**Systems Analysis and Design**

**Phase 1 Use Case Narrative**

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**Use Case Narrative**

Our food delivery app Gus Station helps connect users, members, couriers, and restaurants all within the app.

* **Users** – are free to browse restaurants, and the restaurant menus, as well as register to become a courier for the company, or simply register to be able to order food and use the delivery services.
  + Upon registering as a member the user will have to provide their details such as name, surname, phone number, address, as well as credit card information to process orders. And after successfully registering they will be sent a confirmation email.
  + Upon registering as a courier the user will also be asked to provide personal details, along with credit card information for payment, KYC using their I.D cards to determine if the person is eligible to work (18 years or older), as well as the copy of their driver’s license.
    - After submitting the requested files, the files will be processed by the HR team to determine if the user is qualified to become a courier for the company. And, in either case whether the user gets accepted or not, the user will be sent an email with further instructions. If the user gets accepted, the user will automatically also receive the member privileges.
* **Members** – much like users, members can browse restaurants, and their menus, as well as register to become a courier having gone through the same application process as mentioned previously. The main privilege that the members receive is to order food to be delivered to their address, as well as rate the dish they ordered which will be later used by the algorithm to calculate the overall rating of the restaurant, and rate the courier who delivered their food (all ratings will be anonymous).
  + After a member selects the food they would like to order, they will go through a payment process where they select the payment method (either their credit card that is already indicated, or freedom to add another option), where they will be met by the exact cost of their order including VAT, delivery fee, and the food itself. On the same screen the member will have an option to leave tip for the courier using their cashless payment method, or to leave the field blank and tip the courier in cash (tips are optional of course).
  + After going through the checkout screen, a payment processing will begin which will likely take up to a minute and the user will be sent an email regarding the status of their order. If the payment is successful the member will receive an email in form of a receipt, and if the payment is declined the member will receive an email notifying them about the matter.
* **Couriers** – given that couriers automatically receive member privileges after being accepted for the job, they will also benefit from being able to order food, and rate the ordered food, and their colleagues as well. Couriers will obviously also have an ability to fulfil their duties or in other words deliver food to customers, receive tips, as well as leave an order unfinished if an order includes an age restricted product (e.g. alcohol), and the person who ordered this product either already sounds clearly under the influence while speaking to a courier on the phone, or is unable to prove (by showing their I.D) that they are of legal age.
  + Upon completing a delivery, courier will use the app to declare a delivery as either fulfilled or abandoned (with reason stated), and will receive an email with the summary of their delivery.
  + Couriers will also receive ratings from customers, and if a customer leaves a courier a bad rating the respective courier will no longer be assigned to deliver food to the person who gave a low rating. Couriers also must avoid receiving low ratings as too many instances of being rated poorly can lead to them having to leave their duties.
* **Restaurants** – can register as restaurants by going through a registration process either on the app or by using the website. Much like the registration process for other entities, this form of registration will also require a proper KYC, and an email address for receiving receipts of deliveries, and other updates.
  + The restaurants will be able to sell their food by using the platform, receive ratings, and an option to either accept an order, or decline an order.
    - The restaurants will be free to decline orders whenever they have a high demand and can no longer cater to customers due to time constraint, or any form of hindering factors that will not allow a restaurant to fulfil an order.
    - Unlike couriers and members, restaurants will not be able to rate other restaurants, or couriers to keep the platform unbiased.
* **3rd party payment processing service** – will handle transactions to keep the bank information safe, and private.