Use Cases

for

Food For Good, Release 1.3

Version 1.0 approved

Prepared by

**Letitia Dsouza**

**Taj Poovaiah Palecanda**

**Noopur Kamble**

**Shruti Singhal**

**Preet Parmar**

Process Impact

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Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
| Letitia Dsouza | 10/19/16 | Initial draft and listing Use Cases | 1.0 draft 1 |
| Taj Poovaiah Palecanda | 10/20/16 | UC3: Updates Excess Food | 1.1 draft 1 |
| Shruti Singhal | 10/22/16 | UC7: Orders from available Food Catalog | 1.1 draft 1 |
| Noopur Kamble | 10/24/16 | UC14: Driver confirms the food delivery | 1.2 draft 1 |
| Preet Parmar | 10/26/16 | UC17: Resolves Customer issues | 1.3 |

Document Reviewers / Approvers

| **Name** | **Position** | **Reviewer** | **Reviewer and Approver** | **Signature of Approver** | **Sign-off Date** |
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| Investor-FoodBank/Government | Business Executive |  | X |  |  |
| Letitia Dsouza | Development Manager | X |  |  |  |

The various user classes identified the following primary actors and use cases for the Cafeteria Ordering System:

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| Primary Actor | Use Cases |
| Food Supplier | 1. Registers as a Partner 2. Inventory Analysis 3. Updates Excess Food 4. Schedules a Pick Up Request 5. Raises Complaints to Tech Support |
| Consumer | 1. Registers as a Consumer 2. Orders from available Food Catalog 3. Cancels Order 4. Raises Complaints to Tech Support 5. Provide feed back |
| Driver | 1. Registers as a Driver 2. Accepts the supplier’s food pick up request 3. Accepts the Consumer’s delivery request 4. Driver confirms the food delivery |
| Tech Support | 1. Creates service ticket 2. Responds to Feed Back 3. Resolves customer issues. |

**UC-3: Updates Excess over Food:**

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| ID and Name: | **UC-3: Updates Excess over Food.** | | |
| Created By: | Taj Poovaiah Palecanda | Date Created: | 10/20/2016 |
| Primary Actor: | Food Supplier (Store/Restaurant Manager) | Secondary Actors: | Restaurant Inventory System |
| Description: | The Food Supplier (Store Manager) opens the application from the work place, an hour before shutting down, takes an inventory, selects food items that will have to be disposed if not consumed by the end of the day, and updates the quantity and description of the left-over food that can be delivered to food shelters within a specified time window. | | |
| Trigger: | -Closing time  -Excess food that’s nearing its expire date | | |
| Preconditions: | PRE-1. Store Manager is logged into the application..  PRE-2. Store Manager is approved to update restaurant food left-overs. | | |
| Post conditions: | POST-1. Food Items is stored in the application with a status of “Accepted” by a shelter.  POST-2. Inventory of available food items is updated to reflect items in this order.  POST-3. Remaining delivery capacity for the requested time window is updated for every food item. | | |
| Normal Flow: | **1.0 Updating Left-over Food**  1. Store Manager asks to view available pickups and shelters that have registered for a specific date.  2. FFG application displays available pickups and shelters waiting for food to be delivered.  3. Store Manager completes inventory and updates the food left-overs along with their expire dates and quantity.  4. Store Manager indicates the time window required for the delivery to be made for each food item.  5. FFG application displays available food, expiry date, time window for delivery, and time required for delivery to each shelter that is registered.  6. Store Manager can modify the available food items before it has been accepted if anything changes.  7. FFG application displays available pickups, accepted food items, assigned driver and time needed for pick up  8. Store Manager specifies payment method.  9. FFG application confirms acceptance of the order.  11. FFG application sends Store Manager and the Food Shelter an email message confirming order details, price, and delivery instructions.  12. FFG application stores order, sends food item information to Restaurants Inventory System, and updates available delivery times. | | |
| Alternative Flows: | **1.1 Order multiple identical meals**  1. Store Manager updates a specified number of identical meals.  2. Return to step 4 of normal flow.  **1.2 Order multiple meals**  1. Store Manager asks to update another food item.  2. Return to step 4 of normal flow. | | |
| Exceptions: | **1.0. E1 Requested date is today and current time is after today’s order cutoff time**  1. The application informs Store Manager that it's too late to update the meal, then FFG app terminates use case.  2.Else if Patron requests another date, then COS restarts use case.  **1.0. E2 No delivery times left**  1. FFG app informs Store Manager that no delivery times are available for the meal date.  2a. If Store Manager cancels the update process, then FFG app terminates use case.  2b. Else if Store Manager requests to pick the food items for the next day if possible, then continue with normal flow.    **1.1. E1 Insufficient inventory to fulfill multiple meal order**  1. FFG app informs Store Manager of the maximum number of identical meals he can update, based on current available inventory/slots.  2a.If Store Manager modifies number of meals ordered, then Return to step 4 of normal flow.  2b.Else if Store Manager cancels the food updating process, then FFG app terminates use case. | | |
| Priority: | High | | |
| Frequency of Use: | Approximately 5 users at a time. Peak usage load for this use case is between 9 PM to 11:30 PM local time. | | |
| Other Information: | 1. Store Manager shall be able to cancel the meal updating process at any time prior to confirming it.  2. Store Manager shall be able to view all meals he updated within the previous six months and repeat one of those updates as the new order, provided that all food items are available. (Priority = M)  3. The default date is the current date if the Store Manager is using the system before today’s order cutoff time. Otherwise, the default date is the next day that the Store/Restaurant is open. | | |
| Assumptions | Assume that 15 percent of Store managers will update the food-items everyday (source: previous 6 months of cafeteria data). | | |

