| Use Case Number: | 1 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-01.1 | | |
| Use Case Name: | Register an Account | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | Customer |
| --- | --- |
| Short Definition: | Process of user registration. |
| Pre-condition: | The actor is not logged in. |
| Post-condition: | The system creates an account for the actor. |
| Priority: | High |
| Frequency of Occurrence: | Single time per customer |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The customer clicks on "Create Account." 2. The customer enters their name, email in the provided field. 3. The customer sets a password. 4. The system sends a verification email to the customer’s email. 5. The customer enters the code from the email into the website. 6. The system creates the customer’s account. 7. The system sends a message saying, "Your account has been created."   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  **A.05**.**1** If the customer does not verify their account and logs out of the application, the system sends another verification email when they log back in, and the user completes the verification.  **A.05**.**2** If the customer enters the verification code incorrectly, the system sends them another verification email.  **A.06** If the email that was verified is already connected to an account system gives an error message and fails the registration.  .... |
| Containing Use-Case(s) | Login(extend) |
| Special Requirements: | The system must protect the user's account. Given user e-mail won’t be available to third parties. An email address can only have a single account attached with them. |
| Assumptions: | The customer has an internet connection and an e-mail account.  The customer's new password must be longer than 8 characters. |
| Note: |  |

## 

| Use Case Number: | 1 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-01.2 | | |
| Use Case Name: | Register an Account | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | Restaurant |
| --- | --- |
| Short Definition: | Process of user registration. |
| Pre-condition: | The actor is not logged in. |
| Post-condition: | The system creates an account for the actor. |
| Priority: | High |
| Frequency of Occurrence: | Single time per single restaurant |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The restaurant clicks on "Create Partnership Account." 2. The restaurant enters their restaurant name , email, phone number in the provided field. 3. The restaurant sets a password. 4. The system sends a verification message to the restaurant’s phone number. 5. The restaurant enters the code from the message into the website. 6. The system creates the restaurant’s account. 7. The system sends a message saying, "Your account has been created."   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  **A.05**.**1** If the restaurant does not verify their account and logs out of the application, the system sends another verification message when they log back in, and the user completes the verification.  **A.05**.**2** If the restaurant enters the verification code incorrectly, the system sends them another verification message.  **A.06** If the phone number that was verified is already connected to an account system gives an error message and fails the registration.  .... |
| Containing Use-Case(s) | Login(extend) |
| Special Requirements: | The system must protect the user's account. Given a user phone number won’t be available to third parties. A phone number can only have a single account attached with them. |
| Assumptions: | The restaurant has an internet connection and a phone number..  The restaurant's new password must be longer than 8 characters. |
| Note: |  |

## 

| Use Case Number: | 1 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-01.3 | | |
| Use Case Name: | Register an Account | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | Courier |
| --- | --- |
| Short Definition: | Process of user registration. |
| Pre-condition: | The courier is not logged in. |
| Post-condition: | The system creates an account for the actor. |
| Priority: | High |
| Frequency of Occurrence: | Single time per courier |
| Main Path: | 1. The courier clicks on "Create Courier Account." 2. The actor enters their courier name , email, phone number, and tax certificate in the provided field. 3. The courier sets a password. 4. The system sends a verification message to the courier’s phone number. 5. The courier enters the code from the message into the website. 6. The system creates the courier’s account. 7. The system sends a message saying, "Your account has been created." |
| Alternative Path: | **A.02**  If the tax certificate has been used before, the system gives an error.  **A.05**.**1** If the courier does not verify their account and logs out of the application, the system sends another verification message when they log back in, and the user completes the verification.  **A.05**.**2** If the courier enters the verification code incorrectly, the system sends them another verification message.  **A.06** If the phone number that was verified is already connected to an account system gives an error message and fails the registration. |
| Containing Use-Case(s) | Login(extend) |
| Special Requirements: | The system must protect the user's account. Given a user phone number won’t be available to third parties. A phone number can only have a single account attached with them. |
| Assumptions: | The courier has an internet connection and a phone number..  The courier's new password must be longer than 8 characters. |
| Note: |  |

