Changing your address will also change your arrival time. Are you sure you want to continue?  Primary CTA: Change address  Secondary CTA: Cancel   1. Clicking “Cancel” return back without changing the address 2. Clicking “Change address”, change the address, cancel the existing reservation. Record reservation tracking:  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:35 | Cancelled |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Change address |  | |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC04-12 Reservations – New users, Exceptions

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| UC04-12 Reservations – New users, Exceptions |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.9.2 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   * 1. Reservation is turn on |
| Prototype: |
| Main Scenario: New Users   1. If a visitor has an active reservation, when he clicks “Continue to checkout” in cart page, we will redirect him to account creation flow. At this time, add “New User buffer time” to this reservation’s hold time.      1. Add a tracking history of this reservation  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:38 | Updated |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Add new user Buffer |  |  1. We only add the new user buffer time once for a reservation. Meaning, when user goes to account creation page, we add buffer to its reservation. Then the user goes back to cart page, and then goes to account creation page again, this time we will not add buffer to the reservation as we have already added. 2. If the user does not go to account creation page from checkout, but from account drawer’s “Create Account” or Login page’s “Get started”, we should also add buffer to his active reservation. |
| Extend Scenario: User logout to clear reservation   1. When user logs out, if he has an active reservation, cancel this reservation. |
| Extend Scenario: User login to a customer account to clear the customer’s reservation   1. When user logs in, if the logged in customer has an active reservation, cancel this reservation, but keep the visitor’s reservation. Because when user logs in, we will use the visitor’s session address and the session address, and reservation are closely linked to an address. |
| Exception Scenario1: Truck emergency turn off   1. If a reservation is cancelled by truck service because of emergency offline or something, we should show an hopup error message to user no matter what page the customer is now in      1. Record reservation tracking  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Reservation ID | User ID/Visitor ID | Cart ID | Restaurant | Create time | Expire time | Status |  | |  |  |  |  | 11:30 | 11:35 | Terminated |  |   Record reservation tracking history.   |  |  |  |  | | --- | --- | --- | --- | | Reservation ID | Create time | Operation | Create by | |  | 11:30 | Create |  | |  | 11:33 | Terminated by Truck service |  | |
| Exception Scenario1: Payment fails  After customer places an order, if payment fails, requirement is:   * When customer clicks place order, create the order first * Do the payment * If payment is success, create fulfillment with this pending assignment, set the reservation’s status as “Converted” * If payment fails, we still create a new cart with all the items. At this time, connect the reservation with the new cart so that the customer still has the reservation. After the customer changes the payment and places order again, we will still do in these steps:   create order -> payment -> create fulfillment with the pending assignment (if the reservation hasn’t expired yet)   In this way, the customer will not “lose their spot inline”.  If the reservation expires before user places order again, we will follow the current behavior of reservation expiration. |
| Q/A: |

### UC04-13 Menu page – Inventory UI

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| UC04-13 Menu page – Inventory UI |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.10.16 | Norbert | First version | |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customer gets into RDP. |
| Main Scenario:  Figma: <https://www.figma.com/file/PkaHHGSWMbSwerowau6Nn5/Inventory-UI?node-id=183%3A45>   * 1. Menu Item SOLD OUT     There are 2 conditions that will mark a menu item as “SOLD OUT”.   * Menu item out of stock * If menu item has Mandatory Choice option values, “the # of Mandatory Choice option values that are NOT out of stock” < “the # of minimum choices of this Mandatory Choice option” |
| Extended Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Meal detail page

## Features

### Bundling

See PRD here: <https://wonder.atlassian.net/wiki/spaces/TECHXIAMEN/pages/1219821585/Bundling>

See RA doc here:

<https://wonder.atlassian.net/wiki/spaces/T/pages/1254953578/Bundling+-+>RA

Prototype for consumer App:

https://www.figma.com/file/94I4smHGuq1HGiJ5mIWViv/Bundling?node-id=1%3A1917

## Use cases

### UC05-01 Meal detail page

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| UC05-01 Meal Detail page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 – 2.0 | 2019-2020 | Lisa, Nancy | First version and other versions | | 2.1 | 2020.9.1 | Norbert | Qty inventory check change | | 2.2 | 2020.12.29 | Norbert | Dynamic allergens and BYO option | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or Visitor |
| Pre-Condition:  User goes to meal detail page. |
| Main Scenario:   1. **Meal details** 2. “Return”button. When clicked and if it returns to RDP, RDP will reflect the latest inventory status for this meal. 3. Meal’s main images(size:375\*210 )：Support a carousel of up to 3 images for the meal detail. If there are more than 2 images for the meal, show carousel for it so that user can swipe to see different images. If there is only one image, don’t show carousel. 4. Meal’s name 5. Meal’s description: Long description in BO of this meal. 6. Meal’s price. When the meal’s option is not selected, the price is basic price, when the option is selected, the price = basic price + option’s price 7. Dietary tags if the meal has these dietary features, even if user did not select filters on browse page. 8. Spicy Indicator. If the meal has been tagged as spicy in the back office, display a pepper next to price when there’s no dietary tag, and if there are dietary tags, the pepper shows next to the end of all dietary tags. Regardless of the spicy level set in the background, only one pepper is needed to display.     Fig1 Meal detail   1. **Other information** 2. ~~Notes for the chef: this is optional.~~ Hide “Notes for the chef” for now. Later we might add it back.     Fig 3 add to cart   1. Quantity: can increase or decrease the quantity.   If the user comes from RDP to meal detail page:   1. If the meal is already in user’s cart and already reach the zone level max available qty, should gray out both  and , and also gray out the “ADD TO ORDER” button, display “Only 0 left!” under QUANTITY.      1. If the meal is already in user’s cart and does **NOT** reach the zone level max available qty, the max quantity that can be added will be “Zone Level Max Available Qty – Qty in user’s cart”. Once the max quantity is reached, gray out  and “Only X left!” will be displayed under QUANTITY and X will be “Zone Level Max Available Qty – Qty in user’s cart”. For example, there are 6 in stock and 4 in user’s cart, the max quantity that can be added is 2 (6-4). When it reaches 2, it will gray out  and prompt “Only 2 left!”. 2. If the meal is **NOT** in user’s cart, the max qty the user can add is this item’s zone level max available qty. If qty reaches the maximum qty (zone level max available qty) above,  will be grayed out and the inventory warning “Only X left!”(Black (231F20) 60%) will be displayed under “QUANTITY”. Clicking  will not increase the quantity.   If the user comes from “Modify Cart Item” to meal detail,   1. for example, there are already 4 items in the cart and totally 6 in stock, the QUANTITY will start at 4 and when it reaches 6, the  is grayed out and it will show “Only 6 left!” under QUANTITY.   Once user reaches the maximum qty (zone level max available qty) and the inventory warning is displayed, if user decreases the quantity number, which means Qty is now **NOT** at the zone level max, we would remove the inventory warning.     1. Nutrition facts：     If the meal has any “is Visible on APP” =Yes Nutrition facts, show contains as:   * nutrition facts   This part is separated from allergens section, and in nutrition section, the parameter and value come from menu item of BO, show information as below  Serving Size: 1 order (No matter whether the quantity is greater than 1).  Calories: xxx  the value of these two parameters is marked in purple.  Calories = meal’s basic calories + all selected option values’ calories.  The following parameters are displayed in the format “parameter: value”,  the display order keeps the order of these parameters in Bo:  Saturated Fat, Trans Fat, Cholesterol, Sodium, Carbs, Fiber, Sugar, Protein  If the value of nutrition contains “Less than”, we use a“<“character instead of  “Less than”, for example Sodium: < 1g.   * “Contains:”   + all the allergens (using display name on APP) of the meal whose “is Visible on APP” =Y. For allergens whose “is Visible on APP” = N, do not show on APP  No matter if this meal has allergens or not, ALWAYS include this disclaimer “Prepared in a facility that processes milk, eggs, tree nuts, peanuts, wheat, nstagram, fish, and soy.”. Disclaimer should be included even when there are no allergens marked.   * Ingredients:   If the ingredients for this meal is not configured, do not show it.  If all 3 elements is empty, we should not show the whole nutrition facts in APP   1. Raw Foods Disclaimer: If the meal’s Raw Foods Disclaimer is selected, Raw Foods Disclaimer show contains as below:   “\*Consuming raw or undercooked foods may increase your risk of foodborne illness, especially with certain medical conditions.”  Display position: Next to nutrition section, and divided with line from nutrition section.       1. “ADD TO ORDER – amount”: This button is on the bottom bar of this page, meaning it is pinned to the bottom of the page. The amount should change according to the quantity and the price (including options’ price).     The “ADD TO ORDER” can be clickable only after all options has been selected according to options’ minimum choices. That is, only after all options have select at least the minimum number of option values, the button is clickable.   1. **Add to Cart**   When a user clicks “ADD TO ORDER”. See UC05-03:   1. If the meal is customizable, see UC05-02 for the options’ display. |
| Extend Scenario: Zoom dish photos  Support the capability for a user to zoom in on images on the Item Detail Page.  Zoom In:   * Gestures Supported:   + Double Tap   + Pinch   + Click  in upper righthand corner * Zoomed State :   + Increase image container from 375\*210 to 375\*315.     - The 3x image is centered 562x315 and is retina quality in zoom view   + icon changes to  icon  * + Image should be centered and we should crop equal parts of the left and right side   + Drag Gesture: When an image is zoomed, user can drag image L or R to see additional cropped content while in zoom state. Release of drag gesture snaps back to centered zoom state.   + Additional Pinch: User can additional pinch zoom in on the image using the 3x. Quality will start to degrade. Release of pinch will snap back return to zoom state. (example nstagram post). This further infinite zoom leverages the 3x image and does not increase the container size. Quality of image will start to deteriorate the closer the zoom – this pinch example is 1000 px wide and tests good quality.   Zoom Out:   * Gestures supported:   + Double Tap   + Reverse Pinch   + Click  in upper righthand corner * Zoomed Out:   + icon reverts back to  when the user zooms out.   [If there are multiple images on the IDP, aka carousel of images:   * User can swipe right to left to move to the next image * User can swipe left to right to go back to the previous image * User can swipe within regular image or zoomed out image.   + If image is not zoom, when user swipes the next image should not be zoomed   + If image is zoomed, when user swipes the next image should be zoomed   : Zoom In Icon   * Icon background is 80% transparent white * Icon size 24x24px   : Zoom Out Icon   * Icon background is 80% transparent white * Icon size 24x24px |
| Exception Scenario: |
| Notes: |
| Q/A:   1. Should we pin the “ADD TO ORDER” button on the bottom of the page so that it will always on the page?   https://lh4.googleusercontent.com/62G7FUJ8FRgmqqDzvcOdJTssE3xe37_-qtXYgmUf08XwwhgndZpobVQhPx0pxZOsOkxjeA2JKiF24CdfpG4kQjbPuABdwYSedK0VpO0MnYdsOlCS_kgBetGsAtnMpEusoOyyWqlz  [Kristen] Yes should always be pinned to the bottom. The CTA will be greyed out and unclickable if any required choices have not been made. If there are no required choices or the user has made a choice for all required questions then the CTA will be beetroot colored and clickable. |

### UC05-02 Meal detail page – Options

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| UC05-02 Meal Detail page – Options |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | date | Updated By | Description | | 1.0 – 1.6 | 2019.7.15 | Lisa | First version and other changes | | 1.7 | 2020.10.31 | Norbert | New IDP design | | 1.8 | 2020.12.3 | Norbert | New “Allergens” design | | 1.9 | 2020.12.30 | Lisa | Transition Preparation Request to On the Side | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or Visitor |
| Pre-Condition:  User goes to meal detail page. This meal has set any options. |
| Main Scenario:   1. If it is a customizable meal, Show the following option information 2. Option has the following 6 types:    1. Mandatory choice; 2) optional addition; 3) dish preference; 4) On the Side; 5) Optional Subtraction; 6) Extra Requests.  * the first 3 option types of options (Here we call all of them as Normal types) should be displayed in “Featured” section first. * Among the first 3 option types of options, for the order of the options, it will strictly follow the order of options in Bo system * The last 3 option types of options should be displayed in the “Special Requests” drawer. * Among the last 3 option types of options, for the order of the options, it will strictly follow the order of No category(This is used for the 2) and 3) type if their display type is “Special request”, ON THE SIDE (for “On the Side” type of customizations), REMOVE (for Optional Subtraction), ADD (for Extra Request) in the Special Request drawer. * If the Extra Requests option value and Optional Subtraction’s option value has the same item number, user can only select one option value，for example，Extra Requests option value is no cheese， and Optional Subtraction’s option value is extra cheese， user can’t select no cheese and extra cheese at the same time.  1. **Normal type of options display (the first 3 types) as the following:** 2. List the option names of the meal in the “Featured” section in the condition of: 3. there is at least one active option value in this option 4. Its option type is a common type. (the first 3 types)   The order of options in “Featured” section should keep consistent with options order in BO.  According to the min and max setting of this option, (max=n, means no limit), show according to the following table (“show on top”is no longer applicable):      Fig1 Meal detail – options   1. Meal’s option values:   List all the option values with the following Information:   1. If the option is set to show pictures, show the picture of the option value 2. Option value 3. If the price is not 0, show price 4. Selected automatically?   If the option value is pre-selected, select it (For example, when the user clicks chef’s pick(UC04-02), or “Order Again” (UC04-03) and goes to meal detail page, the option is pre-selected).  Or else,  If this option has set default selected option value in the back office, select it.  Else, do not select automatically.  How many options can be selected is based on the option’s min and max setting. When one option value is selected or unselected, the meal price changes accordingly.     1. Allergens section     Allergens is an aggregated view of all the allergens from base meal and selected customizations. The allergens displayed will change in real time when a customization (mandatory choice and optional additions) is selected or deselected.    For users that does not log in, display allergens alphabetically without highlight.  For users that has logged in, display allergens alphabetically with highlight as below.     1. BYO Option     If the menu item is a BYO item, the “Nutrition & Allergens”will be linked to a PDF file contains detailed nutrition data instead of opening current page. |
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### UC05-03 Meal detail page – Add to Cart

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| UC05-03 Meal Detail page – Add to Cart |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 – 1.4 | 2019-2020 | Lisa | First version and other versions | | 1.3 | 2020.7.22 | Nancy | CTA Update – FIND SOMETHING ELSE | | 1.4 | 2020.7.23 | Nancy | Update the clear cart error message | | 1.5 | 2020.7.23 | Nancy | Update Inventory Error Message-sold out | | 1.6 | 2020.7.23 | Nancy | Update Inventory Error Message-quantity limited | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or Visitor |
| Pre-Condition:  The user goes to the meal detail page and all the options have been selected |
| Main Scenario:  **Add to Cart**  When the user clicks “ADD TO ORDER”. Check:  If the shopping cart has other restaurant’s items, if yes, show this page:    Fig 1 clear your cart, see detail, UC04-03.  If the user clicks “Return to Order return back to that restaurant’s menu detail page. Don’t add this meal to the cart.  If the user clicks “Start New Order” or the user’s cart don’t have other restaurant’s items, add the meal to the shopping cart with options and return to the menu page. Please display an animation effect showing something fly from this item’s image to the shopping cart bar. The bottom bar in menu page should update according to the newly added item. |
| Extend Scenario:  If the user goes to meal detail page from “Goes well with” part of order confirmation page (See UC08-03), when the user clicks “ADD TO ORDER”, goes back to order confirmation page with this item been added to the cart. |
| Exception Scenario1:  If the meal is off, click “ADD TO ORDER” pop up error message: “The meal is temporarily unavailable. Come back later or search our other meals.” |
| Exception Scenario2:  We should check if the meal is OOS when clicking “ADD TO ORDER”. If OOS pop up the following error message:  Header: Oh no! We’re sold out of [Item Name].  Body: -  Primary CTA: Find something else  Secondary CTA: -  Primary CTA action: User taps primary CTA or “x” to exit the error state, return back to the page where it comes from.    If the meal is not OOS, we should check if (the existing qty of this item + the adding to cart’s qty) is greater than zone level max avail. Qty. If yes, pop up the following error message:  Header: So sorry. We’re running low on [Item Name]..  Body: Please update your order..  Primary CTA: Update quantity  Secondary CTA: -  Primary CTA action: User taps cta to return to item page to update to zone level max avail quantity. The max available will only be able to be added. |
| Notes: |
| Q/A: |

### UC05-04 Meal detail page – Inventory UI

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| UC05-04 Meal detail page – Inventory UI |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.10.16 | Norbert | First version | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customer gets into IDP from RDP or Cart (MODIFY). |
| Main Scenario:  Figma: <https://www.figma.com/file/PkaHHGSWMbSwerowau6Nn5/Inventory-UI?node-id=78%3A0>  <https://www.figma.com/file/e1B6ZLUO3fDgX375ZMY75g/IDP-Revised?node-id=297%3A1401>   * 1. **Menu Item SOLD OUT**      * 1. **Option Value SOLD OUT**        * 1. **Menu item low stock**      * 1. **Option value low stock**      * 1. **Clicking on “ADD TO ORDER”**     **Overall logic for inventory issue notification in IDP page**  **Terminologies**   * Menu Item Inventory Quantity: zone level max available quantity for menu item * Menu Item Cart Quantity: the quantity of this menu item currently in the cart (if multiple cart items correspond to the same menu item, we need to sum them up) * Menu Item Remaining Quantity: Menu Item Inventory Quantity – Menu Item Cart Quantity * Option Value Inventory Quantity: zone level max available quantity for an option value (only Mandatory Choice, Optional Addition and Extra Request would impact inventory) * Option Value Cart Quantity: the quantity of this option value currently in the cart (if multiple cart item option values correspond to the same option value item, we need to sum them up) * Option Value Remaining Quantity: Option Value Inventory Quantity – Option Value Cart Quantity   **Inventory Issue Display Logic**   * **Getting into IDP from RDP / ORDER AGAIN / CHEF’s PICK / GOES WELL WITH, QUANTITY = 1 and “-” is disabled (and only disabled when QUANTITY=1).**  1. Check if the meal is SOLD OUT, if yes, disable everything on IDP, refer to “1. Menu Item SOLD OUT” for the design.   There are 2 conditions that could mark a meal as “SOLD OUT”.   1. Menu Item Inventory Quantity <= 0 2. If menu item has Mandatory Choice option values, “the # of (Mandatory Choice Option Value Inventory Quantity > 0)” < “the # of minimum choices of this Mandatory Choice option” 3. If the meal is **NOT** SOLD OUT, check through each Option Value as follows:    * If Option Value Inventory Quantity <=0 (out of stock), disable that Option Value and mark it SOLD OUT. If that Option Value is selected, clear the select. Refer to “2. Option Value SOLD OUT” for the design.    * Else if an Option Value is **SELECTED,** and Option Value Remaining Quantity <= 1, display “None left” and gray out Option Value (Option Value Remaining Quantity <= 0), or display “Only 1 left!” (Option Value Remaining Quantity = 1) under corresponding **SELECTED** Option Value.    * Refer to “4. Option value low stock” for the design. 4. If Menu Item Remaining Quantity <= 1, display “No dishes remaining” or“Only 1 left!”besides meal price, and also display tooltip on QUANTITY. Refer to “3. Menu item low stock” for the design. 5. If Menu Item Remaining Quantity <= 1 or any **SELECTED** Option Value’s “Option Value Remaining Quantity” <= 1, the + is disabled. The “-” is enabled when QUANTITY >1 and only disabled when QUANTITY=1. 6. If any of the following is true, “ADD TO ORDER” button is disabled.  * Menu Item Remaining Quantity <= 0 or “the # of (“Mandatory Choice” Option Values whose Remaining Quantity > 0)” < (the # of minimum choices of this Mandatory Choice option) * Any **SELECTED** Option Value Remaining Quantity <=0  1. Clicking + or – each time (add/subtract QUANTITY), will check against Menu Item Remaining Quantity and **ALL SELECTED** Option Values Remaining Quantity.    * If QUANTITY >= Menu Item Remaining Quantity, display “Only X left!” besides meal price and also display tooltip.    * If QUANTITY >= any **SELECTED** Option Value Remaining Quantity, display “Only X left!” under corresponding **SELECTED** Option Values, display a floating alert (2 different alerts depending on how many Option Values have this condition)    * The + is disabled for the above 2 conditions.    * “ADD TO ORDER” is disabled if QUANTITY > any **SELECTED** Option Value Remaining Quantity 2. Clicking on an Option Value (select or deselect) will first check if clicking this Option Value will deselect other Option Values. If true, go through the following checks directly. If false, then check if current QUANTITY >= this Option Value Remaining Quantity and  * If true, check against Menu Item Remaining Quantity and **ALL SELECTED** Option Values Remaining Quantity * If QUANTITY >= Menu Item Remaining Quantity, display “Only X left!” under QUANTITY * If QUANTITY >= any **SELECTED** Option Value Remaining Quantity, display “Only X left!” under corresponding **SELECTED** Option Values, display a floating alert (2 different alerts depending on how many Option Values have this condition) * The + is disabled for the above 2 conditions. * “ADD TO ORDER” is disabled if QUANTITY > any **SELECTED** Option Value Remaining Quantity. * If false, do nothing.  1. Clicking on “ADD TO ORDER” will check against latest inventory again for Menu Item and ALL **SELECTED** Option Values, display “Only X left!” and floating alert if any inventory issue is detected.  * **Getting into IDP from Cart Item “MODIFY”, QUANTITY = Cart Quantity (1 or larger) and the “-” is enabled when QUANTITY > 1 or disabled when QUANTITY = 1.**  1. Check if the meal is SOLD OUT, if yes, disable everything on IDP, refer to “1. Menu Item SOLD OUT” for the design.   There are 2 conditions that could mark a meal as “SOLD OUT”.   1. Menu Item Inventory Quantity <= 0 2. If menu item has Mandatory Choice option values, “the # of (Mandatory Choice Option Value Inventory Quantity > 0)” < “the # of minimum choices of this Mandatory Choice option” 3. If the meal is **NOT** SOLD OUT, check through each Option Value as follows:    * If Option Value Inventory Quantity <=0 (out of stock), disable that Option Value and mark it SOLD OUT. If that Option Value is selected, clear the select. Refer to “2. Option Value SOLD OUT” for the design.    * Else if an Option Value is **SELECTED** and Option Value Inventory Quantity <= QUANTITY, display “Only X left!” under corresponding **SELECTED** Option Value.    * Refer to “4. Option value low stock” for the design. 4. If Menu Item Inventory Quantity <= QUANTITY, display “Only X left” besides meal price and also display tooltip. Refer to “3. Menu item low stock” for the design. 5. If Menu Item Inventory Quantity <= QUANTITY or any **SELECTED** Option Value’s “Option Value Inventory Quantity” <= QUANTITY, the + is disabled. 6. If any of the following is true, “UPDATE ITEM” button is disabled.  * Menu Item Inventory Quantity < QUANTITY or “the # of (“Mandatory Choice” Option Values whose Inventory Quantity >= QUANTITY)” < (the # of minimum choices of this Mandatory Choice option) * Any **SELECTED** Option Value Inventory Quantity < QUANTITY  1. Clicking + or – each time (add/subtract QUANTITY), will check against Menu Item Inventory Quantity and **ALL SELECTED** Option Values Inventory Quantity.    * If QUANTITY >= Menu Item Inventory Quantity, display “Only X left!” under QUANTITY.    * If QUANTITY >= any **SELECTED** Option Value Inventory Quantity, display “Only X left!” under corresponding **SELECTED** Option Values, display a floating alert (2 different alerts depending on how many Option Values have this condition)    * The + is disabled for the above 2 conditions.    * “UPDATE ITEM” is disabled if QUANTITY > any **SELECTED** Option Value Inventory Quantity 2. Clicking on an Option Value (select or deselect) will first check if clicking this Option Value will deselect other Option Values. If true, go through the following checks directly. If false, then check if current QUANTITY >= this Option Value Inventory Quantity.  * If true, check against Menu Item Inventory Quantity and **ALL SELECTED** Option Values Inventory Quantity * If QUANTITY >= Menu Item Inventory Quantity, display “Only X left!” under QUANTITY * If QUANTITY >= any **SELECTED** Option Value Inventory Quantity, display “Only X left!” under corresponding **SELECTED** Option Values, display a floating alert (2 different alerts depending on how many Option Values have this condition) * The + is disabled for the above 2 conditions. * “UPDATE” is disabled if QUANTITY > any **SELECTED** Option Value Inventory Quantity. * If false, do nothing.  1. Clicking on “UPDATE ITEM” will check against latest inventory again for Menu Item and ALL **SELECTED** Option Values, display “Only X left!” and floating alert if any inventory issue is detected. |
| Extended Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC05-05 Bundle item detail page (BDP) - Overall

