

PassFast Canlaon

A Capstone Project

Presented to the Faculty of the

Department of Computer, Information Sciences, and Mathematics

University of San Carlos

In Partial Fulfillment

of the Requirements for the Degree

CERTIFICATE IN COMPUTER TECHNOLOGY

By

DECORION, EVANGELINE

MAGALLON, JOSEPH JOHN

MOBILLA, JONALYN

ROXAS, PRECY JANE

VELAYO, EAN JASON

Faculty Adviser

December 2021

ACKNOWLEDGEMENTS

This Capstone Project wanted to give credit to specific personnel for accommodating the proponents to produce a highly-made capstone project, most especially to the **Almighty God** for the proponents believe everything is possible with Him.

To the **University of San Carlos**, for allowing the proponents to gather rich information needed to support the study.

To the **Passerelles Numeriques Philippines**, for giving the proponents opportunity to use the materials needed and for giving the proponents the full support in accomplishing the capstone project.

To **Passfast Canlaon**, for allowing the proponents to conduct a study which is of great help with regards to their development.

To **Mrs. Niña Mae Villaflor**, the client, for actively providing the proponents the requirements in the development of the capstone project.

To **PN Philippines Scholars**, for lending their time and effort in patiently testing the proposed system.

To **Engr. John Rex Paña**, Capstone Professor, for giving his full effort in teaching and providing information guiding the proponents throughout the accomplishment of the capstone project.

To the **Capstone Panelist**, for helping the researchers to improve the paper by analyzing, and critiquing the capstone paper, and providing suggestions for the future improvements of the Capstone Project.

To **Engr. Ean Jason Velayo**, the research adviser, for his unbounded support in this capstone project through sharing his spare time in checking and addressing the researchers and giving some suggestions for the research improvement and progress.

Lastly to our **Family and Friends**, For the Love, Support and Encouragement that motivates us to continue the journey. They are our sources of inspiration to finish the study and to aim high.

ABSTRACT

With the rising popularity of the business and higher demands from the patronages, manual tracking of sales is quite challenging. Also, incorporating every business operation with the use of technology will surely boost productivity and sales revenue. Hence, this project aims to help business owners have an efficient online ordering system for their offered services and convenience in sales tracking.

Customers can order goods through online ordering. The customers can also request a cargo shipment through cargo shipping and book a reservation for an event through the event management. Further, the partner stores can manage their products through product advertising. The admin can directly view the generated sales report shown in the dashboard. Also, the admin can monitor all business operations, including confirmation of shipments, deliveries, and reservations.

The experimental results show a very acceptable outcome that the main objectives of the study were achieved as it is able to develop an ordering system and sales tracking system for Passfast Canlaon. Through this study, the business owner would be able to easily track their sales in a paperless way. In addition, the customer can find the system securely and better to use.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	ii
ABSTRACT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	vii
LIST OF TABLES	viii
CHAPTER 1 INTRODUCTION	9
1.1 Rationale of the Study	9
1.2 Statement of the Problem	3
1.2.1 General Objective	4
1.2.2 Specific Objectives	4
1.3 Significance of the Study	4
1.4 Scope and Limitations	5
CHAPTER 2 RELATED SYSTEMS	7
CHAPTER 3 TECHNICAL BACKGROUND	21
CHAPTER 4 DESIGN AND METHODOLOGY	24
4.1 Conceptual Framework	24
4.2 Analysis and Design	25
4.3 Development Method	29
4.4 Development Approach	31
4.5 Software Development Tools	32
4.6 Project Management	33
4.6.1 Schedule and Timeline	33
4.6.2 Responsibilities	34
4.6.3 Budget and Cost Management	36
4.7 Verification, Validating and Testing	36
CHAPTER 5 RESULT AND ANALYSIS	38
CHAPTER 6 CONCLUSION AND RECOMMENDATION	51
GLOSSARY	54
BIBLIOGRAPHY	55
APPENDICES	
Appendix A Transmittal Letter	
Appendix B Interview Guide	

Appendix C Questionnaire	
Appendix D Software Requirements Specifications	
Appendix E Functional Requirements	
Appendix F Black Box Testing	
Appendix G User Acceptance Testing	
USER'S MANUAL	79
CURRICULUM VITAE	111

LIST OF FIGURES

Figure 1: Current Process Conceptual Framework Model.....	24
Figure 2: New Process Conceptual Framework Model.....	25
Figure 3: Use Case Diagram for Admin.....	26
Figure 4: Use Case for Partner Stores.....	27
Figure 5: Use Case for Customer.....	28
Figure 6: Entity Relationship Diagram.....	29
Figure 7: Development Model.....	30
Figure 8: Development Approach.....	31
Figure 9: Gantt Chart for First Semester.....	35
Figure 10: Gantt Chart for Second Semester.....	35
Figure 11: Team Structure.....	35
Figure 12: Pie Chart Result for Black Box Testing Cycle 1.....	42
Figure 13: Pie Chart Result for Black Box Testing Cycle 2.....	43
Figure 14: Pie Chart Result for Black Box Testing Cycle 3.....	44
Figure 15: Bar Graph Result for User Acceptance Testing using the Administrator Account	46
Figure 16: Bar Graph Result for User Acceptance Testing using the Customer Account.....	47
Figure 17: Bar Graph Result for User Acceptance Testing using the Partner Store Account.....	48
Figure 18: Total Average Score of User Acceptance Testing on all Users.....	49

LIST OF TABLES

Table 1: Matrix Structure.....	18
Table 2: Software Development Tools.....	32
Table 3: Responsibilities.....	35
Table 4: Budget and Cost Management.....	36

CHAPTER 1

INTRODUCTION

This chapter discusses the system and provides a brief introduction of the research problem.

1.1 Rationale of the Study

Management is an integral part of any organization that determines the success of the business. Effective management does not only apply to how skilled the employees are but also to how they value customer satisfaction. According to Rawson et al. (2014), an organization that can skillfully manage the entire customer experience path obtains such rewards as enhanced customer satisfaction, reduced outflow, increased revenue, higher employee satisfaction leading to an overall positive customer experience.

Effective management practices usually are tailored to meet the specific needs and requirements of the business. In the food industry, specifically the food delivery sector, such necessity is done by adapting the latest trends in technology. Many of these tools help a growing business such as, delivery services that are popular nowadays, sales tracking that will show the growth rate analysis, and various ordering methods.

Moreover, the drastic need and demand of consumers for online services have been a significant factor for the occurring changes in the food ordering and delivery sectors. Also, it has proven to be of great importance with all the disruptions in most business operations since the start of the pandemic period. The government had imposed health protocols, including travel restrictions and limited social interaction through quarantine and total lockdown due to the rapid growth of cases infected by the Coronavirus disease (COVID-19). As a result,

there has been a global disruption in the health and economic sector. Several factories have been closed, resulting in the displacement of hundreds of workers (Baraoidan & Cinco, 2020).

Nonetheless, while the citizens are in quarantine, they spend most of their time surfing the net and availing online services, especially online shopping. Recent reports from J.P. Morgan and the United Nations Conference on Trade and Development (UNCTAD) show that many consumers have utilized the technology to perform online shopping and other digital services considering the imposed restrictions with physical interactions (UNCTAD 2020, J.P. Morgan 2020). With the wide range of products and accessible social media platforms, online shopping proves to be of great advantage considering the current situation.

However, it is essential to take note that online platforms require users to be knowledgeable about technology. The research of Moondra et al. (2020) found out that since the online food delivery business is new and growing, many of the users specifically, those above 40 years old, are not familiar with the ease of ordering food online. Contrary to that, most students prefer to order food online because it is time-efficient. Thus, the approaches taken as part of the marketing strategy tend to vary from one customer group to another, considering the usability and levels of appeal to the concept of fast food. From that view, understanding the consumer landscape better would help realize the full potential of the e-commerce platform as it can influence the economy, businesses, and the quality of life of people.

The focus of the study is to improve the manual work of Passfast Canlaon to be more productive by utilizing the latest trends. Considering the growth and popularity of the business which implies an increasing number of customers that indicates more demands. Since the business does not have a website and only relies on its Facebook page, sales tracking is difficult and time-consuming. Hence, the researchers provided an efficient way of managing business operations from

ordering products to delivery and recording sales without manually doing it through PassFast Canlaon.

This system, PassFast Canlaon leads the business to build a better relationship with their customers and employees through its efficient and easy-to-use website. Also, the system helps in monitoring the daily operations, including its sales, by developing a user-friendly web application with dedication and commitment to the client.

1.2 Statement of the Problem

Passfast Canlaon is a growing business that provides services specifically in Canlaon City using Facebook to perform operations such as accepting orders and deliveries for the customer and advertisements for their partner stores. Moreover, the company is using manual tracking of sales and calculation of the requests and deliveries.

Specifically, this study aimed to provide a solution to the following problems:

1. The business cannot continue productively without the help of a system that can manage its daily operations. Their operations comprise a variety of services that can help the community. These are the following:
 - a. Goods Delivery
 - b. Documents and Cargo Deliveries
 - c. General Services
2. The business needs a system that can track sales daily, monthly, and annually without them doing it manually.
3. The customers are requesting a system wherein they can easily navigate through every service that the business offers.

1.2.1 General Objective

This study aimed to design and develop an ordering system for Passfast Canlaon to provide an efficient, fast, and safe delivery for their customers and updated tracking of sales in every transaction. Through the use of the application, customers can help prevent further growth of infected cases as it promotes home-based shopping experience, and the business owner can conveniently oversee the development of the business.

1.2.2 Specific Objectives

This study successfully achieved the following objectives:

1. Analyze and identify the current process of the business, Passfast Canlaon.
2. Design and develop a web application that will manage the customer and their orders through the system, PassFast Canlaon.
3. Design and develop a web application that can track and generate sales reports in which the administrator can choose to export data in an excel format.
4. Promote local products from the partner stores of the client using the system.
5. Integrate Facebook-messenger for additional chat support.
6. Test and evaluate the system, PassFast Canlaon.
7. Deploy the application online to make it accessible anywhere.

1.3 Significance of the Study

This section discussed the importance of creating the system providing list of beneficiaries on the proposed study:

The Business. This study helped the client to manage and continue their operations efficiently over Canlaon City. Also, it improved the way of sales tracking, which was their main problem.

Customers. This proposed study would help the customers to have a convenient way of ordering products and availing services that Passfast Canlaon offers with just a few easy steps. They can also view the delivery status of their parcel. Most importantly, customers can order goods without the need to go from store to store.

Partner Stores. The proposed study would help the partner stores to showcase and conveniently sell their products through the use of this system.

Canlaon Community. This study would help prevent further growth of infected cases since it promotes homebased shopping experience and boost the economic activities of the community.

Developers. This study would help the researchers widen their knowledge and expertise in this field, making it easier for them to identify the methods to use during the development phase.

Future Researchers. This study would serve as a valuable tool and guide for future researchers studying relevant to this study.

1.4 Scope and Limitations

The proposed system is used solely by its owner Mrs. Niña Mae Villaflores, in managing their growing business all-around Canlaon City, Negros Oriental. The system also allows the customer to make online ordering including, event bookings, cargo delivery, and goods delivery, once registered. In addition, the owner can view the list of orders and cancel

them as well. The owner will have records of the delivered orders of the customers. And upon receiving the orders with the provided inputs in the order form, the owner will contact the customer for further details. Moreover, the owner will have an updated record of sales for easier tracking and management. Also, the system is mobile-friendly for the customers and partner stores.

Nonetheless, the accessibility of the system would be on any browser. The order of delivery will be on a first-come, first-serve basis but it depends on when the location of another order is just close to the previous order. This system does not involve financial transactions such as electronic billings like corporate Gcash and bank transfers. The customer cannot cancel the order once placed. Packages should be booked ahead of the actual date of the event for the organizers to prepare the materials needed. Furthermore, the system does not support customer tracking using location-based services such as GPS since some barangay in the city is not in the Google maps. Customers cannot get an exact time that the delivery will arrive but rather an estimate based on his current location. This estimation is from the previous transactions in that location. Lastly, customers can only order using the system since the owner decided to use their Facebook page only for updates about their recent ventures and successful partnerships with local stores.

CHAPTER 2

RELATED SYSTEMS

This chapter presents a brief discussion of the literature reviewed by the researchers relevant to the present study. It includes the ideas, generalization, or conclusions of the finished studies that further support the research.

The last decade has been an impeccable success for businesses in the e-commerce market, as more customers are moving into online activities. There is a wide range of factors contributing to the shift in the way a customer shop, which includes: an increase in disposal income; longer work and commuting times; increased broadband penetration and improved safety of electronic payments; a relaxing of trade barriers; an increase in the number of retailers having an online presence; and a greater awareness of e-commerce by customers (Mansoor, 2018). In the Philippines, mainly the major retailers and multinational corporations were implementing e-commerce for bank-to-bank exchange (Lacson, Pasadilla, 2006). It all changed in the later years since local e-commerce transactions gained ground as digital marketplaces achieved high records of growing numbers of Filipinos doing their shopping online (Zialcita, 2019). Further, a report by Statista said that the Philippines' e-commerce market size was valued at three billion U.S. dollars in 2019 and was estimated to reach 12 billion U.S. dollars by 2025 (Statista, 2020). It further shows greater possibilities for the e-commerce market to prosper and contribute to the country's economy, especially now with the deflating economic growth globally due to the pandemic.

Silva et al. (2017) defines e-commerce platforms as the set of technologies designed to help online businesses manage their marketing, sales, and daily operations. Also, the delivery process is essential to improve customer service when running an e-commerce business. According to Coşar et al. (2017), delivery

service is one of the most significant factors in online purchases related to logistics since it directly influences the satisfaction level of the customers.

Moreover, e-commerce has a broad scope of concepts when it comes to the economic market. An online food order system, for instance, is a website designed primarily for use in the food delivery industry. This system will allow hotels and restaurants to increase business scope by reducing the labor cost involved. Also, the system allows the restaurant to quickly and easily manage an online menu wherein customers can browse and place orders with just a few clicks. Restaurant employees then use these orders through an easy-to-navigate graphical interface for efficient processing (Patel, 2015). Online ordering is an essential feature of this project as it will help the customers in ordering products at the comfort of their homes.

The rise of online food delivery (OFD) is a global trend, with many countries around the world having at least one key platform for food delivery. This industry has been very proactive in developing new markets and cultivating eating habits (Li et al., 2020). An online food delivery system, for instance, means connecting end-consumer and Restaurants or food chains with the ordered food online for direct consumption (Gera et al., 2018). Also, it plays a significant role in enhancing customer satisfaction and experience through various payment methods, the availability of ratings and reviews, and minimal human interaction. Though the demands were predominantly due to perceived convenience with online food delivery service, consumers are still reluctant to sacrifice the food quality. Providing online food delivery services has also gradually become a tool for survival in the foodservice industry globally as more customers are leaning towards online food delivery services (Goh, 2017).

A study about the students' perception, behavior, and satisfaction of online food ordering and delivery services by Sethu & Saini (2016) revealed that online food purchasing services help students manage their time better. Also, the ease of availability of their desired food at any time and at the same time easy access

to the internet are the prime reasons for using the services. Moreover, Hong (2015) states that the online food delivery market is immature, especially in developing countries. The researchers found out that the reason for this is the negative comments of the customers. To solve this problem, the service provider must observe proper management and self-discipline.

In addition, the explosive growth of e-commerce in the 21st century, especially e-tailing greatly, affects the traditional logistic processes (Kasarda, 2016). According to Rutter et al. (2017), the steady growth in online retailing caused by the increased demands for more immediate delivery requires retailers to radically changes warehousing logistics. Further, automation simplifies logistics processes, information exchange, remote control and management, and optimizes costs by combining various market entities and target groups on an electronic platform. The integration in modern logistics allows synchronization and efficiency in delivery through activating the formation of a system interface that is common to all elements of the logistics system of warehousing, cargo processing, and inventory management (Khalyn, 2019).

Le-Hoang (2020) found out that improving customer satisfaction helps the company retain its customers and attract new ones in the future. Communication has a big part in partaking in business transactions. Through the help of evolving technology, communication is a lot easier and convenient. The rise of instant messages and real-time chat has been so popular that some big companies have it on their web pages. According to Petronzio (2012), instant messaging started in the 1960s with the Compatible Time-Sharing System (CTSS). On the first attempt with CTSS, thirty users log in simultaneously and send messages to each other. The system was like an e-mail system at that time.

Through the evolution of instant messages, people became more comfortable with the way they communicate with each other, especially for long-distance communication. As conducted by 99firms.com, 70 % of the consumers

are favorable to real-time messaging since it can offer instant response and 70 % of the consumer prefers human communication rather than artificial intelligence. More people are now dependent on instant messaging since it is more convenient nowadays, especially that the world is currently experiencing a pandemic. Even today, 41% of the customers expected live chats on websites (MacDonald, 2021). For the customer to answer their queries, live chats are very helpful and will always serve their ultimate purpose.

Live chat is an essential tool when addressing the inquiries of customers about a product or service. The business optimizes live chats to solve their problem of communicating with their customers. A survey from BoldChat revealed that 66% of the respondents said that persuasiveness and good communication service were the reason online shoppers find proactive live chats. Moreover, 94% of the respondents said to be satisfied with an active live chat from the attendants (Richards, 2012).

From the research by Elmorshidy et al. (2015), good system quality, information quality, and service quality will bring advantages to the system resulting in a massive effect on the whole business or organization. Moreover, understanding the factors that affect the live chat system is of great help and importance since it will always be for individual users. Making the system is crucial for it will always vary on the different users, but continuously studying the system will make it much better for user experience.

Managing your system needs more time and effort. Reports or feedback on the system will always be present because it will determine which feature to modify. As cited by Kiruthiga, 2020 from Agarwal, R., the report is orderly and well-structured information that helps an individual in decision making. A well-known type of report is an organized data by the individual based on their knowledge and wisdom.

Kumar (2017) describes the reporting management system as part of a control system that helps the business grow and prosper. It can be in the form of a report or a statement. Durcevic (2020) then stated that management reports aim to help the business person with well-informed information for a well-driven decision. With the help of the data that will be received, the business will have a better system that helps user experience and interaction between the customers and the owner.

Further, Durcevic (2020) stated that a sales analysis report or sales report provides the overall sales activities of a business organization or company. Sales report shows the sales performance over some time, generally retailing the revenue and sales volume changes and evolutions that eventually lead to support the decision making when financial issues arise. Additionally, sales reports overlook the financial state of the business. This report will then help determine which services need to be improved (Bauer, 2019).

From the study of Alianto et al. (2020), they concluded that a sales analysis system helps improve the inner working sales strategy and constructive approach by knowing the business sales and inventory processes of the business. However, this system will be more beneficial when the online and real-time sales analysis system applies to the business location and workforce to maintain the system.

According to Chen (2020), payment is the vital link that can bridge the cyber and the physical parts of e-commerce. For e-commerce, the minimum requirement is to have a means of payment for goods and services bought online, regardless of whether the money transactions are made online or offline. One of the ways and the safest way to pay bills is cash on delivery (COD). Cash on delivery is said to be the most trusted way of payment by people. With Cash on Delivery, customers or buyers do not need to enter their details and accounts, which makes it safer as they can only pay bills after receiving their products or services.

As shown by Anjum and Chai (2020) in their study, COD should be an option for starting a business or small business to avoid some online security issues regarding payment methods. It also stated that COD provides a sense of security and ease for the people who are purchasing some goods and services. Halaweh (2017) then concluded in his study that security makes the foundation for customers to continue embracing Cash on Delivery on e-commerce businesses. It is mainly due to the unsolved issues regarding digital wallets and online payments.

The related studies mentioned above are relevant for the chosen payment method of this system. Researchers found out that customers trust e-commerce websites when they see COD as an option for the payment method as they can always verify their product or services before purchasing any. Also, the proponents chose some systems related to the study.

Sales Performance Management Through Quota Planning

When it comes to business, planning is a must and an essential tool to succeed and grow. Businesses rely on their products and services that they render. But managing their sales progress is not easy, especially for big companies. Some companies even do some strategies for their company to survive. Colliat (2010) claimed that quota planning helps the company reach its top goals. In this system, a server will be receiving all sales reports regarding a particular product or service that the business offers. Then, the server computer will interpret and give results to know the strength and weakness of their business based on the sales activity curves and bars.

The study is in line with this system since the researchers will apply sales management in the system. It will generate weekly, monthly and yearly sales for easier tracking and analysis on the part of the business owner and promotes better productivity within the team. This feature will help the current problem that the business owner is facing about manual tracking of sales for every transaction.

Online shopping system

This system permits a customer to submit online orders for items and services from a store that serves both walk-in customers and online customers. The online shopping system presents an online display of an order cutoff time and an associated delivery window for items selected by the customer. The system accepts the customer's submission of a purchase order for the item in response to the placement time before the order cutoff time. The online shopping system does not settle with a credit supplier until the item selected by the customer is from the inventory but before it is delivered. Therefore, the customer can go online and make changes to the order. In addition, the customers can select order and service types through the presented available service windows (Hopson & Keys, 2002).

This system is similar to how the PassFast Canlaon accepts orders from both walk-in and online customers. Also, with the given privileges of the customers to change orders if it is still not placed and choose whatever services they want to get.

Transportify

Cargo delivery service offers a larger space when it comes to shipments. Transportify, as one of the best couriers and delivery services in Manila, can customize and even personalized the business shipping needs of their clients by booking using their on-demand delivery app. The client can choose the vehicle of their liking to serve as a shipping vehicle for their products. Moreover, the client can easily track the current status of their order while in transit. Not only that, Transportify as a cargo delivery service can provide a bigger space to ensure that there will be room for any sudden bulk and rush orders from the client (*Cargo Delivery Service Manila [100k+ SMEs Served], 2019*).

Good communication is a vital part of every business towards their clients. Transportify offers chat support using the Messenger application to accept inquiries from their customers. Likely, in this system, PassFast Canlaon, the

proponents also include chat support still using Messenger from Facebook. Also, the system offers services which are similar to Transportify specifically cargo deliveries.

Zoho Inventory

Simple online order management software that manages sales and purchase orders, creates packages and shipments and sends delivery updates. The users can easily convert confirmed sales orders into packaging slips in just a click. Then, the system will create a drop shipment to have their vendor directly ship the stock to their customer in case they are out of stock. Also, users can get relevant insights like your best-selling products and customer payment history with sales reports. This system can prevent fraudulent practices, track down errors, and be constantly aware of your business activities (Zoho Corporation Pvt Ltd, 2021).

Managing a business requires an efficient process of handling daily operations satisfactorily. Likely, PassFast Canlaon also generates sales reports for easier tracking of lapses and areas for improvement. Administrator can also choose to export the data in an excel format to serve as their backup records for inventory purposes.

Computer-based ordering system

A computer-based ordering system for ordering goods and services includes a self-service terminal for the customers to place their orders. Each self-service terminal further comprises a set of interactive menu screens having buttons that allow the customer to select and customize products for the order through the self-order application feature of this system.

An administration tool application communicates with the server to administer the self-service client terminals. The administration tool application includes a menu editor that enables the administrator to create and edit the interactive menu screens provided by the self-order application at the self-service client terminals. The menu editor accesses a library of menu templates containing

predefined groupings of buttons. Then, uses the menu templates, as directed by the administrator, during the creation and editing of the interactive menu screens (Woycik & Wheeler, 2006).

The system showed some similarities from the system that this study Canlaon Delivery System that the researchers developed. While this system has some similarities, the researchers also found some differences in it. Customers can surf through the website on the things that they want or need. The customers can always purchase products and services that are available at the specified time. Once the customer adds an item to their cart in the system, they can always change or update the purchase. But once the customer puts their purchase order in the ordering system, they cannot cancel or update it. In the Admin section, the administrator or the business owner manage all of the business operations from order requests to package requests to bookings requests. Lastly, the partner stores can also manage their offered products based on its availability status.

Goods delivery method, online shopping method, online shopping system, server, and vendor server

The study of Ohkado (2000) revealed that they had a problem with including credit card payment methods as it is a problem with credit card legalization. The study made use of the anonymous information of the customers when sending it to the receiver. The information that they will acknowledge is from the receiver. Although, as stated in the study of Khan & Jain (2018) about the usage of e-Payments for sustainable growth of an online business, the affecting factors why Mumbai's consumers prefer online payment rather than Cash on Delivery are: for easy tracking of goods, convenience, discounts, and coupons and better cashback. However, one of the biggest concerns of consumers is security and privacy.

Chou et al. (2004) stated that online payment was only effective in the early time of e-commerce because most e-commerce businesses either went bankrupt,

dropped the product, or moved into another type of business. Hence, the proponents decided not to include any e-payment method in the system. Since Canlaon City is still in its developing stage and making use of any online payment is difficult.

3GTMs' Transportation Management System

Transportation has an immense role in online business. Transportation management includes the organization and sorting of these products resulting in a vast amount of price and the shipment of the product (Phan Van, 2016 cited from Bowersox et al., 2002). When carrying out things on transportation, one should be mindful of the things that will affect the business.

3GTMs is a deployed application that helps customers manage their cargoes, track the location of their products and connect customer to customer. The system renders inventory, tracking, and routing, reporting, tendering, and billing. The system is a third-party application where customers can ask logistic experts about their transportation revenue and saving potentials (Transportation Management Systems and TMS Services, 2021).

Similarly, PassFast Canlaon also includes cargo shipping within the area of Canlaon. The proponents of this system give the administrator the privilege to track every shipment and provide an equivalent fee for the rendered service. It is made easier with the displayed graphs for every delivered cargo for smoother management.

Order Management System

Hufford (2020) described an order management system as a tool for the order-to-cash cycle of the business to receive, process, and easily manage. Having an order management system will help the business progress in managing the business. Moreover, Syspro is an enterprise that caters to a wide range of business support such as order management systems. Through the use of the

SYSPRO sales order module, the business owner can access the account information of their customers (2019). This privilege includes customer status, credit limits, previous orders, and bill confirmation of the customer. The system automates and processes business processes such as customer orders, reporting systems, inventory control systems, and financial management systems.

Knowing all the necessary data of a customer is vital, especially when negotiating a delivery service. That is why the proponents included this feature in the system for easier tracking of the deliveries.

Event Management System

Coordinating regular social events and informal outings among more than three people can be difficult using currently available communication tools. Thus, event management operations are enabled. The operations can include receiving a request to manage an event on behalf of an event sponsor identity. The event sponsor has access to the event information and invitee contact information. The invitees will receive an invitation message including the description of the event. The system will be directing the event invitation message to send to the invitee. Then, determine that the responses of the invitees to the invitation message are received. Also, the system generates an event update message based on sorting the replies of the invitees. Lastly, the system directs the event update message and sends it to the contact information of the event sponsor (Malik et al., 2012).

Event management is also one of the features of the system. Since PassFast Canlaon also offers event management with corresponding packages, the proponents utilize this system to serve as a guide that will be beneficial to the current study.

Cvent Event Management Software

Woodward (2020) describes event management as overseeing an event that will happen, may it be a wedding, conference, or party, where organizers will

plan on the things that will be ready on account of the owner or liking of the customers. The system comprises managing the budget, the place, and the tools and equipment to be used. In the study of Cristo & Martinho (2011) about an advanced event management system, they describe their system as having the features of customer registration, event scheduling, contact management, and others. Their system was the solution from proper recording and managing the business of their client.

Cvent Event Management Software has a wide range of features from planning to an actual event where the organizer will have a full update on the designated procedure to be done on a specified time and day. The same with the feature of Canlaon Delivery Service, the event management system helps for the better management of the business. The researchers did not create the whole event management system but, it will still include event organizing within the locale.

Comparison Matrix

This study was compared to existing related systems shown in **Table 1**.

Table 1.

Detailed Comparison Matrix

Features	Sales Performance Management Through Quota Planning	Online shopping system	Transportify	Zoho Inventory	Computer-based ordering system	Goods delivery method, online shopping method, online shopping system, server, and vendor server

Order Management		✓	✓	✓	✓	✓
Generate Report	✓	✓	✓	✓		
Export printable data						
Online Ordering		✓		✓	✓	✓
Account Verification via Email				✓		
Delivery System			✓			
Staff account (Admin)	✓	✓			✓	
Customer Account	✓	✓	✓	✓	✓	✓
Sales Tracking	✓			✓		
Event Management						
Chat Support			✓	✓		

Features	3GTMs' Transportation Management System	Order Management System	Event Management System	Cvent Event Management Software	Waiterio	PassFast Canlaon
Order Management		✓			✓	✓

Generate Report	✓	✓	✓		✓	✓
Export printable data					✓	✓
Online Ordering		✓			✓	✓
Account Verification via Email						✓
Delivery System	✓					✓
Staff account (Admin)		✓	✓		✓	✓
Customer Account	✓	✓	✓	✓	✓	✓
Sales Tracking	✓	✓			✓	✓
Event Management			✓	✓		✓
Chat Support				✓		✓

CHAPTER 3

TECHNICAL BACKGROUND

This chapter discusses the fundamental algorithms, tools and definitions to be used to provide the compatibility of existing processes and methods to the proposed system.

Online Food Ordering System

An application that is mainly designed to increase online food ordering in the food delivery industry. The customers can easily select food menu items in just a few minutes. Employees on the other hand, use these orders with the help of a graphical interface for efficient delivery (Deepa & Selvamani, 2018).

Sales Analysis System

An application that aims to provide tools and resources which will assist the sales manager in better directing and coordinating the sales activity of the business. It also reduces time and related operational costs which is ideal for an improvement in productivity (*Sales Analysis Software - Increase Profits With Sales Analytics*, 2021).

Excel Export

Exporting a sales report is a convenient way of backing up the sales history or transferring it to a third-party accounting software. There are various settings during the export process wherein a user can choose whether to exclude any information and customize export template (*BigCommerce Help Center*, 2019).

Framework

A framework, or software framework, is often a layered structure indicating what kind of programs can or should be built and how they would interrelate (Lutkevich, 2020). The developers will use Laravel as their web

application framework since it provides security against several web attacks which is important in this type of application. Also, the developers will use VueJS as their Javascript framework since it simplifies web development and can be easily integrated into bigger projects for front-end development without any issues. Lastly, the developers will use Vuetify as their design framework as it provides clean, semantic and reusable components.

Repository

A repository is a central place to keep resources and stores file revision history where users can pull from when necessary (Techopedia, 2017). Github will be used as the remote repository since it supports collaboration among programmers and is convenient for version control of the source codes.

Editor

Editors or text editors are software programs that enable the user to create and edit text files. In the field of programming, the term editor usually refers to source code editors that include many special features for writing and editing code (PCMag, 2021). Visual Studio Code will be used in this system since it offers built in support for Javascript, Node.js and extensions for other languages which will be useful in the development.

Relational Database Management System

A relational database management system is a common type of database that stores data in tables for an easy way of interrelating relations between other stored datasets (Sisense, 2021). The developers will use MySQL managed by phpMyAdmin as it is very fast, reliable, easy to use and ideal to use both in small and large applications.

API Development Tool

Application programming interface or API allows services and products to communicate with each other by enabling applications to exchange data and

functionality easily and securely (Education, 2021). The proponents will use Postman to help in building, testing and modifying APIs.

Web Browser

A web browser or internet browser is a software program used to access and view websites (Erin, 2021). Google Chrome is the regular internet browser. This is used as the browser where proponents can have the option to execute UI source code.

Interface Design Tool

An interface design tool is used for prototyping a user interface of a software application to help in visualizing its look and obtain feedback from users (Techopedia, 2015). Figma will be used as it simplifies the design process and promotes better team collaboration.

Platform as a Service (PaaS)

It is a complete development and deployment environment in the cloud which enables a user to deliver everything from simple cloud-based apps to sophisticated, cloud-enabled enterprise applications (*What Is PaaS? Platform as a Service*, 2021). Heroku will be used with the deployment of the system.

CHAPTER 4

DESIGN AND METHODOLOGY

This chapter presents the procedure, techniques, and tools which will help the proponents in solving the problems and provide a better view of the system.

4.1 Conceptual Framework

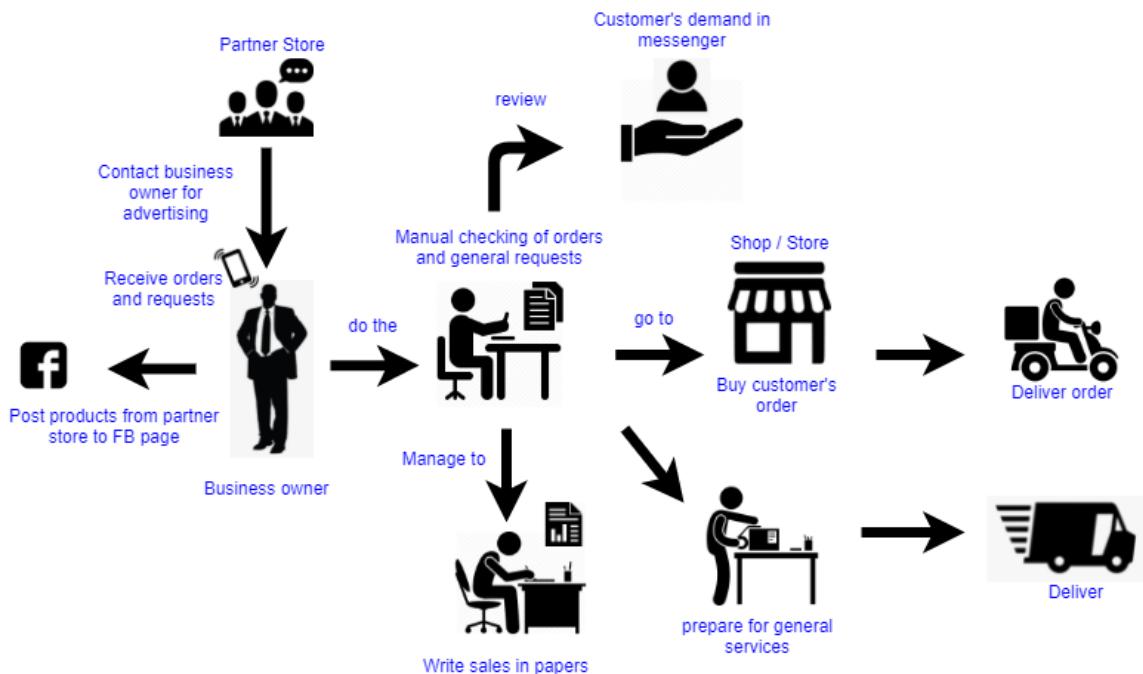


Figure 1. Current Conceptual Framework Model

The entire figure shown is the current conceptual framework diagram of Passfast Canlaon in managing its growing business. The owner manually operates the business from receiving orders to delivering them to the respective customers including, writing sales reports and updating customers about the delivery status of their orders.