## 

| Use Case Number: | 2 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-02 | | |
| Use Case Name: | Change Password | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | Customer , Restaurant , Courier , Admin |
| --- | --- |
| Short Definition: | Process of changing password of an account. |
| Pre-condition: | The actor logged in to the account. |
| Post-condition: | The account's password changes. |
| Priority: | High |
| Frequency of Occurrence: | Multiple time per actor |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The actor clicks on the "My Account" button. 2. The actor clicks on "Change Password." 3. The system redirects the actor to a page to enter a new password. 4. The actor creates a new password. 5. The system saves the actor's new password and notifies them that the password has been changed.   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  **A.03**  If the actor presses the back button, they return to the "My Account" page.  **A.04** If the actor enters the same password as the previous one, the system gives an error and asks them to enter a different password.  .... |
| Containing Use-Case(s) | Logout(extend) |
| Special Requirements: | The system must update the actor's account information immediately.  In case of connection issues, the system should allow the actor to log in with their old password. |
| Assumptions: | The actor's new password must be longer than 8 characters. |
| Note: |  |

| Use Case Number: | 3 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-03 | | |
| Use Case Name: | Order Delivery | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The customer , The courier , The restaurant |
| --- | --- |
| Short Definition: | Order delivering process |
| Pre-condition: | Order created by the customer. |
| Post-condition: | Order delivered to the customer and the system's status changed. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer. |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The system receives the order and notifies the restaurant. 2. The restaurant selects an available courier. 3. The courier accepts the order. 4. The restaurant prepares the order. 5. The restaurant hands over the order to the courier. 6. The system notifies the customer that the restaurant has given the order to the courier. 7. The system sends a delivery code to the customer. 8. The courier delivers the order to the customer. 9. The customer provides the security code to the courier. 10. The courier enters the code into the system. 11. The system marks the order as completed.   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  A.02 If the customer has added a note stating that they will pick up the food from the restaurant, the restaurant does not need to assign a courier.  A.03 If the courier rejects the order, the restaurant selects another courier.  A.09 If the customer's code is incorrect, the courier calls the contact number provided in the order.  .... |
| Containing Use-Case(s) | Create an Order(Including) |
| Special Requirements: | The system must collect feedback from the customer about the delivery process.  The system must ensure that the order is delivered to the customer without any defects.  The system must maintain data flow throughout the order process and notify the user accordingly. |
| Assumptions: | It is assumed that the customer has not canceled the order.  It is assumed that the customer has an active internet connection.  It is assumed that the customer's address and order details are correct. |
| Note: |  |

| Use Case Number: | 4 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-04 | | |
| Use Case Name: | Manage Food Item | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The Restaurant |
| --- | --- |
| Short Definition: | Food Item Management on the Restaurant Page |
| Pre-condition: | The restaurant manager is logged into their account. |
| Post-condition: | The food item has been added, updated, deleted, or viewed on the restaurant’s page, as applicable. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per restaurant. |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The restaurant manager clicks on the **Store** button. 2. The restaurant manager clicks on an **existing food item** or **Add Food** button on the screen. 3. The system displays a form with fields for food details (e.g., name, price, description, image). 4. The restaurant manager **enters** or **updates** the required information in the provided fields. 5. After entering the details, the restaurant manager confirms the food addition. 6. The system saves the food details in its database. 7. The system sends a notification confirming the successful addition. |
| Alternative Path: | A.05 If the restaurant manager attempts to upload a food item with an existing name or illegal field values, the system displays an error.  A.05 Alternatively user can click on the **Delete Food Item** button which will delete the existing item. |
| Containing Use-Case(s) |  |
| Special Requirements: | *Ensuring that food-related data is not lost. The food item should be ready for immediate payment as soon as it is added to the system.* |
| Assumptions: | The restaurant has provided all the required information as requested by the system. |
| Note: |  |

| Use Case Number: | 5 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-05 | | |
| Use Case Name: | Manage Payment Method. | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | Customer |
| --- | --- |
| Short Definition: | The user manages a payment method. |
| Pre-condition: | The customer logged in. |
| Post-condition: | The system saves the payment method. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The customer goes to the settings section. 2. The customer clicks on the manage payment button. 3. The customer selects a new payment method or edits an already existing payment method. 4. The system saves the payment method. 5. The system sends a notification to the user: "Your payment method has been saved." |
| Alternative Path: | A.04.01 If the customer selects "Online Credit Card" as the payment method, the system redirects the user to a screen where they are asked to enter their card information.  A.04.02 If the customer clicks the delete button, the system will delete the customer's payment information. |
| Containing Use-Case(s) | Create an Order(Include) |
| Special Requirements: | The system must protect the user's payment information. |
| Assumptions: | The customer has an account and an internet connection.  The customer enters the correct payment information. |
| Note: |  |