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| UC05-05 Bundle item detail page (BDP) - Overall |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2021.3.5 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. Customers go to page |
| Prototype:  https://www.figma.com/file/94I4smHGuq1HGiJ5mIWViv/Bundling?node-id=1235%3A481 |
| Main Scenario:   1. BDP is just like IDP, it shows the detail of a bundle item.      1. The following part is similar to IDP: Feature image, item name, item description, price 2. If a bundle item has any choice, show “Bundle selection zone”. 3. Allergens: If this bundle item has any preset item, and the preset item has any allergens, show allergens of these preset items. Allergens UI is the same as IDP. 4. Nutrition & Allergens    * When a user clicks on Nutrition & Allergens link from a BDP link them to a directory of all items    * The Directory sorted by:      + Bundle choices sort order on BDP      + any preset items will be displayed under Accompaniments.      + The allergen disclaimer should not be displayed under the allergens for each item but instead, be displayed at the bottom of the directory.    * A user should be able to click into any item to expand the nutrition and allergen info. The format is the same as the items except that the allergens disclaimer is NOT displayed below the dietary icons.      1. Add CTA    1. Note: the bundle detail page will not have the quantity selector like the IDP. User can only add one bundle at a time.    2. The ADD CTA should be disabled until the user makes all the required selections.       1. If the user clicks the disabled “Add” button, scroll to the mandatory option where user hasn’t select/select enough & highlight the “Select 1” text.      * 1. For a preset bundle item, CTA is enabled by default.  1. Other features: we should add the following features for BDP as well:    1. Dinner Rush    2. Close for tonight    3. Reservation 2. Do not support “Order again” for bundle items |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |

### UC05-06 BDP - Bundle selection zone

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| UC05-06 BDP - Bundle selection zone |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2021.3.5 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. Customers go to page |
| Prototype:  https://www.figma.com/file/94I4smHGuq1HGiJ5mIWViv/Bundling?node-id=1235%3A481 |
| Main Scenario:  Bundle selection zone is a section for users to select items in the bundle.   1. Bundle selection zone displays under bundle price. 2. User can click into any header to expand that group of selections.    * Each selection drawer is collapsed when BDP is loaded.    * Drawer header displays Bundle Choice Name and Min/Max Descriptor.    * Sort order is determined by merchandising tool.      1. Drawer displays each configured selection for that choice set (sort order determined by merchandising). 2. For each choice, we should display:  * Bundle Choice Name (Required) * Bundle Choice Image (optional) * Bundle Choice Description (optional) * Bundle Choice additional price (optional) * Bundle Choice dietary icons, spice indicator * Allergen Warning   IF a user has saved allergens in their profile AND that bundle choice has the affected allergens, allergens warning badge is displayed.     1. and  icons to add/delete a menu item to/from bundle  * Once a user selects a bundle choice, show the selected quantity (“1” or “2”) in the left-up corner to tell user how much it is selected. * If user already select at least one of this item, display “-” icon * If the selected qty of this item < the choice’s max qty(configured in merch tool), display “+” icon, else, do not display “+” * If there is both “+” and “-” icon for one item, show “+” first, end “-” * When user clicks “+”, if the total selected qty>max qty, we will automatically decrease the earliest added menu item’s qty (Just like the current behavior for mandatory choice). For example, a choice’s max quantity =2, user selects menu item 1, and menu item 2, and he clicks “+” for menu item2, as now the total selected qty (3)> max quantity, we should automatically unselect menu item1. * Quantity will still be enforced based on the min/max choices required.  1. When user clicks “+” to select a bundle choice, see Progression Rules below:      1. When user clicks “+” to select a bundle choice, if the item has required customization, open condensed hop up. At this situation, by default, the special requests is collapsed. User can click to expand it. 2. “Customize >” Link: Once a user selects a bundle choice, if the item has any customizations, show it.  * Hide the dietary icons, spice indicator, and allergen warnings. * At this situation, by default, the special requests is expanded.  1. User can click on item to go to the Bundle Item’s Condensed Hop Up. At this situation, by default, the special requests is expanded. 2. For details about condensed hop up, see below extended scenario. 3. After the section’s selections are made, display the summary below the section header.      1. User can click edit to change selections of that category |
|  |
| Main Scenario2: Condensed IDP hop-up   1. For each bundle, we should support a condensed hop up to display more information about the item, any available customizations, and nutrition & allergen info. 2. The condensed hop-up can be accessed in any of these ways: (See main scenario above)    * User selects an item and that item has required customizations    * User clicks on item from Bundle Detail Page    * User clicks to customize an item with optional customizations 3. Condensed Hop Up Displays:    * Dish Name    * Any featured customizations    * Any special request customizations in the special request drawer    * Allergens section    * Nutrition & Allergens link for that item |
| Notes: |

### UC05-0 BDP inventory related UI

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| UC05-0 BDP inventory related UI |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.3.4 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. . Customers go to page |
| Prototype: |
| Main Scenario:   1. In BDP page, for a menu item, if a menu item’s available qty = 0, show “Sold out” badge and gray out image and “+” icon as below.      1. If the user comes from RDP to BDP page:   **2.1** If the menu item is already in user’s cart (either as an individual menu item, or as a sub menu item of a bundle item) and already reach the available qty, should gray out + icon, display “None left!” .    **2.2** If the meal is already in user’s cart and does **NOT** reach the available qty, the max quantity that can be added will be “Available Qty – Qty in user’s cart”. Once the available quantity is reached, gray out “+” and “Only X left!” will be displayed. X=Available Qty – Qty in user’s cart. For example, there are 3 in stock and 2 in user’s cart, the max quantity that can be added is 1 (3-2). When it reaches 1, it will gray out + icon and prompt “Only 1 left!”.    **2.3** If the meal is **NOT** in user’s cart, the max qty the user can add is this item’s available qty. If qty reaches the maximum qty above, + will be grayed out and the inventory warning “Only X left!” will be displayed. X= this item’s available qty.   1. If the user comes from “Modify Cart Item” to meal detail,   3.1 If the customer’s selected qty = available qty – other cart item’s qty in the cart, “+” will be grayed out and the inventory warning “Only X left!” will be shown. For example, available qty is 3, in other items, user selects 2, and in this modifying item, there is already 1 selected, or after modify, user selects 1, we should gray out the “+” icon, and show “Only 1 left!”    3.2 If the customer’s selected menu item now does not have enough inventory, we should expand this choice directly and show the “Only \* left!” or OOS badge with the CTA grayed. User should manually remove the item/reduce quantity. See section UC08-17 Cart & Checkout – Inventory UI for possible cases.   1. Note: For all above cases, The + icon will not be shown if the selected quantity > this option’s max quantity. This logic is still there. |
| Extend Scenario: -OOS  If a bundle item is OOS, show this page in “Gray out” style like an OOS meal detail page. |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Account related

## Glossary

**Verification code:**

While creating an account/reset password, we will send a verification code to the user via email or text. Verification code is a random 6 digits number, such as 342120, 039730, etc.

Verification code is mapping to an email (create an account) or an account(reset password).

Verification code expiration: 1) If a new verification code is sent, the old verification code is expired.

* 1. the verification code is created after 60 minutes. (The expiration time is configurable)

## Use cases

### UC07-01 Create an account

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| UC07-01 Create an account |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Datef | Updated By | Description | | 1.0-1.3 | 2019-2020 | Lisa | First version and other versions | | 1.4 | 2020.4.14 | Lisa | Name splits to first name and last name | | 1.5 | 2020.6.2 | Nancy | Update password length to 25 characters | | 1.6 | 2020.7.9 | Nancy | Update Password Length Error Messages | | 1.7 | 2020.8.24 | Nancy | Default the user’s Delivery Notifications to SMS | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitors |
| Pre-Condition:   1. A visitor goes to welcome back page or: 2. A visitor clicks “Checkout” in cart page |
| Main Scenario:    Fig1 welcome back   1. In the welcome back page, if the visitor clicks “Get started”, Or the visitor taps “Checkout” in cart page show register page:     Fig2 Create an account   1. After the user clicks “Create Account”, check: 2. When focus leave email field, if email address does not have a.XYZ, Email address doesn’t have an @, show inline error message: “Invalid email “. When page submit, if email address is not valid, show inline error message: ““Invalid email” 3. The first name/last name should not be empty. When focus leave name field, if it is empty, show an inline error message: “Name required”. Max length for both first name/last name is: 30. 4. Password should be 8-25 characters with two categories: letter, number, when focus leave password field:   If < 8characters, show inline error message: “Password must be at least 8 characters”.  If it does not include letter or number, show inline error message:” Password must include both numbers and letters”.  If a user tries to type more than 25 characters, show inline error message: “Password must be 8 to 25 characters” in red. And user can input more than 25 characters, for example 30 characters.  When user inputs the 26th character:   * + The password input shows as red   + Helper text shows as red per current experience   + CTA Button is disabled per current experience     When user deletes the 26th character and password is 25 characters (or less)   * + The password input returns to black   + helper texts return to black   + CTA Button is enabled (turned beet)  1. The email doesn’t exist in the system yet. If exist，show error message: “An account already exists for that email.” With a “Goto Login” button. See screenshot below. Tapping “Goto Login” go to login page.      1. If no errors, show phone number page as:      1. The format of phone number should be automatically set as \*\*\*-\*\*\*-\*\*\*\*. “Send code” will be enable after the user enters 10 digits. 2. When the user taps “Send code”, if last code was sent in 10 seconds, show error message: “Please wait a moment before clicking resend.”. If it exceeds 10 seconds, check 1)if the number is a valid phone number. If it is not valid, show an error message: “Invalid phone number.” 3. If the phone number exists as an account’s phone number. If it is, show error message: “An account already exists for that phone number” and “Go to Login” button. Tapping the button will show login page.   This way, we can prevent a customer creates multiple accounts to get multiple new user promo/referral promo/trial membership, etc.     1. If all the verification pass, send verification code to this phone via text. Text: “Your Wonder confirmation code is \*\*\*\*\*\*” And show verify the code page. 2. The verification code should be expired in 30 minutes. 3. In verify code page, by default, set the focus on the first digit’s position with number keyboard evoked. When the text message arrives, iOS 13 extracts the code and displays it in the QuickType bar. User can tap it to enter the code in the field automatically or manually type in the digits. 4. As soon as 6 digits has been entered, verify the code to see: 1) if it matches the phone, 2) if it is not expired yet. If not, show error message: “Incorrect or expired verification code.”      1. When the code is sent, after 10 seconds, enable “Resend Code” . The 10 seconds interval is used to prevent the “resend code” too frequently. User can click “Resend code” to resend the code. 2. Once the code is resent successfully, show “New code sent to \*\*\*”. When the new code is resent successfully, we do NOT deactivate old verification code. That means, if the customer sends multiple codes, as long as the code is not expired yet, he can enter anyone to verify.      1. 10. User can click “<” icon to go back to change the phone number. 2. **Create an account**   If the verification code is correct, (TBD: In the UI, show a message: “Your account has been created!” it will disappear in 2 seconds)  Create the account with this information:  Name,  Phone number,  Email:  Password:  Address:   1. If the visitor has addresses saved, save all the addresses in the user’s account. 2. Keep the session address/location. 3. Clear the visitor’s saved addresses   Favorite:   1. If the visitor has favorite restaurants or meals, save all the favorite items in the user’s account 2. Clear the visitor’s saved favorite items.   Dietary preference:  If there is dietary preference saved in the session, save it to the user’s account.  SMS delivery updates setting:  Automatically enroll the user in the transactional SMS subscription group through Braze, send the user’s order delivery notification by SMS.   1. Next page: 2. If the register flow is started in “Welcome back” page :   Goes to location page or returning user’s home page.  If the user has a session location or has latest ordered address, or has latest saved address, goes to returning user’s home page (See UC01-01 step 8 and further after the user logs in.), else, goes to location page, See UC01-01 extend scenario.   1. If the register flow is started in checkout page:   Goes to add address/payment or checkout page, see flow of section 8.1. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-02 Login

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| UC07-02 Login |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.7.24… | Lisa | Draft version and other versions | | 1.1 | 2020.4.30 | Lisa | No two addresses with the same line 1 | | 1.2 | 2020.7.9 | Nancy | Update Password Length Error Messages | | 1.3 | 2020.7.21 | Nancy | CTA Update – View Order | | 1.4 | 2020.11.12 | Norbert | Add phone number login | |  |  |  |  | |
| Stakeholder: Visitor |
| Pre-Condition:  A visitor clicks login in places like 1) Welcome page “Login”; 2) My account page’s Login 3) Login before checkout flow after “VIEW ORDER ” See UC08-01.   1. A visitor clicks status message (See UC09-10) |
| Main Scenario:  Show login page as below:  First, present user with the phone number + verification code login.  User can use phone number + password to log in as well.    User can switch to email login if he/she wants. Once switched to email login:  If the email +password combination is not correct, show an error message as: “Incorrect email or password.”  If a user inputs password and tries to type more than 25 characters, show the inline error message: “Password must be 8 to 25 characters” in red, the detail logic see UC07-01.  If email and password correct, the user logs in.     1. 1. Addresses 2. check if there are any addresses saved in the visitor’s account, if yes, and the line 1 part is not duplicate with the user’s, save them to the user’s account. If the line 1 part is duplicate with the user’s, do not save it to the user’s account, so that the user will not have 2 addresses with the same line 1. 3. Get session address sequence: Session address/location; last ordered address; last saved address. 4. Delete the visitor’s saved addresses. 5. Dietary preference:   Update the user’s dietary preference to the dietary preference saved in the session.   1. Update the “Last login account” saved in the client(device) to this email. 2. Cart: If there is any item in the visitor’s cart, add the items to the login user’s cart. If the login user originally has other items with the same restaurant, keep them. If the login user originally has other items with different restaurant, clear the original cart before adding the items, now the user’s cart only has the visitor’s items. 3. Next page    1. Case1: Home page:   If the login process is triggered from 1) Welcome page “Login”; 2)My account page’s Login, 3) Clicking a status message, but when login, the login customer <> the status message’s responding order’s customer. After login, show home page or location page and then home page. Determine the address and goes to pages according to the flowing flow chart:  That is, either go to the home page, or go to the location page.    For “Goes to “location” page and select a location, this is the same as UC01-01’s Extend Scenario.   * 1. Case 2:   If the login is trigged in checkout flow (See UC08-01), after login, session location keeps unchanged with the one when the user clicks “checkout”. The next page is determined by UC08-01.   * 1. Case 3:   If the login is triggered when tapping a status message. After login, check that the customer is the status message’s corresponding customer.  1) If the order’s status is “In transit”, “In cooking”, “Food ready”, show Order processing page (UC09-04-UC09-08).  2) If the order’s status is “delivered”, check if order review has been shown to the customer for at least once, if not, show order review page(UC10-01), if yes, show order history detail page of this order.  3) If the order’s status is other status, show order history detail page of this order. |
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| Extend Scenario:  When the user clicks “Get started” in the login page, please see UC01-02. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-03 Forget password

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| UC07-03 Forget password |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 -1.4 | 2019.8 | Lisa, Nancy | First version & other changes | | 1.5 | 2020.7.28 | Nancy | Update Password Error Message | | 1.6 | 2020.8.26 | Nancy | Send reset email to user by Braze. | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitors |
| Pre-Condition:  A visitor goes to forget password page |
| Prototype:  <https://www.figma.com/file/0I4TIsCJJ0yFimjCGYSzaB/Reset-Password?node-id=0%3A1> |
| Main Scenario:  In the login page, if the user clicks “Forget Password?”, show options: “Reset by Email” and “Reset by Text”.    Fig1 forget password  **Step 1: enter email/phone:**  **Option 1: Reset by email:**  Clicking “Reset by email” goes to the following enter email page. The “Continue” button will be enable after user input email address.    After the user clicks “Continue”, check if the email exists in our system, if not: show an action sheet error message:  Header: This email is not recognized.  Body: Please enter the email associated with your account.  Primary CTA: Try again  Primary CTA action: Remain in this page to let user change email.  If the email exists, 1) create a new verification code for this email address which will expire in 30 minutes. Note, the verification code should be 6 digits. 2) set old verification code expired if there is any. 3)send an email by Braze to this email address:  Subject: “Reset your Wonder password”  Body: “Hi [customers first name],  Enter the verification code: xxxxxx  on the Wonder App to reset your password.  This code will expire in 30 minutes.  Contact us if you have any trouble.”  ​Contact us can hyperlink out to an email for [support@wonder.com](mailto:support@wonder.com).  Email comes from no-reply@wonder.com if that is possible.  There is a button “RESET PASSWORD” in the email body, when user click the button on mobile, drives customer back to Wonder App to password screen, otherwise drives customer to the web: [wonder.com/whoops](http://wonder.com/whoops" \o "http://wonder.com/whoops).  The Email template:    Goes to reset password page as indicated below.  With prompt: “We’ve sent a verification code to {email}, please enter the code below to reset your password.”  **Option 2 Reset by text**  If user clicks “Reset by Text” go through SMS reset flow as following:  **Screen 1: enter phone number**  Header: Enter your phone number  Body: We’ll send you a reset code via text.  Phone number form field  Disclaimer: By continuing you may receive an SMS for verification. Message and data rates may apply.  CTA: SEND CODE  The format of phone number should be automatically set as \*\*\*-\*\*\*-\*\*\*\*. CTA will be enabled after the user enters 10 digits.  When the user taps “SEND CODE”, check 1)if the number is a valid phone number. If it is not valid, show an inline error message: “Invalid phone number.” 2) If the phone number exists as an account’s phone number, if not, error message:  Header: This phone number is not recognized.  Body: Please enter the phone number associated with your account.  Primary CTA: Try again  Primary CTA action: Remain in this page to let user change phone number.  If all the verification pass, send reset code to this phone via text. The code should be 6 digits with text content: “Use code ###### to reset your Wonder password.”. Goes to next screen:    **Step 2: Screen 2: enter code and reset password**  **Case1: reset via email:**    Header: Check your email  Body: We’ve sent a code to {email}. Please enter the code below to reset your password.    **Case 2:**    Header: Enter your code  Body: We’ve texted a code to [###-###-####]. Please enter the code below to reset your password.  For both cases (via email or via text), other functions are the same:   * Code form field: should be the same as create account’s code filed. See UC07-01. As soon as 6 digits has been entered, verify the code to see: 1) if it matches the phone, 2) if it is not expired yet. If not, show error message: “Incorrect or expired verification code.” * New Password form field, for password, it should follow the same requirements as create an account (UC07-01) and use the same error messages * Re-enter New Password form field. The two new passwords should be the same. If not, show an inline error message: “Password don’t match.” * Primary CTA: Reset Password, it will be enabled after all three fields are not null. * Secondary CTA: Resend Code. It is enabled after the previous code has been sent for 10 seconds. * If user tries to type more than 25 characters to each password fields, the error message logic also as same as (UC07-01).   Enable “Reset Password” button only after all fields have input values.  If all information is correct, update the user’s password. Save needed change history.  **Step3: redirect to welcome page:**  If all information is correct, and When the user clicks “Reset password”, user will be  redirected to login page (welcome page) with empty Email and Password.    See UC07-02 for login function. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-04 Account Drawer

