

Use Case Description

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 100 | | |
| Use Case Name: | Post | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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| Actor: | User |
| Description: | Post a lost item or a found item |
| Preconditions: | User is in home page |
| Postconditions: | Post is up on the server, or Explanation given for why post cannot be posted |
| Priority: | High |
| Frequency of use: | Once a month |
| Flow of Events: | <ol style="list-style-type: none"> 1. The user selects the option to post <ol style="list-style-type: none"> a. Missing item b. Found item 2. If user selects missing item <ol style="list-style-type: none"> a. The system prompts the user to upload a photo, enter last seen location, item name and description, date and time of lost item and rewards 3. The systems validates the post and uploads it according to the priority |
| Alternative Flows: | AF2. If user selects found item <ol style="list-style-type: none"> a. The system prompts the user to upload name and picture of item, location and time found and item safekeeping location. |
| Exceptions: | Description is too long or photo is not in the correct format, exit use case back to home page. |
| Includes: | Login |
| Special Requirements: | The whole process should take less than 5 minutes. Location input should be a gps location and not by text input |
| Assumptions: | A photo in the correct format has a proper photo of a relevant item |
| Notes and Issues | Description of item should be less than 100 words |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 101 | | |
| Use Case Name: | Login | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|--|
| Actor: | User, Admin |
| Description: | This use case describes how a user logs into the Course Registration System |
| Preconditions: | None |
| Postconditions: | If the use case was successful, the actor is now logged into the system and enters the home page. If not, the system state is unchanged. |
| Priority: | High |
| Frequency of use: | More than once a day |
| Flow of Events: | <ol style="list-style-type: none"> 1. The system requests whether to sign up or log in 2. The user indicates either LOGIN or SIGN UP 3. If a user chooses to log in, the system requests that the user connects through google or supported social media accounts. 4. The system validates the account and logs the actor into the system. |
| Alternative Flows: | If in the Basic Flow the actor enters an invalid account details, the system displays an error message. The actor can choose to either return to the beginning of the Basic Flow or cancel the login, at which point the use case ends. |
| Exceptions: | If a singpass is not able to be validated, the system will prompt the user to send an email to the admin |
| Includes: | NIL |
| Special Requirements: | Need to be able to connect to the singpass database API. Login should take less than 1 minute, sign up less than 5 minutes. |
| Assumptions: | Every prospective user has a valid singpass |
| Notes and Issues | |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 102 | | |
| Use Case Name: | Sign up | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | User, Admin |
| Description: | This use case describes how a user registers an account |
| Preconditions: | None |
| Postconditions: | The actor has created an account |
| Priority: | High |
| Frequency of use: | More than once a day |
| Flow of Events: | <ol style="list-style-type: none"> 1. The system requests whether to sign up or log in 2. The user indicates either LOGIN or SIGN UP 3. If a user chooses to sign up, the user should be able to register for an account using either google or supported social media accounts. 4. During user registration, users are required to input their full name, email contact number, NRIC and telegram handle. 5. Users can choose to import their personal information using SingPass during sign up. |
| Alternative Flows: | |
| Exceptions: | If a singpass is not able to be validated, the system will prompt the user to send an email to the admin |
| Includes: | NIL |
| Special Requirements: | Need to be able to connect to the singpass database API. Login should take less than 1 minute, sign up less than 5 minutes. |
| Assumptions: | Every prospective user has a valid singpass |
| Notes and Issues | |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 103 | | |
| Use Case Name: | View Post | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | Users, Admin |
| Description: | View the post sorted by priority and by either lost items or item found, with the option to search for specific post |
| Preconditions: | User is at the home page after being logged in |
| Postconditions: | User exits the view post page |
| Priority: | High |
| Frequency of use: | More than once a day |
| Flow of Events: | <ol style="list-style-type: none"> 1. System request if the user wants to view posts for lost items or found items. 2. User selects either option 3. Post is shown with the top being the highest priority post 4. Users will be able to click to filter based on item category, value or last seen date and time |
| Alternative Flows: | If there are no post available, especially when filters are used, a display message that no post are available will be shown |
| Exceptions: | NIL |
| Includes: | Login |
| Special Requirements: | Post should be able to filter by multiple filters |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 103 | | |
| Use Case Name: | View Map | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 12022023 | Date Last Updated: | 12022023 |

