Printing Ordering System
Software Requirement Specification (SRS)

SEMESTER MARCH-AUGUST 2025

GROUP: KCDCS1104C

NUR ALLYA BINTI MOHAMAD, 2023879826
NUR IZZATIL HUSNA BINTI E.A.AHMAD HUSNI, 2023696744
JAMILAH HAMIDAH BINTI SAMSUDIN, 2023831374
MUHAMMAD SAFWAN BIN OMAR, 2023893378

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad Nur Izzatil Husna binti E.A.Ahmad Husni Jamilah Hamidah binti Samsudin Muhammad Safwan bin Omar	

Table of Contents

Table 1.1 Revision History

Name	Date	Reason For Changes	Version
<name>	<dd/mm/yyyy>	<reason to change the documentation contents>	<x.x>

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad Nur Izzatil Husna binti E.A.Ahmad Husni Jamilah Hamidah binti Samsudin Muhammad Safwan bin Omar	

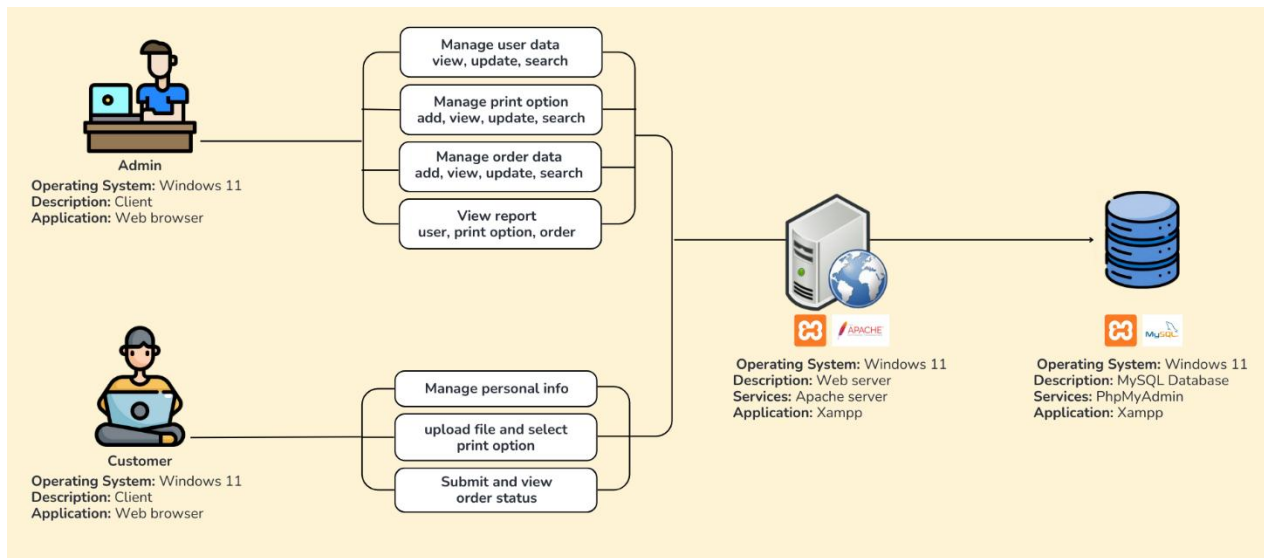# 1. Overall Description

1.1 Product Perspective

Figure 1. Overview of system components and interactions

The Printing Ordering System consists of several key components that work together seamlessly. Customers interact with the system through a web browser, where they can register, upload files, submit orders, and check their order status. Admins have access to manage users, update orders, and generate reports, ensuring smooth operations. The web server plays a crucial role by running PHP scripts to process requests, handle file uploads, and establish connections with the database server. The database server acts as the backbone of the system, storing essential data such as user information, orders, and print options, enabling efficient management and retrieval of records.

CDCS110 2025

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad
Nur Izzatil Husna binti E.A.Ahmad Husni
Jamilah Hamidah binti Samsudin
Muhammad Safwan bin Omar	

1.2 Product Functions

The Order Management System provides distinct functions for two primary user groups which are regular users and staff members. These functions ensure that users can interact with the system in a streamlined and secure manner. The system's major functionalities are outlined below:

For Regular Users

Register for an account.

- Log in and log out securely.
- Access a personalized dashboard upon login.
- Place new orders by filling out a form with necessary details.
- View a list of previously placed orders along with their statuses.