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| UC07-04 Account Drawer - |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019-2020 | Lisa | First version and other versions | | 1.1 | 2020.6.4 | Nancy | Save Changes Confirmation Hop-Up | | 1.2 | 2020.6.23 | Nancy | Account Drawer – Add Version | | 1.3 | 2020.6.24 | Nancy | Account Drawer – Add Shadow | | 1.5 | 2020.7.30 | Nancy | Add 3rd Party Software Disclosure | | 1.6 | 2020.12.3 | Norbert | Add “Allergens” setting | |  |  |  |  | |
| Stakeholder: customer |
| Pre-Condition:   1. A customer clicks My account icon |
| Main Scenario:   1. When a customer clicks “My account” icon, show account drawer as the following screenshot.     The letter in the circle is the first letter of the user’s first name.  For visitors, clicking “Get Started”, redirect the user to “Create Account” page.  Hi + {first name}!  The font size of “About” “Logout” text is 14 px, the font color is #ffffff 100% (bright white),  Version number is below the logout text:  “Wonder version #.#.#”  Font: Basis Grotesque Pro 12px  Font Color: #ffffff 60%  Implemented the drop shadow according to the design for Account Drawer.     1. Clicking “About” show “About page”. About Page displays links for the following:    1. About page header    2. Terms of Service    3. Privacy Policy    4. Third Party Software   The file of 3rd party software disclosure is stored on the web page: [www.wonder.com/thirdpartysoftware](http://www.wonder.com/thirdpartysoftware). When user clicks the icon “>” of the “Third Party Software” on the about page, users will be redirected to the website to view the content directly. After finish reading the document, user click the “x” icon of the page and go back to about page.  Keep the font style of 3rd party software disclosure as same as the style of Privacy Policy.     1. Profile:    1. When the user clicks “Profile”, show profile page as below:      * 1. Name: First name + “ “ + last name, Clicking name, show update name page. Both first name and last name should not be empty. If anyone is empty, gray out “SAVE” button. Or show an error message “Name is required” in red under the input field. Max length is the same with the max length when create an account.      * 1. Clicking birthday, show update birthday page. Birthday should be correct format as mm/dd. If the birthday format is not correct, show an error message “Incorrect date format.”   2. Clicking phone, show update phone page. The phone number should be a correct phone. If not, show an error message: “Incorrect phone number.”   If the phone number exists as another account’s phone number. If it is, show an action sheet error message: “An account already exists for that phone number.” CTA: “Try again”. Tapping the button will keep in the same page to let user update phone.   * 1. Clicking “Allergens”, user can select allergens that he/she has.      1. Payment:   Clicking payment shows the payment page:     * 1. In the payment page, list all the payment methods.   2. Clicking “Add payment method” invokes add payment page. See UC08-12.   3. Clicking the “>” icon of one method goes to edit payment page. See UC08-12.   4. In the Edit payment page, the user can click “Delete payment method” to delete a payment method. See UC08-12. |
| Extend Scenario: - Visitor   1. When a visitor clicks “My account” icon, show as the following screenshot. But do not show Profile, Orders, Payment, Endless Wonder, Credits & Promos, Settings, Referral. 2. Clicking “Login” shows the login page. See UC07-02. |
| Extend Scenario: - Save Changes Confirmation Hop-Up  The update pages involved in the “Save Changes Confirmation” are as follows:   * Name update page * Phone update page * Email update page * Birthday update page * Payment Methods update page   Work flow:  1) Customer login in each update page of account above.  2) Customer edit the field of the item. (any inline error happens, show error message)  3) Customer does not click the “SAVE” button, but click the return icon “<”, there is change of fields happens and all the necessary fields are complete(meaning the save button is already enabled), show hop up as following:  hop up:  header: “Would you like to save your changes?”  Primary CTA: “Save Changes”  Secondary CTA: “Cancel”  Primary CTA: saves the changes made in the field and completes action of “<”, go back to the last page. Note: Here before save, we should do all the needed validation as well.  The validity verification of the parameter needs to be executed, any error happens, show an error message.    For phone number, after user click the “Save Changes”, it should trigger the verification code screen.  Secondary CTA: does not save changes made in field and completes the action of “<”, go back to the last page. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-05 Account Drawer – Settings

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| UC07-05 Account Drawer – Settings |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.3.19 | Lisa | First version | | 1.1 | 2020.8.21 | Nancy | Remove the Delivery Notifications configuration | | 1.2 | 2020.11.20 | Norbert | Re-organize app settings | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  The customer clicks “Setting” |
| Main Scenario:  Figma: https://www.figma.com/file/PnOFDfMOsLUZOOUGtJwVW9/Consumer-App-Master-Sept-2020?node-id=3040%3A225  Clicking Settings show settings page.      Diagram, schematic  Description automatically generated |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-06 Change password

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| UC07-06 Change password |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.5.18 | Nancy | **Modify password with Re-enter password.** | | 1.1 | 2020.7.28 | Nancy | Update Password Error Message | |  |  |  |  | |
| Stakeholder: Customers |
| Pre-Condition:  A customer is login and goes to password page. |
| Main Scenario:    When the user login password page, the page entry is: Account drawer-Profile -Password page, user inputs parameters information for password modification, check:     1. Check the current password is correct, if not, show an error message: Current password provided is incorrect”. The error type is Inline errors. 2. The new password should follow password’s rule. 3. The two new passwords should be the same. If not, show an error message: “Password don’t match”, the error type is Inline errors. 4. If new password is the same as old one, show an inline error: “Please choose a password that is different than your last one.” 5. If user tries to type more than 25 characters to each password fields, the error message logic also as same as (UC07-01).   If the change is saved successfully, save needed change history, and goes back to main profile account page.  This page no longer has link jump for “FORGET PASSWORD”. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-07 Logout

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| UC07-07 Logout |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2019.7.16 | Lisa | First version | | 2020.6.23 | Nancy | Account Drawer – Add Version | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Customers |
| Pre-Condition:  A customer clicks the logout icon. |
| Main Scenario:   1. If the user clicks “LOGOUT”, log out. 2. Remove the current session. Create a new session. Get the original customer’s session address/session location’s location part as the new session’s session location. 3. Remove mapping between the current visitor and user.     After logout, goes to login page (Welcome Back page) below.    Clicking get started should navigate to create account page. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-08 Promos

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| UC07-08 Promos |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.3.27 | Lisa | First version | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customers |
| Pre-Condition:  A customer clicks “Promos” in account drawer. |
| Main Scenario:   1. When the customer clicks “Promos” icon, display all his promotions with status=Active. Order by order by customer promotion’s creation date desc, that is, new added promotion will be list first.      1. Each promotion has these information: Promotion name, Promotion Brief Description, Promotion’s valid start date – valid end date, Details link. 2. Clicking “Details” link pop up a page showing this promotion’s detail information. 3. Clicking “Enter Promo Code” should let the user add promo to his account. 4. When clicking “Done”, check: 5. This promotion exists and it is active If not, error message： Code not exists or not active.” 6. If the promotion’s valid end date > system date. If not, error message. “Code expired. “ 7. If system date is later than distribution start date. If not, error message: Code not ready for add.” 8. If system date is earlier than distribution end date. If not, error message: “Code expired for add.” 9. If this customer’s Active + Used promotion qty>= this promotion’s Max # of use Times, if yes, show error message:   If this promotion’s max usage #=1: “You already have this code.”  If this promotion’s max usage # >1:”You already have this code for max times”   1. If the promotion is a new buyer promotion and the customer is not a new buyer, error message: “This promo is for new buyer only. “ 2. If the promotion is a Nth buyer promotion and the customer’s successfully paid order qty>=N, error message: “This promo is for Nth buyer only.” 3. If all the checks pass, add this promotion to the customer. Stay on this page with the new added promotion listed. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-09 Credits

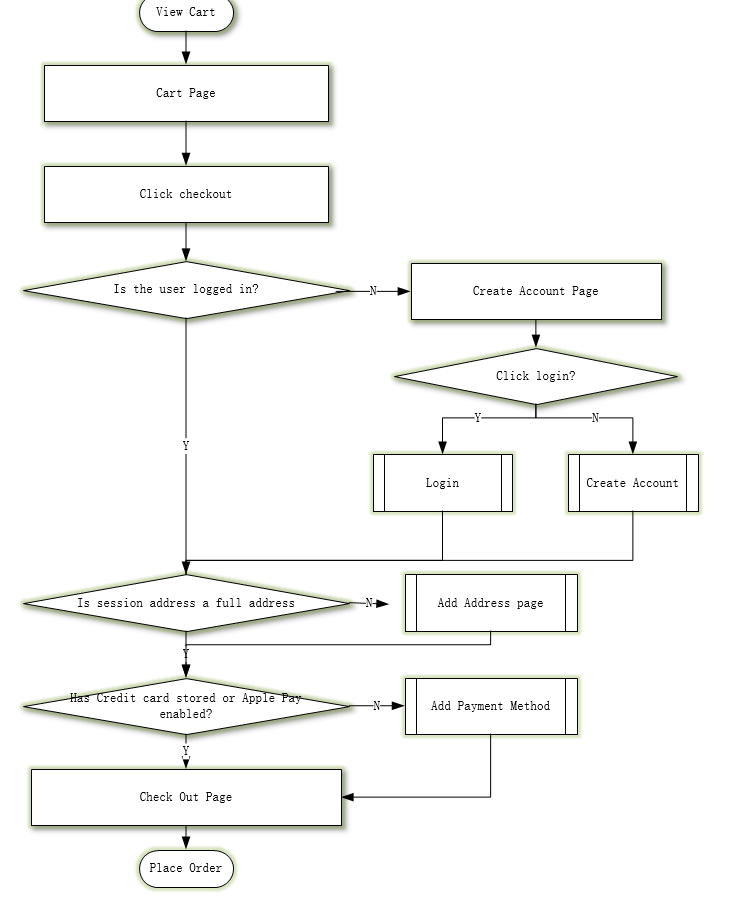
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| UC07-09 Credits |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.3.6 | Lisa | First version | | 1.1 | 2020.6.30 | Nancy | Clear expired and used-up Credit records | | 1.2 | 2020.11.5 | Norbert | Add expiration date | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customers |
| Pre-Condition:  A customer clicks “Credits” in the account drawer. |
| Main Scenario:   1. In account drawer, separate “Credits & Promos” to two menus: “Credits”, “Promos”. 2. Clicking Credits show credit page as:      1. Show “< Credit” at the top 2. Display current total left usable credit amount of the customer ($\*.\*\*) 3. Display “Your credit will be automatically applied to your next order” 4. Display Credit history order by date desc.    1. Credit header (see below)    2. Date credit issued or used (mm/dd/yyyy)    3. amount issued or used ($X.XX)       1. if issued show “+”       2. if used show “-”    4. Expiration date of the credit   Note: Only show the credit history if the credit status is still “active”. If the credit status is not active, do not show its history.  For instance, if user has credit that is a $5 reward that expires 1/12/2020. After 1/12/2020 remove credit from history list.  Future feature: user can click on each credit item and see more details about that credit (including expiration date).   1. Credit header:  |  |  |  | | --- | --- | --- | | Scenario | BO  Credit Type | Header Shown  in APP | | Cancel an order, refund to credit | Cancel Order Credit | Refund | | Customer has complaint on an order, grant credit to the customer in this order‘s log issue function | Customer Support | Customer Support | | Credit Granted to Trial Users for testing purpose | Credit Granted to Trial Users | Beta Credit | | In log issue function, the agent can at most grant the order total to customer. If need to exceed the limit, someone has higher right can give extra credit to the customer because of special order | Order Extra Credit | Customer support | | Other cases to grant to a customer without specifying the order | Customer Support | Customer Support | | The credit is used in one order, when the order is canceled, the credit is reverted | The same as original | According to credit type, get the header |      1. Here are the cases which decrease credit  |  |  | | --- | --- | | Scenario | Header Shown in APP | | Use credit when place order | Order | | Credit was deactivated by agent  (Maybe it is added incorrectly) | Do not show, remove original credit from account too | | Expired, fully expired | Do not show this history, nor the original create credit history. | | Expired, partially expired | Do not show the expired history, no the original create credit history, no the deduction of this credit records | | Used completely | Do not show this history, nor the original create credit history and any of the deduction of this credit records. |    As a general rule, if the available credit for a customer = $0.00, then there should be no credit transactions listed in the history below.  As a general rule, the “expire” line item should never show up on a customer’s transaction history since it would be immediately be cleared along with the original amount. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC07-10 Change Email

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| UC07-10 Change Email |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.5.25 | Nancy | First version | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Customers |
| Pre-Condition:  A customer is login and goes to main profile account page and click the content bar of email. |
| Main Scenario:    Work Flow:   * 1) User click email content on account profile screen * 2) User delete the current email and re-enter a new email, to save changes, user click CTA “SAVE”. * 3) Check the validity of the new email address follow the email check rule of the user case “Create an account”. * if user’s new email is as same as other customer’s email, show error message: “An account already exists for that email.” After click error message, go back to email change page. * 4) If user clicks “<” , show hop-up to confirm if user wants to save changes：   hop up:  header: “Would you like to save your changes?”  Primary CTA: “Save Changes”  Secondary CTA: “Cancel”  Primary CTA: saves the changes made in the field and completes action of “<“，and back to the profile page.  Secondary CTA: does not save changes made in field and completes the action of “<“，and back to the profile page. |
| Extend Scenario:  After user updates his email, when he login with new Email, he will still see all his order history, profile setting, etc. |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Check out flow

## Flow



## Use cases

### UC08-01 Tapping “VIEW ORDER ” flow

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| UC08-01 Tapping “VIEW ORDER” flow |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Verison | Date | Updated By | Description | | 1.0 | 2020.1 | Lisa | First version | | 1.1 | 2019.2.14 | Lisa | Update create account/login flow to after checkout | | 1.2 | 2020.7.21 | Nancy | CTA Update – View Order | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or Customer |
| Pre-Condition:  The user taps “VIEW ORDER” in menu page. See UC04-07. |
| Main Scenario:   1. In Menu detail page, when the user taps “VIEW ORDER”, the flow is as 8.1 Flow. 2. No matter if the user is logged in or not, go to cart page |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-02 Cart – Overall

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| UC08-02 Cart – Overall |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.6 | 2019-2020 | Lisa, Nancy | First version and other versions | | 1.7 | 2020.12.29 | Norbert | Cart v2 | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or customer |
| Pre-Condition:  The user goes to confirm order page. |
| Main Scenario:   1. Cart page displays the following information  * Restaurant Name (UC08-02) * Order Summary (UC08-03) * Utensils toggle (UC08-04) * Promo code * Amount, including credit (UC08-06, UC08-07) * CTA to “continue to checkout”. It should always sticky and pinned to the bottom of the page and let the rest of the cart summary extend below the fold.  1. When user enter the Order summary page, check whether the price of each item in the cart is changed, and causes the order’s Subtotal-amount changed, if yes, show the price change hop up on Order summary page, otherwise, if user on the Order page, and the price is changed, alarm user only when user clicks “CONTINUE TO CHECKOUT”, see detail Exception Scenario 2. 2. In the cart page, if restaurant has Nickname, show the nickname in the Anchored header section of cart page, if no nickname, show the restaurant name. 3. For order summary, please see UC08-02 4. “Add Item”: When the user clicks “Add Item”, goes back to this restaurant’s Menu page and load the menu category on the top of the page, so user can more efficiently selects more items. All the modify, remove, add actions (such as add from goes well with) will trigger: 5. recalculate the amount of this item. 6. Recalculate the order’s subtotal, total amount, tax, tip, etc. 7. 20% Tip, 25% Tip’s corresponding amount 8. Check if the subtotal amount meets the minimum amount, show or gray out the “place order” accordingly (TBD about the minimum amount) 10. Hide Promos   The team want to hide promotion field for a short term for all versions of the app, and once the promotion switch has set in BO, we might open this function.   1. We should have a configuration somewhere to set “Hide promotion” = On or Off, by default, currently, it is Off. 2. When “Hide promotion” = On, hide the promotion part in cart page. 3. When “Hide promotion” = Off, display the promotion part in cart page.      1. Refresh Order Summary page every 2 minutes to reflect the latest cart information. |
| Extend Scenario: |
| Exception Scenario : |
| Exception Scenario . Price change  When user click “CONTINUE TO CHECKOUT”, if any of the item’s price changed (different from the UI), which causes the order’s Subtotal-amount changed, show action sheet message:  Header: Oops! The price of this item changed.  Body: Please note the adjustment in your order summary.  Primary CTA: Okay  Secondary CTA: -  Primary CTA action: close the hop-up and stay on the order summary page and update the item’s price and total-amount. |
| Notes: |
| Q/A: |

### UC08-02 Cart – Order summary

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| UC08-02 Cart – Order summary |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.9 | 2019-2020 | Lisa, Nancy | First version and other versions | | 2.0 | 2020.12.29 | Norbert | Cart v2 | | 2.1 | 2021.3.8 | Lisa | Support bundle item – Extend scenario2 | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Visitor or customer |
| Pre-Condition:  The user goes to confirm order page. |
| Main Scenario:   1. Order summary lists all the items order by update time. That is: sort order Oldest → Newest. 2. Order summary lists all the items with this information:    * Quantity    * Meal’s name    * Meal’s option values. See extend scenario for details    * Item total amount (including any additional charges from options selections) 3. For bundle item, see extend scenario for details. 4. Tap on Items: If user tapping on an item, the “DELETE”and “MODIFY” will appear, just like “swipe left” on an item.     After tapping on Items, the Item Detail Page opens, it should reflect:   * + Meal details.   + The quantity in the cart.   + Any customization choices that the user already made.   + Nutrition Facts.   + An “X” corner in the upper left hand.   + Primary CTA: “UPDATE ITEM”.   + Secondary CTA: “REMOVE FROM ORDER”.   CTAs pinned to the bottom of the screen.  User can change option values or item quantity or others on this item detail page, but user cannot modify the quantity to 0. If user clicks “UPDATE ITEM”, save any changes to the item and return to cart summary, and auto update the item’s number, amount, option values and order’s amount on the order summary page if necessary.  If user clicks “REMOVE FROM ORDER” we should delete item from cart and return to card summary.  If user clicks “X”, they should return back to the cart summary and no changes should be saved even the user has modified the item.   1. Modify and Delete: user swipes right to left on an item, reveal the modify and delete button (inventory shortage indicator will be hidden if swiped to left).   C:\Users\畅拓科技\AppData\Local\Packages\Microsoft.Office.Desktop_8wekyb3d8bbwe\AC\INetCache\Content.MSO\B14E479D.tmp C:\Users\畅拓科技\AppData\Local\Packages\Microsoft.Office.Desktop_8wekyb3d8bbwe\AC\INetCache\Content.MSO\F3DB18B3.tmp    When the modify and delete buttons show, do not show subtotal here, instead, show item name align right so that it can always show part of the item name.   1. When user clicks modify, go to the full Item Detail Page. with any meal’s options selected  * User can change option values or item quantity * When quantity is decreased to 1, show the trash icon which allows user to remove this item from cart.     When user clicks “UPDATE”, go back to cart summary with updated item.   1. Delete: When user clicks delete item, remove item from order summary. 2. If all items have been removed, display empty cart page, click “Add items” go back to restaurant detail page.     If user go back to other restaurant and add item to cart, it should not hop-up clean up cart item warning.  When at the restaurant’s menu page, clicking Back icon will not return to empty cart page above, it will go back to restaurant list page. |
| Extend Scenario 1: Showing option values selected   1. We should show option values selected in different places, like:  * Cart * Reorder express card * check out * View order of order process pages * Order history - order detail * Order again, etc.      1. In these places, the options selected by the user should be displayed in the format of:    * “Display in summary” text set in Merchandizing tool for this option value if there is text and no extra price, or:    * Display nothing if the “Display in summary” text is empty    * “Display in summary” text + ($extra price) if there is both text and extra price for this option.   Different values should be separate by ‘, ‘.  Such as: “Whole Wheat, Butter($1.0), No union” etc.  If there are multiple option values selected, list them in the order of: 1) Mandatory choice; 2) optional addition; 3) dish preference; 4) On the Side; 5) Optional Subtraction; 6) Extra Requests. |
| Extend Scenario 2: Bundle item   1. In order summary, for a bundle item, display:    * Bundle Item Name and Bundle Item total price    * Each bundle selection is displayed on a new line (any additional prices or customizations are displayed next to it)    * Do not display any preset items of this bundle item.      1. As a bundle item can be added to cart one by one. If a customer adds a same bundle item twice with exactly the same options, we will still show it as two separate cart items, instead of one cart item with quantity = 2. In this way, user can modify every item’s selection separately. 2. For a preset bundle item: unit price = bundle’s base price + any menu item’s option’s extra price if there is.    * For example, a bundle’s base price is: $20; the user select “Extra cheese” ($1.0) for one of its sub menu item “Pizza”. So the unit price = $20 +$1 = $21. 3. For a customizable bundle item: unit price = bundle’s base price + any sub menu item’s extra price + any menu item’s option’s extra price.    * For example, a bundle’s base price is: $35,    * for entrée, the customer selects “salmon” which has an extra price of $2    * for sides, it is a “select 2”, the customer selects 2 of “Broccoli” with an option “Extra cheese” ($1.0)    * So the unit price = $35+$2+$1.0\*2=$39. |
| Exception Scenario 1: OOS  For all inventory related UI, please see UC08-17 Cart & Checkout – Inventory UI. |
| Exception Scenario |
| Notes: |
| Q/A: |



### UC08-04 Cart –Utensils

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| UC08-04 Cart –Utensils |
| Stakeholder: Visitor or customer |
| Pre-Condition:  User goes to confirm order page. |
| Main Scenario:  In shopping cart page, show “UTENSILES” section. By default, it is “NO”. User can change it to YES.  We should save this value to order data, and pass it to chef app so the deliverer knows whether or not to include utensils in the order. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-05 Cart – Promotions

