



# FPT UNIVERSITY

## Capstone Project Document

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### Coffee Chain

SEP490_G3	
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# Definition and Acronyms

Acronym	Definition
CC	Coffee Chain
BA	Business Analysis
BR	Business Rule
ERD	Entity Relationship Diagram
GUI	Graphical User Interface
PM	Project Manager
SDD	Software Design Description
SPMP	Software Project Management Plan
SRS	Software Requirement Specification
UAT	User Acceptance Test
UC	Use Case
API	Application Program Interface

# CHAPTER 1:

## PROJECT INTRODUCTION

### 1.1. Overview

#### 1.1.1. Project Information

- Project name: Coffee chain
- Project code: CC
- Group name: SEP490-G3
- Software type: Website

#### 1.1.2 Project Team

Full Name	Role	Email	Mobile
Tran Dinh Tri	Lecturer	<a href="mailto:tritd@fe.edu.vn">tritd@fe.edu.vn</a>	0913091952
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Le Nguyen Anh Tuan	Member	<a href="mailto:tuanlnahe150485@fpt.edu.vn">tuanlnahe150485@fpt.edu.vn</a>	0399420013
Pham Duc Anh	Member	<a href="mailto:anhpdhe150529@fpt.edu.vn">anhpdhe150529@fpt.edu.vn</a>	0975516981
Phuong Thanh Huyen	Member	<a href="mailto:huyenpthe150576@fpt.edu.vn">huyenpthe150576@fpt.edu.vn</a>	0975122951
Phan Duc Manh	Member	<a href="mailto:manhpdhe151290@fpt.edu.vn">manhpdhe151290@fpt.edu.vn</a>	0338622864

Table 1.1. Project Team

### 1.2. Product Background

Vietnam is a country that has strong growth F&B market. According to the latest report of iPOS.vn, a technology management solution provider for the F&B industry, the number of new coffee shop openings increased by 24.37% over the same period last year. According to the report, the number of new coffee shops opened in April 2022 is mainly in two big cities, Hanoi and Ho Chi Minh City. The estimated average daily, number of newly opened shops is about 139.67. Therefore, the demand for a website to advertise and managing for an F&B brand is increasing highly, with this demand, our team is going to develop a website that can solve this problem. The website will be designed to cater to the needs of all stakeholders, including customers, branch managers, and administrators. One key feature of the website is the request function, which allows branch managers to send import goods requests directly to the administrator. This feature ensures that each branch has access to the necessary supplies and ingredients, reducing the risk of stockouts or delays in service. By streamlining the supply chain, the Coffee Chain can improve efficiency, reduce waste and enhance profitability.

## 1.3. Existing Systems

### 1.3.1 Chuk Tea and Coffee

#### 1.3.1.1. Description

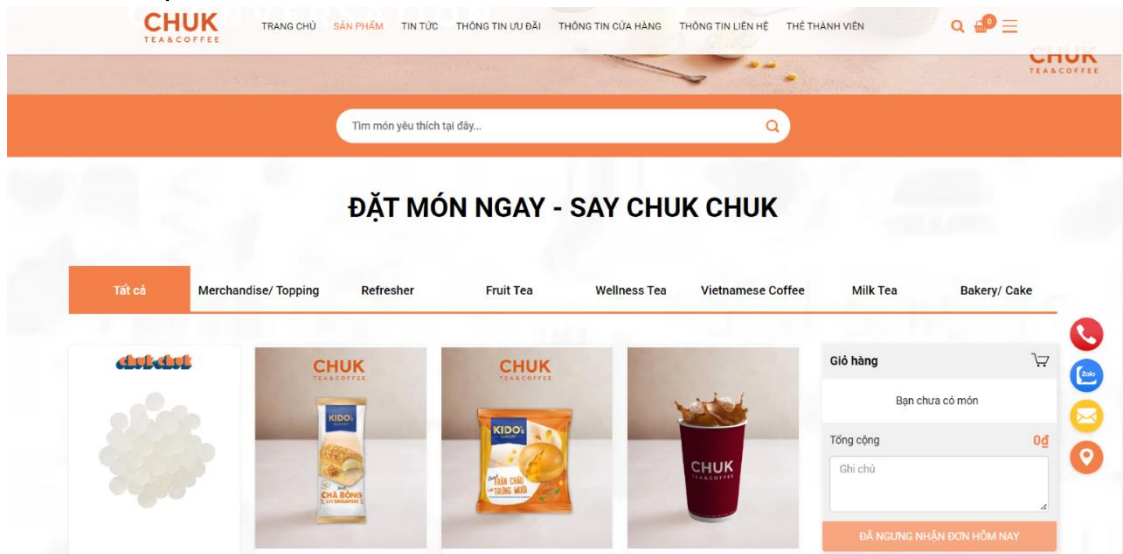


Figure 1.1. Description

#### 1.3.1.2. Functions

- Homepage
- Product List, product details
- Order Product
- Shop news, event
- Discount detail
- List Shop detail
- Contact Info page
- Membership
- User Management

#### 1.3.1.3. Pros & cons

- Props
  - Easy to use
  - Eye-catching UI
- Cons
  - Cannot order when shops are closed
  - No information of the most seller product
  - Product info is insufficient.

## 1.3.2 Twitter Beans Coffee

### 1.3.2.1. Description

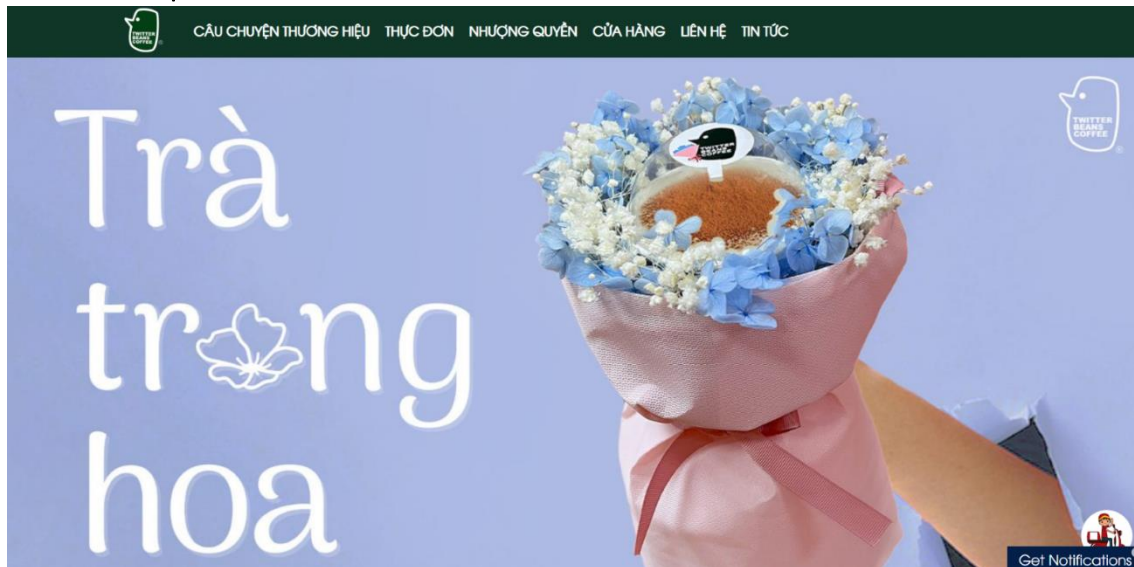


Figure 1.2. Description

#### 1.3.2.2. Functions

- Homepage
- Product List, product details
- Order Product
- Shop news, event
- Discount detail
- List Shop detail
- Contact Info page
- Membership
- Franchise offer

#### 1.3.2.3. Pros & cons

- Props
  - Eye-catching UI
- Cons
  - Have no account function (Log in, log out...)
  - Bad UX (Cannot see many components at once. Ex: cannot view the cart when order a product), map is not working.

## 1.4. Business Opportunity

For those who want to franchise their brand, to be able to manage branches easier. This website will help beverage service chains to advertise their products, help customers understand the products easily, find branches near their locations, buy long shelf-life products online. It makes it easier for customers to find your chain's branches near them, as well as makes it easier for customers to know and understand your products. For chain managers, they can easily update the menu, as well as post changes, so that customers can more easily update information, receive requests from each branch. Moreover, the manager of each branch can get order online to make order and contact to the shipping unit, create an import request to the admin.

## 1.5. Software Product Vision

Instead of searching each branch of a coffee chain in google and comparing which branch is the nearest branch by their place and searching the opening hours of this branch, now the Coffee Chain will help them to find the nearest branch, check if the branch is opening or not and give the phone number of the branch easily. This website accepts buying long life-shelf products and shipping to their place or the location that they want so that they don't need to go out to buy just a cup of drink. Moreover, customers can also check the menu for new updates, or find the information about the coffee chain they need without contacting the brand or branches. For branch managers, Coffee Chain provides a streamlined system for ordering and importing goods from the chain's storage. Branch managers can easily send a request for goods through the platform, which is then reviewed and approved by the administrator. This ensures that all branches have the necessary supplies

## 1.6. Project Scope & Limitations

Our team will build a software system, a web-based application called Coffee Chain

**After researching and discussing, we decided that there are four groups of users in the system: guest, customer, administrator, branch manager. Each role has a different level of access to the system.**

- Guest role: allowed to register, view information of Coffee Chain, view the menu and post of Coffee Chain, add goods to the cart.
- Customer role: allowed to log in/log out, view information of Coffee Chain, view the menu and post of Coffee Chain, add goods to the cart and checkout, view their orders and order detail.
- Administrator role: allowed to log in/log out, manage user, manage product, manage category, manage branch, manage order, approve/decline request, manage news.
- Branch manager role: allowed to login/log out, receive order from the customer, manage their branch product, create request.

### 1.6.2. Out of scope

Due to the limitation of time and ability, CC will not contain these following functions:

- Manage storage
- Translate website into English

### 1.6.3. Limitations & Exclusions

- LI-1: The price for each size is fixed and increases in percentages
- LI-2: Choose the branch to order only can choose the branch in the same district
- LI-3: Products have only two types which are having size and not having size
- LI-4: Customers cannot make notes for each product or order



# CHAPTER 2:

## PROJECT MANAGEMENT PLAN

### 2.1. Overview

#### 2.1.1. Scope & Estimation

PROJECT MANAGEMENT FOR COFFEE CHAIN

SE490\_G3

Nguyen Tuan Duong

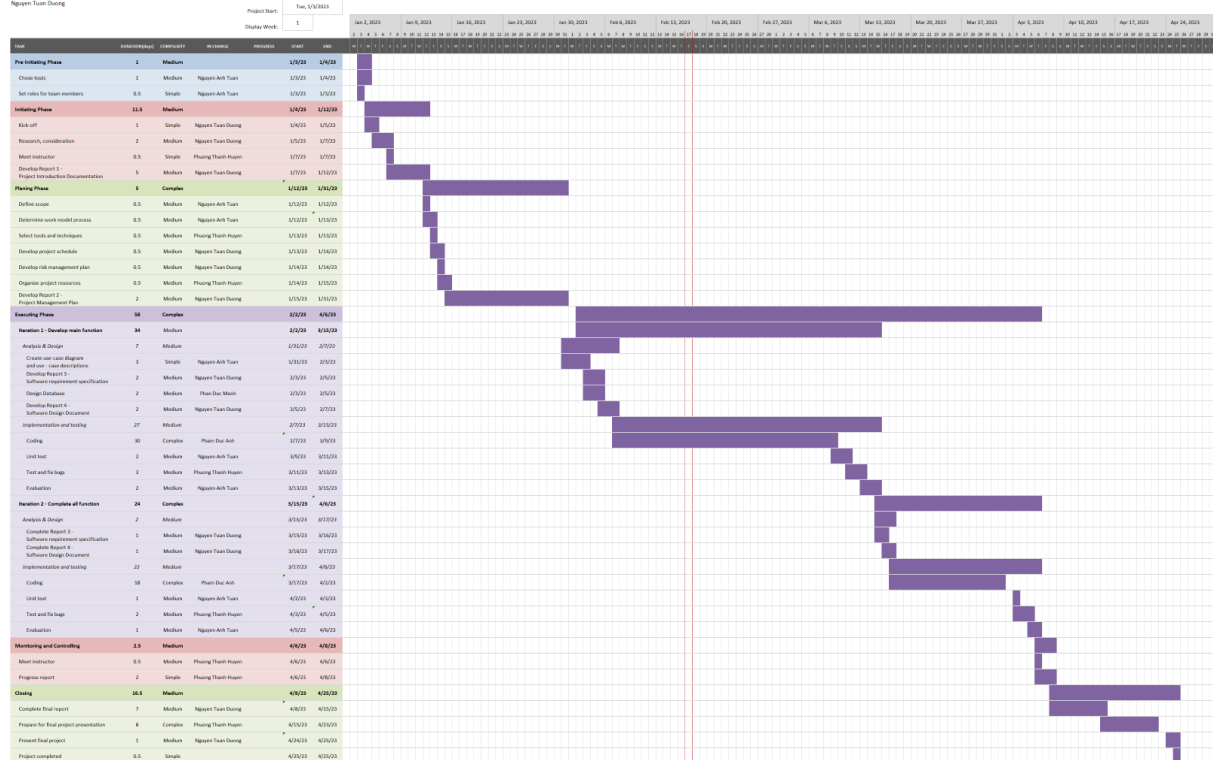


Figure 2.1. Scope & Estimation

#### 2.1.2. Project Objectives

- Timeliness (%): 80%
- Defect Distribution:

#	Testing Stage	Test Coverage	No. of Defects	% of Defect	Notes
1	Reviewing	100%	250	71.43%	
2	Unit Test	100%	52	14.86%	
3	Integration Test	100%	33	9.43%	
4	System Test	100%	15	4.28%	
5	Acceptance Test	100%	0	0%	

Table 2.1. Quality

- Project management

#	Objectives
1	All Iteration objectives have been completed
2	Project will be finished before April 16 2023

*Table 2.2. Project management*

- Allocated Effort

#	Members	Weekdays	Weekends
1	Nguyễn Tuấn Dương	6 hours	6 hours
2	Lê Nguyễn Anh Tuấn	6 hours	6 hours
3	Phạm Đức Anh	6 hours	6 hours
4	Phường Thanh Huyền	6 hours	6 hours
5	Phan Đức Mạnh	6 hours	6 hours

*Table 2.3. Allocated Effort*

### 2.1.3. Project Risks

#	Risk Description	Impact	Possibility	Response Plans
1	The project team misses the deadline	High	High	Working overtime to complete task on time
2	Having difficulty using new technologies	Medium	Medium	Technical professional needs to support team members in a group to increase required skill and knowledge. Review complete tasks to make comments for team members
3	Team member is sick or busy with personal work	High	Medium	A team member can do work after busy times with more effort or other members can assist in completing the unfinished functions
4	The members misunderstood the requirement	High	Medium	Discuss with customer to clear requirement
5	Change in requirements	High	High	The supervisor and the entire team must review any new updates to requirements

*Table 2.4. Project Risks*

## 2.2. Management Approach

### 2.2.1. Project Process

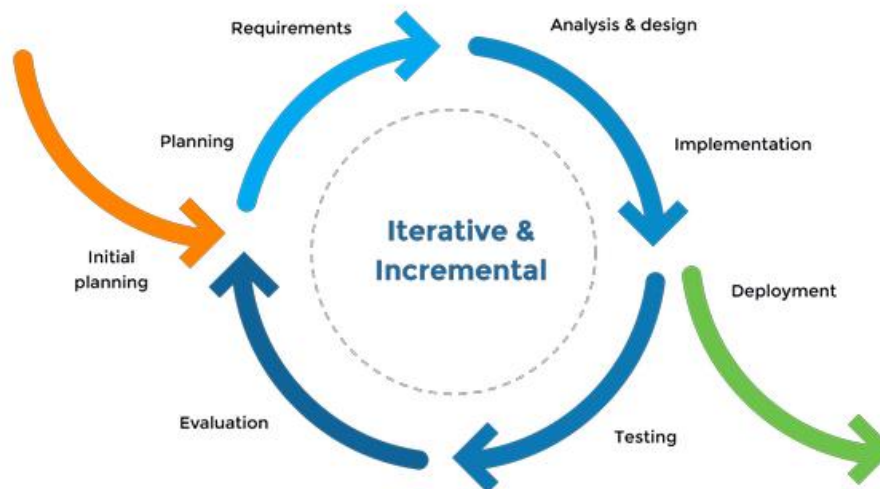


Figure 2.2. Iterative and Incremental model

In this project, we apply Iterative and Incremental model as development process model. Iterative and Incremental model is a process where creating requirements, designing, building and testing a system in small parts. This help to make modules very easily. In this model, the module passes through some phases like planning, requirements, analysis and design, coding, testing and evaluation.

The reasons that we choose Iterative and Incremental model are:

- Can develop prioritized requirements first.
- Initial product delivery is faster.
- Requirement changes can be easily accommodated.
- Easier to test and debug during a smaller iteration.
- Less risky, handle risk easily because creating software in parts.

### 2.2.2. Quality Management

#### 2.2.2.1. Document

1. The document must follow the template of the project document
2. Portions of the document will be carefully reviewed and evaluated by the leadership of each role
3. The document is public so that all team members can know the content of each part of the document

#### 2.2.2.2. Coding

1. All members must code according to standard Coding conventions to make the code easy to read and understand, thus easier to manage and maintain.
2. Use Java8 and ReactJS programming languages for best coding practice.

#### 2.2.2.3. Testing

1. Integration testing and System testing after implementing key functions.
2. The person in charge has to prepare test cases suitable for the system, design the architecture and cover all those cases.

- After completing each iteration, the customer will conduct an inspection and evaluation.

### 2.2.3. Training Plan

Training Area	Participants	When, Duration	Waiver Criteria
Java Spring Boot	Nguyen Tuan Duong	During project	Mandatory
Git, Github	All members	During project	Mandatory
NextJs	Phan Duc Manh	During project	Mandatory

Table 2.5. Training Plan

### 2.3. Project Deliverables

#	Deliverable name	Delivery date	Verified by	Notes
<b>Initiation Phase</b>				
	1. Report 1 - Project Introduction	02/03/2023	Instructor	
<b>Planning Phase</b>				
	2. Report 2 - Project Management Plan	We 1/31/23	Instructor	
<b>Iteration 1</b>				
	3. Report 3 - Software Requirement Specification v1.0	Su 2/5/23	Instructor	
	4. Report 4 - Software Design Document v1.0	Tu 2/7/23	Instructor	
	5. Test plan v1.0	Th 3/9/2023	Instructor	
	6. Test case v1.0	Sa 3/11/2023	Instructor	
	7. Report of test result	Mo 3/13/2023	Instructor	
<b>Iteration 2</b>				
	8. Report 3 - Software Requirement Specification v1.5	Th 3/16/2023	Instructor	
	9. Report 4 - Software Design Document v1.5	Fr 3/17/2023	Instructor	
	10. Test plan v1.5	Sun 4/2/2023	Instructor	
	11. Test case v1.5	Mo 4/3/2023	Instructor	

	12. Report of test result	We 4/5/2023	Instructor	
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Table 2.6. Project Deliverables

## 2.4. Responsibility Assignments

### 2.4.1 Role

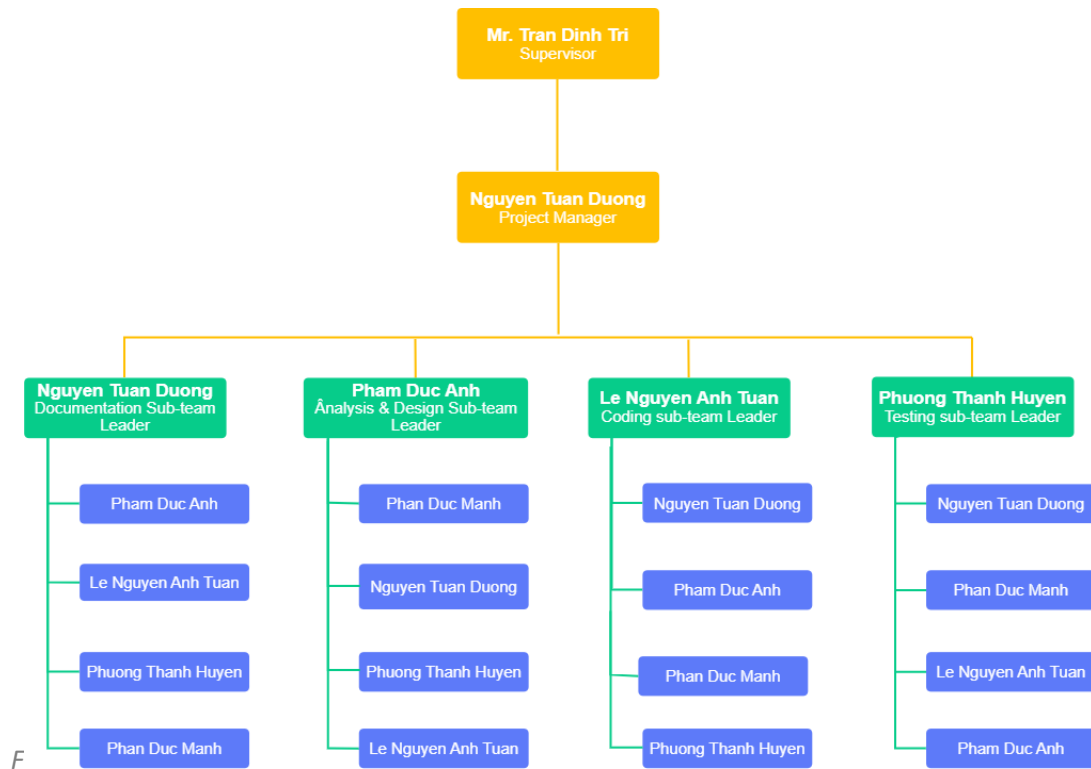


Figure 2.3. Role

Organization structure above includes 4 sub-teams: Documentation sub-team, Analysis & Design sub-team, Coding sub-team and Testing sub-team. Each sub-team has a sub-team leader and team members.

This is the detail description about role and responsibility of each role in the organization structure:

Role	Name	Responsibility
<b>Supervisor</b>	Tran Dinh Tri	Give instruction for the project team Verify deliverables Supervise project team's status
<b>Project Manager</b>	Nguyen Tuan Duong	Have overall responsibility of the project Assign task to members Tracking member's work Report working status to the instructor

<b>Documentation Sub-team Leader</b>	Nguyen Tuan Duong	Responsible for the progress of the document
<b>Analysis and Design Sub-team Leader</b>	Phan Duc Manh	Responsible for create/design database design
<b>Coding Sub-team Leader</b>	Le Nguyen Anh Tuan	Decide technique and tools to be used Train other members about web development Keeping track of development work done by other members
<b>Testing Sub-team Leader</b>	Phuong Thanh Huyen	Create test plan Responsible for test plan

Table 2.7. Role and Responsibility

## 2.4.2. Responsibility Assignments

*D~Do; R~Review; S~Support; I~Informed; <blank>- Omitted*

<b>Responsibility</b>	<b>DuongNT HE15042 3</b>	<b>TuanLNA HE150485</b>	<b>AnhPD HE150529</b>	<b>HuyenPT HE15057 6</b>	<b>ManhPD HE51290</b>
Project Planning & Tracking	D	D, R	S	S	I
Prepare Project Introduction Document	D	S	S	D, R	S
Prepare SRS Document (Overview Part)	R	D	S	S	R
Prepare SRS Document (User Requirements)	D	R	S	S	R
Code Back-End	S	D, R	D	I	I
Code Front-End	I	R	D	I	D
Prepare Test Document and Report	D	S	S	D, R	S
Prepare User Guides	D, R	S, R	S	D	S
Prepare Final Report (all document and presentation slide)	D, R	S, R	I	D	I

Table 2.8. Responsibility Assignments

## 2.5. Project Communications

<b>Communication Item</b>	<b>Who/ Target</b>	<b>Purpose</b>	<b>When, Frequency</b>	<b>Type, Tool, Method(s)</b>
---------------------------	--------------------	----------------	------------------------	------------------------------

Weekly meeting with Supervisor	All team members Supervisor	Review report and document	10:00 am every Friday	Offline - At school
Daily team meeting	All team members	Review and create a work plan for the next day	8:00 pm on every Tuesday, Thursday and Saturday	Online - Google meet
Unscheduled meeting	All team members Supervisor	Discuss and solve important problems or new requirement	When anyone has important problems	Online - Google meet Offline - At school

Table 2.9. Project Communications

## 2.6. Configuration Management

### 2.6.1. Document Management

#### 2.6.1.1. Convention

1. The name of all reports must begin with SWP490\_G3.
2. All documents must have a name that represents the content of the document.
3. If the document is edited, it will be marked with each version (Ex: version 1.x - x is the version of the document).
4. The content of all documents must begin with the school's logo and name.

#### 2.6.1.2. Management

5. Tools: OneDrive, Google Drive, Jira Software
6. Documents and reports sent to the supervisor via email and link drive.

### 2.6.2. Source Code Management


#### 2.6.2.1. Convention









1. The source code is managed by GitHub
2. All members building the functionality need to fork their own branch from the master branch
3. The merging of code into the master branch must be carefully reviewed by the developers
4. All developers must perform unit tests and code reviews before creating a merge request.

