



SC2006: Software Engineering

Lab 1 Deliverables

Lab Group	ACDA2
Team	Hawka
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Project Mission Statement

Our project is a platform of discovery and recommendation that connects hawkers and consumers based upon their needs, preferences and requirements. By integrating search filters, wait-time predictions, real-time notifications, and interactive maps, the project benefits both consumers seeking to find their ideal hawker choice and hawkers looking to attract and retain customers by enhancing consumer convenience and experience whilst helping to improve the visibility of hawkers to potential customers.

Documentation of functional and non-functional requirements

Functional requirements

1. Users must be authenticated to use our application.
 - 1.1. Consumers must be able to create an account in our application.
 - 1.1.1. Consumers must be able to input their name, address, password, email, contact number, dietary preferences (e.g. vegetarian or halal), preferred cuisines, ambulatory status and profile picture.
 - 1.1.2. Consumers must be able to create an account with the “Consumer” role.
 - 1.2. Hawkers must be able to create an account in our application with Hawker privileges.
 - 1.2.1. Hawkers must be able to input their business name, business UEN, SFA license number, address, password, email, contact number, profile picture, associated hawker center, types of cuisines sold and operating hours (opening and closing hours).
 - 1.2.2. Hawkers must be able to create an account with the “Hawker” role.
 - 1.3. Admins must be able to create an account in our application with Admin privileges.
 - 1.3.1. Admins must be able to input their name, password, email, contact number, admin unique key generated by us prior and profile picture.
 - 1.3.1.1. Admin unique key shall be generated by Us and already recorded in the system.
 - 1.3.2. Admins must be able to create an account with the “Admin” role.

- 1.4. Users must be able to sign in using the accounts they have created previously.
 - 1.4.1. Users must be able to input their email address and password to login to the application. (Business name, email and password for Hawkers)
 - 1.4.2. The application system must mask the user password by replacing actual texts with dots, unless the Users choose to unmask it.
 - 1.4.3. If the email address and password entered by the Users do not match, the application system shall display “Email and password do not match” to the Users.
 - 1.4.4. If the email address and password entered by the Users matches, the application shall login the User in and navigate the User to the home screen of the application.
- 1.5. Users must be able to login using their Google account through Google authentication API integration.
 - 1.5.1. The application system shall request necessary permissions from the User to access Google account information
 - 1.5.2. If the User approves, the application shall retrieve and store relevant User profile data, as permitted by the User and in compliance with Google’s privacy policies.
2. Consumers must be able to view the list of hawker centers and stalls on the home page.
 - 2.1. The list must include the name, location, and primary food offerings, price range of menu items, average customer rating, hygiene rating, operating hours and days of closure of each stall.
 - 2.2. Consumers must be able to view map views of hawker centers for better user navigation.
 - 2.2.1. The application shall provide an interactive map where Consumers can see the locations of hawker centers and stalls.
 - 2.3. Consumers must be able to search for hawker stalls.
 - 2.3.1. The application shall provide consumers to search by name of the stall or hawker center.
3. Consumers must be able to filter hawker centers and stalls based on various criteria.
 - 3.1. Consumers must be able to filter hawker centers and stalls by their operating hours.
 - 3.1.1. The application shall provide options for Consumers to specify a time range to find hawker centers and stalls that are open during that period.

- 3.2. Consumers must be able to filter hawker centers based on the availability of washrooms and/or parking spaces
 - 3.2.1. The application shall provide consumers to filter hawker centers based on the availability of washrooms
 - 3.2.2. The application shall provide consumers to filter hawker centers based on the availability of parking spaces
- 3.3. Consumers must be able to filter hawker centers based on accessibility features for elderly individuals and persons with disabilities.
 - 3.3.1. The application shall allow Consumers to filter hawker centres based on the availability of ramps for wheelchair access.
 - 3.3.2. The application shall allow Consumers to filter hawker centres based on the availability of railings for support.
 - 3.3.3. The application shall allow Consumers to filter hawker centres based on the presence of tactile pavings for visually impaired individuals.
- 3.4. Consumers must be able to filter stalls based on food preferences, price range and hygiene ratings.
 - 3.4.1. The application shall allow consumers to filter stalls based on food preferences, including food type and dietary restrictions.
 - 3.4.2. The application shall allow consumers to filter stalls based on price range, using predefined categories such as low, medium and high.
 - 3.4.3. The application shall allow consumers to filter stalls based on hygiene ratings assigned by the National Environment Agency (NEA).
- 3.5. Consumers must be able to filter stalls based on location or proximity to their current location.
- 4. Consumers must be able to see an estimated wait time for food based on crowd data of different hawker centres.
 - 4.1. The application must calculate estimated wait time accurately.
 - 4.1.1. The application shall use historical crowd data collected over time to identify peak and off-peak hours.
 - 4.1.2. The application shall use order volume data from hawker stalls to estimate the wait time
 - 4.1.3. The application shall display estimated wait time in minutes with accuracy of 5 minutes.
 - 4.2. The application shall use color-coded indicators for quick reference

- 4.2.1. The application shall display a Green marker to indicate short wait time (0 - 5 minutes).
 - 4.2.2. The application shall display a Yellow marker to indicate moderate wait time (6 - 15 minutes).
 - 4.2.3. The application shall display a Red marker to indicate long wait time (16+ minutes).
- 5. Consumers must be able to view a sorted list of hawker centers along with their estimated wait times and distance.
 - 5.1. The application shall allow Consumers to sort the list by wait time in ascending order.
 - 5.2. The application shall allow Consumers to sort the list by proximity to their current location.
 - 5.2.1. The application shall use GPS to calculate the distance of each hawker center to the current location then show nearby hawker centers.
 - 5.2.2. The application shall display the estimated walking time to each hawker center.
- 6. Consumer must be able to modify ratings and reviews for stalls.
 - 6.1. Consumer must be able to write ratings and reviews for stalls.
 - 6.1.1. Consumer must be able to rate stalls on a scale of 1 to 5 stars
 - 6.1.2. Consumers must be able to write text reviews for stalls.
 - 6.1.3. The application must be able to provide an option for Consumers to submit their reviews and ratings.
 - 6.2. Consumer must be able to edit their ratings and reviews for stalls.
 - 6.2.1. Consumer must be able to modify both the rating (1-5 stars) and the text of their review.
 - 6.2.2. Consumer must be able to edit their review only within 48 hours of submission.
 - 6.2.3. Consumer must be notified if their review has been successfully edited.
 - 6.3. Consumers must be able to delete their ratings and reviews for stalls.
 - 6.3.1. The application shall allow Consumers to delete their reviews within 48 hours of submission.
 - 6.3.2. The application shall notify Consumers if their review has been successfully deleted.
- 7. The application must aggregate reviews for stalls to provide a consolidated rating.

- 7.1. The application shall calculate the average rating of a stall based on Consumer review.
 - 7.2. The application shall display the aggregate rating for each stall, alongside the number of reviews received.
8. The application must display reviews and ratings in a way that helps Consumers make better decisions.
 - 8.1. The application shall prioritize reviews that are most relevant to the Consumer's preferences.
 - 8.2. The application shall allow Consumers to sort reviews by rating (high to low) and recency.
9. Consumers must be able to report irrelevant reviews for stalls.
 - 9.1. The application shall allow Consumers to flag reviews as irrelevant.
 - 9.2. The application shall provide a set of predefined categories for reporting, such as "spam", "offensive content" or "irrelevant to food".
 - 9.3. The application shall notify the Admin when a review is reported.
 - 9.4. The application shall show a confirmation message after a review is reported.
10. The application must display an interactive map showing the locations of hawker centres.
 - 10.1. The application must use clustering to group nearby hawker centers for better visualization and clarity on the map.
 - 10.2. The application must allow Consumers to zoom in and out of the map for more detailed or broader views of hawker centre locations.
 - 10.3. The application shall allow Consumers to click on a hawker centre's cluster or marker to view more detailed information, such as the name, location, and available facilities.
11. The application must display nearby public facilities and transport options on the map.
 - 11.1. The system shall show the locations of nearby MRT stations on the map.
 - 11.2. The system shall show the locations of nearby bus stops on the map.
 - 11.3. The system shall show the locations of nearby ATMs on the map.
 - 11.4. The system shall show the locations of nearby parking availability on the map.
12. Consumers must be able to save their favorite hawker centers or stalls for quick access.
 - 12.1. The application shall display the saved hawker centres or stalls under the Consumer's profile.

