

## **TEAM :**

- Muhap Ayman Mahmoud
- Menna Sayed Fayez
- Sandra Rafla William
- Wafaa Mostafa Gaber
- Yasmien Mohamed Abd-ELGayed
- Lobna Khaled Koraney
- Basma Adel Hassan
- Arwa Alaa Abd-ELHamied
- Mohamed Yasser Abd-ElAtey
- ALi Atef Ahmed



# " HATLY "

## DELIVERY SERVICE MANAGEMENT SYSTEM

Prepared For :

Software Engineering  
project  
ENG.Osama Hefny

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1.0



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# 1-INTRODUCTION

## *1.1.1 Product overview :*

“**Hatly**” is GPS based website that aim to connect customer with delivery man , so they can benefit from each other , customer get what he want in specific time and less money , in other hand delivery man benefits from his current capabilities (location , time , transportation , etc..).

### ***1.1.2 Product overview :***

Furthermore, the software needs both Internet and GPS connection to fetch and display results. All system information is maintained in a database, which is located on a web-server. The software also interacts with the GPS-Navigator software which is required to be an already installed application on the user's mobile phone. By using the GPSNavigator, users can view desired place on a map and navigated to them.

## ***1.2 Product value :***

- Customer can choose specific time to receive his order.
- The price is determined according to the kilometers traveled to ensure that customer will pay the exact price.
- To ensure safety customer can see delivery's profile ,his rating and tracing delivery's path.
- Delivery man benefits from his current capabilities(location , time , transportation , etc..).
- Delivery man can choose best mission to him.



## ***1.3 INTENDED AUDIENCE :***

- **ANY ONE WANT TO DELIVER ANY ITEM TO SPECIFIC LOCATION .**
- **ANY ONE WANT TO EARN MONEY IN HIS SPARE TIME .**



## ***1.4 Intended use :***

- The customer will register to the website and will be able to create an order and provides his location ,notes and instructions.
- The delivery man will register to website and will be able to access his dash board that contain nearest orders and choose among them .





# 2-Functional Requirements :

ID	Requirements	Date	Features	stakeholders
1	user must register to make an account in app	30/10/2022	Create form input: -name - phone number - id -email -default location - password -user name - personal photo(delivery man)	<ul style="list-style-type: none"><li>customer</li><li>delivery</li></ul>
2	Make verification on email	30/10/2022	<ul style="list-style-type: none"><li>Resend verification code to app</li></ul>	System Administrator
3	Personal data will record in data base	30/10/2022	<ul style="list-style-type: none"><li>Data resend to database</li></ul>	System Administrator
4	create login form	30/10/2022	<ul style="list-style-type: none"><li>Insert username and password in login page for each . (customer /delivery)</li><li>Check account exist or not .</li><li>Login with scan QR code</li></ul>	<ul style="list-style-type: none"><li>customer</li><li>delivery</li></ul>

ID	Requirements	Date	Features	stakeholders
5	Switching account	30/10/2022	<ul style="list-style-type: none"> <li>Same customer and delivery be able to switch his account to Deliver an order or make an order</li> </ul>	<ul style="list-style-type: none"> <li>Customer</li> <li>delivery</li> </ul>
6	user control profile	30/10/2022	<ul style="list-style-type: none"> <li>edit data</li> <li>delete account</li> <li>insert new data</li> <li>update data</li> </ul>	<ul style="list-style-type: none"> <li>customer</li> <li>delivery</li> </ul>
7	Update data in data base	30/10/2022	<ul style="list-style-type: none"> <li>Record personal data of client and delivery to the database.</li> </ul>	System Administrator.
8	costumer has the ability to create new order on app to be watched by delivers	30/10/2022	<ul style="list-style-type: none"> <li>Mention his needs</li> <li>add location</li> <li>set max time</li> <li>set pad-get</li> <li>upload photo for special propose</li> <li>Schedule order For special time.</li> </ul>	customer

ID	Requirements	Date	Features	stakeholders
9	view delivery profile	30/10/2022	<ul style="list-style-type: none"> <li>customer has ability to show the delivery details and can make a decision to admit or reject him.</li> </ul>	customer
10	allowing user to add a location	30/10/2022	<ul style="list-style-type: none"> <li>access maps</li> </ul>	Customers.
11	edit orders	30/10/2022	<ul style="list-style-type: none"> <li>Order remain 5 minutes to confirm His order (confirm or cancel )</li> </ul>	Customer
12	Publish orders	30/10/2022	<ul style="list-style-type: none"> <li>The delivery may read possible orders according to his scale location</li> </ul>	Delivery
13	The process of selecting the delivery for the order	30/10/2022	<ul style="list-style-type: none"> <li>Delivery select order .</li> <li>Display information( the prices is calculated based on numbers of kilo loads and the distance with kilometers)</li> <li>Delete the selected order from the list</li> </ul>	Delivery

ID	Requirements	Date	Features	stakeholders
14	Sending deliver's profile	30/10/2022	<ul style="list-style-type: none"> <li>Open session to chat and communicate via mobile phone or any way to chat .</li> </ul>	System Administrator.
15	Keep customers updated with delivery status(track order)	30/10/2022	<ul style="list-style-type: none"> <li>Once the order is confirmed the system shows a "Track your Order"</li> <li>Send a notification to customer when delivery will close to Customer's location.</li> </ul>	Customers.
16	Show check list of customer order	30/10/2022	<ul style="list-style-type: none"> <li>Make check list for completed missions ,including each item with price.</li> </ul>	Customer delivery
17	Payment methods	30/10/2022	<ul style="list-style-type: none"> <li>allow user to select a payment method i.e. credit card or cash.</li> </ul>	Customers

ID	Requirements	Date	Features	stakeholders
19	Take the customer's experience (Rating / Feedback) (delivery/application)	30/10/2022	<ul style="list-style-type: none"> <li>the system asks user to rate the service and give feedback</li> <li>Evaluate the delivery and write a review about it</li> </ul>	Customers.
20	Make a report	30/10/2022	<ul style="list-style-type: none"> <li>A customer be able to make a compliment if order mission didn't compete successfully</li> </ul>	Customer Delivery

### 3-Non-functional requirements:

ID	Requirements	Date	Features	stakeholders
1	Performance	30/10/2022	The app should provide greater performance with no delay	System Administrator.
2	Security	30/10/2022	Every user must change his initial password after first successful login	System Administrator.
3	Reliability	30/10/2022	system experience critical failures	System Administrator.
4	Usability	30/10/2022	easy is it for a customer to use the system	system administrator.
5	Scalability	30/10/2022	assesses the highest workloads under which the system will still meet the performance requirements	SystemAdministrator.