

**SMART CITY**

**APARTMENT SERVICES WEBSITE**

**Software Requirement Specification**

– Ho Chi Minh City, May 2023 –

**Record of changeS**

| **Date** | **A\* M, D** | **In charge** | **Change Description** |
| --- | --- | --- | --- |
| 18/05 | A | KienNT | Thêm mô tả Introduction về Cleaning services Website(I, 1) |
| 18/05 | A | HieuDT | Thêm hình vẽ mô tả ở Introduction(I,1) |
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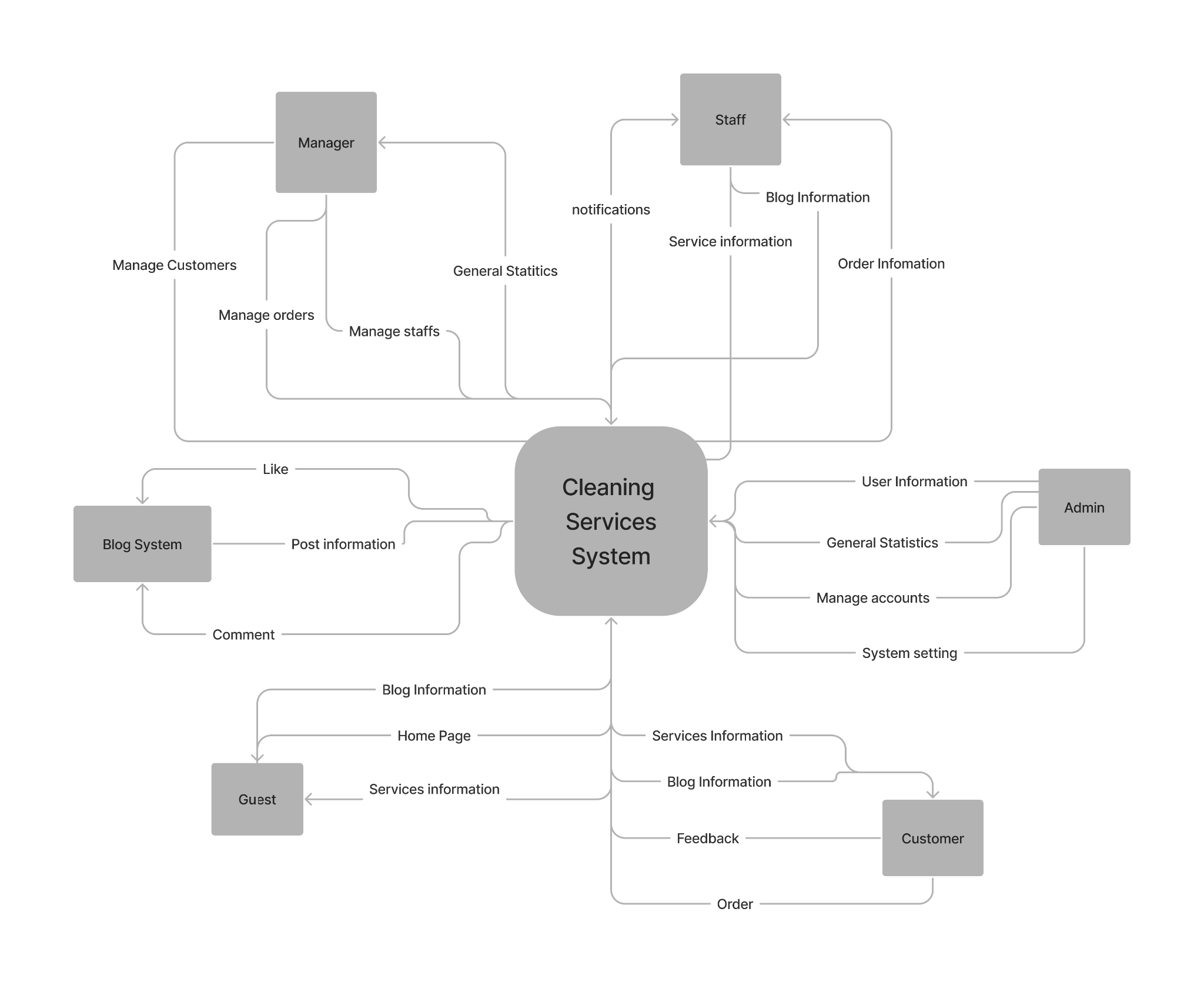
# I. Overview

General information about the project

* Project name: SmartCity
* Project code: SC
* Group name: Group 3
* Software type: Website

