

Faster, a Localized Errand Request and Delivery App

Author: **Zhiang Li**

Description:

Faster is a user-friendly application that connects individuals who need errands done by reliable deliverers within their local area. This app aims to simplify daily tasks by offering a platform for posting, accepting, and fulfilling errand requests with ease. Unlike other currently existing food delivery apps like UberEats and DoorDash, *Faster* focuses on simple daily delivery requests. A request can be as simple as delivering an envelope or a plot of flowers. *Faster* allows users to have a larger flexibility in describing what they want deliverers to deliver and how deliverers deliver.

Business Requirements:

Notice: The business requirement below is under the assistance from ChatGPT version 4. With the prompt “I have the description (the description above), please generate a business requirement for me”.

Nouns

Verbs

Faster is designed to seamlessly connect individuals requiring assistance with errands to dependable deliverers in their vicinity, streamlining the process of managing daily delivery tasks. To participate, both **errand posters** and **deliverers** are required to **register** and **log in** using their **name** and **phone number**, ensuring a secure and personalized experience. **Users** have the capability to **detail** their errand needs, **specifying** the **item descriptions**, **desired delivery times**, **pickup and drop-off locations**, **compensation offers**, and **accompanying images** for clarity. On the flip side, **deliverers** can **accept** these **posts**, **selecting** errands they are equipped to complete. Following the **fulfillment** of an errand, users are encouraged to provide **feedback** through **ratings** and **comments** on the deliverer's performance, fostering a culture of trust and accountability. In instances where a deliverer is unable to complete an errand as planned, they have the option to **cancel**, triggering a **notification** to the user and **leaving** the errand available for others to accept. **Deliverers' histories**, inclusive of **past errands**, **ratings**, and **comments**, are made visible to users, further enhancing the app's transparency. Central to *Faster*'s functionality is its integrated **in-app wallet** system, which displays **balance amounts** for both users and deliverers, facilitating direct compensation **transfers** from errand posters to deliverers upon the

successful completion of an errand. This comprehensive approach to errand management underscores Faster's commitment to convenience, security, and community trust.

Nouns and Verbs:

Nouns:

- User
- Deliverer
- Name
- Phone number
- Description
- Desired delivery time
- Origin
- Destination
- Compensation
- Images
- Posts
- Ratings
- Comments
- Delivery History
- Balance amount

Verbs:

- Register
- Login
- Post
- Select
- Accept
- Complete
- Rate
- Comment
- Cancel
- Notify

Summary of Classes, Attributes and Associations:

User(class):

- userID(attribute)
- userName(attribute)
- phoneNumber(attribute)
- balanceAmount(attribute)
- register(method)
- login(method)

Poster(Inheritance from class User):

- posts(attribute)
- post(method)
- rate (method)
- comment (method)

Deliverer(Inheritance from class User):

- deliveryHistory(class)
- browse (method)
- accept (method)
- complete (method)
- cancel (method)
- notifyUser(method)

Post(class):

- description(attribute)
- desiredDeliveryTime(attribute)
- origin(attribute)
- destination(attribute)
- compensation(attribute)
- image (attribute)

Delivery history(deliverer class is composed of delivery history):

- post(attribute)
- ratings(attribute)
- comments (attribute)

Target Audience:

- Individuals with busy schedules looking for assistance with daily errands. Those people are potential posters who request for errands to be accomplished.
- Freelancers or part-time workers seeking flexible earning opportunities through errand delivery. Those people are potential deliverers.

Rules:

- There are two types of users, posters and deliverers.
- All users must register with their real name and phone number.
- Posts must include description, desired delivery time, origin, destination, compensation, images.
- A post can have no or multiple images.
- Posts will be shown to the deliverer account only on a post board. Deliverers can accept the post which will then be removed from the board.
- A post can only be accepted by one deliverer.
- Deliverers can accept up to 2 errands at the same time.
- Whenever deliverers accept, cancel, or complete the delivery, users will be notified.
- Users can see who are their deliverers.
- When deliverers complete the errand requested, users must give a rating and comment before they can post the next errand.
- Deliverers have a delivery history board, only visible to the user account. The delivery history board includes the past posts completed but only with ratings and comments.
- When the errand is accomplished, the declared compensation in the post will be transacted from the user's balance to deliverer's.

