

Frankfurt University of Applied Sciences
Faculty 2
Computer Science - mobile Applications
A. Mützel - Group 7 (Mo. 16.00)

Documentation

Home Delivery Platform

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1 Introduction

For the most part our communication channel consisted of “WhatsApp” where we were fairly able to go through each step as thoroughly as possible and were very flexible and agile in our decision-makings. Each of us are familiar with “Trello” and understand the concepts of agile development and its methods such as SCRUM.

2 Main part

2.1 Use-case-diagrams

2.1.1 Customer and contractor registration and management

Model Use Case Report Home Delivery System

1. Customer and contractor registration and management

Revision: 0.2

March 03, 2021

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Revision History

Revision	Date	Description	Author
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<u>Name</u>		8
<u>Management</u>		7
<u>Contractor management</u>		6
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Introduction

Purpose

This requirement handles the registration and management of the users account

Scope

<This document is intended to define use cases for the system.>

Overview

<Describes Use Case model of the system.>

Use Cases

1. Customer and contractor registration and management Diagram

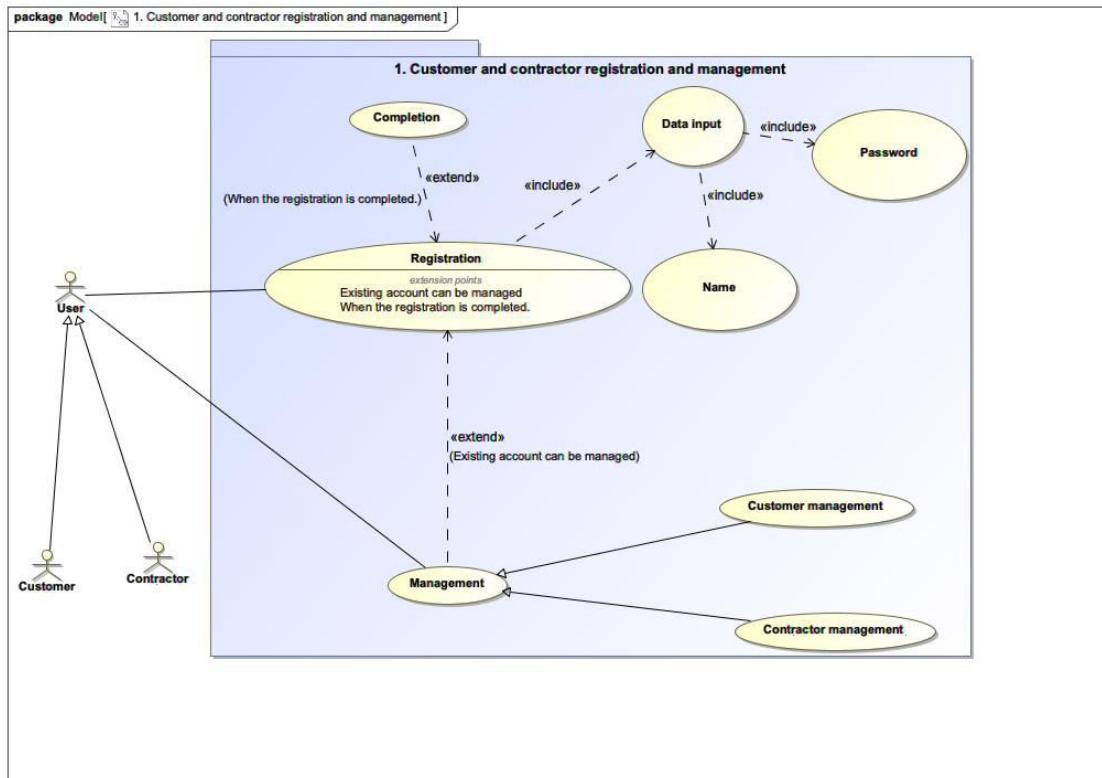


Figure 1 diagram - 1. Customer and contractor registration and management

Use Case Name:	Completion	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none"><u>UseCase Registration</u>		
Generalization:			
Narrative			

Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Contractor management	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:	<ul style="list-style-type: none">UseCase Management		
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Customer management	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			

Relations	
Association:	
Include:	
Extend:	
Generalization:	<ul style="list-style-type: none"> UseCase Management
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Data input	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	<ul style="list-style-type: none"> UseCase Name UseCase Password 		
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Management	ID:	
----------------	------------	-----	--

Primary Actor:	• User
Goal:	
Assumption:	
Implementation Issues:	
Non Functional Requirements:	
Notes:	
Relations	
Association:	• Actor User
Include:	
Extend:	• <u>UseCase Registration</u>
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Name	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of			

Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Password	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			

Relations

Association:	
Include:	
Extend:	
Generalization:	

Narrative

Pre Condition:	
Post Condition:	

Scenarios

Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Registration	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:	• <u>UseCase Data input</u>		
Extend:			

Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

2.1.2 Placement of delivery orders

Model Use Case Report Home Delivery System

2. Placement of delivery orders

Revision: 0.2

March 03, 2021

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0.1	<date 1>	<draft>	<Author name>
0.2	<date 2>	<release>	<Author name>

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Use Case	ID	Page
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<u>Order placement</u>		17
<u>Address</u>		15
<u>Personal information</u>		18
<u>Message: "Sign in."</u>		16
<u>Checkout</u>		15
<u>Payment</u>		17

Introduction

Purpose

This requirement handles the registration and management of the users account

Scope

<This document is intended to define use cases for the system.>

Overview

<Describes Use Case model of the system.>

Use Cases

2. Placement of delivery orders Diagram

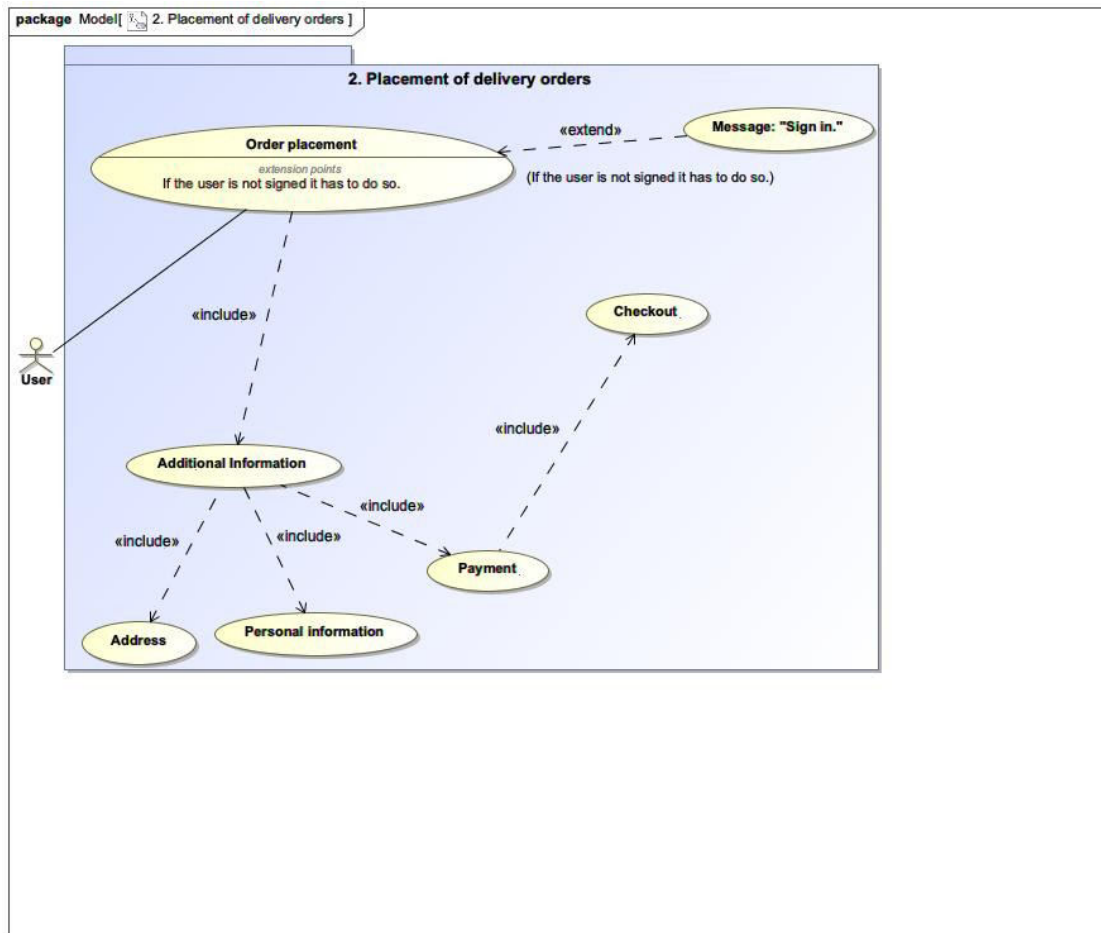


Figure 1 - 2. Placement of delivery orders diagram

Use Case Name:	Additional Information	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	<ul style="list-style-type: none">UseCase Address		

	<ul style="list-style-type: none"> • <u>UseCase Payment</u> • <u>UseCase Personal information</u>
Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Address	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Checkout	ID:	
Primary Actor:			
Goal:			

Assumption:	
Implementation Issues:	
Non Functional Requirements:	
Notes:	
Relations	
Association:	
Include:	
Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Message: "Sign in."	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none">UseCase Order placement		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			

Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Order placement	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:	• <u>UseCase Additional Information</u>		
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Payment	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	● <u>UseCase Checkout</u>		
Extend:			
Generalization:			

Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Personal information	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