#### 2.6.2.2. Management

1. Deployment management on Netlify Platform
2. Only team members have the permission to deploy code

### 2.6.3. Tools & Infrastructures

Category	Tools / Infrastructure	Logo
Technology	NextJS/Tailwind (Front-End), Java Spring Boot (Back-End)	

<b>Database</b>	MySQL	
<b>IDEs/Editors</b>	Visual Studio Code, IntelliJ, MySQL workbench	
<b>Diagramming</b>	Astah, DrawIO	
<b>Documentation</b>	Ms Office	
<b>Version Control</b>	GitHub (Source Codes), Google Drive/OneDrive (Documents)	
<b>Deployment server</b>	Netlify Platform	
<b>Project management</b>	Google Calendar (Schedule), Jira Software (Tasks, Defects)	
<b>Communication tools</b>	Messenger, Google meet, Gmail	

*Table 2.10. Tools & Infrastructures*



# CHAPTER 3:

## SOFTWARE REQUIREMENT SPECIFICATION

### 3.1. Product Overview

The Coffee Chain (CC) is a website that helps customers easily find information about the coffee chain as well as order online. The context diagram below illustrates the external entities and system interfaces for release 1.0. The system is expected to fully support the customer to place an order online and find information about the coffee chain

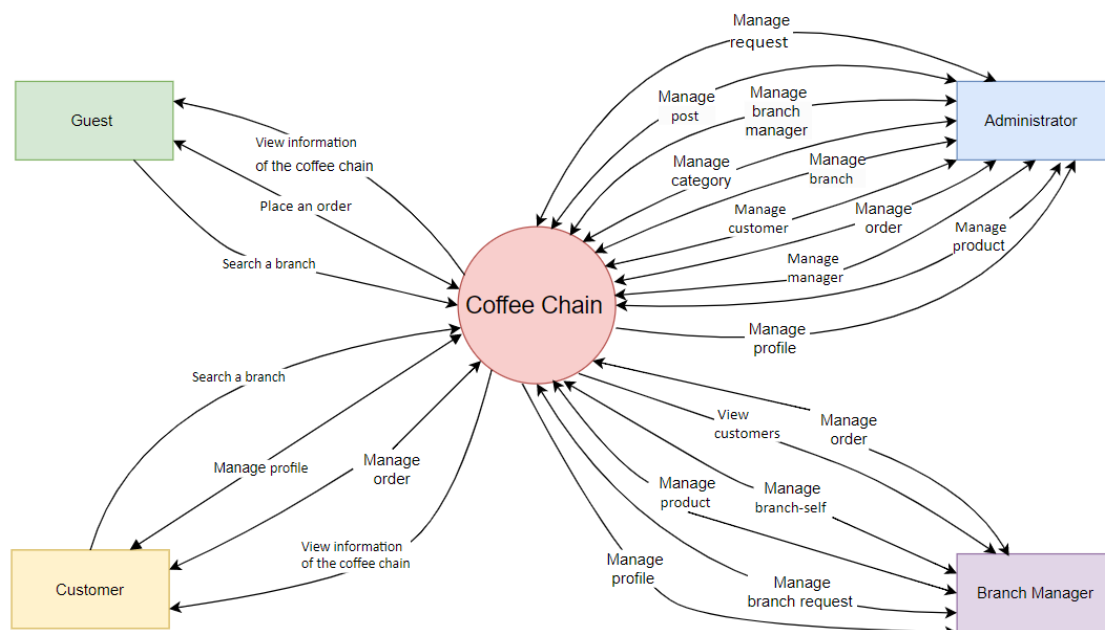


Figure 3.1. Coffee Chain Context Diagram

### 3.2. User Requirements

#### 3.2.1. Actors

#	Actor	Description
1	Guest	User not login in system
2	Customer	User login system by an account as customer
3	Administrator	User login system by an account who manage all the system
4	Branch Manager	User login system by an account who manage a branch of coffee chain

Table 3.1. Actors

### 3.2.2. Major Features

#### 3.2.2.1. Guest

FE-1: Register

FE-2: View the menu

FE-3: View information of Coffee Chain

FE-4: View all posts from Coffee Chain

FE-5: View information (location, phone number) of each branch

FE-6: Place an order:    Add products to your cart

FE-7:                      Delete the product in your cart

FE-8:                      Change quantity

FE-9:                      Apply voucher

#### 3.2.2.2. Customer

FE-10: Log in

FE-11: Log out

FE-12: Forget Password

FE-13: Change Password

FE-14: Profile Management:    View personal information

FE-15:                      Update personal information

FE-16: View the menu

FE-17: View information of Coffee Chain

FE-18: View all posts from Coffee Chain

FE-19: View information (location, phone number) of each branch

FE-20: Place an order:    Add products to your cart

FE-21:                      Delete the product in your cart

FE-22:                      Change quantity

FE-23:                      Apply voucher

FE-24:                      Checkout

FE-25: Cancel order

FE-26: View all orders

FE-27: View order details

### 3.2.2.3. Administrator

FE-28: Log in

FE-29: Log out

FE-30: Change Password

FE-31: Profile Management: View personal information

FE-32: Update personal information

FE-33: Order Management: View order detail

FE-34: User Management: View all user

FE-35: Enable/disable user account

FE-36: Add user branch manager role

FE-37: Branch Management: View all branch

FE-38: Add branch

FE-39: Enable/Disable branch

FE-40: Update Branch

FE-41: Product Management: View all product

FE-42: Add product

FE-43: Enable/Disable product

FE-44: Edit product

FE-45: Category Management: View all category

FE-46: Add category

FE-47: Enable/Disable category

FE-48: Edit category

FE-49: Post Management: View all post

FE-50: Edit post

FE-51: Upload post

FE-52: Delete post

FE-53: Request Management: View all request

FE-54: Accept/decline request

### 3.2.2.4. Branch Manager

FE-55: Log in

FE-56: Log out

FE-57: Change Password

FE-58: Profile Management: View personal information

FE-59: Update personal information

FE-60: View orders of their branch

FE-61: Receive orders from customers that ordered to their branch

FE-62: Approve an order

FE-63: Completed an order

FE-64: Cancel an order

FE-65: View information of customers ordering (phone number, name, address)

FE-66: Branch-self Management: View information of their branch

FE-67: Branch product management: Enable/Disable product in the menu of their branch