For Staff

- Log in and log out securely via a dedicated interface.
- Access a dashboard listing all submitted orders by users.
- View detailed information about each order.
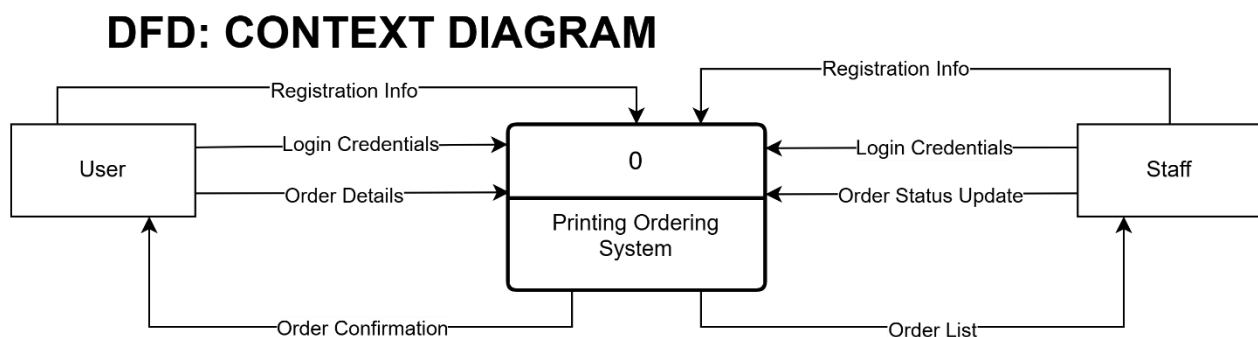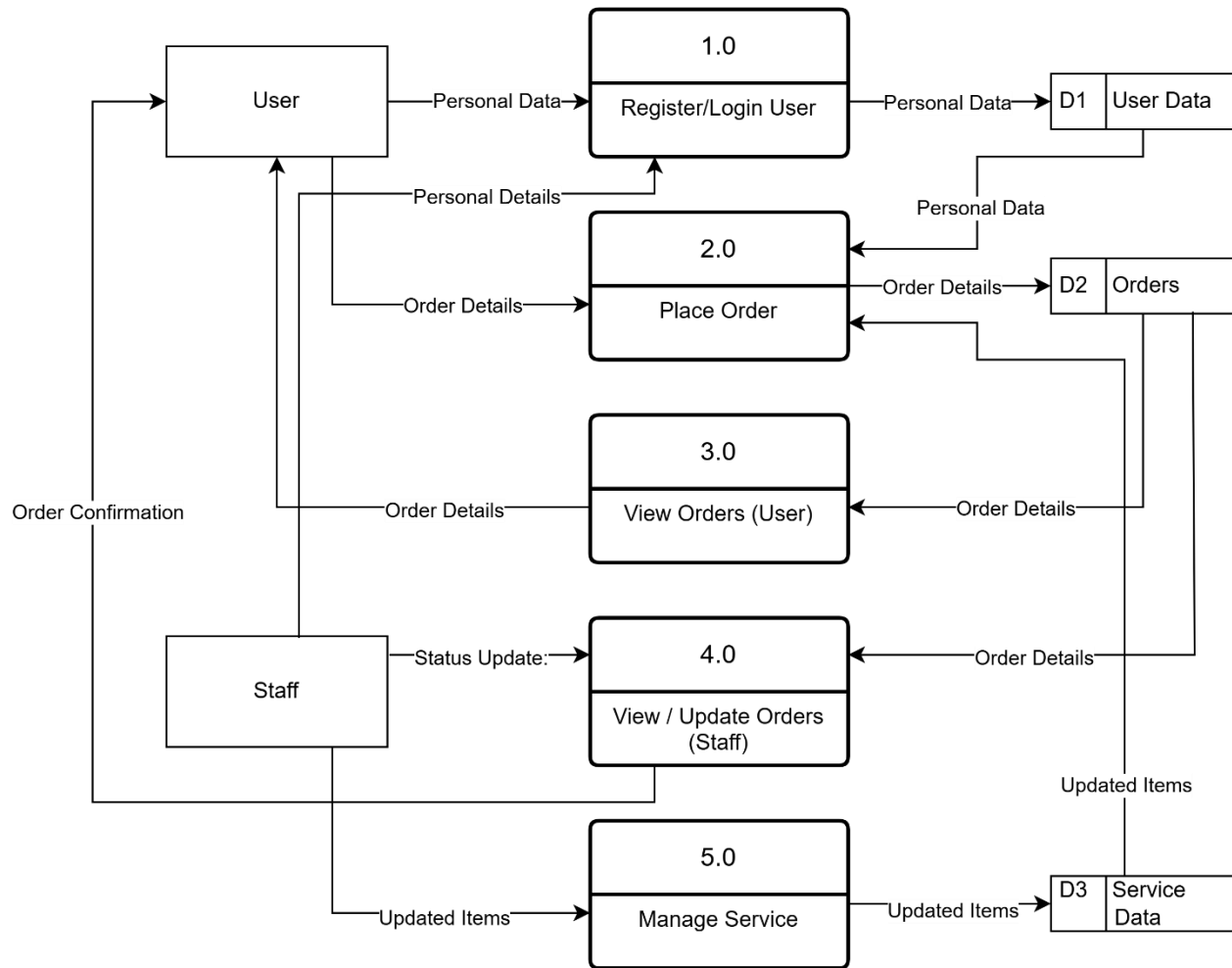- Update the status of any order (e.g., Pending, Processed, Completed).

DFD: CONTEXT DIAGRAM

Figure 2. Context Diagram for Printing Ordering System

CDCS110 2025

DFD: DIAGRAM 0

Figure 3. Diagram 0 for Printing Ordering System

1.3 User Characteristics

The system is designed to accommodate two primary types of users, which are regular users and staff members. Regular users, also referred to as customers, are individuals who interact with the platform to place orders. These users are expected to have only basic computer literacy, such as the ability to navigate web pages and input data into forms. They are provided with a simple and intuitive interface to register, log in, submit orders, and track the status of those orders. Staff members, on the other hand, serve as the administrative users of the system. Their responsibilities include reviewing all user-submitted orders and updating their statuses. Staff users are expected to have moderate experience with web interfaces, though no programming knowledge is necessary. The system ensures that regular users and staff members are granted different access privileges, with staff having elevated rights to modify order information. Additional stakeholders may include instructors or supervisors reviewing the project, who will focus more on system performance, usability, and adherence to requirements, as well as future developers or maintainers who may need to understand the application structure for enhancement or debugging purposes.

1.4 Operating Environment

The system will operate within a web-based environment accessible through any modern web browser, such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari. It is developed using standard web technologies including HTML, CSS, PHP, and MySQL, making it highly compatible across platforms. The backend is powered by PHP running on a server that supports the LAMP (Linux, Apache, MySQL, PHP) stack. Users can access the system on a wide range of devices, including desktops, laptops, tablets, and smartphones, provided they have an active internet connection and a supported browser. The system has been tested and optimized for responsive design, ensuring usability across different screen sizes.

