

Use Case Number:	001		
Use Case Code:	UC-FO-001		
Use Case Name:	Browse Restaurants and Food Items		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered and Non-Registered Customers
Short Definition:	Both registered and non-registered customers browse restaurants and food items based on different filters (Searching restaurants by name, cuisine or location, dietary option etc.)
Pre-condition:	-
Post-condition:	Customer views restaurant and food item details
Priority:	High
Frequency of Occurrence:	Multiple times per day per customer
Main Path:	1- The customer searches for a restaurant, menu item or browses categories and can filter by rating , the fastest time of order arrival , food type , dietary options etc..
Alternative Path:	-
Containing Use-Case(s)	-Place Food Order(extends)
Special Requirements:	-The system should provide real-time updates on restaurant and food item availability.
Assumptions:	The customer has an internet connection.
Note:	-

Use Case Number:	002
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Use Case Code:	UC-FO-002		
Use Case Name:	Place Food Order		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer
Short Definition:	A registered customer selects food items, places an order, and completes payment.
Pre-condition:	The customer must be logged in and have at least one saved delivery address.
Post-condition:	The system registers the order, notifies the restaurant, and provides tracking updates to the customer.
Priority:	High
Frequency of Occurrence:	Multiple times per day per customer
Main Path:	<ol style="list-style-type: none"> 1. The customer searches for a restaurant or browses categories. 2. The customer selects food items and adds them to the cart. 3. The customer reviews the cart and proceeds to checkout. 4. The customer selects a delivery address and payment method. 5. The system processes the payment. 6. The system confirms the order and sends it to the selected restaurant. 7. The system displays the estimated delivery time to the customer. 8. The restaurant receives the order and begins food preparation. 9. The customer receives a notification that the order is in progress.
Alternative Path:	<p>A.03: If the customer's cart is empty at checkout, the system displays an error message.</p> <p>A.05: If payment fails, the system asks the customer to retry or select another method.</p> <p>A.06: If the restaurant is unavailable, the system cancels the order and notifies the customer.</p>
Containing Use-Case(s)	Track Order Status (extends)
Special Requirements:	<ul style="list-style-type: none"> - The system must ensure secure payment processing and data encryption. - The user must be able to select a future date for their order. - The user must be able to write note for restaurant. - The user must be able to remove menu item from cart.
Assumptions:	The customer has an active payment method and an internet connection.
Note:	Future versions may include multiple restaurant orders in a single transaction.

Use Case Number:	003		
Use Case Code:	UC-FO-003		
Use Case Name:	Leave Ratings and Reviews		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer
Short Definition:	Customers leave ratings and reviews for restaurants and couriers.
Pre-condition:	The customer must be logged in and has completed an order.
Post-condition:	The review is stored and displayed for other users.
Priority:	Medium
Frequency of Occurrence:	Occasionally after an order.
Main Path:	<ol style="list-style-type: none"> 1. The customer selects a past order from order history. 2. The customer selects "Leave a Review." 3. The customer rates the restaurant and/or courier. 4. The customer adds optional feedback. 5. The system submits and displays the review.
Alternative Path:	-
Containing Use-Case(s)	-
Special Requirements:	-Reviews should be moderated to prevent inappropriate content.
Assumptions:	- The customer provides honest feedback and has an internet connection.
Note:	-

Use Case Number:	004		
Use Case Code:	UC-FO-004		
Use Case Name:	Save Favorite Restaurants		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer
Short Definition:	Customers save their favorite restaurants for quicker access.
Pre-condition:	The customer must be logged in.
Post-condition:	The restaurant is saved in the customer's profile and customer can acces that restaurant quicker.
Priority:	Medium
Frequency of Occurrence:	Occasionally
Main Path:	<ol style="list-style-type: none"> 1. The customer browses or searches for a restaurant. 2. The customer selects "Add to Favorites." 3. The system saves the restaurant in the customer's profile. 4. The customer can later access "Favorite Restaurants" to quickly place an order.
Alternative Path:	-
Containing Use-Case(s)	-
Special Requirements:	-
Assumptions:	-The customer has an internet connection.
Note:	-

Use Case Number:	005		
Use Case Code:	UC-FO-005		
Use Case Name:	Request Refund or Report Order Issue		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer, Administrator, Restaurant
Short Definition:	Customers request refunds or report issues with an order.
Pre-condition:	The customer must be logged in and placed an order.
Post-condition:	The system processes the request, the administrator resolves it together with the restaurant and gives feedback to the customer about solution.
Priority:	High
Frequency of Occurrence:	Occasionally
Main Path:	<ol style="list-style-type: none"> 1. The customer selects an order from order history. 2. The customer chooses "Report an Issue" or "Request a Refund." 3. The customer provides details about the issue. 4. The system submits the request to the restaurant for initial review. 5. The restaurant confirms the issue or disputes it. 6. The administrator reviews the request and makes the final decision. 7. The customer is notified of the resolution.
Alternative Path:	- A.04: If insufficient evidence is provided, the administrator may reject the request.
Containing Use-Case(s)	- Place Food Order(includes)
Special Requirements:	- Secure handling of refund transactions.
Assumptions:	-The customer has an internet connection.
Note:	-

