

Yalla Baggage Application Documentation

Documentation Date: Sep 10, 2025

1. General Application Introduction

Application Name: Yalla Baggage

Application Concept: Yalla Baggage is a service application designed to make travelers' lives easier by providing a baggage transfer, pickup, and delivery service. The application connects travelers who need to transport their luggage from a specific location (like an airport or home) to another destination with a specialized team that handles this task securely and efficiently.

Problem It Solves: The application alleviates the burden of carrying and waiting for luggage at airports, saving travelers time and effort and making their travel experience more comfortable and seamless.

Used Technology And Tools: REST Api, Mongo Db, Vue.js, Node.js, Express.js, Mongoose, Vuetify, Pinia, Flutter.

Supported Language: Turkish and English.

Target Audience:

- Frequent travelers (business professionals, tourists).
- Families traveling with a lot of luggage.
- Individuals who need to transport luggage between different cities without traveling themselves.

2. Scenarios and Screen Explanations

This section will walk through the user's journey within the application step-by-step, explaining each screen and its functions.

➤ Scenario 1: Login or Creates an Account for new Users

A new user begins their journey by downloading the app and creating a personal account to use the services.

2.1 Create Account Screen

Description: This is the first screen a new user encounters. It prompts them to enter their basic information to create a profile.

Key Elements:

- **Full Name:** A field for the user to enter their full name.
- **Email Address:** A field for entering the email address.
- **Password:** A field for entering a password.
- **Phone Number:** A field for entering the phone number with the country code.

A "Verified" button next to it indicates that the number has been verified.

- **Select an information preference:** An important feature that allows the user to choose their preferred communication channel for receiving notifications and updates (WhatsApp, SMS, Direct Call).
- **Create Account:** A button to complete the registration process.

The screenshot shows a mobile application interface for creating an account. At the top, there's a header with signal strength, battery level, and other icons. Below it, a pink header bar says "Let's complete your account" with the sub-instruction "fill out all the informations below". The main form area has several input fields: "Full Name *" with placeholder "James brown", "Email Address *" with placeholder "test@hotmail.com", "Password *" with a masked input, and "Phone Number *" with a placeholder "(+963) 997 771 106" and a green "Verified" badge. Below these is a section titled "Select an information preference *" with three checkboxes: "whatsapp" (checked), "SMS" (checked), and "Direct Call" (checked). At the bottom are two buttons: a blue "Create Account" button and a blue "Login Successfully" button.

2.2 Login Screen

Description: screen for the people who are already have an account.

Key Elements:

- **Email Address:** A field for entering the email address.
- **Password:** A field for entering a password.
- **Create Account:** If the user does not have an account, they can create one.

The screenshot shows a mobile application interface for logging in. At the top, there's a header with the time "13:27" and various status icons. Below it, a white header bar says "Login or sign up". The main form area has two input fields: "Email Address *" with placeholder "test@hotmail.com" and "Password *" with a masked input. Below these is a checkbox with the text "We'll inform you about baggages with the channel you preferred". At the bottom are two buttons: a blue "Login Account" button and a link "You Don't Have Account ?Create Account".

➤ Scenario 2: Exploring the Home Screen and Requesting a New Transfer

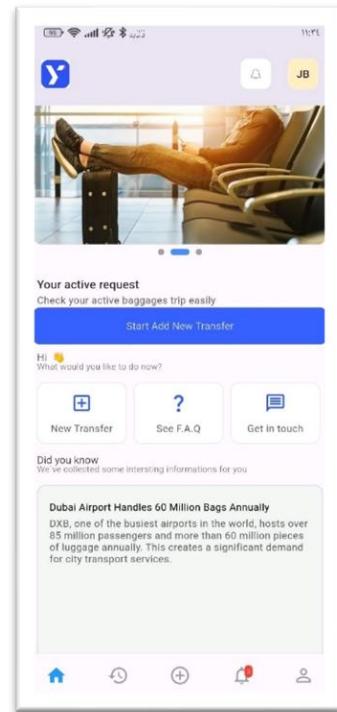
After logging in, the user is taken to the home screen where they can manage their requests and access all application services.

2.3 Home Screen

Description: This is the user's main dashboard. It displays a summary of their status and quick access buttons to services.

Key Elements:

- **Top Bar:** Contains the app logo, a notifications icon, and the user's initials (JB).
- **Banner:** A space to display images or promotional offers.
- **Quick Access Buttons:**
 - **New Transfer:** The main button to start a new baggage transfer request.
 - **See F.A.Q:** To navigate to the Frequently Asked Questions page.
 - **Get in touch:** To navigate to the contact page for technical support.
 - **Your active request:** A section that displays a summary of currently active requests (in this image, there are no active requests).
 - **Did you know:** A section to display interesting information or tips for users.



2.4 Initiating a New Baggage Carry Request

When the user presses "New Transfer," a 3-step process begins:

Step 1: Location

Description: On this screen, the user enters the details of the pickup and delivery locations and dates.

Key Elements:

- **Pick up information:**
 - **Pick up location:** To set the luggage pickup location
 - **Pick up date:** To set the pickup date.
 - **Pick up time:** To set the pickup time.
- **Delivery Information:**
 - **Delivery Location:** To set the luggage delivery location.
 - **Pick Delivery Date:** To set the delivery date and time.
- **Additional Information (Optional):**
 - **Delivery flight Gate:** The arrival flight gate number.
 - **Flight number:** The flight number.
- **Next:** A button to proceed to the next step.

The screenshot shows a mobile application interface for initiating a new baggage carry request. At the top, there's a header with the app logo and a 'JB' button. Below it, a title 'New Baggage Carry Request' with a sub-instruction 'Fill out all the informations to create your request'. There are three main tabs at the bottom: 'Location >', 'Contact >', and 'Payment >'. The first tab is selected. The 'Pick up information' section contains fields for 'Pick up location' (with a placeholder 'شارع المركز المالي, دبي, الإمارات العربية المتحدة'), 'Pick up date' (set to '2025-06-24'), and 'Pick up time' (set to '11:54'). The 'Delivery Information' section contains fields for 'Delivery Location' (placeholder 'الدوحة, الريان, قطر') and 'Pick Delivery Date' (set to '2025-06-26 03:00'). Below these, there are optional fields: 'Delivery flight Gate(Optional)' (set to 'A20') and 'Flight number(Optional)' (set to '153'). A note below the optional fields says 'We'll inform you about baggages with the channel you preferred'.