FE-68: Branch Request Management: Create request

FE-69: Edit request

FE-70: Send request

FE-71: Cancel request

FE-72: View request detail

FE-73: Completed request

### 3.2.2. Use Cases

#### 3.2.2.1. Diagram(s)

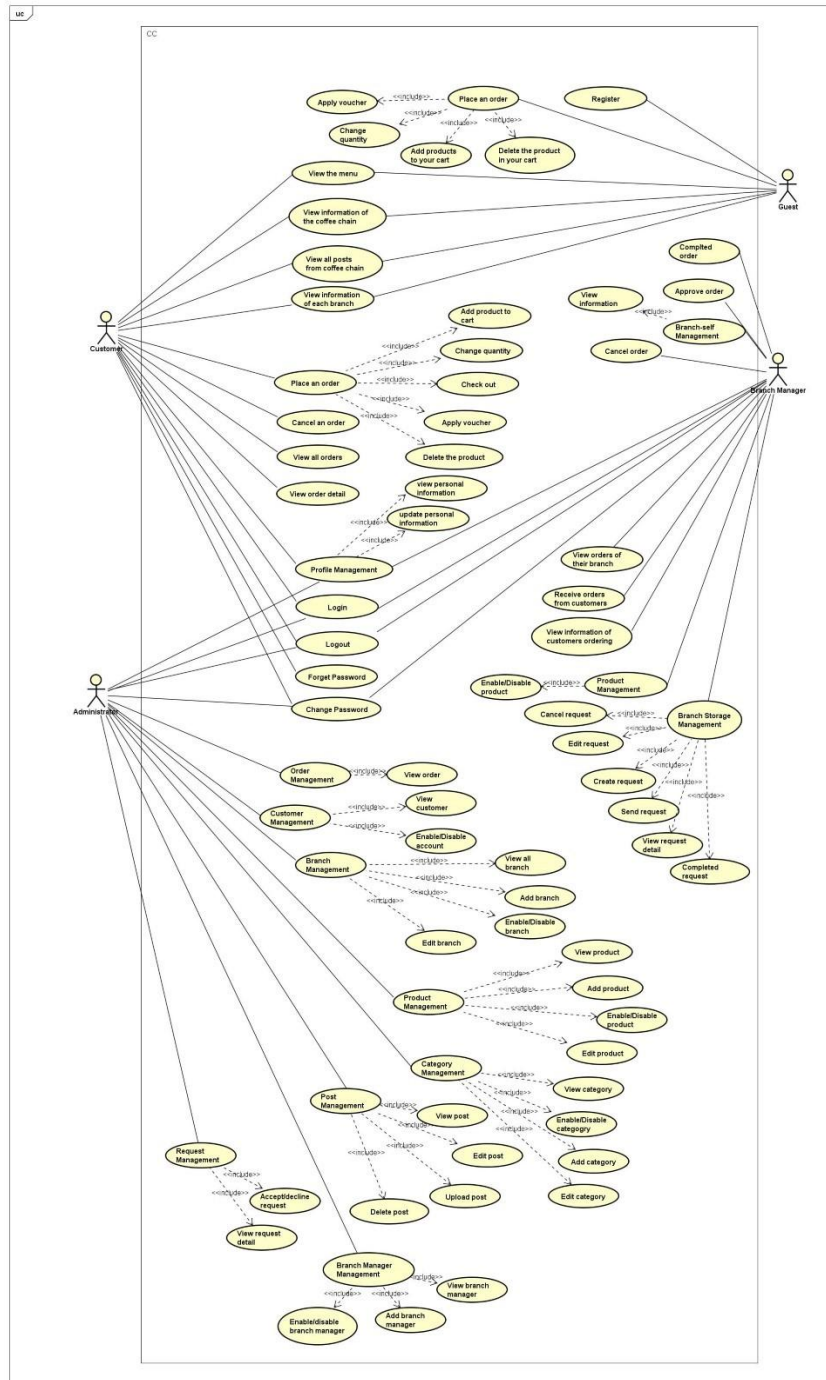


Figure 3.2. Use Cases Diagram

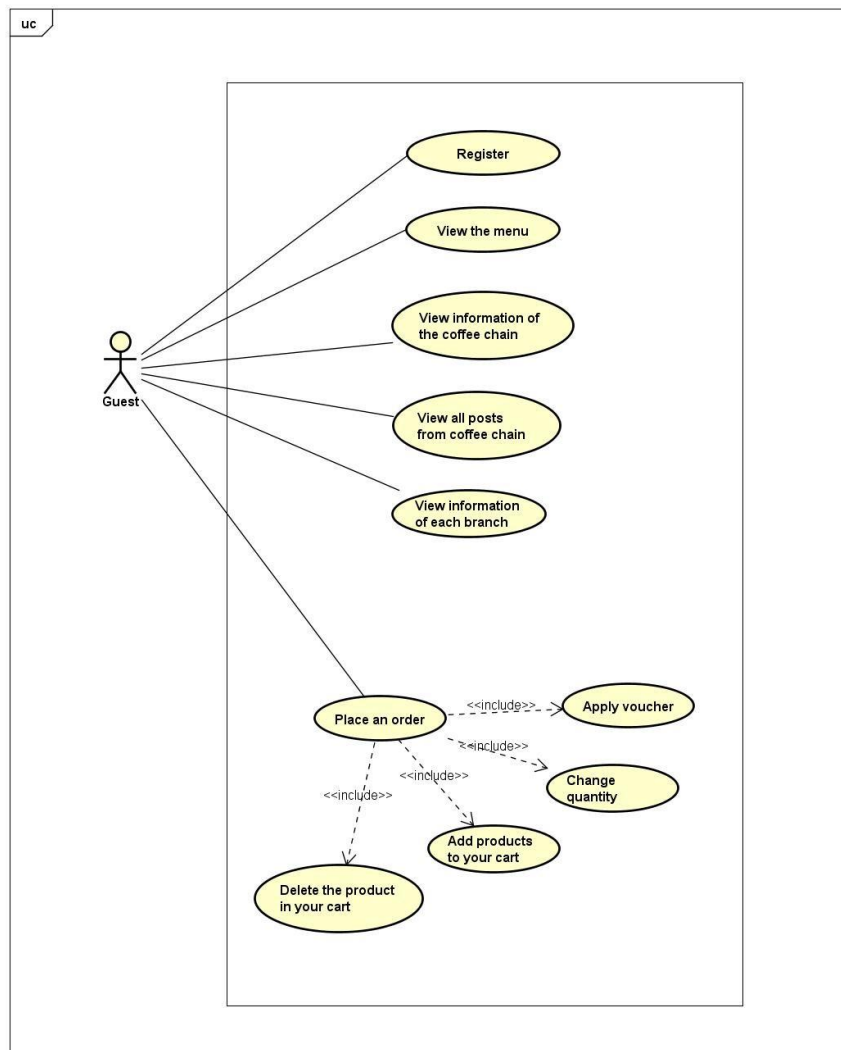


Figure 3.3. Use Cases Diagram – Guest Use Case

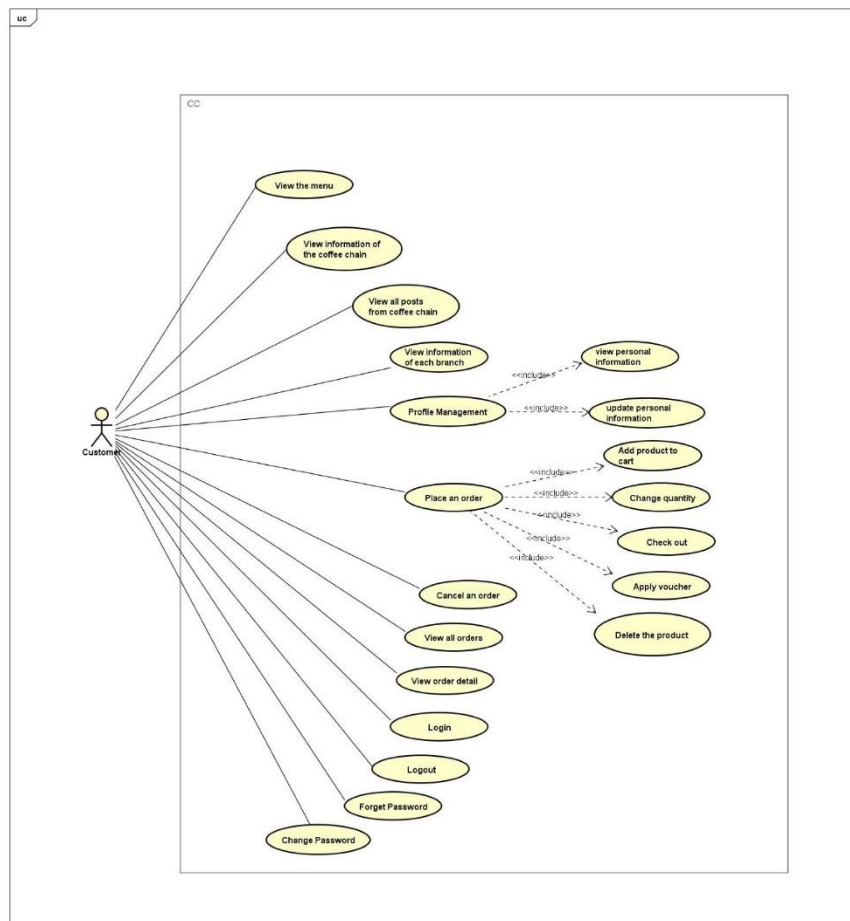


Figure 3.4. Use Cases Diagram – Customer Use Case

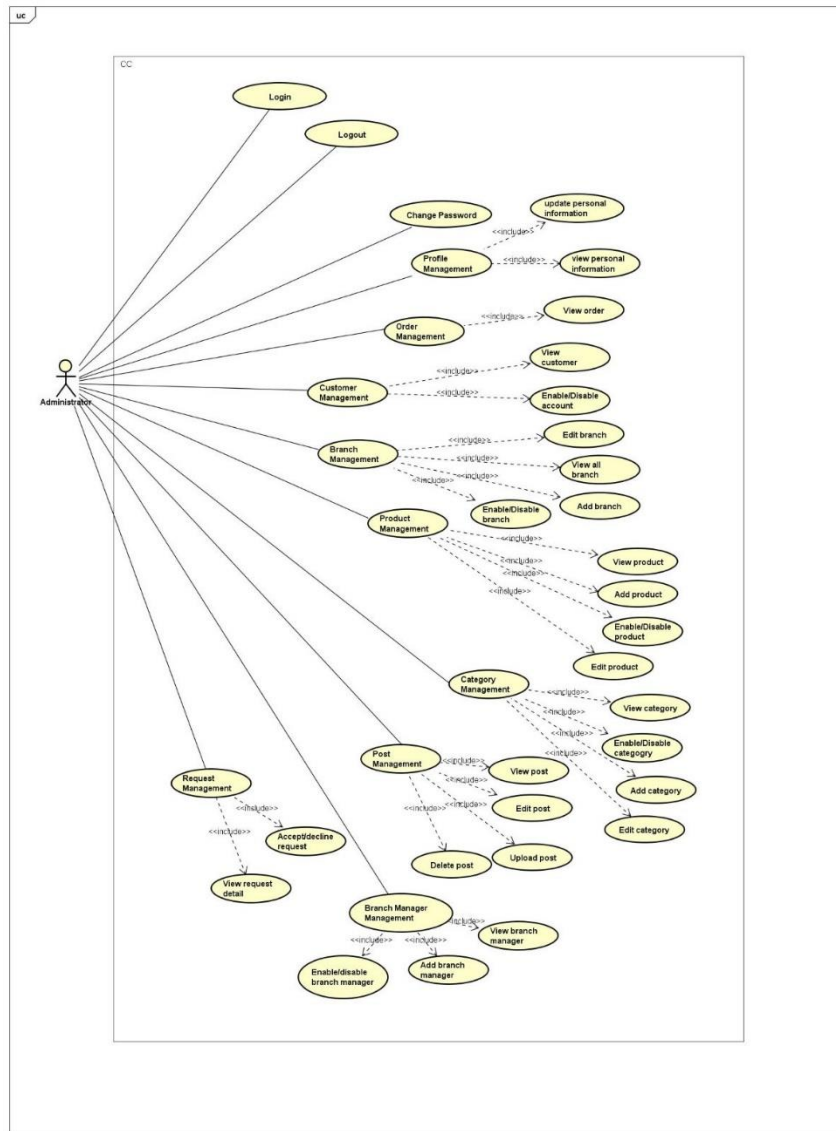


Figure 3.5. Use Cases Diagram – Administrator Use Case



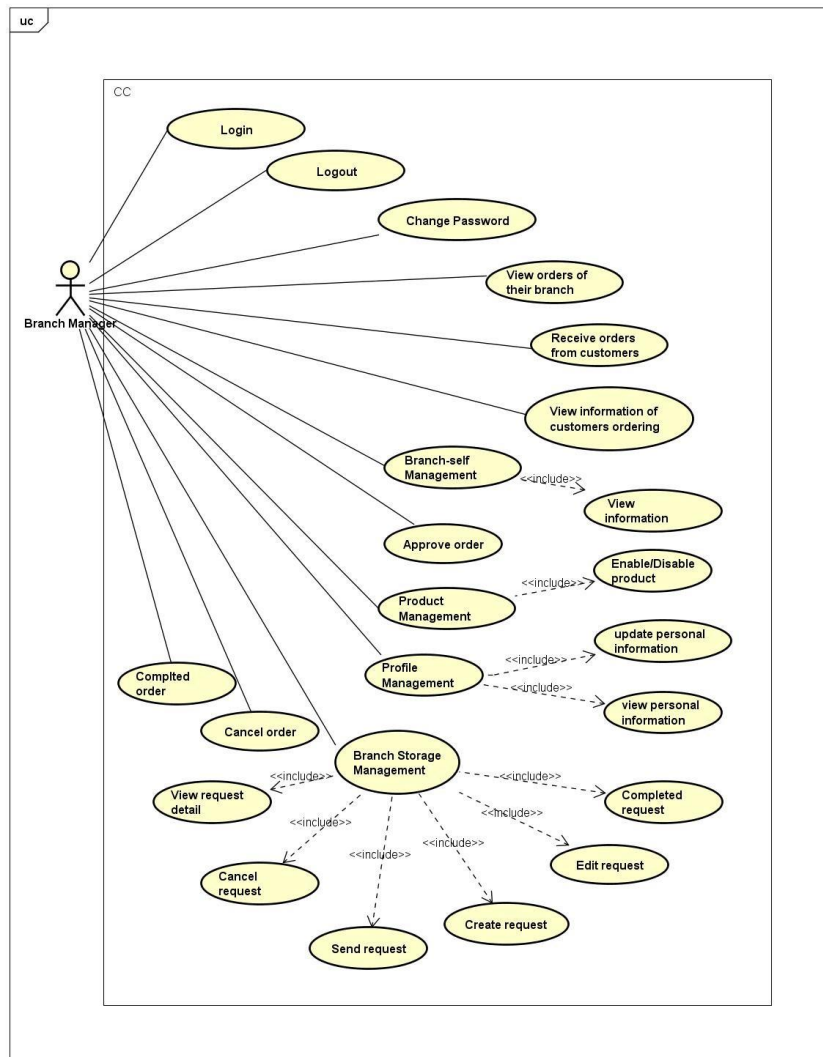


Figure 3.6. Use Cases Diagram – Branch Manager Use Case

### 3.2.2.2. Descriptions

ID	Use Case	Actors	Use Case Description
1	Register	Guest	User registers to have an account
2	View the menu	Guest, Customer	User can view the menu of Coffee Chain
3	View information of the Coffee Chain	Guest, Customer	User can view the information of Coffee Chain
4	View all posts from Coffee Chain	Guest, Customer	User can view all posts from Coffee Chain

5	View information (location, phone number) of each branch	Guest, Customer	User can view all information of each branch of Coffee Chain
6	Log in	Customer, Administrator, Branch Manager	User can login to the system
7	Log out	Customer, Administrator, Branch Manager	User can logout of the system
8	Forget Password	Customer	User can reset the password of their account if they forget the password
9	Change Password	Customer, Administrator, Branch Manager	User can change their password
10	Profile management: View personal information	Customer, Administrator, Branch Manager	Customer can view their personal information
11	Profile management: Update personal information	Customer, Administrator, Branch Manager	Customer can update their personal information
12	Place an order: Add products to your cart	Guest, Customer	User can add products to their cart
13	Place an order: Delete the product in your cart	Guest, Customer	User can delete products in their cart
14	Place an order: Change quantity	Guest, Customer	User can change the quantity of each product in their cart
15	Place an order: Apply voucher	Guest, Customer	User can apply voucher
16	Place an order: Checkout	Customer	Customer can check out the products they chose after filling all the needed information

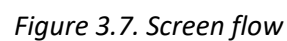
17	Cancel order	Customer, Branch Manager	Customer can cancel orders within 2 hours after payment
18	View all orders	Customer	Customer can view all of their orders
19	View order details	Customer	Customers can view the order details of each order
20	Product management: View product	Administrator	Administrator can view product of Coffee Chain
21	Category management: View all category	Administrator	Administrator can view all category of Coffee Chain
22	Branch management: View all branch	Administrator	Administrator can view all branch of Coffee Chain
23	Post management: View all post	Administrator	Administrator can view all post of Coffee Chain
24	Order management: View order detail	Administrator	Administrator can view order detail of any order
25	User management: View all user	Administrator	Administrator can view all users of Coffee Chain
26	User management: Enable/Disable user account	Administrator	Administrator can enable or disable user account
27	Branch Management: Add branch	Administrator	Administrator can add a new branch
28	Branch Management: Enable/Disable branch	Administrator	Administrator can enable or disable branch
29	Product Management: Add product	Administrator	Administrator can add a new product
30	Product Management: Enable/Disable product	Administrator	Administrator can enable or disable product
31	Product Management: Edit product	Administrator	Administrator can edit product

32	Category Management: Add category	Administrator	Administrator can add a new category
33	Category Management: Enable/Disable category	Administrator	Administrator can enable or disable category
34	Category Management: Edit category	Administrator	Administrator can edit category
35	Post Management: Upload post	Administrator	Administrator can upload a new post
36	Post Management: Edit post	Administrator	Administrator can edit post
37	Post Management: Delete post	Administrator	Administrator can delete post
38	User Management: Add branch manager	Administrator	Administrator can add a new branch manager
39	Request Management: View request detail	Administrator, Branch Manager	Administrator can view the request from branch managers
40	Request Management: Accept/decline request	Administrator	Administrator can accept or decline export request from branch managers
41	View orders of their branch	Branch Manager	Branch Manager can view order of their Coffee Chain branch
42	Receive orders from customers that ordered to their branch	Branch Manager	Branch Manager can receive orders from customers that ordered to their branch
43	View information of customers ordering (phone number, name, address)	Branch Manager	Branch Manager can view information of customers ordering of their Coffee Chain branch
44	Request Management: Update branch	Administrator	Administrator can edit information of any branch
45	Branch-self management: view information of their branch	Branch Manager	Branch Manager can view information of their Coffee Chain branch

46	Branch Product management: Enable/Disable product in the menu of their branch	Branch Manager	Branch Manager can enable or disable product in the menu their Coffee Chain branch
47	Branch Request Management: Create request	Branch Manager	Branch Manager can create export request
48	Branch Request Management: Edit request	Branch Manager	Branch Manager can edit their request before sent it
49	Branch Request Management: Send request	Branch Manager	Branch Manager can send their export request
50	Branch Request Management: Cancel request	Branch Manager	Branch Manager can cancel their request
51	Branch Request Management: Completed request	Branch Manager	Branch Manager confirm that they received the goods
52	Approve An Order	Branch Manager	Branch Manager approve that order already done and ready to ship
53	Completed An Order	Branch Manager	Branch Manager change the status of order to completed

*Table 3.2. Descriptions*

### 3.3.1.1. Screens Flow



#	Screen	Description
1	Landing Page	Marketing page of Coffee Chain
2	Login	Screen for user can login (only for customer role)
3	Forget Password	Screen for user reset their password
4	Register	Screen for user create a new account
5	Menu	Menu page of Coffee Chain
6	Post	Post of Coffee Chain
7	About Us	Information about the Coffee Chain
8	All Branch	Screen view information of each branch and find the branch nearby
9	Profile	View your personal information
10	Change Password	Screen for user can change their password
11	Update personal information	Update your personal information