- 12.2. The application shall allow consumers to organize and manage their saved favorites
 - 12.2.1. The application shall allow consumers to create custom categories (e.g., “Lunch Spots,” “Weekend Favorites”).
 - 12.2.2. The application shall allow consumers to remove hawker centers or stalls from their favorites list.
- 12.3. The application shall allow Consumers to receive updates for their saved favorites
 - 12.3.1. The application shall notify updates on estimated wait times and crowd levels.
 - 12.3.2. The application shall alert consumers for promotions, discounts, or special menu items.
- 13. The application shall allow Consumers to subscribe to notifications on various purposes.
 - 13.1. The system must allow Consumers to subscribe to notifications for new stalls added to nearby hawker centres.
 - 13.2. The system must allow Consumers to subscribe to notifications for promotions or discounts at hawker centres.
 - 13.3. The system must allow Consumers to subscribe to notifications for special events or closures at hawker centres.
- 14. The application shall allow Hawkers to perform hawker-specific tasks.
 - 14.1. The hawker shall be able to modify the stall information associated with the hawker centre.
 - 14.1.1. The hawker must be able to add the stall information associated with the hawker center.
 - 14.1.1.1. The name of the stall
 - 14.1.1.2. The associated hawker center of the stall
 - 14.1.1.3. The operating hours of the stall
 - 14.1.1.4. The hygiene rating of the stall
 - 14.1.1.5. The cuisine type of the stall
 - 14.1.2. The hawker must be able to edit the stall information associated with the hawker centre.
 - 14.1.2.1. The name of the stall
 - 14.1.2.2. The associated hawker center of the stall
 - 14.1.2.3. The operating hours of the stall

- 14.1.2.4. The hygiene rating of the stall
 - 14.1.2.5. The cuisine type of the stall
 - 14.1.3. The hawker must be able to delete the stall information associated with the hawker centre.
- 14.2. The hawker shall be able to view the reviews and ratings left by consumers for their stalls
- 14.3. The hawker shall be able to report irrelevant reviews left by Consumers.
- 14.4. The hawker shall be able to modify the following information for each dish:
 - 14.4.1. The name of the dish
 - 14.4.2. The type of food of the dish
 - 14.4.3. The price of the dish
 - 14.4.4. The photo of the dish
- 14.5. The hawker shall be able to modify promotional dishes to their stall's menu.
 - 14.5.1. The hawker shall be able to modify the following information for each promotional dish:
 - 14.5.1.1. The name of the dish
 - 14.5.1.2. The type of food of the dish
 - 14.5.1.3. The photo of the dish
 - 14.5.1.4. The discounted amount of the dish
- 15. The application shall allow Admins to perform admin-specific tasks.
 - 15.1. The admin shall be able to view all reviews and ratings associated with the hawker stalls submitted by Consumers.
 - 15.2. The admin shall be able to delete the reviews that violate the application's policies or guidelines.
 - 15.3. The admin shall be notified when a review is reported as irrelevant by a hawker.
 - 15.4. The admin shall be able to view the report details when a hawker reports a review, including the predefined reporting categories.

Non-Functional Requirements

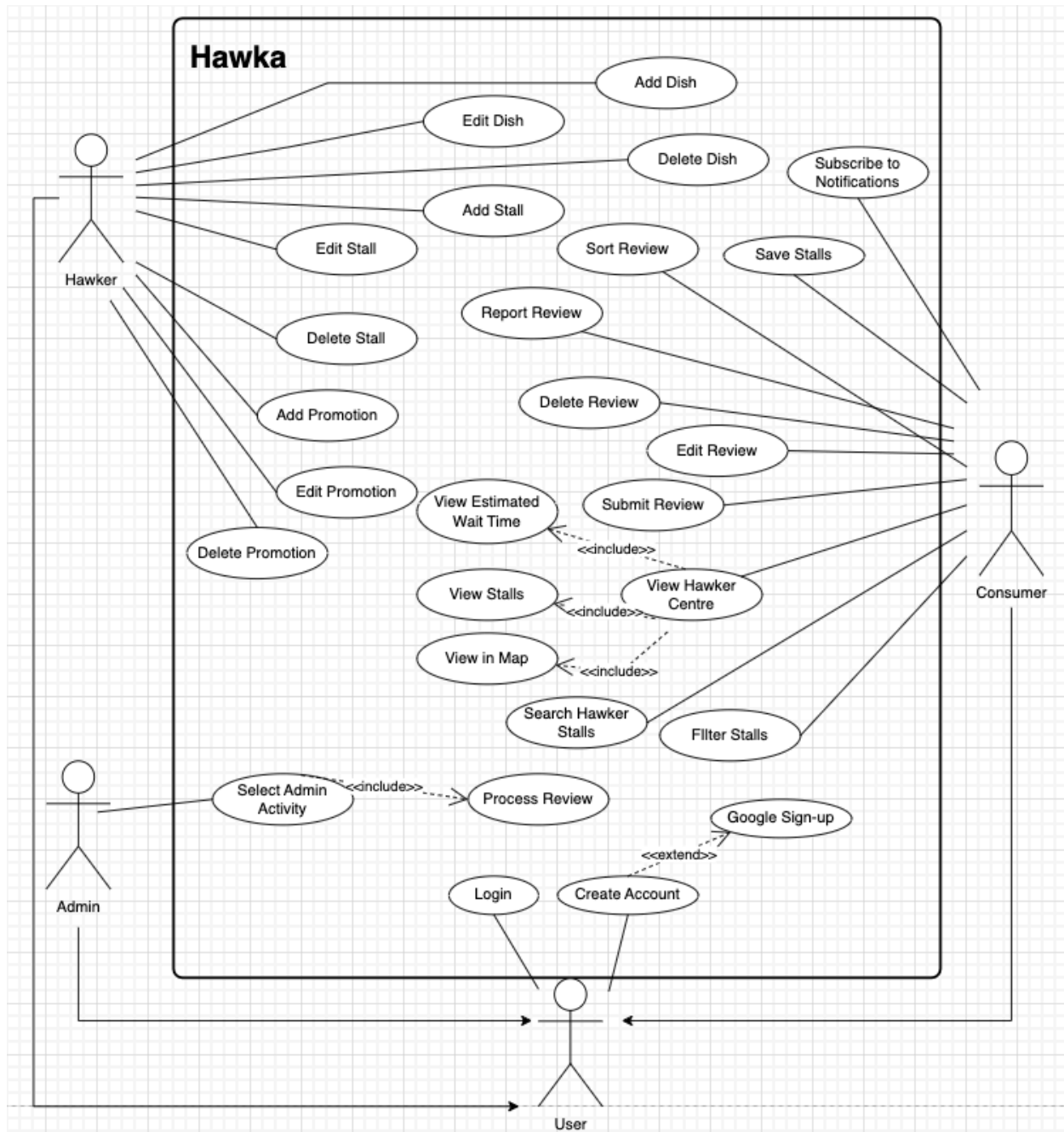
Usability	Different languages <ul style="list-style-type: none">- The web page must automatically adjust its language based on its user's locale, supporting English, Chinese and Malay
	Responsive User Interface <ul style="list-style-type: none">- The web page must provide seamless user experience with minimal delays.- The web page must provide common interactions and navigation actions with a response time of less than 5 seconds for each action.
	Mobile Responsive <ul style="list-style-type: none">- Users must be able to see 100% of the contents of the web page clearly even from the mobile browsers
Reliability	Guarantee Uptime <ul style="list-style-type: none">- The web application must maintain 99.9% uptime to ensure continuous availability for users.
	Data Integrity <ul style="list-style-type: none">- The web application must consistently store and retrieve user's data from the database without corruption and loss.
Performance	Response time <ul style="list-style-type: none">- The web application must load and respond to user interactions within 3 seconds for standard pages and 5 seconds for complex operations.
Supportability	The database solution that the application uses must be interchangeable with any commercial solutions that support both standard SQL or NoSQL queries

