

*CSE470 Project*  
*Group 01 Sec : 17*  
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### **Functional Requirements:**

1. Admin can update parcel delivery status.
2. Admin can update payment status.
3. Admin can create invoices.
4. Admin can modify invoices.
5. Admin can modify customers.
6. Admin can delete customers.
7. Admin can create delivery fees based on the city.
8. Admin can modify delivery fee based on city.
9. Admin can respond to complaints raised by customers.
10. Customers can register as individual or shopkeepers.
11. Customers can login as individual or shopkeepers.
12. Customers can add requests for parcel pickup.
13. Customers can check parcel delivery status.
14. Customers can check payment status.
15. Customers can add multiple pickup points.
16. Customers can check counts of completed deliveries from the dashboard.
17. Customers can check counts of failed deliveries from the dashboard.
18. Customers can check the amount of cleared payments from the dashboard.
19. Customers can check the amount of pending payments from the dashboard.
20. Customers can raise complaints regarding delivery.
21. Customers can raise complaints regarding payment.
22. Customers can add desired payment methods.
23. Customers can remove desired payment methods.

### **Non-Functional Requirements:**

1. Availability
2. Scalability
3. Data Security
4. Device Compatibility
5. Responsive Design