##### 

##### 

##### 

##### **An Online Shopping Website - Teamee**

Software Requirements Specification

**Table of Contents**

**1. Introduction.**

**1.1. Purpose.**

**1.2. Product Scope.**

**1.3. Definitions, acronyms, and abbreviations**

**1.4. References.**

**1.5. Overview.**

**2.** **Overall description**

**2.1. Product Perspective.**

**2.1.1.** **System Interfaces.**

**2.1.2.** **User Interfaces.**

**2.1.3.** **Hardware interfaces.**

**2.1.4.** **Software interfaces.**

**2.1.5.** **Communication interfaces.**

**2.1.6.** **Memory constraints.**

**2.1.7.** **Operations.**

**2.2. Product functions.**

**2.3. User classes and characteristics.**

**2.4. Constraints.**

**2.5. Assumptions and dependencies**

**2.6. Apportioning of requirements**

**3. System Features**

**3.1 About Us**

**3.2 Centers**

**3.3 Training and Education**

**3.4 Contact**

**4. Quality Attributes**

**4.1 Usability**

**5. User Interface**

**5.1 Home Page**

**6.** **Specific requirements.**

**6.1. External interfaces.**

**6.2. Functions.**

**6.3. Performance requirements.**

**6.4. Logical database requirements.**

**6.5. Design compliance.**

**6.6. Software system attributes.**

**6.6.1.** **Reliability.**

**6.6.2.** **Availability.**

**6.6.3.** **Security.**

**6.6.4.** **Maintainability.**

**6.6.5.** **Portability.**

**6.7. Organizing the specific requirements.**

**6.7.1.** **System mode.**

**6.7.2.** **Objects.**

**6.7.3.** **Feature.**

**6.7.4.** **Stimulus.**

**6.7.5.** **Response.**

**6.7.6.** **Functional hierarchy.**

**6.8. Additional comments.**

**1. Introduction**

**1.1.** **Purpose**

The purpose of this Software Requirement Specification (SRS) document is to provide a thorough description of the software requirements for the Teamee web application. This document can be used to foster a better understanding of the Teamee web app and elucidate stakeholders of the software requirements. The requirements stated in this document are subjected to changes, and any changes shall be updated within this document. This documented is intended for its stockholders such as its software developers, project managers, and users.

**1.2. Document conventions**

This SRS document will be explained by textual descriptions of the concepts, diagrams to illustrate relationships, and tables to present information.

**1.3. Product Scope**

Teamee web app is tended to provide customers and potential customers information about Teamee which includes its products, locations, and services. This web app will be available for anyone with an internet access. Users can place their orders online and pickup in store. Administrators will be able to view all recent and past orders.

**1.4. Definitions, acronyms, and abbreviations**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Users | People who access the website |
| Software Requirements Specification (SRS) | SRS a description of the software to be built |
| Administrators (Admin) | People who manages the website |
| Entity Relationship Diagram (ERD) | A diagram that shows the relationship between entities in a database |
| Website Application (web app) | A software that is created to run using an internet browser |

**1.5. References**

Wiegers, Karl, *Software Requirements (3 rd Edition* ), Microsoft Press 2013.

**1.6. Overview**

The remaining section of this SRS describes the functional requirements for Teamee website.

**2.** **Overall description**

**2.1. Product Perspective**

The end product will be a fully functional website that any users can access through the internet.

**2.1.1.** **System Interfaces**

The interface for this software is a web browser

**2.1.2.** **User Interfaces**

**2.1.2.1 Home Page**

- The navbar shall be transparent with the company’s logo on the left

- When the user hovers over a menu option with a dropdown, the dropdown will be displayed

- The Home Page shall contain video

- There shall be a carousel with images about Teamee to entice users

- The footer shall contain social media link, contact information, copyright, and terms of use

**2.1.2.2 About Us**

- There shall be a description about the company

- There shall be images about the company

- Information about where the tea sold by Teamee is cultivated from

**5.1.2.3 Locations**

- Displays a map with all Teamee’s location

**5.1.2.4 Contact**

- A form that allow the user to send an email to the administrators of Teamee

**2.1.3.** **Hardware interfaces**

Mouse and keyboard are required.

