

Customer Problem Statement & System Requirements

Problem Statement:

An alcohol delivery system will be used to order alcoholic beverages from an online website catalog or App and deliver them straight from the store to a customer's address. The opportunity for increased sales and growth of customer base by providing convenient, legal, and safe way of delivering alcoholic beverages to adults over the age of 21. The delivery of alcohol to adults could provide a more hassle-free shopping experience for those who are too busy to pick drinks up for the party or if you simply forget to pick up the wine for a special occasion. It also allows for a safe and legal way to get more beverages if you are running low and have already indulged. This delivery system draws in a wider range of customers based on its ease of use and convenience

Glossary of Terms

- **Alcohol Delivery System:** An application that setup orders and deliveries of alcoholic beverages to customers at a given location and time.
- **Order Tracking:** Allows customers to check up on the status of their alcohol deliveries.
- **Age Verification:** A process in the system that ensures that the customer is of legal drinking age before allowing them to complete the purchase by scanning a Government ID
- **Delivery Window:** The time frame during which the customer will receive their alcohol delivery.
- **Product Catalog:** A list of available alcoholic beverages and other accessories that customers can browse and select from.
- **Delivery Driver:** A person responsible for delivering the alcohol to the customer's address.



System Requirements

Functional Requirements

No.	Priority Weight	Description
REQ-1	High	The system should have a diverse selection of alcoholic beverages available for customers to order.
REQ-2	High	Customers should be able to browse products by category and sub-category, price, and brand.
REQ-3	High	The system should ensure age verification before the customer can place an order and precheck upon entering the site as well.
REQ-4	High	The system should provide real time order tracking so that customers can see where their delivery is and estimated time of delivery.
REQ-5	High	Customers should be able to select a delivery window for when they want to receive their order.
REQ-6	High	The system should have a secure payment process that allows customers to pay via credit card, debit card, or mobile payment options.
REQ-7	Medium	The system should notify customers when their order is being processed, dispatched, and delivered at each level.
REQ-8	Medium	Customers should be able to reorder previous purchases with a simple process. And see popular items.
REQ-9	Medium	The system should allow customers to cancel or edit orders before confirmation and for a given period after.
REQ-10	low	The system should include customer ratings and reviews for products to help customers make informed purchasing decisions. Maybe include Critic reviews or Beer Advocate scores or include Untappd reviews too.

Nonfunctional Requirements (FURPS)

Category	Priority Weight	Description
Functionality	High	The system should allow for easy browsing, ordering, and payment for alcohol. And update inventory accordingly.
Usability	High	The system interface should be user friendly and allow for customers to easily browse, select, and order products with minimal effort.
Reliability	High	The system must operate without major downtime, ensuring reliable processing of orders and deliveries.
Performance	Medium	The system should load product pages quickly and process orders in real-time, especially during high usage times.
Supportability	Medium	The system should be easy to update and maintain, including the ability to add new products or modify delivery options.

User Interface Requirements

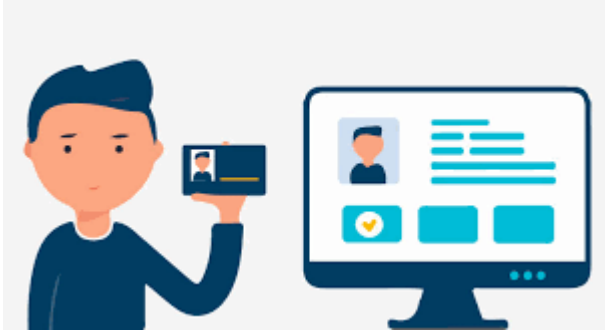
UI Requirement 1: Product Catalog (High Priority)

- **Description:** The product catalog should allow users to easily filter and search for alcoholic beverages based on categories such as wine, beer, spirits, price, and brand.



UI Requirement 2: Age Verification (High Priority)

- **Description:** Upon entering the system or before completing an order, customers must verify they are of legal drinking age.



UI Requirement 3: Order Tracking (High Priority)

- **Description:** Customers should be able to track the status of their alcohol delivery in real-time, with updates when the order is confirmed, dispatched, and out for delivery.



UI Requirement 4: Delivery Window Selection (Medium Priority)

- **Description:** Customers should be able to select a preferred time slot for delivery.



UI Requirement 5: Payment Screen (Medium Priority)

- **Description:** The payment screen should provide options for customers to securely pay for their alcohol order using credit/debit cards or mobile payment methods.

Pay Invoice

VISA Mastercard AMEX Discover

Payment amount
\$500.00 Edit

Name on card

Card number

Expiry date Security code
MM / YY

ZIP/Postal code

Pay \$500.00

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Plan of Work

Week 1 - Development Environment Setup

- Completed: We have set up the development environment and initialized the project structure, including setting up necessary tools and frameworks for the backend and frontend.

Week 2 - Core Features Implementation

- In Progress: We are focusing on building the core features such as browsing products, integrating the product catalog, and implementing age verification processes.

Week 3 - User Interface Design

- Upcoming: We will work on designing and implementing the user interface for product selection, order tracking, and payment screens.

Week 4 - Testing and Integration

- Upcoming: We will begin integrating all system components and conducting unit and user acceptance testing to ensure the system works as expected.