**Guest User**

1. Browse/search available items
   1. Title
   2. Keywords
   3. Price
   4. Ratings
2. Submit application to Super User to be an Ordinary User
   1. Unique id
   2. Name
   3. Valid Credit Card Number
   4. Address
   5. Phone number

**Ordinary User**

1. Browse/search available items
   1. Title
   2. Keywords
   3. Price
   4. Ratings
2. Bid to buy an available item
3. Submit information of the item they want to sell
4. Sell the item posted
   1. If selling, the first person that purchased the item should be chosen
   2. If bidding, the second highest bid should be chosen
5. Submit an intention to purchase an item which isn’t posted
   1. When the item is posted, the OU will be notified
6. File complaints against other OUs if there’s problems with the item or payment
7. Grade OUs after purchasing an item
   1. 0-5 rating
   2. If an OU gives too many low or too many high ratings, they will get a warning
8. See your own transaction history
9. Change password and other information
10. Becomes VIP
    1. If rating is >= 4 by at least 3 OUs
    2. Spent more than 500 without any warnings
    3. They will receive 5% discount when checking out.
    4. They will be removed from VIP if rating drops below 4 or by receiving a warning
11. Maintain a friend list
    1. Can add or remove friends
    2. Private message friends
12. When logging in there should be personal recommendations based on past searches

**Super User**

1. Process applications and decide who can be OU and who should be denied
   1. The password will be the same as the user ID
   2. OU will have to change the password when they first log in
2. Process item information that the OUs submit
   1. Some items will be publicly available while some will be denied
   2. An OU will be warned if their item is denied
3. Process complaints
   1. Can remove or save complainants
4. Send warnings to OU who receive justified complaints or if ratings are low
   1. OU will be suspended if they receive two warnings
   2. OU will be notified when they log in
   3. OU can appeal or resign
5. Right to remove OU based on judgement
   1. OU can log in one more time to resolve problems
6. Collect transaction statistics
7. Maintain a taboo list
   1. Inappropriate words
   2. OU’s name
   3. Items with taboo names
8. OUs removed will be blocked based on name from future re-application
9. Items removed from the system by SU will be blacklisted
10. Tax is automatically calculated