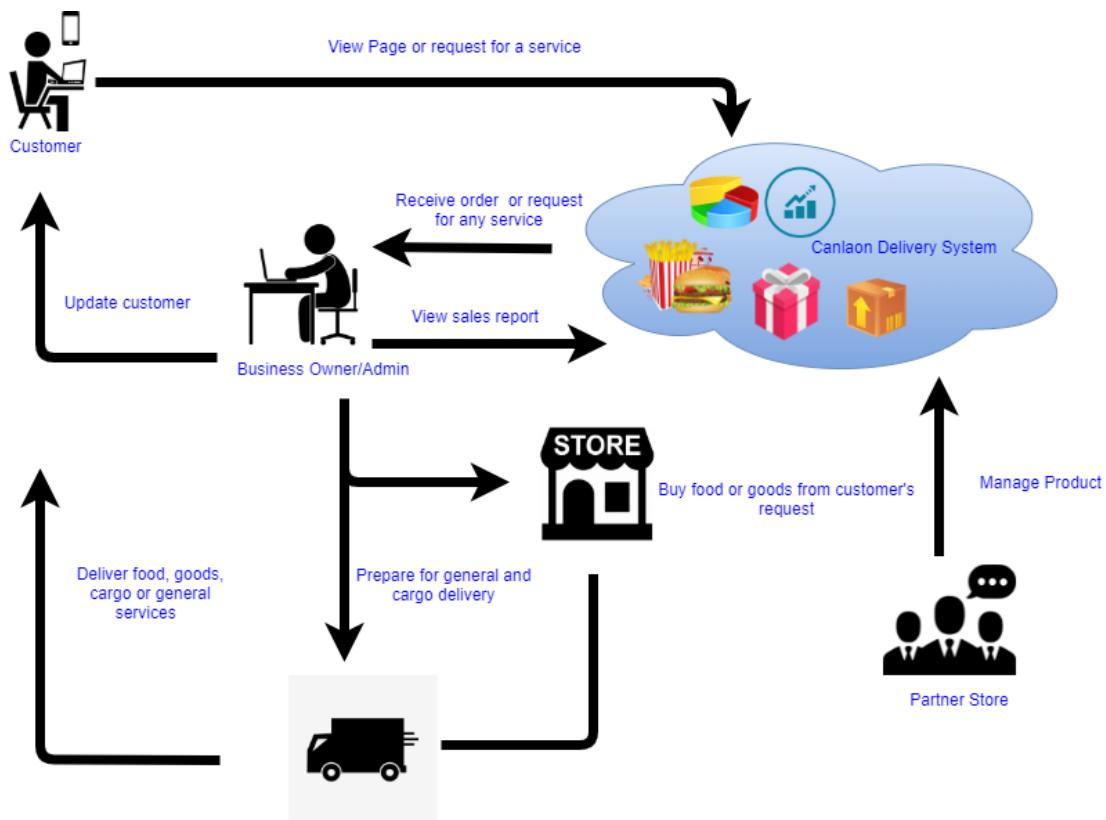


Figure 2. Proposed Conceptual Framework Model

The entire figure shown is the proposed conceptual framework diagram for Passfast Canlaon business. The owner will not be manually writing the sales for every transaction. The owner will use the computer in accessing and storing data to manage both the customer order and request for services. At the same time, accept a request from the customers for a service and, product advertisements for the partner store are displayed online. Customers can use mobile or computer to make orders or request a service and, partner stores to advertise their product using the system.

4.2 Analysis and Design

To present the analysis and design of Passfast Canlaon, the developers used Entity Relationship Diagram (ERD) and Use Case Diagram.

Use Case Diagrams

The Use Case Diagrams below show actions that the system can perform in collaboration with different users.

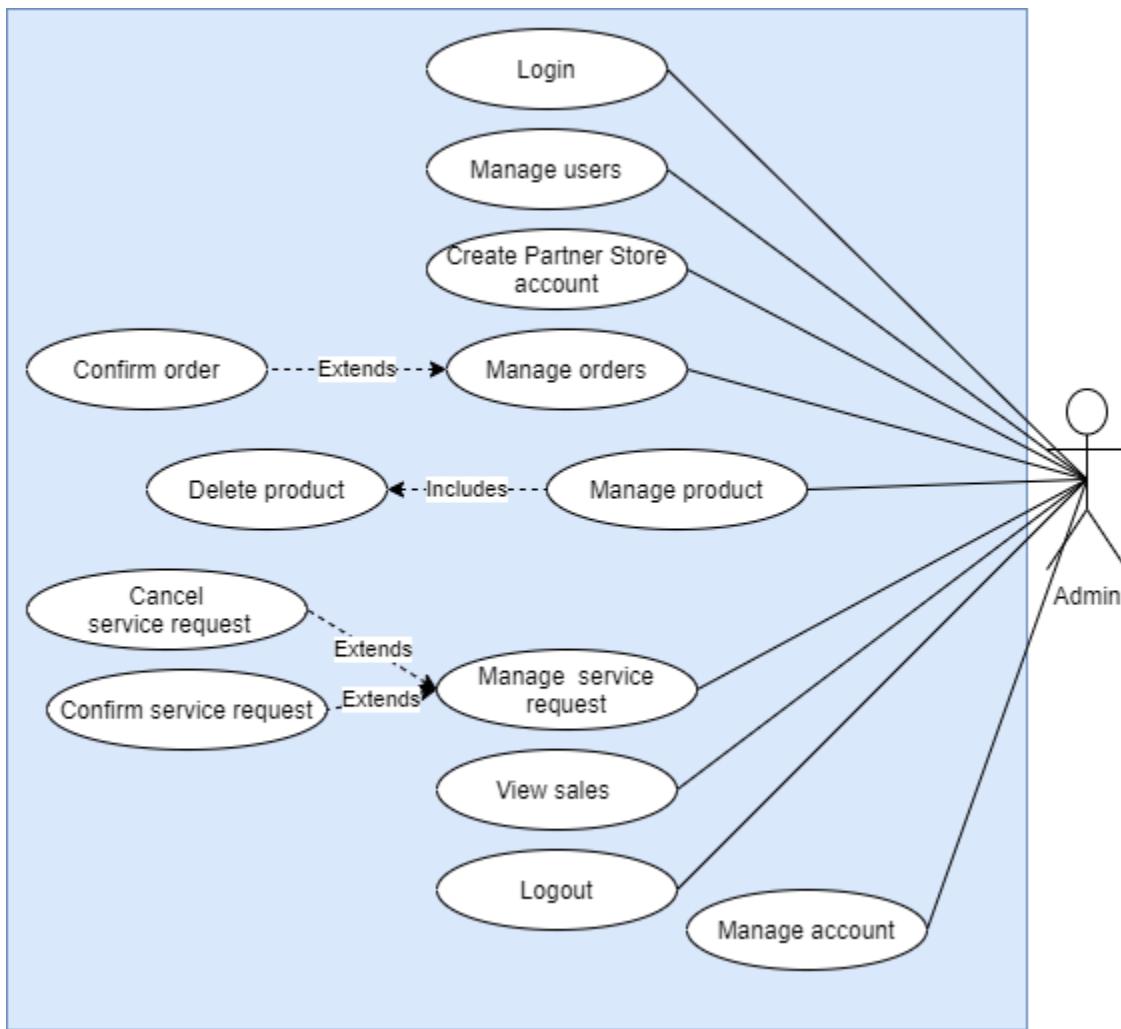


Figure 3. Use Case Diagram for Admin

The administrator can perform actions from creating accounts for the partner stores to managing users, products, order confirmation, and view sales reports.

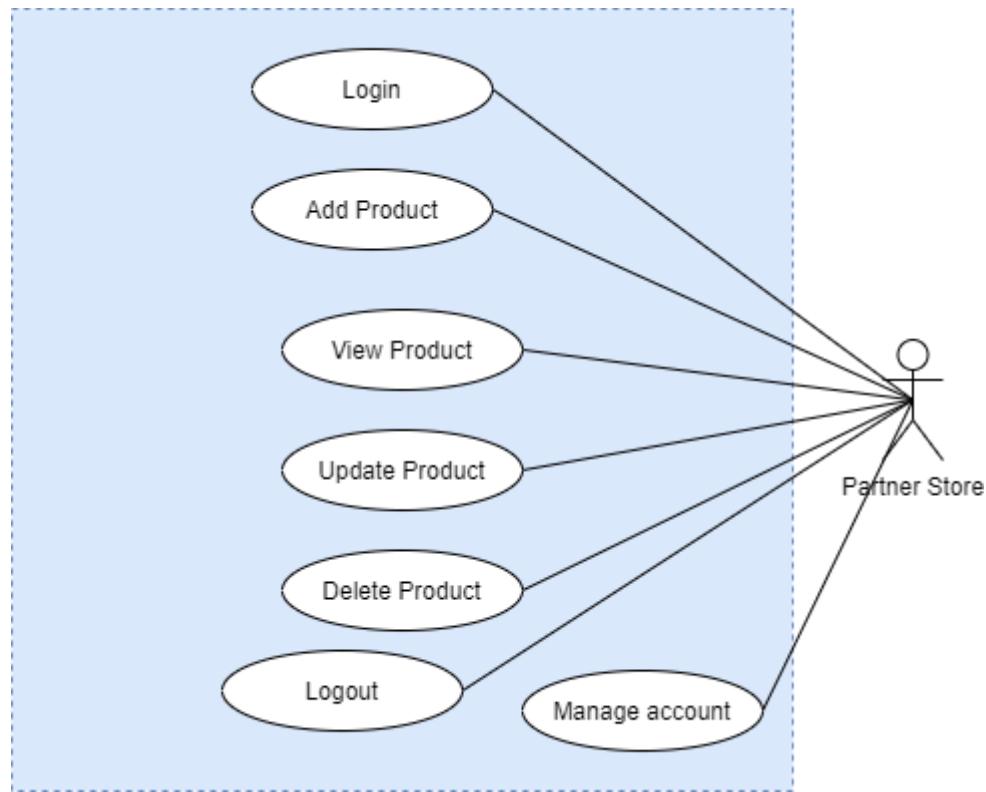


Figure 4. Use Case Diagram for Partner Store

The partner stores can manage their products depending on the stock level which includes adding new products, updating product quantity and details and deleting a product. Partner store users can also personalize their profile account.

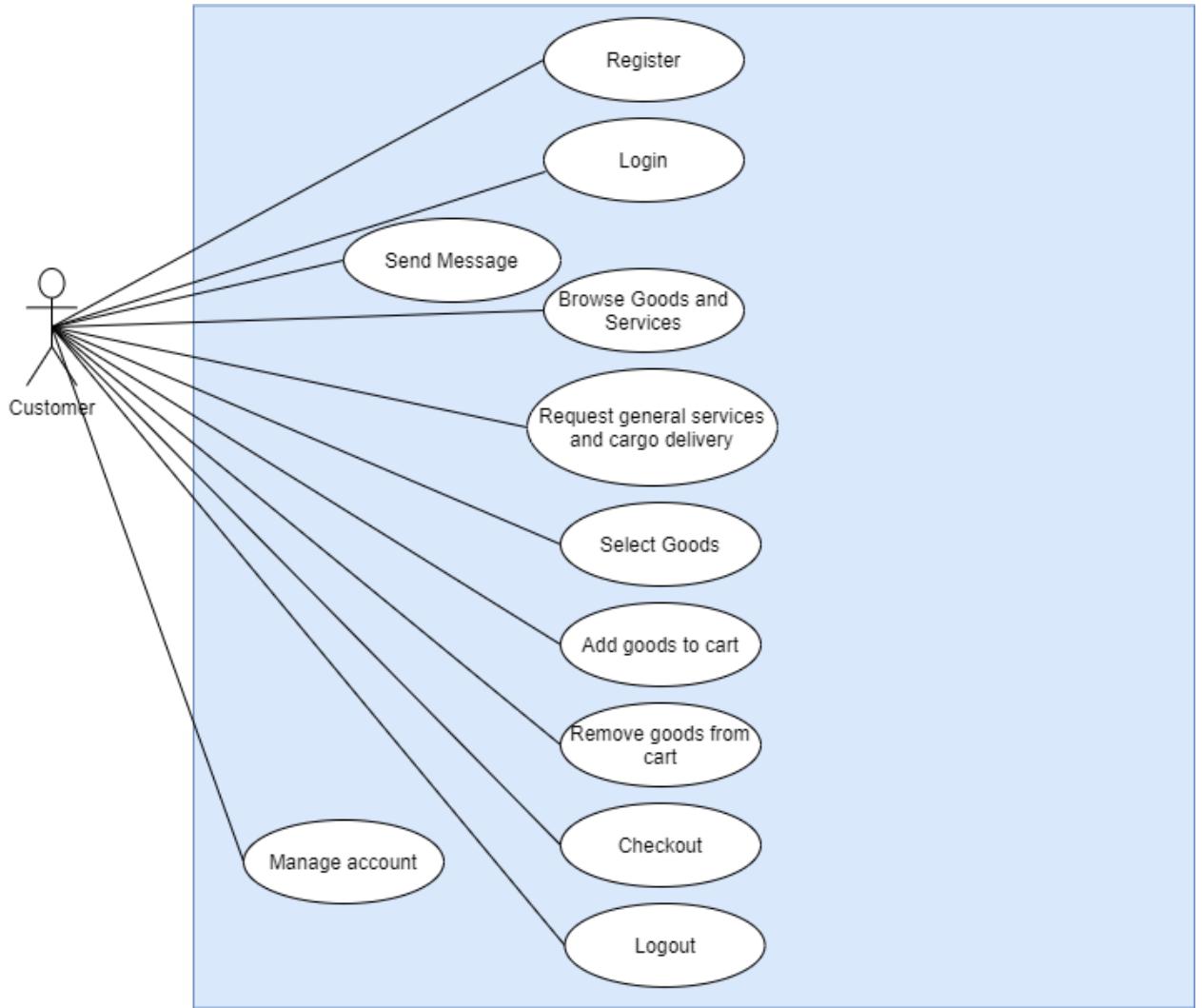


Figure 5. Use Case Diagram for Customer

The customers can browse through the goods and offered services of the business and place to cart for order or reservation request once registered. The customers can also manage their accounts, send messages for inquiries and update the cart.

Entity Relationship Diagram

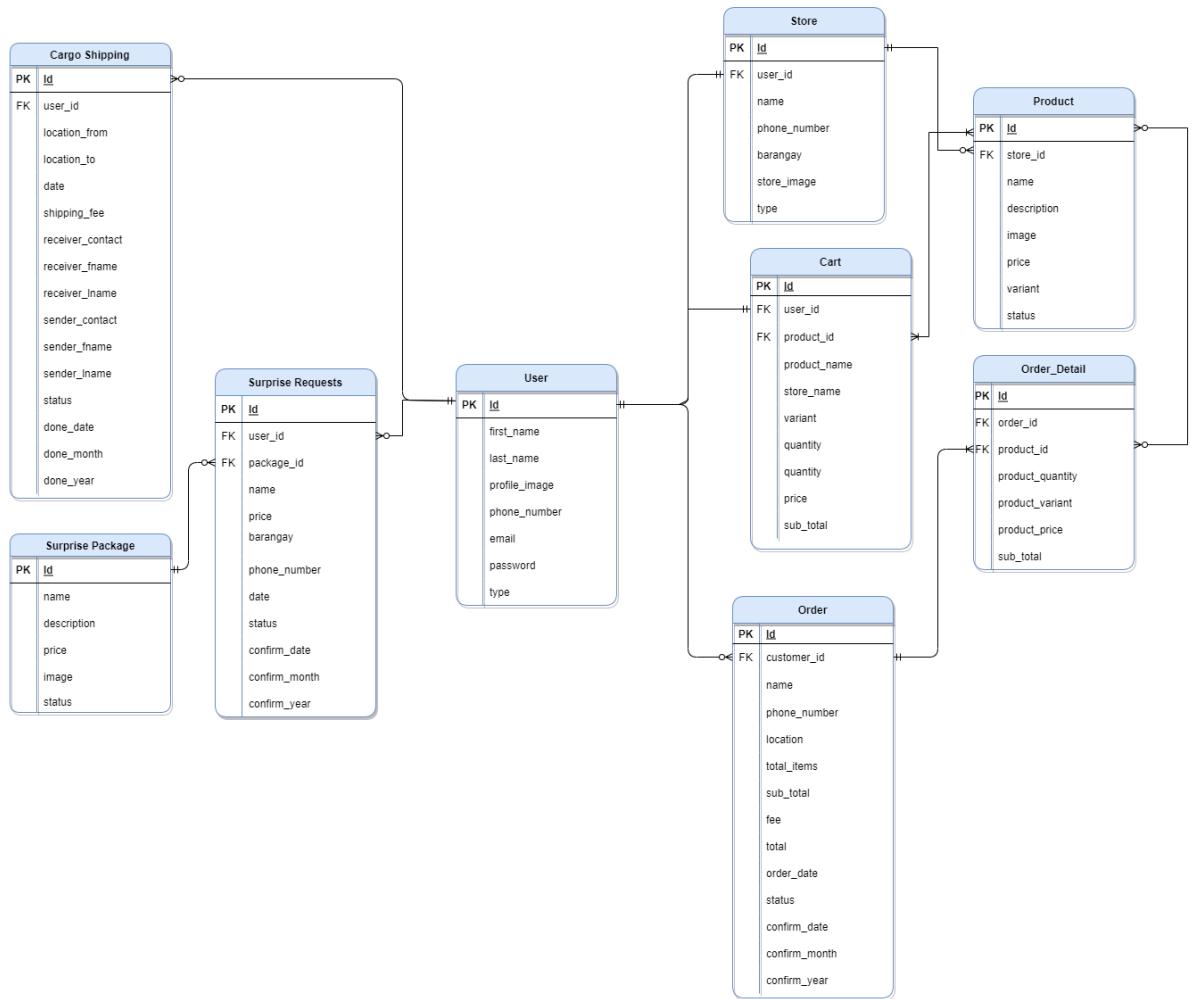


Figure 6. Entity Relationship Diagram

The figure illustrates the relationships of the entity sets stored in the database. It provided a visual starting point for database design that can also help determine information system requirements.

4.3 Development Method

The developers used Modified Waterfall SDLC model since it allows returning to a previous phase for verification or validation, ideally confined to connecting steps.

- Requirement Analysis - Determines the user expectations in the project.
- System Design - Making a Wire frame, Database Design and User Interface Design.
- Implementation - Implementing the project module by using the development tools chosen.
- Testing
 - Black Box Testing - To know if the system is functional or non-functional by testing it without peering into its internal structures or workings.
 - User Acceptance Testing - Let the client rate if the finished module meets the client's specifications.
- Deployment and Maintenance - Once the testing is complete, the product will be deployed to the customer environment.

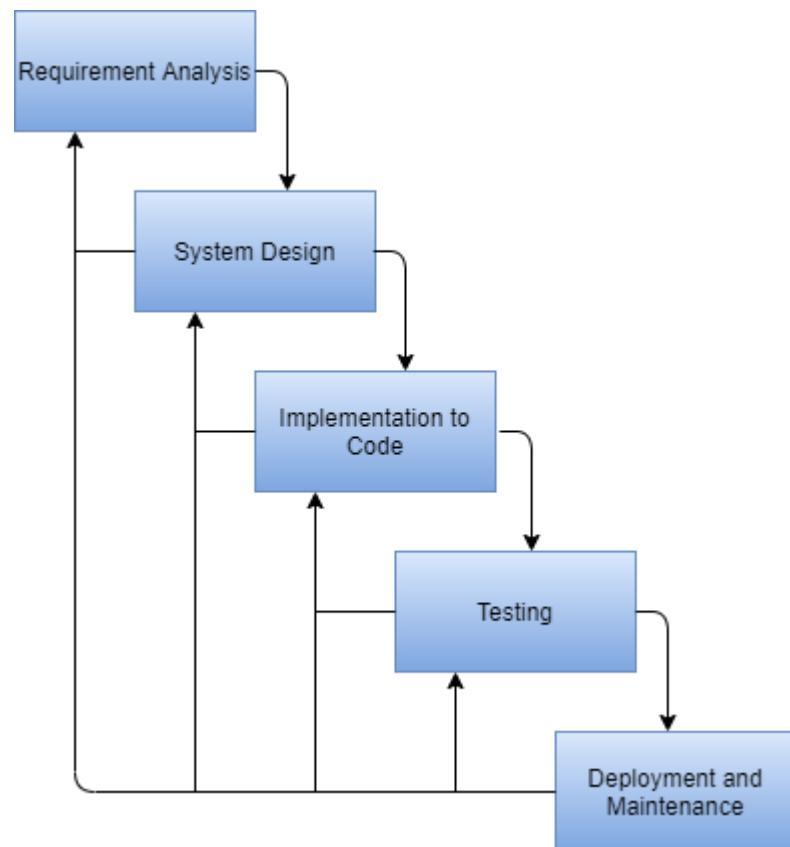


Figure 7. Development Model

Modified waterfall model allows the researchers to go back to the previous phase and change the requirements and some modification can be done, if necessary, which is the main difference from the classical waterfall model. The feedback allows the phase to be reworked in which errors are committed and these changes are reflected in the later phases. One of the advantages of using a modified waterfall model – it is good to detect errors in the same phase in which they are committed. Thus, it allows for faster feedback on the part of the user. The researchers chose this software development life cycle because of its flexibility. Phases can overlap if there are necessary changes and added requirements from the clients.

4.4 Development Approach

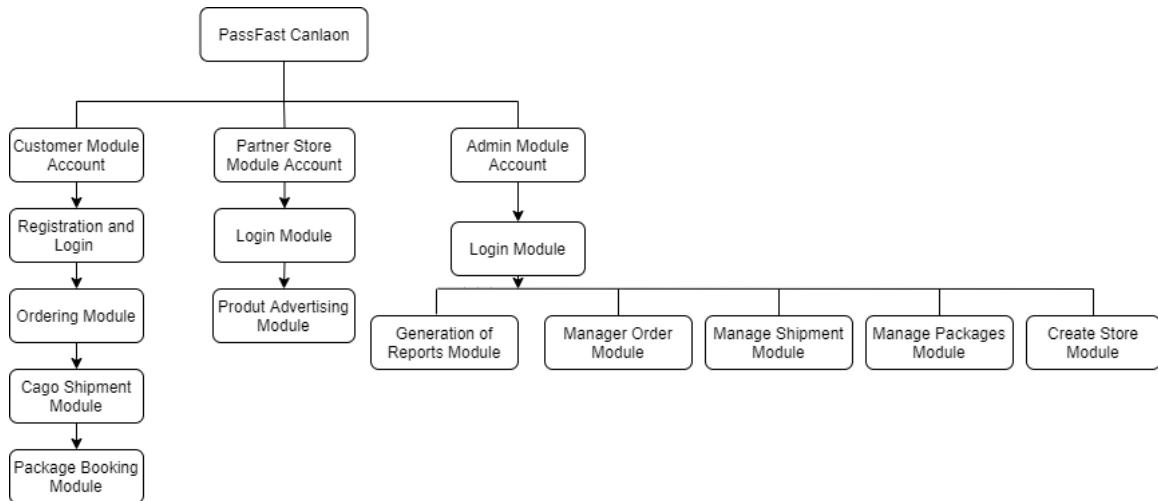


Figure 8. Development Approach

Figure 8 shows that the system used a top-down approach. The researchers decided to use this approach since this starts at the top and works its way down by breaking a big system into smaller chunks. By using this approach, projects are easily managed, and risk is decreased due to strategic decisions created from the top management. This approach relied on the decision on how to prioritize, manage and conduct everyday processes. Thus, making it convenient for the researchers to focus on the functionalities of each modules.

4.5 Software Development Tools

The table shows the different software development tools that will be used in the development of the system.

Table 2.

Software Development Tools

Name	Version	Source	Use
Visual Studio Code		https://code.visualstudio.com/	Software used for coding.
PHP Laravel		https://laravel.com/	Back-end framework
Vue.js		https://vuejs.org/	Front-end framework
Vuetify		https://vuetifyjs.com/en/	Front-end framework for building user interfaces.
XAMPP		https://www.apachefriends.org/	For database connectivity and implementation.
Javascript		https://www.javascript.com/	Used as a client-side scripting language.
Github		https://github.com/	For Development Versioning
Postman	5.5.5	https://www.postman.com/	For Development Testing

Diagrams.net	---	https://www.diagrams.net/	Used in making diagrams and flowcharts.
Figma	---	https://www.figma.com/	A Web-based graphics editing and user interface design app.
Heroku		https://www.heroku.com/	A container-based cloud Platform as a Service (PaaS). Developers use Heroku to deploy, manage, and scale modern apps.

4.6 Project Management

Project management must be associated with planning and managing in order to attain the desired goal. It needs cooperation and communication among members to create a bigger idea. Discipline, respect for each other, skills and knowledge are greatly required to execute the best output.

4.6.1 Schedule and Timeline

The figures below show the planned schedule and timeline for the proponents to finish the system making it easier to track their progress.

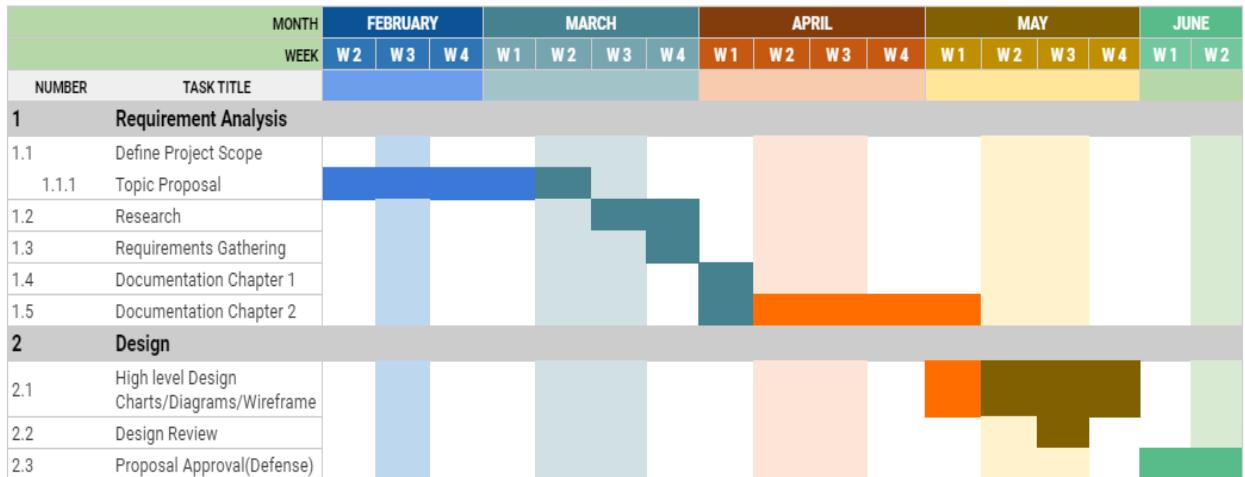


Figure 9. Gantt Chart for First Semester

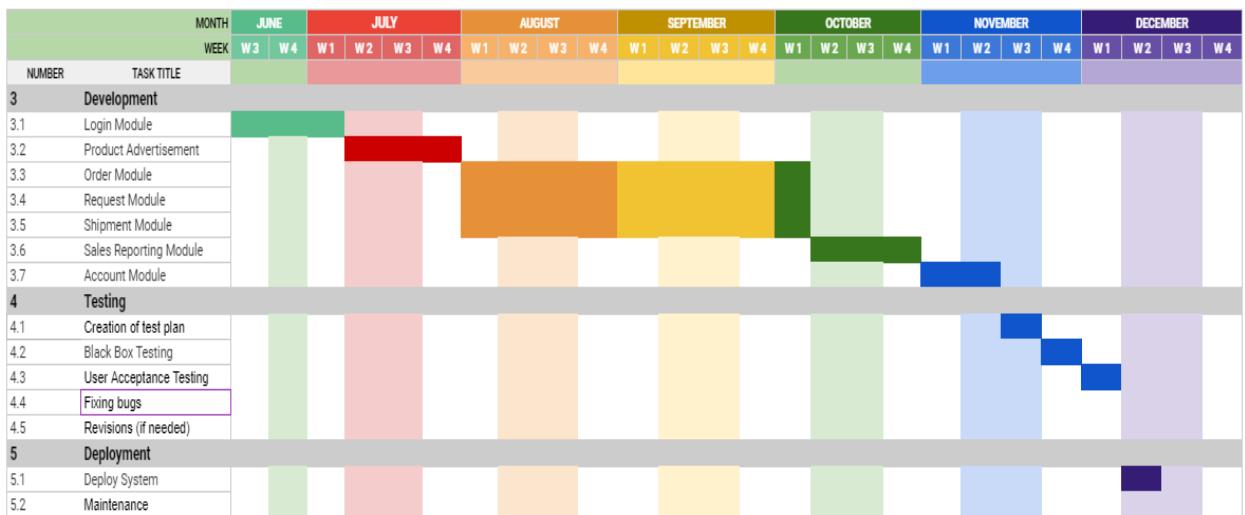


Figure 10. Gantt Chart for Second Semester

4.6.2 Responsibilities

The table below shows the responsibilities appointed to each researcher for accomplishing the project.

Table 3
Responsibilities

Member	Role	Assignment
Decorion, Evangeline	Full-stack Developer	Ordering Module (for Customer) and Order Management Module (for Admin)
Magallon, Joseph John	Full-stack Developer	Generation of Reports Module, Package Booking Module (for Customer) and Package Management Module (for Admin)
Mobilla, Jonalyn	Full-stack Developer	Registration and Login, Cargo Shipment Module (for Customer) and Shipment Management Module (for Admin)
Roxas, Precy Jane	Full-stack Developer	Product Advertising Module and Create Store Module

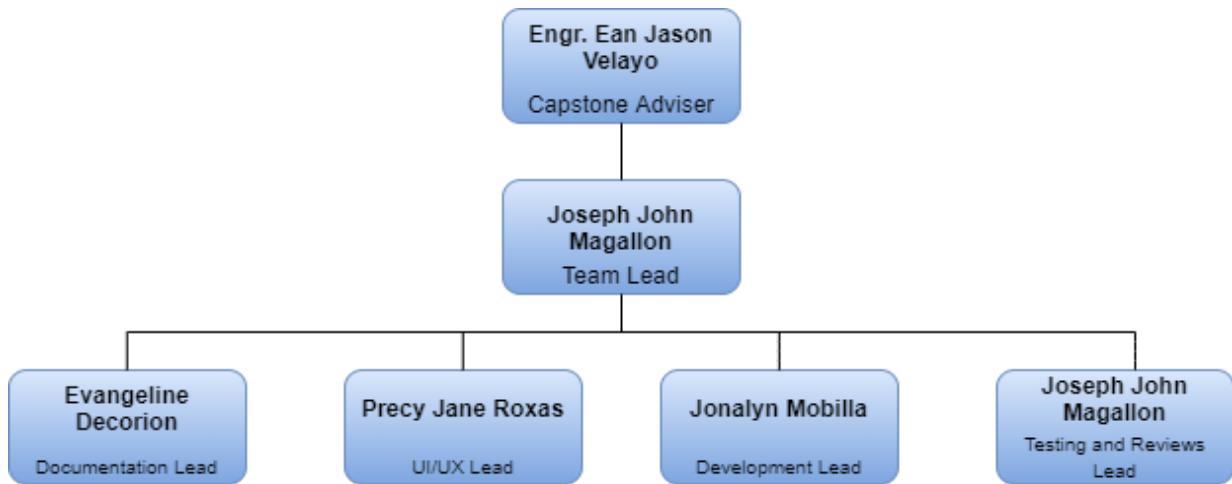


Figure 11. Team Structure

4.6.3 Budget and Cost Management

Cost management is defined as the process of managing or estimating the costs following the set budget for each project. Below is the approximate cost of the development of the project.

Table 4
Budget and Cost Management

Item	Quantity	Unit	Price per Unit	Estimated Cost
Computer Set	2	set	Php 35, 500.00	Php 71, 000.00
Laptop	2	pc.	Php 34, 095.00	Php 68, 190.00
Internet			Php 1, 299.00/month	Php 12, 990.00
Figma			Free	
Diagrams.net			Free	
Postman			Free	
Visual Studio Code			Free	
Heroku			Free	
PhpMyAdmin			Free	

Total Estimated Cost: Php 152, 180.00

4.7 Verification, Validating and Testing

According to the American National Standards Institute/Institute of Electrical and Electronics Engineers (ANSI/IEEE) 1059 standard as cited by Rajkumar (2019), software testing is defined as an activity to check whether the actual results match the expected results. Testing is a process, to evaluate the functionality of a software application with an intent to find whether the developed software meets

the specified requirements or not and to identify the defects to ensure that the product is defect-free in order to produce the quality product.

As Isha (2014) said, software testing is the most widely used techniques for software quality assurance and validation. Together, these two methods are used to verify that a product, service or device meets the requirements and specifications and achieves its intended purpose. The following are done in testing the system, PassFast Canlaon:

4.7.1 Black-box Testing

Black-box testing is a software testing technique that focuses on software functionality analysis. It was developed as a tool to evaluate client requirements, specifications, and strategies for high-level design. It also selects a set of conditions and checks for correct output responses for true and incorrect input and code execution conditions. This can be performed after developing the latest feature. Thus, for the black-box testing the proponents will let 15 software testers to test the proposed system.

4.7.2 User Acceptance Testing (UAT)

Also called application testing, and end-user testing — is a software development process where the software is tested by the intended audience in the “real world”. UAT is often the last step of the software testing cycle, completed prior to the release of the tested product to its intended market. UAT’s goal is to ensure that the code can handle real-world tasks as well as perform requirements for development. Since the client, Ma’am Niña Mae Villaflores, suggested involving 25 testers for UAT, this testing process includes 15 testers for customers, 8 testers for partner stores and 2 testers for Admin.

CHAPTER 5

RESULT AND ANALYSIS

This chapter shows the capability of the system by the researchers' analysis and discusses the results of the research objectives. The system undergoes two parts, the verification and the validation. For verification, the researchers use Black Box Testing to support the system. In this phase, the researchers chose 15 testers to test the system. For Validation, the researchers use User Acceptance Testing to fully authenticate the system usability and credibility. In this phase, the researchers chose a total of 25 testers for administrators, partner stores, and customers.

5.1 System Capability

- The system is capable of recording the Partner Stores' and Customers' Information.
- The system can send the order and the shipment/package requests of the customer wherein the admin has the right to cancel the order if the ordered item(s) is out-of-stock and/or the shipment/package requests is already out of hand.
- The system is competent enough in recording the business transactions, mainly the sale's daily, monthly and yearly reports.
- The system can provide a chat support through the messenger app as a secondary communication to address the inquiries about the business.
- The system is capable of reviewing the customer's previous transactions.
- The system is capable of data manipulation of the product/services information on certain terms.

See Appendix D for Detailed Software Requirements Specifications.

5.2 Major Modules

The proposed system has the following modules:

- Customer Module Account - contains the following modules:
 - Registration and Login - it takes the customer user to provide their information and login credentials.
 - Ordering Module - enables the customer user to create order requests for products/goods from the system.
 - Store List - displays all the stores that are registered in the system.
 - Cart List - displays all products that are added to cart by the customer.
 - Orders Table - it displays all the orders that were transacted and successfully placed by the customer.
 - Cargo Shipping Module - enables the customer user to create shipment services requests.
 - Shipment Form - it allows the customer to create a form request providing the necessary information for the request to be processed.
 - Booking's Cargo Shipping Table - it displays all the customer's previous shipping transactions with its corresponding status.
 - Package Booking Module - it enables the customer user to create request for surprise packages to the service provider.
 - Packages - it displays all the available packages that the service provider offers.
 - Package's Form - it allows the customer user to create a form request providing the necessary information for the package to be delivered.
 - Account Module – it enables the customer user to update its information and password.

- Partner Store Module Account - contains the following modules:
 - Login Module - provides the login credentials of the partner store user.
 - Product Advertising Module - this contains all the products/goods that a certain store can offer to customers.
 - Product List - it contains all the products that a partner store has.
 - Add Product Form - it allows the partner store user to create/add products to its store providing the necessary information.
 - Account Module – it enables the partner store user to update its information and password.
- Admin Module Account - contains the following modules:
 - Login Module - provides login credentials of a user.
 - Reports Module - enables the admin user to produce reports from the daily, monthly and yearly sales of the business.
 - Order Module - enables the admin user to accept and reject orders from the customers.
 - Shipment Module - enables the admin user to accept and reject request service from the customer.
 - Packages Module - enables the admin user to accept and reject requests from the customer.
 - Store Module - enables the admin user to create/add a partner store account.
 - Account Module – enables the admin user to update its information and password.
 -

See Appendix E for Detailed Functional Requirements.

