

User Requirements Document

Arrakis – Spice Emporium

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8/20/2015

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Document Title:	User Requirements Document
Document Version:	1.0
Author:	Susanna Zanatta
Status:	

Version	Date	Author	Summary
1.0	20 - 08 - 2015	Susanna Zanatta	Document Released

1 Introduction

This User Requirements Documents defines and describes the requirements for the project Arrakis – Spice Emporium as discussed and agreed during the initial brief¹. All parties involved will be able to review the document and include reasonable modifications upon previous agreement.

1.1 *Overview of the document*

This document is structured according to the industry standards.

The first section of the present document is intended to show a brief overview to all parts at any technical competence level. A general description of the website, user requirements and use cases is given in section 2 and section 3 gives a detailed description of user requirements.

For references, definitions and acronyms please refer to Chapter 1.5.

1.2 *Purpose of the document*

The purpose of this document is to clearly list and describe the user requirements and the functionalities that will be implemented in order to develop an integrated fully functional e-commerce website within a software web development lifecycle.

¹ Project Proposal document, 24 July 2015

1.3 Scope of the system – Business requirements

Spices are ingredients widely used in every country of the world and very important to all populations. The importance of spices is demonstrated by their use as currency in certain historical periods. In human history, spices have played a very important role and for long periods spice sourcing and exchange has been the propellant for human explorations.

Arrakis – Spice Emporium is an E-commerce website targeted to the general public and hospitality professionals. The main products may include spices, different salt types, chocolate and cocoa selections, condiments, pre-packed gifts and gift vouchers. The service provided will include the implementation of the E-commerce website and the related database.

Inclusions

The system should include the following main functionalities:

- Different login for general public and hospitality professionals (private and commercial):
Restaurant professionals have a discounted rate, therefore the site should allow to register and login separately;
- Admin user login:
The system should allow different permission levels including administrator level.
Admin users should be able to update products, edit prices, create and export reports, monitor usage data, view and download order history;
- Both login types must be available from the homepage.

E-commerce functionalities:

- Browse through the products;
- The system should allow purchases by quantity or weight;
- Process refunds and restock returned items;
- Perform product search;13 March 2016
- Cart functionality:
Users should be able to add products to cart, reviewing, editing and updating products before finalising their purchase;
- Wish list functionality:
Users should be able to add products to a wish list for future consideration or if the desired product is not available;
- Purchase gift vouchers;
- The website should process payments via PayPal;
- Process refunds and restock returned items;

Exclusions

The system will not include the following functionalities:

- Registration/Login before purchase:
Login will be required for users to be able to add products to the shopping cart. The possibility for users to add items to cart and login later or purchase products as non-registered use will not be implemented.

Being this an academic project, costs estimate and future planned maintenance will not be included.

1.4 Scope of the application – Pages to be developed

Arrakis – Spice Emporium website should contain the following pages:

- Registration/Login page;
- About page;
- Product categories pages;
- Shopping cart page;
- Payment page;
- Policy and Term and Conditions page;
- Contact page;
- Admin area.

A basic storyboard is described in the following diagram:

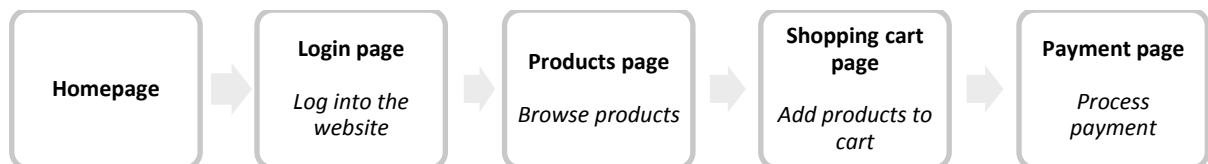


Figure 1: The storyboard describes a common scenario of a user making a purchase.

1.5 Definitions and acronyms

Admin	User with administrator permission
Dynamic Website	The website must allow user interaction
Language	Programming or mark-up language
SEO	Search Engine Optimisation
System	The "Arrakis – Spice Emporium" Website
URD	User Requirements Document
Use Case (UC)	Operations that can be performed by the user
User	Any part interacting with the system

1.6 References

1. **ISO/IEC 19501:2005** Information technology -- Open Distributed Processing -- Unified Modelling Language (UML) Version 1.4.2
2. Project Proposal document, 24 July 2015
3. Dynamic Web Application Development using PHP and MySQL, Chapter 2, Simon Stobart and David Parsons, Cengage Learning 2008.

2 General Description

Arrakis web application is an N-Tier system that consists of a thin client interacting with the user, the server and the database. User's HTTP requests are processed at the server end in conjunction with the database.

