Software Requirements Specification
for
Dhar Hobe - A Bangladeshi Product Renting
System

Iffat Ara Sanzida, Sumaita Binte Shorif, Jannatul Ferdoush Jannati,
Fariha Rahman Saba, Amena Akter Sathi

December 2023

Contents

Chapter 1

Introduction

1.1   Purpose

This document is about the software requirements for "Dhar hobe", a Bangladeshi Online Product Renting System, version 1.0. In our system, individuals have the option to both request the borrowing of categorized products for a specified period and lend out their own items. The system proves mutually beneficial for both parties, as the renter gains income while the rentee saves money by opting for temporary product use instead of purchasing it outright. The mission of this system is to help people and businesses make the most of their stuff, reduce environmental impact by shared consumption, and build a collaborative community that believes in access over ownership. This document aims to give a complete overview of what's needed for the entire product renting system. It outlines the features, performance expectations, limits, and connections necessary for developing, implementing, and maintaining the product renting software. More importantly, it covers the whole system and not just specific parts.

1.2   Intended Audience

The Software Requirements Specification is designed to cater to a diverse audience involved in the development and utilization of the Product Renting System. The primary stakeholders include:

- Administrators: responsible for system management.

- Business Analysts (BAs): tasked with understanding and defining business requirements.

- Project Managers (PMs): overseeing the development process.

- Developers: engaged in coding and implementation.

- QA/QC Engineers: ensuring product quality.

- End-users(Renters and Rentees): interacting with the rental platform.

- Marketing Staff: responsible for promoting the product renting system.

- Testers: responsible for validating system functionality.

- Potential investors: interested in gaining insights into the project's scope and requirements.

By tailoring information to each group's specific needs, the SRS aims to foster a shared understanding among the diverse stakeholders involved in the development and utilization of the Product Renting System.

1.3 Intended Use

The intended audience of our SRS has been declared in the previous section. In this section, we will discuss how they can use the SRS for better understanding.

1.3.1 Administrators

- They will use the SRS to understand system requirements, deployment considerations, and potential administrative tasks associated with the Product Renting System.

1.3.2 Business Analysts(BAs)

- BAs play a crucial role in understanding business needs and translating them into functional requirements.

- The SRS provides detailed information about the business logic, user interactions, and functional specifications, aiding BAs in their analysis and documentation.

1.3.3 Project Managers(PMs)

- Project managers use the SRS to understand the scope of the project, user needs, and constraints.

- They ensure that the project aligns with user expectations and oversee that the development process meets the specified requirements.

1.3.4 Developers

- Developers refer to the SRS to understand required functionalities, user interactions, and constraints to guide the development process.

- They use the provided functional requirements to build the system features and ensure compliance with specified constraints.

1.3.5 QA/QC Engineers

- Quality assurance and quality control engineers focus on ensuring the reliability and performance of the system.

- The SRS provides a basis for developing test cases and validating that the implemented system meets the specified quality standards.

1.3.6 Users (Renters and Rentees)

- For users (renters and rentees), their interaction with the system primarily occurs through functional requirements that they will give to achieve better visualization of the system.

1.3.7 Stakeholders (Leadership, Sales, Marketing)

- Stakeholders refer to the SRS to understand the product scope, target user classes, and characteristics to align marketing strategies and communicate the product effectively.

1.3.8 Testers

- Testers utilize the SRS to create test scenarios and validate expected system behaviors.

- They ensure that the system meets the specified functional and non-functional requirements.

1.3.9 Investors

- Investors are interested in understanding the project's scope, potential returns, and associated risks.

- The SRS offers a comprehensive overview of the Product Renting System, helping investors make informed decisions about supporting the project.

1.4 Product Scope

The product renting system is like an online shop where people can share things they own with others. It lets you lend your stuff to someone who needs it for a while and also helps you find things to borrow without buying them.

1.4.1 Purpose

This system is made to help people earn money by renting out things they don't use often. It also helps others find what they need without having to buy it outright.

1.4.2 Benefits and Objectives

- Helping People Make Money: It allows people to make some extra cash by sharing their things.

- Making Borrowing Easy: It makes it easy for people to find and borrow things they need for a short time.

- Building Trust: By letting people give reviews, it helps everyone trust each other more.

- Growing the Marketplace: By offering many different things to borrow, it makes the system more popular and helps everyone make more money.