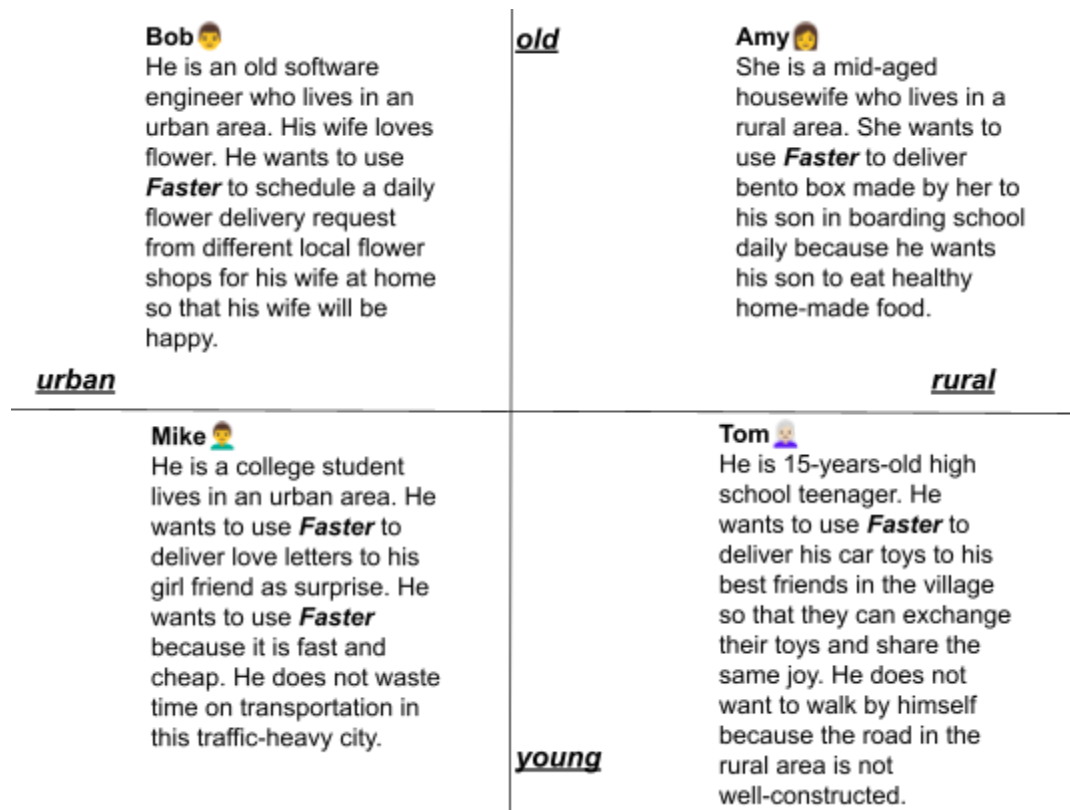
Challenge Questions:

- If there were disputes between deliverers and posters, should we provide a platform like a communication room for them to chat?
- How should we handle the situation when deliverers cancel the delivery other than just notifying users?
- Do we need to set a maximum amount of the errands a deliverer can accept?
- Can users cancel the delivery?
- Should delivery history reveal a deliverer canceled deliveries?
- Should we allow users to tip deliverers after they complete the errand?

Dimensions with Ranks for Posters:

1. People live in urban area **vs** people live in rural area
2. Young people **vs** old people
3. Busy people **vs** people with leisure time
4. People have daily errands **vs** people who do not
5. People who prefer human service **vs** people who rely on themselves

User Persona for Posters:



User Story for Posters:

- As an old software engineer who lives in an urban area, **Bob** wants to post an errand about fresh flower delivery from different local flower shops to his wife at home with detailed information, especially delivery time, so that his wife who loves flowers will be happy.
- As a 15-year-old high school teenager living in a rural area, **Tom** wants to post images of his car toys to be delivered so that he can make sure his friend will receive the intact toys from him.