Use Case Number:	006		
Use Case Code:	UC-FO-006		
Use Case Name:	Customer Preferences		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer
Short Definition:	Customers set dietary preferences like vegan mode and allergy alerts.
Pre-condition:	The customer must be logged in.
Post-condition:	The preferences are stored and applied to searches and orders.
Priority:	Medium
Frequency of Occurrence:	Rare
Main Path:	<ol style="list-style-type: none"> 1. The customer navigates to the preferences section. 2. The customer selects dietary preferences (e.g., vegan, allergy filters). 3. The system saves the preferences. 4. The system applies preferences when browsing or ordering.
Alternative Path:	-
Containing Use-Case(s)	-
Special Requirements:	- The system should notify customers if selected items violate their preferences.
Assumptions:	- The customer provides accurate preference details and has an internet connection.
Note:	-

Use Case Number:	007		
Use Case Code:	UC-FO-007		
Use Case Name:	Track Order Status		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Registered Customer
Short Definition:	Customers can track status of their active order.
Pre-condition:	The customer must be logged in and has an active order.
Post-condition:	Customer get feedback about their active order/orders.
Priority:	Medium
Frequency of Occurrence:	Often
Main Path:	<ol style="list-style-type: none"> 1. The customer selects an active order from order history. 2. The customer can see status of their order (Getting Prepared,On the way if it is on the way then location of courier , how long left till order arrives approximately etc.).
Alternative Path:	-
Containing Use-Case(s)	- Place an Order(includes)
Special Requirements:	-
Assumptions:	- The customer has an internet connection.
Note:	-

Use Case Number:	008		
Use Case Code:	UC-MN-001		
Use Case Name:	Admin Login		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin logs into the system using an administrator login ID and password.
Pre-condition:	Admin must have valid credentials (login ID and password).
Post-condition:	Admin successfully logs into the system and gains access to admin functionalities.
Priority:	High
Frequency of Occurrence:	Occasional, as needed for administrative tasks.
Main Path:	<ol style="list-style-type: none"> 1. Admin enters login ID and password. 2. System authenticates the credentials. 3. Admin is granted access to the admin interface.
Alternative Path:	A.01: If login fails (incorrect credentials), the system prompts the admin to re-enter the login information.
Containing Use-Case(s)	-
Special Requirements:	- The system must ensure login security (e.g., CAPTCHA or two-factor authentication).
Assumptions:	-Admin has an internet connection.
Note:	-

Use Case Number:	009		
Use Case Code:	UC-DEL-001		
Use Case Name:	Courier Login		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Couriers log into the system using their credentials.
Pre-condition:	Courier must have valid login credentials (username/email and password).
Post-condition:	Courier successfully logs in and can receive assigned delivery tasks and update order statuses.
Priority:	High
Frequency of Occurrence:	Frequent, especially during working hours.
Main Path:	<ol style="list-style-type: none"> 1. Courier enters login ID and password. 2. System authenticates the credentials. 3. Courier is granted access to the delivery dashboard.
Alternative Path:	A.01: If login fails (incorrect credentials), the system prompts the courier to reset password or re-enter login details.
Containing Use-Case(s)	-Courier Register(includes)
Special Requirements:	- The system must ensure login security (e.g., CAPTCHA or two-factor authentication).
Assumptions:	- Courier has an internet connection.
Note:	-

Use Case Number:	010		
Use Case Code:	UC-FO-008		
Use Case Name:	Customer Login		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Customer
Short Definition:	Customers log into the food delivery web page using their credentials.
Pre-condition:	Customer must have valid login credentials (username/email and password).
Post-condition:	Customer successfully logs in and can browse restaurants, place orders, and track deliveries.
Priority:	High
Frequency of Occurrence:	Frequent, especially during working hours.
Main Path:	<ol style="list-style-type: none"> 1. Customer enters login ID and password. 2. System authenticates the credentials. 3. Customer is granted access to the food delivery homepage
Alternative Path:	A.01: If login fails (incorrect credentials), the system prompts the customer to reset password or re-enter login details.
Containing Use-Case(s)	-Customer Register(includes)
Special Requirements:	- The system must ensure login security (e.g., CAPTCHA or two-factor authentication).
Assumptions:	- Customer has an internet connection.
Note:	-