12	Orders	View list of your orders
13	Order Details	View order details of an order
14	Checkout	Customer cart checkout screen
15	Admin Dashboard	Dashboard of admin
16	Branch Manager Dashboard	Dashboard of branch manager
17	Order Management	View list of all orders
18	View order	View order details of an order
19	User Management	View list of Users
20	View user	View information of a user
21	Branch Management	View list of branches
22	Add branch	Add a new branch
23	View branch	View information of a branch
24	Product Management	View list of products
25	View product	View information of a product
26	Edit product	Edit information of a product
27	Add product	Add a new product
28	Category Management	View list of categories
29	View category	View information of a category
30	Edit category	Edit information of a category
31	Add category	Add a new category
32	Post Management	View list of posts
33	View post	View detail of a post
34	Edit post	Edit a post
35	Upload post	Upload new post
36	Branch order management	View list of orders of your branch
37	Receive order	Receive order from customer
38	View branch's order	View order details of an order
39	View information of order	View information of the customer who placed that order
40	Branch Profile	Information of your branch

41	Edit branch	Edit any branch information
42	Branch's product Management	View list of your branch product
43	View branch's product	View information of a product
44	Branch Request Management	View list of requests in your branch storage
45	Create new request	Create a new request
46	View created requests	View created request
47	Edit request	Edit a request
48	Request Management	View the list of requests sent to the admin
49	View all request	View a list of requests from branch manager
50	View detail of a request	View detail of a request
51	Internal User Login	Screen for user can login (only for administrator and Branch manager)

*Table 3.3. Screen Descriptions*

### 3.3.1.3. Screen Authorization

#	Screen	Guest	Customer	Administrator	Branch Manager
1	Landing Page	x	x		
2	Login		x	x	x
3	Forget Password	x			
4	Register	x			
5	Menu	x	x		
6	Post	x	x		
7	About Us	x	x		
8	All Branch	x	x		
9	Profile		x	x	x
10	Change Password		x	x	x
11	Update personal information		x	x	x
12	Orders		x		
13	Order Details		x		



14	Checkout		x		
15	Admin Dashboard			x	
16	Branch Manager Dashboard				x
17	Order Management			x	
18	View order detail			x	
19	User Management			x	
20	View user			x	
21	Branch Management			x	
22	Add branch			x	
23	View branch			x	
24	Product Management			x	
25	View product			x	
26	Edit product			x	
27	Add product			x	
28	Category Management			x	
29	View category			x	
30	Edit category			x	
31	Add category			x	
32	Post Management			x	
33	View post			x	
34	Edit post			x	
35	Upload post			x	
36	Branch order management				x
37	Receive order				x
38	View branch's order				x
39	View information of orderer				x
40	Branch Profile				x
41	Edit branch			x	

42	Branch's product Management				X
43	View branch's product				X
44	Branch Request Management				X
45	Create new request				X
46	View created requests				X
47	Edit request				X
48	Request Management			X	
49	View all request			X	
50	View detail of a request			X	X
51	Internal User Login	X			

Table 3.4. Screen Authorization

### 3.3.1.4. Entity Relationship Diagram

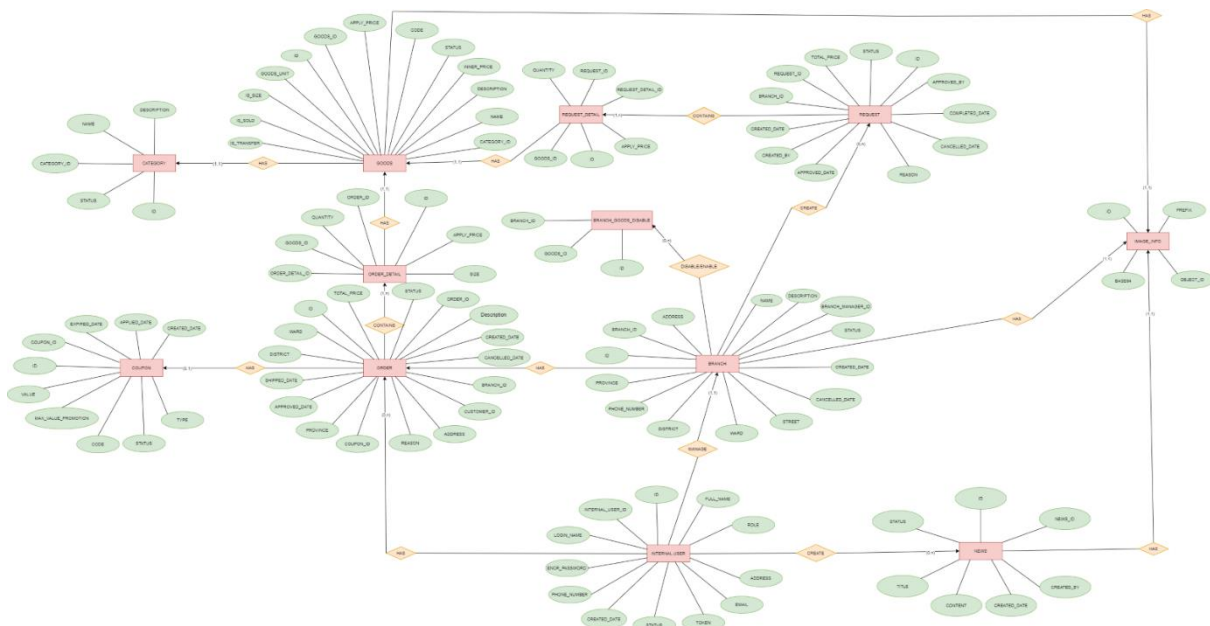


Figure 3.8. Entity Relationship Diagram

#### Entities Description

#	Entity	Description
01	branch	Description branch
02	internal_user	Description internal user account's information
03	orders	Description of the customer's order
04	order_detail	Description order detail of order

05	app_param	Description configuration
06	category	Description categories
07	goods	Description goods
08	coupon	Description coupon
09	request	Description requests from branch
10	request_detail	Description request detail of request
11	news	Description news
12	image_info	Description image info
13	branch_goods_disable	Description branch goods disable

Table 3.5. Entities Description

### 3.3.2. Feature Description

#### 3.2.1. Register

USE CASE-01			
Use-case No.	<UC01>	Use-case Version	<1.1>
Use-case Name	Register		
Author	DuongNT		
Date	4/2/2023	Priority	High
Actor	Guest		
Description	User registers to have an account		
Triggers	Click “Login” button		
	Click “Register” button		
Preconditions	User accesses to the website		
Post Conditions	User registers successfully to the website and go to log in screen		
	User’s account is saved to the database		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Login” tab on the header		
2		Redirect to “Login” page	

3	Click “Register” button		
4		Redirect to “Register” page	
5	Fill in all the required information and then click the “register” button		
6		User profile saved in the database	
7		Redirect to “Login” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
Business Rules	Code	Rule	
	BR-1	The email used for register must match the email format	
	BR-2	Each registered account will correspond to only 1 of their mail	

Table 3.6. Register

### 3.2.2. View the menu

<b>USE CASE-02</b>			
<b>Use-case No.</b>	<UC02>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	View the menu		
<b>Author</b>	HuyenPT		
<b>Date</b>	4/2/2023	<b>Priority</b>	High
<b>Actor</b>	Guest, Customer		
<b>Description</b>	User can view the menu of Coffee Chain		
	Click “Menu” button		
<b>Preconditions</b>	User accesses to the website		
<b>Post Conditions</b>	User accesses to “Menu” page		

Main Success Scenario			
Step	Actor Event		System response
1	Click “Menu” button on the header		
2			Redirect to “Menu” page
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
Business Rules	Code	Rule	
	N/A		

Table 3.7. View the menu

### 3.2.3. View information of Coffee Chain

USE CASE-03			
Use-case No.	<UC03>	Use-case Version	<1.1>
Use-case Name	View information of the coffee chain		
Author	DuongNT		
Date	4/2/2023	Priority	Low
Actor	Guest, Customer		
Description	User can view information of the coffee chain		
Triggers	Click “About Us” button		
Preconditions	User accesses to the website		
Post Conditions	User accesses to “About Us” page		
Main Success Scenario			
Step	Actor Event	System response	

1	Click “About Us” button on the header	
2		Redirect to “About Us” page
<b>Alternative Scenario</b>		
<b>#</b>	<b>Action</b>	<b>Use case</b>
N/A		
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>
	400	Bad request
<b>Business Rules</b>		Can't connect to database
	<b>Code</b>	<b>Rule</b>
	N/A	

Table 3.8. View information of Coffee Chain

### 3.2.4. View all posts from Coffee Chain

USE CASE-04			
Use-case No.	<UC04>	Use-case Version	<1.1>
Use-case Name	View all posts from Coffee Chain		
Author	DuongNT		
Date	4/2/2023	Priority	Low
Actor	Guest, Customer		
Description	User can view all posts from the Coffee Chain		
Triggers	User accesses to the “News” page		
	Click any posts in “News” page		
Preconditions	User accesses to the website		
Post Conditions	User see all the posts of Coffee Chain		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “News” tab on the header		

2		Redirect to “News” page
3	Click any posts in “News” page	
4		Redirect to “News Detail” page and list all information of post detail
<b>Alternative Scenario</b>		
<b>#</b>	<b>Action</b>	<b>Use case</b>
N/A		
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>
	400	Bad request
		Can't connect to database
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>
	N/A	

Table 3.9. View all posts from Coffee Chain

### 3.2.5. View information (location, phone number) of each branch

USE CASE-05			
Use-case No.	<UC05>	Use-case Version	<1.1>
Use-case Name	View information (location, phone number) of each branch		
Author	DuongNT		
Date	4/2/2023	Priority	High
Actor	Guest, Customer		
Description	User can view information of each branch		
Triggers	Click “Branch” button		
	Click the branch in the branch list that they want to see the information		
Preconditions	User accesses to the website		
Post Conditions	User can view all the information of the branch		
Main Success Scenario			
Step	Actor Event		System response

1	Click “Branch List” tab on the header		
2		Redirect to “Branch List” page	
3	Click the branch in “Branch List” that they want to see the information		
4		A pop-up box appears above the node that they clicked (included name of the branch, phone number, address, ...)	
5	Click “Detail” button in the pop-up box		
6		Redirect to the detail page of that branch that have all the information	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
Business Rules	Code	Rule	
	N/A		

Table 3.10. View information (location, phone number) of each branch

### 3.2.6. Login

<b>USE CASE-06</b>			
<b>Use-case No.</b>	<UC06>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	View information (location, phone number) of each branch		
<b>Author</b>	DuongNT		
<b>Date</b>	4/2/2023	<b>Priority</b>	High
<b>Actor</b>	Customer, Administrator, Chain Manager, Branch Manager		



Description	User logs in to system		
Triggers	Click button “Login”		
Preconditions	User accesses to the website  User has an account  User hasn’t logged in to the system yet		
Post Conditions	User logs in successfully and go to homepage screen or dashboard (base on actor)		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Login” button		
2	Use email to login		
3		Get into the homepage or dashboard screen (base on actor)	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	Invalid token
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-4	Check account:  -Check username format  -Check password format	

Table 3.11. Login

### 3.2.7. Logout

<b>USE CASE-07</b>			
<b>Use-case No.</b>	<UC07>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Logout		
<b>Author</b>	DuongNT		
<b>Date</b>	4/2/2023	<b>Priority</b>	High
<b>Actor</b>	Customer, Administrator, Chain Manager, Branch Manager		
<b>Description</b>	User log out the system		
<b>Triggers</b>	Click the "logout" button		
<b>Preconditions</b>	User has logged into the system		
<b>Post Conditions</b>	Log out successfully and go to homepage screen		
<b>Main Success Scenario</b>			
<b>Step</b>	<b>Actor Event</b>	<b>System response</b>	
1	Click avatar icon		
2	Select "Logout"		
3		Return to the Homepage screen	
<b>Alternative Scenario</b>			
<b>#</b>	<b>Action</b>	<b>Use case</b>	
N/A			
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>	<b>Caught</b>
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	N/A		

Table 3.12. Logout

### 3.2.8. Forget Password

USE CASE-08			
Use-case No.	<UC08>	Use-case Version	<1.1>
Use-case Name	Forget Password		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Customer		
Description	User forgets their password and wants to reset password		
Triggers	Click “Login” tab		
	Click “Forget Password” button		
Preconditions	User accesses to the website		
	User has an account		
Post Conditions	Reset password successfully and go to log in screen		
	New password is saved to the database		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Login” tab on the header		
2		Redirect to “Login” page	
3	Click “Forget Password” button		
4		Redirect to “Forget Password” page	
5	Enter your email and click “Get your password”		
6		Redirect to “Login” page and send user an email includes reset password link	
7	User clicks the link in mail		
8		Redirect to “Reset Password” page	

