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Use Case on UberEats

URL: https://www.ubereats.com/feed

Uber eats is an online food delivery and pickup platform launched by Uber in 2014.
The cases can also be applied for the platform Postmates as it is a part of UberEats.
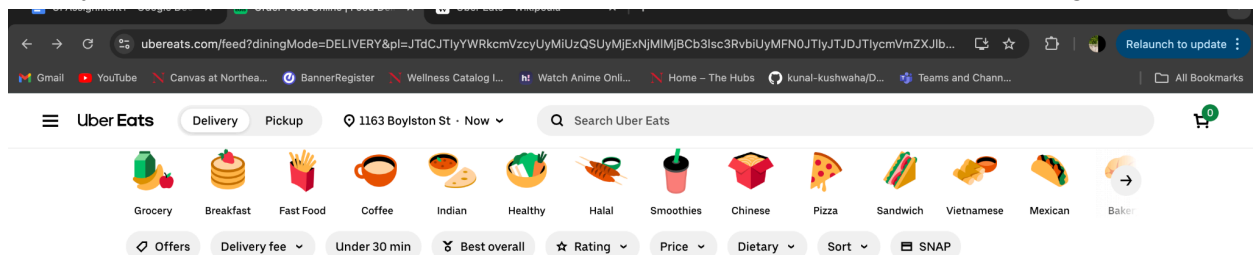
Simple Use Case

Use Case for Uber Eats
Actor: Customer
Basic Flow:
- The customer goes to the Uber Eats website or app and signs in.
- For better selection, adds a filter on the home page.
- The customer searches for their favorite food items via the search bar or explores options through the featured categories.
- The customer checks for price, delivery fees, restaurant ratings, and estimated delivery time.
- The customer places the order.

Flow Improvement:
- The customer goes to the Uber Eats website or app and signs in.
- Apply filters provided on the top of the screen to refine their search before placing an order.

- The customer can easily select the filters they prefer to make an informed choice about the food they want to order.

Termination Outcome:
- The customer can quickly select a food item that fits their preferences and place the order efficiently.

Simple Use Case

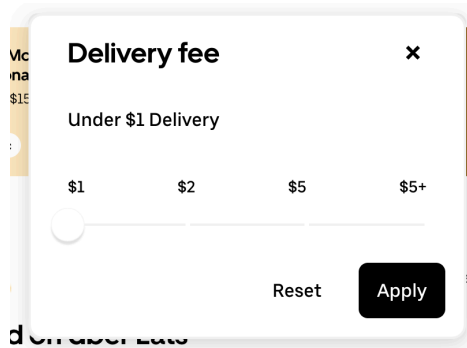Use Case for Uber Eats

Steps Before Placing the Order
Actor: Customer

Basic Flow:
- The customer goes to the Uber Eats website or app and signs in.
- The customer searches for a food item.
- They add the items to the cart.
- Proceeds to checkout.
- Select the payment method.
- Chooses the pre-set tip amount or adjusts it (but can not remove it).

Delivery fee ✕

Under $1 Delivery

$1 $2 $5 $5+

Reset   **Apply**

- The customer places the order.

Flow Improvement:
- The customer goes to the Uber Eats website or app and signs in.
- They search for the desired food item.
- Adds the item to their cart.
- They proceed to checkout.
- Selects the payment method.
- Clicks on the "Remove Tip" or customizes the tip.
- The customer places the order without a tip.

Termination Outcome:
- The customer has the flexibility to proceed with no tip if they prefer and completes the order efficiently.

Middle Weight Use Case

Use Case: Cancel an Order on Uber Eats

Actor: Customer

Overview: A customer wants to cancel their food order after placing it on Uber Eats.

Subject Area: E-Commerce

Actor: The Customer

Trigger: The customer decides to cancel the order.

Precondition 1: The order should have been placed on UberEats.

Precondition 2: The customer should have a mobile device or laptop with access to the internet.