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| UC08-05 Cart – Promotions |
| Stakeholder: Visitor or customer |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.12.2 | Lisa | First version | | 1.1 | 2019.12.4 | Lisa | Update according to discussion | | 1.2 | 2020.1.14 | Lisa | Move Create Account Flow to after checkout.. [FT-2485](http://120.77.208.172:8080/browse/FT-2485) | | 1.3 | 2020.03.04 | Mary | Add the Exception Scenario, when item unavailable make the current selected promotion ineligible | |  |  |  |  | |
| Pre-Condition:  User goes to confirm order page. |
| Main Scenario:   1. In checkout page, when the user clicks “Add” for promo code, show user’s promotion page.        1. In this page, list customer’s promotions with status=Active. Do not list expired or used customer promotions. 2. If the user hasn’t logged yet, only show the promotion he just entered. For visitors, we only save the last promotion he enters. For example, a visitor inputs promotion A and goes back to cart page. Then he clicks modify and goes to promotion list page and input promotion B, when he goes back to promotion list, there is only promotion B listed. 3. Each promotion has these information: Promotion name, Promotion Brif Description, Promotion’s valid start date – valid end date, Details link. 4. Clicking “Details” link pop up a page showing this promotion’s detail information. 5. List promotions which are eligible for this order first. Show with an “APPLY” button if it is not selected yet. If it is selected, show a check icon for it. (Clicking “APPLY” closes this page and goes back to checkout page. Then user clicks promo again, goes back to these page will show the check icon ) 6. The eligible promotions’ order: 1) New buys order/Nth buyers first; 2) Others. For Others, order by customer promotion’s creation date desc, that is, new added promotion will be list first. 7. For promotions which is not eligible for the current order, show in gray with a question icon. But do not show new buys promotion if the user is not a new buyer any more. Similarly, if the user’s bought order >=N , do not show the Nth buyers promotion. Because the customer will not have chance to use these promotions anymore. Clicking the question icon shows detail description. 8. Ineligible promotions order by valid end date desc. 9. Eligible conditions: 10. Customer promotion ‘s status = Active 11. System date is between customer promotion’s valid start date and valid end date. 12. If “Apply to” = specific restaurants/specific menu categories/specific meals, then this order should be for one of the restaurant/include at least one meals for one of the specific categories/include at least one meal 13. If eligibility = New buyers only/Nth buyers only/return buyer only, for logged in user, customer should be the specific type. For visitor, we just treat all of them are eligible. Later after he logs in, in check out page, we will verify again.   New buyer: The user does not have any non-cancelled order. That is: The user does not have any order, or the user only has cancelled order(s) ,then he is new buyer.  Return buyer: The user has at least one non-cancelled order.  Nth buyer: The user has N-1 non-cancelled order.   1. If purchase minimum is not empty, the subtotal of this order should >= purchase minimum. 2. The customer’s Used promotion qty < this promotion’s Max # of use Times 3. For ineligible promotions, show a ? icon. Clicking this ? icon will pop up a page listing why the order is not eligible. 4. If system date is not between this promotion’s valid start date and valid end date, show: “It is usable between {valid start date} and {valid end date}” 5. If “Apply to” = specific restaurants, show: “Select items in the following restaurants to make the promo eligible: { specific restaurants}”. If “Apply to” = specific categories, show: “Select items in the following menu categories to make the promo eligible: {specific menu categories}.”. If “Apply to” = specific meals, show: “Select one of the following items to make the promo eligible: {specific meals}.”. 6. If eligibility = return buyer only, show: “This promo is only eligible for return buyers.” 7. If purchase minimum is not reached, show: “Buy $ {} more (subtotal) to make the promo eligible.” Here {}=promotion’s purchase minimum-order subtotal. 8. If the customer’s used promotion qty >= this promotion’s Max # of use Times. “You have used this promotion for its maximum of use times.” 9. Delete promotion: In promotion list page, if there is a promotion selected, we now show a Check icon, clicking this check icon will delete the promotion and return to cart page without promotion. Display same promo field as cart (before promo is added). 10. Clicking “APPLY” goes back to order confirm page with this promotion name & code is selected/updated. As one order can only has one promotion, if there is already a promotion, then the promotion is updated to this one. 11. In cart page, the user can tap or swipe the promotion to show the “Modify/delete” button, when “Modify/delete” button is shown, align the promo name right to the button so that there will always some part of the name shown. Clicking delete button delete the promotion. Refresh the cart page to show the cart without promotion.      1. In order amount section, show promotion discount. 2. For free shipping type of promotion, show as:      1. When the promotion is changed, the promo discount and the tax, total, payable should be changed accordingly. 2. Promotion discount calculation: 3. Free shipping: Discount=Delivery fee 4. Amount type: Discount = discount amount 5. Percentage: discount = subtotal \* percentage. If Max $ discount each time is set, check if discount> Max $ discount, if yes, discount = Max $ discount. 6. Free Item: In one order, Free Item can only be applied to one item, qty=1. If there are multiple meals in the applied to meal list, discount = the most expensive meal’s price. If Max $ discount each time is set, check if discount> Max $ discount, if yes, discount = Max $ discount   For example, here is the order items:   |  |  |  | | --- | --- | --- | |  | qty | price | | Meal A | 2 | $6.5 | | Meal B | 3 | $7.2 | | Meal C | 2 | $9.90 |  1. Case 1. There is one free Item promotion which apply to Meal A, Meal B.   The discount=Meal B’s price \* 1 =$7.2   1. Case 1, there is one free Item promotion which apply to Meal A, Meal B with Max $ discount each time= $7.   The discount = $7.   1. Calculate discount in different menu items (It will affect the calculation of tax): For free Item type of discount, only that menu item has discount. For percentage and amount type, distribute the discount to all menu items’ subtotal according to each item’s sub amount. For free shipping type, do not distribute the discount to any item.   For example, the order item is:   |  |  |  |  | | --- | --- | --- | --- | | Order item | qty | price | subtotal | | Item A | 1 | $1 | $1 | | Item B | 2 | $3 | $6 | | Item C | 2 | $1.5 | $3 |   Case1) Apply an amount-type of discount $2 to the order  Case2) Apply a percentage-type of discount 30%  Case3) Apply a percentage-type of discount 30%, with a Max $ discount=$2.5  Case4) Free shipping  Case5) Apply a free item discount with item B is eligible for free item  Case6) Apply a free item discount with item B is eligible for free item, Max $ discount=$2.5  Here are these cases’ order item discount vs order’s total discount   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Order item | qty | price | subtotal | Order item’s Discount | | | | | | | Case1 | Case2 | Case3 | Case4 | Case5 | Case6 | | Item A | 1 | $1 | $1 | $0.2 | $0.3 | 0.25 | 0 | 0 | 0 | | Item B | 2 | $3 | $6 | $1.2 | $1.8 | $1.5 | 0 | $3 | $2.5 | | Item C | 2 | $1.5 | $3 | $0.6 | $0.9 | $0.75 | 0 | 0 | 0 | | Order’s total Discount | | | | $2.0 | $3.0 | $2.5 | $4.99 | $3 | $2.5 | |
| . Extend Scenario: - Add promotion   * 1. In the above Promos page, clicking “Enter Promo Code” should let the user add promo to his account.      * 1. When clicking “Done”, check:  1. This promotion exists and it is active If not, error message： Code not exists or not active.” 2. If the promotion’s valid end date > system date. If not, error message. ‘Code expired. 3. If system date is later than distribution start date. If not, error message: Code not ready for add.” 4. If system date is earlier than distribution end date. If not, error message: Code expired for add.” 5. If this customer’s Active + Used promotion qty>= this promotion’s Max # of use Times, if yes, show error message:   If this promotion’s max usage #=1: “You already have this code.”  If this promotion’s max usage # >1:”You already have this code for max times”   1. If the promotion is a new buyer promotion and the customer is not a new buyer, error message: “This promo is for new buyer only. “ 2. If the promotion is a Nth buyer promotion and the customer’s successfully paid order qty>=N, error message: “This promo is for Nth buyer only.”   Error style：     1. 3. If all the checks pass, add this promotion to the customer. If this promotion is eligible for the current cart, we should auto-apply and return to cart page  2) If this promotion is a valid promotion, but the current cart is not eligible yet, return to the promotion list page as it is now. Refresh the page to show the new added promotion in the list. |
| Extend Scenario:   1. If the user edit/remove items, it might make the current selected promotion ineligible. In this case, delete the promotion, update the promotion part with :”No promotion applied” as below: |
| Exception Scenario:   * 1. A customer/visitor add a promotion A to his cart. Several days later, after promotion A is expired, he goes to cart page again, here we still show promotion A. If the user clicks “Modify” to promotion list page, we do not show promotion A now as it is expired, remove the promo from cart, hop up a warning “You are not eligible for the promo {promotion name}. Promo has been removed.”.   2. If the user does not go to promotion list page, the promotion will still be there, after checkout, we will check it is ineligible, see UC08-10.   3. If the meal off, make the current selected promotion ineligible. In this case, if we refresh page, will delete the promotion, update the promotion part with:”No promotion applied”. |
| Notes: |
| Q/A: |

### UC08-06 Cart – Credit

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| UC08-06 Cart – Credit |
| Stakeholder: customer |
| Pre-Condition:  User goes to confirm order page and the user has credit. |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.12.4 | Lisa | First version | | 1.1 | 2019.12.17 | Lisa | Checkout revision | | 1.2 | 2020.7.27 | Nancy | Support Google Pay | |  |  |  |  | |  |  |  |  | |
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| Main Scenario:    Order total=subtotal +Tax + delivery fee -Promotion  Total = Order total – credit  If the user has logged in, and this customer has any credit with left amount>0, auto use credit to pay the order’s “Order Total” first before credit card, etc.  If the customer has multiple credit with left amount>0, usage order by expiration date, meaning, the earliest to be expired will be used first. For credits without expiration date, the usage order should be by create date, meaning the earlier the credit is created, the earlier it will be used.  The max credit can be used = Order total , that is, the whole order can be paid by credit.  For example, the order’s Order total =$16.00  If the customer has the following credit   |  |  |  |  | | --- | --- | --- | --- | | Credit | Left amt /Expire date | usage amt in this order | After usage, left amt | | Credit1 | $2/ 12-01-2019 | $2 | $0 | | Credit2 | $20/2-1-2020 | $14.00 | $6 |   Total =Order total-credit  If total >0, the total should be paid by credit card, or Paypal, or apple pay, or Google Pay. If total=0, it needn’t to be paid by credit card, or Paypal, or apple pay, or Google Pay.  That means, when total=0, if the user select Apply Pay or Paypal, or Google Pay as the payment method, we needn’t invoke Apply Pay or Paypal, or Google Pay’s interface to let the user pay. |
| Extend Scenario:  When the user modify/delete/add items or change promotions, and the total amount now is changed, the auto calculated credit should also be updated accordingly. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-07 Cart – Amount

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| UC08-07 Cart – Amount |
| Stakeholder: Visitor or customer |
| Pre-Condition:  User goes to confirm order page. |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.9 | Lisa | First version | | 1.1 | 2019.11.18 | Lisa | Add promotion. | | 1.2 | 2019.12.17 | Lisa | Checkout revision | | 1.3 | 2020.03.04 | Mary | Amount should exclude the unavailable items. | |  |  |  |  | |
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| Main Scenario:  The amount section has these items:    If there are both promotion and credit, show promotion first, then credit.    Item’s subtotal = order item’s price \* order item’s qty  Item’s discount: The discount distributed to this item. See UC08-05  **Subtotal**: Sum of all items subtotal (should exclude items which unavailable, e.g.removed from category or status is off)  **Delivery fee**: this is a fixed number, can be configured. For now, use $4.99.  If it is free shipping (such as apply a free shipping promotion, show Delivery fee as FREE:    **Tax**=Sum ((each item’s subtotal-item discount + item delivery fee) \* Tax rate). For this phase, we suppose all items have the same tax rate (6.625% for NJ),  For each item’s delivery fee, calculate as: = ( item subtotal/Subtotal ) \* delivery fee.  Note, for the last item, we should calculate = delivery fee – Sum(other item’s delivery fee).  If there is only a freeshipping type of promotion, then item discount should be exactly equal to item delivery fee.  **Promotion(promo code)**: The whole order’s promotion discount amt. See UC08-05.  **Total** = Subtotal +Tax +Delivery fee– this order’s discount-Credit |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-08 Minimum Order or checkout

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| UC08-08 Minimum Order or checkout |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.12.19 | Lisa | Update according to new checkout flow | |  |  |  |  | |
| Stakeholder: Customer or visitor |
| Pre-Condition:   1. Customers go to cart page |
| Main Scenario:   1. If subtotal does not meet order minimum ($5, it should be configurable) ,cart displays  * Checkout CTA is grey out * CTA displays “Add $X.XX to meet minimum order size” * $X.XX = difference between order minimum and current subtotal      1. When the subtotal>=order minimum, if the user has logged in, turn CTA button to “Continue to checkout”, if the user hasn’t logged in, turn CTA to “Sign up to checkout”   When the user modify/delete order items, if subtotal < order minimum, turn the button to gray version. |
| Extend Scenario:  When click “CONTINUE TO CHECKOUT”/”PLACE ORDER” should recheck the subtotal, if subtotal<order minimum. Error message: “Add more item to meet minimum order size”， CTA = GOT IT. Clicking it remain in the current page (cart or checkout page) |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-09 Check Out – login, create account, confirm Address and add payment

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| UC08-09 Check Out – login, create account, confirm Address and add payment |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Version | Updated By | Description | | 1.0-1.4 | 2019-2020 | Lisa | First version and other versions | | 1.5 | 2020.4.2 | Lisa | Contactless delivery | | 1.6 | 2020.6.4 | Nancy | Save Changes Confirmation Hop-Up | | 1.7 | 2020.7.15 | Lisa | Do not force to add payment when order total is $0.00. | | 1.8 | 2020.7.27 | Nancy | Support Google Pay | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer or Visitor |
| Pre-Condition:  A customer/visitor goes to cart page and click “continue to checkout”. |
| Main Scenario:   1. If the user is not logged in, show the following create account page. Here user can login or create an account. See UC07-01 for create account.      1. After user logs in or creates account, or the user has already logged in, check if the user is not using a full address, step 1 is creating an address like the following page. In this page, we should bring the session location to address field so that the customer does not need to input it again.     Nickname only has “Home” and “Work”. When clicking “Continue”, 1) save the address to the customer’s account, 2) update session address to this address,  If the customer is using a full address, do not show add address page.  In this page, if user edits the fields of address, there is change happens, and the modification passed validity verification. If user click “<”, show “Save Changes Confirmation”Hop-Up, which logic is similar to UC02-02. The next page is the checkout page. If no change happens, no need to show hop up, just back to checkout page.   1. When the address is added or the customer is using a full address, if order total =$0.00 (meaning the credit is enough to pay the order), directly go to check out page. Else, check if 1)the customer has a non-apple pay payment method saved or 2) His Apple Pay is enable(the device has apple pay and the apple pay has added credit card, this is checked in client) or 3) His Google Pay is enable(the device has Google Pay), directly go to confirm order page. Else, go to “Add payment” page. 2. “Add payment”     ->  In this page, the verification should be the same as indicated in UC08-12, add a payment.  After edit, if user click “<”, show “Save Changes Confirmation” Hop-Up as below, if no change happens, no need to show hop up, just back to checkout page:  hop up:  header: “Would you like to save your changes?”  Primary CTA: “Save Changes”  Secondary CTA: “Cancel”  Primary CTA: saves the changes made in the field and completes action of “<”, the next page is the checkout page.  The validity verification of the parameter needs to be executed, any error happens, show an error message.  Secondary CTA: do not save change, just back to checkout page.  If this is the first payment method that user added, by default, set the “Make default” as selected. User can’t un-select it, meaning that the user should have one default payment method.  When the user clicks “Add payment method”, save the payment information to the customer’s account.   1. Go to confirm order page. |
| Extend Scenario: |
| Exception Scenario: - Change address leads to OOSA or restaurant unavailable   1. In step1 add address, clicking “Continue”, or when user change the location, as long as the user select a new location, ”, we should check 1) If this address is in Wonder’s service area. If not, show error message hop-up as indicated in “Fig Out of service area”. “Sorry! Wonder hasn’t made it there yet.” Clicking “Try another address”, we will hide this hop-up and return to the add address screen.   In this case, do not show “Clear Cart” button. That means the user has to change address to continue..     1. If the address is in Wonder’s service area, we should check 2)If the restaurant is available or not. If not, show error message:   Header: So sorry, but [restaurant] is not available now. (Restaurant name should capitalize the first character)  Body: Please try another address or clear cart and explore more  Primary CTA: Try another address  Primary CTA action: Do not save the address. Remain in this add address page to let user change address |
| Notes: |
| Q/A: |

### UC08-10 Check out – Overall

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| UC08-10 Check out –Overall |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.4 | 2019.7 -… | Lisa | First version and old versions… | | 1.5 | 2020.3.13 | Lisa | Add exception cases | | 1.6 | 2020.5.8 | Lisa | Inventory check | | 1.7 | 2020.7.3 | Nancy | Clear Cart for Closed Restaurants | | 1.8 | 2020.7.23 | Nancy | After Clear Cart for Closed Restaurants go to RLP | |  |  |  |  |   Stakeholder: customer |
| Pre-Condition:   1. The user goes to confirm order page. |
| Main Scenario:     1. When go to check out page, after clicking “checkout”, check if the current promotion is eligible or not.   1) If not, remove the promo from cart, don’t merge the promotion to the customer’s promotion list, and hop up a warning “You are not eligible for the promo {promotion name}. Promo has been removed.”  2) If the promotion is eligible, merge the promotion to this customer’s account.  3)Special case1: if the visitor select promotion A, after he logs in, promotion A is eligible and there is already a promotion B in his cart which is also eligible, we should merge promotion A to this customer’s account, and use promotion A for the shopping cart.  4)Special case2: if the visitor select promotion A, after he logs in, promotion A is not eligible and there is already a promotion B in his cart which is eligible, we should still hop up warning message as 1), and there is no promotion for shopping cart.  5)If the meal off, make the current selected promotion ineligible. In this case, remove the item and remove the promotion.   1. Check out page has these sections:  * Top Bar (back icon and “Check out” ) * Address * Payment * Tip * Estimated time * Order summary:   1) Order item, qty, subtotal, chose options(same as shopping cart). Here the customer can NOT remove/edit/add items  2) Break down of total, including subtotal, tax, delivery fee, promotion, tip, credit, and Total.  On entering the page, we should recalculate the credit because the user might just login before this page.   * Place Oder button with final total if payment method is not Apple Pay nor Google Pay; or: Pay with Apple Pay button if payment method is Apple Pay. This button should be pinned on the screen. And if the payment method is Google Pay, the pay button is Google pay mark, and also be pinned on the screen. |
| Extend Scenario: |
| Exception Scenario 1. Restaurant Unavailable   1. Before getting into checkout page, check if the restaurant is available or not. If it is not, do not redirect to check out page. Instead, in the current page (cart page, if it is login successfully, we should also go to cart page), pop up an Action Sheet Error according to different cases.  * If the restaurant will be in today or tomorrow’s shift, (opening soon case):   Header: [restaurant] start taking orders at {opening time}.  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page and clear the cart.  If user clicks “x” or outside of message, clear cart and go to browse page.   * If the restaurant is in the current shift, but in “Be back soon” status, such as out of delivery SLA:   Header: [restaurant] is busy and temporarily unavailable.  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page.  If user clicks “x” or outside of message, stay on cart page.   * Else:   Header: So sorry, but [restaurant] is not available now. (Restaurant name should capitalize the first letter)  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page and clear the cart.  If user clicks “x” or outside of message, clear cart and go to browse page. |
| Exception Scenario 2. OOS   * Before getting into checkout page, check if any item is OOS or exceeds limited quantity. If yes, do not redirect to check out page. Instead, in the current page (cart page, if it is login successfully, we should also go to cart page), show error message the same as UC08-02 Exception scenario 2. |
| Q/A: |

### UC08-11 Check out – Address

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| UC08-11 Check out –Address |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.3 | 2019.7 -… | Lisa | First version and old versions… | | 1.4 | 2020.4.2 | Lisa | Contactless delivery | | 1.5 | 2020.4.16 | Lisa | Update exception flows | | 1.6 | 2020.5.14 | Lisa | Mandatory Contactless Delivery | | 1.7 | 2020.6.4 | Nancy | Save Changes Confirmation Hop-Up | |  |  |  |  |   Stakeholder: customer |
| Pre-Condition:  The user goes to confirm order page. |
| Main Scenario:   * 1. **Address**   The address comes from the restaurant list page (home page), or the checkout’s confirm address page. It is a full address.  Show this address line 1. And if it has Unit number or company name, show {line1}, {unit number or company name}. if it is too long, show “…” at the end. Below address display text: “You’ll get a notification at drop-off.” If user added delivery instructions, display first line on line below. If user did not add delivery instructions, do not display anything after “You’ll get a notification at drop-off.”      When user clicks address line delivery instruction, we should display address detail page so that the user can edit the address a little bit. After clicking save in address detail page, go back to checkout page. If user login in address detail page and edit the address and click the icon “<”, the save changes confirmation Hop-Up should be showed, the logic is similar to UC02-02 **Edit address.**  Clicking > icon should display address list page (“Your Address” page: (Similar to UC02-02) so that user can change to another address.  Address list page:   1. Enter a new address, which goes to add a new address page. It works the same as UC02-02. Saving the address will make this new address as the order address and go back to order confirm page. 2. Browse location. If session location is not a full address, show it without name. Tapping it will go back to confirm order page without change anything. 3. Here we don’t show “Current location” 4. List all the addresses this account saved.   Swipe the address will show “Delete and edit” button. When the user clicks “delete” icon, popup: “Are you sure you want to delete this address?” If the user clicks yes, delete this address from the user’s account.    For the chosen address, show a “check” symbol.  Clicking Edit goes to address detail page to edit this address. Clicking save in address detail page should return back to address list page   1. If user clicks “<”, go back to the confirm order page without changing session address. Exception case: If the session address is a saved full address, and it is deleted by the user, in the “Your address” page, there will be no address selected. When the user clicks “<”, show error message: ” Please enter an address to place your order.” CTA: “Confirm Address”. Clicking it remains in address list page. 2. When the user clicks an address, meaning user select this address, goes back to confirm order pages with the address changed. Note: Here in order confirmation, the user can no longer change to a location, it can only change to a new address.   Recalculate the delivery time according to the new address. This also means this session’s address is changed to the new one, thus use this address until the user changes the address somewhere. |
| Extend Scenario:  If the user changes the address in the restaurant list page, then shopping cart’s address should be changed to that address too. |
| Exception Scenario 1. Change to an unavailable address   1. When user adds address, or changes the session address’s location, as long as the user select a new location, we should check if in the new address, the restaurant is available or not. If not, pop up an Action Sheet Error   Header: {Restaurant name} is unavailable in this new address. (Restaurant name should capitalize the first letter)  Body: Please try a new address.  Primary CTA: Try another address  Primary CTA action: Stays on address list page to let user select another address or add address   1. If the address is in service area, when user adds a new address or update the session address (that is the address with checked icon), as long as the location is selected, before we go back to add address page, check if in the new address, the restaurant is available or not. If not, pop up an Action Sheet Error   Header: {Restaurant name} is unavailable in this new address. (Restaurant name should capitalize the first letter)  Body: Please try a new address.  Primary CTA: Try another address  Primary CTA action: closes hop up and goes to screen where user can manually enter new address with field active and keyboard open. Don’t save the address right now.   1. In all above cases, we should not change cart address nor session address. |
| Exception Scenario 2. Concurrency  In checkout page, if someone use another device to login the same account and delete or update the address, as we now should refresh every minute, Check if:  A) The address is deleted (such as: by another device using the same account), in the address section, show “Add address” and gray out Place Order button.  B) The address is changed, if in the new address, the restaurant is still available. recalculate the estimated delivery time. We will let the user place order with the new address  C) The address is changed, if in the new address, the restaurant is not available, show hop up error message: “Ops! (restaurant) is not available in the address.” With “Change Address.” button.{color:#14892c}  D) The payment is deleted, in the payment section, show “Add Payment”, gray out Place Order button  Or: Show error message: Please add a payment method to place your order. CTA: “Add Payment”.  E) The payment is changed, we will let the user place order with the new payment. |
| Notes:  When saving an address, save to the customer’s account. |
| Q/A: |