1.5 General Constraints

The development and deployment of the system are subject to several constraints that must be considered. First, the system relies on the LAMP stack, which means it must remain compatible with PHP and MySQL versions supported by the host. Additionally, any third-party libraries or components used must be open-source or free to use to align with budgetary constraints. Security is

also a key concern; as the system handles login credentials and user data, it must implement basic security features such as input validation, password hashing, and session management. Compliance with web standards and accessibility guidelines is recommended but not enforced due to the project's educational nature. Lastly, browser compatibility must be maintained, ensuring users can interact with the system using widely adopted modern browsers without relying on proprietary plugins or extensions.

1.6 References

Guideline writing SRS Document: https://www.perforce.com/blog/alm/how-write-software-requirements-specification-srs-document

PHP Official Documentation: https://www.php.net/manual/en/

MySQL 8.4 Reference Manual: https://dev.mysql.com/doc/refman/8.4/en/

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad	
Nur Izzatil Husna binti E.A.Ahmad Husni	
Jamilah Hamidah binti Samsudin	
Muhammad Safwan bin Omar	

2. External Interface Requirements

2.1 User Interfaces

We have designed the software with simple and easy to understand interfaces to ensure a smooth experience for all users. The interface features a clean layout with organized sections, making it easy for users to find the functions they need quickly. Each interface is built to support specific tasks, ensuring that users can upload files, track orders and manage printing requests easily and efficiently.
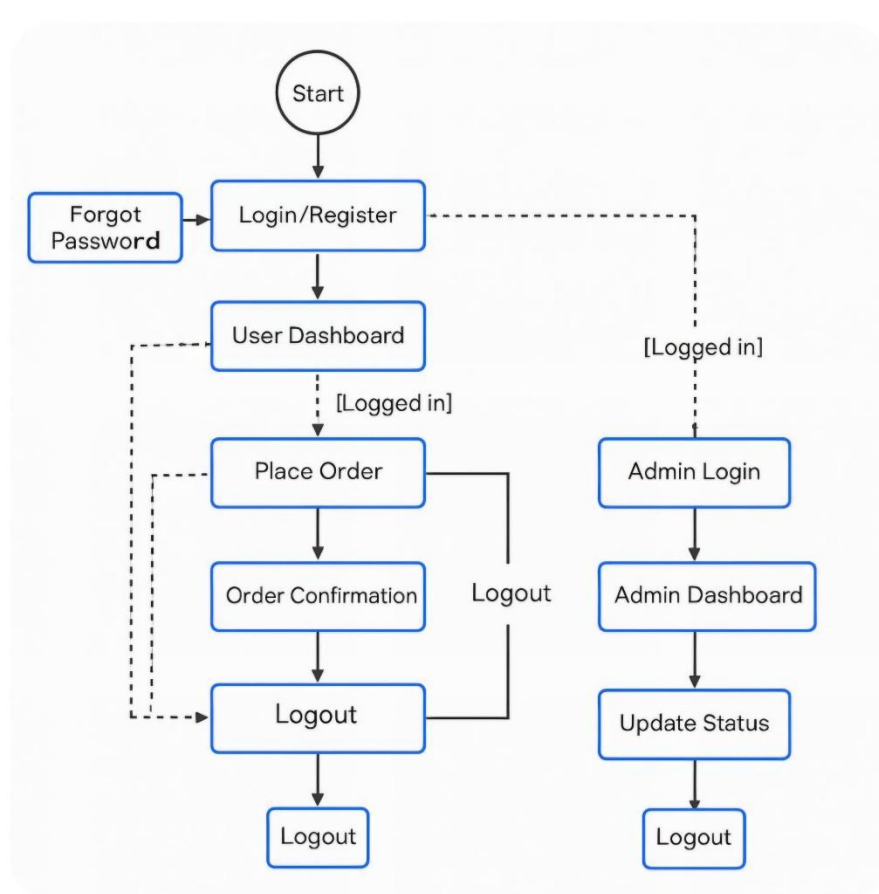
Figure 4.1: UI Flow Diagram

1) Home page

The home page provides a clear and welcoming introduction to the Serumpun Niaga website. It features easy navigation menus, quick links to place orders or track status. The layout is designed for fast access and a smooth user experience.

