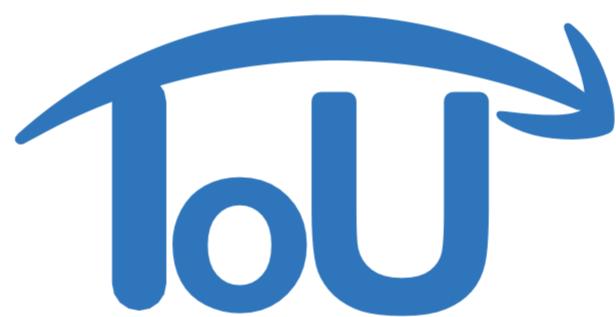


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ToU Requirement Specification Document Spring 2023

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CHAPTER 1: Preface

Preface

Software engineering is a constantly evolving and dynamic field that has transformed the way we approach problem-solving in today's world. As technology advances and the demand for software solutions grows, software engineering has become an essential part of our lives, from the simplest mobile applications to the most complex systems that run our industries. As software engineers, it is our responsibility to develop quality software that meets the needs of our users and clients, while adhering to established industry standards and best practices.

This booklet presents a comprehensive guide to a software engineering project, covering various aspects of software development. The project described in this booklet, also known as ToU, revolves around providing a system for a Lebanese company known as LebAzon. This company's purpose is to provide Amazon product US to Lebanese people. The aim of this platform will be to provide the best user experience possible and to fulfill the requirements imposed by the client and ensure the satisfaction of all aspects of the business operations. Each chapter of the booklet offers a detailed analysis and explanation of the key components required for successful software development, including project management, feasibility analysis, software requirements, system models, system architecture, and a conclusion. The team behind it all is composed of four ambitious Computer Science students including: Elie Hanna, Chris Daou, Vicken Kendirjian, and Bruno Azar (team leader). The project management section, constituting the third chapter of the booklet, details the processes involved in project planning, including task distribution, Gantt chart, activity network, risk management, risk types, and analysis, as well as contingency planning. This section offers a detailed breakdown of how to manage and track the progress of the project, ensuring that it stays on track and meets its deadlines. This part will be built using Microsoft Visio. Moreover, the fourth chapter covers the feasibility of the project. It analyzes the viability of the project, examining various factors such as technical feasibility, economic feasibility, and operational feasibility. This section provides a comprehensive analysis of the potential risks and challenges that may arise during the development of the software, as well as how to mitigate them effectively. In addition, the software requirements, constituting the fifth section of the booklet outlines both user and system requirements, including functional and non-functional requirements. It offers a detailed breakdown of the requirements gathering process, and how to document and prioritize these requirements effectively. Furthermore, the sixth chapter of this booklet covers the scenarios section. It discusses the various use cases for the software, including how to identify and define use

cases, and how to create user scenarios. This section is crucial in ensuring that the software is designed to meet the needs of its intended users effectively. Additionally, the system models presented in the seventh section of the booklet describes the different models used to represent the system, including sequence diagrams, stimulus-response diagrams, and use case diagrams. This section is essential in ensuring that the system is designed correctly, and that it meets the requirements of its users. These models will be drawn using online tools including paint and DrawIO Charts as well as Microsoft Visio. The system architecture section of the booklet delves into the design and implementation of the system. In addition, the eighth section provides a detailed breakdown of the various components required to create a successful system architecture. Moreover, the before last section, the ninth chapter, consists of a signature sheet listing the signatures of all the stakeholders involved in the project, ensuring that everyone is on the same page and has agreed to the terms and conditions of the project. Finally, the conclusion covered in tenth chapter of the booklet summarizes the entire project, outlining the results achieved, and the lessons learned. This section is crucial in ensuring that the project is completed successfully, and that any issues or challenges encountered during the project are addressed and resolved.

To conclude, this booklet offers a comprehensive guide to software engineering project development, outlining the processes and components required for successful software development. We hope that this booklet will be a valuable resource for software engineers, project managers, and stakeholders involved in software development projects. By adhering to the guidelines and best practices outlined in this booklet, we can ensure that we develop software solutions that are of the highest quality, meet the needs of our users, and deliver real value to our clients.

The preface has been authored by: Elie *HANNA*, Chris *DAOU*, Vicken *KENDIRJIAN*, Bruno *AZAR*, all of whom are software engineers with extensive ambition and determination to achieve successful projects. Their collective knowledge and insight have contributed to the development of this software engineering process guide for the ToU project.

CHAPTER 2: Introduction

Introduction

The need for cross-border trade has been on the rise, especially with the ease of globalization and technological advancements. However, some products are still not available for direct delivery to certain countries. Amazon, for example, restricts some products from being delivered to Lebanon, making it challenging for clients who want to access these products. To address this issue, we propose the development of a platform that connects travelers who visit the US with clients in Lebanon, allowing them to purchase and deliver products that are not available for direct delivery. This essay discusses the background, methodology, challenges, and potential benefits of the proposed platform.

The restriction of certain products from direct delivery to Lebanon is a common issue that clients face when shopping online. Amazon, one of the largest online retail platforms, does not offer direct delivery to Lebanon for many products. This is particularly challenging for clients who require specialized or niche products that are not widely available in Lebanon. As a result, there is a need for a more innovative and accessible solution that can help clients overcome these limitations.

The proposed platform will leverage the sharing economy model to connect travelers who visit the US with clients in Lebanon. This model has been widely successful so far and has the potential to transform the way products are delivered to clients in Lebanon. The app will allow travelers to purchase products on behalf of clients, bring them with them to Lebanon, and deliver them directly to the clients who ordered them through the app.

To develop the proposed platform, we will use a range of software engineering tools and techniques. These will include the design and implementation of a user-friendly interface for clients to place orders and for travelers to claim them and deliver them back to Lebanon. We will also

incorporate a payment system to ensure secure transactions and protect the interests of both clients and travelers.

The platform will consist of two main components: a client-side component and a traveler-side component. The client-side component will allow clients to place orders for products that are not available for direct delivery to Lebanon and that have been reviewed by an Admin to confirm the order. The traveler-side component will allow travelers to view and claim orders from clients that they are interested in fulfilling from Amazon while in the US.

To create a network of travelers who are willing to participate in this service, we will use social media platforms and other online resources to reach out to potential participants. We will also work with travel agencies and other organizations to promote the app and encourage more travelers to participate.

To ensure the success of the app, we will conduct thorough testing and quality assurance measures to identify and address any issues or bugs that may arise during development. We will also solicit feedback from users to ensure that the app is meeting their needs and expectations before launch.

One of the primary challenges we anticipate is the legal implications of cross-border trade. As such, we will ensure that all transactions comply with legal regulations in both the US and Lebanon. We will work with legal experts to ensure that the app operates within the law and avoids any potential legal complications.

Another challenge is the logistics involved in delivering products from the US to Lebanon. Travelers may face restrictions on the number and type of products they can carry with them, and customs regulations may also pose a challenge. To address these challenges, we will provide guidance and support to travelers to ensure that they can fulfill orders safely and efficiently. Moreover, the web-app Admin should review every single order and initialize its process after its confirmation.

The proposed platform has several potential benefits. For clients, it provides access to products that are not available for direct delivery to Lebanon. This increases the range of products they can access and provides them with more options to meet their needs. For travelers, the app provides an opportunity to earn extra income while traveling. They can purchase products in the US and deliver them to clients in Lebanon, allowing them to offset some of their travel expenses.

The app also has potential benefits for the broader community of businesses and individuals who rely on global shipping to access products and services.

CHAPTER 3: Project Management

The project management section of this documentation document provides a comprehensive overview of the project's scheduling and risk management strategies. It details the various steps taken to ensure the project is delivered on time and within budget, while mitigating risks that may arise during the project's life cycle.

The section will be divided into two parts: project scheduling and risk management. The project scheduling part will provide a detailed timeline of the project, including milestones, dependencies, and resources required for each task. The risk management part will detail the various risks identified, the impact they may have on the project, and the strategies put in place to mitigate them. Overall, this section will provide a clear picture of the project management strategies implemented to ensure the successful completion of the project.

3.1 Project Planning

Project planning is a critical part of software development that involves coordinating and scheduling tasks to ensure that the project is completed efficiently and effectively. To ensure that the project is well-planned and executed, a task distribution table, Gantt chart, and activity network have been created. The task distribution table provides an overview of the various tasks required to complete the project, as well as the individuals responsible for each task. The Gantt chart provides a visual representation of the project timeline, showing the start and end dates for each task and how they overlap. The activity network, on the other hand, provides a more detailed view of the project, outlining the various activities involved and the dependencies between them.

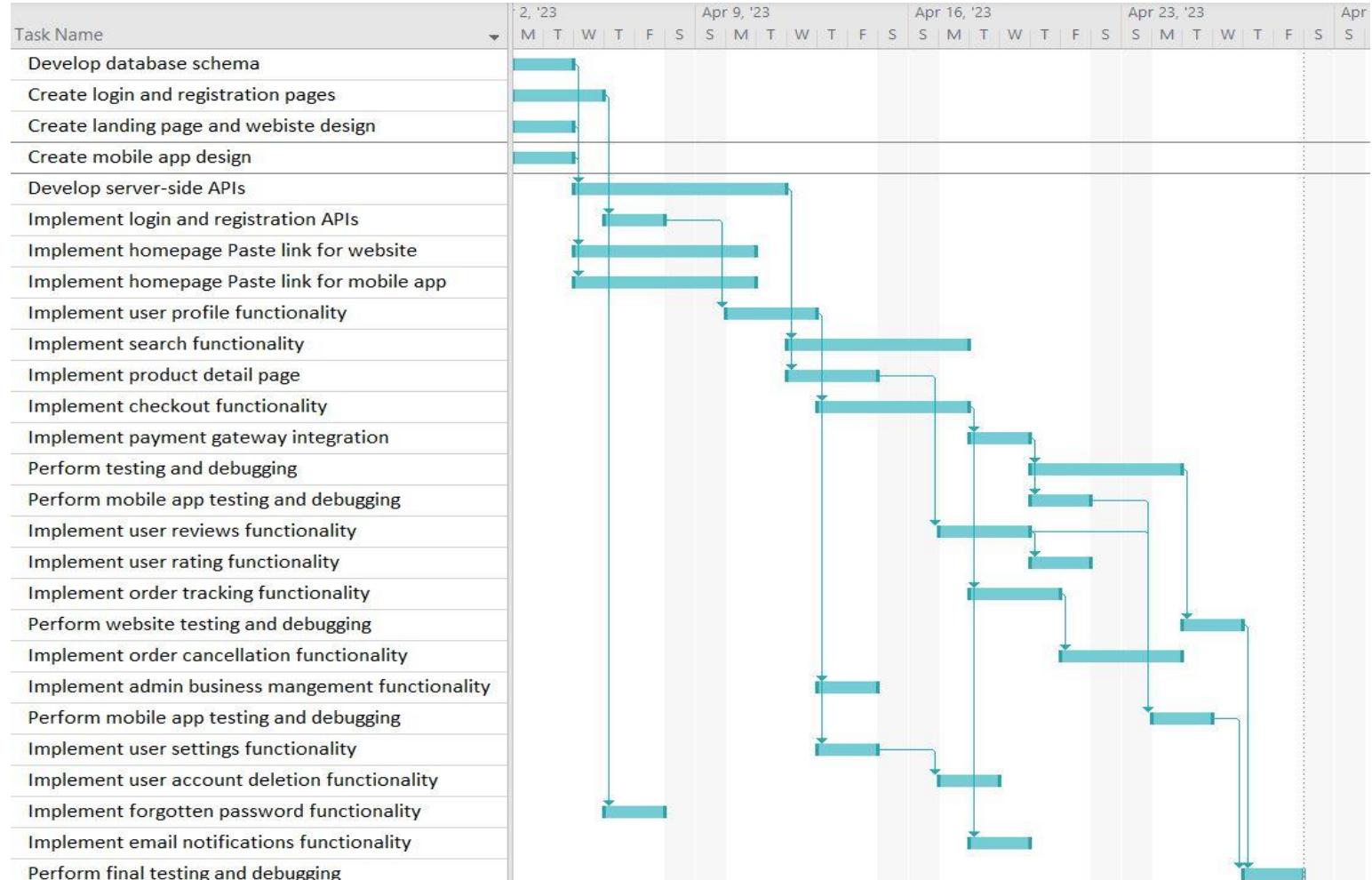
3.1.1 Task Distribution

Task #	Task Name	Duration	Dependency	Source
1	Develop database schema	2	-	Chris Daou - Vicken Kendirjian - Bruno Azar
2	Create login and registration pages	3	-	Elie Hanna
3	Create landing page and website design	2	-	Bruno Azar
4	Create mobile app design	2	-	Elie Hanna

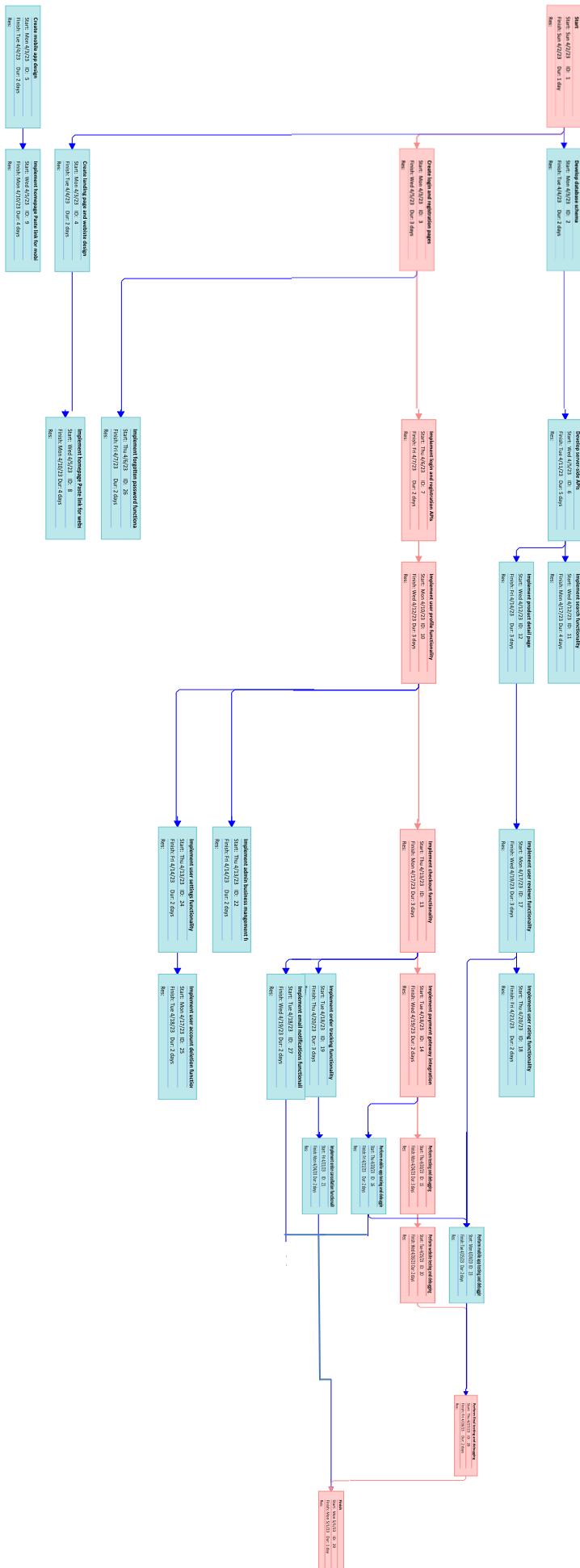
5	Develop server-side APIs	5	1	Chris Daou - Vicken Kendirjian
6	Implement login and registration APIs	2	2	Bruno Azar - Elie Hanna - Vicken Kendirjian
7	Implement homepage Paste link for website	4	3	Bruno Azar
8	Implement homepage Paste link for mobile app	4	4	Elie Hanna
9	Implement user profile functionality	3	6	Bruno Azar - Elie Hanna - Vicken Kendirjian
10	Implement search functionality	4	5	Vicken Kendirjian
11	Implement product detail page	3	5	Bruno Azar - Elie Hanna - Vicken Kendirjian
12	Implement checkout functionality	3	9	Bruno Azar - Elie Hanna - Chris Daou
13	Implement payment gateway integration	2	12	Bruno Azar - Elie Hanan - Chris daou
14	Perform testing and debugging	3	13	Elie Hanna - Vicken Kendirjian
15	Perform mobile app testing and debugging	2	13	Bruno Azar - Chris Daou
16	Implement user reviews functionality	3	11	Bruno Azar - Elie Hanna - Chirs Daou
17	Implement user rating functionality	2	16	Bruno Azar - Elie Hanna - Chris Daou
18	Implement order tracking functionality	3	12	Bruno Azar - Elie Hanna - Chris Daou
19	Perform website testing and debugging	2	14	Elie Hanna - Chris Daou
20	Implement order cancellation functionality	2	18	Bruno Azar - Elie Hanna - Vicken Kendirjian

21	Implement admin business management functionality	2	9	Chris Daou - Vicken Kendirjian
22	Perform mobile app testing and debugging	2	15,16	Bruno Azar - Chris Daou
23	Implement user settings functionality	2	9	Bruno Azar - Elie Hanna - Chris
24	Implement user account deletion functionality	2	23	Bruno Azar - Vicken kendirjian
25	Implement forgotten password functionality	2	2	Bruno Azar - Elie Hanan - Vicken Kendirjian
26	Implement email notifications functionality	2	12	Elie Hanna - Vicken Kendirjian - Chris Daou
27	Perform final testing and debugging	2	19,22	Elie Hanna, Bruno Azar , Chris Daou, Vicken Kendirjian

3.1.2 Gantt Chart



3.1.3 Activity Network



3.2 Risk Management

The identification and mitigation of potential risks is crucial to ensuring that the project is completed on time, within budget, and to the required level of quality. In order to effectively manage risks, it is necessary to have a clear understanding of what those risks are, their likelihood of occurring, and the potential impact they could have on the project. The following tables will outline the identified risks associated with the ToU platform, along with their probability and potential impact as well as a strategy to face them. By having this information readily available, the project team will be better equipped to proactively manage risks, minimizing their impact and ensuring the success of the project.

3.2.1 Possible Software Risk

"Possible Software Risks" table lists potential risks that might arise during the development of the software system.

Risk	Affects	Description
Members lacking required skills	Product	Members may lack the skills required to develop certain features
Inadequate testing	Product	Insufficient testing may result in undetected defects and lower product quality
Integration issues	Product	Incompatibilities between software components may lead to integration issues
Security vulnerabilities	Product	The system may be vulnerable to security breaches and attacks
Performance issues	Product	The system may not meet the expected performance standards

Unforeseen software dependencies	Product	Dependencies on third-party software may result in delays or additional costs
Inconsistent coding standards	Product	Inconsistent coding standards may lead to decreased maintainability
Inadequate documentation	Product	Inadequate documentation may make it difficult for developers to maintain the system
Inadequate communication	Project	Poor communication among team members and stakeholders may lead to delays
Scope creep	Project	Uncontrolled changes in project requirements may lead to schedule overruns
Budget cuts	Business	Budget cuts may result in resource constraints and reduced project quality
Changes in regulations or legislation	Business	Changes in regulations or legislation may require significant system modifications
Loss of stakeholders or sponsors	Business	Loss of key stakeholders or sponsors may negatively impact the project's progress
Market changes	Business	Changes in market conditions may affect the project's viability and success

Vendor lock-in	Business	Dependency on a single vendor may limit the project's flexibility and options
Intellectual property infringement	Business	Legal issues may arise if the system infringes on third-party intellectual property
Lack of user adoption	Business	If the system is not user-friendly, users may not adopt it, leading to project failure

3.2.2 Risk Types and Analysis

“Risk Analysis”, this table assesses the likelihood and potential impact of each identified risk in the software development project, allowing for proactive risk management and mitigation.

Risk	Probability	Effects
Key member(s) leaving the project early	High	Catastrophic
Inadequate or incomplete requirements	Moderate	Serious
Technical complexity of the system	Moderate	Serious
Inadequate testing	High	Serious
Team members skip classes or are absent	Moderate	Tolerable
Integration issues with external systems	Low	Tolerable
Scope creep	Moderate	Serious
Insufficient budget	High	Catastrophic
Inefficient communication among team	Moderate	Serious

Inexperienced team members	High	Serious
Ineffective project management	High	Catastrophic
Security vulnerabilities	Low	Serious
Unclear or changing project requirements	High	Serious
Hardware and software failures	Moderate	Serious
Changes in project sponsor or management	Low	Serious
Unforeseen regulatory or legal hurdles	Low	Serious
Staff absence due to medical reasons	Low	Tolerable
Members not able to work remotely	Low	Tolerable

3.2.3 Risk Contingency Plan

“Risk Management Strategies” this table outlines the strategies to mitigate the identified risks in the software development project, helping to ensure successful project completion.

Risk	Possible Risks	Strategy
Key member(s) leaving the project early	Experienced member(s) may leave project before it is completed.	Ensure effective knowledge transfer and documentation. Maintain knowledge in more than one person.
Inadequate or incomplete requirements	Changes in customer requirements.	Regularly review requirements with the customer to ensure understanding and agreement.
Technical complexity of the system	System performance is not as expected.	Carefully analyze technical requirements and ensure that the team is capable of meeting them.
Inadequate testing	Bugs and defects are discovered by users.	Conduct rigorous and extensive testing.
Team members skip classes or are absent	Members may not complete assigned tasks.	Develop contingency plans in case of absence, and monitor team members' attendance.
Integration issues with external systems	Difficulties in integrating with external systems.	Carefully analyze external systems and ensure that they are compatible with the new system.
Scope creep	Additional requirements are added to the project after it has begun.	Carefully manage scope and ensure that additional requirements are carefully evaluated.
Insufficient budget	Project may not be completed within budget.	Carefully manage budget and identify potential cost overruns early.

Inefficient communication among team	Misunderstandings among team members.	Foster effective communication and collaboration among team members.
Inexperienced team members	Team members may not be able to complete assigned tasks.	Ensure that team members receive adequate training and support.
Ineffective project management	Project may not be completed on time or within budget.	Ensure that project management practices are effective and well-defined.
Security vulnerabilities	System may be compromised by malicious actors.	Implement robust security measures and conduct regular security audits.
Unclear or changing project requirements	Customer requirements may change or be unclear.	Work closely with the customer to clarify and document requirements.

CHAPTER 4: Feasibility

In order to assess the viability of the proposed ToU platform for LebAzon, a feasibility report was conducted. This report analyzed the technical, economic, and operational aspects of the proposed platform to determine whether it contributes to the objectives of the organization, can be engineered using current technology, and can be integrated with other systems that are used. In this section, we will delve into the findings of the feasibility report, highlighting key areas of analysis and their implications for the proposed platform.

Feasibility Report

LebAzon is an organization that offers services for ordering and shipping items from Amazon to Lebanon for clients. However, the current process is manual, which leads to errors and inefficiencies. To address this, the proposed ToU platform aims to automate the process, streamline it, and make it more user-friendly. This feasibility report assesses the viability of the platform by analyzing its technical, economic, and operational feasibility, as well as its integration with existing systems.

The technical feasibility of the ToU platform is high. The platform will be developed using modern and widely-used technologies such as React, Node.js, and React Native. These technologies are proven to be reliable, secure, and scalable. Additionally, the development team has good experience with these technologies, and they are confident that they can deliver a high-quality platform that meets all the requirements within the desired timeline.

Furthermore, the proposed platform will automate most of the manual work done by the organization. This includes updating the database with product information, handling client requests, and processing payments. Automating these tasks will reduce the risk of errors and increase efficiency. As a result, the organization can reduce labor costs and improve overall performance.

The ToU platform will be provided to clients at no cost. The funding for the platform will come from LebAzon, and there will be no additional costs for clients. Although the platform will not

generate direct revenue, its implementation is expected to contribute to the organization's objectives by enhancing customer satisfaction, increasing transparency, and improving communication. The platform will also help the organization to stay competitive in the market. By offering an automated, user-friendly solution, LebAzon can differentiate itself from other competitors that offer similar services. Furthermore, the platform can help to attract new clients, retain existing ones, and improve the organization's reputation.

Operational Feasibility The ToU platform is operationally feasible, as it can be easily integrated with the existing LebAzon system. The platform will automate the process of ordering and shipping items, which will significantly reduce the amount of manual work required. Clients will have access to all the necessary information about the product, such as price and delivery time, and will be able to request their desired item with ease. Moreover, the platform is user-friendly and can be used by clients without any prior technical knowledge.

The implementation of the platform will also improve communication between the organization and its clients. Clients will be able to track their orders in real-time, receive notifications about the status of their orders, and communicate with the organization through the platform. This will enhance transparency and reduce the risk of misunderstandings.

The ToU platform is expected to replace most of the manual work done by the organization and automate the process of ordering and shipping items. This makes it an ideal solution for LebAzon. The platform can be easily integrated with the existing LebAzon system, and it is expected to enhance the organization's operational efficiency, increase customer satisfaction, and improve overall performance.

The integration process will be carried out in phases, with a focus on ensuring that the existing system's functionality is not affected. The development team will work closely with the organization's IT department to ensure a smooth transition. Additionally, the platform will be tested rigorously to identify and fix any issues before it is launched.

In conclusion, the ToU platform for LebAzon is a feasible and valuable investment that meets the objectives of the organization, can be engineered using modern technologies, and can be integrated with existing systems. The platform is expected to streamline the process of ordering and shipping items for clients, improving transparency and communication. The implementation of the platform is expected to increase operational efficiency, reduce errors, and enhance customer satisfaction. The development team has the necessary expertise and experience to deliver a high-quality platform within the desired timeline, and its operational feasibility is ensured by its seamless integration with the existing LebAzon system. Overall, the ToU platform is a promising solution for LebAzon that is expected to have a positive impact on the organization and its clients.

CHAPTER 5: Software Requirements

The software requirements section of this documentation document outlines the functional and non-functional requirements for the ToU platform. The section will detail the necessary user and system requirements, ensuring that the platform meets the needs of both the organization and its clients. The software requirements will be used to guide the development team throughout the software development cycle, ensuring that the end product meets all necessary specifications. The section will be divided into user requirements which are divided into functional and non-functional requirements, and System requirements, providing a comprehensive overview of the platform's features and services.

Software Requirements

5.1 User Requirement

5.1.1- Functional Requirements

5.1.1.1 Website Requirements

5.1.1.1.1 Navigate Landing Page

The user shall be able when they enter the website to navigate a landing page presenting the company's provided services and delivery process.

Rationale: This will help inform the user of the different services provided by the firm in a clear and concise way. In addition, it will contain contact information and a short description of the company itself. The main focus of this page will be to encourage the user to use the platform and start ordering amazon products.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/WebsiteRequirements

Source: Bruno Azar.

5.1.1.1.2 Display Testimonial Section

The Website shall display on the landing page a testimonial section for the user.

Rationale: This section will help the client get an overview of the satisfaction of other users that have already used the platform's services.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/WebsiteRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.2 Mobile Application Requirements

5.1.1.2.1 Apply as Traveler

The traveler shall be able to apply to become a traveler through the mobile application, upon account registration.

Rationale: This feature will help in the application process for the traveler in order for them to join the network of the company. Upon filling out the provided form and inputting the necessary details, the application will be provided by email to the company and further steps will be taken from there.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou.

5.1.1.2.2 Accept or Reject Assigned Orders

The travelers shall be able to receive a list of orders that has been assigned to them by the admin as per their availability and accept or reject them.

Rationale: This will help the travelers check the requirements of the orders, mainly their dimension and weight, in order to assess their ability to carry each one of them.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Vicken Kendirjian.

5.1.1.2.3 Provide a Pick-up Location

The traveler shall be able to provide the admin with a pick-up address for each accepted order.

Rationale: This will help the admin complete the order of the requested product on the US amazon website by purchasing it and having it delivered to the pick-up address provided.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou.

5.1.1.2.4 Scan the ticket

The traveler shall be able to scan their digital pdf ticket which they obtained from the airline company.

Rationale: This will be a faster process than manually adding the information in order to fill their availability. Moreover, it will help extract the ticket information needed in order to verify the authenticity of the flight.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Bruno Azar, Chris Daou, Vicken Kendirjian.

5.1.1.2.5 Update Delivery Status

The Traveler shall be able to set delivery steps as completed upon verifying the acquired item and getting back to Lebanon.

Rationale: This will help the client keep track of the delivery status of their order. In addition, it will help the admin make sure that active orders are on schedule.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Vicken Kendirjian.

5.1.1.2.6 Submit Proof of Item Receipt

The traveler shall be able to submit a digital proof(image) upon acquiring the amazon package.

Rationale: This will help the admin monitor the delivery process and make sure that the traveler acquired the item and void any package misplacement.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Vicken Kendirjian

5.1.1.2.7 Modify Traveler Availability

The traveler shall be able to modify his travel dates and reenter a new plane ticket.

Rationale: Due to many reasons nowadays, flights may get adjourned or cancelled, hence the traveler must be able to remove already set travel dates in order to add the new ones.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou.

5.1.1.2.8 Notify Client of Request Decision

The client shall be informed in case they made a request for a specific product and it was rejected or accepted.

Rationale: In the case of acceptance the user will be able to review their order one last time before submitting it. In the case of rejection, it helps the user understand why the request for a specific product has been rejected and allows them to search for another product that can be delivered.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou, Vicken Kendirjian.

5.1.1.2.9 Notify Client of Completion of Delivery Step

The client shall be notified at the completion of each step of the delivery process.

Rationale: This will help keep the client informed of any changes in their item delivery status and keep them up to date on their progression in the delivery process.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou, Vicken Kendirjian.

5.1.1.2.10 Notify Client of Canceled Orders

The mobile application shall notify the client if any active orders have been canceled.

Rationale: This will help inform the user of any issue that occurred during the delivery and provide him with a description of the problem as well as steps to follow in order to retrieve their delivery.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou, Vicken Kendirjian.

5.1.1.2.11 Notify Traveler of Assigned Order

The traveler shall receive a notification when they get assigned newly requested orders.

Rationale: This will help instantly inform the travelers of any assigned orders, which will in turn accelerate the order confirmation process and result in an increase in customer's utility.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou, Vicken Kendirjian.

5.1.1.2.12 Notify Traveler of Package Verification

The traveler shall be notified upon verification of the amazon package submitted.

Rationale: After the second verification of the package conducted by the admin, notifying the traveler will help setting the delivery status up-to-date instantly and allowing for a better user experience.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou, Vicken Kendirjian.

5.1.1.2.13 Calculate Traveler Sale Commission

The traveler shall be able to check the sale commission that they benefit from for each order carried out.

Rationale: The traveler must be informed of the accurate amount that they will receive upon completing the item delivery. Moreover, it will help them keep track of the income from their work with the company.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/MobileApplicationRequirements

Source: Elie Hanna, Chris Daou.

5.1.1.3 Website & Mobile Application Requirements

5.1.1.3.1 Authenticate User

The user shall be able to login to access their personal account and they shall be informed whether the entered credentials are wrong and act accordingly.

Rationale: The login feature will help for a better user experience and a more personalized one. It helps give each user access to their own space on the platform in a secure way.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.2 Register

The user shall be able to register in case they still don't have an account.

Rationale: This feature will allow new users to enter their personal information and create their own credentials, in order to generate their personal account and gain access to the online platform. Moreover, it will ensure that every user of the platform will agree to the terms and conditions of the platform.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.3 Retrieve Password

The user shall be able, in case forgotten, to change their password.

Rationale: The “forgot password?” button helps give the users access to their accounts even if, for any reason, the password needed was lost or forgotten by the user.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.4 Limit Login Attempts

The user shall be gradually blocked from entering the platform if five consecutive attempts to login were not successful, they will also be notified by email.

Rationale: This will help keep the platform secure and protect the users from identity theft and ensure that their account will be well protected. Moreover, it will also inform them of any attempts to steal or enter their account without authorization.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.5 Paste Amazon Link

The user shall be able to paste an amazon product link.

Rationale: This feature will allow the user to enter a direct link to the amazon product that they are interested in. It will also allow them to retrieve the important information for this product required for the estimation of the delivery process.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.6 Detail Page

The platform shall display a page detailing selected information from the amazon product.

Rationale: This will help the user visualize the product and get the necessary information about it, including, the dimensions and weight of the item, pictures of it, status of availability (In stock or not) and a description of it.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.7 Calculate Cost

The user shall be able to get the cost of the product in order for it to be shipped to Lebanon.

Rationale: This will provide the user with the accurate cost that they will need to pay for their item to be delivered to them, hence the cost taking into consideration the shipping to Lebanon as well as the dimensions of the product.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.8 Request Product

The user shall be able after reviewing the product information to request it.

Rationale: This feature will help the company monitor the items ordered by clients which will help in the case of items that cannot be provided due to different reasons.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.9 Calculate Estimated Time of Delivery

The user shall be informed of the estimated time of delivery of the product that they requested.

Rationale: This will help the user have an estimate of when their product will be delivered to them in order for them to have all the necessary information before validating and confirming their order.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.10 Display Cost & Estimated Time of Delivery

The user shall be able to know the final cost and estimated time of delivery before confirming their order.

Rationale: This requirement ensures the buyer has transparency and can make informed decisions before placing their order.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna.

5.1.1.3.11 Validate and Confirm Order

The user shall be able to validate and confirm their order once their request has been approved.

Rationale: This will allow the user to validate and review their order for the last time before confirming it. This will help them initiate the delivery process.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.12 Settle Deposit Fees

The platform shall allow the user to initiate a transaction through Whish Money.

Rationale: Since the company requires a deposit from the user, this will help the user settle their deposit fees at anyplace anytime, through channels (Whish Money) trusted by the company.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.13 Receive Digital Receipt

The platform shall send through email a digital receipt at the confirmation of the order.

Rationale: This will help keep proof of transaction at the confirmation of the order. Moreover, it will help the company keep track of their income source, sales made, and help them with financial statements.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.14 Track Order

The user shall be able to track their order during the different steps of the delivery process.

Rationale: This will help keep the user informed of the status of their order throughout the different steps of delivering the item to them at any time they desire.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.15 Confirm Order Arrival

The user shall be able to confirm that they have acquired their order.

Rationale: Due to a third party involved in the delivery process, specifically a local delivery company responsible for getting the item to the user, they must confirm that they received the ordered item. It helps conserve a safe and secure delivery process.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.16 Submit Feedback Form

The user shall be able to fill a feedback form, add comments and ratings to express their experience through the platform.

Rationale: This will help the company keep track of their performance in the market as well as the utility of their platform and services and the satisfaction of their customers.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Chris Daou.

5.1.1.3.17 Submit Contact Form

The user shall be able to submit a contact form in the case of support needed due to any issue that they encounter.

Rationale: This form will provide the user with a direct communication with the company in order to resolve their issue. Moreover, this form will guide the users in providing a detailed description of their problem which will help the company in understanding the issue and resolve it and designated to the proper staff members.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.18 Edit Profile

The user shall be able to edit the personal information of their profile.

Rationale: This is helpful in case the user while registering made a typo error that they need to fix, or if any changes must be made specifically in the shipping and billing addresses or if the user changed their email address for example.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.3.19 Change Password

The user shall be able to change their password used to access their profile.

Rationale: The user might feel that their password is not secured enough or that it has been divulged to anyone else, in that case they would be able to change password, using the old one. In the case where the user forgot their password and wants to change it, a verification email will be used to preserve the security.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/Website&MobileApplicationRequirements

Source: Bruno Azar, Elie Hanna, Vicken Kendirjian.

5.1.1.4 Admin Panel Requirements

5.1.1.4.1 Add Travelers

The admin shall be able to add new travelers to the network.

Rationale: This will help the admin expand the network of travelers in the company in a selective manner since it will allow the admin to “hand pick” the travelers and give them access.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.2 Get Travelers Network

The admin shall be able to view the list of travelers that are part of the network.

Rationale: This will help the admin keep track of the number of travelers that joined the platform since their debut till the present. Moreover, it will also be helpful in order to draw statistics and monitor the business growth.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.3 Display Travelers Availability

The admin shall be able to view the travelers that will be available after the current date, based on the travel information extracted from the digital ticket.

Rationale: This feature will help the admin assign pending orders of requested products to available upcoming travelers.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.4 Get Travelers Tickets

The admin shall be able to get a printable view of the traveler’s plane ticket.

Rationale: This will help the admin have a digital and hard copy of the traveler’s plane ticket in order to keep physical records of the traveler’s activities.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.5 Assign or Reject Pending Requests

The admin shall be able to assign to an available traveler any pending request.

Rationale: Since the company may not be able to provide any amazon product to the customer, they may monitor requested products and assign the ones that they are able to provide. Moreover, considering that Travelers have the right to refuse an order, the admin will assign the delivery to whom they see fit and if any problem may cause the traveler to refuse the product, they might re-assign it to another available one.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.6 List Active Orders

The admin shall be able to view all of the active orders and all the relevant information, including the client, the traveler, product information and delivery status.

Rationale: This list will help keep track of the current activities of the company. In addition, in the case of any problem with one of the active orders the admin will be able to assist the client, having all the necessary information.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.7 Calculate Admin Sale Commission

The admin shall be able to get the exact sale commission that they get for each product sold.

Rationale: This will help inform the admin of the income that they get from the sales. Moreover, it will also be used in order to draw up the statistics and monitor the business growth.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.8 Get Traveler Profile

The admin shall be able to view the detailed profile of each traveler.

Rationale: This feature will help the admin get, if required, personal information about the traveler, as well as their contribution to the company in terms of number of orders and weight transported.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.9 Get Client Profile

The admin shall be able to view the detailed profile of each client.

Rationale: This feature will help the admin get, if required, personal information about the client. Moreover, they will be able to review the customer's activities on the platform, including the number of items bought, and much more.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.10 Cancel Order

The admin shall be able to cancel an active order at any time during the delivery process.

Rationale: Due to the complexity of the delivery process, many types of issues might be encountered while getting the ordered item to the client, hence this will help the admin inform the user that their order will not be delivered due to an unresolved issue.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.11 Track Sales Record

The admin shall be able to view a list of all successfully delivered orders.

Rationale: This will help the company keep track of all the products sold by keeping a record of the relevant information for each, including the name of the client, the traveler, and the commission earned by the company on each sale.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.12 Track Top Sold Products

The admin shall be able to view a list of the top 10 most sold products on the platform.

Rationale: This will help the company be aware of the types of products that are in high demand by the clients.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.13 Track Top Travelers

The admin shall be able to track the Travelers that were most profitable to the company, the ones that completed the most number of orders.

Rationale: This will help the company find the travelers that highly contribute to the income in order to reward them.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.14 Display Statistics

The admin shall be able to view graphs representing the number of sales and the revenue made over different periods of time.

Rationale: This feature will help the admin keep track of the company's performance over different periods of times and track its evolution in the market.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.15 Dismiss Traveler

The admin shall be able to revoke the right of access to the platform from a traveler.

Rationale: Travelers may at any point during their work with the company, disrespect and ignore the code of conduct imposed by the company, which will require them to be released from their duties permanently.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.16 Revoke Access from Client

The admin shall be able to revoke the right of access to the platform from a client

Rationale: Due to the fact that clients all agreed to respect the terms and conditions placed by the company at registration, if any client disrespects the agreement in any way, the admin shall be able to forbid them from accessing the platform.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.17 Keep or Delete Revoked Accounts

The admin shall be able to preserve or remove saved data of revoked accounts, for both clients and travelers.

Rationale: This might be necessary in order to keep the system away from non-operating accounts that are permanently banned from the platform.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.18 Provide Travelers with Credentials

The website shall provide the newly added travelers with one time use credentials.

Rationale: This will allow the new travelers to login to their accounts for the first time in a secure manner and it will help preserve the selection process of travelers by only allowing the ones that have been vouched for to obtain an account.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.19 Verify Amazon Package

The admin shall be able to verify the submitted picture of the amazon package provided by the traveler.

Rationale: This will help the company avoid any mistake by getting an incorrect package to the client. This double verification process by the traveler and the admin will help ensure a safe and secure delivery process.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.1.4.20 List All Completed Orders

The admin shall get access to a list of all completed orders and their receipt in a printable view.

Rationale: This will help the admin keep track of all the sales done by the company. In addition, it will help draft the statistics exposing the company's performance in the market.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Chris Daou.

5.1.1.4.21 List Company Clients

The website shall provide the admin with a list of all of the company's clients.

Rationale: This will help the admin access their clients' information in a facilitated manner, at any point in time.

Specification: SoftwareRequirements/UserRequirements/FunctionalRequirements/AdminPanelRequirements

Source: Bruno Azar, Vicken Kendirjian.

5.1.2-Non-Functional requirements

5.1.2.1 System Availability

The system shall be available to the user 24 hours a day, 7 days a week, 365 days a year, except for scheduled maintenance windows.

Rationale: This will help provide the company's services to the users at any point in time and allow for a better user experience.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/SystemAvailability

5.1.2.2 System Security

The system shall be secure and protect user accounts from cyber threats.

Rationale: Considering that users are required to enter personal information in their accounts, this feature will help avoid identity theft. Moreover, it will ensure trust between users and the company.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/SystemSecurity

5.1.2.3 System Reliability

The system shall be reliable and accommodate to large traffic.

Rationale: This will enhance the user experience by preventing and maintaining performance during spikes in traffic.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/SystemReliability

5.1.2.4 System Performance

The system shall be performance optimized.

Rationale: The user shall be able to have the fastest of experiences as it should respond in a worst-case scenario of 5 seconds not taking the internet connection into consideration.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/SystemPerformance

5.1.2.5 System Responsiveness

The system shall be responsive on any device.

Rationale: The user shall be able to have a smooth experience when opening the software on any platform or device no matter the hardware specifications of the device.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/SystemResponsiveness

5.1.2.6 Stacks Used for Implementation

The system shall be implemented using React and React Native framework for front-end and NodeJS for back-end.

Rationale: These modernly used technologies are convenient for developers and provide a large number of tools that can be of use for the implementation.

Specification: SoftwareRequirements/UserRequirements/NonFunctionalRequirements/StackUsedForImplementation

5.2 – System Requirements

5.2.1 Website Requirements

5.2.1.1 Navigate Landing Page

Function Enables the Client to view the different services offered by the company and helps

Description The Client will get an overview of the satisfaction of other users that have already used the platform's services, displayed on the landing page.

Inputs None

Source None

Outputs General information about platform

Destination Landing page

Action Part of the information is fetched from the database.

Requires online database, and the client logged in

Pre-condition There should be already submitted testimonials

Post-condition Landing page is updated with fetched testimonials

Side-effects None

5.2.2 Mobile Application Requirements

5.2.2.1 Apply as Traveler

Function Enables new people to send a request to become a traveler

Description The traveler will be able to apply to become a traveler through the mobile application, upon account registration.

Inputs The Traveler's personal information

Source Touch Screen

Outputs Application Confirmation

Destination Admin's email address

Action The traveler's personal information is sent to the admin be verified

Requires Mobile Application online.

Pre-condition Traveler should not be already added to the network

Post-condition None

Side-effects None

5.2.2.2 Accept or Reject Assigned Orders

Function Enables the traveler to accept or reject orders assigned to them based on their capabilities.

Description The traveler should study the dimensions, weight as well as the nature of the order to decide whether to take it or not.

Inputs Press of a Button

Source Touch Screen

Outputs Message confirming the acceptance/rejection of the order by the traveler

Destination Orders List/ Back to Admin Panel for reassignment

Action The status of the order is switched to accepted or stays as pending

Requires Admin Panel online, Mobile Application online.

Pre-condition Order should not have been already accepted

Post-condition None

Side-effects None

5.2.2.3 Provide a Pick-up location

Function Enables the traveler to provide the location where they will pick up the package in the US.

Description The traveler will have to choose a specific place in the US where they will pick-up the package from Amazon depending on where they are staying

Inputs Address

Source Touch Screen

Outputs Message confirming the location

Destination Order Database

Action The traveler's pickup location is saved

Requires Mobile Application online, Database online.

Pre-condition None

Post-condition None

Side-effects None

5.2.2.4 Scan the Ticket

Function Allows the traveler to give proof of his stay in the US

Description A machine learning algorithm will have to check if the information on the ticket is valid.

Inputs Photo

Source Camera/Gallery

Outputs Message confirming the receipt of the ticket/ message to retake photo

Destination Traveler database

Action The system checks if the ticket is real and valid

Requires Database online, Mobile Application online.

Pre-condition The flight is not confirmed yet

Post-condition None

Side-effects None

5.2.2.5 Update Delivery Status

Function Enables the traveler to update their status

Description The traveler should update their status so that the buyer knows where their order is at and the time it needs to arrive

Inputs Press of a Button

Source Touch Screen

Outputs Message confirming the status

Destination Order Database

Action The delivery status is updated

Requires Database online, Mobile Application online.

Pre-condition The status is outdated

Post-condition None

Side-effects None

5.2.2.6 Submit Proof of Item Receipt

Function Enables the traveler to submit proof of item receipt

Description The traveler should provide proof that they received the order in the US to make sure there was no package misplacement, to update their status, and to reassure the buyer.

Inputs photo

Source camera/gallery

Outputs Message confirming the receipt of the photo

Destination Order Database

Action The order status is changed to “packaged acquired” after submitting the receipt

Requires Database online, Mobile Application online.

Pre-condition The status is outdated

Post-condition The status is updated to “package acquired”

Side-effects None

5.2.2.7 Modify Traveler Availability

Function Enables the traveler to modify their availability

Description The traveler should be able to cancel any flights for any reason

Inputs Press of a button

Source touch screen

Outputs Message confirming the cancellation

Destination Database/admin panel

Action The traveler's status is set to unavailable. All assigned orders are sent to admin for reassignment

Requires Database online, Mobile Application online, admin panel online

Pre-condition The ticket exists in the database

Post-condition None

Side-effects None

5.2.2.8 Notify Client of Request Decision

Function Notifies the client if their order request is accepted or rejected

Description The client should receive a push notification on their phone confirming/rejecting the order

Inputs none

Source none

Outputs Push notification

Destination Mobile Application

Action The client receives a notification

Requires Database online, Mobile Application online.

Pre-condition The client should have made an order pending decision

Post-condition None

Side-effects None

5.2.2.9 Notify Client of Completion of Delivery Step

Function Notifies the client of their order status

Description The client should receive a push notification on their phone notifying them on the delivery status of their order

Inputs none

Source none

Outputs Push notification

Destination Mobile Application

Action The client receives a notification

Requires Database online, Mobile Application online.

Pre-condition Client order is accepted and assigned to a traveler

Post-condition The delivery status is updated

Side-effects None

5.2.2.10 Notify Client of Canceled Orders

Function Notifies the client if their accepted order has been canceled

Description The client should receive a push notification on their phone informing them of the cancellation

Inputs none

Source none

Outputs Push notification

Destination Mobile Application

Action The client receives a notification

Requires Database online, Mobile Application online.

Pre-condition Client order is accepted and assigned to a traveler

Post-condition None

Side-effects None

5.2.2.11 Notify Traveler of Assigned Orders

Function Notifies the traveler of an order that was assigned to them

Description The traveler should receive a push notification on their phone informing them of the order assigned to them

Inputs None

Source None

Outputs Push notification

Destination Mobile Application

Action The traveler receives a notification

Requires Database online, Mobile Application online.

Pre-condition The traveler has confirmed a flight to the US

Post-condition None

Side-effects None

5.2.2.12 Notify Traveler of Package Verification

Function Notifies the traveler that the admin has verified the package

Description The traveler should receive a push notification informing that the second verification step by the admin was conducted

Inputs None

Source None

Outputs Push notification

Destination Mobile Application

Action The traveler receives a notification

Requires Database online, Mobile Application online.