| Use Case Number: | 6 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-06 | | |
| Use Case Name: | Create an Order | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The Customer. |
| --- | --- |
| Short Definition: | Creating an order. |
| Pre-condition: | The customer logged in. |
| Post-condition: | The system creates an order |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer |
| Main Path: | 1. The customer searches for a desired meal or restaurant. 2. The customer opens the page of a selected restaurant from the displayed restaurant menu. 3. The customer adds a meal to the cart from the restaurant’s page. 4. The customer confirms the cart. 5. The customer places the order using the selected payment method and address. 6. The system accepts the order, sends a notification saying "Your order has been received," and redirects to the order tracking screen. |
| Alternative Path: | A.01 If the customer cannot find the restaurant they are searching for, they perform another search.  A.04 If the customer wants to add another meal, they add the desired item to the cart before confirming the order.  A.05 If the customer's payment method is declined, the system notifies the user that the payment method was rejected and prompts them to select a new payment method.  .... |
| Containing Use-Case(s) | Tracking Order(extends) |
| Special Requirements: | The system must provide options that the customer may want.  If an online payment is made, the system must process it securely. |
| Assumptions: | The customer places an order without making any customizations. The customer does not empty the cart. The customer has an internet connection. |
| Note: | I did not include the scenario where the user empties the cart because it falls outside the scope of order creation. |

## 

| Use Case Number: | 7 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-07 | | |
| Use Case Name: | Login | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The customer , The restaurant , The courier , The admin. |
| --- | --- |
| Short Definition: | The customer logins his/her account. |
| Pre-condition: | The customer is on the homepage. |
| Post-condition: | The system redirects the user to the homepage. |
| Priority: | High. |
| Frequency of Occurrence: | Multiple times per day per customer |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The actor enters the sub-website based on his/her role. 2. The actor clicks on the login button. 3. The actor enters their email and password. 4. The system redirects the user to the homepage.   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  A.03 If the user's password is incorrect, the system provides an error message and asks them to enter their account details again.  .... |
| Containing Use-Case(s) | Create an Order(Include) |
| Special Requirements: | The system should securely redirect the user to the homepage. |
| Assumptions: | The customer has an account and an internet connection. |
| Note: |  |

## 

| Use Case Number: | 8 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-08 | | |
| Use Case Name: | Customer Order Cancellation | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 23/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The Customer. |
| --- | --- |
| Short Definition: | Cancellation of an order. |
| Pre-condition: | The customer has placed an order. |
| Post-condition: | The customer's order has been canceled. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer. |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The customer clicks on the "My Orders" section in the top menu bar. 2. The customer selects the order they want to cancel. 3. On the order details page, the customer clicks the "Cancel Order" button. 4. The system sends a confirmation notification to the customer. 5. The customer approves the notification. 6. The system cancels the order. 7. The system notifies the restaurant about the order cancellation.   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  A.05 If the customer does not approve the cancellation notification, the order will proceed as usual.  A.07.1 If the customer cancels the order within **3 minutes**, a refund will be issued.  A.07.2 If the customer cancels the order after **3 minutes**, the order will be canceled **without a refund**.  .... |
| Containing Use-Case(s) | Tracking Order(extends) |
| Special Requirements: | The system must notify the restaurant about the cancellation as quickly as possible.  If a refund is required, the system must promptly transfer the amount to the customer’s in-app wallet. |
| Assumptions: | In case a courier has already been assigned, it is assumed that the restaurant is responsible for informing the courier about the cancellation. |
| Note: | Tracking Order(extends) came from possibility of A.05 |

| Use Case Number: | 9 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-09 | | |
| Use Case Name: | Manage Location | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 26/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The customer, The restaurant |
| --- | --- |
| Short Definition: | Location Managing Process |
| Pre-condition: | The user logged in. |
| Post-condition: | The user's location information has been arranged. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer/restaurant. |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The customer or restaurant manager clicks on the settings menu. 2. The customer or restaurant manager selects the "Manage Location" option next to the desired location. 3. The customer or restaurant manager clicks on either the "Add Address" or "Edit Address" button. 4. The customer or restaurant manager fills in the required address details on the page that appears. 5. The customer or restaurant manager saves the changes made. 6. The system provides feedback to the customer or restaurant manager stating that the changes have been saved.   .... |
| Alternative Path: | *Each step will be specified as alternative to which step in the main path and will be numbered as unique*  A.03 If the customer attempts to manage another location while a deletion is in progress, the system will return an error.  A.04 If the customer or restaurant manager has not filled in all the necessary information, the system gives an error and does not save the changes. .... |
| Containing Use-Case(s) | Create an Order(Include) |
| Special Requirements: | The system must provide the customer with an option to recover the managed location by displaying an **"Undo"** button on the screen. |
| Assumptions: | The customer has an internet connection and an account. |
| Note: | The customer has an active internet connection. |