Use Case Number:	011		
Use Case Code:	UC-RES-001		
Use Case Name:	Restaurant Owner Login		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owners log into the food delivery web page using their credentials.
Pre-condition:	Restaurant owner must have valid login credentials (username/email and password).
Post-condition:	Restaurant owner successfully logs in and can manage orders, update menus, and view delivery statuses.
Priority:	High
Frequency of Occurrence:	Frequent, especially during working hours.
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner enters login ID and password. 2. System authenticates the credentials. 3. Restaurant owner is granted access to the restaurant management dashboard.
Alternative Path:	A.01: If login fails (incorrect credentials), the system prompts the restaurant owner to reset password or re-enter login details.
Containing Use-Case(s)	-Restaurant Owner Register(includes)
Special Requirements:	- The system must ensure login security (e.g., CAPTCHA or two-factor authentication).
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	012		
Use Case Code:	UC-MN-000		
Use Case Name:	User Account Management		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin manages user accounts for customers, restaurants, and couriers on the food delivery platform.
Pre-condition:	Admin must be logged into the system with valid credentials and have appropriate permissions.
Post-condition:	Admin successfully views, edits, or deletes user accounts as needed.
Priority:	High
Frequency of Occurrence:	Moderate, depending on user activity and platform growth.
Main Path:	<ol style="list-style-type: none"> Admin logs into the admin dashboard. Admin navigates to the "User Management" section. Admin selects a user type (customer, restaurant, or courier) and views the list of accounts. Admin performs actions such as editing account details or deleting accounts. System updates the user database, logs the admin's actions and notify modified user via email.
Alternative Path:	-
Containing Use-Case(s)	-
Special Requirements:	-The system must log all admin actions for auditing purposes.
Assumptions:	-Admin has an internet connection.
Note:	-

Use Case Number:	013		
Use Case Code:	UC-MN-002		
Use Case Name:	Registration Approval/Rejection		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin reviews and approves or rejects registration requests from restaurants and couriers.
Pre-condition:	Admin must be logged into the system with valid credentials and have appropriate permissions.
Post-condition:	Registration requests are either approved (allowing access) or rejected (denying access), and the applicant is notified.
Priority:	High
Frequency of Occurrence:	Moderate, depending on the rate of new registrations.
Main Path:	<ol style="list-style-type: none"> 1. Admin logs into the admin dashboard. 2. Admin navigates to the "Pending Registrations" section. 3. Admin reviews the details of a restaurant or courier registration (e.g., documents, licenses, contact info). 4. Admin selects "Approve" or "Reject" and provides a reason if rejecting. 5. System updates the registration status and notifies the applicant via email or in-app notification.
Alternative Path:	<p>A.04: If the registration details are incomplete, the system prompts the admin to request additional information from the applicant.</p> <p>A.05: If the admin rejects the registration, the system allows the applicant to reapply after addressing the rejection reason.</p>
Containing Use-Case(s)	-
Special Requirements:	<ul style="list-style-type: none"> - The system must store a history of registration decisions for transparency. - The platform should allow admins to attach comments or feedback to rejected applications.
Assumptions:	-Admin has an internet connection.
Note:	-

Use Case Number:	014		
Use Case Code:	UC-MN-003		
Use Case Name:	Complain Handling and Dispute Resolving		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin handles customer complaints and resolves disputes between customers, restaurants, and couriers.
Pre-condition:	Admin must be logged into the system, and there must be an active complaint or dispute logged.
Post-condition:	Complaint or dispute is resolved, and all parties are notified of the resolution.
Priority:	High
Frequency of Occurrence:	Moderate to high, depending on platform activity and user satisfaction.
Main Path:	<ol style="list-style-type: none"> 1. Admin logs into the admin dashboard. 2. Admin navigates to the "Complaints & Disputes" section. 3. Admin selects a complaint or dispute and reviews the details (e.g., customer complaint, restaurant response, courier input). 4. Admin investigates by contacting involved parties or reviewing order history. 5. Admin resolves the issue (e.g., issues a refund, warns a party, or escalates the case). 6. System updates the complaint status and notifies all parties of the resolution.
Alternative Path:	<p>A.05: If the complaint lacks sufficient details, the system prompts the admin to request more information from the complainant.</p> <p>A.05: If the dispute cannot be resolved at the admin's level, the system allows escalation to a higher authority or legal team.</p>
Containing Use-Case(s)	-
Special Requirements:	- The system should allow admins to categorize complaints (e.g., late delivery, wrong order) for better tracking and analysis.
Assumptions:	-Admin has an internet connection and ll parties are willing to cooperate in the resolution process.
Note:	-