In order to purchase products from the Arrakis website users will access the content from desktop devices. Using their browser, users will browse through the pages and request the desired content. The browser will send the request to the Apache web server that will look for the requested page. If the requested page requires the extraction of data from the database, the server will send the request to the database. At this point the database will send back the information to the server that will send it to the client browser.

A high-level diagram of the system is shown in Fig. 2

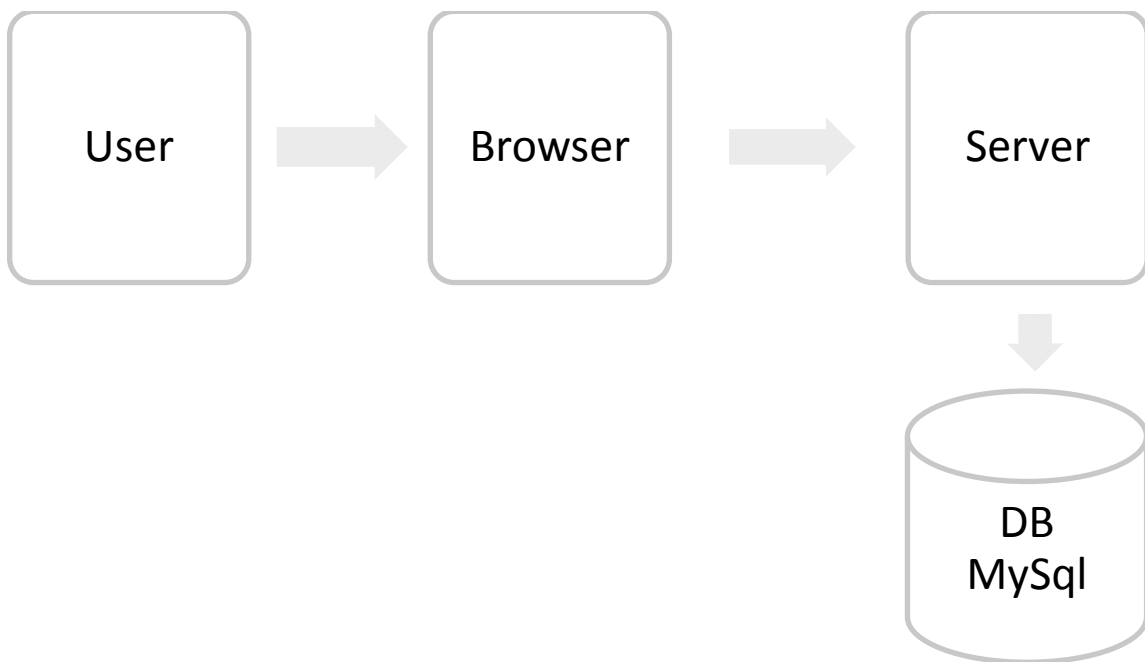


Figure 2: High level diagram of the N-tier system

A user issues an HTTP request, the thin client (presentation tier) processes user input, sends requests to the server and shows the results of the requests to the user. The server (application tier) processes the request and contacts the database (database tier) when persistent data is needed.