2.1.3 Payment through an external service provider

Model Use Case Report Home Delivery System

3. Payment through an external service provider

Revision: 0.2

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Approval

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Introduction

Purpose

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Scope

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Overview

<Describes Use Case model of the system.>

Use Cases

Model Diagram

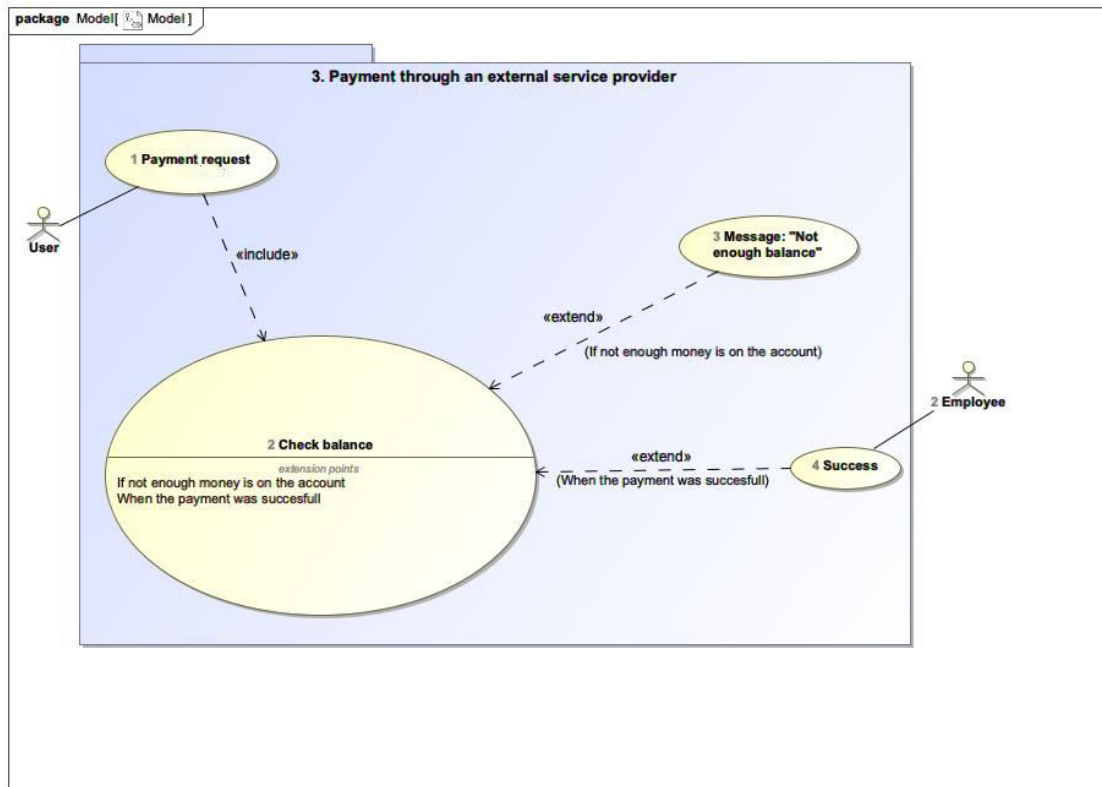


Figure 1 - Model diagram

Use Case Name:	Check balance	ID:	2
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			

Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Message: "Not enough balance"	ID:	3
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	• <u>UseCase Check balance</u>		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Payment request	ID:	1
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			

Association:	• Actor User
Include:	• <u>UseCase Check balance</u>
Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Success	ID:	4
Primary Actor:	• Employee		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor Employee		
Include:			
Extend:	• <u>UseCase Check balance</u>		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Model1 Diagram

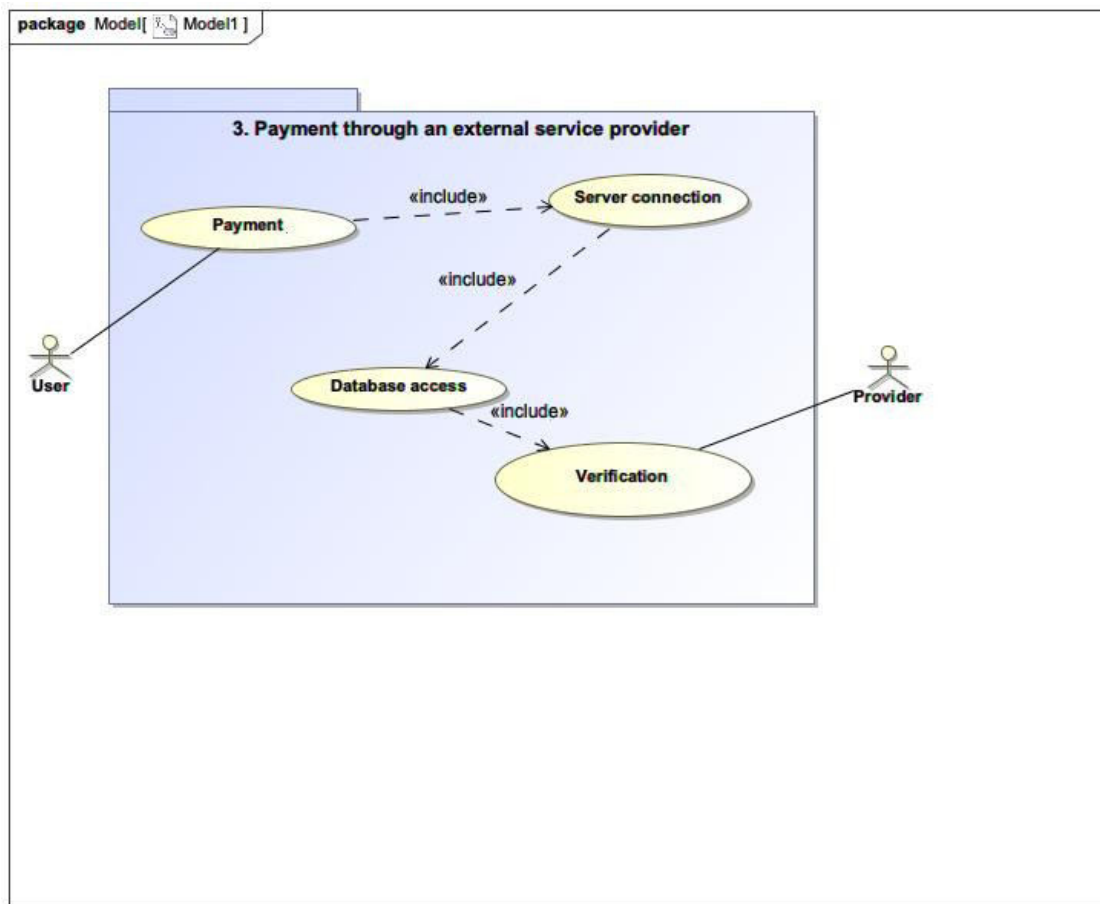


Figure 1 - Model1 diagram

Use Case Name:	Database access	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	<ul style="list-style-type: none"><u>UseCase Verification</u>		
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			

Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Payment	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:	• <u>UseCase Server connection</u>		
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Server connection	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	<ul style="list-style-type: none">UseCase Database access		

Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Verification	ID:	
Primary Actor:	• Provider		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor Provider		
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

2.1.4 Order pick up by contractor

Model Use Case Report Home Delivery System

4. Order pick up by contractors

Revision: 0.2

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Introduction

Purpose

This requirement handles the registration and management of the users account

Scope

<This document is intended to define use cases for the system.>

Overview

<Describes Use Case model of the system.>

Use Cases

Model Diagram

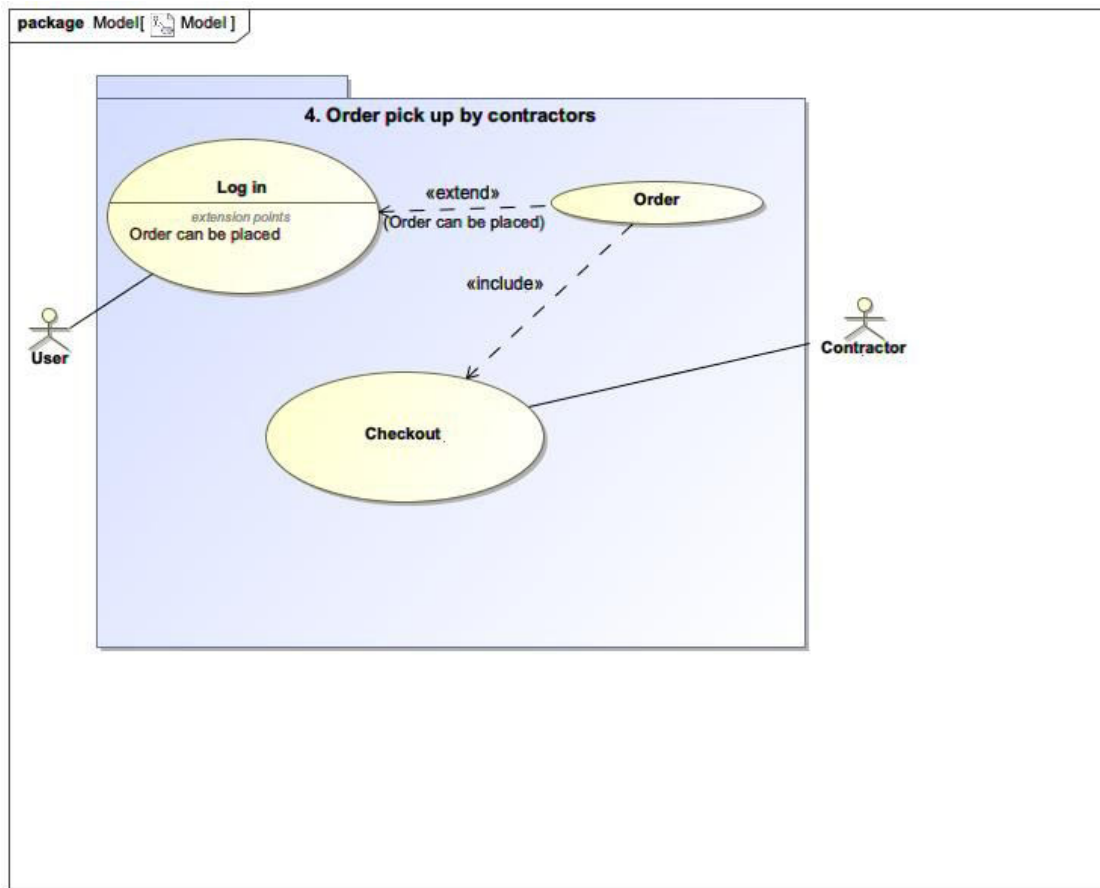


Figure 1 - Model diagram

Use Case Name:	Checkout	ID:	
Primary Actor:	• Contractor		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor Contractor		
Include:			
Extend:			

Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Log in	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Order	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional			

Requirements:	
Notes:	
Relations	
Association:	
Include:	<ul style="list-style-type: none"> • <u>UseCase Checkout</u>
Extend:	<ul style="list-style-type: none"> • <u>UseCase Log in</u>
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

2.1.5 Tracking of the delivery process & notification

Model Use Case Report Home Delivery System

**5. Tracking of the delivery process and notification of all
people about the progress
Revision: 0.2
March 03, 2021**

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Revision History

Revision	Date	Description	Author
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Introduction