**2.1.4.** **Software interfaces**

The project software interface will be viewed on a web browser

**2.1.5.** **Communication interfaces**

The project shall use email and phone number.

**2.1.6.** **Memory constraints**

N/A.

**2.1.7.** **Operations**

Operation will be when the website is being accessed until the users exited.

**2.1.8.** **Site adaptation requirements**

The website shall work on any web browser proportionately and correctly.

**2.2. Product functions**

Teamee provides the following functionality:

* **ABOUT US**: Provides information about the company.
* **LOCATIONS**: Provides the nearest store locations based on zip code
* **MENU**: Provides a list of all the products that Teamee sells.
* **CONTACT US**: Allows users to send an email message to Teamee.

**2.3. User classes and characteristics**

Teamee is made for different types of users:

* **Users** are people who accessed the website. Users are permitted to access the entire website, but must be logged in to place an order. A free account is provided to any user who wishes to make one.
* **Administrators** are responsible to take care of the Teamee website and messages. Administrators must login to gain access to the administrator portal. The administrator will be able to view users’ account information, but not the user’s password. The administrator can view current, past, and future orders made by users.

**2.4. Constraints**

CO-1 All HTML codes shall follow the HTML 5.0 standard.

CO-2 The Navigation menu tool bar shall be available on all Teamee’s web pages.

CO-3 Online payments shall be made through valid credit card companies which includes Visa, Discover, and Mastercard.

**2.5. Assumptions and dependencies**

Assumption:

AS-1 Users have the plugins that are required to watch videos

AS-2 Users have internet connection to access the web app

AS-3 Users’ internet connection speed is sufficient to watch videos on the web app

Dependencies:

DE-1 Users should have the basic knowledge of computers, so they can easily access the product by using the user manual provided to them with the product.

**3. System Features**

**3.1 About Us**

This webpage will contain a description of the company.

**3.2 Locations**

Users can find the nearest Teamee location from the zip code they provided.

**3.3 Menu**

Contains 3 tabs which allows the user to navigate to the following three options:

Tea

* Images of all the tea drinks available from Teamee
* Description of the tea

Coffee

* Images of all the coffee drinks sold by Teamee
* Description of the type of coffee

Snacks

* Images of all the snacks sold by Teamee
* Description of each snack product

**3.4 Contact**

Users can find Teamee’s contact information, address, and send an email message.

# **4.** **Quality Attributes**

**4.1 Usability**

USE-1 Teamee home page shall be navigable

USE-2 There shall be a navigation bar on every page with an option to go back to Home

USE-3 There shall be a Contact option for users to contact the administrators with any questions about the website

**6.** **Specific requirements**

**6.1. External interface**

N/A

**6.2. Functional requirements**

Functional requirements are requirements that are created stakeholders and should follow the user stories. These requirements are essential to make the system work.

FR-1 Register for account

FR-2 Add item to cart

FR-3 Checkout items

FR-4 Search for the closest location

FR-5 View all locations

FR-6 Contact Teamee

FR-7 Sign up for promotions and news

FR-8 Obtain a receipt of the order

FR-9 Check all orders

FR-10 Complete an order

FR-11 View user’s contact information

**6.2.1 FR-1: Register for an account**

Description

This functional requirement will allow the user to register for a new account at the Teamee website.

*Input*

* The user shall input his name, phone number, address, and email
* The user may enter his gender and date of birth
* The user shall click the submit button once he is done

*Processing*

* The system shall verify that all required fields were filled out
* The system shall store the user’s information into the database
* The system shall send a confirmation email to the user’s account

*Output*

The user’s account is temporary created. To complete registration, the user need to click on the link in the confirmation email.

*Error Handling*

- If the user entered an email address that already existed in the database, an error message will display informing the user that the email already existed.

- The system shall check to see if the user filled out all the required fields once the user clicked on the submit button. If the user failed to fill out all the required fields, then an error message shall be displayed.

**6.2.2 FR-2: Add item to cart**

Description

The user shall be able to add items into the shopping cart. Multiple items can be added to the cart.

*Input*

* The user shall select the item that he wished to put into his cart and include the quantity to be added to cart
* The user shall click on the add to cart button

*Processing*

*­*- The system shall verify that a quantity is selected

* The system shall add the item into the cart and update the item count

*Output*

The system shall display the number of items in the cart

*Error Handling*

- If the user did not select the quantity, the system shall display an error message prompting the user to select a quantity.