Use Case Number:	015		
Use Case Code:	UC-MN-004		
Use Case Name:	Platform Configurations		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin manages platform-wide configurations such as delivery fee policies and promotional campaigns.
Pre-condition:	Admin must be logged into the system.
Post-condition:	Platform configurations are updated, changes are applied across the system and all users notified via email.
Priority:	High
Frequency of Occurrence:	Low to moderate, depending on business needs.
Main Path:	<ol style="list-style-type: none"> Admin logs into the admin dashboard. Admin navigates to the "Platform Configurations" section. Admin selects a configuration to update (e.g., delivery fee rates, promotional discounts). Admin enters new values or settings (e.g., sets a 10% discount for first-time users). System validates the changes and applies them across the platform. System notifies users (if applicable) of the updated policies via email.
Alternative Path:	<p>A.04: If the new configuration violates platform rules (e.g., negative delivery fees), the system alerts the admin to correct the input.</p> <p>A.05: If the changes require approval from a higher authority, the system flags the update for review.</p>
Containing Use-Case(s)	-
Special Requirements:	- The system must provide a preview of how changes will affect the platform before they are applied.
Assumptions:	-Admin has an internet connection and ll parties are willing to cooperate in the resolution process.
Note:	-

Use Case Number:	016		
Use Case Code:	UC-MN-005		
Use Case Name:	Suspension of Restaurants or Couriers		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Admin
Short Definition:	Admin temporarily suspends or permanently ban restaurants or couriers that violate platform policies.
Pre-condition:	Admin must be logged into the system.
Post-condition:	The restaurant or courier account is suspended or banned, and they are notified of the action via email.
Priority:	High
Frequency of Occurrence:	Low to moderate, depending on policy violations.
Main Path:	<ol style="list-style-type: none"> 1. Admin logs into the admin dashboard. 2. Admin navigates to the "Policy Violations" section. 3. Admin reviews the violation report (e.g., repeated late deliveries, fraudulent activity). 4. Admin decides to either temporarily suspend or permanently ban the account and provides a reason. 5. System updates the account status and notifies the restaurant or courier via email or in-app notification.
Alternative Path:	A.06: If the restaurant or courier appeals the decision, the system escalates the case to a higher authority for review.
Containing Use-Case(s)	-
Special Requirements:	- The system should allow restaurants or couriers to appeal a ban within a specified timeframe
Assumptions:	-The violation report contains sufficient evidence for decision-making.
Note:	-

Use Case Number:	017		
Use Case Code:	UC-RES-002		
Use Case Name:	Menu Management		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner adds, updates, or deletes food items on the menu, including prices, descriptions, and availability.
Pre-condition:	Restaurant owner must be logged into the system with valid credentials and have a registered restaurant profile.
Post-condition:	The menu is updated with the new, modified, or removed food items, and changes are reflected on the platform for customers to see.
Priority:	High
Frequency of Occurrence:	Moderate, depending on menu changes (e.g., daily specials, seasonal updates).
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner logs into the restaurant management dashboard. 2. Restaurant owner navigates to the "Menu Management" section. 3. Restaurant owner selects an action: add a new item, update or delete an existing item. 4. System validates the changes and updates the menu.
Alternative Path:	A.03: If the item details are incomplete (e.g., missing price), the system prompts the restaurant owner to provide the required information.
Containing Use-Case(s)	-
Special Requirements:	<ul style="list-style-type: none"> - The platform should provide an option to mark items as "temporarily unavailable" without deleting them. - The restaurant owner must specify ingredients of menu item when adding new item or updating an existing item.
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	018		
Use Case Code:	UC-RES-003		
Use Case Name:	Order Processing		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner processes incoming customer orders and prepares food for pickup by couriers.
Pre-condition:	Restaurant owner must be logged into the system, and there must be incoming customer orders.
Post-condition:	Orders are processed, food is prepared, and the order status is updated for courier pickup.
Priority:	High
Frequency of Occurrence:	High, especially during peak hours (e.g., lunch, dinner).
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner logs into the restaurant management dashboard. 2. Restaurant owner navigates to the "Incoming Orders" section. 3. Restaurant owner reviews the details of a new order (e.g., items, customer instructions). 4. Restaurant owner confirms the order and begins food preparation. 5. Once prepared, the restaurant owner updates the order status to "Ready for Pickup."
Alternative Path:	<p>A.04:Restaurant owner rejects order and customer is notified via email.</p> <p>A.04: If an order cannot be fulfilled (e.g., out-of-stock item), the system prompts the restaurant owner to notify the customer and suggest an alternative or cancel the order.</p> <p>A.05: If the restaurant owner delays preparation beyond a set time, the system sends a reminder to update the order status.</p>
Containing Use-Case(s)	- Courier Assignment(extends)
Special Requirements:	<ul style="list-style-type: none"> - The system must provide real-time order notifications to the restaurant owner. - The platform should allow the restaurant owner to communicate with the customer if there are issues with the order.
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	019		
Use Case Code:	UC-RES-004		
Use Case Name:	Courier Assignment		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner assigns available couriers to deliver completed orders.
Pre-condition:	Restaurant owner must be logged into the system, an order must be marked as "Ready for Pickup," and there must be available couriers.
Post-condition:	A courier is assigned to the order, and the order status is updated to "Out for Delivery."
Priority:	High
Frequency of Occurrence:	High, especially during peak delivery times.
Main Path:	<ol style="list-style-type: none"> 1. - Restaurant owner logs into the restaurant management dashboard. 2. - Restaurant owner navigates to the "Orders Ready for Pickup" section. 3. - Restaurant owner views a list of available couriers (e.g., based on proximity, availability). 4. - Restaurant owner assigns a courier to the order. 5. - System updates the order status to "Out for Delivery" and notifies the courier.
Alternative Path:	<p>A.03: If no couriers are available, the system notifies the restaurant owner and suggests waiting or reassigning the order later.</p> <p>A.04: If the assigned courier declines the order, the system prompts the restaurant owner to assign a different courier.</p>
Containing Use-Case(s)	- Order Processing(includes)
Special Requirements:	-The system must display courier availability and estimated arrival times for pickup.
Assumptions:	- Restaurant owner has an internet connection.
Note:	- The system should allow the restaurant owner to view courier ratings or performance history to make informed assignment decisions.