**UC-7: Orders from available Food Catalog**

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| ID and Name: | **UC-7: Orders from available Food Catalog** | | |
| Created By: | Shruti Singhal | Date Created: | 10/22/2016 |
| Primary Actor: | Consumer | Secondary Actors: | Driver, FFG Application |
| Description: | The Consumer accesses the FFG application to verify the categories and amount of food that is available. The food available on the portal for that day can be selected and added to the cart and checked out. Consumer gets a confirmation mail and approximate time of delivery. | | |
| Trigger: | Consumer places order of cart items. | | |
| Preconditions: | PRE-1. Consumer is logged into the FFG application.  PRE-2. Supplier has updated the application with available food. | | |
| Post conditions: | POST-1. Status of the order changes to “Ordered”.  POST-2. FFG application is updated and the food delivery request is added to the delivery queue.  POST-3. Remaining delivery capacity of the food is updated in the catalog. | | |
| Normal Flow: | 7.0 Order is placed   1. Consumer logs in into the FFG application. 2. Consumer scans through the available food and adds the one he need to his cart. 3. Consumer then checks out i.e. places order. 4. Meanwhile the order had been added to the food delivery request queue. 5. Consumer receives a mail confirming the order and approximate arrival time. 6. The FGG application is updated with the reduced quantity of available food in its catalog. | | |
| Alternative Flows: | 7.1 Consumer is logged out of due to some reason   1. Consumer is taken back to the login page. 2. Cart is emptied 3. The consumer starts with Step 1 of the normal flow. | | |
| Exceptions: | 7.0. E1 Consumer is not registered with FFG and does not have access to the app.  7.0. E2 Consumer has ordered incorrect food items.  14.0. E3 Consumer wants to cancel the food request. | | |
| Priority: | High | | |
| Frequency of Use: | Approximately 10 users at a time. Peak usage load for this use case is between 9 PM to 11:30 PM local time. | | |
| Other Information: | Consumer should be able to see the catalog entries according to the categories. | | |
| Assumptions | Consumer is registered as a user. | | |