For the menu we provide: Home button, service button, login button and register button.
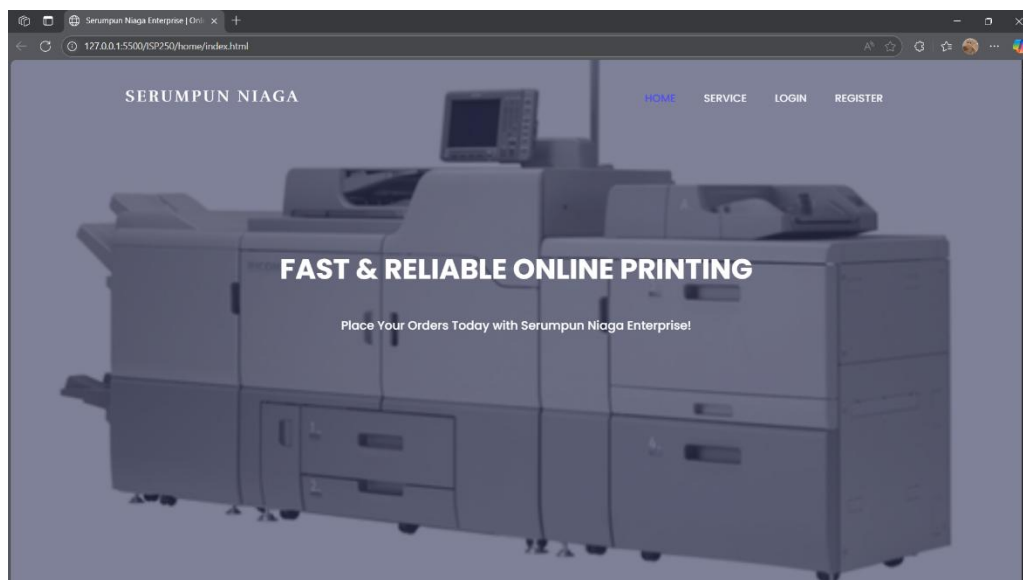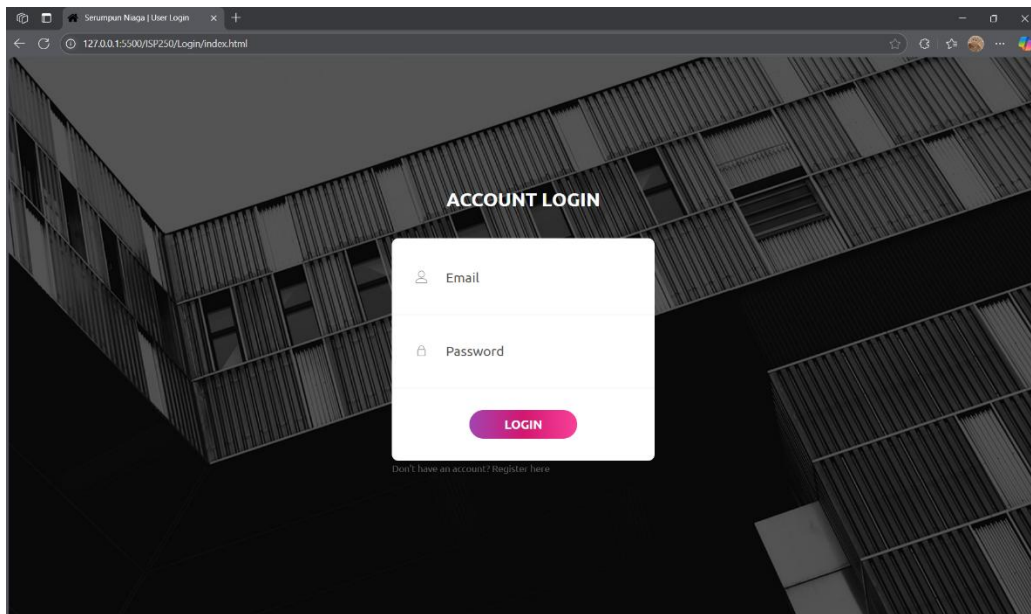

Figure 4.2: Home Page

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad Nur Izzatil Husna binti E.A.Ahmad Husni Jamilah Hamidah binti Samsudin Muhammad Safwan bin Omar	

2) Service page

The service page outlines the printing options available. It provides clear details about the ordering process and any limitations, helping users understand what services they can expect from the system.

Figure 4.3: Service Page

3) Register page

The register page allows new users to create an account by providing their basic details. The process is quick and straightforward, enabling users to start placing printing orders easily once registered.

Figure 4.3: Register Page

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad Nur Izzatil Husna binti E.A.Ahmad Husni Jamilah Hamidah binti Samsudin Muhammad Safwan bin Omar	

4) Login page

The Login page lets existing users securely access their accounts by entering their username and password. It provides a straightforward way to start using the printing ordering system and manage orders.

Figure 4.5: Login Page

CDCS110 2025

5) Dashboard Admin

The admin dashboard provides staff with an overview of all incoming printing orders. It allows administrators to manage orders by viewing details, downloading files, updating order status and tracking progress efficiently.
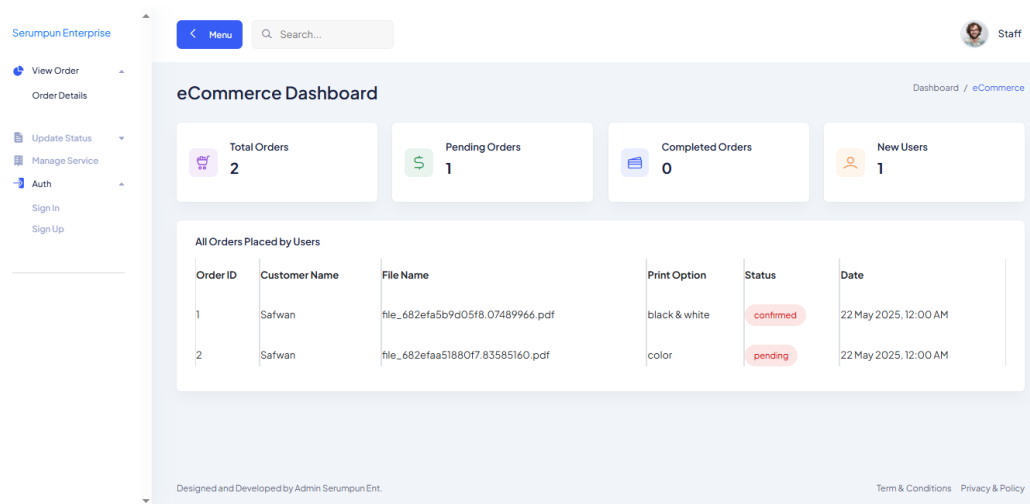
Figure 4.6: Dashboard Admin