### UC08-12 Check out – Payment

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| UC08-12 Check out – Payment |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019-2020 | Lisa | First version and other versions | | 1.1 | 2020.2.27 | Lisa | Update choose payment method logic | | 1.3 | 2020.7.27 | Nancy | Support Google Pay | | 1.4 | 2020.11.20 | Norbert | Remember selected payment at cart level | |  |  |  |  | |
| Stakeholder: customer |
| Pre-Condition:  Customer goes to confirm order page. |
| Main Scenario:   1. When entering checkout page, first check if there is a selected payment associated with the current cart.   1) Add additional field “user selected payment method” at cart level, default to NULL.  2) When getting into Checkout Page, check if “user selected payment method” is set in the cart  If true, further check if the “user selected payment method” is a valid one (e.g. Google Pay cannot be used in iPhone and Apply Pay cannot be used in Android, if device has enabled Apple Pay / Google Pay, if the payment method has been removed).  If true, use that payment method;  if false, use default rule (#2) to get the payment method and maybe also clear the invalid payment method in the cart (or not, it works both ways) .  If false, use default rule (#2) to get the payment method.  3) If user changes to use another payment method in Checkout Page, we will set the payment method into this cart as the “user selected payment method”.  4) If user switch to another restaurant (i.e. the cart will be deleted and switch to a new cart), the “user selected payment method” is also cleared and Checkout Page will go through the above 2 steps again to show the payment method.   1. The “default rule” of showing the payment method   1) default payment, payment  2) the most recent used payment  3) the most recent added payment  4) If it is iPhone, and the Apple Pay is enabled, use Apple Pay.  5) If it is Android, and the Google Pay is enabled, use Google Pay.  Exception: If the device is not iPhone, we should get a non-Apple Pay method according to above order. If the device is iPhone, we should get a non-Google Pay method according to above order. If according to above logic, there is no payment, and credit is not enough for the shopping cart, go to “Add Payment” page and then go to check out page     1. User clicks the payment method or > icon of payment method, show the payment page as below: 2. List all the payment methods, add a check icon of the method selected.   For iPhone, no matter if the user has selected Apple Pay or not, Apply Pay is always there.  For Android, if the phone support Google Pay, Google Pay is always there. On the payment list page, the Google pay record shows with “Google Pay”, and the mark for Google pay should follow Google’s design, always maintain the minimum clear space of 8 dp on all sides of the Google Pay mark.  <https://developers.google.com/pay/api/android/guides/brand-guidelines>     1. User clicks one payment, show check icon for this payment means this is selected.      1. User click “done”, check if there is any payment selected, if not, show the following error message: “Select a payment method to place your order.” CTA: “Add Payment”. If yes, goes back to order confirmation page with the checked one as selected. 2. User clicks “Add payment method” will go to Add a payment page 3. In Add payment page,   If this is the first payment, by default, “make default” set as on, else, set as “off“.  Payment verification see below extend scenario.  If no error, save the payment as this user  If this new payment is set as default, set the original default payment as Not Default (Only one payment can be the default).   1. When the payment is added correctly, go back to checkout page directly with this new added payment method is selected. User clicks “EDIT” icon of a payment method, go to Edit page of the checked payment method. 2. If the user clicks “Edit” icon for Apple pay or Google Pay, there are only one element “Make default” to let the user update. There is no “Delete Payment Method” button. Meaning Apple pay will always on the payment list for iphone, and Google Pay will always on the payment list for Android phone, user can only make it default or not.      1. In the Edit payment page for credit card, the user can edit: expiration date, billing zip code, default or not. Card number, CVC should not be edited. Once clicking “save”, format verification is the same as add function. If this payment is set as default, set the original default payment as Not Default. Save the change and go back to the select payment page.   When the user clicks “delete payment method”, popup: “Are you sure you want to delete this payment method?” User clicks “Yes”, goes back to the select payment page with this payment deleted and disappeared. If there is only payment left, place a check icon before it by default meaning this one is selected.   1. If the user deletes the selected payment method, and clicks “<” to go back to order confirmation. Meaning now he hasn’t select any payment method, show an error message: “Please select a payment method.” If what the user deleted is not his selected payment method, and clicks back, do not show this error message as his selected payment method is still there. 2. If user adds apple pay and places order with apple pay. Default to apply pay in the next order ,update the default payment method to apply pay. And if user places order with Google pay. Default to Google pay in the next order,update the default payment method to Google pay. |
| Extend Scenario: - Card expired    If the selected payment method has expired, in checkout page, show “Card expired” after the payment method. And gray out the “Place order” button. See screenshot. |
| Extend Scenario: - Payment verification  The card number should be number.  Card number, expiration date(format as mm/yy), CVC (should be  3 or 4 digit number), billing zip code(5 digit number) should be not null.  Inline Error:   * Card number is required * CVC is required. * Zip is required * Exp. date is required   When user click “Save”, check if all the fields format is correct or not. If not, show error messages. Error messages are the following inline error:   * Incomplete card number * Invalid exp. Date * Incomplete exp. Date * Invalid zip code * Incomplete CVC   If all fields’ formats are correct, Call API to verify the card, if failed (including CVS verification fails, ZIP verification fails, etc), pop up an action sheet error message:  Header: There was an issue saving your payment method.  Body: None  Primary CTA: Edit payment method  Secondary CTA: None  Primary CTA action: Stay on add payment page w/ payment details still entered  If the card number is an incorrect credit card number, show inline error message: “Invalid card number”.  We should check for duplicate cards for one customer. Duplicate card would be if card number (last 4), brand, expiration date, and zip are all the same. Action sheet error message for duplicate cards:  Header: This card has already been added to your account. |
| Notes:  Credit card number validation:  <https://www.creditcardvalidator.org/country/us-united-states>  <https://stripe.com/docs/testing> |
| Q/A: |

### UC08-13 Check out – Add Tip

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| UC08-13 Check out – Add Tip |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.8 | Lisa | First version | | 1.1 | 2019.12.17 | Lisa | Checkout revision | | 1.2 | 2020.5.27 | Nancy | Retain Custom Tip Amount | | 1.3 | 2020.8.19 | Nancy | Support Tool Tips | |  |  |  |  | |
| Stakeholder: customer |
| Pre-Condition:  User goes to confirm order page. |
| Main Scenario:     1. Tip section displays:  * “tip your chef” * Tip (?) tooltip * Tip amount * 3 tip boxes * 1 custom tip box   Click the icon  next to “TIP YOUR CHEF”, show a hop up, it is a description of "tip your chef", it contains:   * + The header of “TIP YOUR CHEF”.   + The body of “TIP YOUR CHEF”.   The header and the body can be edited in Marketing system, if the modification is published, app should display the latest tip copy on this hop up, but the font type or font size is control by app.       1. Tip amount is auto-selected and defaults to middle value.  * User can unselect default tip value to proceed w/o tip * User can tap new tip amount to change tip * Selected tip amount is reflected to the right of the tooltip module. * Select tip box is beet      1. There are one version of tip: 15%, 18%, 20%, Custom. When unselected, it’s $0.00. 2. User can click custom to enter custom tip amount (352\_custom\_tip\_entry)  * Custom amount form field fields displays below tip module * Keyboard defaults to numbers * Field defaults to $X.XX format * For percentage tip, tip amount = (item’s subtotal + delivery fee) \* percentage * Exception: When there is a free shipping type of promotion, then tip calculation should not include delivery fee. That is, tip = (all item’s subtotal ) \* percentage * When the customer amount is entered and user clicks “Done”, hide the customer amount input field as screenshot below.     When it is “Custom”, tapping the tip value will show the custom amount input field again, and custom tip amount is backfilled into the input field.     1. Change the tip amount will reflect on the final amount in “Place Order” button. 2. Note: Tip CAN be paid by credit. |
| Extend Scenario: 1 Should we remember user’s input for tip  Suppose in checkout page, the user selects a tip (or custom tip) other than the default tip, and then he goes back to cart page (or even restaurant detail page), then he comes back to checkout page again. If the 3 selections do not change (meaning the subtotal does not change much), we will remember user’s input. If the 3 selections have changed, we select 2nd selection by default. |
| Extend Scenario: 2  When the user chooses “Custom” tip, and input a very high tip amount, if the tip amount > 50% \*subtotal and tip amount>$10, show an action sheet warning to the user: Header: “That's a generous tip. “, Body: “Are you sure you want to tip $XX?” No ETA.”, see screenshot below. Close the hop up will go back to order confirm page.    For example, if subtotal=8, tip=5, that is ok, we will not show the warning. If subtotal=30, tip=16, we will show the warning. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-14 Check out – estimated delivery time

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| UC08-14 Check out – estimated delivery time |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.12.17 | Lisa | First version | | 1.1 | 2020.1.17 | Lisa | Add concurrency exception scenario. | | 1.2 | 2020.6.11 | Lisa | Cook time use restaurant average cook time | | 1.3 | 2020.7.9 | Lisa | Add pre-cook time, cook time use optimizer’s result | | 1.4 | 2020.8.19 | Nancy | Support Tool Tips | | 1.5 | 2020.10.22 | Norbert | Separate “Driving To You” time to “Completing another order” and “Driving To You” | | 1.6 | 2020.12.29 | Norbert | Cooking related dynamic ETAs | |
| Stakeholder: Customer |
| Pre-Condition:   1. Customers go to page |
| Main Scenario:     * Checkout page (333\_checkout\_card/334\_checkout\_applepay) displays estimated time. When enter this page, we should recalculate all the time according to current search result. * Checkout section includes: * “Estimate time” * Estimated time tooltip * Ready to eat by time * Delivery timeline   + Completing another order   + Driving to you     - Dynamic PRP + Travel Time + Browse/Checkout Drive Time Buffer   + Cooking outside     - Dynamic Pre-Cook + Dynamic Cooking Time + Dynamic Bagging Time * User can click estimated time tooltip , page displays a tooltip hop up:   The header and the body of “estimated time tooltip” can be edited in Marketing system, if the modification is published, app should display the latest tooltip on this hop up, but the font type or font size is control by app.    Time calculation:   * Ready to eat by from time = truck’s available time + this order’s pre-prep time (P) + this order drive time (T) + Browse / Checkout Drive Time Buffer + Pre-cook time (PC) + this order’s cook time( C ) + walk up time (W) + hospitality time (H); The result should be round up to minute. * Ready to eat by to time = from time + 10 minutes. * Completing another order (min) = truck’s available time – now. If it is <=1 minutes, we should round up to 1 minute * Driving to you minute: = this order’s dynamic pre-prep time (P) + this order drive time (T) + Browse / Checkout Drive Time Buffer. If it is <=1 minute, we should round up to 1 minute., else, round to the nearest minute. Please call Optimizer to get the dynamic Pre-Route Prep time. * Cooking outside minute = Dynamic Pre-cook time (PC) + this order’s cook time ( C ) + Bagging time (B) .   Please call optimizer to get the estimated pre-cook time, cook time and bagging time..  The result should be round to the nearest minute.   * If the user stays on checkout page for several minutes, recalculate and refresh the estimated time and ready to eat time every 1 minute. |
| Extend Scenario:  **Reservation Checkout ETA**   * Time for COMPLETING ANOTHER ORDER   Reserved Truck’s Available Time - now   * Time for DRIVING TO YOU   Dynamic PRP + Travel Time from Truck Service + Post-Purchase Drive Time Buffer   * Time for COOKING OUTSIDE   Dynamic Pre-Cook + Dynamic Cooking Time + Dynamic Bagging Time  NOTE: “Dynamic” means to get it from Optimizer. |
| Exception Scenario: Concurrency  In the checkout page, as we now should refresh every minute, Check if:   1. The address is deleted (such as: by another device using the same account), show error message: “The address is deleted. Please add address before place order.” For the estimated time, we still show the original data before refresh. Gray out Place Order button. 2. The address is changed, if in the new address, the restaurant is still available, show warning message: “The address is changed, please confirm new address before place order”. Recalculate the estimated delivery time. If the restaurant is not available, show error message: “Ops! Address has been changed. {restaurant} is not available.” Gray out place order button. 3. The payment is deleted, show error message: “The payment method is deleted. Please add payment before place order”. Gray out Place Order button. 4. The payment is changed, show warning message: “The payment method is changed. Please confirm new payment method before place order”. |
| Notes: |
| Q/A: |

### UC08-15 Check out – Place order

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| UC08-15 Check out – Place order for the customer |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-2.1 | 2019- 2020 | Lisa, Nancy | First version and other versions | | 2.2 | 2020.7.27 | Nancy | Support Google Pay | | 2.3 | 2020.8.26 | Nancy | Add Item Number for Dish Preference and Preparation Request | | 2.4 | 2020.9.2 | Lisa | Update error message for ETA changes | | 2.5 | 2020.9.11 | Norbert | Remove “Contactless Delivery” hop-up when placing order | | 2.6 | 2020.12.30 | Lisa | Transition Preparation Request to On the Side | |
| Stakeholder: customer |
| Pre-Condition:  A customer goes to confirm order page and click “place order”. |
| Main Scenario:  **Check before place order**   1. If payment method is not apple pay, show “Place Order” with final total. Final total = total + tip– credit for tip. (Credit can be used for tip) 2. If payment method is Apply Pay, show “Pay with applePay icon”.   Exception： If the final amount =0, still show “Place Order” with final total=0. (The following left version, not apple Pay version.)   1. If payment method is Google Pay, show “Buy with Google Pay” icon.      1. “Place Order” / “Pay with applePay” / “Buy with Google Pay”, should be pinned on the screen.    * Clicking “Pay with applepay” will show amount details including: subtotal, tax, delivery fee, promotion, tip, credit and total (pay wonder).   If it is a free shipping promotion, show delivery fee=0, do not show promotion.     * + If user Clicks “Buy with Google Pay”, will show google payment selection details including: Email address list, payment method list, Shipping address list. On this hop-up, user can select the payment method and the shipping address, and then clicks the button “CONTINUE” to execute the check out.  1. Recheck credit and promotion:   When the customer clicks “Place order” or “Pay with applePay” or “Buy with G Pay”, to prevent that the user stay on the confirm order page for a long time that the credit / promotion might have been expired – status= “expired” or status = active but system date is later than expiration date, or used (such as used in BO), , we should redo the check to see: 1) If the applied promotion is still eligible for the order. If not, refresh confirm order page, show error message on cart page: “The promotion has been changed, please review and place order again.”  2）If the left available credit of this customer >= the proposed applying credit. If not, refresh confirm order page, show error message on cart page “The credit has been changed, please review and place order again.”  **Place order:**   1. Clear the cart 2. Create the order with status “Pending Payment”. We should record the following information: 3. Order item list. Each order item, includes : Menu item, item number, order qty, unit price(including options’), subtotal, tax, discount, final subtotal. 4. For each item’s option selected, we should record: option name, option value selected, display on summary, is default value, extra price, item number and option actions. Option actions:  * For Mandatory Choice type, record it as: “pick”; * if it is Optional Addition, record it as “add”, * For Dish Preference type, record it as “prefer”, and record the option’s item number. * For On the Side type, record it as “On the Side”, and record the option value’s item number if there is any. * For Optional Subtraction type, record it as “remove”. * For Extra Requests type, record it as “extra”.   For example, if an order item’s option selection is as follows:    What we need to record for this item should be looks like:   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Option name | Option value | Display on summary | Is Default | Extra Price | Item number | Action | | Bagel type | Plain | Plain Bagel | N | 0 | 8000044 | pick | | Spread | Butter | Butter | N | 0 | 5003401 | add | | Spread | Almond Butter | Almond Butter | N | 1.00 | 5094301 | add | | Cream Cheese | Scallion | Scallion | N | 0 | 8000982 | add | | On the Side | Cheese | Cheese on the side | N | 0 | 8000987 | On the Side | | Removable items | No onion | No onion | N | 0 | 5009601 | remove | | Removable items | No cheese | No cheese | N | 0 | 5007701 | remove |   If there is Dish Preference type and Extra items option, record as:   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Option name | Option value | Display on summary | Is Default | Extra Price | Item number | Action | | Steak | Medium rare | Medium rare | N | 0 | 8000987 | Prefer | | Extra items | extra onion | onion | N | 1 | 8000987 | extra |   Note: These option selections’ fields should also be sent to truck.   1. Restaurant 2. Delivery fee 3. Tip 4. Credit： Here when we get the credit to be applied, we check all those status=’Active’ credit, do not need to check if system date is earlier than credit’s expiration date, because we already check expiration date before create order. 5. Total amount 6. Payment method 7. Order datetime 8. Estimated delivery duration while placing order (\*\* minutes) 9. Estimated delivery time while placing order (in datetime format) 10. Shipping address |
| Extend Scenario:  If for any reason (such as concurrency), when place order, the cart is already empty, show empty cart page.    Tapping “Add Item” goes to restaurant detail page. |
| ~~Extend Scenario 2: Mandatory Contactless Delivery~~ (this hop-up is removed when placing order and be moved to be shown after placing order)   1. ~~When clicking “Place order”, if there isn’t any warnings/errors like exception scenarios, show hop-up message:~~     * ~~upper right corner: “COVID-19”~~    * ~~header: “A note on safe distance delivery .”~~    * ~~body: “ To maintain safety during this time, we’ll~~ **~~ring the doorbell and your chef will confirm pickup from a safe distance.~~** ~~For optimal taste & quality, please consume right away & follow the food safety guidelines.”~~    * ~~CTA: “Got it! Place Order”~~      1. ~~Clicking “food safety guidelines” will show “food safety guidelines” page. See UC09-06.~~ 2. ~~Clicking “Got it! Place Order” will actually place the order.~~ |
| Exception Scenario 1. Restaurant or Item Unavailable   1. When clicking place order (before paying), check if the restaurant is available or not. If it is not, in the current page, pop up an Action Sheet Error:   Header: So sorry, but [restaurant] is not available now. (Restaurant name should capitalize the first letter)  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page and clear the cart.  If user clicks “x” or outside of message, clear cart and go to browse page.   1. If restaurant is available, check if all the items are available. (Note, if in the cart, the item was already gray out, we should not popup this error message as user already knows it is not added. The error is only for those items changes to off after cart page)   If any meal is unavailable e.g. removed from category or set off, when click “place order”, pop up error message without generate order:  Header: So sorry, but an item (or items) in your cart is(are) no longer available.  Body: None.  Primary CTA: Choose something else  Primary CTA action: Go to menu page of restaurant with cart  Secondary CTA: Return to cart  Secondary CTA action: Delete the unavailable items from cart and goes back to cart page. (Or keep the unavailable items but shown in gray.) |
| Exception Scenario 2.  Restaurant is opening soon   * If the restaurant will be in today or tomorrow’s shift, (opening soon case):   Header: [restaurant] start taking orders at {opening time}.  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page and clear the cart.  If user clicks “x” or outside of message, clear cart and go to browse page.  Restaurant is be back soon   * If the restaurant is in the current shift, but in ‘Be back soon” status, such as out of delivery SLA:   Header: [restaurant] is busy and temporarily unavailable.  Body: None.  Primary CTA: Explore more  Secondary CTA: None.  Primary CTA action: Return to browse page.  If user clicks “x” or outside of message, stay on Place Order page. |
| Exception Scenario 3. OOS   1. When use clicks “Place Order”, check if any item is OOS or exceeds limited quantity. If yes, in the current page, show error message the same as UC08-02 Exception scenario 2. |
| Exception Scenario 4. Payment missing  When use clicks “Place Order”, if for some reason, the payment is missing, show action sheet message:  Header: Please add a payment method to place your order.  Primary CTA: Add Payment Method  Primary CTA action: Go to payment list page |
| Exception Scenario 5. Price change  When click “Place Order”, if any of the item’s price changed (different from the UI), which causes the order’s Subtotal-amount changed, go back to Order summary page and show action sheet message on Order summary page:  Header: Oops! The price of this item changed.  Body: Please note the adjustment in your order summary.  Primary CTA: Okay  Secondary CTA: -  Primary CTA action: close the hop-up and stay on the order summary page and update the item’s price and total-amount.  Under this scene, no need to show the credit changed message on the Order summary page as below. |
| Exception Scenario 6: ETA changes  When the user clicks Place Order, recalculate delivery time. If the delivery time increased by 10 minutes or more (than the one showing on check out page), show:    If the user clicks “Yes, Place my order”, continue to place this order directly, and go directly to the order status screen “order received”.  If the user clicks “Browse other restaurants”, delete the items from the cart and return to restaurant list page (home page). |
| Notes: |
| Q/A: |

### UC08-16 Clear Cart on Restaurant Close

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| UC08-16 Clear Cart |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.9.18 | Norbert | First version | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: system |
| Pre-Condition  Restaurant closed, meaning the restaurant no longer takes order on that day. |
| Main Scenario:   1. Start a job on the server side (running at 30s interval) to check if a restaurant is closed, if closed, clear all the carts with that restaurant, post a message into DB. 2. Start a job in Consumer App (running at 5s interval) to check if there is a message in DB for the current user. If not found, do nothing. If found (meaning the user’s cart has been cleared by the job on the server side), 3. if this is the 1st round of the running job (meaning it’s the user’s first open of the app, i.e. inactive session case), ignore the message. 4. if this is NOT the 1st round of the job (meaning user is currently using the app, i.e. the active session case), bring up the hop up to tell user the restaurant is closed.   The goal of this design is to make it lightweight for Consumer App to regularly check restaurant status (checking a simple message is a lot more lightweight than directly checking restaurant status because the latter requires query and calculation on truck session status). Overall the design looks good but there is a hyper edge which could happen within the 30s interval.  **Hyper Edge Case (ignored)**  For example, the job on the server side checks every 30s, so it would check on 10:00:00 and 10:00:30. If the restaurant become closed at 10:00:04 and the user first open the app on 10:00:05, user would see the restaurant closed, but we would only clear the user’s cart at 10:00:30 and the job on Consumer App (check every 5s) would bring the hop up sometime to user between 10:00:30 and 10:00:35 (because it’s NOT the first round) of the job any more. |
| Extended Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-17 Cart & Checkout – Inventory UI