- Keeping Up with Changes: It keeps up with the trend of using things temporarily instead of owning them.

1.4.3 Alignment with Corporate Goals

This system fits our goals of trying new things, reaching more people, and making sure we give customers what they want. It's a way for us to grow our business by offering a helpful place for people to share things.

1.4.4 Relating to Business Strategies

By creating this system, we're expanding how we do business. We're trying to make it easy for people to share and borrow things, which is becoming more and more common. This helps us be known for offering new and smart ways of sharing stuff.

1.5 Risk Definition

The Software Requirement Specification of risk in potential that users (both renters and rentees) may not fully adhere to platform policies, terms of use, or ethical guidelines. This non-compliance could lead to issues reported to administrators, impacting the seamless experience intended for all participants and potentially compromising the overall integrity of the Product Renting System.

1.5.1 User Inactivity

Risk that users (both renters and rentees) may not actively participate, potentially affecting the collaborative community-building aspect and the overall success of the platform.

1.5.2 Administrator Workload

Risk that administrators may face a high workload, especially in handling user issues and enforcing policies, potentially impacting the seamless experience for participants.

1.5.3 Communication Breakdown

Risk that stakeholders may interpret the SRS differently, potentially leading to misalignment in project understanding and objectives.

1.5.4 Limited User Reference

Risk that users may not refer to the SRS directly, potentially resulting in a disconnect between their expectations and the delivered system.

1.5.5 Changes in Project Scope

Risk that unforeseen changes in project scope and requirements may not be promptly reflected in the SRS, leading to potential misguidance for developers, testers, and project managers.

1.5.6 Changing Stakeholder Needs

Risk that evolving stakeholder needs and priorities may not be adequately reflected in the initially tailored SRS, requiring ongoing communication and updates.

1.5.7 Security Vulnerabilities

Risk that potential security vulnerabilities may arise, posing a threat to user data, financial transactions, and the overall integrity of the platform, necessitating robust security measures.

Chapter 2

Overall Description

2.1 User Classes and Characteristics

In this product renting system, user classes can be distinguished to cater to the specific roles and needs of renters, rentees, and administrators.

2.1.1 User Class: Renters

Characteristics:

- Renters actively browse the platform to explore products.

- They engage in the selection process, evaluating various products.

- Renters initiate transactions by requesting to borrow specific products, starting the process of interaction with product owners.

- They communicate to clarify product details, negotiate terms, and coordinate the borrowing process.

- They manage their accounts, ensuring their profiles are up-to-date and reflecting accurate information.

2.1.2 User Class: Rentees

Characteristics:

- Rentees actively list their products on the platform, providing detailed information, images, and rental terms.

- They manage the availability and status of their listed products, marking them as available or unavailable for rent.

- Rentees engage in communication with potential renters, responding to inquiries, negotiating terms, and coordinating the rental process.

- Once terms are agreed upon, rentees confirm the transaction, initiating the rental period.

- Rentees ensure that the listed products are in good condition and ready for use during the rental period.

- They follow through with the platform's processes for completing transactions, including receiving payment and coordinating product pick-up or delivery.

- Rentees manage their user accounts, keeping their profiles updated with accurate information.

2.1.3 User Class: Administrators

Characteristics:

- Admins have access to comprehensive controls, allowing them to manage and monitor all aspects of the product renting system.

- Admins manage user accounts, ensuring accuracy, compliance with policies, and a secure user base.

- They handle and resolve issues reported by users, ensuring a seamless experience for all participants.

- Admins enforce platform policies, ensuring that users adhere to terms of use and ethical guidelines.

- Admins implement and manage security measures to safeguard user data, financial transactions, and the overall integrity of the platform.

- Admins serve as a central communication hub

Tailoring the system to these user classes ensures that renters and rentees experience a seamless borrowing and lending process, while administrators have the necessary tools to manage and maintain the overall functionality of the platform.

2.2 User Needs

This section of the Software Requirements Specification (SRS) articulates the specific requirements and expectations of the end-users, encompassing both sellers and buyers, within the context of the Product Renting System.

2.2.1 Renters

- Product Listing and Management: Renters need a user-friendly interface to efficiently list their products for rent. This includes features such as uploading product details, and images, and specifying rental terms.

- Order Management: Renters require tools to manage and track rental orders, including the ability to accept, reject, or modify rental requests.