2.1 Website map

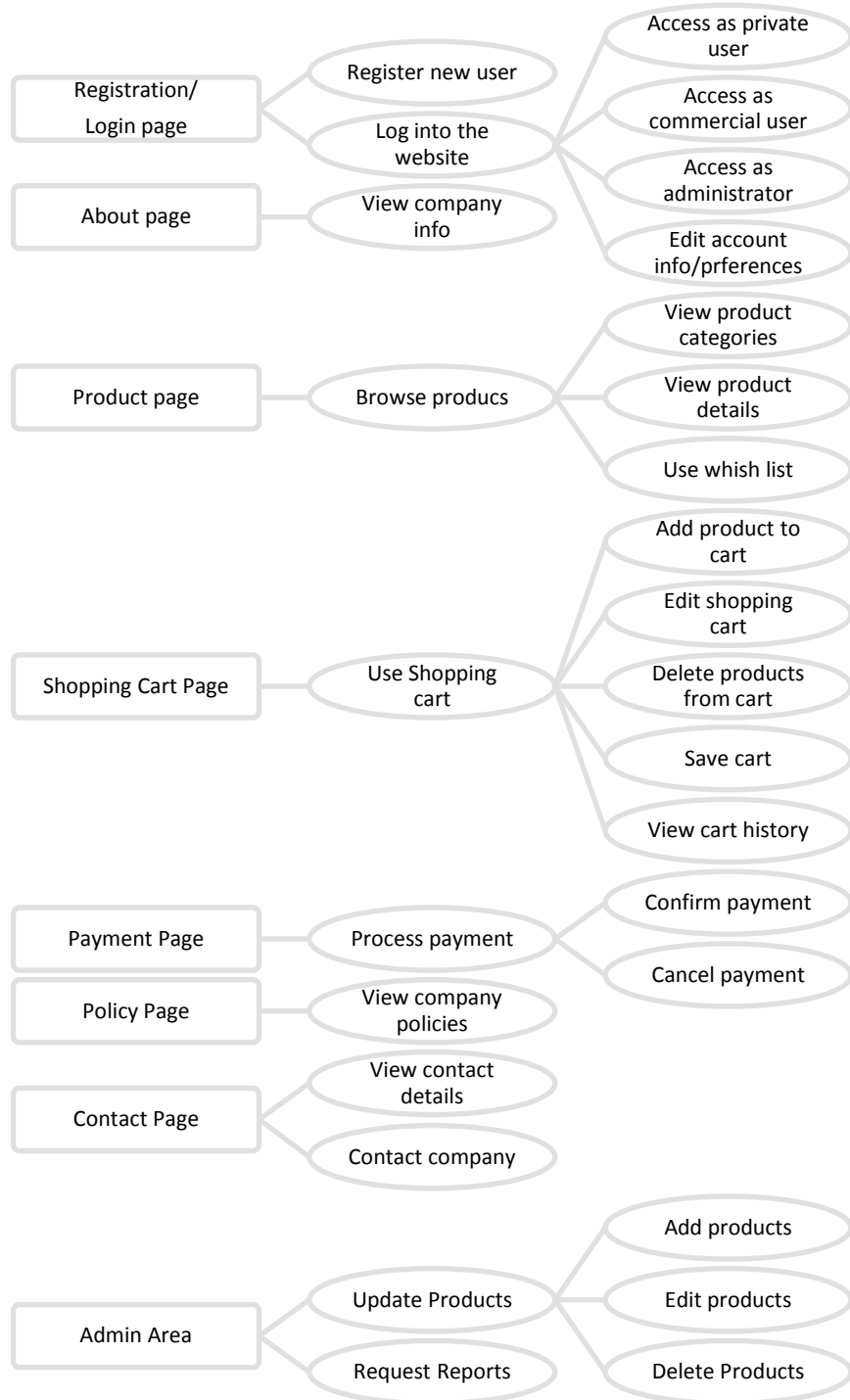


Figure 3: The sitemap shows how the webpages map to use cases.

2.2 **System perspective – User requirements description**

The following list contains the main use cases for the project.

UC-1. Register New User

Actors: Registered user

Start page: Homepage

Use Case Description:

1.The actor requests new registration 2. The system requests user registration details 3. The actor enters details. 4. The system completes registration.

UC-2. Login into the website

Actors: Registered User

Start page: Homepage

Use Case Description:

1.The actor enters login details and requests login 2. The system validates details and performs login for the actor.

UC-3. View company info

Actors: Visitor / Registered User

Start page: About page

Use Case Description:

1.The actor selects “About” page from the navigation menu. 2. The system displays the webpage 3. The actor views company history and details.

UC-4. Browse products

Actors: Visitor / Registered User

Start page: Products Page

Use Case Description:

1.The actor selects product category to view from the navigation menu. 2. The system displays products form the requested category. 3. The actor selects product. 4. The system displays product details. 4. The actor views product details and proceeds browsing, repeat

UC-5. Use shopping Cart

Actors: Registered User

Start page: Shopping cart

Use Case Description:

1.The actor selects “View cart”. 2. The system displays shopping cart content. 3. The actor performs the operation needed (add product, edit, delete product, save). 4. The system updates cart.

UC-6. Process payment

Actors: Registered User

Start page: Shopping Cart

Use Case Description:

1.The actor confirms order. 2. The system displays payment page. 3. The actor enters invoicing,

delivery details and agrees company policy. 4. The system displays details confirmation. 5. The actor confirms details. 6. The system asks for payment details. 7. The actor enters payment details. 7. The system asks for payment confirmation. 8. The actor confirms payment. 9. The system displays order confirmation.

UC-7. View company policy

Actors: Visitor, Registered User

Start page: Any

Use Case Description:

1.The actor requests the company policy page. 2. The system displays webpage. 3. The actor views company policy.

UC-8. View company details

Actors: Visitor / Registered user

Start page: Any

Use Case Description:

1.The actor requests contact page. 2. The system displays webpage. 3. The actor views company details.

UC-9. Contact Company

Actors: Visitor / Registered User

Start page: Contact page

Use Case Description:

1.The actor fills in the contact form displayed in the contact page and confirms enquiry. 2. The system displays confirmation message.

UC-10. Update products

Actors: Administrator

Start page: Admin Area

Use Case Description:

1.The actor enters login details. 2. The system verifies login and displays administrator view page. 3. The actor selects the product category. 4. The system displays the products. 5. The actor enters new product or selects product and updates details. 10. The system displays confirmation message.

UC-11. Request reports

Actors: Administrator

Start page: Admin area

Use Case Description:

1.The actor enters login details. 2. The system verifies login and displays administrator view page. 3. The actor selects the reporting option. 4. The system displays report selection tools. 5. The actor enters reports details. 6. The system generates report.

2.3 *Application perspective –Web pages descriptions*

Registration / Login Page

This page allows new users to register and create a user profile. Users can choose the preferred type of account between private or commercial. If a commercial account is requested the system will require further details to prove that the user is an industry professional. At registration users will be able to select newsletter subscription and will be required to accept company privacy policy. Registered users will be able to perform login and access the website from this page. All users will have access to that page at anytime.

About Page

This page displays details of the company structure and company history. All users will have access to that page at anytime.

Product Page

Products are shown within the products page. Products are grouped within categories and the user will be able to browse through the categories. When a product category is selected, the system displays all the products that are included in the category. The user will then be able to browse through the products and view details by selecting them. Each product will feature a detailed description and price. From the products page the user will be able to add the desired products to cart. All users will have access to that page at anytime.

Shopping cart page

Registered users will be able to access the shopping cart at any time and view its content. The shopping cart page will display the products that have been added by the user, the total of the items and the total of the order. Users will be able to edit the cart, delete products from the cart or save the cart for later use. The shopping cart will also allow users to continue shopping or proceed to the order confirmation and payment page. This page and its functionalities will only be accessible to logged in registered users.

Payment page

This page will allow registered users to confirm their order and proceed with payment. The system will require users to enter and confirm shipping and invoicing details and then enter and confirm payment details. This page and its functionalities will only be accessible to logged in registered users that have confirmed cart content.

Policy Page

This page displays company returns and refunds policy and privacy policy. All users will have access to that page at anytime.

Contact Page

This page displays company contact details and features a contact form from which users will be able to send enquiries. The contact page will also contain a newsletter subscription page from which users will be able to request newsletter subscription. All users will have access to that page at anytime.

Admin Area

This page is available to users with administrator permission after login. The administrator interface allows the user to query the database in order to generate reports, add/delete products, edit product listings, add/delete categories.

2.4 General Capabilities

Arrakis – Spice Emporium web application will allow users to register, login, browse, select and purchase products.

The website will support three different login types: private login, commercial login and administrator login. The distinction between private and commercial users will be implemented in order to apply different price rates. The administrator login will give access to a different interface from which the administrator will be able to perform backend operations such as update product listings, request reports, etc.

The website will have an about page that will display company general information and history. Users will be able to browse products categories, select products and add them to the cart or to the wish list. The shopping cart functionality will be implemented in order to allow users to add, edit and delete products and also save the cart for later use. The payment page will allow users to continue with payment or cancel payment; payments will be processed through PayPal system. Users will also be able to view the company exchange and refund policy as well as the company privacy policy. The web application will also include a contact page that will allow to view the company details and also fill in a form to request information.

2.5 General Constraints

The website is constrained by the time scheduled and deadlines contained. The website must be dynamic, integrated with MySQL database and allow for administrator login and backend interaction.