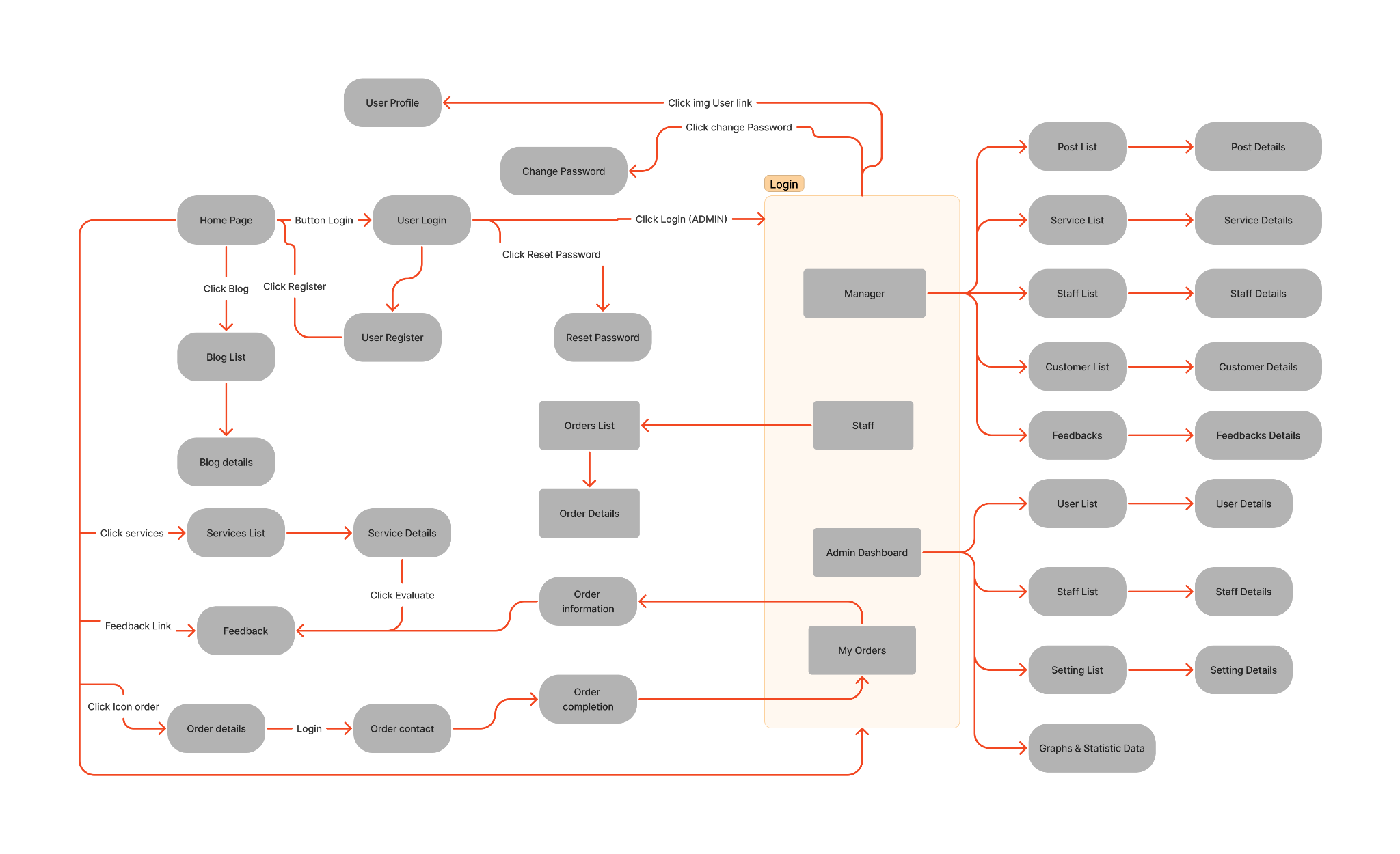
## 1. Introduction

* The Vinhomes Cleaning Services Website is a software system designed to streamline the management of cleaning services offered by Vinhomes, one of the leading real estate developers in Vietnam. The website serves as a platform for residents and staff to access cleaning services and manage service requests efficiently. The website aims to provide a user-friendly experience to the residents and staff of Vinhomes, enabling them to easily request cleaning services. The system will assist the management of cleaning services by providing detailed information on the number of requests, response times, and other key performance indicators.



## 2. System Functions

### **a. Screen Flow**



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### **b. Screen Details**

| **No** | **Feature** | **Screen** | **Description** |
| --- | --- | --- | --- |
| 1 | Public | Home Page | The starting page of the system. |
| 2 | Public | Blog List | List of shared blogs. |
| 3 | Public | Blog details | Detail of the shared blogs. |
| 4 | Public | Services List | List of the active types of services. |
| 5 | Public | Service Details | Details of the selected service. |
| 6 | Customer | Order Details | Details of the user orders (the list of selected services to reserve). |
| 7 | Customer | Order Contact | Screen that allows the user to input/edit the order receiver. |
| 8 | Customer | Order Completion | Order completion screen. |
| 9 | Customer | Feedback | Screen that allows user to input/edit their comment |
| 10 | Common | User Login | Authenticate the user to give him/her access to authorized features later on. |
| 11 | Common | User Register | Register a new user into the system, verified by the registered email. |
| 12 | Common | Reset Password | Use in case the user forgot his/her password. |
| 13 | Common | Change Password | change the user's login password. |
| 14 | Common | User Profile | View & Edit/Update user profile. |
| 15 | Common | User Authorization | Authorization user into the system functions based on his/her role. |
| 16 | Staff | Services List | List, filter, search, view service(s). |
| 17 | Staff | Service Details | View the details of a specific service. |
| 18 | Staff | Order List | List, filter, search, show, hide, view order(s) that are assigned for this staff. |
| 19 | Staff | Order Details | View the details of a specific assigned order. |
| 20 | Staff | Feedback List | List, filter, search, show, hide, view feedback(s). |
| 21 | Manager | Post List | List, filter, search, show, hide, view, add new or edit existing blog(s). |
| 22 | Manager | Post Details | View & edit the details of a specific blog. |
| 23 | Manager | Feedbacks List | List feedback of users. |
| 24 | Manager | Feedback details | View and categorize feedback (negative and positive). |
| 25 | Manager | Service List | List, filter, search, show, hide, view, add new or edit existing services. |
| 26 | Manager | Service Details | View & edit the details of a specific service. |
| 27 | Manager | Staff List | List, filter, search, show, hide, view, add new or edit existing staff. |
| 28 | Manager | Staff Details | View & edit the details of a specific staff. |
| 29 | Manager | Customer List | List, filter, search, show, hide, view, add new or edit existing customer. |
| 30 | Manager | Customer Details | View & edit the details of a specific customer. |
| 31 | Admin | Admin Dashboard | View general statistics & trends about the management-related data. |
| 32 | Admin | User List | List, filter, search, show, hide, view, add new or edit existing user. |
| 33 | Admin | User Details | View & edit the details of a specific user. |
| 34 | Admin | Staff List | List, filter, search, show, hide, view, add new or edit existing staff. |
| 35 | Admin | Staff Details | View & edit the details of a specific staff. |
| 36 | Admin | Graphs & Statistic Data | Graphs and Statistics of Staff, Customers, Appointments, and Revenue. |

