**1. Identifying Using the System**

1. Customer - A person or organization that buys goods or services from a store or business.
2. Driver - A person who drives a vehicle.
3. Commissioner -Person or group of people assigning the project.

**2. Use Cases using User Goal Technique**

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| --- | --- |
| **Actor** | **Use Cases** |
| Customer | * Place an order * Get a cost estimate * View business information (hours, address, etc) * Track parcels * See estimated time of arrival * Notify when parcels arrive * Create an account * Use system on multiple devices * View account/order history and details * Upgrade service quality * Add additional service requests with orders |
| Commissioner | * Notify when parcels arrive |
| Truck driver | * Check delivery/order details |

**3. Using the Event Decomposition Technique**

Events

1. Customer makes an order
   1. External event
   2. Use cases
      1. Customer places an order
      2. Customer customizes their order and make specifications

1. Driver records pickup and shipment details
   1. External event
   2. Use cases
      1. Records pertinent shipment information:
         1. Time of pickup
         2. Location of pickup
         3. Name and address of the delivery
         4. Desired delivery time
         5. Location of the delivery
         6. Weight of the package to determine courier cost
         7. When the delivery was made
         8. Who received the delivery
         9. If someone signed for the package upon delivery
         10. Add additional packages
2. Driver scans packages
   1. External event
   2. Use cases
      1. Organize packages in warehouse
3. Driver prints out a label
   1. External event
   2. Use cases
      1. Easily identify parcels with parcel identification
4. Monthly bill is due
   1. Temporal
   2. Use cases
      1. Customer pays bill online

Use Case Diagrams:



