



Consumer Protection Software Requirement Specification (SRS)

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1. introduction

1.1 Project Overview

The Almowaffer system includes four users and two platforms (an application and a website) that help achieve the application's primary purpose.

Almowaffer Application helps the consumer compare prices of products across different stores and allows them to choose the store that offers the cheapest price for purchasing the product they want, and get the product delivered when they pick. The application also allows the delivery agent to get requests and deliver orders.

Almowaffer Website provides services that allow the admin to add stores and give them the needed permissions, supervising the overall process of ordering. The website also allows the stores to add products.

1.2 System Interface (Users)

Those who will benefit from the system and those who will be affected by the system include:

1. Admin

The admin is the owner of the application, which will have its own dashboard to view and control all system functions such as adding users (consumers, stores, delivery agents), and order details, the admin will be able to receive “contact us” messages in the control panel, edit and update “consumer protection charity contact information”.

2. Consumer

The consumer in the application will be able to compare product prices across various stores, purchase them, and deliver them.

3. Delivery agent

The delivery agent in the application will get orders and will be able to accept or reject them.

4. Stores

The stores on the website will be able to add and edit products.

1.3 System Components

1.3.1 Visitor Mobile Interface

- Choose Location
- View Product
- Search for Product
- Choose Store/Price
- Add item to cart
- View Cart
- Modify Cart
- Log In
- Signup

1.3.2 Consumer Mobile Interface

- Everything the Visitor can do
- Send Order
- Choose Delivery time/date
- Choose Payment Method
- Pay for Order
- Track Order
- Report Issue
- Communicate with the Delivery Agent
- Track Delivery Agent Location
- Cancel Order
- Rate Delivery Agent

- View Profile
- Edit Profile
- View Saved Addresses
- View Previous Orders
- Log Out

1.3.3 Delivery Agent Mobile Interface

- View Orders Page
- Activate/Deactivate Orders Mode
- View Order Details
- Track Order
- Communicate with the Customer
- Change Order Status
- View Profile
- Edit Profile
- View Profits
- View Reviews
- Contact Delivery Agent Support
- View Settings
- Log Out

1.3.4 Admin Website Interface

- Login
- View Profile
- Edit Profile
- Add Admin
- Send New Notifications
- upload ads
- Add New Consumer
- View Consumer Info
- Edit Consumer Info
- Add a new Delivery Agent
- View Delivery Agent Information.
- Accept/Reject Delivery Agent
- Edit Delivery Agent Info
- View Consumer Orders
- View Transaction

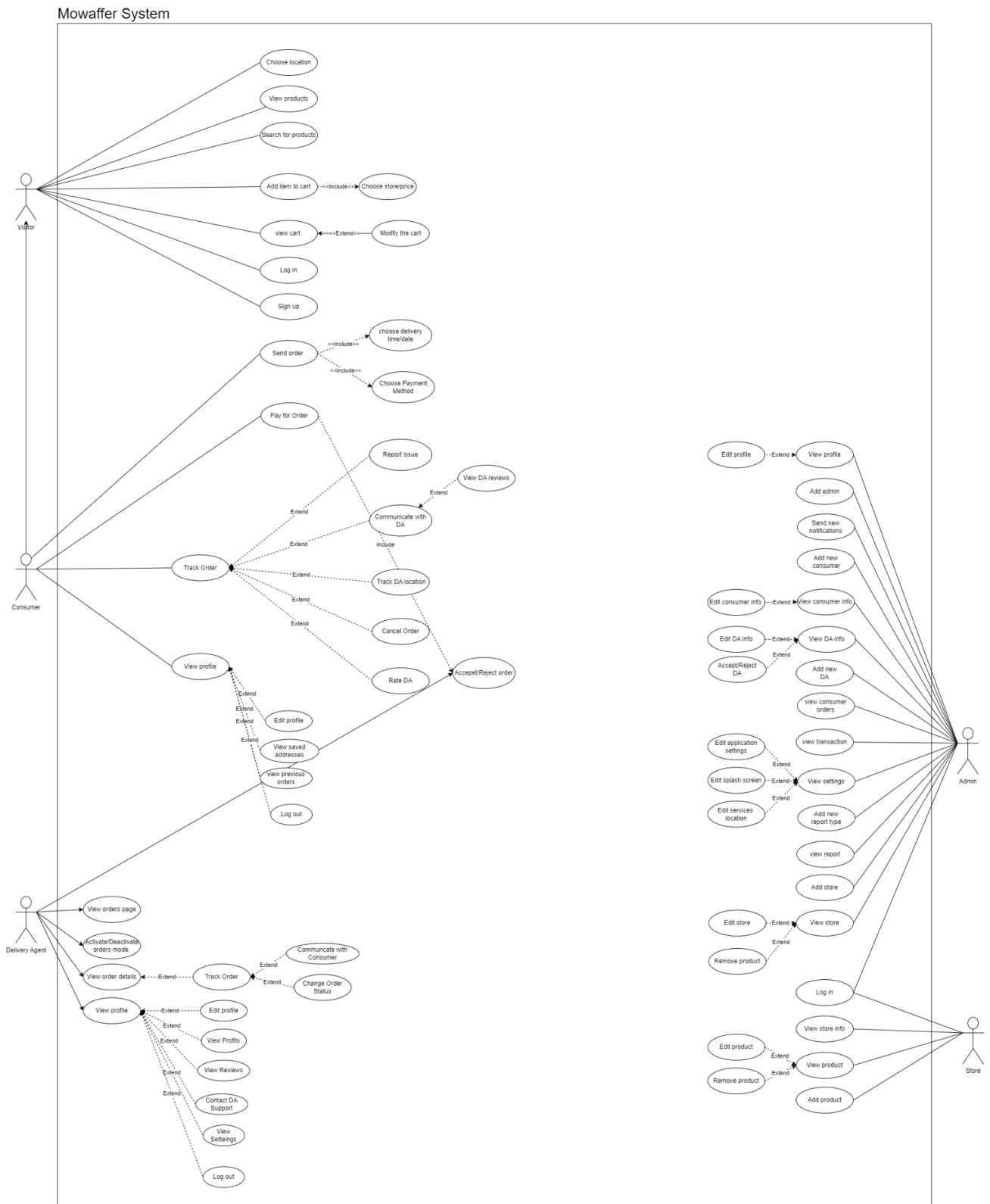
- View Settings
- Add new report type
- View report
- Edit application settings
- Edit splash screen
- Edit services location
- Add Store
- View Store
- Edit Store
- Remove Product

1.3.5 Store Website Interface

- View store info
- View product
- Add product
- Edit product
- Remove product

2. Application Journey

2.1. System use-case



2.2. Guest Journey

The user's successful journey through the mobile app will be as follows:

1. start screen appears and user clicks "browse button"
2. open the category page
 - a. Select location
 - b.view category
 - c. view subcategory
 - d.Search for items
 - e.view ads
 - f. navigate to the items page
3. open the item page
 - a. View item information
 - b.view prices and stores
 - c. modify quantity
 - d.adds the item to the cart
4. open cart page
 - a. view added items
 - b.remove item
 - c. modifies the quantity
5. Sign up
 - a. Enter name
 - b.Enter Email

- c. Enter phone number
- d. Enter password
- e. Enter Re-Password
- f. Choose gender
- g. Add address
- h. Click signup

6. Log in

- a. Enter Email
- b. Enter Password
- c. Click Log in

2.2.1. Guest stories

Splash screen:

- U1: As a Visitor, I want to download the application, therefore I can enter the application.
 - Pre-condition.
 - The application should be in the Apple App Store or Google Play Store.
 - User should have an internet connection.
 - Condition of satisfaction.
 - Animation screen.

Login and registration:

- U2: As a Visitor, I want to sign up for the application.
 - Pre-condition.
 - Have an internet connection.

- Download the application.
 - Open application.
 - Selected sign-up as a consumer.
- Condition of satisfaction.
 - Fill name.
 - Fill email.
 - Fill phone number.
 - Fill password.
 - Confirm password.
 - Choose gender.
 - Set a location.
 - View terms and conditions, the user can click on text to view the terms and conditions added by the admin.
 - Accept terms and conditions/checkbox button clickable.
 - button sign up / clickable.
 - View text clickable login.
- U3: As a Visitor, I want to verify my mobile number.
 - Pre-condition.
 - Filled mobile number.
 - Condition of satisfaction.
 - Receives On time password (OTP).
 - Text Resend /clickable.

- Resend OTP, if the user didn't receive the OTP, click the resend text.
 - The system should verify that the entered code matches the code sent.
- U4: As a Visitor, I want to log in to the application.
 - Pre-condition.
 - User should have an account.
 - Condition of satisfaction.
 - Fill email.
 - Fill password.
 - View text "forget password?"/clickable.
 - button login/clickable.
 - View text (sign up) clickable.
- U5: As a Visitor, I want to reset my password when I forget it.
 - Pre-condition.
 - The user should have an account.
 - The user should be in the login page
 - Condition of satisfaction.
 - Click on the text" forgot password?"
 - Enter a phone number.
 - View button verify / clickable.
 - View verify your phone number screen.

- View Text resend / clickable if the user did not receive the OTP code.
- The system should verify that the entered code matches the code sent.
- View reset password screen.
- Enter a new password.
- Confirm password.
- The system should verify that the entered new password matches the confirmed password.
- View button confirm / clickable.
- Redirect the user to the login screen if the user clicks on the confirm button.

Home screen (categories):

- U6: As a Visitor, I want to view the category screen.
 - Pre-condition.
 - The user must have installed the application.
 - Condition of satisfaction.
 - User should be able to view the location bar.
 - User should be able to view the search bar.
 - User should be able to view the advertisement banner.
 - User should be able to view general categories.
 - User should be able to view sub-categories.

- U7: As a Visitor, I want to select my location.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have location services enabled.
 - The user must be on the category page.
 - Condition of satisfaction.
 - When the user enables location services, their current location will be marked as the selected location.
 - If the user wants to change their location, they click on the location bar, they can view a dropdown list of saved locations, then they can select any of the saved locations by clicking on them.
 - If the user wants to add a new location, they click on the location bar, can view the dropdown-list of saved locations, then they can click on the add new location button, they will be redirected to the map page, they can pinpoint their location on the map, then click on save button.
- U8: As a Visitor, I want to search for a product.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - Condition of satisfaction.
 - View the search bar.

- The user must click on the search bar.
 - Keyboard will pop-up.
 - The user must type a product name.
 - The system should compare the user's input on the search field with the products database.
 - If there is no match to the user's input, an empty screen with a message will appear "لم نتمكن من إيجاد منتجات تطابق عملية بحثك".
"! حاول مرة أخرى".
 - If there is a match to the user's input, the matched results will appear on the screen.
- U9: As a Visitor, I want to view the advertisement.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - The admin must have added the advertisement image and link.
 - Condition of satisfaction.
 - View advertisement banner.
 - When the user clicks on the advertisement banner, a message will pop up "هل تريد الانتقال الى صفحة الإعلان؟".
 - If the user clicks on the return button, they will go back to the category page.

- If the user clicks on the Move to button, their default browser will open the advertisement page.

- U10: As a Visitor, I want to find a product by category.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - Condition of satisfaction.
 - View the general category.
 - When the user clicks on one of the general category buttons, the sub-category will appear.
 - View sub-category.
 - When the user clicks on one of the sub-category buttons, they will navigate to the product page based on what they selected.
 - The products will be listed from least to most priced.
 - Each product will show the store/s which offers it at the least price.
 - If the user wants to go back to the general category page they can click on the breadcrumb button at the top "Category".
 - If the user's desired product isn't on the default page, there's a sub-sub category scroll bar to select the desired product.

- U11: As a Visitor, I want to view product details.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have satisfied U10 or U8 from visitor stories.
 - The store must have added products.
 - Condition of satisfaction.
 - View the product's page.
 - When the user clicks on the product's card, they will navigate to the selected product's details page.
 - View back button.
 - View the product's image/s.
 - View the product's name and description.
 - View the Product's quantity.
 - The user can increase or decrease the quantity of product using the '+' and '-' buttons.
 - View Stores and prices based on the product's price from least to most.
 - The store that offers the least price will appear first and will be selected as default and it will have a green marker "الأوفر".

- The user can choose any of the displayed stores/prices, the selected store/price will have a different color and will have a checkmark.
 - View add to cart button.
- U12: As a Visitor, I want to add a product to the cart.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have satisfied U11 or U10 or U8 from visitor stories.
 - The store must have added products.
 - Condition of satisfaction.
 - If the user is on the search results page or on the product's list page, they should select a store, then add a product to the cart.
 - If the user tries to add to the cart without selecting a store, a pop-up message will appear “يجب عليك اختيار المتجر لإضافة المنتج الى السلة”.
 - When the user clicks on the add to cart button, the cart icon in the navigation bar will display a number based on the number of added products.
 - If the user is on the product details page, they can select the quantity the of product, change the default store selection then click add to cart.
 - A default option will be pre-selected for the user, it'll be the least price.

- When the user clicks on the add to cart button, the cart icon in the navigation bar will display a number based on the number of added products.

Cart and Purchase Process:

- U13: As a Visitor, I want to view my cart.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - Condition of satisfaction.
 - Click on the cart icon in the navigation bar.
 - View remove all items button.
 - View item cards.
 - The user can view the item's picture, name, price, quantity, and store.
 - If there are no items in the cart, an informal message will show up instead.
 - The user can increase or decrease quantity of product using '+' and '-' button.
 - The user can delete an item using the "delete item" button.
 - View delivery price.
 - View the total price.
 - View the "Continue purchase process" button.
- U14: As a Visitor, I want to delete an item/s.

- Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on my cart page.
 - Condition of satisfaction.
 - If the user wants to delete one specific item, they can click on the “remove item” button within that item’s card, and the item will be removed from the cart.
 - If the user wants to delete all items from the cart, they can click the “remove all items” button which is an icon with a shopping cart and an ‘X’ symbol, a pop-up message will appear “هل أنت متأكد أنك تريد حذف السلة بالكامل؟” prompting the user to either cancel the delete all items process or delete all items when the user clicks delete all, all items will be removed from the cart.
- U15: As a Visitor, I want to continue the purchase process.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on my cart page.
 - Condition of satisfaction.
 - When the user clicks on the “Continue purchase process” button, a pop-up message will appear “لإتمام عملية الشراء, عليك” “تسجيل الدخول أو إنشاء حساب” prompting the user to either log in if they have an account, sign up if they don’t have one or continue browsing without an account

- If the user clicks on the “signup” button, they will navigate to the signup page where they can create a new account, they will be able to choose to either be a consumer or a delivery agent
- If the user clicks on sign in, they will be navigated to the sign in page, where they can enter their email and password and log into the application which will open more options for them as either a consumer(if their account was created as a consumer, or a delivery agent if they chose that when creating their account as well

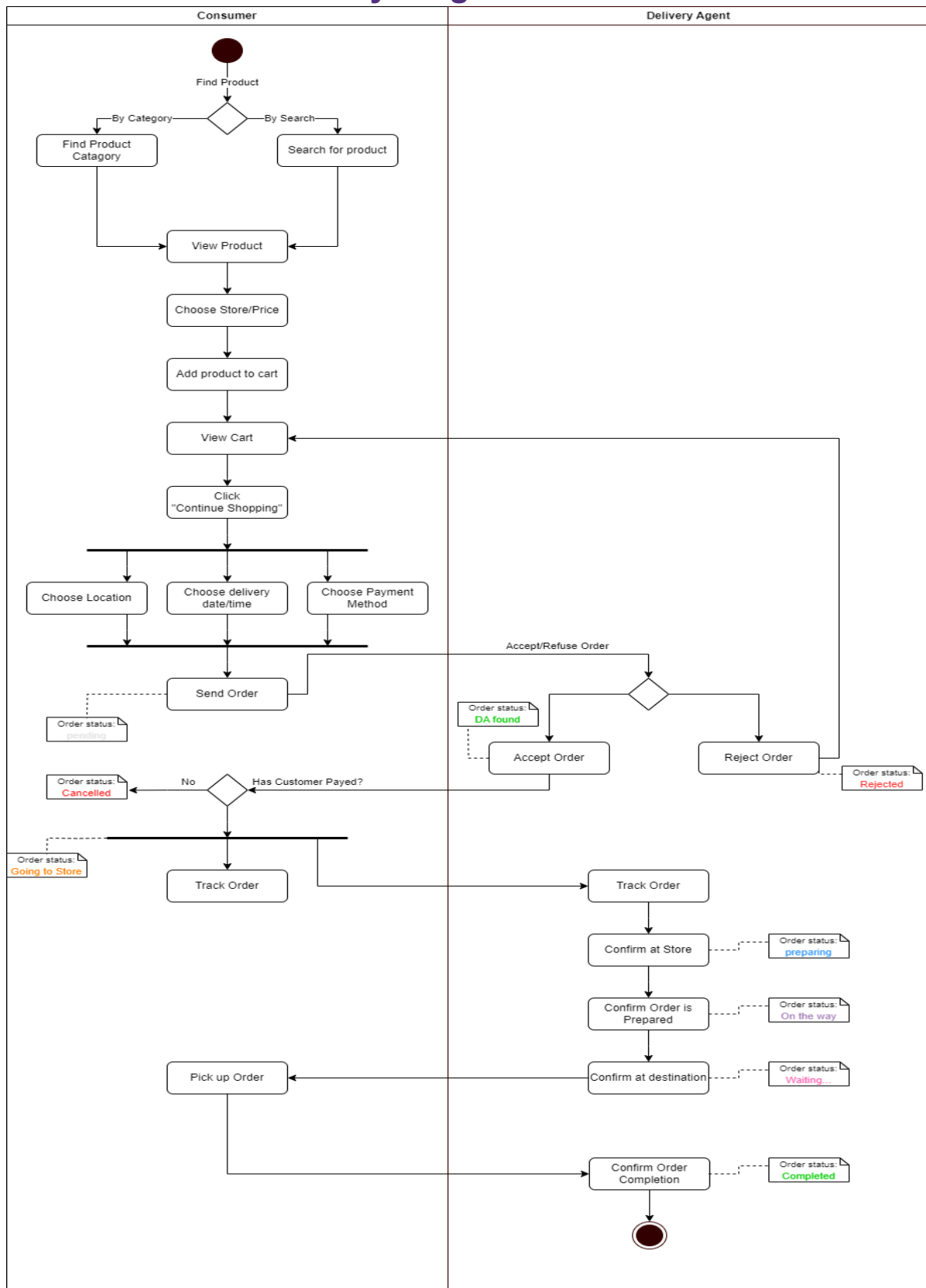
2.3 Consumer Journey

The user’s successful journey through the mobile app will be as follows:

1. Log in screen appears
2. Open the category page
 - a. Select location
 - b. view category
 - c. view subcategory
 - d. Search for items
 - e. view ads
 - f. navigate to the items page
3. open the item page
 - a. View item information
 - b. view prices and stores
 - c. modify quantity
 - d. adds the item to the cart
4. Open cart page
 - a. view added items
 - b. remove item
 - c. modifies the quantity
5. place the order
 - a. Wait for assigning a delivery agent
6. use the app to pay

7. open the track order page automatically
 - a. view order status
 - b. communicates with the delivery agent
 - c. views delivery agent reviews
 - d. View invoice
 - e. track delivery agent location
8. open profile
 - a. edit profile
 - b. view saved addresses
 - c. view previous addresses
 - d. view contact us
 - e. view charity contact information
 - f. view settings:
 - view languages
 - view VAT certificate
 - view terms of use

2.3.1. Consumer Activity Diagram:



2.3.2. Consumer Stories

Splash screen:

- U1: As a consumer I want to download the application, therefore I can enter the application.
 - Pre-condition.
 - The application should be in the Apple App Store or Google Play Store.
 - User should have an internet connection.
 - Condition of satisfaction.
 - Animation screen.

Login and registration:

- U2: As a consumer, I want to sign up for the application.
 - Pre-condition.
 - Have an internet connection.
 - Download the application.
 - Open application.
 - Selected sign-up as a consumer.
 - Condition of satisfaction.
 - Fill name.
 - Fill email.
 - Fill phone number.
 - Fill password.
 - Confirm password.
 - Choose gender.

- Set a location.
 - View terms and conditions, the user can click on text to view the terms and conditions added by the admin.
 - Accept terms and conditions/checkbox button clickable.
 - button sign up / clickable.
 - View text clickable login.
- U3: As a consumer, I want to verify my mobile number.
 - Pre-condition.
 - Filled mobile number.
 - Condition of satisfaction.
 - Receives On time password (OTP).
 - Text Resend /clickable.
 - Resend OTP, if the user didn't receive the OTP, click the resend text.
 - The system should verify that the entered code matches the code sent.
- U4: As a consumer, I want to log in to the application.
 - Pre-condition.
 - User should have an account.
 - Condition of satisfaction.
 - Fill email.
 - Fill password.
 - View text "forget password?"/clickable.

- button login/clickable.
 - View text (sign up) clickable.
- U5: As a consumer, I want to reset my password when I forget it.
 - Pre-condition.
 - The user should have an account.
 - The user should be in the login page.
 - Condition of satisfaction.
 - Click on the text" forgot password?"
 - Enter a phone number.
 - View button verify / clickable.
 - View verify your phone number screen.
 - View Text resend / clickable if the user did not receive the OTP code.
 - The system should verify that the entered code matches the code sent.
 - View reset password screen.
 - Enter a new password.
 - Confirm password.
 - The system should verify that the entered new password matches the confirmed password.
 - View button confirm / clickable.
 - Redirect the user to the login screen if the user clicks on the confirm button.

Home screen (categories):

- U6: As a consumer, I want to view the category screen.
 - Pre-condition.
 - The user must have installed the application.
 - Condition of satisfaction.
 - User should be able to view the location bar.
 - User should be able to view the search bar.
 - User should be able to view the advertisement banner.
 - User should be able to view general categories.
 - User should be able to view sub-categories.

- U7: As a consumer, I want to select my location.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have location services enabled.
 - The user must be on the category page.
 - Condition of satisfaction.
 - When the user enables location services, their current location will be marked as the selected location.
 - If the user wants to change their location, they click on the location bar, they can view a dropdown list of saved locations, then they can select any of the saved locations by clicking on them.

- If the user wants to add a new location, they click on the location bar, can view the dropdown-list of saved locations, then they can click on the add new location button, they will be redirected to the map page, they can pinpoint their location on the map, then click on save button.
- U8: As a consumer, I want to search for a product.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - Condition of satisfaction.
 - View the search bar.
 - The user must click on the search bar.
 - Keyboard will pop-up.
 - The user must type a product name.
 - The system should compare the user's input on the search field with the products database.
 - If there is no match to the user's input, an empty screen with a message will appear "لم نتمكن من إيجاد منتجات تطابق عملية بحثك".
! حاول مرة أخرى
 - If there is a match to the user's input, the matched results will appear on the screen.
- U9: As a consumer, I want to view the advertisement.

- Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - The admin must have added the advertisement image and link.
 - Condition of satisfaction.
 - View advertisement banner.
 - When the user clicks on the advertisement banner, a message will pop up “هل تريد الإنتقال الى صفحة الإعلان؟”.
 - If the user clicks on the return button, they will go back to the category page.
 - If the user clicks on the Move to button, their default browser will open the advertisement page.
- U10: As a consumer, I want to find a product by category.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on the category page.
 - Condition of satisfaction.
 - View the general category.
 - When the user clicks on one of the general category buttons, the sub-category will appear.

- View sub-category.
 - When the user clicks on one of the sub-category buttons, they will navigate to the product page based on what they selected.
 - The products will be listed from least to most priced.
 - Each product will show the store/s which offers it at the least price.
 - If the user wants to go back to the general category page they can click on the breadcrumb button at the top "Category".
 - If the user's desired product isn't on the default page, there's a sub-sub category scroll bar to select the desired product.
-
- U11: As a consumer, I want to view product details.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have satisfied U10 or U8 of consumer stories.
 - The store must have added products.
 - Condition of satisfaction.
 - View the product's page.

- When the user clicks on the product's card, they will navigate to the selected product's details page.
 - View back button.
 - View the product's image/s.
 - View the product's name and description.
 - View the Product's quantity.
 - The user can increase or decrease the quantity of product using the '+' and '-' buttons.
 - View Stores and prices based on the product's price from least to most.
 - The store that offers the least price will appear first and will be selected as default and it will have a green marker "الأوفر".
 - The user can choose any of the displayed stores/prices, the selected store/price will have a different color and will have a checkmark.
 - View add to cart button.
- U12: As a consumer, I want to add a product to the cart.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must have satisfied U11 or U10 or U8 of consumer stories.
 - The store must have added products.

- Condition of satisfaction.
 - If the user is on the search results page or on the product's list page, they should select a store, then add a product to the cart.
 - If the user tries to add to the cart without selecting a store, a pop-up message will appear “يجب عليك اختيار المتجر لإضافة المنتج الى السلة”.
 - When the user clicks on the add to cart button, the cart icon in the navigation bar will display a number based on the number of added products.
 - If the user is on the product details page, they can select the quantity the of product, change the default store selection then click add to cart.
 - A default option will be pre-selected for the user, it'll be the least price.
 - When the user clicks on the add to cart button, the cart icon in the navigation bar will display a number based on the number of added products.

Cart and Purchase Process:

- U13: As a consumer, I want to view my cart.
 - Pre-condition.
 - The user must have installed the application
 - The user must have an internet connection
 - Click on the cart icon in the navigation bar
 - Condition of satisfaction.
 - View remove all items button.
 - View item cards.

- The user can view the item's picture, name, price, quantity, and store.
 - If there are no items in the cart, an informal message will show up instead.
 - The user can increase or decrease quantity of product using '+' and '-' button.
 - The user can delete an item using the "delete item" button.
 - View delivery price.
 - View the total price.
 - View the "Continue purchase process" button.
- U14: As a consumer, I want to delete an item/s.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on my cart page.
 - Condition of satisfaction.
 - If the user wants to delete one specific item, they can click on the "remove item" button within that item's card, and the item will be removed from the cart.
 - If the user wants to delete all items from the cart, they can click the "remove all items" button which is an icon with a shopping cart and an 'X' symbol, a pop-up message will appear "هل أنت متأكد أنك تريد حذف السلة بالكامل؟" prompting the user to either cancel the delete all items process or delete all items when the user clicks delete all, all items will be removed from the cart.

- U15: As a consumer, I want to continue the purchase process.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be on my cart page.
 - There is at least one item in the cart.
 - The user must be signed in.
 - Condition of satisfaction.
 - When the user clicks on the “Continue purchase process” button, the user will navigate to the payment page.
 - The user can view their location information.
 - The user can change their location by clicking the "change location" button, a pop-up message will appear “هل أنت متأكد أنك تريد تغيير الموقع؟” prompting the user to either cancel or change their location, if they click on change location button they will navigate to the map screen so they can choose a new location and click to save button.
 - View delivery period information.
 - The user can change their delivery period by clicking the “change period” button, when they do so a smaller overlay page will appear at the bottom, the user can choose the day of delivery and one of the available times of delivery, then they click “Confirm delivery period”.
 - If the delivery time has already passed, that delivery time’s button will be grayed out / unclickable.
 - View payment method.

- The user can choose one of the available payment methods, when they choose a method an icon under it will indicate that it is chosen.
 - View item cards.
 - The user can view the item's picture, name, price, quantity and store.
 - View order summary.
 - The user can view the partial price, delivery price and total price.
 - View "Send order" button.
- U16: As a consumer, I want to send my order.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have internet connection.
 - The user must be on payment page.
 - The user must have satisfied U13 and U15 of consumer stories.
 - The user must be signed in.
 - Condition of satisfaction.
 - Click "Send order" button.
 - The user will be navigated to waiting page.
 - At this moment the user will wait for 3 minutes until a delivery agent accepts the delivery order.
 - If no delivery agent accepts the order or the time ends, the user will get a pop-up message "لم نتمكن من إيجاد مندوب حالياً" and

prompt the user to either cancel the order or try again to find a delivery agent.

- If a delivery agent accepts the delivery order, the user will get a pop up message “تم إيجاد مندوب” and prompt the user to pay, when the user clicks on the “pay now” button a screen will show up telling the user that payment is in process, then payment completed, then show them the order number, then finally navigate to order tracking page.
- U17: As a consumer, I want to track my order.
 - Pre-condition.
 - The user must have installed the application.
 - The user must have internet connection.
 - The user must have paid for his order.
 - The user must be signed in.
 - Condition of satisfaction.
 - View close order tracking page “button”.
 - If the user accessed the order tracking page from the payment process, and clicks on this button they will navigate back to my cart page, and the cart will be empty.
 - If the user accessed the order tracking page from my orders page within the profile page, they will navigate back to my orders page.
 - View order number.
 - View ETA “Expected time of arrival” of the order.
 - View consumer actions button.

- When the user clicks on this button an overlay will appear with two buttons, the “cancel order” button and the “report an issue” button.
 - When the user clicks cancel order, they will get a pop-up message “هل أنت متأكد من إلغاء الطلب؟” prompting the user to either go back to the order tracking screen or cancel the order, when the user clicks on “cancel order” button they will get another pop-up message “تم إلغاء الطلب!” informing them that the order is cancelled and navigate them back to the my cart page with all of their items still in the cart.
 - When the user clicks on the “report an issue” button, a pop-up page will appear in the middle of the screen which contains a cancel button, a number of choices of what issue they might be having and a text box, and also a “send” button, when they click on this button a pop-up message will appear “اتم استلام رسالتك, شكراً لك” telling them that their message has been sent.
- View order status.
 - The user will be able to see the status of the order based on delivery agent’s updates.
 - The status has four stages, assignment of delivery agent, prepare order, on the way to consumer, order received, after the order has been received the user will be navigated to the delivery agent’s rating page, which contains a back button(if the user chooses not to rate) the delivery agent’s name, image, a dynamic rating button and a textbox where the user can write what they think of the delivery agent, as well as a “send” button to send the rating.
 - View delivery agent information.
 - When the user clicks on the elivery agent’s information, they will navigate to their profile page, where they can

see their name, rating out 5 stars and other user's reviews and ratings of this delivery agent.

- View call delivery agent button.
 - When the user clicks on this button, they will instantly call the delivery agent's mobile number.
- View text delivery agent button.
 - When the user clicks on this button, they will navigate to the delivery agent chat page, where they can see the delivery agent's name, image and are able to send them text, pictures and also call them from this page as well.
- View the billing information.
 - The user can view all the items' costs individually and as a total, alongside the delivery price.

Profile screen:

- U18: As a consumer, I want to view my profile.
 - Pre-condition.
 - User should have an account.
 - User logged in.
 - User clicks on the profile icon .
 - Condition of satisfaction.
 - User should be able to view the profile information.
 - Name.
 - Saved addresses.
 - My orders.

- Settings.
 - contact us.
 - Consumer protection charity contact information.
 - Log out.
 - View edit icon is clickable, the user can edit the profile by clicking it.
- U19: As a consumer, I want to edit my profile.
 - Pre-condition.
 - User logged in.
 - Go to the profile screen.
 - Click on the edit icon.
 - Condition of satisfaction.
 - User should be able to change the name.
 - User should be able to change the email.
 - User should be able to change the phone number, and the application should verify the new phone number by sending a verification code.
 - User should be able to change the password.
 - View button save / clickable.
 - View arrow icon/clickable.
 - User clicks on the save button and the application should update information in the profile screen.
 - User clicks on the arrow icon nothing happens and the user will be redirected to the profile screen.

- View pop up screen "تم حفظ التغييرات بنجاح".
- U20: As a consumer, I want to view my orders.
 - Pre-condition.
 - Go to the profile page.
 - Clicks on “my orders”.
 - Condition of satisfaction.
 - If the user doesn't have orders, they will view an empty screen.
 - User should be able to view all the orders as:
 - Order number.
 - Order status.
 - Products names.
 - Products photo.
 - Products quantity.
 - When clicking on order will view order details as:
 - Order number.
 - Order status.
 - Products names.
 - Product photos.
 - Products price.
 - Products quantity.
 - Stores names.

- Delivery agent name.
 - Delivery agent reviews.
 - Invoice.
 - User should be able to click on specific orders and can click on the product photo then will redirect on the product details screen.
 - View arrow icon when click it will back to profile screen.
- U21: As a consumer, I want to view my saved address.
 - Pre-condition.
 - User logged in.
 - Go to the profile screen.
 - Click on my saved address.
 - Condition of satisfaction.
 - User should be able to view saved address.
 - Select icon / clickable.
 - View add new address.
 - The user can click the arrow icon to return to the previous screen.
 - U22: As a consumer, I want to add a new address.
 - Pre-condition.
 - Go to the profile screen.
 - Click on my saved address.

- Click on Add a new address.
- Condition of satisfaction.
 - User should be able to add a new address.
 - When clicking on add new address map will appear, user can select by tap on the map.
 - Click the save button, to save the new address.
 - The user can click the arrow icon to return to the previous screen.
- U23: As a consumer, I want to change my address.
 - Pre-condition.
 - Go to the profile screen.
 - Click on my saved address.
 - Condition of satisfaction.
 - User should be able to click on select icon.
 - When clicking on select icon the location will be change.
 - The user can click the arrow icon to return to the previous screen.
- U24: As a consumer, I want to view settings.
 - Pre-condition.
 - Clicks on profile icon.
 - Clicks on settings.
 - Condition of satisfaction.

- User should be able to view general settings as:
 - Language settings.
 - VAT certificate.
 - Terms of use.
 - When user clicks languages can changes the application language to and from:
 - Arabic.
 - English.
 - User can view VAT certificate by clicking on it.
 - User can view terms of use by clicking on it.
- U25: As a consumer, I want to view contact us:
 - Pre-condition.
 - Clicks on profile icon.
 - Clicks on contacts us.
 - Condition of satisfaction.
 - User can choose a purpose of contact:
 - Complain.
 - Suggestion.
 - Technical error.
 - Help.
 - Other.
 - User can enter:

- Message.
 - View button send / button.
 - If the user clicks send, a message will be sent to the admin.
 - User can click on the arrow icon to return to the previous page.
- U26: As a consumer, I want to view consumer protection charity contact information.
 - Pre-condition.
 - Clicks on profile icon.
 - Clicks on consumer protection charity contact information.
 - Condition of satisfaction.
 - User can view the contact details such as:
 - location of the charity.
 - charity website.
 - charity email.
 - charity “X” account.
 - charity phone number.
 - charity’s WhatsApp.
 - The admin can edit the contact information.

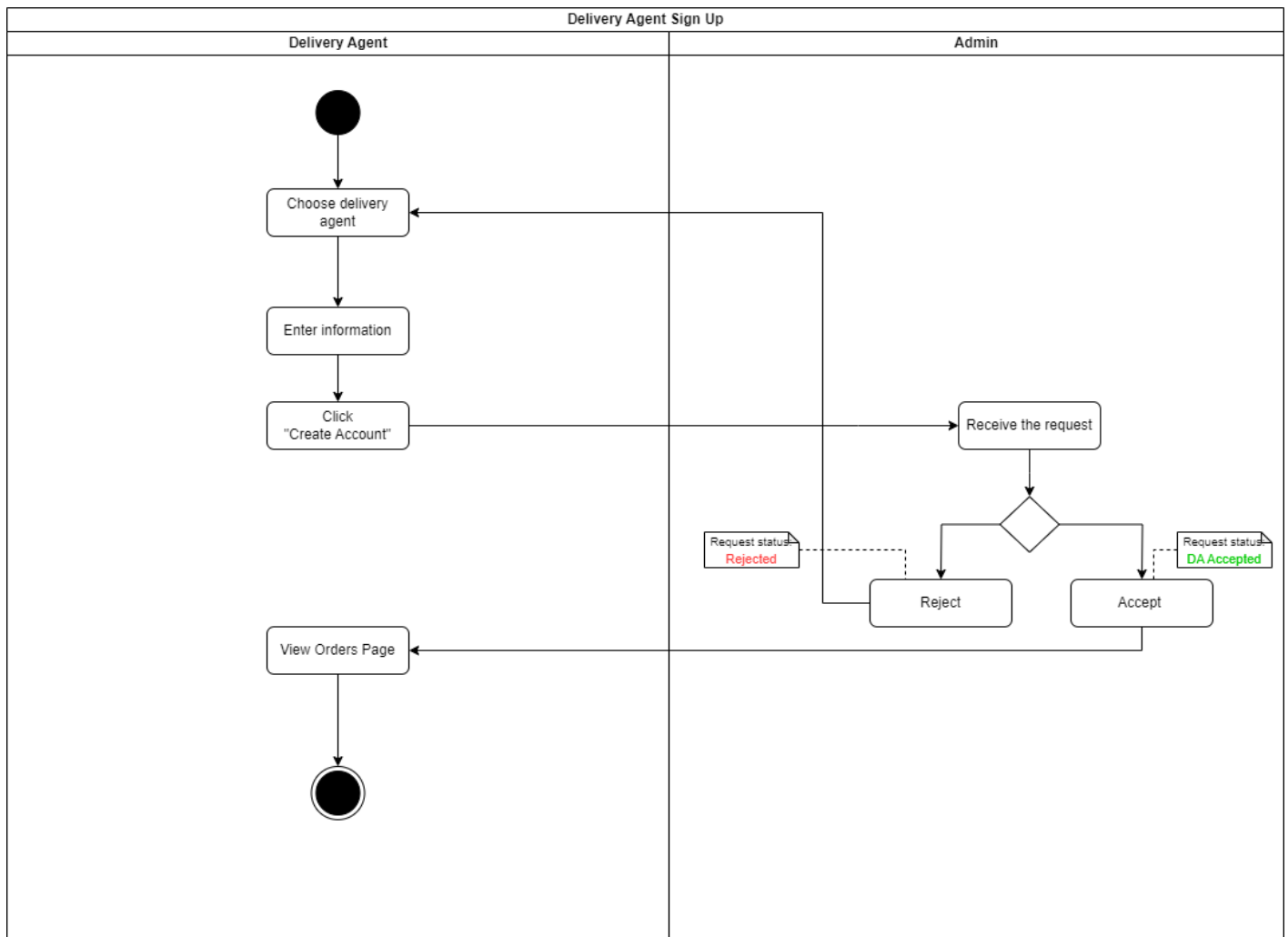
2.4 Delivery Agent Journey

The user's successful journey through the mobile app will be as follows:

1. Log in screen appears
2. Open the orders page
 - a. View Activation Settings
 - Activate receiving orders
 - b. View current orders
 - c. View order details
 - View the delivery plan map
 - View orders summary
 - Accept the order
 - Track Order
3. Open the order tracking page
 - a. Chat with the consumer
 - b. Confirm reached the store
 - c. Confirm the order is prepared
 - d. Confirm reached delivery address
 - e. Confirm order completion
4. Open the Notifications page
 - a. View Notification
 - b. Open Notification
5. Open the profile page
 - a. View profile
 - Edit Profile
 - b. View Profits
 - View Paid Profits
 - View Unpaid Profits
 - c. View previous orders
 - d. View Consumer Ratings
 - e. View DA Support
 - Choose the report type
 - Write Message
 - Send Report
 - f. View Settings
 - Change Language

- Write Bank Account Details
- View VAT Certificate
- View Terms of Servi

2.4.1. Delivery Agent Activity diagram



2.4.2. Delivery Agent stories

Splash screen:

- U1: As a delivery agent I want to download the application, so I can use the application.
 - Pre-condition.
 - The application should be in the Apple App Store or Google Play Store.
 - User should have an internet connection.
 - Condition of satisfaction.
 - Animation screen.

Login and registration:

- U2: As a delivery agent, I want to sign up for the application.
 - Pre-condition.
 - Have an internet connection.
 - Download the application.
 - Open application.
 - Selected sign-up as a delivery agent.
 - Condition of satisfaction.
 - Fill name.
 - Fill ID Number.
 - Fill email.
 - Fill in your phone number.
 - Fill password.

- Confirm password.
 - Choose gender.
 - Enable location tracking.
 - Choose car type.
 - Enter car details.
 - Enter car number
 - Enter car letters
 - Enter car licence number.
 - Upload car picture
 - Upload car licence picture
 - Upload driving licence
 - Upload ID Picture
 - View terms and conditions, the user can click on text to view the terms and conditions added by the admin.
 - Accept terms and conditions/checkbox button clickable.
 - button sign up / clickable.
 - View text clickable login.
- U3: As a delivery agent, I want to verify my mobile number.
 - Pre-condition.
 - Filled mobile number.
 - Condition of satisfaction.
 - Receives On time password (OTP).

- Text Resend /clickable.
 - Resend OTP, if the user didn't receive the OTP, click the resend text.
 - The system should verify that the entered code matches the code sent.
- U4: As a delivery agent, I want to log in to the application.
 - Pre-condition.
 - User should have an account.
 - Condition of satisfaction.
 - Fill email.
 - Fill password.
 - View text "forget password?"/clickable.
 - button login/clickable.
 - View text (sign up) clickable.
- U5: As a delivery agent, I want to reset my password when I forget it.
 - Pre-condition.
 - The user should have an account.
 - The user should be in the login page
 - Condition of satisfaction.
 - Click on the text" forgot password?"
 - Enter a phone number.
 - View button verify / clickable.

- View verify your phone number screen.
- View Text resend / clickable if the user did not receive the OTP code.
- The system should verify that the entered code matches the code sent.
- View reset password screen.
- Enter a new password.
- Confirm password.
- The system should verify that the entered new password matches the confirmed password.
- View button confirm / clickable.
- Redirect the user to the login screen if the user clicks on the confirm button.

Home screen(Orders):

- U6: As a delivery agent, I want to view orders page
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be logged in as a delivery agent
 - Condition of satisfaction.
 - View image, name and welcome message “Welcome, *User’s name*”
 - View settings icon
 - When the user clicks on the settings icon for the first time, they will get a tooltip with a message “من هنا تستطيع”

”التحكم في إمكانية استقبال طلبات التوصيل الجديدة” which helps the user know what the use of this button is.

- When the user clicks on the settings icon, an overlay page will appear at the bottom, where the delivery agent can activate/deactivate order receiving.
- If the user has the toggle activated, they will be able to receive orders from consumers
- If the user has the toggle deactivated, they will not receive orders and the orders page will display a message with a vector “وضع توصيل الطلبات غير مفعل يمكنك تفعيل” informing the user that they can change to receiving on in the using the settings icon above

■ View Orders list

- If the user hasn't received any orders yet, they will have a vector with a message “لا يوجد طلبات توصيل حاليًا سنرسل لك” “تنبيه فور وصول طلب جديد” which tells the user there aren't any orders yet and assures them that when they get one they'll be notified
- If the user gets a new order/s a new list will be made named “new orders” which has order cards
- If the user accepts an order, that order will appear at the top in a list named “current orders” which includes order cards of accepted order/s

■ View Order card

- View consumer's general location
- View consumer's distance from delivery agent
- View cost of delivery

- View order's store list, if there are more than two stores the user can view the rest of the stores by dragging them to the right
- View store's distance from delivery agent
- View left arrow icon
- The card is clickable to view the order's details
- If the order is new and hasn't been accepted or refused yet, two buttons will appear in the card which are "accept order" button and "refuse order" button, otherwise the buttons won't be there
- If the order is new and hasn't been accepted or refused yet, there will be text showing how much time has passed since the order has been received
- U7: As a delivery agent, I want to view order details
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be logged in as a delivery agent
 - The user is in orders page
 - The user has received orders
 - Condition of satisfaction.
 - Click order card
 - View back button
 - View consumer information card
 - Order Number
 - Expected time of arrival

- Consumer's profile image
- Consumer's name
- View cost of delivery
 - The cost of delivery will depend on the total distance of the order, and can be modified by the admin
- View map button
 - If the user clicks on this button, it will open another page which contains, a back button, a map and a number of buttons showing the user's current location, the location of each store that is within the order and the consumer's delivery location, the user can view each location and how far from the user it is as well as the shortest path that goes through all of them starting from current location, going through each store and ending with the consumer's location
- View stores location information
 - The user can see the general location of all stores and the consumer's general location as well as an estimation of how far from each other they are
- View store products list
 - This will contain a card or many cards depending on the number of stores there are, each card contains the store's image, name and if clicked will show the drop down list of items that the consumer wants from that store alongside their prices and the total for that store only
- If the user hasn't accepted or refused the order yet, there will be two buttons "Accept order" button and "Refuse order" button

- If the user had already accepted the order, they will see a “track order” button instead.
- U8: As a delivery agent, I want to accept/refuse an order
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be logged in as a delivery agent
 - The user is either in orders page or in order details page of an unaccepted/non-refused order
 - The user has received orders
 - Condition of satisfaction.
 - If the user is in the orders page, any order card within the new orders list will have two buttons “accept order” and “refuse order”
 - If the user is in the order details page, there will be two buttons at the bottom “accept order” and “refuse order”
 - If the user clicks on “accept order” button a page will show up saying “Order accepted” then the page will navigate to the order details page(if the user is in orders page) or stay in the orders page but there will only be a “track order” button at the bottom
 - If the user clicks on “refuse order” button, a pop up will appear with a message “هل أنت متأكد من رفض الطلب؟” and prompt the user to either go back to the page they’re in or cancel the order, if the cancel the order they’ll go back to the orders page (if they’re in the order details page) or stay in the same page with the order now not in the list of orders, and the order will be sent to other delivery agents

- U9: As a delivery agent, I want to track and control my order's tracking
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be logged in as a delivery agent
 - The user is in order details page of an accepted order
 - The user has received orders
 - Condition of satisfaction.
 - When the user clicks on the “track order” button in the order details page, they will navigate to the order tracking page
 - View Close tracking page button
 - View order number
 - View estimated time of arrival
 - View order status
 - The user can view the status of the order and the action they're supposed to be doing right now, this will change based on input from the user themselves, where they can click a button at the bottom of the page to move on to the next stage
 - View consumer's profile image
 - View consumer's name
 - View contact consumer icons
 - Call consumer icon, which will let the user call the user if needed

- Text consumer icon, which when clicked will navigate user to a consumer chat page where they can send texts, pictures and more to the consumer as well as call them
- View Stores location information
 - This contains the general location of each store as well as the consumer's general delivery location, each store and the consumer's location has a button "location on map" which when clicked will open the order plan map with the selected location
- View delivery price
- View total product's price
- View payment method
- View payment assurance message "سيتم إيداع مبلغ طلبات العميل" "في محفظتك حالما تتم عملية التوصيل بنجاح"
- View order summary
 - This will contain the price of each item from all the stores alongside the total price of all items
- View Move to next stage button
 - This button will be used for moving to the next stage or status of the order and will change accordingly as well
 - In the beginning the order status will be "heading to store" when the user reaches the first store they will click on the button "Confirm reached the store" signifying that they have reached the store and will be preparing the order, the button's text will change to "Confirm order is prepared"
 - After the user has went to all stores and prepared the order, they will click the button "Confirm order is

prepared” to move onto the next stage which is “on the way”

- When the user reaches the consumer’s delivery location they will click the button “Confirm at delivery address” to move onto the next stage, when the user clicks on this button the consumer will get a notification telling them that the delivery agent has reached the delivery address
- After the consumer has taken the order, the user can click on the button ”Confirm receival” and finish the order
- When the user changes the order status, the consumer will also be able to see the status in real time in their order tracking page

Notifications Screen:

- U10: As a delivery agent, I want to view notifications page
 - Pre-condition.
 - The user must have installed the application.
 - The user must have an internet connection.
 - The user must be logged in as a delivery agent
 - Condition of satisfaction.
 - If there are no notifications the notification page will be empty, containing no notifications
 - If you receive a notification (consumer rating or message), you will see the type of notification and the name of the consumer and button “عرض” to display notification detail.
 - When the user clicks on “عرض” button for a rating notification , The User’s rating page will show you how

many stars you got from the consumer, as well as consumer ratings(text)

- When the user clicks on “عرض” button for message notification , The Chat with consumer page will appear with new message

Profile screen:

- U11: As a delivery agent, I want to view my profile
 - Pre-condition.
 - The user should have an account.
 - The user logged in.
 - The user clicks on the profile icon
 - Condition of satisfaction.
 - User should be able to view the profile information
 - delivery image
 - Name
 - Rate
 - Orders delivered
 - view number of order
 - Total revenue
 - Profits
 - Previous orders
 - Services ratings

- Support delivery
 - Setting
 - Log out
 - View edit icon is clickable, the user can edit the profile by clicking it.
- U12: As a delivery agent, I want to edit my profile
 - Pre-condition.
 - User logged in
 - Go to the profile screen
 - Click on the edit icon
 - Condition of satisfaction
 - The user should be able to change the name.
 - The user should be able to change the email.
 - The user should be able to change the phone number, and the application should verify the new phone number by sending a verification code.
 - The user should be able to change the password.
 - The user should be able to change the gender
 - The user should be able to change the car form
 - The user should be able to change the car licence
 - View button save / clickable.
 - The user clicks on the save button and the application should update information in the profile screen.

- View pop up screen "تم حفظ التغييرات بنجاح"
 - View back icon/clickable.
 - The user clicks on the back icon, they will be redirected to the profile screen.
-
- U13: As a delivery agent, I want to view my profits
 - Pre-condition.
 - The user must be on profile page
 - The user must have orders
 - Clicks on “profits”
 - Condition of satisfaction.
 - View account balance
 - View payments paid
 - If the user does not have previous orders, a screen with the message "لكنك لم تأخذ أي طلب" will appear, and they can go to receiving orders via “Browse the orders list” button
 - If the user have payments that have been paid, the list of order card will appear, each card contain:
 - Order number
 - The date, time of the order
 - The total amount of the order
 - View payments in progress

- If the user does not have payments in progress, a screen with the message "لا توجد لديك مدفوعات معلقة" will appear, and they can go to receiving orders via "Browse the orders list" button
 - If the user have payments in progress, the list of order card will appear, each card contain:
 - Order number
 - The date, time of the order
 - The total amount of the order
- U14: As a delivery agent, I want to view previous orders
 - Pre-condition.
 - The user must be on profile page
 - The user must have orders
 - Clicks on "previous orders"
 - Condition of satisfaction.
 - View list of order card, each card contain:
 - Consumer location
 - Delivery price
 - Delivery day
 - Scrolling store
- U15: As a delivery agent, I want to view services ratings
 - Pre-condition.

- The user must be on profile page
 - The user must have orders
 - Clicks on “services ratings”
- Condition of satisfaction.
 - View rating stars
 - View list of rating card, each card contain:
 - Order number
 - Comment
 - Rating stars
 - Order Details button
 - When the user click “Order Details” button, they will navigate to order details page
- U16: As a delivery agent, I want to view support delivery
 - Pre-condition.
 - The user must be on profile page
 - Clicks on “Support delivery ”
 - Condition of satisfaction.
 - A smaller overlay page will appear
 - The user can choose the purpose of the communication
 - The user can write a message in the text area
 - The user can send the message by click on “send” button
 - A pop-up message will appear “إتم استلام رسالتك, شكراً لك”

- U17: As a delivery agent, I want to view setting page
 - Pre-condition.
 - The user must be on profile page
 - Clicks on “setting”
 - Condition of satisfaction.
 - View language setting
 - View bank account registration
 - Added tax certificate
 - Conditions of use
- U18: As a delivery agent, I want to view language setting page
 - Pre-condition.
 - The user must be on setting page
 - Clicks on “language setting”
 - Condition of satisfaction.
 - View languages
 - Click on desired language
- U19: As a delivery agent, I want to view bank account registration page
 - Pre-condition.
 - The user must be on setting page

- Clicks on “bank account registration”
- Condition of satisfaction.
 - The user can enter the name of the bank
 - The user can enter the IBAN number
 - The user can click “Save” button to save the entered data
- U20: As a delivery agent, I want to view added tax certificate page
 - Pre-condition.
 - The user must be on setting page
 - Clicks on “added tax certificate”
 - Condition of satisfaction.
 - The user can view added tax certificate
- U21: As a delivery agent, I want to view conditions of use page
 - Pre-condition.
 - The user must be on setting page
 - Clicks on “conditions of use”
 - Condition of satisfaction.
 - The user can view conditions of use

2.5 Admin Journey

The Admin's successful journey through the dashboard will be as follow:

- a. Log in screen appears
- b. Open home page
 - a. View Total of consumers
 - b. View Total of stores
 - c. View Total of delivery agents
 - d. View Active consumers
 - e. View Active delivery agents
 - f. View Total of orders
 - g. View Completed orders
 - h. View Cancelled orders
 - i. View Ongoing orders
 - j. View Delivery waiting for approval
 - k. View total of products
 - l. View total of banned stores
3. Open settings page
 - a. Update application settings
 - b. Report list management
 - Delivery agents
 - consumers
 - c. Contact us list management
 - Delivery agents

- consumers
- d. Splash screen management
- e. Contact method management
- f. Service location
- 4. Open notification management page
 - a. Send new notification
 - b. View notification details
- 5. Open Roles and admins page
 - a. Add new role
 - Arabic role title
 - English role title
 - Give permission to role
 - b. Add new admin
 - Name
 - Username
 - Email
 - Phone number
 - Birth date
 - Address
 - Role
 - Password
 - Confirm password
 - c. Admins details
- 6. Open consumers management page
 - a. View consumers details
 - Name
 - Phone number
 - Email
 - Gender

- Birthdate
- Region
- City
- location

b. Add new consumer

- Name
- Phone number
- Email
- Gender
- Birthdate
- Region
- City

7. Open delivery agents management page

a. Accept / reject delivery agent

c. View delivery agents details

- Name
- Phone number
- National ID number
- National ID photo
- Email
- Gender
- Birthdate
- Region
- City
- Car information
 - i. Driver licence photo
 - ii. Vehicle registration photo
 - iii. Vehicle photo
 - iv. plate lettering

- v. plate numbering
 - vi. Vehicle serial number
 - Bank account information
 - i. Account number
 - ii. Bank name
- d. Add new delivery agents
 - Name
 - Phone number
 - ID number
 - ID photo
 - Email
 - Gender
 - Birthdate
 - Region
 - City
 - Car information
 - i. Driver licence photo
 - ii. Vehicle registration photo
 - iii. Vehicle photo
 - iv. plate lettering
 - v. plate numbering
 - vi. Vehicle serial number

8. Open stores management page

a. Update store information

b. Add new store

- Store logo
- Store name
- Email
- Region

- District
- City
- Store description
- Location
- Available working hours
 - i. weekday
 - ii. weekend
- Store Admin information
 - i. Name
 - ii. Phone number
 - iii. Email
 - iv. ID number

c. View stores details

- Store logo
- Store name
- Email
- Region
- District
- City
- Store description
- Location
- Available working hours
 - i. weekday
 - ii. weekend
- Store Admin information
 - i. Name
 - ii. Phone number
 - iii. Email
 - iv. ID number

- Products details
 - i. Product photo
 - ii. Product name
 - iii. Product price
- View Categories
- d. Delete/Ban store
- 9. Open consumers orders
 - a. View orders details
 - Consumer name
 - Consumer phone number
 - Consumer location
 - Consumer email
 - Delivery agent name
 - Delivery agent photo
 - Delivery agent phone number
 - Delivery agent region
 - Delivery agent rating
 - Order number
 - ETA
 - Order status
 - Stores
 - Total
 - Delivery fee
 - Payment status
 - Order summary
 - Order tracking (in progress orders)
- 10. Open cards information
 - a. View card details
 - Card information

- i. Card number
 - ii. CVV
 - iii. EXP date
 - iv. Name
 - Consumer name
 - Consumer phone number
 - Consumer location
 - Consumer email
 - Order number
 - ETA
 - Stores
 - Total
 - Order summary
- 11. Open transaction management page
 - a. View transactions
 - Name
 - User type
 - Transaction type
 - Total
 - date/time
 - b. Export Transaction report
- 12. Open contact us management page
 - a. View contact us messages
- 13. Open report list management page
 - a. View report list messages
- 14. Open profile page
 - a. View personal information
 - b. Update personal information
 - c. Change password

2.5.1. Admin stories

Login

- U1: As an admin, I want to log in to dashboard
 - Pre-condition
 - User should have an account.
 - Condition of satisfaction
 - Fill phone number.
 - Fill password.
 - View text (forgot password?) clickable.
 - button login / clickable.

Home screen:

- U2: As an admin, I want to View the home screen
 - Pre-condition
 - User should have an account
 - User must log in
 - Condition of satisfaction
 - View the application statics
 - View Total of consumers
 - View Total of stores
 - View Total of delivery agents

- View Active consumers
- View Active delivery agents
- View Total of orders
- View Completed orders
- View Cancelled orders
- View Ongoing orders
- View Delivery waiting for approval
- View total of products
- View total of banned stores

Profile screen:

- U3: As an admin, I want to view my profile
 - Pre-condition
 - User should have an account.
 - User logged in.
 - User clicks on the profile icon.
 - Condition of satisfaction
 - User should be able to view the profile information:
 - Name.
 - Email.
 - Phone number
 - Birth date
 - Address
 - Role
 - Permissions
 - View edit icon is clickable, the user can edit the profile by clicking it.

