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| **Use Case Name:** | Order creation by the sender | |
| **Scenario:** | Creating a new order | |
| **Triggering Event:** | Sender wants to deliver a package | |
| **Brief Description:** | A sender wants to create a new order. Sender fills in receiver details. | |
| **Actors:** | Sender | |
| **Stakeholders:** | Sender  Branch  Pick-up driver | |
| **Preconditions:** | Package must exist.  Internet access must exist. | |
| **Postconditions:** | New order is created.  Pickup/Branch is notified.  Sender account is updated.(Guest is updated when there is no account for sender) | |
| **Flow of Activities:** | **Actor** | **System** |
| 1. Sender logs in or continues as a guest. 2. Sender fills in order details(sender details aswell when guest). 3. Sender presses create new order. | 1.1 System validates senders account(details when guest).  2.1 System calculates delivery price based on location and weight.  2.2 System subtracts the delivery price from the price of the package  3.1 System sends the order to new order state and notifies the pick-up driver. |
| **Exception Conditions:** | 1.1 If senders details are blacklisted or there are missing/incorrect, information order will not be created.  2.1 IF weight is less then 3 kg delivery price is average.  2.2 If package price is 0 deduct from sender balance. If the sender is a guest account, delivery price will be paid on pick-up.  3.1 Sender may decide to deliver the package themselves at the branch. | |

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| **Use Case Name:** | Problematic state | |
| **Scenario:** | Courier sends the order to problematic state. | |
| **Triggering Event:** | Reciever does not answer the phone on delivery. | |
| **Brief Description:** | Courier tried to contact the receiver but he didn’t pick up. Package will be returned to the branch. | |
| **Actors:** | Courier, BranchWorker | |
| **Stakeholders:** | Courier  Branch  Sender  Reciever | |
| **Preconditions:** | Package is in “Delivering” state. | |
| **Postconditions:** | Package is sent to Problematic state  Package is sent to the respective Branch. | |
| **Flow of Activities:** | **Actor** | **System** |
| 1. Courier sends the package to Problematic state stating the reason. 2. BranchWorker tries to contact the reciever. 3. Courier tries to deliver package next day. | 1.1 System notifies the respective BranchWorker and sender for the problematic order.  2.1 System sends the order to “Delivering” next day.  2.2 System will send the order to “Returned” state if the client does not answer for 4 days. |
| **Exception Conditions:** | 1.1 If sender is guest account notify only branch worker.  2.1 If the sender/receiver wants the order to be returned, send the order to “Returned” state.  2.2 If sender/receiver decide for another date, later then 4 days, send the order to ‘Storage” state. | |