2.6 Use case diagram

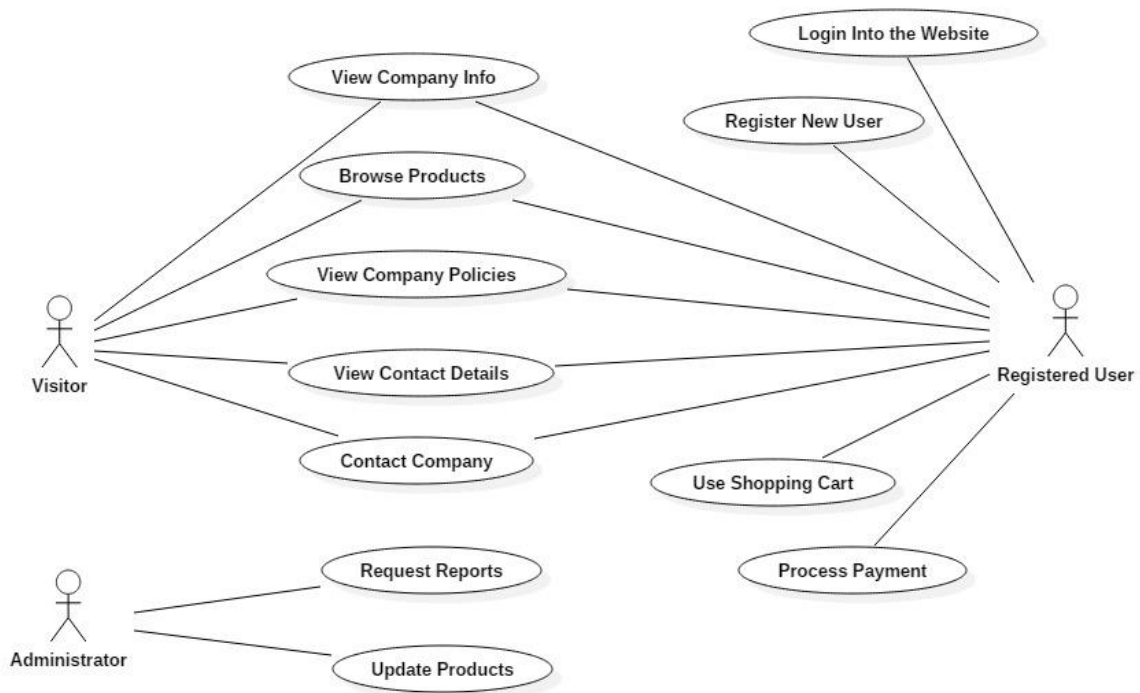


Figure 4: Use case diagram showing actors and related use cases

2.7 User characteristics

The actors interacting with the system are: visitor, registered user and administrator.

Visitor:

A visitor is a non-registered user. Visitors will be able to visit the website and view the content. Visitors can view company info, company policies, browse through product categories, view product details. Visitors are also able to view company details and enquiry using the contact form provided.

Registered user:

A registered user is a user that has registered and therefore can access the entire site content after logging in. Registered users can perform all operations available to visitors. Registered users can also use the shopping cart and the wish-list functionalities, purchase products, view and edit their account details and view order history.

A new user registering the website is considered a registered user.

Administrator:

The administrator is a user that has full access to the back-end functionalities. An administrator can update product details, request reports and view orders.

2.8 **Operational Environment**

The system will be implemented in PHP, HTML, CSS and JavaScript languages and will use Apache Server and MySQL database. The end user of the system will consist of desktop computer systems. The website will be hosted on Linux sever supplied by Just Host.

The tools that will be used in order to develop the system are:

Hardware: Computer machines operating on Windows 7 and 8;

Software: Notepad ++, Netbeans, IBM Rational Rose, Star UML, XAMPP, PHP MyAdmin, Adobe Creative Suite (Photoshop, Illustrator and Dreamweaver).

2.9 **Assumptions and dependencies**

It is assumed that the testing environment is available during the development and testing phase of the project.

3 **Specific User Requirements**

3.1 **Requirements by functional area**

The following table describes the user requirement and groups them by functional area. All user requirements have a unique identifier number. The table also indicates the actors and the priority level based on the ²MoSCoW prioritisation method.

Priority legend:

M > Must have

S > Should have

C > Could have

W > Want to have

Requirement marked as M and S are considered as essential.

Requirement marked as C or W are not considered essential and will be implemented if time and resources permit.

² Dynamic Web Application Development using PHP and MySQL, Chapter 2, Simon Stobart and David Parsons, Cengage Learning 2008.

UR- ID	Requirement description	Actor	Priority
Functional Area: 01. Registration / Login Page			
URD - 01.01	A new user shall obtain login details when creating an account.	Registered user	M
URD - 01.02	A new user shall select the account type (private or commercial) at registration.	Registered user	M
URD - 01.03	Name, username, email and phone number must be compulsory fields for private accounts.	Registered user	M
URD - 01.04	Name, username, email, phone number, ABN Number, Company Name and Company address must be compulsory fields for commercial accounts.	Registered user	M
URD - 01.05	A user must be able to opt in the newsletter at registration.	Registered User	S
URD - 01.06	A user must agree company privacy policy when creating an account.	Registered User	S
URD - 01.07	A user must be able to view the company privacy policy when creating an account.	Registered User	S
URD - 01.08	A user shall perform login to access full website content.	Registered User	M
URD - 01.09	A user shall login using their email address and password.	Registered User	M
URD - 01.10	The password must contain letters, number and symbols.	Registered User	M
URD - 01.11	The password must contain at least 1 number.	Registered User	M
URD - 01.12	The password must not contain more than 2 consecutive identical characters.	Registered User	M
URD - 01.13	The password must be 6 or more character long.	Registered User	M
URD - 01.14	More than 5 consecutive failed logon attempts will lock out the account and display a message to contact the administrator.	Registered User	S
URD - 01.15	A user must be able to change password.	Registered User	M
URD - 01.16	A user must be able to edit account details.	Registered User	M
URD - 01.17	A user must be able to edit newsletter opt in preferences.	Registered User	S
URD - 01.18	A user with administrator login must be able to access the admin area of the website from the homepage.	Administrator	M
Functional Area: 02. About Page			
URD - 02.01	A user shall be able to obtain information about the company.	All	M