- View change password button clickable, the user can change password by clicking it.
- U4: As an admin, I want to edit my profile
 - Pre-condition
 - User logged in.
 - Go to the profile screen.
 - Click on the edit icon.
 - Condition of satisfaction
 - User should be able to change the name
 - User should be able to change:
 - Name.
 - Email.
 - Phone number
 - Birth date
 - Address
 - Role
 - View button save / clickable.
 - User clicks on the save button and the website should update information in the profile screen.
 - View pop up screen “تم حفظ التغييرات بنجاح”.
- U5: As an Admin, I want to change my password
 - Pre-condition.
 - User has an account.
 - The user logged in.

- Go to profile , click on change my password.
- Condition of satisfaction.
 - View the current password as an asterisk('*').
 - Fill the new password.
 - Fill the confirm new password.
 - View button update / clickable.
 - The website should check if the new password matches the current password, if matches an error message will appear.
 - If the current password does not match the new password, and the new password matches the confirmed password, accept the changes only [if the new password and confirmed password matched].
 - The website should check if the new password does not match the confirmed password, therefore an error message will appear.
 - Click on the update button, the password will be changed, and a pop up message “تم حفظ التغيرات بنجاح”, will appear.

settings screens:

- U6: As an admin, I want to View the settings page
 - Pre-condition
 - User should have an account
 - User must log in
 - User must be given the needed permission
 - Condition of satisfaction
 - View update application settings
 - View location services management
 - View report list management

- View contact us list management
 - View contact method management
 - View splash screen management
- U7: As an admin, I want to update application settings
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Application settings”
 - Condition of satisfaction
 - Fill time period for consumer order to be accepted
 - Fill time period for cancelling order (Consumer)
 - Fill time period for cancelling order (Delivery agent)
 - Fill cost of delivery based on KM
 - Fill Application profit from each delivery
 - Fill search range for a delivery agent
 - User can leave the field empty
 - View button “Save”/ clickable
 - View pop up screen “تم تحديث المعلومات بنجاح”.
- U8: As an admin, I want to view the report list management for delivery agents
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Report list”

- Clicks “delivery agents” tab
- Condition of satisfaction
 - View tabs
 - Delivery agent
 - consumers
 - View type of report Details
 - Type of report
 - Date of adding the report type
 - Status of the report type
 - Delete a report type
 - View pop up screen “هل انت متأكد أنك تريد الحذف”.
 - A. View button “Delete” / clickable
 - B. View button “ignore” / clickable
 - edit a report type
 - View pop up screen
 - A. Fill report type
 - B. View button “Save changes”/clickable
 - View button “Add new report type” / clickable
 - View pop up screen
 - A. Fill report type
 - B. View button “Add”/clickable
 - View number of inputs in the page
 - View number of pages
- U9: As an admin, I want to view the report list management for consumers
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Report list”
 - Clicks “Consumer” tab

- Condition of satisfaction
 - View tabs
 - Delivery agent
 - consumers
 - View type of report Details
 - Type of report
 - Date of adding the report type
 - Status of the report type
 - Delete a report type
 - View pop up screen “هل انت متأكد إنك تريد الحذف”.
 - A. View button “Delete” / clickable
 - B. View button “ignore” / clickable
 - edit a report type
 - View pop up screen
 - C. Fill report type
 - D. View button “Save changes”/clickable
 - View button “Add new report type” / clickable
 - View pop up screen
 - C. Fill report type
 - D. View button “Add”/clickable
 - View number of inputs in the page
 - View number of pages
- U10: As an admin, I want to update the splash screen settings
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Splash screen management”
 - Condition of satisfaction
 - Upload picture for splash screen 1
 - Fill description in English
 - Fill description in Arabic

- Upload picture for splash screen 2
 - Fill description in English
 - Fill description in Arabic
 - Upload picture for splash screen 3
 - Fill description in English
 - Fill description in Arabic
 - User can leave the field empty
 - View button “Save changes”/ clickable
- U11: As an admin, I want to view location service management
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Location services”
 - Condition of satisfaction
 - View locations details
 - Region
 - Flag
 - City
 - Location status
 - Delete location
 - View pop up screen “هل انت متأكد أنك تريد الحذف”.
 - A. View button “Delete” / clickable
 - B. View button “Cancel” / clickable
 - Edit location services icon clickable
 - View number of inputs in the page
 - View number of pages

- U12: As an admin, I want to add a new location
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Location services”
 - Clicks “Add new location”
 - Condition of satisfaction
 - Fill Reigon / dropdown list
 - Fill city / dropdown list
 - View button “Add”/ clickable

- U13: As an admin, I want to edit a location
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Location services”
 - Click edit icon
 - Condition of satisfaction
 - Fill Reigon / dropdown list
 - Fill city / dropdown list
 - Fill status / dropdown list
 - Active
 - deactivate
 - View button “Save changes”/ clickable

- U14: As an admin, I want to update contact methods
 - Pre-condition
 - User must be given the needed permission
 - Clicks “contact methods management”
 - Condition of satisfaction
 - Fill consumer protection charity email
 - Fill consumer protection charity phone number
 - Update consumer protection charity location
 - Fill consumer protection charity X account
 - User can leave the field empty
 - View button “Save changes”/ clickable
 - View pop up screen “تم تحديث المعلومات بنجاح”.
- U15: As an admin, I want to view the contact us management for consumers
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Contacts us”
 - Clicks “Consumer” tab
 - Condition of satisfaction
 - View tabs
 - Delivery agent
 - consumers
 - View type of communication Details
 - Type of communication

- Date of adding the communication type
 - Status of the communication type
 - Delete a communication type
 - View pop up screen “هل انت متأكد إنك تريد الحذف”.
 - A. View button “Delete” / clickable
 - B. View button “ignore” / clickable
 - edit a communication type
 - View pop up screen
 - A. Fill report type
 - B. View button “Save changes”/clickable
 - View button “Add new communication type” / clickable
 - View pop up screen
 - A. Fill report type
 - B. View button “Add”/clickable
 - View number of inputs in the page
 - View number of pages
-
- U16: As an admin, I want to view the contact us management for delivery agents
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Contacts us”
 - Clicks “Delivery agents” tab
 - Condition of satisfaction
 - View tabs
 - Delivery agent
 - consumers
 - View type of report Details
 - Type of communication
 - Date of adding the communication type

- Status of the communication type
- Delete a communication type
 - View pop up screen “هل انت متأكد أنك تريد الحذف”.
 - C. View button “Delete” / clickable
 - D. View button “ignore” / clickable
- edit a communication type
 - View pop up screen
 - C. Fill report type
 - D. View button “Save changes”/clickable
- View button “Add new communication type” / clickable
 - View pop up screen
- Fill report type
- View button “Add”/clickable
- View number of inputs in the page
- View number of pages

Notification screens:

- U17: As an admin, I want to view Application notification
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Application notification”
 - Condition of satisfaction
 - Drop down list to choose number of inputs in the page
 - View sent notification details
 - Type of user
 - User ID
 - Region
 - Notification message
 - Date
 - Notification Status
 - Filter the page output according to:
 - User type

- Date
 - Region
 - Notification Status
 - View button “Add new notification” / clickable
 - View number of inputs in the page
 - View number of pages.
- U18: As an admin, I want to view specific notification details
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Application notification”
 - Clicks on a specific notification
 - Condition of satisfaction
 - View date and time
 - View User ID
 - View Region
 - View City
 - View district
 - View User type
 - View title
 - View message
 - View button “Send” clickable
 - View table details of other notification
 - User type
 - User Name

- U19: As an admin, I want to send a new notification
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Application notification”
 - Clicks “Add new notification”
 - Condition of satisfaction
 - Fill Region (dropdown list)
 - Fill District (dropdown list)
 - Fill city (dropdown list)
 - Fill user type(dropdown list)
 - Fill title
 - Fill message
 - View button “Save” /clickable

Roles and admins Screens:

- U20: As an admin, I want to view roles page
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Admin”
 - Condition of satisfaction
 - Drop down list to choose number of inputs in the page
 - View Search Bar to search according to:

- Name
 - Role title (English or arabic)
 - Number of admins under the role
 - Date of Adding the role
 - View Button “Add new role” /clickable
 - View table with role details such as:
 - Role title in arabic
 - Role title in english
 - Number of admins under the role
 - Date of Adding the role
 - View icons /clickable for:
 - Delete
 - View pop up screen “هل انت متأكد إنك تريد الحذف”.
 - A. View button “Delete” / clickable
 - B. View button “ignore” / clickable
 - Edit
 - View
 - View number of inputs in the page
 - View number of pages.
- U21: As an admin, I want to add new role
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Admins”
 - Clicks “Add new role”
 - Condition of satisfaction
 - Fill Role name in arabic
 - Fill role name in english
 - Checkboxes for permissions:

- Give all permissions
- Delivery agents
 - i. Delete
 - ii. Update
 - iii. Add
 - iv. View
- Consumer
 - i. Delete
 - ii. Update
 - iii. Add
 - iv. View
- Stores
 - i. Delete
 - ii. Update
 - iii. Add
 - iv. View
- Dash borad
 - i. Send notification
 - ii. Update Application settings
 - iii. Update splash screens
 - iv. Update location services
 - v. Report list
 - vi. Contact us list
 - vii. Contact methods
 - viii. Add new admin
 - ix. Add new role
- View button “Save” / clickable

- U23: As an admin, I want to view admins page

- Pre-condition

- User must be given the needed permission
- Clicks “Admins”
- Clicks on specific role

- Condition of satisfaction
 - View role title in arabic
 - View role title in english
 - View “View given permission” /clickable
 - View edit icon /clickable
 - View delete icon / clickable
 - View pop up screen “هل أنت متأكد أنك تريد حذف المسمى الوظيفي؟”.
 - a. View button “Delete” / clickable
 - b. View button “ignore” / clickable
 - View button “Add new admin” /clickable
 - Filter the page according to:
 - Status of admin
 - Drop down list to choose number of inputs in the page
 - View table for:
 - Admin dashboard
 - Name
 - Email
 - Date of adding the admin
 - Status of admin
 - View icons / clickable:
 - i. Delete
 - View pop up screen “هل انت متأكد إنك تريد حذف المسؤول؟”.
 - A. View button “Delete” / clickable
 - B. View button “igonre” / clickable
 - ii. Edit
 - iii. view
 - View number of inputs in the page
 - View number of pages.