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|-----------------------|---|
| Actor: | Users, Admin |
| Description: | View a map with the Different lost items post as coloured pins on the map, red spots being missing items and green spots being found items |
| Preconditions: | User is at the home page after being logged in |
| Postconditions: | User exits the view maps page |
| Priority: | High |
| Frequency of use: | More than once a day |
| Flow of Events: | <ol style="list-style-type: none"> 1. User selects the View Maps option 2. A map will be displayed of Singapore with two different pins, red pins indicating lost items, and green pins indicating found items 3. The user can zoom in and out of the map and move around the map to look at different locations 4. The user could also select a pin which will bring them to the specific post of the item |
| Alternative Flows: | If there are no items posted, the map will not show any pins and just will be a normal map. |
| Exceptions: | NIL |
| Includes: | Login |
| Special Requirements: | Map should be able to change how detailed it is based on different zoom size. |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 104 | | |
| Use Case Name: | Search Post | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | Users, Admin |
| Description: | View the post sorted by priority and by either lost items or item found., with the option to search for specific post |
| Preconditions: | User is in view post page |
| Postconditions: | User exits the view post page |
| Priority: | Medium |
| Frequency of use: | Once a week or less |
| Flow of Events: | <ol style="list-style-type: none"> 1. System requests user whether to search by item or location 2. User clicks the desired option 3. If item is selected, the system prompts the user to enter the search details of less than 20 character 4. If location is selected, the system will list dropdown options of locations for the user to select 5. System will filter the post based on what the user enters and display it |
| Alternative Flows: | If a search post has no results, a display message that no post are available will be shown |
| Exceptions: | If the user enters a phrase that is more than 20 characters or zero characters, the system will prompt the user to enter the search details again |
| Includes: | Login, View post |
| Special Requirements: | Post does not have to be an exact match to be shown |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 105 | | |
| Use Case Name: | Comment | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | User |
| Description: | User comment on post that they see in view post |
| Preconditions: | User is in view post or search post page |
| Postconditions: | Comment is posted, or if user exits the comment section |
| Priority: | Medium |
| Frequency of use: | Once a day or less |
| Flow of Events: | <ol style="list-style-type: none"> 1. User sees a post and clicks on the comment button of the post 2. The system prompts a user input for the comment 3. The user enters a comment of less than a hundred words 4. The system adds the comment into the comment section tagged to the user that commented it |
| Alternative Flows: | The user enters a comment that is more than 100 words, the system will prompt the user to enter a shorter comment |
| Exceptions: | If a post is deleted while posting the comment, a display message saying the post is deleted will be shown |
| Includes: | Login, View Post, Search post |
| Special Requirements: | NIL |
| Assumptions: | Comments are relevant to the posts |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 106 | | |
| Use Case Name: | View Reward | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|--|
| Actor: | Users |
| Description: | The user will view their rewards they own and rewards they can buy with their reward points |
| Preconditions: | User is in home page |
| Postconditions: | User exits the view rewards page to the home page |
| Priority: | Low |
| Frequency of use: | Around once a day |
| Flow of Events: | <ol style="list-style-type: none"> 1. User clicks on the rewards page 2. The system will show the list of rewards according to their reward points 3. The system will display the current reward points they have as well |
| Alternative Flows: | If there are no rewards a display will show that there are no rewards |
| Exceptions: | NIL |
| Includes: | Login |
| Special Requirements: | Rewards will show the name of the sponsors |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|---------------|--------------------|-------------|
| Use Case ID: | 107 | | |
| Use Case Name: | Redeem Reward | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|--|
| Actor: | User |
| Description: | User can redeem rewards to gain vouchers or discounts depending on the sponsors |
| Preconditions: | User is in the view rewards page and clicks to redeem a reward |
| Postconditions: | User redeems a reward or exits the selected reward |
| Priority: | Low |
| Frequency of use: | Once a week or less |
| Flow of Events: | <ol style="list-style-type: none"> 1. The user will click on REDEEM option on the right of the reward they want on the view rewards page 2. The system will check if the user has sufficient reward points 3. If there is sufficient reward point then the system will send the reward that is selected and deduct from the reward points of the user |
| Alternative Flows: | If there is insufficient reward points for a user to redeem the reward that is indicated, the system will announce that there is insufficient reward points in the user's balance |
| Exceptions: | If a reward is removed by the admin mid redemption, a display showing that the reward is removed will be shown and the deduction made to the user account will be reversed |
| Includes: | View Rewards |
| Special Requirements: | Able to limit and vary number of redemptions made available to each user |
| Assumptions: | There are rewards posted |
| Notes and Issues | NIL |

