

Use case 1 - searching for a copy shop

Users (e.g., students and scholars) of Copify want to print documents conveniently and according to their requirements. After accessing the website, the user can start searching for the right copy shop by specifying print job details (e.g., document type, university, etc.) and uploading the respective document. After completing the specifications for a document, the user can add more documents by clicking the “Add more documents” button. The user then can enter new print job details and upload the next document.

After all document requirements for all uploaded documents are set, the user can click the "Find a copy Shop" button to find a suitable copy shop. This will redirect the user to a new window allowing the user to set requirements for the copy shop search, e.g., location, delivery type, time to delivery. Next, the user can click on the “Search” button to get an overview of all copy shops that fulfill all print job details for all documents and also the requirements related to the copy shop search.

The main elements of the search results contain a brief summary of the search request, a list view and a map view of the suitable copy shop. The search results can be modified on this view (either through the specifications of the copy shop or print job details). Each copy shop is marked on the map with a small flag which indicates the price for the documents. The user can then select a copy shop either from the list view or map view.

Search result and place an order

Printing job description:
DocumentsType: NormalDocument, 30 pages, 10 pages in color, Simplex, 1/1, 70g, Hard-cover

Location: Munich

DeliveryType: Pick-up / Shipping

TimeToDelivery: Immediately / Later

Search

Copy Shop	Distance	Price	Rating	Check Out
1 Copyshop Zentrale	0.3km	€20,00	4.5/5 (898)	Check Out
2 Copy Shop - Premium	0.3km	€21,50	4.2/5 (767)	Check Out
3 Copy Shop - East	0.5 km	€22,00	4.1/5 (698)	Check Out
4 Copy Shop - West	0.6km	€23,00	3.9/5 (564)	Check Out
5 Copy Shop -North	0.7km	€21,50	3.8/5 (534)	Check Out
6 Copy Shop - South	0.8km	€20,80	3.7/5 (523)	Check Out
7 Copy Shop - Super	1.2km	€25,50	3.6/5 (456)	Check Out

Copyshop Zentrale
4.5/5(898)
Adalbertstraße 43,
80799 München
0.3km
€20,00
Check Out

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Use case 2 - placing an order

Besides an easy search process, users (e.g., students and scholars) of Copify want to conveniently place an order at a copy shop that fulfills all requirements. Placing an order immediately follows use case 1 and starts after the user has selected a copy shop from the search results. The user will first get some information about the order.

Next, the user will be asked to fill in personal information and shipping information. If the user chooses the delivery option, respective delivery address information needs to be provided. If the pick-up option is chosen, the user needs to specify a desired pick-up time.

To complete the order, the user will be asked to confirm the order and enter payment details. The "Confirmation" page displays all details of the order on one page, incl., printing job descriptions, customer information and delivery information. Then the user enters the payment information in the payment method field and confirms by clicking the "Confirm & Pay" button. Now, the payment information is getting verified by the payment processor.

After successful payment, the user will be directed to a "Thank you" page which shows the order status (e.g., Order accepted, order declined etc.), order number and other relevant information. The user will also receive a confirmation email including order related information.

Payment method for pick up

The screenshot shows a web browser window with the URL <https://www.copify.de/printingjobs/verify/order/9khf6f9jry8de21df>. The page header features the Copify logo and a user profile icon. The main content area displays the following information:

- Printing job description:** DocumentsType: NormalDocument, 30 pages, 10 pages in color, Simplex, 1/1, 70g, Hard-cover
- Copyshop Zentrale:** Adalbertstraße 43, 80799 München
- Price:** €20

A progress bar indicates the order status: 1. Requirements, 2. Copy Shop & Extras, 3. Sign-in, 4. Confirmation (current step), and Finished (marked with a green checkmark).

The page is divided into two main sections for user input:

- Customer Information:** Includes fields for Name (Mr. Max Muster), Address (Connollystr. 3, 80809 München), Phone (+49 172 1234568), and Email (max.muster@icloud.com). An "Edit" button is present.
- Delivery Information:** Includes fields for Pick-up Time (14:00, Friday, May 14th, 2021) and Pick-up Address (Copyshop Zentrale, Adalbertstraße 43, 80799 München). Both fields have "Edit" buttons.
- Payment Method:** Includes a "Card number" field, "Name on card", "MM/YY", and "CVV" fields. It also features a "Billing Address" section with radio buttons for "Same as shipping addr" (selected) and "Use a different billing addr".
- Remember Me:** A checkbox labeled "Save my information for a faster checkout".

A large blue "Confirm & Pay" button is located at the bottom right of the form area.

