

# Use Case Scenario (Client)

## Request a delivery:

**Primary actors:** Costumer  
Courier

**Preconditions:** Network connection is active  
GPS location is active

### Basic flow of events:

1. Costumer logs in the application
2. Costumer is validated
3. Application displays available actions. Costumer selects "Request delivery"
4. Application prompts location
5. Costumer selects pickup and delivery locations, type of package and type of service
6. Payment is collected
7. Information sent to an autonomous central management platform
8. Courier closest to the pickup location receives an alert
9. Courier accepts the delivery and picks up the package
10. Courier delivers the package and confirms delivery
11. Costumer receives the confirmation of delivery

### Alternative flows:

- 2a. Costumer is not validated
  - 2a1. Application prompts to retry login
- 4a. Costumer selects invalid location
  - 4a1. Application displays error message
  - 4a2. Applications repeats point 4.
- 6a. Payment fails
  - 6a1. Application displays error message
  - 6a2. Returns to point 3.
- 9a. Courier fails to accept the delivery
  - 9a1. Courier is removed from the search
  - 9a2. Returns to point 7.
- 10a. Courier fails to deliver package
  - 10a1. Client support services are informed of the situation and proceed to contact the costumer
- 10b. Target fails to receive the package
  - 10b1. Package is redirected to a pickup point