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|----------------|--------------|--------------------|-------------|
| Use Case ID: | 108 | | |
| Use Case Name: | Private Chat | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | Users, Admin |
| Description: | Users and admin can chat with other users and admin |
| Preconditions: | User is in the home page |
| Postconditions: | User exits the private chat page |
| Priority: | Low |
| Frequency of use: | Once a day or more |
| Flow of Events: | <ol style="list-style-type: none"> 1. User clicks on the private chat 2. System will list the user's current chats with an icon to search chats or create a new one 3. If the user selects a chat the system will show the chat history and enable the user to send and receive messages from the other user/admin in the chat 4. If the user selects to create a new chat then the system will prompt the user to search for another user to start a chat with |
| Alternative Flows: | If the user search does not match any of their chat then a prompt will be made by the system to search again |
| Exceptions: | NIL |
| Includes: | Login |
| Special Requirements: | NIL |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 109 | | |
| Use Case Name: | Remove Post | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

| | |
|-----------------------|--|
| Actor: | Users, Admin |
| Description: | Users and Admin can remove posts when posts are not needed |
| Preconditions: | Users are on their own posts or Admin is on any posts after being logged in |
| Postconditions: | User or admin removes the post |
| Priority: | High |
| Frequency of use: | Once a week |
| Flow of Events: | <ol style="list-style-type: none"> 1. User clicks on his/her own posts 2. User can click on the remove post option to remove his/her post when not needed anymore. |
| Alternative Flows: | <ol style="list-style-type: none"> 1. Admin clicks on any posts 2. Admin can remove the post if the post is not needed or the post is not relevant. |
| Exceptions: | NIL |
| Includes: | Login, view posts |
| Special Requirements: | NIL |
| Assumptions: | NIL |
| Notes and Issues | Accidental removal of post |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 110 | | |
| Use Case Name: | Search User | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

| | |
|-----------------------|---|
| Actor: | Users, Admin |
| Description: | Users and Admin can search for other users to see their post and details |
| Preconditions: | Users or Admins are on home page after logging |
| Postconditions: | User or admin exits the search |
| Priority: | High |
| Frequency of use: | Once a week |
| Flow of Events: | <ol style="list-style-type: none"> 1. The user clicks to search user 2. The system will prompt the user to enter a text of less than 20 characters 3. The user enters the user they are trying to find 4. The system will then show a list of users based on how much match is there between the search text and the user names |
| Alternative Flows: | If no users match the search made, then a display will be shown that no users match the search and the system will prompt the user to enter the search again |
| Exceptions: | The user enters more than 20 characters, the system will prompt the user to enter the search again |
| Includes: | Login |
| Special Requirements: | NIL |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|----------------|
| Use Case ID: | 111 | | |
| Use Case Name: | Ban Users | | |
| Created By: | Rodmond Tan | Last Updated by: | Bernard Chiang |
| Date Created: | 27012023 | Date Last Updated: | 11022023 |