Basic Flow: Cancel an Order

1. The customer goes to the Uber Eats website or app and signs in.
2. The customer navigates to the "Orders" section from the home screen.
3. They select the active order they want to cancel.
4. The customer clicks the "Cancel Order" button.
5. A confirmation pop-up appears, asking if the customer is sure they want to cancel.
6. The customer confirms the cancellation by clicking "Yes, Cancel."
7. Uber Eats processes the cancellation request, and if the restaurant has not yet started preparing the food, the order is successfully canceled.
8. The customer receives a notification that the order has been canceled and will see a refund if applicable.

Termination Outcome:
- The order is successfully canceled, and the customer is notified of any applicable refund.

Alternate Flow A: Cancellation Not Possible

1. The customer goes to the "Orders" section and selects the active order they wish to cancel.
2. They click the "Cancel Order" button.
3. A message appears stating that the restaurant has already started preparing the food, so the order cannot be canceled.
4. The customer is informed that no refund will be provided, but they can still track the order's delivery.

Termination Outcome: The customer cannot cancel the order, and it will proceed to delivery.

Alternate Flow B: Refund Details

1. The customer cancels the order before the restaurant begins preparation.
2. Uber Eats confirms the cancellation and informs the customer about the refund process.
3. The refund is processed, and the customer receives a notification with the refund details.

Termination Outcome:
- The customer receives a full or partial refund, depending on Uber Eats' refund policy.

Postconditions:
- The customer either successfully cancels the order or is informed if the cancellation was not possible. If applicable, they receive a refund for the canceled order.

Middle Weight Use Case

Use Case: Report a Damaged Order and Request a Refund on Uber Eats

Actor: Customer

Use Case Overview:
A customer wants to report a damaged order and request a refund through the Uber Eats platform.

Subject Area: E-Commerce

Trigger:
The customer receives their order but finds that it is damaged or unsatisfactory.

Preconditions:
- The customer must have placed an order on Uber Eats.
- The customer should have received the order and found it damaged or not up to expectations.
- The customer has access to a mobile device or laptop with Uber Eats.

Basic Flow: Reporting a Damaged Order and Requesting a Refund
1. The customer signs into the Uber Eats website or app.
2. They navigate to the "Orders" section.
3. The customer selects the specific order that was damaged.
4. They click on the "Help" or "Support" option.
5. The customer selects the option for reporting an issue with the order, specifying that the food is damaged.
6. The customer provides additional details or uploads photos of the damaged food to support their claim.
7. They submit the request for a refund or compensation.
8. Uber Eats reviews the claim and provides an update to the customer regarding the refund request.

Termination Outcome:
- The customer successfully reports the damaged order and is either granted a refund, compensation, or credit based on Uber Eats' review of the issue.

Alternate Flow A: Refund Request Denied
1. The customer submits the report for a damaged order.
2. Uber Eats reviews the request and determines that it doesn't meet the criteria for a refund.
3. The customer is notified that the refund request is denied, but they can still provide feedback or escalate the issue.

Termination Outcome:
- The customer is informed that the refund request is denied, with an option to escalate or provide further feedback.

Alternate Flow B: Partial Refund or Compensation
1. The customer reports the damaged order and provides evidence (e.g., photos).
2. Uber Eats reviews the claim and decides to offer a partial refund or credit rather than a full refund.
3. The customer is notified about the partial refund or compensation being applied to their account.

Termination Outcome:
- The customer receives a partial refund or credit as compensation for the damaged order.

Postconditions:
- The customer receives a full, partial refund, or credit, or is informed about the rejection of the claim.

Heavy Weight Use Case

Use Case: Add More Payment Methods

Actor: Customer

Use Case Overview:
- A customer wants to order food from the Uber Eats website but does not have sufficient payment methods to pay with.

Subject Area: E-Commerce

Actor: The Customer

Trigger:
- The customer is hungry.

Precondition 1:
- The customer should have a mobile device or laptop.

Precondition 2:
- The customer should have added food items to the cart.

Basic Flow:

Customer ordering a food item with Apple Pay
Description:
This scenario describes ordering food items using Apple Pay as the payment method.

1. The customer selects Apple Pay as the payment method.
2. After selecting Apple Pay, a window pops up.
3. The customer is asked to confirm their identity using an authentication mechanism such as Face ID, Touch ID, or another method.
4. The customer sees a screen with payment information, including the total amount to be charged.
5. The customer confirms the payment.
6. The order is placed if the payment is successful.

Termination Outcome:
- The food items order is placed using Apple Pay.

Alternate Flow B: Order food items with debit/credit card
Description:

This scenario describes ordering food items using a debit/credit card.

1. The customer goes to the Uber Eats website or app and signs in.
2. They search for their favorite food items in the search bar and find different restaurants offering those items.
3. The customer selects their favorite items and goes to checkout.
4. They select debit/credit card as the payment method.
5. The customer enters card details.
6. They are directed to add a One-Time Password (OTP) for authentication.
7. The OTP is authenticated.
8. The order is placed if the payment is successful.

Termination Outcome:
- The food items order is placed using the debit/credit card.

Alternate Flow C: Customer ordering a food item with COD (Cash on Delivery)
Description:
This scenario describes ordering food items using the Cash on Delivery (COD) payment method.

1. The customer selects Cash on Delivery as the payment method.
2. The customer sees a screen that includes payment details like the total bill amount.
3. The customer confirms the payment method and places the order.
4. The customer pays cash upon receiving the delivery.

Termination Outcome:
- The food items order is placed, and the customer will pay in cash after receiving the delivery.

Alternate Flow D: Customer payment is not successful
Description:
This scenario describes the situation where a customer tries to pay but the payment is not successful.
1. The customer selects the payment method (credit/debit card).
2. The payment fails due to external reasons (e.g., insufficient funds or network issues).
3. The customer returns to the payment page and selects a different payment method.
4. The customer successfully completes the payment process, and the order is placed.

Termination Outcome:
- The food items order is placed after the customer switches to a different payment method, despite the initial failure.

Postconditions:
- The customer receives the desired food item.

Heavy Weight Use Case

Use Case: Order a Mexican Bowl via UberEats

Actor: Customer

Use Case Overview:
- A customer wants to order a Mexican bowl from the UberEats website.

Subject Area: E-Commerce

Actor: The Customer

Trigger:
- The customer needs to buy food.

Precondition 1:
- The customer wants food, especially a Mexican bowl.

Precondition 2:
- The customer should have a mobile device or laptop.

Basic Flow: Order a Mexican Bowl
Description:
This is a full scenario of ordering a Mexican bowl.

1. Go to the UberEats website.
2. Add the delivery address.
3. Select the delivery option.
4. Search for "Mexican Bowl" in the search bar.
5. Select the favorite Mexican restaurant.
6. Add the desired Mexican bowl to the cart.
7. Proceed to checkout.
8. Add account details.
9. Add payment details.
10. Place the order.

Termination outcome:
- The Mexican bowl order is placed.

Alternate Flow A: The Customer is already a customer of UberEats
Description:
This flow applies to customers who are already signed in, with address and payment methods saved.

1. Select the favorite Mexican restaurant.
2. Add the desired Mexican bowl to the cart.
3. Place the order.

Termination outcome:
- The order is placed quickly, as all necessary information was pre-filled.

Alternate Flow B: Ordering a Customized Mexican Bowl
Description:
This scenario applies when the customer wants to customize their Mexican bowl.

1. Before adding the Mexican bowl to the cart, the customer selects options to add extra guacamole, salsa, or other toppings.
2. The customer adds the customized bowl to the cart.

Termination outcome:
- The customer receives the Mexican bowl with the selected customizations.

Alternate Flow C: Alternate Payment Method
Description:
The customer wants to pay with ApplePay instead of a debit card.

1. Before placing the order, the customer clicks on "Edit" in Payment Details.
2. The customer selects ApplePay as the payment option.
3. The customer places the order.

Termination outcome:
- The Mexican bowl order is placed using ApplePay as the payment method.

Alternate Flow D: Customer Wants to Self-Pickup
Description:
The customer decides to pick up the Mexican bowl from the restaurant.

1. The customer selects the Pickup option instead of Delivery.
2. The customer drives to the restaurant and picks up the Mexican bowl.

Termination outcome:
- The customer successfully picks up the Mexican bowl themselves.

Postconditions:
- The customer receives the Mexican bowl and is no longer hungry.

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References : Provided notes and example cases
             Wikipedia, Google, Grammarly.
             UberEats, Postmates.