Note:

In the screen where users enter pickup and delivery locations, a **free version** of the **Autocomplete** feature has been implemented to help users select locations more easily. However, due to using a free version, some location suggestions or advanced search capabilities may be **limited** during use, compared to premium services. Despite this, the feature has been configured to provide a satisfactory user experience within the available limits.

Step 2: Luggage Information

Description: Here, the user provides detailed information about the luggage they want to transport.

Key Elements:

- **Luggages Size:** A dropdown menu to select the bag's size.
- **Luggages Weight:** A field to enter the bag's weight in kilograms.
- **I have fragile item:** An option to indicate if the bag contains fragile items
- **Upload 3 photos of your luggage:** A very important feature that allows the user to upload 3 photos of their bag from the camera or gallery to document its condition before transfer.
- **Add a New luggage:** A button to add another bag to the same request.

New Baggage Carry Request
Fill out all the informations to create your request

Location > Contact > Payment >

Luggage Information
Please add your luggage informations

Luggage L
-85+ cm height (32" and more)
12.8 kilogram of weight

Fragile \$ 44.38

Luggages Size *
Luggage M /-85+ cm height (32 and more)

Luggages Wight *
35 Kilogram

I have fragile item in my luggage
We'll stick a "fragile" badge to your luggage

Upload 3 photos of your luggage
Camera Browse

Step 3: Payment

Description: The final screen in the request process, where the user enters payment information and completes the order.

Key Elements:

- **Payment Informations:** Fields to enter credit card details (card number, expiration date, CVV).
- **Order Summary:** A detailed breakdown of the cost (Sub Total, Vat, Total).
- **Terms and Conditions:** An option to agree to the terms of use.
- **Complete Payment:** A button to finalize the payment and confirm the request.

New Baggage Carry Request
Fill out all the informations to create your request

Location > Contact > Payment >

Payment Informations
Please enter your payment details completely

visa

1111222233334444

2025-06-24 123

Pay with 3D Secure(Pay with 3D security)

I have read the Terms of Use and I want to register my card with masterpass.

SubTotal	\$ 44.85
Vat(20.00%)	\$ 8.96€
Total	\$ 35.86€

Complete Payment

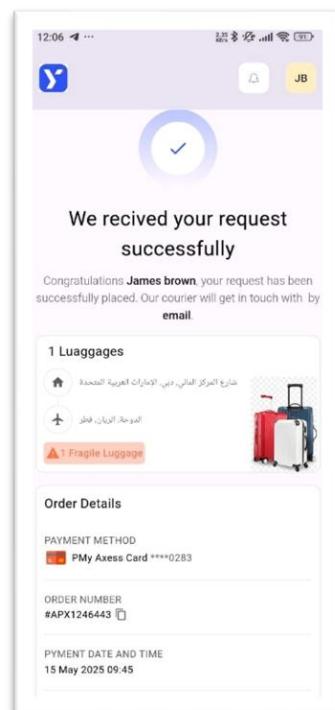
By continuing, you accept our terms of use and privacy policy.

2.5 Request Confirmation Screen

Description: A screen that appears to the user after a successful payment, confirming that their request has been received and providing a full summary.

Key Elements:

- **Confirmation Message:** Congratulates the user and informs them that their request has been successfully placed.
- **Trip Summary:** Displays the trip route (from-to) and the number of bags.
- **Order Details:** Precise details of the order, including payment method, order number, payment date and time, and the total amount.
- **Close:** A button to close the screen and return to the home screen.



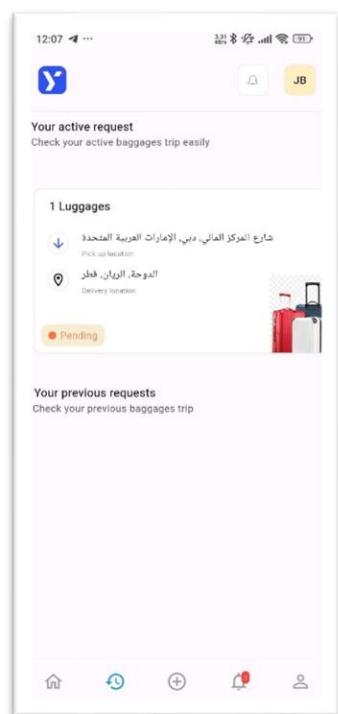
➤ Scenario 3: Tracking Requests and Managing the Account

After creating a request, the user can track its status and manage their personal account details.

3.1 Tracking an Active Request

Description: Upon returning to the home screen, the new request appears in the "Your active request" section with a "Pending" status.

Tapping on the request takes the user to the trip details screen.



3.2 Trip Details Screen

Description: This screen displays all details related to a specific request.

Key Elements:

- **Trip#153:** A reference number for the trip.
- **Request Status:** (e.g., Pending ,on the way , completed).
- **Destinations:** Displays the trip route.
- **Luggage Images:** Displays the uploaded photos of the luggage.
- **Trip Timeline:** A timeline showing the progress of the request (e.g., Order Pending , order confirmed , Courier on the way , Baggage delivered).
- **Get in Touch:** A quick link to contact support if there is a problem.

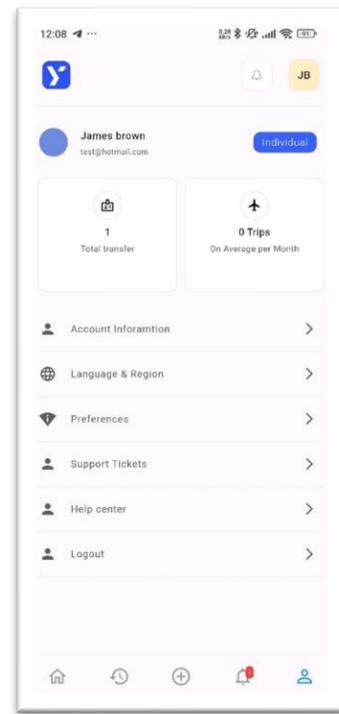


3.3 Profile and Settings Screen

Description: The user's account control center, where they can access all settings and personal information.