| Use Case Number: | 10 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-10 | | |
| Use Case Name: | Logout | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 26/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The customer , The restaurant , The courier , The admin. |
| --- | --- |
| Short Definition: | The customer logouts his/her account. |
| Pre-condition: | The customer logged in his/her account. |
| Post-condition: | The system redirects the user to the homepage. |
| Priority: | High. |
| Frequency of Occurrence: | Multiple times per day per customer |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The actor clicks on the logout button. 2. The system asks the customer for confirmation to ensure they want to log out. 3. The system redirects the customer to the homepage. |
| Alternative Path: | A.02 If the customer does not confirm the logout, the system makes no changes. |
| Containing Use-Case(s) | Create an Order(Include) |
| Special Requirements: | The system is expected to handle the logout process securely. |
| Assumptions: | The customer must have an internet connection. |
| Note: |  |

| Use Case Number: | 11 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-11 | | |
| Use Case Name: | Update Courier Status | | |
| Depicter: | Bedirhan Gençaslan | Last Modificatory: | Bedirhan Gençaslan |
| Description Date: | 26/03/2025 | Last Modification Date: | 28/03/2025 |

| Actor(s): | The Courier |
| --- | --- |
| Short Definition: | The courier updates their availability status. |
| Pre-condition: | The courier is called by the restaurant upon request. |
| Post-condition: | The courier’s current status is available. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per courier. |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The system sends the restaurant's call notification to the courier. 2. The courier logs into the app. 3. The courier updates their status by sliding the "Courier in Delivery" button on the panel that appears on the homepage. 4. The courier picks up the order from the restaurant and delivers it to the customer. 5. The courier enters the code received from the customer into the "Deliver Order" field on the homepage. 6. The system updates the courier's current status to available.   .... |
| Alternative Path: | A.04 If the order is canceled, the courier's status is updated to available. |
| Containing Use-Case(s) |  |
| Special Requirements: | The system must have immediate access to the courier.  The system must always notify the restaurant of the couriers' locations.  The system should immediately update the courier to available when the delivery is completed. |
| Assumptions: | The order was prepared on time.  Customer information, such as the address, is correct. |
| Note: | Not same with order delivery tracking. This case more specified for courier. |

## 

| Use Case Number: | 12 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-12 | | |
| Use Case Name: | Customer Browses Restaurants and Food Items | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Customer(Registered or non-registered) |
| --- | --- |
| Short Definition: | The customer browses restaurants and food items to explore available options. |
| Pre-condition: | The customer is on the HUrricane homepage. |
| Post-condition: | The customer views a list of restaurants and their food items. |
| Priority: | High |
| Frequency of Occurrence: | Multiple times per day per customer. |
| Main Path: | 1. The customer selects the "Browse Restaurants" option. 2. The system displays a list of restaurants with filters (e.g., cuisine, delivery time). 3. The customer applies filters or selects a restaurant. 4. The system displays the restaurant’s menu with food items (e.g., name, price, description). 5. The customer browses the menu items.   .... |
| Alternative Path: | **A.3.1 (Alternative to Step 3 - No Results)**   * A.3.1.1: If no restaurants match the filters, the system displays: "No restaurants found. Try adjusting your filters." * A.3.1.2: The customer returns to step 3 to modify filters.   .... |
| Containing Use-Case(s) | *None* |
| Special Requirements: | The interface must load the restaurant list within 2 seconds.  Must support localization (e.g., currency in TRY for Turkish users). |
| Assumptions: | Restaurants have active menus with available items. |
| Note: | Non-registered customers can browse but cannot place orders (Section 6, Customer Module). |

## 

| Use Case Number: | 13 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-13 | | |
| Use Case Name: | Customer Saves Restaurants and Food Items | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Registered Customer |
| --- | --- |
| Short Definition: | The registered customer saves restaurants and food items for quick access. |
| Pre-condition: | The customer is logged into their account.  The customer is browsing a restaurant or food item. |
| Post-condition: | The restaurant or food item is saved to the customer’s favorites. |
| Priority: | Medium |
| Frequency of Occurrence: | Several times per week. |
| Main Path: | 1. The customer selects a restaurant or food item to save. 2. The customer clicks the "Save to Favorites" button. 3. The system adds the restaurant/food item to the customer’s favorites list. 4. The system displays a confirmation: "Added to Favorites."   .... |
| Alternative Path: | ***A.2.1 (Alternative to Step 2 - Already Saved)***   * *A.2.1.1: If the item is already saved, the system displays: "Already in Favorites."* * *A.2.1.2: The process ends.*   .... |
| Containing Use-Case(s) | Includes Customer Login.  Extends Customer Browses Restaurants and Food Items. |
| Special Requirements: | The favorites list must be accessible from the homepage within 1 second.  Must comply with GDPR for storing customer preferences. |
| Assumptions: | The customer has not exceeded a favorites limit (e.g., 50 items). |
| Note: | Saved items must persist across sessions. |