5.3 Verification (Black Box Testing)

The PassFast Canlaon System was tested from November 22, 2021-December 3, 2021 by the following testers:

- Joshua Avenido
- Kyla Jean Dumaguit
- Melchor Casipong
- Rehnan Ramil
- Sarah Mae Bautista
- Rhea May Ardiente
- Ailyn Albores
- Restituto Fuentes
- Jesselle Anne Ocampo
- Marjory Mondido
- Judy Ann Arquisal
- Marjorie Entoma
- John Miguel Estopa
- Jolly Borbon
- Rose Marry Goyo

After executing a test, the decision is defined according to the following rules:

- Acceptable - The test sheet is set to PASS status if the actual result meets the expected result.
- Not Acceptable - The test sheet is set to FAIL status if the actual result does not match the expected result.

There were 143 tests which comprises of 73 tests for Admin, 24 tests for Partner Store, and 46 tests for Customer that each of the 15 testers tested. The total number of test results that was gathered each phase was 2145 tests.

BLACK BOX TESTING CYCLE 1

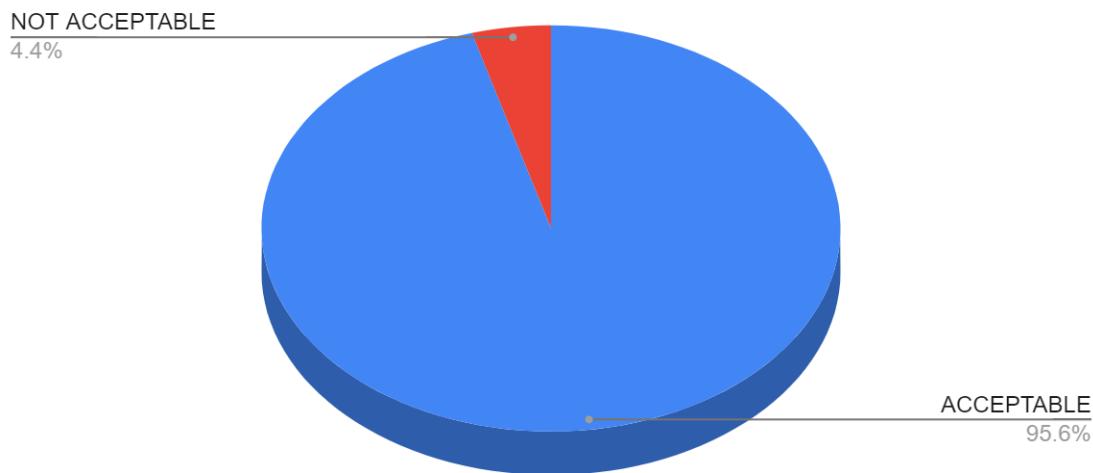


Figure 12. Pie Chart Result for Black Box Testing Cycle 1

Figure 12 shows the summary of test results of all the testers. The result shows that out of 2145 tests performed by the 15 testers, 94 tests were not acceptable, which is equivalent to 4.4 %. This result was due to the following failures of the system and unexpected results of the test. Some of the tests were found diverse from the expected results. In some cases, when a customer would order products or request services, the tester finds it not acceptable since the pop up notification/message has no definite position. Also, when changing the product's quantity on the cart page, the testers find out that the quantity will eventually accept a negative value. Another failure of the system was the notification messages that the system will display if some actions will be performed. The system will produce different results from the test expected results.

Out of 2145 tests, 2050 were found acceptable by the testers which is equivalent to 95.6% that meets the requirements of the system, at the end, the proponents were not able to proceed smoothly to User Acceptance Testing since some bugs and errors must be fixed.

BLACK BOX TESTING CYCLE 2

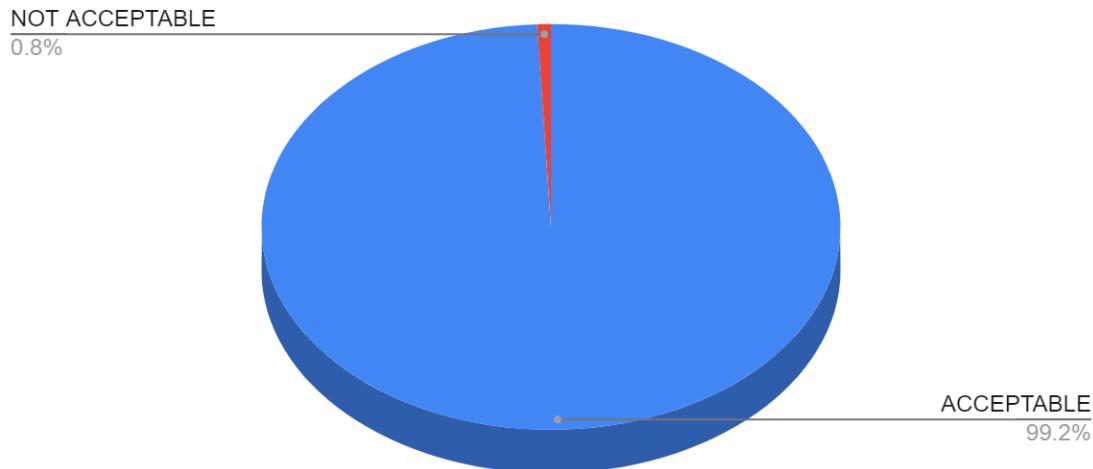


Figure 13. Pie Chart Result for Black Box Testing Cycle 2

Figure 13 provides the summary of the test performed by the 15 testers. The Chart indicates a lesser percentage of not acceptable tests from Phase 1. A total of 17 tests were found not acceptable which is equivalent to 0.08% of the total test. The researchers found out that some of the bugs from the previous phase were still detected by the testers. In the Partner Store account, when a product's information will be edited, the submit button that was originally disabled will not be activated if only the product variation is updated. Also, some of the fixed bugs were still not acceptable such as the pop up message that does not correspond to the expected results.

Of all the tests, 2128 tests were now found to be acceptable which is equivalent to 99.2%. The researchers, once again, were not able to proceed to the User Acceptance Testing mainly because of the errors that occurred during the Phase 2 testing.

BLACK BOX TESTING CYCLE 3

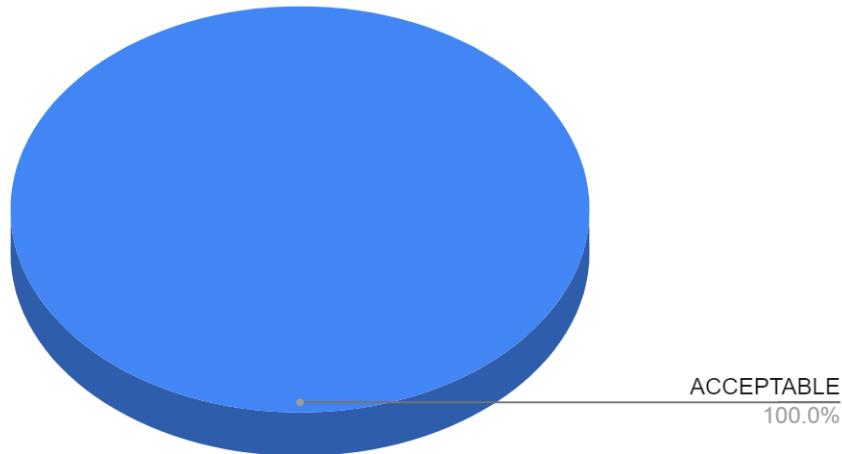


Figure 14. Pie Chart Result for Black Box Testing Cycle 3

Figure 14 presents the summary of test results of the 15 testers using the Admin, Partner Store and Customer account to test the provided test cases if they meet the results. The testers found out that the system already meets the requirements and its functionality. The result basically leads the proponents to proceed in the second part of the testing which is the User Acceptance Testing.

See Appendix F for Detailed and Sample Test Cases (Black Box Testing).

5.4 Validation (User Acceptance Testing)

The PassFast Canlaon system was tested from December 5, 2021 to December 7, 2021 by the following users of the system:

- (1) - Admin,
- (2) - Partner Store,
- (3) - Customer.

The system was tested based on functionality, reliability, usability, efficiency, maintainability and user manual.

Table Summary:

Criteria	Total Score
1. Functionality	Total score ÷ no. of sub-questions
2. Reliability	Total score ÷ no. of sub-questions
3. Usability	Total score ÷ no. of sub-questions
4. Efficiency	Total score ÷ no. of sub-questions
5. Maintainability	Total score ÷ no. of sub-questions
6. User Manuals	Total score ÷ no. of sub-questions

Average Score Interpretation:

4.1 - 5.0 = Very Acceptable

3.1 - 4.0 = Acceptable

2.1 - 3.0 = Moderately Acceptable

1.0 - 2.0 = Not Acceptable

The presented graph below shows the overview of the results for the User Acceptance Testing for Administrator account.

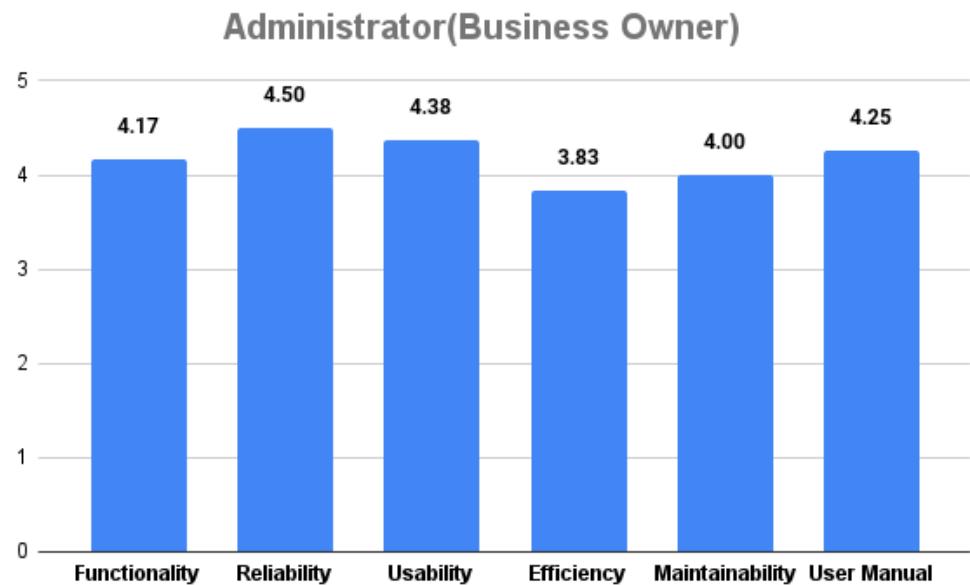


Figure 15. Bar Graph Result for User Acceptance Testing using the Administrator Account

Figure 15 shows an interpretation of the results of User Acceptance Testing for the administrator role which is comprised of 2 testers. The total result for functionality is 4.17 which describes that the system provides a very acceptable result in security and accuracy of the data. For reliability, the result is 4.50 showing that the system has a very acceptable performance in doing the tasks that is intended to do, has data checkup and data backup storage. The result for usability is 4.38 that means that the system was able to apply a very acceptable user experience and can easily be understood by the user. The result for efficiency is 3.83, this implies that the system's manner used is in an acceptable and right way. The CTAs are working properly and the user can login to the system easily providing their login credentials. The result for maintainability is an acceptable rating of 4.00, which shows that the system can be tested and verified using sample data and can be maintained in whichever browser the application system is accessed. Lastly, the result for support and manuals is 4.25 that shows a very acceptable result since the provided user manual has clear and concise

instructions and includes screenshots for better guidance on how to use the system.

Presented below is the Bar Graph of the overall system result for User Acceptance Testing for the Partner Store account.



Figure 16. Bar Graph Result for User Acceptance Testing using the Partner Store Account

Figure 16 shows the summary of results from the 8 partner store testers of the system. The result in the functionality of the system is a very acceptable rating of 4.58 out of 5, which means the system was able to meet its objectives and that it has a data security. For the reliability of the system, a very acceptable result of 4.75 that describes the system's performance on input validation and system authentication. The result for usability is 4.84 that means that the system applies a very acceptable user experience, is user-friendly and can be easily navigated by the users. For the efficiency of the system, a very acceptable result of 4.79, which implies that the system is easy to login to and requires minimal hardware

resources. For the maintainability of the system, a very acceptable result of 4.86, which means that the system can be tested and verified through test and sample data. For the support and manual, the result is a very acceptable 4.69 rating which shows that the provided user manual includes screenshots and has a concise instruction on how to use the system.

The presented graph below shows the overview of the results for the User Acceptance Testing for Customer Account.

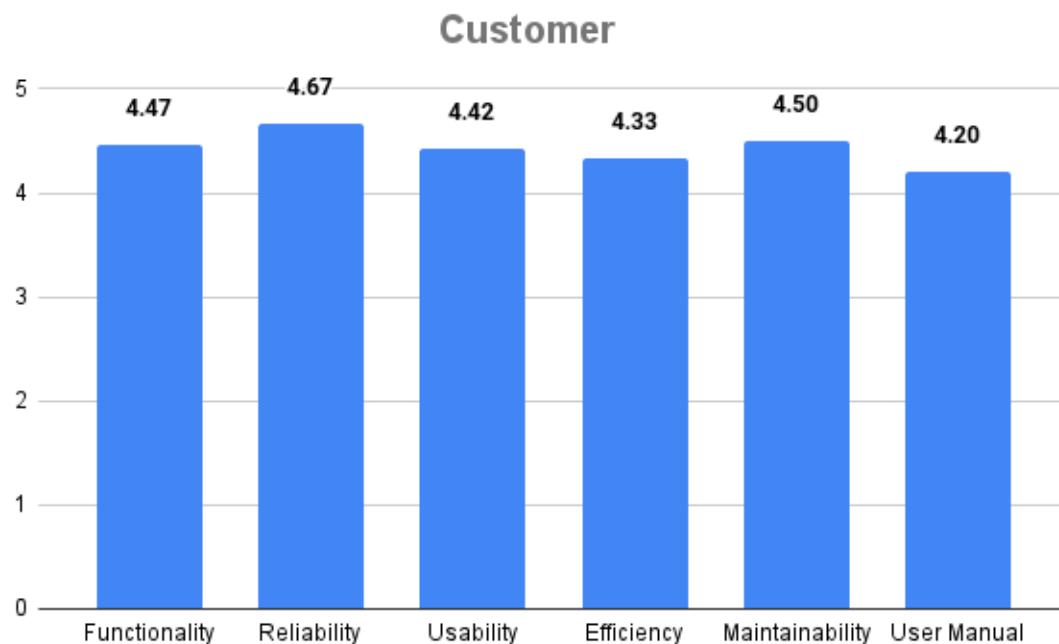


Figure 17. Bar Graph Result for User Acceptance Testing using the Customer Account

The graph above shows the in-depth summary of results by the 15 customer testers of the system. The graph shows that 4.47 is the rating for the functionality of the system. This implies that the system meets its objectives and that it has data security. The result for reliability of the system shows to be 4.67 which means that the system uses user validation and input validation for the data to be stored and fetched. The result for the usability of the system shows to be 4.42 which means that the system provides a clear visual to the user and is easy to navigate. For the

efficiency of the system, the result is 4.33 which implies that it is easy to login in to the system and the buttons are working properly. The result for the maintainability of the system is 4.50 which means that the system can be accessed in the browser easily and can be tested by the test cases. For the user manual of the system, it showed to be 4.20 which implies that the it provides clear and concise instructions and includes screenshots on how to use the system.

See Appendix G for Detailed User Acceptance Testing.

The presented graph below shows the overview of the results for the User Acceptance Testing for All Users.

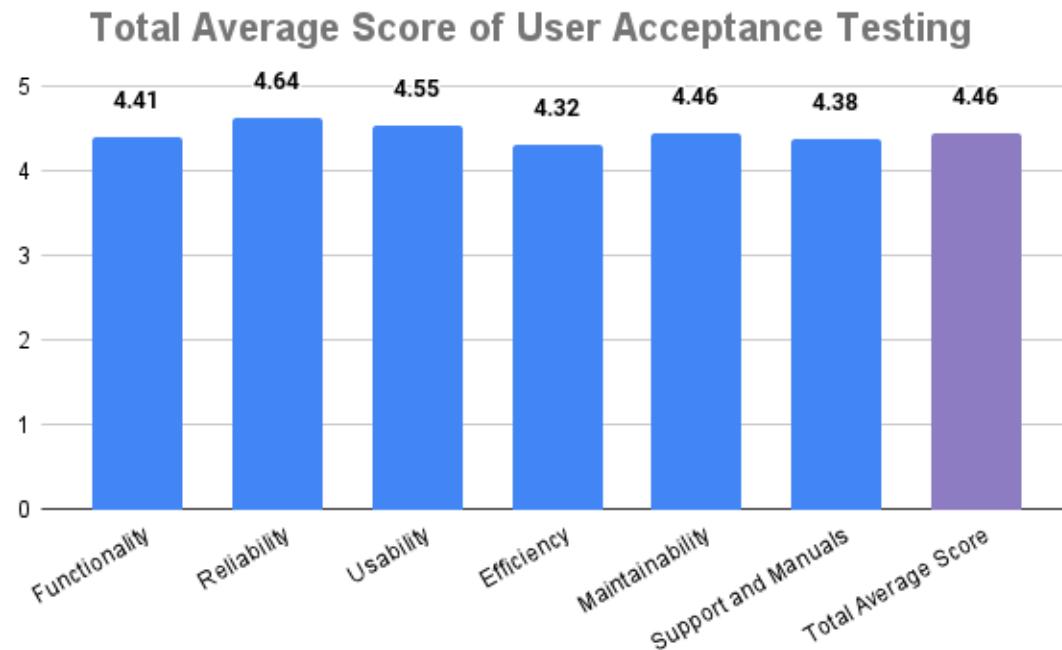


Figure 18. Total Average Score of User Acceptance Testing on all Users

Figure 18 shows the complete summary of the total score of all the users in the User Acceptance Testing. It shows that 4.41 out of 5 for the overall functionality of the system which means that the system was able to meet its objective from the beginning of the research making it very acceptable to be use. For the reliability of

the system, it shows 4.64 rating which implies that the system can be trusted when it comes to its user validation, data fetching and data storing. Also, the graph presents a 4.55 rating for the usability of the system which implies that the system provides a clear visual graphics and easy to understand design. For the efficiency of the system, the result is a very acceptable rating of 4.32 out of 5. This shows that the system has an effective login design system and all the buttons used are functioning well. For the maintainability of the system, it shows a very acceptable 4.46 result. This implies that the application system that was developed online can be accessed on any browser and that system can be tested by the provided test cases. For the User Manual/Support of the system, it shows a very acceptable 4.38 rating which implies that the provided user manual has a clear and concise instruction with the appropriate sample image.

Lastly, for the total average result rating of the system, it shows a very acceptable rating of 4.46 out of 5. It means that the users found the system very acceptable to use and meet its required objectives for each user. The system is then ready to be used by the specified users.

CHAPTER 6

CONCLUSION AND RECOMMENDATION

In this chapter the researcher presented the conclusion and recommendations about the proposed system, PassFast Canlaon. The proponents come up with the conclusions based on the previous chapters.

Summarizing the Results

The findings of this study entitled PassFast Canlaon shows that automated shipment and package bookings, and order requests are widely accepted as it promotes convenience and time-efficiency to the customers. Transparency on the status of order and booking request is also highlighted in the system for the customer to see. Partner stores are given full access to make updates on their products including its availability status. This proves to be convenient for the partner store to easily manage their products. The system also provides an automated sales reports to conveniently track the daily, monthly, and yearly sales. Thus, this system will surely help the business owner in smoothly leading the business and avoid the tedious work of manually tracking the sales.

Putting the Results into Context

Based on the implemented study, the system, PassFast Canlaon which focuses on providing a better solution in sales tracking and an efficient way of rendering services to the customers through online ordering, package and shipment bookings. The system highlights an automated sales reports allowing the administrators to conveniently track the daily, monthly, and yearly sales. This feature helps in effectively managing the overall operations of the business which lessens the workload of the business owner compared to manually tracking sales reports. The date for package bookings are automatically disabled for the next two days to give time to the business owner to prepare the package. In addition, the

proposed system and related systems have difference though they have similarities. For instance, the proposed system does not include an option for bulk cargoes since the business only operates within the barangays in Canlaon City and only offers shipment through land. Also, the proposed system does not have a sales management system through quota planning that is available in other related systems which is also a very useful component to the business growth.

Evaluating the Process

With provided effort and time invested, this system should be able to cater the users at its full potential. Though there are still some parts that needs improvement, the proponents ensure that the system will be beneficial to the business owner for her growing business. Also, partner stores will be given a platform to showcase their products and services. Lastly, customers can conveniently order online without the need to browse through those long posts in the business Facebook page.

Identifying Future Work

After careful scrutiny of the work, the proponents were able to understand that there are still some areas that need to enhance or develop in the future. The following are the proposed recommendations of the proponents for the system.

For easier business updates on the system, the proponents are proposing to add notification features in the system so as for the users to know any changes or updates happening concerning them.

The order tracking of the system needs a more detailed tracking system where the customer can know the status of their order, if it is in preparation or on the way of delivery.

As for the Partner Store perspective, it will be helpful to their part if there will be a sales tracking system on their own. It will be a great opportunity for them if they will have knowledge on how their own business advances or progresses.

Lastly, the proponents are recommending the future researchers to make this research as a guide in continuing and improving the PassFast Canlaon business' system.

GLOSSARY

Presented below are the following terms used in the study.

Administrator – is the person who is responsible for operating the system. This person has full authority over the system.

Customers – are the target clients of Passfast Canlaon Business.

Partner Stores – are the business companion of the Passfast Canlaon Business.

Sales tracking - is the process of monitoring and analyzing the sales of the Passfast Canlaon in terms of delivering goods and services.

BIBLIOGRAPHY

Web Articles

Alianto, H., Fernando Wijaya, S., & Arlan, F. (2012). AN ANALYSIS OF SALES INFORMATION SYSTEM AND COMPETITIVE ADVANTAGE. *International Journal of Communication & Information Technology (CommIT)*, Vol. 6(No. 2), 69–75. Retrieved April 15, 2021. <http://msi.binus.ac.id/commit/>

Anjum, S., & Chai, J. (2020). Drivers of Cash-on-Delivery Method of Payment in E-Commerce Shopping: Evidence From Pakistan. *SAGE Open*, 10(3), 215824402091739. Retrieved April 16, 2021. <https://doi.org/10.1177/2158244020917392>

Baraoidan, K. M. C. (2020, March 21). *Lockdown shutters 700 Luzon factories* / Inquirer News. INQUIRER.Net. Retrieved March 15, 2021. <https://newsinfo.inquirer.net/1245942/lockdown-shutters-700-luzon-factories>

Bauer, E. (2019, May 14). *Sales Reporting 101: Here's Everything You Need to Know About Creating Detailed Sales Reports*. Propeller CRM Blog. Retrieved April 18, 2021. <https://www.propellercrm.com/blog/sales-report>

BigCommerce Help Center. (2019). BigCommerce. Retrieved June 30, 2021. https://support.bigcommerce.com/s/article/Importing-Exporting-Orders?language=en_US

Cargo Delivery Service Manila [100k+ SMEs Served]. (2019, May 19). Transportify. Retrieved May 10, 2021. <https://www.transportify.com.ph/cargo-delivery-service-manila/>

Chen, L. (2020), 'Improving Digital Connectivity for E-commerce: A Policy Framework and Empirical Note', in Chen, L. and F. Kimura (eds.), *E-commerce Connectivity in ASEAN*. Jakarta, Indonesia: Economic Research Institute for ASEAN and East Asia, pp.7-30. Retrieved May 23, 2021.

Chou, Y., Chung, J., & Lee., C. (2004, December 1). *Understanding m-commerce payment systems through the analytic hierarchy process*. ScienceDirect. Retrieved May 26, 2021.
<https://www.sciencedirect.com/science/article/abs/pii/S0148296302004320>

Colliat, G. H. (2010, February 5). *Sales performance management through quota planning* [Dataset]. Retrieved May 20, 2021.
<https://patents.google.com/patent/US8626572B2/en?q=sales+management+system&oq=sales+management+system>

Coşar, C., Panyi, K., & Varga, A. (2017). Try Not to Be Late! - the Importance of Delivery Service in Online Shopping. *Organizations and Markets in Emerging Economies*, 8(2), 177–192. Retrieved April 12, 2021.
<https://doi.org/10.15388/omee.2017.8.2.14186>

Cristo, P., & Martinho, R. (2011, September). *AEMS: Towards an Advanced Event Management System*. ResearchGate.Net. Retrieved May 28, 2021.
https://www.researchgate.net/publication/277556714_AEMS_Towards_an_Advanced_Event_Management_System

Deepa, T., & Selvamani, P. (2018, December 5). Online Food Ordering System. International Journal of Emerging Technologies and Innovative Research, 5(12), 143–148. Retrieved June 1, 2021. <https://ssrn.com/abstract=3678144>

Durcevic, S. (2020, July 15). *Sales Report Templates for Daily, Weekly & Monthly Reports*. BI Blog | Data Visualization & Analytics Blog | Datapine. Retrieved May 19, 2021. <https://www.datapine.com/blog/sales-report-kpi-examples-for-daily-reports/>

Durcevic, S. (2020, October 15). *Management Reporting Best Practices & Report Examples*. BI Blog | Data Visualization & Analytics Blog | Datapine. Retrieved May 23, 2021. <https://www.datapine.com/blog/management-reporting-best-practices-and-examples/>

Elmorshidy, A., Mostafa, M., El-Moughrabi, I., & El-Moughrabi, H. (2015, September). *Factors Influencing Live Customer Support Chat Services: An Empirical Investigation in Kuwait*. Scielo. Retrieved May 2, 2021. https://scielo.conicyt.cl/scielo.php?script=sci_arttext&pid=S0718-18762015000300006&lng=en&nrm=iso&tlang=en

Erin, B. (2021, February 25). Web Browser – What is a Web/Internet Browser? UW-La Crosse. Retrieved June 27, 2021. <https://kb.uwlax.edu/page.php?id=89012>

Gera, M., Nawander, N., Tharwani, N., & Bhatia, P. (2018). *Operations research in food delivery*. International Journal of Advance Research and Development. Retrieved March 18, 2021. <https://www.mendeley.com/catalogue/adb854ce-090b-33e3-9223-cdff57831297/>

Goh, S. (2017, July 28). *Outsourcing to Online Food Delivery Services: Perspective of FandB Business Owners / Open Access Journals*. Journal of Internet Banking and Commerce. Retrieved March 18, 2021.
<https://www.icommercecentral.com/open-access/outsourcing-to-online-food-delivery-services-perspective-of-fb-business-owners.php?aid=86136>

Halaweh, M. (2017). Intention to Adopt the Cash on Delivery (COD) Payment Model for E-commerce Transactions: An Empirical Study. *Computer Information Systems and Industrial Management*, 628–637. Retrieved March 19, 2021.
https://doi.org/10.1007/978-3-319-59105-6_54

Hong, L., Li, Y., & Wang, S. (2016). Improvement of Online Food Delivery Service Based on Consumers' Negative Comments. *Canadian Social Science*, 12, 84-88. Retrieved March 12, 2021. <https://core.ac.uk/download/pdf/236296041.pdf>

Hopson, D. B., & Keys, K. (2002, October 7). *Online shopping system*. Google Patents. Retrieved May 24, 2021.
<https://patents.google.com/patent/US7124098B2/en>

Hufford, J. (2020, October 27). *Top 5 Order Management Systems*. NChannel, Inc. Retrieved May 13, 2021.
<https://www.nchannel.com/blog/top-5-order-management-systems/>

IBM Cloud Education. (2021, April 9). Application Programming Interface (API). IBM. Retrieved June 28, 2021.

<https://www.ibm.com/cloud/learn/api>

Kasarda, J. (2016). Logistics Is about Competitiveness and More. *Logistics*, 1(1), 1. Retrieved April 20, 2021.

<https://doi.org/10.3390/logistics1010001>

Khalyn, V. G. (2019). The Significance of Logistics in Servicing Growing Volumes of E-Commerce. *International Journal of Economics and Business Administration*, VII(Special Issue 2), 185–194. Retrieved April 15, 2021.

<https://doi.org/10.35808/ijeba/383>

Khan, S., & Jain, S. (2018). 2nd International Conference on 'Innovative Business Practices and Sustainability in VUCA World. *A Study on Usage of EPayments for Sustainable Growth of Online Business*, 78–81. Retrieved May 2, 2021.

https://www.met.edu/uploadfile/documents/Ms_Shreya_Jain_eMBA_student.pdf

Kiruthiga, J. (2020, November 7). *Report writing assignment j. kiruthiga - third bba*. SlideShare. Retrieved May 10, 2021.

<https://www.slideshare.net/KeerthiKeerthi65/report-writing-assignment-j-kiruthiga-third-bba>

Kumar, H. (2020, August 12). *The What, Why And How Of An Effective Management Reporting System*. Acuvate. Retrieved May 11, 2021. <https://acuvate.com/blog/what-why-and-how-of-an-effective-management-reporting-system/>

Lacson, A., & Pasadilla, G. (2006, December). *E-commerce in the Philippines: a preliminary stocktaking*. Philippine Institute for Development Studies (PIDS). Retrieved April 7, 2021. <https://pidswebs.pids.gov.ph/ris/drn/pidsdrn06-6.pdf>

Le-Hoang, P. V. (2020). Factors affect customer satisfaction: the case of cargo delivery services. *Independent Journal of Management & Production*, 11(4), 1342. Retrieved April 21, 2021. <https://doi.org/10.14807/ijmp.v11i4.1103>

Li, C., Mirosa, M., & Bremer, P. (2020). *Review of Online Food Delivery Platforms and their Impacts on Sustainability*. MDPI. Retrieved April 10, 2021. <https://www.mdpi.com/2071-1050/12/14/5528/htm#B23-sustainability-12-05528>

Live Chat Statistics: Trends and Insights for 2021 | 99firms. (2021, January 3). 99Firms. Retrieved April 26, 2021. <https://99firms.com/blog/live-chat-statistics/#gref>

Lutkevich, B. (2020, August 3). framework. WhatIs.Com. Retrieved June 27, 2021. <https://whatis.techtarget.com/definition/framework>

MacDonald, S. (2021, May 4). *25 Live Chat Statistics for 2021 (Backed by Unique Research)*. Retrieved May 28, 2021. <https://www.superoffice.com/blog/live-chat-statistics/>

Malik, D. W., Robinson, L., & Yaussy, L. (2012, December 6). *Event management system*. Google Patents. Retrieved May 25, 2021.

<https://patents.google.com/patent/US10454854B2/en?q=event+management+system&oq=event+management+system>

Mansoor, S. (2018, September 5). *Five Reasons Why Ecommerce is Growing*. Archive.Today. Retrieved April 13, 2021. <https://archive.is/ndwF2#selection-685.0-685.37>

Moondra, C., Mangwani, H. K., Deshpande, K., Bundela, A. S., & Namdev, K. (2020). Impact of Online Food Delivery on Customers. *International Research Journal of Engineering and Technology (IRJET)*, 07(04), 2364. Retrieved March 18, 2021. <https://www.irjet.net/archives/V7/I4/IRJET-V7I4455.pdf>

Ohkado, A. (2000, August 18). *Goods delivery method, online shopping method, online shopping system, server, and vendor server*. Google Patents. Retrieved March 18, 2021. <https://patents.google.com/patent/US20020022967A1/en>

Online Event Management Software | Cvent. (2021). Cvent. Retrieved May 16, 2021. <https://www.cvent.com/en/event-management-software>

Order Management System | Order Management Software | SYSPRO. (2019, February 6). SYSPRO Philippines. Retrieved May 16, 2021. <https://ph.syspro.com/erp/syspro-erp/applications/order-management-system/>

Patel, M. (2015, December). *Online Food Order System for Restaurants*. Grand Valley State University ScholarWorks.

Retrieved April 5, 2021.

<https://scholarworks.gvsu.edu/cgi/viewcontent.cgi?article=122&context=cistechlib>

PCMag. (2021). *Definition of text editor*. Retrieved June 28, 2021.

<https://www.pcmag.com/encyclopedia/term/text-editor>

Petronzio, M. (2016, July 14). *A Brief History of Instant Messaging*.

Mashable. Retrieved May 23, 2021.

<https://mashable.com/2012/10/25/instant-messaging-history/?europe=true>

Phan Van, H. (2016, May). *Delivery process-review and improvement proposals*. Theseus.Fi. Retrieved May 28, 2021.

<https://www.theseus.fi/bitstream/handle/10024/111731/Thesis%202016-theseus%20version.pdf;jsessionid=0D7F3D0A947220718CED0358A1148A90?sequence=1>

Rawson, A., Duncan, E., & Jones, C. (2014, August 18). *The Truth About Customer Experience*. Harvard Business Review. Retrieved March 14, 2021. <https://hbr.org/2013/09/the-truth-about-customer-experience>

Richards, L. (2012, September 4). *Stats: Do consumers appreciate live chat on websites?* Econsultancy. Retrieved May 10, 2021. <https://econsultancy.com/stats-do-consumers-appreciate-live-chat-on-websites/>

Rutter, A., Bierling, D., Lee, D., Morgan, C., & Warner, J. (2017). How Will E-commerce Growth Impact Our Transportation Network ? Final Report How Will E-commerce Growth Impact Our Transportation Network ? *Texas A&M Transportation Institute*, August, 2–38. Retrieved April 18, 2021.

<https://www.mendeley.com/catalogue/47eac25b-91c2-3634-bcb9-26fbac210c2a/>

Sales Analysis Software - Increase Profits With Sales Analytics. (2021). Datapine. Retrieved June 29, 2021. <https://www.datapine.com/data-analysis-software>

Sethu, H. S., & Saini, B. (2016, July). *Customer Perception and Satisfaction on Ordering Food via Internet, a Case on Foodzoned.Com, in Manipal*. Proceedings of the Seventh Asia-Pacific Conference on Global Business, Economics, Finance and Social Sciences (AP16Malaysia Conference) ISBN: 978–1-943579-81-5. Kuala Lumpur, Malaysia. Paper ID: KL631. Retrieved April 17, 2021. http://globalbizresearch.org/Malaysia_Conference_2016_July/docs/doc/Management%20&%20Marketing/KL631.pdf

Silva, R. R., Chrobot, N., Newman, E., Schwarz, N., & Topolinski, S. (2017). Make It Short and Easy: Username Complexity Determines Trustworthiness Above and Beyond Objective Reputation. *Frontiers in Psychology*, 8. Retrieved April 12, 2021. <https://doi.org/10.3389/fpsyg.2017.02200>

Sisense. (2021, April 8). What is a Relational Database Management System? | Sisense Glossary. Retrieved June 29, 2021. <https://www.sisense.com/glossary/relational-database/>

Statista. (2020, June 18). *E-commerce market size in the Philippines 2015 – 2019*. Retrieved June 18, 2021. <https://www.statista.com/statistics/1125455/e-commerce-market-size-philippines/>

Techopedia. (2015, December 23). *Interface Design Tool (IDT)*.

Techopedia.Com. Retrieved June 26, 2021.

<https://www.techopedia.com/definition/11637/interface-design-tool-idt>

Techopedia. (2017, December 6). *Software Repository*.

