

**CrossoverCostumes.com**

SOFTWARE REQUIREMENTS SPECIFICATION

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1. **Executive Summary**

Crossover Costumes is a costume rental company and merchandise retailer. The company operates its sales business online through various forms of social media *(i.e. Facebook[[1]](#footnote-2), Instagram[[2]](#footnote-3) and Twitter[[3]](#footnote-4)).* Communication with their fans are done through the *Facebook page* and *Twitter account*. It was founded in *June 2014*[[4]](#footnote-5) by two students, *Mr. Martti Uy* and *Mr. Jappy Agoncillo*. Formal business operations started in *September 2014*. Since then, Crossover Costumes has been gaining a lot of momentum. It reached more than *5,500+ Facebook likes*[[5]](#footnote-6) in the span of 3 months.

Crossover Costumes offers *Costume rental services* and *retails merchandise* based on *Superheroes* and *TV/Movie characters*. Their main focus however is providing *hand-picked high quality costumes* with pure attention to detail for their customers to rent. The pure attention to details stems from the founder’s *love* and *passion* for Superheroes. Crossover Costumes believes that people don’t merely wear suits, but they become their own heroes or heroines. Mr. Martti Uy described Crossover Costumes as an avenue where people can *“Transcend into who they want to be”.*

Transcending into who you want to be shouldn’t come with a high cost. Crossover Costumes has very *competitive rates* compared to their competitors. Mr. Martti Uy explained that they believe that their pricing is competitive while offering higher quality costumes compared to their competitors.

1. **Overview of the Business Process**

This chapter presents the company’s business process and goals as an organization/department. Included in this chapter are the following items:

* *Description of the company's existing process and business requirements*
* *Data requirements as part of the business process, including data that are captured, stored and generated (report formats should be placed in the Appendix)*
* *Existing software or tools used as part of the business process, if any*
* *Different roles in the business process*
  1. **Existing Business Process**

Crossover Costumes provides customers with high quality Costumes and merchandise based on Superheroes and TV/Movie characters. Transactions are done online through their *Facebook* and *Instagram* pages.

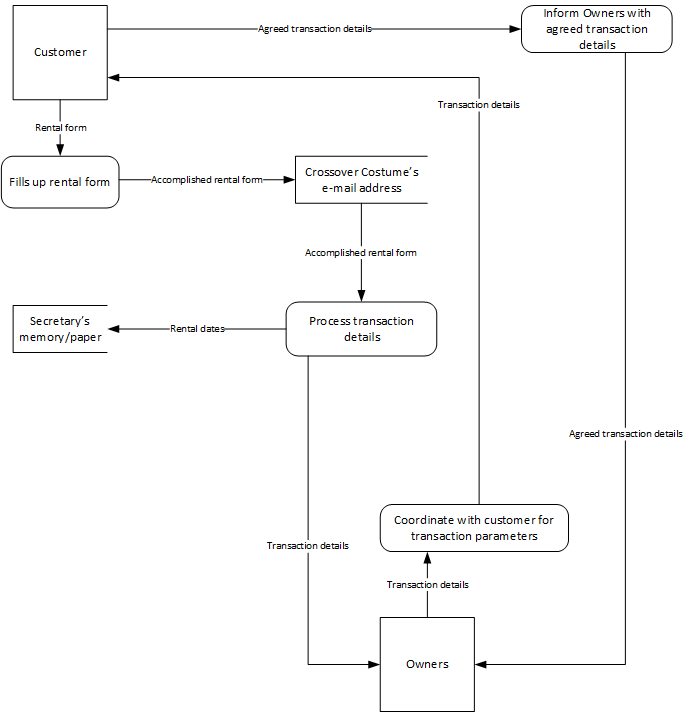
Currently, Crossover Costumes only caters customers based in *Metro Manila* for their *costume rental business*. They do not accept provincial and international costume rental customers. Purchasing of merchandise however caters to all customers as long as they are reachable through a shipping courier and are willing to pay the *shipping fee*.