## 

| Use Case Number: | 14 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-1 | | |
| Use Case Name: | Approve or Reject Restaurant/Courier Registrations | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin |
| --- | --- |
| Short Definition: | The admin shall be able to review restaurant and courier registration requests, including submitted documents, and either approve or reject the application. |
| Pre-condition: | The admin must be logged into the system. |
| Post-condition: | A restaurant or courier registration request must exist. |
| Priority: | High |
| Frequency of Occurrence: | Moderate |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The admin navigates to the management panel. 2. The admin selects a pending registration request. 3. The system displays the submitted details and documents. 4. The admin reviews the provided information. 5. The admin approves the provided request. 6. The system updates the restaurant’s or courier’s status accordingly. 7. The system notifies the applicant of the decision. |
| Alternative Path: | A.3.2 If the submitted documents are incomplete, the system flags the request as incomplete.  A 5.2 If there are issues, the admin rejects the request and provides a reason.  A.6.2 If the admin rejects, the system allows an optional re-submission. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *The system must store decision history for compliance. Document verification may require integration with external verification services.* |
| Assumptions: | The admin has the necessary permissions to approve/reject applications. |
| Note: | None |

## 

| Use Case Number: | 15 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-15 | | |
| Use Case Name: | Customer Rates and Reviews Restaurants and Couriers | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Registered Customer |
| --- | --- |
| Short Definition: | The registered customer rates and reviews restaurants and couriers after an order. |
| Pre-condition: | The customer is logged into their account.  The customer has a completed order (status: "Delivered"). |
| Post-condition: | The restaurant and/or courier receives a rating and review, visible to other users. |
| Priority: | Medium |
| Frequency of Occurrence: | Once per order. |
| Main Path: | 1. The customer selects a completed order from their order history. 2. The customer clicks the "Rate & Review" button. 3. The system displays a form with rating fields (1–5 stars) and a review text box for the restaurant and courier. 4. The customer enters ratings and a review (optional) and submits. 5. The system saves the ratings/reviews and notifies the restaurant/courier.   .... |
| Alternative Path: | **A.4.1 (Alternative to Step 4 - Invalid Review)**   * A.4.1.1: If the review contains inappropriate content, the system displays: "Review contains inappropriate language." * A.4.1.2: The customer returns to step 4 to revise the review.   .... |
| Containing Use-Case(s) | Customer Login(Includes).  Customer Accesses Order History(Extends). |
| Special Requirements: | Reviews must be limited to 300 characters.  Ratings must be stored for feedback analysis (Section 6, Further Functional Requirements). |
| Assumptions: | The order has been delivered within the last 30 days. |
| Note: | Customers can edit reviews within 24 hours of submission. |

## 

| Use Case Number: | 16 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-2 | | |
| Use Case Name: | Review Management | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin |
| --- | --- |
| Short Definition: | The admin shall have access to all customer reviews, including ratings, comments, and feedback related to restaurants, food items, and couriers. The admin can filter, sort, and flag inappropriate reviews. |
| Pre-condition: | The admin must be logged into the system.  There must be existing customer reviews in the database. |
| Post-condition: | The admin successfully views, filters, sorts, or flags reviews.  The system updates review status if flagged. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | *All steps will be numbered as unique and each step will contain a simple behavior.*   1. The admin navigates to the review management panel. 2. The system displays all customer reviews. 3. The admin selects a filter criterion (e.g., date, rating, restaurant, food item, customer). 4. The system filters and displays relevant reviews. 5. The admin selects a sorting option (e.g., high to low, low to high). 6. The system sorts and displays reviews accordingly. 7. The admin clicks on a review to view its details. 8. The admin flags the review. 9. The system updates the review status and marks it for further review. |
| Alternative Path: | A.4.2 If no reviews match the selected filter, the system displays a "No results found" message.  A.8.2 If a flagged review is already under investigation, the system prevents duplicate flagging. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *The system should support automatic review flagging based on detected inappropriate content.*  *The admin actions should be logged for audit purposes.* |
| Assumptions: | The platform has a predefined list of inappropriate words for automatic flagging. |
| Note: | None |