Key Elements:

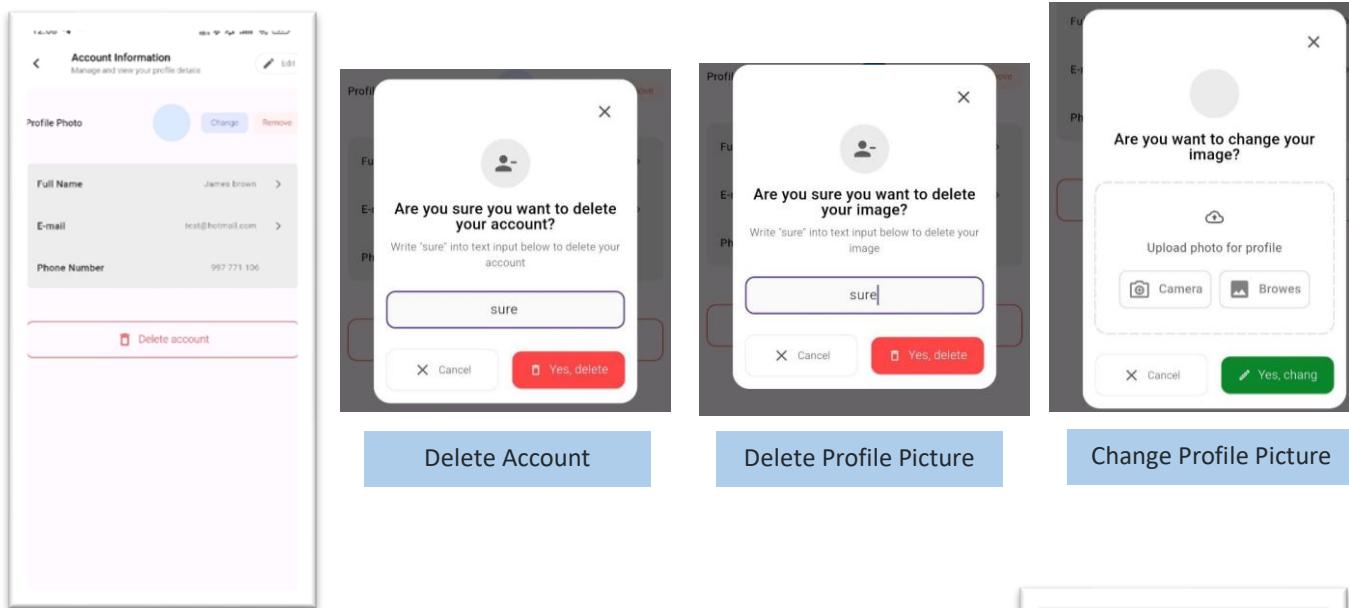
- **User Information:** Name, email, and profile picture.
- **Statistics:** (Total transfer, On Average per Month).
- **Settings Menu:**
 - **Account Information:** To manage account info.
 - **Language & Region:** To change language and region.
 - **Preferences:** To manage notification and communication preferences.
 - **Support Tickets:** To access technical support tickets.
 - **Help center:** To access the help center.
 - **Logout:** To log out of the application.



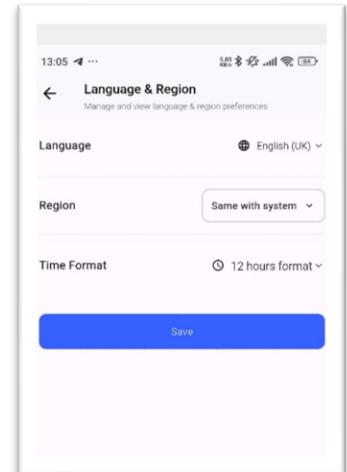
3.4 Account Settings Sub-Screens

Account Information Screen: Allows the user to view and edit their personal data, change or delete their profile picture, or delete their entire account.

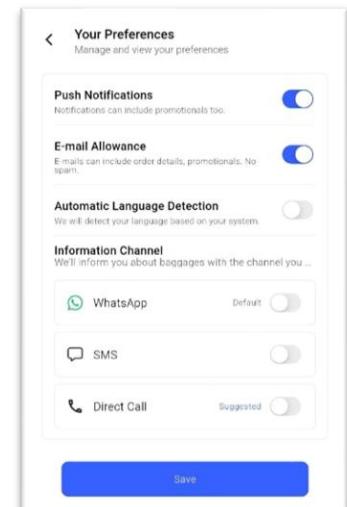
Pop-up modals confirm these critical actions.



Language & Region Screen: Allows the user to customize the application's language, region, and time display format.



Preferences Screen: Allows the user to control the receipt of notifications (Push Notifications, E-mail) and change the preferred communication channel selected during registration.



➤ Scenario 4: Contacting Technical Support

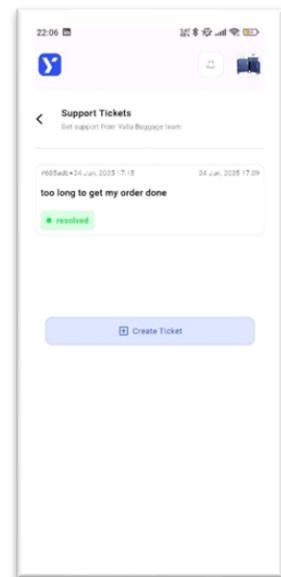
If the user encounters any issues, they can easily contact the support team.

4.1 Support Tickets Screen

Description: This screen lists all support tickets created by the user. Initially, it is empty, with a button to create a new ticket. After creating a ticket, it appears in the list with its status (Open) and the number of new messages.

Key Elements:

- **Create Ticket:** A button to create a new support ticket.
- **Ticket List:** Each item displays the ticket number, subject, status, and number of new replies.



4.2 Creating a New Support Ticket

Description: A simple form that allows the user to describe their problem and send it to the support team.