URD - 02.02	A user must be able to reach the about page from the homepage.	All	M
Functional Area: 03. Products Page			
URD - 03.01	A user must be able to find the website in search engines.	Visitors	S
URD - 03.02	A user must be able to browse through products.	All	M
URD - 03.03	A user shall be able to select a product category and browse through its content.	All	M
URD - 03.04	A user shall be able to select a particular product and display information about the same product.	All	M
URD - 03.05	A user must be able to view product name, price and description and product image of a product.	All	M
URD - 03.06	Product description must contain product image.	All	M
URD - 03.07	Product description must display price.	All	M
URD - 03.08	Product details must include product availability.	All	S
URD - 03.09	A user must be able to perform a search to find a particular product.	All	S
URD - 03.10	A user should be able to save products into a wish list.	Registered Users	C
URD - 03.11	A user should be able to save out of stock products into a wish list.	Registered Users	C
URD - 03.12	A user should be notified when out of stock products added to the wish list become available.	Registered Users	W
URD - 03.13	A user should be able to view wish list content.	Registered Users	C
URD - 03.14	A user should be able to add to cart products from the wish list.	Registered Users	C
URD - 03.15	A user should be able to delete products from the wish list.	Registered Users	C
Functional Area: 04. Shopping Cart			
URD - 04.01	A user must be able to add products to a virtual shopping cart for purchase.	Registered user	M
URD - 04.02	A user must select product quantity in order to add product to the shopping cart.	Registered user	S
URD - 04.03	The system must prevent users from adding non-available products to cart.	Registered user	S
URD - 04.04	A user must be able to view the content of the shopping cart.	Registered user	M
URD - 04.05	A user must be able to edit the quantity of items added to the shopping cart.	Registered user	M

URD - 04.06	A user must be able to delete items from the shopping cart.	Registered user	M
URD - 04.07	A user must be able to save cart for later use.	Registered user	S
URD - 04.08	A user must be able to view shipping cost.	Registered user	M
URD - 04.09	GST must be separately calculated.	Registered user	M
URD - 04.10	A user should obtain free shipping for large orders	Registered user	C
URD - 04.11	A user must be able to continue shopping from shopping cart page.	Registered user	S
URD - 04.12	A user must confirm shopping cart content in order to proceed to payment.	Registered user	M
URD - 04.13	A user must be able to view order history.	Registered users	M
URD - 04.14	A user with commercial account must have a discount on the total of the order.	Registered users	M
URD - 04.15	A user with private account should be able to generate gift vouchers.	Registered users	C
URD - 04.16	A commercial user must not be able to purchase gift vouchers at a discounted rate.	Registered users	C
Functional Area: 05. Payment Page			
URD - 05.01	The system shall prevent users from accidental purchases.	Registered user	M
URD - 05.02	A user shall be able to check order details before payment confirmation.	Registered user	M
URD - 05.03	A user must agree company policies in order to proceed with payment.	Registered user	M
URD - 05.04	A user must be able to view company policies at terms and conditions acceptance.	Registered user	S
URD - 05.05	Terms and conditions page must open in a new page.	Registered user	S
URD - 05.06	A user shall input invoicing and shipping details in order to proceed with payment.	Registered user	M
URD - 05.07	Mandatory fields must be satisfied in order to proceed with payment.	Registered user	M
URD - 05.08	Payment method must be secured.	Registered user	M
URD - 05.09	The system must process payments via PayPal.	Registered user	M
Functional Area: 06. Policy Page			
URD - 06.01	A user shall be able to view company's return and refund policy.	Visitor, Registered User	M

URD - 06.02	A user shall be able to view company's privacy policy.	Visitor, Registered User	M
Functional Area: 07. Contact Page			
URD - 07.01	A user shall be able to view company's contact details.	Visitor, Registered User	M
URD - 07.02	A user must be able to view a list of Frequently Asked Questions for help.	Visitor, Registered User	M
URD - 07.03	A user shall be able to send enquiries to the company by using a form.	Visitor, Registered User	M
URD - 07.03	Name and email must be mandatory fields in the contact form.	Visitor, Registered User	M
Functional Area: 08. Admin Area			
URD - 08.01	Admin user must be able to update product listings.	Administrator	M
URD - 08.02	Admin user must be able to edit prices.	Administrator	M
URD - 08.03	Admin user must be able to add a product category.	Administrator	M
URD - 08.04	Admin user must be able to remove a product category.	Administrator	M
URD - 08.05	Admin user must be able to add a new product.	Administrator	M
URD - 08.06	Admin user must be able to remove a product.	Administrator	M
URD - 08.07	Admin user must be able to upload a product catalogue.	Administrator	M
URD - 08.08	Admin user must be able to generate reports.	Administrator	M
URD - 08.09	Admin user must be able to display a list of all open orders.	Administrator	M
URD - 08.10	Admin user must be able to display details for each order.	Administrator	M
URD - 08.11	Admin user must be able to view customer details.	Administrator	M
URD - 08.12	Admin user must be able to add/delete user accounts.	Administrator	C
URD - 08.13	Admin user must be able to view customer wish list items.	Administrator	W

3.2 Traceability matrix

The following table shows the requirements as part of use cases. The same unique ID number identifies the requirement and the use case number can be referenced at page 8 of the present document.