Pre-condition The client should have made an order pending verification

Post-condition None

Side-effects None

5.2.2.13 Calculate Traveler Sale Commission

Function The traveler can check how much they will profit financially from a specific order

Description The traveler will be able to keep track of the income from their work with the company.

Inputs push of a button

Source touch screen

Outputs Dollar Amount.

Destination Mobile Application

Action The system uses an equation to calculate the traveler's profit for the order.

Requires Database online, Mobile Application online.

Pre-condition The traveler should have an active order

Post-condition None

Side-effects None

5.2.3 Website & Mobile Application Requirements

5.2.3.1 Authenticate Client

Function Enables the Client to access their personal accounts.

Description Using their own credentials, the Client should access their account on the web-app if they entered correct inputs.

Inputs Login Credentials

Source Keyboard

Outputs Login Success/Failure.

Destination Online Database

Action In the case of failure, necessary actions will be taken.

Requires Website up and running, keyboard/clipboard, online database, the Client logged out.

Pre-condition Client should be logged out.

Post-condition Client should be logged into their personal accounts.

Side-effect None

5.2.3.2 Register

Function Enables the Client to sign up

Description When using the web-app for the first time, the Client can sign up and create an account.

Inputs Personal Information

Source Keyboard

Outputs Registration Success/Failure.

Destination Online Database

Action New Client will be created in the database with entered information.

Requires Website up and running, keyboard/clipboard, online database, the Client not registered.

Pre-condition Client should not have an account.

Post-condition Client now has an account of their own.

Side-effect None

5.2.3.3 Retrieve Password

Function Renew password

Description The Client will be able to change their password in the case of its loss or desire to change this valuable credential.

Inputs New Password

Source Keyboard

Outputs Password Update Success/Failure.

Destination Online Database

Action The Client's password entry will be updated to the new one.

Requires Website up and running, keyboard/clipboard, online database, the Client logged out.

Pre-condition Client does not know their password.

Post-condition Client is now aware of their newly set password.

Side-effect None

5.2.3.4 Limit Login attempts

Function Prevent intruders from trying to access the account after several tries.

Description A limit of 5 attempts will be set for intruders or even the Client to access the account. The account will be blocked in case of exceeded attempts.

Inputs None

Source None

Outputs Account blocked message after failure.

Destination Online Database

Action The Client's failed attempts will increment a counter to keep track of failed attempts in a short period of time.

Requires Website up and running, keyboard/clipboard, online database, the Client logged out.

Pre-condition Client about to login.

Post-condition In the case of failed attempts greater than 5, Client account will be blocked for a limited amount of time.

Side-effect None

5.2.3.5 Paste Amazon Link

Function Enables the Client to search their product inside the web-app.

Description The Client will be able to paste the Amazon product's link and be able to see the product details.

Inputs The Amazon product link.

Source Keyboard/Clipboard.

Outputs Pasted link in search bar

Destination None

Action The user pastes its link to retrieve amazon product information

Requires Website up and running, keyboard/clipboard, the Client logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.3.6 Order details

Function Enables the Client to view the details of item that they desire to request

Description The Client will check the details of the order, a description, a picture and obviously, the product name and price.

Inputs Press of Button

Source Mouse

Outputs Request Success/Failure message.

Destination Online Database

Action The request will be stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Product request should not already be registered.

Post-condition Database updated with the product request.

Side-effect None

5.2.3.7 Calculate Cost

Function Give the Client an estimate Cost.

Description The Client will be informed with an estimate cost based on the original price of the amazon product, might change before order confirmation.

Inputs None

Source None

Outputs Estimate Arrival Time.

Destination Client's Screen From Database

Action The estimated arrival date will be displayed on the Client's screen.

Requires Website up and running, online database, the Client logged in.

Pre-condition Order Request should be approved by the admin

Post-condition None

Side-effect None

5.2.3.8 Request Product

Function Enables the Client to submit a request for their product's delivery

Description The Client will be able to submit the pasted link for a delivery through the Web-app.

Inputs None

Source Submit Button

Outputs Request Success/Failure message.

Destination Online Database

Action The request will be stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Product request should not already be registered.

Post-condition Database updated with the product request.

Side-effect None

5.2.3.9 Calculate Estimated Time of Delivery

Function Give the Client an estimated arrival time.

Description The Client will be informed with an estimate arrival time based on the Traveler's flights and travels.

Inputs None

Source None

Outputs Estimate Arrival Time.

Destination Client's Screen From Database

Action The estimated arrival date will be displayed on the Client's screen.

Requires Website up and running, online database, the Client logged in.

Pre-condition Order Request should be approved by the admin

Post-condition None

Side-effect None

5.2.3.10 Validate and Confirm Order

Function Enables the delivery process to start.

Description The Client will be able to confirm for one last time their order in order to initiate the delivery.

Inputs Yes or No

Source Submit Button

Outputs Submission Success/Failure message.

Destination Online Database

Action A new delivery instance will be created and stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Delivery should not be confirmed.

Post-condition Database updated with a new delivery order from the Client.

Side-effect None

5.2.3.11 Settle Deposit fees

Function Will finally start with the delivery process.

Description This deposit is the last step before starting to work on the delivery process

Inputs Deposit Fees

Source Pay Button

Outputs Deposit Success/Failure message.

Destination Online Database

Action If paid, change the entry in the specific order instance.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Deposit not paid yet.

Post-condition Database will store the delivery process initiation.

Side-effect None

5.2.3.12 Receive Digital Receipt

Function Enables to Client to claim a receipt of their delivery

Description The Client will finally rest assured that their order is on the way and will be to check payments.

Inputs None

Source None

Outputs None.

Destination Online Database

Action No changes in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Client has not yet confirmed their order.

Post-condition Null.

Side-effect None

5.2.3.13 Track Order

Function Enables the Client to track their order

Description The Client will be able to check on their delivery by an option letting them to track them.

Inputs None

Source Track Button

Outputs Update on their order.

Destination Null

Action Null.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Client already has placed and confirmed their order.

Post-condition Null.

Side-effect None

5.2.3.14 Confirm Order Arrival

Function Finalizes order process

Description The Client will be able to confirm the completion of their order through the web-app.

Inputs Null

Source Arrived Button

Outputs Thank you message.

Destination Online Database

Action Their delivery instance in the database will be deleted.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Order not arrived yet.

Post-condition Database clear of the specific arrived order.

Side-effect None

5.2.3.15 Submit Feedback Form

Function Enables the Client to leave feedback on their experience.

Description After receipt of their package the Client will be able to leave feedback to the Admin.

Inputs Feedback

Source Submit Button

Outputs Thank you message.

Destination Online Database

Action Feedback will be stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Product Arrival.

Post-condition Null.

Side-effect None

5.2.3.16 Submit Contact Form

Function Enables a communication between Client and company

Description If the Client ever comes across any trouble, they should be able to submit contact form to reach the company.

Inputs Contact Form

Source Submit Button

Outputs Submission Success/Failure message.

Destination Online Database

Action The Contact Form will be stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Null.

Post-condition Null.

Side-effect None

5.2.3.17 Edit Profile

Function Enables changes to happen in Client's personal information.

Description If the Client ever wanted to change their personal information, they shall be able to edit it.

Inputs New information

Source Save Changes Button

Outputs Update Success/Failure message.

Destination Online Database

Action The changes will be stored in the database.

Requires Website up and running, keyboard/clipboard, online database, the Client logged in.

Pre-condition Client should already have their initial personal information stored in the database.

Post-condition Database updated with the new changes.

Side-effect None

5.2.3.18 Change Password

Function Change current password

Description The Client will be able to change their password in the case of desire to change this valuable credential.

Inputs New Password

Source Keyboard

Outputs Password Update Success/Failure.

Destination Online Database

Action The Client's password entry will be updated to the new one.

Requires Website up and running, keyboard/clipboard, online database, the ClientF logged out.

Pre-condition Null.

Post-condition Client is now aware of their newly set password.

Side-effect None

5.2.4 Admin Panel Requirements

5.2.4.1 Add Travelers

Function Enables the Admin to add a new Traveler to the Travelers' network

Description The Admin will be able to add Travelers to the network, and these Travelers will receive the product information and bring it to Lebanon

Inputs The Traveler's full name and email

Source Keyboard

Outputs Traveler's personal information

Destination Online Database

Action The Traveler's information is stored in the database

Requires Admin panel up and running, keyboard, online database, the Admin logged in

Pre-condition Traveler should not be already added to the network

Post-condition Database is updated with the information of the new Traveler

Side-effects None

5.2.4.2 Get Travelers Network

Function Enables the Admin to view the Travelers' network

Description The Admin will be able to view all the Travelers' information in the network, draw statistics, and monitor the business growth

Inputs Press of a button

Source Mouse

Outputs All the Travelers' personal information and accounts

Destination Admin panel

Action The Travelers' information and accounts are fetched from the online database and displayed on the Admin's screen

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition Network should contain Travelers

Post-condition Traveler's information is displayed on the Admin's screen

Side-effects None

5.2.4.3 Display Travelers Availability

Function Enables the Admin to view the Travelers available after the current date

Description The Admin will be able to view the names of all the upcoming Travelers in a drop down menu, and press on a Traveler's name to assign them the product

Inputs Press of a button

Source Mouse

Outputs All the upcoming Travelers' names

Destination Admin panel

Action The Travelers' names are fetched from the online database and displayed on the Admin's screen depending on their flight schedule

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition Travelers should have scanned their flight tickets

Post-condition Admin can view upcoming Travelers

Side-effects None

5.2.4.4 Get Traveler's Ticket

Function Enables the Admin to view the Traveler's flight ticket

Description The Admin This will have a digital copy of the Traveler's plane ticket in order to keep physical records of the Traveler's activities

Inputs Traveler's name

Source Keyboard

Outputs Traveler's ticket

Destination Admin panel

Action The Travelers' ticket is fetched from the online database and displayed on the Admin's screen

Requires Admin panel up and running, keyboard, online database, the Admin logged in

Pre-condition Travelers should have scanned their flight tickets

Post-condition Admin can view Travelers' tickets

Side-effects None

5.2.4.4 Assign Pending Requests

Function Enables the Admin to assign any pending request to an available Traveler

Description The Admin will be able to assign the product to the Traveler whom they see fit, and if any problem may cause the Traveler to refuse the product, the Admin may re-assign it to another available Traveler

Inputs Press of a button

Source Mouse

Outputs Assigned product

Destination Traveler's pending screen

Action The product description is sent to the Traveler's pending screen where they will assign or reject this order

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition Travelers should have scanned their flight tickets

Post-condition Traveler is assigned a product

Side-effects None

5.2.4.5 Reject Pending Requests

Function Enables the Admin to reject any pending request

Description The Admin will be able to reject the product submitted by the Client in case this order is illegal in any country or is illogical in terms of size or weight

Inputs Press of a button

Source Mouse

Outputs Reject response

Destination Client's pending screen

Action The pending product will be marked as rejected on the Client's pending screen

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition Client should have submitted this product

Post-condition Product is marked reject

Side-effects None

5.2.4.6. List Active Orders

Function Enables the Admin to view all of the active orders and their relevant information

Description The Admin will be able to view all of the active orders and all the relevant information, including the Client who ordered, the Traveler assigned to the order, product information and delivery status

Inputs Press of a button

Source Mouse

Outputs Active orders list

Destination Admin panel

Action The list of active orders will be fetched from the online database and displayed on the Admin panel

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition Database should contain active orders

Post-condition Admin views active orders

Side-effects None

5.2.4.7 Calculate Admin Sale Commission

Function Enables the Admin to get the exact sale commission that they get from each sold product

Description The Admin will be able to view the income generated from the sale of each product, with information like which Client ordered the product and which Traveler delivered it

Inputs Press of a button

Source Mouse

Outputs Commission per product

Destination Admin panel

Action The list of completed orders will be fetched from the online database and displayed on the Admin panel along with the commission, Client, and Traveler of each product

Requires Admin panel up and running, mouse, online database, the Admin logged in

Pre-condition There should already be completed orders

Post-condition Admin views commission on each order

Side-effects None

5.2.4.8 Get Traveler Profile

Function Enables the Admin to get the detailed profile of any Traveler

Description The Admin will be able to get personal information about any Traveler, as well as their contribution to the company in terms of number of orders and weight transported

Inputs Traveler's name

Source Keyboard

Outputs Traveler's profile

Destination Admin panel

Action The Traveler's profile and related information will be fetched from the online database and displayed on the Admin panel

Requires Admin panel up and running, keyboard, online database, the Admin logged in

Pre-condition Traveler should have an account

Post-condition Admin receives the Traveler's information

Side-effects None

5.2.4.9 Get Client Profile

Function Enables the Admin to get the detailed profile of any Client

Description The Admin will be able to get personal information from any Client's account, as well as the number of items they purchased and their total value

Inputs Client's name

Source Keyboard

Outputs Client's profile

Destination Admin panel

Action The Client's profile and related information will be fetched from the online database and displayed on the Admin panel

Requires Admin panel up and running, keyboard, online database, the Admin logged in

Pre-condition Client should have an account

Post-condition Admin receives the Client's information

Side-effects None

5.2.4.10 Cancel Order

Function Enables the Admin to cancel an active order at any time during the delivery process

Description The Admin will be able to cancel an active order at any time during the delivery process in case any issue was encountered while getting the ordered item to the Client

Inputs Order number

Source Keyboard

Outputs Canceled order

Destination Client's order list

Action The order will be marked as canceled on the Client's order list and on the database

Requires Admin panel up and running, keyboard, online database, the Admin logged in

Pre-condition Client should have an active order

Post-condition Client receives order cancellation

Side-effects None

5.2.4.11 Track Sales Record

Function Enables Admin to check a list of fully delivered orders.

Description The admin will be able to view in front of him a list of all the orders that have been successfully delivered to their destination.

Inputs Press of a button

Source Check List button

Outputs List of successful orders.

Destination None

Action Read from Database.

Requires Website up and running, keyboard/clipboard, online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.12 Track Top Sold Products

Function Enables Admin to check a list of top sold products.

Description The admin will be able to view in front of him a list of the top sold Amazon products

Inputs Press of a button

Source Mouse

Outputs List of top sold products.

Destination None

Action No changes in the database (Read).

Requires Website up and running, keyboard/clipboard, online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.13 Track Top Travelers

Function Enables Admin to check a list of the best travelers.

Description The admin will be able to view a list of the best travelers that are contributing to the company as well as clients.

Inputs Press of a button

Source Mouse

Outputs List of the best travelers.

Destination None

Action Read from database.

Requires Website up and running, keyboard/clipboard, online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.14 Display Statistics

Function Enables Admin to see a graph showing the company's trend and its flow.

Description The Admin will be able to have a better visualization of the companies income and number of sales over different periods of time.

Inputs Press of a button

Source Mouse

Outputs Graph showing company flow.

Destination None

Action Read from Database.

Requires Website up and running, keyboard/clipboard, online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.15 Dismiss Traveler

Function Enables Admin to dismiss a Traveler's position in the company.

Description In the case of any conflict or misbehavior the admin will be able to dismiss and revoke the right of access to the platform from a Traveler.

Inputs Traveler ID

Source Mouse and Keyboard

Outputs Success/Failure message.

Destination Online Database

Action Delete of the specific traveler entry in the online database.

Requires Website up and running, keyboard/clipboard, online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.16 Revoke Access from Client

Function Revoke Access from Client.

Description In the case of any breach of the terms of condition, the admin will be able to ban a client from using the platform

Inputs Client ID

Source Mouse and Keyboard

Outputs Success/Failure message.

Destination Online Database

Action Change the access permissions in the database

Requires online database, the Admin logged in.

Pre-condition The client exists in the database

Post-condition None

Side-effect None

5.2.4.17 Keep or delete Revoked Client Accounts

Function Keep or Delete Revoked client Accounts.

Description In case of multiple repeated offenses to the terms of conditions, the admin will be able to completely delete the account of the revoked client or keep the data.

Inputs Client ID

Source Keyboard

Outputs Success/Failure message.

Destination Online Database

Action Deletion of the specific account entry in the online database.

Requires online database, the Admin logged in.

Pre-condition The client shall exist in the database already

Post-condition None

Side-effect None

5.2.4.18 Keep or delete Revoked Traveler Accounts

Function Keep or Delete Revoked client Accounts.

Description In case of multiple repeated offenses to the terms of conditions, the admin will be able to completely delete the account of the revoked traveler or keep the data.

Inputs Traveler

Source Keyboard

Outputs Success/Failure message.

Destination Online Database

Action Deletion of the specific account entry in the online database.

Requires online database, the Admin logged in.

Pre-condition The traveler shall exist in the database already

Post-condition None

Side-effect None

5.2.4.19 Provide Traveler with credentials

Function Provide credentials to newly accepted traveler

Description After passing the interview process and being accepted as a traveler for the company and receiving approval the admin will be able to send to the traveler, one time use credentials for him to join the platform.

Inputs Press of a button

Source Mouse

Outputs Success/Email sent to Traveler

Destination Online Database – Mail box traveler

Action Deletion of the specific account entry in the online database.

Requires online database, the Admin logged in.

Pre-condition The user shall be accepted and his profile reviewed and finalized by the admin

Post-condition None

Side-effect None

5.2.4.20 Verify Amazon Package

Function Verify Amazon Package

Description To avoid scams and mistakes, the system should let the admin verify the picture of the package

Inputs Press of a button

Source Mouse

Outputs Success/Failure message.

Destination Online Database

Action changes the verification status of the package to verified

Requires online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.21 Order details and receipt

Function Display order details

Description The admin will be able to view the details of a completed order, traveler that completed and item brought etc. as well as a printable view (PDF) of the receipt.

Inputs Press of a button

Source Mouse

Outputs Order details

Destination None

Action Read order details from database

Requires online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

5.2.4.22 List Company Clients

Function Display a list of all company clients

Description The admin will be able to view the entire list of company client since the launch of the platform, and their details.

Inputs Press of a button

Source Mouse

Outputs List of clients

Destination None

Action Read clients list with information from database

Requires Online database, the Admin logged in.

Pre-condition None

Post-condition None

Side-effect None

CHAPTER 6: Scenarios

The Scenarios section of this documentation document provides real-life examples of how the ToU platform can be utilized by different user types. Each scenario will detail the specific steps taken by users to achieve their desired outcome, giving a clear understanding of how the platform can be used in different situations. The section aims to provide an explanation of events for each scenario, demonstrating the system's functionality and how it can meet the needs of the organization and its clients. The scenarios will be divided into user types, including clients, administrators, and system managers, providing a comprehensive overview of the platform's features and services from various perspectives.

Scenarios

6.1 Apply as Traveler:

Initial assumption: The user has installed the mobile application and wishes to apply as a traveler.

Normal: The user clicks on the "Apply as Traveler" button in the mobile application and fills out the application form by providing the necessary details such as personal information, contact information, and travel preferences. Once all the required information is entered, the user submits the application form. The system checks if all the required fields are filled and sends the application to the company via email.

What can go wrong: If the user enters incorrect or incomplete information in the application form, the system will display an error message indicating the missing or incorrect information. The user can correct the information and resubmit the application form. If the user's internet connection fails, the application cannot be submitted, and the system will display an error message.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the application is submitted successfully, the user receives a confirmation message on the mobile application that the application has been submitted. Further steps will be taken by the company to process the application and notify the user of the application status.

6.2 Accept or Reject Assigned Orders:

Initial assumption: The traveler is logged into the mobile application and has been assigned orders by the admin.

Normal: The traveler navigates to the "Assigned Orders" section in the mobile application and views the list of orders that have been assigned to them by the admin. The traveler can review the details of each order such as the contents, dimensions, and weight. Based on their availability and ability to carry each order, the traveler can accept or reject each order individually by clicking the corresponding button.

What can go wrong: If the traveler's internet connection fails, they will not be able to view the list of assigned orders. If the traveler selects the wrong button by mistake, they can undo their selection by clicking the opposite button before submitting the decision.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler accepts or rejects each assigned order, the system updates the status of the orders accordingly. The user receives a confirmation message on the mobile application indicating that the order has been accepted or rejected. The admin receives notifications for each accepted or rejected order to process them accordingly.

6.3 Provide a Pick-up Location:

Initial assumption: The traveler has accepted an order and wishes to provide the admin with a pick-up address.

Normal: The traveler navigates to the "Accepted Orders" section in the mobile application and selects the order for which they wish to provide the pick-up location. The traveler then enters the address details for the pick-up location, including the street address, city, state, and zip code. The system verifies that the address format is correct and saves the pick-up location details.

What can go wrong: If the traveler's internet connection fails, they will not be able to provide the pick-up location. If the traveler enters an invalid or incorrect address, the system will display an error message indicating the invalid address format. The traveler can correct the address details and resubmit.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler submits the pick-up location details, the system updates the order status with the pick-up location information. The admin receives a notification of the pick-up location and uses it to complete the order of the requested product on the US Amazon website by purchasing it and having it delivered to the pick-up location provided.

6.4 Scan the Ticket:

Initial assumption: The traveler has obtained a digital PDF ticket from the airline company and wishes to submit it using the mobile application.

Normal: The traveler navigates to the "Submit Ticket" section in the mobile application and selects the option to submit their digital PDF ticket. The traveler selects the PDF file from their device's storage and uploads it to the mobile application. Once the ticket is validated, the traveler's availability status is updated.

What can go wrong: If the traveler's internet connection fails, they will not be able to submit the digital PDF ticket. If the file format is not supported or the system cannot validate the ticket information, the traveler will receive an error message and can try submitting again or manually input the information.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler successfully submits their digital PDF ticket, the system updates their availability status. The admin can see that the traveler's availability has been updated and can now assign them orders. The traveler receives a confirmation message on the mobile application that the ticket has been successfully submitted.

6.5 Update Delivery Status:

Initial assumption: The traveler has completed the delivery of an order and needs to update the delivery status using the mobile application.

Normal: The traveler navigates to the "Orders" section in the mobile application and selects the order that they have completed. The traveler verifies that the acquired item matches the order details and confirms that the delivery steps have been completed. The system updates the delivery status of the order to "completed" and notifies the admin.

What can go wrong: If the traveler's internet connection fails, they will not be able to update the delivery status. If the traveler incorrectly marks the delivery as completed or the acquired item does not match the order details, the admin will need to be notified to resolve the issue.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler successfully updates the delivery status, the system updates the order status to "completed" and notifies the admin. The client is also notified through the mobile application that their order has been delivered. The admin can track the progress of the order and take further steps if necessary.

6.6 Submit Proof of Item Receipt:

Initial assumption: The traveler has received the Amazon package and needs to submit proof of item receipt through the mobile application.

Normal: The traveler navigates to the "Submit Proof of Receipt" section in the mobile application and selects the order they received. The traveler captures a clear digital image of the package they received, including the shipping label and the item inside, and submits it through the mobile application. The system stores the image as proof of item receipt and notifies the admin.

What can go wrong: If the traveler's internet connection fails, they will not be able to submit the proof of receipt. If the submitted image is unclear or does not include the necessary details, the admin may request a new image to be submitted.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler successfully submits the proof of item receipt, the system stores the image as proof and notifies the admin. The admin can then verify that the package has been received and take further steps if necessary, such as assigning the order for delivery.

6.7 Modify Traveler Availability:

Initial assumption: The traveler needs to modify their travel dates and update their availability status in the mobile application.

Normal: The traveler navigates to the appropriate section in the mobile application and selects the order they received. The traveler enters their new travel dates and submits a copy of their updated plane ticket. The system updates the traveler's availability status with the new travel dates and notifies the admin.

What can go wrong: If the traveler's internet connection fails, they will not be able to submit the new travel dates and plane ticket. If the submitted plane ticket is invalid or expired, the admin may request a new one to be submitted.

Other activities: Other users can access the features of the mobile application simultaneously.

System state upon completion: Once the traveler successfully submits their new travel dates and plane ticket, the system updates their availability status with the new dates and notifies the admin. The admin can then assign orders based on the traveler's updated availability.

6.8 Calculate Traveler Sale Commission:

Initial assumption: The traveler wishes to view the commission they will receive for an order.

Normal: The system will automatically calculate the sale commission based on the agreed-upon percentage for each completed order. The traveler can view their commission amount on their dashboard.

What can go wrong: If there is an error in the commission calculation, the traveler can contact the admin for a review and correction.

Other activities: The traveler can view their commission history and the corresponding order details.

System state upon completion: The commission amount for the order is displayed on the traveler's dashboard.

6.9 Authenticate User:

Initial assumption: The user is on the login page and wishes to sign in.

Normal: The user enters their credentials (username and password). The system checks if the account is registered in the database and if the entered credentials match. If the credentials match, the user is authenticated and can access their personal account.

What can go wrong: If the user enters incorrect credentials, the system will display an error message and prompt the user to re-enter their credentials. If the user's connection fails, they will not be able to login.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: If the user's credentials are valid, the user will be authenticated and can access their personal account. If the user's credentials are invalid, the user will not be authenticated and will be prompted to re-enter their credentials.

6.10 Register:

Initial assumption: The user is on the registration page and wishes to create a new account.

Normal: The user fills out the registration form with their personal information, including name, email, and password. They agree to the terms and conditions of the platform and click the "Register" button. The system verifies that the entered information is valid and not already in use, then creates a new account for the user.

What can go wrong: The user may enter invalid or incomplete information in the registration form, in which case the system will display an error message and prompt the user to correct their information. The user's internet connection may fail during the registration process, in which case the registration will not be completed.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: Once the user has successfully registered, they will be redirected to the login page where they can enter their credentials and access their personal account on the platform.

6.11 Retrieve Password:

Initial assumption: The user is on the login page and has forgotten their password.

Normal: The user clicks on the "forgot password?" button and is redirected to a page where they enter their registered email address. The system verifies that the email address is registered in the database and sends a password reset link to the user's email. The user follows the link and enters a new password. The system verifies that the password meets the requirements and updates the user's account with the new password.

What can go wrong: If the email address entered by the user is not registered in the database, an error message will be displayed. If the email with the password reset link is not delivered due to technical issues or user's email filters, the user will not be able to reset their password.

Other activities: The user can request to retrieve their password at any time.

System state upon completion: The user is able to log in with their new password and access their account.

6.12 Limit Login Attempts:

Initial assumption: The user is on the login page and attempts to sign in.

Normal: The user enters their credentials (email and password). The system checks if the entered account is registered in the database. If the entered credentials are incorrect, the system will inform the user and prompt them to try again. If the user fails to login five consecutive times, the system will block their access to the platform and send them an email notification.

What can go wrong: If the user's connection fails, they will not be able to log in. Also, if the user forgets their password, they will not be able to access their account and may trigger the login limit.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: If the user fails to login five consecutive times, their access to the platform will be blocked and they will be notified by email. If the user enters the correct credentials, they will be directed to the appropriate page based on their account type (Traveler or Client).

6.13 Paste Amazon Link:

Initial assumption: The user is on the “Paste a Link” page.

Normal: The user copies an Amazon product link and pastes it into the designated field. The system retrieves the information of the product and displays it to the user, including the product name, price, and shipping information.

What can go wrong: If the link is invalid or incorrect, the system will display an error message notifying the user to check the link and try again.

Other activities: The user can browse and add other products to their cart simultaneously.

System state upon completion: The system displays the retrieved information of the product, including dimensions and a picture, and the user can choose to order it or not.

6.14 Calculate Cost:

Initial assumption: The client has pasted the link of a product they are interested in purchasing.

Normal: The system retrieves the necessary information to calculate the shipping cost and displays the total cost to the client .

What can go wrong: If there is an issue with the system retrieving the necessary information, the client will be notified with an error message and asked to try again later.

Other activities: Other users can access the platform's features simultaneously.

System state upon completion: The system displays the total cost of shipping the product to Lebanon to the client. The client can then decide whether to proceed with the purchase or not.

6.15 Request Product:

Initial assumption: The client is on the product information page and wishes to request the item.

Normal: After reviewing the product information, the client clicks on the "Request" button. The system saves the request and displays a confirmation message to the user.

What can go wrong: If the client does not fill out all required fields, the system will display an error message and prompt the user to fill in the missing information. If the client's connection fails, the request will not be saved and the user will be prompted to try again later.

Other activities: Other users can request products simultaneously.

System state upon completion: The system saves the client's request and displays a confirmation message to the client. The company can monitor the items requested by clients for inventory and supply chain management purposes.

6.16 Display Cost & Estimated Time of Delivery:

Initial assumption: The client is on the checkout page and is ready to place their order.

Normal: The client reviews their order details and clicks on the "Calculate Cost & Delivery Time" button. The system calculates the final cost, and estimates the time of delivery. The cost and estimated time of delivery are displayed on the screen.

What can go wrong: In case of system errors or technical issues, the cost and estimated time of delivery may not be displayed. The client may also experience delays in receiving the information due to slow internet connection.

Other activities: Other clients can access the website's features simultaneously and place their orders.

System state upon completion: The client can see the final cost and estimated time of delivery before confirming their order. They can proceed to place their order or make changes to their order if necessary. Once the order is confirmed, the system updates the order status and initiates the delivery process. The client is redirected to the main page with a message confirming the order has been placed.

6.17 Receive digital receipt upon order confirmation:

Initial assumption: The client has completed an order and wishes to receive a digital receipt.

Normal: Upon confirmation of the order, the system sends a digital receipt via email to the client's registered email address. The email should contain information about the order, such as the order number, the items purchased, their prices, and the total amount paid.

What can go wrong: If the client's email address is not registered or is entered incorrectly, the system will not be able to send the receipt. Additionally, if there is an issue with the system or email server, the receipt may not be delivered.

Other activities: Other clients can continue to place orders on the platform while the digital receipt is being sent.

System state upon completion: The client receives a digital receipt via email, which contains details of their order, and can use it as proof of transaction. The company also records the transaction in their system and uses it to keep track of their income sources and sales made, which can be used in their financial statements.

6.18 Track order status during delivery process:

Initial assumption: The client has placed an order and wishes to track its status during the delivery process.

Normal: The system provides the client with real-time updates on the status of their order during the different steps of the delivery process. This includes information such as when the order is being prepared, when it is shipped, and when it is out for delivery. The system also provides an estimated delivery date and time, which is updated if there are any delays or changes to the delivery schedule.

What can go wrong: The system may experience technical issues or delay in updating the order status, which may cause inaccurate or delayed information to the client. Additionally, if the client's internet connection is lost, they may not be able to access the order status updates.

Other activities: Other clients can continue to place orders on the platform while the client is tracking their order status.

System state upon completion: The client receives real-time updates on the status of their order during the delivery process, which helps them stay informed and anticipate the delivery time. This enhances user experience and satisfaction with the platform.

6.19 Confirm receipt of delivered order:

Initial assumption: The client has received their order and wishes to confirm its receipt.

Normal: The system provides the client with an option to confirm the receipt of their order. Once the client clicks on the confirmation button, the system updates the order status as delivered and sends a notification to the seller or the company that the order has been successfully delivered.

What can go wrong: The client may forget or overlook confirming the receipt of their order, which may cause confusion and delay in updating the order status. Additionally, if there are technical issues with the system or internet connectivity, the confirmation may not be processed successfully.

Other activities: Other clients can continue to place orders on the platform while the confirmation is being processed.

System state upon completion: The client confirms the receipt of their order, which helps the seller or the company track the status of the delivery process and ensure that the order has been successfully delivered to the client. This also enhances the safety and security of the delivery process.

6.20 Submit feedback form to rate and comment on user experience:

Initial assumption: The user has used the platform and wishes to provide feedback on their experience.

Normal: The system provides the user with a feedback form where they can rate their experience and add comments to provide feedback on the platform and services. The form includes different fields to rate various aspects of the user experience, such as user interface, customer service, delivery process, and product quality. The user can also provide specific comments on each of these aspects to elaborate on their ratings.

What can go wrong: The user may face difficulties in submitting the feedback form due to technical issues or internet connectivity. Additionally, if the form is not user-friendly or lacks proper instructions, the user may face confusion while filling out the form.

Other activities: Other users can continue to use the platform and place orders while the user is submitting the feedback form.

System state upon completion: The user submits the feedback form, which helps the company assess their performance in the market, evaluate the utility of their platform and services, and measure customer satisfaction. The feedback also helps the company identify areas for improvement and enhance the user experience on the platform.

6.21 Submit contact form for customer support:

Initial assumption: The user encounters an issue and needs assistance from customer support.

Normal: The system provides the user with a contact form where they can submit their issue and provide details on their problem. The form includes fields for the user's name, email address, and a message describing their issue. The user can also attach any relevant files or documents to assist customer support in resolving the issue.

What can go wrong: The user may face difficulties in submitting the contact form due to technical issues or internet connectivity. Additionally, if the form is not user-friendly or lacks proper instructions, the user may face confusion while filling out the form. Moreover, if there are no proper systems in place to manage the support requests, the user may not receive timely and efficient support.

Other activities: Other users can continue to use the platform and place orders while the user is submitting the contact form.

System state upon completion: The user submits the contact form, which provides direct communication with customer support and enables the company to resolve the user's issue efficiently. The form also allows the user to provide a detailed description of their problem, which helps the company understand the issue and allocate it to the appropriate staff members for resolution.

6.22 Edit user profile information:

Initial assumption: The user wishes to update their personal information in their profile.

Normal: The system provides the user with the ability to edit their personal information such as name, email address, phone number, shipping and billing addresses, and other relevant information. The user can make changes to their profile information by accessing their account settings and editing the fields as required.

What can go wrong: The user may face difficulties in saving the changes made to their profile information due to technical issues or internet connectivity. Additionally, if the form is not user-friendly or lacks proper instructions, the user may face confusion while editing their profile information.

Other activities: Other users can continue to use the platform and place orders while the user is editing their profile information.

System state upon completion: The user successfully edits their profile information, which is then updated in the platform's database. The updated information will be used for future transactions and communication with the user.

6.23 Title: Change user password:

Initial assumption: The user wishes to change their password for accessing their profile.

Normal: The system provides the user with the ability to change their password by accessing their account settings and navigating to the change password option. The user will be prompted to enter their old password and then create a new password that meets the platform's password requirements. If the user has forgotten their old password, they will be prompted to verify their identity through a verification email and then create a new password.

What can go wrong: The user may face difficulties in creating a new password that meets the platform's password requirements. Additionally, if the system experiences technical issues, the user may not be able to change their password successfully.

Other activities: Other users can continue to use the platform and place orders while the user is changing their password.

System state upon completion: The user successfully changes their password, which is then updated in the platform's database. The user will use the new password to access their profile in the future.

6.24 Add new travelers to the network:

Initial assumption: The admin wishes to add new travelers to the network.

Normal: The system provides the admin with the ability to add new travelers to the network by accessing the admin panel and navigating to the add traveler option. The admin is prompted to enter the traveler's personal information, such as name, email address, and contact information.

What can go wrong: The admin may face difficulties in entering the traveler's personal information correctly, or the system may experience technical issues that prevent the admin from adding the traveler successfully.

Other activities: Other admins and travelers can continue to use the network while the new traveler is being added.

System state upon completion: The new traveler's information is successfully added to the platform's database, and they are granted access to the network with the designated access level and team assignment.

6.25 View the list of travelers in the network:

Initial assumption: The admin wishes to view the list of travelers that are part of the network.

Normal: The system provides the admin with the ability to view the list of travelers in the network by accessing the admin panel and navigating to the travelers section. The admin is able to view the list of travelers, along with their personal information....

What can go wrong: The system may experience technical issues that prevent the admin from accessing the list of travelers, or the list may not be up to date due to delays in data synchronization.

Other activities: Other admins and travelers can continue to use the network while the admin is viewing the list of travelers.

System state upon completion: The admin is able to view the list of travelers in the network, including their personal information, access level, and team assignment. The list is up to date and accurate.

6.26 Display Travelers Availability:

Initial assumption: The admin is on the dashboard and wishes to view the availability of upcoming travelers.

Normal: The admin clicks on the "View Travelers Availability" button and the system retrieves travel information from the digital ticket of each traveler. Based on the information, the system displays a list of available travelers who will be able to complete the orders after the current date.

What can go wrong: If there is an issue with the retrieval of travel information from the digital ticket, the system will display an error message. If there are no upcoming travelers available, the system will display a message indicating that there are no travelers available to complete the orders.

Other activities: Other admins can access the dashboard and view the availability of travelers simultaneously.

System state upon completion: The system displays a list of upcoming travelers available to complete the orders after the current date. The admin can then assign pending orders to the available travelers.

6.27 View Traveler's Plane Ticket:

Initial assumption: The admin is logged in and needs to view the plane ticket of a specific traveler.

Normal: The admin selects the traveler whose plane ticket they wish to view and clicks on the "view ticket" button. The system retrieves the traveler's plane ticket from the database and displays it in a printable view.

What can go wrong: If the traveler's ticket information is not available in the database, the system will display an error message indicating that the ticket information is not found.

Other activities: The admin can perform other tasks in the system simultaneously.

System state upon completion: The admin is able to view and print the traveler's plane ticket for their records.

System state upon completion: The admin is able to view and print the traveler's plane ticket for their records. The system remains in the same state as before, with the traveler's ticket information being displayed in a printable view. The admin can choose to navigate to other pages within the system or log out.

6.28 Assign or reject pending requests:

Initial assumption: The admin has accessed the pending requests section of the platform and is reviewing the list of pending requests.

Normal: The admin selects a pending request and assigns it to an available traveler based on the traveler's schedule and location. The system updates the status of the request to "assigned" and notifies the traveler of the assignment.

What can go wrong: If there are no available travelers to assign the request to, the admin will not be able to assign it until a traveler becomes available. If the traveler who was assigned the request declines or is unable to complete it, the admin will need to reassign it to another available traveler.

Other activities: Other admins can access the platform and review or assign pending requests simultaneously.

System state upon completion: The pending request is assigned to an available traveler, and the traveler is notified of the assignment. The status of the request is updated to "assigned" and the admin can view the updated status in the system.

6.29 View Active Orders:

Initial assumption: The admin is logged into the system and wants to view the list of active orders.

Normal: The admin clicks on the "Active Orders" tab in the dashboard. The system retrieves all the relevant information for each order, including the client's name, the traveler's name, the product information, and the delivery status. The list of active orders is displayed to the admin.

What can go wrong: If there are no active orders, the system will display a message stating that there are no active orders. If there is a technical issue with the system, the list of active orders may not be displayed.

Other activities: The admin can search for specific orders using filters or search bar, or sort the list based on various parameters.

System state upon completion: The admin is able to view the list of active orders, along with all the relevant information for each order.

6.30 Calculating Admin Sale Commission:

Initial assumption: The admin is logged in and on the admin dashboard.

Normal: The admin selects the option to calculate the sale commission. The system accesses the database to retrieve the necessary information, such as the product sold, its price and the commission rate. The system calculates the commission for each product sold and displays the total commission earned by the admin.

What can go wrong: In case of any system errors or database issues, the system might not be able to calculate the commission accurately. In that case, an error message will be displayed, and the admin will have to try again later.

Other activities: The admin can view other features of the dashboard simultaneously.

System state upon completion: The total commission earned by the admin is displayed on the dashboard. The admin can use this information to monitor their earnings and make business decisions accordingly.

6.31 View Traveler Profile:

Initial assumption: The admin is logged in and on the admin dashboard.

Normal: The admin clicks on the "View Traveler Profile" button and enters the traveler's name or ID number in the search bar. The system searches for the traveler's profile and displays it on the screen, including their personal information, number of orders, and weight transported.

What can go wrong: If the admin enters an incorrect name or ID number, the system will display an error message indicating that the traveler's profile could not be found. In case of system failure, the admin will not be able to access the traveler's profile.

Other activities: Other admins can access the website's features simultaneously.

System state upon completion: The admin is able to view the traveler's profile and can use the information to make decisions about assigning orders or determining the traveler's performance within the company.

6.32 Get Client Profile:

Initial Assumption: The admin is logged in and navigates to the client profile page.

Normal: The admin selects a client from the list of registered clients and views their profile page, which includes personal information such as name, email address, and phone number, as well as activity history, such as the number of items purchased and order history.

What can go wrong: If the admin selects a client who is not registered in the system, an error message will be displayed. In case of any technical issues, the admin might not be able to view the client's profile, and an error message will be displayed.

Other Activities: Other admins can access the website's features simultaneously, and clients can create or update their profiles.

System State upon Completion: The admin has successfully viewed the client's profile and can use the information for further analysis and decision making.

6.33 Title: Cancel Active Order:

Initial assumption: The admin is logged in and is currently viewing the list of active orders.

Normal: The admin selects the order that they wish to cancel, then clicks on the cancel button. The system prompts the admin to provide a reason for cancellation, and then the system updates the order status as canceled. The system sends a notification email to the customer informing them of the cancellation and the reason behind it.

What can go wrong: The admin might select the wrong order by mistake, in which case they will have to repeat the process. If the admin's connection fails during the process, the system might not be able to update the status, and the admin will have to retry. The customer might not receive the notification email due to technical issues.

Other activities: Other admins can view and update the order status simultaneously. Customers can place new orders while the cancellation process is ongoing.

System state upon completion: The order status is updated as canceled, and the customer receives a notification email about the cancellation with the reason provided by the admin.

6.34 Track Sales Record:

Initial assumption: The admin is logged in and wants to view the sales record.

Normal: The admin selects the option to view the sales record. The system displays a list of all successfully delivered orders with relevant information such as client name, traveler name, product information, delivery date, and commission earned.

What can go wrong: The system might encounter an error while retrieving the sales record, in which case an error message will be displayed. If the admin's connection fails, they will not be able to view the sales record.

Other activities: The admin can sort the sales record by different criteria, such as date or commission earned. Other users can access the website's features simultaneously.

System state upon completion: The admin is presented with a list of all successfully delivered orders, sorted by the selected criteria. The admin can use this information to monitor the business growth and to draw up statistics

6.35 View Top Sold Products List:

Initial assumption: The admin is logged in to the system and navigates to the analytics page.

Normal: The admin selects the "Top Sold Products" option from the menu. The system retrieves and displays a list of the top 10 products with the highest number of sales, along with relevant information such as product name, category, price, and number of sales.

What can go wrong: If there is no sales record for any product, the system will display a message indicating that there are no products to display. In case of a system error or interruption, the admin may not be able to view the list and must try again later.

Other activities: The admin can filter the list by a specific time period, category or product name.

System state upon completion: The system displays the top 10 products with the highest number of sales, and the admin can view and analyze the list to identify trends and make informed business decisions.

6.36 View Top Travelers:

Initial assumption: The admin is logged into the system and wants to view the list of top travelers.

Normal: The system displays a list of top 10 travelers based on the number of orders completed by them and the income generated for the company through their deliveries. The list includes the name of the travelers, the number of completed orders, and the total income generated by their deliveries.

What can go wrong: If there are no completed orders by any traveler, the system will display a message that no data is available.

Other activities: The admin can sort the list based on different criteria such as the number of completed orders or the total income generated.

System state upon completion: The system displays a list of top travelers based on the selected criteria, providing valuable information to the admin to reward and incentivize the most profitable travelers.

6.37 Display Sales and Revenue Statistics Over Time:

Initial Assumption: The admin is logged in as an admin and navigates to the statistics page.

Normal: The system displays a graph representing the number of sales made over different periods of time, such as weekly, monthly, or yearly. The admin can choose the time period to display using a drop-down menu.

The system also displays a graph representing the revenue made over the same time period. The admin can choose to view the revenue generated by each traveler or by each product using a drop-down menu.

What Can Go Wrong: If there is no data to display, the system displays a message informing the admin that there is no data available for the selected time period.

Other Activities: Other users can access the website's features simultaneously.

System State Upon Completion: The system displays the selected graphs and allows the admin to download them in a format of their choice.

6.38 Dismiss Traveler:

Initial Assumption: The admin is logged in and navigates to the Traveler management page.

Normal: The admin selects the traveler they want to dismiss from the list of registered travelers and clicks on the "Dismiss" button. The system will display a confirmation dialog, asking the admin to confirm the action.

What can go wrong: If the admin selects the wrong traveler, they might accidentally dismiss the wrong person. Additionally, the system might experience technical difficulties or errors, which could prevent the dismissal from being processed.

Other activities: The admin can also view the traveler's profile before dismissing them, and can contact them via the messaging system to provide an explanation for the dismissal.

System state upon completion: Once the admin confirms the dismissal, the traveler's access to the platform is revoked and they are removed from the list of registered travelers. The traveler will receive a notification of the dismissal via email or in-app notification.

6.39 Title: Revoke Access from Client:

Initial assumption: The admin is logged in and wants to revoke a client's access to the platform.

Normal: The admin goes to the client's profile and clicks on the "Revoke Access" button. The system displays a confirmation dialog, asking the admin to confirm that they want to revoke the client's access. The admin clicks on "Yes" and the system removes the client's access to the platform. The client is then notified of the revocation of their access.

What can go wrong: If the admin does not have the necessary permissions to revoke a client's access, the system will display an error message. If the client has any active orders, the system will ask the admin to cancel them before revoking their access. If the client has any outstanding payments, the system will ask the admin to resolve them before revoking their access.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: The client's access to the platform is revoked and they are no longer able to log in.

6.40 Retention or Deletion of Revoked Accounts Data:

Initial assumption: The admin has successfully revoked the access of a user from the platform.

Normal: The system provides an option for the admin to choose whether to preserve or remove the saved data of the revoked account. If the admin chooses to preserve the data, the system will retain the user's account information and any associated data. If the admin chooses to remove the data, the system will permanently delete all data associated with the revoked account.

What can go wrong: The admin might mistakenly choose the wrong option, leading to the loss of important data or the retention of unnecessary data.

Other activities: None.

System state upon completion: The system will have either retained or deleted the data associated with the revoked account, according to the admin's choice.

6.41 Providing one-time use credentials to new travelers:

Initial assumption: The website admin has added a new traveler account to the system.

Normal: The system generates a unique, one-time use set of login credentials (username and password) for the new traveler and sends them to the traveler via email or other secure communication method.

What can go wrong: The system may fail to generate the credentials, or there may be errors in sending them to the traveler, resulting in the traveler being unable to log in. The credentials may be intercepted or otherwise compromised during transmission, compromising the security of the account.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: The new traveler has received their one-time use login credentials and can use them to log in to their account for the first time.

6.42 Submit Proof of Receipt

Initial assumption: A traveler has submitted a picture of the Amazon package they have picked up for delivery and uploaded it to the platform.

Normal: The admin logs in to the platform and navigates to the traveler's delivery order. They review the submitted picture of the Amazon package provided by the traveler and compare it to the order details to ensure that the package matches the order. If the package is verified, the admin approves the delivery order and the traveler proceeds with the delivery.

What can go wrong: If the package does not match the order, the admin will reject the delivery order and request the traveler to correct the mistake. If the traveler fails to correct the mistake, the admin may need to cancel the order and find an alternative solution for the client.

Other activities: The system will keep a record of the verification process, including the date and time, the name of the admin who performed the verification, and the status of the delivery order.

System state upon completion: If the package is verified, the traveler will proceed with the delivery, and the client will receive the package. If the package is not verified, the delivery order will be rejected, and the traveler will need to correct the mistake before proceeding with the delivery.

6.43 View List of Completed Orders

Initial assumption: The admin is logged into the system and wants to view a list of completed orders.

Normal: The admin selects the "Completed Orders" option from the menu. The system displays a list of all orders that have been marked as "delivered" or "picked up" by the travelers, along with their receipts.

What can go wrong: The system may fail to display the list of completed orders due to a technical issue. In such a case, the admin can try again later or contact technical support for assistance.

Other activities: Other users can access the system's features simultaneously.

System state upon completion: The admin has access to a list of all completed orders along with their receipts.

6.44 Display List of Company Clients

Initial assumption: The admin is logged in and wants to view the list of the company's clients.

Normal: The admin navigates to the "Clients" section of the website and clicks on the "View All" button. The system retrieves and displays a list of all registered clients, including their names, contact information, and any other relevant details.