Purpose

This requirement handles the registration and management of the users account

Scope

<This document is intended to define use cases for the system.>

Overview

<Describes Use Case model of the system.>

Use Cases

Model Diagram

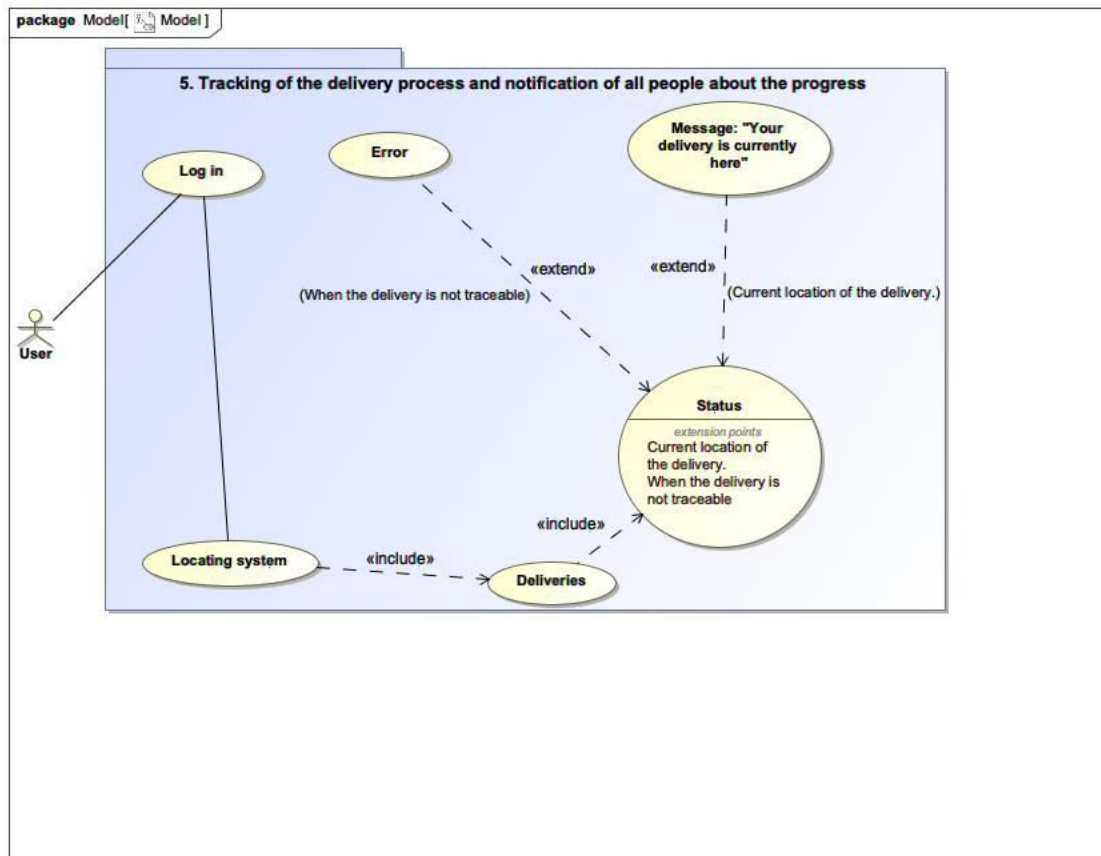


Figure 1 - Model diagram

Use Case Name:	Deliveries	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:	<ul style="list-style-type: none">UseCase Status		
Extend:			
Generalization:			

Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Error	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none"> UseCase Status 		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Locating system	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			

Notes:	
Relations	
Association:	<ul style="list-style-type: none"> UseCase Log in
Include:	<ul style="list-style-type: none"> UseCase Deliveries
Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Log in	ID:	
Primary Actor:	<ul style="list-style-type: none"> User 		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	<ul style="list-style-type: none"> UseCase Locating system Actor User 		
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Message: "Your delivery is currently	ID:	
-----------------------	--------------------------------------	------------	--

	here"		
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none"> UseCase Status 		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Status	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			

Documentation

Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

2.1.6 Potentially pre-ordering of delivery services in advance

Model Use Case Report Home Delivery System

6. Potentially pre-ordering of delivery services some time in advance

Revision: 0.1

March 05, 2021

Approval

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Signature:

Revision History

Revision	Date	Description	Author
0.1			

Index of Use-Cases

Use Case	ID	Page
Pre-order		Error! Bookmark not defined.
Not available		Error! Bookmark not defined.
Available		Error! Bookmark not defined.
Sign in		Error! Bookmark not defined.
Notify contractor		Error! Bookmark not defined.

Introduction

Purpose

Pre-ordering in advance

Scope

Overview

Use Cases

Model Diagram

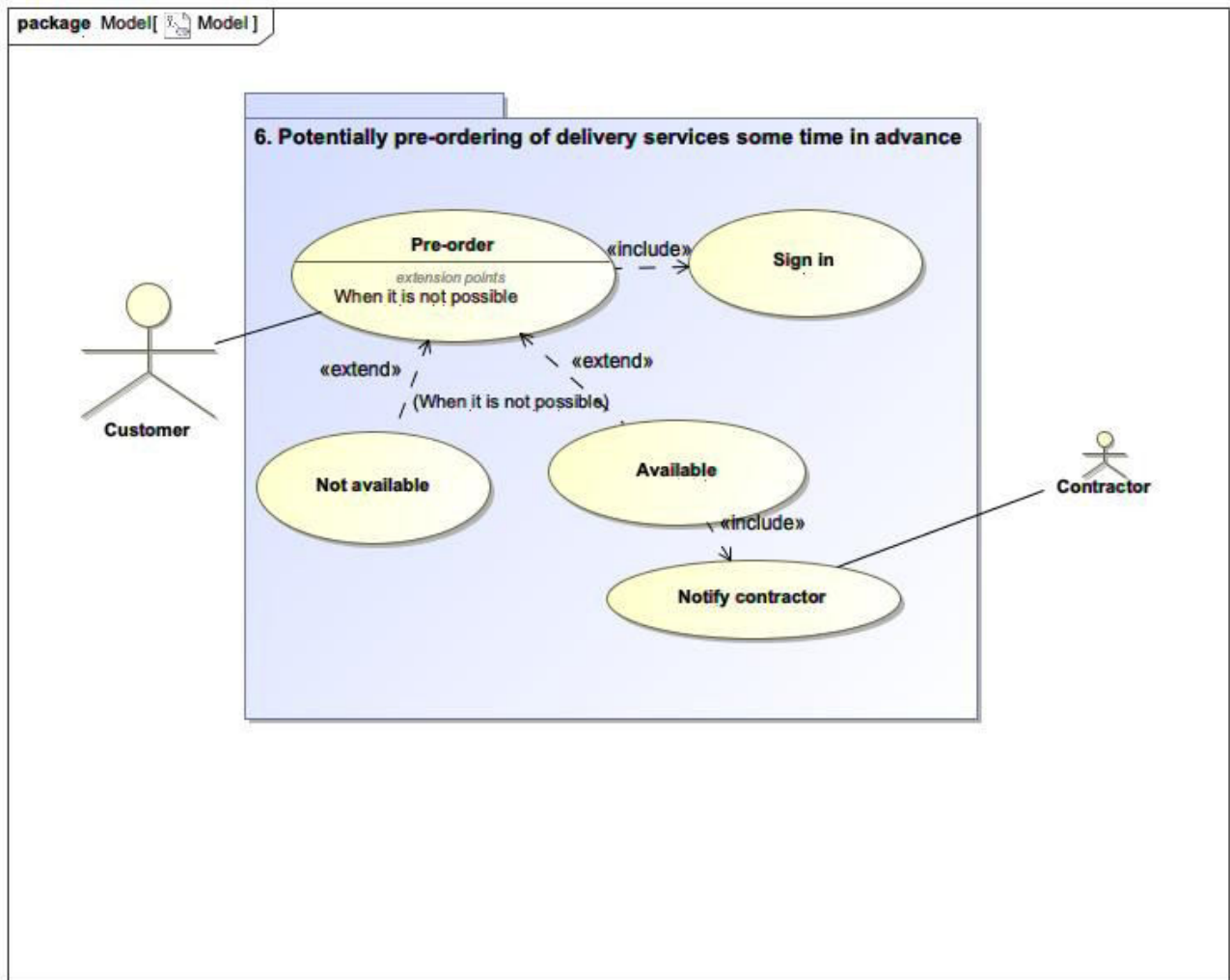


Figure 1 - Model diagram

Use Case Name:	Available	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			

Notes:	
Relations	
Association:	
Include:	<ul style="list-style-type: none"> • UseCase • UseCase Notify contractor
Extend:	<ul style="list-style-type: none"> • UseCase Pre-order
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Not available	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none">UseCase Pre-order		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Notify contractor	ID:	
Primary Actor:	<ul style="list-style-type: none"> • Contractor 		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional			

Requirements:	
Notes:	
Relations	
Association:	• Actor Contractor
Include:	
Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Pre-order	ID:	
Primary Actor:	• Customer		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor Customer		
Include:	• UseCase Sign in		
Extend:			
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

2.1.7 Contractor rating system

Model Use Case Report Home Delivery System

7. Contractor rating system

Revision: 0.1

March 05, 2021

Approval

The original of this document is approved and signed by:

Name:

Surname:

Title:

Date:

Signature:

Revision History

Revision	Date	Description	Author
0.1			

Index of Use-Cases

Use Case	ID	Page
Rating		Error! Bookmark not defined.

