**Simple Laundry Use Case**

| **Use Case 1** | Home order by user |
| --- | --- |
| **Actor** | User |
| **Basic Flow** | At any time, User can make an order home delivery. |

**Middleweight Laundry Use Case**

**Basic Flow**

| **Use Case 1** | Home order by user |
| --- | --- |
| **Actor** | User |
| At any time, User can make an order home delivery. |  |
| **Alternative Flow 1** | If courier confuses the orders, we will bring this one + whatever Customer wants |
| **Alternative Flow 2** | If the user is not satisfied with the order's time, he can cancel it. |
| **Alternative Flow 3** | If courier is late, the user will get a 50% discount |

**Heavyweight Laundry Use Case**

| **Use Case 1** | User makes an order |
| --- | --- |
| **Actor** | User |
| **Use Case Overview** | It is a morning and there is a hungry user. He uses our app, picks the necessary food. He has a posibillity to choose a delivery place, method of payment: online or personally to courier. |
| **Subject Area** | Hungry person |
| **Actor(s)** | The User |
| **Trigger** | Food selected, order placed. |
| **Precondition 1** | It is a morning |
| **Precondition 2** | There is a hungry person with desire to order some food. |

**Basic Flow: Do Laundry**

| **Description** | This scenario describes the situation when user wants to make an order, choose the place of delivery, choose the method of payment |
| --- | --- |
| **1** | User uses our app |
| **2** | User chooses the food |
| **3** | User adds his products to basket |
| **4** | User chooses the delivery place |
| **5** | User choose the method of payment |
| **6** | User selects delivery time |
| **7** | User waits for this delivery |
| **Termination outcome** | User gets his food. |

**Alternative Flow 4A: Online payments in not available**

| **Description** | This scenario describes the situation when it is impossible to pay for the order online |
| --- | --- |
| **4A1** | User makes an order |
| **4A2** | User gets the order |
| **4A3** | User pays personally to the courier |
| **Termination outcome** | The payment passed |

**Alternative flow 4B: All couriers are busy**

| **Description** | This scenario describes the situation when all couriers are busy |
| --- | --- |
| **4B1** | User sees the message that all couriers are busy |
| **4B2** | User can change the time of delivery or wait a while |
| **Termination outcome** | The situation is solved |

**Alternative flow 4C: Laundry item shrank.**

| **Description** | This scenario describes the situation when address is outside of the delivery area. |
| --- | --- |
| **4C1** | User sees a message that his address is outside of the delivery area. |
| **4C2** | User is disappointed |
| **Termination outcome** | We lost an user |

**Alternative flow 5A: Laundry item needs hanger.**

| **Description** | This scenario describes the situation when user wants to change the place of delivery |
| --- | --- |
| **5A1** | User changes the location |
| **5A2** | Courier delivers food to changed location |
| **Termination outcome** | The food comes to right place |

**Post conditions:** Order completed successfully

**Business Rules:**

* Delivering can be made at any time.
* All products must be delivered in perfect condition

We are responsible for all errors