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| UC08-17 Cart & Checkout – Inventory UI |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.10.16 | Norbert | First version | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customer gets into Cart from cart banner. |
| Main Scenario:  Figma: <https://www.figma.com/file/PkaHHGSWMbSwerowau6Nn5/Inventory-UI?node-id=183%3A45>   1. **Menu Item SOLD OUT or LOW STOCK**      1. **Option Value SOLD OUT or LOW STOCK**        1. **Multiple inventory issues on Cart Page**      1. **Inventory issue prompt on Checkout Page**     **Overall logic for inventory issue notification in Cart & Checkout page**  **Terminologies**   * Menu Item Inventory Quantity: zone level max available quantity for menu item * Option Value Inventory Quantity: zone level max available quantity for an option value (only Mandatory Choice, Optional Addition and Extra Request would impact inventory) * Original Cart Quantity: the Quantity added by the user into the cart * New Cart Quantity: the Quantity automatically updated by our system in case of Menu Item Out of Stock / Low Stock   **Inventory Issue Display Logic**   1. Display the cart items with the Original Cart Quantity exactly as user built the cart (though we would remove Out of Stock and Low Stock menu items in the backend if found) 2. Display Order Summary section  * For each meal, first check the meal validity using the following rules. If any of the following rules failed, display inline error immediately without going to the inventory checks.   + If the Menu Item is turned off in Merch Tool, display Menu Item “Sold Out” inline error and remove this meal from the cart in the backend.   + If the Menu Item has Mandatory Choice option, check if user has selected and if the # of selected option values meets the criteria of minimum/maximum choices. If not, display Option “confirm dish selections” inline error.   + If any of the user selected options is deleted in Merch Tool, display Option “confirm dish selections” inline error.   + If any of the user selected options no longer apply according to the latest configuration in Merch Tool as the following, display Option “confirm dish selections” inline error.     - Previously existing Mandatory Choice option increases “minimum choices” value or decreases “maximum choices” value, e.g. earlier 1-2 Mandatory Choice option value is required to be selected and user selected 1 option value, now the range becomes 2-2; Or user selected 2 option value and now the range becomes 1-1.     - Previously existing Optional Addition option decreases “maximum choices” value, e.g. earlier user selected 3 Optional Addition option values in the previous order, now it’s only allowed to select at most 2 Optional Addition option values     - Previously existing Dish Preference option has “Is Mandatory”= false and user didn’t select it, now “Is Mandatory”= true. * Similarly, for each bundle item, first check the meal validity using the similar rules of menu item. If any of the rules failed, display inline error immediately without going to the inventory checks. * If none of the meal validity issues happen, then for each meal, get the Original Cart Quantity and the **latest** Menu Item and Option Value Inventory Quantity, compare them by checking through the following conditions:   + For bundle item, check if the bundle item is SOLD OUT (the available qty = 0), if yes, remove this meal from cart in the backend and display “Sold Out” indicator.      * + For bundle item, check its selected menu item’s inventory:     1. If any of the menu item selected is sold out, if yes, display {menu item name} no longer available like below      * + 1. For bundle item, check if any of the menu item selected qty > available qty, if yes, display {menu item name} limited quantity      * + 1. Note, for the above check of inventory of menu items, as a menu item can be included in another bundle, or added individually, we should check the overall shortage of this menu item. For example, in the cart, there is an individual menu item A \*1, and menu item A \*2 is also in bundle item B. The available qty of menu item A is 1, **we will try to meet the needed in bundle items first,** so menu item A in bundle B: shortage qty=1; menu item A as an individual item: OOS.   + For normal menu item, check if the meal is SOLD OUT, if yes, remove this meal from cart in the backend and display “Sold Out” indicator, refer to “1. Menu Item SOLD OUT or LOW STOCK” for the design.   There are 2 conditions that could mark a meal as “SOLD OUT”.   * + - Menu Item Inventory Quantity <= 0     - If menu item has Mandatory Choice option values, “the # of (Mandatory Choice Option Value Inventory Quantity > 0)” < “the # of minimum choices of this Mandatory Choice option”   + Get “the smallest value” of the meal’s Menu Item and **SELECTED** Option Value Inventory Quantity, compare it with Original Cart Quantity.     - If “the smallest value” >= Original Cart Quantity, meaning there is no inventory issue for this meal, no inventory shortage indicator is displayed.     - If “the smallest value” < Original Cart Quantity, see which one has the smallest value. * If “the smallest value” comes from Menu Item or Mandatory Choice Option Value, update Original Cart Quantity to New Cart Quantity (i.e. the smallest value) in the backend and display Menu Item “Limited Quantity” indicator. Refer to “1. Menu Item SOLD OUT or LOW STOCK” for the design. * If “the smallest value” comes from non-Mandatory Choice Option Value, do not remove this Option Value in the backend (leave the decision to users), display corresponding inventory shortage indicator. * If “the smallest value” <= 0, display “no longer available” Option Value shortage indicator. * If “the smallest value” > 0, display “limited quantity” Option Value shortage indicator.  1. Display Price section  * Subtotal / Tax will be updated accordingly if there is an update to New Cart Quantity.  1. Display screen error (floating error message for Menu Item inventory issue) or action error (hop-up action sheet for Option Value inventory issue) for normal menu item:  * If there is only Menu Item inventory issue, display different floating error messages (OUT OF STOCK, LOW STOCK, MULTIPLE DISHES). Refer to “1. Menu Item SOLD OUT or LOW STOCK” for the design. Clicking on the floating error message will reflect the New Cart Quantity. * If there is only Option Value inventory issue, display a hop-up for user deal with 1 option at a time. Meal validity issue will take priority over inventory issue.   + If there is a meal validity issue, first display the hop-up of “GO TO DISH”for that meal or “GOT IT” if multiple meals has validity issue. “GO TO DISH” will go to IDP page of that meal. “GOT IT” will dismiss the hop-up and stay on Cart Page. Refer to “2. Option Value SOLD OUT or LOW STOCK” for the design.   + Otherwise, display the hop-up of“MODIFY DISH” / “REMOVE FROM ORDER”. “MODIFY DISH” will go to IDP while “REMOVE FROM ORDER” will remove the meal from cart in case of OUT OF STOCK or decrease the quantity in cart in case of LOW STOCK. If there are multiple meals with Option Value inventory issue, display the hop-up one by one for each Option Value. Refer to “2. Option Value SOLD OUT or LOW STOCK” for the design. * If there is a mix of Menu Item and Option Value inventory issue, refer to “3. Multiple inventory issues on Cart Page” for the error display.  1. Display screen error (floating error message for Bundle item inventory issue) or action error (hop-up action sheet for included menu item inventory issue) for **bundle item**:  * If there is only normal Menu Item inventory issue and bundle item inventory issue, display different floating error messages (OUT OF STOCK, LOW STOCK, MULTIPLE DISHES). Refer to “1. Menu Item SOLD OUT or LOW STOCK” for the design. Clicking on the floating error message will reflect the New Cart Quantity.        * If there is only included menu item inventory issue, display a hop-up for user deal with 1 menu item at a time. Meal validity issue will take priority over inventory issue.   + If there is a meal validity issue, first display the hop-up of “GO TO DISH”for that meal or “GOT IT” if multiple meals has validity issue. “GO TO DISH” will go to BDP page of that meal. “GOT IT” will dismiss the hop-up and stay on Cart Page. Refer to “2. Option Value SOLD OUT or LOW STOCK” for the design. Copied here:      * + Otherwise (meaning it is inventory issue of the included menu item), display the hop-up of“MODIFY DISH” / “REMOVE FROM ORDER”. “MODIFY DISH” will go to BDP while “REMOVE FROM ORDER” will remove the meal from cart in case of OUT OF STOCK or decrease the quantity in cart in case of LOW STOCK.   + If there are multiple bundle items with menu item inventory issue, display the hop-up one by one for each menu item. * If there is a mix of Bundle Item and menu item inventory issue, refer to “3. Multiple inventory issues on Cart Page” for the error display. Copied here:      1. Clicking on “CONTINUE TO CHECKOUT” will check against latest inventory again for all Sub item, Menu Item and Option Values currently in the cart and go through the above logic again. 2. Clicking on “PLACE ORDER” in Checkout Page will check against latest meal validity and latest inventory again.    * If meal validity issue is found, display a hop-up prompting user to “RETURN TO CART” or “GO BACK TO RDP”.    * If inventory issue is found, display a hop-up prompting user to GO TO ORDER (back to Cart Page). Refer to “4. Inventory issue prompt on Checkout Page” for the design. |
|  |
| Extended Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC08-18 Order related changes for bundle item

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| UC08-18 Order related changes for bundle item |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2021.3.8 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer, system |
| Pre-Condition:  Order placed with a bundle item/bundle items |
| Main Scenario:   1. We will introduce order\_bundle\_item table. In this table, we record the bundle menu items in an order. 2. In Order items table, we will add column order\_bundle\_item\_ID to reference order\_bundle\_item table. We insert a bundle item’s all selected menu items to order item table. 3. We should also record the user’s selection for this bundle item. For example, for “entrée” selection, user select salmon with extra price 2, etc. 4. As for a bundle item, bundle item’s unit price is not equal to summary of each sub menu item’s a la carte price. For each sub menu item, the unit price is it’s a la carte price, the difference will be treated as discount. 5. Overall rule of calculation:    * Calculate the item price by spreading the bundle price across the individual items weighted by their a la carte price    * If a choice item has extra price (for example, there is an extra $2.0 for entrée choice salmon， meaning it is $2.0 more expensive than other choice), it will be considered in the calculation of discount.    * If an item’s own option value has extra price (For example, $1.0 for “extra cheese”), this extra price will be treated as no discount. Because even if the menu item is sold individually, the extra price is still the same without any discount. 6. Calculate of discount:    * Step 1: Calculate the overall discount percentage   Discount percentage = (Bundle’s unit price exclude menu item's customization)/sum (all selected item’s a la carte price) \* 100%   * + Step2: Calculate each item’s discounted unit price (without extra options)   Each item’s discounted unit price (without extra options) = this item’s a la carte price \* discount percentage  Note: the last item’s discounted unit price (without extra options )=  (Bundle’s unit price exclude menu item's customization) - all other item’s discounted unit price   * + Step3: Calculate each item’s discounted unit price with extra options   Each item’s discounted unit price with extra options = this item’s discounted unit price (without extra options) + option’s extra price   1. Examples:   Bundle A’s base price: $40; its entree has two options, user should select one. Its sides has three options, user should select 2, and it also has a preset menu item Fries. Data structure of Bundle A:   |  |  |  |  | | --- | --- | --- | --- | | Bundle Choice | Option menu item | a la carte price($) | extra price($) | | Entree  (select 1) | Chicken | 15 | 0 | | Salmon | 18 | 2 | | Sides  (select 2) | Side A | 9 | 0 | | Side B | 10 | 0 | | Side C | 11 | 0 | | preset item | preset item 1 | 10 | 0 |   Order 1 selection:  Discount percentage = $40/($15+9+10+10) = 90.91%   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Bundle Choice | Option menu item | a la carte price($) / extra price($) | Order1  selection | Order 1’s each item’s discounted unit price | | Entree  (select 1) | Chicken | 15 / 0 | \*1  option extra price $1.0 | =90.91%\*15 + $1 =13.63 +$1.0  =14.63 | | Salmon | 18 / 2 | 0 |  | | Sides  (select 2) | Side A | 9 / 0 | 1 | =90.91%\*9  =8.18 | | Side B | 10 / 0 | 1 | =90.91%\*10  =9.09 | | Side C | 11 / 0 | 0 |  | | preset item | preset item 1 | 10 / 0 | 1 | =$40-$13.63-8.18-9.09  =9.10 \* |   Note: preset item for order 1’s unit price is 9.10 instead of 90.91%\*10=9.09.  8. Note: For discount of bundle, the discount type = ‘Bundle’, discount code = ‘Bundle’. |
| Extend Scenario: |
| Exception Scenario: |

# Order processing

## Glossary

### Fulfillment

When order created, call fulfillment service API to create fulfillment. An order can be fulfilled by one or multiple fulfillments mainly depends on inventory.

For this phase, we only support one order has only one fulfillment.

A fulfillment mainly has these information:

1. Order#
2. Status: New, Pending assignment, pending, etc. (see Order status table)
3. Fulfillment items: meal, selected options(or order item ID); fulfillment qty (this can be different from order item’s qty)
4. Chef

### Assignment

An assignment is a relationship between a truck and its assigned fulfillment. It contains Truck, fulfillment, assignment status, destination address, estimate occupy time, estimate occupy start time, estimate occupy end time, actual occupy time, actual occupy start time, actual occupy end time.

The assignment status: New (New assigned), In-progress (the fulfillment is in status from in trainset to delivered), done(the fulfillment status is delivered), cancel (the fulfillment is canceled).

For example, one truck can have such assignments:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Assignment table | | | | Order status – Actions |
| Truck | Fulfillment |  | Current assign Status | Corresponding order/fulfillment status – Action available |
| NJ-001 | Fulfillment1 |  | Done | - |
| NJ-001 | Fulfillment2 |  | In -progress | In transit – **In cooking**  In cooking – **food ready, out for delivery**  Food ready – **Delivered** |
| NJ-001 | Fulfillment3 |  | New | Pending – In transit  (in case previous assignment is Done) |

### Payment

**Stripe** provide CVC/AVS/fraud checking related functions. See:

See online documents on Stripe:  
<https://stripe.com/docs/radar/rules#traditional-bank-checks>  
<https://stripe.com/docs/testing#cards-responses>

Confirmed with finance team, the rules we set in Stripe will be:

* Block if CVC verification fails
* Block if ZIP code verification fails
* Block if Stripe evaluates the payment as high risk
* Allow if Stripe evaluates the payment as elevated risk

Enable:

* Request 3D Secure if 3D Secure is required for card

Disable the following two rules:

* Request 3D Secure if 3D Secure is supported for card
* Request 3D Secure if 3D Secure is recommended for card

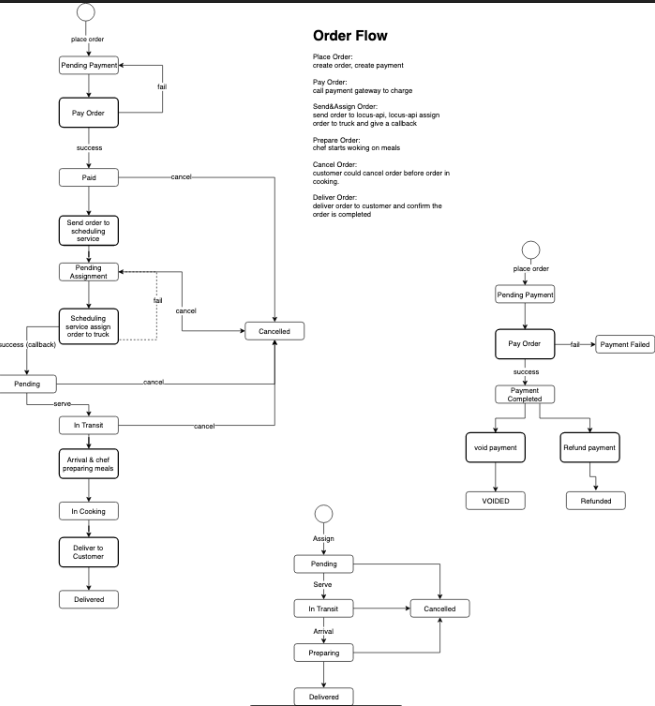
Related cases:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Case | treatment | UI behavior | Other actions |
| 1 | Add payment method, CVS verification fails | Fail | Error message 1 | No |
| 2 | Add payment method, ZIP verification fails | Fail | Error message 1 | No |
| 3 | Add payment method,  Incorrect credit card number | Fail | Error message 1 | No |
| 4 | 3D Secure authentication fails | Fail | Error message? | No |
| 5 | Confirm payment, CVS verification fails | Fail | Error message 2 | CS event |
| 6 | Confirm payment, ZIP verification fails | Fail | Error message 2 | CS event |
| 7 | Confirm payment, “high risk” | Fail | Error message 3 | CS event, flag customers with fraud issues? |
| 8 | Confirm payment, “elevated risk” | Success | - | CS event. |

* For 1,2,3, see UC08-11. For 5,6,7, see UC09-01, exception scenario.

## Order Status

### Flow



The chef on the truck will be capturing the following events (either through pushing a button or automatically detected):

1. On the way to the house --- Mapping status: In transit

2. in driveway/prepping food --- In cooking

3. food ready --- Food ready

4. out for delivery --- Food ready

5. Delivered --- Delivered

### Order status

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Order status | Fulfillment Status | Customer Assignment Status | Front end status showing in APP | Status Change Trigger |
| Pending payment |  |  | Pending payment |  |
| Paid |  |  | Order received |  |
| Pending | New |  | Order received | Matched with truck |
| Assigned | Pending | **Assigned:** When an order is assigned to a truck.  **Ready to Route (I/A)**: When the COR is ready to drive, but has not started routing yet.  This status only applies when there is pre-route prep. Otherwise, the status should move from **Assigned** to **In-Route.** | Order received | COR hits “Start timers” on the Pre-Route Prep screen (Chef App) |
| In transit | In transit | **In Route:** When the COR starts routing with the Driver App | Driving to you | COR hits “Start Driving” (Driver App) |
| Arrived | Arrived | **Arrived (Ready to Prep):** When the COR says they've arrived in the Driver App. | Cooking outside | COR marks “Arrived” (Driver App) |
| In cooking | In cooking | **In Prep:** When the COR begins prep with the Chef App | Cooking outside | COR hits “Start Prep” (Chef App) |
| In cooking | In cooking | **Reviewing Prep:** When the COR finishes the last step in the line build and goes on to the Order Review page | Cooking outside | COR reaches the Order Review screen (Chef App) |
| Food is ready | Food is ready | **Delivering:** When the COR hits the "Ready for delivery" button on the Chef App | Time to eat | COR hits “Ready for Delivery” (Chef App) |
| Delivered | Delivered | **Inventory Reconciliation:** When the COR returns from the delivery and starts the Inventory Reconciliation flow | Delivered | COR hits “Meal was Delivered” in the Chef App |
| Canceled | Canceled | Canceled | Canceled |  |

Payment Status

|  |  |  |
| --- | --- | --- |
| Payment status -API | Payment status shown in BO |  |
| PENDING\_PAYMENT | Pending Payment |  |
| AUTHORIZED | Authorized |  |
| CAPTURED | Paid |  |
| PAYMENT\_VOIDED | Voided |  |
|  |  |  |
| DECLINED | Declined |  |
| CANCELED | Canceled | ? |

## Use cases

### UC09-01 Pay Order

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| UC09-01 Pay Order |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019-2020 | Lisa | Draft version and other versions | | 1.1 | 2020.6.3 | Nancy | Default payment expired | | 1.2 | 2020.6.3 | Nancy | Copy Update – Place Order Interstitial | |  |  |  |  | |
| Stakeholder: Customer, system |
| Pre-Condition:  Order is placed with “Pending Payment” status |
| Main Scenario:   1. Credit card   If the user’s payment method is credit card, after the user clicks “place order” (UC08-15), show this gif while doing payment and truck’s assignment. (See UC09-02).  And then show the next status’s order processing page. See Extend Scenario of this use case and UC09-02.    At the same time, call payment API to pay for this order. When place order, we only do authorize  When order is delivered, do the capture.  Once it is authorized successfully, update the order’s status to “Paid”.   1. ~~Paypal and~~ apple pay   Apple pay should be supported in this phase. After payment is done. show the gif page and do assignment.  Paypal will be supported in later phase.   1. Once it is paid successfully, update the order’s status to “Paid”. Do assign truck. See UC09-02. |
| Extend Scenario:   1. If payment fails because of CVS verification fails or ZIP verification fails, show checkout page again with a hop up with the following message:.   Header: There was an issue with your card.  Body: Please double check your payment information.  Primary CTA: Change payment method   1. If payment fails because of other reason, such as: Fraud result as “high risk”, declined because of different reasons, such as insufficient funds, etc, show checkout page again with a hop up with the following message:   Header: There was an issue processing your card.  Body: Contact your bank or change your payment method.  Primary CTA: Change payment method   1. In the checkout page, the cart’s items and all other information (such as: address, credit, tip, promotion, etc.) should be the same as before checkout.      * 1. Taping “Change payment method” goes to change payment page, see UC08-12. And the following steps is just like the normal checkout flow.   2. If the user closes the hop up, he can click payment method to change payment method.   3. If the original order uses any credit/promotion, we should revert the credit/promotion so that the user can use them again.   4. The original order with status=“payment fail” should not show on order history page, but can be shown in BO. |
| Exception Scenario: - credit changes  When place the order, if someone use the same account at almost the same time, and now the left available credit < the original credit shown in the cart, show an error message: “The credit amount has been changed, please review and place order again.”  When the customer closes the error message, show the order confirm page with refreshed credit amount (and the final amt). The user can tap “Place Order” again.  For concurrency case above, if the left available credit >= the original credit shown in the cart, we should continue with the payment. |
| Exception Scenario: - Promo changes  When place the order, if for any reason, the originally selected promotion is not eligible any more, show an error message: “The promotion has been changed, please review and place order again.”  When the customer closes the error message, show the order confirm page with promo is not selected and amount changed. Here the user can add promo and/or tap “Place Order” again. |
| Exception Scenario: - Default payment expired  If the order is paid successfully, but user’s default payment card “A” is expired, and the payment of this order is another payment card “B”，app should auto set payment card “B” to be the default payment. After then, on the payment page of account, the default payment is card “B”. |
| Notes:  For payment related requirements, see also BO related use cases. |
| Q/A: |