Introduction

Purpose

Pre-ordering in advance

Scope

Overview

Use Cases

Model Diagram

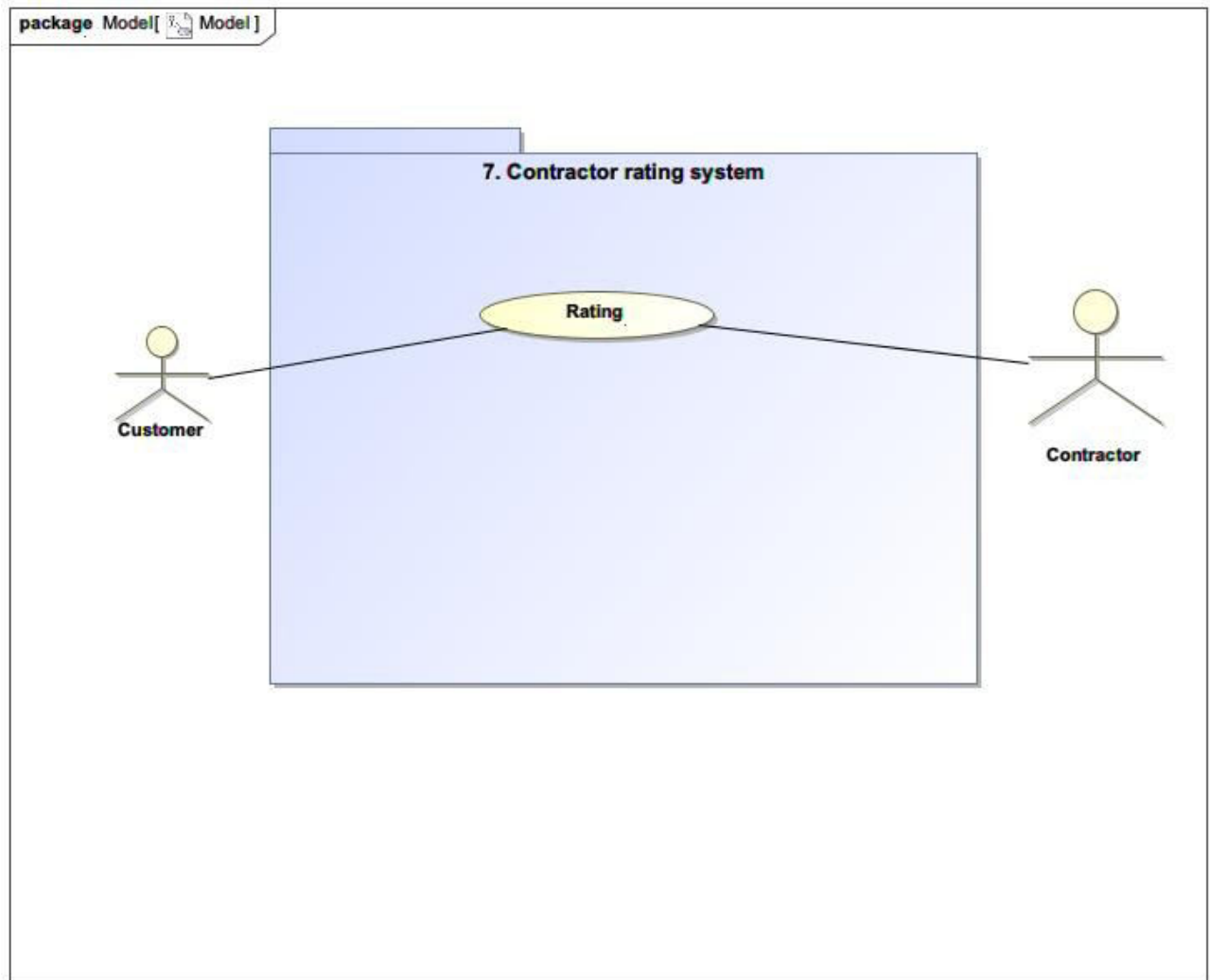


Figure 2 - Model diagram

Use Case Name:

Rating

ID:

Primary Actor:

- Contractor
- Customer

Goal:

Assumption:

Implementation Issues:

Non Functional Requirements:

Notes:

Association:

- Actor Contractor
- Actor Customer

Include:

Extend:

Generalization:

Pre Condition:

Post Condition:

Basic Flow of Events:

Alternative Flow of Events:

Exceptional Flow of Events:

Relations

Narrative

Scenarios

2.1.8 Check revenue, maintenance cost and network status

Model Use Case Report Home Delivery System

8. Check revenue of your company, maintenance cost and status of your contractor network

**Revision: 0.1
March 05, 2021**

Approval

The original of this document is approved and signed by:

Name:

Surname:

Title:

Date:

Signature:

Revision History

Revision	Date	Description	Author
0.1			

Index of Use-Cases

Use Case	ID	Page
Revenue		Error! Bookmark not defined.
Management		Error! Bookmark not defined.
Network status		Error! Bookmark not defined.
Log In		Error! Bookmark not defined.
Maintenance		Error! Bookmark not defined.

Introduction

Purpose

Pre-ordering in advance

Scope

Overview

Use Cases

Model Diagram

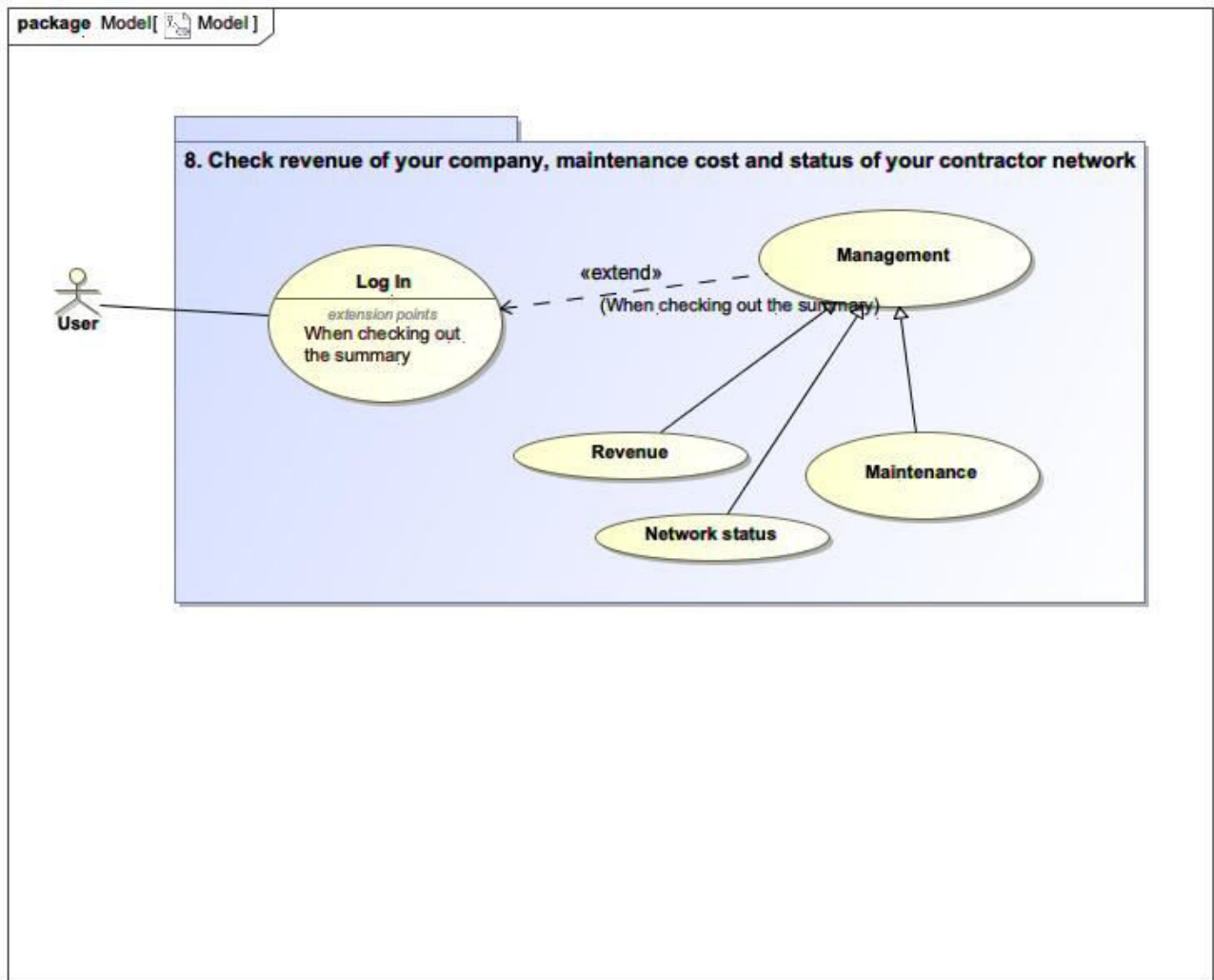


Figure 3 - Model diagram

Use Case Name:	Log In	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:			

Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Maintenance	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:	<ul style="list-style-type: none">UseCase Management		
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Management	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			

Extend:	• UseCase Log In
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Network status	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:	<ul style="list-style-type: none">UseCase Management		
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

2.1.9 Check growth of customer base and revenue per customer

Model Use Case Report Home Delivery System

9. Check growth of customer base and revenue per customer

Revision: 0.1

March 05, 2021

Approval

The original of this document is approved and signed by:

Name:

Surname:

Title:

Date:

Signature:

Revision History

Revision	Date	Description	Author
0.1			

Index of Use-Cases

Use Case	ID	Page
Check revenue		Error! Bookmark not defined.
Check growth		Error! Bookmark not defined.

Introduction

Purpose

Pre-ordering in advance

Scope

Overview

Use Cases

Model Diagram

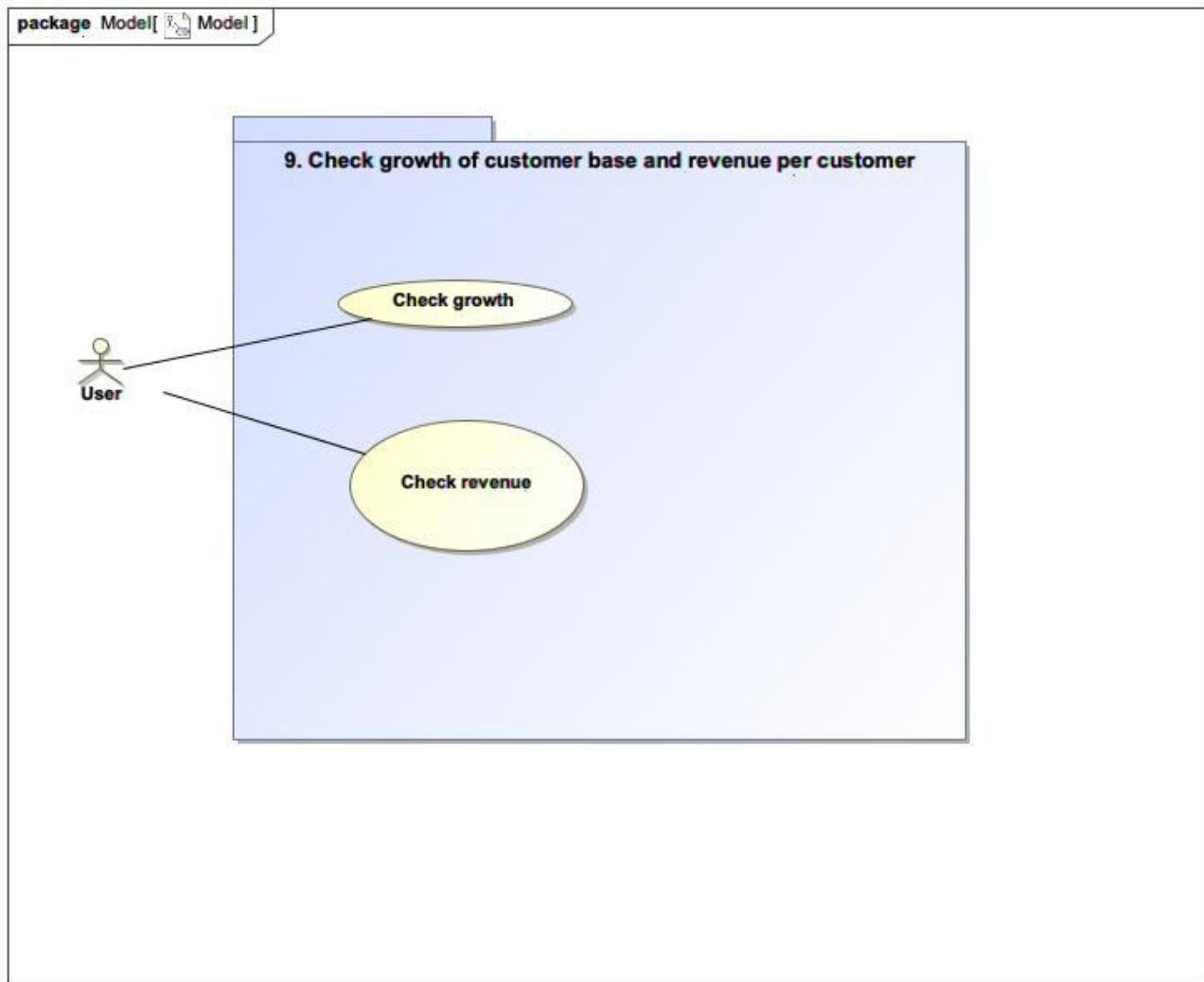


Figure 4 - Model diagram

Use Case Name:	Check growth	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:			