### **c. User Authorization**

| **Screen** | **Admin** | **Manager** | **Customer** | **Staff** | **Guest** |
| --- | --- | --- | --- | --- | --- |
| Home Page | X | X | X | X | X |
| Blog List | X | X | X | X | X |
| Blog Details | X | X | X | X | X |
| Services List | X | X | X | X | X |
| Service Details | X | X | X | X | X |
| Order Details |  | X | X | X |  |
| Order contact |  | X | X | X |  |
| User Login | X | X | X | X | X |
| User Register | X | X | X | X | X |
| Forgot Password | X | X | X | X | X |
| Change Password | X | X | X | X |  |
| User Profile | X | X | X | X |  |
| Dashboard (Graphs & Statistic Data) | X | X |  |  |  |
| Accounts List | X |  |  |  |  |
| Account Details | X |  |  |  |  |
| Add/remove Blog |  | X |  |  |  |
| Add new Blog |  | X |  |  |  |
| Update Blog |  | X |  |  |  |
| Customer List | X | X |  |  |  |
| Customer Details | X | X |  |  |  |
| Staff List |  | X |  |  |  |
| Staff Details |  | X |  |  |  |
| Feedback List |  | X | X | X | X |
| Feedback Details |  | X |  |  |  |
| Orders History |  | X | X | X |  |
| Setting List | X |  |  |  |  |
| Setting Details | X |  |  |  |  |

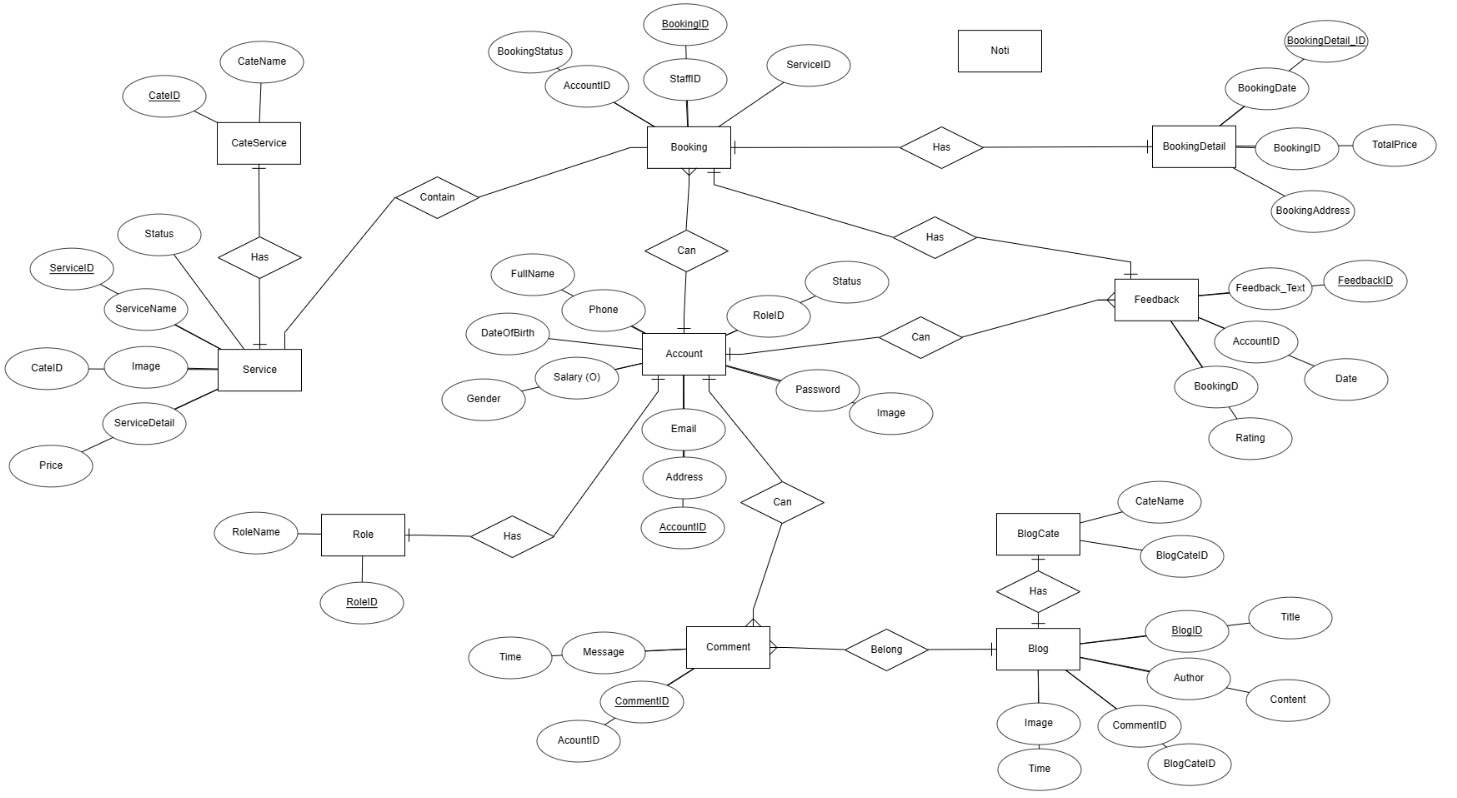
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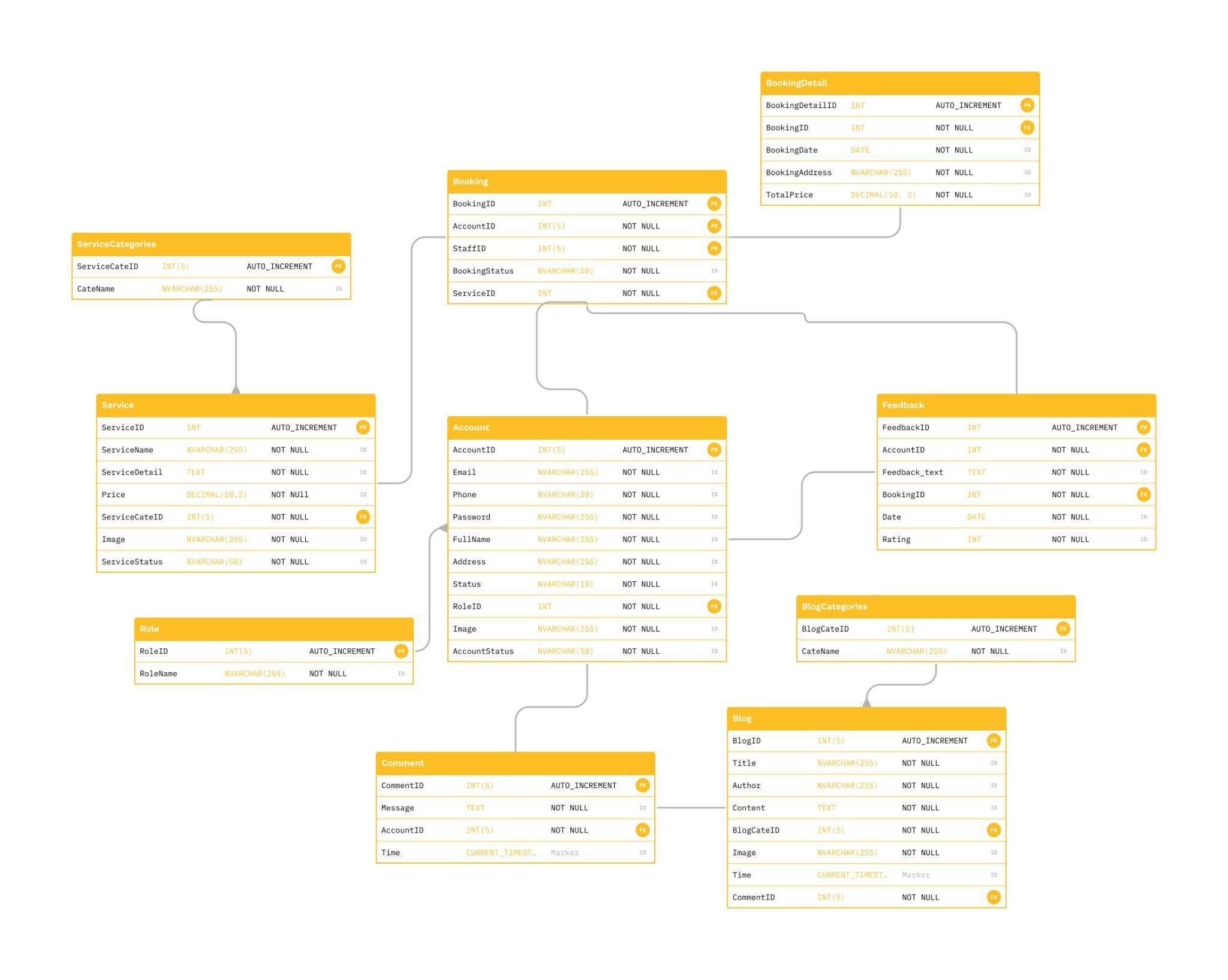
* **Admin**: The administrator has the highest authority in the system and is responsible for managing all functions and data of the cleaning services application.
* **Customer**: The customer is the user who utilizes the house cleaning and electronic device cleaning services.
* **Manager**: The manager is responsible for supervising and managing the tasks of the staff members in the cleaning services.
* **Guest:** Users who access the system without registering or logging in.
* **Staff:** Staff members are responsible for performing the house cleaning and electronic device cleaning tasks.