6) Update Status

The update status page allows administrators to change the status of each printing order (e.g., confirm, pending, completed).
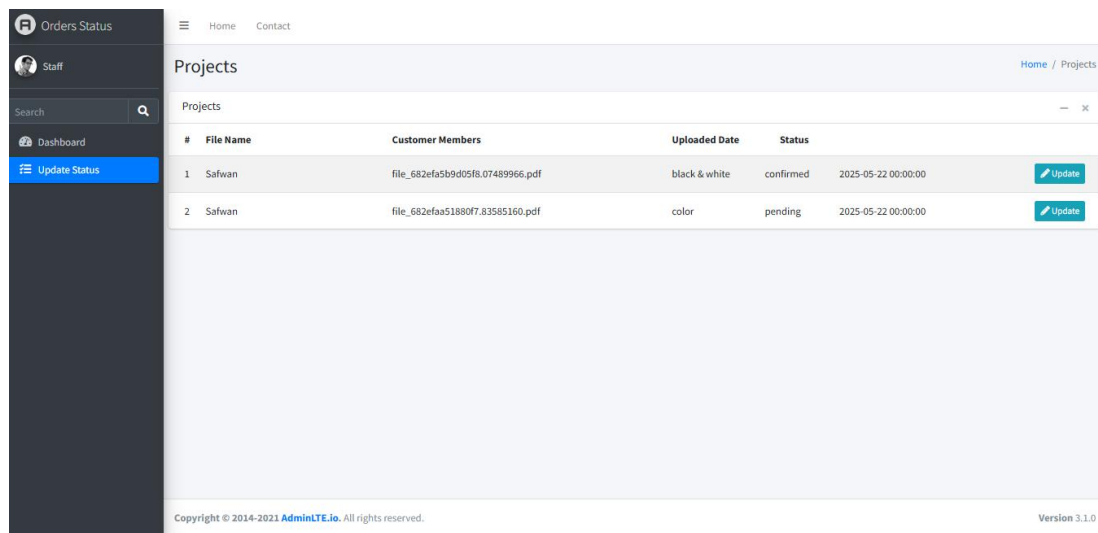

Figure 4.7: Update Status Page

CDCS110 2025

7) Manage Service

The manage service page enables administrators to add, edit, or remove available printing services. This includes managing options like paper types, color preferences and pricing. Ensuring the system reflects current services offered to users.
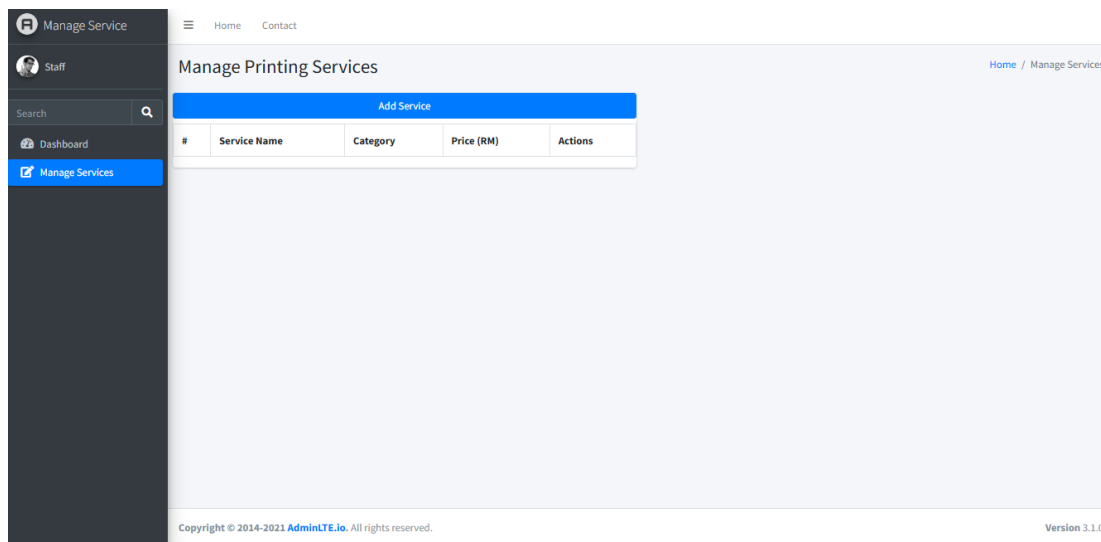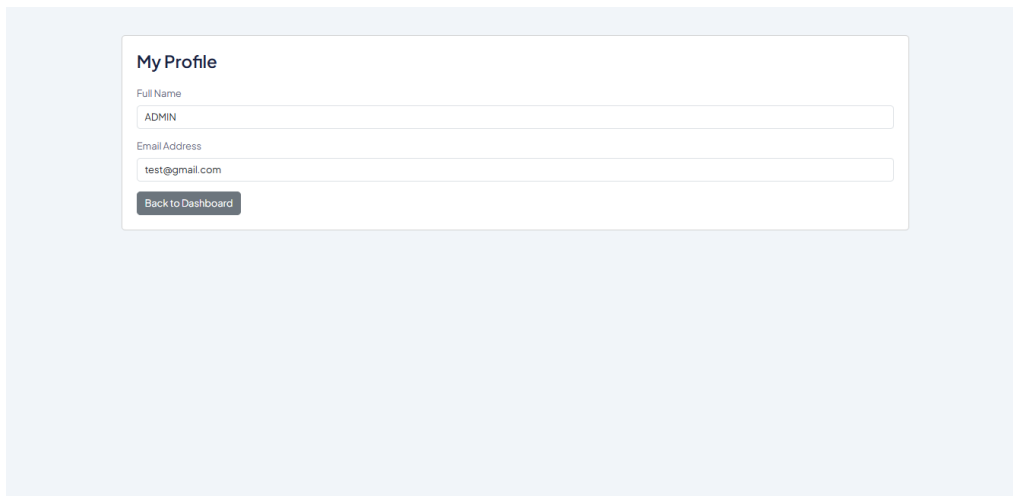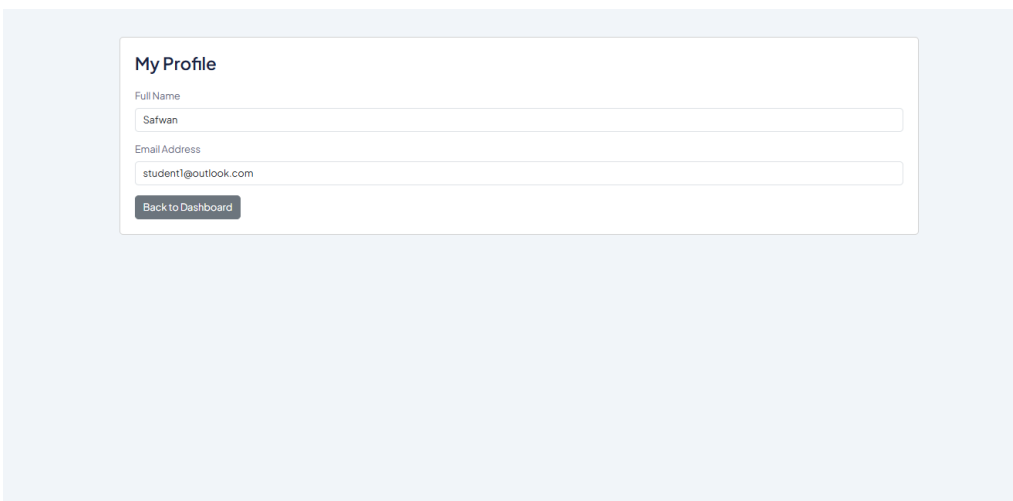