UR- ID	Requirement description	Use Case	Use Case Step	Comments
URD - 01.01	A new user shall obtain login details when creating an account.	UC - 1	3	A customer should receive confirmation when the account is created.
URD - 01.02	A new user shall select the account type (private or commercial) at registration.	UC - 1	1	Customer selects account type.
URD - 01.03	Name, username, email and phone number must be compulsory fields for private accounts.	UC - 1	2	Mandatory fields for registering private accounts.
URD - 01.04	Name, username, email, phone number, ABN Number, Company Name and Company address must be compulsory fields for commercial accounts.	UC - 1	2	Mandatory fields for registering commercial accounts.
URD - 01.05	A user must be able to opt in the newsletter at registration.	UC - 1	2	Customer can opt in the newsletter at registration.
URD - 01.06	A user must agree company privacy policy when creating an account.	UC - 1	2	Customer agrees privacy policy at registration.
URD - 01.07	A user must be able to view the company privacy policy when creating an account.	UC - 1	2	Link to privacy policy is provided.
URD - 01.08	A user shall perform login to access full website content.	UC -2	1	Customer enters email and password and selects login.
URD - 01.09	A user shall login using their email address and password.	UC -2	1	Customer enters email and password and selects login.
URD - 01.10	The password must contain letters, number and symbols.	UC -2	1	Customer enters email and password and selects login.
URD - 01.11	The password must contain at least 1 number.	UC -2	1	Customer enters email and password and selects login.
URD - 01.12	The password must not contain more than 2 consecutive identical characters.	UC -2	1	Customer enters email and password and selects login.
URD - 01.13	The password must be 6 or more character long.	UC -2	1	Customer enters email and password and selects login.
URD - 01.14	More than 5 consecutive failed logon attempts will lock out the account and display a message to	UC -2	2	Login locked out after 5 attempts.

	contact the administrator.			
URD - 01.15	A user must be able to change password.	UC -2	2	Unlimited password changes allowed.
URD - 01.16	A user must be able to edit account details.	UC -2	2	Customer updates details and preferences.
URD - 01.17	A user must be able to edit newsletter opt in preferences.	UC -2	2	Customer updates details and preferences.
URD - 01.18	A user with administrator login must be able to access the admin area of the website from the homepage.	UC -2	1	Admin login from the homepage.
URD - 02.01	A user shall be able to obtain information about the company.	UC -3	1	Customers and visitors obtain information about the company
URD - 02.02	A user must be able to reach the about page from the homepage.	UC -3	1	Customers and visitors obtain information about the company
URD - 03.01	A user must be able to find the website in search engines.	UC -4	1	SEO friendly
URD - 03.02	A user must be able to browse through products.	UC -4	1	Visitors and customers view products
URD - 03.03	A user shall be able to select a product category and browse through its content.	UC -4	2	Visitors and customers view products
URD - 03.04	A user shall be able to select a particular product and display information about the same product.	UC -4	3	Visitors and customers view products
URD - 03.05	A user must be able to view product name, price and description and product image of a product.	UC -4	3	Visitors and customers view products
URD - 03.06	Product description must contain product image.	UC -4	3	Visitors and customers view products
URD - 03.07	Product description must display price.	UC -4	3	Visitors and customers view products
URD - 03.08	Product details must include product availability.	UC -4	3	Visitors and customers view products
URD - 03.09	A user must be able to perform a search to find a particular product.	UC -4	1	Visitors and customers view products
URD - 03.10	A user should be able to save products into a wish list.	UC -4	4	Customers can use wish list
URD - 03.11	A user should be able to save out of stock products into a wish list.	UC -4	4	Customers can use wish list
URD - 03.12	A user should be notified when out of stock products added to the wish list become available.	UC -4	5	Customers can use wish list

