Group Project Deliverable

DatZ1139-EN

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Business Overview

In the last year, when COVID-19 has started spreading across the whole world, more food stores, shopping malls and restaurants begun to close for customers. In order not become bankrupt, businesses like these started to send their food, clothes and other things via delivery companies. Latvian businesses were not the exception in such actions.

To deal with the occurred situation, some small companies started to deliver items to the customers themselves. Still, most of them using other delivery options like Wolt and Bolt food, DPD couriers and Omniva. These are the major companies in Latvia which deliver food and goods for the clients. It is quite convenient to order something through these platforms because it will arrive to you, and you can order everything online with just a few clicks. The variety and the number of things stays the same, so everyone will find something useful for him or herself.

Still, there are problems which occurred when more and more people started using delivery options frequently. For example, the number of orders has grown dramatically in few months and platforms with businesses were not ready for it completely. That is why orders began to disappear, ordered things were sent to another person’s addresses, the quality has decreased and the time period for delivery was extended for two weeks even inside the country. People started to use self-taking options from the shops, but delivery problems and the number of online orders stayed almost the same.

The database which we will provide will show current number of orders for these four major delivery companies, their prices and estimated delivery time periods, so customers will be able to decide if the customer wants to order delivery to his or her house or he or she will take self-take option from the shops. It will mostly be relative to people who live in Riga because other cities have their own delivery time periods and rules, so it will be too vast database if we would like to add them all.

**Business Requirements:**

* Our database provides number of orders for major delivery companies, their prices and estimated delivery time periods.
* The application will collect data of the vicinity of Riga, as a result our database will support data associated with this neighbourhood.
* To ease understanding in which stage is customers’ order, parcel tracking will be in place.
* The version of database has support for most popular internet browsers.
* System will have data about customers’ local legal data to identify, if person has the maturity to order certain products.
* Customers will receive an automated email each time they complete the purchase of products.
* System displays purchase cart of current items in it with complementary data. Additionally, includes matching suggestions from other customers’ purchases.
* System provides option to search by user certain products matching entered current search sting.

**Business Rules:**

* Users can enter data for one of the four companies: Wolt, Bolt food, DPD couriers and Omniva.
* The user can add the price and weight of the item, as well as the date of purchase
* The user can enter a shipping address. The system checks the correctness of the address.
* The system shows the delivery time for each of the delivery companies.
* The system provides recommendations for choosing the best delivery method.