## 

| Use Case Number: | 17 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-3 | | |
| Use Case Name: | Manage Customer Support Requests | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin |
| --- | --- |
| Short Definition: | The admin shall be able to receive, review, and respond to customer complaints related to orders, payments, delivery issues, or technical problems. |
| Pre-condition: | The admin must be logged into the system.  There must be at least one customer complaint submitted. |
| Post-condition: | The complaint is either resolved, escalated, or marked for further action. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin navigates to the customer support dashboard. 2. The system displays a list of open customer complaints. 3. The admin selects a complaint to review. 4. The system shows the complaint details, including order information and customer history. 5. The admin categorizes the complaint (e.g., payment issue, order delay, technical issue). 6. The admin assigns a priority level based on urgency. 7. The admin responds to the customer or escalates the complaint if needed. 8. The system updates the complaint status to "Resolved" or "Escalated" accordingly*.* |
| Alternative Path: | A.4.2 If no complaints are available, the system displays "No open complaints."  A.7.2 If the issue requires technical support, the admin escalates the complaint to the IT team. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *The system should log all admin actions for future audits.*  *The admin should have access to customer order history to verify complaints.* |
| Assumptions: | Customers submit complaints through a dedicated support portal. |
| Note: | Escalated complaints should be handled within a predefined time frame. |

## 

| Use Case Number: | 18 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-18 | | |
| Use Case Name: | Customer Accesses Order History | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Registered Customer |
| --- | --- |
| Short Definition: | The registered customer accesses their order history to view past orders. |
| Pre-condition: | The customer is logged into their account.  The customer is on the homepage. |
| Post-condition: | The customer views the order history with details. |
| Priority: | Medium |
| Frequency of Occurrence: | Several times per week. |
| Main Path: | 1. The customer selects the "Order History" option. 2. The system displays a list of past orders with details (e.g., order ID, date, total amount). 3. The customer selects an order to view more details (e.g., items, delivery status). 4. The system displays the detailed order information.   .... |
| Alternative Path: | **A.2.1 (Alternative to Step 2 - No Orders)**   * A.2.1.1: If the customer has no past orders, the system displays: "No order history available." * A.2.1.2: The process ends.   .... |
| Containing Use-Case(s) | Includes Customer Login. |
| Special Requirements: | Order history must load within 2 seconds.  Must retain order data for 6 months (per SRS constraints). |
| Assumptions: | The customer has placed at least one order. |
| Note: | Orders must be sortable by date or price. |

## 

| Use Case Number: | 19 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-4 | | |
| Use Case Name: | Manipulate User Info | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin |
| --- | --- |
| Short Definition: | The admin shall be able to create, update, delete, and deactivate user accounts for customers, restaurant managers, and couriers. |
| Pre-condition: | The admin must be logged into the system.  The system must have role-based access control in place. |
| Post-condition: | The user account is successfully created, updated, deleted, or deactivated as per the admin's action. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin navigates to the user management dashboard. 2. The system displays a list of all registered users. 3. The admin selects an action (Create, Update, Delete, or Deactivate). 4. If creating a new user:     1. The admin fills in user details (name, email, role, etc.).    2. The system validates and saves the new user account. 5. If updating an existing user:     1. The admin selects a user and edits the necessary details.    2. The system validates and updates the information. 6. If deleting a user:     1. The admin selects a user and confirms the deletion.    2. The system removes the user from the database. 7. If deactivating a user:     1. The admin selects a user and deactivates the account.    2. The system changes the user’s status to “Inactive.” 8. The system provides confirmation of the action taken. |
| Alternative Path: | A.4.2 If required fields are missing, the system displays an error message.  A.6.2 If the user has pending transactions, the system prevents deletion.  A.7.2 If a deactivated user attempts to log in, the system denies access. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *The system should log all changes for security and audit purposes.*  *Role-based permissions should be enforced (e.g., only admins can delete accounts).* |
| Assumptions: | User roles are predefined, and permissions are assigned accordingly. |
| Note: | Deleted user accounts should be recoverable within a specified period. |