Use Case Number:	020		
Use Case Code:	UC-RES-005		
Use Case Name:	Order Tracking(Restaurant Owner)		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner views order history and tracks the status of current deliveries.
Pre-condition:	Restaurant owner must be logged into the system, and there must be past or active orders.
Post-condition:	Restaurant owner successfully views order history and tracks the status of current deliveries.
Priority:	Medium
Frequency of Occurrence:	Moderate, depending on the need to review orders or monitor deliveries.
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner logs into the restaurant management dashboard. 2. Restaurant owner navigates to the "Order History" or "Current Deliveries" section. 3. Restaurant owner selects an order to view its details (e.g., items, customer, status). 4. For current deliveries, the system displays real-time tracking information (e.g., courier location, estimated delivery time). 5. Restaurant owner can monitor the active order until it is marked as "Delivered."
Alternative Path:	<p>A.02: If the order history is empty (e.g., new restaurant), the system displays a message indicating no orders yet.</p> <p>A.03: If an order's status is unclear (e.g., stuck in "Out for Delivery"), the system allows the restaurant owner to contact the courier for an update.</p>
Containing Use-Case(s)	-
Special Requirements:	<ul style="list-style-type: none"> - The system must provide real-time tracking for current deliveries. - The platform should allow filtering and sorting of order history (e.g., by date, status).
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	021		
Use Case Code:	UC-RES-006		
Use Case Name:	Review Processing		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner responds to customer reviews and inquiries to maintain a good reputation.
Pre-condition:	Restaurant owner must be logged into the system, and there must be customer reviews or inquiries.
Post-condition:	Restaurant owner responds to the review or inquiry, and the response is visible to the customer.
Priority:	Medium
Frequency of Occurrence:	Moderate, depending on customer feedback and inquiries.
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner logs into the restaurant management dashboard. 2. Restaurant owner navigates to the "Reviews & Inquiries" section. 3. Restaurant owner selects a review or inquiry to respond to. 4. Restaurant owner types a response and submits it. 5. System updates the review or inquiry thread and notifies the customer of the response.
Alternative Path:	-
Containing Use-Case(s)	- Leave Rating and Reviews(includes)
Special Requirements:	-Review responds should be moderated to prevent inappropriate content.
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	022		
Use Case Code:	UC-RES-007		
Use Case Name:	Restaurant Profile Management		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner manages restaurant profile details, including business hours, contact information, and delivery range.
Pre-condition:	Restaurant owner must be logged into the system.
Post-condition:	Restaurant profile details are updated, and changes are reflected on the platform for customers to see.
Priority:	Medium
Frequency of Occurrence:	Low to moderate, depending on the need for updates (e.g., changing hours, expanding delivery range).
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner logs into the restaurant management dashboard. 2. Restaurant owner navigates to the "Restaurant Profile" section. 3. Restaurant owner updates details such as business hours, contact information, or delivery range. 4. System validates the changes (e.g., ensures delivery range is feasible). 5. System updates the restaurant profile and notifies customers (if applicable) of significant changes (e.g., updated hours).
Alternative Path:	<p>A.03: If the updated delivery range is too large for the platform's logistics, the system warns the restaurant owner and suggests a smaller range.</p> <p>A.03: If the contact information is invalid (e.g., incorrect phone number format), the system prompts the restaurant owner to correct it.</p>
Containing Use-Case(s)	-
Special Requirements:	-
Assumptions:	- Restaurant owner has an internet connection.
Note:	-

