# Introduction:

This document includes all user requirements, non-functional requirements and the assumptions we have done.

# User Stories:

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| **#** | **Title** | **User Stories** | **Acceptance Criteria** |
| 1.0 | Homepage | As shop owner, I want a homepage for my website | Homepage must include:   * Photos of previous cakes delivered earlier * Button&navigation bar menu to go to customer login * Button&navigation bar menu to go to show owner login * About us text (~150 word, detailed later) * Shop contact info: phone, address, postal code * Price list: size, topping, photo, distance (fix+price per km) * Ordering time: orders can be given within working days and working hours (Monday-Saturday, 9:00AM-5:00PM) * Note to user: “if the web system is down, call us to learn about your order” |
| 2.0 | Login | As shop owner, I want users register/login with email address | When login is clicked, email/password is asked for registered user. For new users, when “register now” is clicked, a new form page is opened. |
| 2.0.1 | Login | As shop owner, I want users to get an error message in case of entering wrong password. I don’t want password ever locked. | User will get an error message saying “Please check your email or password” |
| 2.0.2 | Login | As shop owner, I want users to be able get a new password, if they forget existing password. | If user clicks “Forgot Password” button, an email will be sent to customers email address, which includes a new password. To be able to click this button, user must enter email address. |
| 2.1 | Register now | As shop owner, I want customer info is taken and stored for new customer. | “Register now” form takes the following information from customer:   * email * First/Last Name * Phone number   If email is already in use, “email is in use” error message is given to user.  For owner registration, only email is required. |
| 2.2 | Register now | As shop owner, I want to confirm email address for new users. | When new user is created, an email and password (created by system) is sent to that address. User can only login to system with that password. |
| 2.3.0 | Customer page | As a customer, I want to be able to give a new order, and list my previous orders at the same page. | Customer page is formed as two divisions. Upper side of the page is used for creating a new order, lower side lists the previous orders. |
| 2.3.1 | Customer page | As shop owner, I don’t want new orders out of working hours. | Create order division is disabled if time is out of working hours (Monday-Saturday, 9:00AM-5:00PM) |
| 2.4.0 | Customer page/New Order/Specify Cake | As shop owner, I need customer specify size. | Customer **must** select one of these options:   * Small * Medium * Large   Default selection must be Medium |
| 2.4.1 | Customer page/New Order/Specify Cake | As shop owner, I need customer specify cover chocolate. | Customer **must** select one of these options:   * White chocolate * Milky chocolate * Dark chocolate   Default selection must be Milky chocolate. |
| 2.4.2 | Customer page/New Order/Specify Cake | As shop owner, I need customer specify toppings. | Customer **must** select 1-3 of below toppings:   * Strawberry * Banana * Orange * Kiwi * Chocolate chips * Peanut pieces   All toppings must be unchecked at the beginning.  If customer does not select one, or selects more than 3, an error message must be given as “Select at least 1, at most 3 toppings”. |
| 2.4.3 | Customer page/New Order/Specify Cake | As shop owner, I need customer specify photo if they want. | Optionally, customer may upload a photo to be printed on cake. Its file type can be .jpg, .jpeg, .bmp, .png.  It size must nox exceed 256KB. If size and/or file type is not as specified, an error message must be given to customer. |
| 2.4.4 | Customer page/New Order/Specify Cake | As shop owner, I need customer specify message text if they want. | Customer may specify a text that will be written on the cake. Input text fields must be limited with 50 chars. |
| 2.5.0 | Customer page/New Order/Delivery Type | As shop owner, I need customer specify delivery type. | Customer must select one of the followings:   * Delivery at shop * Delivery to a given address   Default selection must be “Delivery at shop” |
| 2.5.1 | Customer page/New Order/Delivery Type | As shop owner, I need customer give delivery address if he/she does not take from shop. | Customer must fill all the following information:   * Address * Postal Code * City |
| 2.5.2 | Customer page/New Order/Delivery Type | As shop owner, I cannot deliver an order to an address which is more than 20 km from my shop. | If the distance between shop (M9M 000) and given postal code is more than 20km, an error message must be given to customer which says “Address is out of our delivery zone.” |
| 2.6 | Customer page/New Order/Requested Date and Time | As shop owner, I need order’s due date. I cannot take orders earlier than 2 working days. | There must be at least 2 working days (weekdays and saturday, sunday is excluded) until specified delivery date&time. Otherwise, an appropriate error message is given to the customer. |
| 2.7 | Customer page/New Order | As a customer, I want to see the total cost of my order before completing my order. | Cost is calculated as below, and showed on the page:  Total Cost =  Size(Small=15$, Medium=20$,Large=25$) +  #ofToppings \* 3$ +  Photo(if requested, 4$) +  DeliveryFee(if delivered to another address, 5$ + 1$ per km) |
| 2.8 | Customer page/New Order | As shop owner, I want new orders are limited with working hours. | When user clicks “Complete Order”, system checks the time, and if the time is not within working hours(Monday-Saturday,  9:00AM-5:00PM), an error message is given to customer. |
| 2.9.0 | Customer page/New Order | As a customer, I want to see a successful/unsuccessful message after clicking “Place Order”. | “Order is placed successfully” or “Error occurred: xxx” message is shown to customer. |