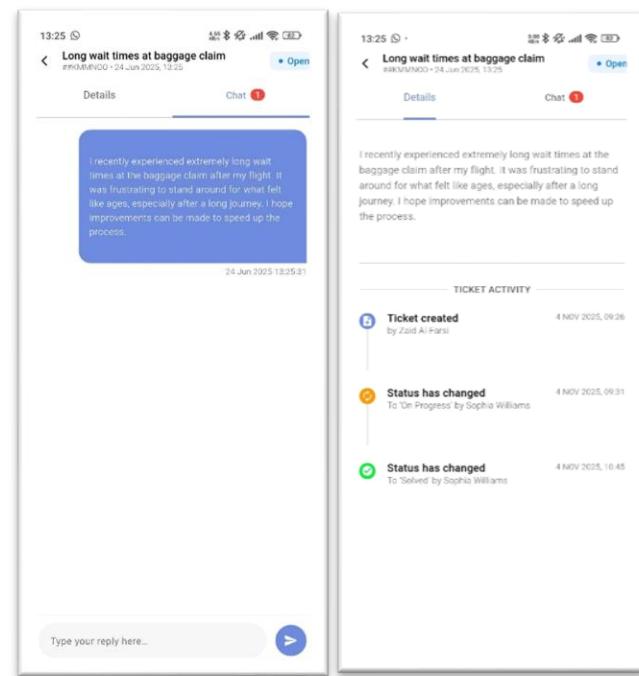
Key Elements:

- **Subject:** A field to write the subject of the issue.
- **Select Request:** Allows the user to select an active request from a dropdown list, associating the new support ticket with that specific transfer
- **Your message:** A field to write the details of the issue.
- **Send Ticket:** A button to send the ticket.



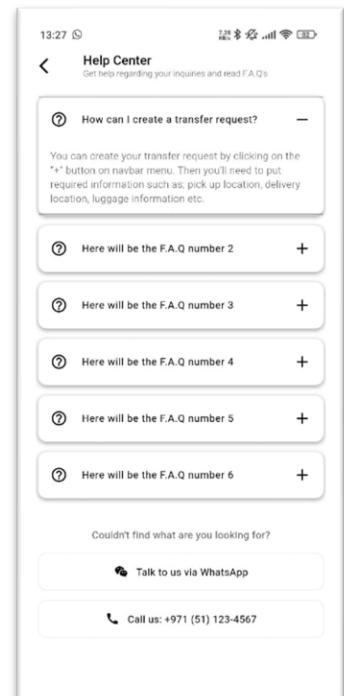
4.3 Tracking the Ticket and Conversation

Description: When opening a specific ticket, the user can see its details and activity timeline (when it was created, when its status changed). They can also engage in a direct text chat with the support team to answer their inquiries and follow up on the resolution.



4.4 Help Center

Description: A page containing a list of Frequently Asked Questions (F.A.Q) and their answers. It also provides direct and quick contact methods like a WhatsApp link and a phone number.

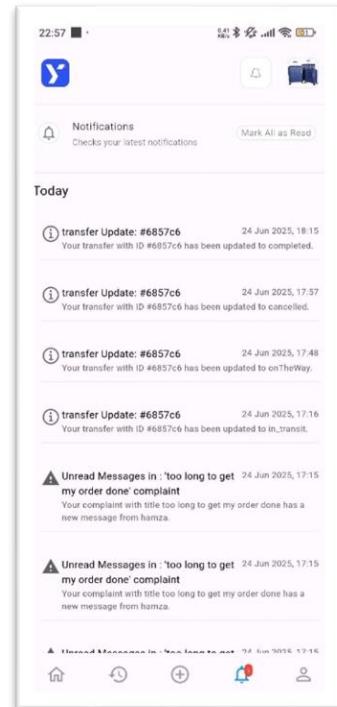


➤ Scenario 5: Viewing Notifications and Tracking Updates

The application features a centralized notification system to keep the user constantly informed about all developments related to their requests and support tickets.

5.1 Notifications Screen

- **Description:** This screen is accessible by tapping the bell icon in the top bar of the home screen. It displays a chronologically sorted list of all notifications sent to the user.
- **Functionality:** This screen serves as a historical log of all important interactions that have occurred in the user's account, ensuring they do not miss any crucial information.
- **Key Elements:**
 - **Mark All as Read:** A button that allows the user to mark all notifications as read at once.
 - **Notifications List:** Notifications are grouped by day (e.g., Today). Each notification includes:
 - **Icon:** To distinguish the type of notification
 - **Notification Title:** Clarifies the type of update (e.g., "transfer Update" or "Unread Messages").
 - **Notification Body:** A brief message explaining the details of the update.
 - **Date and Time:** The exact time the notification was received.
- **Types of Notifications Displayed:**



Request Status Updates (Transfer Update):

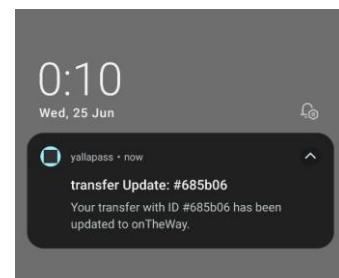
- **in_transit:** When the shipment is in the transport phase.
- **In_progress:** When the request is actively being processed by the company.
- **onTheWay:** When the shipment is on its way for final delivery.
- **cancelled:** If the request has been cancelled.
- **completed:** Upon successful completion of the delivery process.

Support Ticket Updates (Unread Messages):

- The system sends a notification to the user when a new message arrives from the support team on one of their tickets, mentioning the ticket's title and the employee name (e.g., "new message from Hazem").

Notification Panel (Notification Bar):

- Transfer status updates appear in the user's phone notification bar.