9	User enter “new password” and “re-enter password” then click “change password”	
10		Redirect to “Login” page
<b>Alternative Scenario</b>		
<b>#</b>	<b>Action</b>	<b>Use case</b>
N/A		
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>
	400	Bad request
	403	Forbidden
		Can't connect to database
		Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>
	BR-5	Users need to verify the owner of the mail that they have registered

Table 3.13. Forget Password

### 3.2.9. Change Password

<b>USE CASE-09</b>			
<b>Use-case No.</b>	<UC09>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Change Password		
<b>Author</b>	DuongNT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Customer, Administrator, Branch Manager		
<b>Description</b>	User can change their password		
<b>Triggers</b>	Click avatar icon		
	Click “Change Password” tab		
<b>Preconditions</b>	User has logged into the system		
<b>Post Conditions</b>	User change password successfully		

Main Success Scenario			
Step	Actor Event		System response
1	Click avatar icon		
2			Redirect to “My Personal Information” page
3	Click “Change Password” tab		
4			Redirect to “Change Password” page
5	Enter “Old Password”, “New Password” and “Re-enter New Password” then click the “Change Password” button		
6			New Password saved in the database
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-22	The user needs to enter the correct old password	
	BR-6	User have to confirm by email	

Table 3.14. Change Password

### 3.2.10. Profile Management: View personal information

USE CASE-10			
Use-case No.	<UC10>	Use-case Version	<1.1>
Use-case Name	View personal information		

Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Customer, Administrator, Branch Manager		
Description	Customer can view their profile		
Triggers	Click avatar icon or “My Personal Information” tab		
Preconditions	User has logged into the system		
Post Conditions	Show all information of user		
Main Success Scenario			
Step	Actor Event		System response
1	Click avatar icon		
2			Redirect to “My Personal Information” page
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-7	User information must be strictly confidential	

Table 3.15. Profile Management: View personal information

### 3.2.11. Profile Management: Update personal information

<b>USE CASE-11</b>			
<b>Use-case No.</b>	<UC11>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Update personal information		
<b>Author</b>	HuyenPT		

Date	8/2/2023	Priority	High
Actor	Customer, Administrator, Branch Manager		
Description	Customer can update profile		
Triggers	Click avatar icon or “My Personal Information” tab		
Preconditions	User has logged into the system		
Post Conditions	Information’s customer change and update		
Main Success Scenario			
Step	Actor Event	System response	
1	Click avatar icon		
2		Redirect to “My Personal Information” page	
3	Edit, update information then clicks button “Update”		
4		Update profile’s user to database	
5		Return new profile	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-23	Check user information:  - If the information is not in the correct format or has an error, the system will notify you	
	BR-7	User information must be strictly confidential	

Table 3.16. Profile Management: Update personal information

### 3.2.12. Place an order: Add products to your cart

USE CASE-12			
Use-case No.	<UC12>	Use-case Version	<1.0>
Use-case Name	Add products to your cart		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Guest, Customer		
Description	User adds a product to the cart		
Triggers	Click “Add to your cart”		
Preconditions	User accesses to the website		
Post Conditions	Add product to cart with quantity equal to 1		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Shopping” tab		
2		Redirect to “Shopping” page	
3	Click “Add to your cart” button of the product you want		
4		The product has been successfully added to the cart	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	40	Bad request	
	401	Unauthorized	User has not logged in yet
Business Rules	Code	Rule	



	BR-8	Products are added to cart must be available and enabled
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Table 3.17. Place an order: Add products to your cart

### 3.2.13. Place an order: Delete the product in your cart

USE CASE-13			
Use-case No.	<UC13>	Use-case Version	<1.1>
Use-case Name	Delete the product in your cart		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Guest, Customer		
Description	User deletes a product from cart		
Triggers	Click “Remove from your cart”		
Preconditions	User accesses to the website User has products in the cart		
Post Conditions	Remove a product from the cart		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Cart” icon on the header		
2		Cart appears in the right side of the website	
3	Click “Remove from your cart” button in the product that user wants to remove		
4		Remove the product from cart successfully	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database

	401	Unauthorized	Invalid token
	403	Forbidden	Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	BR-24	Products are deleted to cart must be available	

Table 3.18. Place an order: Delete the product in your cart

### 3.2.14. Place an order: Change quantity

USE CASE-14			
Use-case No.	<UC15>	Use-case Version	<1.1>
Use-case Name	Change quantity		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Guest, Customer		
Description	User can change the quantity of products in the cart		
Triggers	Click “+”, “-” or enter the number in the quantity box		
Preconditions	User accesses to the website		
	User has products in the cart		
Post Conditions	The quantity of products in the cart has been changed		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Cart” icon on the header		
2		Cart appear in the right side of the website	
3	Click “+” or “-” or enter the number you want		
4		The number of products has been changed to successfully	

Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	Invalid token
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-25	Products are changed quantity to cart must be available	

Table 3.19. Place an order: Change quantity

### 3.2.15. Place an order: Apply voucher

USE CASE-15			
Use-case No.	<UC15>	Use-case Version	<1.1>
Use-case Name	Apply voucher		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Guest, Customer		
Description	User can apply voucher		
Triggers	Enter the code		
	Click “Apply” button		
Preconditions	User accesses to the website		
	User has products in the cart		
Post Conditions	User successful applies voucher code		
Main Success Scenario			

Step	Actor Event	System response	
1	Click “Cart” icon on the header		
2		Cart appears in the right side of the website	
3	Enter voucher code and click “apply” button		
4		Successful user applies voucher code	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	Invalid token
	403		
Business Rules	Code	Rule	
	N/A		

Table 3.20. Place an order: Apply voucher

### 3.2.16. Place an order: Checkout

<b>USE CASE-16</b>			
<b>Use-case No.</b>	<UC16>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Checkout		
<b>Author</b>	DuongNT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Customer		
<b>Description</b>	User checks out		
<b>Triggers</b>	Click “Checkout” button		

<b>Preconditions</b>	User accesses to the website		
	User has products in the cart		
<b>Post Conditions</b>	User checkout successful		
<b>Main Success Scenario</b>			
<b>Step</b>	<b>Actor Event</b>	<b>System response</b>	
1	Click “Cart” icon on the header		
2		Cart appear in the right side of the website	
3	Click “Chose shopping method” button		
4		Redirect to “Checkout” page	
5	Enter all needed information then click “checkout” button		
6		Checkout successful	
7		Redirect to “Order Management” page	
<b>Alternative Scenario</b>			
<b>#</b>	<b>Action</b>	<b>Use case</b>	
N/A			
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>	<b>Caught</b>
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	BR-9	Customers have to fill in the necessary information and then make the payment	

Table 3.21. Place an order: Checkout

### 3.2.17. Cancel order

USE CASE-17			
Use-case No.	<UC17>	Use-case Version	<1.1>
Use-case Name	Cancel order		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Customer		
Description	User has logged into the system User can cancel an order		
Triggers	Click “Cancel” button		
	Chose the reason and confirm again		
Preconditions	User accesses to the website User has orders with status “pending”		
Post Conditions	User cancel an order successfully		
Main Success Scenario			
Step	Actor Event	System response	
1	Click avatar icon		
2		Redirect to “My Personal Information” page	
3	Click “Order Management” tab		
4		Redirect to “Order Management” page	
5	Click the “Cancel order” button in the order you want to cancel that have “pending” status		
6		Popup “reason cancel the order” box appear	
7	Enter the reason then click “Confirm”		
8		Cancel the order successful	

Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-10	The order cannot be canceled if it is 2 hours after placing the order and have “pending” status	

Table 3.22. Cancel order

### 3.2.18. View all orders

USE CASE-18			
Use-case No.	<UC18>	Use-case Version	<1.1>
Use-case Name	View all orders		
Author	DuongNT		
Date	8/2/2023	Priority	High
Actor	Customer		
Description	User has logged into the system  User can view all orders		
Triggers	Click “My Personal Information” tab on header		
	Click “Order Management” tab		
Preconditions	User has logged into the system		
Post Conditions	User sees all the orders		
Main Success Scenario			
Step	Actor Event		System response

1	Click “Order Management” tab on “My Personal Information” tab on header		
2		Redirect to “My Order” page	
3	Click “Order Management” tab		
4		Redirect to “Order Management” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-11	Customers can see the orders they have ordered	

Table 3.23. View all orders

### 3.2.19. View order details

<b>USE CASE-19</b>			
<b>Use-case No.</b>	<UC19>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	View all orders		
<b>Author</b>	DuongNT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Customer		
<b>Description</b>	User can view order detail		
<b>Triggers</b>	Click “Order Management” tab		
	Click “Order Detail” button		



Preconditions	User accesses to the website		
Post Conditions	User view order detail		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Order Detail” button on “Order Management” tab		
2		Redirect to “Order Detail” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-11	Customers can see the orders they have ordered	

Table 3.24. View order details

### 3.2.20. User Management: View all user

<b>USE CASE-20</b>			
<b>Use-case No.</b>	<UC20>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	User Management: View all user		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator can view all users		
<b>Triggers</b>	Click “User Management” tab on header		

	Click on the row corresponding to each customer		
Preconditions	User accesses to the website		
Post Conditions	Administrator can view all customers		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “User Management” tab on the header		
2		Redirect to “User Management” page and list all information of users	
3	Click to choose role on filter bar		
4		Redirect to “User Management” page and list all information of users according to chosen role	
5	Click on the row corresponding to each user		
6		Redirect to “User Detail” page and list all information of user detail	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-13	User’s information must be strictly confidential	

Table 3.25. User Management: View all users

### 3.2.21. User Management: Enable/disable user account

USE CASE-21			
Use-case No.	<UC21>	Use-case Version	<1.1>
Use-case Name	User Management: Enable/disable user account		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator can enable/disable all users		
Triggers	Click on the row corresponding to each user		
	Click “Enable/Disable” button		
Preconditions	User accesses to the website		
Post Conditions	User account is enabled/disabled		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “User Management” tab on the header		
2		Redirect to “User Management” page and list all information of users	
3	Click to choose role on filter bar		
4		Redirect to “User Management” page and list all information of users according to chosen role	
5	Choose account to enable/disable		
6	Click “Enable/Disable” button		
7		Enabled/Disabled user detail account saved in the database	
8		Redirect to “User Detail” page	
Alternative Scenario			

#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-14	Check customer information:  -If the information is not in the correct format or has an error, the system will notify you	
		Customer's information must be strictly confidential	

Table 3.26. User Management: Enable/Disable user account

### 3.2.22. Order Management: View order detail

USE CASE-22			
Use-case No.	<UC22>	Use-case Version	<1.1>
Use-case Name	Order Management: View order detail		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator views order detail		
Triggers	Click “Order” tab on header		
	Click on the row corresponding to each order		
Preconditions	User accesses to the website		
Post Conditions	Administrator can view order detail		
Main Success Scenario			
Step	Actor Event		System response

1	Click “Order” tab on the header	
2		Redirect to “Order” page and list all information of orders
3	Click on the row corresponding to each order	
4		Redirect to “Order Detail” page and list all information of order detail
<b>Alternative Scenario</b>		
<b>#</b>	<b>Action</b>	<b>Use case</b>
N/A		
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>
	400	Bad request
	401	Can't connect to database
	403	
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>
	BR-15	Check manager information: - If the information is not in the correct format or has an error, the system will notify you

Table 3.27. Order Management: View order detail

### 3.2.23. Branch Management: View all branch

<b>USE CASE-23</b>			
<b>Use-case No.</b>	<UC23>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Branch Management: View all branch		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	Medium
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator view all branch		

Triggers	Click “Branch” tab on header		
	Click on the row corresponding to each branch		
Preconditions	User accesses to the website		
Post Conditions	Administrator view all branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Branch” tab on the header		
2		Redirect to “Branch” page and list all information of branches	
3	Click on the row corresponding to each branch		
4		Redirect to “Branch Detail” page and list all information of branch detail	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.28. Branch Management: View all branch

### 3.2.24. Branch Management: Add branch

<b>USE CASE-24</b>			
<b>Use-case No.</b>	<UC24>	<b>Use-case Version</b>	<1.1>

Use-case Name	Branch Management: Add branch		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Administrator		
Description	Administrator adds branch		
Triggers	Click “Branch” icon		
	Click “Add” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator adds branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Branch” tab on the header		
2		Redirect to “Branch” page and list all information of branches	
3	Click “Add” button		
4		Redirect to “Add Branch” page and list all blank information field of branch	
5	Fill in all information and then click the “Save” button		
6		New branch saved in the database	
		Redirect to “Branch” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet

<b>Business Rules</b>	403	Forbidden	Users do not have permission on this page
	<b>Code</b>	<b>Rule</b>	
	BR-16	When a new branch is created it needs to be confirmed by the system's management	

Table 3.29. Branch Management: Add branch

### 3.2.25. Branch Management: Update Branch

USE CASE-25			
Use-case No.	<UC25>	Use-case Version	<1.1>
Use-case Name	Branch Management: Update Branch		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Administrator		
Description	Administrator edit branch		
Triggers	Click “Branch” tab on header		
	Click “Edit” button		
Preconditions	User accesses to the website		
Post Conditions	Information of the branch change and update		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Branch” tab on the header		
2		Redirect to “Branch” page and list all information of branch	
3	Edit, update information then click button “Save”		
4		Update branch’s information to database	
5		Return new branch’s information	
Alternative Scenario			
#	Action	Use case	



