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| **Use Case Id** | UC-01 |
| **Use Case Name** | Login |
| **Actors** | Customer, Provider, Admin |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user has a valid username and password and logs in as one of the three roles in the system:   * A Customer * A Provider * An Admin. |
| **Trigger** | The user wishes to   * Place/Change/Cancel an order for a meal (If a Customer) * Provide/Change/Cancel a menu for a meal (If a Provider) * Verify some information (If an Admin) |
| **Pre-Condition** | The user shall enter his/her login details and also check the box provided for the role in the system. |
| **Post-Condition** | The login is successful – the system should be able to provide access for the functionality depending on the roles. |
| **Main Flow** | * The User enters his username and password to the system. * The User also checks the appropriate checkbox for his/her role in the system. * The system checks these with the database and proceeds to authorize. * If the authorization is successful, the user is logged in and provided access depending on his/her role in the system. * If the authorization is not successful, the user is not logged in and an appropriate error message is displayed. |

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| **Use Case Id** | UC-02 |
| **Use Case Name** | Logout |
| **Actors** | Customer, Provider, Admin |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user clicks the logout button provided. |
| **Trigger** | The user wishes to logout of MOM. |
| **Pre-Condition** | The user shall click the logout button provided. |
| **Post-Condition** | The logout is successful. |
| **Main Flow** | * The User after doing what he intended to do in MOM, wishes to logout. * The user clicks the logout button present in the screen. * The database is checked if the user is already logged in. * If the User is logged in, then the appropriate entry is made in the database and the user is logged out of MOM. * If the User is not logged in, i.e. the database shows that the user is already logged out, then an appropriate error message is displayed, and user is prompted to the login screen again. |

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| **Use Case Id** | UC-03 |
| **Use Case Name** | View Homepage |
| **Actors** | Customer, Provider, Admin, Un-registered User |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to know what the website is about and we provide the concept of MOM in the homepage, without the need to login to our system. |
| **Trigger** | The user wishes to know about MOM. |
| **Pre-Condition** | The user shall type the web address in a web browser. |
| **Post-Condition** | The user shall be able to see the homepage where the concept of MOM is explained and can   * Sign-up to register into the system. * Login – if already registered. |
| **Main Flow** | * The User types the web address of MOM in any web browser. * The user then sees the homepage with the concept of MOM explained. * The user shall also be able to see the upcoming meals, the area covered and also the sign up and login links available. * If the User wishes to sign up, he/she clicks the “Sign-up” link and is taken to the appropriate sign-up page. * If the User is already registered, he/she can click the “Login” link and proceed to login with their credentials. |

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| **Use Case Id** | UC-04 |
| **Use Case Name** | Sign-Up |
| **Actors** | Un-registered User |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to sign-up into the MOM website to avail its services. |
| **Trigger** | The user wishes to become   * A customer * A provider   in our MOM system. |
| **Pre-Condition** | The user shall click the Sign-Up button on the homepage. |
| **Post-Condition** | The user shall be able to see the sign-up page asking the following details:   * First Name * Last Name * E-Mail ID * Password * Confirm Password   An option to specify his/her role in the system   * If Customer   + Credit Card details * If Provider   + Bank Details   And once these are provided, the user is registered with MOM. |
| **Main Flow** | * The User clicks the Sign-Up button on the homepage. * The user fills all the required fields and clicks on Submit. * The user is registered with the system and an entry is made in the database with the user’s E-Mail id and Password that he entered. * The role of the user is captured in the system at this time. |

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| **Use Case Id** | UC-05 |
| **Use Case Name** | Search |
| **Actors** | Customer, Provider |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to search the MOM website for the areas where the service is available and the timings. |
| **Trigger** | The user wishes to search the MOM based on   * Time * Location |
| **Pre-Condition** | The user shall click search tab/button provided. |
| **Post-Condition** | The user shall be able to see the details based on his/her selection of Time based or Location based search. |
| **Main Flow** | * The User clicks the Search tab/button provided after logging in. * The user checks the option button provided – Time Based or Location Based. * When searched based on Time, the details should be displayed showing the next available meal prioritized by time, the earliest first. * When searched based on location – by clicking on the maps API provided, the details should be displayed showing the next available meal prioritized by distance, nearest first. |