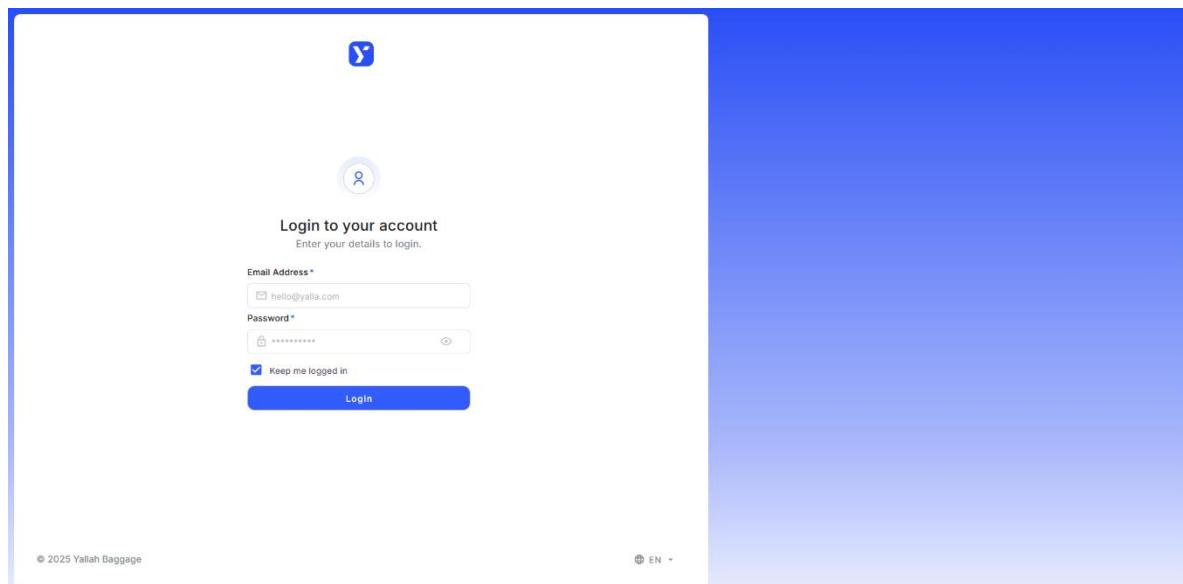
3. Admin Dashboard Scenarios and Screen Explanations

This section will walk through the admin's journey within the application step-by-step, explaining each screen and its functions.

➤ Scenario 1: Login for admins

3.1 Login Screen

Admin Dashboard application starts with the login page. From the login page, the admins can enter the application after writing the password and email. We have an option to change the language at the bottom and we have an option to keep the login. If the admin clicks on the keep login button, the admin will be able to stay inside the application by refresh token inside the application after the current token period expires. After entering the correct information, he enters the application that starts with the employees' page.



3.2 Employees Screen

When entering the employees' page, we find on the left side a slide bar which we can navigate between the pages. On the right, we find a table for all employees that includes their personal information and their status, whether they are available or have a transfer.

From this page, we can add and delete employees. There is a button to filter by name, ID, phone number and status, whether they are available or unavailable.

At the top of the employees page, we find the total number of employees in the application, the number of employees available to take transfers, and the number of employees who are currently on transfers.

ID	Driver	Identity Number	Phone Number	Status	Actions
#6890e8bb0c	hamza	1234567890	+93 997771106	Available	⋮
#688772bb4f	rewrrewwr	234324244324	+90 878787878787	Available	⋮
#688615824f	Ibrahim almubarak	123456789	+90 5553334422	Available	⋮
#6885f28b28	Driver test 2	122234567890	+90 5059999609	On The Way	⋮
#6885f23428	Test	12345678901	+90 539 237 51 01	Assigned	⋮
#685c91aa7	Rauf Worker	13213131231	+90 530171 10 44	Assigned	⋮
#685bde7d09	Faisal Bashier	01	+44 7722987477	Available	⋮
#685b41608f	Abbas Almosali	1234567890987	+90 5055554433	Assigned	⋮

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New Driver
Fill out all the informations to add

INFORMATION

Full Name *

Email *

Identity Number *

Phone Number *
+93

Search countries...

- Afghanistan +93
- Albania +355
- Algeria +213
- American Samoa +1684
- Andorra +376
- Annola +244

Page 1 of 2

3.3 Transfers Screen

On the trips page, we find a table containing trip information, details, the customer's name, and trip status. From this page, the admin can assign an employee or worker to this trip by clicking on the icon on the right side of the table in the action box. When adding an employee, the request status changes from "Pending" to "Working" automatically, or we can do it from the drop-down menu on the right side of the table. From the same drop-down menu, we can go to the trip details, where we find all the information related to the trip. We can modify the trip status, and with each modification we make, the system sends a notification to the user informing him of the latest information about the trip status. When the trip is fully completed and the status is changed to "Completed," a notification is also sent to the customer, and the employee's status is changed to "Available."

At the top of the trips page we find the number of transfers that were registered today and the percentage compared to yesterday and the number of changed cases and the number of cases that customers have canceled and we also find a filter button through which the admin can search by the username or ID or search by the name of the employee or search by the transfer status and payment status.

When appointing an employee for the transfer choosing his name will ask the application to open WhatsApp to send all the transfer information to this worker's number which registered in the system.

Filters	date	Customer	Pick Up Date	Delivery Date	Status	Assign / Change Staff	Actions
Client Id, name	15:04:08	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	<input type="button" value="Assign"/>	<input type="button" value="More"/>
Employees	15:03:57	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	<input type="button" value="Assign"/>	<input type="button" value="More"/>
Transfer Status	15:17:57	Karen Welsh	31 Jul 2025 03:00	1 Aug 2025 03:00	On The Way	Driver test 2	<input type="button" value="More"/>
	15:12:14	mohamadeb	30 Jul 2025 03:00	31 Jul 2025 03:00	Pending	<input type="button" value="Assign"/>	<input type="button" value="More"/>
	15:22:46	sezer mezer	29 Jul 2025 03:00	30 Jul 2025 03:00	Pending	<input type="button" value="Assign"/>	<input type="button" value="More"/>
	15:17:24		29 Jul 2025 03:00	30 Jul 2025 03:00	Cancelled		<input type="button" value="More"/>
<input type="button" value="CLEAR"/>	<input type="button" value="APPLY"/>	15:08:06	hazem	29 Jul 2025 03:00	30 Jul 2025 03:00	Completed	hamza
#688518a328	27 Jul 2025 13:00	Karen Walsh	27 Jul 2025 03:00	27 Jul 2025 03:00	Completed	Driver test 2	<input type="button" value="More"/>