### **d. Non-Screen Functions**

| **#** | **Feature** | **System Function** | **Description** |
| --- | --- | --- | --- |
| 1 | Common | Sign out | Users sign out of the system |
| 2 | Common | User Authorization | This is the authorization mechanism in the system, |
|  |  |  |  |

## 3. Entity Relationship Diagram





**Entities Description**

| **#** | **Entity** | **Description** |
| --- | --- | --- |
| 1 | Account | Contain user’s information: Fullname, password, address,... |
| 2 | Role | Grant permission to user account |
| 3 | Booking | Provide process for service that user choose on the website |
| 4 | BookingDetail | Provide information about date, price, address for service that user booked |
| 5 | Service | Provide services that website has |
| 6 | CategoryService | Classification of services |
| 7 | Blog | Where the website's blogs are written |
| 8 | CategoryBlog | Classification of blogs |
| 9 | Comment | Where user can comment on the website |
| 10 | Feedback | User reviews after each successful booking |

# II. Functional Requirements

## 1. Public Feature

### a. Home Page

* **Function trigger**: This function is triggered when user enter the website
* **Function description**: users can see summary of service, user can click on the image or detail button that the website will lead you the detail of service that you have clicked
* **Screen layout**: mockup prototype of the screen, sample below is for Home Page screen
* **Function details**:
* Navigation menu:
* ABOUT US: introduce about service team
* OUR SERVICES: introduce services that the website provides
* PAGES: provide links to subpages and sections of the site
* CONTACT US: provide phone number, email and address that user can contact with owner website
* Banner: An attractive banner or featured image that will grab the visitor's attention
* Search: A search box allows users to quickly search for information or service on the site.
* Register or login: The form login or register will display when user click on “Đăng nhập ” button

### b. Web Blog List

● **Function trigger**: This function is triggered when the user clicks blogs in navbar