Figure 4.8: Manage Service Page

CDCS110 2025

8) View Profile

This page allows both customers and staff to view their profile details, including their full name and email address. It provides a simple way for users to verify their account information within the system, ensuring accuracy and ease of access for future interactions.

Figure 4.9: Admin Profile Page

Figure 4.10: Customer Profile Page

9) User Dashboard

The User Dashboard is where customers manage their printing orders. They can upload files, select printing preferences, place orders, and check their status. The page also provides access to their profile and a logout option for secure exit, ensuring a simple and efficient experience.
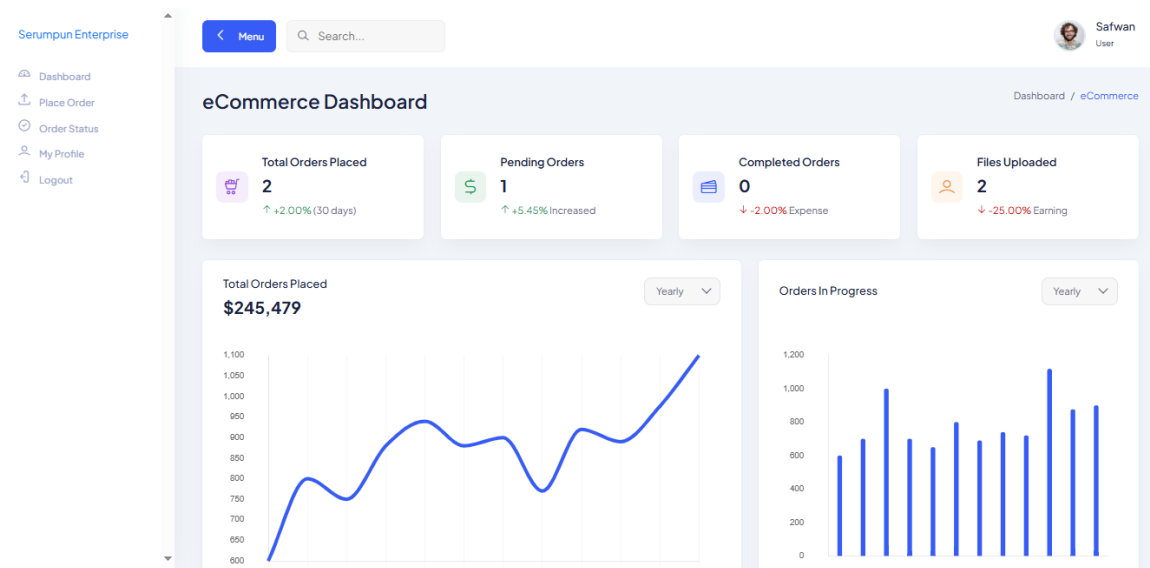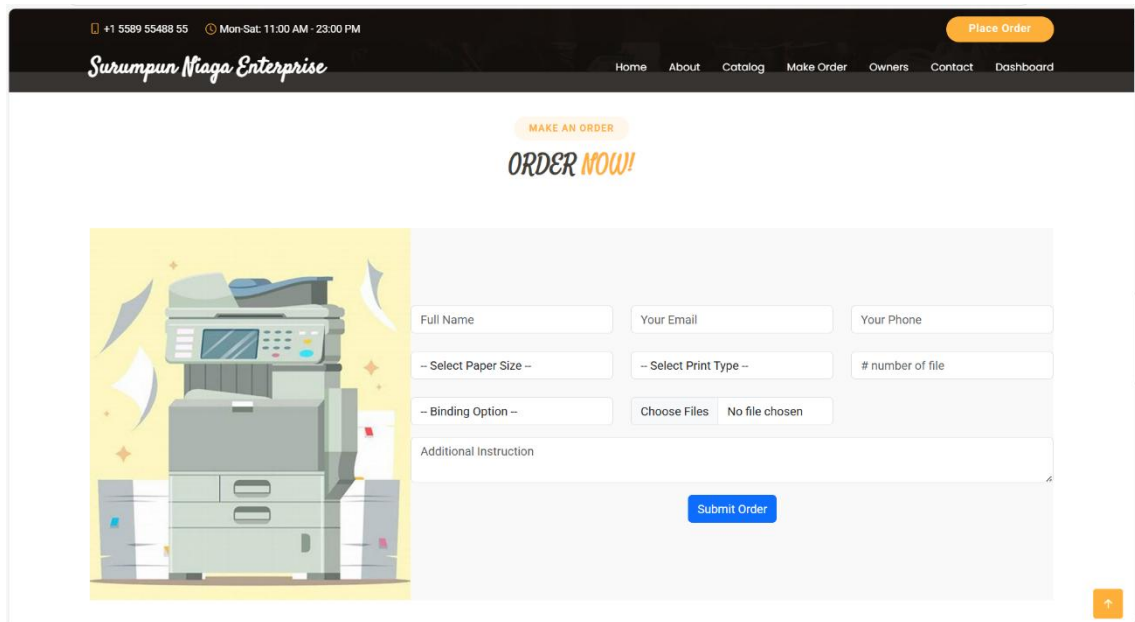
Figure 4.11: User Dashboard Page