2. Main part

Extend:	
Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

2.1.10 *Analyse customer satisfaction*

Model Use Case Report Home Delivery System

**10. Analyze customer satisfaction and collect suggestions
for improvements**

**Revision: 0.2
March 04, 2021**

Approval

The original of this document is approved and signed by:

Name:

Surname:

Title:

Date:

Signature

:

Revision History

Revision	Date	Description	Author
0.1	<date 1>	<draft>	<Author name>
0.2	<date 2>	<release>	<Author name>

Index of Use-Cases

Use Case	ID	Page
Rating system		55
Rating stars		54
Suggestions		56
Message: "Sign in"		55

Purpose

This requirement handles rating system

Scope

<This document is intended to define use cases for the system.>

Overview

<Describes Use Case model of the system.>

Use Cases

Model Diagram

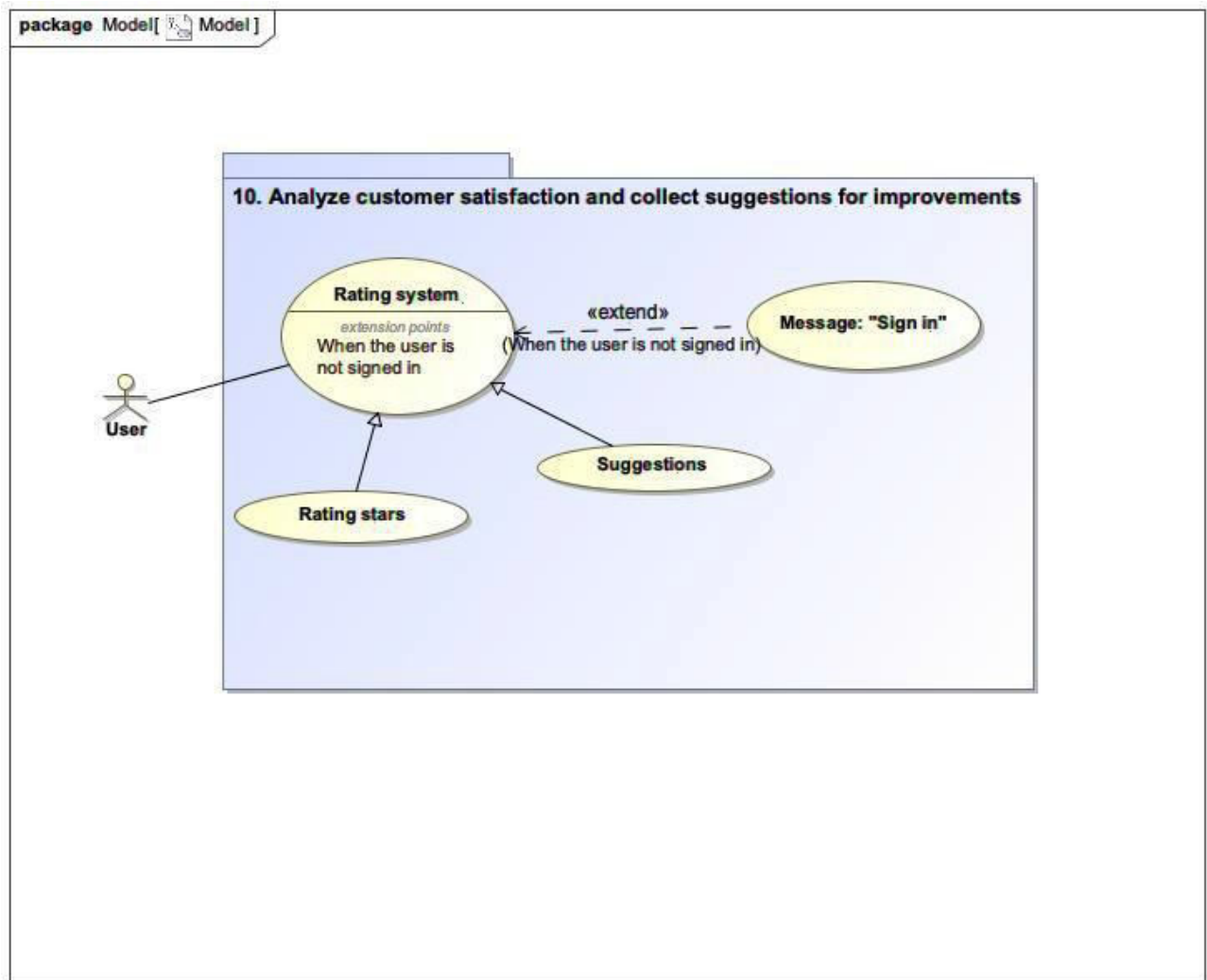


Figure 1 - Model diagram

Use Case Name:	Rating stars	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			

2. Main part

Extend:	
Generalization:	<ul style="list-style-type: none"> UseCase Rating system
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Message: "Sign in"	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:	<ul style="list-style-type: none">UseCase Rating system		
Generalization:			
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

Use Case Name:	Rating system	ID:	
Primary Actor:	• User		
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:	• Actor User		
Include:			
Extend:			

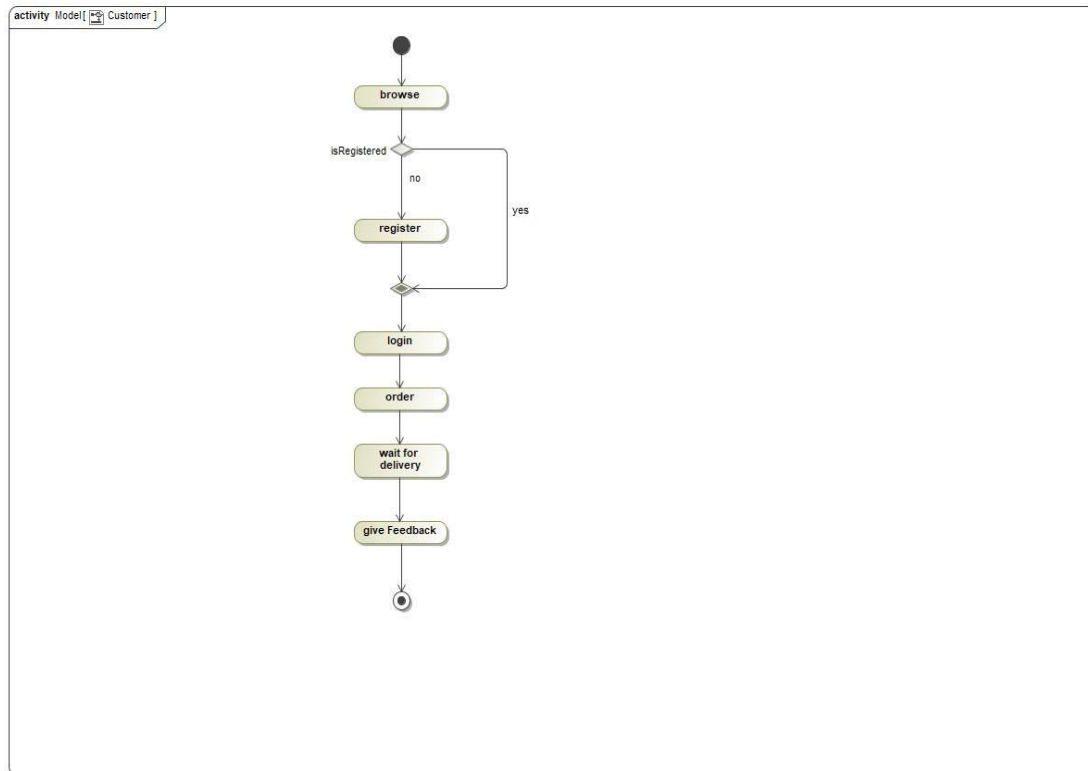
2. Main part

Generalization:	
Narrative	
Pre Condition:	
Post Condition:	
Scenarios	
Basic Flow of Events:	
Alternative Flow of Events:	
Exceptional Flow of Events:	

Use Case Name:	Suggestions	ID:	
Primary Actor:			
Goal:			
Assumption:			
Implementation Issues:			
Non Functional Requirements:			
Notes:			
Relations			
Association:			
Include:			
Extend:			
Generalization:	<ul style="list-style-type: none"> UseCase Rating system 		
Narrative			
Pre Condition:			
Post Condition:			
Scenarios			
Basic Flow of Events:			
Alternative Flow of Events:			
Exceptional Flow of Events:			

2.2 Activity Diagrams

2.2.1 Customer



Description

browse

User browses the website to get information about the offers

give Feedback

Opportunity for the customer to rate the delivery and the contractor

isRegistered

a boolean information about the user's dataset do avoid redundancies

login

make the platform know, who the user is and open the ability to order and rate

order

Ordering can be done in a quick-order, where prechosen addresses and payment-methods are used, or the customer chooses every detail step by step