## 

| Use Case Number: | 20 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-5 | | |
| Use Case Name: | View Orders | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin, Restaurant Manager |
| --- | --- |
| Short Definition: | The admin or restaurant manager shall be able to create, update, delete, and modify menu items, including their descriptions, prices, availability, and categories. |
| Pre-condition: | The admin or restaurant manager must be logged into the system.  The restaurant must be registered and approved on the platform. |
| Post-condition: | The menu item is successfully added, updated, deleted, or modified based on the selected action. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin/restaurant manager navigates to the menu management dashboard. 2. The system displays the current menu items. 3. The admin/manager selects an action (Add, Update, Delete, Modify). 4. If adding a new item: 5. The admin/manager enters the item name, description, price, category, and availability. 6. The system validates and saves the new item. 7. If updating an existing item:    1. The admin/manager selects a menu item and edits its details.    2. The system validates and updates the information. 8. If deleting an item:    1. The admin/manager selects an item and confirms deletion.    2. The system removes the item from the menu. 9. If modifying availability:    1. The admin/manager toggles availability (e.g., "Available" or "Out of Stock").    2. The system updates the menu status accordingly. 10. The system confirms the action taken and updates the restaurant’s menu. |
| Alternative Path: | A.4.2 If required fields are missing, the system displays an error message.  A.6.2 If the item is part of an active order, deletion is restricted.  A.7.2 If an unavailable item is selected for an order, the system notifies the user. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *Admins should have override permissions for major adjustments.*  *The system should log all changes for tracking modifications.* |
| Assumptions: | Restaurants have the necessary permissions to manage their own menus. |
| Note: | Deleted menu items should be archived for future reference. |

## 

| Use Case Number: | 21 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-6 | | |
| Use Case Name: | Assign or Reassign Couriers | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin, Courier |
| --- | --- |
| Short Definition: | The admin shall be able to assign a courier to a new order or reassign an existing order to another courier if needed. |
| Pre-condition: | The admin must be logged into the system.  The order must be in a state where reassignment is allowed (e.g., not yet delivered).  Available couriers must be listed in the system. |
| Post-condition: | The order is assigned or reassigned to the selected courier. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin navigates to the order management dashboard. 2. The system displays all orders and their assigned couriers. 3. The admin selects an order and chooses "Assign/Reassign Courier." 4. The system lists available couriers. 5. The admin selects a courier and confirms the assignment. 6. The system updates the order and notifies the selected courier. 7. The courier receives the order details. |
| Alternative Path: | A.4. If no couriers are available, the system displays an error message.  A.6. If the courier rejects the order, the system reverts to the selection step. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *The system should log all courier reassignments for tracking purposes.* |
| Assumptions: | Couriers must be online to receive assignments. |
| Note: | This use case is for handling unexpected problems. |

## 

| Use Case Number: | 22 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-22 | | |
| Use Case Name: | Customer Requests Refunds or Reports Orders | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Registered Customer |
| --- | --- |
| Short Definition: | The registered customer requests a refund or reports an issue with an order. |
| Pre-condition: | The customer is logged into their account.  The customer has an active or completed order eligible for refund or reporting. |
| Post-condition: | The refund request or issue report is submitted, and the order status is updated accordingly. |
| Priority: | High |
| Frequency of Occurrence: | Several times per week. |
| Main Path: | 1. The customer selects an order from their order history. 2. The customer clicks the "Manage Order" button. 3. The system displays options: "Request Refund" or "Report Issue." 4. The customer selects an option:  * **Refund:** Enters reason (e.g., "Food not delivered"). * **Report:** Enters issue details (e.g., "Food was cold").  1. The customer submits the request. 2. The system updates the order status (e.g., "Refund Requested" or "Issue Reported") and notifies the restaurant/administrator.   .... |
| Alternative Path: | **A.4.1 (Alternative to Step 4 - Refund/Report Not Allowed)**   * A.4.1.1: If the order is outside the refund/report window (e.g., 7 days post-delivery), the system displays: "Refund or reporting period expired." * A.4.1.2: The customer is prompted to contact support directly.   .... |
| Containing Use-Case(s) | Includes Customer Login.  Extends Customer Access Order History. |
| Special Requirements: | Notifications to the restaurant/administrator must be sent within 5 seconds of submission.  All refund requests and issue reports must be logged for auditing purposes. |
| Assumptions: | The order is within the refund/report window (e.g., 7 days post-delivery).  The customer provides accurate details for the refund or report. |
| Note: | Refund requests link to business rules (e.g., late delivery penalty or non-delivery conditions in SRS). |

