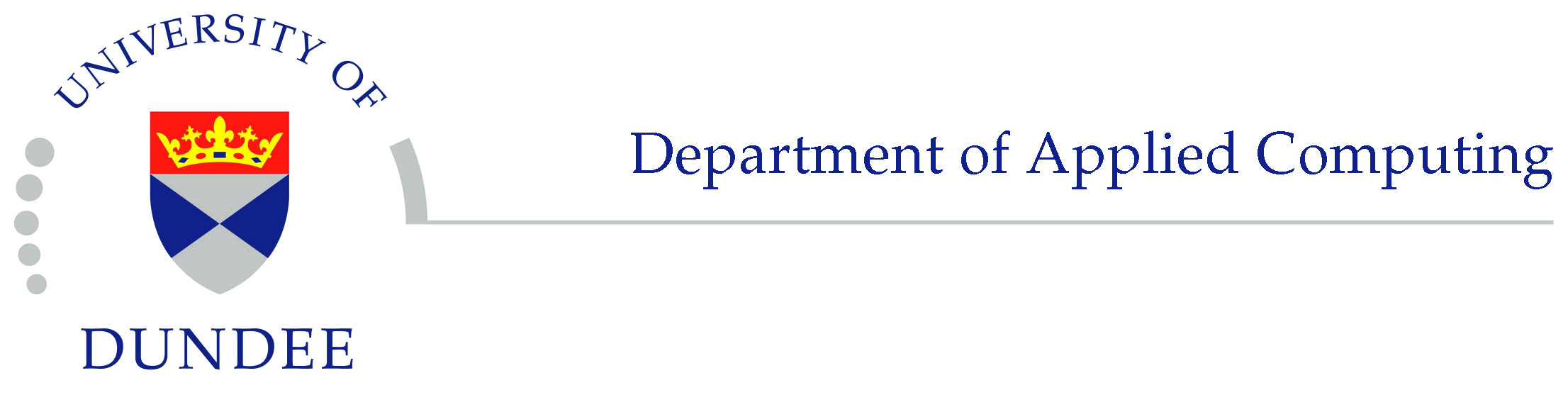
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Applied Computing

Group: 3

Pharos Parcel Application

Use Case Specification

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**Use Case Specifications**

**The Actors involved in this system are:**

1. The Customer
2. The Application
3. The Client’s server

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| UC1: Obtaining a Quote.This use case begins when the customer selects the packages tab. | |  |
| Customer: | Selects the “Get Quote” button. | |
| Application: | Requests that the customer enters country destination and parcel weight. | |
| Customer: | Enters country destination and parcel weight. | |
| Application: | Requests the cost data from Client’s server | |
| Client’s Server: | Returns the price list data to the system. | |
| Application: | Displays the price list to the customer. | |

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| UC2: Send Parcel.This use case begins when the customer selects the “Send Package” option. | |  |
| Application: | Asks the customer to fill in their personal details, collection address and recipient address. | |
| Customer: | Enters their personal details, collection address and recipient address and swipes their finger across the page to get to the next screen. | |
| Application: | Asks the customer to enter the dimensions and description of the package they wish to send. | |
| Customer: | Enters the dimensions and description of the package they wish to send and presses “Accept changes” | |
| Application: | Requests that the customer enter their payment details. **(2.1)** | |
| Customer: | Enters their payment details. | |
| Application: | Forwards payment details to Client’s server. | |
| Client’s server: | Returns order confirmation to application. **(2.2)** | |
| Application: | Returns confirmation to customer. | |

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| 2.1: The customer forgets to enter some of the required information | |  |
| System: | Informs the customer that they may not continue until all of the required information has been added. **(Starts at the beginning of UC2)** | |

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| 2.2: The payment details are incorrect.The customer has entered incorrect payment details. | |  |
| System: | Informs the customer that they have entered incorrect payment details. Returns the customer to payment entry screen. **(Starts the at the beginning of UC2), (2.1.1)** | |

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| 2.1.1: There is an issue with the card.The customer has attempted to use an expired bank card . | |  |
| System: | Informs the customer that they have attempted to use invalid card details. Requests that the customer uses a valid card. **(Starts the at the beginning of UC2)** | |

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| UC3: Parcel tracking.This use case begins when the Customer selects the Tracking tab. | |  |
| Customer: | Selects the “Scan Number” option. **(3.2, 3.3, 3.4)** | |
| Application: | Requests that the Customer scan the barcode. **(3.1)** | |
| Customer: | Scans the barcode. **(3.2)** | |
| Application: | Accepts the barcode and displays the tracking number **(3.5)** | |