● **Function description**: Show the paginated list of blogs

● Screen layout: Mock-up prototype of the screen, sample below is for the Blog screen

* **Function details**:
* Display: The article list page displays articles in order of newest or by other criteria such as popularity, category, or keyword. Articles are usually presented in the form of titles, short descriptions, and other information such as publication date and author.
* Filter and sort: Provides filtering and sorting options so that users can narrow the results displayed based on criteria such as category, blog date, author, popularity, or keyword.
* Pagination: Split into smaller pages to reduce page load and increase user experience.

c. Blog details

* **Function trigger**: This function is triggered when user clicks a title of the blog list that display on the Blog List website
* **Function description**: Display the detail of the selected blog
* Screen layout: Mock-up prototype of the screen, sample below is for the Blog detail screen
* **Function detail**:
* Display: displays the title and full body of the blog.
* Blog date and author: Information about the blog date and author is displayed on the details page. This helps the reader to know the source and author of the article.
* Related Articles: To increase the discoverability of other content, the article details page often offers a "Related Articles" section that displays similar or related articles that may be of interest to readers.

d. Service list

* **Function trigger**: This function is triggered when user clicks a OUR SERVICE on the Menu Navigation
* **Function description**: Show the paginated list of services
* **Screen layout**: Mock-up prototype of the screen, sample below is for the Service list screen
* **Function details**:
* Display: shows the services that the website offers. Each service is usually displayed in the form of a title, a short description.
* Filter and sort: The website provides filtering and sorting options so users can narrow the results displayed based on criteria.
* Search: A search box allows users to search for services by keyword.

e. Service details

* **Function trigger**: This function is triggered when user clicks a title of the service list that display on the OUR SERVICE website
* **Function description**: Display the detail of the selected service
* **Screen layout**: Mock-up prototype of the screen, sample below is for the Service details screen
* **Function details**:
* Display: shows the title of the service and its details.
* Reviews and Comments: Allows users to rate the service and write a review about it.
* Images: Display images related to the service to help users have a more intuitive and specific view of the service.
* Booking: Provide online booking. Users can select date, time and other related details to book service directly from the page.
* Contact Information: Provide the service provider's contact information, including a phone number, email address, or contact form, so that users can contact and receive more information about the service.
* Related Services: Displays a list of related services or other service recommendations.

## 2. Common Feature

### a. User Login

● **Function trigger:** This function is triggered when the user clicks “Đăng Nhập” on “Trang Chủ”.

● **Function description:** User sign in into the system.

● **Screen layout:** mock-up prototype of the screen, sample below is for the Login screen

//Ảnh màn hình tại đây

● **Function Details**:

○ When the page loads for the first time, it will display the homepage.

○ When clicking on the login button on the homepage, have a login pop-up.

○ When entering username and password, then click on button login.

○ If username or password are correct, the page will return homepage and have a button logout.

○ If username or password are incorrect, the message "Username or password are incorrect" will be displayed.

### b. User register

● **Function trigger:** This function is triggered when the user clicks “Đăng ký” on “Trang chủ” or on “Đăng nhập” form.

● **Function description:** The guest can create an account.

● **Screen layout:** mock-up prototype of the screen, sample below is for the Register.

//Ảnh màn hình tại đây

● **Function Details**:

○ When the page loads for the first time, it will display the homepage.

○ When a user clicks on the button “Đăng nhập” on the homepage, has a login pop-up, and clicks on the button “Đăng kí” to have a register pop-up.

○ User enters username and password, then click button “Đăng kí”.

○ If the username already exists, the message "Username exists" will be displayed.

○ If password and re-password aren't the same, have a notify "password and repassword aren't the same"

○ If the username is valid, the message “register successfully” will be displayed.

C. Reset password

● **Function trigger**: This function is triggered when the user clicks “Quên mật khẩu” on “Đăng nhập” form.

● **Function description**: The user can Reset Password to an account.

● **Screen layout**: simulated prototype of screen, below sample is for ResetPassword screen

//Ảnh đây

● **Function Details**: đợi xem sao.

D. Change password

● **Function trigger**: This function is triggered when the user clicks “Tài khoản của tôi” from avatar in Homepage.

● **Function description**:User to change his password by entering current password as well as new password (twice)

● **Screen layout**: simulated prototype of screen, below sample is for ChangePassword screen

//Ảnh đây

●  **Function Details**: User enters the old password and enters the desired new password (twice),then clicks the "Thay đổi" button. If the old password is wrong, or 2 new passwords that are not the same will receive a notification. When the old password is entered correctly and the 2 new passwords are the same, the password change is successful

E. User Profile

● **Function trigger**: This function is triggered when the user clicks “Tài khoản của tôi” from Home

● **Function description:** The user can edit his/her profile information, including the registered user information and the avatar image.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

//Ảnh đây

● **Function Details**:

○ The user can edit his/her profile information.

○ Clicking on "Lưu" will take you to save information for the user.

○ Clicking on "Đổi mật khẩu" will take you to the change password screen for user.

○ Clicking on "Quay lại" will take you to the homepage screen for the user.

## 3. Customer feature

### a. USER LOGIN

● **Function trigger:** The Order Details screen is triggered when a customer successfully completes the process of selecting services to reserve or place an order.

● **Function description:** User places an order by clicking order in the cart

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

### b. ORDER CONTACT

● **Function trigger:** The Order Contact screen is triggered when a customer needs to input or edit the contact information of the recipient for their order. This screen is typically accessed during the checkout or order placement process.

● **Function description:** User input/edit order receiver by clicking edit order which needs to be changed in the ordered cart

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

c. ORDER COMPLETION

● **Function trigger:**  The Order Complete screen is triggered when a customer successfully completes the process of placing an order and all necessary steps, such as payment and order confirmation, have been finalized.