**6.2.3 FR-3: Checkout items**

Description

After the user had placed items into the cart, the user can check out the items and place an order.

*Input*

* User input his name, email, phone number, and credit card
* User select the store to pick up the order
* User click place order button

*Processing*

* The system shall verify the user’s payment through Stripes
* The system shall confirm that the user had input all the required fields
* The system shall store the user’s information into the database
* The system shall create an order number
* The system shall send a confirmation email to the user’s email

*Output*

A confirmation page is displayed to inform the user that the order was placed successfully. An email confirmation shall be sent to the user’s email address.

*Error Handling*

- Stripes was unable to verify the user’s payment. The system shall display and error page to inform the user that the order was not placed.

**6.2.4 FR-4: Search for the closest location**

Description

The user shall be able to search for the closest Teamee location using either an address or zip code.

*Input*

* User shall input an address or zip code in the search bar
* User shall click the search button

*Processing*

* System shall search for the nearest Teamee location using Google map API

*Output*

The system shall zoom the user to the nearest Teamee location and an info window for the store shall be displayed. The info window shall contain the store’s address, picture, and phone number.

**6.2.5 FR-5: View all locations**

Description

When the user enters the location page, a map with all the Teamee’s location shall be displayed with markers showing each store’s location.

*Input*

* User click on the location tab

*Processing*

* System shall display a google map
* System shall show markers of all the Teamee locations

*Output*

A google map zoomed into the Teamee locations. The user shall be able to view all the Teamee locations at once.

**6.2.6 FR-6: Contact Teamee**

Description

A contact page shall allow the user to fill out a form and send it to Teamee’s staff.

*Input*

* User shall click on the contact link
* User shall fill out the contact form
* User shall click the submit button

*Processing*

* System shall verify that all required fields are filled out
* System shall send the message along with the user’s contact information to info@Teamee.com

*Output*

The user’s message shall be sent to info@Teamee.com. A success message shall be displayed for the user if all the required fields were filled out.

*Error Handling*

- If the user did not fill out all the required filled, an error prompt shall be displayed.

**6.2.7 FR-7: Sign up for promotions and news**

Description

The signup bar shall allow the user to input his/her email address and be eligible

*Input*

* User shall enter in his email address
* User shall click on the submit button

*Processing*

* System shall verify that the user had not left the field blank
* System shall verify that the user had entered an email address

*Output*

The user’s email shall be stored in Teamee’s database.

*Error Handling*

- If the user had left the field blank and clicked the submit button, the system shall display an error prompt to inform the user that this field cannot be blank.

**6.2.8 FR-8: Obtain a receipt of the order**

Description

The user is given a receipt every time an order is placed. Teamee shall send a receipt in form of an email confirmation.

*Input*

* Order is submitted

*Processing*

* System shall retrieve the user’s email address
* System shall send a receipt email confirmation to the user’s address

*Output*

The user shall receive a receipt which contains the items and price that the user had paid

**6.2.9 FR-9: Check all order**

Description

The admin shall be able to check on all orders that are made by the users

*Input*

* Admin input password and email address
* Users had placed some orders

*Processing*

* System shall check for all orders
* System shall retrieve all orders

*Output*

A list of pending orders is displayed to the admin

**6.2.10 FR-10: Complete an order**

Description

The admin can complete and order in the pending list.

*Input*

* Admin shall click on the order
* Admin shall click complete order once the order has been fulfilled

*Processing*

* System shall verify that order exist
* System shall change the status of the order from pending to completed

*Output*

The order is moved from under the pending list to the completed section. The order is stored in the database.

**6.2.11 FR-11: View user’s contact information**

Description

The admin shall be able to view the user’s contact information in case the admin need to contact the user about an order that was placed. Also, the admin need the user’s contact information in order to send the user’s news or promotions.