Techopedia.Com. Retrieved June 27, 2021.

<https://www.techopedia.com/definition/32890/software-repository>

Transportation Management Systems and TMS Services. (2021, May 12). 3GTMS. Retrieved May 28, 2021.

<https://www.3gtms.com/platform/transportation-management-software>

What is PaaS? Platform as a Service. (2021). Microsoft Azure.

Retrieved June 29, 2021. <https://azure.microsoft.com/en-us/overview/what-is-paas/>

Woodward, M. (2020, July 15). *What Is Event Management?* The Balance Small Business. Retrieved May 26, 2021.

<https://www.thebalancesmb.com/what-is-event-management-4067066>

Woycik, T., & Wheeler, C. (2006, May 2). *Computer-based ordering system*. Google Patents. Retrieved May 25, 2021.

<https://patents.google.com/patent/USRE46731E1/en?q=cash-on-delivery+food+ordering+system&oq=cash-on-delivery+food+ordering+system>

Zialcita, S. (2019, January 4). *PH e-commerce industry sees more growth in 2019*. Cnn. Retrieved May 17, 2021.

<https://cnnphilippines.com/business/2019/01/04/philippine-e-commerce-2019.html>

Zoho Corporation Pvt Ltd. (2021). *Online Order Management | Order Management Process - Zoho Inventory*. Retrieved May 29, 2021. <https://www.zoho.com/inventory/order-management-software/>

Appendix A
TRANSMITTAL LETTER

February 22, 2021

Niña Mae Villaflores
Owner of Passfast Canlaon

Dear Mrs. Villaflores,

Greetings from our hearts!

May we ask for your permission to gather information from you and your family regarding the business that you are currently having for our research study entitled "PassFast Canlaon".

The above study is a requirement for the completion of the Certificate in Computer Technology in the University of San Carlos. We are confident that the result of this study will be useful and helpful in rectification of the business.

Thank you very much. We are hoping for your positive response.

Respectfully yours,

Evangeline Decorion
CCT Student, University of San Carlos

Jonalyn Mobilla
CCT Student, University of San Carlos

Endorsed by:

Ean Jason Velayo
Capstone Adviser

Joseph John Magallon
CCT Student, University of San Carlos

Precy Jane Roxas
CCT Student, University of San Carlos

Approved by:

Niña Mae Villaflores
Owner of Passfast Canlaon

Appendix B

INTERVIEW GUIDE

1. What are your company's mission and vision when you first started the business?
2. What are the services that your company offers?
3. What were the common feedbacks of your customers about the rendered services and your company in general?
4. How did you deal with these said feedbacks?
5. What are your specifications when offering a service to the customers?
6. Were there any incidents regarding the delivery process like failed transactions, for instance? If so, how did you manage to solve it?
7. What are the struggles that you are currently facing concerning your business?

Appendix C

QUESTIONNAIRE

Criteria	Description	Rating (1 - Lowest / 5 Highest)				
		1	2	3	4	5
1. Functionality						
1.1 Accuracy	Does the system adequately meet its objectives?					
1.2 Security	How secure is the system and its data contents from unauthorized access? (eg. unregistered user, etc.)					
	How easily does the system provide a way to back up data stored in it?					
2. Reliability						
2.1 Data Validity	Does the system check and validate user input to avoid erroneous data entry?					
3. Usability						
3.1 Learnability	Is the system user friendly?					
	Can users easily navigate between program screens?					
	Does the system check and validate user input to avoid erroneous data entry?					
3.2 Attractiveness	Is the overall user interface visually pleasing?					
4. Efficiency						
4.1 Ease of Start-up	How easily is the system started up?					

4.2 Resources Utilization	Does the system require minimal hardware services					
4.3 Time behavior	How quickly does the system accomplish specific actions					
5. Maintainability						
5.1 Installability	How easily system does the system is being access to the browser					
5.2 Testability	Can the system be tested and verified using test/sample data?					
6. User Manual						
6.1 Understability	Does the user manual provide clear and concise instructions on how to operate the software?					
6.2 Visual References	Does the user manual provide actual screenshots showing how to operate the software					

Appendix D

SOFTWARE REQUIREMENTS SPECIFICATION

PassFast Canlaon

A complete Software Requirements Specifications Version 1.0

Client Name:

Niña Mae Villaflores

Proponent:

Evangeline Decorion

Joseph John Magallon

Jonalyn Mobilla

Precy Jane Roxas

Introduction/Rationale of the Study

Management is an integral part of any organization that determines the success of the business. Effective management does not only apply to how skilled the employees are but also to how they value customer satisfaction. According to Rawson et al. (2014), an organization that can skillfully manage the entire customer experience path obtains such rewards as enhanced customer satisfaction, reduced outflow, increased revenue, higher employee satisfaction leading to an overall positive customer experience.

Effective management practices usually are tailored to meet the specific needs and requirements of the business. In the food industry, specifically the food delivery sector, such necessity is done by adapting the latest trends in technology. Many of these tools help a growing business such as, delivery services that are popular nowadays, sales tracking that will show the growth rate analysis, and various ordering methods.

With the development of technologies and the internet, creating an online delivery system called PassFast Canlaon, for Passfast Canlaon is much easier. The goal of the proponents is to develop an online delivery system for Passfast Canlaon that would monitor the daily operations from ordering products to delivery and recording sales.

System Description

PassFast Canlaon is a web application that enables customers to order online, provides an efficient way to deliver purchase orders, and generates statistics about sales. The proponent decided to develop an application that will be beneficial not only to the business owner but also to their customers, partner stores, and the community. Vuejs, a Javascript Framework, and Laravel, a PHP Framework, are the tools used in developing the system.

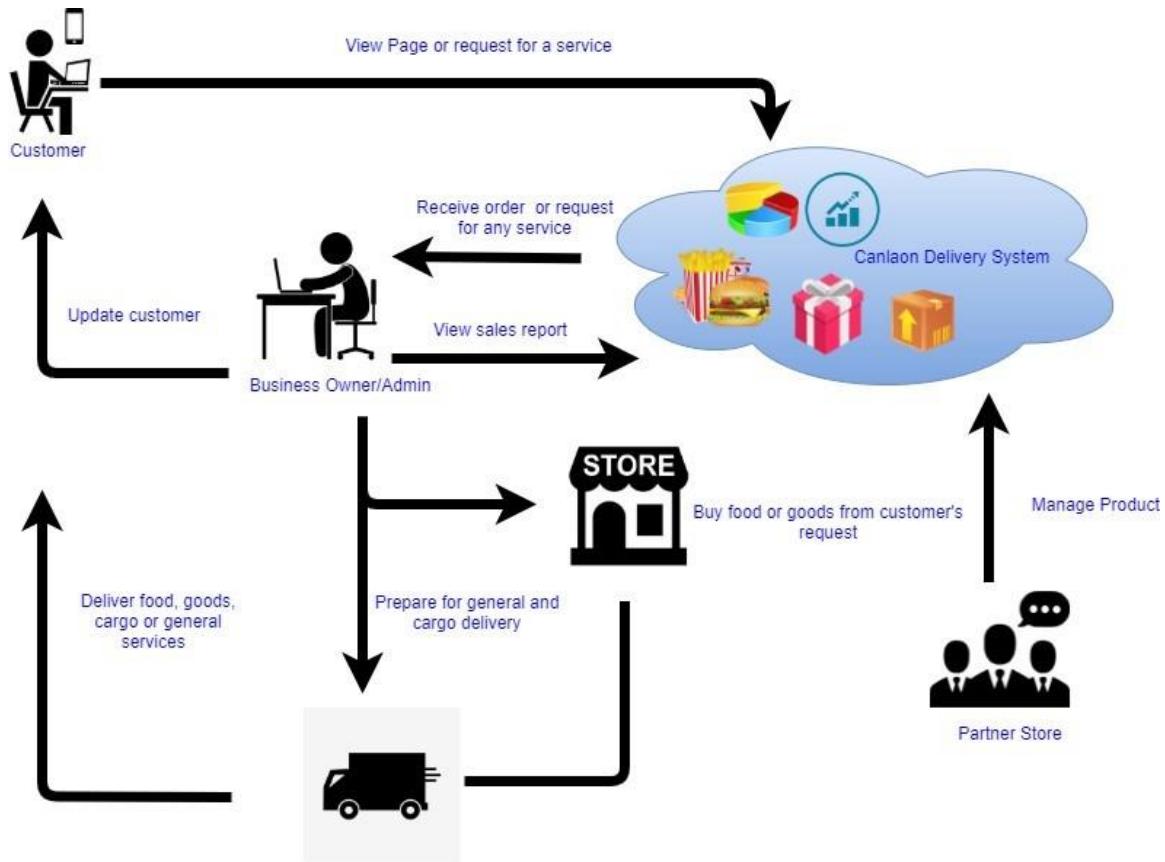
Types of User:

Admin (Business Owner) – Admin can access the entire functionality of the system except updating a product from a particular partner store.

Customers – Customers can access and have full control of their account, and also, customers can place their order online through this system.

Partner Stores – Partner stores can only access and manage their account, add a new product, update and delete a product.

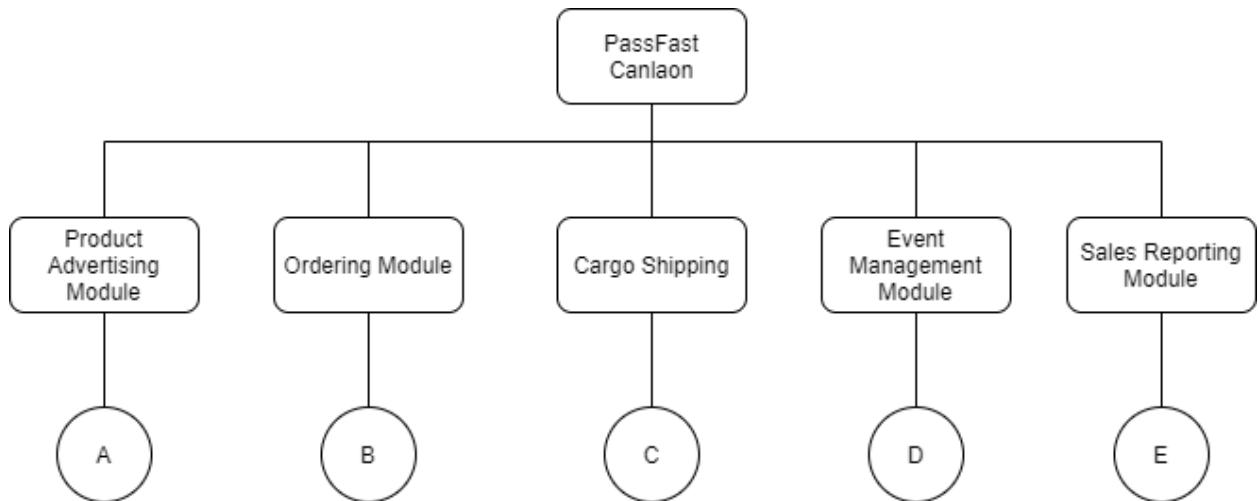
Design Model



The application implements a digital approach in ordering goods, requesting cargo shipment, and booking an event. The online ordering module of the system will let the customer place an order online and view the customer's order history. The cargo shipping module will allow the user to request a cargo shipment. The users can also book an event with special packages for birthdays, wedding anniversaries, and other special occasions through the event management module. Through the product advertising module of the system, the partner stores can easily add a new product, update a product, and delete a product. The sales reporting module will let the admin view the sales through graphs for easier comparison and determining the areas for improvement to boost the business growth.

System Flow/Development Process

There are (5) components that are to be developed in developing the PassFast Canlaon. First, is the product advertising module which is the advertisement of the products from a partner store including adding a new product, update and delete a product. Second, is the development of the online ordering module that includes ordering and viewing order history. Third, the users can request for a cargo shipment through the use of the cargo shipping module of this system. Fourth, the users can also book an event with special packages using the event management module. Fifth, a sales report module in which the admin can generate sales reports represented through graphs.



A. Product Advertising Module – it enables the partner stores to add a new product, update and delete a product.

B. Online Ordering Module – it enables the user to place an order and view order history.

C. Cargo Shipping Module - it enables the user to request for a cargo shipment provided with the necessary information about the cargo including the sender, receiver, and prices.

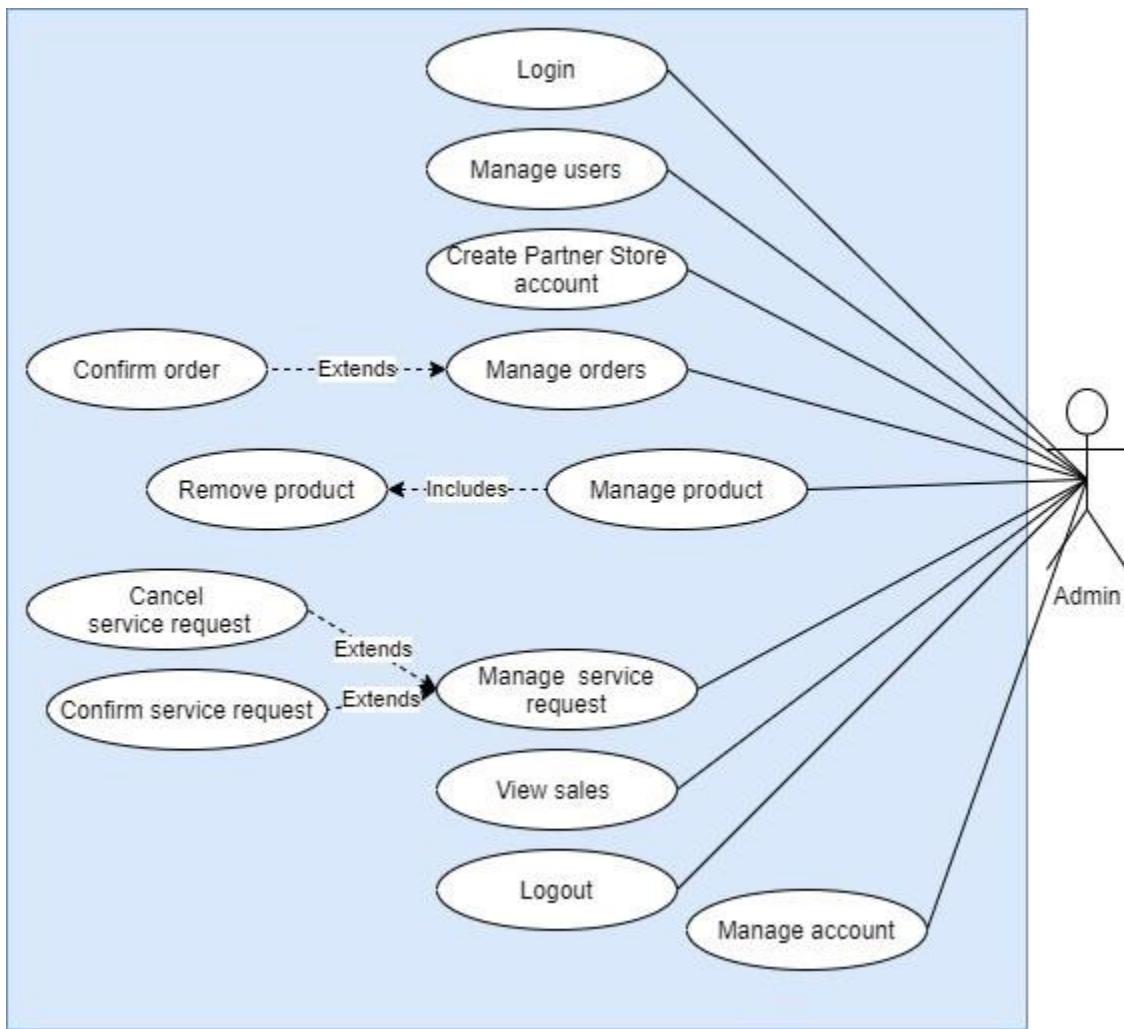
D. Event Management Module - it enables the user to book for an event either

birthday, wedding anniversaries and other special occasions.

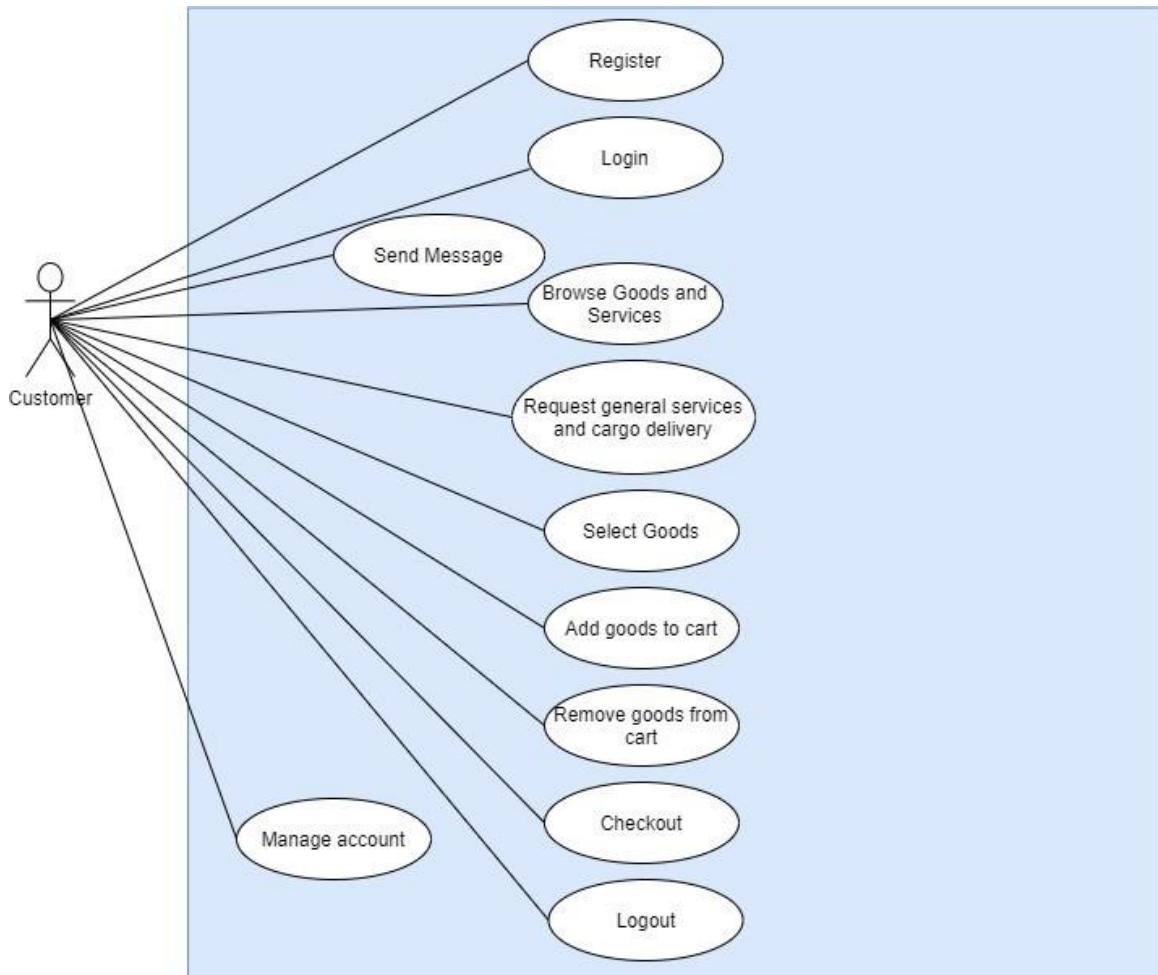
E. Sales Report Module – it enables the admin to generate sales reports represented through graphs.

Use Case Diagrams

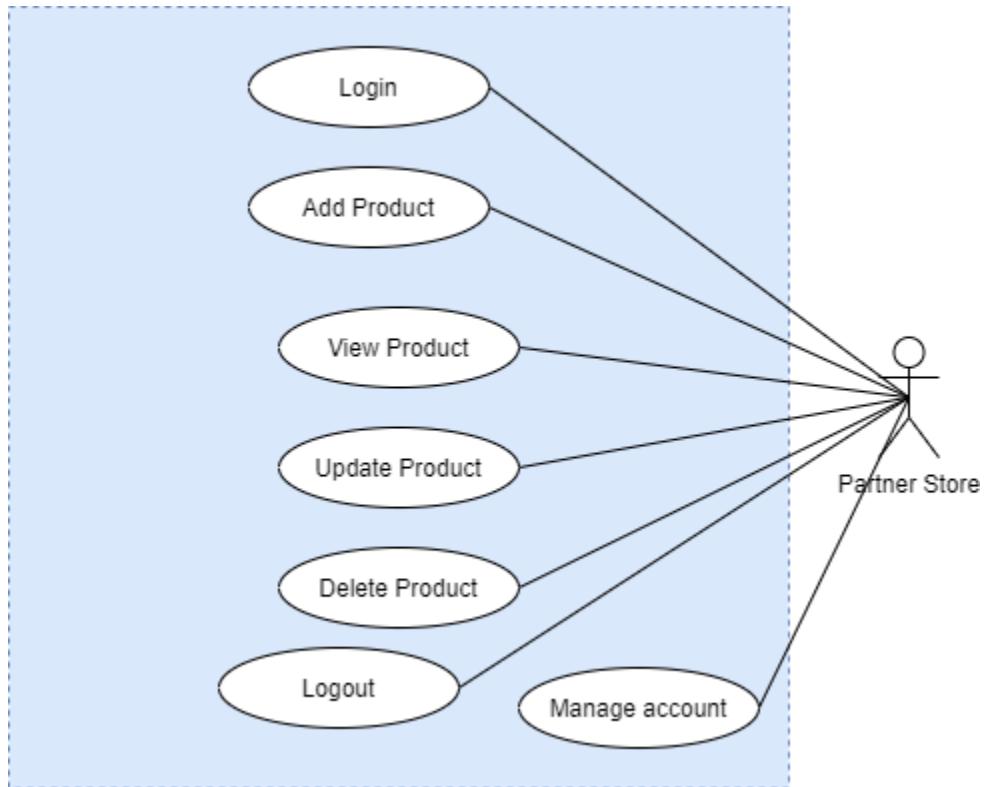
Use Case Diagram for Admin



Use Case Diagram for Customer

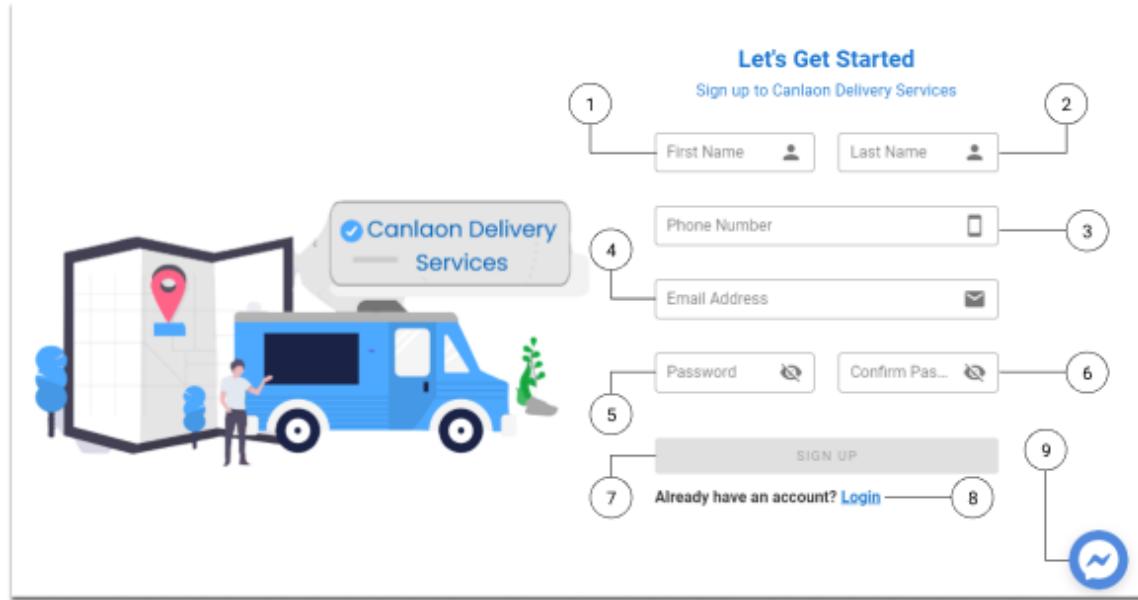


Use Case Diagram for Partner Store



Wireframe of the Passfast Canlaon

Customer Registration Page



1. **First Name Input Field** – it enables the customer to type his/her name.
 - it should accept at least 8 characters.
2. **Last Name Input Field** – it enables the customer to type his/her last name.
3. **Phone Number Input Field** – it enables the customer to input his/her contact number. It should be a valid and existing phone number.
4. **Email Address Input Field** – it enables the customer to input his/her valid email address.
 - Email address should be unique.
5. **Password Text Field** – it enables the customer to type his/her password. It must be at least eight characters long and must contain at least one capital letter, small letter, special character, and integer to make a strong password.
6. **Confirm Password Input Field** – it enables the customer to confirm their

password.

7. Sign Up Button – it remains disabled until all fields are filled.

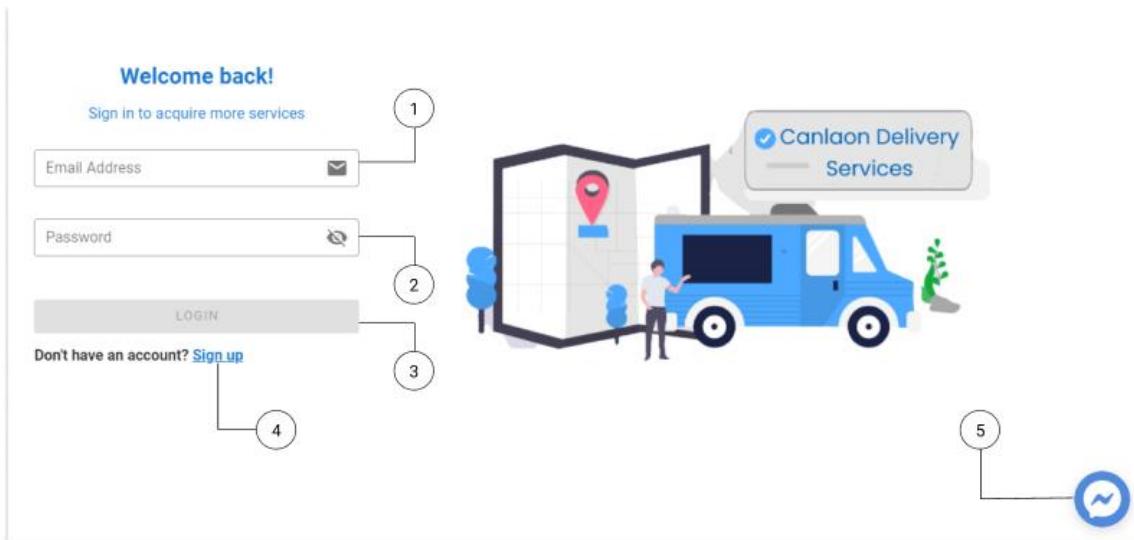
- if the username and password is correct it would redirect to the Login Page.
- if the username and password are incorrect, it would display a message “Invalid username and/or password”.
- if the username and password text fields are empty, it would display a message “Please input a valid user name and password”

8. Login Text Link - If clicked, the user will be redirected to the login page.

9. Embedded Facebook-Messenger Chat Support

- it enables users to get information from the business owner(s).
- it enables the users to ask information from the business owner(s).

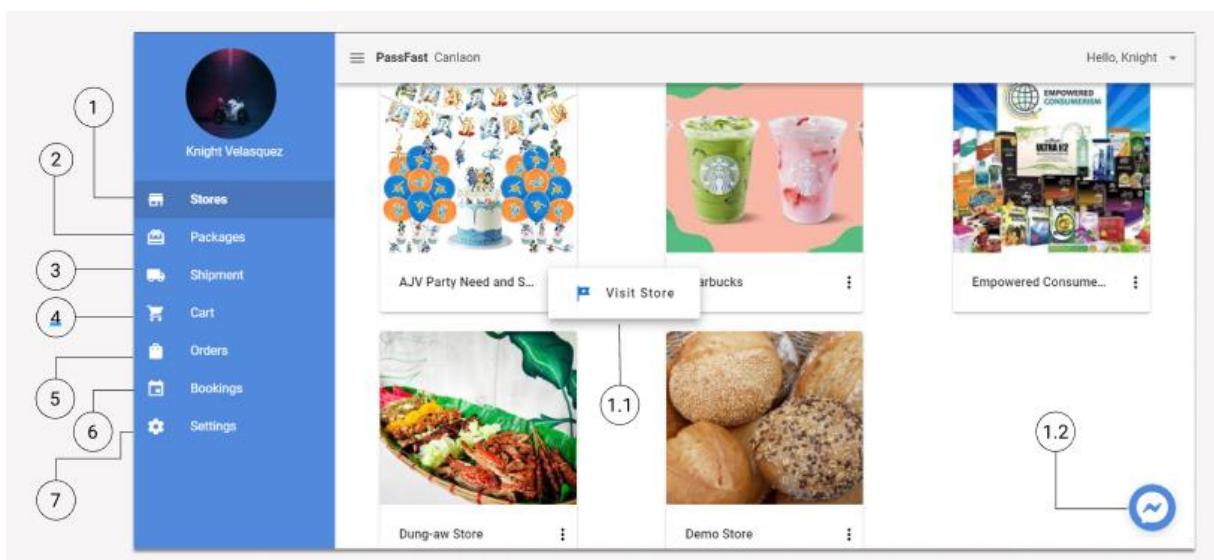
User Login Page

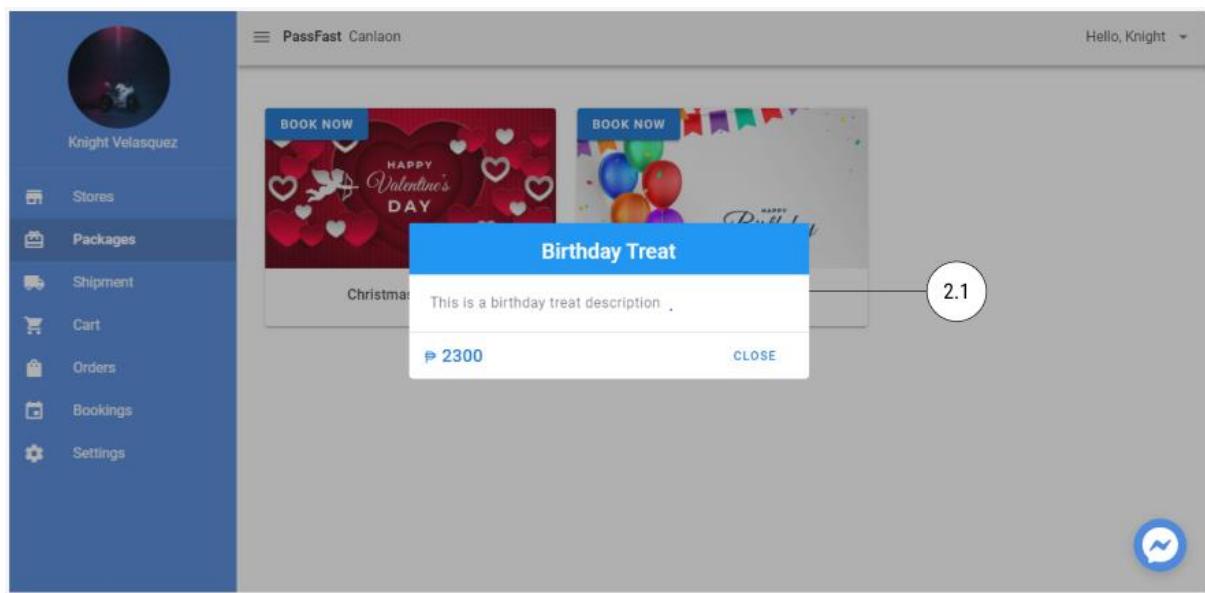
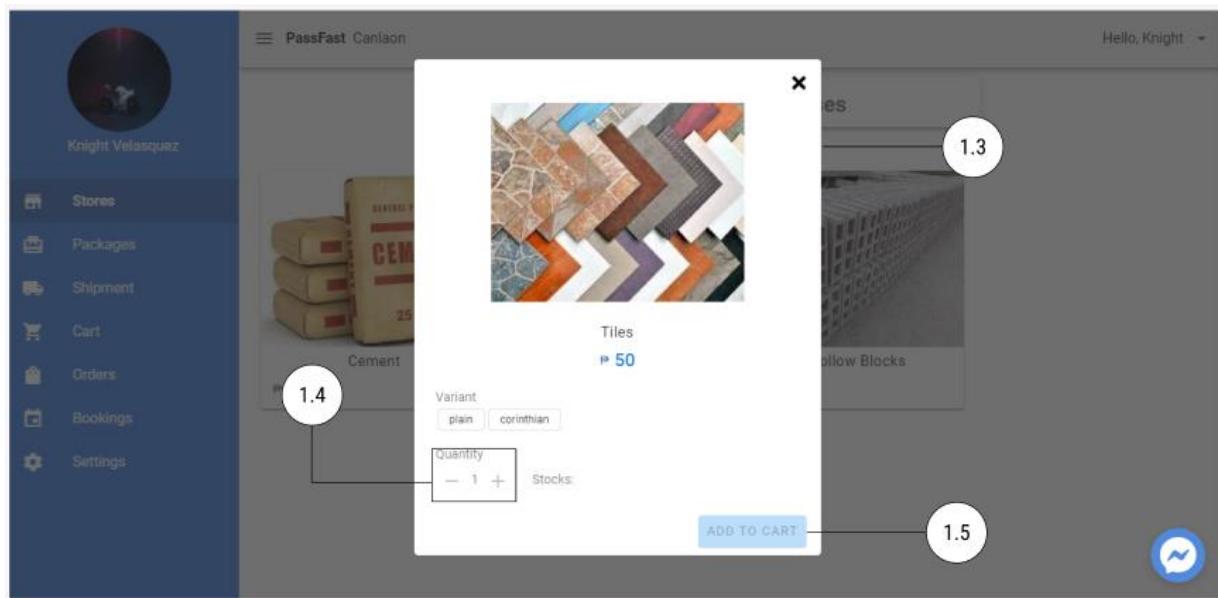


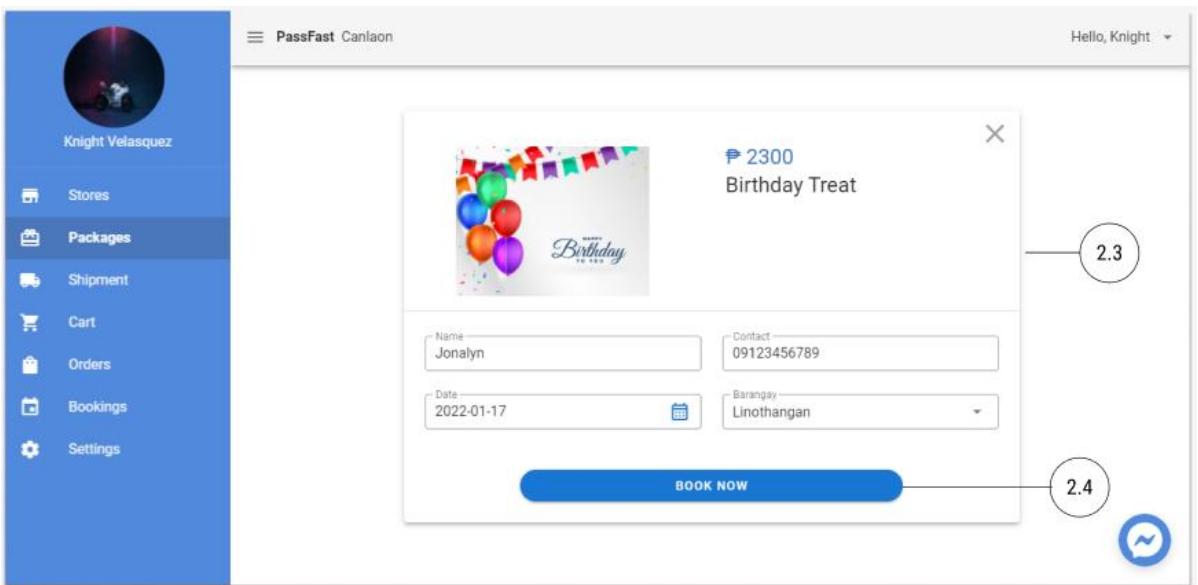
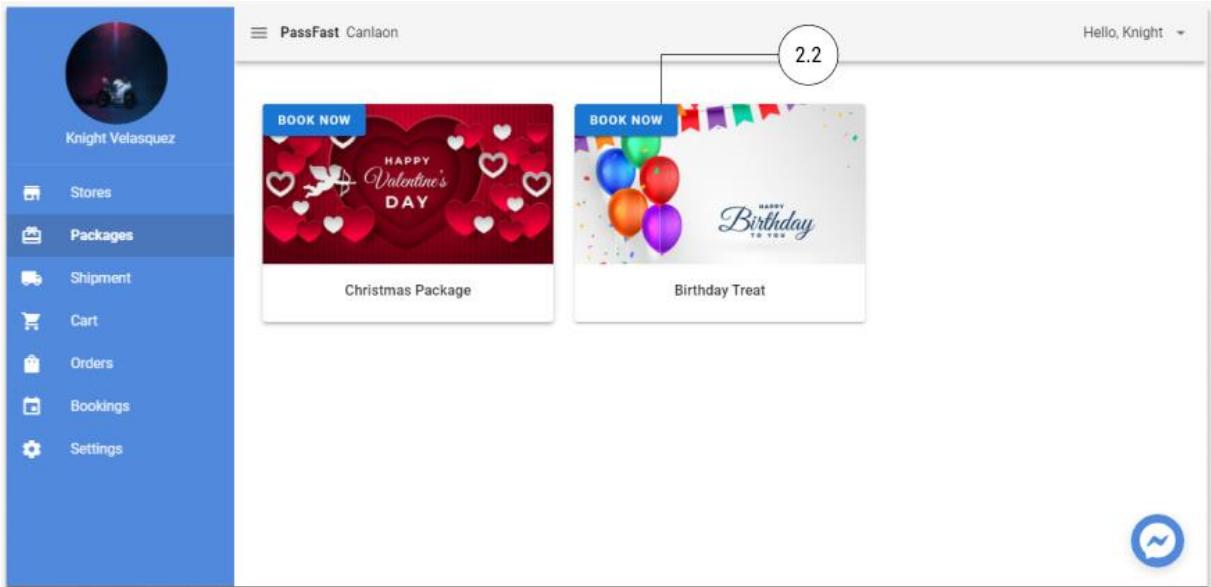
1. **Email Address** – It enables the user to input their valid email address.