10) Place Order

The place order page allows users to submit their printing requests by uploading documents, selecting printing options (black & white or color), and adding any special notes. It provides a simple and guided process for placing orders quickly and accurately.

Figure 4.12: Place Order Page

11) About Page

A section explaining why this service is a reliable choice, highlighting its efficiency, ease of use, and commitment to future improvements for an even smoother experience.

Figure 4.13: About Page

12) Order Status

Once a user has submitted an order, they can check its progress here. Since notifications are not automated yet, users need to log in and manually check updates from the administrator.
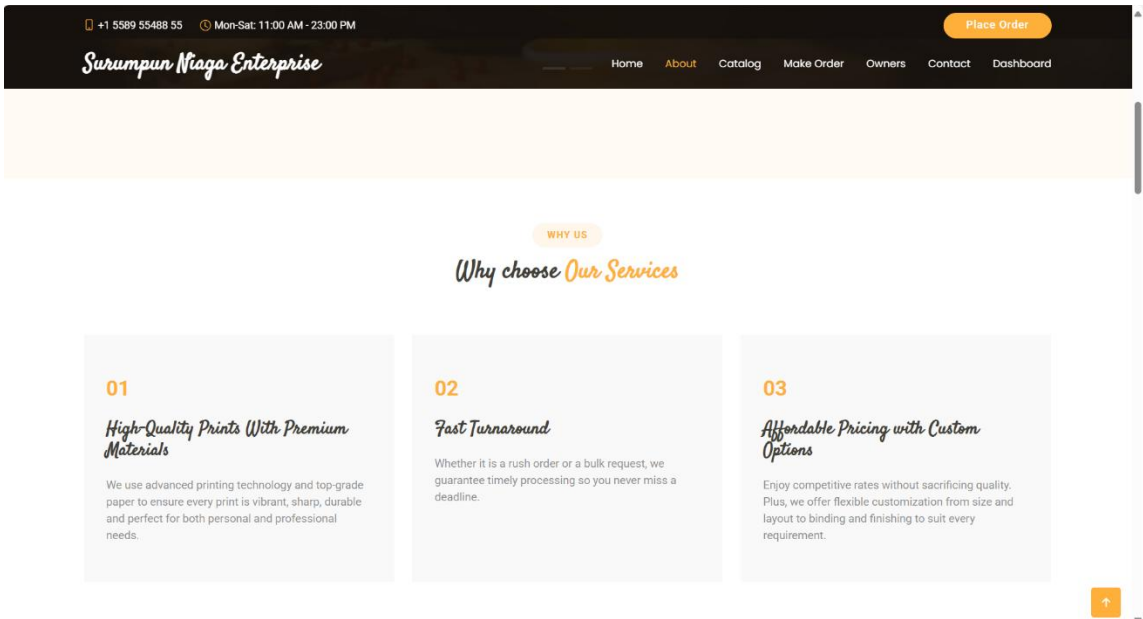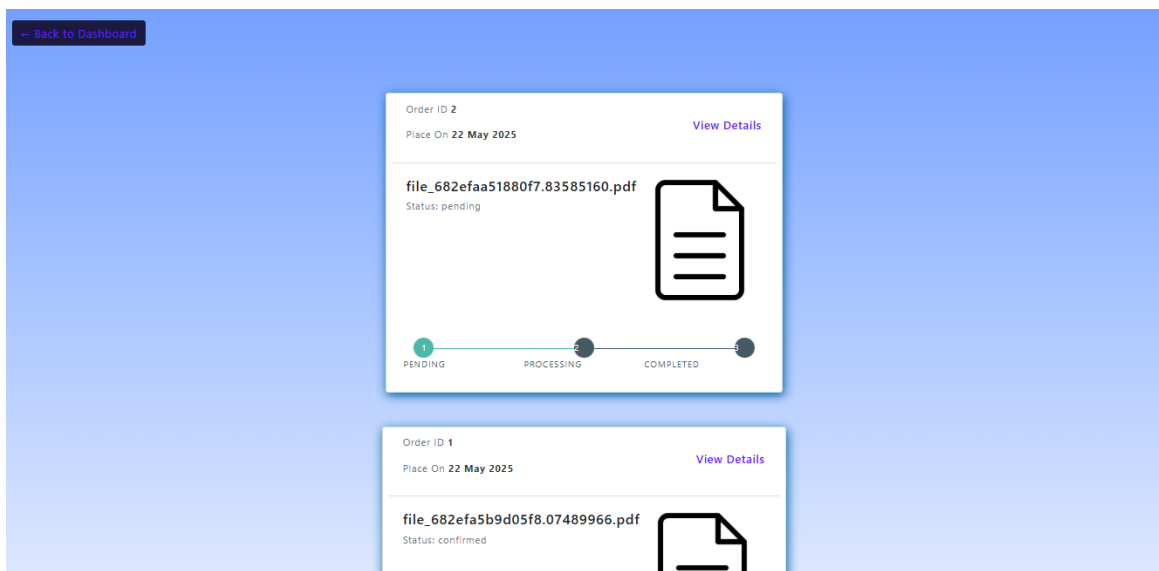