*Input*

* User shall input his contact information such as name, phone number, and email address
* Admin shall be logged in to view the user’s contact information
* Admin click on the user’s name to view a specific user’s info

*Processing*

* System shall query for the user’s contact information from the database

*Output*

A popup window shall display the user’s contact information to the admin

**6.3. Performance requirements**

PER-1 Homepage shall load under 10 seconds

PER-2 Any videos shall load under 5 seconds

PER-3 Items are added to cart within 3 seconds

PER-4 All error prompts shall be displayed within 2 seconds

PER-5 The notification for successful signup shall be displayed under 3 seconds

**6.4. Logical database requirements**



Figure 1: Entity Relationship Diagram

The ERD shows the relationship between entities within the Teamee system in the database.

**6.5. Design constraints**

DC-1 The system shall use Model-View-Controller

DC-2 The system shall use the Laravel framework

**6.6. Software system attributes**

**6.6.1.** **Reliability**

RE-1 The website shall be functional when being accessed

RE-2 Website shall not crash while user is accessing it

**6.6.2.** **Availability**

AVA-1 The Teamee web app shall be available 99% of the time every day except for maintenance windows. Maintenance window shall be within the time of 12AM-2AM local time.

**6.6.3.** **Security**

Only users with the correct authorization are allowed access.

**6.6.4.** **Maintainability**

MAIN-1 The code will be well documented

MAIN-2 Documents shall be updated when changes are made.