### UC09-02 Assign truck and “Pairing you with a chef” page

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| UC09-02 Assign truck and “Pairing you with a chef” page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.4 | 2019.7.24 -2020.7 | Lisa | Draft version and others | | 1.5 | 2020.8.25 | Lisa | Update routing logic to include ROAR inventory | | 1.6 | 2020.9.11 | Norbert | Hop-up after payment is successful for first order users | | 1.7 | 2020.10.16 | Norbert | New design | |  |  |  |  | |
| Stakeholder: system |
| Pre-Condition:  The order is paid successfully. |
| Main Scenario:   1. When the order is paid successfully, call fulfillment API to create a fulfillment.(In later phase, it can be multiple fulfillments.) The fulfillment status = “New” 2. Assign the fulfillment to a truck. The fulfillment and order’s status are changed to “Pending Assignment” 3. The system finds one most suitable truck:  * Truck Eligibility * Truck is Online for this delivery zone * COR logged in (status = “Online”) * Truck session has started  (system time> truck session start time) * Truck’s available address is within \*\* km (configurable, same as browse page) from order’s destination * Truck Matching Preference (in order) * Eligible trucks with sufficient inventory * Eligible trucks with smallest delivery time * If no truck has sufficient inventory, add the ROAR inventory (of this delivery zone) to each truck’s inventory, pick the eligible truck with smallest delivery time and generate an alert (with negative data) in the Command Center (so Dispatch knows they need to send the ROAR) * Note inventory will go negative --> this is how we can generate an alert in the CC   + - Note: The ROAR truck session’s condition:  1. Delivery zone = SKV's delivery zone 2. Status = “Online”, 3. truck session has started, 4. the truck session’s start – end time has overlap with the SKV’s start- end time ( This is to prevent the case on UAT that a ROAR session does not tune off-duty for several days) 5. The system assigns this order to this truck. Call system callback to announce this assignment. 6. Decrease truck’s available quantity according to order item quantity 7. Create the assignment: 8. Status=”New”, 9. destination address = order’s shipping address 10. ETA calculation.   Estimated arrival time = this truck’s available time (This includes previous assignment’s O2E) + this order’s pre-prep time (P) + this order drive time (T) + Pre-cook time (PC) + cooking time (C) + walk to door time (D).  Here cooking time: Get from optimizer.   1. Update the truck’s available time   Truck’s available time = this order’s estimated arrival time + F (finish time)   1. Update the truck’s available location to the order’s destination 2. Update fulfillment status and order status to “Pending” |
| Extend Scenario:    As the assignment might take quite a few seconds, we always show the rainbow animation for 5 seconds. If in 5 seconds, the order is assigned successfully, we will directly show order received page. If it is not assigned yet after 5 seconds, we show the following “Pairing you with a chef” page and stay here until order is assigned successfully. When order is assigned, show order received page. No matter which page is shown, a contactless delivery hop-up will be displayed as follows, for first order users (means that a user has no order with Delivered status before).    In the “pairing you with a chef” page, the customer can cancel his order in 60 seconds (Clicking on “MANAGE ORDER” and then click “CANCEL ORDER”). After 60 seconds, the cancel order will fail with a hop-up error message.  Display “ORDER [Order Number] FROM [Restaurant Nickname]” on header section.    For detail cancel order function, see UC09-08. |
| Exception Scenario 1: OOS   1. . If when the order is placed, we can‘t find a suitable truck, 1) We cancel the order automatically. 2) We do a testing assignment again but without checking inventory to see if we can find a truck. If yes, get the truck’s available quantities for the order items to compare with order item quantities. 2. If there is any item which is OOS, show error message:   Header: Sorry! [Item] sold out and your order is cancelled.  Body: We’re so sorry, but know you’ll find something awesome.  Primary CTA: Find something else  Secondary CTA: -  Primary CTA action: Return to browse page  Secondary CTA action: None.  If multiple items are OOS. Header:   * If one item: “Sorry! Chicken Parm sold out and your order is cancelled.” * If two items: “Sorry! Chicken Parm & Eggplant Parm sold out and your order is cancelled.” * If three plus items: “Three meals sold out and your order is cancelled.” Here, Three should be the OOS meals’ number.  1. If there is not any item which is OOS, but there is at least one item whose qty exceed truck’s available qty for this item. Show error message:   Header: Sorry! [Item] has limited quantity available and your order is cancelled.  Body: We’re so sorry, but know you’ll find something awesome.  Primary CTA: Find something else  Secondary CTA: -  Primary CTA action: Return to browse page  Secondary CTA action: None.  If multiple items are OOS. Header:   * If one item: “Sorry! Chicken Parm has limited quantity available and your order is cancelled.” * If two items: “Sorry! Chicken Parm & Eggplant Parm have limited quantity available and your order is cancelled.” * If three plus items: “Three meals has limited quantity available and your order is cancelled.” Here, Three should be the OOS meals’ number.  1. If we can’t find a truck, meaning assignment fails is not because of inventory shortage, see next exception scenario.   Note,   * 1. for cancel order, please refer to UC09-08 for details.   2. As we already tell the user that the order has been cancelled, we do not need to jump to the backend-cancelled warning page (the page as in UC09-09). |
| Exception Scenario 2: Fail to fulfill not because of inventory shortage   1. See above exception scenario1. If we can’t get a truck even without checking inventory, meaning, the reason of failing to assign is not because of inventory shortabe, show error:   Header: Sorry, [Restaurant] is not available at this time and your order is cancelled.  Body: We’re so sorry, but know you’ll find something awesome.  Primary CTA: Find something else  Secondary CTA: -  Primary CTA action: Return to browse page  Secondary CTA action: None.  Note, for cancel order, please refer to UC09-08 for details. |
| Exception Scenario:  If we fail to create fulfillment, we show a global error message to the user, so that the user knows something is wrong and he can contact customer care. |
| Notes: |
| Q/A: |

### UC09-03 Order processing – Order received page

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| UC09-03 Order processing – Order received page |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-2.0 | 2019.. | Lisa, Nancy | Draft version and other versions | | 2.1 | 2020.8.25 | Nancy | Keep the receipt as same as order details - Receipt | | 2.2 | 2020.10.16 | Norbert | Order received gets divided into 2 phases | | 2.3 | 2020.11.5 | Norbert | Order received reverts back to 1 phase | |  |  |  |  | |  |  |  |  | |
| Stakeholder: customer |
| Pre-Condition:  The order’s status is Pending, and the user clicks to check this order |
| Main Scenario:   1. When the order’s status changes to “Pending”, push a notification by SMS: “ Your [RESTAURANT NAME] order is confirmed. We’ll update you via text so you can follow the order.”.   The value of [RESTAURANT NAME] keeps as restaurant name shown in BO. And if the restaurant has nickname, use the nickname.   1. When the order’s status is Pending, in these conditions: 2. The user clicks “Place Order” and paid, assign truck successfully. Or: 3. The user clicks “Track your order” in menu detail page if there is only one in progress order. SeeUC03-04. Or: 4. The user clicks one in progress order in the order history page. (See UC\*\*\*)   show the following “Order received” page:     1. In this page, show: 2. Top bar with “X” icon and conversation icon. Clicking the “X” icon will go back to returning user’s home page(browse page). Clicking conversation icon TBD. Top bar is pinned to the screen. All other parts are scrollable. 3. Order [Order Number] from [Restaurant Nickname} 4. “Ready to eat by {Estimated arrival time}. The Estimated arrival time is the estimated time that the meal is delivered to the door.   Estimated arrival time = this truck’s available time(This includes previous assignment’s O2E) + last order’s finish time(F) (If the truck has unfinished assignment)+ this order’s pre-prep time (P) + this order drive time (T) + Pre-cook time (PC) + cooking time (C) + walk to door time (D).  Here cooking time should be the results from optimizer.  It should be recalculated/refreshed every minute.     1. Status timeline:     Timeline progress bar appears when the order has been received.  Timeline progress updates to display current order state. The current order state is in Bold.  Timeline displays “**ORDER RECEIVED**” until triggered by next state – ‘In transit’.  ~~Depending on the assignment index of the order , i.e. if the assignment is the first in the assignment queue or not, display different messages:~~  ~~If it’s not the first in the assignment queue, display “Chef [Chef Firstname] is completing another order”.~~  ~~Else, display “Chef [Chef Firstname] will be on their way to you soon.~~  No matter which assignment index is, we would always display “Chef [Chef Firstname] is completing another order”;  Timeline displays “**DRIVING TO YOU”** until triggered by next state – “In cooking”.  Timeline displays “**COOKING OUTSIDE**” until triggered by next state – “Food Ready”.  Timeline displays “**TIME TO EAT!**” until triggered by next state – delivered.  Display Timestamp of place order time to the right of “Order Received” timeline status, and it is displayed in all order tracking statuses, the format is:  Font: Body 2  Time Format: hh:mm am/pm  Use 12-hour format  Examples: 9:36 am | 11:05 am | 12:30 pm | 5:40 pm.   1. MANAGE ORDER sticky button     **VIEW ORDER**  On clicking “View Order”, show order details in hop-up as the following screenshot:    The hopup hight: 60%(TBD) of the screen. Scrollable area: All except the top bar (where the Restaurant name and Order Number).  On this hop up, show the order’s detail receipt just as order history receipt, includes on the house/tip charge/ refund amount/issue credits, see detail: UC11-05 Order details – Receipt.  Display order number on the receipt when a user click “view order” during order tracking, order number is displayed below the restaurant name, the display format of “Display order number” is as same as section UC11-02 Order details (Order Receipt).  If restaurant has nickname, show the nickname in the Anchored header section on the View Order Hop up, if no nickname, show the restaurant name.  **CONTACT SUPPORT**  If customer does not clear to know how to modify the order once customer placed an order, customer can click “CONTACT SUPPORT” and then customer is redirected to the customer support chat page. After completing the conversation, click the return icon of chat page, customer should return to last page “the order received page”.  **CANCEL ORDER**  Altogether, the customer has 60 seconds to cancel his order. If exceeding 60 second, an error will be displayed with CTA “CONTACT SUPPORT”. Customer can click “CONTACT SUPPORT” and then customer is redirected to the customer support chat page. After completing the conversation, click the return icon of chat page, customer should return to last page “the order received page”.    When the user clicks “Cancel Order”, see UC09-08.   1. Feeding America (TBD) |
| Extend Scenario:  If the order has promotion/credit applied, show promo discount and credit.    If total =0, do not show payment method as: |
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| Exception Scenario:  If we can’t find a truck to fulfill the order, we should show information to the customer. TBD |
| Exception Scenario:  If there is a network problem that the app cannot get if the order is placed or not. Show a Timeout screen (or there is something wrong connecting server) with a back icon. When the user clicks back icon, go back to restaurant list page. |
| Notes:  UI: [Post-Purchase Figma Screens](https://www.figma.com/file/3YbN1Lem3qmPxsjEQy3Z1f/Full-App-Revision---Oct-2019?node-id=31%3A2752)  (<https://www.figma.com/file/3YbN1Lem3qmPxsjEQy3Z1f/Full-App-Revision---Oct-2019?node-id=31%3A2752>.)  [Post-Purchase User Stories](https://foodtruckinc-my.sharepoint.com/:w:/r/personal/kristen_foodtruckinc_com/_layouts/15/Doc.aspx?sourcedoc=%7b78452bb2-b27d-42a8-81e8-79dc268ad582%7d&action=edit&wdPid=6b3d2041)  [Updated Style Guide with Post-Purchase Components](https://www.figma.com/file/FHxFSZYo6n2YPSBL4nzHOO/*-Wonder-Master-Style-Guide-*-(Copy)?node-id=0%3A3409) |
| Q/A:   1. Q: When the estimate delivery time becomes longer than the initial estimate delivery time, should we show some information to the customer.   A：There may be a future messaging system we build to notify the customer of larger changes.   1. Q: Is it possible that an order is fulfilled by 2 trucks? If yes, the UI should change a little bit.   A: It is possible, but this is an edge case. We have not built the UI yet. \*Will confirm with ops team. But agreed for now that solution may be showing the fastest truck order tracking. |

### UC09-04 Order processing – Driving to you

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| UC09-04 Order processing – Driving to you |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 – 1.7 | 2019-2020 | Lisa,Nancy | Draft version and other versions | | 1.8 | 2020.10.16 | Norbert | New design | | 1.9 | 2020.11.13 | Norbert | New design | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  The order’s status is “In transit” (This is triggered by the driver through the truck APP, “On the way to the house”), and the user clicks to check this order |
| Main Scenario:   1. When the order’s status changes to “In transit”, push a notification by SMS: “Wonder is on the way. Track your order every step.”. 2. When the order’s status is “In transit” in these conditions: 3. The user is in the “Order received” page, when the status changes to “In transit”, refreshes the page to show “Driving to you” page 4. The user clicks “Track your order” in menu detail page if there is only one in progress order. SeeUC03-04. 5. The user clicks one in progress order in the order history page. (See UC\*\*\*)   show the following “Driving to you” page:     1. Map:   In this map, show the current location of the assigned truck, the shipping address of this order, and a recommended route (call the map API to get it) from the truck’s location to the shipping address. This map should be refreshed every 30 seconds. (The frequency can be configured.)  At time of departure, display map with full route from Vehical to Pin. User is unable to interact with the map and cannot zoom or scroll. As vehical approaches pin, zoom in map to always display full route to pin. Depending on how far vehical is from the pin there could be several zoom states.   1. Timer:   Show (Estimated Arrival Time – now) as ETA and also show the exact time.   1. Status timeline:   When the status changes to “In transit”, light up “**DRIVING TO YOU**’ in bold. See spec below.     1. Timestamp of placed order, see UC09-03. 2. MANAGE ORDER sticky button, see UC09-03. |
| Extend Scenario: - Simulator and system  When the chef pushes “On the way to the house”, do the following:   1. Fulfillment status/Order status changes to “In transit”. 2. Update this Assignment: 3. Status=’In-progress’ 4. actual occupy start time=Now |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC09-05 Order processing – Cooking Outside

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| UC09-05 Order processing – Cooking Outside |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.7 | 2019-2020 | Lisa, Nancy | Draft version and other versions | | 1.8 | 2020.10.16 | Norbert | New design | | 1.9 | 2020.11.13 | Norbert | New design | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  The order’s status is “Arrived” (This is triggered by the driver through the truck APP, in driveway/prepping food), and the user clicks to check this order |
| Main Scenario:   1. When the order’s status changes to “Arrived”, push a notification by SMS: “Your order is in the works. Chef [Name] is outside cooking your meal.” If there are more than one chef, randomly selected a Chef. 2. When the order’s status is “Arrived” in these conditions: 3. The user is in the “Driving to you” page, when status changes to “In cooking”, refreshes the page to show “Cooking outside” page 4. The user clicks “Track your order” in menu detail page if there is only one in progress order. SeeUC03-04. 5. The user clicks one in progress order in the order history page. (See U)   show the following “Cooking outside” page:     1. timer:   Timer resets when status changes to “Arrived”. Timer displays [Estimated Cooking End Time – now] as well as the exact time. Full circle: Pre-cook time + Estimated cooking time .  Remaining circle: Pre-cook time + Estimated cooking time - the minutes passed from status change to “Arrived”.  The remaining cooking minutes should be round up to minute. Progress calculated by “time spent cooking”/ (Pre-cook time +”estimated cooking time”)   1. Status timeline:   When the status changes to “In cooking”, light up “**COOKING OUTSIDE**” in bold, and a message:  “Chef [Chef Firstname] is preparing your order.” If there are multiple chefs, use the first chef. Timestamp of placed order see UC09-03.   1. At most 3 Menu Item thumbnail image are displayed in the following order:  * The most quantity: if multiple order items have the same menu item, sum their quantity up * The most expensive: if multiple order items have the same menu item, sum their price up * If multiple menu items have the same quantity and price, anyone can be displayed.   NOTE that same menu item thumbnail should NOT display twice.  If there is only 1 or 2 dishes in the order, display empty state illustration as follows.     1. MANAGE ORDER sticky button, see UC09-03. 2. When order status changes to “In cooking”, keep in the “Cooking outside” page. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC09-06 Order processing – Time to eat

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| UC09-06 Order processing – Time to eat |
| |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 – 1.7 | 2019 - 2020 | Lisa, Nancy | Draft version and other versions | | 1.4 | 2020.9.11 | Norbert | Remove food safety notice under “TIME TO EAT” | | 1.5 | 2020.10.16 | Norbert | New design | | 1.6 | 2020.11.13 | Norbert | New design | |  |  |  |  |   Stakeholder: Customer |
| Pre-Condition:  The order’s status is changed to “Food ready” (This is triggered by the driver through the truck APP, 3. food ready 4. out for delivery), and the user clicks to check this order |
| Main Scenario:   1. When the order’s status changes to “Food ready”, push a notification by SMS: “Hope you’re hungry. Chef [NAME] will meet you at your door and wait a safe distance for pickup.” 2. When the order’s status is “Food ready”, show order processing page with status “Time to eat”. Please NOTE that we will remove the food safety notice under “READY TO EAT” (Please see the 2nd screenshot below).      1. Status timeline:  * When the status changes to “Food ready”, light up “**TIME TO EAT!** in bold.  1. MANAGE ORDER sticky button. See UC09-03. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC09-07 Order processing – Delivered

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| UC09-07 Order processing – Delivered |
| |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2019.7.24 | Lisa | Draft version | | 2019.7.29 | Lisa | Update assignment part | | 2019.11.12 | Lisa | Update according to new design | |  |  |  | |  |  |  |   Stakeholder: Customer, system |
| Pre-Condition:  The order’s status is changed to “Delivered” (This is triggered by the driver through the truck APP, 5. Delivered), and the user clicks to check this order |
| Main Scenario:   1. When the order’s status is changed to “Delivered”, app should immediately go to browse page with review order module. See UC10-01. |
| Extend Scenario – System  When the chef push “Delivered”, do the following:   1. 1. Update order: 2. Fulfillment status = “Delivered” 3. order status = ”Delivered” 4. actual delivery time = Now-order placed time 5. Update this assignment’s information: 6. Assignment status=”Done” 7. actual occupy end time = Now 8. actual occupy time= actual occupy end time- actual occupy start time |
| Exception Scenario:  Set the meal to off before the order is delivered, does not affect the status of the order. (We will add the function of searching based on meal and Restaurant) |
| Notes: |
| Q/A: |

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| Q/A: |

### UC09-08 Cancel order

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| UC09-08 Cancel order |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019-2020 | Lisa | Draft version and other versions | | 1.1 | 2020.5.21 | Lisa | Separate authorize and capture. | | 1.2 | 2020.5.25 | Nancy | Add item canceled to Shopping Cart | | 1.3 | 2020.7.22 | Nancy | CTA Update - FIND SOMETHING ELSE | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. Customers click cancel order |
| Main Scenario:  Clicking “Cancel order” popup a Action Sheet Error message:  Header: Are you sure that you want to cancel?  Primary CTA: Yes, please cancel  Secondary CTA: No, nevermind  Primary CTA action: Try to cancel this order.  Secondary CTA action: Stay on current page.   1. When cancel order, here we have a buffer for the user to click yes. When the whole time exceed 73s, show an animation to close the popup so the user can’t click anymore. In the server side, the cancel can be done in 75 seconds after the status is changed to “Pending”. If there is any exception occurs that we can’t cancel this order, show error message: “There was an error processing your request.” 2. If the order is canceled successfully, if the restaurant is valid, add all the active items of this order to Shopping Cart, If the restaurant is invalid, nothing need to be added to Shopping Cart, and if the restaurant is valid, check the item’s valid status, only the item which is valid can be added to Shopping Cart.   When adding back to shopping cart, the previous tip should also be added to the shopping cart. If the previous tip selection is no longer selectable, and the previous tip is a percentage, set the tip = previous percentage \* (current subtotal). If previous tip selection is no longer selectable and the previous tip is not a percentage, set the previous tip value as custom tip.  After the order is canceled, return to home page with pop up “Your order has been canceled’. Clicking “X” icon, “VIEW RESTAURANTS” or clicking areas outside this popup will close the pop up. |
| Extend Scenario: - Cancel order backend  After the user confirms to cancel the order, do the following:   1. change the order’s status to “Canceled” 2. Change the fulfillment’s status to “Canceled” 3. Update this assignment’s information:   1) Assignment status=”Canceled”  2) actual occupy end time = Now  3) actual occupy start time: if actual occupy start time is null, set it to Now.  4) actual occupy time= actual occupy end time- actual occupy start time   1. When cancel order, the amount = this payment’s adjusted auth amount. That is, we should totally cancel the payment. The reinstated credit amount = the credit amount which is originally paid. Log payment history. Please also reference BO use case of cancel an order.   If the order is paid partially/totally by credit, the credit part should return to the original credit with the credit’s status=’Active’. If the original credit is already expired, update its expiration date = tomorrow 23:59:59.   1. If an order is cancelled before the assignment, do not change any inventory.   If an order is cancelled after the assignment and before cooking, add back the available quantity.  If an order is cancelled after start cooking, do not change any inventory automatically. The chef should be able to adjust the inventory.  5. If the order is applied with a promotion, revert the customer promotion. Record order change history. Order ID, change the description, created by, created when. |
| Extend Scenario2: - Revert credit/refund amount logic when there are order issues.  If the order has order issues, please refer to BO use case BO04-09 Cancel an order about the revert credit/refund amount logic. |
| Exception Scenario: Clear Shopping Cart and add canceled order back to Shopping Cart  Operation steps:   1. The customer has placed an order A. 2. The customer goes to the home page, selects a restaurant (the restaurant may be the same restaurant as order A, or it may be different), and adds the items to the Shopping Cart. 3. User cancels order A.   Processing logic of cancel order:   * Clear the items of Shopping Cart which added by step “2”. * Add the items of canceled order A back to Shopping Cart. |
| Notes: |
| Q/A: |

### UC09-09 Cancellation Screen

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| UC09-09 Cancellation Screen |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.5.28 | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. Before order is delivered, order is cancelled by operation team, not by customer |
| Main Scenario:   1. If an order is cancelled by operation team (Back office user), not by the customer, and the customer is in the order procession page, show the following cancellation screen.   Header: Your order has been canceled.  Body: We have canceled your order from Bario Cafe and your account has not been charged. If you have any questions, please contact Customer Service.  Link to “View order”  Primary CTA: FIND SOMETHING ELSE  goes to browse page  Secondary CTA: CONTACT SUPPORT  goes to customer support landing page |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC09-10 Clicking message behavior

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| UC09-10 Clicking message behavior |
| Stakeholder: Customer |
| Pre-Condition:  A customer’s order status changes to “In transit”, “In cooking”, “Food ready”, a message is push to the customer |
| Main Scenario:   1. Clicking the message will invoke the app and show this order’s status page. 2. If after a status message is pushed to the customer, the customer logs out. When he clicks the message, 3. invoke the app, show login page to the customer 4. When the customer logs in (See UC07-02), check if the message’s order is the login customer’s order or not. If it is, show this order’s status page. 5. If it is not, show home page. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Review Order