- As a college student who just falls in love with his girlfriend, **Mike** who lives in a traffic-heavy urban area wants to **save money and time from transportation himself to deliver love letters to his girlfriend**. He wants to make sure the delivery will have no accidents by viewing deliverers' delivery history.
- As a mid-aged housewife who lives in a rural area, **Amy** needs someone to deliver her home-made food to her son in boarding school. She wants to rate and comment on a deliverer, so that others know about her experience.

Dimensions with Ranks for Deliverers:

1. Full time worker **vs** freelancer
2. People who drive **vs** people who do not
3. Young people **vs** old people
4. Busy people **vs** people with leisure time
5. People who have flexible schedule **vs** people who have fixed schedule

User Persona for Deliverers:

<p>Adam 🧑</p> <p>He is a full-time home designer who drives to work everyday. He wants to use Faster to make some extra earnings by completing some delivery requests on his way to work weekly, so that he does not waste extra gasoline in delivery.</p> <p><u>full-time</u></p>	<p><u>drive</u></p> <p>Kate 🧑</p> <p>She is a freelancer who drives. She wants to use Faster to earn some money. She has plenty of leisure time so that she can accept many delivery requests daily. She wants to try to accept errands with highest compensation.</p> <p><u>freelancer</u></p>
<p>Peter 🧑</p> <p>He is a local boarding elementary school teacher who rides bike to school daily. He wants to use Faster to make extra earnings by carrying out simple delivery requests not too far away when he returns to home from school. He knows lots of students need to deliver things to their parents.</p>	<p><u>do not drive</u></p> <p>John 🧑</p> <p>He is a poor freelancer who only has a bicycle. He wants to use Faster to make some basic earnings for living. He wants to accept errands nearby so that he can complete the delivery by bike.</p>

User Story for Deliverers:

- As a full time home designer who drives to work everyday, **Adam** wants to **filter errands** that have origin near his home and destination near his company, so that he can complete the delivery on his way to work and make extra earnings.
- As a local elementary school teacher who rides a bike, **Peter** wants to **have the option to cancel the errand he accepts**, so that he can forfeit current errands in situations where he needs to take extra care of his students or he cannot complete them in time with a bike.
- As a freelancer who owns a car, **Kate** wants to **accept more than one errand at once** so that she can earn more money since delivery by a car is fast.
- As a poor freelancer who only has a bicycle, **John** wants to **have a delivery history**, so that he can convince other users to trust him to deliver securely by bicycle.

Interface Low-Level Mockups:

Deliverer page:

Errand Board

Search

Sort By

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Accept Now

Accepted Errands

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Cancel

Complete

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

Distance to you

Cancel

Complete

Poster page:

Post a Delivery Errand

Completed Post List

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

rate & comment

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

rate & comment

Title

Description

Tag

Delivery time

Origin

Destination

Compensation

image

rate & comment

Current Deliverer Delivery History

Title

Tag

Completed Date

Rating

Comment

Title

Tag

Completed Date

Rating

Comment

Title

Tag

Completed Date

Rating

Comment

If unclear to see the details, please refer to the link:

[https://www.figma.com/file/Zntjc8tw3kt30HEs2XldmV/Wireframing-\(Copy\)?type=design&node-id=0%3A1&mode=dev&t=0I7iX2V7L7bhGbx7-1](https://www.figma.com/file/Zntjc8tw3kt30HEs2XldmV/Wireframing-(Copy)?type=design&node-id=0%3A1&mode=dev&t=0I7iX2V7L7bhGbx7-1)

https://lucid.app/lucidchart/7a1b89a5-ea78-4e91-9335-4ac8dc6c6213/edit?viewport_loc=-6286%2C401%2C3057%2C1472%2C0_0&invitationId=inv_fe198a8f-9c19-408d-a03b-be98f5336a63