Use Case Number:	023		
Use Case Code:	UC-DEL-002		
Use Case Name:	Courier Restaurant Registration		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier registers with restaurants on the platform to be eligible for delivery assignments.
Pre-condition:	Courier must be registered on the platform with valid credentials and have completed the initial onboarding process (e.g., background check, vehicle details).
Post-condition:	Courier is successfully registered with one or more restaurants and can receive delivery assignments from them.
Priority:	High
Frequency of Occurrence:	Low, typically a one-time action unless the courier wants to add more restaurants.
Main Path:	<ol style="list-style-type: none"> 1. Courier logs into the courier dashboard or app. 2. Courier navigates to the "Restaurant Registration" section. 3. Courier selects restaurants to register with (e.g., based on location, cuisine type). 4. Courier submits the registration request, including any required details (e.g., availability, delivery range). 5. System forwards the request to the restaurant for approval. 6. Once approved, the system updates the courier's profile to reflect the new restaurant partnerships.
Alternative Path:	<p>A.04: If the courier's profile is incomplete (e.g., missing vehicle details), the system prompts the courier to provide the required information before proceeding.</p> <p>A.06: If the restaurant rejects the registration, the system notifies the courier with the reason (e.g., too many couriers already).</p>
Containing Use-Case(s)	-
Special Requirements:	-
Assumptions:	-
Note:	-

Use Case Number:	024		
Use Case Code:	UC-DEL-003		
Use Case Name:	Availability Status Update		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier sets their availability status as "Available" or "Unavailable" to receive new delivery requests.
Pre-condition:	Courier must be logged into the system and registered with at least one restaurant.
Post-condition:	Courier's availability status is updated, and they can receive delivery requests if set to "Available."
Priority:	High
Frequency of Occurrence:	High, as couriers may change their status multiple times a day.
Main Path:	<ol style="list-style-type: none"> 1. Courier logs into the courier dashboard or app. 2. Courier navigates to the "Availability" section. 3. Courier selects their status as "Available" or "Unavailable." and selected status will be visible to restaurant owners.
Alternative Path:	A.03: If the courier is currently assigned to an active delivery, the system prevents them from setting their status to "Available" until the delivery is completed.
Containing Use-Case(s)	-
Special Requirements:	<ul style="list-style-type: none"> - The system must provide a simple toggle or button for changing availability status. - The platform should allow couriers to schedule availability in advance (e.g., available from 5 PM to 9 PM).
Assumptions:	- Courier has an internet connection and access to the platform.
Note:	-

Use Case Number:	025		
Use Case Code:	UC-DEL-004		
Use Case Name:	Accepting/Rejecting Delivery Requests		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier accepts or rejects delivery requests from restaurants.
Pre-condition:	Courier must be logged into the system, set to "Available," and there must be a delivery request from a restaurant.
Post-condition:	Delivery request is either accepted (assigned to the courier) or rejected (returned to the pool for another courier).
Priority:	High
Frequency of Occurrence:	High, especially during peak hours (e.g., lunch, dinner).
Main Path:	<ol style="list-style-type: none"> 1. Courier receives a delivery request notification on the app. 2. Courier reviews the request details (e.g., restaurant location, customer address, estimated earnings). 3. Courier selects "Accept" or "Reject." 4. If accepted, the system assigns the order to the courier and updates the order status to "Assigned" and status of courier to "Unavailable" till order is delivered. 5. If rejected, the system returns the request to the pool for another courier to accept.
Alternative Path:	A.01: If the courier does not respond within a set time (e.g., 120 seconds), the system automatically rejects the request and asks restaurant owner to select another courier.
Containing Use-Case(s)	-Order Viewing(extends)
Special Requirements:	- The system must display key details (e.g., distance, estimated time, earnings) in the request notification.
Assumptions:	- Courier has an internet connection and access to the platform.
Note:	-

Use Case Number:	026		
Use Case Code:	UC-DEL-005		
Use Case Name:	Courier Order Viewing		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier views assigned orders and navigates to restaurant locations for pickup.
Pre-condition:	Courier must be logged into the system and have at least one assigned order.
Post-condition:	Courier successfully views the order details and navigates to the restaurant for pickup.
Priority:	High
Frequency of Occurrence:	High, especially during peak hours (e.g., lunch, dinner).
Main Path:	<ol style="list-style-type: none"> 1. Courier logs into the courier dashboard or app. 2. Courier navigates to the "Assigned Orders" section. 3. Courier selects an order to view its details (e.g., restaurant address, items, customer instructions). 4. Courier uses navigation to get directions to the restaurant. (?) 5. Courier arrives at the restaurant and proceeds to pick up the order.
Alternative Path:	<p>A.04: If the restaurant location is incorrect or unreachable, the system allows the courier to contact the restaurant or report the issue to the admin.</p> <p>A.04: If the courier's device lacks GPS functionality, the system provides a manual address for navigation.</p>
Containing Use-Case(s)	- Order Status Update(extends)
Special Requirements:	<p>- The system must integrate with a navigation API (e.g., Google Maps) for real-time directions.</p> <p>- The platform should allow couriers to contact the restaurants via phone if required.</p>
Assumptions:	- Courier has an internet connection.
Note:	-