What can go wrong: If the database is inaccessible or there is a network connection issue, the system may not be able to retrieve and display the list of clients.

Other activities: Other users can access the website's features simultaneously.

System state upon completion: The system displays the list of clients, and the admin can perform any necessary actions or view more information about individual clients.

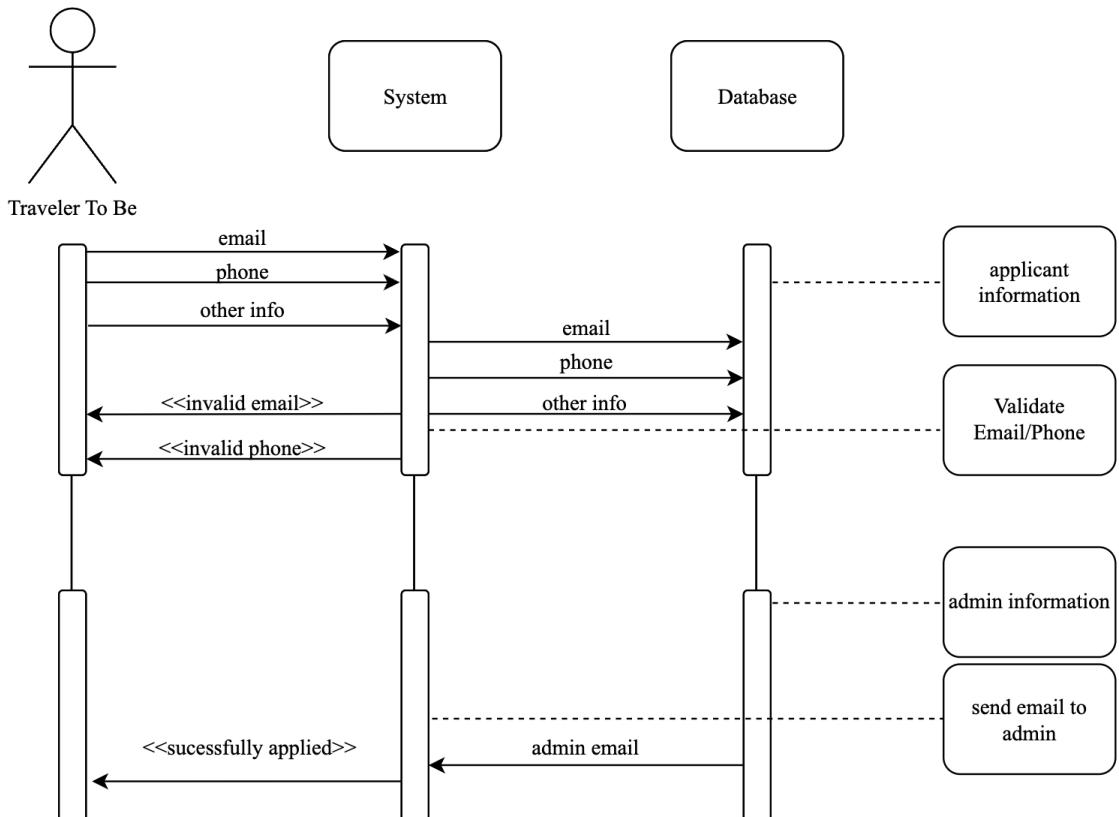
CHAPTER 7: System Models

The system models section of this documentation document will provide a visual representation of the ToU platform through several graphs, including the first set of sequence diagram, second set of sequence diagram, stimulus-response diagram, use case diagram, and data flow diagram. The section will detail the various functionalities and operational constraints of the system and illustrate the system's functionality and data flow. The system models will be used to ensure that the platform meets all necessary requirements and that the development team can understand the system's architecture and functionality. The section will provide a comprehensive overview of the platform's design, making it easier for the client to understand the system's structure and functionality.

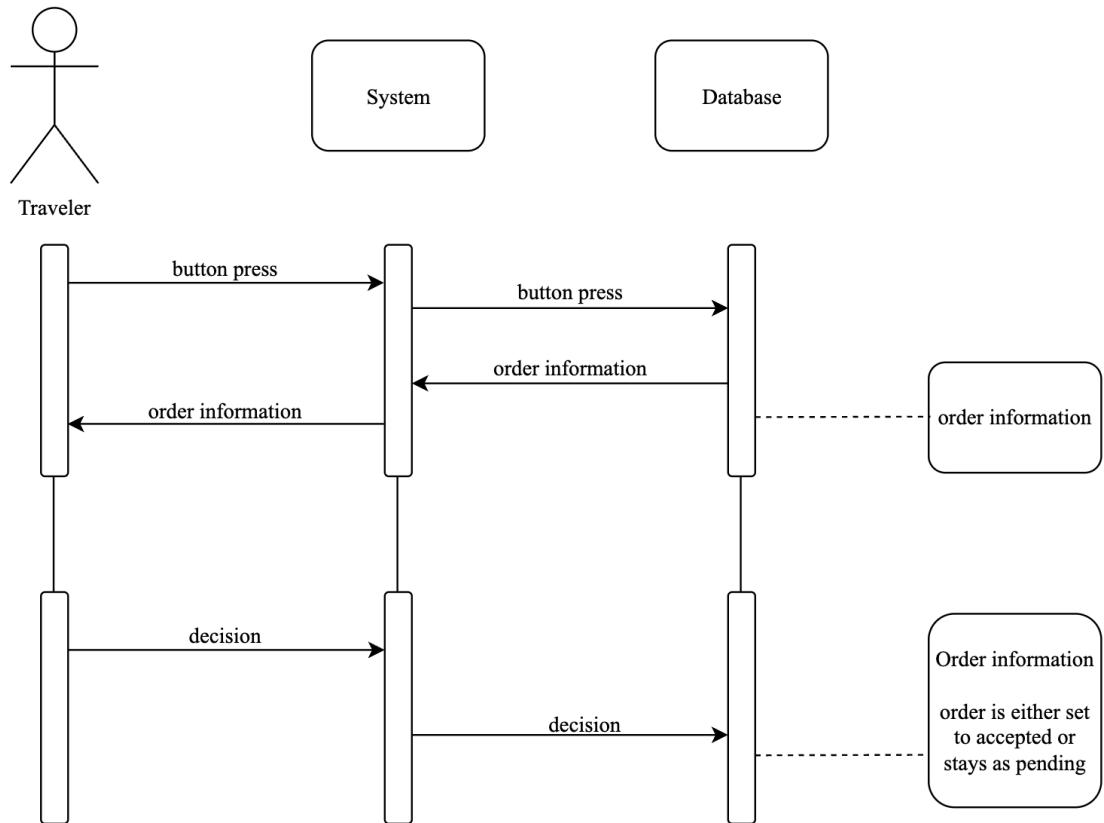
System Models

7.1 First Set of Sequence Diagram

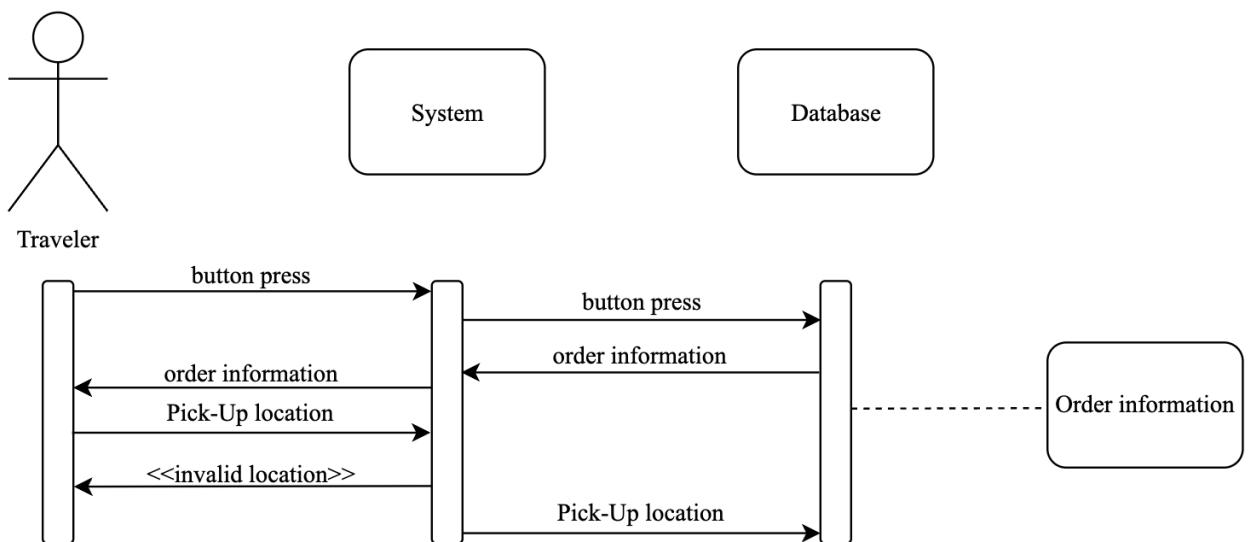
7.1.1 Apply as Traveler



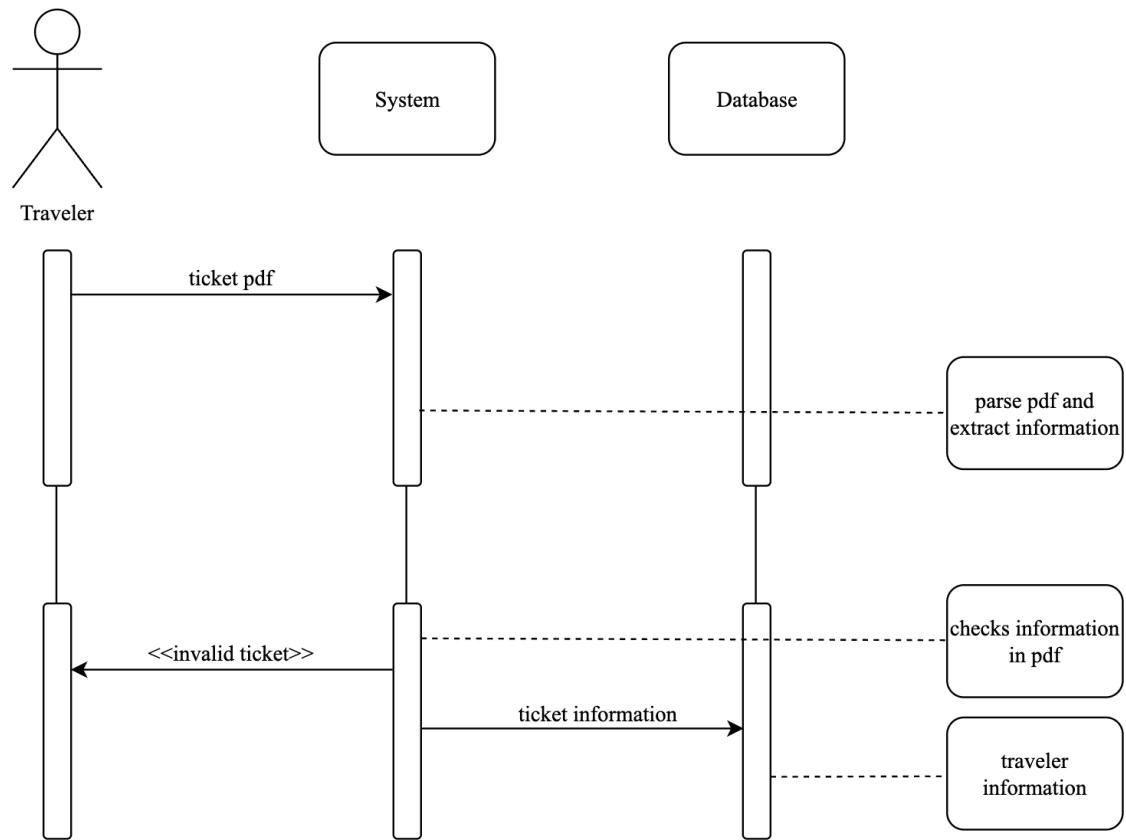
7.1.2 Accept or Reject Assigned Orders



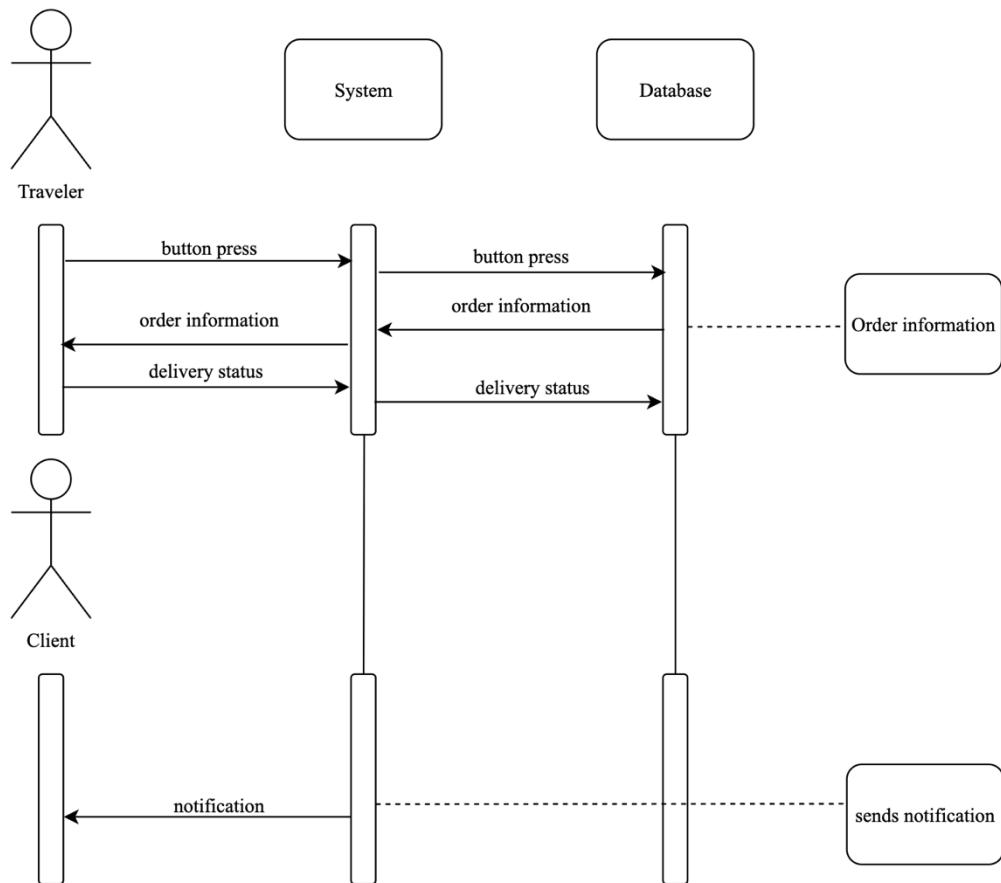
7.1.3 Provide Pickup Location



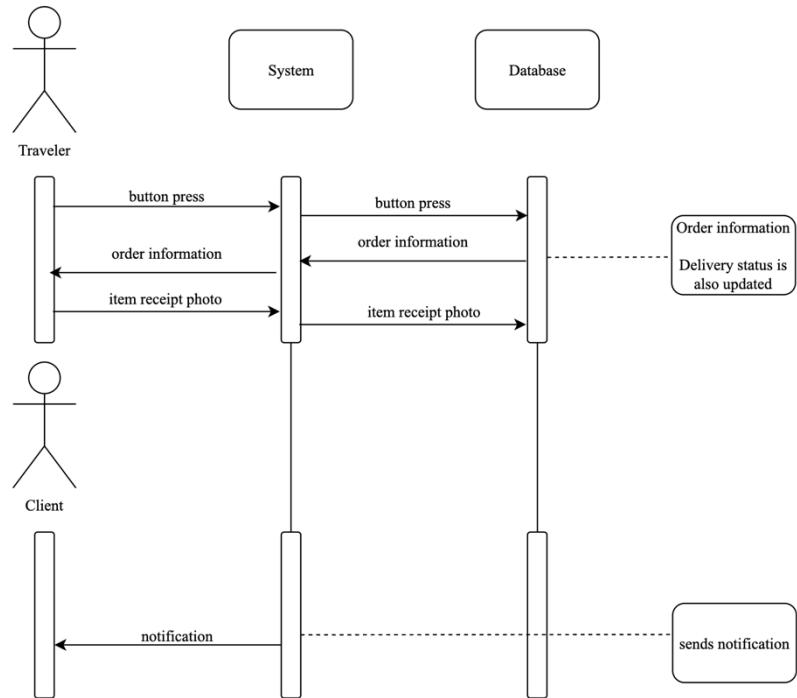
7.1.4 Scan the Ticket



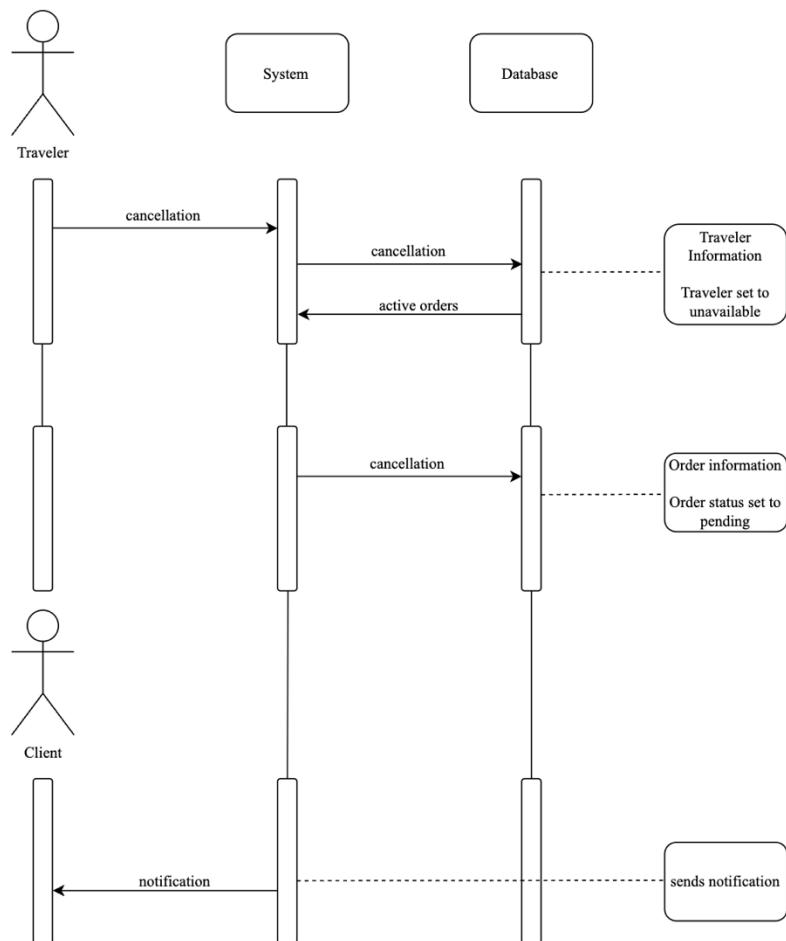
7.1.5 Update Delivery Status



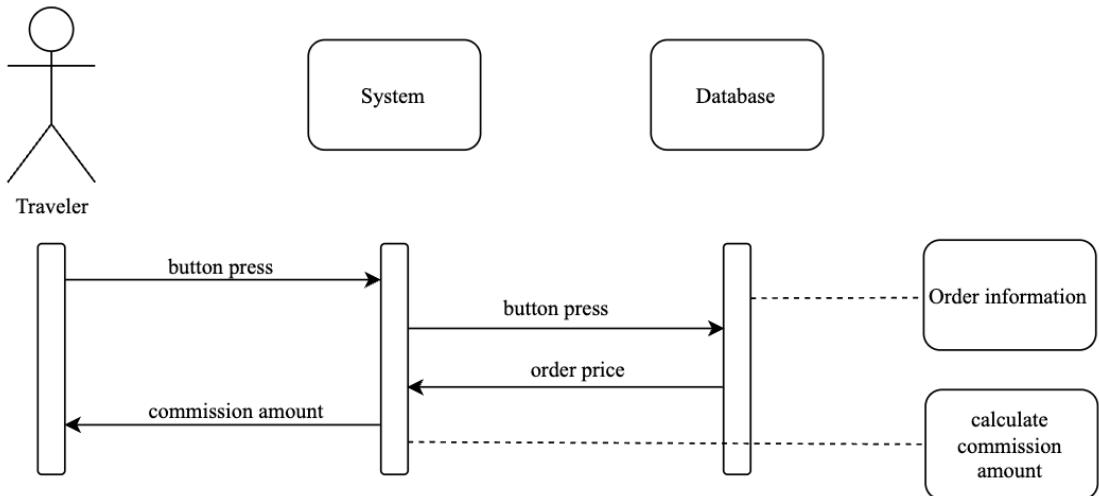
7.1.6 Submit Proof of Item Receipt



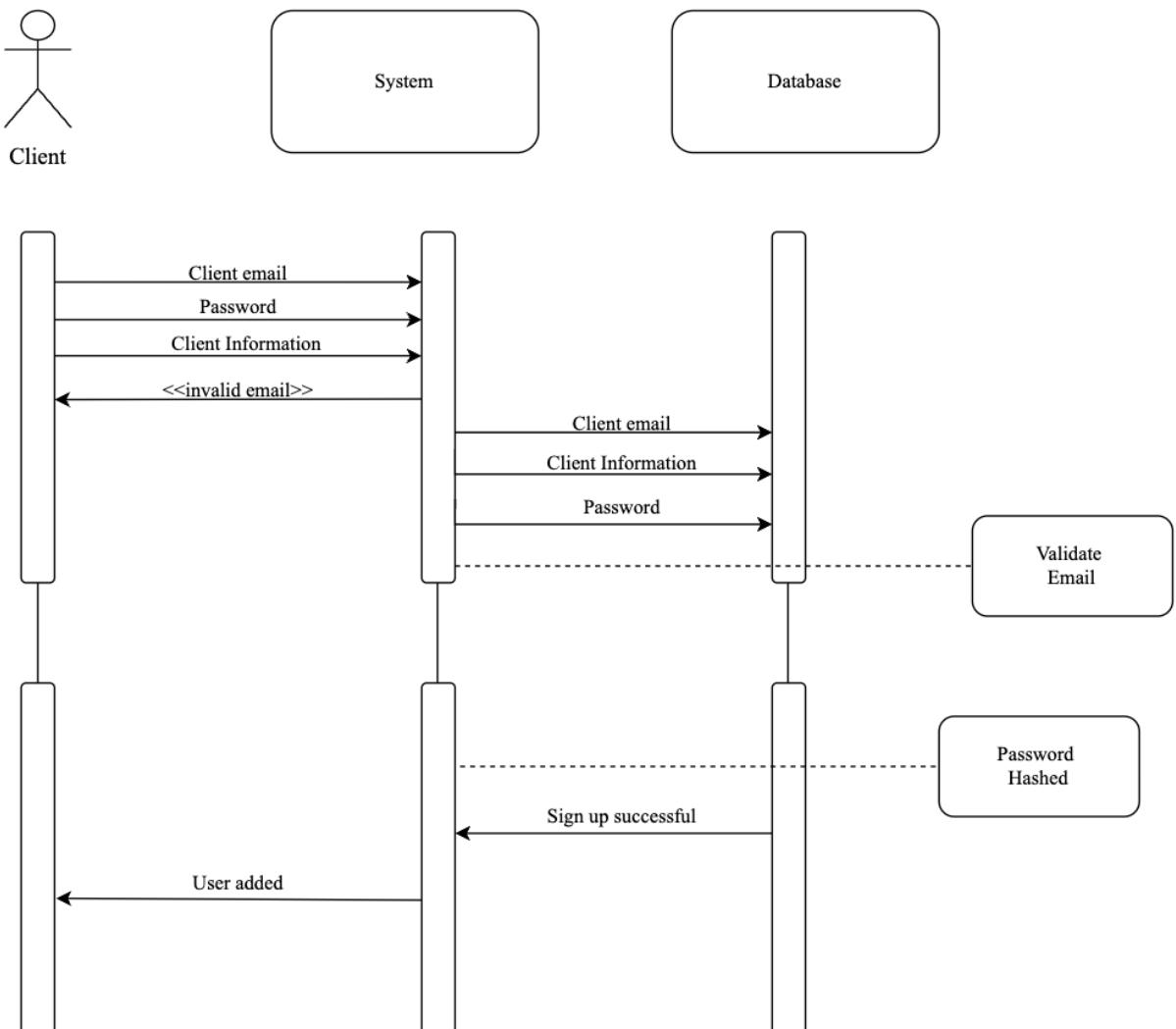
7.1.7 Modify Traveler Availability



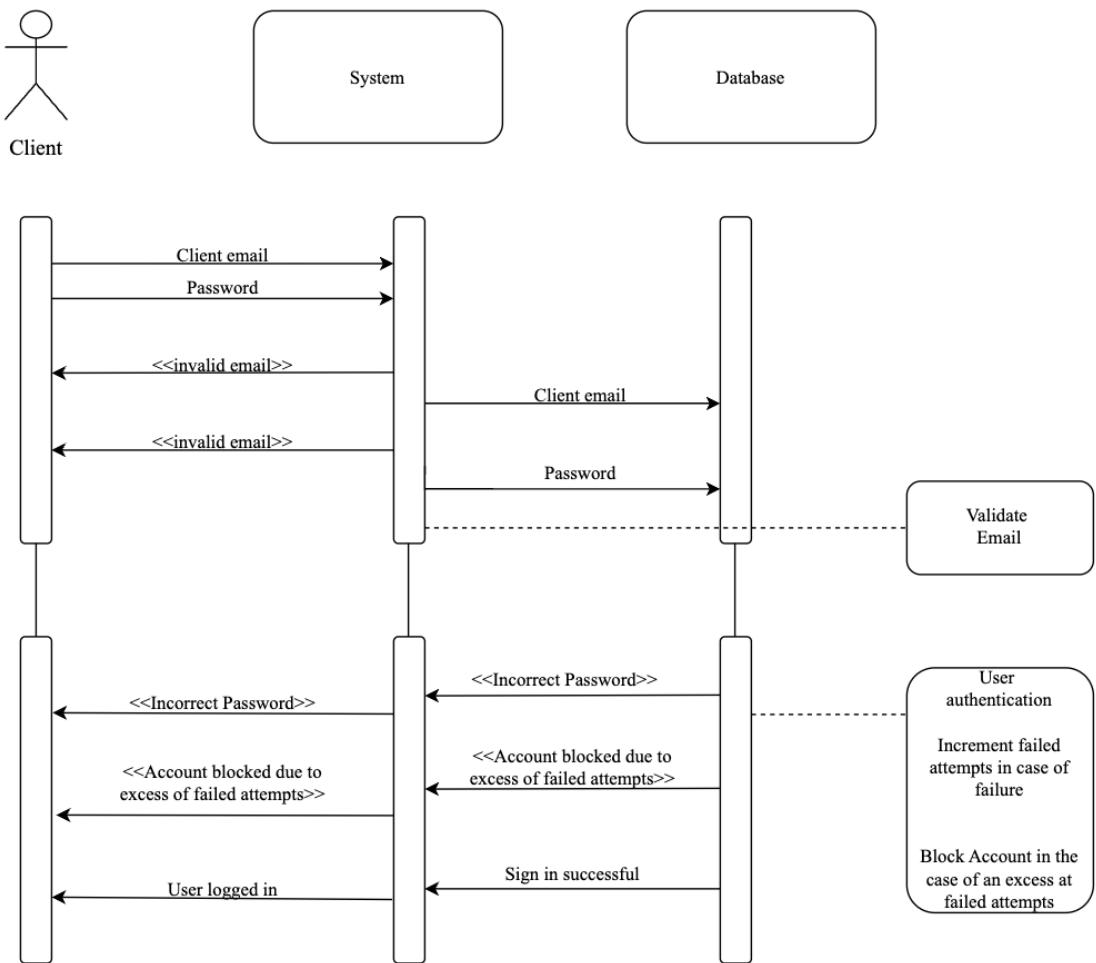
7.1.8 Calculate Traveler Sale Commission



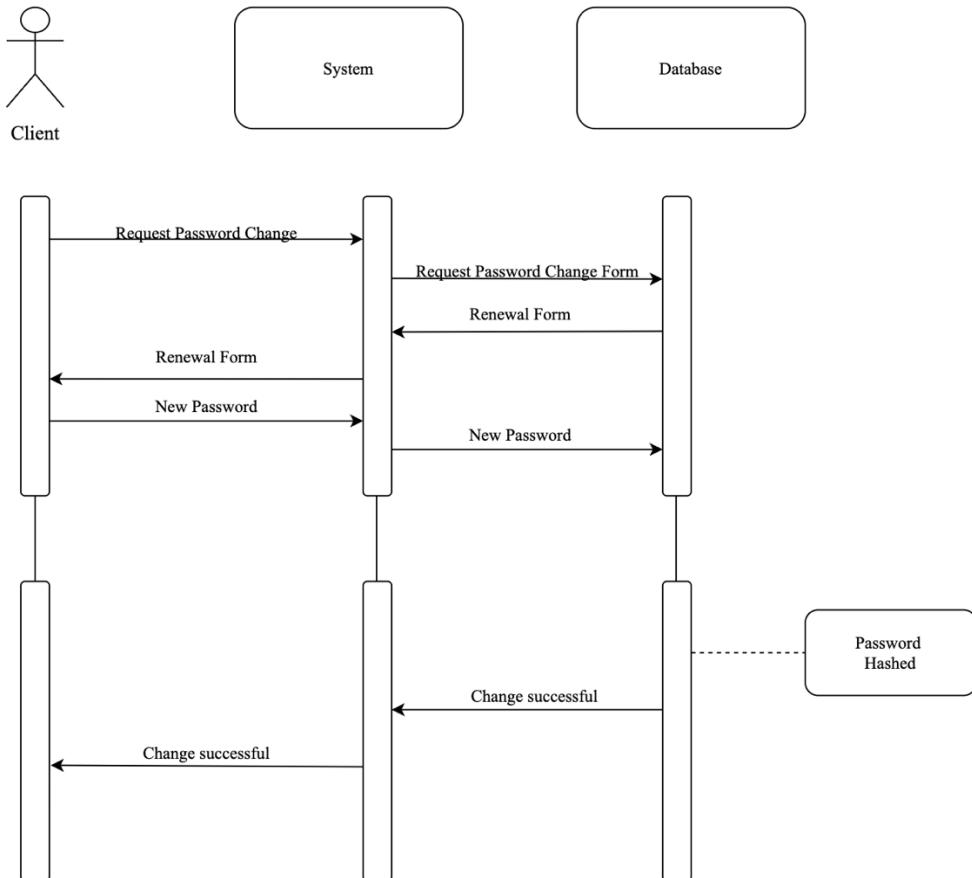
7.1.9 User Signup



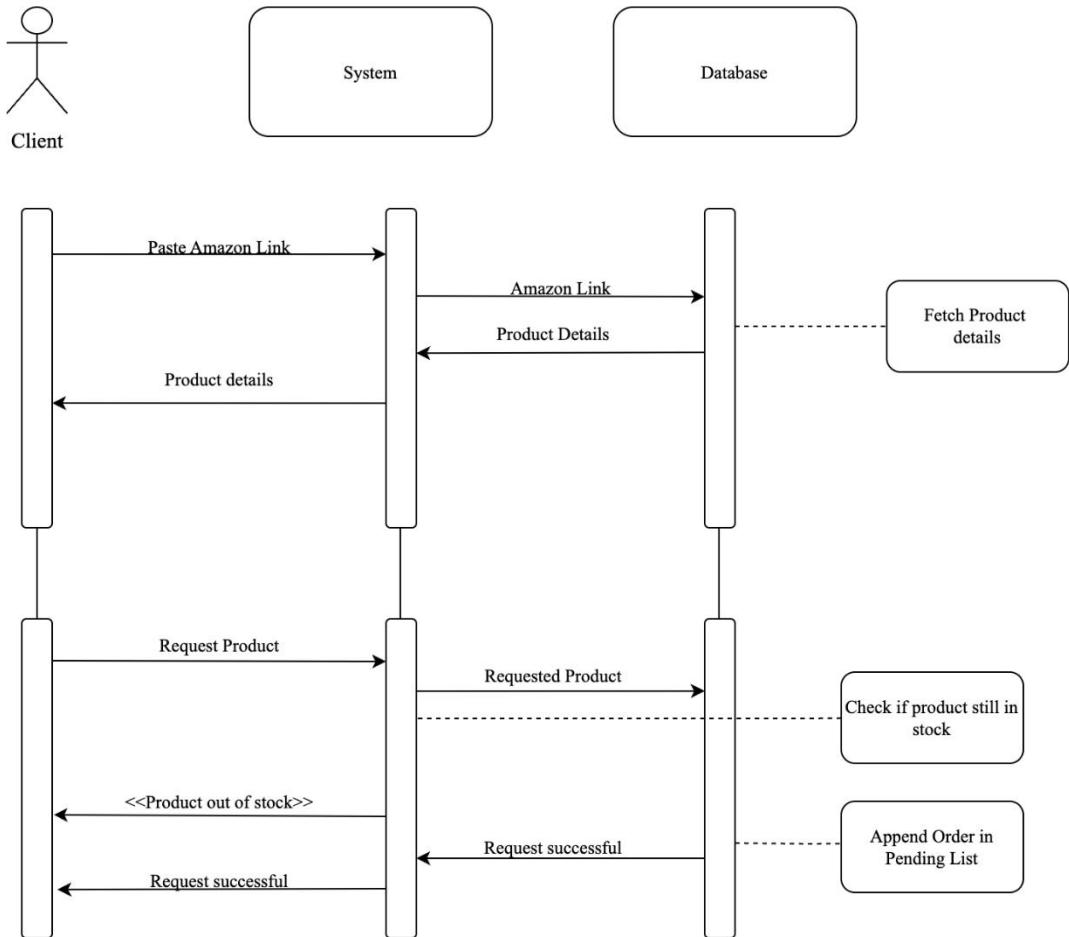
7.1.10 User Login



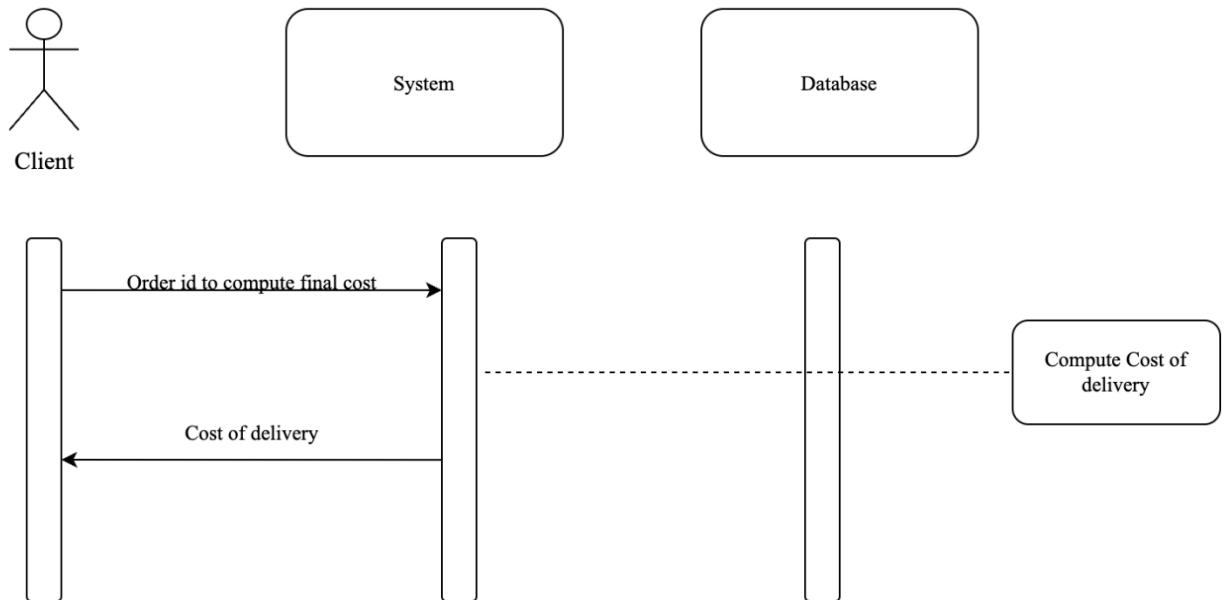
7.1.11 Change Password



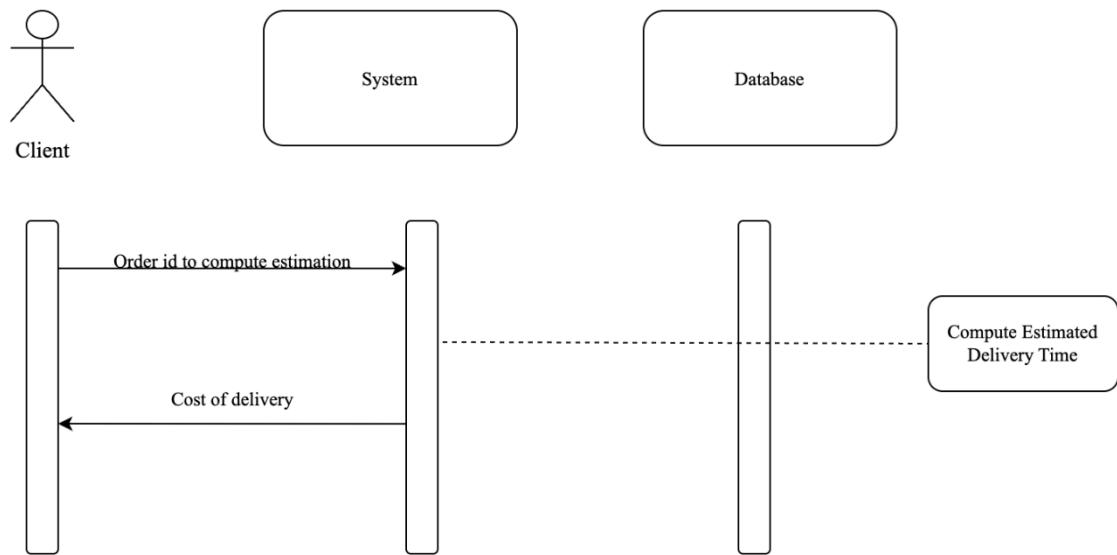
7.1.12 Paste Amazon Product Link



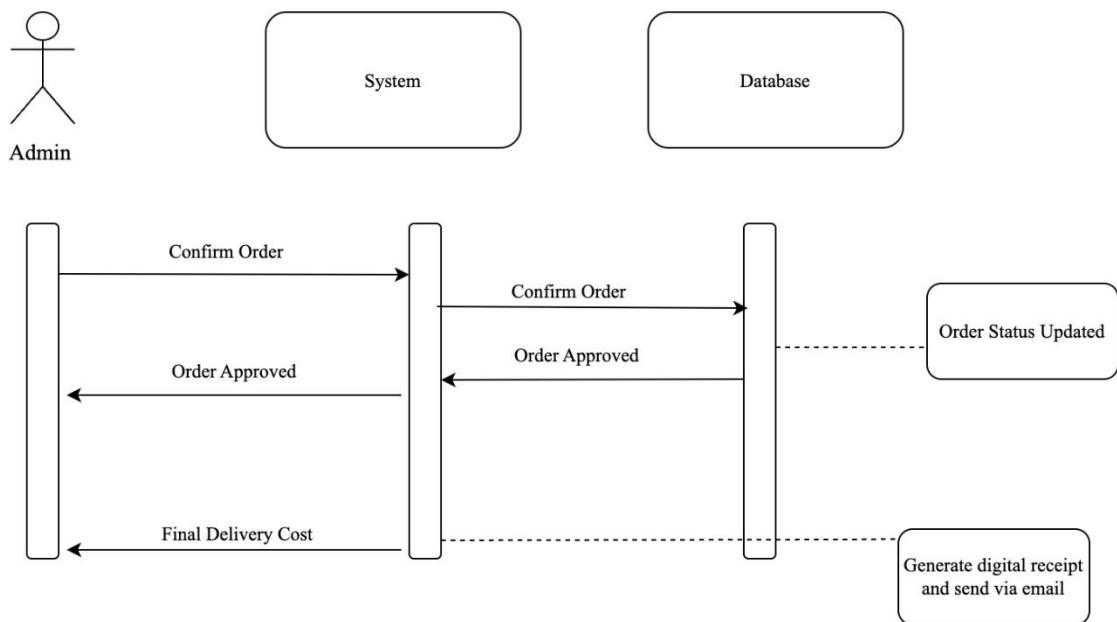
7.1.13 Compute Final Cost



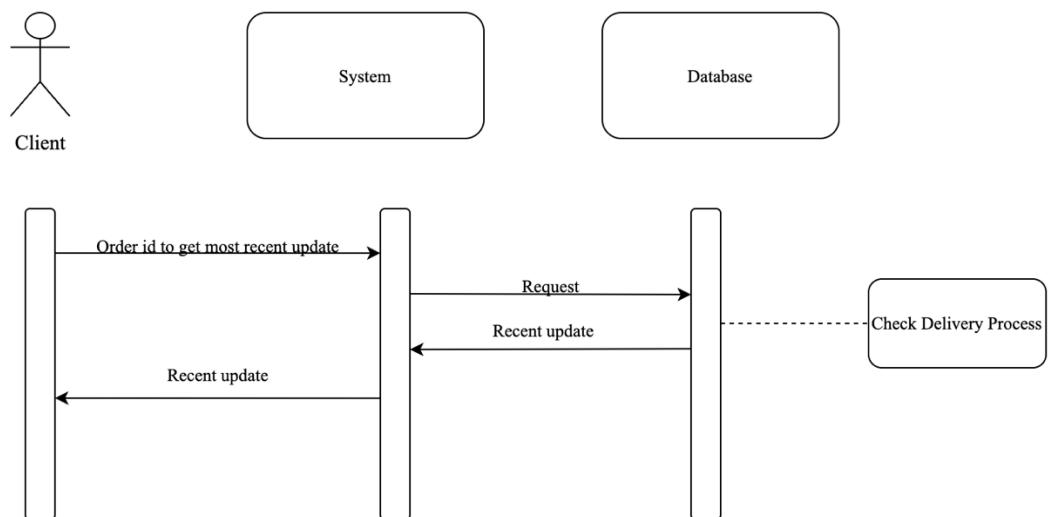
7.1.14 Compute Estimated Arrival Time



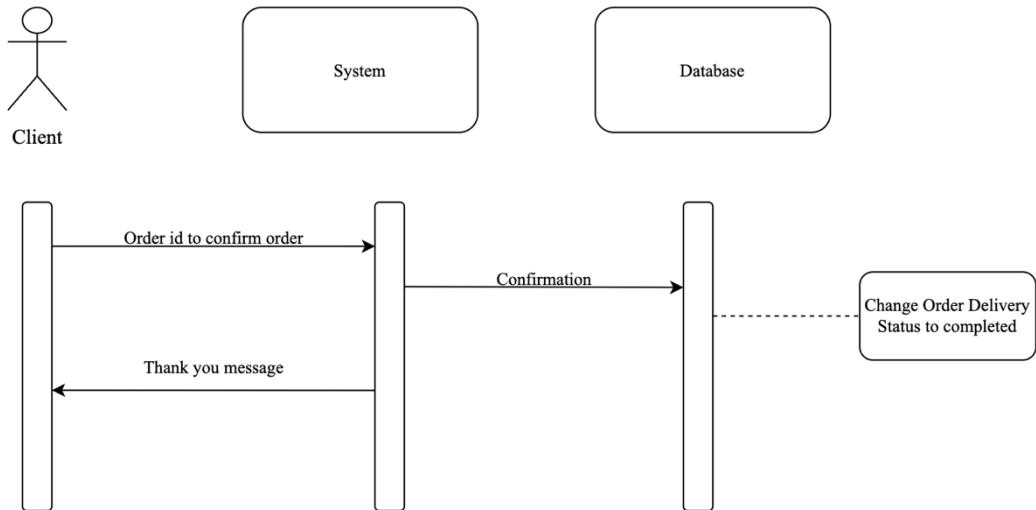
7.1.15 Approve Order



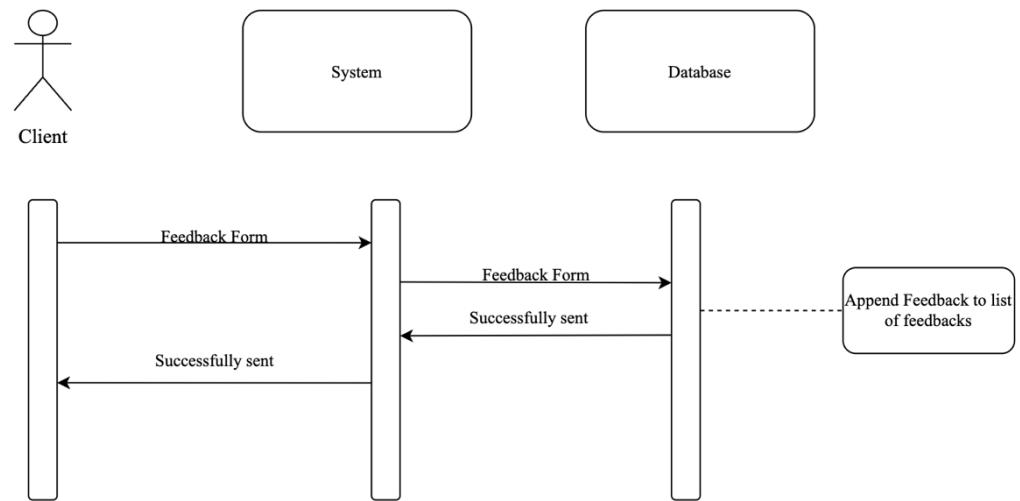
7.1.16 Check Order Status



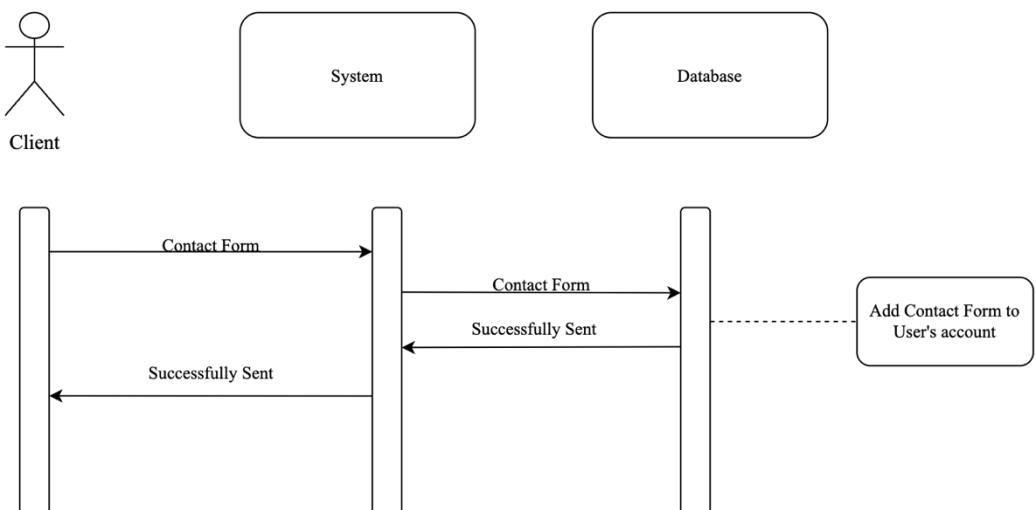
7.1.17 Confirm Order



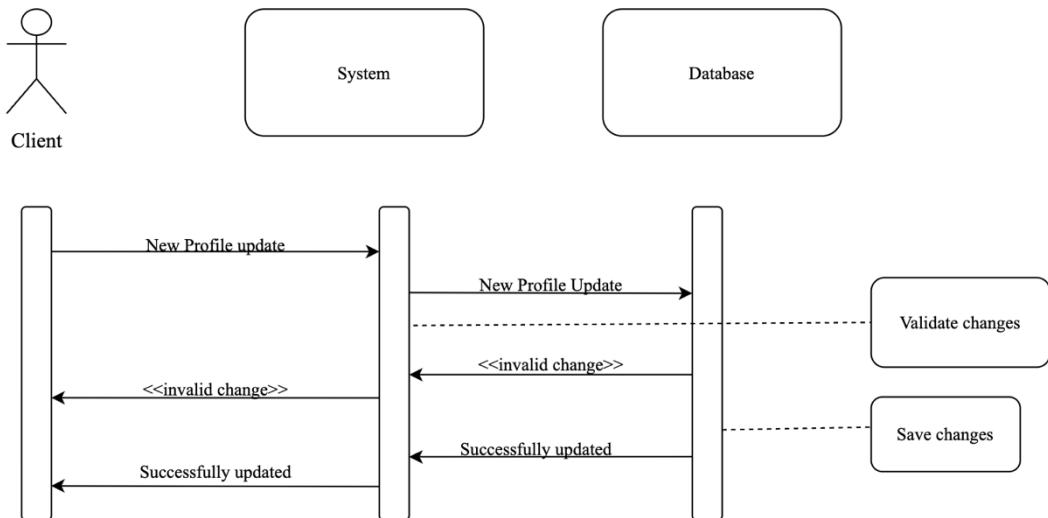
7.1.18 Submit Feedback Form



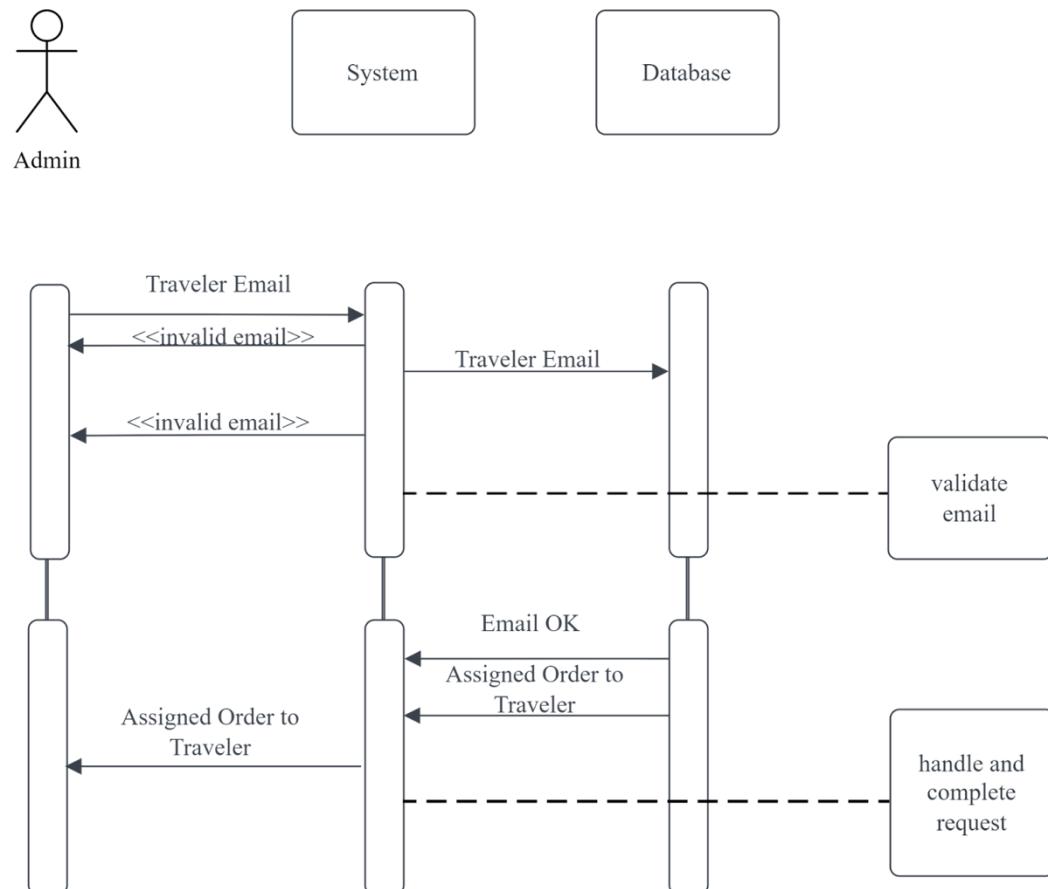
7.1.19 Submit Contact Form



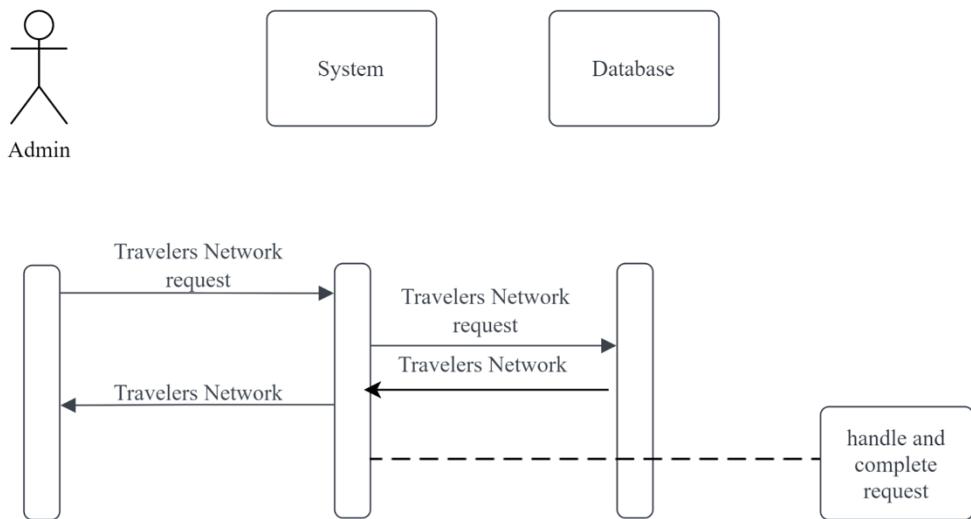
7.1.20 Edit Profile



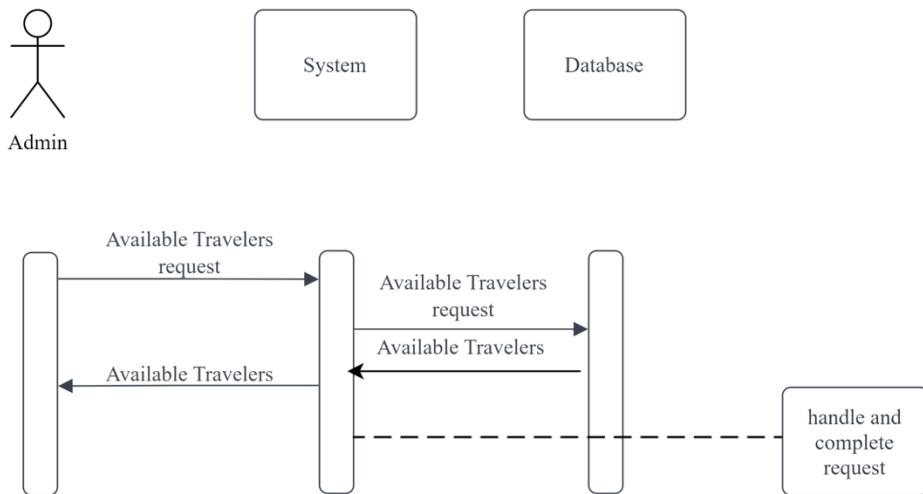
7.1.21 Add Travelers



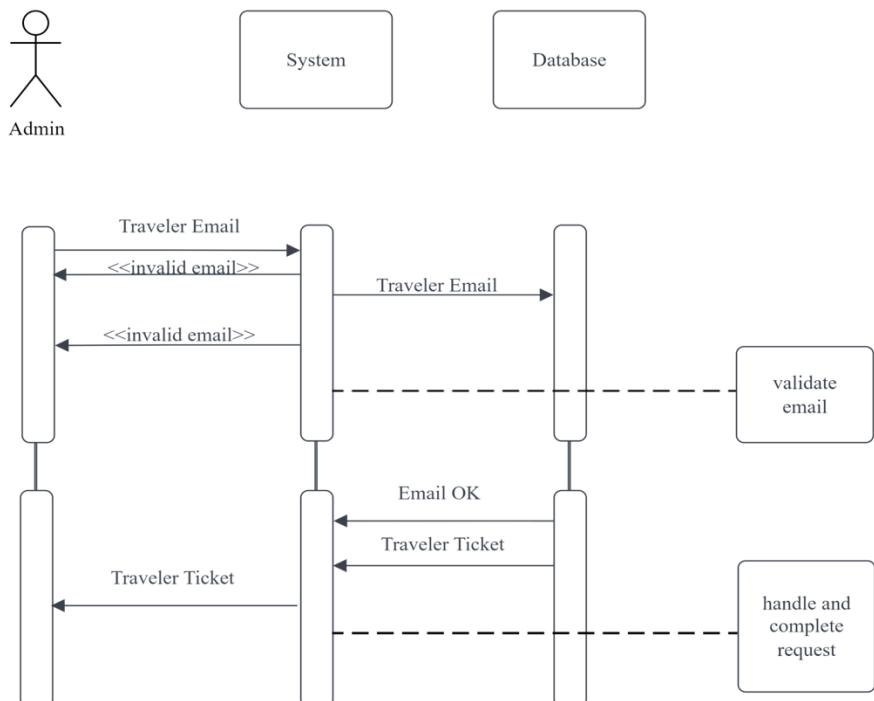
7.1.22 Get Travelers Network



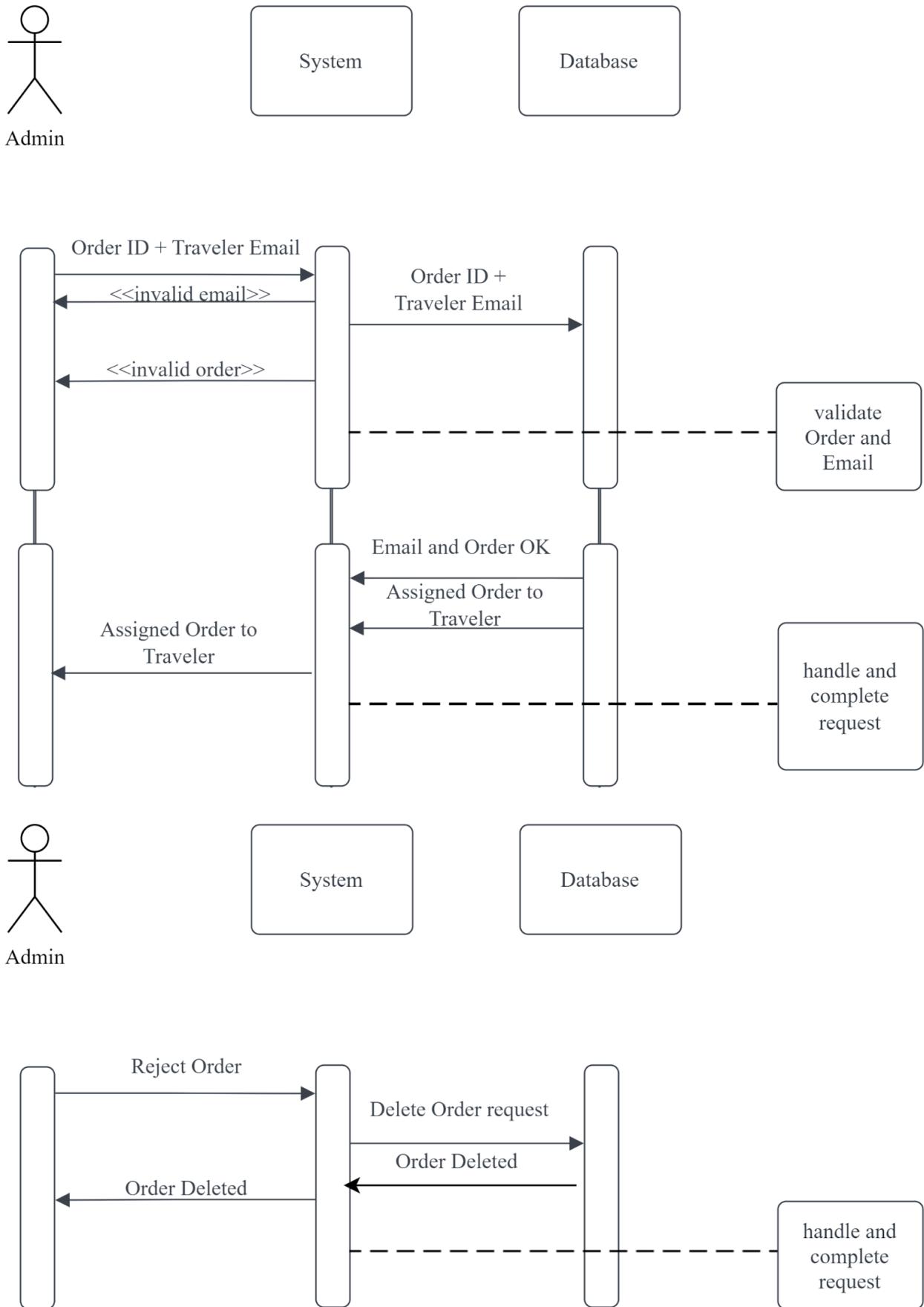
7.1.23 Display Travelers Availability



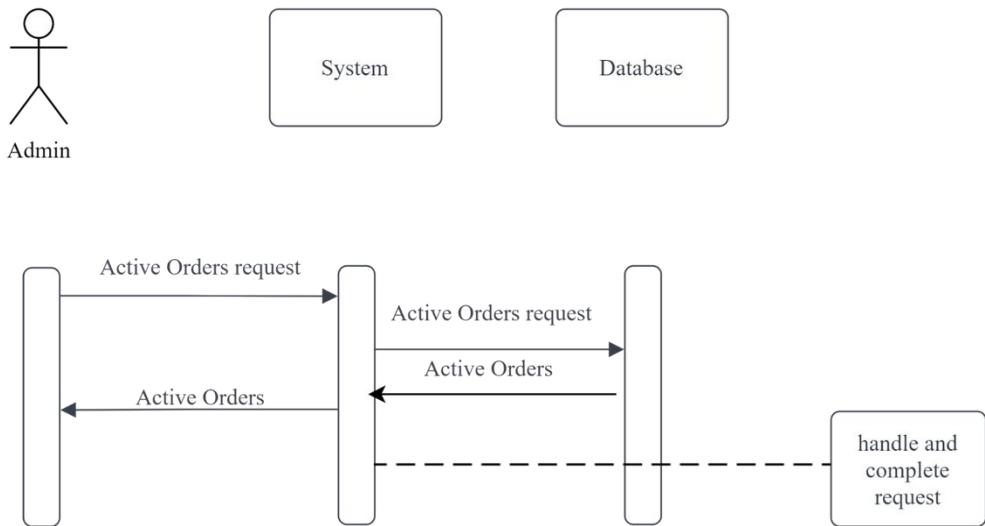
7.1.24 Get Travelers Tickets



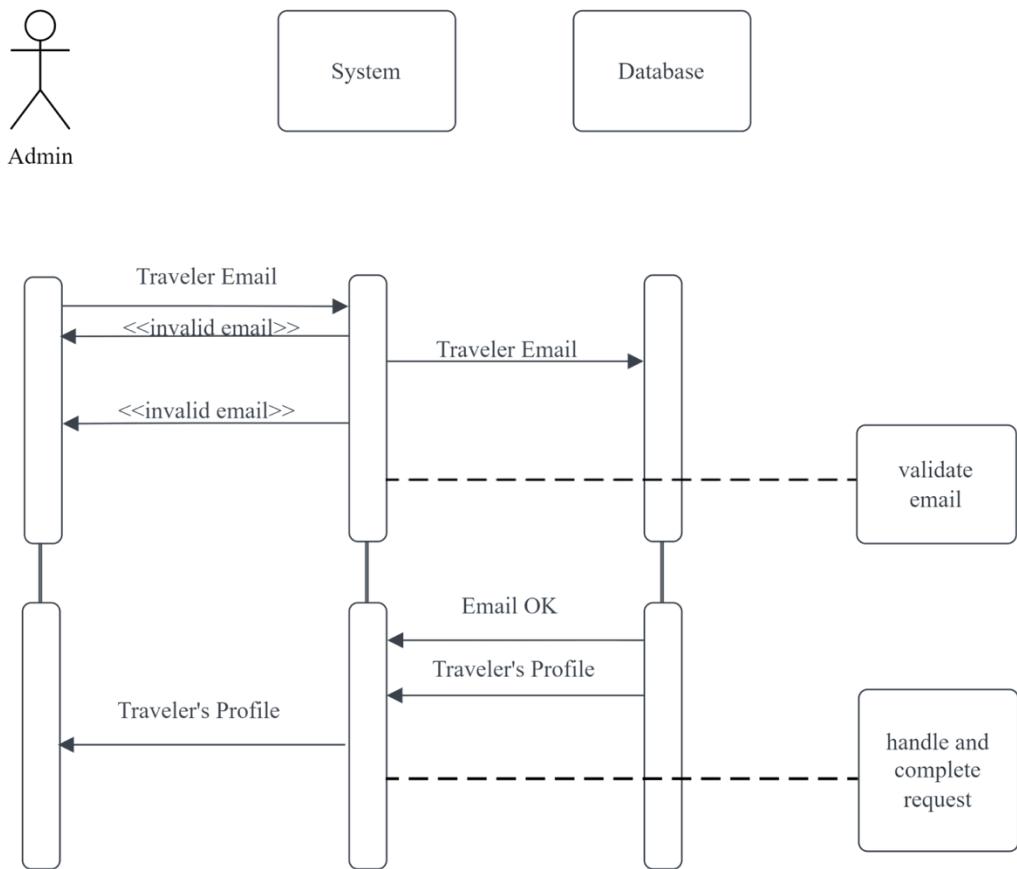
7.1.25 Assign or Reject Pending Requests



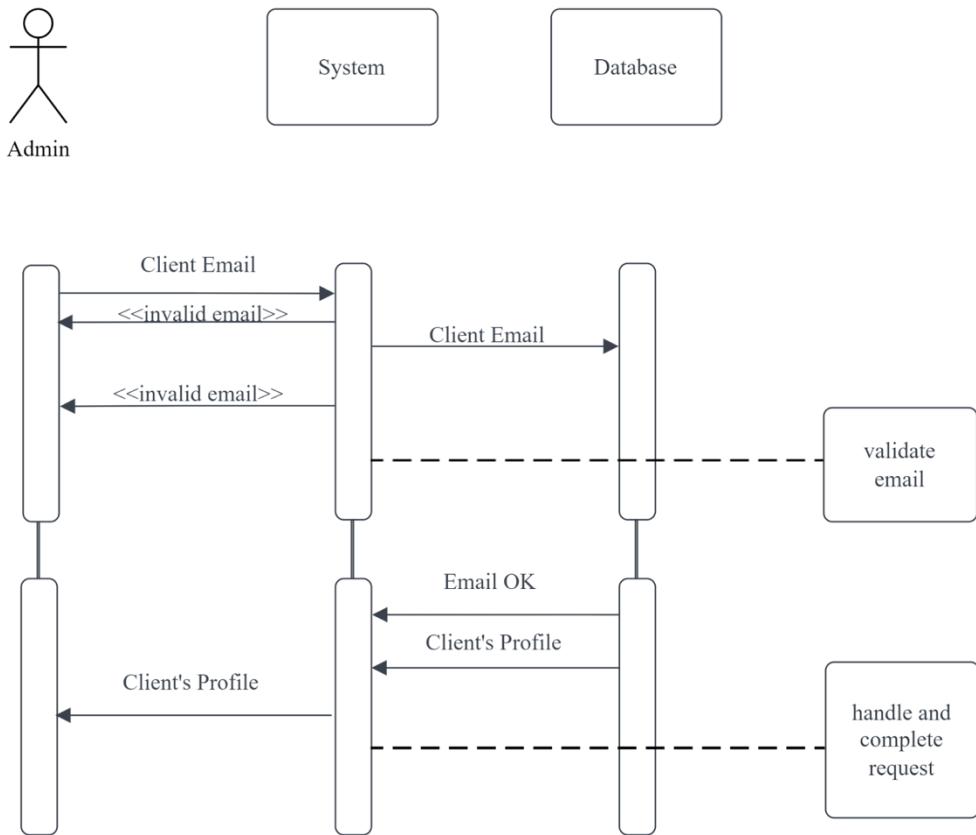
7.1.26 List Active Orders



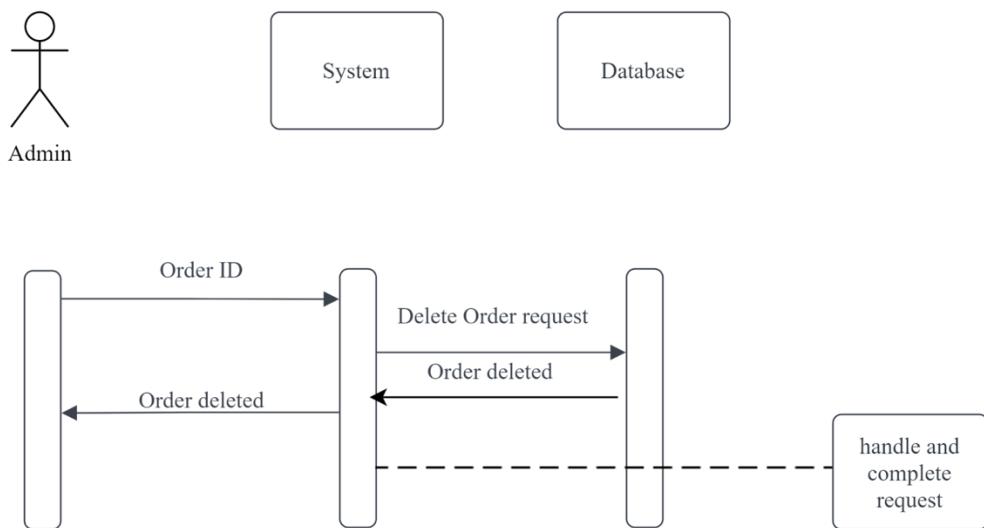
7.1.27 Get Traveler Profile



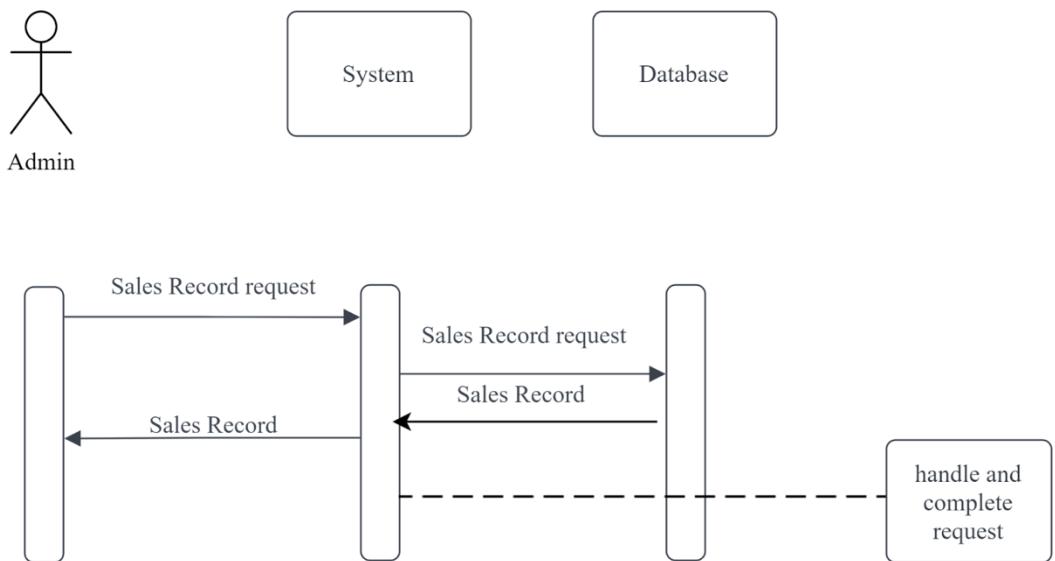
7.1.28 Get Client Profile



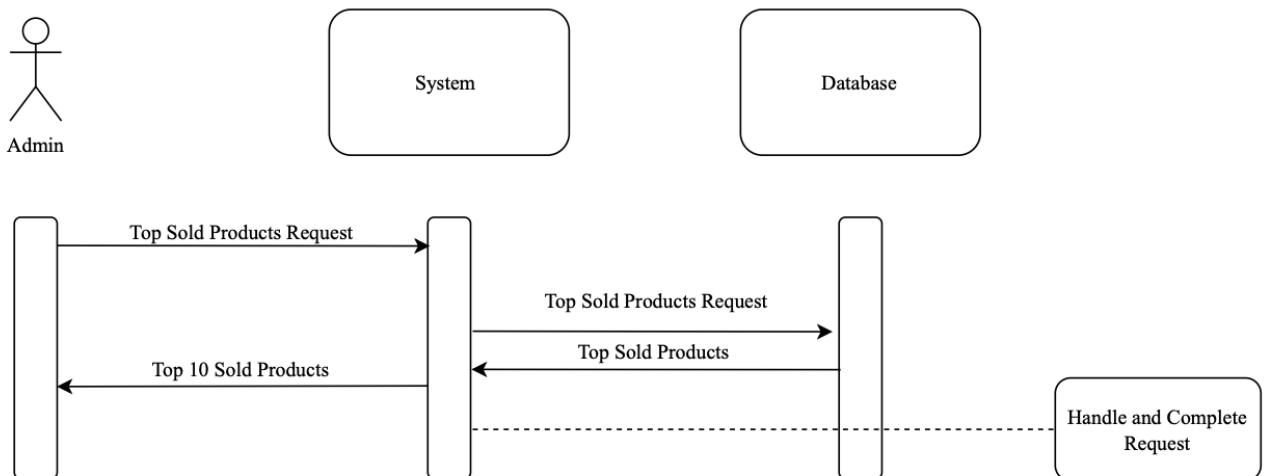
7.1.29 Cancel Order



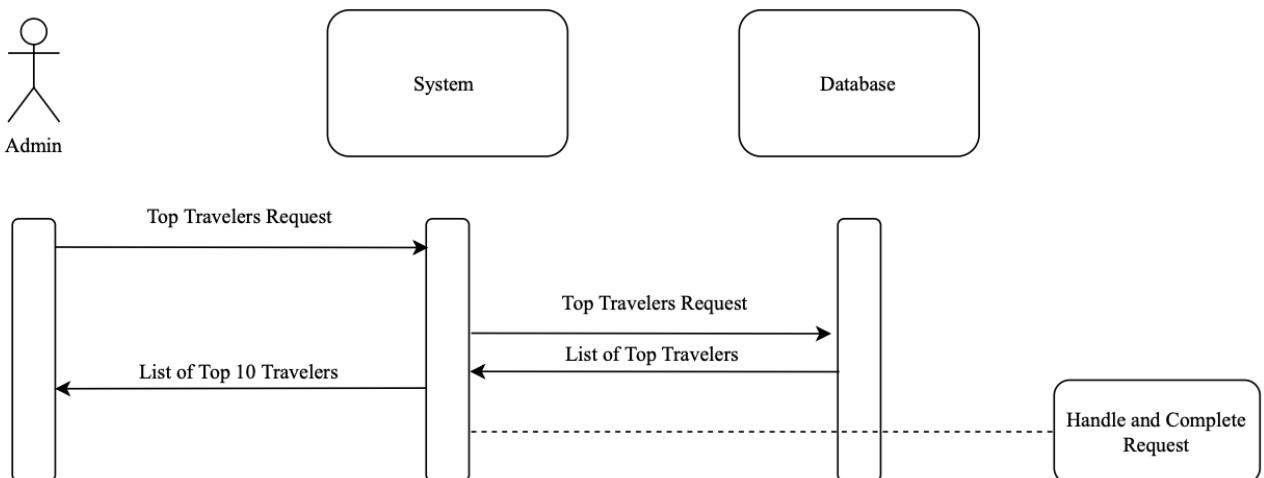
7.1.30 Track Sales Record



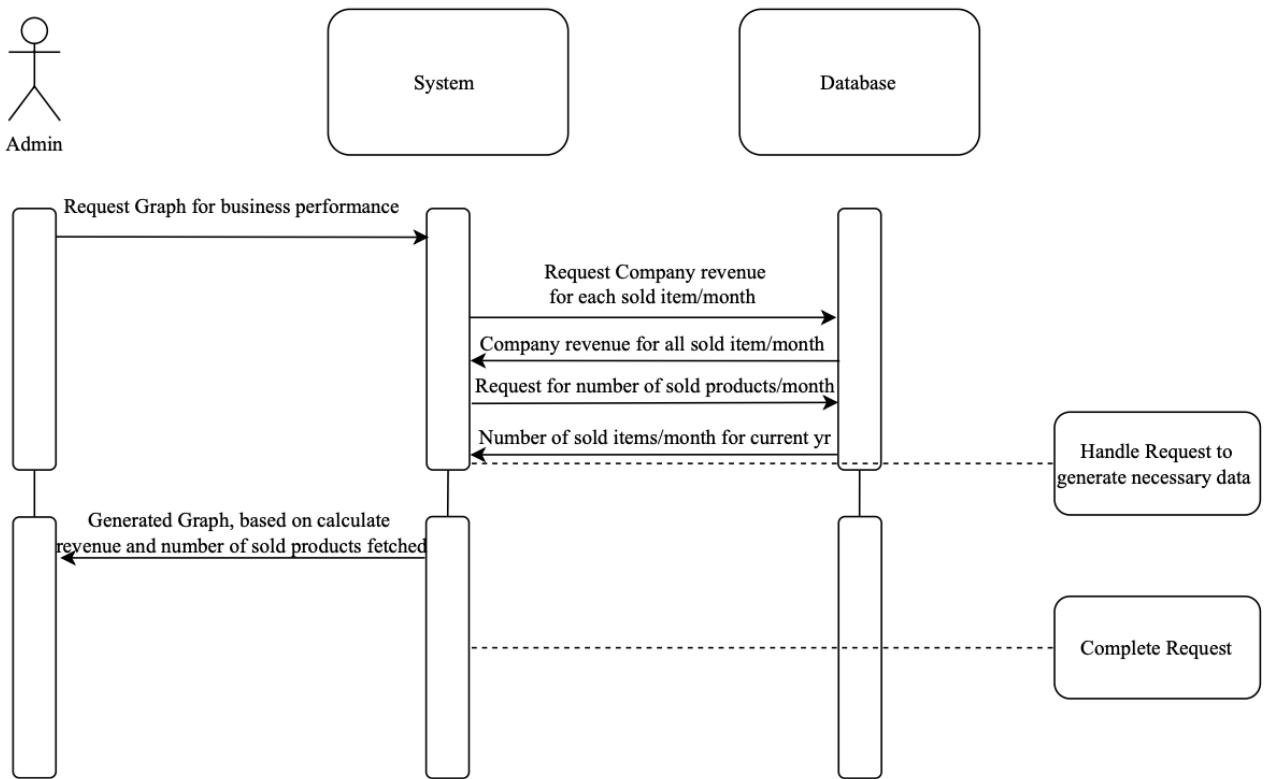
7.1.31 Track Top Sold Products



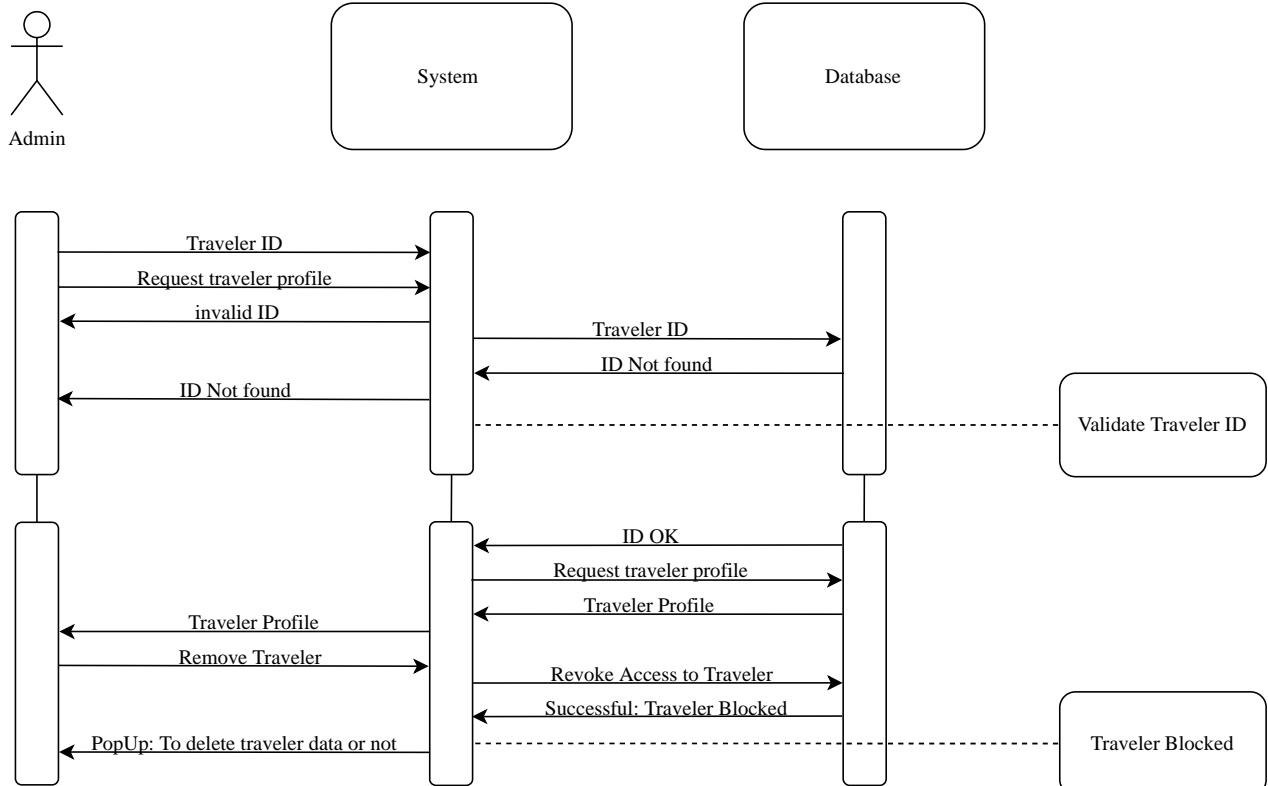
7.1.32 Track Top Travelers



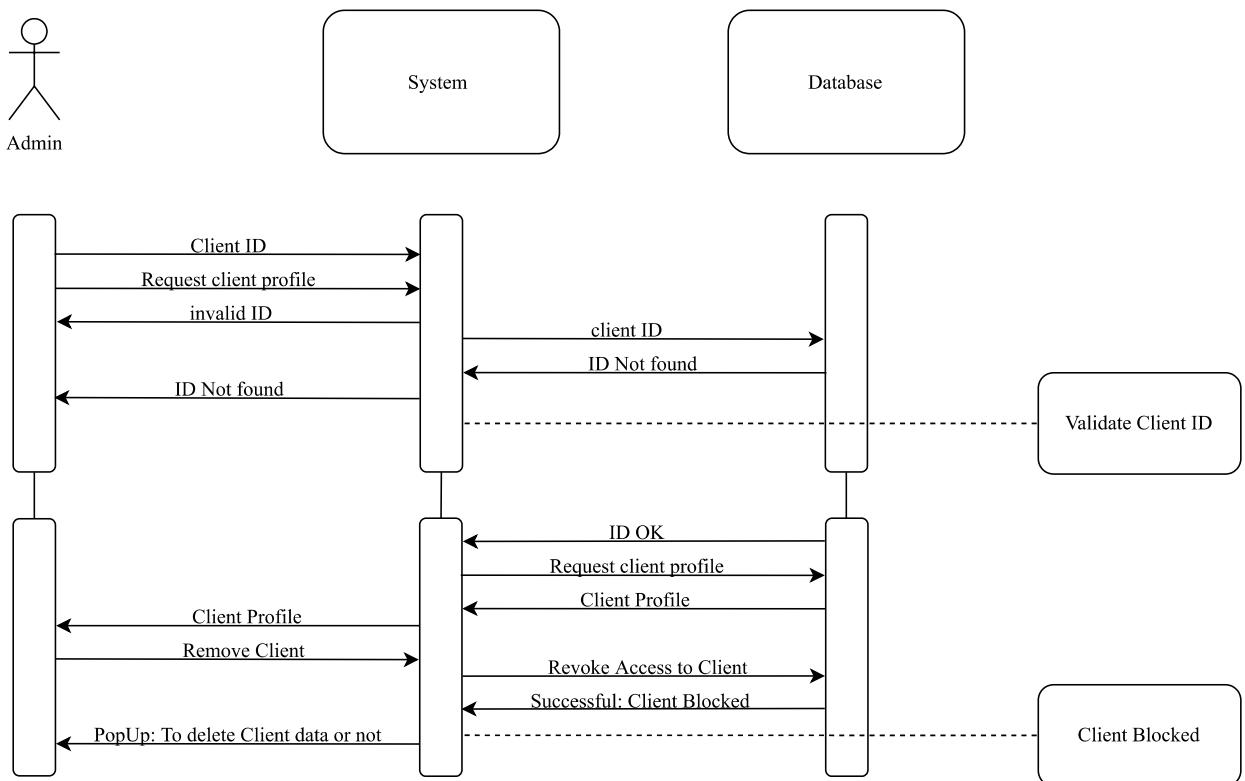
7.1.33 Display Statistics



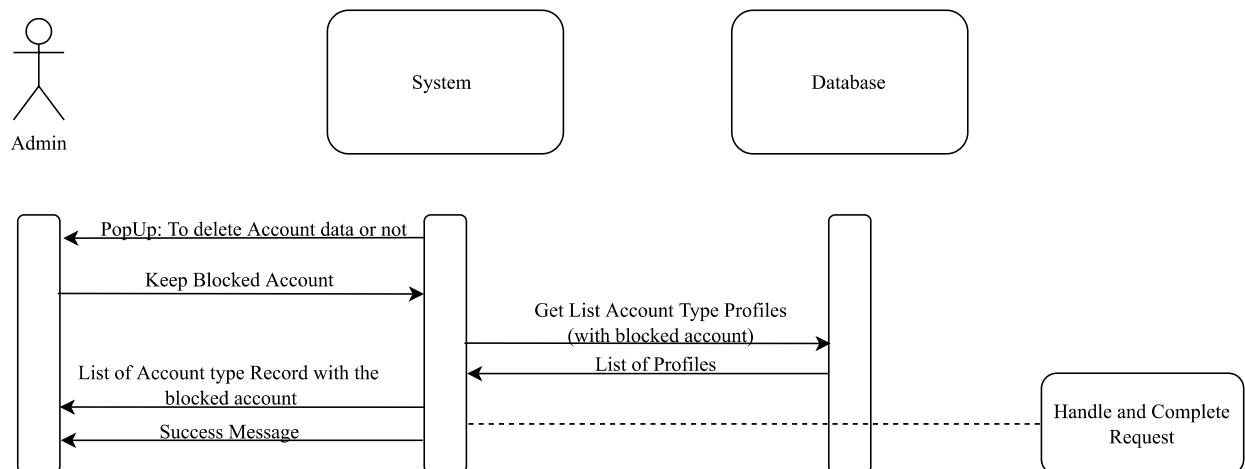
7.1.34 Dismiss Traveler



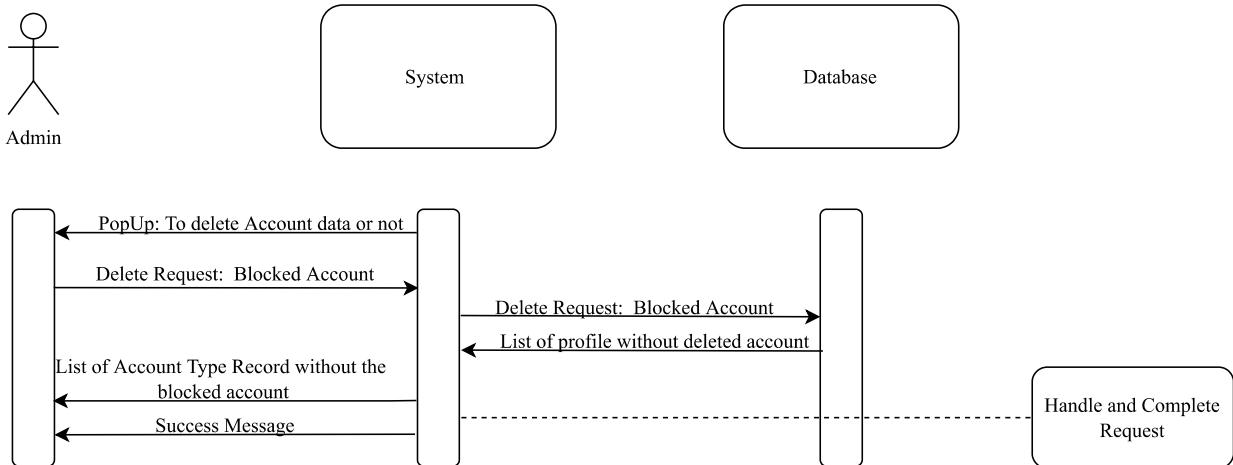
7.1.35 Revoke Access from Client



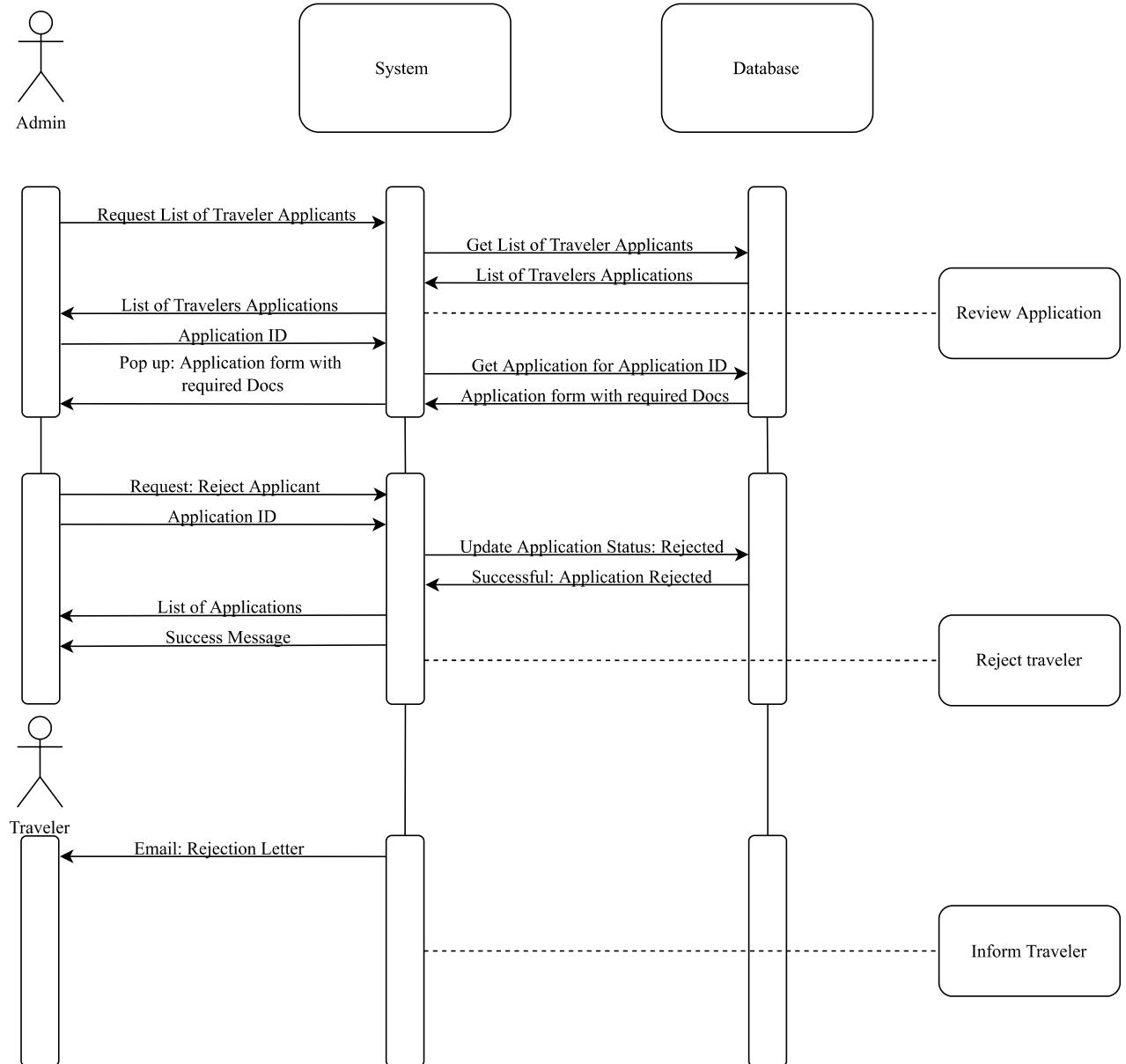
7.1.36 Keep Revoked Traveler Client Accounts



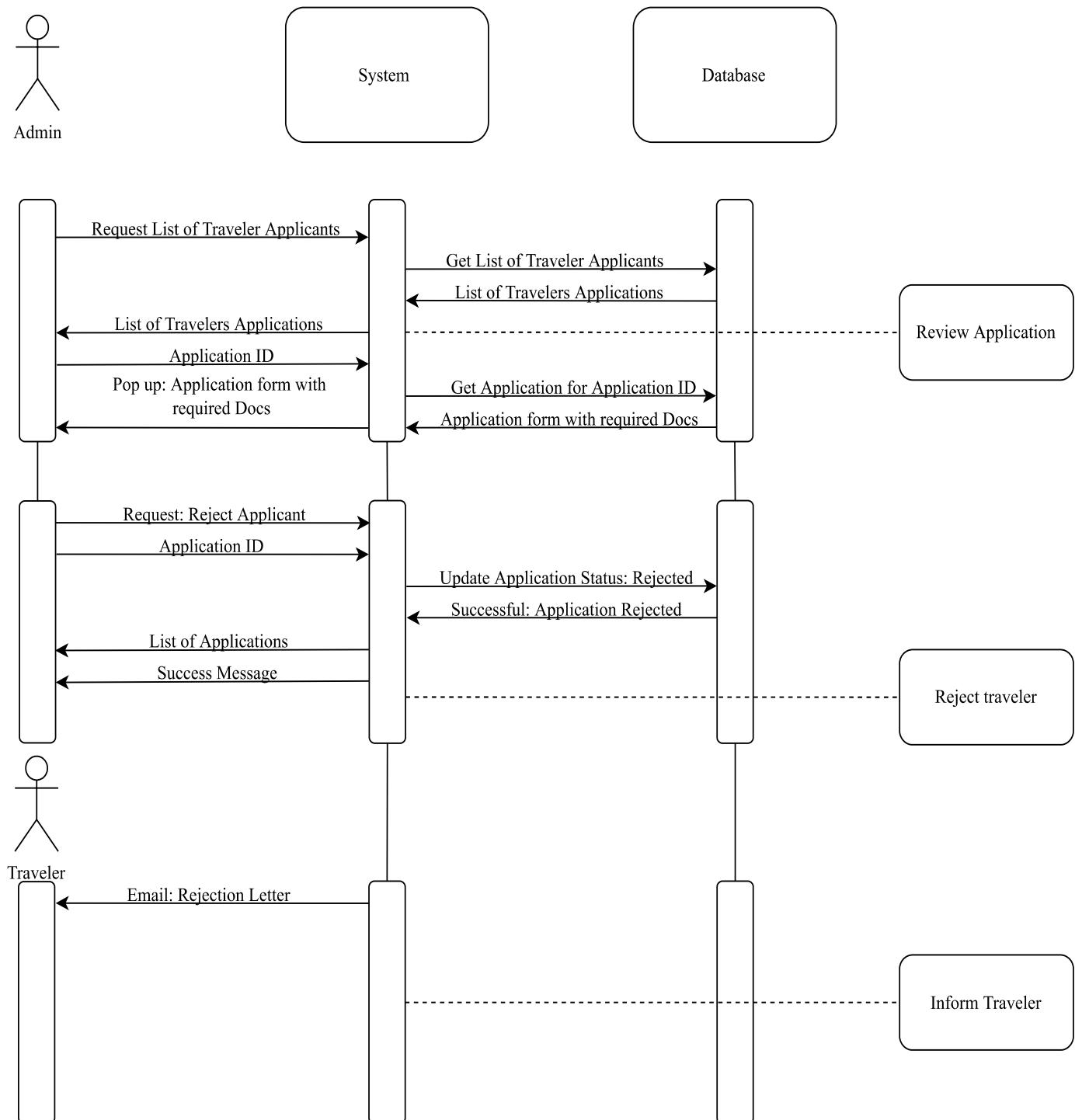
7.1.37 Delete Revoked Traveler or Client Accounts