Yallah Baggage Superadmin Panel

Transfers

Manage and track your transfers

Today's Transfers		Current Transfers		Cancelled Transfers																																																							
0	+0% vs yesterday	66	+100% vs yesterday	3	+100% vs yesterday																																																						
<p>Filters</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Transfer Date</th> <th>Customer</th> <th>Pick Up Date</th> <th>Delivery Date</th> <th>Status</th> </tr> </thead> <tbody> <tr><td>#6891598d0c</td><td>5 Aug 2025 04:08</td><td>hazem</td><td>5 Aug 2025 03:00</td><td>5 Aug 2025 03:00</td><td>Pending</td></tr> <tr><td>#689156f10c</td><td>5 Aug 2025 03:57</td><td>hazem</td><td>5 Aug 2025 03:00</td><td>5 Aug 2025 03:00</td><td>Pending</td></tr> <tr><td>#688b845f01</td><td>31 Jul 2025 17:57</td><td>Karen Welsh</td><td>31 Jul 2025 03:00</td><td>1 Aug 2025 03:00</td><td>On The Way</td></tr> <tr><td>#6889e27080</td><td>30 Jul 2025 12:14</td><td>mouhamadeb</td><td>30 Jul 2025 03:00</td><td>31 Jul 2025 03:00</td><td>Pending</td></tr> <tr><td>#6889252e4f</td><td>29 Jul 2025 22:46</td><td>sezer mezer</td><td>29 Jul 2025 03:00</td><td>30 Jul 2025 03:00</td><td>Pending</td></tr> <tr><td>#6888d9964f</td><td>29 Jul 2025 17:24</td><td></td><td>29 Jul 2025 03:00</td><td>30 Jul 2025 03:00</td><td>Cancelled</td></tr> <tr><td>#688856db4f</td><td>29 Jul 2025 08:06</td><td>hazem</td><td>29 Jul 2025 03:00</td><td>30 Jul 2025 03:00</td><td>Completed</td></tr> <tr><td>#6885f8a328</td><td>27 Jul 2025 13:00</td><td>Karen Walsh</td><td>27 Jul 2025 03:00</td><td>27 Jul 2025 03:00</td><td>Completed</td></tr> </tbody> </table>						ID	Transfer Date	Customer	Pick Up Date	Delivery Date	Status	#6891598d0c	5 Aug 2025 04:08	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	#689156f10c	5 Aug 2025 03:57	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	#688b845f01	31 Jul 2025 17:57	Karen Welsh	31 Jul 2025 03:00	1 Aug 2025 03:00	On The Way	#6889e27080	30 Jul 2025 12:14	mouhamadeb	30 Jul 2025 03:00	31 Jul 2025 03:00	Pending	#6889252e4f	29 Jul 2025 22:46	sezer mezer	29 Jul 2025 03:00	30 Jul 2025 03:00	Pending	#6888d9964f	29 Jul 2025 17:24		29 Jul 2025 03:00	30 Jul 2025 03:00	Cancelled	#688856db4f	29 Jul 2025 08:06	hazem	29 Jul 2025 03:00	30 Jul 2025 03:00	Completed	#6885f8a328	27 Jul 2025 13:00	Karen Walsh	27 Jul 2025 03:00	27 Jul 2025 03:00	Completed
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#688856db4f	29 Jul 2025 08:06	hazem	29 Jul 2025 03:00	30 Jul 2025 03:00	Completed																																																						
#6885f8a328	27 Jul 2025 13:00	Karen Walsh	27 Jul 2025 03:00	27 Jul 2025 03:00	Completed																																																						

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Assign Driver
Assign Driver to Transfer #6891598d0c

IB	Ibrahim almubarak	Available	Assign
DR	Driver test 2	On The Way	Assigned
TE	Test	Assigned	Assigned
RA	Rauf Worker	Assigned	Assigned
FA	Faisal Bashier	Available	Assign
AB	Abbas Almosall	Assigned	Assigned
MO	mouhamadibrahem	Available	Assign
ME	mezar worker	Available	Assign

Cancel **Save**

Yallah Baggage Superadmin Panel

Transfers

Manage and track your transfers

Today's Transfers		Current Transfers		Cancelled Transfers																																																							
0	+0% vs yesterday	66	+100% vs yesterday	3	+100% vs yesterday																																																						
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#6885f8a328	27 Jul 2025 13:00	Karen Walsh	27 Jul 2025 03:00	27 Jul 2025 03:00	Completed																																																						

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Transfer #68885
29 Jul 2025 - 36.58\$

Details **Timeline**

CUSTOMER & CONTACT

HA hazem test@hotmail.com - 999 999 9999

CONTACT PERSON

Full Name hazem

Contact Preference email

Phone Number 999 999 9999

TRANSFER SUMMARY

Luggage M,~85+ cm height (32 and more) 35.864 \$
33kg

Subtotal 35.864 \$

VAT (2.00%) 0.72\$

Total 36.58\$

DESTINATION

لیڈز، انگلستان Pick Up Location 29 JUL 2025 07:27

France, France Delivery Location 30 JUL 2025 07:27

Cancel **Save Status**

Yallah Baggage Superadmin Panel

Transfers

Manage and track your transfers

Today's Transfers		Current Transfers		Cancelled Transfers																																																							
0	+0% vs yesterday	66	+100% vs yesterday	3	+100% vs yesterday																																																						
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Transfer #68885
29 Jul 2025 - 36.58\$

Timeline

Order confirmed Order placed and confirmed 4 AUG 2025 20:09

Staff assigned hazem assigned to transfer 4 AUG 2025 20:09

Courier is on the way Our courier is on the way to pick up 4 AUG 2025 20:10

We received your luggage Package in transit 4 AUG 2025 20:10

Baggage delivered Baggage has been delivered to 25 AUG 2025 15:09

Cancel **Save Status**

3.4 Banners Screen

On the banners page, we find a table containing all the banner information, its status, whether it is active or inactive, its start date, its end date, and the banner title, url and image. At the top, we find the number of banners we have in the system and the number of active and inactive banners. Through this page, we can add, modify, or delete banners.

The screenshot shows a table of banners. At the top, there are summary counts: Total Banners (8), Active Banners (2), and Deactive Banners (6). Below the summary, the table has columns: ID, Banner Image, Banner Title, Start-End Date, Status, and Actions. Each row contains a banner's ID, a thumbnail image, the title, the active period, its status (Active or Deactive), and a set of three-dot actions. A modal window is open on the right side, showing detailed information for the banner with ID #688cc4a383, titled 'openid'. The modal includes sections for INFORMATION, where it lists the banner name as 'openid', ID as '#688cc4a383', URL as 'customer-support', and the start date as '5 Sept 2025'.