- View Search bar
- U24: As an admin, I want to add new admin
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Admins”
 - Clicks on specific role
 - Clicks “Add new admin”
 - Condition of satisfaction
 - Upload admin photo (optional)
 - Fill name
 - Fill username
 - Fill email
 - Fill phone number
 - Fill birthdate
 - Fill address
 - Choose role (dropdown list)
 - Fill password
 - Fill confirm password
 - View button “Add admin” /clickable
 - View popup screen “تمت إضافة مسؤول بنجاح”
- U25: As an admin, I want to view admin profile
 - Pre-condition

- User must be given the needed permission
 - Clicks “Admins”
 - Clicks on specific role
 - Clicks icon to view profile
- Condition of satisfaction
 - View photo
 - View name
 - View role
 - View username
 - View ID
 - View email
 - View phone number
 - View birthdate
 - View address
 - View admin status
 - Active
 - Deactivate
 - View last log in date
 - View icon / clickable:
 - Delete
 - Edit
- U26: As an admin, I want to edit admin profile
 - Pre-condition

- User must be given the needed permission
- Clicks “Admins”
- Clicks on specific role
- Clicks on edit icon
- Condition of satisfaction
 - Upload admin photo (optional)
 - Fill name
 - Fill username
 - Fill email
 - Fill phone number
 - Fill birthdate
 - Fill address
 - Choose role (dropdown list)
 - Fill password
 - Fill confirm password
 - View button “save changes” /clickable
 - View pop up screen “تم تعديل البيانات بنجاح”

Consumer Management Screens:

- U27: As an admin, I want to view consumer management page
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Consumers” from user management list

- Condition of satisfaction
 - View search bar
 - This enables the user to look up any consumer using their name or ID number
 - View “Add new Consumer” button
 - This enables the user to add a new consumer in times where a consumer can’t add themselves, for example if the consumer contacts customer support a user can be added through help from an admin
 - View Consumer list
 - This list will contain information about the consumer, each row represents one consumer
 - List numbering, the use of this is to number the list contents
 - Consumer name
 - Consumer ID, which is dynamically assigned when a new consumer is registered
 - Consumer’s region/city
 - Number of orders, this will show the number of orders this consumer has made through the application
 - Consumer’s Status, this will show the consumer’s account status, they can be active which is the default if they have an account, but the admin can also block them which will make their account’s status blocked
 - Signup date/time
 - View number of entries controls
 - This helps the user choose how many consumers will show up per page when viewing the consumer list
 - View pagination controls
 - This helps the user navigate through the pages of lists of users

- U28: As an admin, I want to add a new consumer
 - Pre-condition
 - User must be given the needed permission
 - Clicks “add new consumer” from consumer management page
 - Condition of satisfaction
 - View Breadcrumb text
 - This helps the user easily navigate to previous pages
 - Fill full name
 - Fill email
 - Fill birthdate
 - Fill phone number
 - Choose Region
 - Choose City
 - Choose consumer’s gender
 - View “Create Account” button
 - When the user clicks on this button, a new account will be created and this account will be given an ID number dynamically
- U29: As an admin, I want to edit an existing consumer’s information
 - Pre-condition
 - User must be given the needed permission

- Clicks on “edit” icon from consumer’s information page page
- Condition of satisfaction
 - View Breadcrumb text
 - This helps the user easily navigate to previous pages
 - Change full name
 - Change email
 - Change birthdate
 - Change phone number
 - Change Region
 - Change City
 - Change consumer’s gender / Unclickable
 - View “Save Changes” button
 - When the user clicks on this button, the changes made to the consumer’s information will be saved and a pop up will show up with a message “تم تحديث معلومات العميل بنجاح” informing the user that the changes have been made and saved
- U30: As an admin, I want to view consumer’s information
 - Pre-condition
 - User must be given the needed permission
 - Clicks the user’s row within the list from consumer management page
 - Condition of satisfaction

- View Breadcrumb text
 - This helps the user easily navigate to previous pages
- View “Delete” icon
 - When the user clicks on this button, a pop up message will appear “هل أنت متأكد أنك تريد حذف العميل؟” prompting the user to either click “ignore” and close this pop up or click “delete” and delete the user from the database and another pop up message will appear “تم حذف العميل بنجاح” assuring the user that the consumer has been deleted, then navigate back to the consumer management page
- View “Block” icon
 - When the user clicks on this button, a pop up message will appear “هل أنت متأكد أنك تريد حجب العميل؟” prompting the user to either click “ignore” and close this pop up or click “Block” and block the user from using the app and another pop up message will appear “تم حجب العميل بنجاح” assuring the user that the consumer has been blocked, then navigate back to the consumer management page
- View “Edit” icon
 - When the user clicks on this button, they will navigate to the edit page for that consumer
- View consumer’s name
- View consumer’s ID
- View consumer’s birthdate
- View consumer’s gender
- View consumer’s phone number
- View consumer’s email

- View consumer's region
- View consumer's city
- View consumer's exact location
- View consumer's status
- View consumer's number of orders

Delivery agents Management Screens:

- U31: As an admin, I want to view delivery agent management page
 - Pre-condition
 - User must be given the needed permission
 - Clicks "Delivery agents" from user management list
 - Condition of satisfaction
 - Export report of chosen period as:
 - PDF
 - EXL
 - View search bar
 - View button "Add new delivery agent" / clickable
 - View delivery agent name
 - View Delivery agent ID
 - View City, Riegon
 - View delivery agent status:
 - Accepted
 - Rejected
 - New

- View Time and date
 - View number of inputs in the page
 - View number of pages.
 - Drop down list to choose number of inputs in the page
- U32: As an admin, I want to view delivery agent information before accepting or rejecting
 - Pre-condition
 - User must be given the needed permission
 - Click on a delivery agent
 - Condition of satisfaction
 - View delivery agent photo
 - View Delivery agent name
 - View Delivery agent phone number
 - View registration status “New”
 - View Delivery agent email
 - View Delivery agent birthdate
 - View Delivery agent city
 - View Delivery agent region
 - View Vehicle information
 - View driver licence photo
 - Download driver licences photo
 - View car licence
 - Download car licence
 - View car picture
 - Download car picture
 - View car serial number

- View plate lettering
 - View plate numbering
 - View button “Accept” / clickable
 - View pop up screen “تم قبول الطلب بنجاح”
 - View button “Reject” / clickable
 - View pop up screen “تم رفض الطلب”
- U33: As an admin, I want to view delivery agent information after accepting
 - Pre-condition
 - User must be given the needed permission
 - Click on a delivery agent
 - Click “accept”
 - Condition of satisfaction
 - View delivery agent photo
 - View Delivery agent name
 - View Delivery agent phone number
 - View registration status “Accepted”
 - View Delivery agent email
 - View Delivery agent birthdate
 - View Delivery agent city
 - View Delivery agent region
 - View Vehicle information
 - View driver licence photo

- Download driver licences photo
 - View car licence
 - Download car licence
 - View car picture
 - Download car picture
 - View car serial number
 - View plate lettering
 - View plate numbering
- View Bank account information
 - View account number
 - View Bank name
- U34: As an admin, I want to view delivery agent information after rejecting
 - Pre-condition
 - User must be given the needed permission
 - Click on a delivery agent
 - Click “Reject”
 - Condition of satisfaction
 - View delivery agent photo
 - View Delivery agent name
 - View Delivery agent phone number
 - View registration status “Rejected”
 - View Delivery agent email
 - View Delivery agent birthdate
 - View Delivery agent city

- View Delivery agent region
 - View Vehicle information
 - View driver licence photo
 - Download driver licences photo
 - View car licence
 - Download car licence
 - View car picture
 - Download car picture
 - View car serial number
 - View plate lettering
 - View plate numbering
- U35: As an admin, I want to add new delivery agent
 - Pre-condition
 - User must be given the needed permission
 - Click on a delivery agent
 - Click “Add new delivery agent”
 - Condition of satisfaction
 - -

Store Management Screens:

- U36: As an admin, I want to view store management page
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Stores” in the user management list
 - Condition of satisfaction
 - View report file generator

- This allows the user to export the info in this page as a report file either in excel or pdf
- The user can also pick the start and end date in which only data from this period of time will be included in the report
- View “filter by” button
 - This button allows the user to filter the data based on cities, neighbourhoods and store status
- View search bar
 - This allows the user to search results based on store’s name, any matching or similar name will be in the results
- View add new store button
 - When the user clicks on this button, they will navigate to another page where they can enter store information so that they can add a new store to the list of stores
- View store list
 - This list contains many components within each row containing information about one store in each row
 - Row number, this isn’t connected to the store itself but rather which listing or row is first and so on
 - Store logo, which is crucial within the app as it actually shows up for the consumer when browsing products and their prices as well as delivery agents which can see a list of items from that store
 - Store name, this is also important to help us know which store it is and we can search for it using the search bar if needed, also the consumers and delivery agents can see the store’s name as well
 - City and neighbourhood, this will show the store’s general location by city and neighbourhood, this

shows that branch's location not the headquarters of the Store franchise

- Number of orders, this show all order types made from that store using the app, whether it's completed or still active
- Store status, this will show the store's current status in the app, if the store is made available this means its prices for products will show up, if it's unavailable this means its prices for products won't show up within the app, all of its information is saved but it won't show up, the usage of this is that if there's a store that isn't adhering to certain rules, the admin can easily block it
- View store information button, when clicked this will navigate the user to the store information page
- Modify button, this will navigate the user to the store edit page
- Delete button, these will help the user easily delete a store if necessary, if the admin clicks on the delete button for a store they will get a pop up with a message "عند حذف المتجر ، سيتم حذفه من التطبيق ايضًا هل أنت متأكد؟" which prompts the user to ignore the pop up and get back to the same page without deleting the store, or delete the store entirely with all its products, if the user picks the delete store option another pop up will appear with a message "تم حذف المتجر بنجاح" informing the user that the store has been deleted successfully

■ View Number of results picker

- This enables the user to pick how much results appear in on page, there will be a set of options starting from 10 results for each page and so on

■ View pagination buttons

- This helps the user know which page they're on as well as let them traverse through different pages for results

- U37: As an admin, I want to add a new store
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Add new store”
 - Condition of satisfaction
 - View breadcrumb text
 - This enables the user to easily go back to previous pages
 - Upload store logo
 - This can be modified by hovering over the profile picture area and clicking it
 - Fill store name
 - Fill store email
 - Select store region
 - Select store city
 - Select store Neighbourhood
 - Pinpoint store location
 - Fill Store description
 - Pick available work hours on weekend/weekdays
 - Fill product categories
 - Add product category
 - Fill Store manager name
 - Fill Store manager’s phone number

- Fill Store manager's email
 - Fill Store manager's ID
 - View "Confirm new store addition"
 - When this button is clicked and some information isn't filled there will be an error message for each empty field
 - When this button is clicked and all necessary information is filled the user will get a pop up message "تمت إضافة المتجر بنجاح سيتم إرسال رابط الدعوة الى حسابهم في بريدهم الإلكتروني" informing the user that the store has been added and that an email was sent to the store manager's inbox with their Sign in ID
- U38: As an admin, I want to edit an existing store
 - Pre-condition
 - User must be given the needed permission
 - The store has already been added
 - Clicks "edit" icon next to store
 - Condition of satisfaction
 - View breadcrumb text
 - This enables the user to easily go back to previous pages
 - View delete store icon
 - When this button is clicked the user will get a pop up message "عند حذف المتجر ، سيتم حذفه من التطبيق ايضًا هل أنت متأكد؟" which prompts the user to ignore the pop up and get back to the same page without deleting the store, or delete the store entirely with all its products, if the

user picks the delete store option another pop up will appear with a message “تم حذف المتجر بنجاح” informing the user that the store has been deleted successfully, then it will navigate the user back to the store management page

- Change store logo
 - This can be modified by hovering over the profile picture area and clicking it
- Change store name
- Change store email
- Change store region
- Change store city
- Change store Neighbourhood
- Pinpoint store location
- Change Store description
- Change available work hours on weekend/weekdays
- Change product categories
- Add new product categories
- Change Store manager name
- Change Store manager's phone number
- Change Store manager's email
- Change Store manager's ID
- View store status checkbox
 - When checked, the store products will be available within the app and the store's status will be changed to “Available”