Data Dictionary

Term	Definition
Account	A user profile containing credentials and personal details, allowing access to the specific parts of the application based on the user roles (e.g. Consumer, Hawker, Admin)
Admin	A privileged user role responsible for managing the application, overseeing the reported reviews from the consumers.
Application	The web platform that facilitates interactions between consumers, hawkers and administrators for discovering, reviewing and managing hawker-related data.
Consumer	A user of the application who searches for hawker centers and stalls, leaves reviews, and rates the stalls.
Hawker	A vendor or stall owner who operates within a Hawker Stall and provides food or beverages to consumers. Hawkers has the special privilege to update stall details
Map	A visual representation of the geographical locations of Hawker Centres, allowing users to find nearby stalls and navigate efficiently.
Rating	A numerical score provided by consumers to evaluate the quality of food, service or overall experience at a hawker stall on a scale of 1 to 5.
Review	A textual or multimedia-based feedback entry left by a consumer about their experience at a hawker stall, often accompanied by a rating.
Hawker Centre	A food complex housing multiple Hawker stalls, providing a variety of affordable local cuisine options for consumers.
Hawker stall	An individual food stall within a Hawker Centre, operated by a Hawker, offering special dishes or beverages for sale.

Initial Use Case Model, consisting of Use case diagram and Use Case descriptions

Use Case Diagram



Use Case Descriptions

Use Case ID:	HAWK-1.1		
Use Case Name:	Create Account		
Created by:	Cao Junming	Last Updated by:	Cao Junming
Date Created:	07-02-2025	Date Last Updated:	07-02-2025

Actors:	Consumers
Description:	Consumers must be able to create their individual accounts for use in our application, details required for account creation includes name, address, password, email, contact number, dietary preferences and requirements, preferred cuisines, ambulatory status and (optionally) a profile picture. Or they can register and later login via their google accounts.
Preconditions:	Consumer must be using the application for the first time or if the consumer is creating a new account.
Postconditions:	New account created and stored in the system or an explanation as to why a new account with the entered information cannot be created.
Priority:	High
Frequency of Use:	High
Flow of events:	<ol style="list-style-type: none"> 1. The user chooses to register a new account with the "Consumer" role. 2. Consumer can choose to use their google accounts to create a new account. Accounts created via this method can only be accessed via a google account log in. 3. If consumer chooses to create an account manually, consumer is to input his or her username, email and contact number. 4. System verifies whether or not if the entered individual details or associated google account is already associated with another account. 5. If the individual details are not associated with another account, the system then prompts the user to create a password for the new account. 6. User enters password. 7. System prompts User to confirm the password via re-entering the password.

	<ol style="list-style-type: none"> 8. If the passwords match up, system then prompts the User to complete a bot test. 9. If User passes bot test, system will prompt the User to fill in a questionnaire that will record all the dietary and preference related information. 10. Once the User has done so, system will inform user that the new account has been created and displays the User page of the new account.
Alternative Flows:	<p>AF-S3: If the individual details are already associated with another account</p> <ol style="list-style-type: none"> 1. The system will inform the user that the individual details or the google account used to register a new account is already associated with another account and prompt the user to either go to the login page or re-enter individual details. 2. If User chooses to go to the login page, then the system will display the login page. 3. If the user does not choose to go to the login page, system returns to step 3. 4. If this alternate flow occurs repeatedly for 5 times, trigger EX1. <p>AF-S7: If the re-entered password does not match with the original created password</p> <ol style="list-style-type: none"> 1. System informs the user that the passwords do not match. 2. System returns to step 6. 3. If this alternate flow is entered repeatedly for 5 times, trigger EX1 <p>AF-S8: User fails bot test</p> <ol style="list-style-type: none"> 1. System informs User of fail on bot test. 2. System returns to step 7. 3. If bot test is failed repeatedly for 3 times, trigger EX1
Exceptions:	<p>EX1: Suspected Bot detected.</p> <ol style="list-style-type: none"> 1. System returns to login page or homepage. 2. System informs the user of the suspicion. 3. User receives and is informed of a set cooldown period, during which the User cannot create new accounts.
Includes:	None.
Special requirements:	None.

Assumptions:	User is not a bot.
Notes and Issues	

Use Case ID:	HAWK-1.2		
Use Case Name:	CreateAccount		
Created by:	Cao Junming	Last Updated by:	Cao Junming
Date Created:	07-02-2025	Date Last Updated:	07-02-2025

Actors:	Hawkers
Description:	Hawkers must be able to create their individual accounts for use in our application, this account of the “Hawker” role will include special privileges granted only to Hawkers. Details required for account creation will be business name, address(es), password, email, contact number, profile picture, associated hawker center, types of cuisines sold, operating hours (opening and closing hours), UEN and SFA license number.
Preconditions:	All of the following must be fulfilled: <ol style="list-style-type: none"> 1. Hawker must be a registered food vendor with an UEN and SFA license number. 2. Hawker must have at least one already operating establishment.
Postconditions:	Either: <ol style="list-style-type: none"> 1. New Hawker account created and registered. 2. User is informed of why account cannot be created.
Priority:	High
Frequency of Use:	High
Flow of events:	<ol style="list-style-type: none"> 1. Hawker chooses to create an account of the “Hawker” role. 2. Hawker enters business UEN and SFA license number. 3. System will verify it against the government database

	<p>and check if an account is already associated with the 2 numbers.</p> <ol style="list-style-type: none"> Once verified, Hawker will be prompted to enter the other business details such as address(es), operating hours, business name, etc. System checks the business details for any associations with already existing accounts. Once verified to not be associated with any account, Hawker then enters the individual account details. The system then prompts the user to create a password for the new account. User enters password. System prompts User to confirm the password via re-entering the password. Once password is confirmed, system will confirm the new registration and bring the User to the new Hawker account page.
Alternative Flows:	<p>AF-S3: UEN and SFA license numbers fail to validate or are already associated with another account.</p> <ol style="list-style-type: none"> System to prompt the User to either acquire those numbers or to re-enter the numbers in case of a mistake. System returns to step 2. If this flow occurs more than 3 times repeatedly, trigger EX 1. <p>AF-S5: If business details already associated with an existing account.</p> <ol style="list-style-type: none"> The system will inform the user that the business details are already associated with another account and prompt the user to either go to the login page or re-enter individual details. If User chooses to go to the login page, then the system will display the login page. If the user does not choose to go to the login page, system returns to step 4. If this alternate flow occurs repeatedly for 5 times, trigger EX1. <p>AF-S9:</p> <ol style="list-style-type: none"> System informs the user that the passwords do not match. System returns to step 8. If this alternate flow is entered repeatedly for 5 times, trigger EX1.
Exceptions:	EX1: Suspected Bot detected.