2. **Password** – it enables the user to input their password.
3. **Login Button** – if username and password match, it will redirect to its user's corresponding dashboard.
4. Sign up Text Link – If clicked, the user will be redirected to the sign up page.
5. Embedded Facebook – Messenger Chat Support
 - it enables users to get information from the business owner(s).
 - it enables the users to ask information from the business owner(s)

Customer Dashboard







PassFast Canlaon

Knight Velasquez

Shipment

Sender Details

- First Name: Knight
- Last Name: Velasquez
- Contact Number: 09123456789
- Sender Location: Bucalan
- Choose date: 2021-12-15

Receiver Details

- First Name: Jonalyn
- Last Name: Mobilla
- Contact Number: 09123456789
- Receiver Location: Binalbagan

BOOK NOW

PassFast Canlaon

Knight Velasquez

Cart

Order Summary

Sub Total : ₱ 528

PROCEED TO CHECKOUT

Item	Quantity	Price
Hollow Blocks	3	₱10
Tiles	2	₱50
Cement	2	₱199
Total:		₱398

4.1 **4.2** **4.3** **4.4**

Checkout Items

Item	Description	Price	Qty.
Cement	Heidelberg Cement.	P 199	2
Tiles	plain	P 50	2
Hollow Blocks	Stretcher	P 10	3

Billing Details

Name: Knight
Email Address: jonalyn.mobilla@student.passerellesnumerique.fr
Contact Number: 09123456789
Address: Select Address: Binalbagan

Order Summary

Total Items	Subtotal	Estimated Shipping Fee	Total
3	P 528	P 50	P 578

PLACE ORDER

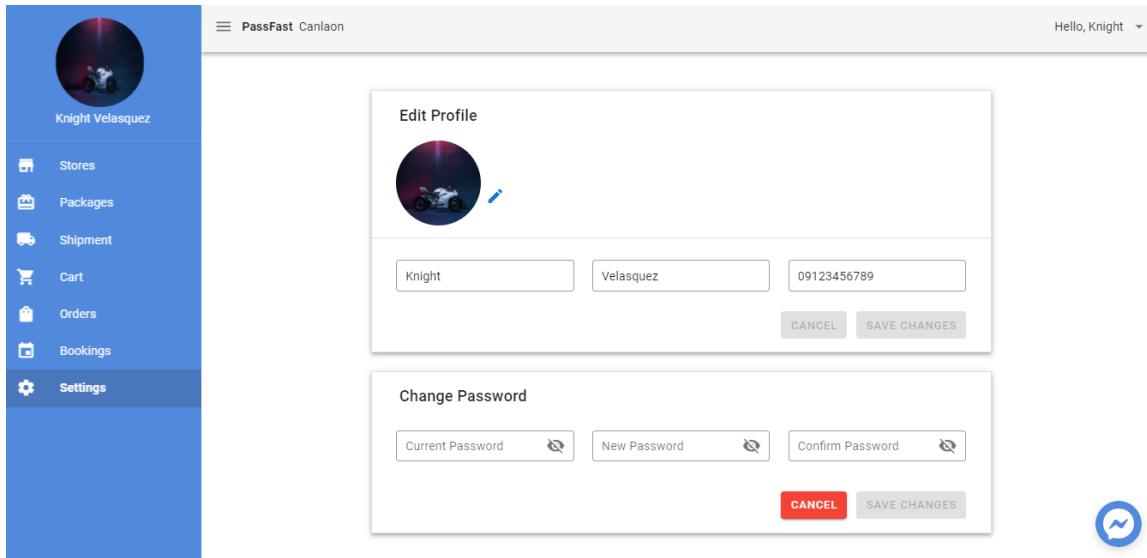
Package Request

Package Name	Price	Name	Date	Status
Birthday Treat	P 2300.00	jonalyn	2021-12-14	done
Birthday Treat	P 2300.00	jonalyn	2021-12-08	done
Birthday Treat	P 2300.00	jonalyn	2021-12-23	pending
Christmas Package	P 2500.00	Jonalyn	2022-01-17	pending
Birthday Treat	P 2300.00	Nanon Korapat	2021-12-18	pending

Rows per page: 5 1-5 of 5

Shipment Request

Sender	Receiver	Date	Fee	Status
Knight Velasquez	Jonalyn Mobilla	2021-12-16	P 100.00	pending
Knight Velasquez	Jonalyn Mobilla	2021-12-15	P 100.00	pending



1. Stores - a module where customers browse through products from the partner stores of Passfast Canlaon.

1.1 Visit Store - a module where customers can view all the products from that particular store.

1.2 Messenger – it enables the customers to chat for inquiries about the services offered and available products.

1.3 Product Details - a module where customers can see the details of the product including its price.

1.4 Quantity - it enables the customer to input the quantity of the products to purchase.

1.5 Add to Cart Button - it will add the chosen product to the cart of the customer.

2. Packages - a module where customers can view the offered packages with respective prices and book it for an event.

2.1 Package Details - a module where customers can see the details of a package including its price.

2.2 Book Now Button - if clicked, booking form will appear and requires users to fill in fields.

- 2.3 Booking Details** - a module where customers can book a specific package.
 - 2.4 Book Now Button (inside form)** - if all the input fields are filled it will be added to the bookings module.
- 3. Shipment** - a module where customers can book for a cargo shipment.
- 3.1 Shipment Details - a module where customers can input the details of the shipment.
 - 3.2 Book Now Button - if all the input fields are filled it will be added to the bookings module.
- 4. Cart** - a module where customers can see their orders and place their orders afterwards.
- 4.1 Quantity** - it enables the customer to change the quantity of the product.
 - 4.2 Total** - it enables the customer to view the total amount of the product depending on the quantity.
 - 4.3 Delete Icon** - it enables the customer to remove the product from the cart.
 - 4.4 Checkout Button** - it will redirect the customer to the checkout page.
 - 4.5 Address** - it enables the customer to input the shipping address.
 - 4.6 Order Summary** - a module where customers can see the breakdown of the total payment including the shipping fee.
 - 4.7 Place Order** - if all input fields are filled it will then be processed by the administrator of the system.
- 5. Bookings** - a module where customers can view their reservations for cargo shipments and event surprises.
- 6. Settings** - a module where customers can update their profile and change password.

Admin Dashboard

The dashboard features a sidebar with a user profile and navigation links: Dashboard (selected), Orders, Store, Packages, Requests, and Settings. The main area displays three cards: Partner Store (purple, 6), Pending Orders (green, 2), and Customer (orange, 15). Below these are three reports: Shipment Daily Report (bar chart for Sat: 450), Package Daily Report (bar chart for Sun: 9400), and Goods Daily Report (bar chart for Sat: 1420). A top navigation bar shows 'Hello, Jonalyn'.

The sidebar shows the same navigation as the first dashboard. The main area displays two tables: 'Partner Store' (listing 6 entries) and 'Customer' (listing 1 entry). A top navigation bar shows 'Hello, Jonalyn'.

Name	Type	Barangay	Phone Number	Action
AJV Party Need and Snacks	Snacks	Panubigan	09271440711	
Empowered Consumerism Online	EC Online Shop	Bucalan	09213243556	
Dung-aw Store	Cafe	Linothangan	09186449307	
Demo Store	Bakeshop	Mabigo	09484948393	
Gochangco Enterprises	Hardware	Bucalan	09123456789	

First Name	Last Name	Phone Number	Email Address	Action
Sarah Mae	Bautista	09120758144	bautista.sarahmae19@gmail.com	

PassFast Canlaon

Hello, Jonalyn ▾

Name	Date	Location	Contact	Status	Action
Josef	08/12/2021	Masulog	09678341885	pending	<button>VIEW</button>
Precy	04/12/2021	Lumapao	09448392843	done	<button>VIEW</button>
Patrick	04/12/2021	Binalbagan	09051296195	done	<button>VIEW</button>
Precy Jane	04/12/2021	Budlasan	09448392843	done	<button>VIEW</button>
ashley	04/12/2021	Linothangan	09481506936	done	<button>VIEW</button>
Jennie	04/12/2021	Lumapao	09232543654	done	<button>VIEW</button>
Serenity	04/12/2021	Budlasan	09994944848	done	<button>VIEW</button>
Rose Marry	07/12/2021	Bucalan	09994944848	done	<button>VIEW</button>
Josef	04/12/2021	Ninoy Aquino	09678341885	done	<button>VIEW</button>
Knight	06/12/2021	Bucalan	09123456789	done	<button>VIEW</button>

Rows per page: 10 ▾ 1-10 of 18

2.1

2.2

2.3

PassFast Canlaon

Hello, Jonalyn ▾

Order Details

Name : Josef
Location : Masulog
Contact Number : 09678341885

Name	Variant	Quantity	Price
Cement	Heidelberg Cement.	1	₱ 199

Rows per page: 5 ▾ 1-1 of 1 < >

Subtotal: ₱ 199
Delivery fee : ₱ 90
Total Amount: ₱ 289

CANCEL CONFIRM

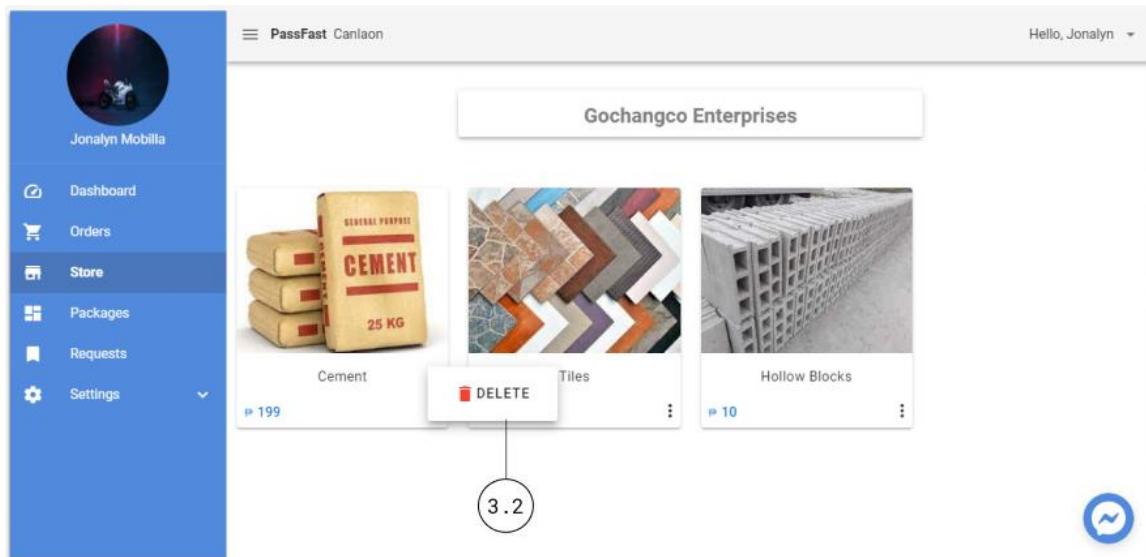
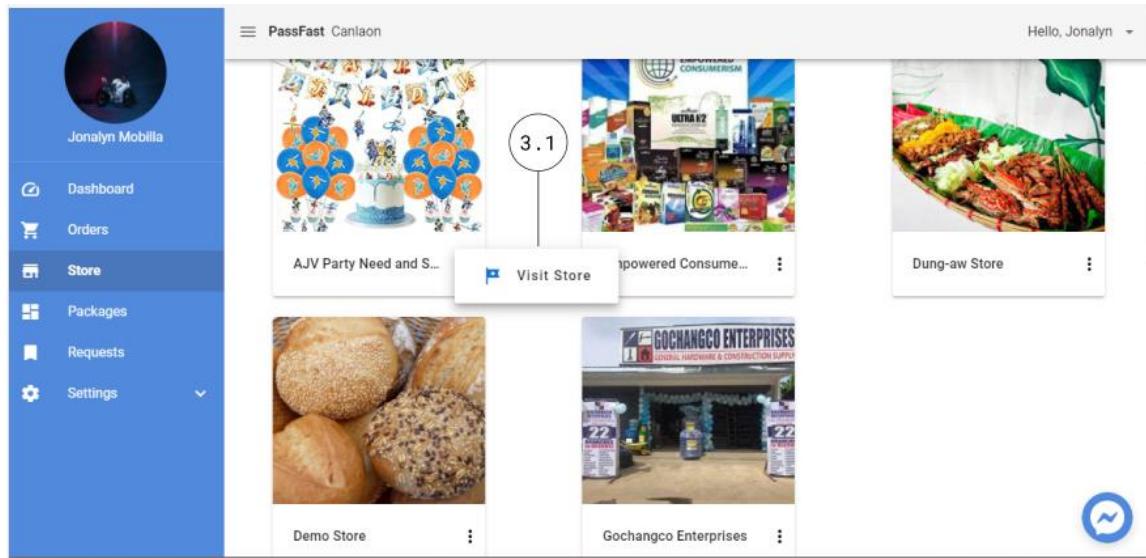
2.4

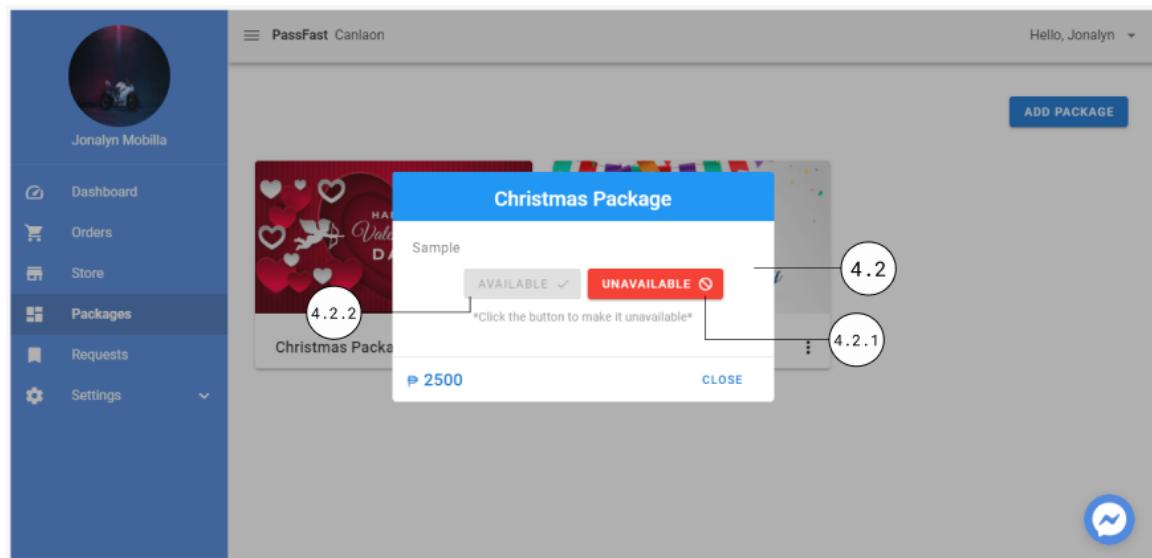
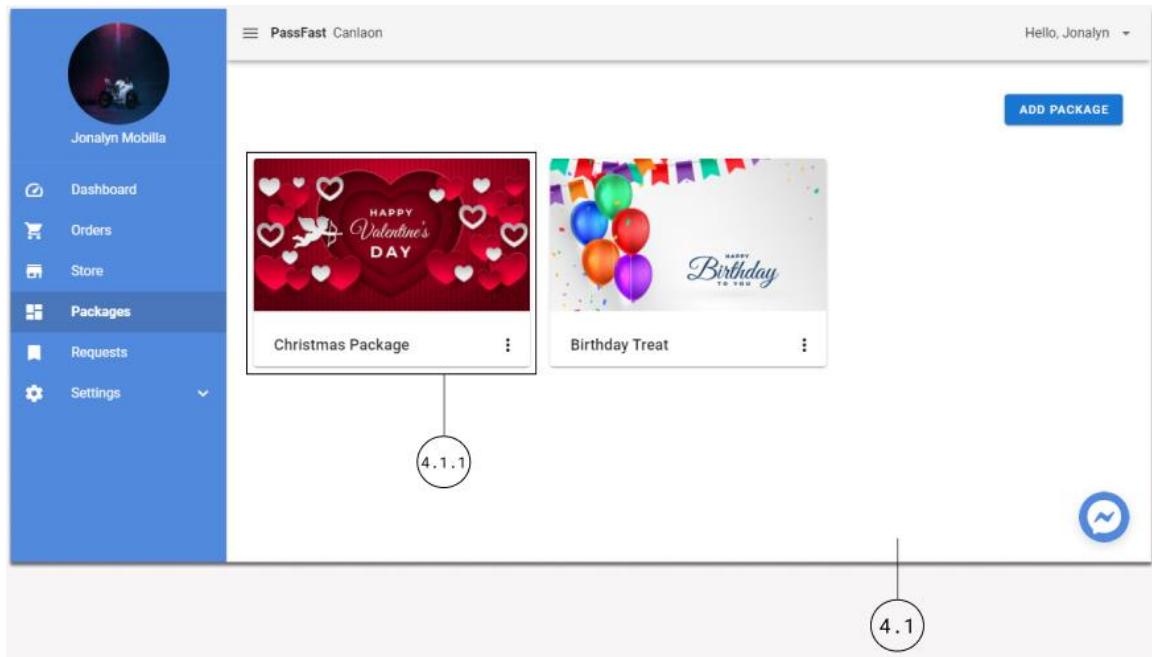
2.4.1

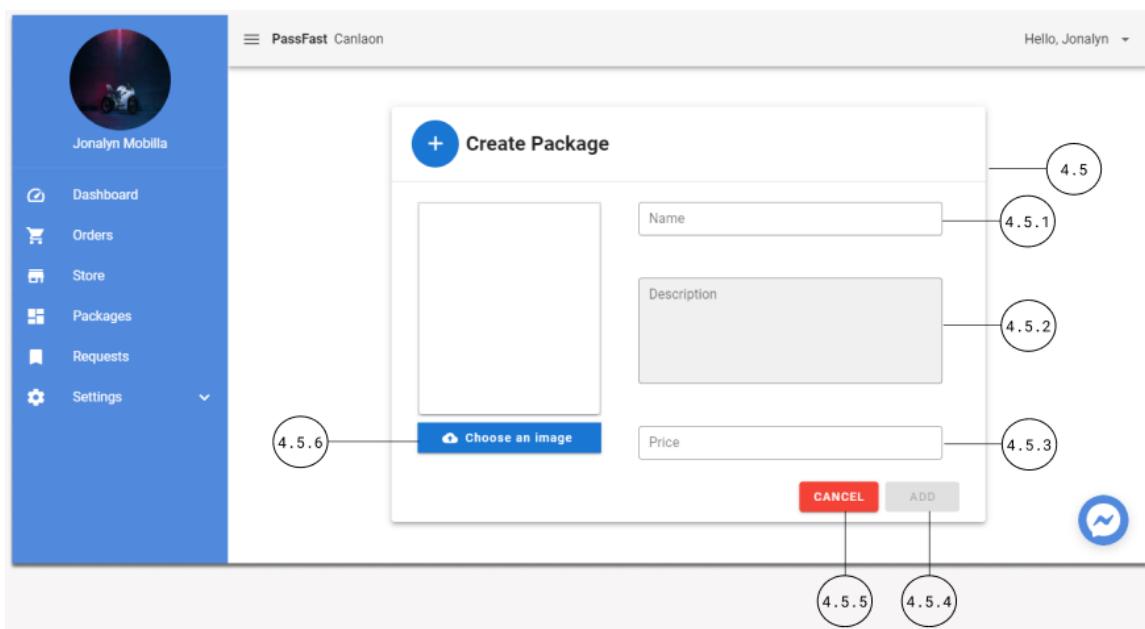
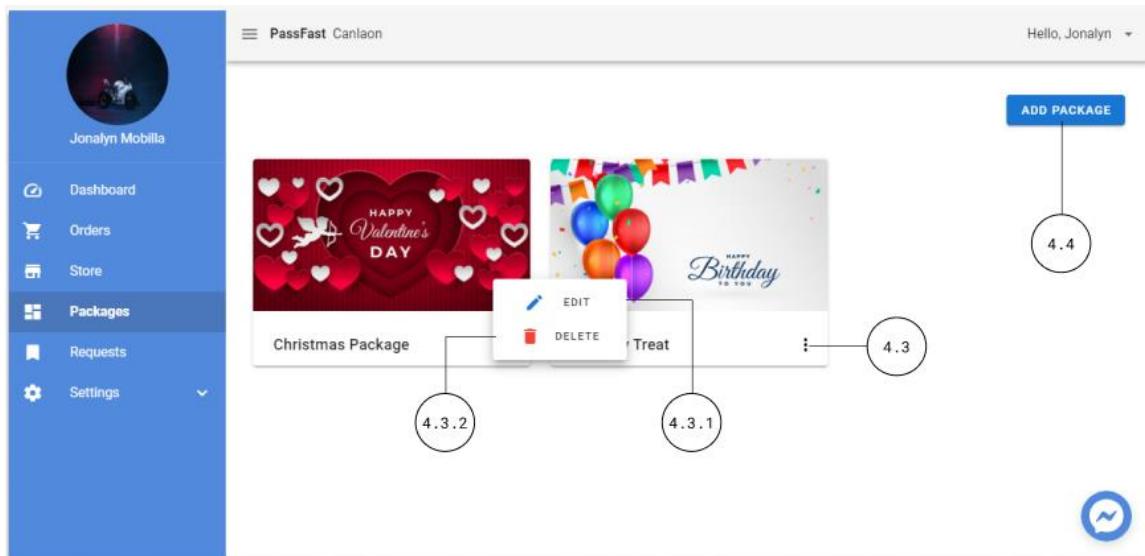
2.5

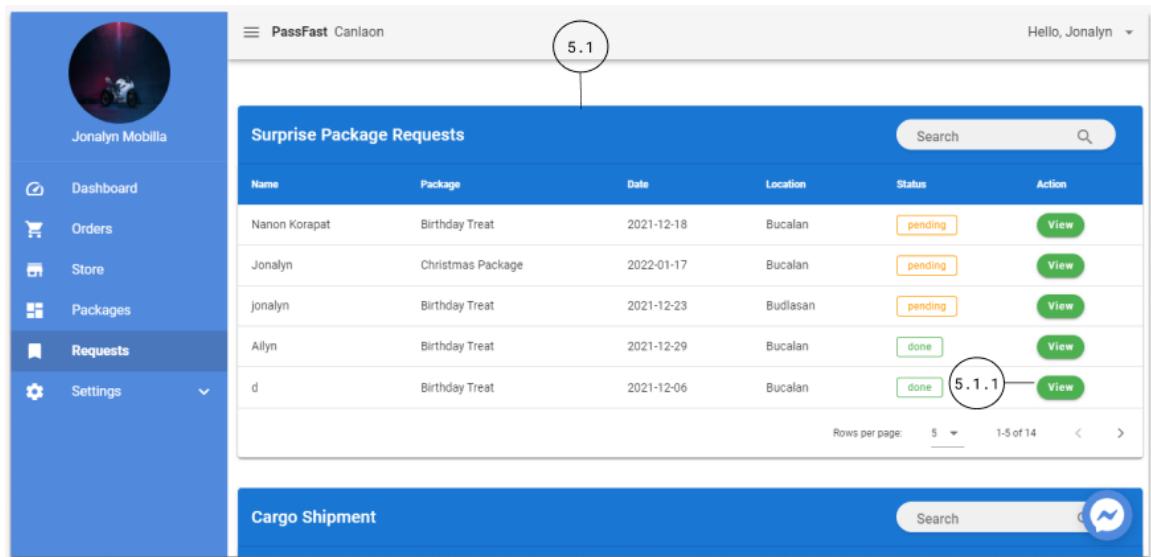
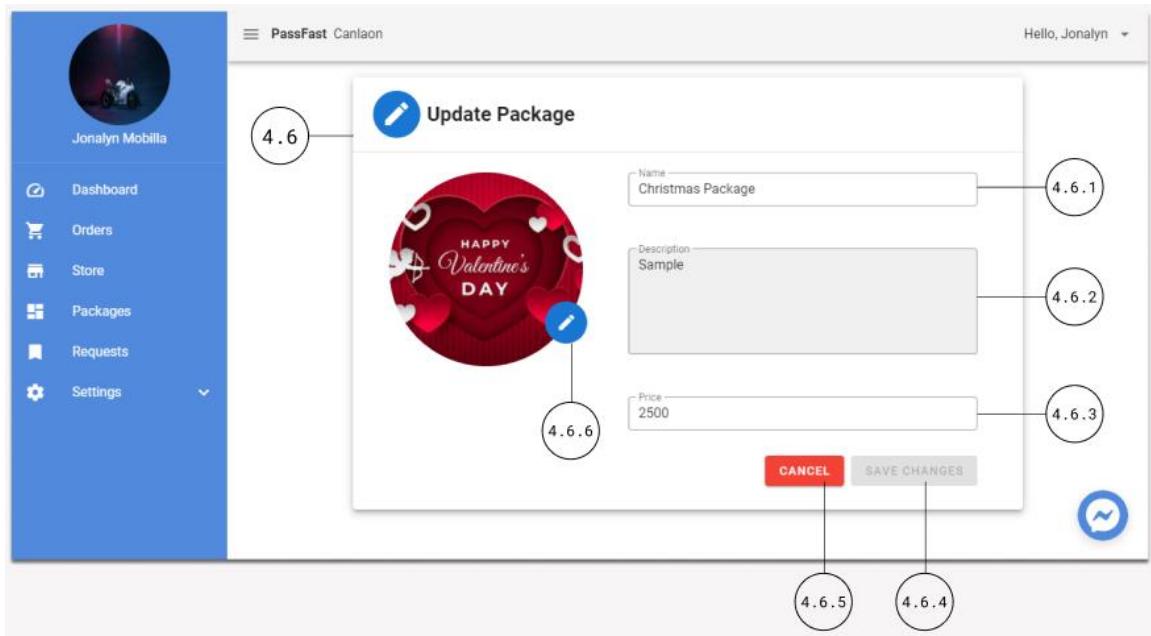
2.6

2.4.2









The screenshot shows the 'Cargo Shipment' section of the PassFast Canlaon app. On the left is a sidebar with a profile picture of Jonalyn Mobilla and navigation links: Dashboard, Orders, Store, Packages, Requests (selected), and Settings. The main area displays a table of pending shipments:

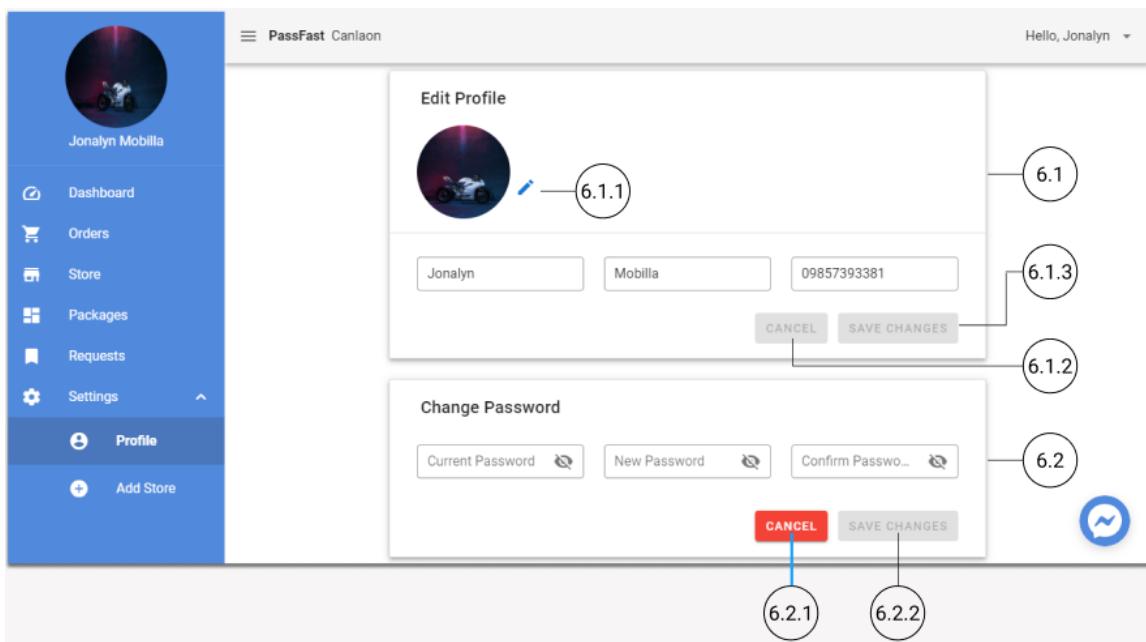
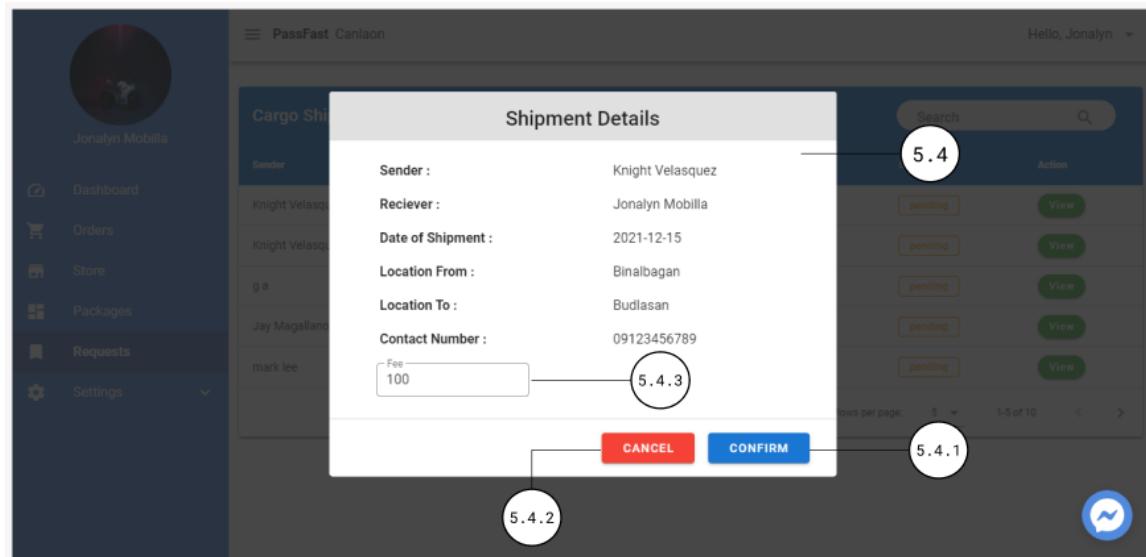
Sender	Receiver	Date	Location	Status	Action
Knight Velasquez	Jonalyn Mobilla	2021-12-15	Binalbagan	pending	<button>View</button>
Knight Velasquez	Jonalyn Mobilla	2021-12-16	Binalbagan	pending	<button>View</button>
g a	a a	2021-12-06	Linothangan	pending	<button>View</button>
Jay Magallano	Joseph John	2021-12-24	Lumapao	pending	<button>View</button>
mark lee	johnny suh	2021-12-19	Malaiba	pending	<button>View</button>

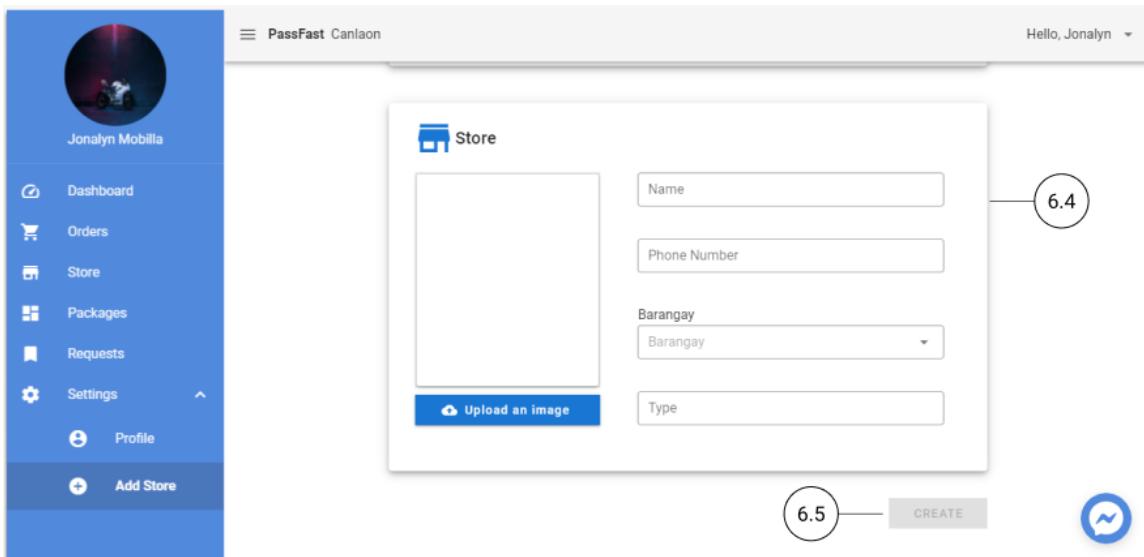
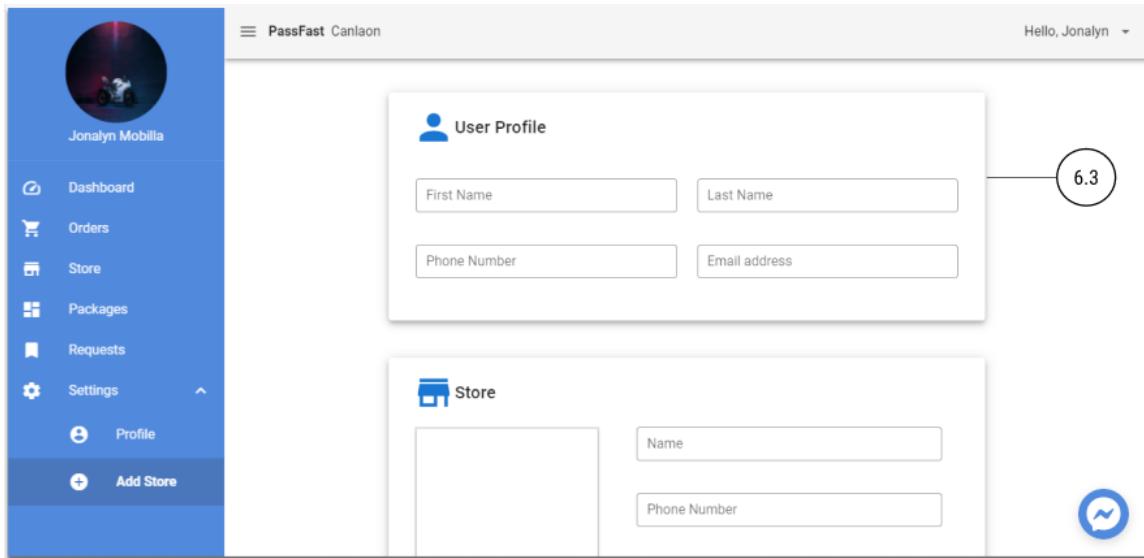
At the bottom right of the table is a circled number '5.2.1'. A large blue circle labeled '5.2' is positioned above the table. In the top right corner, it says 'Hello, Jonalyn'.