- Communication: A communication channel is essential, enabling sellers to interact with potential renters, negotiate terms, and address inquiries.

- Mobile Responsiveness: The system interface should be responsive to the renter's device.

2.2.2 Rentees

- Search and Discovery: Rentees should have a seamless experience discovering products through a robust search and filtering system. This includes the ability to browse, search by category, and view detailed product descriptions.

- Order Placement: The system should facilitate a straightforward process for placing rental orders, including selecting rental durations, specifying delivery preferences, and making payments securely.

- User Feedback: Rentees need the ability to provide feedback and reviews, fostering a trustworthy community and aiding future purchasing decisions.

- Mobile Responsiveness: The system interface should be responsive to the rentee's device.

2.2.3 General User Needs

- User Authentication and Authorization: A secure and user-friendly authentication system is crucial, ensuring that users can access and manage their accounts securely.

- Accessibility and Intuitiveness: The system should be accessible to users with varying levels of technological proficiency, offering an intuitive interface for a positive user experience.

- Notifications: Users should receive timely notifications about order status, communication updates, and other relevant information to stay informed about their transactions.

2.3 Operating Environment

2.3.1 Hardware Platform

- Desktops: Intel Core i5 processor or equivalent, 8GB RAM, 256GB SSD or higher

- Laptops: Intel Core i3 processor or equivalent, 4GB RAM, 128GB SSD or higher

- Mobile Devices: iOS devices (iPhone 6S and above), Android devices (running Android 8.0 and above)

2.3.2 Operating System and Versions

- Windows: Windows 10 (64-bit), Windows 11 (64-bit)

- macOS: macOS Catalina (10.15) and above

- Linux: Ubuntu 20.04 LTS and above, Fedora 33 and above

- Mobile: iOS 13 and above, Android 9.0 and above

2.3.3 Software Components and Applications

- Google Chrome (latest stable version)

- Mozilla Firefox (latest stable version)

- Microsoft Edge (latest stable version)

- Safari (latest stable version)

2.3.4 Database Compatibility

- MySQL (version 8.0)

- PostgreSQL (version 13)

- MongoDB (version 4.4)

2.3.5 Interoperability

- The system utilizes RESTful APIs and adheres to JSON data interchange standards, ensuring compatibility with third-party services and applications.

2.3.6 Network Requirements

- The system requires a stable internet connection with a minimum bandwidth of 5 Mbps for optimal performance.

- It supports both wired (Ethernet) and wireless (Wi-Fi) network connections.

2.3.7 Security Considerations

- The system employs TLS encryption (SSL certificates) for secure data transmission.

- It's compatible with industry-standard firewalls and security software to ensure data protection.

2.4 Constraints

2.4.1 Technical Constraints

- Selection of appropriate frameworks and technologies for secure payment processing and user authentication.

- Consideration of scalability as the user base grows.

2.4.2 Time Constraints

- Development phases with set milestones for feature implementation and testing.

- Launch deadline considerations based on market analysis.

2.4.3 Budget Constraints

- Allocation of resources for development, hosting, and potentially marketing efforts.

2.4.4 Regulatory and Compliance Constraints

- Compliance with data protection laws, especially regarding user information and payment details.

- Consideration of any legal aspects related to rental agreements and liabilities.

2.4.5 Resource Constraints

- Availability of skilled development resources and their expertise in the required technologies.

2.5 Assumptions

The Software Requirement Specification in expectation that users, including both renters and rentees, will actively participate in platform activities, such as browsing, initiating transactions, and managing their accounts. This assumption forms the basis for the seamless borrowing and lending processes envisioned for the Product Renting System.

2.5.1 User Participation

Assumes that users (both renters and rentees) will actively engage with the platform, listing products, initiating transactions, and following through with the rental process.

2.5.2 User Proficiency

Assumes that both renters and rentees have a basic understanding of online platforms, allowing them to navigate and utilize the system effectively.

2.5.3 Administrator Authority

Assumes that administrators have the necessary skills and authority to manage and monitor all aspects of the product renting system, ensuring a secure and compliant user base.

2.5.4 Document Accessibility

Assumes that all intended users have access to the SRS and can comprehend its content effectively, fostering a unified understanding of the project.

2.5.5 Document Relevance

Assumes that the tailored information in the SRS accurately addresses the specific needs and concerns of each stakeholder group.