URD - 03.13	A user should be able to view wish list content.	UC -4	4	Customers can use wish list
URD - 03.14	A user should be able to add to cart products from the wish list.	UC -4	5	Customers can use wish list
URD - 03.15	A user should be able to delete products from the wish list.	UC -4	4	Customers can use wish list
URD - 04.01	A user must be able to add products to a virtual shopping cart for purchase.	UC -5	1	Customer adds product to cart for purchase
URD - 04.02	A user must select product quantity in order to add product to the shopping cart.	UC -5	1	Customer adds product to cart for purchase
URD - 04.03	The system must prevent users from adding non-available products to cart.	UC -5	1	Customer adds product to cart for purchase
URD - 04.04	A user must be able to view the content of the shopping cart.	UC -5	2	Customer views shopping cart content
URD - 04.05	A user must be able to edit the quantity of items added to the shopping cart.	UC -5	3	Customer edits shopping cart content
URD - 04.06	A user must be able to delete items from the shopping cart.	UC -5	3	Customer edits shopping cart content
URD - 04.07	A user must be able to save cart for later use.	UC -5	4	Customer saves shopping cart
URD - 04.08	A user must be able to view shipping cost.	UC -5	2	Customer views shopping cart content
URD - 04.09	GST must be separately calculated.	UC -5	2	Customer views shopping cart content
URD - 04.10	A user should obtain free shipping for large orders	UC -5	2	Customer views shopping cart content
URD - 04.11	A user must be able to continue shopping from shopping cart page.	UC -5	2	Customer views shopping cart content
URD - 04.12	A user must confirm shopping cart content in order to proceed to payment.	UC -5	4	Customer proceeds to payment
URD - 04.13	A user must be able to view order history.	UC -5	5	Customer views order history
URD - 04.14	A user with commercial account must have a discount on the total of the order.	UC -5	4	Customer proceeds to payment
URD - 04.15	A user with private account should be able to generate gift vouchers.	UC -5	1	Customer adds product to cart for purchase
URD - 04.16	A commercial user must not be able to purchase gift vouchers at a discounted rate.	UC -5	1	Customer adds product to cart for purchase
URD - 05.01	The system shall prevent users from accidental purchases.	UC -6	1	Customer confirms purchase

URD - 05.02	A user shall be able to check order details before payment confirmation.	UC -6	1	Customer confirms purchase
URD - 05.03	A user must agree company policies in order to proceed with payment.	UC -6	2	Customer agrees terms and conditions
URD - 05.04	A user must be able to view company policies at terms and conditions acceptance.	UC -6	2	Customer agrees terms and conditions
URD - 05.05	Terms and conditions page must open in a new page.	UC -6	2	Link to terms and conditions is provided
URD - 05.06	A user shall input invoicing and shipping details in order to proceed with payment.	UC -6	3	Customer enters details and confirms payment
URD - 05.07	Mandatory fields must be satisfied in order to proceed with payment.	UC -6	3	Customer enters details and confirms payment
URD - 05.08	Payment method must be secured.	UC -6	4	System processes payment
URD - 05.09	The system must process payments via PayPal.	UC -6	4	System processes payment
URD - 06.01	A user shall be able to view company's return and refund policy.	UC -7	1	Visitors and customers view policies
URD - 06.02	A user shall be able to view company's privacy policy.	UC -7	1	Visitors and customers view policies
URD - 07.01	A user shall be able to view company's contact details.	UC -8	1	Visitors and customers view company details
URD - 07.02	A user must be able to view a list of Frequently Asked Questions for help.	UC -8	1	Visitors and customers view FAQ
URD - 07.03	A user shall be able to send enquiries to the company by using a form.	UC -9	1	Visitors and customers fill in contact form and send enquiry
URD - 07.03	Name and email must be mandatory fields in the contact form.	UC -9	1	Visitors and customers fill in contact form and send enquiry
URD - 08.01	Admin user must be able to update product listings.	UC -10	1	Administrator updates products
URD - 08.02	Admin user must be able to edit prices.	UC -10	1	Administrator updates products
URD - 08.03	Admin user must be able to add a product category.	UC -10	1	Administrator updates products
URD - 08.04	Admin user must be able to remove a product category.	UC -10	1	Administrator updates products
URD - 08.05	Admin user must be able to add a new product.	UC -10	1	Administrator updates products
URD - 08.06	Admin user must be able to remove a product.	UC -10	1	Administrator updates products

URD - 08.07	Admin user must be able to upload a product catalogue.	UC -10	1	Administrator updates products
URD - 08.08	Admin user must be able to generate reports.	UC -11	1	Administrator requests report
URD - 08.09	Admin user must be able to display a list of all open orders.	UC -11	1	Administrator requests report
URD - 08.10	Admin user must be able to display details for each order.	UC -11	1	Administrator requests report
URD - 08.11	Admin user must be able to view customer details.	UC -11	1	Administrator requests report
URD - 08.12	Admin user must be able to add/delete user accounts.	UC -11	2	Manages accounts
URD - 08.13	Admin user must be able to view customer wish list items.	UC -11	1	Administrator requests report