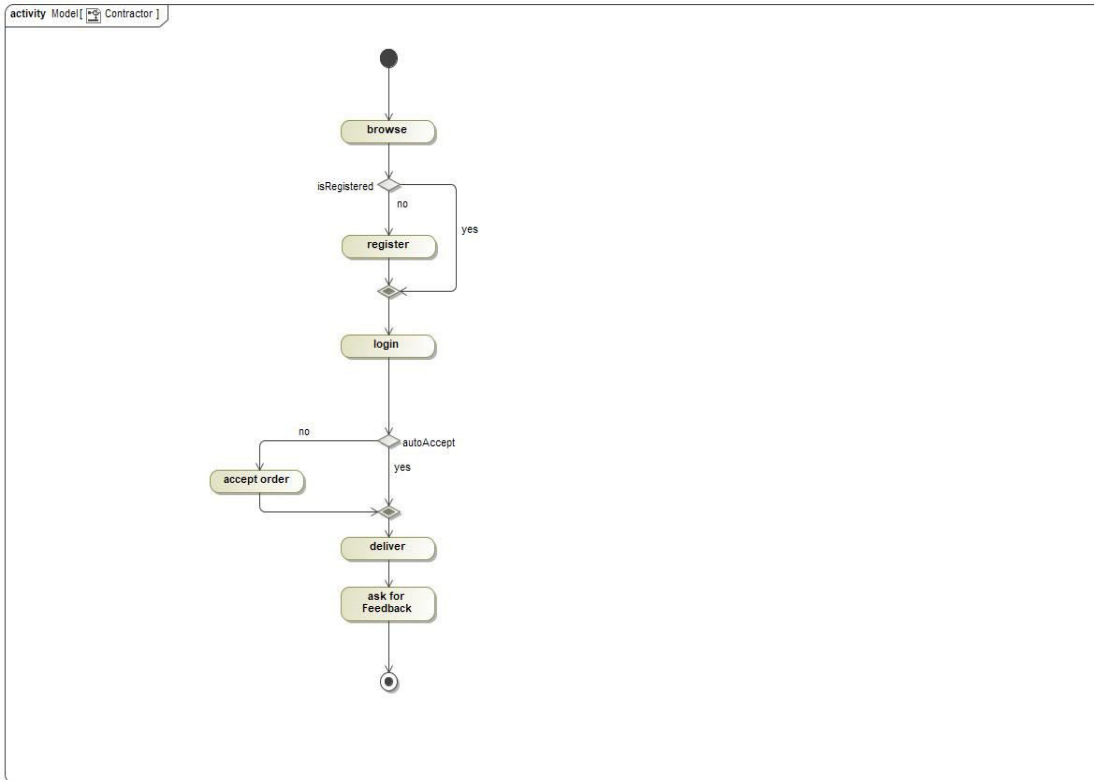
register

safe the user's data into the system and create a customer-account for him

wait for delivery

no special method.

2.2.2 Contractor



Description

accept order

if the contractor has the ordered ware in store, he can bindingly accept the order

ask for Feedback

if the customer didn't give feedback, the contractor has once per delivery the opportunity to remind the customer to give feedback if he wants to

autoAccept

if turned on: the contractor company will automatically receive the delivery order if a order was put and the ordered ware is available.

browse

companies can see which orders of yet unknown customers are free to accept

deliver

the transport of the ordered ware to the customer's address

isRegistered

a boolean information about the company's dataset do avoid redundancies

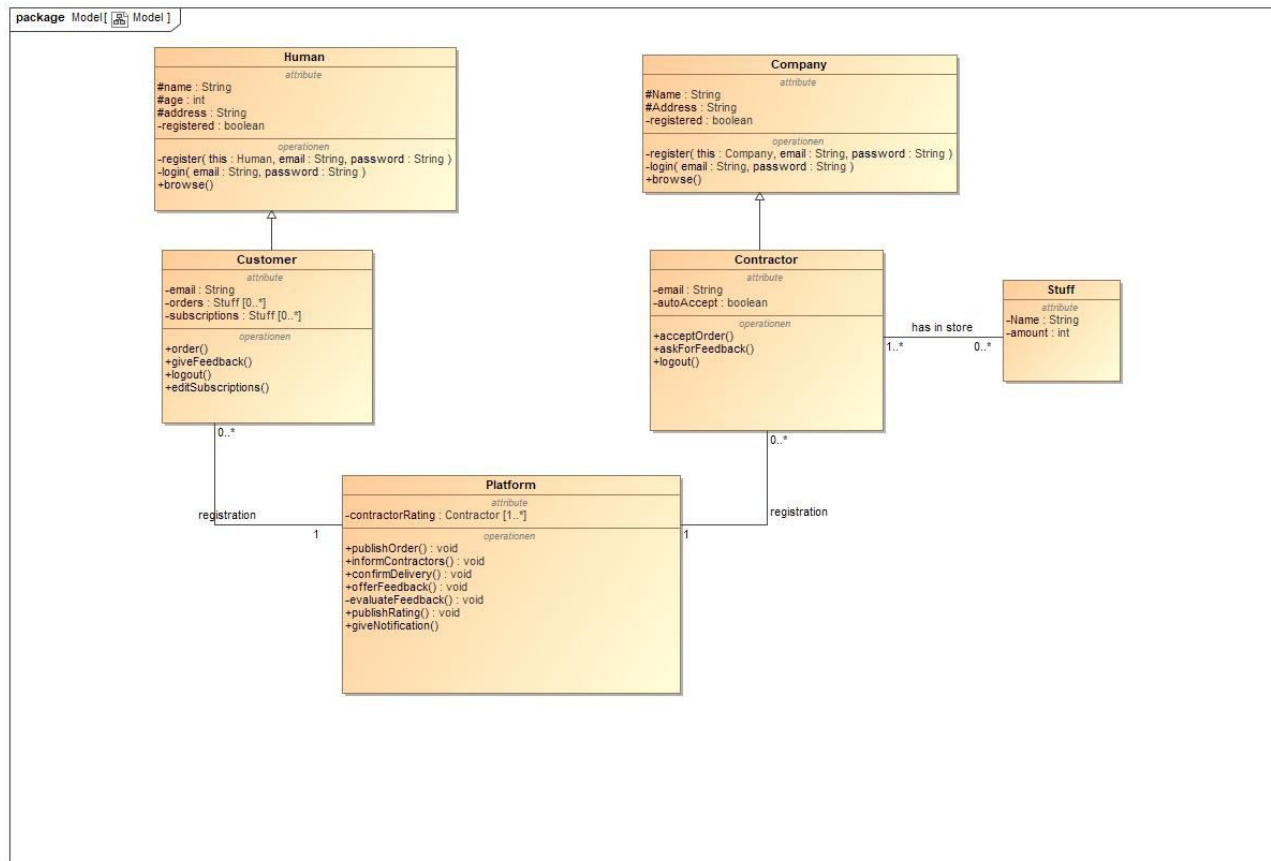
login

make the platform know, who the company is and open the ability to accept orders and ask for feedback

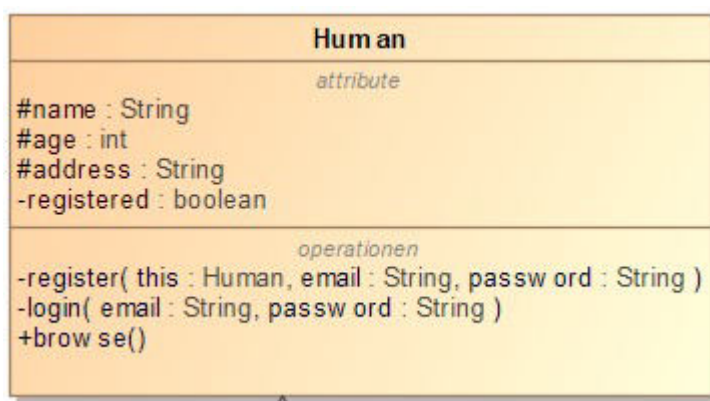
register

safe the company's data into the system and create a customer-account for it

2.3 Class-diagram

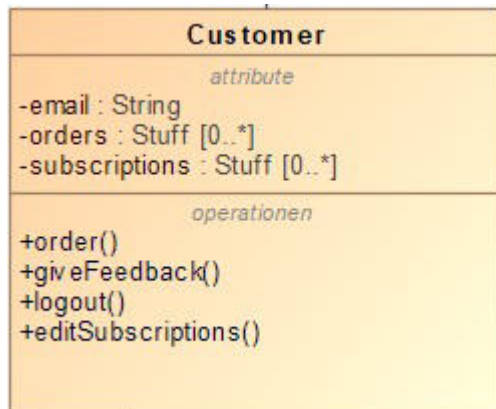


2.3.1 Human



Humans are persons, that are not yet logged in or registered to the platform, but of course they are able to browse the offers and mark articles, that they want to order after logging in. The marks will only stay alive until the humans close the window or log in or register to the platform. Purchases are only possible after logging in as well.

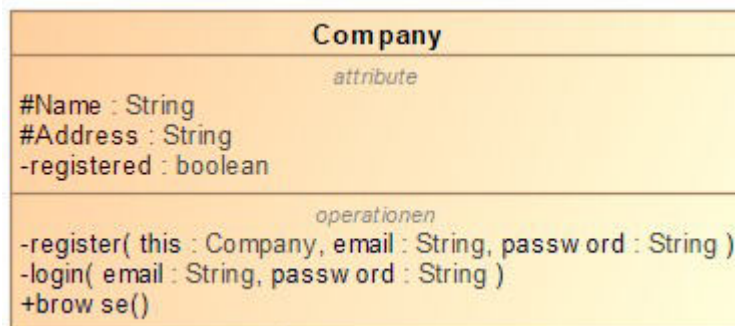
2.3.2 Customer



The customers are humans that have logged in successfully. In addition to the browsing, the customers are able to order their desired articles and also subscribe articles, that they like to receive frequently. In general the customers get asked for feedback after the delivery is done, but if this is not the case, they are also able to give feedback on their owns.

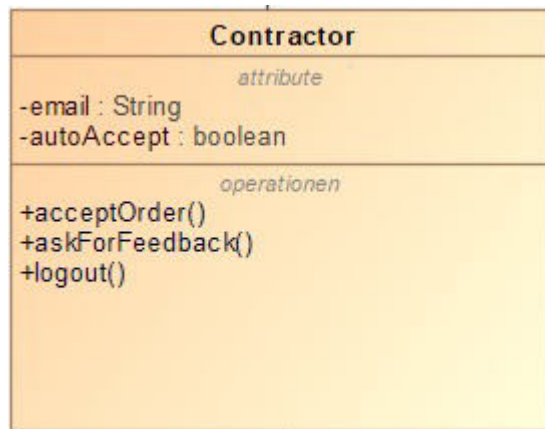
The payment is considered as a part of the ordering process, but can also be preset in the settings.

2.3.3 Company



Companies also can browse the system to inform themselves about the categories of articles that are offered, but especially about our delivery system. Also they are offered statistics about the average consumption behaviour of the customers.

