Letter to Client

Fitsera

University of Wollongong

May 9th, 2025

Dear John Le,

We are excited to share our detailed project proposal for Fitsera, especially a groundbreaking clothing rental platform designed for Wollongong Market. In this report, we will run you through our vision, development approach, which we are planning to take, and intensive specifications of project requirements.

Fitsera is ready to change the way of thinking about fashion by providing people in Wollongong with easy rental options for women's clothes, while taking advantage of the latest AI technologies to improve shopping experience. Our proposal also deals with issues of pressure stability in the fashion world, introducing a solid business model in this process.

We can’t wait to hear your thoughts on our requirements specification and are more than happy to dive deeper into any part of the proposal with you.

Best regards,

Fitsera Team

FITSERA

Evaluate Your Style, Lower Your Impact

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EXECUTIVE SUMMARY

Fitsera is a revolutionary on-line platform that's set to alternate the manner girls in Wollongong experience fashion. By presenting a trouble-loose dress rental carrier powered by artificial intelligence, we intend to make stylish clothing more reachable whilst also promoting sustainability. Our venture is to extend the life of clothes, cut down on style waste, and provide consumers low-cost get admission to outstanding apparel. We're tackling some significant market wishes here.

Our technique enables lessening the environmental toll of rapid style and offers price range-friendly alternatives for lovely attire for the one's special moments. Plus, we're reducing the quantity of rental returns thanks to our present-day digital becoming era. On pinnacle of that, we're growing a tailored buying experience with AI-driven tips.

This document lays out our development approach using the Agile method, highlighting the crucial necessities, more capabilities, and formidable dreams we have in mind.

The platform will incorporate digital try-on generation and AI-stronger fashion hints to decrease returns and increase person delight. Our development will spread in 4 phases over approximately six months, starting with the centre condominium capabilities earlier than rolling out the advanced AI functionalities.

We're using a tech stack that consists of React, Node.js, and TensorFlow to create a responsive, steady platform with advanced AI abilities.Fitsera is a forward-thinking alternative to fashion consumption that resonates with the growing demand for sustainability while offering a modern online rental service.

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INTRODUCTION

Project Background

The fashion industry is the second largest consumer of water globally and about 10% of carbon emissions worldwide. Fast fashion has promoted throwing culture, the average part of the clothing can only be worn about 8 times before throwing aside. At the same time, more and more consumers are looking for durable options that are not useless in style or quality.

Enter Fitsera, a new solution to these press issues, presents a circular economy model for fashion in the Wollongong area. Instead of buying single-use items for women who are dressed for special occasions, we aim to extend the life of clothing while offering a budget-friendly option for shoppers.

The statement of the problem is the current patterns of clothing consumption for both the environment and the economy. Shoppers may have a constant request to refresh their wardrobe, often without full use of many of their pieces. Also, the purchase of clothing comes with a return redemption rate (30-40%) due to the size and fit problems, which increases the environmental burden by the opposite logistics.

Project Objectives:

- Create a user-friendly platform for renting women's dresses in the Wollongong area
- Decrease clothing waste with a circular consumption model
- Offer personalized style recommendations to boost customer satisfaction
- Implement an AI-powered trial room using AR and user-provided body measurements.
- Implement an AI recommendation system to suggest dresses based on user data.

Scope:

- Build the core structure of the online rental website, providing basic functionality for users to seamlessly browse, rent, and return dresses.
- Extending the platform to enable users to sell clothing items.
- Incorporate advanced AI-driven features that personalize users, improving the results of product recommendations.

Team Branding

Our team name, Fitsera, is a name that reflects our vision of smart technology and fashion accessibility. It is a symbol of our dedication to offer modern, sustainable solutions that make fashion more accessible and adaptable to the current economic and environmental challenges.

Visual Identity

Logo: A simple black wordmark with a circular sparkle icon that represents innovation and refined simplicity.

Color Palette:

Primary: Bold Black – conveys strength, elegance, and clarity.

Secondary: Off-white – neutral, modern, and clean.

Neutral: Light Gray – soft balance for backgrounds and UI.

Product Brand: **Fitsera**

The name Fitsera is a combination of fit and era, which means a new era in fashion where fit, affordability, and technology come together. It emphasizes our goal of developing intelligent, AI-based dress rental services that are fashionable, eco-friendly, and available to everyone.