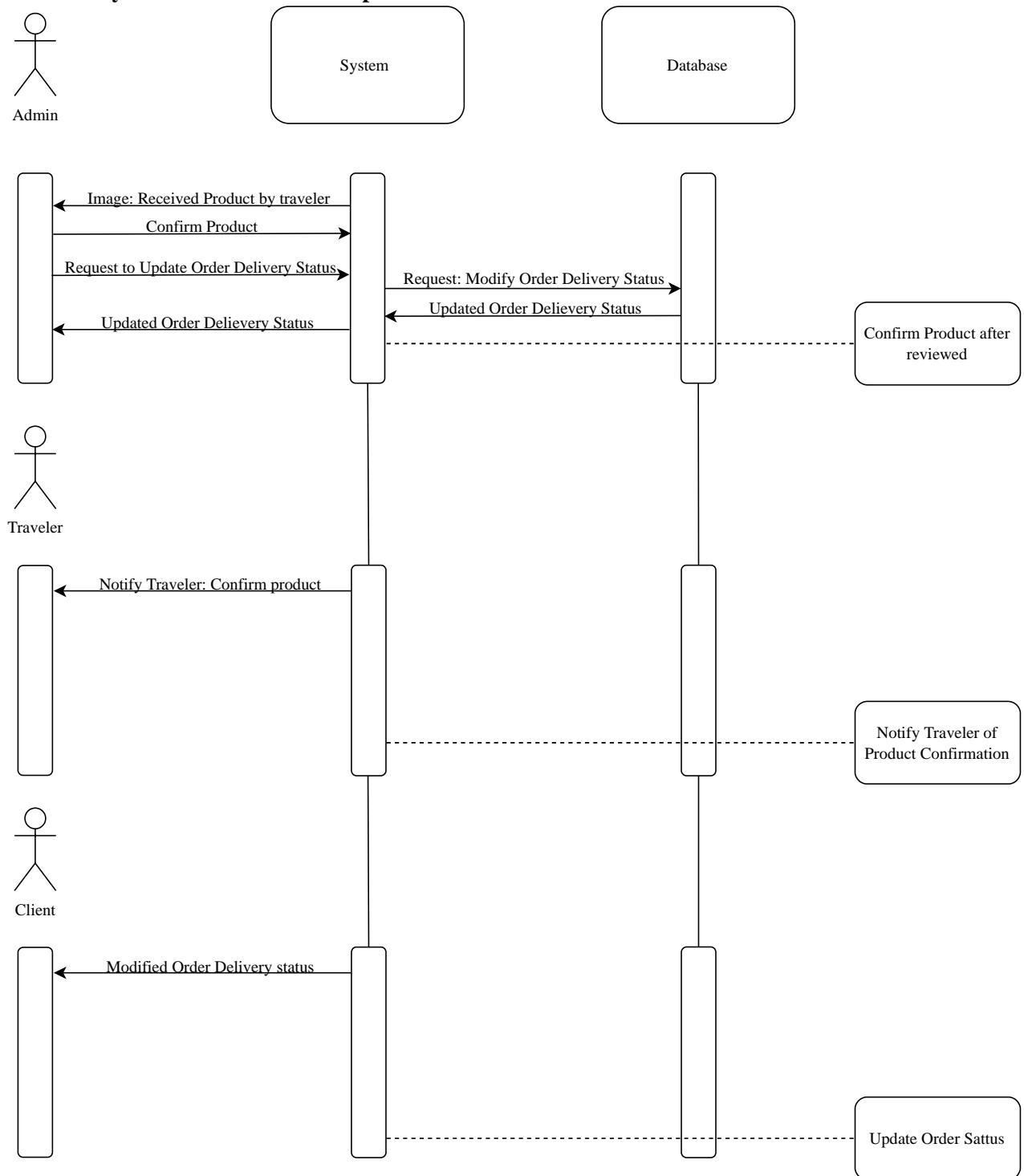
7.1.38 Reject Traveler Applicant



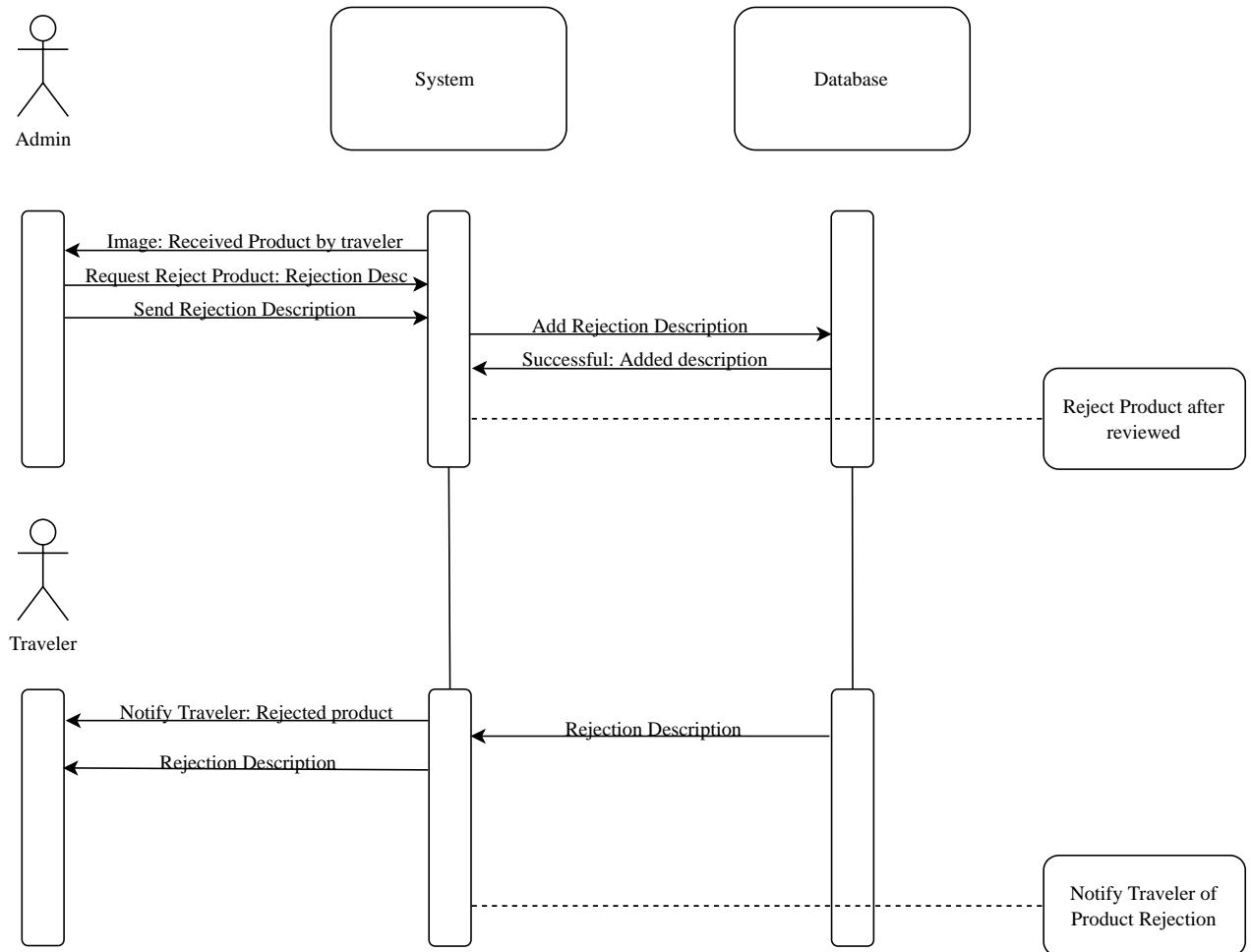
7.1.39 Provide Credentials to Accepted Clients



7.1.40 Verify Amazon Product: Accept Product

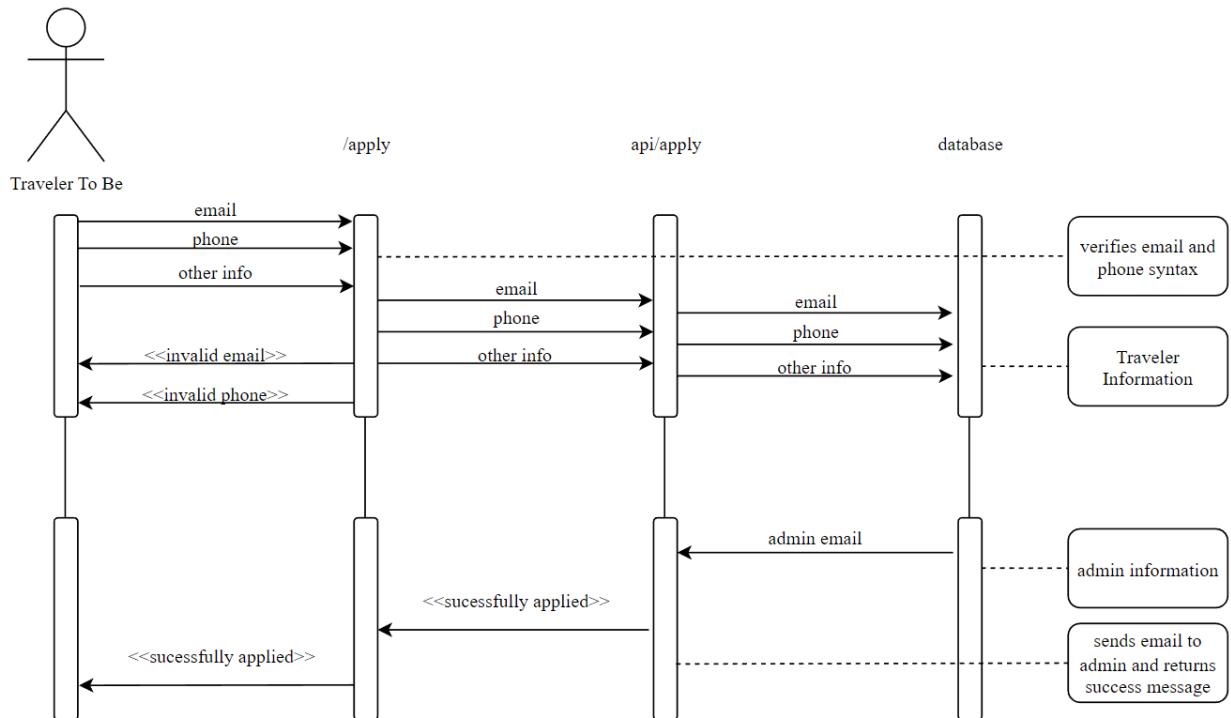


7.1.41 Verify Amazon Product: Reject Product

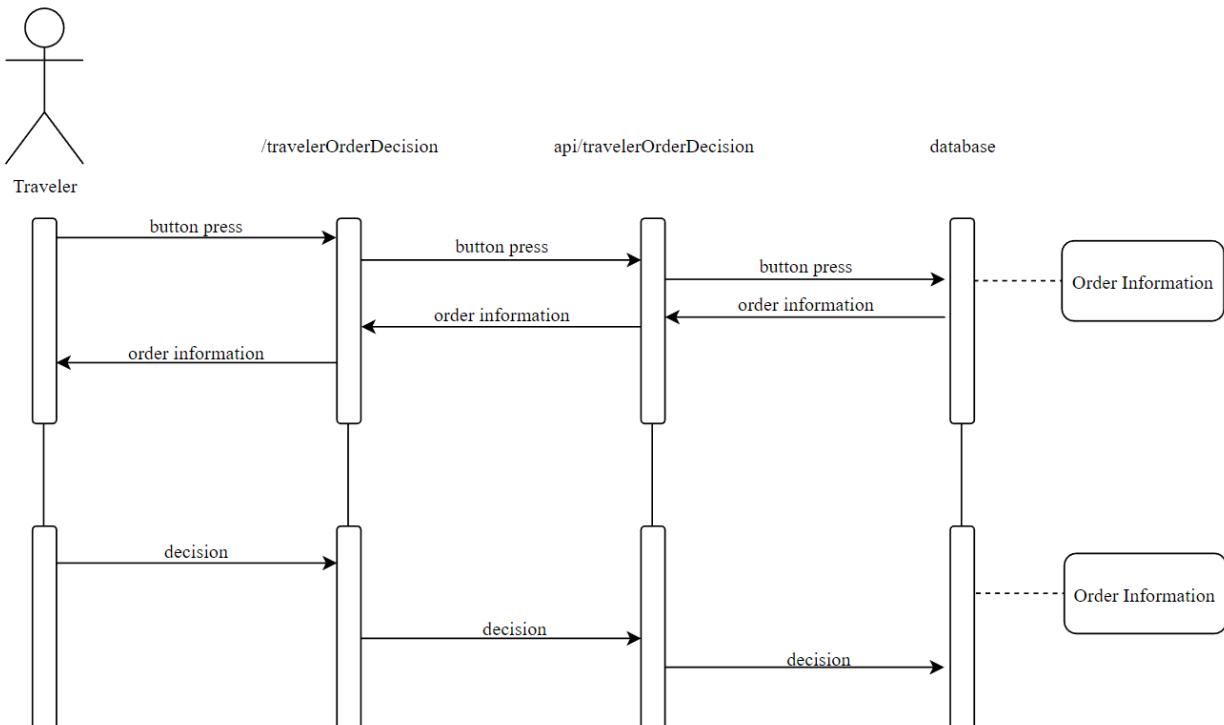


7.2 Second Set of Sequence Diagram

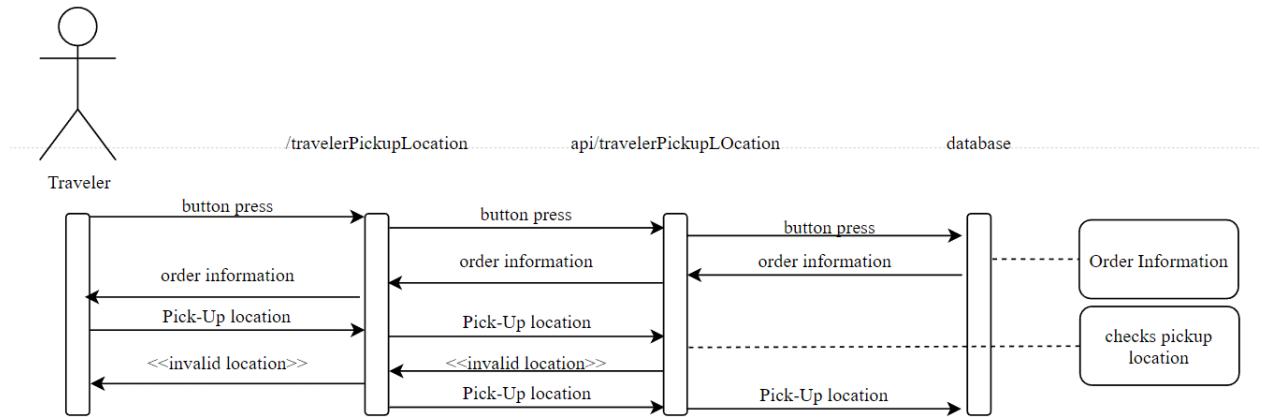
7.2.1. Apply as Traveler



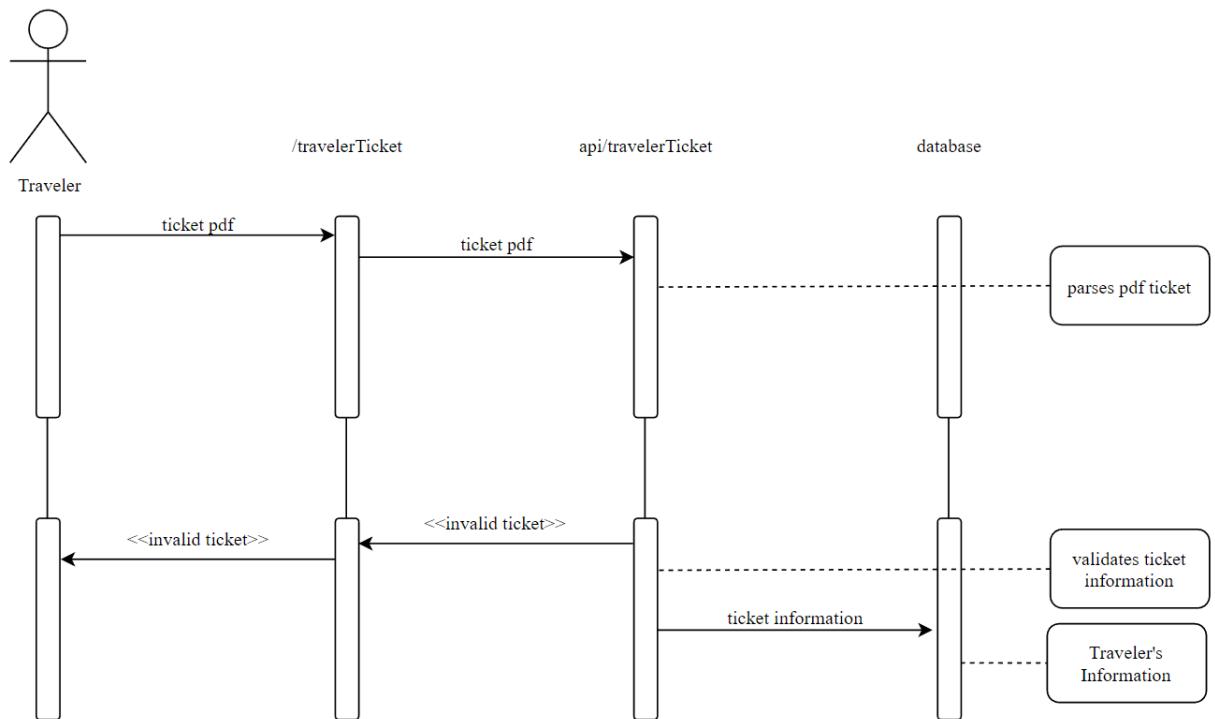
7.2.2. Accept or Reject Assigned Orders



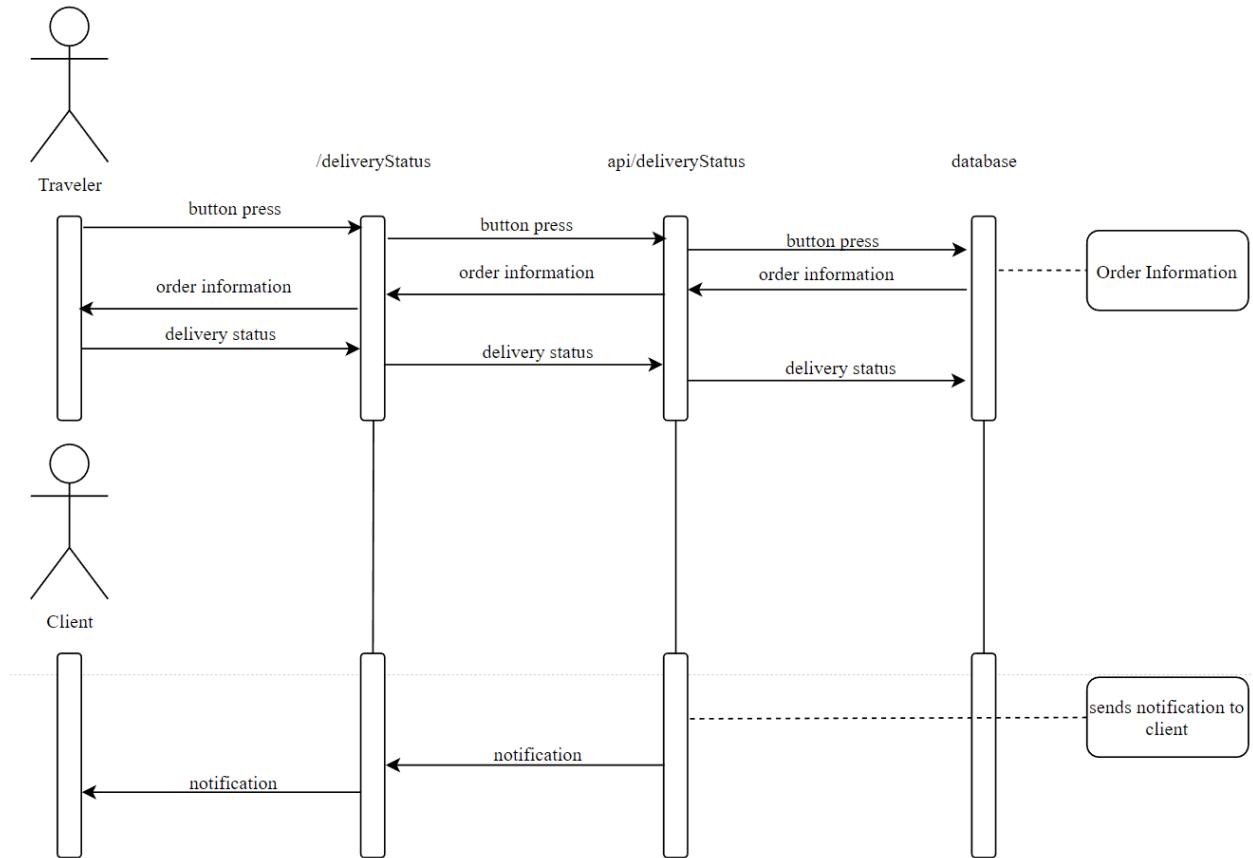
7.2.3. Provide a Pick-up Location



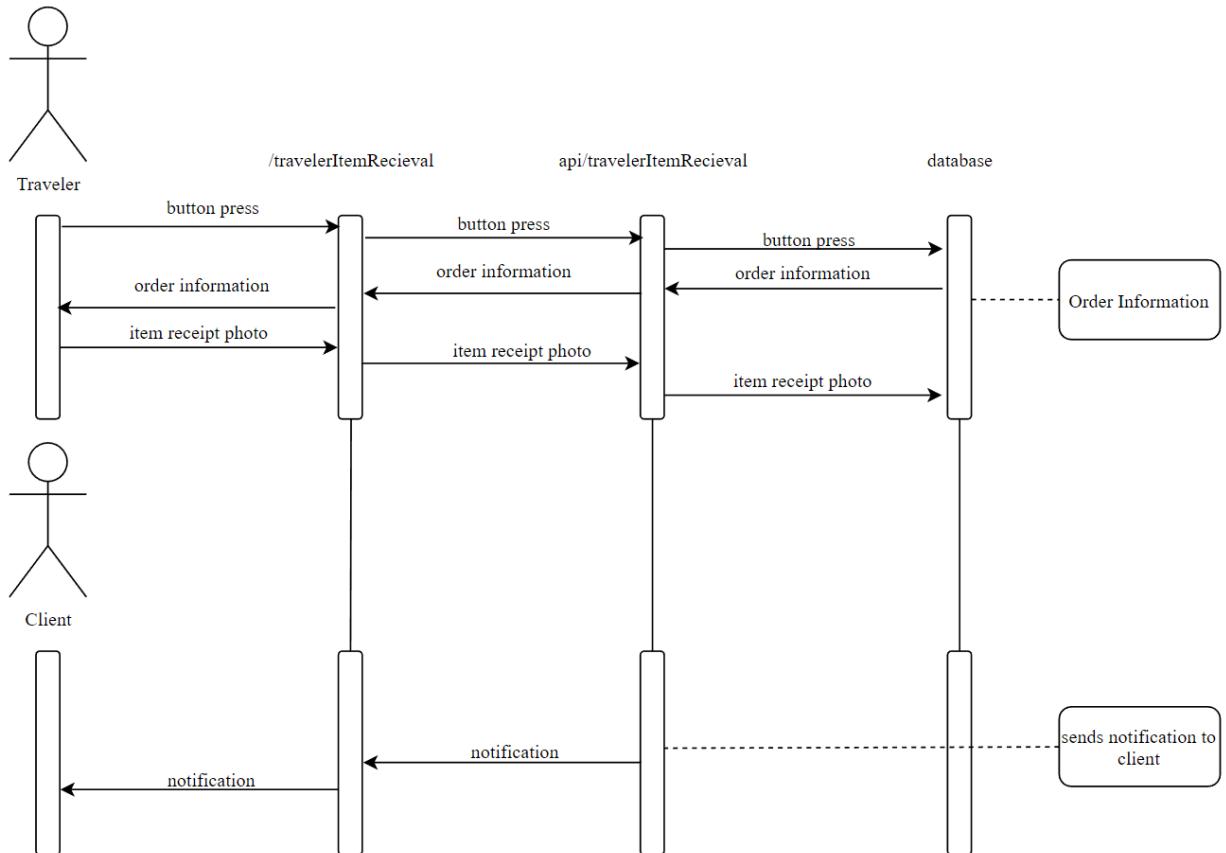
7.2.4. Scan the ticket



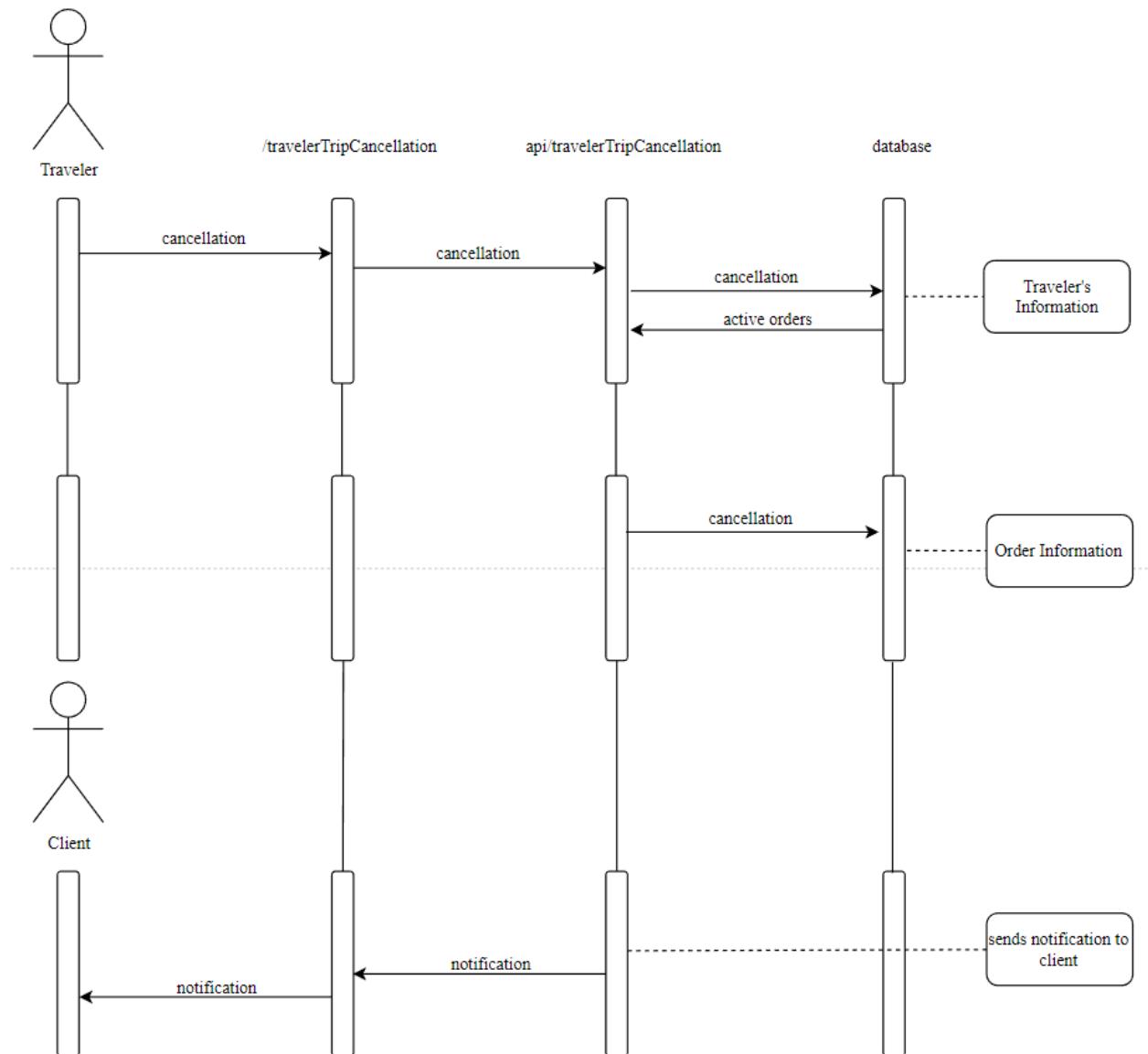
7.2.5. Update Delivery Status



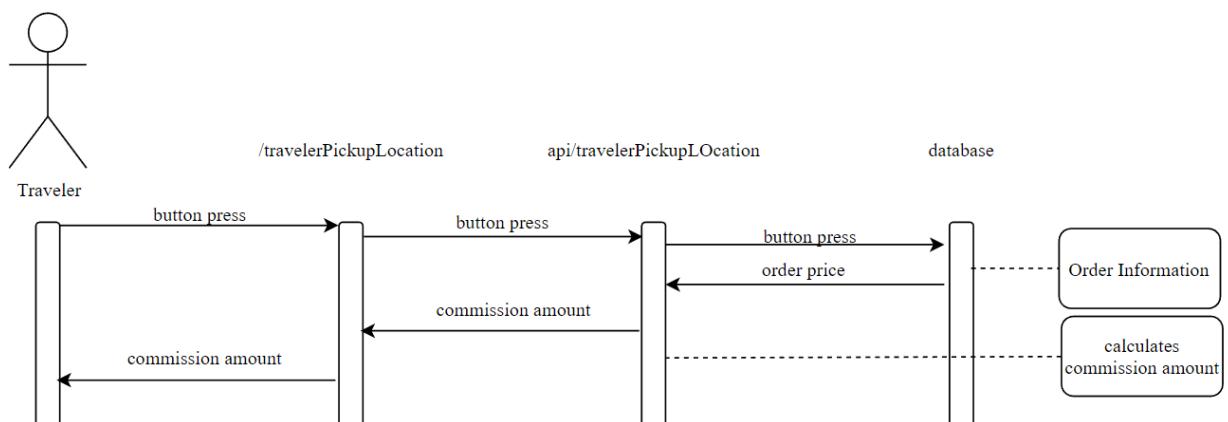
7.2.6. Submit Proof of Item Receipt



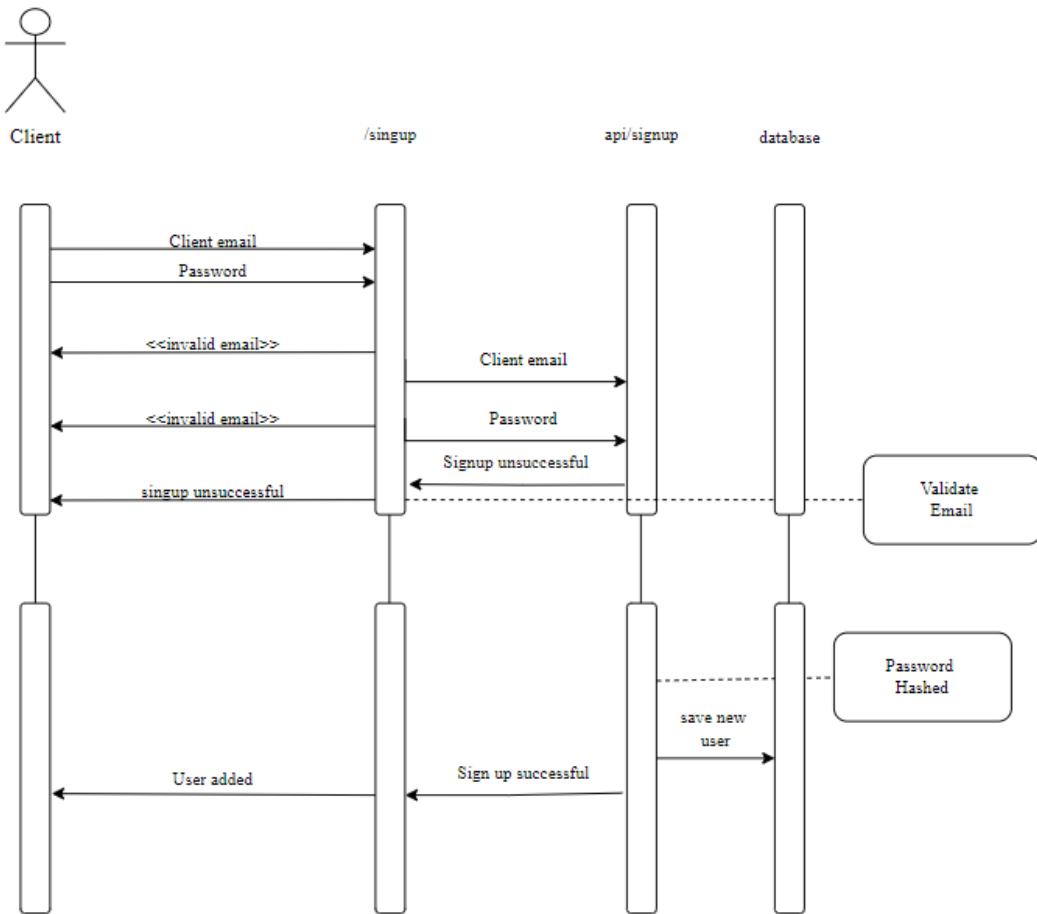
7.2.7. Modify Traveler Availability



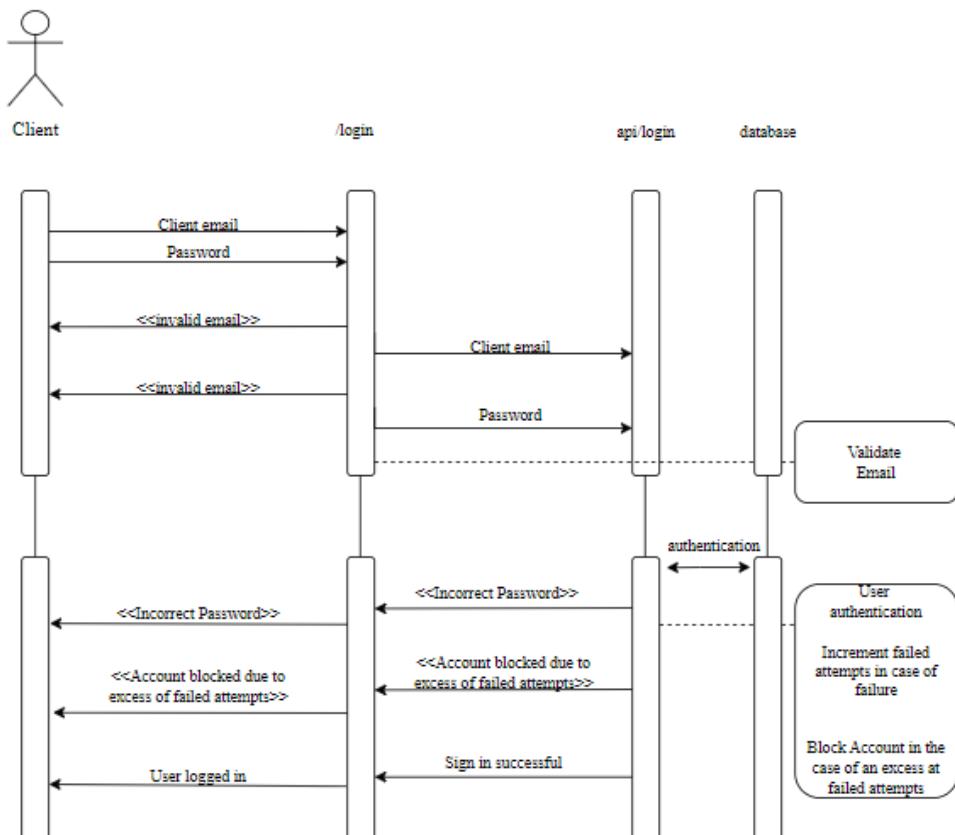
7.2.8. Calculate Traveler Sale Commission