The footer contains the Copify logo, navigation links (Home, Products, Company, Blog), and a newsletter subscription section with the text "Stay In Touch! Join our Newsletter." and a "Subscribe" button.

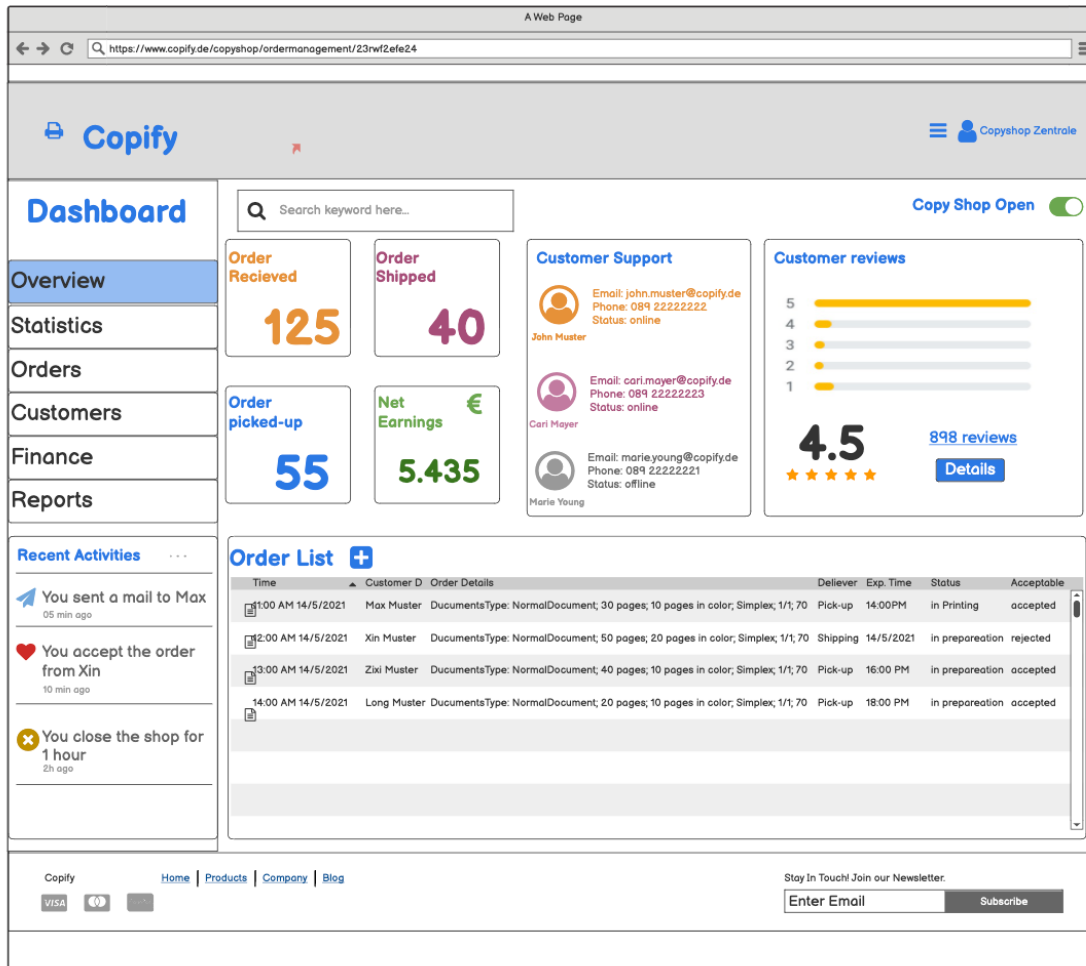
Use case 3 - order management of the copy shop

As part of the overall goal of Copify to simplify printing services, it requires a convenient overview of all orders of a given copy shop. Being able to manage all printing orders helps copy shops to increase customer satisfaction. Once a new order is placed at a dedicated copy shop, it will be displayed in the order management overview of the copy shop (frontend). A new order can be accepted or declined (e.g., the copy shop does not have any capacity left to take another order). In both cases, the order status in the database will be updated accordingly. Accepting an order will trigger a notification to be sent to the customer. Subsequently, the copy shop can access detailed information of the print order, e.g., job reference, the document to be printed, document specifications.

While the copy shop works on a print job, it can also update its respective status (e.g., In preparation, In print, Finished / print finished, Order completed). Communicating the order status helps to set realistic expectations and increases customer happiness. Once the document was printed and collected or delivered, the copy shop can set the status of the order to "Completed".