2.5.6 Aligned Objectives

Assumes that the information provided in the SRS accurately aligns with the objectives and expectations of developers, testers, project managers, stakeholders, and users.

2.5.7 Stakeholder Collaboration

Assumes effective collaboration and communication among diverse stakeholders, allowing for a shared understanding of the Software Requirements Specification (SRS).

2.5.8   Consistent Connectivity

Assumes that users, both renters and rentees, have consistent and reliable internet connectivity for seamless interaction with the Product Renting System.

Chapter 3

Requirements

3.1 Functional Requirements

3.1.1 Register and NID (User) Verification

As a user (Renter or Rentee), I want to access the system and register on the platform with my NID and user information verified for system access. I want to fill out the registration form with my username, password, email, address, phone number, and NID photo and submit it to have a verified account.

Success

- After successful submission, a "Terms and Conditions" form is shown.

- If 'I agree' is chosen, the registration information is passed to the admin panel.

- The user receives a confirmation email within 72 hours after admins verify it.

Failure

- If the admin disapproves, user receives a notification with details about the issue.

- If the user disagrees with the "Terms and Conditions," the user is redirected to the registration page.

3.1.2 User Authentication (Login)

As a user (renter or rentee), I want to log in securely to access the platform and use the facilities provided.

Success

- If the provided login credentials are valid, the user is redirected to the homepage successfully.

- Access for a particular role (renter or rentee) is granted.

Failure

- System displays "Invalid user id or password".

- System redirects the user to the login page.

3.1.3 Review Product Adding Request

As an admin, I want to review the list of pending "Add Product for Rent" requests. I will select a specific request for review and evaluate detailed information including product details, images, rental terms and check if the product is compatible with our platform's need.

Succcess

- If admin approves, the system sends a confirmation email to the user (renter).

- The system maintains a log of all approved requests for auditing purposes.

Failure

- If disapproved, the system notifies the user (renter) with clear reasons for disapproval.

- The system updates the log of requests with disapproval details for future reference.

3.1.4 Review Return Request

As an admin, I want to review a list of pending product return requests. I will select a specific return request for review and verify the initial payment, product condition, return date etc.

Success

- If admin approves, a notification is sent to both the renter and rentee.

- System prompts processing of necessary refunds.

- The system maintains a log of all return requests and their statuses for auditing purposes.

Failure

- Disapproval leads to a notification with reasons to the rentee.

- The system updates the log of requests with disapproval details for future reference.

3.1.5 View Item

As a platform user (renter or rentee), I want to view detailed information about a specific item to make an informed decision.

Succcess

- Clicking on an item displays its details, including product specifications, rental terms, images, and user reviews if available.

- Users can easily navigate back to the product listing page.

Failure

- If the item does not exist or there is an issue retrieving its information, a clear error message is displayed.

- In case of unauthorized access attempts, users are redirected to the login page.

3.1.6 Search Item

As a platform user (renter or rentee), I want to search for items based on specific criteria to quickly find what I need.

Succcess

- The search functionality allows users to enter keywords, filter by product type, price range, and other relevant parameters.

- Search results are displayed in a clear and organized manner, with relevant items presented first.

Failure

- If no results match the search criteria, a user-friendly message informs the user about the lack of matches.

- The search functionality gracefully handles any technical issues and provides an error message.

3.1.7 Add Items to Cart

As a platform user (renter or rentee), I want to add selected items to my cart for convenient checkout.

Succcess

- Users can easily add items to their cart with a single click from the item details page or the product listing.

- The cart displays a summary of selected items, including quantity, total cost, and an option to proceed to checkout.

Failure

- If there are issues adding items to the cart (e.g., out of stock), users receive a clear error message.

- The system handles attempts to manipulate the cart content or prices, ensuring data integrity.

3.1.8 Select Return Type

As a platform user (renter), I want to specify the return time for the items I intend to rent.

Succcess

- During the checkout process, renters can select a return date and time that aligns with their rental period.

- The system validates the return time to ensure it falls within acceptable parameters.

Failure

- If the selected return time is invalid or conflicts with other reservations, users receive a clear error message.

- The system prompts users to correct the return time before completing the checkout process.

3.1.9 Order Placement and Cancellation

As a rentee, we can place an order for our selected products that are already added to the cart. Also, we can cancel an order.
Success

- The system prompts for the location form and Google Maps option.