The *rental process* starts with interested customers either messaging the *Facebook page* or texting the *given contact number*[[6]](#footnote-7). The *Secretary* then provides the customer with a PDF-based rental form *(see Appendix C-1),* which contain useful *personal information* and *costume choice*. Once the rental form has been accomplished by the customer, it is then sent to *Crossover Costume’s email address*[[7]](#footnote-8). Once the rental form has been received in the e-mail address, the Secretary notes down (*either through memory or through a piece of paper*) the *date when the costume is needed* and *when it will be returned*. The Secretary also is responsible for contacting the customer regarding the terms they have agreed on. The Secretary then informs either *Martti or Jappy* the transaction details as they will be the ones meeting up with the customer. The Secretary then informs Marrti or Jappy again when the costume due date is up so that they can contact the customer regarding the details for the costume pick-up. No *formal parameters* are currently set regarding the *rental process, meet-ups* and *payment*. The parameters are informally set depending on the terms the customer and the Secretary.

The process when purchasing merchandise is however, different. Interested customers just texts the given contact number with the details needed. The Secretary then sends the customer the payment details. Once the Secretary receives the payment, either Martti or Jappy will dispatch the customer’s item for shipping and informs the customer with the shipping details for shipping transactions or if the transaction is meet-ups, will contact the customer regarding the transaction parameters.

Interested customers can view the available costumes for rent and the available merchandise through their Facebook page (see Appendix C-2) and Instagram feed (see Appendix C-3). The page is updated occasionally and prices are posted there alongside the item description however, prices change on a per-day basis. Customers interested in knowing the updated price of a specific costume or merchandise must contact them either by messaging them on their Facebook page or texting the given contact number. A master price list (see Appendix C-4) is released occasionally also however the master price list does not reflect all the available costumes and merchandise because it is not updated regularly.

The business process for costume rentals can be visualized in the data flow diagram shown in *Figure 2-1*.



***Figure 2-1****. Existing Business Process (Costume Rental)*

* 1. **Data Requirements**

A *rental form* *(see Appendix C-1)* that is submitted to Crossover Costume’s e-mail address contains the following *personal information* namely,

* *Complete name*
* *Date of birth*
* *Age*
* *Contact number/s*
* *Complete address*
* *E-mail address*
* *Costume choice (costume code)*
* *Date needed*
* *Date of return*

The rental form should also contain *two (2) valid IDs (scanned/photograph)* with *one (1) containing the customer’s address*. Furthermore, if the customer has previously filled up the rental form *(returning customer),* there is no need to attach the valid IDs again.

The customer who is renting and the Owners (Martti or Jappy) then exchange messages regarding the transaction parameters they have agreed on. These include:

* *Meet-up place*
* *Time*

For *merchandise purchases*, the customer directly transacts transaction parameters without the need of a form. Details that the two parties transact are the following:

* *Complete name*
* *Transaction type*
  + *Shipping*
  + *Meet-ups*
    - *Meet-up place*
    - *Time*
* *Payment mode*
  + *Bank deposit*
  + *Cash on delivery*
* *Item Choice*
  1. **Roles in the Business Process**

*Various key people are involved in the business process of Crossover Costumes. The roles of these people and their tasks are summarized in Table 2-1.*

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| Role | Description of Tasks |
| *Customer* | * *Choses from the list of available of merchandise or costume for rent available on either the Facebook page or Instagram feed* * *Fills up PDF-based rental form* * *After being contacted by either the Secretary or Owner, sends details to Owners/Secretary regarding transaction parameters* |
| *Secretary* | * *For each submitted rental form:* * *Informs Owners regarding details* * *Keeps track of date needed and date of return* * *Handles inquiries from customers regarding Crossover Costumes* |
| *Owners* | * *Meets up with the customers* * *Coordinates with Customers regarding transaction parameters* * *Updates the Facebook page and Instagram feed for new available merchandise, costumes for rent and the matching descriptions. Price list is also managed by them.* |

