

1. Uses Cases and Use Cases Diagram

Use Case Name: *Log in*

Actors: Staff

Description: Staff log in using their username and password.

Use Case Name: *Search Residents*

Actors: Staff

Description: Staff can search for the residents listed on the package label

Use Case Name: *Select Resident & Postal Carrier*

Actors: Staff

Description: Select the correct resident and the postal service agency (e.g., FedEx, USPS, UPS).

Use Case Name: *Log out*

Actors: Staff

Description: Staff log out of the application.

Use Case Name: *Retrieve Record*

Actors: Staff

Description: Retrieve a resident's package history based on the resident's unit number and name.

Use Case Name: *Add to Pending Area*

Actors: Staff

Description: Package and resident details will be added to the "Pending Area" in the software

Use Case Name: *Send an email*

Actors: Application

Description: Simultaneously send an email notification to the resident.

Use Case Name: *Package Pickup*

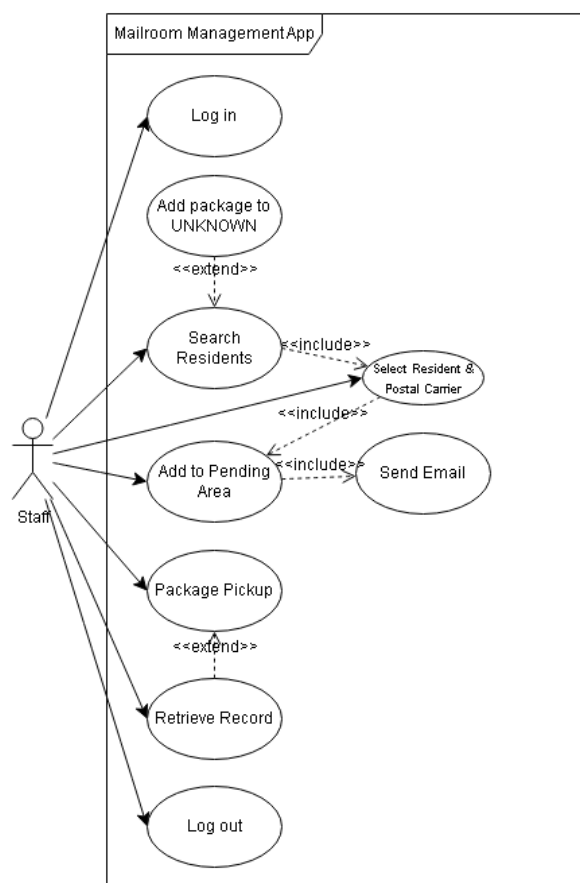
Actors: Staff

Description: Once a resident has picked up their package, the office staff will remove the record of this package from the "Pending Area"