- If the location is valid, we can go to the next page.

- If the order cancellation is requested before shipment, then the order canceling confirmation will be sent.

Failure

- If no items are added to the cart, alert: "No products selected!"

- If location is not valid, alert: "Please enter a valid location."

- If the network is poor, the Google Maps option will be unavailable or take some time to render.

- If the order is already shipped, alert: "Your order can not be canceled."

3.1.10   Payment

As a rentee, we have to pay a bill for our order to be confirmed. We can make payment through three options: Monthly payment, Advance payment, and EMI subscription.
Success

- If the monthly payment is done then, by the end of every month there will be a message sent: "Please make your monthly payment."

- If the EMI subscription option is selected, then the system will redirected to EMI subscription page.

- If initial or advance payment is done then send a message: "Your payment is done!".

- After payment, we will checkout.

Failure

- If credentials are not valid, the system will provide an alert for reentering correct credentials.

- If the network is poor, then for advance payment third-party app can take some time to be rendered.

- If the payment amount is not valid or enough make an alert.

- If payment is not completed, the rentee can not checkout.

- If the back button is selected, then the system will go to the previous page.

3.1.11   EMI Subscription

As a rentee, we can subscribe a product and make payment for that product based on different time intervals.
Success

- By the end of every time interval, send a notification for payment.

- If EMI subscription is successful, the user can checkout.

Failure

- If EMI subscription is not completed successfully, user can not checkout.

- If any item can not be subscribed then, the rentee have to select another payment method.

3.1.12   Checkout

As a rentee, we can checkout after completing our payment.
Success

- The system will show a message popup that "Your order has been placed successfully!"

- Then the renter can go to the homepage.

- Hire a delivery man to deliver the order.

Failure

- If network issues arise, redirect to the homepage automatically.

3.1.13   Live Chat

As a

Registered user (Renter or Rentee)

I want

To engage in live chat with the renter

So that

I can directly communicate and address queries or concerns in real-time.

Acceptance Criteria

Scenario: Initiating Live Chat

Given that I am logged in as a user, When I navigate to the platform's interface, Then I see an option to initiate a live chat with the respective renter associated with a rental listing or service.

Scenario: Live Chat Interface

Given that I have initiated a chat with the renter, When the chat interface opens, Then I see a real-time messaging window where I can type and send messages to the renter.

Scenario: Communication and Interaction

Given that the chat is active between me and the renter, When I send a message or receive one from the renter, Then I receive a notification highlighting new messages and the chat interface updates in real-time.

Scenario: Ending the Chat

Given that the conversation is concluded or I no longer require immediate assistance, When I choose to end the chat session, Then I have the option to close the chat window or leave the conversation, returning to the platform's main interface.

3.1.14 Initiating a Return Request

As a

Registered user (Buyer or Customer)

I want

To initiate a return request for a purchased item

So that

I can return the item and receive a refund or replacement

Acceptance Criteria

Scenario: Identifying the Need to Return

Given that I have purchased an item, When I encounter issues such as: - Received a damaged or defective item - Received an incorrect item - Changed my mind about the purchase (if applicable)
   Then I decide to initiate a return request.

Scenario: Initiating the Return Request

Given that I want to return an item, When I navigate to the platform's interface, Then I locate the order history or purchase details related to the item.
   When I select the specific item I wish to return, Then I find an option or button labeled "Initiate Return" or "Request Return."

Scenario: Providing Return Details

Given that I've chosen to initiate a return request, When prompted, I provide necessary details such as: - Reason for return (defective, damaged, incorrect, changed mind, etc.) - Desired resolution (refund, replacement, exchange) - Supporting evidence (photos, description of issue)

Scenario: Confirmation and Submission

Given that I've provided return details, When I review the information provided, Then I submit the return request.

Upon submission: - I receive a confirmation message indicating the successful initiation of the return request. - The platform informs me about the next steps and the expected timeframe for processing the return.

3.1.15   Booking a Delivery Man

As a

Registered user (Sender or Customer)

I want

To request a delivery for transporting items/packages

So that

I can ensure safe and timely delivery of my items/packages to the intended destination

Acceptance Criteria

Scenario: Requesting Delivery

Given that I need to send items/packages, When I access the platform's interface, Then I find an option to request a delivery service.