2.3.4 Contractor

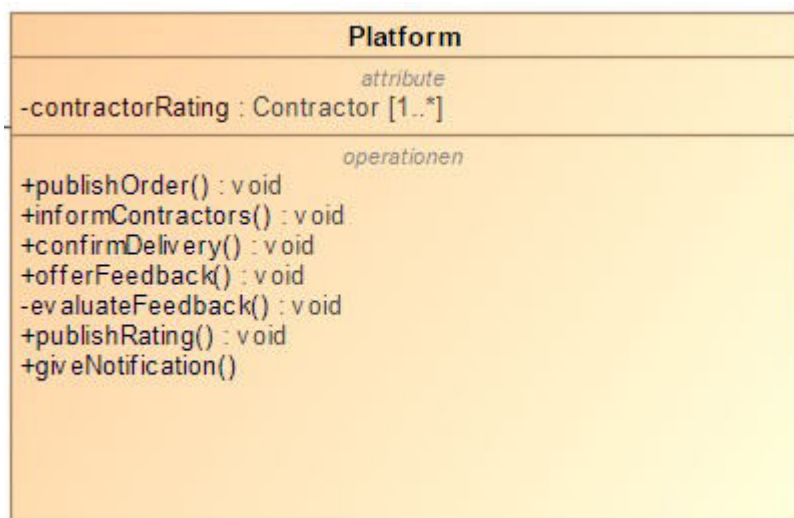


Contractors are companies that have created an account and logged into the system.

Contractors are able to accept orders from the board or just activate the automatic acceptance, which will accept offers from the customers automatically if the contractor has all the ordered articles in store.

The contractors are also able to ask for feedback, after they have fulfilled their duties.

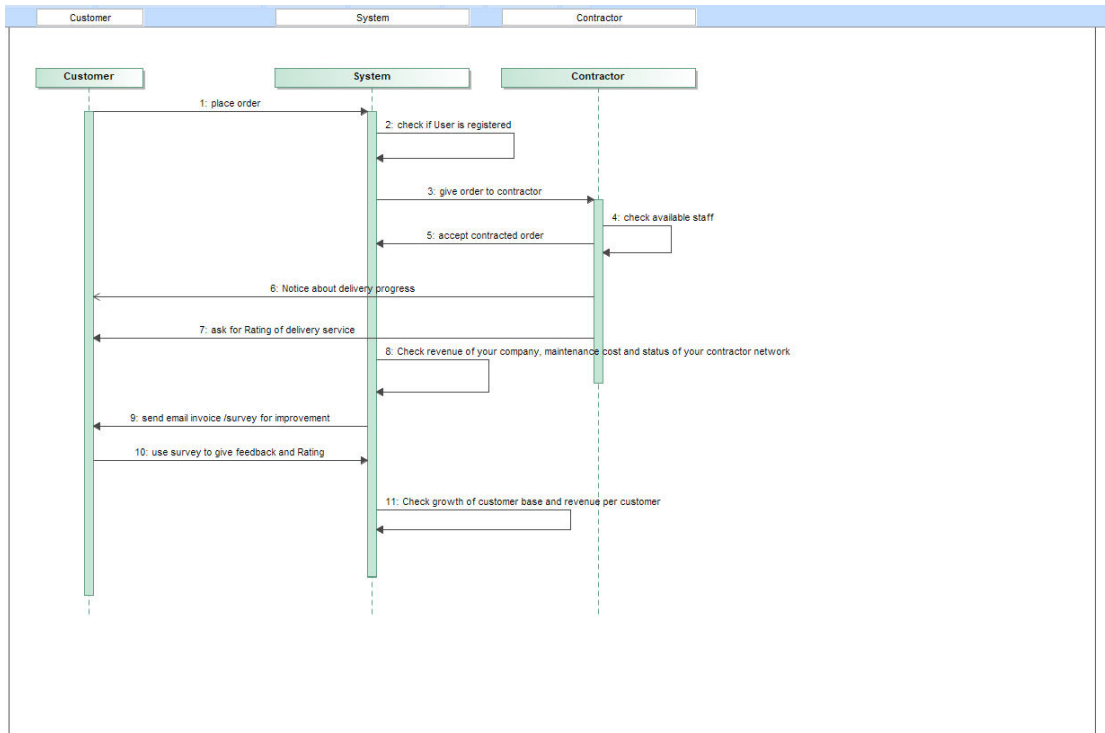
2.3.5 Platform



The platform itself manages the orders of the customers and manages the accepted deliveries from the contractors. It maintains the ranking system of the contractors and notifies the customers and the contractors about updates on running processes.

2.4 Sequence-diagrams

2.4.1 Standard



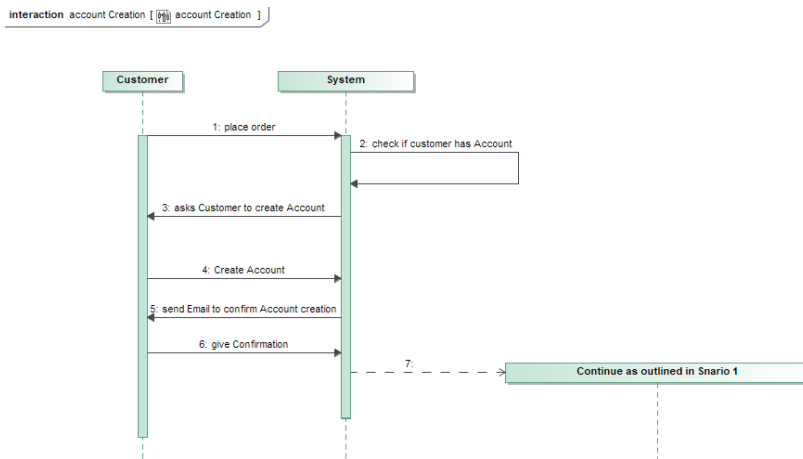
Description

A Sequence-diagram showcasing the Workflow for the standard processing of an Order by a existing costumer

Value

On a scale of 1-5 this UI is valued as a 5 (essential for the Business) the correct execution of this process provides the main form of Income to the Platform

2.4.2 Account-creation



Description

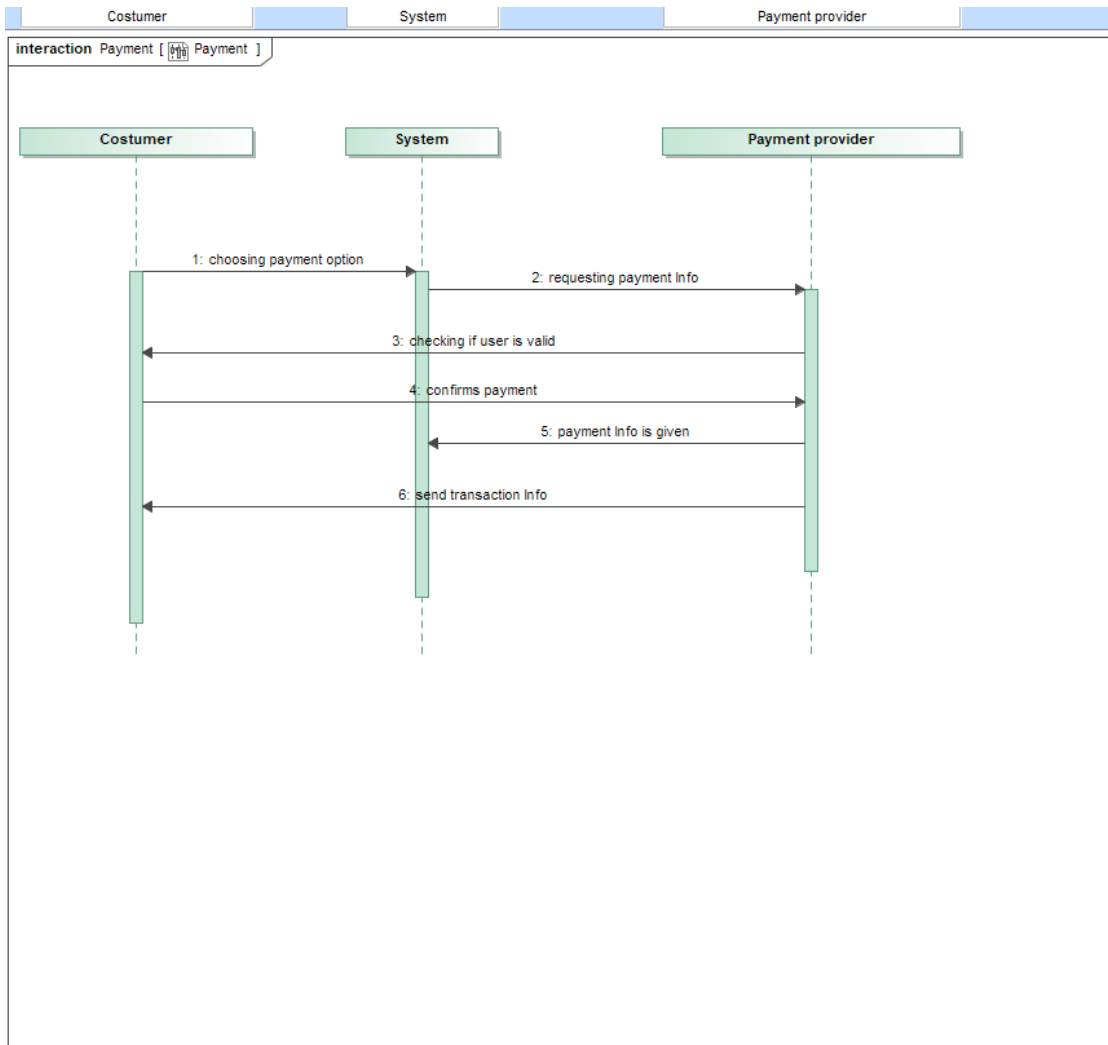
A Sequence-diagram showcasing the Workflow for Account-creation

Value

On a scale of 1-5 this UI is valued as a 5 (essential for the Business)