	<ol style="list-style-type: none"> 1. System returns to login page or homepage. 2. System informs the user of the suspicion. 3. User receives and is informed of a set cooldown period, during which the User cannot create new accounts.
Includes:	None
Special requirements:	None
Assumptions:	User is not a bot and User is in-charge or an agent of an already operating Hawker establishment.
Notes and Issues	

Use Case ID:	HAWK-1.3		
Use Case Name:	CreateAccount		
Created by:	Cao Junming	Last Updated by:	Cao Junming
Date Created:	07-02-2025	Date Last Updated:	07-02-2025

Actors:	Admin.
Description:	Admin must be able to create their individual Admin accounts for use in our application, account creation details include input their name, password, email, contact number and (optionally) a profile picture.
Preconditions:	Admin must already be registered with our management team.
Postconditions:	<p>Either:</p> <ol style="list-style-type: none"> 1. Admin account created. 2. User informed of why Admin account cannot be created.
Priority:	High
Frequency of Use:	Whenever a new Admin creates his or her Admin account.
Flow of events:	<ol style="list-style-type: none"> 1. Admin chooses to create his or her admin account. 2. Admin enters individual information. 3. System checks the Admin's individual information against our management team's database to ensure

	<p>that the Admin is registered and that his or her information is not associated with any pre-existing accounts.</p> <ol style="list-style-type: none"> Once validated, Admin inputs the password for the creation of the Admin account. Admin is then requested to re-enter the password for confirmation. Should the passwords match, Admin is informed of the creation of a new account and is brought to the Admin account page.
Alternative Flows:	<p>AF-S3: Individual information not found in database or is already associated with a pre-existing account</p> <ol style="list-style-type: none"> The system will inform the user that the individual details are already associated with another account or that it is not found in the database and prompts the user to either go to the login page or re-enter individual details. If User chooses to go to the login page, then the system will display the login page. If the user does not choose to go to the login page, system returns to step 2. If this alternate flow occurs repeatedly for 5 times, trigger EX1. <p>AF-S6: Passwords do not match.</p> <ol style="list-style-type: none"> System informs the user that the passwords do not match. System returns to step 5. If this alternate flow is entered repeatedly for 5 times, trigger EX1.
Exceptions:	<p>EX1: Suspected Bot detected.</p> <ol style="list-style-type: none"> System returns to login page or homepage. System informs the user of the suspicion. User receives and is informed of a set cooldown period, during which the User cannot create new accounts.
Includes:	None.
Special requirements:	None.
Assumptions:	User is an admin that is registered with the management team.
Notes and Issues	

Use Case ID:	HAWK-1.4		
Use Case Name:	Login		
Created by:	Cao Junming	Last Updated by:	Cao Junming
Date Created:	07-02-2025	Date Last Updated:	07-02-2025

Actors:	Users
Description:	User must be able to log into their respective accounts. For Consumers and Admins, using their emails and passwords. For Hawkers, using the names of their respective businesses, their emails and their passwords.
Preconditions:	User must have an account registered with the application.
Postconditions:	Either: <ol style="list-style-type: none"> 1. User logs in. 2. User is informed of an invalid email, business name or password.
Priority:	High
Frequency of Use:	Whenever a user logs in.
Flow of events:	<ol style="list-style-type: none"> 1. User chooses the role to log into. 2. If the selected role is either Consumer or Admin, User to input email address and password or choose to login via Google accounts (if the selected role is Consumer). If the selected role is Hawker, User to input business name, email address and password. 3. User to pass a bot test. 4. If user passes the bot test, system checks the inputs against the registry. 5. If input information matches and checks out against the system database, the User is logged into his or her account and sent to the account profile page.
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. User is informed of failure in bot test. 2. System returns to step 3. 3. If bot test failed more than 3 consecutive times, trigger EX 1.

	AF-S4: <ol style="list-style-type: none"> 1. User is informed of an invalid email address, password or business name and asked to retry. 2. System returns to step 2. 3. If this alternative flow occurs repeatedly for 3 times, trigger EX 2.
Exceptions:	EX1: Suspected Bot detected. <ol style="list-style-type: none"> 1. System returns to login page or homepage. 2. System informs the user of the suspicion. 3. The User receives and is informed of a set cooldown period, during which the User cannot create new accounts or log in. EX2: Malicious login attempts detected. <ol style="list-style-type: none"> 1. System returns to login page or homepage. 2. System informs the user of the suspicion. 3. The User receives and is informed of a set cooldown period, during which the User cannot create new accounts or log in. The cooldown period is to be longer than the cooldown period for EX1.
Includes:	None.
Special requirements:	None.
Assumptions:	User attempting to log in is not a bot.
Notes and Issues	None

Use Case ID:	HAWK-2.1		
Use Case Name:	View Hawker Centres		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	Consumers must be able to view the list of hawker centers and stalls on the home page. The list must include the name, location, and primary food offerings, price range of menu items, average customer rating, hygiene rating, operating hours and days of closure of each stall.
Preconditions:	Consumers must be logged into the application
Postconditions:	The list of hawker centers and stalls are shown on the home page
Priority:	Normal
Frequency of Use:	Whenever a consumer logs in.
Flow of events:	<ol style="list-style-type: none"> 1. Consumers land on the homepage after login 2. List of hawker centers and stalls are shown on the home page
Alternative Flows:	None
Exceptions:	None
Includes:	View Stalls View Estimated Wait Time View in Map
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-2.2		
Use Case Name:	View in Map		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	Consumers must be able to view map views of hawker centers for better user navigation. The application shall provide an interactive map where Consumers can see the locations of hawker centers and stalls.
Preconditions:	Consumers must be logged into the application
Postconditions:	The interactive map views of hawker centers is shown
Priority:	Normal
Frequency of Use:	Whenever a consumer switch to map view
Flow of events:	<ol style="list-style-type: none"> 1. Consumers land on the homepage after login 2. Consumers switch to map view 3. An interactive map of hawker centers is shown
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-2.3		
Use Case Name:	Search Hawker Stalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	Consumers must be able to search for hawker stalls. The application shall provide consumers to search by name of the stall or hawker center.
Preconditions:	Consumers must be logged into the application
Postconditions:	Relevant stalls and hawker centers are shown based on the search term
Priority:	Normal
Frequency of Use:	Whenever a consumer input the search term
Flow of events:	<ol style="list-style-type: none"> 1. Consumers land on the homepage after login 2. Consumers enter search term in the search bar 3. A list of relevant stalls and hawker centers is shown
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the search term does not match anything
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-3.1		
Use Case Name:	Filter Stalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	The application shall provide options for Consumers to specify a time range to find hawker centers and stalls that are open during that period.
Preconditions:	Consumers must be logged into the application
Postconditions:	Relevant stalls are shown based on the filter
Priority:	Normal
Frequency of Use:	Whenever a consumer specifically choose to filter
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit filter button 2. Consumers specify a time range 3. Relevant stalls are shown based on the filter
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the filter does not match anything
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-3.2		
Use Case Name:			
	Filter Stalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	The application shall provide consumers to filter hawker centers based on the availability of washrooms and parking spaces
Preconditions:	Consumers must be logged into the application
Postconditions:	Relevant stalls are shown based on the filter
Priority:	Normal
Frequency of Use:	Whenever a consumer specifically choose to filter
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit filter button 2. Consumers tick washroom or parking spaces box 3. Relevant stalls are shown based on the filter
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the filter does not match anything
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-3.3		
Use Case Name:	FilterStalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	The application shall allow Consumers to filter hawker centres based on the availability of ramps, railings, or tactile pavings for visually impaired individuals.
Preconditions:	Consumers must be logged into the application
Postconditions:	Relevant stalls are shown based on the filter
Priority:	Normal
Frequency of Use:	Whenever a consumer specifically choose to filter
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit filter button 2. Consumers tick accessibility box 3. Relevant stalls are shown based on the filter
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the filter does not match anything
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-3.4		
Use Case Name:			
	FilterStalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
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Description:	The application shall allow consumers to filter stalls based on food preferences, including food type and dietary restrictions, price range, using predefined categories such as low, medium and high, and hygiene ratings.		
Preconditions:	Consumers must be logged into the application		
Postconditions:	Relevant stalls are shown based on the filter		
Priority:	Normal		
Frequency of Use:	Whenever a consumer specifically choose to filter		
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit filter button 2. Consumers tick food preferences, price range, or hygiene ratings box 3. Relevant stalls are shown based on the filter 		
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the filter does not match anything 		
Exceptions:	None		
Includes:	None		
Special requirements:	None		
Assumptions:	User logged in as a consumer		
Notes and Issues	None		