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| **Use Case Id** | UC-06 |
| **Use Case Name** | Place Order |
| **Actors** | Customer, Provider |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to place an order for food. |
| **Trigger** | The user shall click “order now” button provided. |
| **Pre-Condition** | The user should have been registered in the system. |
| **Post-Condition** | The user shall be able to place an order and an email confirmation sent to his registered mail ID. |
| **Main Flow** | * The user provides all his preferences. * The user selects from the list of options available for him/her. * The user then selects the order of his preference. * The User clicks the “Order now” button provided. * If the user is not registered, he/she is redirected to the registration page.   + - * + Once the user completes the registration process, he/she is taken back to the ordering page. * The user receives an e-mail confirmation once the payment successful. |

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| **Use Case Id** | UC-07 |
| **Use Case Name** | Change Order |
| **Actors** | Customer, Provider |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to change an order that is already placed. |
| **Trigger** | The user shall click “change order” button provided, strictly not less than 3 days before the date of order. |
| **Pre-Condition** | The user should have already placed an order and the order should appear in his/her order history. |
| **Post-Condition** | The user shall be able to change an order and an email confirmation sent to his registered mail ID. |
| **Main Flow** | * The user selects the order he/she wishes to change. * The user selects his/her preference from the new list of options available. * The User clicks the “Confirm” button provided. * The user receives an e-mail confirmation once the order is changed successfully. |

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| **Use Case Id** | UC-08 |
| **Use Case Name** | Cancel Order |
| **Actors** | Customer, Provider |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to cancel an order that is already placed. |
| **Trigger** | The user shall click “cancel order” button provided, strictly not less than 3 days before the date of order. |
| **Pre-Condition** | The user should have already placed an order and the order should appear in his/her order history. |
| **Post-Condition** | The user shall be able to cancel an order and an email confirmation sent to his registered mail ID. The payment is returned to the customer’s card in the next 3 to 4 business days. |
| **Main Flow** | * The user selects the order he/she wishes to cancel. * The User clicks the “Confirm” button provided. * The date is checked, so that he doesn’t have to pay a fine. * If the date is less than three days before the actual order date, then he/she will have to pay a fine amount and if it is the exact day of the order, he/she ends up paying a fine of half the amount. * The user receives a confirmation e-mail once the order is cancelled. * If the cancellation is done 3 days prior to the day of order, the entire amount is returned to the customer’s card in the next 3 to 4 business days. |

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| **Use Case Id** | UC-10 |
| **Use Case Name** | Upload a meal |
| **Actors** | Provider |
| **Description** | This use case describes the interaction between the provider and our MOM website.  The provider wishes to upload a meal/meals in the system. |
| **Trigger** | The provider clicks the “Upload a meal/meals” button provided after login to the provider account. |
| **Pre-Condition** | The user logs into MOM with the provider role. |
| **Post-Condition** | The provider shall be able to upload a meal for a particular day or meals for an entire week. |
| **Main Flow** | * The user logs in to the system with the role of a “Provider”. * The MOM takes us to the provider homepage showing the list of meals he/she has already provided. * The provider can then upload the new menu onto the system where ingredients and quantity(headcount) and price will be a mandatory fields to fill. |

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| **Use Case Id** | UC-09 |
| **Use Case Name** | Provide Feedback |
| **Actors** | Customer |
| **Description** | This use case describes the interaction between the user and our MOM website.  The user wishes to provide feedback for the order he has placed. |
| **Trigger** | The user wishes to provide feedback for an order that he/she has placed by clicking on the stars or by entering his/her remarks in the box provided and clicking on “SAVE/ POST REMARKS”. |
| **Pre-Condition** | The user should have been registered in the system, should have placed at least one order with the provider and the order should appear in his/her order history. |
| **Post-Condition** | The user shall be able to provide feedback. |
| **Main Flow** | * The user selects the order he/she wishes to provide feedback for. * The User clicks the stars from the five stars given/ gives rating for the his/her order. * The user can also fill the feedback box with any kind of feedback he would like to provide about the cook, the dish or the service. * The user clicks on the “SAVE/POST REMARKS” button provided for them to appear on the website for the particular provider. |