The order management dashboard provides additional capabilities. For example, copy shops can temporarily suspend operation on the platform, e.g., during peak times to smooth utilization of their machines. The copy shop will then not be listed as "available" for different periods of time. Also, the order management dashboard will provide information to check the reviews left by customers. Here the overall score and comments of customers can be reviewed.

Order management dashboard for copy shop



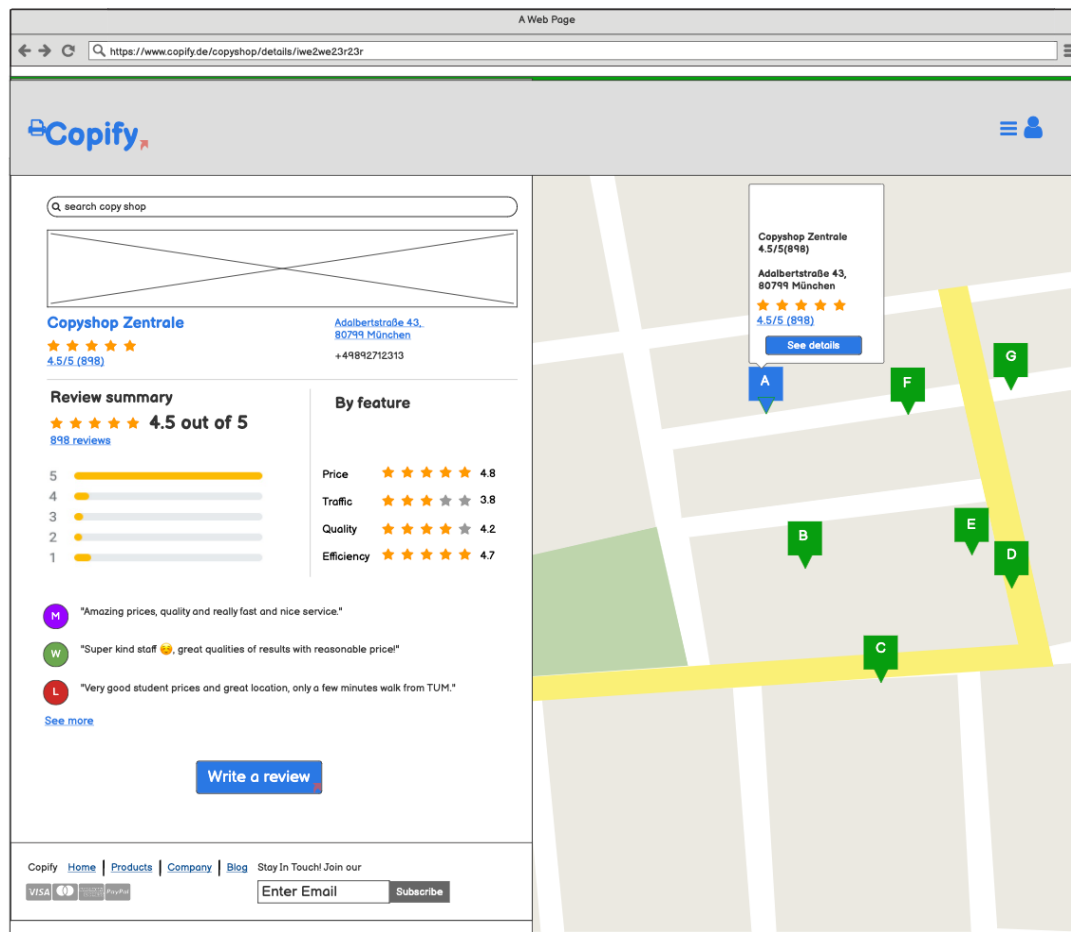
Use case 4 - writing a customer review

Copify wants to help customers to get the best printing experience. We allow customers to share their experiences to give other customers the first impression of the service quality. Reviews can be either left directly by accessing the page of a copy shop or by following instructions sent to the customer after her transaction was completed.

The review should include a general feedback (short text field), a star review (from 0 to 5 stars) and more detailed text feedback form. The review also includes specific tags which can be reviewed with stars (e.g., price, quality, etc.). After the customer created the review, the review is written to the database and the overall score of the shop is updated. The updated score (for the overall shop and more specific tags) as well as the written feedback are displayed in the frontend.

We kindly ask our users to respect our code of conduct. We take this very seriously and will remove reviews that do not adhere to our code of conduct. In general we accept every kind of feedback as long it is truthful and does not contain insults, abuse or other illegal content. This includes threats, defamation and also sexist, extremist and racist comments. Reviews need to be free of advertising and inappropriate links.

Review for copy shop



UML diagram