Use Case ID:	HAWK-3.5		
Use Case Name:			
	FilterStalls		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
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Description:	Consumers must be able to filter stalls based on location or proximity to their current location.
Preconditions:	Consumers must be logged into the application
Postconditions:	Relevant stalls are shown based on the filter
Priority:	Normal
Frequency of Use:	Whenever a consumer specifically choose to filter
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit filter button 2. Consumers tick distance range box 3. Relevant stalls are shown based on the filter
Alternative Flows:	AF-S3: <ol style="list-style-type: none"> 1. "No search found" is shown when the filter does not match anything (no stalls within the distance)
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-4.1		
Use Case Name:	Consumers must be able to see an estimated wait time for food based on crowd data of different hawker centres.		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
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Description:	Consumers must be able to see an estimated wait time for food based on crowd data of different hawker centres. The application must calculate estimated wait time accurately by using historical crowd data and order volume data.
Preconditions:	Consumers must be logged into the application
Postconditions:	Estimated wait time in minutes is shown for each stall
Priority:	Normal
Frequency of Use:	Whenever a consumer hit check wait time function
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit check wait time function 2. Estimated wait time in minutes is shown for each stall
Alternative Flows:	None
Exceptions:	EX2: No data available to calculate estimated wait time <ol style="list-style-type: none"> 1. Estimated wait time is shown as "--"
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-4.2		
Use Case Name:	View Estimated Wait Time		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
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Description:	Consumers must be able to see an estimated wait time with color-coded indicators for quick reference. The application shall display a Green marker to indicate short wait time (0 - 5 minutes). A Yellow marker to indicate moderate wait time (6 - 15 minutes). A Red marker to indicate long wait time (16+ minutes).		
Preconditions:	Consumers must be logged into the application		
Postconditions:	Estimated wait time in minutes with color-coded is shown for each stall		
Priority:	Normal		
Frequency of Use:	Whenever a consumer hit check wait time function		
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit check wait time function 2. Estimated wait time in minutes is shown for each stall with color-coded 		
Alternative Flows:	None		
Exceptions:	EX2: No data available to calculate estimated wait time <ol style="list-style-type: none"> 1. Estimated wait time is shown as "--" with black color-coded 		
Includes:	HAWK-4.1		
Special requirements:	None		
Assumptions:	User logged in as a consumer		
Notes and Issues	None		

Use Case ID:	HAWK-5.1		
Use Case Name:	Consumers must be able to view a sorted list of hawker centers using wait time		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	Consumers must be able to view a sorted list of hawker centers using wait time. The application shall allow Consumers to sort the list by wait time in ascending order.
Preconditions:	Consumers must be logged into the application
Postconditions:	A sorted list of hawker centers based on average waiting time is shown in ascending order
Priority:	Normal
Frequency of Use:	Whenever a consumer hit sort by wait time function
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit sort by wait time function 2. Estimated wait time in minutes is shown for each stall with color-coded 3. A sorted list of hawker centers based on average waiting time is shown in ascending order
Alternative Flows:	None
Exceptions:	None
Includes:	HAWK-4.1
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-5.2		
Use Case Name:	Consumers must be able to view a sorted list of hawker centers using distance to their current location		
Created by:	Natthakan	Last Updated by:	Natthakan
Date Created:	12-02-2025	Date Last Updated:	12-02-2025

Actors:	Consumers
Description:	Consumers must be able to view a sorted list of hawker centers using distance to their current location. The application shall allow Consumers to sort the list by proximity to their current location. The application shall display the estimated walking time to each hawker center.
Preconditions:	Consumers must be logged into the application
Postconditions:	A sorted list of hawker centers based on distance is shown in ascending order
Priority:	Normal
Frequency of Use:	Whenever a consumer hit sort by distance function
Flow of events:	<ol style="list-style-type: none"> 1. Consumers hit sort by distance function 2. A sorted list of hawker centers based on distance is shown in ascending order 3. Estimated walking time is shown besides each hawker center
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special requirements:	None
Assumptions:	User logged in as a consumer
Notes and Issues	None

Use Case ID:	HAWK-6.1		
Use Case Name:	Write Ratings and Reviews for Stalls		
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer
Description:	Consumer can submit ratings and reviews for stalls, providing feedback on their experiences.
Preconditions:	Consumer must be logged into the application.
Postconditions:	The submitted review and rating are stored and displayed under the respective stall.
Priority:	NORMAL
Frequency of Use:	Frequent
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates to a stall's page. 2. Consumer selects a rating between 1 to 5 stars. 3. Consumer writes a text review (optional). 4. Consumer submits the review. 5. System stores the review and rating. 6. System displays the review on the stall's page. 7. Consumer receives confirmation of successful submission.
Alternative Flows:	None
Exceptions:	If the Consumer is not logged in, prompt login before submitting a review.
Includes:	None
Special requirements:	None
Assumptions:	Consumers provide an honest review.

Notes and Issues	None
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Use Case ID:	HAWK-6.2		
Use Case Name:	Modify Reviews		
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer
Description:	Consumer can edit their submitted reviews and ratings within 48 hours.
Preconditions:	Consumer must have an existing review for a stall.
Postconditions:	The modified review replaces the previous one.
Priority:	NORMAL
Frequency of Use:	Occasional
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates to their submitted review. 2. Consumer selects the option to edit. 3. Consumer modifies the rating and/or review text. 4. Consumer submits the changes. 5. System updates the review and rating. 6. System confirms the modification.
Alternative Flows:	<p>AF-S10: If Consumer has not make a review on any particular stalls:</p> <ol style="list-style-type: none"> 1. The system will not display "Edit" button.

	<p>2. The system will display “Review” button only to submit a review of the stalls.</p> <p>If the “Cancel” button is pressed</p> <p>1. The system will not save the changes made.</p> <p>2. The system will direct the consumer to the “Edit” button.</p>
Exceptions:	If 48 hours have passed, the edit option is disabled.
Includes:	None
Special requirements:	Editing must be restricted to the 48-hour time window.
Assumptions:	None
Notes and Issues	None

Use Case ID:	HAWK-6.3		
Use Case Name:	Delete Reviews		
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer
Description:	Consumer can delete their submitted reviews within 48 hours
Preconditions:	Consumer must have an existing review for a stall.
Postconditions:	The review is removed from the system

Priority:	NORMAL
Frequency of Use:	Occasional
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates to their submitted review. 2. Consumer selects the delete option. 3. System prompts a confirmation message. 4. Consumer confirms deletion. 5. System removes the review. 6. System notifies the Consumer of successful deletion.
Alternative Flows:	None
Exceptions:	If 48 hours have passed, the delete option is disabled
Includes:	None
Special requirements:	Deletion should be confirmed before processing.
Assumptions:	Consumers may wish to remove feedback for personal reasons.
Notes and Issues	None

Use Case ID:	HAWK-7		
Use Case Name:	Aggregate and Display Rating and Reviews		
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer
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Description:	The application aggregates ratings and reviews for a stall and displays consolidated information.
Preconditions:	The stall must have at least one review.
Postconditions:	Consumer can view the average rating, total reviews, and prioritized reviews
Priority:	HIGH
Frequency of Use:	Frequent
Flow of events:	<ol style="list-style-type: none"> 1. System calculates the average rating for the stall based on all submitted ratings. 2. System counts the total number of reviews for the stall. 3. System displays the aggregate rating alongside the total reviews on the stall's page. 4. Consumer navigates to the reviews section. 5. Consumer selects a sorting option (e.g., by highest rating or recency). 6. System updates the display to prioritize reviews based on the selected sorting option. 7. Consumer views the reviews to make a decision
Alternative Flows:	None
Exceptions:	If no reviews are available, display "No reviews yet."
Includes:	None
Special requirements:	None
Assumptions:	Consumers value consolidated review information to aid decision-making.