***Table 2-1****. Employee Roles and Tasks in Crossover Costumes*

1. **Problem Analysis**

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| **Description** | **Cause** | **Symptoms** | **Impact** |
| What’s the problem? | What causes the problem? | How do we know the problem exists? | Why is this important? What are the consequences? |
| Poor Tracking Management for the Costume Rentals and Inventory | Tracking of data is done manually. | Owner is confused by the dates where the costumes are needed and is not familiar with the quantity of the items in the inventory | The delivery of costumes/items are delayed whether if the  costume is being brought to the customer or brought back  to the owner. |
| Inaccurate Costumes and Items Pricelist | Updating of the pricelist is done manually. | Old price and new price of items and costumes are mixed up. | Customers do not know the real price of a costume/item. |
| No Customer Purchase History | There is no database that would hold the information. | Customers who previously rented costumes is not currently tracked | Owners does not have any information of who their  past customers are. |

1. **Software Solution** 
   1. **Objectives**

The software aims to:

* Provide a facility that tracks the costumes and merchandise
* Provide a facility that manages the pricelist of the costumes and merchandise
* Provide a facility that tracks the purchase history of the customers
* Provide a facility that manages the purchase transactions of customers
* Provide a facility for customers to register and receive updates from the company
* Provide a facility that manages customer’s orders
  1. **Characteristics**

Crossovercostumes.com is a website made for the customers and owners of Crossover Costumes. The website can register costumers and accommodate the costumer’s orders. It will display the costumes to be rented, onesies and other merchandise. It will also have a feature that would show the availability of an item. The website would also have additional features when it is viewed by the admin. The website can display customer’s past orders. It can also update the pricelist of the items, add items and delete items.

1. **User Stories**

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| **1) Admin can chat with clients who are currently online to answer their questions and concerns.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in | |
| **Scenario:**   1. Admin opens chat room. 2. Admin replies to online clients. | |
| **Post-condition:** Clients are able to chat with Admin, and vice versa. | |
| **Acceptance Criteria:**   1. Test that clients are able to see Admin(s) who is (are) online. | |

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| **2) Admin reviews today online rental requests from clients.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in and there should be existing rental requests from clients. | |
| **Scenario:**   1. Admin navigates through the system. 2. Admin selects “Rental Requests”. 3. Admin selects dates. 4. Admin approves requests. | |
| **Post-condition:** System sends out notifications to respective clients and updates the respective items in the system. | |
| **Acceptance Criteria:**   1. Test that the dates matches rental receipts of clients. 2. Test that the requests has been approved. | |

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| **3) Admin reviews today purchase requests from clients.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in and there should be existing purchase requests from clients. | |
| **Scenario:**   1. Admin navigates through the system. 2. Admin selects “Purchase Requests”. 3. Admin selects dates. 4. Admin approves requests. | |
| **Post-condition:** System sends out notifications to respective clients and updates the respective items in the system. | |
| **Acceptance Criteria:**   1. Test that the dates matches purchase receipts of clients. 2. Test that the requests has been approved. | |

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| **4) Admin creates new categories for new sets of costumes/items.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in. | |
| **Scenario:**   1. Admin navigates through the system. 2. Admin opens up Category Menu. 3. Admin selects “Create Categories”. 4. Admin inputs relevant information for the categories. 5. Admin saves the new categories containing the inputted data. 6. System displays a dialog box that it has been successfully saved. | |
| **Post-condition:** System stores the inputted data to the back-end database. System sends out notifications to all existing clients in the system that a new category has been released. | |
| **Acceptance Criteria:**  1. Test that title of categories must not contain special characters.  2. Test that relevant information must not left blanks.  3. Test that categories must be unique. | |