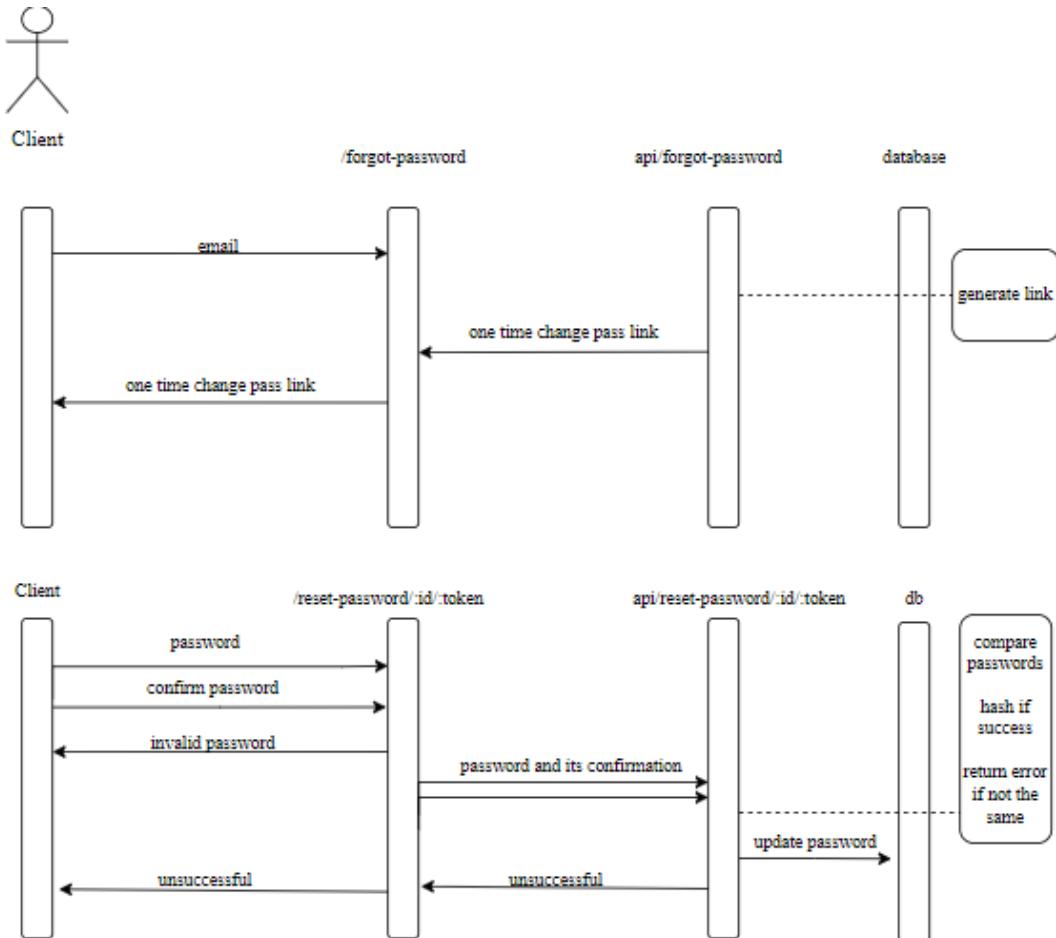
7.2.9. User Signup



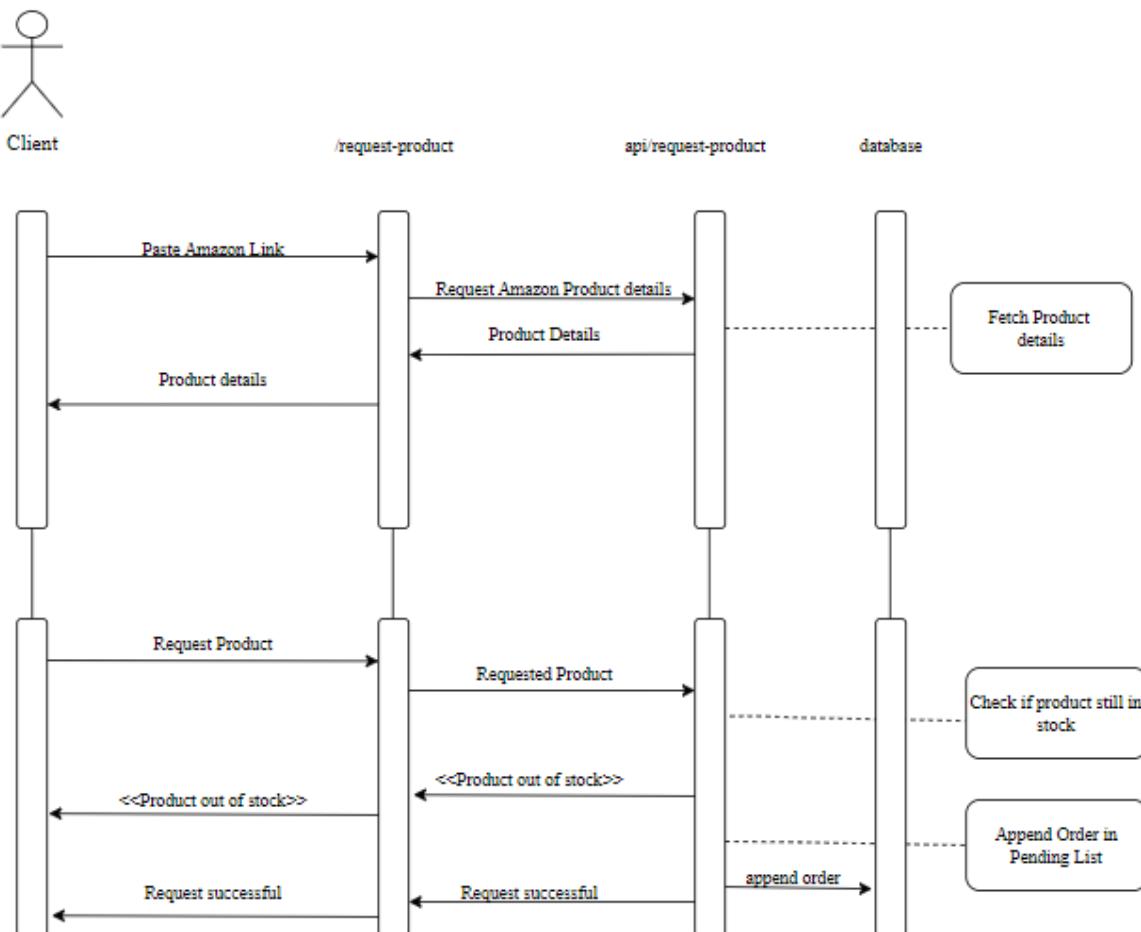
7.2.10. User Login



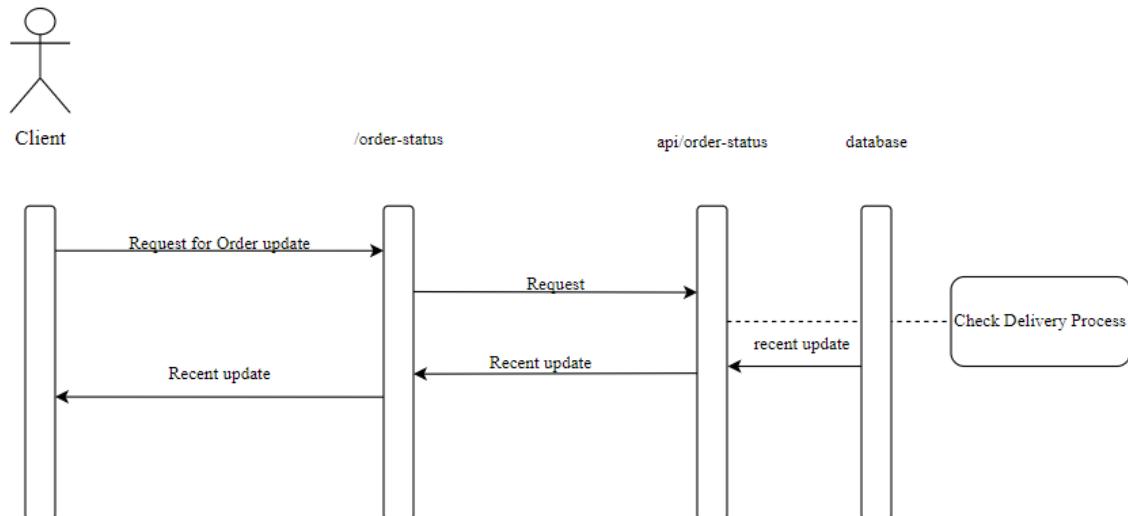
7.2.11. Change Password



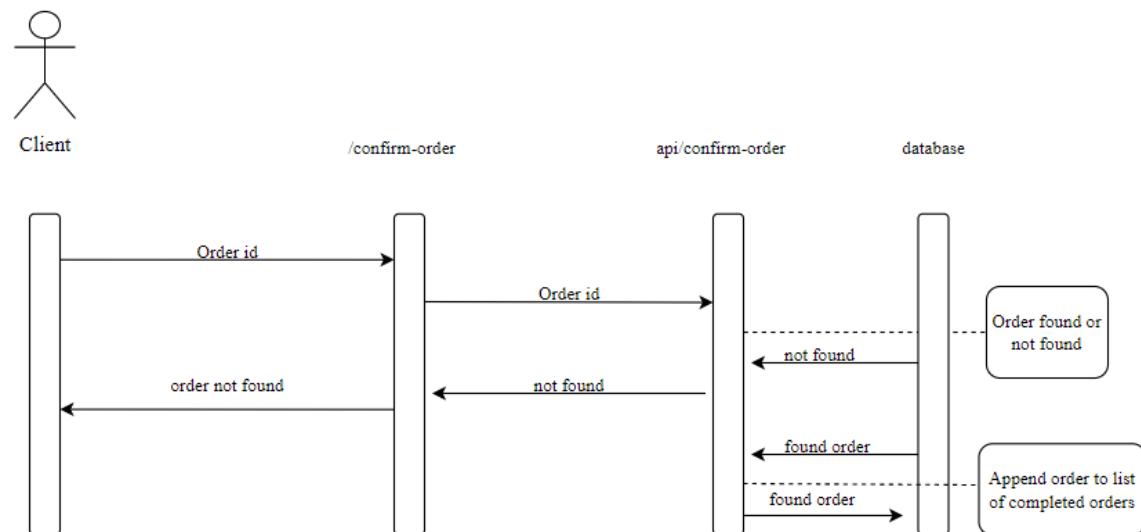
7.2.12. Paste Amazon Link



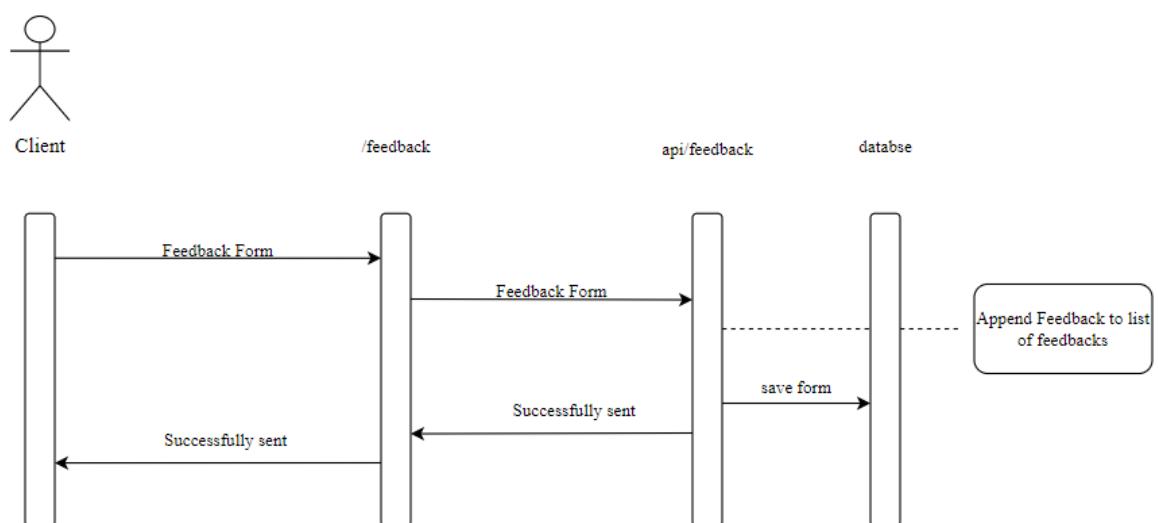
7.2.13. Check order status



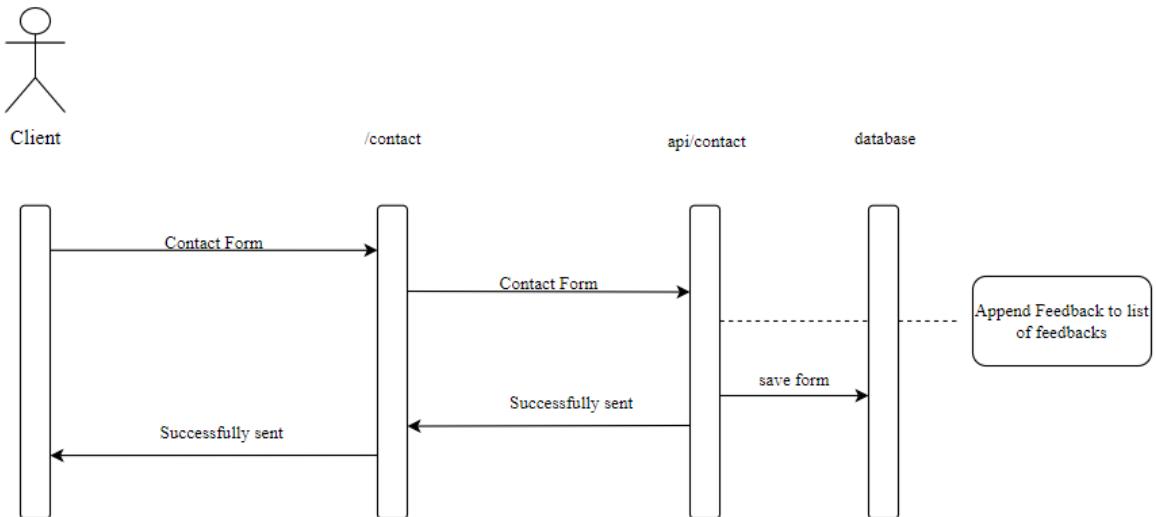
7.2.14. Confirm order arrival



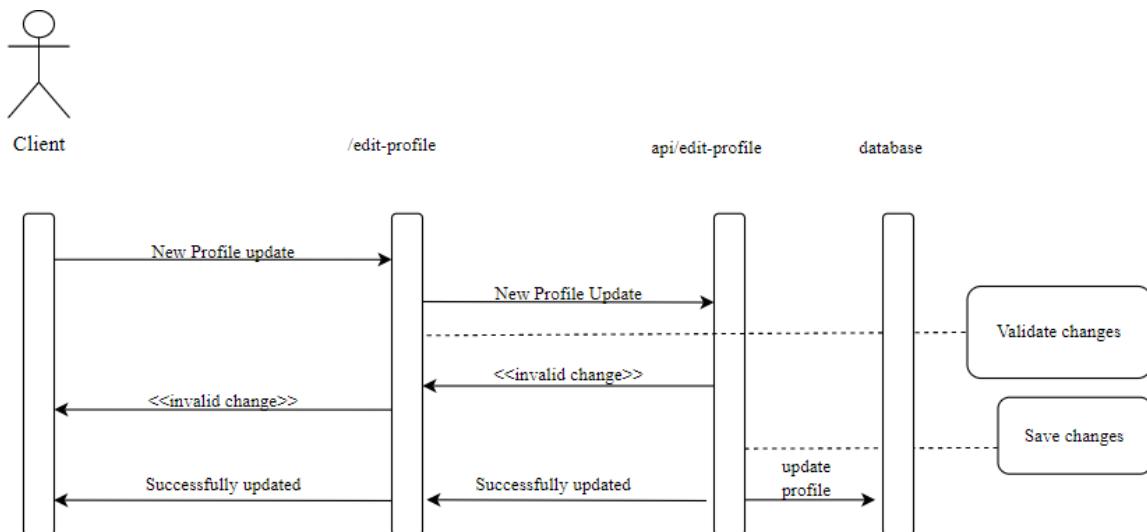
7.2.15. Submit Feedback Form



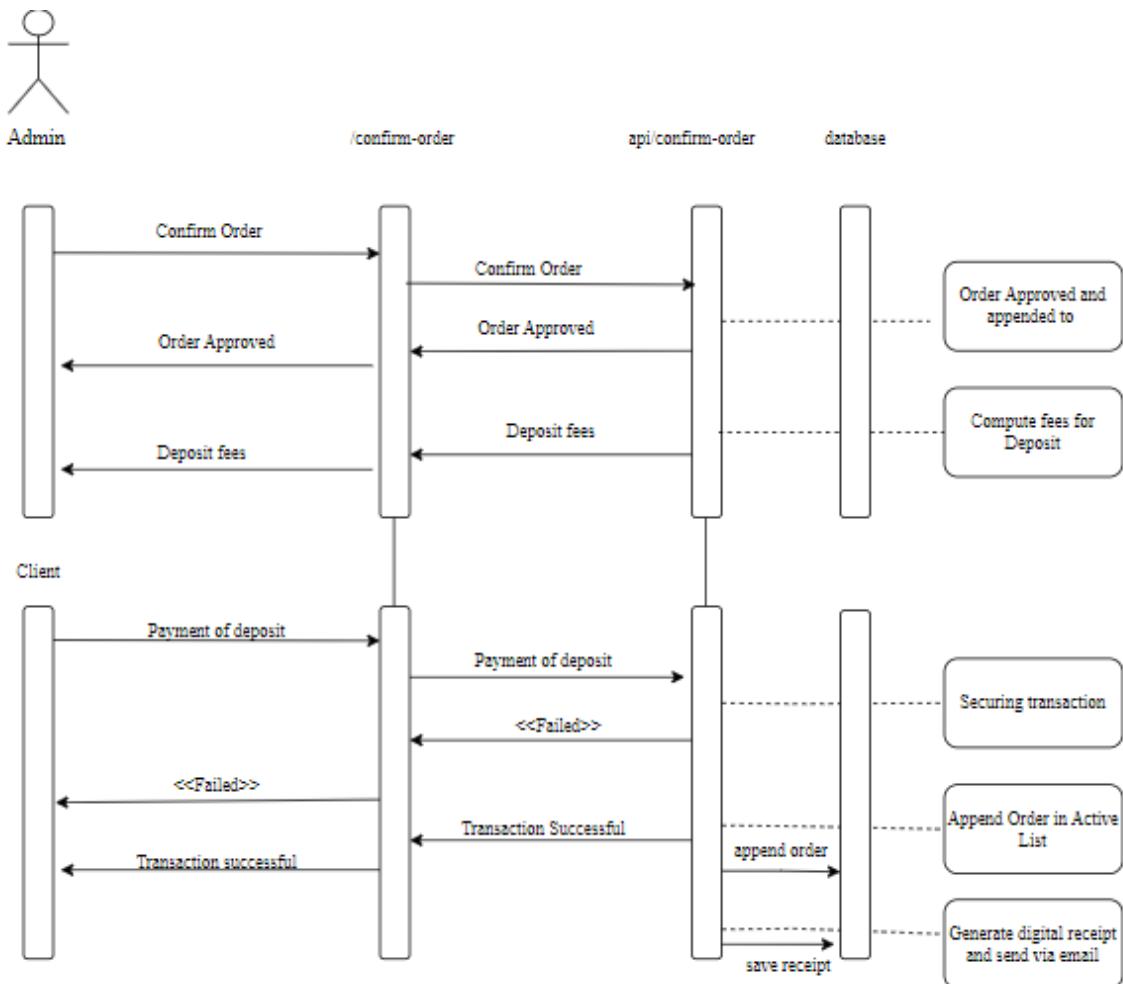
7.2.16. Submit Contact Form



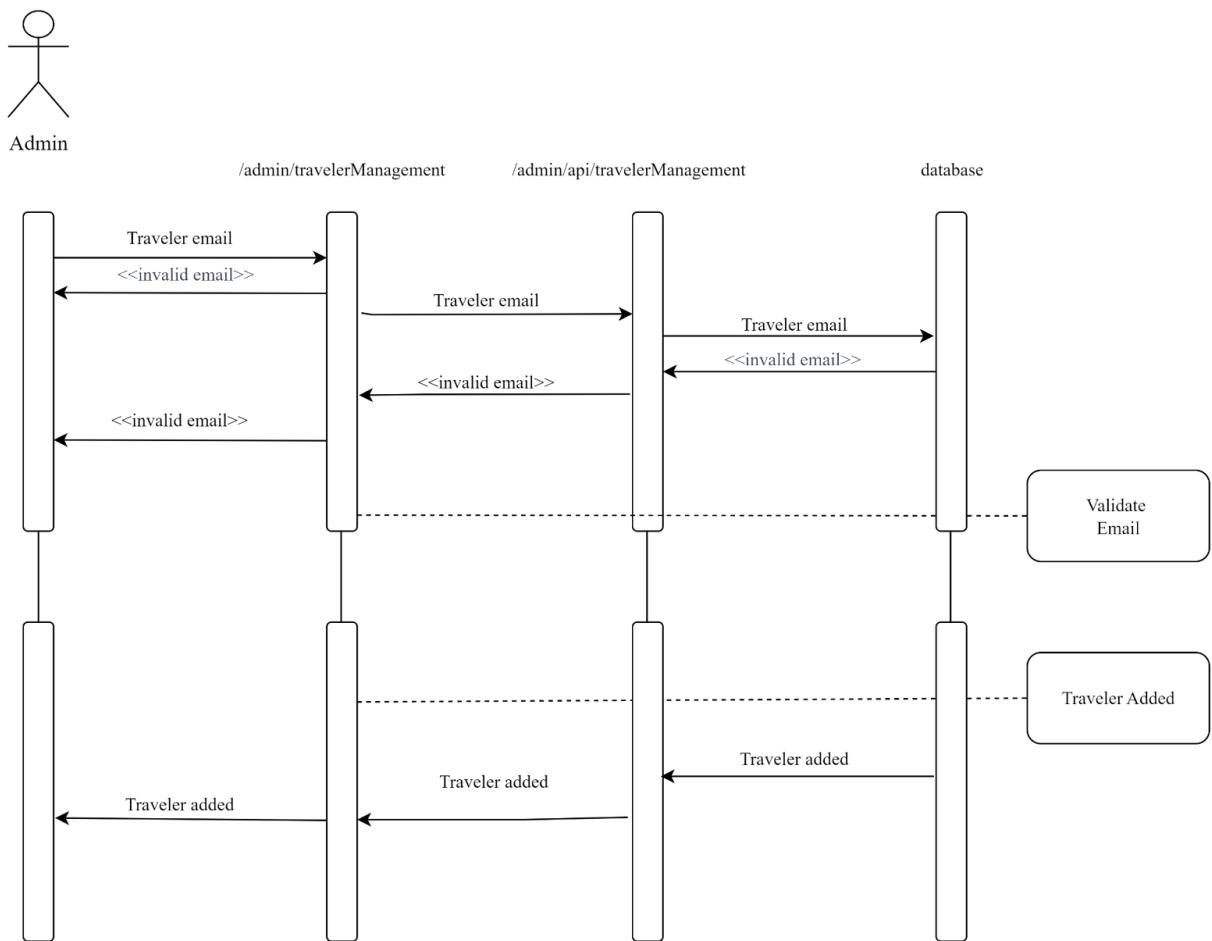
7.2.17. Edit Profile



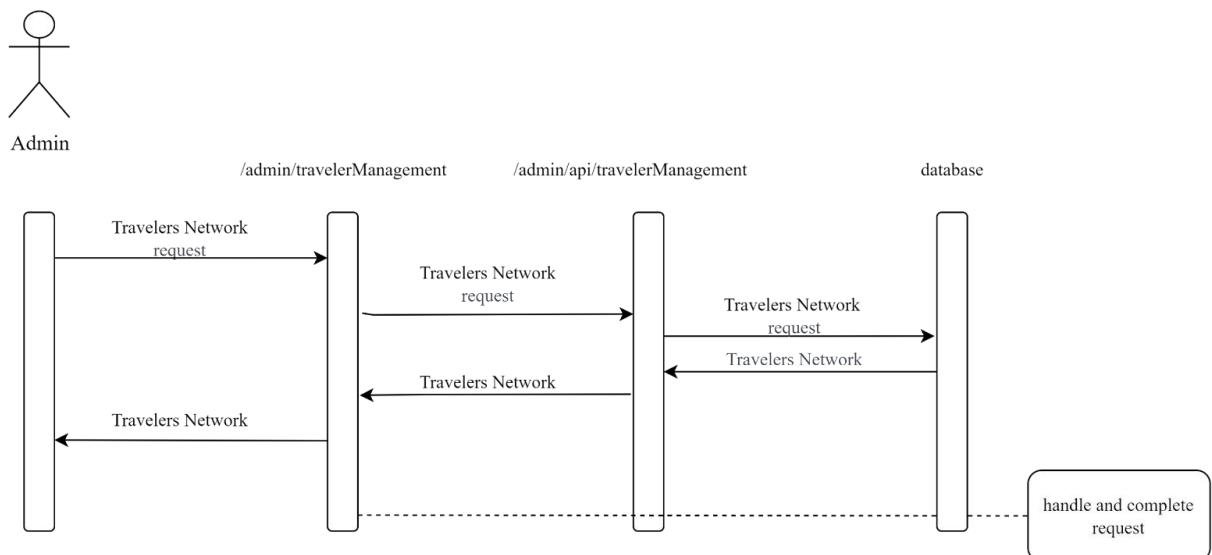
7.2.18. Confirm order



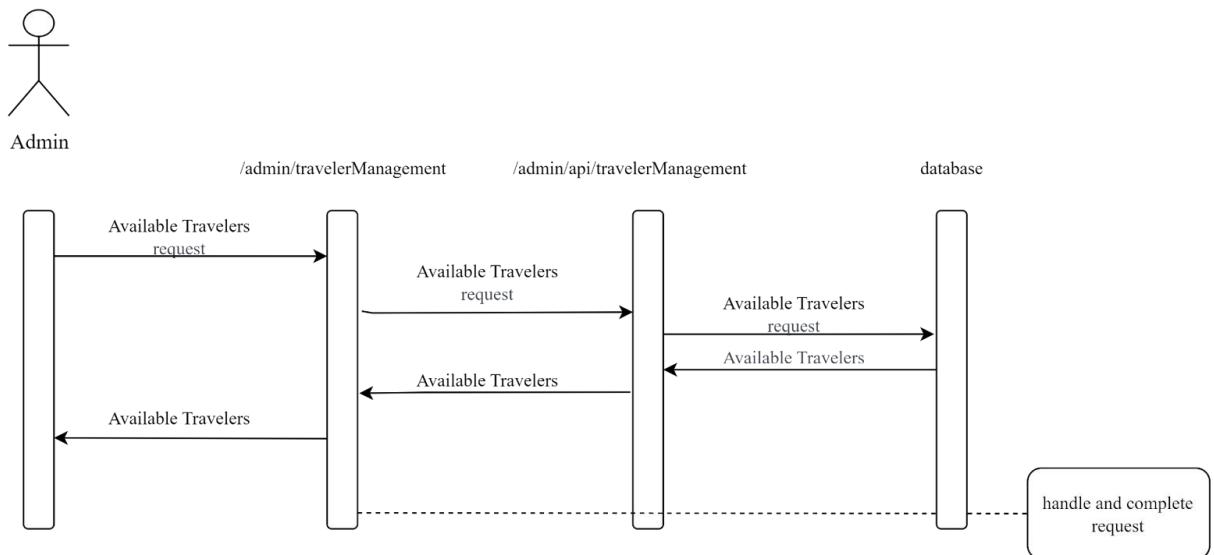
7.2.19. Add Travelers



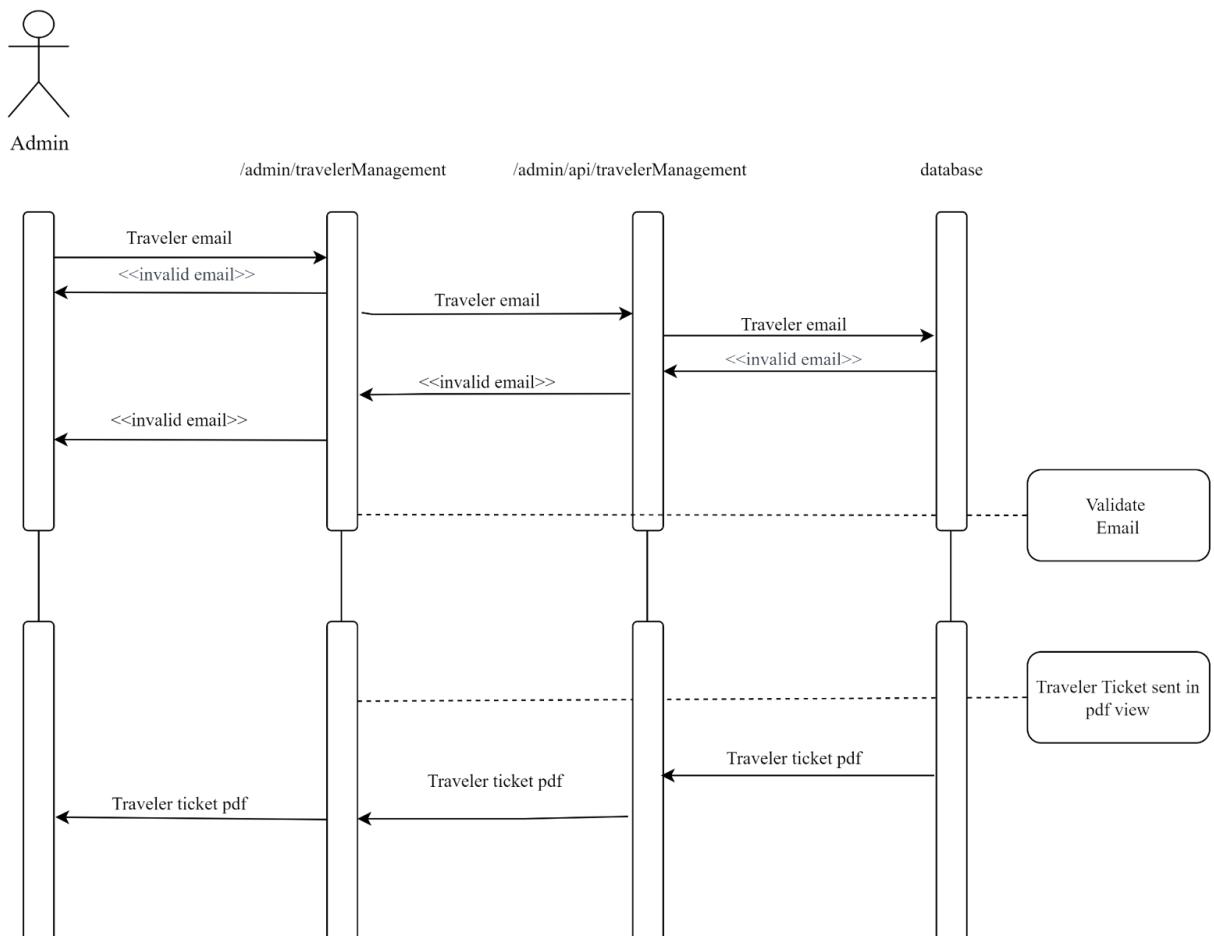
7.2.20. Get Travelers Network



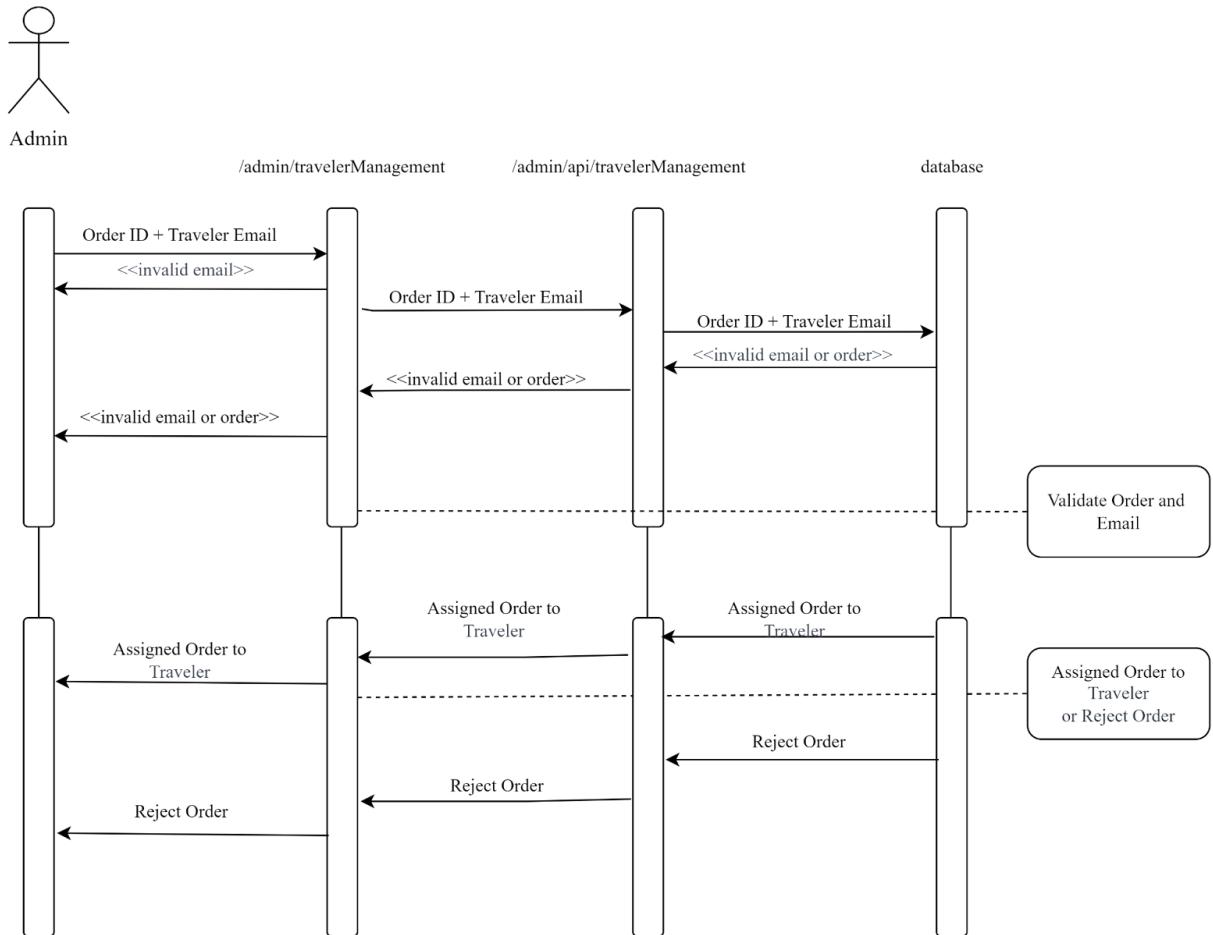
7.2.21. Display Travelers Availability



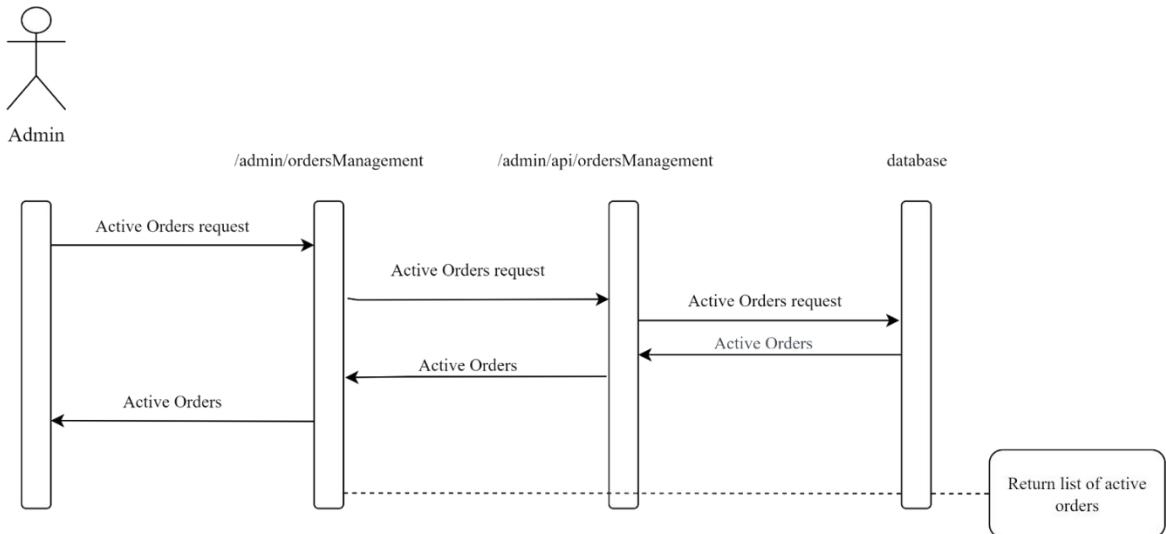
7.2.22. Get Travelers Tickets



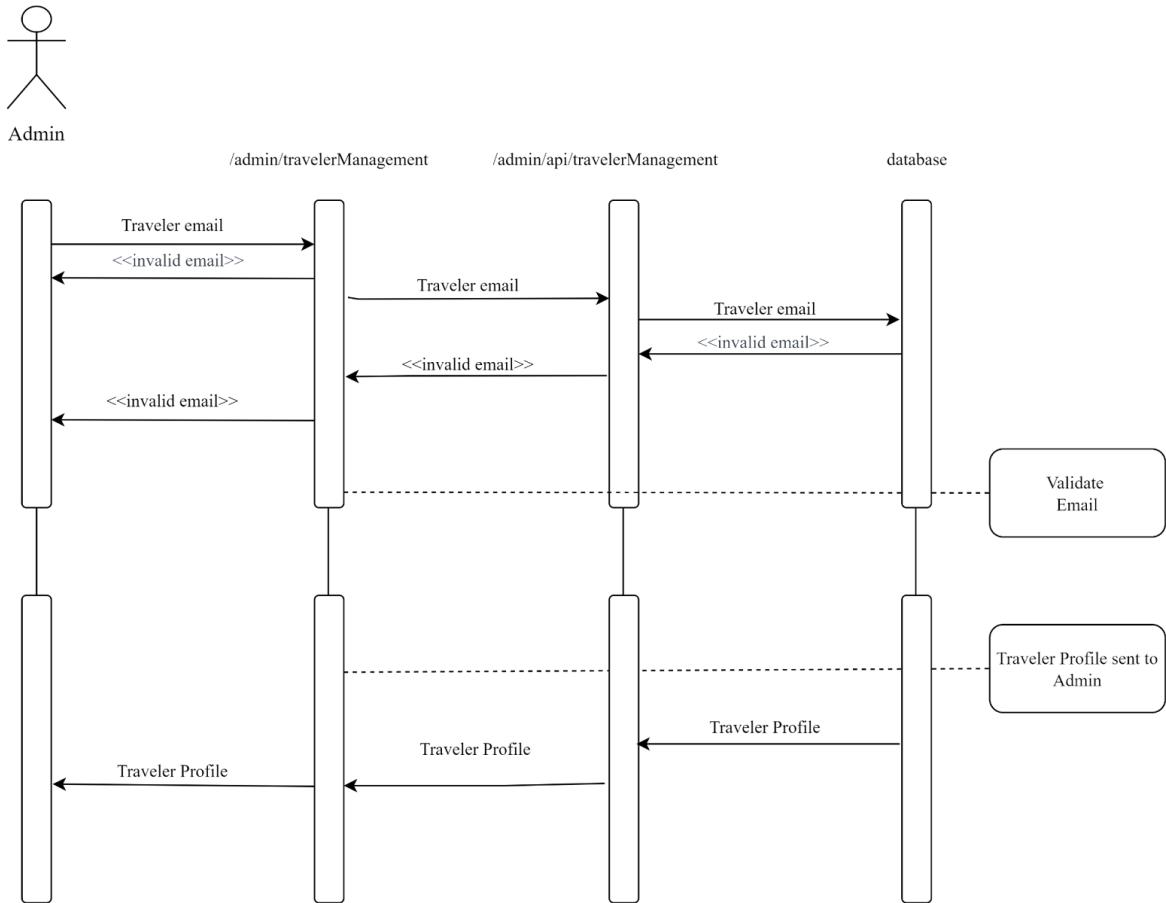
7.2.23. Assign or Reject Pending Requests