Target Market Analysis

The Australian online fashion market is valued at approximately $5 billion annually, with rental fashion representing a growing segment estimated at $200 million. Wollongong, with a population of 300,000+ and significant university presence, represents an untapped market for technology-enhanced fashion rental services.

Our main target audience includes women between 17 and 50 years old who reside in Wollongong and want fashionable sustainable clothing suitable for weddings and formal events and work parties and celebrations. These individuals look for easy access to fashionable clothing options that provide multiple outfit choices without requiring them to buy separate dresses for each event (**NSS Magazine, 2024**).

These customers have fashion awareness and digital technology expertise which makes them open to user-friendly platforms that offer adjustable rental durations and virtual clothing previews. Our platform meets the rising demand for better online fashion experiences through virtual try-on tools and AI recommendation services.

Our solution differentiates from conventional rental platforms because it resolves three major problems including uncertain sizing and limited local availability and the need for personalized services. The platform enables users to make sure choices which leads to reduced return rates and better user satisfaction.

Market Research findings:

- 70% of surveyed women in Wollongong have purchased a dress they wore fewer than 3 times
- 65% express interest in rental options for special occasion dresses
- 85% report sustainability as important or very important in purchasing decisions
- 45% have experienced sizing issues when ordering clothing online
- 60% would use a virtual try-on feature if available

Competitor:

- Fast fashion retailers (H&M, Zara)
- Department store (David Jones)
- Online marketplace (The Iconic, ASOS)

Some news about global fashion industry

The recent U.S. tariff implementation in April 2025 will affect clothing prices in Australian markets including Wollongong (**Andersen, 2024**). The Australian baseline tariff rate of 10% does not significantly affect the country but the worldwide trade disturbances will create indirect impacts on Australian consumers(**Courier Mail, 2024**).

The price of clothing items throughout Australia will likely increase because of these tariffs. The prices of essential clothing items including T-shirts, dresses, socks and sneakers will increase because of these tariffs(**Financial World, 2024**). Students and Wollongong residents with limited financial means will face increasing difficulties when buying new clothes because of these price increases.

The current economic situation makes clothing rental an affordable solution for people who need fashionable options. Clothing rental services enable customers to try different outfits through rentals instead of buying them directly. The clothing rental trend provides students and budget-conscious consumers with an ideal solution to get necessary attire for events while avoiding expensive purchases.

The clothing rental trend supports sustainable fashion by encouraging people to reuse their garments while decreasing textile waste (**Waste Management Review, 2024**). The rising clothing prices because of international tariffs and supply chain disruptions make rental options an attractive choice for people in Wollongong and other areas to stay fashionable while protecting their financial

Design methodology

The development of Fitsera will be directed by the agile SCRUM method, which supports recurring progress, adaptive plan and continuous user and stakeholder response. This approach is ideal for a dynamic project like Fitsera, where requirements may develop due to user testing and integration of advanced AI feature(**Atlassian, n.d.**)s. The scrum allows the team to increase a working product, which begins with the most essential functionality and gradually combines an increase in the response to the actual world input.

Project will follow four major development stages:

1. *Search and planning*

   This phase focuses on user research, personality, collecting requirements, priority, and UI/UX design. Wireframes and prototypes will be made to validate initial ideas.

2. *Platform development*

   Core features such as account management, inventory handling, rent processing, payment, and administrator dashboard will be implemented. This ensures that the original rental functionality is quickly used in the process.

3. *AI feature implementation*

   AI-run features will be trained, tested and integrated.

4. *Refinement*

   This final stage includes user acceptance testing (UAT), performance tuning, safety review, bug fixing, and production perfection.

Each sprint will extend for one week, including sprint planning, daily stand-up, active development, sprint reviews and retrospectives. This ensures that the team remains aligned, quickly identifies the blockers, and makes it suited to change.