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|-----------------------|--|
| Actor: | Admin |
| Description: | Admin is able to restrict other user's activities, including their Entire account, Post privileges, Post Comments, Private Messages |
| Preconditions: | Admin logs in and selects a user |
| Postconditions: | Admin successfully restrict the user or the admin exits the page |
| Priority: | High |
| Frequency of use: | Once a week or more |
| Flow of Events: | <ol style="list-style-type: none"> 1. Admin will search for User through a post or search function. 2. If search results has User profile of target User, Admin will click on the user profile in search result 3. The admin will click on the option of controlling user access 4. The system will prompt to restrict on either Entire account, Post privileges, Post Comments, Private Messages. 5. The admin will click on the option he wants to restrict/unrestrict. 6. The system will flag the user with the necessary restrictions |
| Alternative Flows: | AF-S2: If target User profile cannot be found <ol style="list-style-type: none"> 1. Admin can either search for another User or exit to the homepage. |
| Exceptions: | NIL |
| Includes: | Log in, search users |
| Special Requirements: | Admin would be able to restrict other users and not admin accounts |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------------|--------------------|-------------|
| Use Case ID: | 112 | | |
| Use Case Name: | Post Announcement | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|--|
| Actor: | Admin |
| Description: | Admin is able to post announcements on the announcement board for all users to see. |
| Preconditions: | Admin is on the announcement board |
| Postconditions: | Admin exits the announcement board |
| Priority: | Medium |
| Frequency of use: | Once a month |
| Flow of Events: | <ol style="list-style-type: none"> 1. Admin clicks on the announcement board 2. Admin will click on the option to post new announcement 3. System will prompt the Admin for the post details 4. Admin will post the necessary details and click send |
| Alternative Flows: | If a admin tries to post without inputting any details, the system will not post the announcement and prompt the admin to review his announcement before trying to post again |
| Exceptions: | NIL |
| Includes: | Login |
| Special Requirements: | NIL |
| Assumptions: | Announcement are valid and important |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 114 | | |
| Use Case Name: | Post Reward | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 29012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | Admin |
| Description: | Admin can post rewards by sponsors for users to redeem using their reward points |
| Preconditions: | Admin are in their home page |
| Postconditions: | Reward is posted or admin exits the reward page |
| Priority: | Low |
| Frequency of use: | Once a week |
| Flow of Events: | <ol style="list-style-type: none"> 1. Admin will select post reward 2. The system will prompt the admin to input the following <ol style="list-style-type: none"> a. Reward Organisation b. Reward Item c. Reward Quantity d. Reward Validity e. Reward Picture f. Reward Terms and Conditions 3. Then the admin will click post and the reward will be posted in the user's rewards page |
| Alternative Flows: | If either description or item is missing the system will prompt the user to resubmit the post request |
| Exceptions: | NIL |
| Includes: | Log in |
| Special Requirements: | NIL |
| Assumptions: | Rewards are able given by sponsors |
| Notes and Issues | Rewards need to be able to be usable and non replicable and transferable when sent to users account |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 115 | | |
| Use Case Name: | Maintenance | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 29012023 | Date Last Updated: | 29012023 |

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|-----------------------|--|
| Actor: | Admin |
| Description: | Admin can add new features or service bugs in the app |
| Preconditions: | Admin founds a bug or new feature to upgrade the app |
| Postconditions: | Admin done with upgrading the app |
| Priority: | Medium |
| Frequency of use: | Once every 2 months |
| Flow of Events: | 1. Admin updates the software by adding new features or fixing the bug |
| Alternative Flows: | |
| Exceptions: | |
| Includes: | |
| Special Requirements: | |
| Assumptions: | Maintenance goes smoothly |
| Notes and Issues | |

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|----------------|---------------|--------------------|-------------|
| Use Case ID: | 116 | | |
| Use Case Name: | Post Lost Pet | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 27012023 | Date Last Updated: | 29012023 |

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|-----------------------|---|
| Actor: | User |
| Description: | Users can post about their lost pets |
| Preconditions: | User is in home page |
| Postconditions: | Post is up on the server, or Explanation given for why post cannot be posted |
| Priority: | High |
| Frequency of use: | Once a month |
| Flow of Events: | <ol style="list-style-type: none"> 1. The user selects the option to post 2. The user answers the prompt whether its a lost item or a found item 3. The user indicates the lost item is a pet. 4. The system prompts the user to upload a photo, last seen location, and pet description. 5. The user enters the post details about the pet 6. The systems validates the post and uploads it with high priority |
| Alternative Flows: | If in the basic flow the user enters a invalid description the system will display an error message and will bring the user back to the home page |
| Exceptions: | Description is too long or photo is not in the correct format, exit use case back to home page. |
| Includes: | Login, Post |
| Special Requirements: | The whole process should take less than 5 minutes. Location input should be a gps location and not by text input |
| Assumptions: | When lost pets are indicated the picture and description will be that of a pet animal |
| Notes and Issues | Description of pet should be less than 100 words |