● **Function description:** The Order Complete screen provides customers with confirmation that their order has been successfully processed and completed. The function of this screen is to convey important information regarding the order, such as the order number, order details

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

d. FEEDBACK

● **Function trigger:** The Feedback screen is triggered when a customer is prompted to provide their comments or feedback regarding a product, service, or overall customer experience.

● **Function description:** Users can give feedback after the order has been completed by clicking on the word "Feedback" in the completed order.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

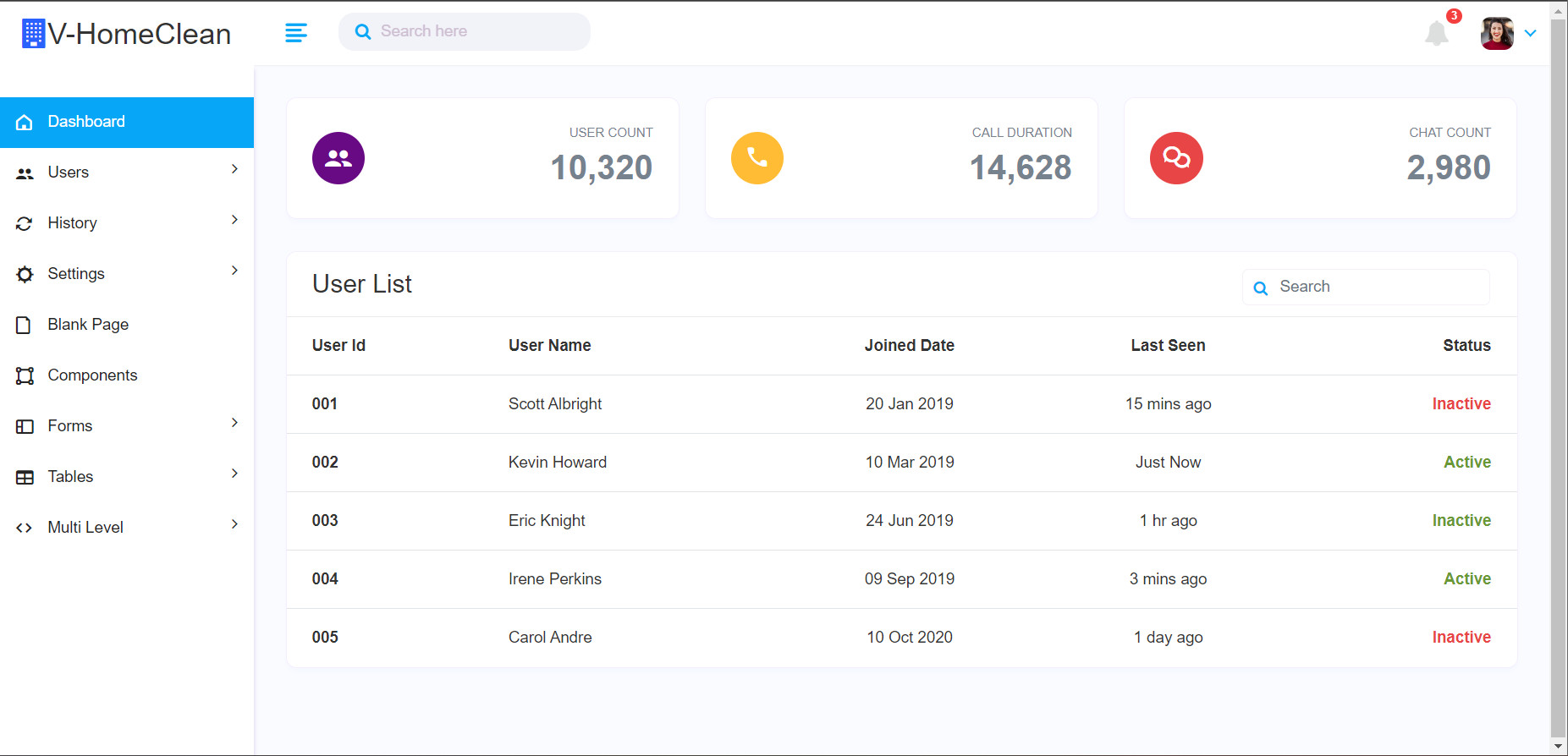
4. Admin feature

1. Admin Dashboard

● **Function trigger**: ● When a user logs in as Admin, the page is automatically redirected here.

● **Function description**: Show dashboard

● **Screen layout**: simulated prototype of screen, below sample is for dashboard screen.



● **Function Details**:

- Graphs & Statistics of User use Service, Revenue.

- List all Users in system

1. User list

● **Function trigger**: ● When a user logs in as Admin and admin clicks on “User”.

● **Function description**: Show the User list.

● **Screen layout**: simulated prototype of screen, below sample is for dashboard screen.

//Anh day

● **Function Details**:

* List of Users in the system:
  + Show columns: Id, name, joined date, last seen, status.
  + Admin can Search users by name, filter them by user id & user name.

c. User details

● Function trigger: This function is activated when the Admin clicks on button “detail user”

● Function description: display user information

● Screen layout: simulated prototype of screen, below sample is for doctor detail screen

//anh day

● **Function Details:** "View details of a specific User(chosen from the Users List screen);

- The following information of the doctor is shown: fullname, gender, email, DOB, phone, role, image, Status,

- The user can also edit the user information.

d, Staff list

● **Function trigger**: ● When a user logs in as Admin and Admin clicks on “Staff”.

● **Function description**: Show the Staff list.

● **Screen layout**: simulated prototype of screen, below sample is for dashboard screen.

//Anh day

● **Function Details**:

* List of Users in the system:
  + Show columns: Id, name, joined date, last seen, status.
  + Admin can Search user by name, filters them by user id & user name.

