**1. Introduction**

**A. Purpose**

G1: The system should provide customers with a reasonably precise estimation of the waiting time and should alert them taking into account the time they need to get to the shop from the place they currently are.

G2: Fallback situation #1: Stores should have the possibility to hand out “tickets” on the spot.

G3: The system should allow customers to book a visit to the supermarket based on given input data.

G4: The application should plan the visits such that people could keep enough distance between them inside the store (at least one meter).

Additional goals for the group of 3 members:

G5: The system (application and “tickets” on the spot) should include alternative slots (for another day), suggest to the customer the location of the nearest “safe” store based on his location.

G6: Fallback situation #2: Stores handing out “tickets” on the spot should prevent the lining out people at the inside and the outside.– Reformulate, guys. Check it. It’s a new goals. I think it better suits the standards.

**B. Scope:**

The world:

* occurrences of bookings,
* the location of this bookings (at home or at place),
* keeping the social distance (at least one meter) – Is it even the world criterion? In some cases it is. But is it,
* the arrival of the customer and expected duration of the visit in the grocery shop, - REFORMULATE, maybe we can include in this phenomena the case of “long-term” customers. Who knows?

The machine:

* calculating a number that gives position in the queue
* precise estimation of the waiting time
* suggestion of alternative slots (in the same day, or in different days)
* generating QR codes that would be scanned upon entering the store

Shared phenomena:

* alerting people taking into account the time they need to get to the shop from the place they currently are
* availability of fallback options for people who do not have access to the required technology
* booking a visit, a customer might indicate also the approximate expected duration of the visit
* allowing users to indicate a list of items, categories that they intend to purchase