

**CSC 510 SE Proj1c1**  
Section 001 - Group 29  
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TiffinTrail — Smarter routes, Warmer meals.

## **New Use Cases for Food Delivery App**

### **1) Simplified User Registration and Login**

#### **a) Preconditions:**

- The user has installed the app.
- The user has internet access.

#### **b) Main Flow:**

1. The user opens the app and selects "Sign Up".
2. System prompts for essential details only (phone number, name).
3. The system sends an SMS verification code.
4. The user enters a verification code.
5. Account created with minimal profile.

#### **c) Subflows:**

- Optional: User can add delivery address immediately.
- The system offers location services for address detection.

#### **d) Alternative Flows:**

- Phone number already registered: System prompts to log in instead.
- SMS verification fails: System allows retry after 30 seconds.
- Network issues: System saves partial data and resumes when connection is restored.

### **2) Basic Restaurant Discovery**

#### **a) Preconditions:**

- User logged in.
- Location services enabled OR address manually entered.

#### **b) Main Flow:**

1. The system displays a list of nearby restaurants.
2. The user sees basic info: name, rating, delivery time, delivery fee.
3. Users can scroll through available options.
4. The user taps the restaurant to view the menu.

#### **c) Subflows:**

- Users can search by restaurant name only.
- Users can filter by cuisine type (5-6 major categories).
- The system shows "Popular" and "Nearby" sections.

#### **d) Alternative Flows:**

- No restaurants available in the area: System suggests expanding delivery radius.
- Location detection fails: System prompts for manual address entry.

- Slow loading: System shows cached results with "updating" indicator.

### 3) Streamlined Menu Browsing and Cart Management

#### a) Preconditions:

- Restaurant selected.
- User logged in.

#### b) Main Flow:

1. User views simplified menu with items, prices, and basic descriptions.
2. The user selects item and quantity.
3. The system adds items to cart with running total displayed.
4. Users can continue browsing or proceed to checkout.

#### c) Subflows:

- Users can modify the quantity directly from the cart icon.
- System shows cart total in header at all times.
- Users can add simple notes to items ("no onions").

#### d) Alternative Flows:

- Item unavailable: System shows "Currently unavailable" and grays out item.
- Restaurant closes during browsing: System notifies user and saves cart for later.
- Network issues: System queues changes and syncs when reconnected.

### 4) Essential Order Placement

#### a) Preconditions:

- At least 1 Item in cart.
- The user has a delivery address.
- Payment method available.

#### b) Main Flow:

1. The user proceeds to checkout from the cart.
2. System shows order summary with delivery address.
3. User confirms address or selects from saved addresses (max 3).
4. The user selects the payment method (card or cash).
5. Users place orders with a single "Place Order" button.
6. The system generates an order ID and shows confirmation.

#### c) Subflows:

- Users can add delivery instructions (one text field, 100 char limit).
- The system calculates and displays total with taxes and delivery fee.
- Users can apply one promo code if available.
- Optional -> Users add driver tip.

#### d) Alternative Flows:

- Payment fails: System offers to retry or change payment method.
- Restaurant rejects order: System sends push notification and processes refund.
- Address issues: System validates address and suggests corrections.

## 5) Basic Payment Processing

### a) Preconditions:

- User at checkout.
- Valid payment method available.

### b) Main Flow:

1. The user selects the payment method (saved card, new card, or cash).
2. For card payments, system processes through payment gateway.
3. The system shows a processing indicator.
4. Payment confirmation displayed.
5. Digital receipt sent via email/SMS.

### c) Subflows:

- New card: User enters card details with basic validation.
- Cash payment: System marks order as "Pay on delivery".
- Saved cards: System shows last 4 digits for selection.

### d) Alternative Flows:

- Payment gateway timeout: System retries automatically once, then prompts user.
- Card declined: System suggests trying different card or cash payment.
- Cash orders: Driver collects payment and confirms in app.

## 6) Real-time Order Tracking

### a) Preconditions:

- Order successfully placed.
- The user has an active internet connection.

### b) Main Flow:

1. The user receives order confirmation with estimated delivery time.
2. The system shows three simple states: "Preparing", "On the way", "Delivered".
3. Users can view order details and contact information.
4. The system sends push notifications at each status change.
5. When "On the way", the system shows the driver's name and phone number.

### c) Subflows:

- Users can call drivers directly through a masked number.
- The system shows live estimated delivery time updates.
- The user receives notification when the driver is nearby (2-3 minutes out).

### d) Alternative Flows:

- Order significantly delayed: System automatically sends update with new estimate.
- Driver unavailable: System assigns new driver and notifies user.
- Location access denied: System shows estimated time without live tracking.

## 7) Driver Order Management

### a) Preconditions:

- Driver logged into driver app.
- The driver has a valid vehicle and documentation.