DEVELOPMENT ENVIRONMENT

Frontend technologies

- Framework: React.js with TypeScript
- Styling: Styled components and tailwind CSS
- UI Component library: Material UI
- Testing: Jest and React Testing Library

Backend technologies

- Runtime environment: Node.js
- API framework: Express.js
- Authentication: JWT and OAuth 2.0

Database

- Primary database: PostgreSQL
- Image Storage: Amazon S3
- Caching: Redis
- Search functionality: Elasticsearch

AI integration

- Machine learning framework: TensorFlow
- Recommendation system: Custom-built collaborative filtering model

Development tools

- IDE: Visual Studio Code
- Version control: Git with GitHub
- CI/CD: GitHub actions
- Project management: Jira
- Documentation: Confluence
- Communication: Discord

DEPLOYMENT ENVIRONMENT

Hosting solution

- Web application: AWS elastic beanstalk
- Database: AWS RDS for PostgreSQL
- AI Services: AWS Sagemaker
- Static Content: AWS CloudFront CDN
- Storage: AWS s3

Scalability

- Containerization using Docker for consistent deployment
- Horizontal scaling for web servers during peak times
- Database read replicates for performance optimization
- Serverless functions for specific Ai processing tasks
- Caching strategy for frequently accessed data
- CDN implementation for static assets.

Security

- SSL/TLS encryption for all data in transit
- Data encryption at rest
- Regular security audits and penetration testing
- OWASP security best practices
- Regular dependency vulnerability scanning
- Role-based access control
- PCI DSS compliance for payment processing
- GDPR and Australian Privacy Principles compliance

Backup and disaster recovery

- Automated daily database backups

- Comprehensive disaster recovery plan
- Regular recovery testing procedures
- 99.9% uptime SLA target

Monitoring and maintenance

- Application performance monitoring using New Relic
- Error tracking with Sentry
- Regular maintenance windows
- Continuous integration/continuous deployment pipeline

Tools and Technologies

Development Framework and Libraries

- React.js for interactive user interfaces
- Java Spring Boot for backend API development
- Redux for state management
- Material UI for consistent component design

AI Technologies for virtual try-on

- TensorFlow.js for line-side model execution
- Body segmentation algorithms
- Pose estimation using PoseNet
- Garment draping simulation
- Cloth physics models
- WebGL for 3D rendering
- Custom GANs

AI Recommendation System

- Collaborative filtering algorithms
- Content-based filtering
- Hybrid recommendations approach
- User preference modelling
- Colour and style compatibility algorithms
- Trending items analysis

Payment

- Stripe integration for secure payments
- PayPal as alternative payment option
- Refund and deposit management

- Rental insurance options
- Late return fee processing
- Gift card functionality

Inventory Management

- Barcode/QR code integration for physical inventory
- Garment condition tracking
- Cleaning and maintenance scheduling
- Availability calendar
- Rental duration management
- Size and fit database
- Inventory analytics and projections

Analytics and reporting

- Google analytics for web traffic analysis
- User behaviour tracking
- Conversion funnel analysis
- Sustainability impact calculations

REQUIREMENTS ANALYSIS

I. Functional requirements

I.1 Base requirements (must have)

1. Account management

· *User registration with email/password and social login options*

The system allows new users to register using an email and password combination. To quickly create an account, users can also sign up through social login providers like Google or Facebook. This option improves the user experience, offering security and convenience.

· *User authentication system with secure login*

A secure login system is applied to ensure that only authorized users can access their accounts. This provides protection against brute-force attacks. Session-based mechanisms will keep user sessions safe.

· *Profile creation and management (name, contact information)*

After successfully creating an account, users can modify their personal profile information, including full name, and email address and phone number.

· *Password reset flows via email*

Users can handle a password reset process by inserting their email address. A link will be sent, allowing them to create a new password safely. This helps ensure account recovery.

· *Email verification processes for new accounts*

After registration, an email with a check link is sent to the user input box to confirm the authenticity of the email address. This step is compulsory before accessing the entire range of resources of the platform.

· *Address and payment information storage*

Users can store shipping addresses and charge methods in settings. This fastens checkouts and consistent delivery statistics.

2. Catalog management

· *Comprehensive dress listings with structured data (designer, style)*

Every dress in the catalog is listed with data of design maker, style, occasion for filtering and analytics.

- *Multiple image views per dress (front, back)*

  This function facilitates users to check the layout before renting by providing different angles of photo shots.

- *Size availability indicator*

  A size availability machine is implemented for each dress, showing which sizes are currently in inventory. If a selected size is out of stock, it will display the label “out of stock”.

- *Advanced search with multiple filters (size, colour, style, occasion, price range)*

  Users can apply filters for finding a product that matches their desired size, colour, price range, event. This helps users locate applicable clothes quickly.

- *Sorting option (price low to high, high to low, newest, popular)*

  The catalog can be sorted based on consumer preferences such as fee (ascending/descending), most up-to-date arrivals, and popularity. These options help tailor the surfing revel into the consumer's shopping style.

