

Use Case Scenario (Client)

Request a delivery:

Primary actors: Costumer
Courier

Secondary actor: Receiver

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 the user for location
5. Costumer selects pickup and delivery locations, receiver info (phone number or, in case he already has the app, the username/email) 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 the delivery verifying the SMS code on the receiver's phone.
11. Costumer receives the confirmation of delivery

Alternative flows:

- 2a. Costumer is not validated
2a1. Application prompts the user to retry login
- 4a. Costumer selects invalid location
4a1. Application displays an error message.
4a2. Applications repeats point 4.
- 6a. Payment fails
6a1. Application displays an 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 or to present the confirmation code.
10b1. Package is redirected to a pickup point.