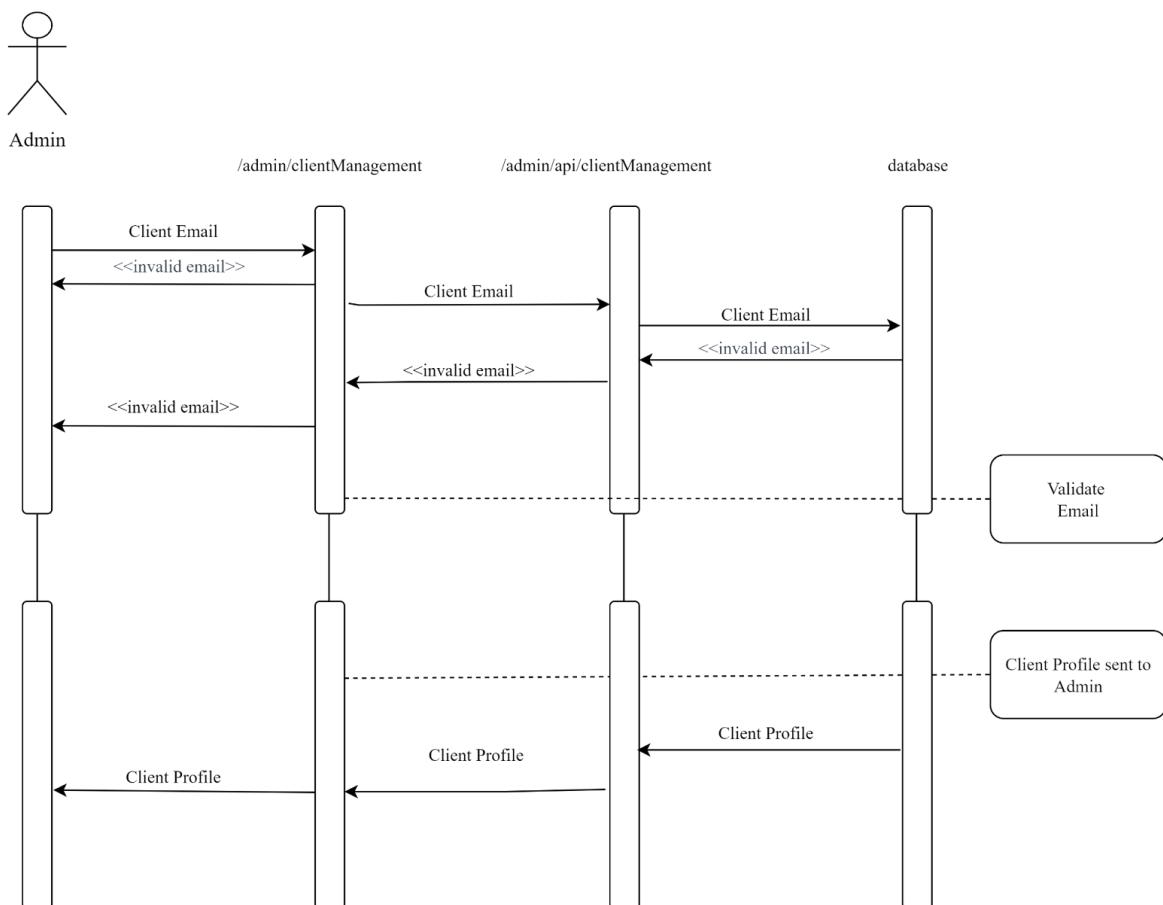
7.2.24. List Active Orders



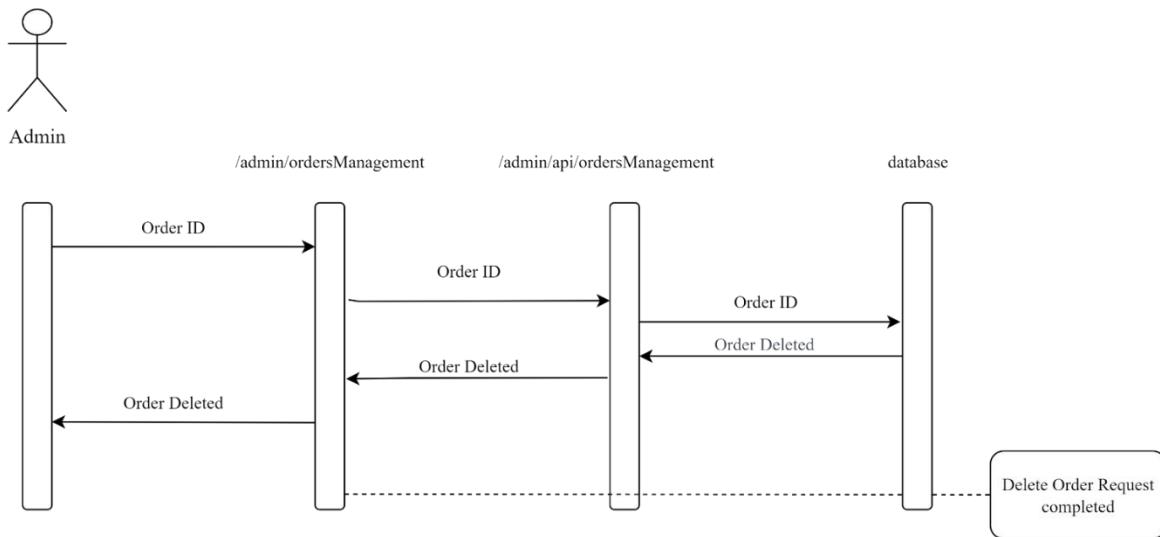
7.2.25. Get Traveler Profile



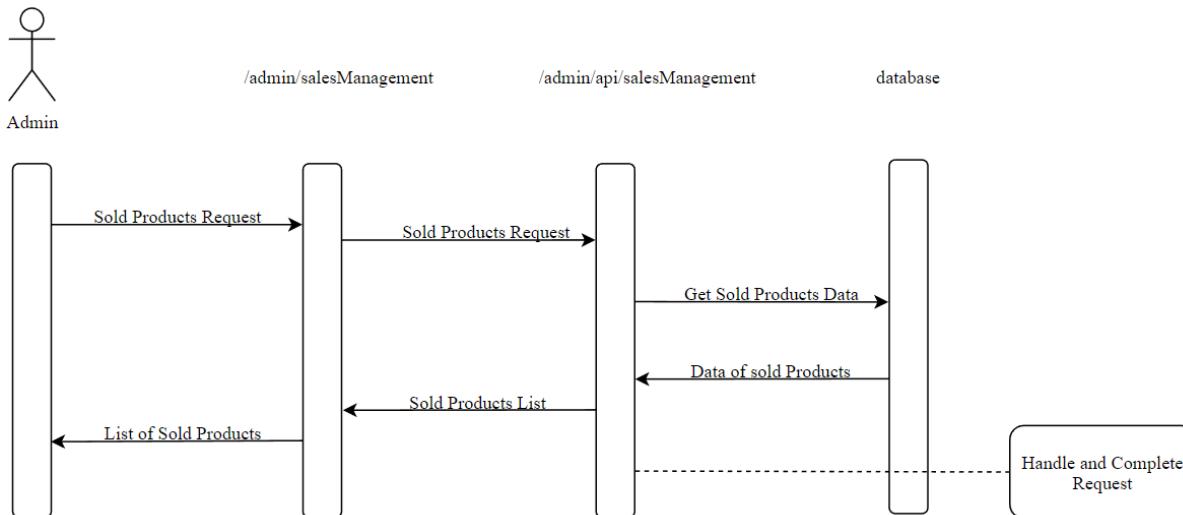
7.2.26. Get Client Profile



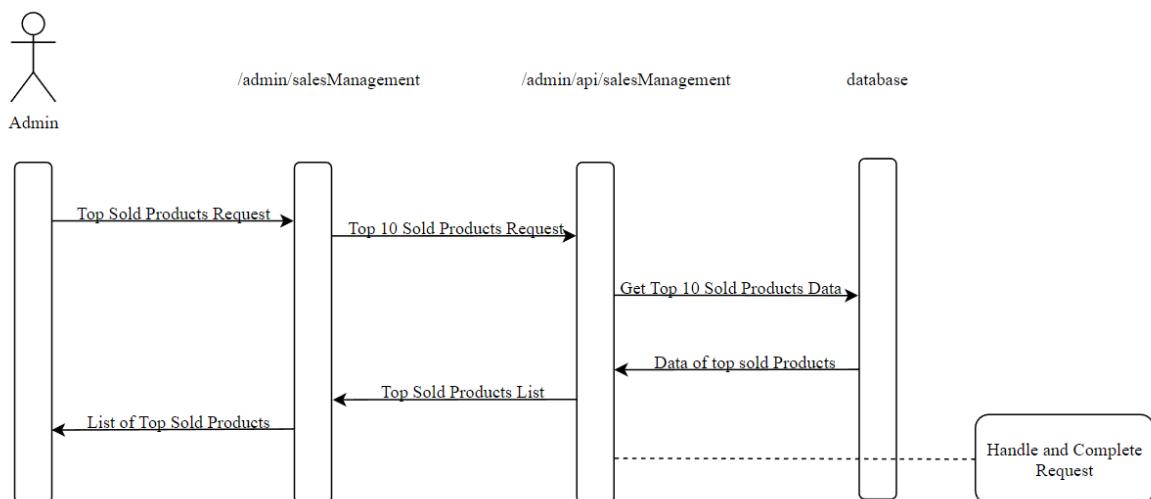
7.2.27. Cancel Order



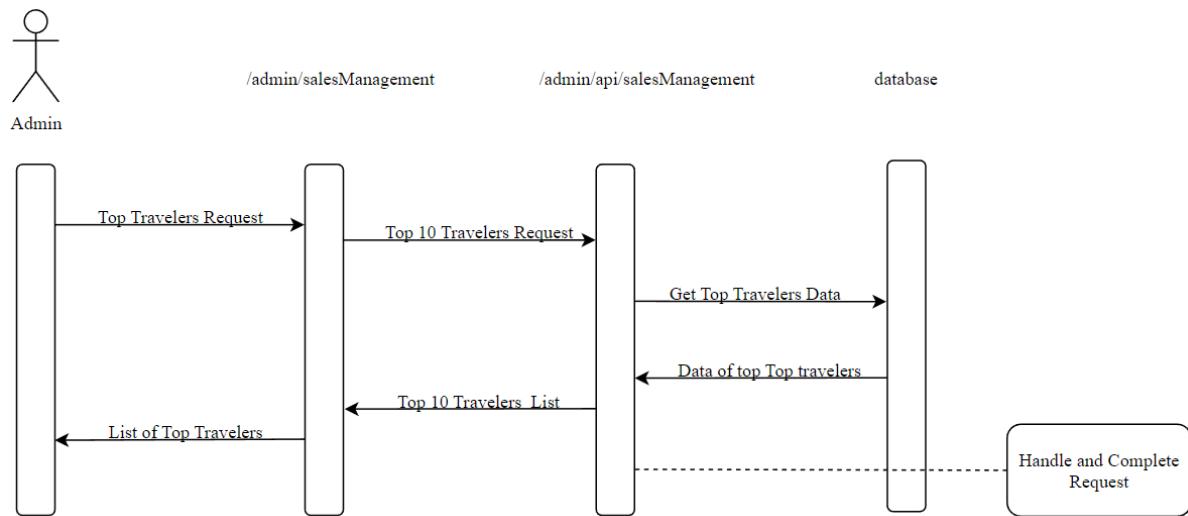
7.2.28. Track Sales Record



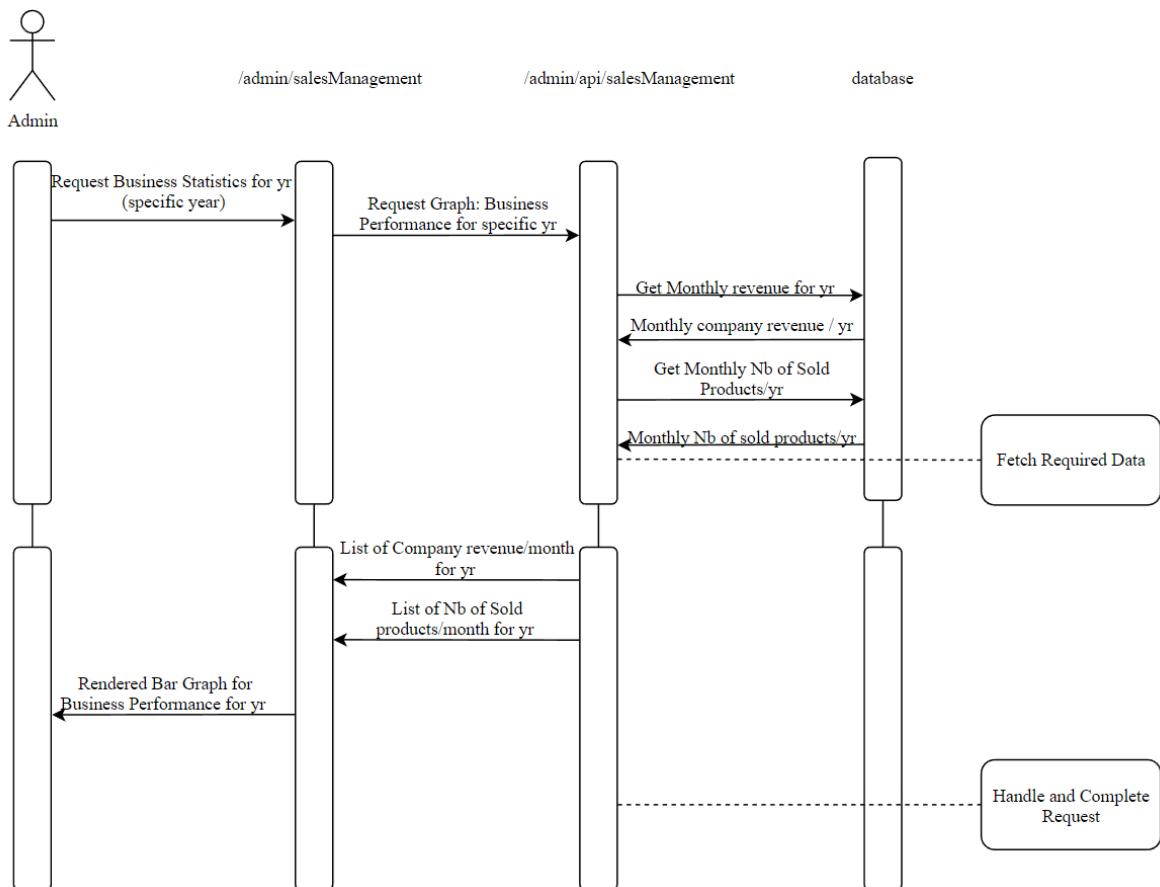
7.2.29. Track Top Sold Products



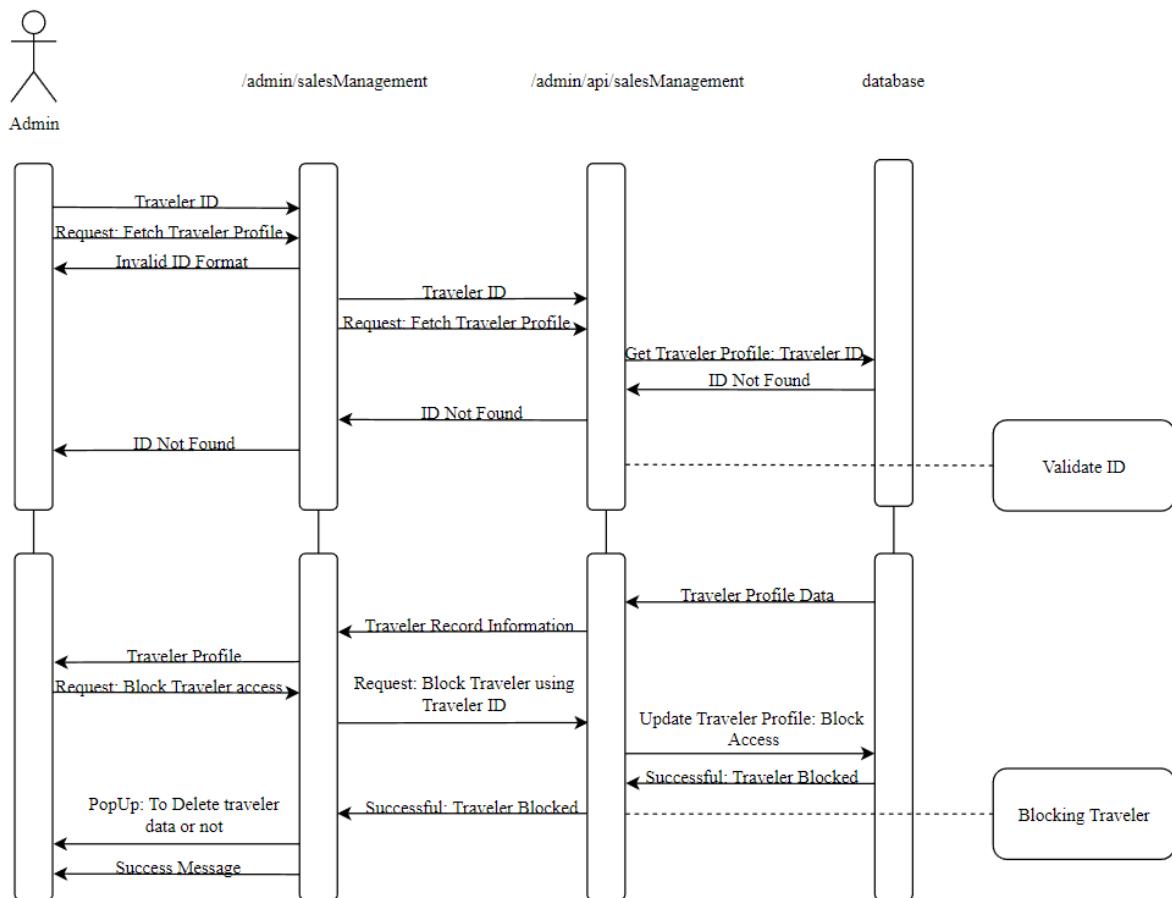
7.2.30. Track Travelers



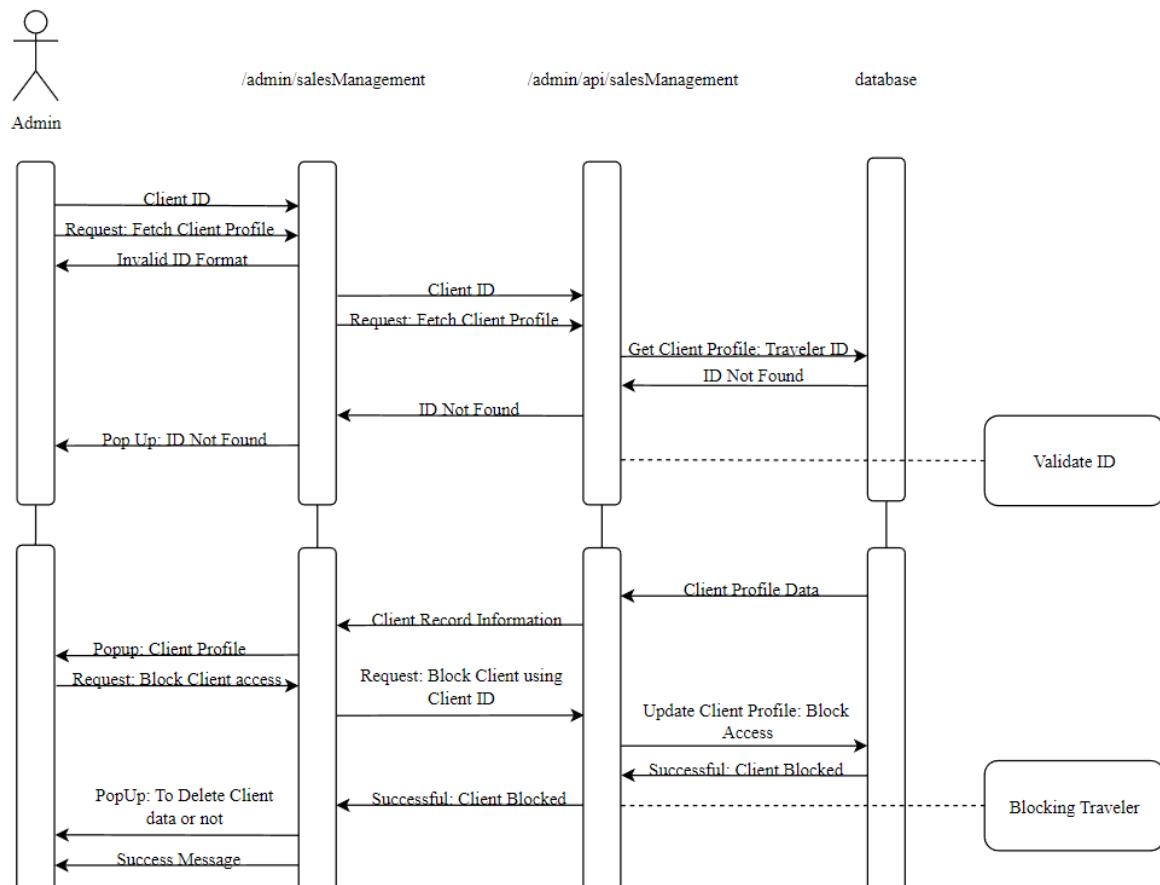
7.2.31. Display Statistics



7.2.32. Dismiss Traveler



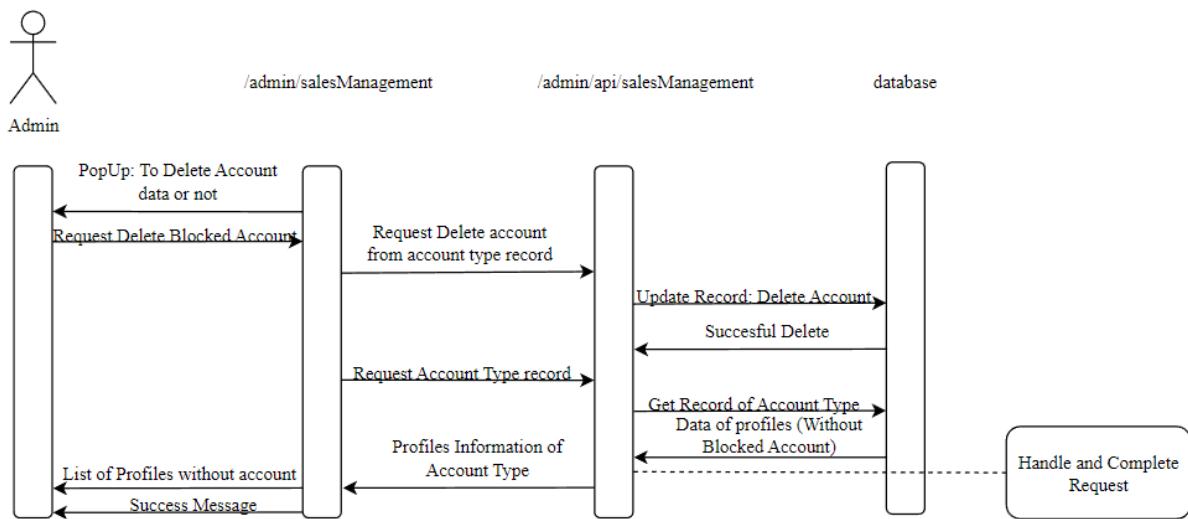
7.2.32. Revoke Access from Client



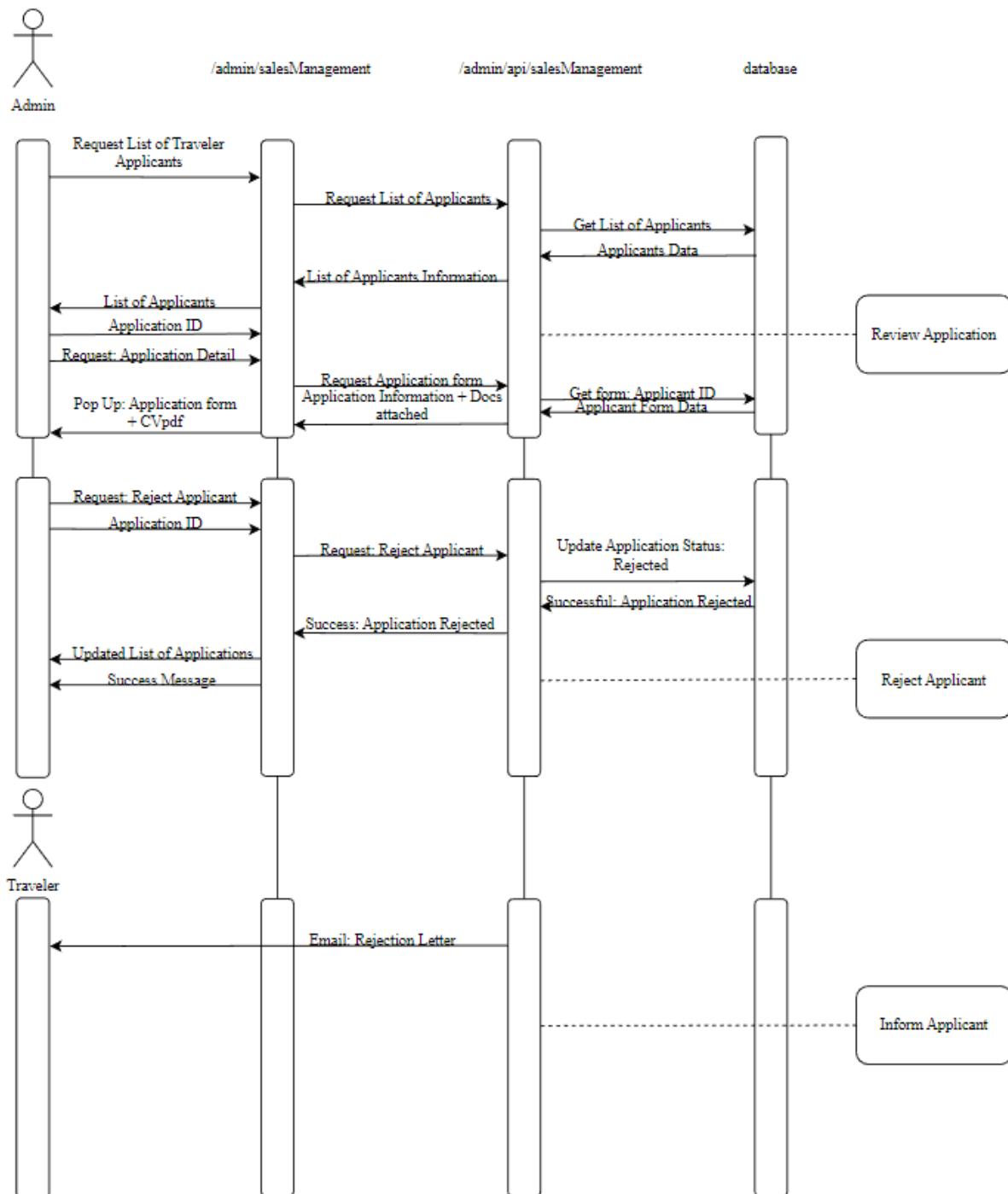
7.2.33. Keep Revoked Traveler or Client Accounts



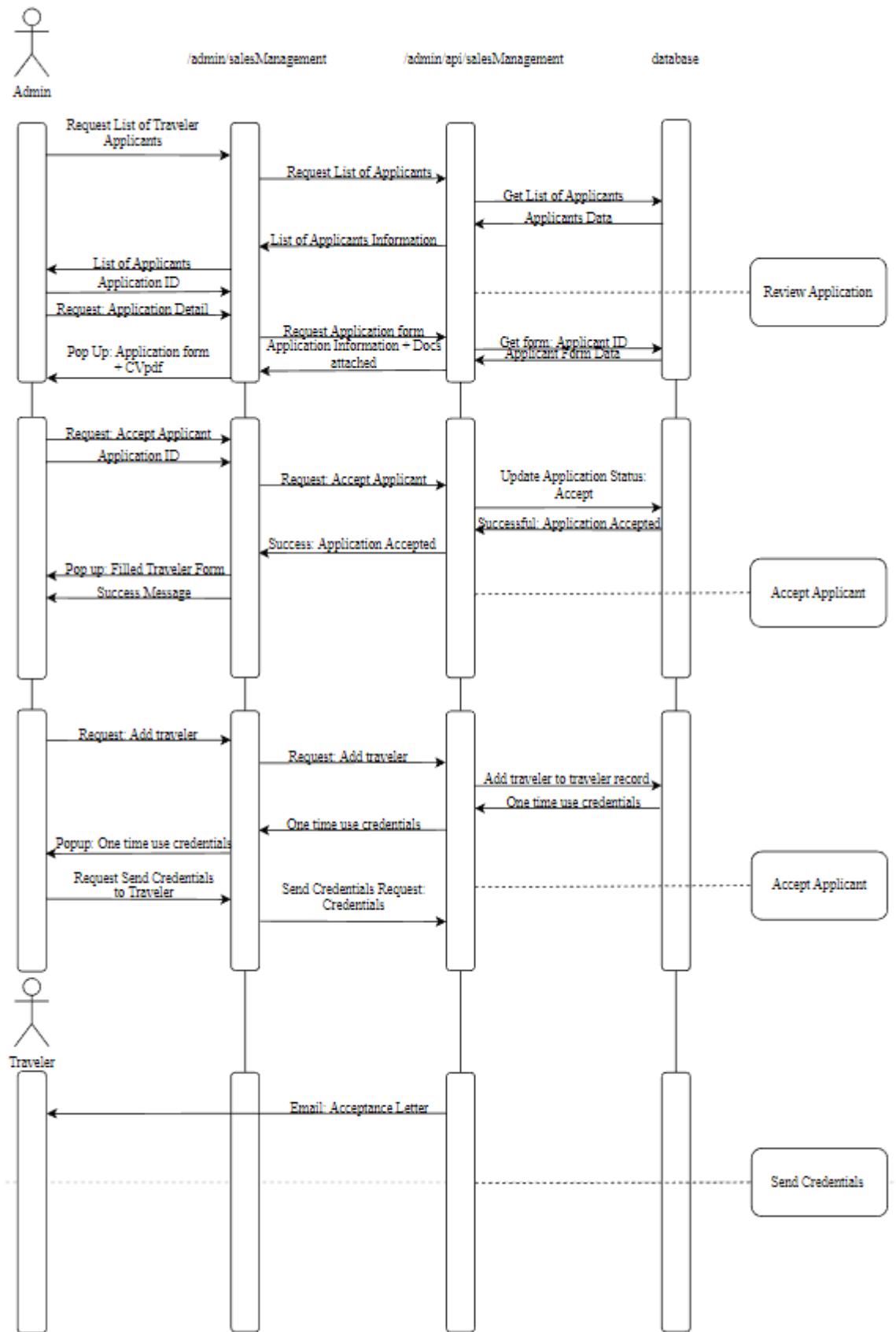
7.2.34. Delete Revoked Traveler or Client Accounts



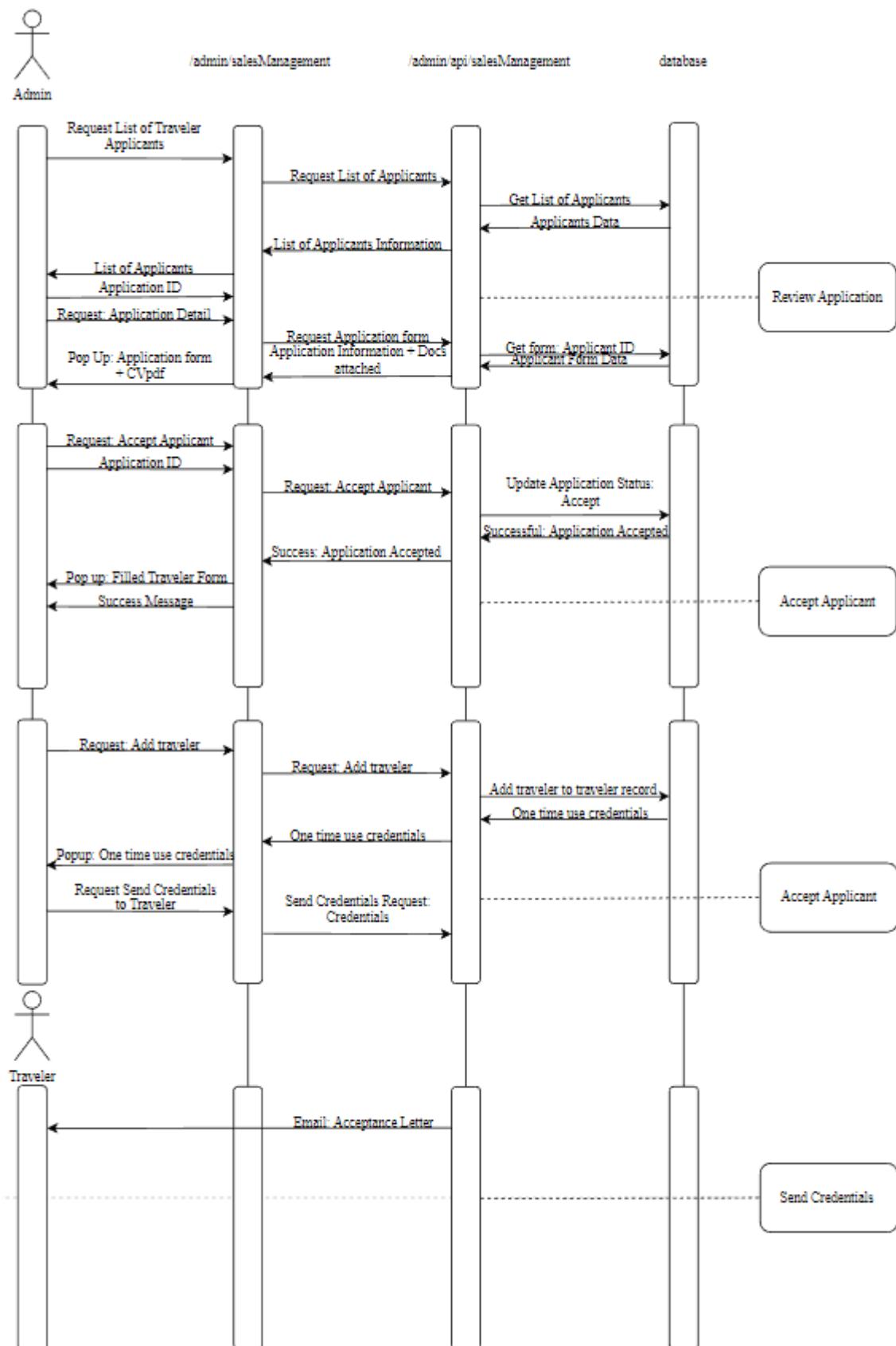
7.2.35. Reject Traveler Applicant



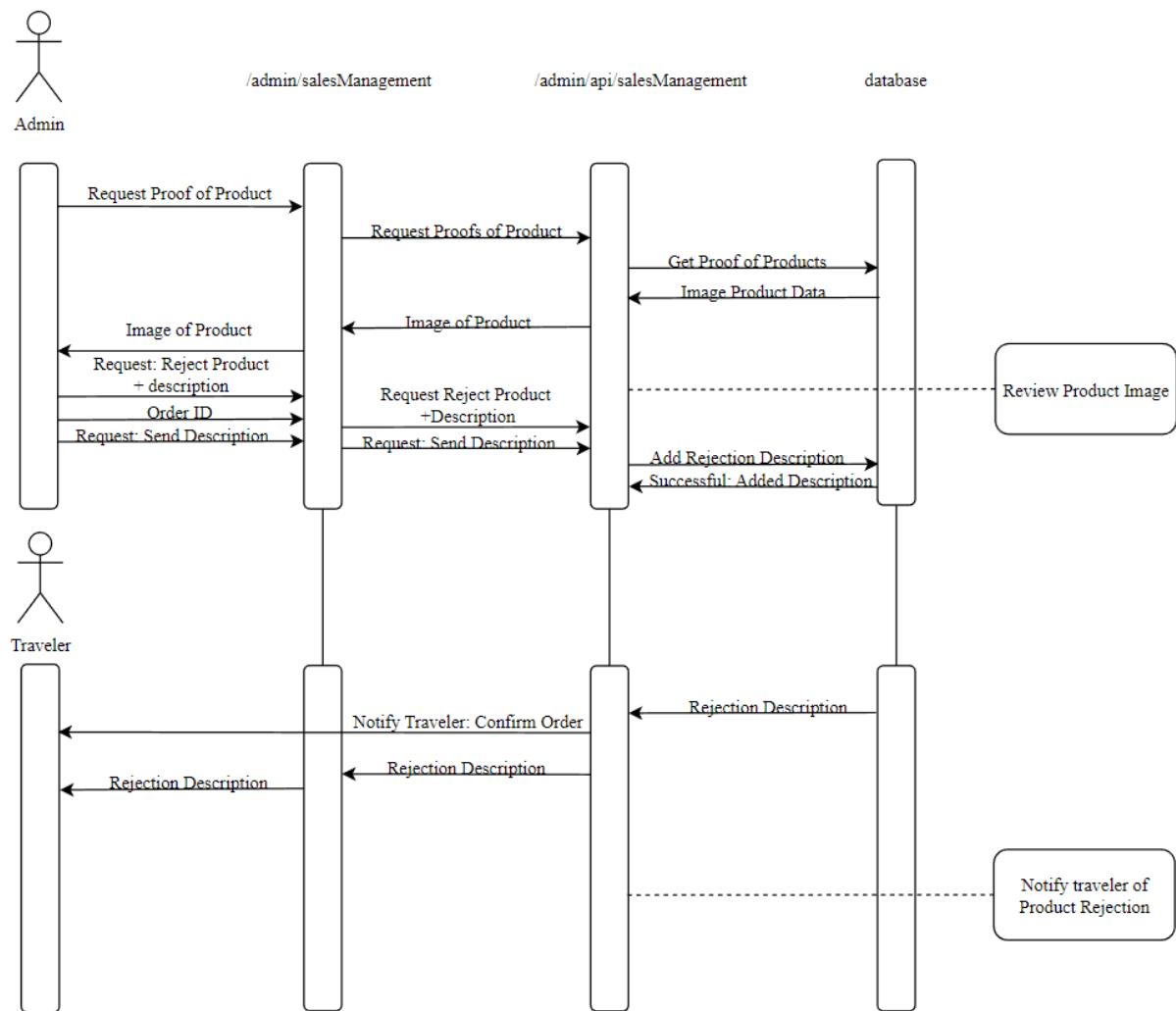
7.2.36. Provide Credentials to Accepted Applicant



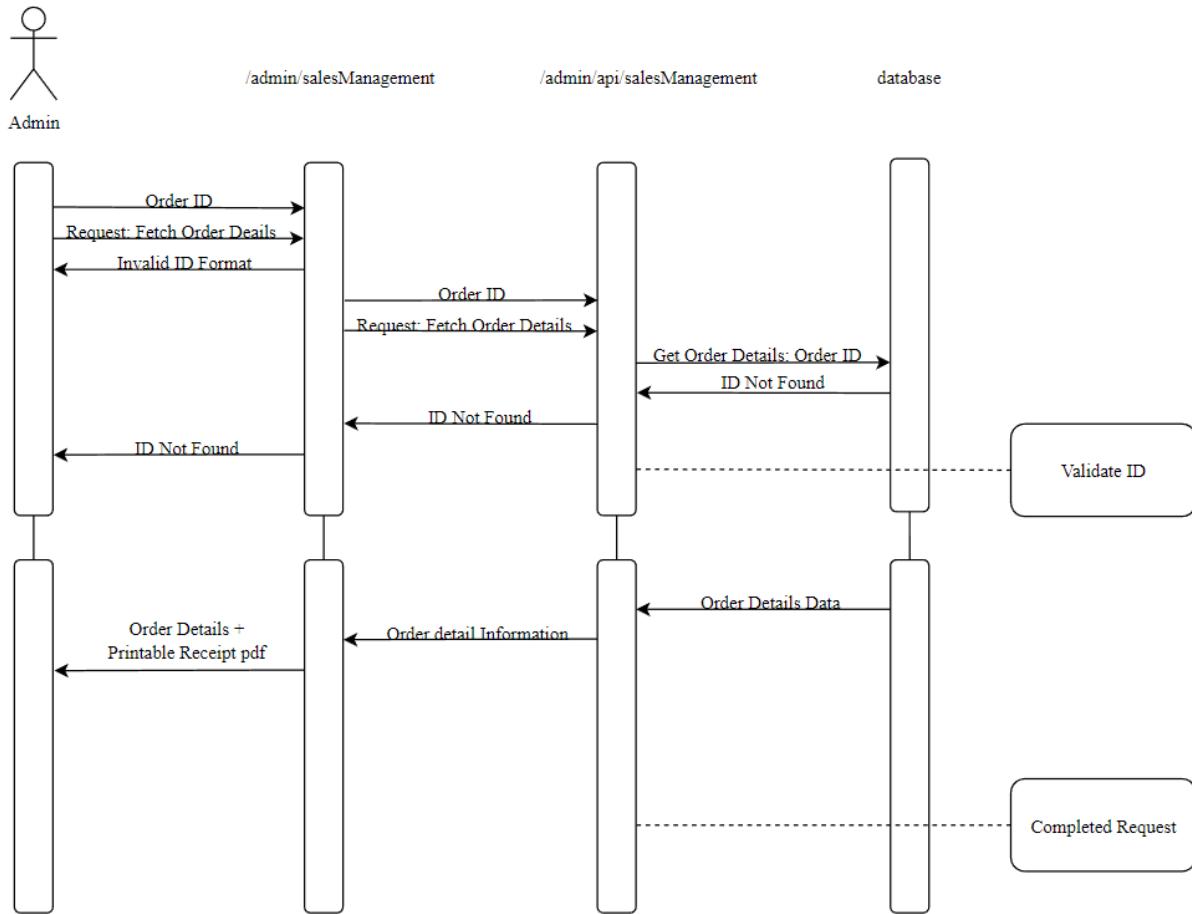
7.2.37. Verify Amazon Product: Accept Product



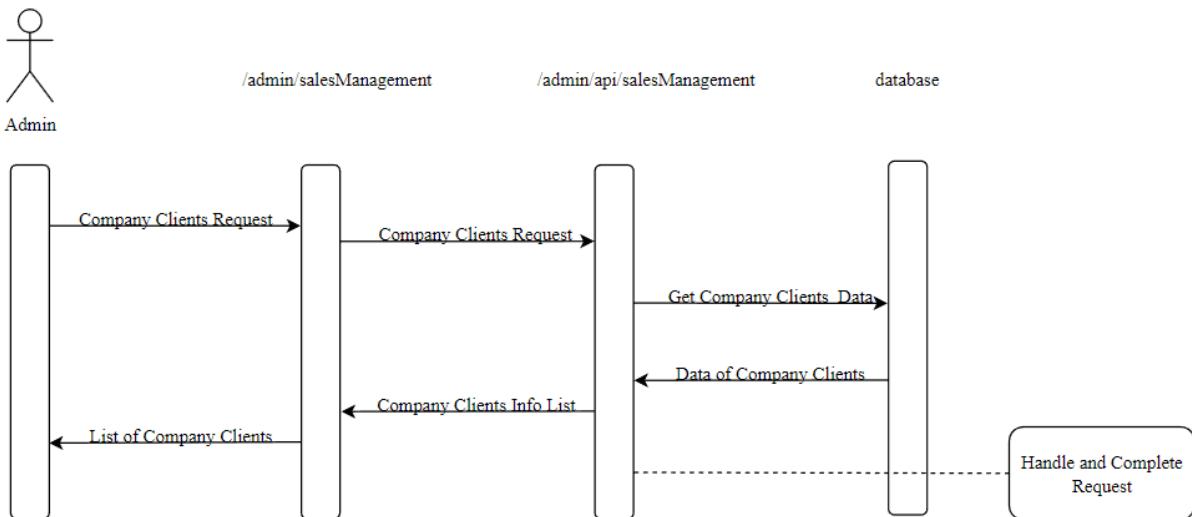
7.2.38. Verify Amazon Product: Reject Product



7.2.39. List of all Completed Orders

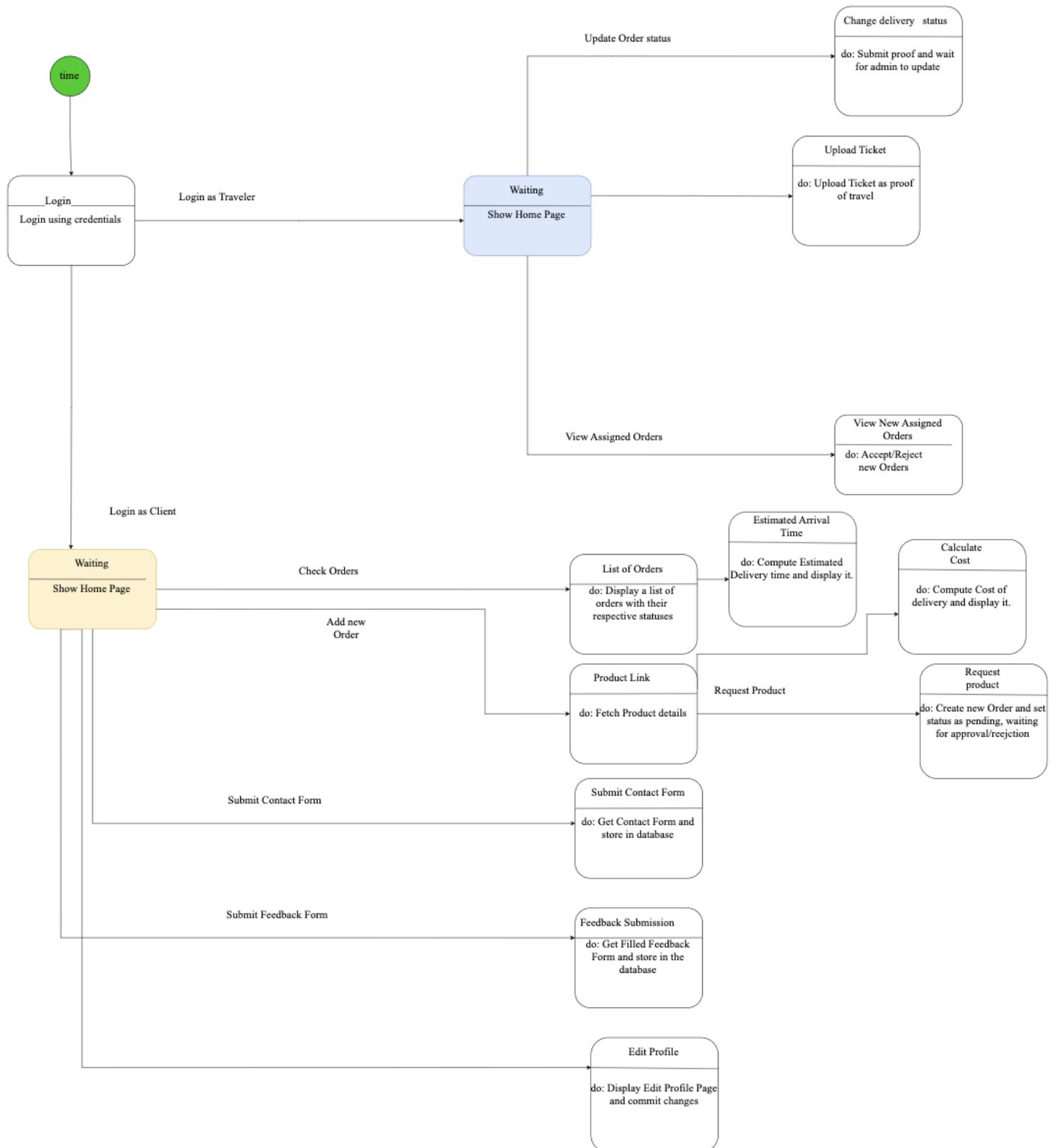


7.2.40. List Company Clients

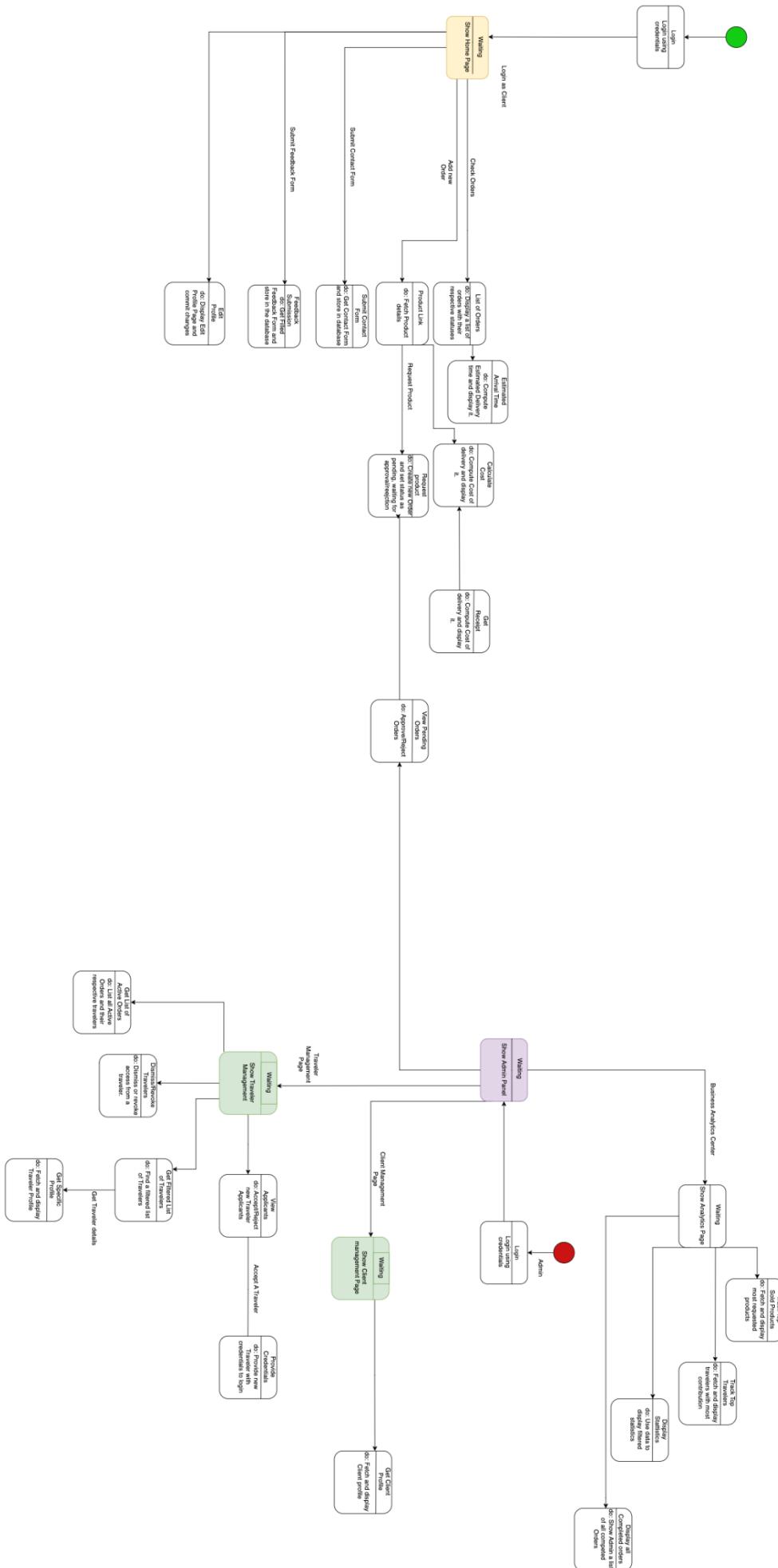


7.3 Stimulus Response Diagram

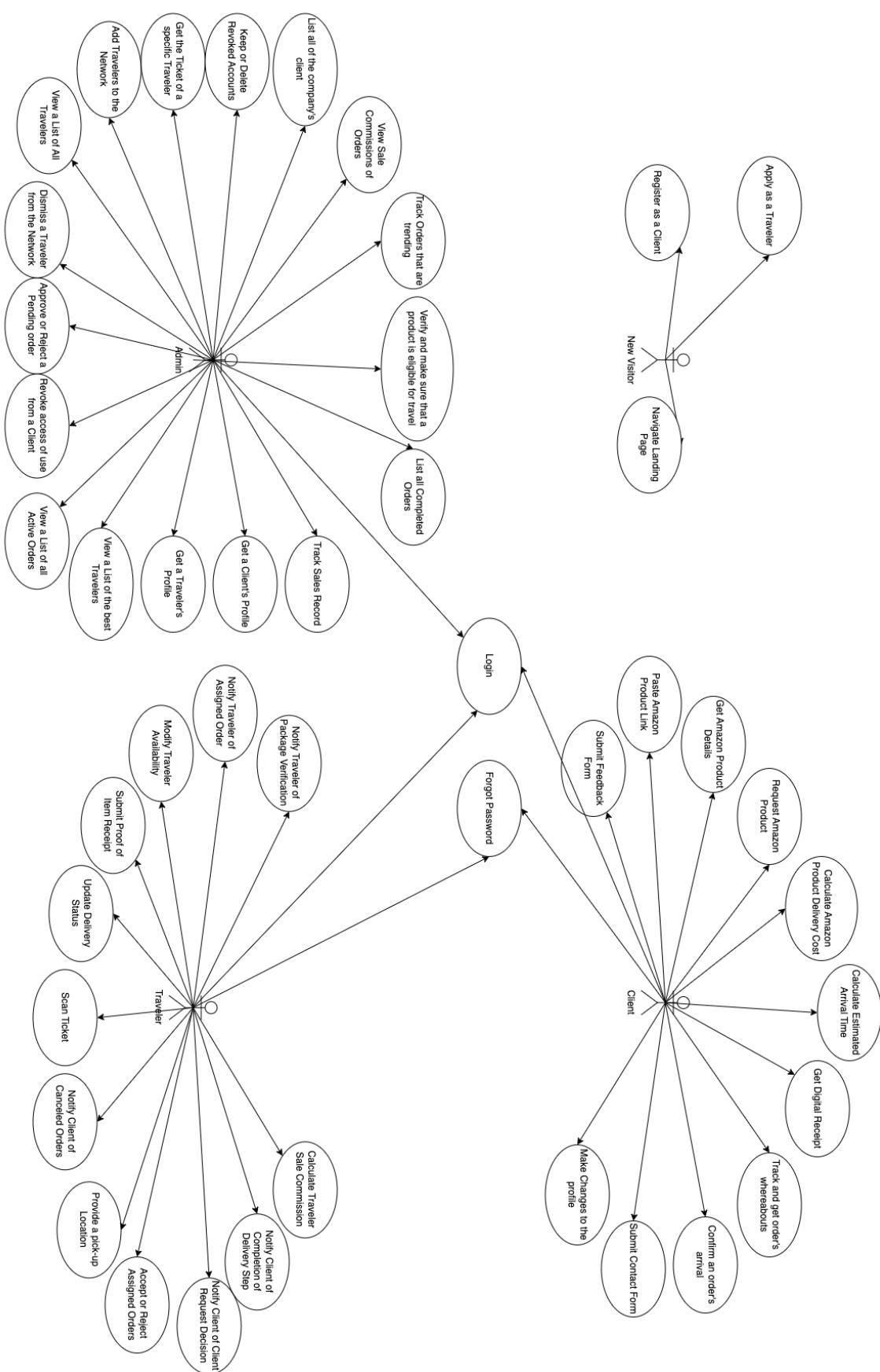
7.3.1 Mobile Application



7.3.2 Website

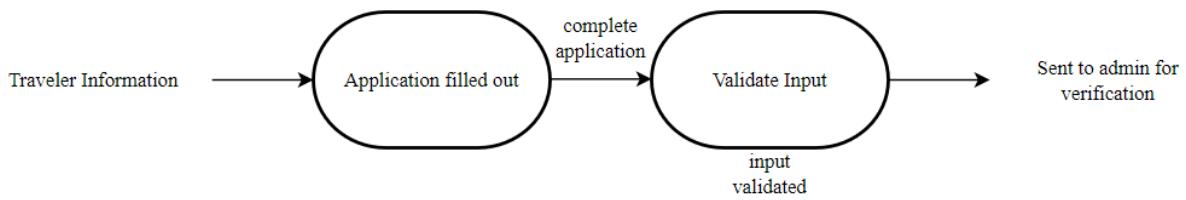


7.4 Use Case

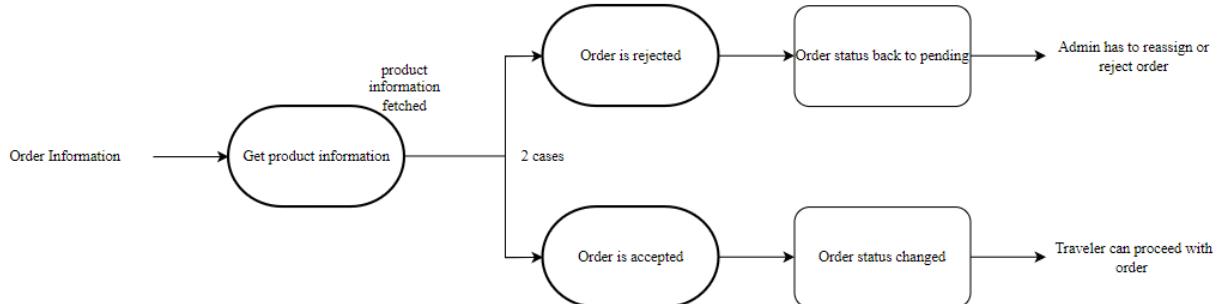


7.5 Data Flow Diagrams

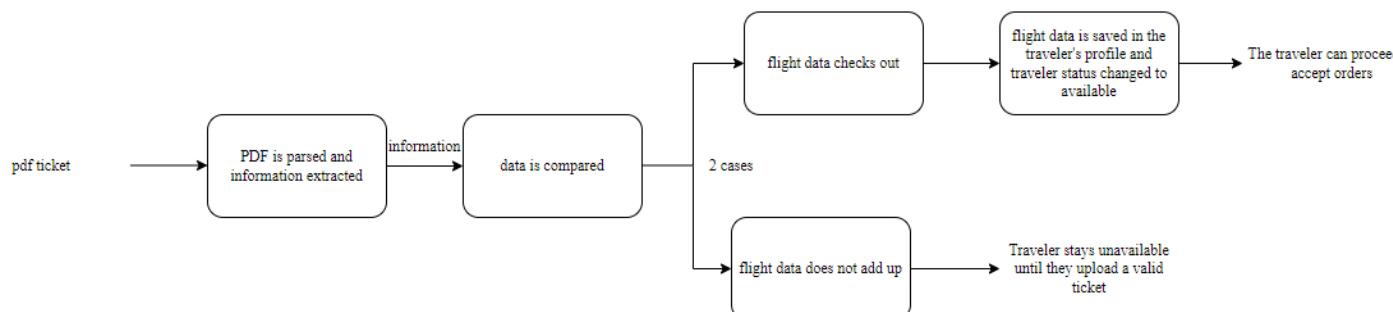
7.5.1 Apply as Traveler



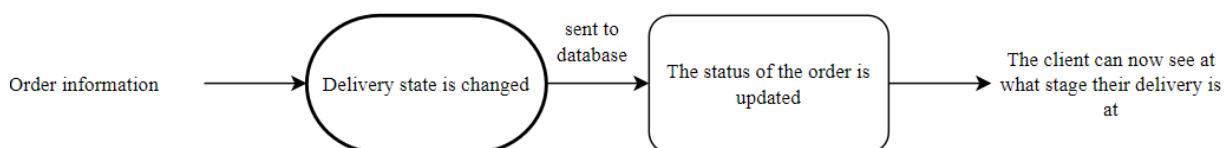
7.5.2 Order Request



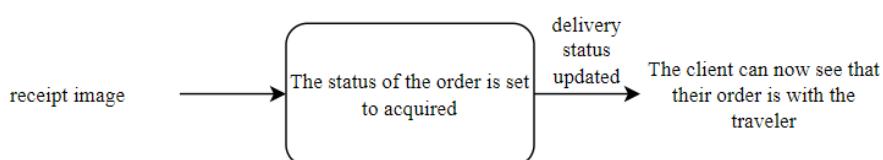
7.5.3 Upload and Parse Ticket PDF



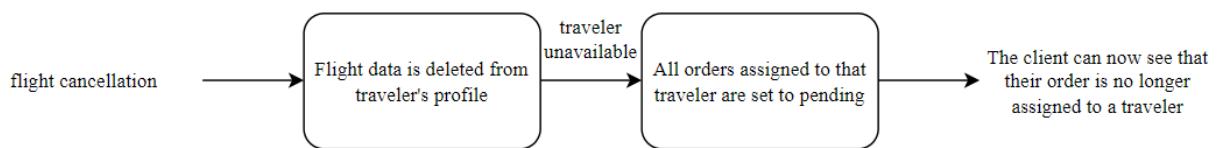
7.5.4 Check Order Status



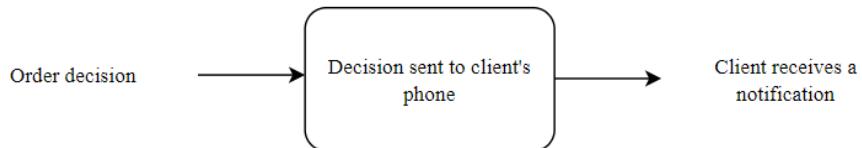
7.5.5 Amazon Order Receipt



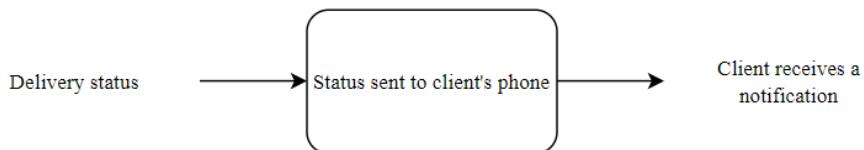
7.5.6 Flight Cancellation



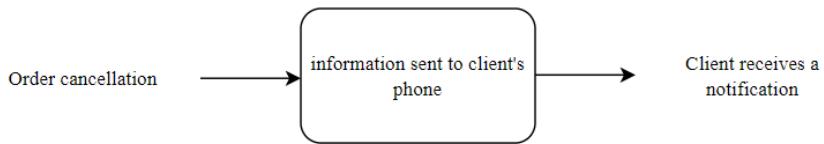
7.5.7 Decision Notification



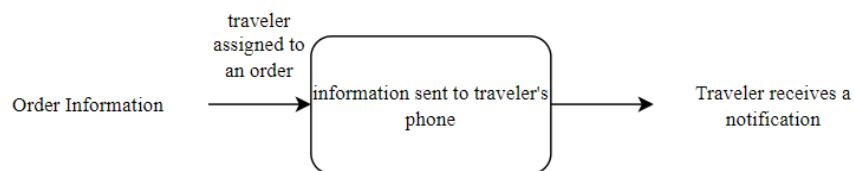
7.5.8 Update Notification



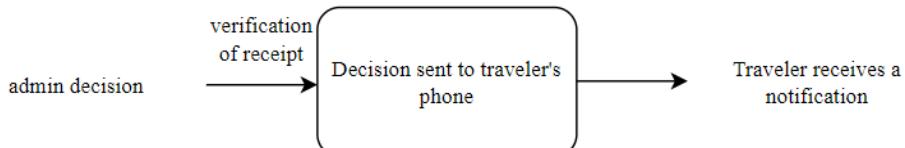
7.5.9 Order Cancellation Notification



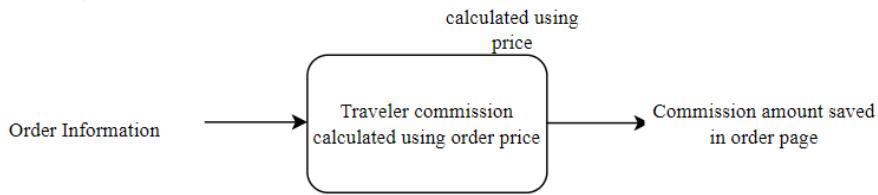
7.5.10 Order Assignment Notification



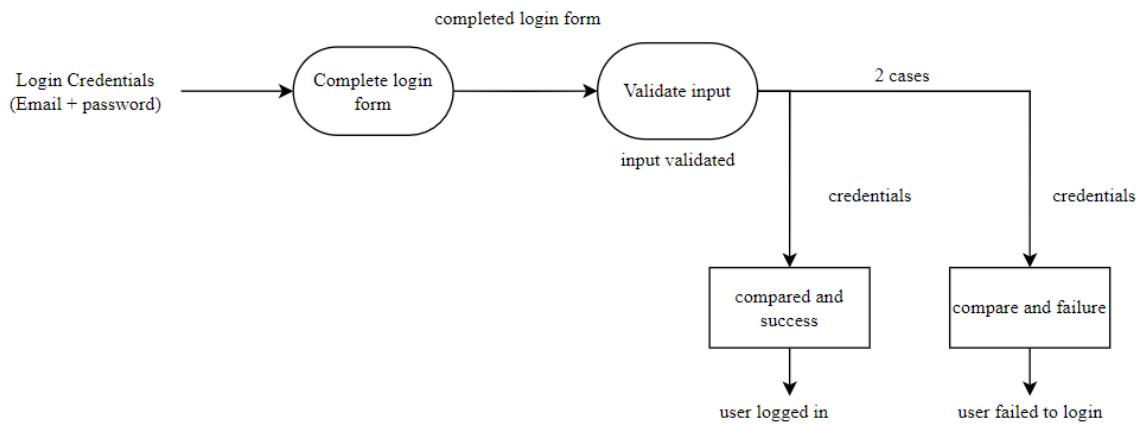
7.5.11 Admin Decision



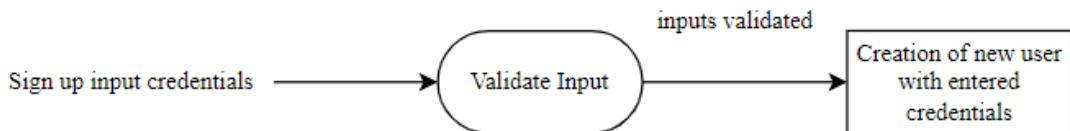
7.5.12 Traveler Commission



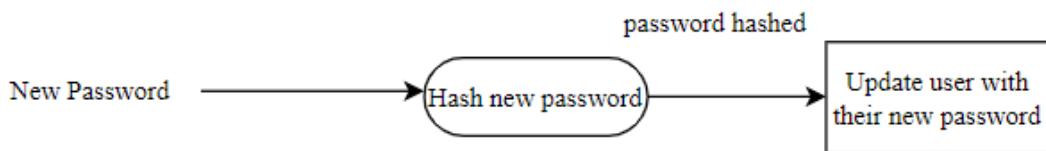
7.5.13 User Login



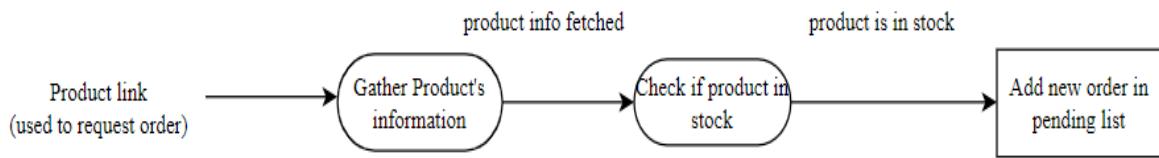
7.5.14 User Signup



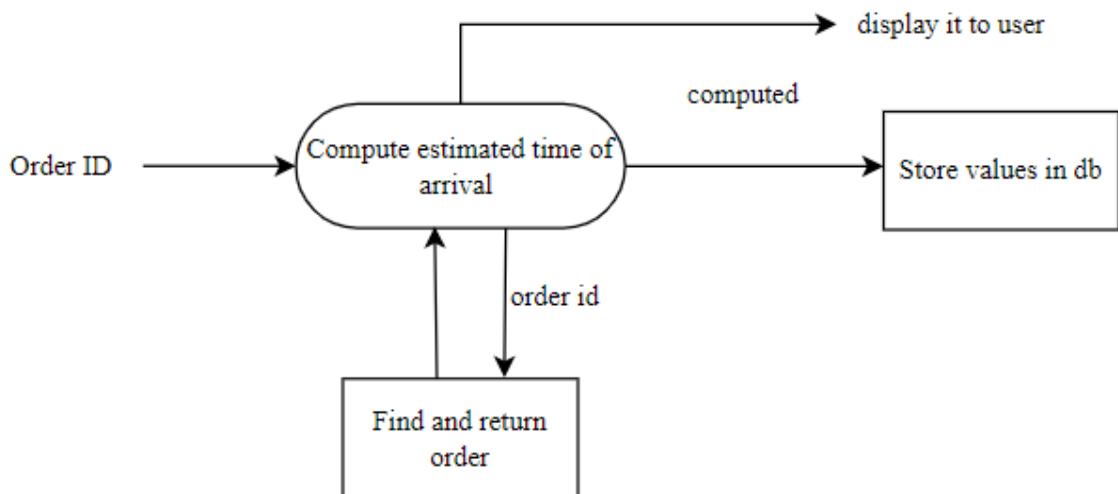
7.5.15 Change Password



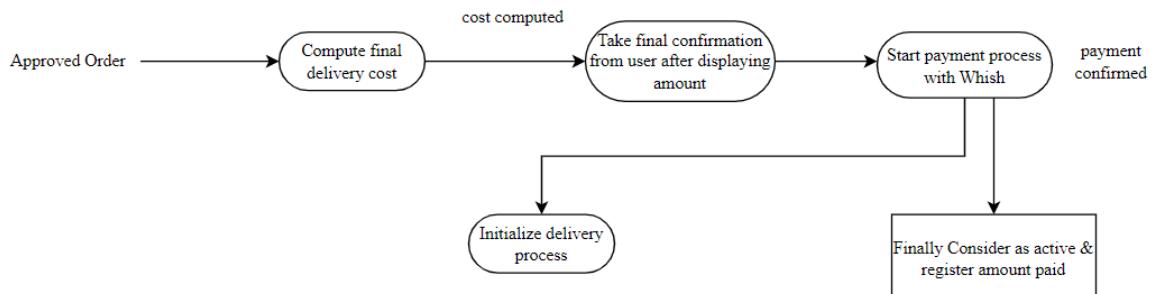
7.5.16 Request New Order



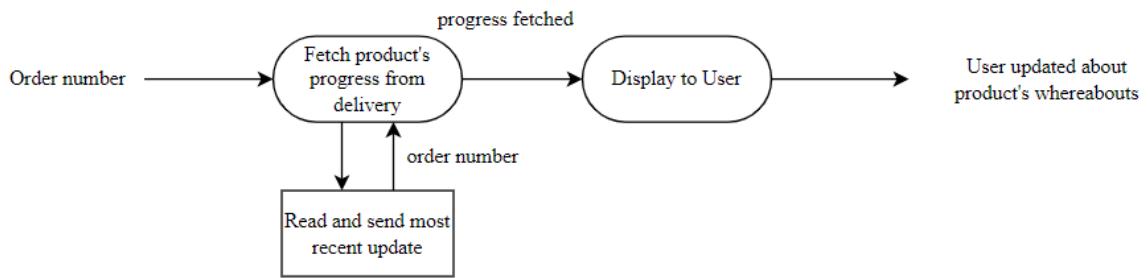
7.5.17 Compute Estimated Time of Delivery