3. Rental Management

- *Calendar-based date selection for rental period*

  Users can choose their desired rental period using a calendar interface. The calendar dynamically shows availability and disables dates where the object is already booked.

- *Real-time availability checking*

  When a consumer selects a dress and date, the gadget assessments its availability in actual time. This ensures that no double-booking takes place and provides accurate stock management.

- *Multiple rental duration options*

  Users can pick out one of a kind rental intervals relying on their wishes. Pricing updates for this reason based on the chosen duration.

- *Deposit amount display and explanation*

  For higher-fee objects, a refundable deposit may be required. The platform shows the deposit quantity and provides a proof of the situation for refund.

- *Order confirmation via email or SMS*

  After completing rental, users obtain a confirmation message through e-mail or SMS.

- *Order history and current rental status*

Users can view their past and current rentals in a committed segment. Each access consists of the dress, rental dates, fee information, and status (pending, shipped, returned).

- *Return process instructions*

  Once the rental period ends, users are received detailed return instructions through their account. Instructions can also encompass packaging hints and drop-off or pickup details.

- *Cancellation options*

  Users can cancel a rental with specific conditions defined in the cancellation policy. The device will automatically process eligible refunds.

4. Payment handling

- *Process Credit Card*

  The platform integrates with fee gateways to permit customers to pay using credit card. All transactions are encrypted and processed in actual time. Card information can be saved securely for future use with user's approval.

- *PayPal Integration*

  Users have the option to pay using PayPal for added flexibility and security.

- *Generate receipt*

  After completing a bill, a digital receipt is automatically generated and sent to the user's email. The receipt includes rented items, duration, taxes, total amount.

- *View Payment History*

  Users can access a record of all past payments through the account dashboard. Each record has a transaction ID, payment method, date, price.

5. Admin dashboard

- *Inventory management tools (add, edit, remove items)*

  Inventory can be updated by admin. Admin can add new clothes, add details (size availability, pricing) or remove the old items. Due to this, the catalog is updated and maintained accurately.

- *Order processing dashboard (new, confirmed, shipped, delivered, returned)*

  Admins can see and manage the orders of rent by status. Each stage (new, confirmed, ship, returned) is tracked with timestamp and user information to enable smooth logistics handling.

- *User management interface*

Users can see, edit or deactivate when needed. This includes the ability to assist with password reset, update user details or manage disputes and complaints.

- *Analytics data collection*

  The administrator dashboard provides analytics on user activity, most rented goods, revenue and trends. It helps in commercial decision making, inventory plan and marketing efforts.

6. Regular recommendations

- *Related item suggestions*

  When viewing a dress, users can see a list of similar objects based on fashion, colour, or event. This feature encourages continued consideration of other products and increases rental rates.

- *Popular items showcase*

  A section at the homepage or in the catalog highlights clothes which can be trending or regularly rented. These are updated primarily based on rental records and consumer interactions.

- *Occasion-based dress recommendations*

  Users get suggested options for specific occasions. These recommendations can be filtered through season or trending colorations.

7. Logistics management

- *Select shipping option*

  During checkout, users can choose between standard and express shipping services, every with estimated shipping time and related costs. This allows flexibility depending on urgency.

- *Tracking status*

  Once shipped, users will be able to keep track of their product status in real-time. There are some notifications sent through email or SMS in key progress such as shipped, out for delivery).

- *Late return detection and notification*

  The system automatically detects whether a dress has been returned by the due date or not. Users are notified via email or SMS and might charge for late return.

I.2 Nice to have requirements

1. Loyalty program

- *Points system for rentals*

  Users will earn points whenever they rent a product or perform an activity like writing feedback. These points could be used for discounts, encouraging users to rent again.

- *Referral program with tracking*

  A unique referral code is generated for every consumer to share with pals. When a new person signs up to use this code and completes their first rental, each party gets a hold of advantages (cut price or bonus factors). The device tracks referrals and rewards, therefore.

- *Birthday rewards (automation)*

  Users get a special gift on their birthday. It could be rental points or one-time discounts for renting. This creates a sense of personalization and helps increase user retention.

2. Advanced AI style recommendations

- *Trending items identifications*

  An AI engine analyses rental trends, seasonality, and user preference to highlight items. These products are displayed in a dedicated area to increase reach and conversion.

- *Occasion-specific recommendations*

  Based on upcoming events like vacations or wedding season, the AI system will recommend suitable outfits. These pointers are based on the user's preferences and rental history.