N/A			
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>	<b>Caught</b>
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	N/A		

Table 3.30. Branch Management: Update Branch

### 3.2.26. Branch Management: Enable/Disable branch

USE CASE-26			
Use-case No.	<UC26>	Use-case Version	<1.1>
Use-case Name	Branch Management: Enable/Disable branch		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Administrator		
Description	Administrator enables/disables branch		
Triggers	Click “Branch” icon		
	Click “Enable” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator enables/disables branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Branch” tab on the header		
2		Redirect to “Branch” page and list all information of branches	

3	Click “Enable/Disable” button	
4		Enabled/Disabled branch saved in the database
5		Redirect to “Branch” page
<b>Alternative Scenario</b>		
<b>#</b>	<b>Action</b>	<b>Use case</b>
N/A		
<b>Exceptions</b>	<b>Exception code</b>	<b>Message</b>
	400	Bad request
	401	Unauthorized
	403	Forbidden
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>
	BR-16	When a new branch is edited needs to be confirmed by the system's management

Table 3.31. Branch Management: Enable/Disable branch

### 3.2.27. Product Management: View product

<b>USE CASE-27</b>			
<b>Use-case No.</b>	<UC27>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Product Management: View product		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator views product		
<b>Triggers</b>	Click “Product” tab on header		
	Click on the row corresponding to each product		
<b>Preconditions</b>	User accesses to the website		

Post Conditions	Administrator views product		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Product” tab on header		
2		Redirect to “Products page	
3	Click on the row corresponding to each product		
4		Redirect to “Product Detail” page and show all information of product	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
Business Rules	Code	Rule	
	N/A		

Table 3.32. Product Management: View product

### 3.2.28. Product Management: Add product

<b>USE CASE-28</b>			
<b>Use-case No.</b>	<UC28>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Product Management: Add product		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator adds product		
<b>Triggers</b>	Click “See More” button on “Product List” page		

	Click “Add” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator adds new product		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “See More” button on “Product List” page		
2		Redirect to “Product” page and list all information of product	
3	Click “Add” button		
4		Redirect to “Add Product” page and list all blank information field of product	
5	Fill in all information and then click the “Save” button		
6		New product saved in the database	
		Redirect to “Product” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-17	The chain manager has to fill in the information of the newly added product	

Table 3.33. Product Management: Add product

### 3.2.29. Product Management: Edit product

USE CASE-29			
Use-case No.	<UC29>	Use-case Version	<1.1>
Use-case Name	Product Management: Edit product		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator edits product		
Triggers	Click “See More” button on “Product List” page		
	Click “Edit” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator edits product		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “See More” button on “Product List” page		
2		Redirect to “Product” page and list all information of product	
3	Click “Edit” button		
4		Redirect to “Add Product” page and list all information field of product to edit	
5	Edit information and then click the “Save” button		
6		Edited product saved in the database	
		Redirect to “Product” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught

	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	BR-18	Check product's information: -If the information is not in the correct format or has an error, the system will notify you	

Table 3.34. Product Management: Edit product

### 3.2.30. Product Management: Enable/Disable product

USE CASE-30			
Use-case No.	<UC30>	Use-case Version	<1.1>
Use-case Name	Product Management: Enable/Disable product		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator enables/disables product		
Triggers	Click “See More” button on “Product List” page		
	Click “Enable/Disable” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator enables/disables product		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “See More” button on “Product List” page		
2		Redirect to “Product” page and list all information of product	
3	Click “Enable/Disable” button		

4		Enabled/Disabled product saved in the database	
5		Redirect to “Product” page	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-18	Check product’s information:  -If the information is not in the correct format or has an error, the system will notify you	

Table 3.35. Product Management: Enable/Disable product

### 3.2.31. Category Management: View all category

<b>USE CASE-31</b>			
<b>Use-case No.</b>	<UC31>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Category Management: View all category		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator views category		
<b>Triggers</b>	Click “Category” tab on header		
	Click on the row corresponding to each category		
<b>Preconditions</b>	User accesses to the website		

Post Conditions	Administrator views all categories		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Category” tab on the header		
2		Redirect to “Category” page and list all information of categories	
3	Click on the row corresponding to each category		
4		Redirect to “Category Detail” page and list all information of category detail	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
Business Rules	Code	Rule	
	N/A		

Table 3.36. Category Management: View all category

### 3.2.32. Category Management: Add category

<b>USE CASE-32</b>			
<b>Use-case No.</b>	<UC32>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Category Management: Add category		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator adds category		



Triggers	Click “Category” icon		
	Click “Add” button		
Preconditions	User accesses to the website		
Post Conditions	New category was added		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Category” tab on the header		
2		Redirect to “Category” page and list all information of categories	
3	Click “Add” button		
4		Redirect to “Add Category” page and list all blank information field of category	
5	Fill in all information and then click the “Save” button		
6		New category saved in the database	
		Redirect to “Category” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.37. Category Management: Add category

### 3.2.33. Category Management: Edit category

USE CASE-33			
Use-case No.	<UC33>	Use-case Version	<1.1>
Use-case Name	Category Management: Edit category		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator edits category		
Triggers	Click “Category” icon		
	Click “Edit” button		
Preconditions	User accesses to the website		
Post Conditions	Category was edited		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Category” tab on the header		
2		Redirect to “Category” page and list all information of categories	
3	Click “Edit” button		
4		Redirect to “Edit Category” page and list all information field of category to edit	
5	Edit information and then click the “Save” button		
6		Edited category information saved in the database	
		Redirect to “Category” page	
Alternative Scenario			
#	Action	Use case	
N/A			

Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.38. Category Management: Edit category

### 3.2.34. Category Management: Enable/Disable category

USE CASE-34			
Use-case No.	<UC34>	Use-case Version	<1.1>
Use-case Name	Category Management: Enable/Disable category		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator enables/disables category		
Triggers	Click “Category” icon		
	Click “Edit” button		
Preconditions	User accesses to the website		
Post Conditions	Category was enabled/disabled		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Category” tab on the header		
2		Redirect to “Category” page and list all information of categories	
3	Click “Enable/Disable” button		

6		Enabled/Disabled category saved in the database	
		Redirect to “Category” page	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.39. Category Management: Enable/Disable category

### 3.2.35. Post Management: View post

USE CASE-35			
Use-case No.	<UC35>	Use-case Version	<1.1>
Use-case Name	Post Management: View post		
Author	HuyenPT		
Date	8/2/2023	Priority	Low
Actor	Administrator		
Description	Administrator views posts		
Triggers	Click “News” tab on header		
	Click on the row corresponding to each post		
Preconditions	User accesses to the website		
Post Conditions	Administrator views all posts		
Main Success Scenario			

Step	Actor Event	System response	
1	Click “News” tab on the header		
2		Redirect to “News” page and list all information of posts	
3	Click on the row corresponding to each post		
4		Redirect to “News Detail” page and list all information of post detail	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
Business Rules	Code	Rule	
	N/A		

Table 3.40. Post Management: View post

### 3.2.36. Post Management: Edit post

<b>USE CASE-36</b>			
<b>Use-case No.</b>	<UC36>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Post Management: Edit post		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	Low
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator edits posts		
<b>Triggers</b>	Click “News” icon		
	Click “Edit” button		
<b>Preconditions</b>	User accesses to the website		

Post Conditions	Post is changed and updated		
Main Success Scenario			
Step	Actor Event		System response
1	Click “News Detail” icon on the header		
2			Redirect to “News Detail” page and list all information of posts
3	Edit, update information then click button “Save”		
4			Update post’s information to database
5			Return new post’s information
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-19	Check the full information of the posts	

Table 3.41. Post Management: Edit post

### 3.2.37. Post Management: Upload post

<b>USE CASE-37</b>			
<b>Use-case No.</b>	<UC37>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Post Management: Upload post		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	Low
<b>Actor</b>	Administrator		

Description	Administrator uploads posts		
Triggers	Click “News” icon		
	Click “Upload” button		
Preconditions	User accesses to the website		
Post Conditions	Post is uploaded to the website		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “News” tab on the header		
2		Redirect to “News” page and list all information of posts	
3	Choose post to upload and click “Upload” button		
4		Upload post to the website	
5		Redirect to latest post page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-19	Check the full information of the posts	

Table 3.42. Post Management: Upload post

### 3.2.38. Post Management: Delete post

USE CASE-38

Use-case No.	<UC38>	Use-case Version		<1.1>
Use-case Name	Post Management: Delete post			
Author	HuyenPT			
Date	8/2/2023	Priority	Low	
Actor	Administrator			
Description	Administrator deletes posts			
Triggers	Click “News” icon			
	Click “Delete” button			
Preconditions	User accesses to the website			
Post Conditions	Post is deleted			
Main Success Scenario				
Step	Actor Event		System response	
1	Click “News Detail” icon on the header			
2			Redirect to “News Detail” page and list all information of posts	
3	Click “Delete” button			
4			Update deleted post to database	
5			Redirect to "News" page	
Alternative Scenario				
#	Action			Use case
N/A				
Exceptions	Exception code	Message	Caught	
	400	Bad request	Can't connect to database	
	401	Unauthorized	User has not logged in yet	
	403	Forbidden	Users do not have permission on this page	
Business Rules	Code	Rule		



	BR-19	Check the full information of the posts
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Table 3.43. Post Management: delete post

### 3.2.41. User Management: Add branch manager

USE CASE-41			
Use-case No.	<UC41>	Use-case Version	<1.1>
Use-case Name	User Management: Add branch manager		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Administrator		
Description	Administrator adds branch manager		
Triggers	Click “Branch Manager” icon		
	Click “Add” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator adds branch manager		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “User Management” tab on the header		
2		Redirect to “User Management” page and list all information of users	
3	Click “Create User” button		
4		Redirect to “Add Branch Manager” page and list all blank information field of branch manager	
5	Fill in all information and then click the “Save” button		
6		New branch manager saved in the database	
		Redirect to “Branch Manager” page	
Alternative Scenario			

#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-20	Only Manager and Administrator have the right to manage system branches	

Table 3.44. Branch Manager Management: Add branch manager

### 3.2.42. Request Management: View request

USE CASE-42			
Use-case No.	<UC42>	Use-case Version	<1.1>
Use-case Name	Request Management: View request		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Administrator		
Description	Administrator views request		
Triggers	Click “Request” tab on menu header		
	Click on the row corresponding to each request		
Preconditions	User accesses to the website		
Post Conditions	Administrator can view request		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the menu header		

2		Redirect to “Request” page and list all information of requests	
3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-20	Only Manager and Administrator have the right to manage system branches	

Table 3.45. Request Management: View request

### 3.2.43. Request Management: Accept/decline request

<b>USE CASE-43</b>			
<b>Use-case No.</b>	<UC43>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Request Management: Accept/decline request		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Administrator		
<b>Description</b>	Administrator accepts/declines request		
<b>Triggers</b>	Click “Request” icon		

	Click “Accept/decline” button		
Preconditions	User accesses to the website		
Post Conditions	Administrator can accept/decline request		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” icon on the storage page		
2		Redirect to “Request” page and list all information of requests	
3	Click “Accept/Decline” button		
4		Accepted/Declined request saved in the database	
5		Redirect to “Request” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-20	Only Manager and Administrator have the right to manage system branches	

Table 3.46. Request Management: Accept/decline request

### 3.2.44. View orders of their branch

<b>USE CASE-44</b>			
<b>Use-case No.</b>	<UC44>	<b>Use-case Version</b>	<1.1>

Use-case Name	View orders of their branch		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager view orders of his branch		
Triggers	Click “Order” tab on menu header		
	Click on the row corresponding to each order		
Preconditions	User accesses to the website		
Post Conditions	Show all orders of his branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Order” tab on the header		
2		Redirect to “Order” page and list all information of orders	
3	Click on the row corresponding to each order		
4		Redirect to “Order Detail” page and list all information of order detail	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.47. View orders of their branch

3.2.45. Receive orders from customers that ordered to their branch

USE CASE-45			
Use-case No.	<UC45>	Use-case Version	<1.1>
Use-case Name	Receive orders from customers that ordered to their branch		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager receives orders from customers that ordered to their branch		
Triggers	Click “Order” tab		
	Click “Receive Orders” tab		
Preconditions	User accesses to the website		
Post Conditions	Show all receive orders from customers that ordered to their branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Receive Orders” tab on the Order page		
2		Redirect to “Receive Orders” page and list all information of receive orders	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	

	BR-21	Check the customer's order information before further processing
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Table 3.48. Receive orders from customers that ordered to their branch

### 3.2.46. Approve an order

USE CASE-46			
Use-case No.	<UC46>	Use-case Version	<1.1>
Use-case Name	Approve an order		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager approves an order when branch has full ingredients for the order to make		
Triggers	Click on the row corresponding to each order		
	Click “Approve” button		
Preconditions	User accesses to the website		
Post Conditions	Order is approved		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Order” tab on the header		
2		Redirect to “Order” page and list all information of orders	
3	Click on the row corresponding to each order		
4		Redirect to “Order Detail” page and list all information of order detail	
5	Click “Approve” button		
6		Approved order saved in the database	