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| **5) Admin removes old categories for costumes/items.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in | |
| **Scenario:**   1. Admin navigates through the system. 2. Admin opens up Category Menu. 3. Admin selects “Remove Categories”. 4. Admin selects desired categories. 5. Admin confirms selected categories to be removed. 6. System displays a dialog box that it has been successfully saved | |
| **Post-condition:** System updates the data in the back-end database. | |
| **Acceptance Criteria:**   1. Test that all items under respective categories must be deleted as well. | |

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| **6) Admin uploads new item images.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in and having new images to be uploaded. New images must be uploaded in existing categories and items. | |
| **Scenario:**  1. Admin navigates through the system.  2. Admin opens up Category Menu.  3. Admin selects desired categories.  4. Admin selects desired items.  5. Admin selects “Upload Image”.  6. Admin uploads relevant images for the items.  7. Admin saves the items containing the new images.  8. System displays a dialog box that it has been successfully saved. | |
| **Post-condition:** System updates the data in the back-end database. | |
| **Acceptance Criteria:**  1. Test that images must be in JPEG or PNG format. | |

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| **7) Admin removes old item images.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in. | |
| **Scenario:**  1. Admin navigates through the system.  2. Admin opens up Category Menu.  3. Admin selects desired categories.  4. Admin selects desired items.  5. Admin selects “Remove Image”.  6. Admin selects desired images.  7. Admin confirms the selected images to be deleted.  8. System displays a dialog box that it has been successfully deleted. | |
| **Post-condition:** System updates the data in the back-end database. | |
| **Acceptance Criteria:**  1. Test that the system doesn’t show the deleted images. | |

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| **8) Admin creates new items.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in. | |
| **Scenario:**  1. Admin navigates through the system.  2. Admin opens up Category Menu.  3. Admin selects desired categories.  4. Admin selects “Create Item”.  5. Admin inputs relevant information for the items.  6. Admin saves the new items containing the inputted data.  7. System displays a dialog box that it has been successfully saved. | |
| **Post-condition:** System stores the inputted data to the back-end database. System sends out notifications to all existing clients in the system that a new item has been released. | |
| **Acceptance Criteria:**  1. Test that relevant information of items must not contain special characters.  2. Test that relevant information must not left blanks.  3. Test that items must be unique. | |

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| **9) Admin removes old items.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in. | |
| **Scenario:**  1. Admin navigates through the system.  2. Admin opens up Category Menu.  3. Admin selects desired categories.  4. Admin selects “Remove Item”.  5. Admin selects desired items.  6. Admin confirms the items to be deleted.  7. System displays a dialog box that it has been successfully deleted. | |
| **Post-condition:** System updates the data in the back-end database. | |
| **Acceptance Criteria:**  1. Test that the system doesn’t show the deleted items. | |

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| **10) Admin can check Clients’ rent/purchase histories.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Admin is logged in. System must contain existing clients. | |
| **Scenario:**  1. Admin navigates through the system.  2. Admin opens up Clients Menu.  3. Admin selects desired clients.  4. Admin selects “Show History”. | |
| **Post-condition:** System shows all rent/purchase histories and statuses of clients. | |
| **Acceptance Criteria:**  1. Test that clients must be existing.  2. Test that clients’ histories must be valid. | |

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| **11) Clients can chat with online Admin(s) to ask questions.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Clients are logged in. System must contain existing clients. | |
| **Scenario:**  1. Clients navigate through the system.  2. Clients open up chat room. | |
| **Post-condition:** Admin are able to reply to clients, and vice versa. | |
| **Acceptance Criteria:**  1. Test that clients are able to see Admin(s) who is (are) online. | |

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| **12) Clients can reserve rent dates for renting their costumes if currently not available.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Clients are logged in. | |
| **Scenario:**  1. Clients navigate through the system.  2. Clients select “Costume Rental”  3. Clients select desired items.  4. Clients select “Reserve Costume”.  5. Clients select dates of reservations.  6. Clients input relevant information.  7. Clients send out reservations.  8. System displays a dialog box that it has been successfully reserved. | |
| **Post-condition:** Clients are able to see their reservation statuses. | |
| **Acceptance Criteria:**  1. Test that clients’ relevant information of reservation must not contain special characters.  2. Test that clients’ relevant information of reservation must not left blanks. | |