5. Manager feature

1. Post list

* **Function trigger:** this function is triggered when Manager click Blogs button on website that intended for manager
* **Function description:** List, filter, search, show, hide, view, add new or edit existing blog(s).
* **Screen layout**: mock-up prototype of the screen, sample below is for the Post list screen
* **Function details**:
* Display: display a list of posts that have been created by users or employees. This list can show information like title, author, post date, status (approved/unapproved), etc.
* View post details: show the detail of the selected post from the list including content, images, reviews, comments.
* Search: Search the Blog based on related characters

1. Post details

* **Function trigger:** This function is triggered when Manager clicks a title of the blog list that display on the Blog List website
* **Function description:** view and edit the details of a specific blog
* **Screen layout:** mock-up prototype of the screen, sample below is for the Post details screen
* **Function details:**
* Display: display the information’s details include title, body, image, author, post date, status, etc.
* Comment management: view and manage comments related to posts. Management can browse, delete or edit comments from users or employees.
* Browsing posts: This function allows management to browse posts before publishing them. Management can confirm the validity of the post, edit the content (if necessary)
* Delete Posts: This function allows management to delete posts that are no longer valid or inappropriate. Management can confirm deletion and remove posts from the list.
* Edit Posts: edit things related to the selected post.

1. Feedbacks List

* **Function trigger:** This function is triggered when Manager clicks a Feedback button that display on the Manager Menu
* **Function description:** List feedback of users
* **Screen layout**: mock-up prototype of the screen, sample below is for the Feedback list screen
* **Function details:**
* Display: list the feedback of the users that are ordered service.
* Sort and filter: includes options to sort and filter the response list based on different criteria.
* Notifications: To notify manager about the feedback of the user that ordered service
* Search: Search the feedback base on based on related characters

1. Feedback detail

* **Function trigger:** This function is triggered when Manager clicks a title of the Feedback that display on the Feedback List website
* **Function description:** view and categorize feedback( negative and positive).
* **Screen layout:** mock-up prototype of the screen, sample below is for the Feedback detail screen.
* **Function details:** interact and respond to user feedback

1. Service list

* **Function trigger:** This function is triggered when Manager clicks a Service list button that display on the Manager Menu
* **Function description:** List, filter, search, show, hide, view, add new or edit existing services
* **Screen layout:** mock-up prototype of the screen, sample below is for the Service list screen.
* **Function details:**
* Display: list the existing services.
* Sort and filter: includes options to sort and filter the response list based on different criteria.
* Search: Search the service base on based on related characters
* Add: add new service

1. Service details

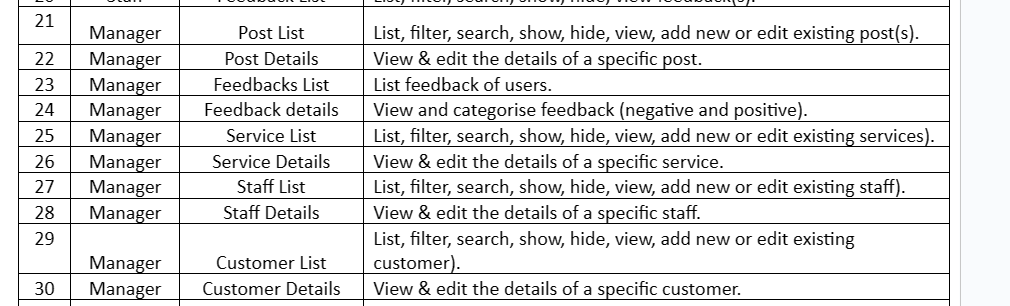
* **Function trigger:** This function is triggered when Manager clicks a title of the Service that display on the Service List website
* **Function description:** view and edit the details of a specific service
* **Screen layout:** mock-up prototype of the screen, sample below is for the Service details screen.
* **Function details:**
* Display: display the information’s details of the service
* Edit: edit things related to the selected service

1. Staff list

* **Function trigger:** This function is triggered when Manager clicks a Staff button on the Manager Menu
* **Function description:** List, filter, search, show, hide, view, add new or edit existing staff.
* **Screen layout:** mock-up prototype of the screen, sample below is for the Staff list screen.
* **Function details:**
* Display: display the list of Staff including name, email, the service the employee does, salary.
* Sort and filter: includes options to sort and filter the response list based on different criteria.
* Search: Search the service based on related characters.
* Add: add new staff.

1. Staff detail

* **Function trigger:** This function is triggered when the Manager clicks a name of the Staff.
* **Function description:** view and edit the details of the specific staff.
* **Screen layout:** mock-up prototype of the screen, sample below is for the Staff details screen.
* **Function details:**
* Edit: disable or enable the status of the staff( still working or not), update salary.



6. Staff feature

1. SERVICE LIST

● **Function trigger:**  The Services List screen for staff members is typically triggered when staff members need to access and manage the list of services offered by the business or organization they work for. This screen can be accessed through staff management systems, administrative dashboards, or dedicated service management interfaces.

● **Function description:** The Services List screen provides staff members with a comprehensive view of the services offered by the business or organization. It allows staff members to efficiently manage, update, and access information related to the services. The function of this screen is to enable staff members to perform tasks such as listing services, filtering services based on criteria, searching for specific services, and viewing detailed information about each service.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

Service Listing:

The screen displays a list of services offered by the business or organization.

Each service may be presented with its name, description, and other relevant details, such as pricing, duration, or availability.

Filtering:

Staff members can utilize filtering options to narrow down the list of services based on specific criteria.

Common filter options may include sorting services by category, price range, duration, or any custom attributes associated with the services.

Search:

The screen provides a search functionality that allows staff members to search for specific services by name or keywords.

This feature helps staff members quickly locate services based on specific client requests or inquiries.

Service Details:

Clicking on a service in the list opens a detailed view or pop-up window displaying comprehensive information about the selected service.