Notes and Issues	None
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Use Case ID:	HAWK-8 Sort Review		
Use Case Name:			
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer
Description:	The application allows users to prioritize reviews most relevant to their preferences and sort reviews by rating or recency.
Preconditions:	The stall must have existing reviews.
Postconditions:	Consumers can view reviews sorted according to their preferences.
Priority:	NORMAL
Frequency of Use:	Frequent
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates to the stall's reviews section. 2. Consumer selects a sorting preference (e.g., "Most Relevant," "Highest Rating," or "Newest First"). 3. System applies the selected sorting preference. 4. System updates the display to match the preference. 5. Consumer views sorted reviews.

Alternative Flows:	None
Exceptions:	If no reviews match the preference, display “No reviews matching your preference.”
Includes:	None
Special requirements:	None
Assumptions:	None
Notes and Issues	None

Use Case ID:	HAWK-9 Report Review		
Use Case Name:			
Created by:	Aliff	Last Updated by:	
Date Created:	2025-02-06	Date Last Updated:	

Actors:	Consumer, Admin
Description:	Consumers can flag reviews that are irrelevant or inappropriate.
Preconditions:	Consumer must be logged in

Postconditions:	The Admin is notified, and the flagged review is reviewed.
Priority:	NORMAL
Frequency of Use:	Occasional
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates to a review. 2. Consumer selects the report option. 3. Consumer chooses a predefined category (e.g., "spam," "offensive content," or "irrelevant to food"). 4. Consumer submits the report. 5. System notifies the Admin. 6. System confirms the report submission to the Consumer.
Alternative Flows:	None
Exceptions:	If a Consumer has already reported a review, they cannot report it again.
Includes:	None
Special requirements:	None
Assumptions:	Consumers will report reviews responsibly.
Notes and Issues	None

Use Case ID:	HAWK-12		
Use Case Name:	Save Stalls		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-06

Actors:	Consumer.
Description:	Consumer will be able to save their favourite hawker centres or stalls for quick access.
Preconditions:	Consumer must be logged into the application.
Postconditions:	The favoured hawker centre or stall is saved under the Consumer's profile.
Priority:	NORMAL
Frequency of Use:	More often during initial use of the application and less often subsequently.
Flow of events:	<ol style="list-style-type: none"> 1. Consumer navigates the list of hawker centers and stalls on the home page. 2. Consumer searches for the hawker centre or stall using his selected criteria 3. Consumer selects hawker centre or stall 4. Consumer clicks on the "Save to Favourites" button 5. Consumer can view the favoured hawker centre or stall in the profile
Alternative Flows:	None.
Exceptions:	If the user is not logged into the system, they will be prompted to log in first.
Includes:	None.
Special requirements:	None.
Assumptions:	Consumer wants to save multiple favourite hawker centres or stalls.
Notes and Issues	None.

Use Case ID:	HAWK-13
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Use Case Name:	Subscribe to Notifications		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-06

Actors:	Consumer.
Description:	Consumer will be able to subscribe to notifications on new stalls added to nearby hawker centres, promotions or discounts at hawker centres and special events or closures at hawker centres.
Preconditions:	Consumer must be logged into the application.
Postconditions:	Notifications will appear on Consumer's dashboard based on his respective subscriptions.
Priority:	HIGH
Frequency of Use:	Every use of the application.
Flow of events:	<ul style="list-style-type: none"> • Consumer logs into the system. • Consumer selects the "Notifications" icon on the home page. • Consumer selects the notification categories he would like to subscribe to. • Consumer clicks on the "Subscribe" button. • Consumer receives a notification informing him of his successful subscriptions.
Alternative Flows:	Consumer can select on first registration to the system (?)
Exceptions:	If the consumer is not logged into the system, they will be prompted to log in first.
Includes:	None.
Special requirements:	Consumer should be able to unsubscribe to notifications as well.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-14.1		
Use Case Name:	Add Stall		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to add stall information associated with the hawker centre.
Preconditions:	Hawker must be logged into the application.
Postconditions:	1. Stall information is added and shows successfully on searching by Consumer
Priority:	HIGH
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the "Add stall" button on the Profile page. 4. Hawker fills in required information about the stall, including the hawker centre it belongs to. 5. Hawker clicks the "Save" button located at the bottom of the template. 6. Hawker receives a notification saying "Profile updated successfully."
Alternative Flows:	None.
Exceptions:	If the hawker is not logged into the system, they will be prompted to log in first.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-14.2
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Use Case Name:	Edit Stall		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to edit stall information associated with the hawker centre.
Preconditions:	Hawker must be logged into the application.
Postconditions:	1. Stall information is edited and shows successfully on searching by Consumer
Priority:	HIGH
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall's name to enter the stall page. 4. Hawker clicks the "Edit" button beside the stall name to enter editing mode. 5. Hawker edits content in the fields he wants to modify. 6. Hawker clicks the "Save" button located at the bottom of the page in editing mode. 7. Hawker receives a notification saying "Profile updated successfully."
Alternative Flows:	None.
Exceptions:	If the hawker is not logged into the system, they will be prompted to log in first.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-14.3
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Use Case Name:	Delete Stall		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to edit stall information associated with the hawker centre.
Preconditions:	Hawker must be logged into the application.
Postconditions:	1. Stall information is edited and shows successfully on searching by Consumer
Priority:	HIGH
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the "Edit" button on the Profile page. 4. Hawker clicks the stall's name to enter the stall page. 5. Hawker scrolls to the bottom of the stall page. 6. Hawker clicks the "Suspend stall" button located under the information of the stall. 7. Stall page shows the window: "Confirm suspend stall? Your stall's information will be deleted from the system." 8. Hawker clicks the "Yes" button to confirm their selection.
Alternative Flows:	None.
Exceptions:	If the hawker is not logged into the system, they will be prompted to log in first.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-15.1		
Use Case Name:	Add promotions		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to add information on promotions on their stall profiles.
Preconditions:	Hawker must be logged into the application.
Postconditions:	New promotional information are added and visible on the stall page, and consumers subscribing to such notifications are notified.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall he would like to add the promotion to. 4. Hawker clicks "Add promotion" on the stall page. 5. Hawker fills in information about the promotion, including, a short description of what it involves, attaching posters (if any) and the start and end date of the promotion. 6. Hawker clicks "Save" to confirm the promotion.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-15.2		
Use Case Name:	Edit promotions		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to edit information on promotions on their stall profiles.
Preconditions:	Hawker must be logged into the application.
Postconditions:	New promotional information are updated and visible on the stall page, and consumers subscribing to such notifications are notified.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall whose promotion he would like to edit. 4. Under the list of ongoing promotions, Hawker clicks "Edit promotion" of the promotion he would like to edit. 5. Hawker edits information about the promotion. 6. Hawker clicks "Save" to confirm the new promotion details.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	Hawker shall not be able to edit the start date of the promotion if it has already passed.

Use Case ID:	HAWK-15.3		
Use Case Name:	Delete promotions		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to delete promotions on their stall profiles.
Preconditions:	Hawker must be logged into the application.
Postconditions:	New promotional information are deleted and removed from the stall page.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall whose promotion he would like to edit. 4. Under the list of ongoing promotions, Hawker clicks "Delete promotion" of the promotion he would like to edit. 5. The notification "Delete promotion? Yes/No" appears for the hawker to confirm his selection. 6. Hawker clicks "Yes" to confirm the deletion.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	Hawker shall not be able to delete past promotions if they have already ended.