**7. Use Case**

**7.1 Use Case Descriptions**

|  |  |
| --- | --- |
| **Primary Actor** | **Use Cases** |
| User | UC-1 Register for account  UC-2 Add item to cart  UC-3 Checkout items  UC-4 Search for the closest location  UC-5 View all locations  UC-6 Contact Teamee  UC-7 Sign up for promotions and news  UC-8 Obtain a receipt of the order |
| Administrator | UC-9 Check all orders  UC-10 Complete an order  UC-11 View user’s contact information |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-1 Register for account** |
| Primary Actor: | User |
| Description: | The user shall register for an account on Teamee by clicking of the Register link. The user must enter his/her email information, username, and password to register. |
| Trigger: | User accessed Teamee’s website and clicked on the Register link to register for an account. |
| Preconditions: | PRE-1 User must have a valid email address  PRE-2 Username must be available  PRE-3 Password must be at least 6 characters long |
| Postconditions: | POST-1 Teamee shall send a verification email to the user’s email  POST-2 The user shall click on the verification link in the email  POST-3 The user’s information shall be stored in the Teamee’s database |
| Normal Flow: | 1. Register for an Account 2. User click on the Register link on the Teamee web app 3. User enter a valid email address 4. User enter a username that is available 5. User enter a password that is at least 6 characters long 6. User click submit button 7. System shall display a confirmation screen that tell the user to check his/her email for verification |
| Alternative Flow: | 1.1 Sign-in to a Registered Account  1. User with an existing account shall sign into his/her account  2. User sign in using his/her email with the correct password |
| Exceptions: | E1 Invalid email address  E2 User name is taken  E3 Password is not long enough  E4 Password does not match confirm password |
| Priority: | High |
| Frequency of Use: | Dozens of users a day. |
| Other Information | N/A |
| Assumptions: | AS-1 User have an email address  AS-2 Peak usage when web app first become available |
|  |  |
| **ID and Name:** | **UC-2 Add Item to Cart** |
| Primary Actor: | User |
| Description: | The user can browser drinks and products sold by Teamee and select products to be added to his/her shopping cart. |
| Trigger: | User accessed Teamee’s website and clicked on the Menu link located in the navigation bar. In the Menu page, the user can click on a product and click on the Add to Cart button. |
| Preconditions: | PRE-1 User must be in the Menu page  PRE-2 User set quantity |
| Postconditions: | POST-1 Item is added to chart |
| Normal Flow: | 1. Add Item to Cart 2. User click on a product in the Menu page 3. User select the quantity to be added 4. User click Add to Cart button 5. Item is added to cart 6. Number of items in cart is updated |
| Alternative Flow: | 2.1 Item is Unavailable  1. An alert will display if the user attempts to add an item that is unavailable to cart  2. Item is not added into the cart |
| Exceptions: | N/A |
| Priority: | High |
| Frequency of Use: | Hundreds of instances per day |
| Other Information | N/A |
| Assumptions: | AS-1 User have internet connection to access the Menu page |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-3 Checkout Items** |
| Primary Actor: | User |
| Description: | Checkout items allow the user to place an order. |
| Trigger: | User clicked on the shopping cart and proceeded to checkout. |
| Preconditions: | PRE-1 User must have a valid email address  PRE-2 User must provide a shipping and billing address  PRE-3 User must provide payment information such as credit card information |
| Postconditions: | POST-1 Teamee shall send an order confirmation to the user’s email  POST-2 User’s order is stored into Teamee’s database  POST-3 Administrator shall be able to view the user’s order |
| Normal Flow: | 1. Checkout Items 2. User enters in email address, shipping, billing, and payment information 3. User click submit button 4. Teamee system verifies payment information 5. Teamee system stores user’s order 6. Teamee system send order confirmation email to the user’s email |
| Alternative Flow: | 3.1 Sign-in to a Registered Account and perform checkout  1. User enter payment, shipping, and billing information  2. Teamee system saves user’s payment, shipping, and billing information into the user’s account.  3. Continue normal flow at 3. |
| Exceptions: | E1 Invalid email address, payment, shipping, or billing information |
| Priority: | Normal |
| Frequency of Use: | hundreds of users a day. |
| Other Information | Users do not need to have an account to checkout items. |
| Assumptions: | AS-1 User have an email address, billing, shipping, and payment information  AS-2 Higher than normal usage during the weekend |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-4 Search for the closest location** |
| Primary Actor: | User |
| Description: | The user shall be able to search for the closest location to himself. |
| Trigger: | User clicked on the search icon. |
| Preconditions: | PRE-1 User must be in the location page  PRE-2 User must provide an address or zip code |
| Postconditions: | POST-1 A popup window will show the closest location to the user. |
| Normal Flow: | 1. Search for the closest location 2. User type in a zip code or address in the search bar 3. An autofill will display based on the user’s input 4. User clicks on the search icon 5. System shall display a popup window of the closest location to the address or zip code inputted |
| Alternative Flow: | N/A |
| Exceptions: | E1 Invalid address or zip code |
| Priority: | Normal |
| Frequency of Use: | hundreds of users a day. |
| Other Information | N/A |
| Assumptions: | AS-1 User have an address or zip code to input |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-5 View all locations** |
| Primary Actor: | User |
| Description: | Users shall be able to view all the locations of Teamee on a map. |
| Trigger: | User clicked on the location link. |
| Preconditions: | PRE-1 User must have clicked on the location link. |
| Postconditions: | POST-1 A map with markers shall display all of Teamee’s locations. |
| Normal Flow: | 1. View all locations 2. User clicks on the location link 3. A map is generated using Google map API 4. Markers displayed all of Teamee’s location 5. Users can click on a location marker and a information window shall be displayed |