ID	Banner Image	Banner Title	Start-End Date	Status	Actions
#688cc4a383		openid	5 Sept 2025 - 4 Oct 2025	Active	⋮
#688b90c839		YallaBaggage	31 Jul 2025 - 9 Aug 2025	Deactive	⋮
#6888a5804f		Raouf satto	15 Jul 2025 - 31 Jul 2025	Deactive	⋮
#688614ce4f		Summer Travels	29 Jul 2025 - 31 Jul 2025	Deactive	⋮
#6882269ca7		YallaBaggage	24 Jul 2025 - 24 Nov 2026	Active	⋮
#685087d58d		suffering with big baggage	27 Jun 2025 - 29 Aug 2025	Deactive	⋮
#6850871e8d			10 Sept 2025 - 29 Jul 2025	Deactive	⋮
#685086a58d			10 Sept 2025 - 29 Jul 2025	Deactive	⋮

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This screenshot is identical to the one above, but a modal window is overlaid on the right side, displaying detailed information for the banner with ID #688cc4a383. The modal has a header 'openid' and 'ID #688cc4a383'. It contains a section labeled 'INFORMATION' with fields: Banner Name (openid), ID (#688cc4a383), URL (customer-support), Start Date (5 Sept 2025), and Expire Date (4 Oct 2025).

openid
ID #688cc4a383

INFORMATION

Banner Name: openid

ID: #688cc4a383

URL: customer-support

Start Date: 5 Sept 2025

Expire Date: 4 Oct 2025

Page 1 of 1 ⋮

The screenshot shows a dashboard for managing app banners. At the top, it displays 'Total Banners: 8', 'Active Banners: 2', and 'Deactive Banners: 6'. Below this is a table listing eight banners with columns for ID, Banner Image, Banner Title, Start-End Date, Status, and Actions. One banner, 'Summer Travels', is highlighted. A modal window titled 'Update Banner' is open for this banner, showing fields for 'Banner Name*' (Summer Travels), 'Start Date' (29.07.2025), 'Expire Date' (31.07.2025), 'Banner will redirect to' (://app www.example.com), 'Image' (a world map with a plane icon), and 'Banner Status' (deactive). Buttons for 'Cancel' and 'Save' are at the bottom.

This screenshot shows the same banner management interface as the previous one, but with a different focus. A modal dialog box is centered over the 'Summer Travels' banner row, asking 'Are you sure to delete banner? This process is undoable.' with 'Cancel' and 'Yes, Delete' buttons. The rest of the banner list and interface elements are visible in the background.

3.5 Notifications Screen

On the notifications page, the admin can add, delete, and modify notifications. On the notifications page, we find a table containing the notification information, its title, description, and status. The admin user can specify the target user or make it a public notification that reaches all users.

Notifications						
		Notification Title	Notification Description	Sent On	Status	Actions
MAIN		#68bf126f20	Unread Messages in : 'the worker cam...	Your complaint with title the ...	8 Sept 2025 20:29	• Sent ⋮
Transfer		#68bc891e20	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Drivers		#68bc891620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
App Management		#68bc890620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Customer Support		#68ac68ba20	Unread Messages in : 'too much mone...	Your complaint with title too ...	25 Aug 2025 16:44	• Sent ⋮
		#68a77a9c20	dgdgd	dgf	21 Aug 2025 22:59	• Sent ⋮
		#68a77a8c20	ffff	ffff	22 Aug 2025 01:58	• Sent ⋮
		#6891536d0c	Unread Messages in : 'too much mone...	Your complaint with title too ...	5 Aug 2025 03:42	• Sent ⋮

admin user admin@gmail.com

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Notifications						
		Notification Title	Notification Description	Sent On	Status	Actions
MAIN		#68bf126f20	Unread Messages in : 'the worker cam...	Your complaint with title the ...	8 Sept 2025 20:29	• Sent ⋮
Transfer		#68bc891e20	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Drivers		#68bc891620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
App Management		#68bc890620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Customer Support		#68ac68ba20	Unread Messages in : 'too much mone...	Your complaint with title too ...	25 Aug 2025 16:44	• Sent ⋮
		#68a77a9c20	dgdgd	dgf	21 Aug 2025 22:59	• Sent ⋮
		#68a77a8c20	ffff	ffff	22 Aug 2025 01:58	• Sent ⋮
		#6891536d0c	Unread Messages in : 'too much mone...	Your complaint with title too ...	5 Aug 2025 03:42	• Sent ⋮

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Notification Details
See your notification's detail

GENERAL INFORMATION

Unread Messages in : 'the worker came late' complaint

Your complaint with title the worker came late has a new message from Customer support team.

ADVANCED DETAILS

Created by: admin user
Status: • Sent
Redirect to: /customer-support/685ae66b8fb2e7094346eaf
Sent On: 8 Sept 2025 20:29

admin user admin@gmail.com

Page 1 of 25

Notifications						
		Notification Title	Notification Description	Sent On	Status	Actions
MAIN		#68bf126f20	Unread Messages in : 'the worker cam...	Your complaint with title the ...	8 Sept 2025 20:29	• Sent ⋮
Transfer		#68bc891e20	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Drivers		#68bc891620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
App Management		#68bc890620	transfer Update: #6888d9	Your transfer with ID #6888...	6 Sept 2025 22:18	• Sent ⋮
Customer Support		#68ac68ba20	Unread Messages in : 'too much mone...	Your complaint with title too ...	25 Aug 2025 16:44	• Sent ⋮
		#68a77a9c20	dgdgd	dgf	21 Aug 2025 22:59	• Sent ⋮
		#68a77a8c20	ffff	ffff	22 Aug 2025 01:58	• Sent ⋮
		#6891536d0c	Unread Messages in : 'too much mone...	Your complaint with title too ...	5 Aug 2025 03:42	• Sent ⋮

8 / Page ⋮

The image consists of two vertically stacked screenshots of the Yallah Baggage Superadmin Panel. Both screenshots show the 'Notifications' section on the left and a modal window on the right.