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| **13) Guests can browse through all the items in the system.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Guests are not registered as clients. | |
| **Scenario:**  1. Guests navigate through the system.  2. Guests view items sort by categories. | |
| **Post-condition:** Guests are able to see statuses of items. | |
| **Acceptance Criteria:**  n/a | |

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| **14) Clients can purchase items.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Clients are logged in. | |
| **Scenario:**  1. Clients navigate through the system.  2. Clients select categories.  3. Clients select desired items.  4. Clients select item quantities.  5. Clients select “Add to Cart”.  6. Clients select “Check Out”.  7. Clients select types of payment.  8. Clients input relevant information.  9. Clients confirm purchase orders.  10. System displays a dialog box that purchase request has been successfully sent. | |
| **Post-condition:** Clients are able to see their purchase statuses and notifications. | |
| **Acceptance Criteria:**  1. Test that clients’ relevant information of purchase requests must not contain special characters.  2. Test that clients’ relevant information of purchase requests must not left blanks.  3. Test that the selected items must be existing. | |

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| **15) Clients can rent costumes.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Clients are logged in. | |
| **Scenario:**  1. Clients navigate through the system.  2. Clients select “Costume Rental”  3. Clients select desired items.  4. Clients input relevant information.  5. Clients send out rental requests.  6. System displays a dialog box that it has been successfully sent. | |
| **Post-condition:** Clients are able to see their purchase statuses and notifications. | |
| **Acceptance Criteria:**  1. Test that clients’ relevant information of rental requests must not contain special characters.  2. Test that clients’ relevant information of rental requests must not left blanks.  3. Test that selected costumes are available. | |

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| **16) Guests can register as clients.** | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:**  Guests are not registered as clients. | |
| **Scenario:**  1. Guests navigate through the system.  2. Guests select “Free Register”.  3. Guests input relevant information.  4. Guests click “Register”.  5. System displays a dialog box that guests have been successfully registered. | |
| **Post-condition:** Guests can log in as clients. System updates the data in the back-end database. | |
| **Acceptance Criteria:**  1. Test that Clients’ usernames must not contain special characters.  2. Test that Clients’ usernames must be at least 8 characters long.  3. Test that Clients’ usernames maximum 15 characters long.  4. Test that Clients’ usernames must contain at least one number.  5. Test that relevant information of registrations must not left blanks. | |

**Appendix A – Improved Business Process**

*This chapter presents the improved business process when the proposed software solution is implemented. This visualizes how the software solution benefits or affects the current business process.*

**Appendix B – Interview Transcript**

**Appendix C – Sample Forms and Reports**

11007717_10155198017985484_1730920110_n.jpg

***Appendix C-1.*** *PDF-based rental form*

**Appendix D – References and Acknowledgement**

1. Crossover Costumes Facebook Page: http://www.facebook.com/crossovercostumes [↑](#footnote-ref-2)
2. Crossover Costumes Instagram Feed: http://instagram.com/crossovercostumes [↑](#footnote-ref-3)
3. Crossover Costumes Twitter Account: http://twitter.com/xovercostumes [↑](#footnote-ref-4)
4. Data retrieved from Crossover Costume’s Facebook Page (About Me) [↑](#footnote-ref-5)
5. Data retrieved from Crossover Costume’s Facebook Page [↑](#footnote-ref-6)
6. Crossover Costume’s official contact number: 09189686868 (retrieved from Crossover Costume’s Facebook Page) [↑](#footnote-ref-7)
7. Crossover Costume’s e-mail address: crossovercostumes@gmail.com [↑](#footnote-ref-8)