Scenario: Providing Delivery Details

Given that I'm requesting a delivery, When prompted, I specify details such as: - Pickup location - Delivery destination - Size/weight of items/packages - Preferred delivery time window (if applicable) - Special instructions or handling requirements

Scenario: Submitting the Request

Given that I've provided delivery details, When I submit the request, Then the platform forwards the request to the admin responsible for managing delivery services.

Upon submission: - I receive a confirmation message indicating the successful submission of the delivery request. - The admin responsible for bookings receives notification of the new delivery request.

Scenario: Tracking the Delivery Status

Given that the delivery request is submitted, When I want to check the status of my delivery, Then the platform provides a tracking feature allowing me to monitor the progress of the delivery request.

Scenario: Confirmation and Completion

Given that the admin arranges the delivery, When the delivery is completed, Then I receive a notification confirming the delivery completion and providing details about the successful delivery.

3.1.16 Add an Item

As a renter, I want to easily add an item to the online product renting system, providing details for easy sharing and collaboration.

Success

- User selects "Add Item" from the menu.

- System prompts user with a form for item details (name, description, quantity).

- User enters item details and submits.

- System validates and confirms the successful addition of the item.

Failure

- Renter tries adding item but misses required details.

- System alerts about missing info, guiding for correction.

- Renter revises, encounters another error for clarity.

- After refining, successfully submits item for online renting.

3.1.17 Cancel Items

As a renter, I want to easily cancel an item on the online product renting system, ensuring flexibility in managing my rental choices.

Success

- Renter clicks "Cancel" on the chosen item in "My Rentals."
- Confirmation message appears, ensuring successful cancellation.
- The canceled item is now available for other renters on the platform.

Failure

- Renter tries to cancel but encounters a technical problem.
- Error message prompts user to retry the cancellation process.
- After troubleshooting, renter successfully cancels the item for the desired flexibility.

3.1.18 Re-available Items

As a renter, I want to easily make my previously rented item available again on the online product renting system, providing others the opportunity to use it.

Success

- Renter selects "Make Available" for a rented item.
- System promptly updates the item's availability status.
- Confirmation message signals successful re-availability.
- Inventory reflects the change promptly.
- User receives a notification acknowledging the action.

Failure

- Renter attempts to re-avail an item but encounters a system error.
- An error message suggests checking the availability status.
- Despite multiple attempts, the issue persists, causing frustration.
- Renter contacts support, and the problem is resolved for successful re-availability.

3.1.19   Review/Rating Items

As a renter, I want to easily provide a review and rating for an item on the online product renting system, sharing my experience with other users.

Success

- Renter clicks "Review/Rating" for a rented item.

- System displays a user-friendly review form.

- Renter provides a rating and feedback.

- Confirmation message indicates successful submission.

Failure

- Renter attempts to review an item but encounters a technical glitch.

- An error message prompts a reassessment of the review submission.

- Despite multiple tries, the issue persists, causing frustration.

- Renter reaches out to support, and the problem is resolved for a successful review.

3.2   Non Functional Requirements

3.2.1   Performance Requirements

1. **Response Time:** The system should respond to user actions within 2 seconds under normal operating conditions to ensure a responsive user experience.

2. **Scalability:** The system must be scalable to handle a 20% increase in concurrent users during peak times without significant degradation in performance.

3.2.2   Safety Requirements

1. **User Data Protection:** The system must implement robust measures to ensure the confidentiality and integrity of user data to prevent unauthorized access or data breaches.

2. **Transaction Integrity:** In the event of a system failure or interruption, the system should have mechanisms in place to recover and maintain the integrity of ongoing transactions.

3.2.3 Security Requirements

1. **User Authentication:** Users must undergo secure authentication processes, including multi-factor authentication, to ensure the security of user accounts.

2. **Data Encryption:** All sensitive user data, including personal information and financial transactions, must be encrypted during transmission and storage.

3.2.4 Software Quality Attributes

1. **Usability:** The system should provide an intuitive and user-friendly interface, with at least a 90% satisfaction rate in user feedback surveys.

2. **Reliability:** The system should have a 99.99% uptime, ensuring reliable access for users at all times.

3.2.5 Business Rules

1. **Rental Eligibility:** Only registered users with approved NID verification are eligible to rent products through the system.

2. **Return Process:** The system must enforce a standardized process for product returns, including admin approval and confirmation to ensure consistency and accountability.