- *Personalized style profile creation*

  Users can answer a number of style related questions or allow AI to learn from their activity on the platform to build a personal fashion profile, which will be used to provide more relevant product recommendations.

3. User Experience

- *Review and rating system*

  After returning rental items, users can rate the product and leave reviews. These help other users, who are considering the same product, can make better decisions.

- *Wishlist functionality*

Users can save dresses to their Wishlist to rent in the future. This feature makes it easy for users to come back and continue to consider their rental. Also, this personalizes the product browsing experience.

4. Additional services

- *Extend user's rental period requests*

  Users can request to extend their rental period directly from their account, subject to product availability. Renewal fees are calculated dynamically, and new return instructions will be sent when the request is approved.

5. Business expansion

- *Peer-to-peer rental listings and management*

  Users can post their own dresses for rent through a verification process. The platform provides tools to manage availability, rental prices, and communication, helping to form a hybrid marketplace.

- *Subscription management*

  Users can sign up for monthly or seasonal subscriptions, which include a set number of rentals at a discounted price. These subscriptions come with benefits such as free shipping, exclusive discounts.

I.3 Stretch goals

1. AR/VR Integration

· *Virtual dressing room environment*

Using augmented reality (AR) technology, users can visualize how the dress will look on their body through their webcam. This immersive experience increases confidence when choosing rental clothes, simulating the feeling of trying on clothes in a store

· *Virtual stylist interface*

The AI-powered virtual stylist can converse via text to suggest dresses that suit the user's taste, body type, and upcoming event. This feature creates a personalized and fun shopping experience, helping users make faster decisions.

· *3D garment modelling*

The dresses are scanned and rendered in detailed 3D, allowing users to view them from every angle, zoom in for details, and observe the movement of the materials. This enhances the virtual showroom experience and gives users a better understanding of the design and quality of each product.

2. Advanced AI

· *Trend prediction engine*

A machine learning model analyses rental data, social media trends, seasonality, and user behaviour to predict which styles or products will be popular in the future. These predictions help optimize inventory planning and support proactive marketing campaigns.

· *Outfit generation*

AI automatically generates complete outfit suggestions by pairing dresses with matching accessories, shoes, and jackets. Users can follow, customize, or save these outfits.

II. Non-Functional Requirements

1.Security

- *PCI DSS compliance for payment information*

  It is crucial for the platform to adhere to the Payment Card Industry Data Security Standard (PCI DSS) to guarantee the safe handling of credit card details. This means limiting access to sensitive data, using encryption, and regularly testing payment systems to ward off fraud and data breaches.

- *GDPR and local data privacy compliance*

  The platform must follow the General Data Protection Regulation (GDPR). Users should have the right to manage their own data, which is collected and stored in a secure way.

- *Password strength requirements (at least eight characters)*

  To boost account security, user passwords need to meet certain strength criteria. A password created should be at least 8 characters long with a mix of special characters to be a strong password.

- *Data encryption*

  We take user’s privacy seriously. Password, payment details, and personal data, is encrypted both when it is stored and while it is being transmitted.

- *Secure password storage*

  We store the user's password in a hashed and salted format, which means that our system administrators cannot see the original passwords.

- *Secure password reset*

  When users forget their password, they might go through multi-factor authentication to reset the password. This way, only users can make changes to their account, adding an extra layer of security.

2. Performance

- *Fast page loading*

  Three seconds loading average time is aimed to increase user’s satisfaction by seamlessly browsing experience.

- *Responsive search functionality*

  The search feature needs to deliver results within 1 second of a user's query, even with a large catalog.

- *Smooth checkout process*

  The checkout process might be created simply and optimally to easily follow.

- *Real-time availability updates*

  The real-time updates might be provided for checking availability. This helps prevent the risk of overbooking and double booking.

3. Usability

- *Intuitive navigation*

  A clear navigation path consisting of menu, buttons, links should be created.

- *Clear pricing display*

  Users should have no trouble understanding the total price before they finalize their order. Users are able to see each price for each item clearly.

- *Accessible interface (WCAG compliance)*

  The platform should adhere to the Web Content Accessibility Guidelines (WCAG) 2.1 to ensure that users with disabilities can easily navigate and interact with the website or app.

4. Reliability

- *99.9% uptime*

  The platform must maintain an impressive 99.9% uptime, ensuring that customers can access the website with no interruptions.