The screenshot shows a 'Request Details' modal window overlaid on the 'Cargo Shipment' page. The modal contains the following information:

Name	Value
Name :	Nanon Korapat
Package :	Birthday Treat
Date :	2021-12-18
Location :	Bucalan
Contact Number :	09123456789
Price :	₱ 2300.00

At the bottom of the modal are two buttons: 'CANCEL' (red) and 'CONFIRM' (blue). A large blue circle labeled '5.3' is positioned above the modal. A circled number '5.3.2' is at the bottom left of the modal, and '5.3.1' is at the bottom right. A circled number '5.2.1' is also visible near the bottom right of the main table area.





- 1. Dashboard** - Module where admin can see the summary of customers, partner stores, orders and product sales.
 - 1.1 Partner Stores** - a module where admin can directly check the number of partner stores.
 - 1.2 Orders** - a module where the admin can directly see the number of orders.

- 1.3 Customer** - a module where the admin can directly see the total number of customers.
 - 1.4 Cargo Shipping Sales** - a module where admin can track the number of successful shipments and present it through graphs.
 - 1.5 Surprise Package Sales** - a module where admin can track the number of package bookings and present it through graphs.
 - 1.6 Goods Package Sales** - a module where admin can track the number of ordered goods and present it through graphs.
 - 1.7 Download CSV** – it allows the admin to download the sales report as their backup copy.
-
- 2. Orders** - a module where admin can add, view, edit, confirm, and cancel orders.
 - 2.1 Search Box** – it allows the admin to search a specific order instead of manually browsing through the list.
 - 2.2 Actions** – it allows the admin to view and order and confirm it afterwards.
 - 2.3 Pagination** – it allows the admin to easily go from pages to pages by clicking the numbers in the page list.
 - 2.4 Order Details** – a module where the admin can view the details of an order including the customer name, address and contact details.
 - 2.4.1 Order Table** – a module that shows the lists of orders including the total costs for each items ordered.
 - 2.4.2 Delivery Fee Box** – it allows the admin to input the shipping fee.
 - 2.5 Confirm Button** – it allows the admin to confirm an order once clicked.
 - 2.6 Cancel Button** – it allows the admin to cancel an order once clicked.
-
- 3. Store** - a module where the admin can view all the partner stores and their products.
 - 3.1 Visit Store** – it allows the admin to view the products from that store.

3.1.1 Product Lists - a module where the admin can view the products of a particular store and delete it in case it is out of stock.

3.2 Delete – it allows the admin to delete a product from the list.

4. Packages - Module where the admin can create, view, update and delete a package.

4.1 Package List - display all the packages created.

4.1.1 Product Card - a modal containing products' details will show once clicked.

4.2 Package Details - displays package's details including package name, description and price.

4.2.1 Unavailable Button - it allows the admin to change package availability to unavailable.

4.2.2 Available - it allows the admin to change packages from unavailable to available.

4.3 Ellipsis - a tooltip will appear when clicking the icon.

4.3.1 Edit Menu - it allows the admin to update the page.

4.3.2 Delete Menu - allows the admin to delete a specific package.

4.4 Add Package Button - allows the admin to go to the create package page.

4.5 Create Package Form - a module where the admin can create a new package.

4.5.1 Name - it allows the admin to input the package name.

4.5.2 Description - it allows the admin to input the package description.

4.5.3 Price - it allows the admin to input the price of the package.

4.5.4 Add Button - allows the admin to create a new package.

4.5.5 Cancel Button - allows the admin to cancel in creating a package.

4.5.6 Choose an Image - allows the admin to upload an image for the package

4.6 Update Package - allows the admin to edit the existing packages.

4.6.1 Name - it allows the admin to input a new package name.

4.6.2 Description - it allows the admin to input a new package description.

4.6.3 Price - it allows the admin to input a new price of the package.

4.6.4 Add Button - allows the admin to create a new package.

4.6.5 Cancel Button - allows the admin to cancel in modifying a package.

4.6.6 Choose new file Button - allows the admin to update the picture of the package.

5. Requests - a module where admin can view the list of requests for package bookings and cargo shipment.

5.1 Surprise Package Requests - a module where the admin can view the details of the request and confirm the request.

5.1.1 View – it allows the admin to view the booking request for confirmation.

5.2 Cargo Shipment - a module where the admin can view the details of the request and adjust the shipping fee in case there are additional cargos and confirm the request.

5.2.1 View – it allows the admin to view the shipment requests.

5.3 Package Request Details – displays the details of the package requests.

5.3.1 Confirm Button – it allows the admin to confirm the booking request.

5.3.2 Cancel Button – it allows the admin to cancel the booking request for whatever reason that will cause the cancellation.

5.4 Shipment Request Details – displays the details of the shipment requests.

5.4.1 Confirm Button – it allows the admin to confirm the shipment request.

5.4.2 Cancel Button – it allows the admin to cancel the shipment request for whatever reason that will cause the cancellation.

5.4.3 Delivery Fee Input Field – it allows the admin to input the shipping fee.

6. **Settings** - a module where the admin can create a user account and an account for the partner stores provided the necessary information

6.1 Edit Profile – allows the admin to edit and personalized his/her profile.

6.1.1 Change Photo – allows the admin to change the default photo.

6.1.2 Cancel Button – allows the admin to cancel in updating his/her profile.

6.1.3 Update Button – it allows the admin to save the changes made in the profile.

6.2 Change Password – it allows the admin to change his/her password anytime.

6.2.1 Cancel Button – it allows the admin to cancel the changes made.

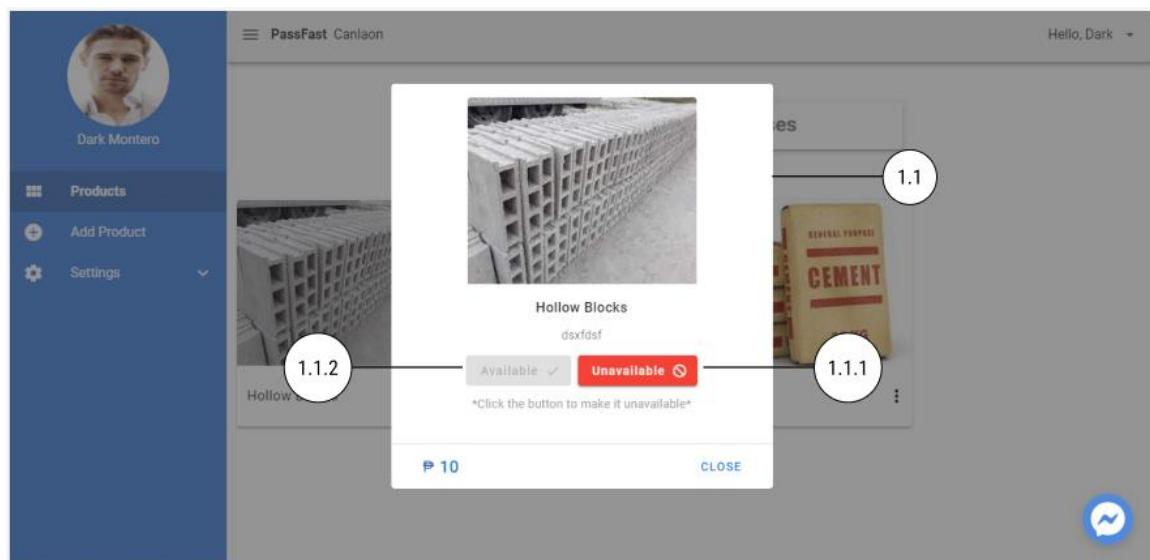
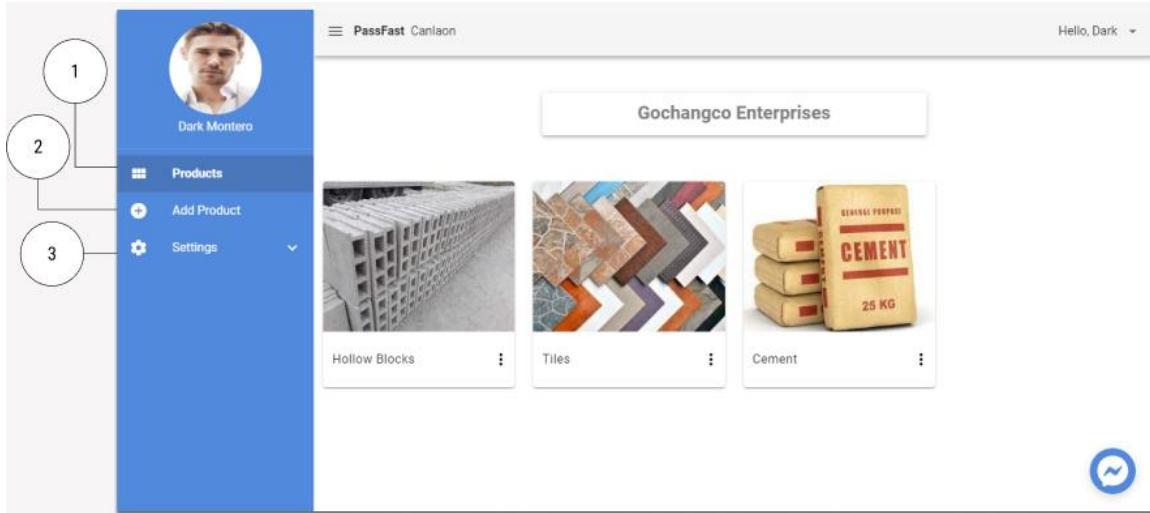
6.2.2 Save Changes Button – it allows the admin to save the changes made.

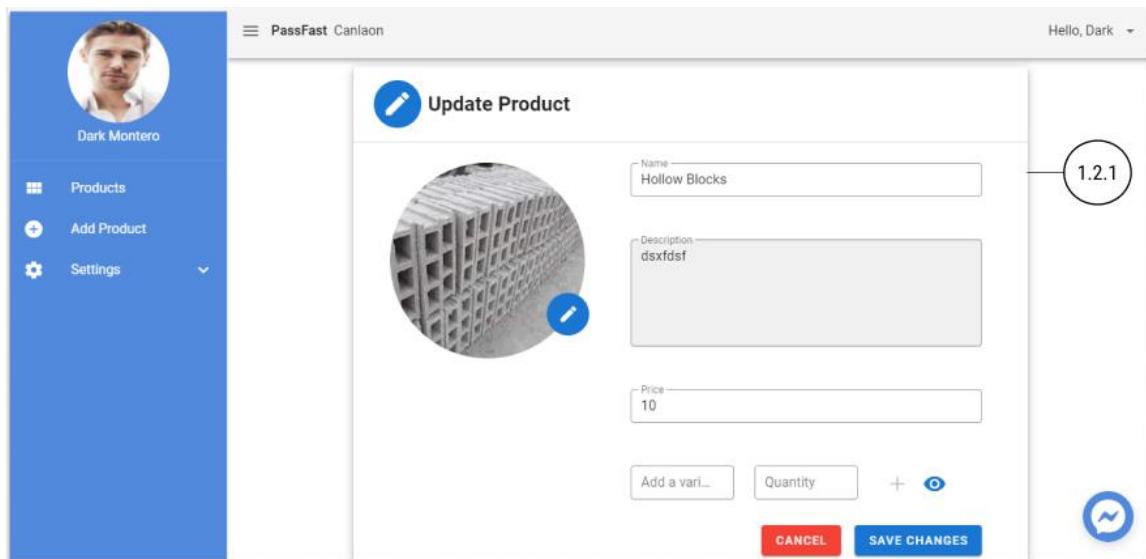
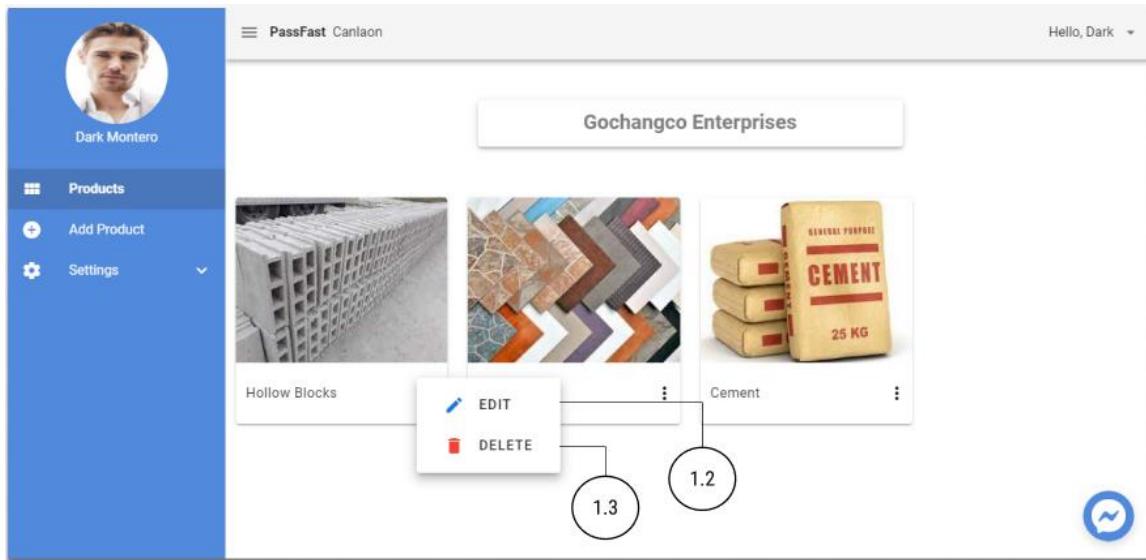
6.3 User Profile – contains the field needed to create an account for the partner store user.

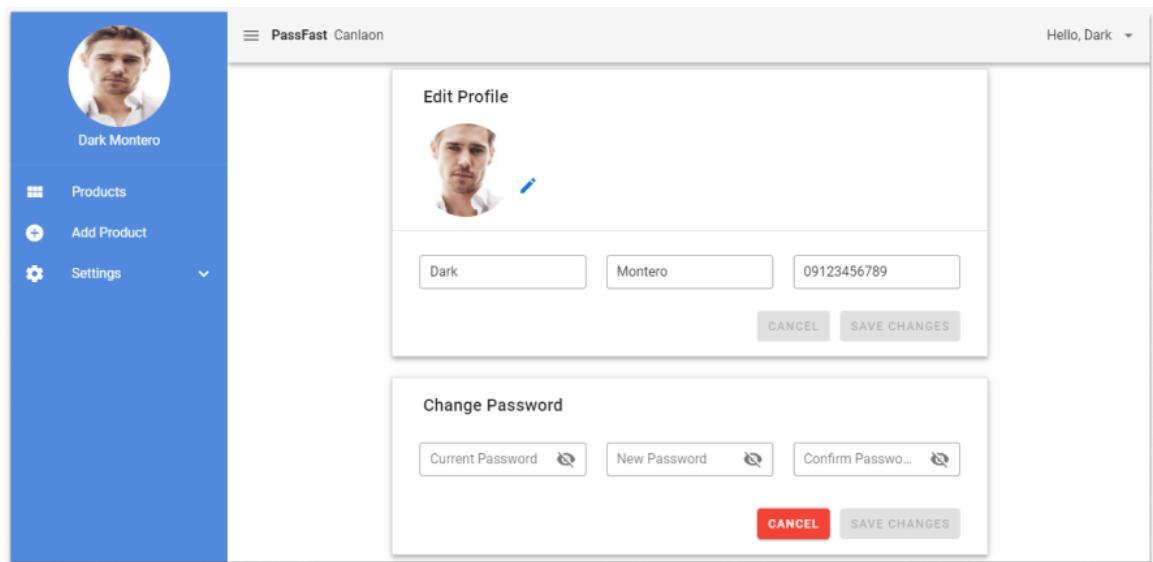
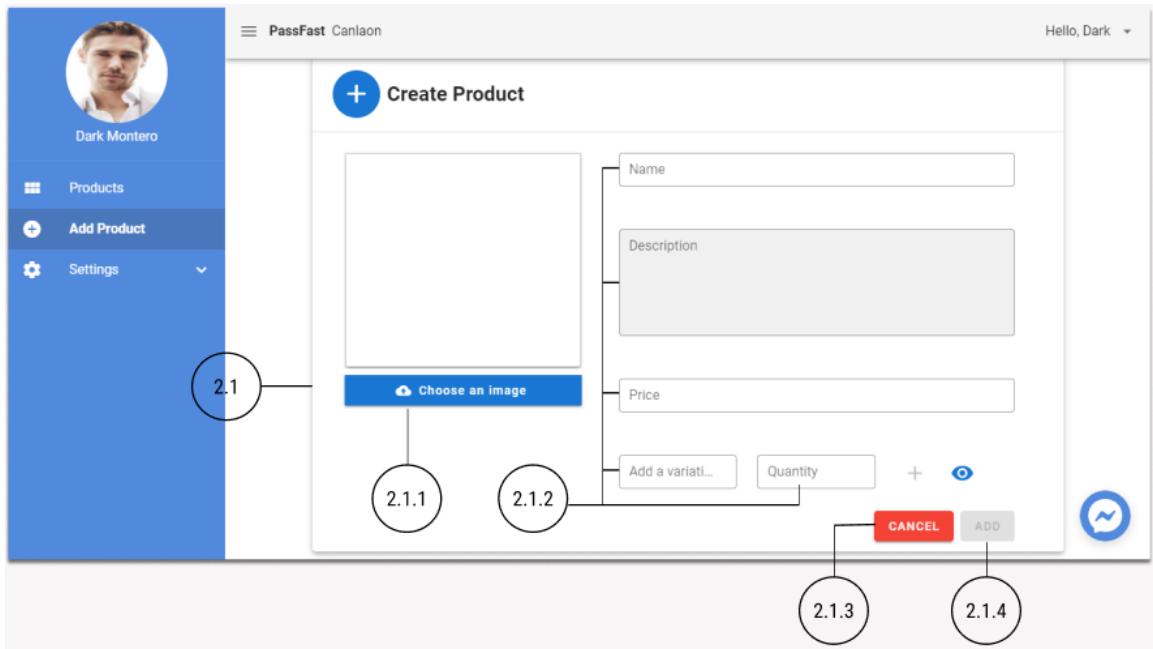
6.4 Store – contains the field needed to create a store.

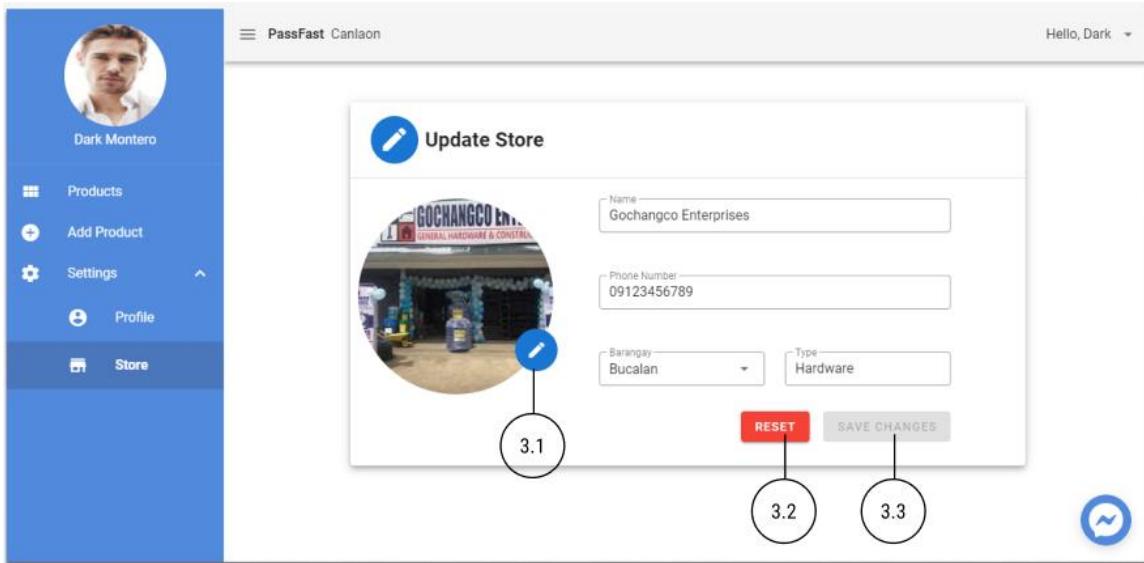
6.5 Create Button – it allows the admin to create an account for the partner store user and the store in just a single click.

Partner Store List









1. Products - the module where partner customers can view all the products in their store.

1.1 Product Details- it allows the partner stores to view the product details.

1.1.1 Unavailable - it allows the partner stores to change the product as unavailable.

1.1.2 Available - it allows the partner stores to change unavailable products to available.

1.2 Edit - it allows the partner store user to update the product details.

1.2.1 Update Product Form - it allows the partner store user to fill in and save new changes.

1.3 Delete - it allows the partner store user to remove a product.

2. Add Product - a module where partner stores can add products to the list of products that their store can cater.

2.1 Create Product Form - it allows the partner store user to fill in and add new products.

2.1.1 Choose new image - it allows the user to pick an image to upload to be used as an avatar.

2.1.2 Product Details - it allows the user to fill in required information of a product.

2.1.3 Cancel - it will cancel all changes made and will not affect the data once clicked.

2.1.4 Add - it will save all the inputted information and create a product that will be stored in the list.

3. Settings - a module where the partner store can update their profile, store details and change password.

3.1 Change Store Photo - it allows the user to change the photo of their store and their profile photo as well.

3.2 Cancel - it will cancel all changes made and will not affect the current information stored in the database.

3.3 Update - it will update the current information once clicked.

Appendix E

Functional Requirement

Module Name	Functionality
Customer Module Account	
Registration and Login Module	It takes the user to provide their information and login credentials.
Registration	It allows that user to create an account that they can use to access the system.
Login	It allows the user to input their login credentials before they can access the system.
Ordering Module	It enables the user to create ordered products/goods from the system.
Store List	It displays all stores that are registered in the system.
Store Details	It displays all the products that a store has.
Product Details	It displays the details of a product that a store has and lets the user add it to their cart.
Cart List	It displays all products that the user would like to order.
Add Product	It enables the user to add products to the cart to be ordered.
Edit Product	It enables the user to update the quantity product that they have in the cart.
Delete Product Module	It enables the user to delete the products that they have in their cart.
Order List Module	It displays all the orders that were transacted by the customer.
Cargo Shipping Module	It enables the user to create shipment services requests.
Add Shipment	It allows the customer to create form requests providing the necessary information for the request to be processed.

Shipment List	It displays all the customer's previous shipping transactions with its corresponding status.
Package Booking Module	It enables the user to create surprise package requests to the service provider.
Package List	It displays all the available packages that the service provider can cater.
Add Package	It allows the user to create packages providing the necessary information of the package.
Account Module	It enables the user to view and update their accounts.
Account Details	It allows the user to see their account details
Edit Account	It enables the user to update its account details and password.
Partner Store Module Account	
Login Module	It enables the user to provide their login credentials to have access to the system.
Product Advertising Module	It contains all the products/goods that a certain store can offer to customers.
Product List	It contains all the products that a partner store has.
Product Status	It enables the user to update the availability status of a product.
Add Product	It allows the partner store user to create/add products to its store providing the necessary information.
Details Product	It allows the partner store to display the details of a product.
Edit Product	It allows the partner store to update the information of a product.
Delete Product	It allows the user to remove a product from their store providing that it does not have pending orders.
Account Module	It enables the user to see its settings.
Account Details	It allows the user to see their account details

Edit Account	It enables the user to update its account details and password.
Admin Module Account	
Login Module	It enables the user to provide their login credentials to have access to the system.
Reports Module	It enables the user to produce reports from the daily, monthly and yearly sales of the business.
Download PNG	It enables the user to download the reports in image format.
Download SVG	It enables the user to download the reports in website format.
Download CSV	It enables the user to download the reports in excel format.
Manage Order Module	It enables the user to accept and reject orders from the customers.
Order List	It displays all the customer orders ordered overtime.
Order Details	It displays the details of an order.
Manage Shipment Module	It enables the user to accept and reject request service from the customer.
Shipment List	It displays all the customer shipment requests overtime.
Shipment Details	It displays the details of a shipment request.
Manage Packages Module	It enables the user to accept and reject requests from the customer.
Add Package	It enables the user to create new packages that the service provider can cater.
Edit Package	It enables the user to update the information of a package.
Delete Package	It enables the user to remove a package from the list.
Package List	It enables the user to view the list of created packages.

Package Status	It enables the user to set the package's availability status.
Store Module	It enables the admin user to create/add a partner store account.
Add Store Module	It enables the admin user to create/add a store to the system.
Store List	It displays all the registered partner stores.
Store Details	It enables the admin user to see the offered goods of a store.
Delete Store	It enables the admin user to remove a partner store account from the system.
Delete Product	It allows the admin user to remove a product from the store.
Customer Module	It enables the admin user to see the customer accounts.
Customer List	It displays all the customer accounts of the system.
Password Resetting	It allows the admin user to reset the password of a customer account.
Delete Account	It allows the user to remove a customer account from the system.
Account Module	It enables the admin user to see the customer accounts.
Account Details	It enables the admin user to see their account details.
Edit Account	It enables the user to update its account and password.

Appendix F

Black Box Texting

Administrator (User 1)

USE CASE NO	USE_CASE_01_LOGIN	DESCRIPTION	Admin Account		
Test Case No.	Scenario Description	Test Condition	Test Condition Expected Result	Test Condition Action result	Status
Test No 01.01	Successful login of admin user in the system	Fill in all fields with valid values in the login page	It should display a notification with the message "Successfully Logged In" and redirect to the dashboard page.		
Test No. 01.02	Unsuccessful login of an admin user in the system	Fill in an invalid email address in the login page	It should display an error message "This credential doesn't match our records".		
		Fill in an invalid password in the login page	It should display an error message "This credential doesn't match our records".		

		No registered account in the system.	It should display an error message “This credential doesn't match our records”.		
USE CASE NO	USE_CASE_02_Export Data				
Test No. 02.01	Successful exportation of the sales report for every request and orders shown in the graphs in the Dashboard tab.	Click the menu button in the graph and choose which format (svg, png, csv) to export from the given options.	It should display the ongoing download process of the data and added in your downloaded files.		
USE CASE NO	USE_CASE_03_Password Reset				
Test No. 03.01	Successful password reset of the account of the customer in the dashboard page	Click the settings icon under the Action column in the Customer table	It should display a pop up card with options on what action should be made.		
		Click the reset password button in the pop up card.	It should return to the page once it is done resetting the password.		
USE CASE NO	USE_CASE_04_Delete Partner Store Account				

Test No. 04.01	Successful removal of the account of a partner store	No pending orders of the products from that certain store and delete icon under the Action column in the Partner Store table is clicked.	It should remove that account after the page reloads.		
Test No. 04.02	Unsuccessful removal of the account of a partner store	There is a pending order of the products from that certain store.	It should display an error message, "Store still has pending orders".		
Test No. 04.03	Cancel removal of the account of a partner store	Click no, cancel! button in the pop up card.	It should display a pop up card with the message "The store is not deleted"		
USE CASE NO	USE_CASE_05_View Order Request				
Test No. 05.01	Successful display of all order request(s) with its corresponding status in the Orders page	Customer successfully placed an order in the system.	It should display the order(s) with its corresponding status.		
Test No. 05.02	Unsuccessfully display of all order request(s) with its corresponding status in the Orders page	No order requests from the customer.	It should display a blank table with the message "No data available".		

USE CASE NO	USE_CASE_06_Confirm Order Request				
Test No. 06.01	Successful confirmation of order request(s) in the Orders page	Order request is still pending and the confirm button is clicked in the order details form that displays after clicking the view button.	It should display a confirmation message "Are you sure you want to confirm the order?".		
		Click the yes button in the pop up message to confirm the order request.	It should display a notification with the message "You have successfully confirmed the order". Confirmed order should change its status to DONE after the user is redirected back to the order requests table.		
Test No. 06.02	Unsuccessful confirmation of order request(s) in the Orders page	Click the confirm button in the order details form.	It should display a confirmation message "Are you sure you want to confirm the order?".		

		Click no button in the pop up message confirming the action to be made.	It should return to the order requests table in the Orders page with no changes made in that chosen request.		
USE CASE NO	USE_CASE_07_Cancel Order Request				
Test No. 07.01	Successful cancellation of order request	Click the view button in the order requests table and cancel button in the order details form.	It should display a confirmation message "Are you sure you want to cancel the order?".		
		Click the yes button in the pop up message confirming the action to be made.	It should display a notification with the message "You have successfully cancelled an order". Cancelled order should change its status to CANCELLED after the user is redirected back to the order requests table.		

Test No. 07.02	Unsuccessful cancellation of order request(s)	Click the view button in the order requests table and cancel button in the order details form.	It should display a confirmation message "Are you sure you want to cancel the order ?"		
		Click no button in the pop up message confirming the action to be made.	It should redirect back to the order requests table and order status should remain pending.		
USE CASE NO	USE_CASE_08_Add Shipping Fee				
Test No. 08.01	Successful modification of the shipping fee for every pending order requests	Fill in the field for delivery with valid values in the order details form.	It should display an updated delivery fee and total amount.		
Test No. 08.02	Unsuccessful modification of the shipping fee for every pending order requests	Fill in the field for delivery with invalid values in the order details form.	It should display an error message "This field is required".		
USE CASE NO	USE_CASE_09_Account creation for Partner Store				
Test No. 09.01	Successful creation of an account for the partner store	Click the add store tab found in the settings tab.	It should navigate the admin user to the add store page.		

		Fill in all the required fields with valid values in both user profile form and store form.	It should enable the create button.		
		Click the create button in the add store page.	It should display a notification with the message "You have successfully created a partner store".		
Test 09.02	Unsuccessful creation of an account for the partner store	Fill in an email address that already exists in the system	It should display an error message "Email Address has already been taken."		
USE CASE NO	USE_CASE_10_View Partner Stores				
Test No. 10.01	Successful display of all partner stores	Successfully created an account for the partner store(s).	It should display all of the created partner store accounts.		
Test No. 10.02	Unsuccessful display of all partner stores	No created account for the partner store.	It should display a banner with the message "No stores created yet".		
USE CASE NO	USE_CASE_11_View Products				

Test No. 11.01	Successful display of products from a specific store	Click the kebab menu/three dots menu in the store page.	It should display a pop up menu containing the visit store button.		
Test No. 11.02	Unsuccessful display of products from a specific store	Partner store user has not created a product yet in the system.	It should display a banner with the message "No products created yet".		
USE CASE NO	USE_CASE_12_Delete Products				
Test No.12.01	Successful deletion of products from a specific store	Click the kebab menu/three dots menu in the products page.	It should display a pop up menu containing the delete button.		
		Click the delete button in the pop up menu.	It should display a confirmation message "Are you sure you want to delete the product ?".		
		Click the yes button in the pop up message confirming the action to be made.	It should display a notification with the message "Product deleted successfully ". Deleted product should be gone after the user is redirected		

			back to the products page.		
Test No. 12.02	Unsuccessful deletion of products from a specific store	There are still pending order request(s) of that specific product.	It should display an error message "Item still has pending orders and can't be deleted".		
Test No. 12.03	Cancel deletion of products from a specific store	Click no button in the pop up message confirming the action to be made.	It should return to the products page with no changes in the products.		
USE CASE NO	USE_CASE_13_Create Package				
Test No. 13.01	Successful creation of package in the Packages tab	Click the add package button in the packages page.	It should display the create package form.		
		Fill in required fields with valid values and click the add button in the create package form.	It should display a notification with the message "Package created successfully ". Newly created files should be added to the list of packages after the user is redirected back to the		

			packages page.		
Test No.13.02	Unsuccessful display of catered package(s) in the Packages tab	Click the add package button in the packages page.	It should display the create package form.		
		Click the cancel button in the create package form.	It should redirect to the packages page with no changes in the packages.		
USE CASE NO	USE_CASE_14_View Packages				
Test No. 14.01	Successful display of catered package(s) in the Packages tab	Successfully created a package.	It should display the available package(s).		
Test No. 14.02	Unsuccessful display of catered package(s) in the Packages tab	No packages created yet.	It should display a banner with the message "No packages created yet".		
USE CASE NO	USE_CASE_15_Update Package				
Test No. 15.01	Successful modification of a specific package	Click package menu	Should navigated to packages page		
		Click the kebab menu/three dots menu of a specific package.	It should display a pop up menu containing the delete and edit buttons.		