**UC-14: Driver confirms the food delivery:**

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| ID and Name: | **UC-14 Confirms the delivery is shipped.** | | |
| Created By: | Noopur Kamble | Date Created: | 10/24/2016 |
| Primary Actor: | Driver | Secondary Actors: | Consumer, FFG Application |
| Description: | The Driver arrives at the consumer’s destination, accesses the FFG application to verify the categories and amount of food that needs to be delivered, removes the exact amount from the truck and hands it over to the consumer. He then gets a confirmatory signature from the consumer and updates about the same on the application. | | |
| Trigger: | A Driver delivers the food at the consumer’s location. | | |
| Preconditions: | PRE-1. Driver is logged into the FFG application.  PRE-2. Driver is a registered driver with FFG and is authorized to confirm/update the shipment delivery. | | |
| Post conditions: | POST-1. Status of the shipment changes to “Delivered”.  POST-2. FFG application is updated and the food delivery request is removed from the delivery queue.  POST-3. Remaining delivery capacity of the food is updated in the database. | | |
| Normal Flow: | **14.0 Confirms the delivery is shipped.**   1. Driver arrives at the consumer’s location. 2. Driver accesses the FFG application to update his arrival. 3. FFG application notifies the consumer that the driver has arrived. 4. Driver removes the food that needs to be delivered, from the truck. 5. Driver hands over the food to the consumer and gets a confirmatory signature of delivery from him/her. 6. Driver accesses the FFG application and confirms that the food has been delivered. 7. Driver leaves the location for his next drop-off destination/ back to the FFG Center. | | |
| Alternative Flows: | **14.1 Vehicle breaks down**   1. Driver informs the Center through the FFG application about the break down. 2. Driver notifies the consumer about the delay. 3. A new truck is sent to that location, food is transferred into it and the app updated with the new driver details. 4. Return to step 1 of normal flow. | | |
| Exceptions: | 14.0.E1 Driver is not registered with FFG and does not have access to the app.  14.0.E2 Driver has the incorrect food items.  14.0.E3 Consumer cancels the food request. | | |
| Priority: | High | | |
| Frequency of Use: | Approximately 5 users at a time. Peak usage load for this use case is between 9 PM to 11:30 PM local time. | | |
| Other Information: | Driver should be able to update the delivery time using FFG app, in case the vehicle breaks down. | | |
| Assumptions | None. | | |

**UC-17 Resolves Customer Issues:**

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| ID and Name: | **UC-17 Resolves Customer Issues** | | |
| Created By: | Preet Parmar | Date Created: | 10/26/2016 |
| Primary Actor: | Tech Support Staff | Secondary Actors: | Food Supplier, Consumer, Driver, FFG Application |
| Description: | The food supplier, consumer or driver can log a complaint or any incident report using the FFG application/support and prioritize according to fixed standard. The Tech support staff can look their complaints and incident reports from FFG application. The complaints are logged by FIFO methodology. The support can change the priority settings as per their understanding and resolve issues and update the case as completed or pending. | | |
| Trigger: | Consumer, Food Supplier or Driver logs a complaint or incident report (service ticket). | | |
| Preconditions: | PRE-1. Food Supplier, Customer and Driver is logged into the FFG application.  PRE-2. Tech support staff are logged into FFG application and have permission to access the complaint and incident report section. | | |
| Post conditions: | POST-1. The Customer, Food Supplier or the Driver is notified that their issue is being currently seen.  POST-2. Status of the log changes to “Complete” or “Pending”.  POST-3. Pending issues goes to a pipeline in order to be addressed later. | | |
| Normal Flow: | **17.0 Resolving customers, food suppliers and drivers’ issues**   1. Customer, Food Supplier or Driver logs in the FFG application and generates a service ticket and sets a priority according to a fixed standard and explains his problem or any incident he faced. 2. Tech support staff gets notified about the service ticket with its priority and checks the service ticket using the FFG application. 3. The Tech support staff can change the priority of the service ticket according to their understanding and resolve the issue (if it is possible at that moment) 4. The status service ticket is updated to “Complete” or “Pending” 5. Consumers, Food Supplier or Driver are notified about the status along with a solution (if the status is Complete) 6. The service tickets with “Pending” status are inserted in a pipeline in order to addressed later, which is also notified to the respective people. | | |
| Alternative Flows: | **17.1 Issues which cannot be resolved by Tech support staff**   1. Tech support staff can direct the issues which he does not have the authority to his manager. 2. Manager can then direct this issue to various department according the problem. 3. Same methodology of status and pipeline is used for these service tickets. | | |
| Exceptions: | 17.0.E1 Service ticket is generated by mistake.  17.0.E2 Service ticket does not contain all the required information. | | |
| Priority: | Medium | | |
| Frequency of Use: | Approximately 15 users in a day. Peak usage load for this use case is between 10 AM to 5 PM local time. | | |
| Assumptions | None. | | |