Use Case Number:	027		
Use Case Code:	UC-DEL-006		
Use Case Name:	Order Status Update		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier marks orders as "Picked Up" once collected from the restaurant and "Delivered" upon reaching the customer.
Pre-condition:	Courier must be logged into the system, have an assigned order, and be physically at the restaurant or customer location to update the status.
Post-condition:	Order status is updated to "Picked Up" and later "Delivered," and all parties (restaurant, customer) are notified.
Priority:	High
Frequency of Occurrence:	High, especially during peak hours (e.g., lunch, dinner).
Main Path:	<ol style="list-style-type: none"> 1. Courier arrives at the restaurant and collects the order. 2. Courier marks the order as "Picked Up" in the app. 3. System updates the order status and notifies the customer that the order is on its way. 4. Courier navigates to the customer's location and delivers the order. 5. Courier marks the order as "Delivered" in the app. 6. System updates the order status and notifies the customer and restaurant of the completed delivery.
Alternative Path:	<p>A.01: If the restaurant delays the order preparation, the system allows the courier to report the delay and adjust the estimated delivery time.</p> <p>A.04: If the customer is unavailable at the delivery location, the system allows the courier to mark the order as "Failed Delivery" and provides options (e.g., return to restaurant, leave at a safe location).</p> <p>A.04: If the customer's adress is unreachable, the system notifies customer via email.</p>
Containing Use-Case(s)	- Courier Order Viewing(includes)
Special Requirements:	<p>- The system must provide a simple button or gesture to update order statuses.</p> <p>- The platform should allow couriers to upload proof of delivery (e.g., photo, signature) if required.(?)</p>
Assumptions:	- Courier has an internet connection and
Note:	- The system should allow couriers to report issues during delivery (e.g., traffic delays) to keep all parties informed.

Use Case Number:	028		
Use Case Code:	UC-DEL-007		
Use Case Name:	Courier Statistic Viewing		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier tracks earnings, completed deliveries, and ratings received from customers.
Pre-condition:	Courier must be logged into the system and have completed at least one delivery.
Post-condition:	Courier successfully views their earnings, delivery history, and customer ratings.
Priority:	Medium
Frequency of Occurrence:	Moderate, as couriers may check their performance daily or weekly.
Main Path:	<ol style="list-style-type: none"> 1. Courier logs into the courier dashboard. 2. Courier navigates to the "Earnings & Performance" section. 3. Courier views their total earnings, number of completed deliveries, and average customer ratings. 4. Courier can filter data by time period (e.g., daily, weekly, monthly). 5. System displays detailed breakdowns (e.g., earnings per delivery, individual ratings).
Alternative Path:	<p>A.02: If there are no completed deliveries (e.g., new courier), the system displays a message indicating no data yet.</p> <p>A.05: If a customer rating is disputed, the system allows the courier to appeal the rating with evidence (e.g., delivery proof).(?)</p>
Containing Use-Case(s)	-
Special Requirements:	<ul style="list-style-type: none"> - The system must provide a clear breakdown of earnings (e.g., base pay, tips, bonuses). - The platform should allow couriers to export their earnings data for tax or personal records.
Assumptions:	- Courier has an internet connection and
Note:	-The system should provide performance insights (e.g., busiest hours, highest-rated deliveries) to help couriers optimize their work.

Use Case Number:	029		
Use Case Code:	UC-DEL-008		
Use Case Name:	Courier Registration		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Courier
Short Definition:	Courier registers on the food delivery platform to become eligible for delivery assignments.
Pre-condition:	Courier must have a valid email address, personal details (e.g., name, phone number), vehicle information.
Post-condition:	Courier is successfully registered, and their account is pending admin approval for activation.
Priority:	High
Frequency of Occurrence:	Low, typically a one-time action per courier
Main Path:	<ol style="list-style-type: none"> 1. Courier accesses the food delivery platform. 2. Courier selects the "Register as Courier" option. 3. Courier enters required details (e.g., name, contact info, vehicle type, driver's license). 4. Courier creates login credentials (username/email and password). 5. System validates the information and submits the registration request for admin review. 6. System notifies the courier that their registration is pending approval.
Alternative Path:	<p>A.03: If the courier's details are incomplete (e.g., missing driver's license), the system prompts them to provide the required information before proceeding.</p> <p>A.04: If the courier's login credentials are invalid ,the system prompts them to provide new credentials.</p> <p>A.04: If the email address is already in use, the system prompts the courier to use a different email or recover the existing account.</p>
Containing Use-Case(s)	- Registration Approval/Rejection(extends)
Special Requirements:	- The system must allow the courier to upload documents (e.g., driver's license, vehicle registration) as part of the registration process.
Assumptions:	- Courier has an internet connection.
Note:	- The system should provide an estimated timeline for admin approval to manage courier expectations.