## 

| Use Case Number: | 23 | | |
| --- | --- | --- | --- |
| Use Case Code: | UC-23 | | |
| Use Case Name: | Courier Registers with Restaurants | | |
| Depicter: | Salih Eren Yüzbaşıoğlu | Last Modificatory: | Salih Eren Yüzbaşıoğlu |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Courier |
| --- | --- |
| Short Definition: | The courier registers with restaurants |
| Pre-condition: | The courier is logged into the system.  The courier is on the "Profile" page. |
| Post-condition: | The courier is registered with selected restaurants. |
| Priority: | Medium |
| Frequency of Occurrence: | Once per restaurant registration. |
| Main Path: | 1. The courier selects the "Register with Restaurants" option. 2. The system displays a list of restaurants with a "Register" button. 3. The courier selects a restaurant and clicks "Register." 4. The system submits the registration request to the restaurant.   .... |
| Alternative Path: | **A.3.1 (Alternative to Step 3 - Already Registered)**   * A.3.1.1: If the courier is already registered, the system displays: "Already registered with this restaurant." * A.3.1.2: The process returns to step 2.   .... |
| Containing Use-Case(s) | Includes courier login. |
| Special Requirements: | Availability status must update within 2 seconds.  Registration requests must be logged (Section 6, Courier Module). |
| Assumptions: | The restaurant is active and accepting courier registrations. |
| Note: | Availability status affects delivery request assignments |

## 

| Use Case Number: | 24 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-7 | | |
| Use Case Name: | Modify Order Status | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin, System, Courier |
| --- | --- |
| Short Definition: | The admin or courier shall be able to update the order status (e.g., "Pending," "Accepted," "Out for Delivery," "Delivered," "Canceled"). |
| Pre-condition: | The order must exist in the system.  The admin/courier must have the necessary permissions to change status. |
| Post-condition: | The order status is successfully updated. |
| Priority: | High |
| Frequency of Occurrence: | Very Frequent |
| Main Path: | 1. The admin or courier navigates to the order tracking dashboard. 2. The system displays a list of active orders and their current status. 3. The admin or courier selects an order. 4. The admin/courier chooses a new status from the list. 5. The system validates the transition (e.g., cannot skip steps). 6. The system updates the order status and notifies relevant users. |
| Alternative Path: | A.5. If an invalid status change is attempted, the system prevents it. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *System should track all order status changes for audit purposes.* |
| Assumptions: | Couriers have mobile access to update statuses. |
| Note: | This use case is for handling unexpected problems. Some status updates may be automated based on tracking updates. |

## 

| Use Case Number: | 25 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-8 | | |
| Use Case Name: | View Order and Order History (Search & Filter) | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin, System, Courier |
| --- | --- |
| Short Definition: | The admin shall be able to view and search order and order history based on various filters such as date, status, customer, restaurant, and courier. |
| Pre-condition: | The admin must be logged in. The system must have recorded orders. |
| Post-condition: | The system returns filtered results based on the admin’s search criteria. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin navigates to the order/history dashboard. 2. The system displays a search bar and filtering options. 3. The admin enters search criteria (e.g., date range, order ID, customer name). 4. The system fetches and displays relevant orders. 5. The admin selects an order to view details. |
| Alternative Path: | A.4. If no results match, the system shows a "No orders found" message. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *None.* |
| Assumptions: | None. |
| Note: | Order records may be used for customer support and dispute resolution. |

## 

| Use Case Number: | 26 | | |
| --- | --- | --- | --- |
| Use Case Code: | AUC-9 | | |
| Use Case Name: | View Users (Search, Filter, Track, Monitor) | | |
| Depicter: | Yusuf Küçüköner | Last Modificatory: | Yusuf Küçüköner |
| Description Date: | March 29, 2025 | Last Modification Date: | March 29, 2025 |

| Actor(s): | Admin, System, Courier |
| --- | --- |
| Short Definition: | The admin shall be able to search, filter, track, and monitor user activity based on role, status, registration date, and other criteria. |
| Pre-condition: | The admin must be logged into the system. The system must store user activity and profiles. |
| Post-condition: | The system provides filtered user results based on admin input. |
| Priority: | High |
| Frequency of Occurrence: | Frequent |
| Main Path: | 1. The admin navigates to the user management dashboard. 2. The system displays user profiles with search and filter options. 3. The admin enters criteria such as name, email, role, or status. 4. The system filters and displays matching users. 5. The admin selects a user to view detailed activity logs. |
| Alternative Path: | A.4. If no results match, the system shows a "No users found" message. |
| Containing Use-Case(s) | *Other uses cases depending on the use-case with “include” or “extend” relationship* |
| Special Requirements: | *None.* |
| Assumptions: | None. |
| Note: | None. |