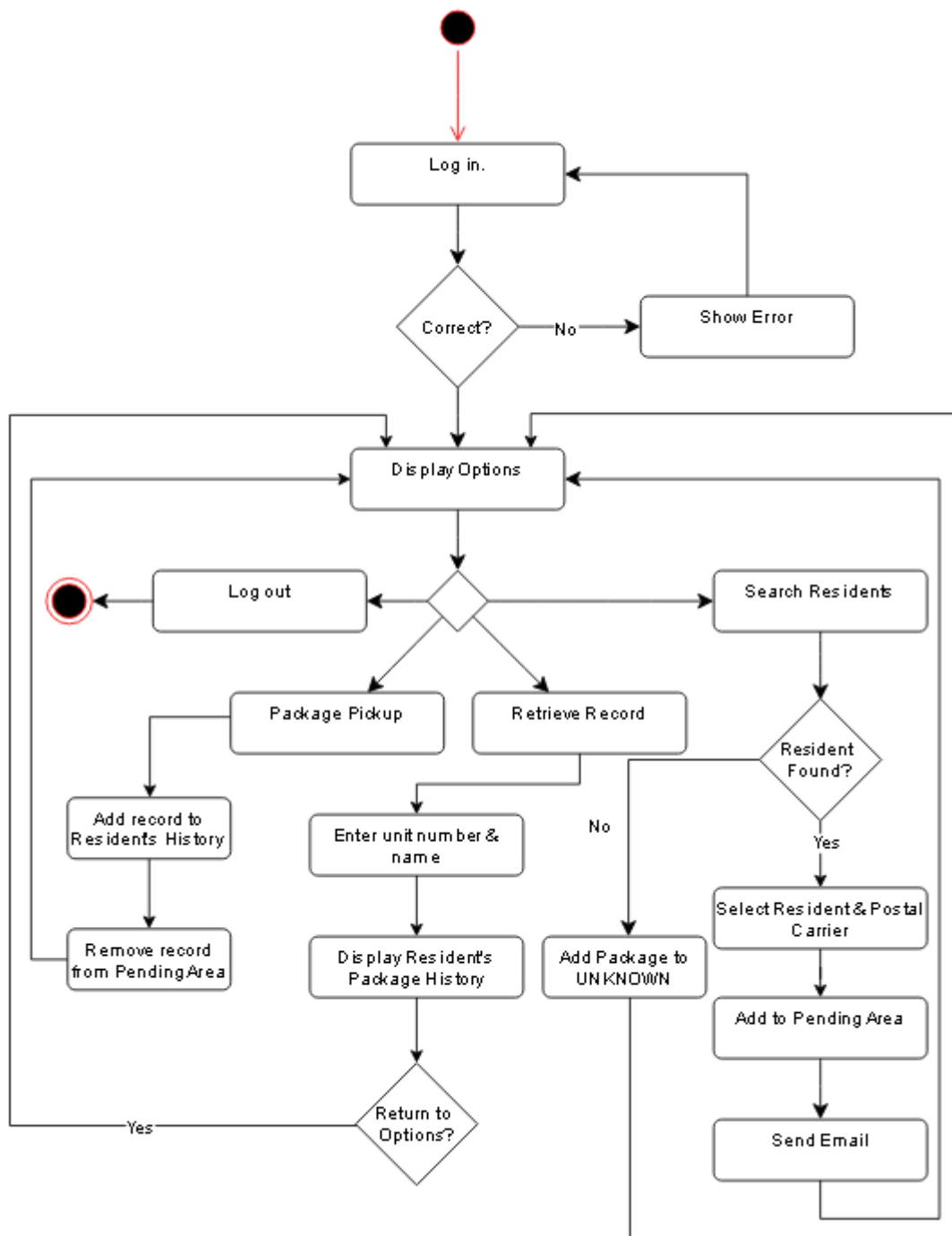
Use Case Name: *Add package to UNKNOWN*

Actors: Staff

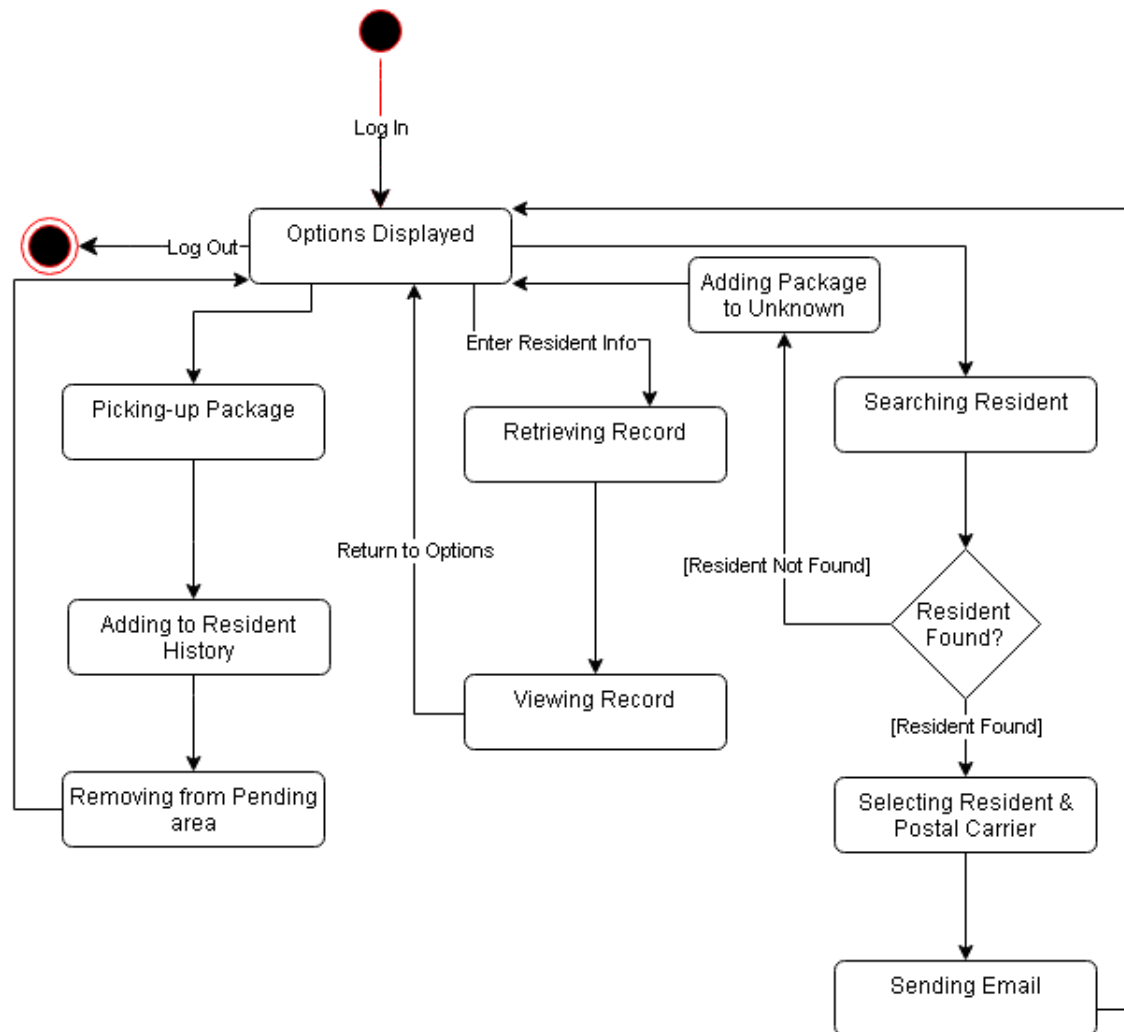
Description: Unknown packages info will be input into the application's UNKNOWN area using owner's name, postal agency, & delivery date.