The service details may include the description, pricing, duration, any applicable terms or conditions, and any relevant images or attachments.

Export or Print:

Staff members may have the option to export the services list or print it for offline use or reporting purposes.

Export formats may include CSV, Excel, or PDF, depending on the system capabilities.

1. SERVICE DETAILS

● **Function trigger:** The Service Details screen for staff members is triggered when a staff member selects a specific service from the Services List screen or when they need to view the details of a particular service for administrative or operational purposes. This screen can be accessed through staff management systems, administrative dashboards, or service management interfaces.

● **Function description:** The Service Details screen provides staff members with comprehensive information about a specific service offered by the business or organization. It allows staff members to view and manage the details associated with the selected service. The function of this screen is to provide staff members with in-depth knowledge of the service, including its description, pricing, duration, availability, and any other relevant information.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

Service Information:

The screen presents detailed information about the selected service, such as its name, description, category, pricing, duration, and any custom attributes or specifications associated with the service.

It may also include relevant images or attachments related to the service.

Service Availability:

Staff members can access information about the service's availability, including the days and times when the service is offered.

This functionality allows staff members to verify the service's availability when scheduling appointments or managing bookings.

Pricing and Packages:

The screen provides staff members with details about the service's pricing structure, including the base price, any additional charges, and available packages or discounts.

Terms and Conditions:

The Service Details screen may include any terms and conditions associated with the service.

This information helps staff members understand any specific requirements or restrictions related to the service, such as cancellation policies, age limitations, or health considerations.

Related Services:

Depending on the business or organization's offerings, the screen may display related services that are connected or complementary to the selected service.

Service History:

The screen may provide a summary or log of the service's history, including past bookings, modifications, or any relevant notes or comments.

This feature helps staff members track the service's usage, popularity, or any specific feedback received from customers.

Navigation and Return:

The screen provides options to navigate back to the Services List screen or return to the previous page for easy access to other services or administrative functions.

1. ORDER LIST

● **Function trigger:**  The Order List screen for staff members is typically triggered when staff members need to access and manage a list of orders that are assigned to them for processing or handling. This screen can be accessed through staff management systems, administrative dashboards, or order management interfaces.

● **Function description:** The Order List screen provides staff members with an overview of the orders assigned to them. It allows staff members to efficiently manage, track, and process the assigned orders. The function of this screen is to enable staff members to perform tasks such as listing orders, filtering orders based on criteria, searching for specific orders, showing or hiding certain orders, and viewing detailed information about each order.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

Order Listing:

The screen displays a list of orders assigned to the staff member.

Each order is usually presented with key information such as the order number, customer name, order status, and any relevant timestamps.

Filtering:

Staff members can utilize filtering options to narrow down the list of orders based on specific criteria.

Common filter options may include sorting orders by order status, date range, customer name, or any custom attributes associated with the orders.

Search:

The screen provides a search functionality that allows staff members to search for specific orders by order number, customer name, or keywords.

This feature helps staff members quickly locate specific orders based on specific queries or inquiries.

Order Status Updates:

Staff members can update the status of each order directly from the Order List screen.

This functionality allows staff members to indicate the progress of each order, such as marking it as in progress, completed, canceled, or awaiting payment.

Show/Hide Orders:

Depending on the system's capabilities, staff members may have the option to show or hide certain orders from the list.

This feature can help staff members focus on specific orders or temporarily remove orders that are already completed or no longer relevant.

Notes or Internal Comments:

The Order List screen may include a section for staff members to add internal notes or comments about each order.

This feature allows staff members to communicate or collaborate with other staff members regarding specific orders, share important information, or provide updates.

Action Buttons:

The screen may include action buttons associated with each order, allowing staff members to perform various actions such as viewing the order details, updating the order status, and printing order invoices.

1. ORDER DETAILS

● **Function trigger:**  The Order Details screen for staff members is typically triggered when a staff member selects a specific assigned order from the Order List screen or when they need to view the details of a particular order for processing, fulfillment, or customer support purposes. This screen can be accessed through staff management systems, administrative dashboards, or order management interfaces.

● **Function description:** The Order Details screen provides staff members with comprehensive information about a specific assigned order. It allows staff members to view and manage the details associated with the selected order, such as customer information, order items, payment status, shipping details, and any relevant notes or instructions. The function of this screen is to provide staff members with a complete understanding of the order's details to facilitate effective processing and customer service.

● **Screen layout:** simulated prototype of screen, below sample is for User profile screen

● **Function Details**:

Order Information:

The screen presents detailed information about the selected order, such as the order number, customer name, contact information, order status, and any relevant timestamps.

Customer Details:

Staff members can access the customer's contact information, including their name, email address, phone number, and shipping address.

This information helps staff members communicate with the customer if needed, verify shipping details, or address any customer inquiries or concerns.

Order Items:

The screen provides a list of order items, including product names, quantities, prices, and any applicable discounts or promotions.

Staff members can view the specific items ordered by the customer, facilitating accurate order processing and fulfillment.

Payment Status:

Staff members can check the payment status of the order, including whether the payment has been successfully processed or if there are any pending or failed transactions.

This information helps staff members identify any payment issues that may need to be addressed.

Order Notes or Instructions:

The Order Details screen may include any additional notes or instructions associated with the order.

These notes can be used to communicate specific customer requests, internal comments, or any special considerations related to the order.

Order Status Updates:

Staff members may have the ability to update the status of the order directly from the Order Details screen.

This functionality allows staff members to indicate the progress of the order, such as marking it as in progress, completed, canceled, or pending.

Actions or Operations:

The screen may include action buttons or options that allow staff members to perform various operations related to the order, such as updating the shipping status, generating invoices, printing packing slips, or initiating customer support interactions.

Navigation and Return:

The screen provides options to navigate back to the Order List screen or return to the previous page for easy access to other orders or administrative functions.