Use Case Number:	030		
Use Case Code:	UC-RES-009		
Use Case Name:	Restaurant Owner Registration		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Restaurant Owner
Short Definition:	Restaurant owner registers on the food delivery platform to manage their restaurant and receive orders.
Pre-condition:	Restaurant owner must have a valid email address, business details (e.g., restaurant name, address, licenses).
Post-condition:	Restaurant owner is successfully registered, and their account is pending admin approval for activation.
Priority:	High
Frequency of Occurrence:	Low, typically a one-time action per restaurant.
Main Path:	<ol style="list-style-type: none"> 1. Restaurant owner accesses the food delivery platform. 2. Restaurant owner selects the "Register as Restaurant" option. 3. Restaurant owner enters required details (e.g., restaurant name, address, contact info, business license). 4. Restaurant owner creates login credentials (username/email and password). 5. System validates the information and submits the registration request for admin review. 6. System notifies the restaurant owner that their registration is pending approval.
Alternative Path:	<p>A.03: If the restaurant owner's details are incomplete (e.g., missing business license), the system prompts them to provide the required information before proceeding.</p> <p>A.04: If the restaurant owner's login credentials are invalid ,the system prompts them to provide new credentials.</p> <p>A.04: If the email address is already in use, the system prompts the restaurant owner to use a different email or recover the existing account.</p>
Containing Use-Case(s)	- Registration Approval/Rejection(extends)
Special Requirements:	<p>- The system must allow the restaurant owner to upload documents (e.g., business license, health permits) as part of the registration process.</p> <p>- The platform should provide a checklist of required information to guide the restaurant owner during registration.</p>
Assumptions:	- Restaurant owner has an internet connection.
Note:	- The system should provide an estimated timeline for admin approval to manage restaurant owner's expectations.

Use Case Number:	031		
Use Case Code:	UC-FO-010		
Use Case Name:	Customer Registration		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Customer
Short Definition:	Customer registers on the food delivery platform to place orders and track deliveries.
Pre-condition:	Customer must have a valid email address or phone number.
Post-condition:	Customer is successfully registered and can log in to place orders on the platform.
Priority:	High
Frequency of Occurrence:	Moderate, as new customers register frequently.
Main Path:	<ol style="list-style-type: none"> 1. Customer accesses the food delivery platform. 2. Customer selects the "Sign Up" or "Register as Customer" option. 3. Customer enters required details (e.g., name, email, phone number, delivery address). 4. Customer creates login credentials (username/email and password). 5. System validates the information and creates the customer account. 6. System sends a verification email or SMS to the customer to confirm their account. 7. Customer verifies their account and can log in to use the platform.
Alternative Path:	<p>A.03: If the restaurant owner's details are incomplete (e.g., missing business license), the system prompts them to provide the required information before proceeding.</p> <p>A.05: If the customer's login credentials are invalid ,the system prompts them to provide new credentials.</p> <p>A.05: If the email address or phone number is already in use, the system prompts the restaurant owner to use a different email, phone number or recover the existing account.</p> <p>A.06: If the customer fails to verify their account within a set time (e.g., 24 hours), the system sends a reminder or deactivates the unverified account.</p>
Containing Use-Case(s)	- Customer Login(extends)
Special Requirements:	- The platform should allow customers to register without a delivery address initially, with the option to add it later.
Assumptions:	- Customer has an internet connection.
Note:	-

Use Case Number:	032		
Use Case Code:	UC-ALL-001		
Use Case Name:	Logout		
Depicter:	Said Çetin	Last Modificatory:	Said Çetin
Description Date:	14/03/2025	Last Modification Date:	27/03/2025

Actor(s):	Customer, Courier, Admin, Re
Short Definition:	All actors logout from their accounts.
Pre-condition:	Actor must be logged into the system.
Post-condition:	Actor successfully logout from their account.
Priority:	High
Frequency of Occurrence:	Moderate, whenever actor wishes to logout.
Main Path:	<ol style="list-style-type: none"> 1. Actor clicks their profile picture. 2. Actor click logout.
Alternative Path:	-
Containing Use-Case(s)	-
Special Requirements:	-
Assumptions:	- Customer has an internet connection.
Note:	-

AI Prompts:



GrokChat.txt

https://grok.com/share/bGVnYWN5_dbe66757-fe63-4d39-83c6-3655a80428a4