This process is important to complete purchases and growing the costumerbase

2.4.3 Payment



Description

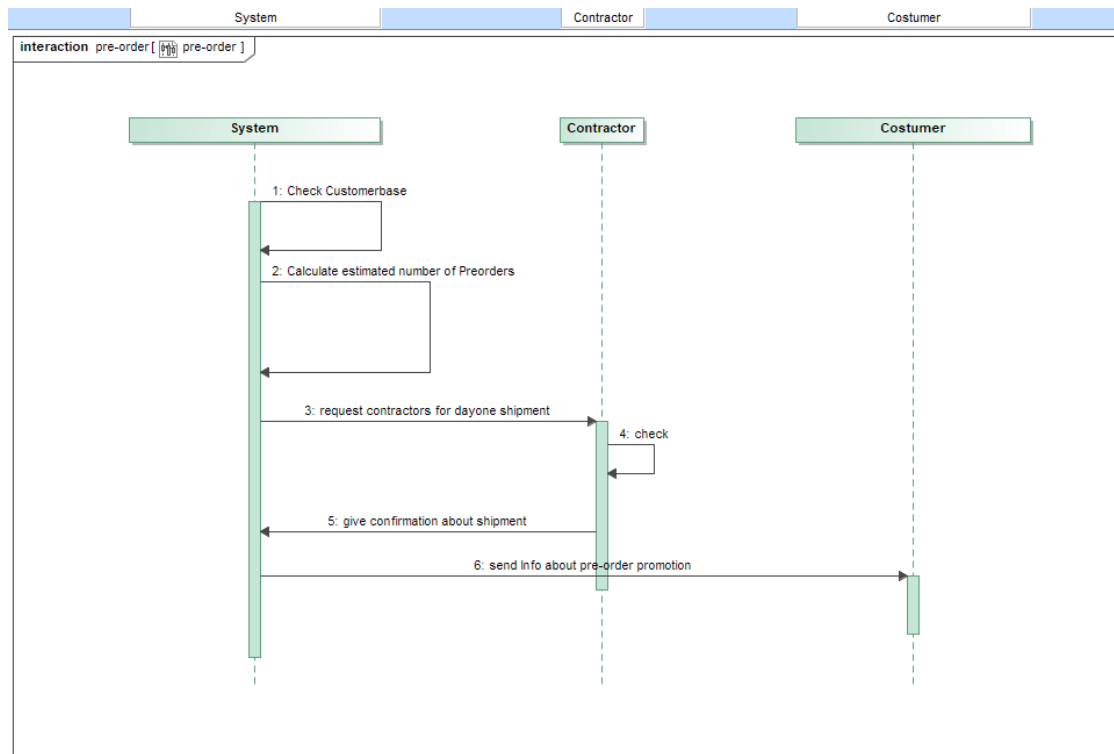
A Sequence-diagram showcasing the Workflow for payment and choosing /confirming a Payment or Payment-option

Value

On a scale of 1-5 this UI is valued as a 5 (essential for the Business)

confirming Payment-options and Payment of orders is booth important for Sales and platform safety

2.4.4 Pre-order



Description

A Sequence-diagram showcasing the Workflow for handling a Pre-order /promotion relevant for your costumer-base.

Value

On a scale of 1-5 this UI is valued as a 2 (nice to have)

The option is not essential to the Business but presents a good possibility to grow the costumer-base and generate extra revenue

2.5 UI-Prototypes

2.5.1 Account-creation UI

package Model[Model]

Create a new Account

☐ Business customer ☐ Private customer

company (Business only) Example Inc.

Billing address Example street

Department Dep. of Example

Shipping address Example street

zip 1234567

company E-mail ExampleInc@mail.com

This part is only required if Business Customer is selected otherwise it will be greyed out

☐ Mr. ☐ Mrs. ☐ other

E-mail Example@mail.com

set password *****

confirm password *****

shipping address Example street

zip 1234567

House/Apartment No. 00

☐ use Address as billing Address

☐ Accept the terms of service

☐ get newsletter

Description

A very simple UI Placeholder for the Account-creation ,including the options for private and Business costumer . With this template the end-costumer can freely chose how much space to block for the Placement of Ads as well as modify its look(font) to better suit the branding of their company

Value

On a scale of 1-5 this UI is valued as a 5 (essential for the Business)

Account-creation has a high Value for the Business , because without the existence of an Account no purchases can be completed

2.5.2 Login-Screen UI

Please log in to continue

Email

Password

☐ save Password...

☐ stay logged in

[forgot Password?](#)

[create new Account](#)

[about us](#)
[return /refund policy](#)
[customer support](#)
[FAQ](#)

Description

A basic Login-Screen with standard options like Password-reset and quick Login as well as hyperlinks for Account-creation, like the other Template this one also lets the end-customer choose things like placements of Ads and different fonts for the purpose of branding

Value

On a scale of 1-5 this UI is valued as a 5 (essential for the Business)

The Login-Screen is an important part of Account safety as it blocks unauthorized Access to an Account

3 Summary

In our opinion this project was a very spectacular experience. We had a lot of starting troubles, as two of us used to have a group already, until the other members decided to prefer team-mates of the computer science group instead of the mobile applications. So we were a little late and a randomly mixed group.

One member got very sick in the last three weeks of the project and could just barely participate. Another member had issues with using a microphone, because of private circumstances. One of our members couldn't change his shifts at work in November, because the schedule was published too late, so he missed the first four weeks of the exercise group.

But still we were able to fit ourselves into this situation and use texting platforms like WhatsApp to communicate and share the progresses of the project to each other. We got to know each other and we started to work together as a team, even if it took as a few more days to do so.

After all we share the same opinion, that we can't wait to return back to normal and meet in person for the future projects, that need to be done in groups.

4 Appendices

Appendix I: Protocol No. 1

Protocol Meeting No. 1

Group Members:

Atay Serkan 1207077
Neumann Denis 1308358
Spengler Luca 1292969
Vieth Damir 1304860

Presence:

Atay Serkan
Neumann Denis
Spengler Luca

Meeting start 16:15, presenting the first results to the group a Use case diagram was made by Serkan Atay, he has chosen the task in advance (before the meeting). The task to produce the sequence diagram was chosen by Luca Spengler. The Group had a discussion about the presented diagrams (Use-case-diagrams & sequence diagram). Denis Neumann selected the task of making the class diagram and the last remaining task was given to Damir Vieth as he wasn't present to choose for himself. The question of the language for the documentation came up, the answer was "the documentation has to be in English" the amount of required documentation was specified at 80-120 pages after a short calculation the workload was set to 20-25 pages of documentation per group member. The group was uncertain about the amount of detail required for documentation of the single steps in the project the Meeting was closed at 17:40.

Workload for this meeting

Atay Serkan 33,3%
Neumann Denis 33,3%
Spengler Luca 33,3%
Vieth Damir not present

Appendix II: Protocol No. 2

Protocol Meeting No. 2

Group Members:

Atay Serkan 1207077
Neumann Denis 1308358
Spengler Luca 1292969
Vieth Damir 1304860

Presence:

Atay Serkan
Neumann Denis
Spengler Luca
Vieth Damir

The Meeting started at 16.15 Luca Spengler presented his UI prototype to the group to check if it was done right. After that Denis Neumann presented his diagram and asked the group for suggestions to maybe improve it. Denis proposed the idea to separate the human class from the user class to clarify that an account is not needed to browse the website. After that Mr. Mützel checked on the progress of the group, he positively noticed the amount of detail within the class diagram. Serkan Atay asked him for some details about the structure needed of the presentation, he said to keep it short and to the point (maximum of 10-15 minutes).

Because the presentation was only meant as a way to showcase the results of the groups work paired with some short explanation of the process used to produce the result.

After this information was given, the group did some fine-tuning on the diagrams and set the next meeting for Friday of that week, the meeting was closed at 17.30.

Workload for this meeting

Atay Serkan 25%
Neumann Denis 25%
Spengler Luca 25%
Vieth Damir 25%

Appendix III: Protocol No. 3

Protocol Meeting No. 3

Group Members:

Atay Serkan 1207077
Neumann Denis 1308358
Spengler Luca 1292969
Vieth Damir 1304860

Presence:

Atay Serkan
Neumann Denis
Spengler Luca
Vieth Damir

The scrum meeting started at 16.15 Damir presented his diagram to the group. As explained in the exercise for these diagrams, he designed them in a straight line. After some discussion the other group members pointed out that the diagrams presented by Damir didn't include the alternative options outlined in the project document. Damir reworked the diagrams to better fit the task. Denis presented a change to the class diagram that showed the explicit difference between a human (a person with no account) and a user (a person with an account) as to point out that the website can be browsed without the need for an account the meeting was closed at 17.30.

Workload for this meeting

Atay Serkan 25%
Neumann Denis 25%
Spengler Luca 25%
Vieth Damir 25%

Appendix IV: Protocol No. 4

Protocol Meeting No. 4

Group Members :

Atay Serkan 1207077

Neumann Denis 1308358

Spengler Luca 1292969

Vieth Damir 1304860

Presence:

Atay Serkan

Neumann Denis

Spengler Luca

Vieth Damir

The Meeting started at 16.25 this meeting was originally supposed to take place at the exercise on Monday but the exercise was canceled on short notice while an alternative date was given by the University.

Most of the Group members were unable to be present due to work or other overlapping modules on the given day so the group used a messenger program (WhatsApp) to hold a replacement meeting, as most of the work was done already the group was trying to decide on a format of presentation Serkan Atay presented some possible presentation layouts for the group to use. Damir pointed out that there was a preset up on moodle to use.

The group chose to use a very similar template, which is usable on Apache, as most of the group members are using OpenOffice.

With this out of the way Serkan Atay uploaded some of the use cases to the WhatsApp chat so that Denis Neumann and Luca Spengler could compare them to the scenarios they used to form their diagrams so that the diagrams are coherent with the examples given by Serkan Atay. There was no order decide for the Contents of the presentation but the group roughly decided to start on the presentation with the use cases as they give more context to the diagrams.

The Meeting was closed at around 17.30.

Workload for this meeting

Atay Serkan 25%

Neumann Denis 25%

Spengler Luca 25%

Vieth Damir 25%

Appendix V: Protocol No. 5

Protocol Meeting No. 5

Group Members:

Atay Serkan 1207077
Neumann Denis 1308358
Spengler Luca 1292969
Vieth Damir 1304860

Presence:

Atay Serkan
Neumann Denis
Spengler Luca
Vieth Damir

Meeting started at 16.30 Damir presented his final draft for the diagrams and explained that he became sick at the beginning of the week, so he would upload his diagrams to the WhatsApp group.

In case he was unable to recover until the Presentation and Denis agreed to present Damir's results in that scenario. Serkan also used the WhatsApp group as a backup, as he had been struggling with hardware issues due to the cold weather. Because of the new factors the group decided to change the planned presentation for a more on-the-fly approach depending on the situation on presentation day, the group then rehearsed multiple scenarios for the presentation as to be for the possible situations in advance. Due to his sickness Damir left the Meeting early, the group wished him a quick recovery. Serkan also had to leave early because of work. The Meeting was closed shortly after at around 17.15.

Workload for this meeting

Atay Serkan 25%
Neumann Denis 25%
Spengler Luca 25%
Vieth Damir 25%

5 Resources

- MagicDraw
- Zoom
- Apache Template for academic thesis
- WhatsApp
- Discord