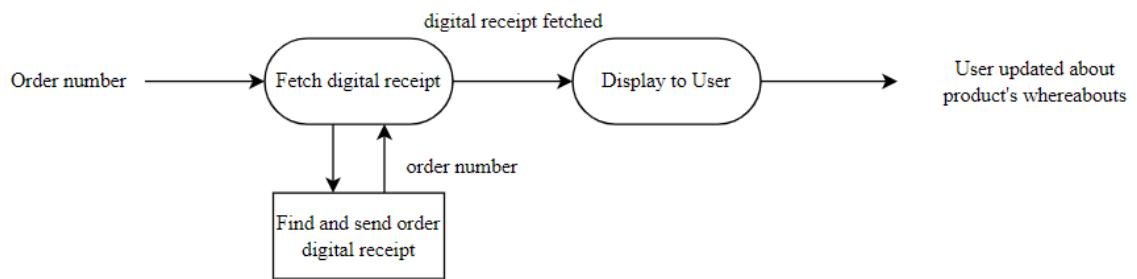
7.5.18 Compute Final Delivery Status



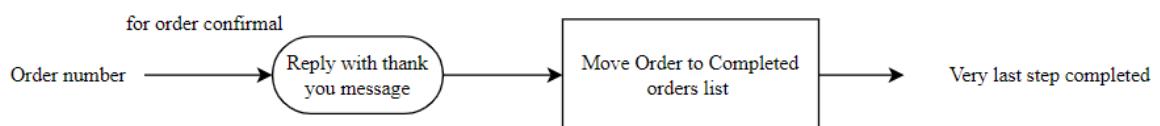
7.5.19 Check Order Delivery Status



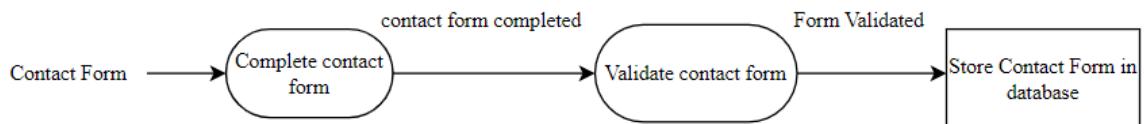
7.5.20 Fetch Digital Receipt



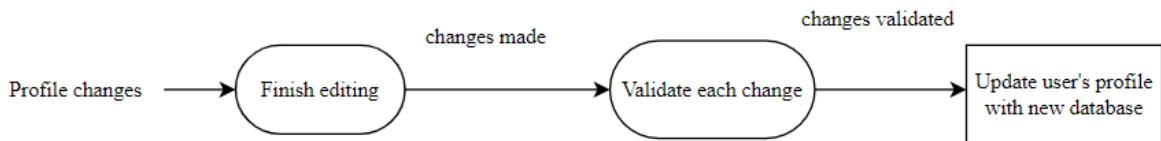
7.5.21 Confirm Order Arrival



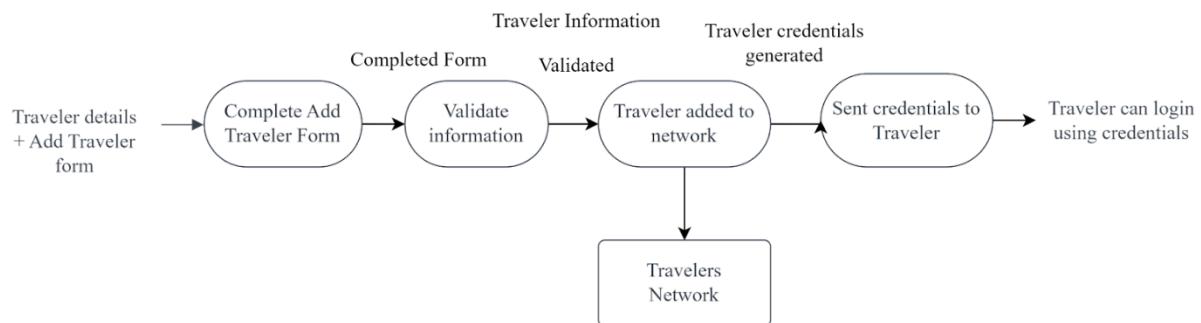
7.5.22 Submission of Contact Form



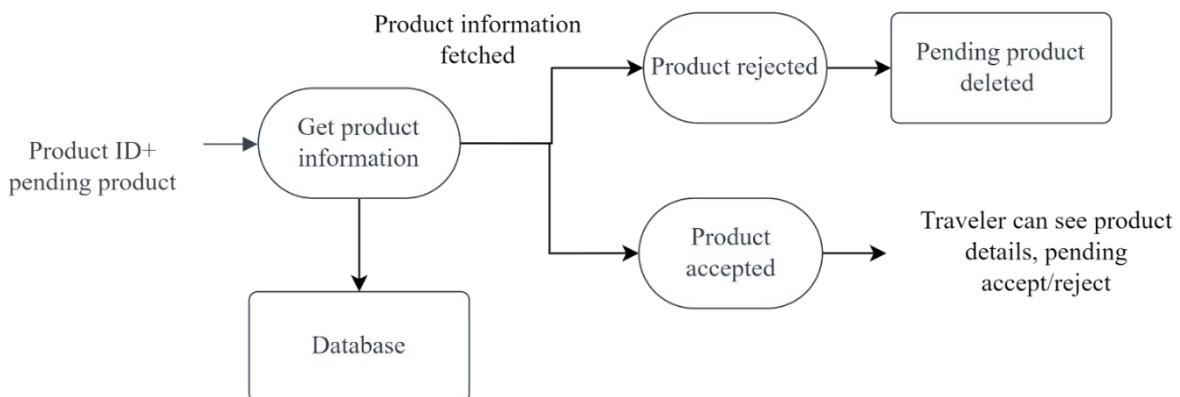
7.5.23 Profile Edit



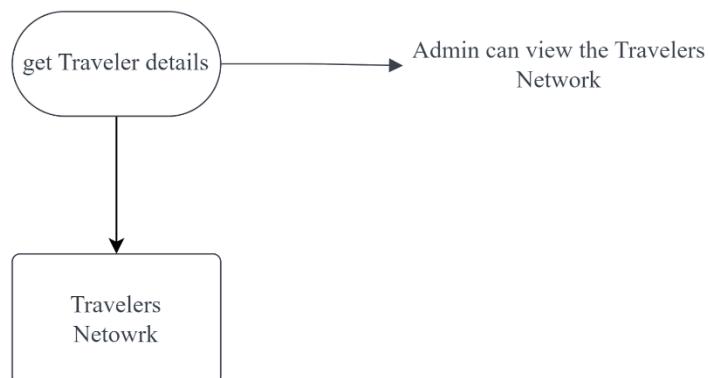
7.5.24 Add Travel to Network



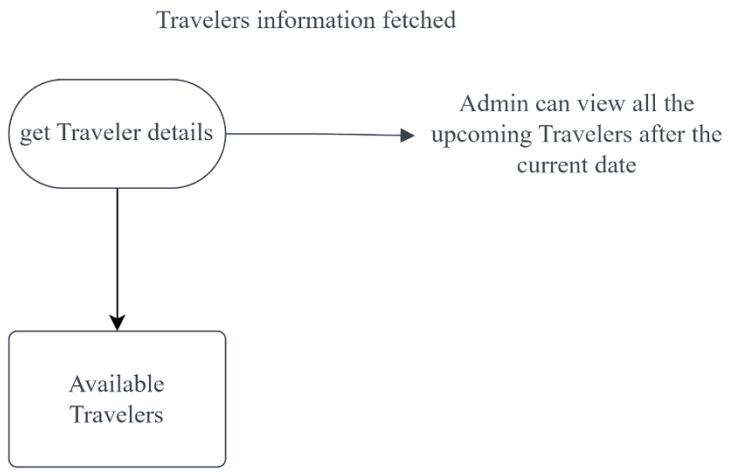
7.5.25 Assign Product to Traveler or Reject product



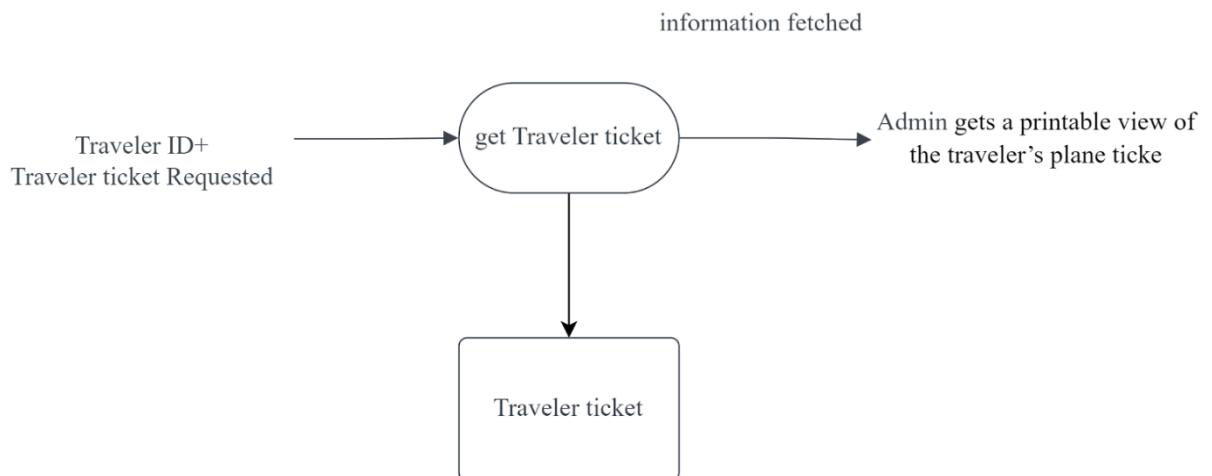
7.5.26 Get Travelers Network



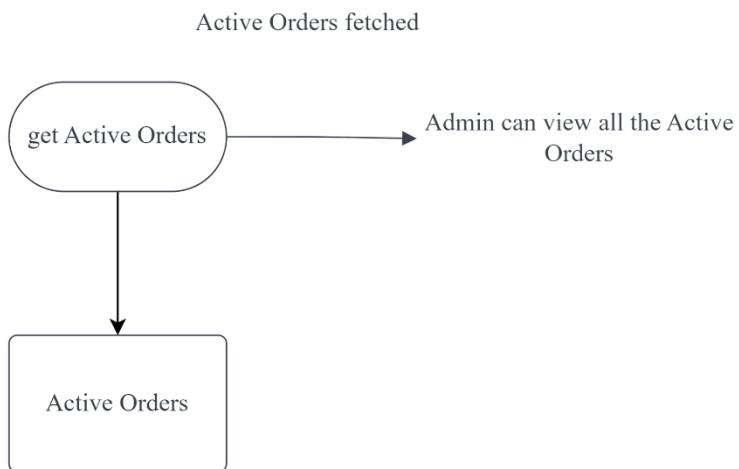
7.5.27 Display Travelers Availability



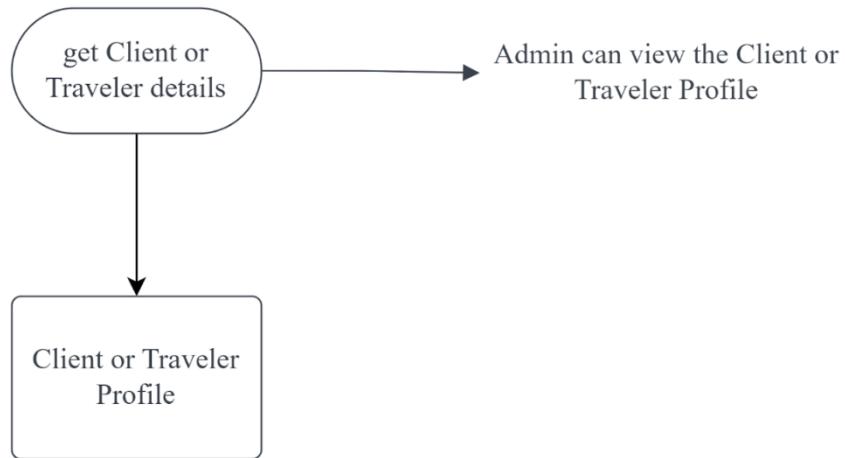
7.5.28 Get Travelers Tickets



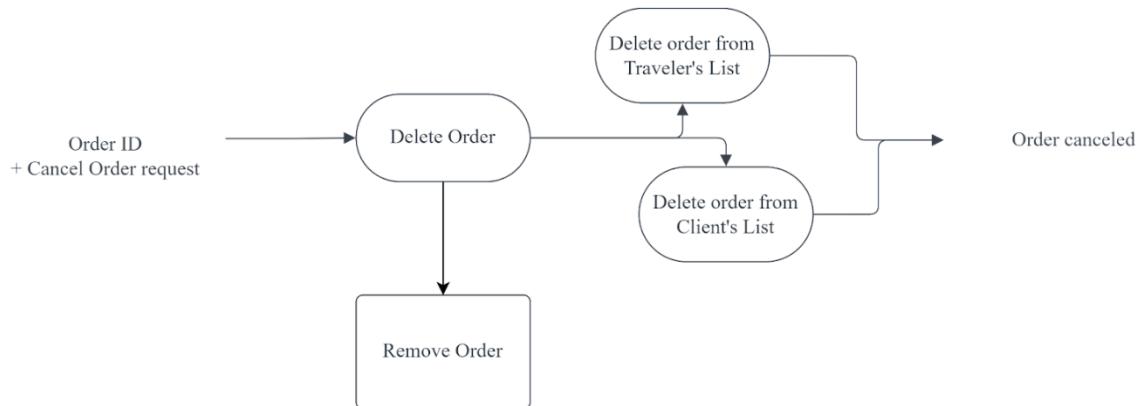
7.5.29 List Active Orders



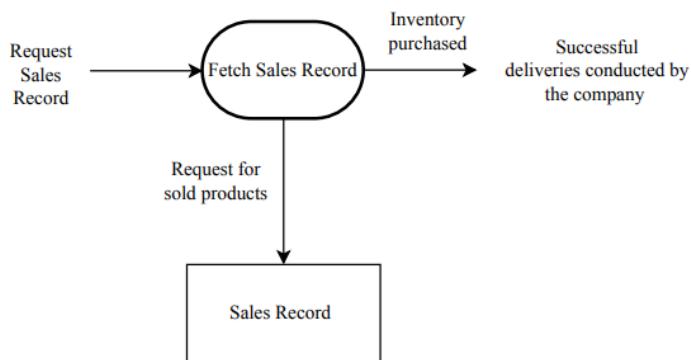
7.5.30 Get Client Traveler Profile



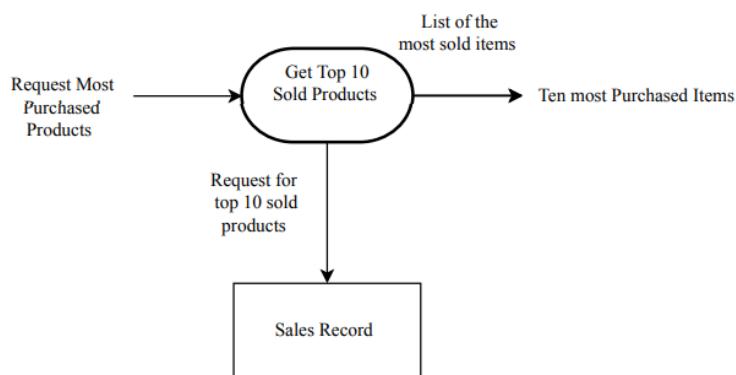
7.5.31 Cancel Order



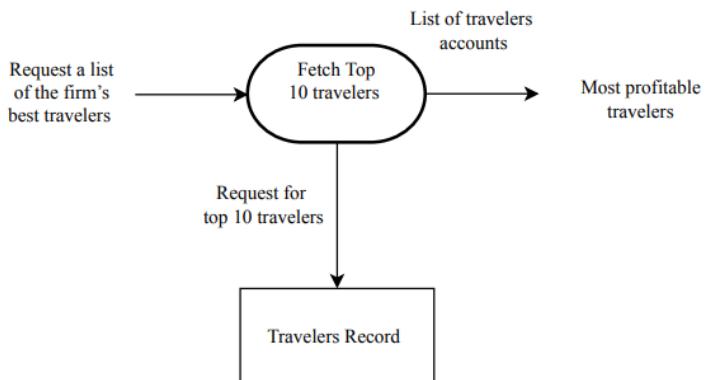
7.5.32 Track Sales Records



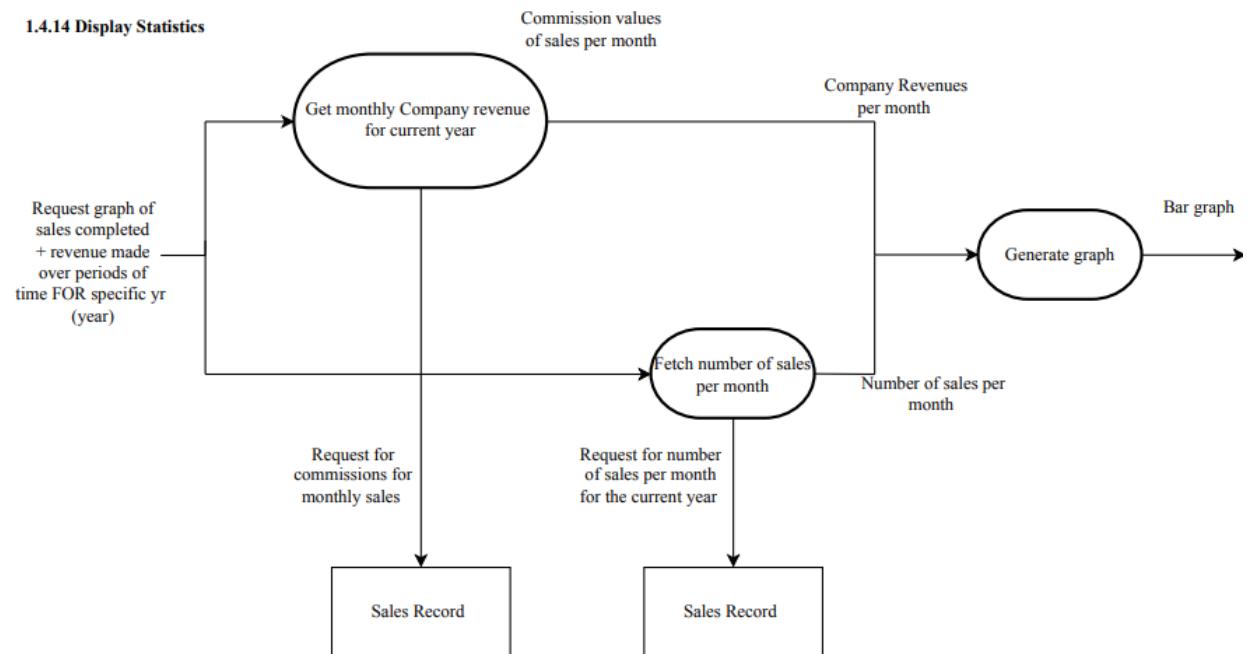
7.5.33 Track Top Sold Products



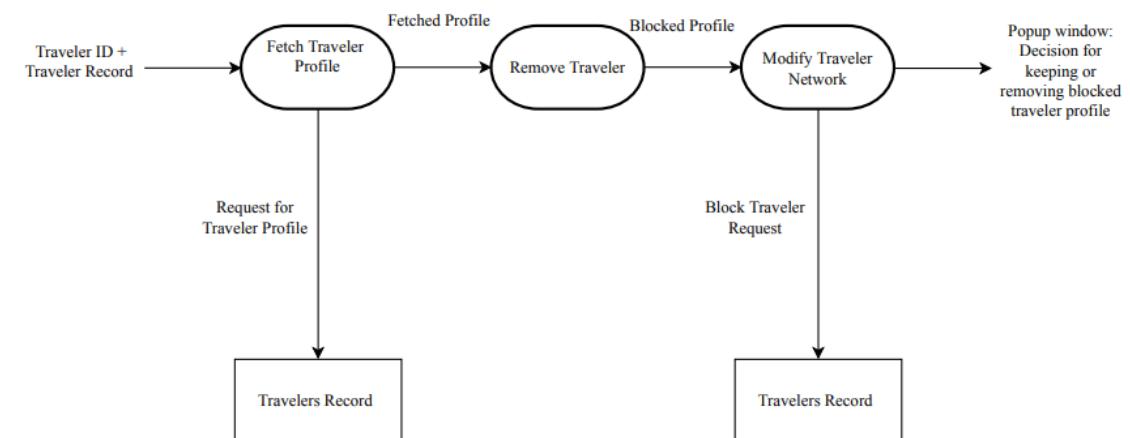
7.5.34 Track Top Travelers



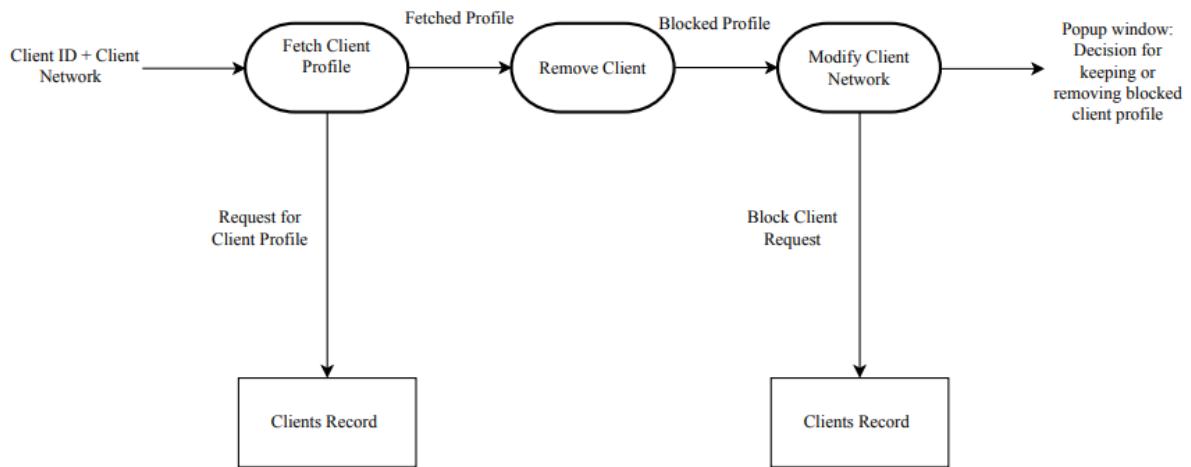
7.5.35 Display Statistics



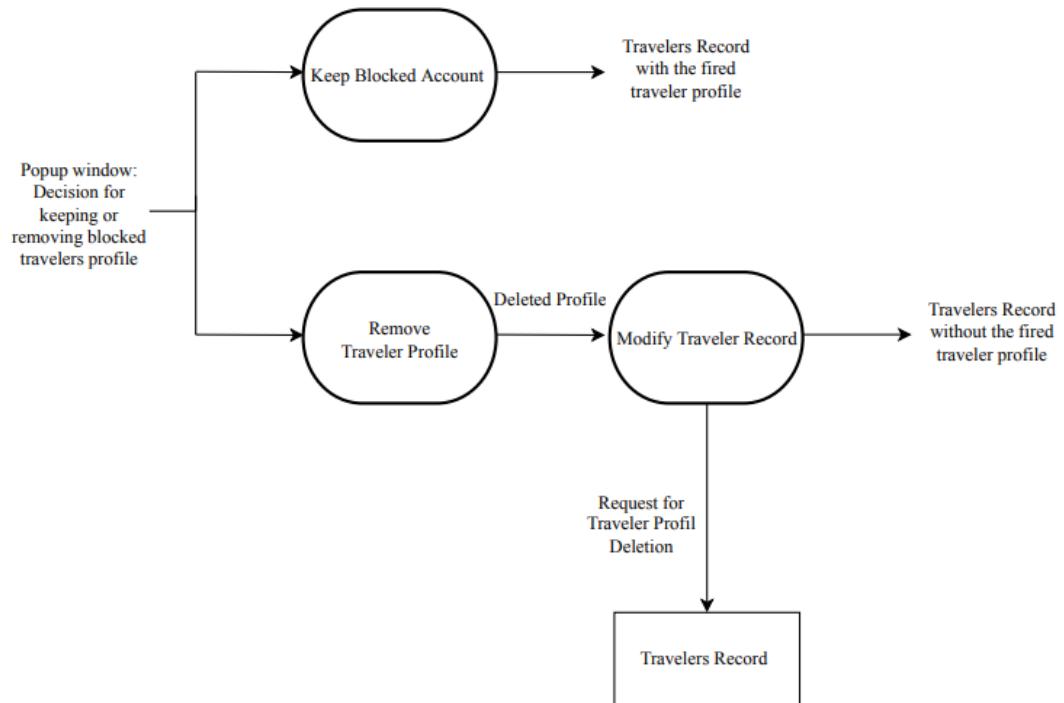
7.5.36 Dismiss Traveler



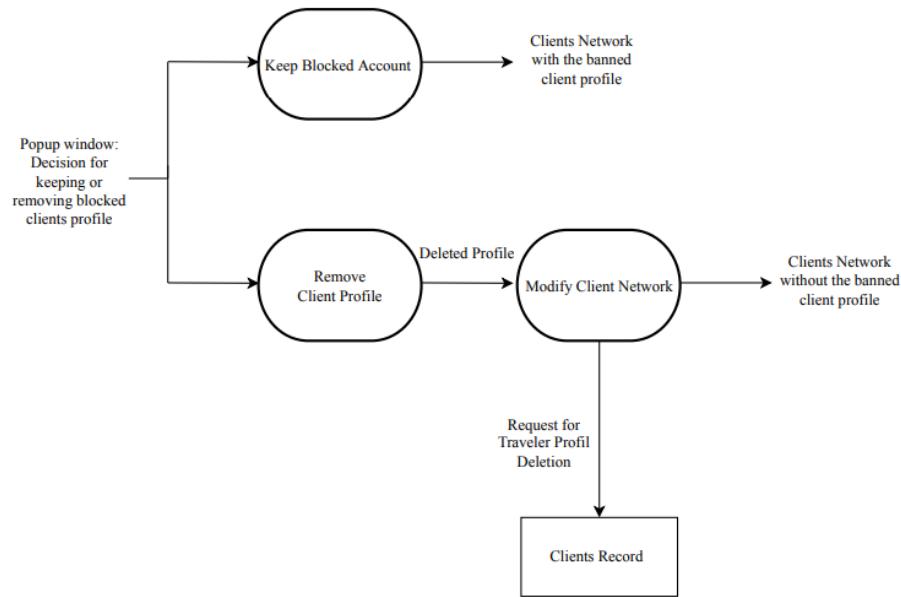
7.5.37 Revoke Access from Client



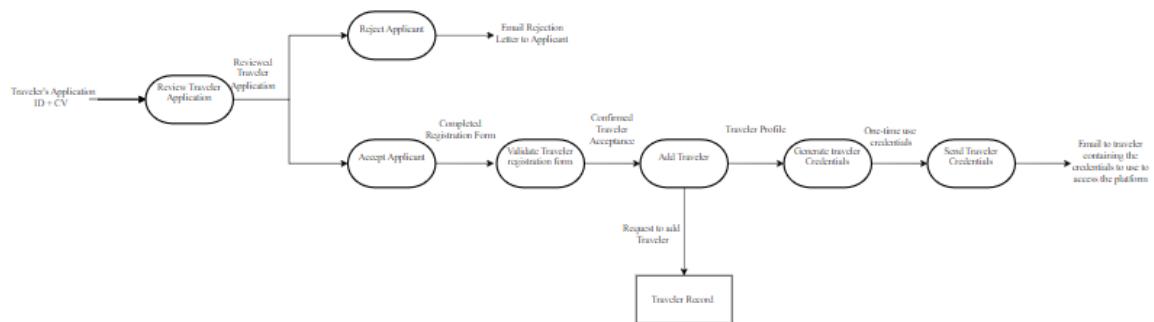
7.5.38 Keep or Delete Revoked Accounts



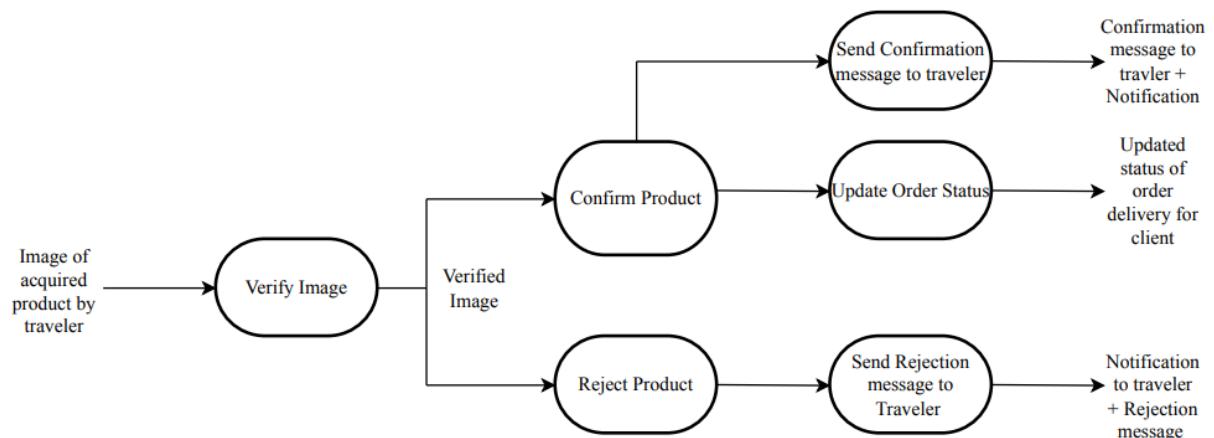
7.5.39 Keep or Delete Revoked Client Accounts



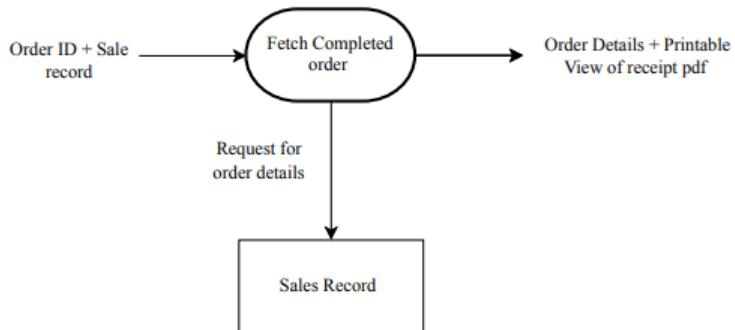
7.5.40 Provide Traveler with Credentials



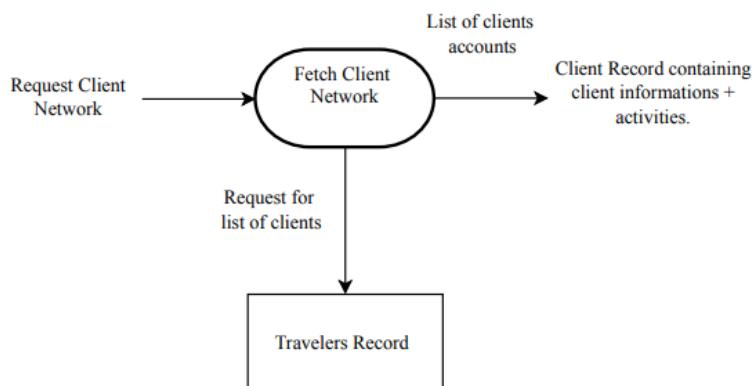
7.5.41 Verify Amazon Product



7.5.42 List All Completed Orders



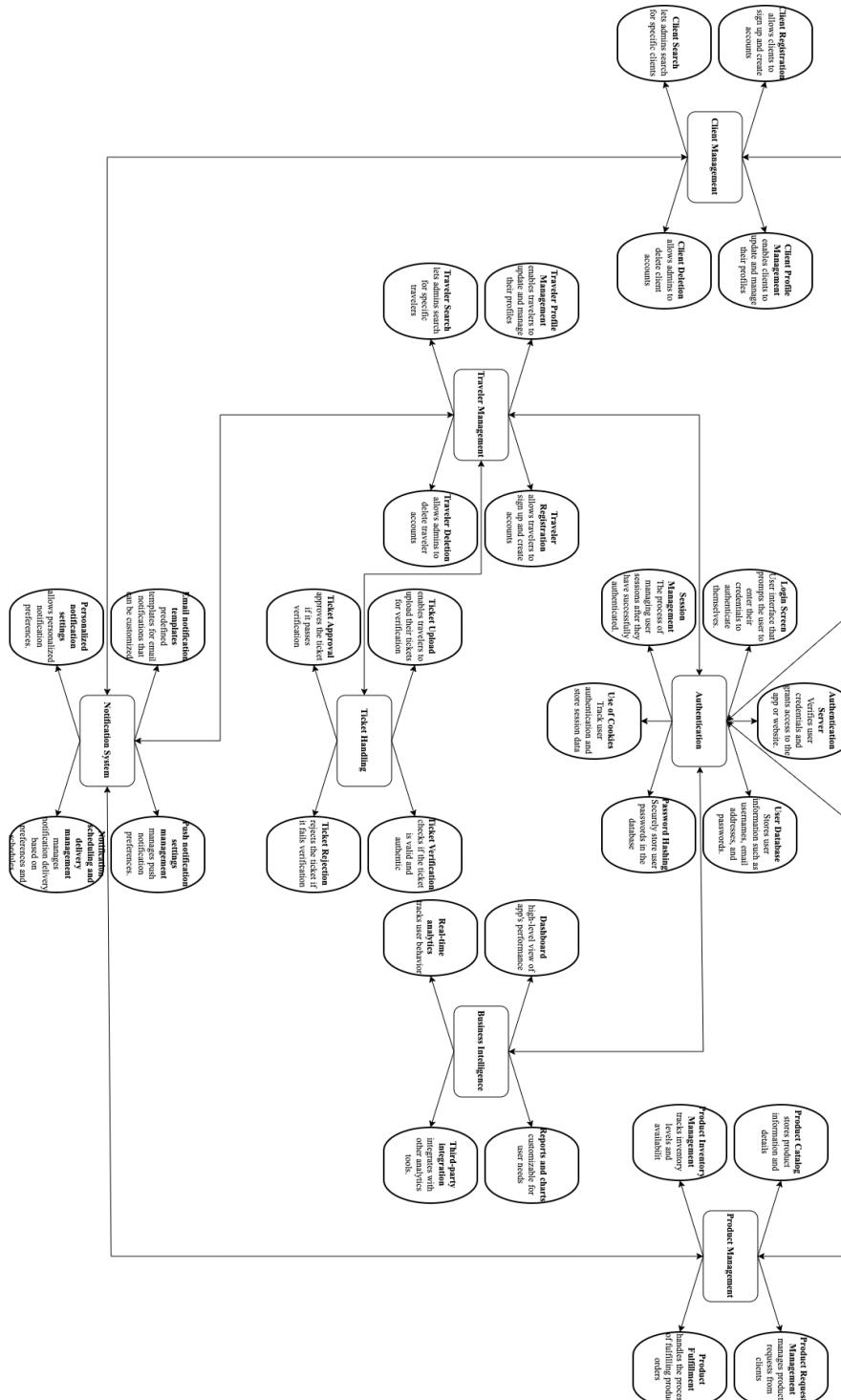
7.5.43 List of All Company Clients



CHAPTER 8: System Architecture

The system architecture section of this documentation document will provide a comprehensive overview of the ToU platform's structure and organization. The section will describe the different subsystems that make up the platform, as well as their relationships and interactions. The architecture of the system is crucial to its overall performance and functionality, and understanding its components and design is essential to ensuring that it meets all necessary specifications. By detailing the system's architecture, this section will provide developers with a clear understanding of the platform's structure, enabling them to make informed decisions throughout the development process

System Architecture



CHAPTER 9: Signature Sheet

The signature sheet is an important component of this documentation document, as it serves to acknowledge and attribute the contributions made by each member of the team towards the successful completion of the project. The sheet serves as a formal record of each team member's involvement in the various parts of the project, helping to ensure transparency and accountability. By providing a clear breakdown of each team member's responsibilities, this sheet also facilitates effective communication and collaboration within the team. The signature sheet is a vital component of the project documentation, as it serves as a testament to the hard work and dedication of each member of the team, and their commitment to achieving the project's goals.

Signature Sheet

Item	Person In Charge	Signature
Preface	Elie Hanna	
Introduction	Vicken Kendirjian	
Project Planning: Task Distribution	Bruno Azar	
Project Planning: Gantt Chart	Bruno Azar	
Project Planning: Activity Network	Bruno Azar	

Risk Management: Possible Software Risks	Bruno Azar	
Risk Management: Risk Types and Analysis	Bruno Azar	
Risk Management: Risk Contingency Plan	Bruno Azar	
Resource List	Vicken Kendirjian	
Feasibility	Bruno Azar	
User Requirements: Functional (5.1.1.2)	Chris Daou	
User Requirements: Functional (5.1.1.3)	Vicken Kendirjian	
User Requirements: Functional (5.1.1.4.1 → 5.1.1.4.10) (5.1.1.1.1)	Elie Hanna	
User Requirements: Functional (5.1.1.4.11 → 5.1.1.4.21) (5.1.1.1.2)	Bruno Azar	

Use Requirements: Non-Functional	Chris Daou Bruno Azar Vicken Kendirjian Elie Hanna	
System Requirements (5.1.2)	Chris Daou	
System Requirements (5.1.3)	Vicken Kendirjian	
System Requirements (5.2.4.1 → 5.2.4.10)	Elie Hanna	
System Requirements (5.2.4.11 → 5.2.4.21) (5.2.1.1)	Bruno Azar	
Scenarios	Chris Daou Elie Hanna	
System Models: First-Set (7.1.1 → 7.1.8)	Chris Daou	
System Models: First-Set (7.1.9 → 7.1.20)	Vicken Kendirjian	
System Models: First-Set (7.1.21 → 7.1.29)	Elie Hanna	

System Models: First-Set (7.1.30 → 7.1.41)	Bruno Azar	
System Models: Second-Set (7.2.1 → 7.2.8)	Chris Daou	
System Models: Second-Set (7.2.9 → 7.2.18)	Vicken Kendirjian	
System Models: Second-Set (7.2.19 → 7.2.27)	Elie Hanna	
System Models: Second-Set (7.2.28 → 7.2.40)	Bruno Azar	
System Models: Stimulus Response Diagram (Website)	Chris Daou Bruno Azar	
System Models: Stimulus Response Diagram (Mobile Application)	Vicken Kendirjian Elie Hanna	
Use Cases	Vicken Kendirjian Bruno Azar	
System Models: DFDs (7.5.1 → 7.5.12)	Chris Daou	

System Models: DFDs (7.5.13 → 7.5.23)	Vicken Kendirjian	
System Models: DFDs (7.5.24 → 7.5.31)	Elie Hanna	
System Models: DFDs (7.5.32 → 7.5.43)	Bruno Azar	
System Architecture	Chris Daou	
Signature Sheet	Chris Daou Bruno Azar	
Conclusion	Vicken Kendirjian	

CHAPTER 10: Conclusion

In conclusion, the proposed platform to connect travelers who visit the US with clients in Lebanon to purchase and deliver products that are not available for direct delivery has the potential to revolutionize cross-border trade. The limitations imposed by direct delivery are a common challenge for clients who want to access specialized or niche products that are not available in Lebanon. The platform will leverage the sharing economy model to connect clients with travelers and make it easier for them to access these products.

To develop the platform, we will use a range of software engineering tools and techniques. We will design and implement a user-friendly interface that will allow clients to place orders and travelers to claim and deliver them. We will also incorporate a secure payment system to protect the interests of both clients and travelers. By using social media platforms and other online resources, we will create a network of travelers who are willing to participate in this service.

One of the primary challenges we anticipate is the legal implications of cross-border trade. We will ensure that all transactions comply with legal regulations in both the US and Lebanon. We will work with legal experts to ensure that the platform operates within the law and avoids any potential legal complications. We will also address the logistics involved in delivering products from the US to Lebanon by providing guidance and support to travelers to ensure that they can fulfill orders safely and efficiently.

The benefits of the platform are numerous. Clients will have access to a wider range of products, which will increase their options and meet their needs. Travelers will have an opportunity to earn extra income while traveling and offset some of their travel expenses. The platform will also benefit businesses and individuals who rely on global shipping to access products and services.

The platform's success will depend on several factors. We will need to ensure that the platform is user-friendly and meets the needs and expectations of its users. We will also need to promote the app effectively to attract more users and create a network of travelers who are willing to participate in this service. By conducting thorough testing and quality assurance measures, we will be able to identify and address any issues or bugs that may arise during development.

In the future, we plan to expand the platform to include other countries and products. This will require more resources and partnerships with other organizations. However, we believe that the platform's success will

open up new opportunities for cross-border trade and provide clients with access to products that were previously unavailable to them.

In summary, the proposed platform has the potential to address the challenges posed by direct delivery and revolutionize cross-border trade. We will use a range of software engineering tools and techniques to develop the platform and ensure that it complies with legal regulations in both the US and Lebanon. The benefits of the platform are numerous, and we will work to promote it effectively and expand it in the future. We believe that the platform's success will open up new opportunities for cross-border trade and provide clients with access to products that were previously unavailable to them.

THE END