

## Delivery Management System



<b>Use Case:</b>	Create Delivery Order
<b>Trigger</b>	the customer creates a delivery order
<b>Preconditions</b>	The customer must be registered, and a valid delivery detail must be added
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. the customer adds the delivery details</li> <li>2. The system validates customer information («include» Validate Customer Information)</li> <li>3. The system calculates the delivery fee («include» Calculate Delivery Fee)</li> <li>4. The customer confirms the order</li> <li>5. The system stores the order details</li> </ol>
<b>Exception Scenarios</b>	<ul style="list-style-type: none"> <li>- the address provided is invalid and not serviceable</li> <li>- Delivery fee calculation fails</li> <li>-Payment failure</li> <li>- Customer cancels before confirming the order</li> </ul>

<b>Use Case:</b>	Validate Customer Information
<b>Trigger</b>	the customer enters their details when they are creating the order
<b>Preconditions</b>	The customer must provide valid name, contact number, and address
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. the system checks if the customer is registered or not</li> <li>2. the system verifies the address format</li> <li>3. the system validates the contact number</li> <li>4. If all validations pass, the system proceeds with order creation.</li> </ol>
<b>Exception Scenarios</b>	<ul style="list-style-type: none"> <li>- The address is invalid</li> <li>- duplicate customer info founded</li> <li>- the contact number incorrect</li> </ul>

<b>Use Case:</b>	Calculate Delivery Fee
<b>Trigger</b>	the customer enters delivery details
<b>Preconditions</b>	The delivery destination and package details must be provided
<b>Main Scenario</b>	1. the system checks package weights  2. the system calculates the fees based on the delivery distance, weight, and dimensions  3. the system displays the delivery fees
<b>Exception Scenarios</b>	- the package details are missing - the system fails to get the distance

<b>Use Case:</b>	Manage Delivery Details
<b>Trigger</b>	The delivery manager reviews the order
<b>Preconditions</b>	The order must exist in the system
<b>Main Scenario</b>	1. The delivery manager retrieves order details  2. The system allows modifications (for example, correcting the address)  3. The manager updates details if necessary  4. Updated details are stored.
<b>Exception Scenarios</b>	- The order does not exist in the system

<b>Use Case:</b>	Assign Delivery Driver
<b>Trigger</b>	The delivery manager assigns a driver to an order
<b>Preconditions</b>	The order must be in the system, valid and ready for assignment
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. The delivery manager selects an order</li> <li>2. The system shows the available drivers</li> <li>3. The manager assigns a driver</li> <li>4. The system updates order status</li> <li>5. The system notifies the customer («include» Notify Customer).</li> </ol>
<b>Exception Scenarios</b>	<ul style="list-style-type: none"> <li>- No drivers available</li> <li>- Driver rejects delivering the order</li> </ul>

<b>Use Case:</b>	Track Delivery Status
<b>Trigger</b>	Either the customer or delivery manager checks an order status
<b>Preconditions</b>	The order must be valid and exist in the system
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. The system gets the delivery status</li> <li>2. The system displays the new updates to track</li> <li>3. The system notifies the customer about the update («include» Notify Customer)</li> </ol>
<b>Exception Scenarios</b>	<ul style="list-style-type: none"> <li>- the order ID is invalid</li> <li>- there are no new updates</li> <li>- the system update is delayed</li> </ul>

<b>Use Case:</b>	Update Delivery Status
<b>Trigger</b>	The delivery driver updates the delivery status
<b>Preconditions</b>	The driver must be assigned to an order
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. The driver marks the delivery order as "Out for Delivery"</li> <li>2. The system updates the delivery status</li> <li>3. The driver delivers the package</li> <li>4. The driver marks the order as "Completed"</li> <li>5. The system notifies customers that the order is delivered («include» Notify Customer)</li> </ol>
<b>Exception Scenarios</b>	<ul style="list-style-type: none"> <li>- the customer is unavailable</li> <li>- the package lost or unavailable</li> </ul>

<b>Use Case:</b>	Generate Delivery Note
<b>Trigger</b>	The delivery order is marked as "Completed"
<b>Preconditions</b>	The delivery order must be successfully completed
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. The system gets the order details</li> <li>2. The system generates a delivery note for the customer about the order</li> <li>3. The system sends the note to the customer</li> </ol>
<b>Exception Scenarios</b>	- an error in the system

<b>Use Case:</b>	Notify Customer
<b>Trigger</b>	The order status is updated or the order is assigned to a driver
<b>Preconditions</b>	The order must exist and it should be valid
<b>Main Scenario</b>	<ol style="list-style-type: none"> <li>1. The system detects an alert (order assigned or status update).</li> <li>2. The system sends a notification to the customer</li> </ol>
<b>Exception Scenarios</b>	- The customer contact information is not available or invalid