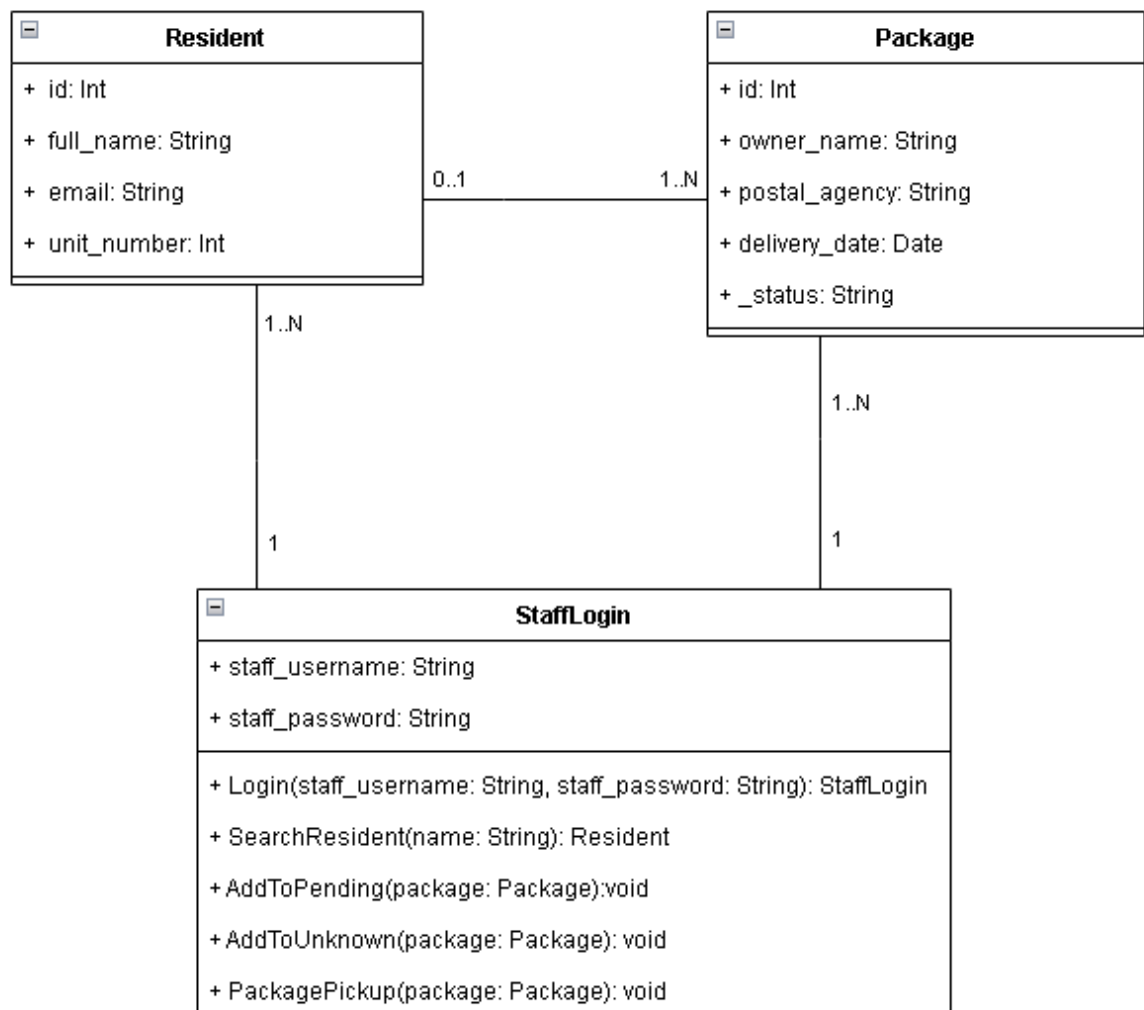
2. Activity Diagram



3. State Diagram



4. Class Diagram



Resident-to-Package: one Customer can have zero or many Packages, and an Package can only have one owner

StaffLogin-to-Resident: one StaffLogin has many Residents. One resident is attended by one StaffLogin at a time

StaffLogin-to-Package: one StaffLogin can handle many Packages, and one package can be handle by one StaffLogin at a time.

5. Sequence Diagram