- *Accurate inventory tracking*

  It is crucial that inventory information is updated in real time to prevent overselling or showing items that are not available.

- *Consistent order processing*

  The order processing system needs to perform reliably, even under varying traffic loads. Orders should be processed smoothly from payment to delivery, with no risk of lost or incomplete orders, regardless of system demand.

- *Data backup and recovery*

  All user data, including transactions and profiles, should be backed up regularly. In case of a failure, the system must be able to restore the latest backup within a set recovery time objective (RTO).

5. Scalability

- *Support for at least 100 concurrent catalog users*

  The platform should be able to handle at least 100 users active at the same time. To manage increased traffic, load balancing and horizontal scaling can be utilized.

- *Support for peak traffic*

  The system needs to effectively manage traffic spikes, especially during holidays or promotional events.

- *Horizontal scaling capabilities for microservices*

  The backend architecture should support horizontal scaling, particularly for microservices.

6. Compliance and Legal

- *Terms of service and privacy policy implementation*

  The platform will provide users with Terms of Service and a Privacy Policy, which should be readily available during the account setup process. These documents will outline user rights, the platform's responsibilities, and data protection policies.

- *Payment processor compliance*

  The payment processor integrated into the platform must adhere to relevant financial regulations, including PCI-DSS and local payment laws. This ensures that all financial transactions are secure and compliant with the law.

- *Marketing consent management*

  Users should be asked for their consent before receiving any marketing communications, and they should have the option to opt-out at any time. All marketing practices must comply with data protection regulations, such as GDPR.

- *Shipping regulations compliance*

  The platform will ensure that shipping methods and costs align with local regulations regarding delivery restrictions, taxes, and customs duties. This guarantees smooth international transactions and helps avoid potential legal issues.

User Story

Account management

1. As a new user, I want to sign up with my email and password, so that I can create an account and get admission to the platform.

2. As a user, I want to log in to a website using my email/password or social media accounts like Google, Facebook for quick access.

3. As a user, I want to reset my password through email whether I forgot it, so that I can recover my account.

4. As a user, I want to modify my profiles including name, contact information, so that I can manage my personal information.

Catalog Management

1. As a user, I want to filter dresses by designer and occasion, so that I can look for suitable selections for specific events.

2. As a user, I want to see multiple images including the front and back side for each dress, so that I can visibly assess it from different angles.

3. As a user, I want to be able to filter dresses by size, colour, style, occasion, and price, so that I can quickly find my desired products.

4. As a user, I want to sort dresses by price, popularity, or newest arrivals, so that I can select dresses based on my priority.

Rental Management

1. As a user, I want to select the rental dates, so that I can select time to rent, duration, time to return.

2. As a user, I want to see whether a dress is available for my desired dates, so that I will not rent unavailable items.

3. As a user, I want to confirm my rental, so that I can see the total prices before renting.

4. As a user, I want to receive an order confirmation via email, so that I make sure that my renal has been processed successfully.

5. As a user, I want to see my rental history, so that I can keep track of my rentals and their statuses.

Return Process

1. As a user, I want a detailed instruction about how to return my rental, so that I can follow the correct procedure.

2. As a user, I want to have the ability to cancel my rental order, so that I can make a change before the order is confirmed.

Payment Process

1. As a user, I want to pay for my rental using credit card or PayPal, so that I can choose the payment method which is convenient for me.

2. As a user, I want to receive a digital receipt after my payment, so that I have a record of the transaction.

3. As a user, I want to have an option to view my payment history, so that I can track my previous transactions.

Admin Dashboard

1. As an admin, I want to view orders in different stages including new, confirmed, shipped, delivered, returned items, so that I can efficiently manage customer orders.

2. As an admin, I want to track the status of each order, so that I can ensure timely fulfillment and resolve any issues.

3. As an admin, I want to view and manage user accounts, so that I can support deactivating accounts or users who forgot their password.

Recommendations

1. As a user, I want to see related items while browsing a dress, so that I can discover more options that match my style.

2. As a user, I want to see a list of popular items on the homepage, so that I can quickly find the most rented dresses.

3. As a user, I want to receive dress recommendations tailored to specific occasions, so that I can easily find the perfect outfit for my event.

Loyalty program

1. As a user, I want to earn points for renting dresses and performing actions like writing reviews, so that I can redeem them for future discounts.