| 2.9.1 | Customer page/New Order | As a customer, I want all the input fields to be set to their initial values after successfully placing the order. | Input fields must be cleared, radio buttons must be set to their initial position after creating the order. |
| 2.10 | Customer page/New Order | As a customer, I want to see my new order in the order list below. | New order is added to below list with status “Waiting for approval” |
| 2.11.0 | Customer page/Order List | As a customer, I want to see all my orders with their details, starting from latest. | Order list is shown in the bottom half of the page. Each line includes following details:   * Order id * Order date/time * Requested date/time * Size * Cover chocolate * Toppings * Photo * Text * Delivery type * Address * Total Cost * Order Status:   + Waiting for approval   + Approved   + Rejected   + Paid   + Payment overdue   + aCancelled   + Ready   + Delivered * Approval date/time * Payment date/time * Ready date/time * Delivery date/time * Shop’s message to customer |
| 2.11.1 | Customer page/Order List | As a customer, I want action buttons on the list. | Following action buttons appear for the orders in the list:   * Waiting for approval => Cancel button * Approved => Cancel / Pay buttons   For other statuses, there will be no action button for customer. |
| 2.12 | Customer page/Order List/Cancel Order | As a customer, I want to be able to cancel my order before paying for it. | If the order is at “Waiting for approval” or “Approved” status, customer will be able to cancel it by clicking “Cancel” button in the list. Order will be assigned to “Cancelled” status then. For other statuses, “Cancel” button is disabled. |
| 2.13 | Customer page/Order List/Pay | As shop owner, I want customers pay online, within 4 working hours after my approving the order. | Customer can click “Pay” button if the order is at “Approved” status. A payment form is opened and asks for the following:   * Card type (selection)   + Visa   + Mastercard * Cardholder’s name(max 30 chars) * Card number(16 digit number) * Expiry date(mm-yyyy) * Security code(3 digit number)   If card validation is unsuccessful, an error message is given to customer. Otherwise, Total Cost is credited to card balance.  In case of any error in the transaction, error message is given to customer.  If the payment is successful, order gets “Paid” status. Payment date/time fields are updated accordingly. |
| 2.14 | Customer page/Order List | As shop owner, I want order to be cancelled automatically, if it is not paid within 4 working hours after my approval. | Order is cancelled and gets “Payment overdue” status automatically, if is not paid within 4 working hours after approval date/time. |
| 3.0 | Owner page/Order List | As shop owner, I want to list all the orders with different selection criterias. | There will be a list of orders. Selection criteria:   * Order Status (default: Waiting for approval) * Order date start : all the orders starting from this day. If empty, no restriction. (Default: empty) * Order date end: all the orders until this day. If empty, no restriction. (Default: empty)   Orders must be listed by order date/time.  Each line will include all the details of the orders (same as customer page), plus customer information:   * Name * Phone * Email |
| 3.1 | Owner page/Order List | As shop owner, I want order list be ready when I open the owner page (without clicking the List button). | List is formed with default selection criteria when owner opens the page. Owner can change the selection criteria and can “List” again. |
| 3.2.0 | Owner page/Order List | As shop owner, I want order list be updated automatically. | As long as owner page is open, list is updated automatically every 2 minutes with current selection criteria. |
| 3.2.1 | Owner page/Order List | As shop owner, I want action buttons for each order in the list, according to its status. | Following action buttons appear for the orders in the list:   * Waiting for approval => Approve / Reject buttons * Paid => Ready button * Ready => Delivered button   For other statuses, there will be no action button for owner. |
| 3.3 | Owner page/Order List/Accept Order | As shop owner, I may accept customer order according to my availability. | If the order status is “Waiting for approval”, owner can click “Approve” button and approve the order. Order status becomes “Approved”. Approval date/time fields are updated accordingly. |
| 3.4 | Owner page/Order List/Reject Order | As shop owner, I may reject customer order according to my availability. In this case, I want to write a proper explanation to the customer. | If the order status is “Waiting for approval”, owner can click “Reject” button and reject the order. Order status becomes “Rejected”.  In this case, an input text area becomes enabled for owner to write some explanation(max 200 char). |
| 3.5 | Owner page/Order List/Accept & Reject Order | As shop owner, I want to inform customers with email about my response. | Following owner’s response, an automatic email will be sent to customer. |
| 3.6 | Owner page/Order List | As shop owner, I can change the status of an order from “Paid” to “Ready”. | Owner can change the status of an order from “Paid” to “Ready” by clicking the “Ready” button. *Ready date/time* fields are set automatically. |
| 3.7 | Owner page/Order List | As shop owner, I can change the status of an order from “Ready” to “Delivered”. | Owner can change the status of an order from “Ready” to “Delivered” by clicking the “Deliver” button. *Delivery date/time* fields are set automatically. |

# Non-functional Requirements:

Availability: System must be up 24/7.

Security:

* Use HTTPS connection, and [SSL and TLS certificates](https://www.upwork.com/hiring/development/ssl-certificates/) between browser and server communication.
* Do not hold card data in the database
* Passwords must be kept as encrypted in database

Capacity: System must support up to 100 concurrent users

Traceability: Every user and owner action should be logged with date and time

Performance:

* Each page must be loaded within 4 seconds
* GoogleMaps API is expected to respond within 3 seconds