Figure 4.14: Order Status

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad Nur Izzatil Husna binti E.A.Ahmad Husni Jamilah Hamidah binti Samsudin Muhammad Safwan bin Omar	

2.2 Hardware Interfaces

The Printing Ordering System runs on standard hardware. Client devices such as desktop computers, laptops, tablets or smartphones are used to access the system via a web browser. Basic input/output devices like a keyboard, mouse and display are required.

The server is hosted on a computer running XAMPP with support for Apache, PHP, and MySQL. Devices must be connected through Wi-Fi or LAN.

Minimum requirements:
- Processor: intel i3 or equivalent
- RAM: 4 GB
- Storage: 100 MB (for uploaded file)
- Network: Internet access via LAN or Wi-Fi
- Printer

2.3 Software Interfaces

The Printing Ordering System is developed using HTML, CSS, PHP and MySQL, running on the XAMPP platform in Windows 10 environment. It uses Apache as the web server to process user requests and execute PHP scripts, while MySQL manages the storage of user data, print options and order records.

PhpMyAdmin is used during development for managing the database. On the client side, users access the system through modern web browsers such as Google Chrome, Firefox, Microsoft Edge and Safari, ensuring cross-platform compatibility. The system is designed to be modular and flexible, allowing for future expansion.

Printing Ordering System	Version: 1.0
Software Requirement Specification (SRS)	Date: 18/05/2025
Nur Allya binti Mohamad	
Nur Izzatil Husna binti E.A.Ahmad Husni	
Jamilah Hamidah binti Samsudin	
Muhammad Safwan bin Omar	

2.4 Communications Interfaces

The application requires an internet connection, either via Wi-Fi or Ethernet LAN cable to operate efficiently. The system is designed to function within a Local Area Network (LAN) environment, where communication occurs directly between client devices and the web server. Client systems do not interact with each other but only communicate with the centralized server.

The system is accessible through commonly used web browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge and Safari. An internet connection is essential for both customer and administrators to perform key operations such as:

- Uploading and submitting printing orders
- Viewing order history and status
- Managing and updating customers or orders
- Accessing the system from multiple devices and location

The system does not currently support real-time messaging or notifications but is designed for future extensibility if required.

CDCS110 2025

3. Functional Requirements

Users/ Stakeholders	Function	Description	System Requirement Category
Customer	Free sign up	User can register and create accounts without admin approval	Authentication and Authorization
Customer	Login	After registering, users can securely log in to the system	User Authentication
Customer	Place print order	Users can fill out a form, upload files, and submit print orders.	Input processing
Admin	View all orders	Admin can view submitted orders from all users	Output
Admin	Updated order status	Admin can mark orders as "In progress" or "Completed"	Error handling & output
Customer	Track order status	Users can check the status of their own orders	Users' interaction & output
Admin	Manage services	Admin can update printing options and pricing	Input processing

4. Other Nonfunctional Requirements

4.1 Performance Requirements

1. Page Load Speed: All user-facing web pages, including the home page, order form, login page, and dashboards, must load completely within 2 seconds under standard internet conditions. This ensures a smooth and responsive user experience, reducing bounce rates and enhancing usability.

2. File Upload Order Processing Time: When user submits an order that includes one or more uploaded files, the entire submission process including file transfer, order data processing, and confirmation must be completed in no more than 10 seconds. This will prevent user frustration and maintain confidence in the system's reliability.

3. Concurrent User Handling: The system must be capable of supporting at least 20 users submitting orders simultaneously without crashing or experiencing significant delays. This includes proper load balancing, database transaction management, and server responsiveness.

4. Real-Time Dashboard Updates: The admin dashboard must reflect any updates such as changes in order status within 5 seconds of a status change being submitted. This real-time responsiveness ensures that administrators can manage orders efficiently and maintain accurate communication with users regarding their order status.

4.2 Safety and Security Requirements

1. Password Hashing: Protects customer login data to ensure that sensitive information into safe even if the database is compromised.

2. Authentication for User Actions: Only users who are logged in through a secure authentication system are permitted to access critical features such as placing new orders and

checking the status of existing orders. Unauthorized users attempting to access these features must be redirected to the login page.

3. Admin-Only Access for Management: To ensure that only trusted staff members can change order statuses or update available printing services.

4. Secure Communication (HTTPS): When deployed in a production environment, the system must use HTTPS to ensure that all data transferred between the client and server is encrypted and secure. This includes login credentials, order details, and uploaded files.

Appendix