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| **Question** | **Description** |
| Who does the problem affect? | May be some other merchant groups and ideation having more unique features that our deliveries. |
| What are the boundaries of the problem? | Student segments and Organizational |
| What is the issue? | Issue mostly occurs in customer side because they expect more than in other apps.Yes if when they come to us we definitely solve and satisfy their requirements.Server issue |
| When does the issue occur? | As when we heard or reached your problem at us we will sent you time duration based on your problem then we fill fix immediately. |
| Where issue is occurring? | Delivery and products may suggested more in areas which is centre of the city but is difficult in remote areas or rural areas because it may face server problems. |
| Why is it important that we fix the problem? | Fixing the problem is more important that too in given time.Because it not only solving the problem of customer it attracts even more towards our website. |

**Defining the problem :**

A problem statement which includes 5w’s(who,why,where,when,what).It is the basic way to defining the problem.Which clears the both customer side and our side.