2. As a user, I want to refer my friends and earn rewards, so that I can receive benefits when they sign up and make their first rental.

Logistics Management

1. As a user, I want to choose between standard and express shipping options during checkout, so that I can choose fast and normal shipping choices regarding my needs.

2. As a user, I want to receive a notification if I am late returning the dress, so that I can avoid dishonour and penalty charges.

Conclusion

Fitsera is redefining fashion consumption by dealing with environmental issues. We are combining a practical rental platform with the latest AI technology to provide a wonderful user experience that promotes permanent fashion options.

Our development strategy firstly focuses on core features, while also paving the way for advanced functionalities that will highlight the Fitsera in the market. With a phased rollout plan, we are constructing a strong foundation before diving into more complex AI aspects, while making the necessary adjustments on the way, keeping the door open for regular response from the stakeholders in all ways.

The requirements kept in this document serve as a wide guide for our development process, but we also remain adaptable to the market responses. We believe that Fitsera can revolutionize how women in Wollongong use fashion, while all have a positive effect on the environment. We should ask for your review and approval of specifications of these requirements so that we can proceed with the development phase of the project.

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GLOSSARY

AR (Augmented Reality): Technology that superimposes computer-generated images on a user’s view of the real world.

Circular Economy: An economic system aimed at eliminating waste and continually reusing resources.

Fast fashion: Inexperience clothing produced rapidly by mass-market retailers in response to the latest trends.

UI (User Interface): The space where interactions between humans and machines occur.

UX (User Experience): A person’s emotions and attitudes about using a particular product, system, service.

Virtual Try-On: Technology that allows users to see how clothing items would look on them without physically trying them on

APPENDICES

Role Table

Role	Student Name	Student ID	Responsibilities	Contribution
Project Manager	Quoc Huy Vu	7848298	Oversee everyone's workflow, assign tickets and coordinate the team.	100%
Software Developer (Frontend)	Vinh Ky Bui	7830397	Build user interface	90%
Software Developer (Backend)	Thanh Dat Nguyen	8699057	Write API logics, setup database, fine tune and implement chatbot.	100%
CI/CD & QA Engineer	Sean Sandison	8019022	Setup Github Actions and repository, design test cases and deploy pipeline.	100%
Business Analyst	Irwin Wong Kah Hoe	9637801	Write documentation, gather business requirements.	100%
UX/UI Designer	Jisto Jolly	7864164	Design interface and interaction.	100%

Meeting Agenda and minute

Week 6

Name	**Quoc Huy**	**Thanh Dat**	**Jisto**	**Irwin**	**Vinh Ky**	**Sean**	
	P	**P**	**P**	**P**	**P**	**P**	**Present or away**
	60	**60**	**60**	**60**	**60**	**60**	**Minutes attended**
	100%	**100%**	**100%**	**100%**	**100%**	**100%**	**Percentage attended**
	60	60	60	60	60	60	**Total duration**
13/4/2025							**notes**

Agenda

Online meeting on discord with voice chat on 13th April 2025

This week, we start to work on document. We discussed about requirements analysis and split the documentation work for everyone. At the end of the meeting, the leader assigned writing work for everyone.

Sean did not join the group meeting.

Week 7

Name	**Quoc Huy**	**Thanh Dat**	**Jisto**	**Irwin**	**Vinh Ky**	**Sean**	
	P	A	A	P	A	A	**Present or away**
	60	0	0	**60**	0	0	**Minutes attended**
	100%	**0%**	**0%**	**0%**	**0%**	**0%**	**Percentage attended**
	60	0	0	60	0	0	**Total duration**
23/4/2025		No reason	approved		No reason	No reason	**Notes**

Agenda

Online meeting on discord with voice chat on 23rd April 2025

There are only 2 members attended. We were talking about documentation work. Irwin showed his work on target market analysis, introduction.

Week 8

Name	**Quoc Huy**	**Thanh Dat**	**Jisto**	**Irwin**	**Vinh Ky**	**Sean**	
	P	**P**	**P**	**P**	A	**P**	**Present or away**
	60	**60**	**60**	**60**	0	**60**	**Minutes attended**
	100%	**100%**	**100%**	**100%**	**0%**	**100%**	**Percentage attended**
	60	60	60	60	0	60	**Total duration**
4/5/2025					No reason		**notes**

Agenda

Online meeting on discord with voice chat on 4th May 2025

All team members showed final work and had a short explanation about their work.