- When unchecked, the store products will be unavailable within the app and the store status will be changed to “unavailable”
 - View “Save changes” button
 - When clicked, the user will get a pop up message “تمت تحديث معلومات المتجر بنجاح” which informs the user that the changes have been made successfully
- U39: As an admin, I want to View store information
 - Pre-condition
 - User must be given the needed permission
 - The store has already been added
 - Clicks “view” icon next to store or the row of the store
 - Condition of satisfaction
 - View breadcrumb text
 - This enables the user to easily go back to previous pages
 - View store logo
 - View “Edit” icon
 - When clicked, the user will navigate to the store edit page
 - View “delete” icon
 - When this button is clicked the user will get a pop up message “عند حذف المتجر ، سيتم حذفه من التطبيق ايضاً هل أنت متأكد؟” which prompts the user to ignore the pop up and get back to the same page without deleting the store, or delete the store entirely with all its products, if the

user picks the delete store option another pop up will appear with a message “تم حذف المتجر بنجاح” informing the user that the store has been deleted successfully, then it will navigate the user back to the store management page

- View ID number
- View store name
- View store email
- View store region
- View store city
- View store neighbourhood
- View store description
- View store location
- View available hours on weekday/weekends
- View “delete all products” button
 - When clicked, the user will get a pop up message “عند حذف جميع المنتجات ، سيتم حذفها من التطبيق ايضاً هل أنت متأكد؟” which prompts the user to either ignore the pop up and go back to the same page or click “delete” and delete all products, the page will show a vector with a message “لا يوجد منتجات” indicating this store has no products
- View category buttons
 - When any of the categories are clicked, the product cards under them will change to the items included within this category
 - The selected category button will also have a different colour to indicate that it's selected

- View product cards
 - These will include general information about a product, and if clicked will navigate the user to the product information page of that same product
 - The product card includes, the product image, name, price and availability status
 - It also includes a “delete” icon, when this icon is clicked, the user will get a pop up message “عند حذف المنتج ، سيتم حذفه من التطبيق أيضًا هل أنت متأكد؟” which prompts the user to either ignore the pop up and go back to the same page or click “delete” and delete this product
- View Pagination controls
 - These controls will help the user navigate the many pages of products within the store and within the selected category
- U40: As an admin, I want to view product information
 - Pre-condition.
 - User must be given the needed permission
 - The store has already been added
 - Clicks “view” icon next to store or the row of the store
 - The user must click on the product card from the store information page.
 - Condition of satisfaction.
 - Product information will appear based on the product that the user clicked to view from store information page
 - View product name, image, description, price, status, The number of accepted quantities
 - You can also make the product available or unavailable to users

- View “Delete” icon
 - When this icon is clicked, the user will get a pop up message “عند حذف المنتج ، سيتم حذفه من التطبيق ايضًا هل أنت متأكد؟” which prompts the user to either ignore the pop up and go back to the same page or if they click “delete” and the product will be deleted, then the user will be navigated back to the store information page
 -

Consumer orders Screens:

- U41: As an admin, I want to view consumers orders page
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Consumer order”
 - Condition of satisfaction
 - Export report of chosen period as:
 - PDF
 - EXL
 - View search bar
 - View User ID
 - View consumer name
 - View order number
 - View order status
 - Waiting for delivery agent
 - Preparing order

- Delivery in progress
 - Delivered
 - Cancelled
 - View data and time
 - View icon for details icon / clickable
 - View icon / clickable for:
 - Delete
 - View pop up screen “هل أنت متأكد أنك تريد حذف الطلب؟”
 - View button “Delete”/clickable
 - View button “Ignore” /clickable
 - View number of inputs in the page
 - View number of pages.
 - Drop down list to choose number of inputs in the page
- U42: As an admin, I want to view order details
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Consumer order”
 - Click on details icon
 - Condition of satisfaction
 - View consumer name
 - View consumer location
 - View consumer phone number
 - View consumer email
 - View delivery agent photo

- View delivery agent name
- View delivery agent phone number
- View delivery agent region
- View delivery agent ratings
- View order number
- View ETA
- View order status
- View stores
- View total
- View delivery fee
- View payment status
- View order invoice / clickable icon
- Download order invoice
- View order summary
- View order tracking updates

Transaction screens :

- U43: As an admin, I want to view transactions details.
 - Pre-condition
 - User must be given the needed permission
 - Clicks “transactions”
 - Condition of satisfaction
 - Export report of chosen period as:
 - PDF

- EXL
- View Search bar
- View User name
- View user name
- View user type
- View transaction type
 - Request
 - Dpoist
- View amount
- View Date and time

Cards information screens :

- U44: As an admin, I want to view cards information
 - Pre-condition
 - User must be given the needed permission
 - Clicks “cards information”
 - Condition of satisfaction
 - Export report of chosen period as:
 - PDF
 - EXL
 - View Consumer ID
 - View consumer name
 - View order number
 - View date and time of order

- View card type
 - View card icon / clickable
- U45: As an admin, I want to view card details
 - Pre-condition
 - User must be given the needed permission
 - Clicks card icon
 - Condition of satisfaction
 - View consumer name
 - View consumer phone number
 - View consumer location
 - View consumer email
 - View Order number
 - View Stores
 - View total
 - View order summary
 - View card number
 - View EXP
 - View Name on card
 - View card type

Contact us screens :

- U46: As an admin, I want to view contact us list
 - Pre-condition

- User must be given the needed permission
 - Clicks “contact us”
- Condition of satisfaction
 - View search bar
 - View User name
 - View phone number
 - View communication type
 - View message
 - View date
 - View number of inputs in the page
 - View number of pages.
 - Drop down list to choose number of inputs in the page
- U47: As an admin, I want to view reports details
 - Pre-condition
 - User must be given the needed permission
 - Clicks “contact us”
 - Clicks on message
 - Condition of satisfaction
 - View Consumer name
 - View consumer phone number
 - View communication type
 - View message

Consumers Reports screens :

- U48: As an admin, I want to view reports
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Consumer reports”
 - Condition of satisfaction
 - View search bar
 - View User name
 - View phone number
 - View report type
 - View report message
 - View date
 - View status icon / clickable.
 - View number of inputs in the page
 - View number of pages.
 - Drop down list to choose number of inputs in the page

- U49: As an admin, I want to view reports details
 - Pre-condition
 - User must be given the needed permission
 - Clicks “Consumer reports”
 - Clicks on status icon
 - Condition of satisfaction

- View Consumer name
- View consumer phone number
- View Report type
- View report message

2.6 Store Journey

The store's successful journey through the dashboard will be as follow:

1. Log in screen appears
2. Open home page
 - a. View store information
 - Store logo
 - Store name
 - Email
 - Region
 - District
 - City
 - Store description
 - Location
 - Available working hours
 - weekday
 - weekend
 - Admin information
 - Admin name
 - Phone number
 - Email
 - Number of orders
 - store status
 - b. View store statistics
 - View Total number of consumers
 - View Total number of active consumers

- View Total number of orders
- View Total number of ongoing orders
- View Total number of complete orders
- View Total number of cancel orders
- View Total number of products
- View Total number of categories

3. Open products page

a. View products details table.

- Product enumeration
- Product id
- Product name
- No. of orders
- Product Status
- Delete icon
- View icon
- Edit icon

b. View product scroll bar.

c. View add new product button.

4. Open add new products page

a. View add new products details.

- Product name
- Category name
- Product id
- Product price
- Product description
- Product images

b. View add new products button.

5. Open update products page

6. Open view product information page

2.6.1. Stores stories

Login :

- U1: As a store, I want to login to the website
 - Pre-condition.
 - The user must have an internet connection.

- The user must open the website.
- The admin must add the store to the website.
- The user must have a predefined id.
- Condition of satisfaction
 - Fill the id
 - button login / clickable
 - If the id doesn't match the error message will appear ”
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Home screen:

- U2: As a store, I want to view the home screen
 - Pre-condition.
 - The user must have an internet connection.
 - Condition of satisfaction.
 - The user should view store information
 - Store logo
 - Store name
 - Email
 - Region
 - District
 - City
 - Store description
 - Location
 - Available working hours
 - weekday
 - weekend
 - Admin information

- Admin name
- Phone number
- Email
- Number of orders
- store status
- store statistics
 - View Total number of consumers
 - View Total number of active consumers
 - View Total number of orders
 - View Total number of ongoing orders
 - View Total number of complete orders
 - View Total number of cancel orders
 - View Total number of products
 - View Total number of categories

Product screen:

- U3: As a store, I want to view the products
 - Pre-condition.
 - The user must have an internet connection.
 - Condition of satisfaction.
 - Click on the products icon in the navigation bar.
 - View table of products

Each row have:

- Product enumeration
- Product id
- Product name
- No. of orders
- Product Status
- Delete icon
 - when the user click on delete icon the pop-up message will appear “ عند حذف المنتج ، سيتم حذفه من ” التطبيق ايضاً هل أنت متأكد؟ , prompting the user to either ignore button or delete button when the user clicks on the delete button the product will be removed from the table and application and the pop-up message will appear “ تم حذف المنتج بنجاح ” .
- View icon
 - when the user clicks on the “view” icon, they will navigate to the product info page.
- Edit icon
 - when the user clicks on the edit icon, they will navigate to the edit product page.
- View category scroll bar
 - If the desired category does not appear in the default page, the user will click on one category from the category scroll bar.
 - The products will appear in the table based on the selected category.
- View search bar
 - The user can search either by product name or product id
 - when the user wants to search a particular product they will type in the search bar, If there is no match to the user’s input, a pop-up message will appear “ لم نتمكن من إيجاد منتجات تطابق عملية بحثك ! حاول مرة أخرى ”
 - If there is a match to the user’s input, the matched results will appear on the table.

- View add new product button
 - When the user wants to add a new product they will click on the add new product button, then they will navigate to the add new product page.
 - View filter by button
 - The user can click on the "filter by" button to filter the desired product
 - The desired product are filtered based on status
 - View number of inputs in the page
 - Drop down list to choose number of inputs in the page
 - View number of pages.
- U4: As a store, I want to add a new product
 - Pre-condition.
 - The user must have an internet connection.
 - The user must click on the "add a new product" button from the products pag.
 - Condition of satisfaction.
 - The user can enter product information
 - Product name
 - Category name
 - Product id
 - Product price
 - Product description
 - The user can enter from 0 to 60 characters.
 - Product images
 - The user can drag and drop or import three images
 - View confirm add new product button

- When the user clicks on the confirm add new product button, the product will be added to the store and a pop-up message will appear “تم إضافة المنتج بنجاح”.
- U5: As a store, I want to edit product information
 - Pre-condition.
 - The user must have an internet connection.
 - The user must click on the “edit product” icon either on the products page or product info page, and then will navigate to edit the product information page.
 - Condition of satisfaction.
 - Product information will appear based on the product that the user clicked to edit either on the products page or product info page
 - The user can edit:
 - Product name
 - Category name
 - Product price
 - Product description
 - Product image
 - The user can save the change by click on “Saving changes” button, and a pop-up message “تم تحديث معلومات المنتج بنجاح” will appear
- U6: As a store, I want to delete product
 - Pre-condition.
 - The user must have an internet connection.

- The user must click on the “delete product” icon either from the products page or product info page.
 - Condition of satisfaction.
 - when the user click on delete icon the pop-up message will appear “عند حذف المنتج ، سيتم حذفه من التطبيق ايضاً هل أنت متأكد؟” , prompting the user to either ignore button or delete button when the user clicks on the delete button the product will be removed from the table and application and the pop-up message will appear “تم حذف المنتج بنجاح”.
-
- U7: As a store, I want to view product information
 - Pre-condition.
 - The user must have an internet connection.
 - The user must click on the “view product” from the products page.
 - Condition of satisfaction.
 - Product information will appear based on the product that the user clicked to view from products page
 - View product name, image, description, price, status, The number of accepted quantities

3. Future plan