		Click edit menu item in the pop up menu.	It should redirect to the Update package page.		
		Fill in new changes and click the save changes button in the update package form.	It should display a notification with the message "Package updated successfully ". Users should be redirected back to the packages page.		
Test No.15.02	Cancel modification of a specific package	Click the edit button in the pop up menu.	It should redirect to the Update package page.		
		Click the cancel button in the create package form.	It should redirect to the packages page with no changes in the packages.		
USE CASE NO	USE_CASE_16_Delete Package				
Test No. 16.01	Successful deletion of packages in the packages page	Click the kebab menu/three dots menu of a specific package and delete button in the pop up menu.	It should display a confirmation message "Are you sure you want to delete the package name?" in a pop up menu.		

		Click the yes button in the pop up menu.	It should display a notification with the message "Successfully deleted a package" while packages page reloads showing the changes made.		
Test No. 16.02	Unsuccessful deletion of packages in the packages page	There are still pending package request(s) of that specific package.	It should display an error message "Item still has pending package request(s) and can't be deleted".		
		Click no button in the pop up message confirming the action to be made.	It should return to the packages page with no changes in the packages.		
USE CASE NO	USE_CASE_17_Display Package Requests				
Test No.17.01	Successful display of package request(s) in the Requests page	Customer successfully booked a package.	It should display the package request(s) in the surprise package requests table.		

Test No.17.02	Unsuccessful display of package request(s) in the Requests page	No bookings on packages from the customer(s).	It should display a blank table with the message "No data available".		
USE CASE NO	USE_CASE_18_Confirm Package Requests				
Test No.18.01	Successful confirmation of the package request(s) in the Requests page	Click the view button of pending package requests in the surprise package requests table.	It should display the request details form.		
		Click the confirm button in the request details form.	It should display a confirmation message "Are you sure you will accept the request?".		
		Click yes, confirm the request button in the pop up message confirming the action to be made.	It should display a notification with the message "You have successfully confirmed the request". Request status should change from "pending" to "done".		
Test No. 18.02	Unsuccessful confirmation of the package request(s) in the Requests page	Package request is already	It should display the request		

		confirmed with a status of "done".	details form once the view button is clicked		
Test No. 18.03	Cancel confirmation of the package request(s) in the Requests page	Click the cancel button in the request details form of a still pending package request.	It should display a confirmation message "Are you sure you will accept the request?".		
		Click the wait button in the pop up message confirming the action to be made.	It should return to the surprise package requests table without any changes on the status of the packages.		
USE CASE NO	USE_CASE_19_Update Shipment Request				
Test No. 19.01	Successful modification of the shipment request(s) in the Requests page	Click the view button under the action column in the cargo shipment table.	It should display the shipment details form.		
		Fill in the field with valid value and click the confirm button in the shipment details form.	It should update the status of the request from "pending" to "done".		
Test No. 19.02	Unsuccessful modification of the shipment request(s) in the Requests tab	No shipment requests from the customer(s).	It should display a blank table with the message "No		

			data available".		
Test No. 19.03	Cancel modification of the shipment request(s) in the Requests tab	Click the cancel button in the shipment details form.	It should update the status of the request from "pending" to "cancelled".		
USE CASE NO	USE_CASE_20_Update Profile				
Test No. 20.01	Successful customization of the profile account in the Settings page	Fill in all required fields with valid values and save changes button is clicked in the profile form.	It should display a notification with the message "You have successfully updated your profile".		
		Inputs for new password and confirm password fields should match with each other.	It should display a notification with the message "You have successfully changed your password".		
Test No. 20.02	Unsuccessful customization of the profile account in the Settings page	Fill in all fields with an invalid values in the profile form.	It should display a notification that the field is required to be filled in.		
		Current password and new password are the same.	It should display an error message notifying that the new		

			password should not be the same as the current password.		
Test No. 20.03	Cancel customization of the profile account in the Settings page	Click the cancel button in profile form.	It should clear all inputted data in the fields.		
		Click the cancel button in the change password form.	It should clear all inputted data in the fields.		
USE CASE NO	USE_CASE_21_LOGOUT				
Test No. 21.01	Successful logged out of the account in the system.	Click the logout button in the navigation bar area.	It should redirect to the login page.		
Test No. 21.02	Unsuccessful logged out of the account in the system.	No internet connection and server error.	It should display a loading spinner with the message "Logging out".		

Partner Store (User 2)

USE CASE NO	USE_CASE_22_LOGIN	DESCRIPTION	Partner Store Account		
Test Case No.	Scenario Description	Test Condition	Test Condition Expected Result	Test Condition Action result	Status

Test No. 22.01	Successful logged in of a partner store user in the system.	Fill in all required fields with valid values in the login page.	It should display a notification with the message saying "Successfully logged in"		
Test No. 22.02	Unsuccessful logged in of partner store users in the system.	Email address is verified by the user through an email sent after signing up.	It should display a notification with the message "Successfully logged in"		
		Fill in all required fields with an invalid values in the login page.	User is not logged in to his account in the system.		
		Fill in an invalid email address in the login page.	It should display an error message "This credential doesn't match our records".		
		Fill in an invalid password in the login page.	It should display an error message "This credential doesn't match our records".		
		Email address is not verified by the user through an	It should display an error message		

		emailed notification	"This credential doesn't match our records".		
		No registered account in the system.	It should display an error message "This credential doesn't match our records".		
USE CASE NO	USE_CASE_23_Add Product				
Test No. 23.01	Successful creation of a new product	Fill in all required fields with valid values in the Create Product Form.	It should display a pop up message, "Product Successfully Created".		
Test No. 23.02	Cancel creation of new product	Click the cancel button in the Create Product Form.	It should redirect to the products page.		
USE CASE NO	USE_CASE_24_View Products				
Test No. 24.01	Successful display of all products from a certain store	Successfully created a new product.	It should display the list of newly created product(s) as well as those existing products.		

Test No. 24.02	Unsuccessful display of all products from a certain store	No product was created.	It should display a banner with the message saying, "No Products Yet"		
USE CASE NO	USE_CASE_25_Update Product				
Test No. 25.01	Successful modification of the details of a specific product	Fill in all required fields with valid values in the Update Product.	It should display a pop up message "Product Updated Successfully".		
Test No. 25.02	Cancel modification of the details of a specific product	Click the cancel button in the Update Product Form.	It should redirect to the products page.		
USE CASE NO	USE_CASE_26_Delete Product				
Test No. 26.01	Successful removal of a specific product	There are no pending customer order(s) of that specific product.	It should display a pop up message "Product Deleted Successfully".		
Test No. 26.02	Unsuccessful removal of a specific product	There are still active pending customer order(s) of that specific product.	It should display a pop up message "Item still has pending orders and can't be deleted".		
Test No. 26.03	Cancel removal of a specific product	Click the no button in the Delete Product Form.	It should return to the products page		

USE CASE NO	USE_CASE_27_Update Product Availability Status				
Test No. 27.01	Successful choosing the specific product's status	Click unavailable if the product is out of stock	It should return greyed out product in the products page		
		Click available if the product is already in stock	It should return to the products page		
USE CASE NO	USE_CASE_28_Update Store Information				
Test No. 28.01	Successful modification of the Store's Information	Fill in all the required fields with valid values in the Update Store Form.	It should display a pop up message "Store successfully updated".		
Test No. 28.02	Cancel modification of the Store's Information	Click the reset button in the Update Store Form.	It should redirect to the products page with no changes in the store information.		
USE CASE NO	USE_CASE_29_Update Profile				
Test No. 29.01	Successful modification of the Account's Profile Information	Fill in all the required fields with valid values in the Edit profile Form.	It should display a pop up message "You have successfully updated your profile."		

Test No. 29.02	Cancel modification of the Account's Profile Information	Click the cancel button in the Edit Profile Form.	It should clear all inputted data in the fields.		
USE CASE NO	USE_CASE_30_LOGOUT				
Test No. 30.01	Successful logged out of the account in the system.	Click the logout button in the navigation bar area.	It should redirect to the login page.		
Test No. 30.02	Unsuccessful logged out of the account in the system.	No internet connection and server error.	It should display a loading spinner with the message "Logging out".		

Customer (User 3)

USE CASE NO	USE_CASE_31_Create Account	Description	Customer		
Test Case No.	Scenario Description	Test Condition	Test Condition Expected Result	Test Condition Action result	Status
Test No. 31.01	Successful creation of user account in the system	Fill in all required fields with valid values in the registration page.	It should display a notification with the message "Registered Successfully"		
		Email address is verified by the user through	It should redirect the customer to		

		an email sent after signing up.	the login page.		
Test No. 31.02	Unsuccessful creation of user account in the system	Fill in all fields with an invalid values in the registration page.	It should display an error message that the field should be valid.		
		Fill in an existing email address in the system.	It should display an error message "Email has already been taken"		
USE CASE NO	USE_CASE_32_LOGIN				
Test No.32.01	Successful logged in of user in the system	Fill in all required fields with valid values in the login page.	It should display a notification with the message "Successfully logged in"		
		Email address is verified by the user through an email sent after signing up.	It should display a notification with the message "Successfully logged in"		
Test No. 32.02	Unsuccessful logged in of user account in the system	Fill in an invalid email address in the login page.	It should display an error message "Invalid email address or password".		

		Fill in an invalid password in the login page.	It should display an error message "Invalid email address or password".		
		Email address is not verified by the user through an emailed notification	It should display an error message "This credential does not match our records".		
		No registered account in the system.	It should display an error message "This credential does not match our records".		
USE CASE NO	USE_CASE_33_Chat				
Test No. 33.01	Successful sending chat messages using the chat app in the system	Click log in to messenger or continue as a guest.	It should allow the customer to start a conversation and inquiries about the offered services of the company.		
USE CASE NO	USE_CASE_34_Add to Cart				

Test No. 34.01	Successful addition of item(s) in the cart	Item should be in stock or available.	It should display a notification with the message "Item(s) has been added to your cart".		
		For products with variants, customers should choose a variation he/she wants to purchase.	It should display a notification with the message "Item(s) has been added to your cart".		
		Click Add to Cart button.	It should display a notification with the message "Item(s) has been added to your cart".		
		Add order quantity of a product from the checkout items in the Products page.	It should display a notification with the message "You added the quantity".		
Test No. 34.02	Unsuccessful addition of item(s) in the cart	Items are out of stock or unavailable.	It should display an unclickable and greyed out product with a not available label.		
Test No. 34.03	Cancel addition of item(s) in the cart	Checkbox beside that item(s) is/are	It should remove the		

		ticked and the delete button is clicked in the cart page.	item(s) from the cart page.		
USE CASE NO	USE_CASE_35_Checkout Order				
Test No. 35.01	Successful checking out of added item(s) in the cart	Checkbox beside that item(s) is/are ticked and proceed to the checkout button is clicked in the cart page.	It should redirect the user to the checkout page.		
Test No. 35.02	Unsuccessful checking out of added item(s) in the cart	Checkbox beside the item(s) is/are not ticked.	It should display an unclickable greyed out proceed to checkout button.		
		No item(s) added in the cart page.	It should display a banner with the message "Nothing in your cart".		
USE CASE NO	USE_CASE_36_Place Order				
Test No. 36.01	Successful placement of order in the checkout page	Successfully checkout an order from the customer's cart.	It should display the checkout item(s) with its corresponding order details.		

		Billing details are filled in with valid values and the place order button is clicked.	It should display a notification with the message "Successfully placed an order".		
Test No. 36.02	Unsuccessful placement of order in the checkout page	No item(s) added in the checkout page.	It should display a banner with the message "Nothing in your cart".		
Test No. 36.03	Cancel placement of order in the checkout page	Click no button in the pop up banner.	It should display the checkout item(s) without any changes.		
		Checkbox beside that item(s) is/are ticked and the delete button is clicked in the checkout page.	It should remove that item(s) in the checkout page.		
USE CASE NO	USE_CASE_37_View Order History				
Test No. 37.01	Successful viewing of order transaction history	Active order placement request in the system.	It should display the list of order(s) in the My Orders table with its corresponding status.		
		Click the eye icon under the View	It should display the order details		

		Items column in the My Orders table.	including the prices and quantity in each item.		
Test No. 37.02	Unsuccessful viewing of order transaction history	No active order placement request in the system.	It should display a blank table with the message "No data available".		
USE CASE NO	USE_CASE_38_Package booking				
Test No. 38.01	Successful booking of the chosen package from the list of available packages in the system	Fill in all required fields with valid values in the booking form and the book now button is clicked.	It should display a pop up banner confirming the booking.		
		Click the yes button in the pop up banner.	It should display a notification with the message "You have successfully booked a package".		
Test No. 38.02	Cancel booking of the chosen package from the list of available packages in the system	Click no button in the pop up banner.	It should return to the packages page.		
USE CASE NO	USE_CASE_39_Track package bookings				

Test No. 39.01	Successful tracking of booked package(s) in the Bookings tab	Successfully booked a package.	It should display the booked package(s) with its corresponding status to track the possible arrival of the package.		
Test No. 39.02	Unsuccessful tracking of booked package(s) in the Bookings tab	No booked package(s) yet.	It should display a blank table with the message "No data available".		
USE CASE NO	USE_CASE_40_Shipment booking				
Test No. 40.01	Successful shipment booking in the system	Fill in all required fields with valid values and the book now button is clicked in the shipment page.	It should display a pop up banner confirming the booking.		
		Click the yes button in the pop up banner.	It should display a notification with the message "You have successfully booked a shipment".		
Test No. 40.02	Cancel shipment booking in the system	Click no button in the pop up banner.	It should return to the filled		

			shipment form.		
USE CASE NO	USE_CASE_41_Track shipment bookings				
Test No. 41.01	Successful tracking of booked shipment(s) in the Bookings tab	Successfully booked a shipment.	It should display the booked shipment(s) with its corresponding status to track the shipment process.		
Test No. 41.02	Unsuccessful tracking of booked shipment(s) in the Bookings tab	No booked shipment(s) yet.	It should display a blank table with the message "No data available".		
USE CASE NO	USE_CASE_42_Update Profile				
Test No.42.01	Successful customization of the customer's profile account	Fill in all required fields with valid values and save changes button is clicked in the profile form.	It should display a notification with the message "You have successfully updated your profile".		
		Inputs for new password and confirm password fields should match with each other.	It should display a notification with the message "You have successfully		

			changed your password".		
Test No. 42.02	Unsuccessful customization of the customer's profile account	Fill in all fields with an invalid values in the profile form.	It should display a notification that the field is required to be filled in.		
		Current password and new password are the same.	It should display an error message notifying that the new password should not be the same as the current password.		
Test No.42.03	Cancel customization of the customer's profile account	Click the cancel button in profile form.	It should clear all inputted data in the fields.		
		Click the cancel button in the change password form.	It should clear all inputted data in the fields.		
USE CASE NO	USE_CASE_43_LOGOUT				
Test No. 43.01	Successful logged out of the account in the system.	Click the logout button in the navigation bar area.	It should redirect to the login page.		
Test No. 43.02	Unsuccessful logged out of the account in the system.	No internet connection and server error.	It should display a loading spinner with		

			the message "Logging out".		
--	--	--	-------------------------------	--	--

Appendix G
User Acceptance Testing

Criteria	Description	Rating (1 - Lowest / 5 Highest)				
		1	2	3	4	5
1. Functionalit y						
1.1 Accuracy	Does the system adequately meet its objectives?					
1.2 Security	How secure is the system and its data contents from unauthorized access? (e.g. unregistered user, etc.)					
	How easily does the system provide a way to back up data stored in it?					
2. Reliability						
2.1 Data Validity	Does the system check and validate user input to avoid erroneous data entry?					
3. Usability						
3.1 Learnability	Is the system user friendly?					
	Can users easily navigate between program screens?					
	Does the system check and validate user input to avoid erroneous data entry?					
3.2 Attractiveness	Is the overall user interface visually pleasing?					
4. Efficiency						
4.1 Ease of Start-up	How easily is the system started up?					
4.2	Does the system require					

Resources Utilization	minimal hardware services					
4.3 Time behavior	How quickly does the system accomplish specific actions					
5. Maintainability						
5.1 Installability	How easily system does the system is being access to the browser					
5.2 Testability	Can the system be tested and verified using test/sample data?					
6. User Manual						
6.1 Understandability	Does the user manual provide clear and concise instructions on how to operate the software?					
6.2 Visual References	Does the user manual provide actual screenshots showing how to operate the software?					

Comments/Suggestions	
1. Functionality	
2. Reliability	
3. Usability	
4. Efficiency	
5. Maintainability	
6. Support and Materials	

NOTE: Total score / no. of questions

Table Summary

Criteria	Total Score
1. Functionality	
2. Reliability	
3. Usability	
4. Efficiency	
5. Maintainability	
6. Support and Manuals	

USER'S MANUAL

1 Introduction

Passfast Canlaon is a web application that enables customers to order online, provides an efficient way to deliver purchase orders, generates sales reports for administrators to conveniently monitor, and is a platform for partner stores to showcase their products. This application has three types of users with unique roles and functionalities.

1.1 Who can benefit from this system

- Administrators
- Partner Stores
- Customers

2 For Administrator (Business Owner):

Administrator is given access to monitor and confirm all the incoming requests from both customers and partner stores. Also, the administrator can access the entire functionality of the system except creating and updating a product from a certain store. Below are the detailed steps on how to use the application.

2.1 Login

2.1.1 Admin users are required to log in to the system with valid credentials beforehand to access the system.

2.1.2 After logging in, the user will then be redirected to the Dashboard page.

2.2 Dashboard

2.2.1 View total summary of customers, partner stores and pending orders.

2.2.2 Summary reports of goods and services are viewed in charts and content summary of all users in tables.

2.2.3 Each chart has a toolbar in the upper right. If clicked, a menu will appear containing various download extensions.

2.2.4 Download/Export summary reports in charts in csv extension file by clicking “Download CSV” from the pop up menu.

2.2.5 Partner store summary table

2.2.5.1. View partner store details by clicking the eye icon.

Name	Type	Barangay	Phone Number	Action
Gong's Store	Grocery	Binalbagan	09165421654	 

Rows per page: 5 ▾ 1-1 of 1 < >

2.2.5.2 Delete partner store by clicking the trash/delete icon.

Name	Type	Barangay	Phone Number	Action
Gong's Store	Grocery	Binalbagan	09165421654	 

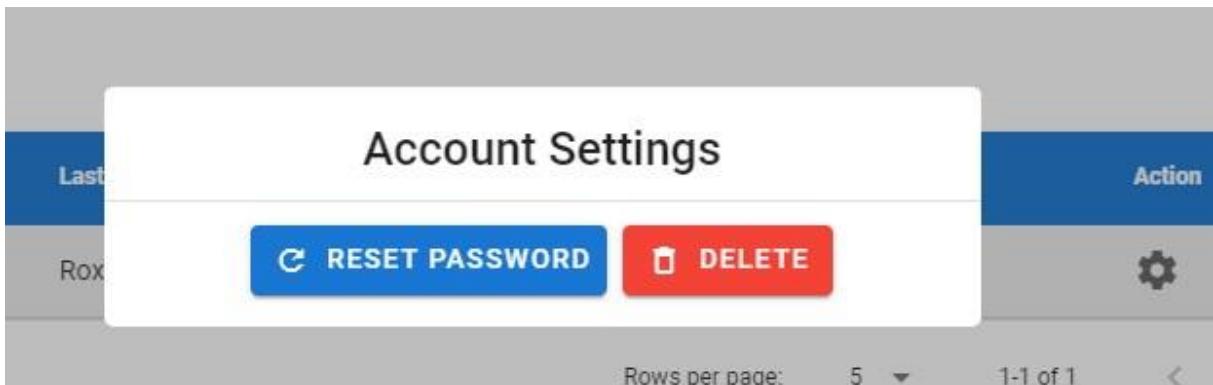
Rows per page: 5 ▾ 1-1 of 1 < >

2.2.6 Customer summary table.

2.2.6.1 Clicking the settings icon. Admin users can delete or reset customers' passwords.

First Name	Last Name	Phone Number	Email Address	Action
Cassie	Roxas	09465454654	19104900@usc.edu.ph	

Rows per page: 5 1-1 of 1 < >



2.3 Orders

2.3.1 View order lists with its corresponding status (pending, done, cancelled) in the Orders page.

2.3.1.1 Click the view button with pending orders to view the order details and confirm the request.

Cassie	02/12/2021	Budlasan	09465454654	 
--------	------------	----------	-------------	---

Rows per page: 10 1-2 of 2 < >

Name : Axel

Location : Bucalan

Contact Number
: 09123456789

Name	Variant	Quantity	Price
Mikmik	Red	1	₱ 25

Rows per page: 5 1-1 of 1 < >

Subtotal: ₱ 30

Delivery fee : ₱ 120
120

Total Amount: ₱ 150

CANCEL **CONFIRM**

2.3.1.2. Click the view button with done status to view the Order details.



X

Order Details

Name : Axel

Location : Bucalan

Contact Number : 09123456789

Name	Variant	Quantity	Price
Hopia	Regular	3	₱ 10

Rows per page: 5 1-1 of 1 < >

Subtotal: ₱ 30

Delivery fee : ₱ 120

Total Amount: ₱ 150

2.3.1.3. Click the view button with a cancelled order status to cancel pending order requests.

Cassie	02/12/2021	Budlasan	09465454654	cancelled	VIEW
--------	------------	----------	-------------	------------------------	-------------------

Name : Cassie
Location : Budlasan
Contact Number : 09465454654

Name	Variant	Quantity	Price
Mikmik	Red	1	₱ 25

Rows per page: 5 1-1 of 1 < >

Subtotal: ₱ 25
Delivery fee : ₱ 100
100

Total Amount: ₱ 125

CANCEL CONFIRM

2.3.1.4 Filter the table by typing a specific keyword (e.g. cancelled).

Name	Date	Location	Contact	Status	Action
Axel	03/12/2021	Bucalan	09123456789	done	VIEW
Cassie	02/12/2021	Linothangan	09465454654	done	VIEW
Cassie	02/12/2021	Budlasan	09465454654	cancelled	VIEW

Rows per page: 10 1-3 of 3 < >

Name	Date	Location	Contact	Status	Action
Cassie	02/12/2021	Budlasan	09465454654	cancelled	<button>VIEW</button>

Rows per page: 10 | 1-1 of 1 | < >

2.4 Store

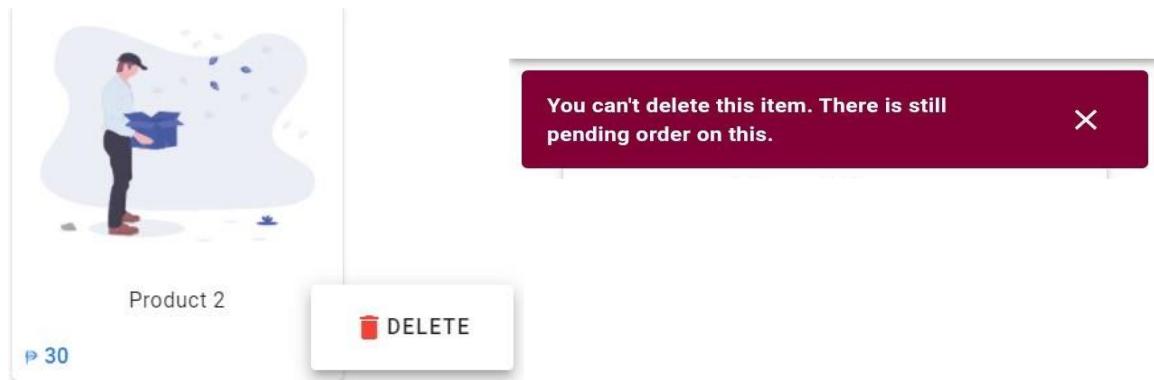
2.4.1 View all stores.

2.4.1.1 View products from a specific store by clicking the three dots menu.

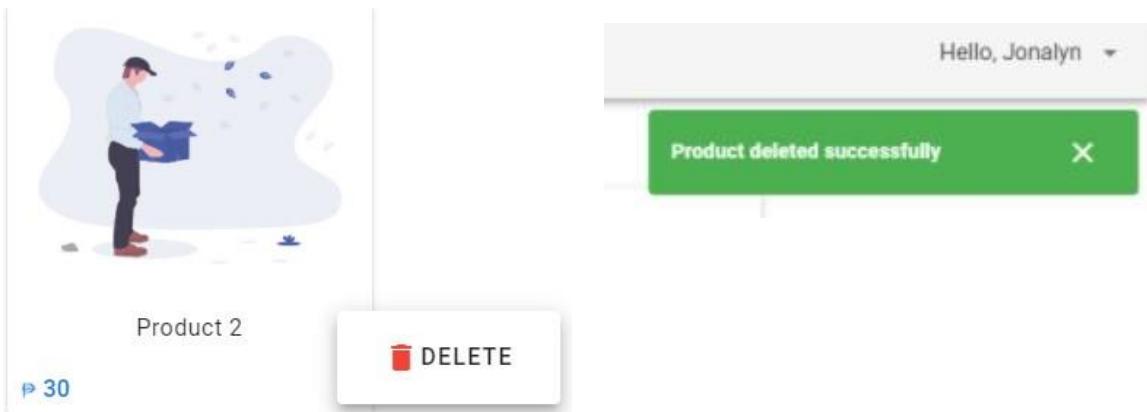


2.4.2 Delete a product from a specific store.

2.4.2.1 Cannot delete a product from a specific store with pending orders.



2.4.2.2. Delete a product from a specific store without a pending order request by clicking the three dots menu.



2.5 Packages

2.5.1 View all packages.



Christmas Mystery Box



Birthday Car Surprises



Christmas Mystery Box

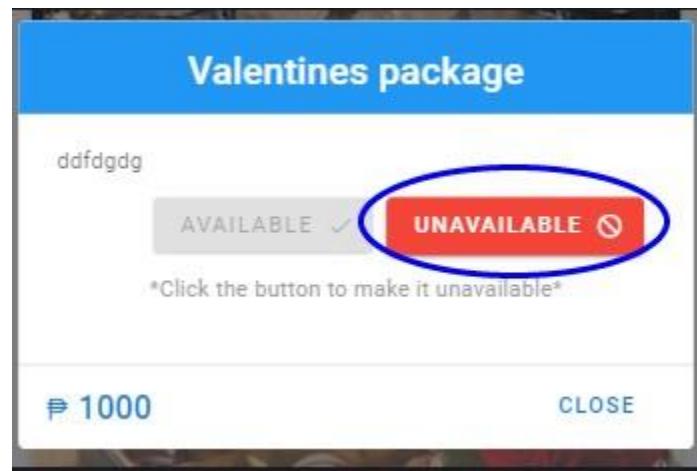


Birthday Car Surprises

2.5.1.1 View package details by clicking on the package.

2.5.1.2 Change the package availability.

2.5.1.2.1 Set package to unavailable by clicking the unavailable button.



2.5.1.2.2 Change unavailable packages to available, by clicking the available button.



2.5.2 Edit and delete a package

2.5.2.1 Click on three dot menu and then the edit and delete buttons will pop up.



2.5.2.2 If the edit button is clicked, fill in new data and save changes made.



Update Package

Name:

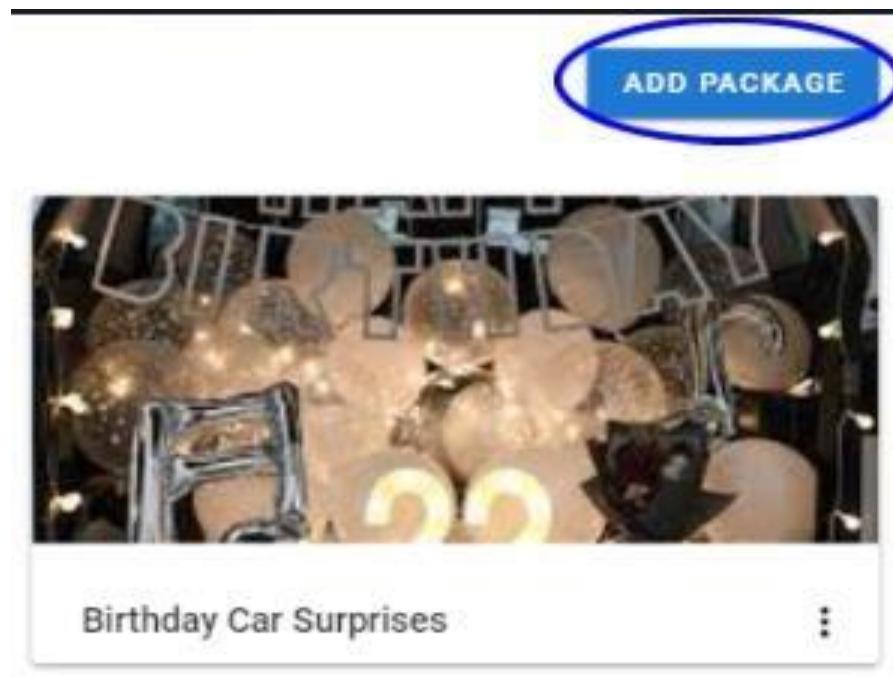
Description:
Price:

CANCEL **SAVE CHANGES**

2.5.2.3 Delete a package by clicking the delete button.



2.5.3 Add a package by clicking the add package button.



2.5.3.1 Fill in required fields then click add button once done.

A screenshot of a "Create Package" form. It features a large circular input field for an image, a "Choose an image" button, and three text input fields labeled "Name", "Description", and "Price". Each of these three fields is circled with a blue oval. At the bottom are "CANCEL" and "ADD" buttons.

2.6 Requests

2.6.1 View all Requests for Surprise package.

2.6.1.1 View specific Surprise Package requests details by clicking the view button.

Surprise Package Requests					
Name	Package	Date	Location	Status	Action
Joseph Magallon	Birthday Treat	2021-12-28	Masulog	Pending	<button>View</button>
Rows per page: 5 1-1 of 1 < >					

2.6.1.2 Confirm pending package request by clicking the confirm button.

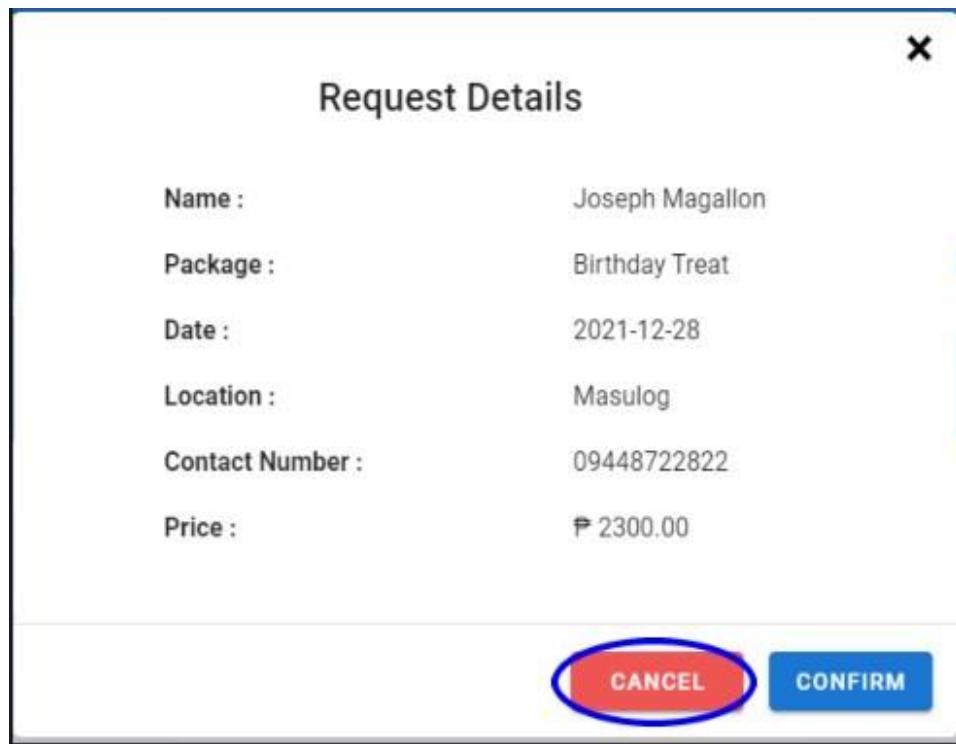
X

Request Details

Name :	Joseph Magallon
Package :	Birthday Treat
Date :	2021-12-28
Location :	Masulog
Contact Number :	09448722822
Price :	₱ 2300.00

CANCEL CONFIRM

2.6.1.3 Cancel pending package request by clicking the cancel button.



2.6.2 View all Requests for Cargo Shipments.

2.6.2.1 View specific cargo shipment request details by clicking the view button.

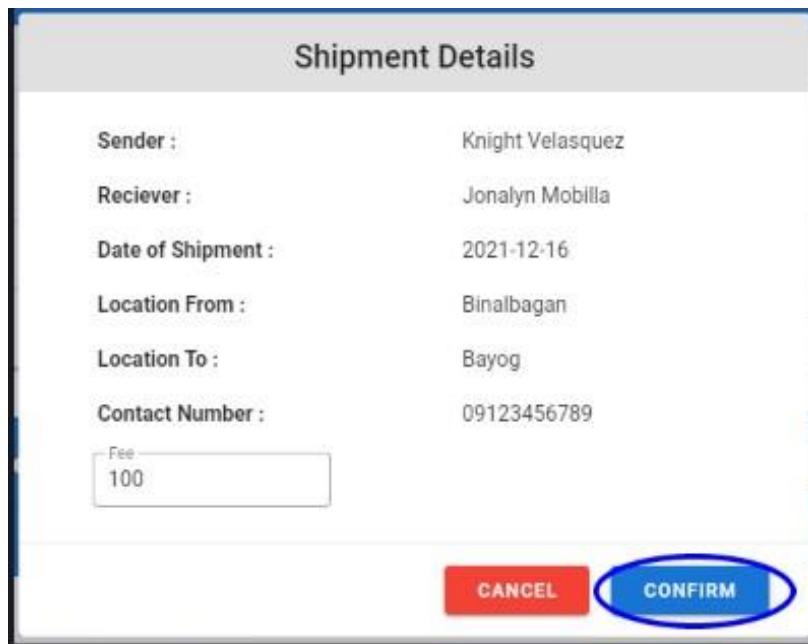
Cargo Shipment					
Sender	Receiver	Date	Location	Status	Action
Knight Velasquez	Jonalyn Mobilla	2021-12-16	Binalbagan	Pending	<button>View</button>
Rows per page:		5	6-6 of 6		<button><</button> <button>></button>

2.6.2.2 Confirm pending cargo requests by clicking the confirm button

Shipment Details

Sender :	Knight Velasquez
Reciever :	Jonalyn Mobilla
Date of Shipment :	2021-12-16
Location From :	Binalbagan
Location To :	Bayog
Contact Number :	09123456789
Fee	<input type="text" value="100"/>

CANCEL **CONFIRM**

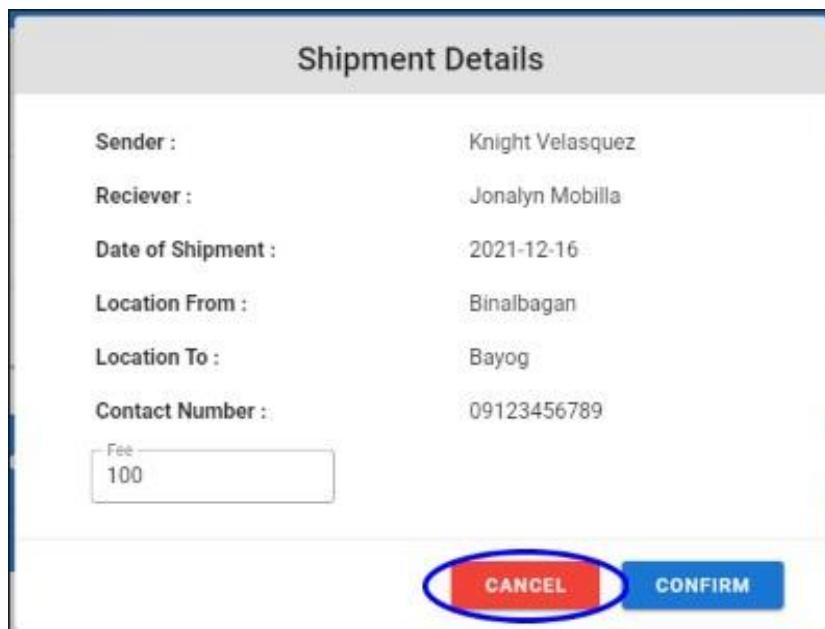


2.6.2.3 Cancel pending cargo requests by clicking the cancel button.

Shipment Details

Sender :	Knight Velasquez
Reciever :	Jonalyn Mobilla
Date of Shipment :	2021-12-16
Location From :	Binalbagan
Location To :	Bayog
Contact Number :	09123456789
Fee	<input type="text" value="100"/>

CANCEL **CONFIRM**

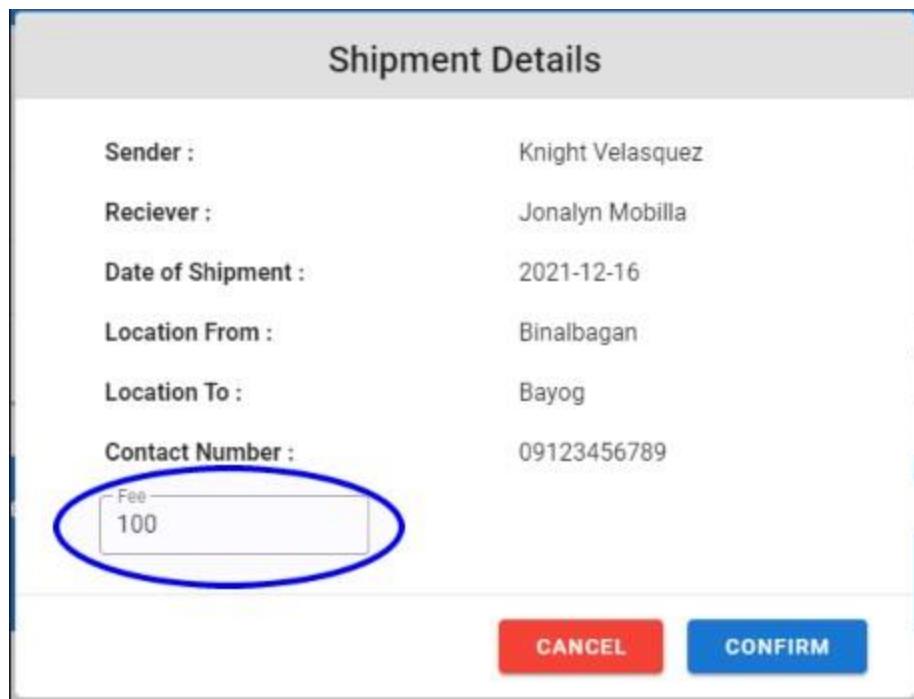


2.6.2.4 Modify shipment fee by filling in new changes in the fee input field.

Shipment Details

Sender :	Knight Velasquez
Reciever :	Jonalyn Mobilla
Date of Shipment :	2021-12-16
Location From :	Binalbagan
Location To :	Bayog
Contact Number :	09123456789
Fee	100

CANCEL **CONFIRM**



2.7 Settings

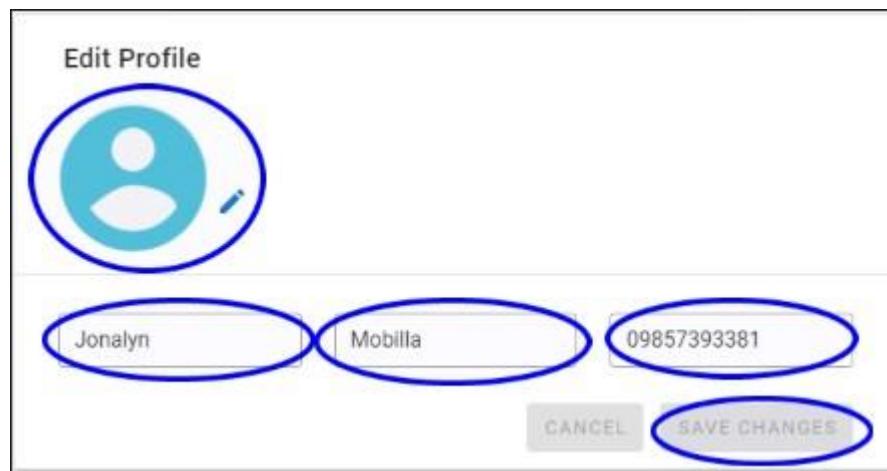
2.7.1 Profile

2.7.1.1 Edit Profile

2.7.1.1.1 Edit profile by filling in new changes in the input field.

Click the save changes button afterwards to successfully update the profile.