7		Redirect to “Order Detail” page	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-21	Check the customer's order information before further processing	

Table 3.49. Approve an order

### 3.2.47. Cancel an order

USE CASE-47			
Use-case No.	<UC47>	Use-case Version	<1.1>
Use-case Name	Cancel an order		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager cancels an order when branch doesn't have full ingredients for the order to make		
Triggers	Click on the row corresponding to each order		
	Click "Cancel" button		
Preconditions	User accesses to the website		
Post Conditions	Order is cancelled		
Main Success Scenario			
Step	Actor Event		System response



1	Click “Order” tab on the header		
2		Redirect to “Order” page and list all information of orders	
3	Click on the row corresponding to each order		
4		Redirect to “Order Detail” page and list all information of order detail	
5	Click “Cancel” button		
6		Cancel order saved in the database	
7		Redirect to “Order Detail” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-21	Check the customer's order information before further processing	

Table 3.50. Cancel an order

### 3.2.48. View information of customers ordering (phone number, name, address)

<b>USE CASE-48</b>			
<b>Use-case No.</b>	<UC48>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	View information of customers ordering (phone number, name, address)		

Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager view information of customers ordering (phone number, name, address) at his branch		
Triggers	Click on the row corresponding to each order		
	Click “Customer Information” button		
Preconditions	User accesses to the website		
Post Conditions	Show all information about customers ordering (phone number, name, address) at the branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Order” tab on the header		
2		Redirect to “Order” page and list all information of orders	
3	Click on the row corresponding to each order		
4		Redirect to “Order Detail” page and list all information of order detail	
5	Click “Customer Information” button		
6		Redirect to “Customer Information” page and list all information of customer	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database

	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
<b>Business Rules</b>	<b>Code</b>	<b>Rule</b>	
	BR-21	Check the customer's order information before further processing	

Table 3.51. View information of customers ordering (phone number, name, address)

### 3.2.49. Branch-self Management: View information of their branch

USE CASE-49			
Use-case No.	<UC49>	Use-case Version	<1.1>
Use-case Name	Branch-self Management: View information of their branch		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Branch Manager		
Description	Branch manager view information of his branch		
Triggers	Click menu icon on header		
	Click “Branch” tab		
Preconditions	User accesses to the website		
Post Conditions	Show all information of the branch		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Branch” tab on the header		
2		Redirect to “Branch” page and list all information of branch	
Alternative Scenario			
#	Action	Use case	
N/A			

Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.52. Branch-self Management: View information of their branch

### 3.2.50 Branch product management: Enable/Disable product in the menu of their branch

USE CASE-50			
Use-case No.	<UC50>	Use-case Version	<1.1>
Use-case Name	Branch product management: Enable/Disable product in the menu of their branch		
Author	HuyenPT		
Date	8/2/2023	Priority	Medium
Actor	Branch Manager		
Description	Branch manager enables/disables product in the menu of their branch		
Triggers	Click “Menu” tab on the header		
	Click “Enable” button		
Preconditions	User logged in to the website		
Post Conditions	Product was enabled/disabled in the menu		
Main Success Scenario			
Step	Actor Event		System response
1	Click “Menu” tab on the header		
2			Redirect to “Menu” page
3	Click “Enable/Disable” button		

4		Product was updated to be enabled/disabled in database	
5		Return new menu	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401		
	403		
Business Rules	Code	Rule	
	BR-18	Check product's information:  -If the information is not in the correct format or has an error, the system will notify you	

Table 3.53. Branch product management: Enable/Disable product in the menu of their branch

### 3.2.51. Branch Request Management: Create request

<b>USE CASE-51</b>			
<b>Use-case No.</b>	<UC51>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Branch Request Management: Create request		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Branch Manager		
<b>Description</b>	Branch manager creates request		
<b>Triggers</b>	Click "Request" icon		
	Click "Create Request" button		
<b>Preconditions</b>	User accesses to the website		

Post Conditions	Request was created		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header		
2		Redirect to “Request” page and list all information of request	
3	Click “Create Request” button		
4		Redirect to “Create Request” page and list all blank information field of request	
5	Fill in all information and then click the “Save” button		
6		New request saved in the database	
		Redirect to “Request” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.54. Branch Request Management: Create request

### 3.2.52. Branch Request Management: Edit request

<b>USE CASE-52</b>			
<b>Use-case No.</b>	<UC52>	<b>Use-case Version</b>	<1.1>

Use-case Name	Branch Request Management: Edit request		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager edits request		
Triggers	Click on the row corresponding to each request		
	Click “Edit” button		
Preconditions	User accesses to the website		
Post Conditions	Request was edited		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header page		
2		Redirect to “Request” page and list all information of created requests	
3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
3	Click “Edit” button		
5		Redirect to “Edit Request” page and list all information field of request to edit	
6	Edit information and then click the “Save” button		
7		Edited request information saved in the database	
8		Redirect to “Request Detail” page	
Alternative Scenario			
#	Action	Use case	

N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.55. Branch Request Management: Edit request

### 3.2.53. Branch Request Management: Send request

USE CASE-53			
Use-case No.	<UC53>	Use-case Version	<1.1>
Use-case Name	Branch Request Management: Send request		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager sends request		
Triggers	Click on the row corresponding to each request		
	Click “Send” button		
Preconditions	User accesses to the website		
Post Conditions	Request was sent		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header page		
2		Redirect to “Request” page and list all information of requests	



3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
3	Click “Send” button		
6		Request was sent to Chain Manager	
		Redirect to “Request Detail” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.56. Branch Request Management: Send request

### 3.2.54. Branch Request Management: Cancel request

<b>USE CASE-54</b>			
<b>Use-case No.</b>	<UC54>	<b>Use-case Version</b>	<1.1>
<b>Use-case Name</b>	Branch Request Management: Cancel request		
<b>Author</b>	HuyenPT		
<b>Date</b>	8/2/2023	<b>Priority</b>	High
<b>Actor</b>	Branch Manager		
<b>Description</b>	Branch manager cancels request		
<b>Triggers</b>	Click on the row corresponding to each request		

	Click “Cancel” button		
Preconditions	User accesses to the website		
Post Conditions	Request was cancelled		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header page		
2		Redirect to “Request” page and list all information of requests	
3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
5	Click “Cancel” button		
6		Cancelled request information saved in the database	
7		Redirect to “Request Detail” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.57. Branch Request Management: Cancel request

### 3.2.55. Branch Request Management: View request detail

USE CASE-55			
Use-case No.	<UC55>	Use-case Version	<1.1>
Use-case Name	Branch Request Management: View request detail		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager views request detail		
Triggers	Click “Request” icon		
	Click on the row corresponding to each request		
Preconditions	User accesses to the website		
Post Conditions	Branch manager can view request detail		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header page		
2		Redirect to “Request” page and list all information of requests	
3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet

<b>Business Rules</b>	403	Forbidden	Users do not have permission on this page
	<b>Code</b>	<b>Rule</b>	
	N/A		

Table 3.58. Branch Request Management: View request detail

### 3.2.56. Branch Request Management: Completed request

USE CASE-56			
Use-case No.	<UC56>	Use-case Version	<1.1>
Use-case Name	Branch Request Management: Completed request		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager complete request		
Triggers	Click on the row corresponding to each request		
	Click "Complete" button		
Preconditions	User accesses to the website		
Post Conditions	Request is completed		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Request” tab on the header page		
2		Redirect to “Request” page and list all information of requests	
3	Click on the row corresponding to each request		
4		Redirect to “Request Detail” page and list all information of request detail	
5	Click "Complete" button		
6		Completed request saved in database	

7		Redirect to “Request Detail” page	
Alternative Scenario			
#	Action		Use case
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	N/A		

Table 3.59. Branch Request Management: Completed request

### 3.2.57. Completed an order

USE CASE-57			
Use-case No.	<UC57>	Use-case Version	<1.1>
Use-case Name	Completed an order		
Author	HuyenPT		
Date	8/2/2023	Priority	High
Actor	Branch Manager		
Description	Branch manager completes order when order is delivered success		
Triggers	Click on the row corresponding to each order		
	Click “Complete” button		
Preconditions	User accesses to the website		
Post Conditions	Order is completed		
Main Success Scenario			
Step	Actor Event	System response	
1	Click “Order” tab on the header		

2		Redirect to “Order” page and list all information of orders	
3	Click on the row corresponding to each order		
4		Redirect to “Order Detail” page and list all information of order detail	
5	Click “Complete” button		
6		Completed order saved in the database	
7		Redirect to “Order Detail” page	
Alternative Scenario			
#	Action	Use case	
N/A			
Exceptions	Exception code	Message	Caught
	400	Bad request	Can't connect to database
	401	Unauthorized	User has not logged in yet
	403	Forbidden	Users do not have permission on this page
Business Rules	Code	Rule	
	BR-21	Check the customer's order information before further processing	

Table 3.60. Completed an order

### 3.4. Non-Functional Requirements

#### 3.4.1 External Interfaces

##### 3.4.1.1. User Interfaces

- UI-01: The website will work smoothly on these: Chrome, Firefox, Safari, and Edge.
- UI-02: The website is suitable for all different users and is friendly.
- UI-03: All error messages should be clear and can provide troubleshooting guidance to the user.
- UI-04: The application supports English only.

#### 3.4.1.2. External Interfaces

- EI-01: System will support most web browsers with responsive design.
- EI-02: All data must be integrated via API.
- EI-03: Response API uses JSON format.

#### 3.4.2. Quality Attributes

##### 3.4.2.1. Usability

- US-01: Users will quickly grow used to and productive at core operations.
- US-02: Error and warning messages are simple.
- US-03: Prominent board and card features. The board and card features should be prominent and easy to use.

##### 3.4.2.2. Reliability

- RE-01: Before being sent to the server, every information submitted by the user is verified.
- RE-02: The system complies with business rules.

##### 3.4.2.3 Performance

- PE-01: Data will be stored on a good-performance server.
- PE-02: Optimize query statements.
- PE-03: The response time of the functions in the system is less than 4 seconds.

##### 3.4.2.4. Security

- SE-01: Depending on the role of the user, the corresponding screen will be displayed.
- SE-02: The database will be safely kept on the server.

#### 3.5. Requirement Appendix

##### 3.5.1. Business Rules

ID	Rule Definition
BR-1	The email used for register must match the email format
BR-2	Each registered account will correspond to only 1 of their mail
BR-3	User can view the nearest facilities in his current location and can choose one of them
BR-4	Check account: -Check username format -Check password format
BR-5	Users need to verify the owner of the mail that they have registered
BR-6	User have to confirm by email
BR-7	User information must be strictly confidential
BR-8	Products are added to cart must be available and enabled
BR-9	Customers have to fill in the necessary information and then make the payment
BR-10	The order cannot be canceled if it is 2 hours after placing the order and have "pending" status

BR-11	Customers can see the orders they have ordered
BR-12	Customers will make checkout according to the system's method
BR-13	Customer's information must be strictly confidential
BR-14	Check customer's information: -If the information is not in the correct format or has an error, the system will notify you
BR-15	Check manager's information: - If the information is not in the correct format or has an error, the system will notify you
BR-16	When a new branch is created it needs to be confirmed by the system's management
BR-16	When a new branch is edited needs to be confirmed by the system's management
BR-17	The branch manager has to fill in the information of the newly added product
BR-18	Check product's information: -If the information is not in the correct format or has an error, the system will notify you
BR-19	Check the full information of the posts
BR-20	Only Manager and Administrator have the right to manage system branches
BR-21	Check the customer's order information before further processing
BR-22	The user needs to enter the correct old password
BR-23	Check user information: - If the information is not in the correct format or has an error, the system will notify you
BR-24	Products are deleted to cart must be available
BR-25	Products are changed quantity to cart must be available

### 3.5.2. Common Requirements

### 3.5.3. Application Messages List

#	Message code	Message Type	Context	Content
1	MSG01	In line	There is not any search result	<i>No search results.</i>
2	MSG02	In red, under the text box	Input-required fields are empty	<i>The * field is required.</i>



3	MSG03	Toast message	Updating asset(s) information successfully	<i>Update asset(s) successfully.</i>
4	MSG04	Toast message	Adding new asset successfully	<i>Add asset successfully.</i>
5	MSG05	Toast message	Confirming email of asset hand-over is sent successfully	<i>A confirmation email has been sent to {email_address}.</i>
6	MSG06	Toast message	Resetting asset information successfully	<i>Return asset(s) successfully.</i>
7	MSG07	Toast message	Deleting asset information successfully	<i>Delete asset(s) successfully.</i>
8	MSG08	In red, under the text box	Input value length > max length	<i>Exceed max length of {max_length}.</i>
9	MSG09	In line	Username or password is not correct when clicking sign-in	<i>Incorrect username or password. Please check again.</i>