| Alternative Flow: | N/A |
| Exceptions: | N/A |
| Priority: | Normal |
| Frequency of Use: | hundreds of users a day. |
| Other Information | Map is zoomed in to show all locations when page is loaded |
| Assumptions: | AS-1 There are at least 1 Teamee location |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-6 Contact Teamee** |
| Primary Actor: | User |
| Description: | Users can contact Teamee by clicking on the contact link and filling out the contact form. |
| Trigger: | User clicked the submit button |
| Preconditions: | PRE-1 User must fill out all the required fields |
| Postconditions: | POST-1 An email is sent to [info@Teamee.com](mailto:info@Teamee.com) with the user’s input message and contact information |
| Normal Flow: | 1. Contact Teamee through contact form on the website 2. User clicked on the contact link 3. User fill out the contact form 4. User clicked on the submit button 5. A success or error message is displayed 6. An email is sent to the [info@Teamee.com](mailto:info@Teamee.com) with the message from the user |
| Alternative Flow: | N/A |
| Exceptions: | E1 [info@Teamee.com](mailto:info@Teamee.com) inbox is full  E2 User did not fill out all the required fields |
| Priority: | Normal |
| Frequency of Use: | hundreds of users a day. |
| Other Information | Users do not need to have an account to contact Teamee |
| Assumptions: | AS-1 User have an email address |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-7 Sign up for promotions and news** |
| Primary Actor: | User |
| Description: | Users can sign up to receive news and promotions from Teamee by entering in their email address. |
| Trigger: | User typed in his email address and clicked the submit button |
| Preconditions: | PRE-1 User must have an email address |
| Postconditions: | POST-1 Teamee shall store the user’s email address in the database |
| Normal Flow: | 1. Sign up for promotions and news 2. User type in his email address 3. User clicked submit button 4. The user’s email address is stored within the Teamee’s database |
| Alternative Flow: | N/A |
| Exceptions: | E1 Invalid email address |
| Priority: | Normal |
| Frequency of Use: | dozens of users a day. |
| Other Information | Users do not need to have an account to sign up for promotions and news |
| Assumptions: | AS-1 User have an email address |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-8 Obtain a receipt of the order** |
| Primary Actor: | User |
| Description: | After the user placed an order, a receipt of the order is sent to the user’s email address. |
| Trigger: | User clicked on Place Order button and Stripe has cleared the payment. |
| Preconditions: | PRE-1 User must have a valid email address  PRE-2 Stripe cleared the payment |
| Postconditions: | POST-1 Teamee shall send an order confirmation to the user’s email |
| Normal Flow: | 1. Obtain a receipt of the order 2. The system shall send a receipt to the user’s email address |
| Alternative Flow: | N/A |
| Exceptions: | E1 Invalid email address  E2 Payment did not clear |
| Priority: | Normal |
| Frequency of Use: | hundreds of users a day. |
| Other Information | The receipt shall follow the format specified in the document layout section. |
| Assumptions: | AS-1 User have an email address  AS-2 User’s inbox is not full  AS-3 User’s payment successfully cleared |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-9 Check All Orders** |
| Primary Actor: | Administrator |
| Description: | The Administrator can check all orders made by the users. Orders are separated by pending, completed and future orders. |
| Trigger: | Administrator logged into her account. |
| Preconditions: | PRE-1 Administrator must be logged in |
| Postconditions: | POST-1 Administrator can edit orders  POST-2 Teamee system shall save an edits made by the administrator |
| Normal Flow: | 1. Check All Orders 2. Administrator’s portal open to the Orders page 3. Orders are displayed with newest orders on top 4. Administrator can search through orders 5. Teamee system saves any changes made to orders |
| Alternative Flow: | N/A |
| Exceptions: | E1 Order was deleted from the system |
| Priority: | Normal |
| Frequency of Use: | Daily when the store is open |
| Other Information | Each store has 1 administrator account |
| Assumptions: | AS-1 Administrator account was set up |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-10 Complete an Order** |
| Primary Actor: | Administrator |
| Description: | When an order is completed, the administrator will mark the order as completed. |
| Trigger: | Administrator clicked completed button. |
| Preconditions: | PRE-1 Administrator is logged into her account  PRE-2 Order to be marked completed existed |
| Postconditions: | POST-1 Teamee system shall move the completed order from pending to the completed section |
| Normal Flow: | 1. Complete an Order 2. Admin opened a pending order 3. Admin clicked completed button 4. Teamee system move the pending order into the completed order section |
| Alternative Flow: | N/A |
| Exceptions: | E1 Order does not exist |
| Priority: | Low |
| Frequency of Use: | Hundreds of uses per day |
| Other Information | N/A |
| Assumptions: | AS-1 Admin is logged in  AS-2 Order was not cancelled while in pending |

|  |  |
| --- | --- |
| **ID and Name:** | **UC-11 View user’s information** |
| Primary Actor: | Administrator |
| Description: | Admin can look for a user’s contact information such as name and phone number. |
| Trigger: | Admin is in the admin portal and clicked on view profile on a user’s name |
| Preconditions: | PRE-1 Admin must be logged in  PRE-2 User must exist |
| Postconditions: | POST-1 A popup window shall display the user’s contact information |
| Normal Flow: | 11 View user’s information   1. Admin logged in 2. Admin clicked a user’s name 3. System shall display a popup window with user’s contact information 4. Admin click the close button to close the popup window |
| Alternative Flow: | N/A |
| Exceptions: | E1 User does not exist |
| Priority: | Normal |
| Frequency of Use: | Hundreds of times a day |
| Other Information | User’s contact information includes:   1. Name 2. Phone number 3. Payment type |
| Assumptions: | AS-1 User had previously placed an order |