Edit Profile



Jonalyn	Mobilla	09857393381
---------	---------	-------------

CANCEL **SAVE CHANGES**

2.7.2 Change Password

2.7.2.1 Cannot change password by filling in the same password in the current and new password input field. When the save changes button is clicked the password will not be updated.

The screenshot shows a 'Change Password' interface. At the top, it says 'Change Password'. Below that are three input fields: 'Current Password' (containing 'P@ssw0rd!!'), 'New Password' (containing 'P@ssw0rd!!'), and 'Confirm Password' (containing 'P@ssw0rd!!'). At the bottom are two buttons: 'CANCEL' (red) and 'SAVE CHANGES' (blue, highlighted with a blue oval). Below the form is a red banner with the text 'Your current password cannot be your new password' and a close button 'X'.

2.7.2.2 Add Store

2.7.2.2.1 Fill in required details for the user profile. This will be used for logging in in the system.

The screenshot shows a 'User Profile' section. It starts with a blue person icon and the text 'User Profile'. Below that are four input fields arranged in a 2x2 grid: 'First Name' (circled with a blue oval), 'Phone Number' (circled with a blue oval), 'Last Name' (circled with a blue oval), and 'Email address' (circled with a blue oval).

2.7.2.2.2 Fill in required fields for the **store details**.

The screenshot shows a user interface for creating a store. At the top left is a blue icon of a storefront labeled "Store". Below it is a large input field with a placeholder "Upload an image" and a "Choose file..." button. To the right of this are four smaller input fields: "Name", "Phone Number", "Barangay" (with a dropdown arrow), and "Type". All these highlighted fields are enclosed in blue ovals.

2.7.2.2.3 Click the create button to successfully create a store and partner store user.

CREATE

3. For Partner Store:

Partner Store is given access to monitor its account, create, update, display and delete their own products. The following are the detailed steps on how to use the application:

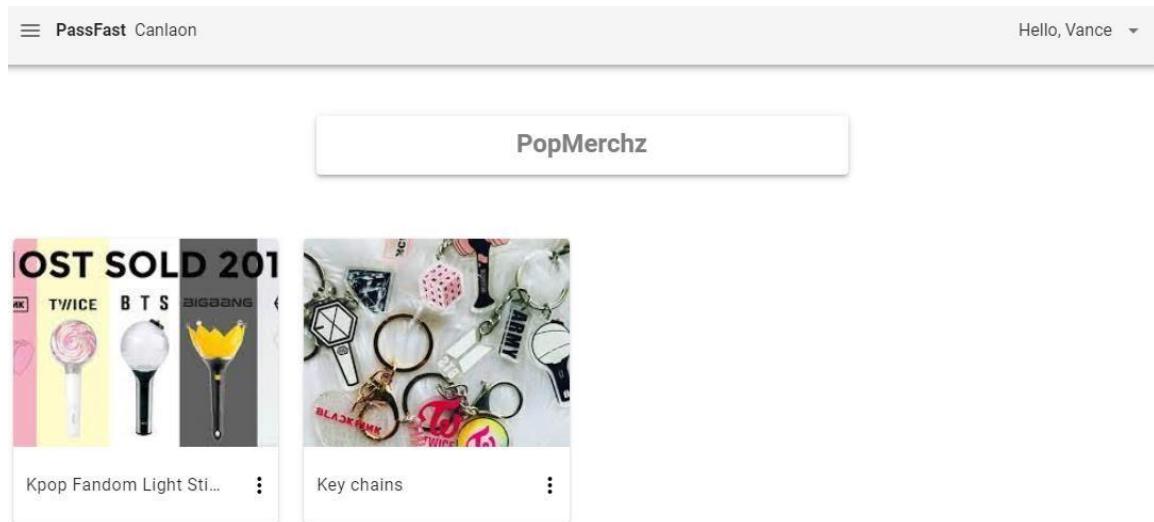
3.1 Login

3.1.1 Required to log in to the system providing their email address and password.

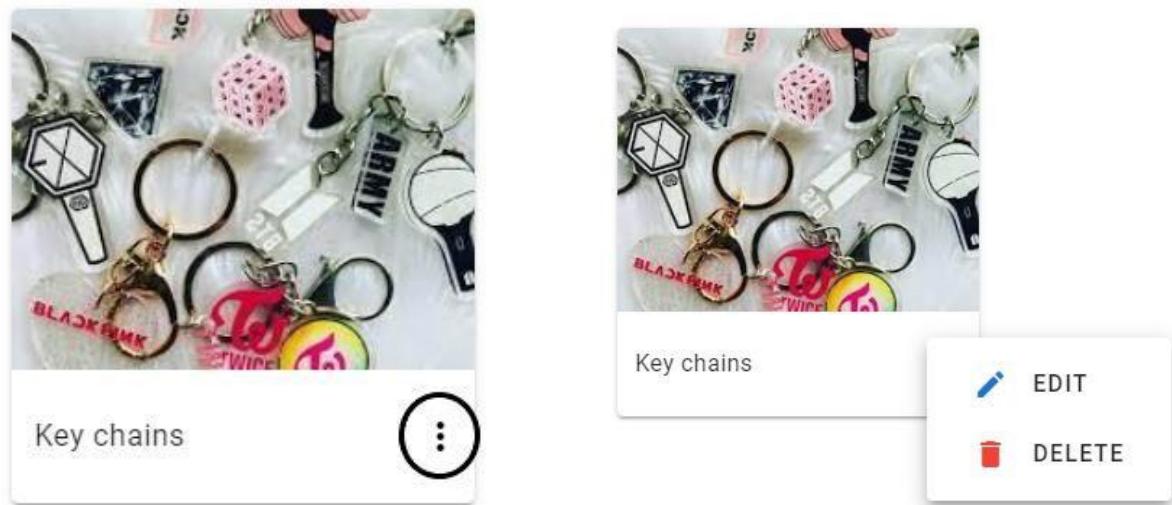
3.1.2 After logging in, the user will then be redirected to the Products page.

3.2 Products

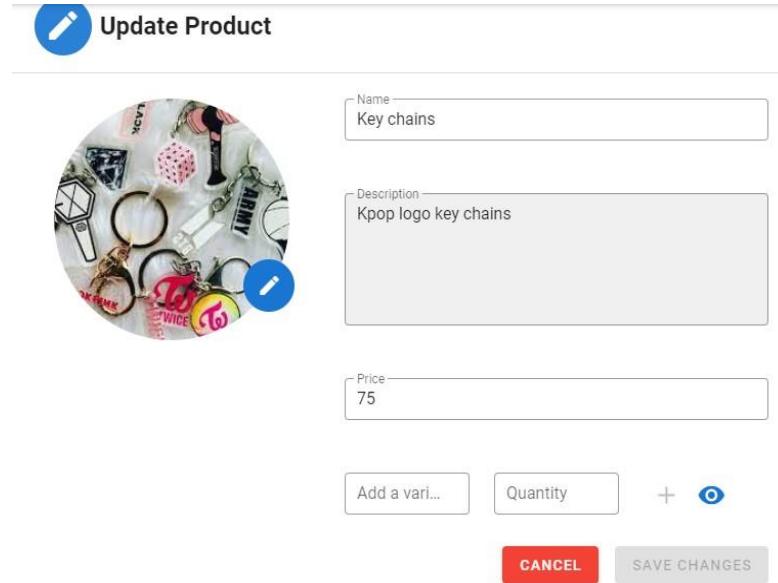
3.2.1 View the list of products.



3.2.1.1 Each product has a kebab menu/three-dot menu icon located at the bottom right. If clicked, the partner store has the choices, Edit and Delete product.

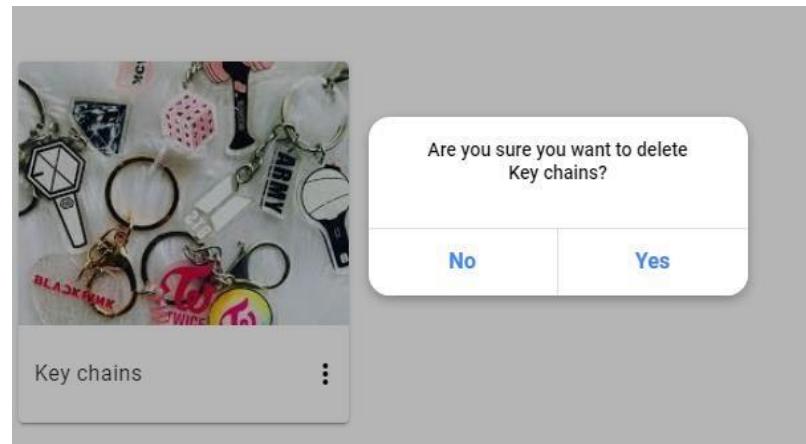


3.2.2 For Edit, click save changes button to confirm the changes made.



The screenshot shows a product update form titled "Update Product". It includes a circular image of various keychains. The "Name" field contains "Key chains". The "Description" field contains "Kpop logo key chains". The "Price" field contains "75". There are buttons for "Add a vari...", "Quantity", "+", and "SAVE CHANGES".

3.2.3 For Delete, the partner store user can remove the product from the list only if the product has no pending order request from the customers.



3.3 Add Product

3.3.1 The partner store user will provide all the details for a product to be added.

3.3.1.1 Image - the identity of the product that will be displayed on the product page.

- 3.3.1.2 Name - the name of the product.
- 3.3.1.3 Description - the detailed description of the product
- 3.3.1.4 Price - put a price of the product
- 3.3.1.5 Add a variation - the specific type of product
- 3.3.1.6 Quantity - the number of a product that is available in the product variant.

Create Product

Name
Light Sticks

Description
Enjoy concerts and other Kpop events of your favorite idol with your lightsticks

Price
900

Add a variation.. blackpink Quantity 20

CANCEL ADD

- 3.3.2 View product variations by clicking the eye icon.

Name	Quantity	Actions
nct	30	

CLOSE

Add a vari... Quantity +

3.4 Settings

Is divided in two categories:

3.4.1 Profile

3.4.1.1 View the profile and other important information related to that account.

3.4.1.2 Update profile information by clicking the save changes button once done inputting new data.

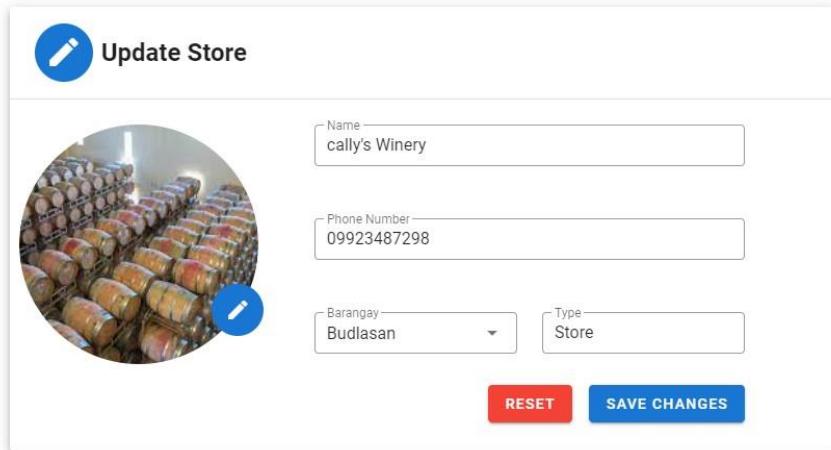
The screenshot shows a mobile-style interface titled "Edit Profile". At the top is a placeholder circular profile picture of a man. To the right of the picture is a small blue icon of a pen with a blue arrow pointing towards it, indicating an edit function. Below the picture are three rectangular input fields: the first contains "Vance", the second contains "Legaspi", and the third contains "09273616354". At the bottom of the screen are two buttons: a grey "CANCEL" button on the left and a grey "SAVE CHANGES" button on the right.

3.4.1.3 Change the current password by clicking the save changes button once done inputting new data.

The screenshot shows a mobile-style interface titled "Change Password". It features three rectangular input fields in a row. The first field is labeled "Current Password" and has a small clear icon. The second field is labeled "New Password" and also has a clear icon. The third field is labeled "Confirm Passwo..." (with ellipsis) and has a clear icon. Below these fields are two buttons: a red "CANCEL" button on the left and a grey "SAVE CHANGES" button on the right.

3.4.2 Store

Update the store information by clicking the save changes button once done inputting new data. This information will be used to determine the name, phone number, address, and type of partner store that the partner store partakes in.



The screenshot displays a user interface for updating store information. At the top left is a blue circular icon containing a white pencil. To its right, the text "Update Store" is displayed in a bold, black font. Below this, there is a circular placeholder image showing several wooden barrels stacked in rows. To the right of the image, there are four input fields: a text field for "Name" containing "cally's Winery", a text field for "Phone Number" containing "09923487298", a dropdown menu for "Barangay" set to "Budlasan", and a dropdown menu for "Type" set to "Store". At the bottom right of the form are two buttons: a red "RESET" button and a blue "SAVE CHANGES" button.

4. For Customer:

Customers are given access to visit all stores that they can have their avails. Customers can order anything that is within the store's capability. The customer can also order surprise packages and/or shipments of their choice.

4.1 Register an account/Sign Up

4.1.1 Sign up in the system by providing the information that is asked in the registration form.

4.1.2 The Email Address and the password are the most important information that the customer should remember as they will be used to log in.

Let's Get Started

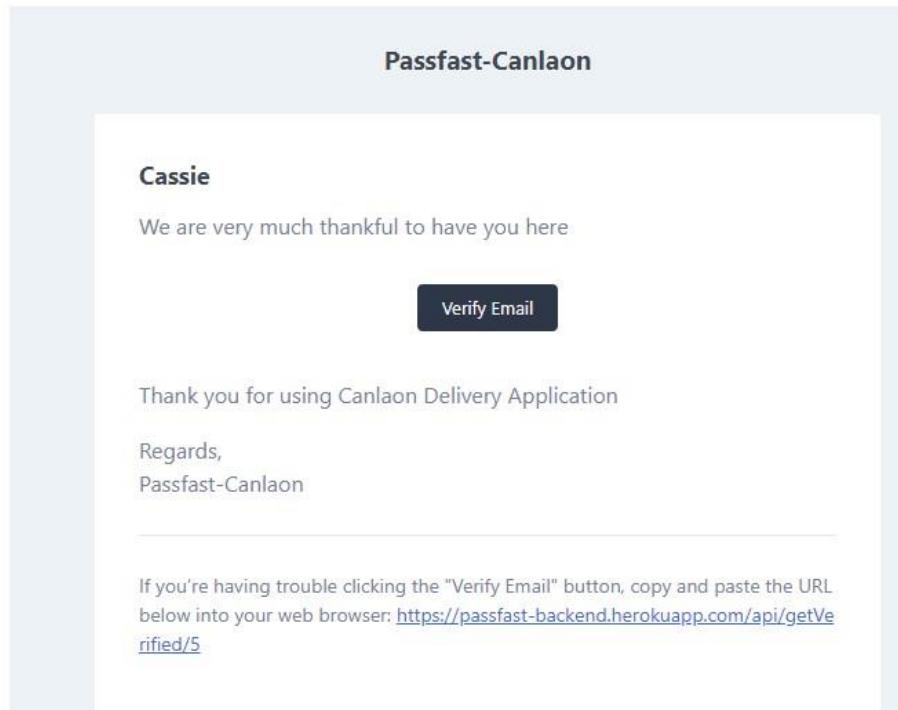
Sign up to Canlaon Delivery Services

First Name Cassie	Last Name Fuentes
Phone Number 09465421465	
Email Address 19104900@usc.edu.ph	
Password	Confirm Password

SIGN UP

Already have an account? [Login](#)

4.1.3 A verification email will be sent to the customer's email address which is needed to have the first login of the account.



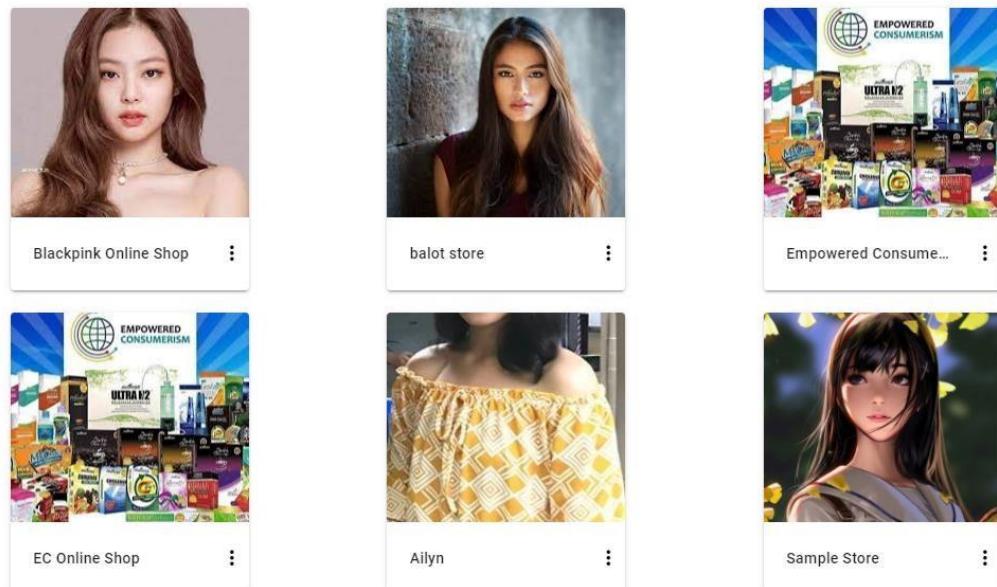
4.2 Login

4.2.1 Provide the login credentials.

4.2.2 After logging in, the user will be redirected to the Store page.

4.3 Store

4.3.1 View all the stores that they can visit and take their orders.



4.3.2 Click the kebab menu/three-dot menu icon in the bottom right corner of each store and click the visit store button to go to the products page.



EC Online Shop



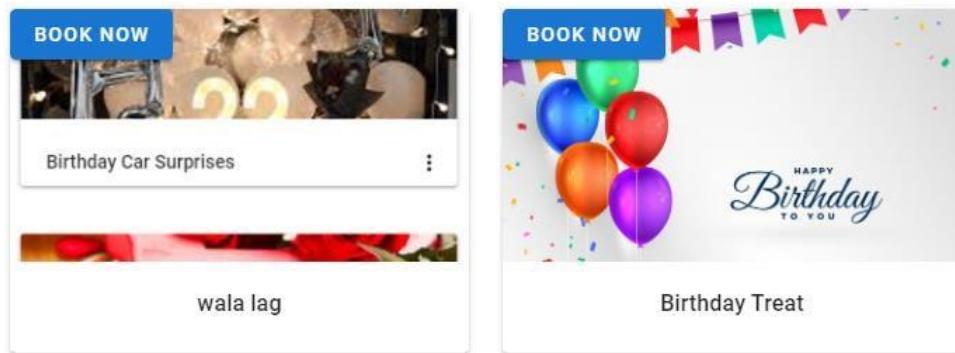
4.3.3 Add products to cart by clicking the product and providing the necessary information of the order which will be automatically added to the customer's cart.

This is a detailed view of the product page for Ascorbic Acid C-Supreme:

- Image**: A large image of the supplement bottle.
- Name**: Ascorbic Acid C-Supreme
- Price**: ₱ 880
- Variant**: Vitamin C (selected)
- Quantity**: 2 (with buttons to increase or decrease)
- Stocks**: 8
- Add To Cart** button

4.4 Packages

4.4.1 View all the available surprise packages that Passfast Canlaon offers.



4.4.2 Book a package by clicking the book now button after providing the information of the package request.

A booking form for the "Birthday Treat" package. At the top, there is a preview image of the package, the price (₱ 2300), and the package name ("Birthday Treat"). Below the preview, there are four input fields: "Name" (Mark Lee), "Contact" (09239847572), "Date" (2021-12-20), and "Barangay" (Linothangan). A blue "BOOK NOW" button is located at the bottom of the form.

4.5 Shipment

4.5.1 To book a shipment provide the details for the sender and receiver and the date of shipment. Click the book now button and click yes to confirm the booking.

Sender Details

First Name: Sofia

Last Name: Perez

Contact: 093

Sender Location: Budlasan

Choose date: 2021-12-15

Receiver Details

First Name: Jave

Last Name: Santillan

Contact Number: 09293729421

Receiver Location: Linothangan

Are you sure you want to book a shipment?

No Yes

BOOK NOW

4.6 Cart

4.6.1 View all the items that are added to the cart.

All	Ascorbic Acid C-Supreme Vitamin C	₱880	- 2 +	₱1760
<input type="checkbox"/>	mga lami dress small	₱250	- 1 +	₱250

Order Summary

Sub Total : ₱ 2010

PROCEED TO CHECKOUT ➔

4.6.2 Click “+” to increase the product quantity and “-” to decrease the quantity.

4.6.3 Remove an item from the cart.

4.6.3.1 Tick the checkboxes beside the product image and click the delete button to confirm the changes to be made.

Order Summary

Sub Total :	₱ 3140
-------------	--------

PROCEED TO CHECKOUT →

4.6.3.2 Tick the checkbox with the label “All” to remove all products from the cart and click the delete button to delete all items from the cart.

Order Summary

Sub Total :	₱ 3140
-------------	--------

PROCEED TO CHECKOUT →

4.6.4 Checkout the orders from the cart.

4.6.4.1 Tick the checkboxes besides the product image or the “All” checkbox, then click the proceed to checkout button.

Order Summary

Sub Total :	₱ 2740
-------------	--------

PROCEED TO CHECKOUT →

4.6.4.2 Provide the Billing details and click the place order button.

Checkout Items			
	Avocado shake avocado flavor	₱ 50	Qty: 2
	Ascorbic Acid C-Supreme Vitamin C	₱ 880	Qty: 3

Billing Details	
Name	Precy Jane
Email Address	19104900@usc.edu.ph
Contact Number	09448392843
Address	Select Address Budlasan

Order Summary	
Total Items	2
Subtotal	₱ 2740
Estimated Shipping Fee	₱ 100
Total	₱ 2840

PLACE ORDER

4.6.5 Place Order

4.6.5.1 Click the place order button.

Checkout Items			
	Avocado shake avocado flavor	₱ 50	Qty: 2
	Ascorbic Acid C-Supreme Vitamin C	₱ 880	Qty: 3

Are you sure you want to place the order?

No **Yes**

Billing Details	
Name	Precy Jane
Email Address	19104900@usc.edu.ph
Contact Number	09448392843
Address	Select Address Budlasan

Order Summary	
Total Items	2
Subtotal	₱ 2740
Estimated Shipping Fee	₱ 100
Total	₱ 2840

PLACE ORDER

4.6.5.2 Select the yes option to confirm the order placement.

4.7 My Orders

4.7.1 View the status of the request under the status column of the table.

Total Items	Total Payment	Date	Status	View Items
2	₱ 2840.00	04/12/2021	pending	
1	₱ 1520.00	04/12/2021	done	

4.7.2 Click the eye icon to view the ordered items.

The screenshot shows a modal window titled "Order Items" displayed over a "My Orders" page. The modal contains a table with two rows of order items. The columns are labeled "Name", "Variant", "Quantity", and "Price". The first row shows "Avocado shake" with "avocado flavor" as the variant, a quantity of 2, and a price of ₱ 50. The second row shows "Ascorbic Acid C-Supreme" with "Vitamin C" as the variant, a quantity of 3, and a price of ₱ 880. The background of the page shows two orders listed: one pending and one done.

4.7.3 Filter the request through the search bar and the arrow up and arrow down in each column.

Total Items	Total Payment	Date	Status	View Items
2	₱ 2840.00	04/12/2021	pending	
1	₱ 1520.00	04/12/2021	done	

4.8 Bookings

4.8.1 View the lists of the package requests and its corresponding status in the Package Request table.

Package Request				
Package Name	Price	Name	Date	Status
Birthday Treat	₱ 2300.00	Joseph Magallon	2021-12-28	done

4.8.2 View the lists of the shipment requests and its corresponding status in the Shipment Request table.

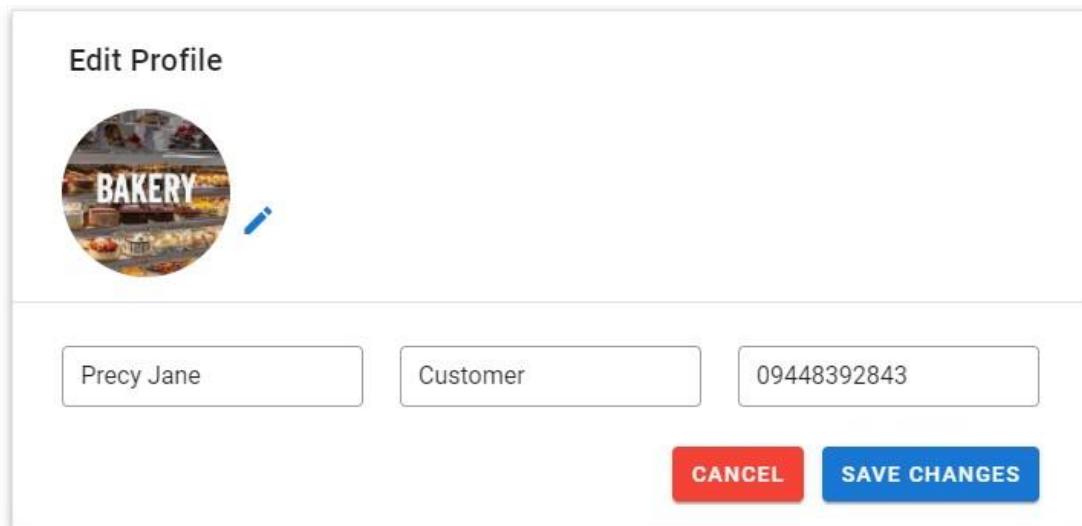
Shipment Request				
Sender	Receiver	Date	Fee	Status
Precy Jane Roxas	Jonalyn Mobilla	2021-12-09	₱ 100.00	cancelled
Eve Rain	Vee Suarez	2021-12-15	₱ 100.00	cancelled
Precy Jane Roxas	Joseph John Magallon	2021-12-08	₱ 100.00	done
Cassie Fuentes	Mark Lee	2021-12-13	₱ 100.00	pending

4.8.3 Filter the request through the search bar and the arrow up and arrow down in each column.

4.9 Settings

4.9.1 Edit Profile

4.9.1.1 Input new data and click the save changes button afterwards.



4.9.1.2 Click the cancel button to cancel the profile update.

4.9.2 Change Password

4.9.2.1 Input new data and click the save changes button afterwards.



4.9.2.2 Click the cancel button to cancel the profile update.

CURRICULUM VITAE

CONTACT INFORMATION

Name: Evangeline G. Decorion

Address: Pulangbato, Cebu City, Cebu 6000

Cell Phone: 09532245718

Email: evegabayan16@gmail.com



PERSONAL INFORMATION

Birthday: February 11, 2001

Religion: Roman Catholic

Nationality: Filipino

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Pit-os National High School

Secondary Level (2013 - 2019)

Pulangbato Elementary School

Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- Digital Specialist Intern at Datawords Philippines

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CAREER OBJECTIVES

Further develop career path and grow as an individual with good morale.

References

1. Tresha Mae Torino
Professional Life Trainer
Passerelles Numériques Philippines Cebu City, Philippines
Email : tresha.torino@passerellesnumeriques.org
2. Jay Ann Carzon
PN Educator
Passerelles Numériques Philippines Cebu City, Philippines
09917228306

Resume updated on 15/12/21

CURRICULUM VITAE

CONTACT INFORMATION

Name: Joseph John Magallon

Address: Ginopolan Valencia, Bohol 6306

Cell Phone: 09678341885

Email: magallonjanjan@gmail.com



PERSONAL INFORMATION

Birthday: January 29, 2000

Religion: Roman Catholic

Nationality: Filipino

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Valencia Technical-Vocational High School

Secondary Level (2013 - 2019)

Ginopolan Elementary School

Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- QA Intern at TrustArc

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CAREER OBJECTIVES

Aim to develop a system that can make a change in the world using my skills and the skills that I am going to learn.

References

1. Tresha Mae Torino
Professional Life Trainer
Passerelles Numériques Philippines Cebu City, Philippines
Email : tresha.torino@passerellesnumeriques.org
2. Junrey Ansing
Innovative Technology Coordinator
Passerelles Numériques Philippines Cebu City, Philippines
Email: junrey.ansing@passerellesnumeriques.org
3. Ceilomar Documento
Software QA Engineer Lead
TRUSTE Inc. Cebu City Philippines
Email : ceilomar.documento@trustarc.com

Resume updated on 15/12/21

CURRICULUM VITAE

CONTACT INFORMATION

Name: Jonalyn Mobilla
Address: Balud Capoocan Leyte
Cell Phone: 09071152272
Email: jona.mobilla143@gmail.com



PERSONAL INFORMATION

Birthday: January 17, 2000
Religion: Roman Catholic
Nationality: Filipino
Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos
Certificate in Computer Technology
Tertiary Level (2019 – present)

Asuncion S. Melgar National High School
Secondary Level (2013 - 2019)

Balud Elementary School
Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- Quality Assurance Specialist at M Lhuillier Finances Services

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CAREER OBJECTIVES

Aspiring to use my skills and knowledge in the best possible way in any IT industries with an opportunity for professional growth.

References

1. Jersene W. Sanchez
QA Manager
M Lhuillier Financial Services(Technology Group)
jersene.sanchez@mlhuillier.com
2. Tresha Mae Torino
Professional Life Trainer
Passerelles Numériques Philippines Cebu City, Philippines
09276536655

Resume updated on 15/12/21

CURRICULUM VITAE

CONTACT INFORMATION

Name: Precy Jane Roxas

Address: Brgy. Magallon Cadre, Moises Padilla, Negros Occidental

Cell Phone: 09510019445

Email: precyjaneroxas@gmail.com



PERSONAL INFORMATION

Birthday: February 19, 2000

Religion: Roman Catholic

Nationality: Filipino

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Sisters of Mary School Girls Town Incorporated

Secondary Level (2013 - 2018)

Magallon Cadre Elementary School

Primary Level (2007 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- Application Support Specialist Intern

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CAREER OBJECTIVES

Working hard to build new skills, interest and experience for future opportunities and challenges.

References

- 1 Glorife Nosido
OJT Mentor/IT Support Specialist
Knowles Electronics Philippines
gnosido@gmail.com
2. Tresha Mae Torino
Professional Life Training Teacher
Passerelles Numeriques Philippines
tresha.torino@passerellesnumeriques.org

Resume updated on 15/12/21