**b) Main Flow:**

1. The system shows available orders in the driver's area.
2. The driver sees the pickup location, delivery location, and estimated earnings.
3. The driver accepts orders with a single tap.
4. The system provides pickup instructions and timer.
5. The driver marks "Picked up" and gets delivery navigation.
6. Driver marks "Delivered" to complete order.

**c) Subflows:**

- The driver can see customer delivery instructions before accepting.
- The system provides in-app navigation or opens preferred maps apps.
- Drivers can contact customers through a masked number.

**d) Alternative Flows:**

- Driver needs to cancel: System reassigns order and notifies customer.
- Customer unavailable: Driver can mark "Customer unavailable" after waiting period.
- Order issues at restaurants: Drivers can report problems to support.

## 8) Simple Review System

**a) Preconditions:**

- Order completed and delivered.
- Within 7 days of delivery.

**b) Main Flow:**

1. The system prompts users to rate order via push notification.
2. User rates restaurant (1-5 stars) and delivery (1-5 stars).
3. Users can optionally write a brief text review (200 character limit).
4. The system saves reviews and updates the restaurant's average rating.
5. The user sees confirmation that review was submitted.

**c) Subflows:**

- Users can rate without writing a text review.
- The system shows review guidelines (be respectful, focus on experience).
- Users can edit reviews within 24 hours.

**d) Alternative Flows:**

- User skips rating: System sends one reminder after 24 hours, then stops.
- Inappropriate content detected: System holds review for manual approval.
- User submits review after 7 days: System accepts but marks as "late review".

## 9) Re-Order & Favorites

**a) Preconditions:**

- The user has completed a past order or saved a favorite.

**b) Main Flow:**

1. The user opens "Order History" or "Favorites".
2. The user selects past orders or favorite restaurants.
3. The user taps "Re-Order".
4. The system adds items to cart.
5. User reviews and confirms.

**c) Subflows:**

- User edits cart before checkout.

**d) Alternative Flows:**

- Item unavailable: System removes it from cart.
- Restaurant closed: System prevents re-order.

## **10) Order Cancellation by Customer**

**a) Preconditions:**

- The user has an active order.

**b) Main Flow:**

1. The user navigates to "My Orders."
2. User selects "Cancel Order."
3. The system checks cancellation eligibility (status, time).  
If eligible, order canceled and refund processed.

**c) Subflows:**

- Refund processed to original payment method.
- Cancellation fee applied if order already prepared.

**d) Alternative Flows:**

- Cancellation not allowed → System notifies user (e.g., "Order already out for delivery").
- Refund failure → System logs issue and notifies support.

## **11) Basic Customer Support**

**a) Preconditions:**

- The user has placed at least one order.
- Issue occurred with recent order.

**b) Main Flow:**

1. The user navigates to "Help" from menu or order details.
2. The system shows common issues as buttons (Wrong order, Late delivery, Missing items).
3. User selects issue type.
4. The system shows relevant help content and actions.
5. If unresolved, users can submit a support ticket with order details pre-filled.

**c) Subflows:**

- Common issues trigger automatic responses (refund, reorder, etc.).
- Users can attach one photo to support the ticket.
- The system provides a ticket number and estimated response time.

**d) Alternative Flows:**

- For urgent issues: System provides phone number for immediate support.
- Auto-resolvable issues: System processes refund/credit automatically.
- Support unavailable: System queues ticket and sends confirmation email.

## **12) User Profile and Settings**

**a) Preconditions:**

- User account created.
- User logged in.

**b) Main Flow:**

1. The user accesses the profile from the main menu.
2. The system displays basic account info (name, phone, email).
3. Users can manage saved addresses (add, edit, delete - max 3).
4. Users can manage payment methods (add, remove cards).
5. Users can view basic order history (last 10 orders).
6. Users can adjust notification preferences (order updates, promotions).

**c) Subflows:**

- Users can change passwords through email verification.
- The system allows toggling location services.
- Users can log out with a confirmation prompt.

**d) Alternative Flows:**

- Email change requires verification of both old and new email.
- Address validation fails: System suggests corrections or allows override.
- Payment method issues: System removes invalid cards and notifies users.

## **13) Restaurant Favorites and Quick Access**

**a) Preconditions:**

- Users have browsed restaurants.
- User logged in.

**b) Main Flow:**

1. User views restaurant details page.
2. The user taps the heart icon to add restaurants to favorites.
3. The system saves restaurants to the user's favorites list (max 10).
4. Users can access favorites from home screen quick access.
5. Favorites show current availability and estimated delivery time.
6. Users can tap to go directly to the restaurant menu.

**c) Subflows:**

- The system shows notification badges for new menu items at favorite restaurants.
- Users can remove restaurants from favorites by tapping their heart again.
- Favorites are ordered by most recently ordered from.

**d) Alternative Flows:**

- Favorites list full: System prompts to remove old favorites before adding new ones.
- Favorite restaurant permanently closed: System removes from list and notifies user.
- Favorite restaurant outside delivery area: System shows "Not available at your location".