USER CLASS	PROCESS	INPUT	OUTPUT
Sender Customer	1.1 Register to the system	i. Customer credentials	i. Registered customer
	1.2 Login to the system	i. Registered customers	i. Login customer
	1.3 Choose categories of goods	i. Login customers to the system	i. Make order
	1.4 Insert cargo details	i. Input cargo name, description, upload image	ii. Order details
	1.5 List of companies agents	i. Selected agent	i. Agent Details
	1.6 Submission Approval	i. Agent details	i. Order approval
	1.7 Order review	i. Update and delete order before payment	i. Updated order
	1.8 Physical appearance	i. Approval sending order	i. Approved order
	1.9 Download invoice of order	i. Approved order	i. Invoice creation
	1.10 Complaint report	i. Paid invoices	ii. Create, view & send complaint report

	1.11 Logout	i. Orders sent	i. Login page
Sender Agent	2.1 Login	i. Agent email & Password	i. Agent dashboard
	2.1 Confirm and approve customer orders	ii. Register new customer	i. Registered customers
		iii. To view carrier identification	i. Agent details
		iv. To create limit of order approval	i. Approved orders
		v. Confirmed orders	i. Orders to be sent
		vi. Prepare orders for sending	i. List of orders sent
		vii. Agent details (receiver)	i. Receiver details
	2.2 Communicate with Agent Receiver	i. Confirmed orders	i. Sending orders

	2.3 Sending the actual packages to the Agent2 (RECEIVER)	i. Completed orders sent	i. Orders completion
	2.4 Logout	ii. Confirm process completion	i. Login page
Receiver Agent	3.1 Login	i. Receiver Agent email and password	i. Agent Receiver Dashboard
	3.2 Receive and approval the packages that has been sent	i. Agent Receiver dashboard	i. Order details
	3.2 Communicate with receiver	i. Confirmed orders	i. Ready for delivery orders
	3.3 Penalties of Orders	i. Delayed delivered orders	i. Penalties orders
	3.3 Logout	i. Completed orders	i. Login page
USER CLASS	**PROCESS**	**INPUT**	**OUTPUT**
Receiver Customer	4.1 Receive the actual package	i. Confirm package	i. Confirmed received packages

	4.2 Communicate with sender	i.	Confirmed receiving the packages	ii.	Completed delivery
Admin	5.0 Login	i.	Admin credentials	i.	Admin home page
	5.1 Register the agents	ii.	Agent details	ii.	Registered agents
	5.2 Remove the agents	i.	Registered agents	i.	New agents
	5.3 View orders and penalties	i.	Order details	i.	Track customer orders
		ii.	Delayed Orders	ii.	Track paid penalties
	5.4 Manage customers	i.	Customer details	i.	Customer support
	5.6 Update customer orders	i. ii. iii.	Customer support Create Update	i.	Support customers
	5.7 Logout		Confirm process completion		Out of the system

System	6.1 Create order price invoice	i. Order ID ii. Customer name iii. Destination	i. Paid Order invoice
	6.2 Display Order Status	i. Paid invoice ii. Agent Receiver	i. Status
	6.3 Create penalties price invoice	i. Order Status	i. Penalties Order Invoice