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| 3.1: Barcode option not available on phone.The Customer doesn’t have the ‘Voice Search’ software installed on their phone. | |  |
| Application: | Asks the customer if they would like to download the software. | |
| Customer: | Selects yes **(3.1.1)** | |
| Application: | Directs the customer to the app store where they can download the required software. **(Returns to start of UC3).** | |

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| 3.1.1: Customer selects no.The Customer decides they do not want to install the required software to their phone., | |  |
| Application: | Displays the tracking page **(returns to start of UC3).** | |

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| 3.2: ‘Voice Search’ option.The Customer decides to enter their tracking number by using the ‘Voice Search’ option | |  |
| Customer: | Selects the “Voice Search” option. | |
| Application: | Requests the Customer says the tracking number into the phone. **(3.1.1)** | |
| Customer:  Application:  Customer: | Says the tracking number**(3.1.2)**  Displays the tracking number.  Accepts the tracking number. **(3.1.3)** | |
| Application: | Displays the tracking history | |

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| 3.1.1: ‘Voice Search’ option not available on phone.The Customer doesn’t have the ‘Voice Search’ software installed on their phone. | |  |
| Application: | Asks the customer if they would like to download the software. | |
| Customer: | Selects yes (3.1.1.1) | |
| Application: | Directs the customer to the app store where they can download the required software. (Starts at 3.1) | |

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| 3.1.2: The tracking number that appears is not what was actually said. | |  |
| Customer: | Changes the tracking number and accepts it. | |
| Application: | Displays the tracking history | |

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| 3.2.3: The tracking number cannot be recognised.The Application is unable to recognise the typed number. This may be because the customer has entered the number incorrectly. | |  |
| Application: | Alerts the Customer that the typed number has not been recognised. Suggests re-entering number. | |
| Customer: | Re-types number. **(Returns to the start of UC3).** | |

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| 3.1.1.1: Customer selects noThe Customer decides they don’t want to install the required software to their phone., | |  |
| Application: | Displays the tracking page **(returns to start of UC3).** | |

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| 3.2: Typing tracking numberThe customer types in their tracking number. | |  |
| Customer: | Enters their tracking number. | |
| Application: | Accepts the number and displays tracking details. **(3.2.1)** | |

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| 3.2.1: The tracking number cannot be recognised.The Application is unable to recognise the typed number. This may be because the customer has entered the number incorrectly. | |  |
| Application: | Alerts the Customer that the typed number has not been recognised. Suggests re-entering number. | |
| Customer: | Re-types number. **(Returns to the start of UC3).** | |

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| 3.3: Parcel tracking.This use case begins when the Customer opens the Tracking tab. | |  |
| Customer: | Selects the “Recently Tracked” option. | |
| Application: | Returns a summary of up to ten current transactions’ delivery status. | |
| Customer: | Selects the desired transaction. | |
| Application: | Returns the desired transaction in more detail. Allows the Customer to re-use previous detail if required. | |

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| UC4: Order History.This use case begins when the Customer opens the History tab. | |  |
| Customer: | Is permitted to view up to ten most recent transactions. | |
| Application: | Presents the transactions in summary format. | |
| Customer: | Selects the desired transaction “View”. | |
| Application: | Returns the desired transaction in more detail. Allows the Customer to re-use previous detail if required. | |

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| UC5: Services.This use case begins when the Customer opens the Services tab. | |  |
| Application: | Presents the information in a clear format. | |
| Customer: | Can scroll or page through the presented information. | |
| Application: | Allows the scrolling or pagination of information. | |

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| UC6: Customer Support.This use case begins when the Customer opens the “Help” tab. | |  |
| Application: | Offers a choice of two buttons: “Frequently Asked Questions” and “Contact Support”. | |
| Customer: | Selects “FAQ”. | |
| Application: | Returns the most frequently asked questions. | |
| Customer: | Peruses the information. | |

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| UC7: Customer Support.This use case begins when the Customer opens the “Help” tab. | |  |
| Application: | Offers a choice of two buttons: “Frequently Asked Questions” and “Contact Support”. | |
| Customer: | Selects “Contact Support”. | |
| Application: | Presents the Customer Contact Form. | |
| Customer: | Completes the details and hits the “Send Message” button. | |