## Use cases

### UC10-01 Review order

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| UC10-01 Review order |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0-1.3 | 2019.7.29 | Lisa | First version and other changes | | 1.4 | 2020.6.8 | Nancy | Update copy of “Push Notifications” | | 1.5 | 2020.6.23 | Lisa | Review order redesign | | 1.6 | 2020.7.8 | Nancy | Add Restaurant Nickname | | 1.7 | 2020.8.7 | Lisa | Do not hop up review order page | |
| Stakeholder: Customer |
| Prototype:  <https://www.figma.com/file/cB4mCbqIpZT7VrqXfO1PhK/Order-Review-UI?node-id=459%3A11486> |
| Pre-Condition:  Order status is 5 minutes after “Food is ready” or as soon as the status is “Delivered” |
| Main Scenario:   1. Do not do order review for now because we have another survey outside the APP. So for all of the following conditions, do not show review order hop up. 2. Show Review order hop up in the following condition: 3. If the user clicks the X in the “it’s ready” status page, we should show the browse page (returning user’s home page) with the “review order” hop up. That means, 10 minutes after an order is delivered, if the user is on the home page, hop up the review order page.     Fig 1 Review order hop-up   1. If the status “it’s ready” is not changed to “Delivered” in five minutes, and the user is still on “It’s ready” page, show review order page. If the status “it’s ready” changes to “Delivered” in five minutes, show review order page () 2. We should also display the “review order” hop-up in the browse page (returning user’s home page) the next time the user returns to the app if they weren’t active in the app during the “its ready phase”. This means, when we show “review order” hop up, we should record that it has been shown. When the user returns to the app and goes to the home page, we will check if there are any “delivered” orders without showing “review order”, if yes, show it. 3. Review Flow:      1. Star system:      1. **Order review hop up:**      * 1. Dish Thumbnail: display one dish thumbnail from a dish in the order that’s being reviewed   Logic for which dish thumbnail to display: 1st item with highest order quantity; 2nd most expensive item. That is: order by item quantity, item subtotal desc  Example: My order consisted of:  2 qty guacamole ($4.99)  2 qty. bean tacos ($8.99)  1 qty. enchilada ($15.99)  we should display the image of the bean tacos for the thumbnail.   * 1. Header: “How would you rate your order from [Restaurant]?”   If restaurant has Nickname, [Restaurant] = nickname, just keep [Restaurant] as same as nickname.  If restaurant has no Nickname，[Restaurant] = Restaurant name, and Restaurant name’s each word’s first character should be capitalized.   * 1. Stars: 5 unfilled stars. User can click on any star amount. Clicking on the stars will open the full review order experience. When the full experience is opened (Step1), we should display the number of stars the user selected.   2. If user clicks in another area in the hop up (not the X close) then review opens in step 1 in the no stars selected state. (For “No star version”, please see Extend Scenario2.   3. Clicking “X” or area outside the hop up, we will close the hop up and do nothing to order review.  1. **Step 1 – star rating**      1. Display “X” icon in upper left corner. If user clicks “x”, close the review order and return to whatever screen the user was on before the review order hop-up. 2. Display the “SKIP” in the upper right corner. If user clicks “skip” move to step 2 in order review. 3. Display “Step 1 of 3” in Eyebrow Primary Font 4. Display “How was your order from [Restaurant] by Chef [Name]?” in Heading 3 font.   [Restaurant] should use nickname, If restaurant has Nickname, [Restaurant] = nickname, just keep [Restaurant] as same as nickname.   1. If restaurant has no Nickname，[Restaurant] = Restaurant name, and Restaurant name’s each word’s first character should be capitalized. Display 5-star scale. deselected stars: color = warm white, selected stars: color = yellow 2. Make the copy dynamic based on the user’s star selection:   5 STARS:  Heading: “Loved It”  Body: “Select everything you loved.”  4 STARS:  Heading: “It was great”  Body: “Select everything you liked.”  3 STARS:  Heading: “It was okay”  Body: “Select everything we should improve.”  2 STARS:  Heading: “Didn’t like it”  Body: “Select everything we should improve.”  1 STAR:  Heading: “I had a bad experience”  Body: “Select everything we should improve.”   1. User can change their star rating by taping another star value. When star value changes, we should change the heading and body accordingly. 2. Cloud Tags:   User can tap to select as many tags (or keywords) as they like. they can also deselect tags if they want. this field is not required. Tag Names: Presentation, Portions, Value, Packaging, Delivery Time, Temperature, Taste, Service.   1. Display “Next” CTA in beet. Note: user can click “next” even if they have not selected any tags. 2. Save the modification done on this page, after user click any of the button: “X”, “Next”, “SKIP”. 3. **Step 2 – Dish Review**     Pre-condition: User has started the review order process, in Step 1, user either clicked “skip” or “next” to land on step 2, dish review.   1. Display “X” icon in upper left corner, if user clicks “x” close the review order and return to whatever screen the user was on before the review order hop-up. 2. Display the “SKIP” in the upper right corner, if user clicks “skip” move to step 3 in order review. 3. Display “Step 2 of 3” in Eyebrow Primary Font. 4. Display “How was each dish from [Restaurant]?” in Heading 3 font, if there is only one dish in the order, change copy to “How was your dish from [Restaurant]? If there is a nickname to restaurant, set the [Restaurant] with nickname, otherwise, use the full name, see **Step 1 – star rating**. 5. Display dish rating for each dish:    1. Display one rating module for each unique menu item in the order. For example, if customer ordered 3 cheese pizzas, only display cheese pizza once.    2. Dish Rating Module includes:   Dish Thumbnail: 90 \* 90 px  Dish Name: Heading 4  Star Scale: Unselected = warm white, Selected = yellow   * 1. Sort order for dish rating modules: Dishes should be displayed in the dish rating based on the order that they appear in the restaurant menu.   2. All dish ratings are optional * User can rate none of the dishes, some of the dishes, or all of the dishes. * If there are more than 4 dishes the user can scroll down to see the more dishes. * Once they make a selection, they can’t zero out back to zero stars, but they can change their star rating.  1. “Next” CTA in beet: User can click the next CTA at any time to go to step 3 2. **Step 3 –Additional Comments**     Pre-condition: User has started the review order process in Step 2, user either clicked “skip” or “next” to land on step 3, additional comments.   1. Display “X” icon in upper left corner, if user clicks “x” close the review order and return to whatever screen the user was on before the review order hop-up.   If user inputs text and click the X, save the text entry.   1. Display “Step 3 of 3” in Eyebrow Primary Font. 2. Display a header based on the star rating in step 1  * If user selected 4 or 5 stars in step 1, display “We’re so glad you enjoyed your meal. Any comments you’d like to add?”. * If user selected 3 stars in step 1, display “Your feedback is important. Please let us know how we can improve your experience.”. * If user selected 2 or 1 stars in step 1, display “We’re sorry you had a negative experience. Where did we go wrong?”  1. Display additional comments form field.  * Form Field Name: “Additional comments”. * Character count “0/400”. * User can add up to 400 characters. The field follows same design & interaction pattern as delivery instructions field. * This field is not required, user can click finish without typing anything.  1. “Finish” CTA in beet, if clicks finish, return to whatever screen they were on when they review order hop-up was surfaced. |
| Extend Scenario1:  30 minutes after order has been marked delivered, if the user hasn't completed order review (Even if he has opened the review page but not finished review), push a notification: "How was everything? Rate your order from [Restaurant].".    If restaurant has Nickname, [Restaurant] = nickname, just keep [Restaurant] as same as nickname. Otherwise, [Restaurant] = Restaurant Full Name.  if user opens this push notification it would go to the no star rating page, detail see Extend Scenario2.  Currently(2020/06), disable this function because we will also be emailing users a more detailed survey outside of the app after each delivery. |
| Extend Scenario2:  If user clicks in another area in the hop up (not the X close) then app opens a no star rating page. If user does not select any star, the skip button is hide, and the NEXT button is in gray color and it can’t work.     1. Display “X” icon in upper left corner. If user clicks “x”, close the review order and return to whatever screen the user was on before the review order hop-up. 2. Display “Step 1 of 3” in Eyebrow Primary Font 3. Display “How was your order from [Restaurant] by Chef [Name]?” in Heading 3 font. Restaurant name and chef name’s word’s first character should be capitalized. 4. Stars: 5 unfilled stars. Display a copy “Please select a star rating” below stars, user can click on any star amount. 5. Next button: If all the Stars is unfilled, this button display in gray color. And it does not work.   If user select any stars, show the star rating content, the following operation is the same as the main process.   1. The copy of star rating, dynamic based on the user’s star selection 2. All the cloud tags 3. “SKIP” in the upper right corner. This button is displayed only after the user has selected the star. 4. Next CTA in beet. 5. Once they have made a star selection they can change the rating - but not zero out back to no stars.   For example, user select three stars no star rating page, it shows as below: |
| Exception Scenario:  We should try to avoid the user to submit his review for multiple times. If somehow after the review has been done, it still submit again, show warning message: "Review has been done. No need to review again." |
| Notes: |
| Q/A: |



# Order history

## Flow

## Use cases

### UC11-01 Order history

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| UC11-01 Order history |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019. | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customers go to page |
| Main Scenario:   1. Clicking “Orders” in the Account drawer, redirects to orders page as below.     Order history page has these sections:   * Title: “ORDER HISTORY” and a back icon. Pined on the screen * Active order(s): If there is any active order * Payment fail order: TBD * Other order list * Paging: in “Other order list”, each page only shows 10 orders. If there are more orders not showing, show “LOAD MORE”. By tapping “Load more” or slide from button to top, load next page’s orders.  1. If there is any order in the status before “Delivered”, “Paid”, “Pending”, “In transit”, “In cooking”, “Food is ready”), show it(them) in the active order section.      1. If there is one active order, show “ACTIVE ORDER”, if there are more than one active order, show “ACTIVE ORDERS”. 2. Show active orders order by order create date desc 3. For each order, show:    1. Restaurant name    2. Order item names. List the most expensive (highest unit price) 2 order item’s names. If there are more than 2 order items, show “+ ? more” Here ? is the order item quantity -2.    3. Bundle Item Name should display in the order summary, items in bundle should not appear.Show “TRACK PROGRESS” button. Tapping it goes to order procession page according to the order’s status (See UC09-02 to UC09-06)    4. Exception：If when “Track progress” button is tapped, the order’s status is changed to “Delivered” or “Canceled”, go to order details page directly. (See UC11-02) 4. For “Delivered” and “Canceled” order, list the orders order by order create time, newest order on the top.      * Restaurant name * Placed time: if it is today, show: Today. If it is yesterday, show: Yesterday. If it is not today and yesterday, show: mm/dd/yy, such as: 12/07/19. * Order item names.   1. If the order’s status is not canceled: List the most expensive (highest unit price) 2 order item’s names and item’s quantity if the quantity>1. If there are more than 2 order items, show “+ ? more” Here ? is the order item quantity -2   Example 1. Vegetarian Lasagna, Side Salad (2)  Example 2. Spaghetti (3), Breadsticks, Linguine (2)  , + 2 more   * 1. If the order’s status is canceled, list one most expensive order item’s name and item’s quantity if the quantity>1. If there are more than 1 order item, show” + ? more”. Here ? is order item quantity-1 (that to make the order item can only have 1 line) * Display “order total” below order date for each delivered order: * Text format: $X.XX. The order total is the total after minus credit, that is, the amount paid by credit card/Apple pay/Google Pay. * Text font: Body 2 (Basis Grotesque Pro – 14pt / 20pt / 0.2pt) * Text color: Black 40% (#231F20 – 40%) * Text alignment: Text should be aligned underneath date, maintaining 30 px margin on right side.   Do not display the order total for orders that were canceled.   * “CANCELED”: If the order is canceled, show “CANCELED”. * Clicking any part of the order, redirect to Order details page. See UC11-02 |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC11-02 Order Details (Order overall)

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| UC11-02 Order details (Order Receipt) |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 – 1.3 | 2019. | Lisa | First version and other changes | | 1.4 | 2020.7.20 | Nancy | Add order number to Order Receipt | | 1.5 | 2020.7.27 | Nancy | Support Google Pay | | 1.6 | 2021.3.10 | Lisa | Displaying bundle items (extend scenario) | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customers go to page |
| Main Scenario:   1. Clicking any part of the delivered or canceled order, redirects to order details page as below with the following sections:  * Top bar: Back Icon: Tapping it goes back to order history page * Status: “DELIVERED” or “CANCELED” * Order Number:   format: Order #100146  The text should be selectable so the user can copy/paste easily: User double taps figure to select numerals (& not # symbol).   * Restaurant name. Taping it will go to restaurant detail page. When the screen is scrolled up and the restaurant name is out of the screen, shift restaurant title to top bar so that it will always be pined there. * Order review rate: If status = “Canceled” do not show it, * Order placed date. If ordered today, display “Today hour:minute am/pm”   + If ordered yesterday, display “Yesterday hour:minute am/pm”   + Else, display as :”mm/dd/yy hour:minute am/pm” Such as: “01/23/20 11:56am” * “Delivered to”: Shipping address, full address. If it is too long, show “…” at the end. If status = “Canceled”, do not show it, * Chef and tip: See UC11-03 If status = “Canceled”, do not show it, * Order items * Order amount * Get help button * Reorder button: Pin “get help” and “reorder” CTA to the order receipt page, make it sticky when user scrolls.        1. Order review rate:   2.1 If customer has rated order, display rating as:    2.2 If customer has not rated order, display blank stars and “RATE ORDER” link. Tapping the link, navigation to the order review page of no stars selected. See Extend Scenario2 in UC10-01.    If user clicks on a star, open full review page with star rating already filled, user can change stars, select tags on the page, see (“Step 1–star rating” in UC10-01). Configure a rate order cutoff time somewhere, make the cut off time 1 week from delivery for now. If cutoff time is passed, we should hide the whole “empty stars + RATE ORDER” section.   1. Order items:     For customizable items, show option values the customer selected in this order just like what we show in shopping cart page.   1. Order amount:     If the payment method is Google Pay, the card is set to Google Pay:     1. If the restaurant is available, show “Reorder”, clicking it is the same as Go-to’s reorder button. If the restaurant is not available, gray out the reorder button.     Pin “Get Help” and “Reorder ” on the screen, make it sticky when user scrolls. |
| Extend Scenario: Displaying bundle items   1. Bundles should display in the same format as the cart summary  * Bundle Item Name is the header * The subtotal is the bundle item’s unit price \* qty * Bundle Item selections should each appear on their own line below the bundle header * Customizations for Bundle item selections should appear in parenthesis next to the item selection  1. Do not display “bundle” discount. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC11-03 Order Details – Chef & Tip

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| UC11-03 Order details - Chef & Tip |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020. | Lisa | First version | | 1.1 | 2020.2.27 | Lisa | Choose payment method enhancement | | 1.2 | 2020.6.23 | Lisa | Update change tip UI | | 1.3 | 2020.7.16 | Nancy | Add receipt | | 1.4 | 2020.7.27 | Nancy | Support Google Pay | | 1.5 | 2020.12.11 | Norbert | Support tip amount change from Customer Care Portal | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customers go to page and order’s status=’Delivered’ |
| Main Scenario:   1. Chef:   Chef + {chef’s first name}, Chef’s employee photo. If there are two chefs, show both chefs’ names and photos.   1. Tip   Display “add tip” if customer has not added tip and is within time window to add tip    Display “change tip amount” if customer has added tip and is within time window to change tip    Display only chef if time window has passed to add or change tip (For now, the time window is 2 hours within delivery. This time window should be configurable), or if agent already changes the tip once or even more times in customer care portal (this means, if the customer did not change tip on Consumer App but agent already change it once in Customer Care Portal, we will NOT allow customer to change it again on Consumer App).     1. Clicking “Add A TIP” show tip hop up:      * The tip amount option 1, 2, and 3 follow the same logic as tip module in cart. * By default, select the 2nd option. User can change the option or select Custom to input a custom value. * user clicks “add tip”, we will do the payment immediately. * For the payment method, if there is credit, and the credit is enough for tip, we use credit. If this isn’t credit, or the credit is not enough, we will use the same payment method of this order. – Meaning, for the added tip, we either paid fully by credit, or paid fully by credit card, etc. If it is not paid by credit, but originally the order was paid totally by credit, or the order’s payment has been deleted use the same logic as in checkout page to get the payment method. If there is no payment method, when clicking add tip, go to add payment screen * If payment method is ApplePay, show ApplePay hopup      * If payment method is Google Pay, show Google Pay hop up, see UC08-15. * After payment successfully, refresh the detail page with a warning “Your tip has been added”. And we should reflect the new tip on the receipt, see detail UC11-05:  1. Clicking “Change Tip Amount” show change tip hop up:   Prototype: https://www.figma.com/file/K3FNHEu2Z2umlX0rOZJ4Yu/Change-Tip-UI?node-id=54%3A17     1. Change Tip Hop-Up:  * Header: CHANGE TIP AMOUNT * 4 tip buttons: 3 options and custom button * When the hop-up opens, tip selection is preselected to the existing choice made at checkout and the CTA button is disabled until the user changes the selection. If the user closes the hop-up, it will keep the existing tip. * If at checkout, the user selected “custom” tip, I guess then we should pre-select “Custom” and display the custom field similarly to:      * If user changes the selection by typing a new $ amount or adding a custom amount, the CTA becomes active * When a user makes a new selection. add text below “change tip amount” title that says “Previous tip $X.XX”   .   1. User clicks “change tip”, the adjusted tip = the current tip – the tip user already paid. We will do the payment for the adjusted tip immediately.  * If the adjusted tip<0, check: if |adjusted tip|<= the original total amount (the amount paid by credit card or Apple Pay), do refund. Else, do as much refund as possible, and for the left part, revert the credit according to used credit’s expiration date, credit with later expiration date should be revert first. See examples below  |  |  |  |  | | --- | --- | --- | --- | | Case | Total(Paid by CC/ApplePay) | Adjusted tip | Refund/revert result | | 1 | $10 | -$3 | Refund $3 | | 2 | $2 | -$3 | Refund $2  Revert credit $1 | | 3 | 0 | -$3 | Revert credit $3 |  * For the payment method, use the same logic as add tip. * If payment method is ApplePay, show ApplePay hopup  1. After payment successfully, refresh the detail page with a warning “Your tip has been updated”. And update the amount part:    1. Tip should update to include the adjusted tip    2. Credit should update to include the credit for adjusted tip if the tip is totally/partially paid by credit    3. Total: update to include the amount paid for adjusted tip using credit card/ApplePay. |
| Extend Scenario: Tip Change   * If agent changes the tip BEFORE order delivery (tip can be changed multiple times before order delivery), update the tip and total amount in the order's receipt directly (Order Tracking → View Order) on Consumer App * If agent changes the tip AFTER order delivery within 2 hours, same as Consumer App “Change Tip Amount”, add “New Tip” section (Tip Charge or Tip Refund depending on increase or decrease of the tip) in the order receipt (Order History → Order Receipt) on Consumer App. There could be multiple “New Tip” sections depending on how many times agent changes the tip in the customer care portal * If agent already changes the tip once in customer care portal, hide the “ADD A TIP” or “CHANGE TIP AMOUNT” on Consumer App, which means, if the customer did not change tip on Consumer App but agent already change it once in Customer Care Portal, we will NOT allow customer to change it again on Consumer App. * AFTER order delivery within 2 hours, if customer changes the tip already and Customer Care Portal changes the tip again or multiple times, display multiple “New Tip” section in order receipt (Order History → Order Receipt) |
| Exception Scenario: Payment failure  If payment fails, show action sheet error message: BODY: “There was an issue processing your payment and your tip was not added.” No header, No CTA.  Don’t fresh the page to update tip value/total value in this case.  And the user still can add tip /change tip as if he has never added tip/changed tip. |
| Exception Scenario: Refund fail  TBD |
| Q/A: |

### UC11-04 Order Details - Reorder

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| UC11-04 Order details - Reorder |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2019.12 | Lisa | First version | | 1.1 | 2020.1.10 | Lisa | Some updates. | | 1.2 | 2020.8.4 | Nancy | Update Inventory Error Message- Reorder States | |  |  |  |  | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customers go to page |
| Main Scenario:   1. If the restaurant is available, and at least one item is available, show “Reorder”, clicking it is the same as Go-to’s reorder button. If the restaurant is not available, or all items are unavailable, gray out the reorder button. 2. The reorder hop up UI should use the following design but should include option values (if there is), tip, credit (if there is) and payment method (if the total>0)     3. Here in order history, the delivery address should be the session address.  4. For other requirements, please check UC03-03.  5.When click the PLACE ORDER button, we should check if any item is OOS or exceeds limited quantity, for detail see UC03-03. |
| Extend Scenario:  If user places an express order from the order history link, when user exits out of order tracking page, they should end up on browse instead of back on order history page. |
| Exception Scenario: |
| Notes: |
| Q/A: |

### UC11-05 Order Details - Receipt

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| UC11-05 Order details - Receipt |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2020.7.16 | Nancy | First version | | 1.1 | 2020.7.27 | Nancy | Support Google Pay | | 1.2 | 2020.8.14 | Nancy | Refund Receipt | | 1.3 | 2020.11.23 | Lisa | Display “Compensation” type of discount | |  |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  Customers go to Order details page. |
| Main Scenario:   1. Order amount:     If there is credit, show as:    If Total= 0, do not show payment method (Visa-\*\*\*\*).  If ordered cancelled and customer was charged, total should reflect amount charged for order.  If order cancelled and customer was not charged, total should reflect $0.00 as: “Total paid $0.00” and do not show payment method.     1. Tip Receipt   After the order Delivered, user can add or modify the tip, and it results in a new charge or refund, we should reflect the new tip on the receipt, the tip receipt show behind the Total amount.  AFTER order delivery within 2 hours, if customer changes the tip already and Customer Care Portal changes the tip again, display multiple “New Tip” section in order receipt (Order History → Order Receipt)   * + Tip adjustment- increase tip by credit card   Adjusting up will result in a new credit card authorization and capture, show a new tip module below order total.  header: New Tip  amount: display previous tip amount with strike through and display new tip amount to the left.  header: Tip Charge  body: Charged to [Card Name] - ####  tip charge amount    If User did not select tip at checkout, then adds tip after delivery. Follow the same treatment as “Increase Tip”, but the original amount is $0.00 shown with strike through.    If Tip Charge is used by Apple Pay, body is: Charged to Apple pay; and if the charge is used by Google Pay, body is: Charged to Google Pay.   * + Tip adjustment- increase tip by credit   If user increased tip, and the additional amount was paid by wonder credit. Follow the same treatment as “increase tip”, but adjust the body text to say “Deducted from Wonder credit”    If user adjusted tip down (decreased), meaning the new tip will result in a refund:   * + Tip adjustment- decrease tip by credit card   header: New Tip  amount: display previous tip amount with strike through and display new tip amount to the left  header: Tip Refund  body: Refunded to [Card Name] - ####    If Tip Refund is used by Apple Pay, body is: Refund to Apple pay; and if the refund is used by Google Pay, body is: Refund to Google Pay.   * + Tip adjustment- decrease tip by credit   header: New Tip  amount: display previous tip amount with strike through and display new tip amount to the left  header: Tip Refund  body: Credited to Wonder account - ####  tip refund amount format:$2.00   * + Tip adjustment- decrease tip by credit card and credit   header: New Tip  amount: display previous tip amount with strike through and display new tip amount to the left  header: Tip Refund  body: Refunded to [Card Name] - ####  header: Tip Refund  body: Credited to Wonder account - ####   1. Reflect order Refunds and cancellation on Receipt   If an order has any “Compensation” type of discount, display it under subtotal as negative value with title “On the house”. If there are multiple “Compensation” type of discounts, we can display only one record, the discount amount is the summary of all “Compensation” type of discount values.  See also case 18 in the attached document.    For all the refunds/cancellation, see the following attached document.  Tip Adjustment + Refund  If user adjusted tip and then had a refund or credit, display the refund and credit receipt, the refund and credit receipt show behind the tip receipt section.  If Tip Refund is used by Apple Pay, body is: Refund to Apple pay; and if the refund is used by Google Pay, body is: Refund to Google Pay. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# Others

## Beta Version











### UC12-05 Beta version - others

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| UC12-05 Beta version - others |
| Version history   |  |  |  | | --- | --- | --- | | Version | Updated By | Description | | 2020.4.15 | Lisa | First version | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:  1. Customers go to page |
| Main Scenario:  We want to hide promotion field for a short term, and once the promotion has set in BO, we might open this function.   1. We should have a configuration somewhere to set “Hide promotion” = On or Off, by default, currently, it is Off. 2. When “Hide promotion” = On, hide the promotion part in cart page. |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

# More

## Flow

## Use cases

### use cases

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| UC0- |
| Version history   |  |  |  |  | | --- | --- | --- | --- | | Version | Date | Updated By | Description | | 1.0 | 2021. | Lisa | First version | | 1.1 |  |  |  | | 1.2 |  |  |  | | 1.3 |  |  |  | | 1.4 |  |  |  | |
| Stakeholder: Customer |
| Pre-Condition:   1. . Customers go to page |
| Prototype: |
| Main Scenario:   1. aa |
| Extend Scenario: |
| Exception Scenario: |
| Notes: |
| Q/A: |

Action Sheet Error

Header:

Body:

Primary CTA:

Secondary CTA:

Primary CTA action:

Secondary CTA action: