

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

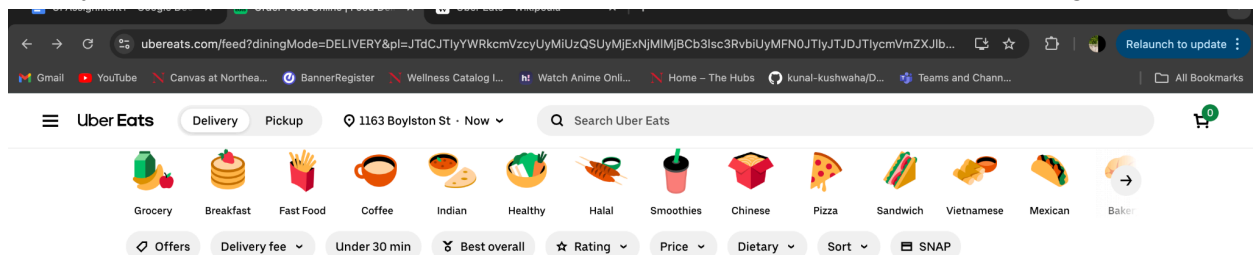
Actor: Customer

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

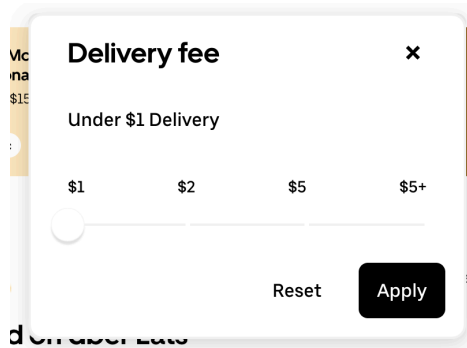
Use Case for Uber Eats

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).



- 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.

High Weight Use Case

Use Case: Adding Additional Payment Options

Actor: Customer

Use Case Summary:

- A customer needs to place a food order on Uber Eats but lacks sufficient payment options to complete the transaction.

Subject Area: E-Commerce

Actor: The Customer

Trigger:

- The customer is hungry and wants to order food.

Preconditions:

1. The customer must have access to a smartphone or laptop.
2. The customer must have food items already added to their cart.

Main Flow:

Placing an Order Using Apple Pay

Description:

This flow illustrates how the customer uses Apple Pay to complete their order.

1. The customer opts for Apple Pay as the chosen payment method.
2. A pop-up window appears prompting authentication.
3. The customer verifies their identity using Face ID, Touch ID, or another available method.
4. The customer reviews the payment details, including the total amount.
5. The customer confirms the payment.
6. The transaction is completed if the payment is successful.

Termination Outcome:

- The food order is successfully placed using Apple Pay.

Alternate Flow B: Using a Debit/Credit Card

Description:

This scenario explains how the customer uses a debit or credit card to place an order.

1. The customer logs into the Uber Eats platform.
2. They browse and select their desired food items from the available restaurants.
3. The customer proceeds to the checkout page.
4. They choose to pay using a debit or credit card.

5. The customer inputs their card information.
6. The system prompts the customer to enter a One-Time Password (OTP) for authentication.
7. The OTP is validated.
8. The order is completed if the payment is successful.

Termination Outcome:

- The food order is successfully placed using the debit/credit card.

Alternate Flow C: Ordering with Cash on Delivery (COD)

Description:

This flow outlines the process for selecting Cash on Delivery as the payment method.

1. The customer chooses Cash on Delivery as the payment option.
2. A summary screen displays the total payment amount.
3. The customer confirms the payment method and places the order.
4. The customer pays with cash when the delivery arrives.

Termination Outcome:

- The order is placed, and the customer pays with cash upon delivery.

Alternate Flow D: Unsuccessful Payment Attempt

Description:

This scenario describes what happens if a payment fails.

1. The customer selects their preferred payment method (e.g., debit/credit card).
2. The payment fails due to external factors such as insufficient funds or network issues.
3. The customer returns to the payment screen and selects another method.
4. The customer successfully completes the transaction using the alternate method.

Termination Outcome:

- The order is placed after the customer switches to a different payment method.

Postconditions:

- The customer receives their food.

High Weight Use Case

Use Case: Ordering a Mexican Bowl via Uber Eats

Actor: Customer

Use Case Summary:

- A customer is looking to order a Mexican bowl through Uber Eats.

Subject Area: E-Commerce

Actor: The Customer

Trigger:

- The customer wants to order food, specifically a Mexican bowl.

Preconditions:

1. The customer has a preference for a Mexican bowl.
2. The customer must have a mobile device or laptop.

Main Flow:

Ordering a Mexican Bowl

Description:

This flow describes the process of ordering a Mexican bowl.

1. The customer visits the Uber Eats website.
2. They enter their delivery address.
3. They choose the delivery option.
4. The customer searches for "Mexican Bowl" in the search bar.
5. They select a restaurant offering Mexican bowls.
6. The customer adds the bowl to their cart.
7. They proceed to the checkout.
8. The customer provides their account details.
9. The customer enters their payment details.
10. The order is placed.

Termination Outcome:

- The Mexican bowl is successfully ordered.

Alternate Flow A: Returning Customer with Saved Details

Description:

This flow is for customers who have saved their details with Uber Eats.

1. The customer selects a restaurant offering a Mexican bowl.

2. They add the bowl to their cart.
3. The order is placed quickly, as delivery and payment details are pre-filled.

Termination Outcome:

- The order is completed with minimal input.

Alternate Flow B: Customizing the Mexican Bowl

Description:

This flow is for customers who want to modify their Mexican bowl order.

1. The customer selects customization options, such as adding guacamole or salsa, before adding the bowl to their cart.
2. The customized bowl is added to the cart.

Termination Outcome:

- The customized Mexican bowl order is placed.

Alternate Flow C: Changing Payment Method to Apple Pay

Description:

The customer decides to switch the payment method to Apple Pay before placing the order.

1. The customer clicks "Edit" in the payment section.
2. They choose Apple Pay as the payment method.
3. The order is placed using Apple Pay.

Termination Outcome:

- The Mexican bowl order is completed using Apple Pay.

Alternate Flow D: Selecting Self-Pickup

Description:

The customer opts to pick up the order instead of having it delivered.

1. The customer chooses the Pickup option instead of Delivery.
2. They drive to the restaurant to collect their order.

Termination Outcome:

- The customer successfully picks up the Mexican bowl themselves.

Postconditions:

- The customer receives their Mexican bowl and satisfies their hunger.

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