**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: To give people opportunity to stay in queue remotely to avoid crowds in stores and in real queues.

G3: Stores should have the possibility to hand out “tickets” on the spot.

G4: The system should allow customers to book a visit to the supermarket to optimize quantity of people in it by time of their visit, and category of products which they want to purchase.

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.

**B. Scope:**

The world:

* booking,
* stores and its departments,
* the arrival of the customer and expected duration of the visit in the grocery shop, - REFORMULATE
* purchased products and their department,
* the distance inside and outside of the store – not sure if this the case,
* the person arrival/departure fact
* the mask wearing fact,

Shared phenomena:

* booking encodings,
* allocation of the stores and its departments,
* the allocation of these bookings,
* encode the fact of person arrival/departure,
* encode the fact of spending a mask,
* the list of products encoding,
* the person location update inside/outside the store,
* estimated time of the way to the store/of the visiting of the store

**C: Definitions, Acronyms, Abbreviations**

**UML** – Unified Modeling Language.

**D: Revision History**

**E: Reference Documents**

**F: Document Structure**