

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.

Use Case Scenario (Courier)

Request a delivery:

Primary actors: Courier

Client

Secondary actor: Receiver

Preconditions: Network connection is active
GPS location is active
Login made as Courier

Basic flow of events:

1. Courier logs in the application
2. Courier is validated
3. Courier receives a notification about a requested delivery
4. Courier accepts the delivery
5. Courier proceeds to pick up the package
6. Goes back to step 3 until his bag is full or is close to a drop point
7. Courier delivers the package to the drop point
8. Courier confirms the delivery inputting the SMS code provided by the receiver.
9. Repeat from step 3 until the courier checks out.

Alternative flows:

- 2a. Courier is not validated
 - 2a1. Application prompts the user to retry login
- 4a. Courier fails to accept delivery
 - 4a1. Courier continues with the deliveries accepted or awaits a new delivery.
- 8a. Receiver is absent or fails to provide confirmation code.
 - 8a1. Courier takes the package to a specified drop zone.

Use Case Scenario (Manager)

Request a delivery:

Primary actors: Manager

Secondary actor: Courier
Client

Preconditions: Network connection is active
Login made as Manager

Basic flow of events:

1. Manager logs in the application
2. Manager is validated
3. Manager has access to a home page with the info all the delivery requests and available couriers
4. Manager receives a support request about a specific package
5. Manager searches the package by its ID in the system
6. Manager replies to the support request

Alternative flows:

- 4a. Manager notices an area of high request density
 - 4a1. Manager redeploys couriers to cover that area