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| **Use Case Id** | UC-11 |
| **Use Case Name** | Change a meal |
| **Actors** | Provider |
| **Description** | This use case describes the interaction between the provider and our MOM website.  The provider wishes to change a meal that has already been entered into the system. |
| **Trigger** | The provider clicks the “Change the menu” button provided after logging in to the system. |
| **Pre-Condition** | The user logs into MOM with the provider role. |
| **Post-Condition** | The provider shall be able to change a meal for a particular day or meals for an entire week. |
| **Main Flow** | * The user logs in to the system with the role of a “Provider”. * The MOM takes us to the provider homepage showing the list of meals he/she has already provided. * The provider can then change the menu and upload onto the system where ingredients and quantity(headcount) and price will be a mandatory fields to fill. * An e-mail notification will be sent to all the customers who ordered this meal, mentioning the change. * Customers who do not like the change, need to cancel this order and place another order according to their choice. * As this is a provider change, when a customer cancels the order, he will get a full refund back irrespective of number of days before the order. |

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| **Use Case Id** | UC-12 |
| **Use Case Name** | Cancel a meal |
| **Actors** | Provider |
| **Description** | This use case describes the interaction between the provider and our MOM website.  The provider wishes to cancel a meal that has already been entered into the system. |
| **Trigger** | The provider clicks the “Cancel the menu” button provided after logging in to the system. |
| **Pre-Condition** | The user logs into MOM with the provider role. |
| **Post-Condition** | The provider shall be able to cancel a meal for a particular day or meals for an entire week, provided it is less than 3 days of the day of meal. |
| **Main Flow** | * The user logs in to the system with the role of a “Provider”. * The MOM takes us to the provider homepage showing the list of meals he/she has already provided. * The provider can cancel the menu and will have to pay a fine amount if the cancellation is done less than 3 days of the meal date. * An e-mail notification will be sent to all the customers who ordered this meal and the amount credited back to their credit card within 3 to 4 business days. |

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| **Use Case Id** | UC-13 |
| **Use Case Name** | View History |
| **Actors** | Customer, Provider, Admin |
| **Description** | This use case describes the interaction between the User’s and our MOM website. The User wishes to view his/her history of orders in MOM. |
| **Trigger** | The user clicks the “View History” button provided after logging in to the system. |
| **Pre-Condition** | The user logs into MOM with the appropriate role. |
| **Post-Condition** | The user shall be able to view the order history. |
| **Main Flow** | * The user logs in to the system with the appropriate role. * The MOM takes us to the provider their respective homepages. * The user can click on the “View History” button provided and can see the list of all his/her orders. * If the user is an Admin of the system, he still has the rights to view the order history of customers using the unique number generated and maintained at the backend and known only to the admin in case he needs information to resolve any issue. |

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| **Use Case Id** | UC-14 |
| **Use Case Name** | Checkout |
| **Actors** | Customer |
| **Description** | This use case describes the interaction between the MOM website and payment module. The payment module is out of scope of our system. Our MOM system captures only the customer’s Credit card details and provider’s bank details and shares it with the payment module. |
| **Trigger** | The user clicks the “Checkout” button after placing an order in MOM. |
| **Pre-Condition** | The user places an order and is ready to checkout. |
| **Post-Condition** | The user shall be able to pay for his/her order successfully and then an e-mail confirmation is sent. |
| **Main Flow** | * The user logs in to the system with the role of a “Customer”. * The MOM takes us to the provider customer home page. * The customer places his/her order and finally clicks the “Checkout” button provided. * If it is a registered customer, the site is redirected to the payment module, as the CC details are already available. * If unregistered, the site is redirected to the registration page and then goes to ask CC details which are then proceeded to the checkout. * Once the payment goes through successfully, confirmation mails are sent to the customers that their orders have been placed successfully. |