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|----------------|-------------|--------------------|----------------|
| Use Case ID: | 117 | | |
| Use Case Name: | Edit Post | | |
| Created By: | Rodmond Tan | Last Updated by: | Bernard Chiang |
| Date Created: | 29012023 | Date Last Updated: | 11022023 |

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|--------------------|--|
| Actor: | User, admin |
| Description: | User can edit their post |
| Preconditions: | User has posted something before and has logged in |
| Postconditions: | User successfully amends their post or exits the edit page |
| Priority: | High |
| Frequency of use: | Once a week |
| Flow of Events: | <ol style="list-style-type: none"> 1. User looks for their own post to edit 2. The system will then prompt them with their original post to either edit their original information or to mark item as found. 3. If User only has to edit their original information e.g. <ol style="list-style-type: none"> a. Edit description: enable the user to enter a text to replace the current description b. Edit reward: enable user to enter the value of the reward to replace the current reward 4. User will submit changes of post. |
| Alternative Flows: | <p>AF-S3: If User marks lost item post as found</p> <ol style="list-style-type: none"> 1. User will be prompted to enter another User using Search User use case to give them user reward points for finding the item. 2. The colour of post in the Map UI turns green. <p>AF-S3: If User marks found item post as found</p> <ol style="list-style-type: none"> 1. The system will add a number of reward points based on the value of the item to the user's account 2. The colour of post in the Map UI turns green. <p>AF-S4 If an invalid change is made</p> <ol style="list-style-type: none"> 1. The system will not make any changes to the post and bring the user back to their account page |
| Exceptions: | Description is too long or user is not indicated for marked as found for a lost item, no updates will be made and user will be brought back to home page |
| Includes: | Log in, post, search userpage |

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|-----------------------|-----|
| Special Requirements: | NIL |
| Assumptions: | NIL |
| Notes and Issues | NIL |

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|----------------|-------------|--------------------|----------------|
| Use Case ID: | 118 | | |
| Use Case Name: | Report | | |
| Created By: | Rodmond Tan | Last Updated by: | Bernard Chiang |
| Date Created: | 29012023 | Date Last Updated: | 11022023 |

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|-----------------------|--|
| Actor: | User |
| Description: | User can write a report against other users to the admins |
| Preconditions: | User in home page |
| Postconditions: | Report is submitted or user exits the report page |
| Priority: | Low |
| Frequency of use: | Once a week |
| Flow of Events: | <ol style="list-style-type: none"> 1. User can click on the report option in home page 2. The system will prompt a user in a form-like format and ask the user to select from these: <ol style="list-style-type: none"> a. Report Category <ol style="list-style-type: none"> i. Help ii. User Violation 3. If the “Help” is selected in 2ai, User will then write the Subject Matter i.e. title of report 4. User write up a short description about the details of report |
| Alternative Flows: | AF-S2ii: If “User Violation” is selected <ol style="list-style-type: none"> 1. User will then write the Subject Matter i.e. User Violation Category 2. User writes a short description about the details of user violation |
| Exceptions: | NIL |
| Includes: | Log in |
| Special Requirements: | NIL |
| Assumptions: | Reports are valid |
| Notes and Issues | Description should be less than 200 words |

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|----------------|-------------|--------------------|-------------|
| Use Case ID: | 118 | | |
| Use Case Name: | View Report | | |
| Created By: | Rodmond Tan | Last Updated by: | Rodmond Tan |
| Date Created: | 29012023 | Date Last Updated: | 29012023 |

| | |
|-----------------------|--|
| Actor: | Admin |
| Description: | Admin can view report made by users |
| Preconditions: | Admin are in home page |
| Postconditions: | Admin exits report page |
| Priority: | Low |
| Frequency of use: | Once a week or more |
| Flow of Events: | <ol style="list-style-type: none"> 1. Admin can click on the view report option 2. The system will display the reports in a notification format where only the title and the first sentence are displayed 3. The admin can click on the specific report in the view report window to see the full report 4. Admins can mark report as resolved, in which the system will archive the report 5. Admins can also delete irrelevant or bad reports |
| Alternative Flows: | If there are no reports the system will display that there are no reports available |
| Exceptions: | NIL |
| Includes: | Log in |
| Special Requirements: | NIL |
| Assumptions: | Reports are valid |
| Notes and Issues | NIL |