Left Side (Notifications Section):

- Header:** Yallah Baggage Superadmin Panel
- Left Sidebar (MAIN):**
 - Transfers
 - Drivers
 - App Management
 - Customer Support
- Notifications Table:**| ID | Notification Title | Notification Description | Sent On | Status |
| --- | --- | --- | --- | --- |
| #68bf126f20 | Unread Messages in : 'the worker cam... | Your complaint with title the ... | 8 Sept 2025 20:29 | • Sent |
| #68bc891e20 | transfer Update: #6888d9 | Your transfer with ID #6888... | 6 Sept 2025 22:18 | • Sent |
| #68bc891e20 | transfer Update: #6888d9 | Your transfer with ID #6888... | 6 Sept 2025 22:18 | • Sent |
| #68bc890620 | transfer Update: #6888d9 | Your transfer with ID #6888... | 6 Sept 2025 22:18 | • Sent |
| #68ac68ba20 | Unread Messages in : 'too much mone... | Your complaint with title too ... | 25 Aug 2025 16:44 | • Sent |
| #68a77a9c20 | dgdgd | dfgf | 21 Aug 2025 22:59 | • Sent |
| #68a77a8c20 | ffff | ffff | 22 Aug 2025 01:58 | • Sent |
| #689f1536d0c | Unread Messages in : 'too much mone... | Your complaint with title too ... | 5 Aug 2025 03:42 | • Sent |

Right Side (Modal):

- Title:** Send Notification
- Description:** Fill out all the informations to add
- General Information:**
 - Notification Title ***:
 - Notification Description ***:
- Advanced Details:**
 - Notification will redirect to**:
 - Send notification now** (checkbox) **Is Global?** (checkbox)
- Select Target Customer/s:**
 - Select Target Customer/s**:
 - eiad
 - mouhamad ibrahem
 - mouhamadebrahem
 - eialid
 - eialid
 - userone test
 - mouhamad ibrahem
 - hamza

3.6 Support Customers Screen

On the customer service page, we find a section containing all complaints submitted by customers. We can find their title, status, when they were created, and their reason. The admin can communicate with the customer and understand the nature of the problem and solve it by responding to the customer if he wants to write to him directly through the complaint details. When writing the complaint, the status changes automatically until progress is reached and a notification comes to the customer that the status has changed. With each and every message that reaches the customer, he receives a notification that there are unread messages containing the complaint title. When the complaint is closed or resolved, the customer cannot send messages to this conversation.

At the top of the page we find the total number of complaints in the system, the number of open complaints, and the number of closed complaints. We also have a filter button where the admin can filter by status, date, and search by the complaint title.

Customer Support
Manage your customer support requests

Total Issues	Open Issues	Solved Issues
23	17	6

Filters

ID	Title	Status	Created At	Actions
#6891532f0c	too much money 🙄	In Progress	5 Aug 2025 03:41	⋮
#685c865fa7	hello admin	Resolved	26 Jun 2025 02:21	⋮ See Details
#685bdb0c88f	late	Resolved	25 Jun 2025 13:3	⋮ Delete Issue
#685af9d88f	jfgjih	Resolved	24 Jun 2025 22:17	⋮
#685ae66b88f	the worker came late	In Progress	24 Jun 2025 20:54	⋮
#685adc028f	about my transfer to horns	Resolved	24 Jun 2025 20:10	⋮
#685adbdb18f	too long to get my order done	Resolved	24 Jun 2025 20:09	⋮
#685a83ed8f	99999	Pending	24 Jun 2025 13:54	⋮

Page 1 of 3 1 2 3 > >>

Customer Support
Manage your customer support requests

Total Issues	Open Issues	Solved Issues
23	17	6

Filters

ID	Title	Status	Created At
#6891532f0c	too much money 🙄	In Progress	5 Aug 2025 03:41
#685c865fa7	hello admin	Resolved	26 Jun 2025 02:29
#685bdb0c88f	late	Resolved	25 Jun 2025 13:34
#685af9d88f	jfgjih	Resolved	24 Jun 2025 22:17
#685ae66b88f	the worker came late	In Progress	24 Jun 2025 20:54
#685adc028f	about my transfer to horns	Resolved	24 Jun 2025 20:10
#685adbdb18f	too long to get my order done	Resolved	24 Jun 2025 20:09
#685a83ed8f	99999	Pending	24 Jun 2025 13:54

Page 1 of 3 1 2 3 > >>

Ticket #6891532f0c
Employee #6890e8bb0c

too much money 🙄
too expensive

Details **Chat**

Reported By: hazem
Reporter ID: 688cc7b4f
Reporter Phone Number: N/A
Reported On: 5 Aug 2025 03:41
Status: In Progress

TICKET ACTIVITY

- Ticket created at: 5 AUG 2025 03:41
- Status has changed: 25 AUG 2025 16:44
Status has changed to: In Progress

Cancel **Save Status**

Customer Support
Manage your customer support requests

Total Issues	Open Issues	Solved Issues
23	17	6

Issue Details:

ID	Title	Status	Created At
#6891532f0c	too much money 🚫	In Progress	5 Aug 2025 03:41
#685c965fa7	hello admin	Resolved	28 Jun 2025 02:29
#685bd0c88f	late	Resolved	25 Jun 2025 13:34
#685a9d8bf	jgfjfh	Resolved	24 Jun 2025 22:17
#685ae66bf	the worker came late	In Progress	24 Jun 2025 20:54
#685adc028f	about my transfer to homs	Resolved	24 Jun 2025 20:10
#685adbd18f	too long to get my order done	Resolved	24 Jun 2025 20:09
#685a83ed8f	99999	Pending	24 Jun 2025 13:54

Chat:

```

Complaint #6887cc7b4f • In Progress X
Employee #6890e8bb0c

too much money 🚫
too expensive

Details Chat
5 Aug 2025 03:42
hey
5 Aug 2025 03:42
test
25 Aug 2025 10:44
Type your message here... Send
  
```

4. Security and Authorization

- The admin dashboard only accept the users with admin role to entire to the application and with every endpoint we send the token value with the route to check the role and show data accordingly.
- The inputs use validations to be sure that accept the correct values everytime and every password be hashed after create the account.
- the system use rate for every kind of endpoints...for example the authentication routes only accept 10 request from same ip every one hour, api routes accept 50 request every 15 minutes.

Note: we increased this limits for now for testing but after testing will modify it.

- We use env file to hide sensitive data and call it in the application.
- If somehow all users be deleted the system every lunch look on the users table and see if there is no users . the system create automatically a user with role admin and add specific email and password that early saved in the env file.
- We use Mongoose with Mongo for DB and avoid any noSql injection case when the sql be written.