Use Case ID:	HAWK-16.1
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Use Case Name:	Add dishes		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to add new dishes on their menu.
Preconditions:	Hawker must be logged into the application.
Postconditions:	New dishes and prices are updated and displayed on the Stall page when any user views the Stall.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall whose menu he would like to add the dish to. 4. Hawker clicks "Add dish" under Menu on the stall page. 5. Hawker fills in information about the dish, including its name, type of food, a photo and its price. 6. Hawker clicks "Save" to add the new dish.
Alternative Flows:	None.
Exceptions:	If the Hawker is adding a duplicate dish with the same name already existing on the menu, he will be shown the error message: "Dish already exists! Change name / Cancel"
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-16.2
Use Case Name:	Edit dishes

Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to edit dishes on their menu.
Preconditions:	Hawker must be logged into the application.
Postconditions:	Updated dishes and prices are updated and displayed on the Stall page when any user views the Stall.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall whose menu he would like to edit the dish. 4. Hawker clicks "Edit dish" under Menu on the stall page. 5. Hawker updates information about the dish, including its name, type of food, a photo and its price. 6. Hawker clicks "Save" to update information about the dish.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-16.3		
Use Case Name:	Delete dishes		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-10

Actors:	Hawker.
Description:	Hawker will be able to delete dishes from their menu.
Preconditions:	Hawker must be logged into the application.
Postconditions:	Dishes and prices are updated and displayed on the Stall page when any user views the Stall.
Priority:	NORMAL
Frequency of Use:	Occasional.
Flow of events:	<ol style="list-style-type: none"> 1. Hawker logs into the system. 2. Hawker clicks the "Profile" icon on the home page. 3. Hawker clicks the desired stall whose menu he would like to add the dish to. 4. Hawker clicks "Delete dish" under the dish name, under Menu on the stall page. 5. The notification "Delete dish? Yes/No" appears for the hawker to confirm his selection. 6. Hawker clicks "Yes" to confirm the deletion.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-17		
Use Case Name:	Select Admin activity		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-12

Actors:	Admin.
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Description:	Admin will be able to select the actions he would like to take.
Preconditions:	Admin must be logged into the system.
Postconditions:	Admin enters the page of the activity he would like to perform.
Priority:	HIGH
Frequency of Use:	Every day.
Flow of events:	<ol style="list-style-type: none"> 1. Admin logs into the system. 2. Admin sees "Process Reviews" and "Verify Hawker" on the landing page. 3. If Admin clicks on "Verify Hawker", then Admin uses the use case Verify Hawker (HAWK-19) 4. If Admin clicks on "Process Reviews", then Admin uses the use case "Process reviews" (HAWK-18) application to confirm their authenticity.
Alternative Flows:	None.
Exceptions:	None.
Includes:	HAWK-18, HAWK-19
Special requirements:	None.
Assumptions:	None.
Notes and Issues	None.

Use Case ID:	HAWK-18		
Use Case Name:	Process reviews		
Created by:	Kow Zi Ting	Last Updated by:	Kow Zi Ting
Date Created:	2025-02-06	Date Last Updated:	2025-02-12

Actors:	Admin.
Description:	Admin will be able to delete reported reviews.
Preconditions:	Admin must be logged into the system.
Postconditions:	<ol style="list-style-type: none"> 1. Errant review is deleted.

	<ol style="list-style-type: none"> Admin receives a notification confirming the deletion. Ratings for the stall are reaggregated taking into account the deleted review.
Priority:	HIGH
Frequency of Use:	Every day.
Flow of events:	<ol style="list-style-type: none"> Admin sees the lists of reported reviews, categorised by the role of the reporting person (Hawker/Consumer). Admin clicks onto a reported review and verifies the content of the review against the reason for reporting. Admin clicks "Delete Review". The notification "Delete Review? Yes/No" appears for Admin to confirm his selection. Admin clicks "Yes" to confirm the deletion.
Alternative Flows:	None.
Exceptions:	None.
Includes:	None.
Special requirements:	None.
Assumptions:	Administrators are impartial and fully follow review policies in evaluating reports.
Notes and Issues	If the review does not violate review policies, after steps 1-4, the Administrator takes no action.

UI Mockups

Create an account Page

Logo

Create an account

Already have an account? [Login](#)



Create account

Or register with

Sign up with Google

Login Page

Logo

Welcome Back!

Don't have an account? [Register](#)



Log in

Or sign in with

Sign in with Google

Account Setup - Consumer, Hawker, Admin

Logo

Complete Your Profile to Get Started!

Just a few more details, and you'll be all set.
Once completed, we'll take you to your
home page!



Click on the profile picture to
upload your photo

Consumer



Address

Contact Number

Dietary preference

Preferred cuisines

Ambulatory status

Get Started

Logo

Complete Your Profile to Get Started!

Just a few more details, and you'll be all set.
Once completed, we'll take you to your
home page!



Click on the profile picture to
upload your photo

Admin



Admin unique key

Contact Number

Get Started

Logo

Complete Your Profile to Get Started!

Just a few more details, and you'll be all set.
Once completed, we'll take you to your home page!



Click on the profile picture to upload your photo

Hawker

Business name

Business UEN

SFA licence num

Address

Contact Number

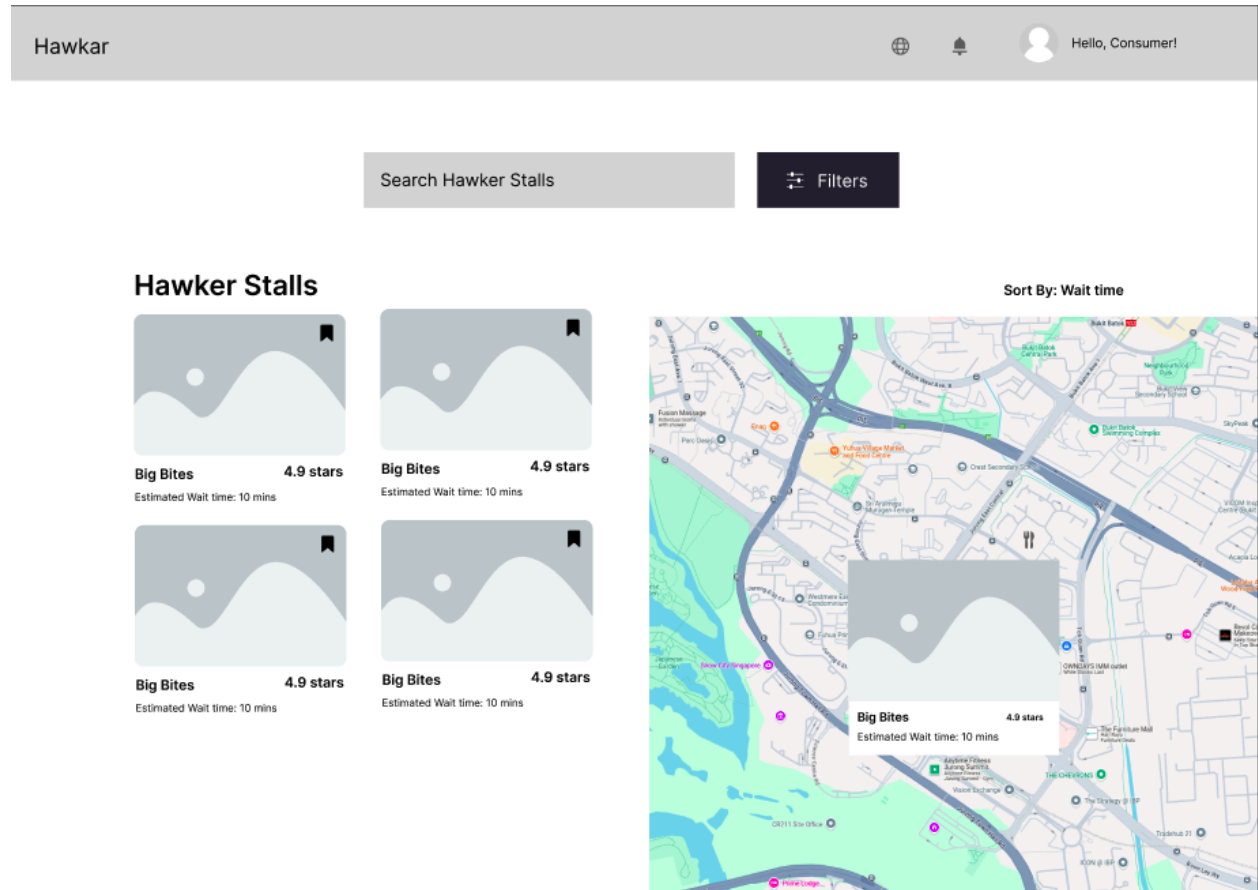
Hawker center

Cuisines type

Operating Hours

Get Started

Home Page - Consumer



Filters Dialog

Filters

×

Operating Hours:

Starting Hours

Closing Hours

Amenities

Washroom

Parking Space

Accessibility

Wheelchair Access

Railing Support

Tactile Paving

Food Preferences

Western

Indian Food

Korean Food

Price Range

Low

High

\$3

\$10

Location

Clementi

▼

Hygiene Ratings




A

▼


Apply Filters

Notification Page - Consumer


Hawkar

Hello, Consumer!


Notifications

A new stall is added to Yuhua Food Centre

Today at 12.20 PM

Big Bites has added a new promotion to the stall


Today at 12.20 PM



Yuhua Food Centre is closed for cleaning

Today at 12.20 PM

Hawker Stall Information - Consumer

Hawkar


Hello, Consumer!



Big Bites

Western | Yuhus Food Centre
Estimated Wait time: 10 mins
Operating Hours: 10am to 4pm
Hygiene Rating: A

Stall Menu




Food Name 1
Food type

Price



Food Name 1
Food type

Price



Food Name 1
Food type

Price

Ratings & Reviews

4.9 ★

480 Ratings

5 ★

4 ★

3 ★

2 ★

1 ★

Add Review

Sort by: Ratings

Consumer1
★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

Consumer1
★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

Consumer
★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

Modify Review + Report Review

Add Review

Add Review

Ratings ★ ★ ★ ★ ★

Review

Submit Review

Edit Review

Edit Review

Ratings ★ ★ ★ ★ ★

This is the review

Submit Review

Report Review

Report Review

Spam

Irrelevant to Food

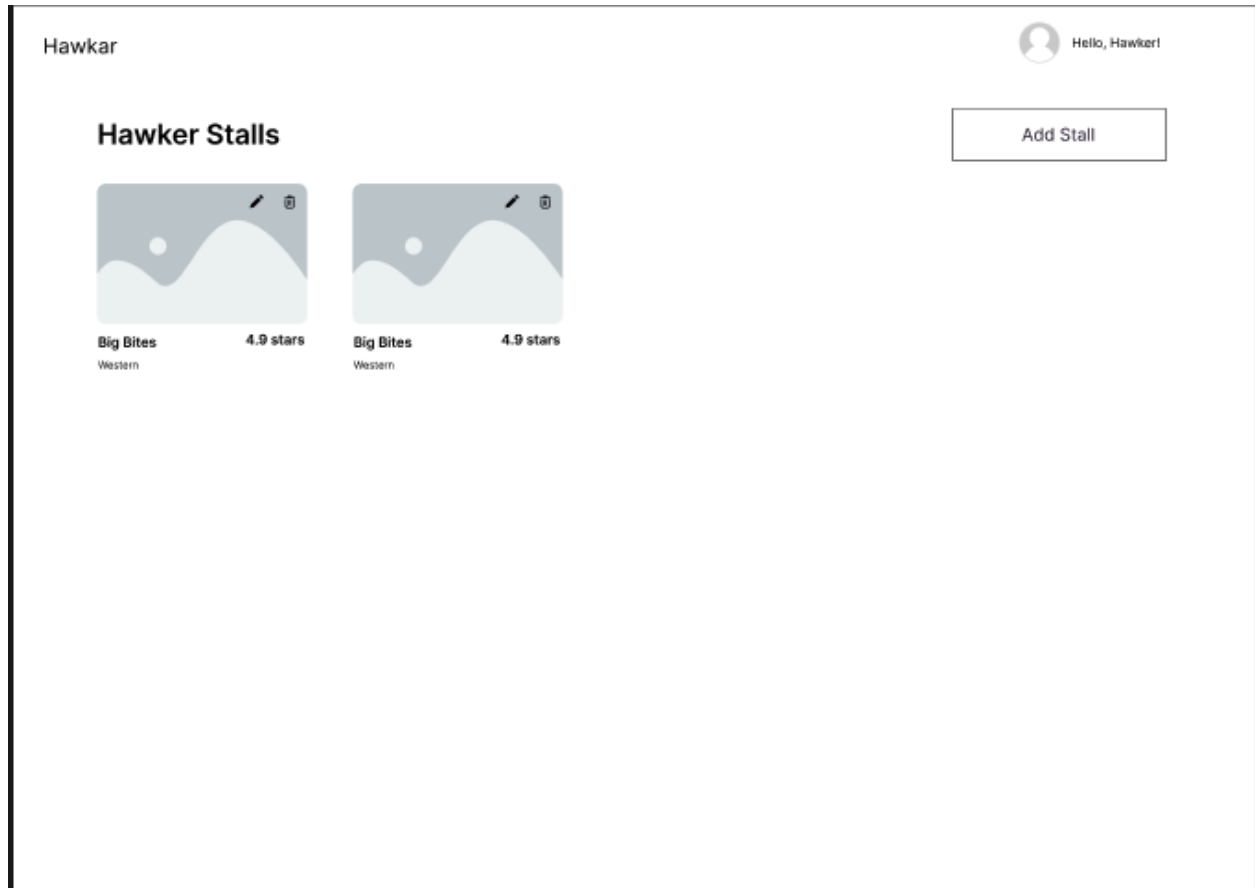
offensive content

Why is it irrelevant?

Report Review

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Hawker - Home Page



Add Stall - Hawker

Logo

Add a Hawker Stall

Help expand our hawker directory by adding stall details.

Name

Hawker Center

Operating Hours

Hygiene Rating

Cuisine Type

[Upload Images](#)



Add Stall

Update Stall - Hawker

Logo

Edit Hawker Stall Details

Keep stall information accurate and up to date.

Name

Hawker Center

Operating Hours

Hygiene Rating

Cuisine Type

Upload Images



Update Stall

Stall Information View for Hawker

Hawker Stalls > Big Bites

Big Bites

Western | Yuhua Food Centre

Estimated Wait time: 10 mins

Operating Hours: 10am to 4pm

Hygiene Rating: A

Add Food

Stall Menu

Food Name 1
Food type

Price

Food Name 1
Food type

Price

Food Name 1
Food type

Price

Ratings & Reviews

4.9 ★

480 Ratings

5+
4+
3+
2+
1+

Sort by: Ratings

Consumer1

★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

Consumer1

★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

Consumer

★★★★★

If you're on the hunt for a solid plate of Hainanese chicken rice, Ah Huat is a gem tucked away in Maxwell Food Centre. The poached chicken is tender and juicy, with just the right amount of gelatinous skin to give it that silky texture.

66

Add Dish - Hawker



Logo

Add a Dish

Help others discover great food by adding a dish to this stall.

☐ Promotion

[Upload Images](#)



Edit Dish - Hawker



Logo

Edit a Dish

Keep dish information accurate and up to date.

☐ Promotion

[Upload Images](#)



Admin Dashboard

