

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

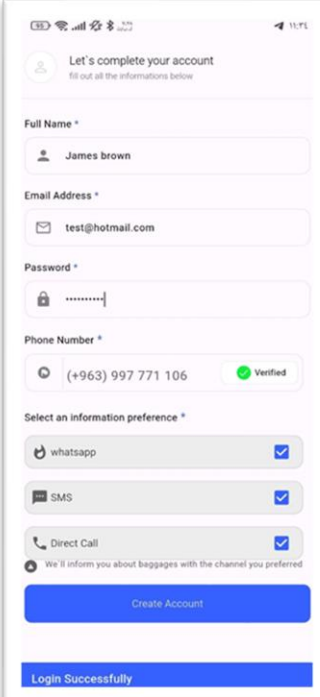
Description: This is the first screen a new user encounters. It prompts them to enter their basic information to create a profile.

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.



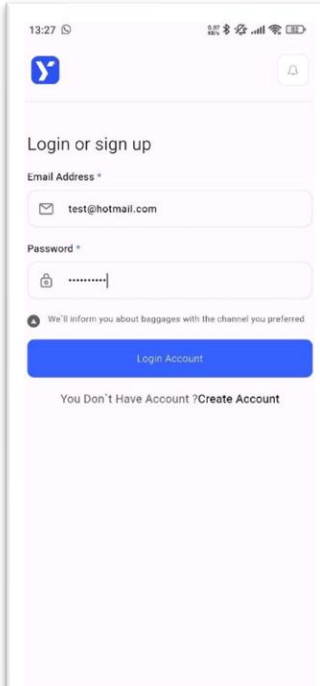
The screenshot shows a mobile app interface for creating an account. At the top, it says "Let's complete your account" and "fill out all the informations below". The form includes fields for "Full Name" (filled with "James brown"), "Email Address" (filled with "test@hotmail.com"), "Password" (masked with dots), and "Phone Number" (filled with "+(963) 997 771 106" and a green "Verified" badge). Below these is a section "Select an information preference" with three options: "whatsapp", "SMS", and "Direct Call", each with a checked checkbox. At the bottom, there is a blue "Create Account" button and a "Login Successfully" message at the very bottom.

2.2 Login Screen

Description: screen for the people who 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 app interface for logging in. At the top, it says "Login or sign up". The form includes fields for "Email Address" (filled with "test@hotmail.com") and "Password" (masked with dots). Below these is a section "We'll inform you about baggages with the channel you preferred" with a checked checkbox. At the bottom, there is 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

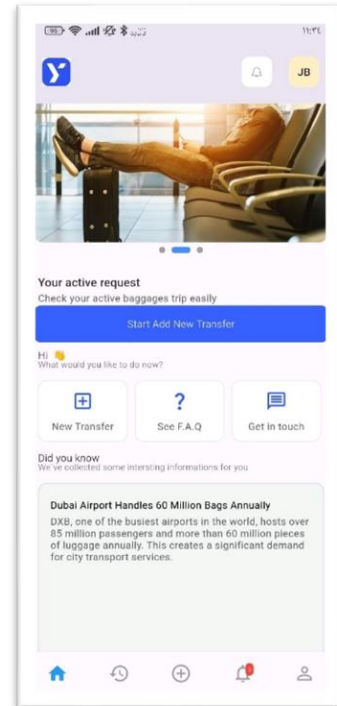
After logging in, the user is taken to the home screen where they can manage their requests and access all application services.

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.

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.

The screenshot shows the 'Luggage Information' screen of a mobile application. At the top, there's a header with a logo, a notification bell, and a user profile icon labeled 'JB'. Below the header, a title bar reads 'New Baggage Carry Request' with a subtitle 'Fill out all the informations to create your request'. A progress bar shows three steps: 'Location' (checked), 'Contact' (checked), and 'Payment' (active). The main section is titled 'Luggage Information' with a subtitle 'Please add your luggage informations'. It contains a 'Luggage L' section with a height of '~85+ cm height (32" and more)' and a weight of '12.8 kilogram of weight'. There's a 'Fragile' toggle set to 'On' with a price of '\$ 44.38'. Below this is a 'Luggages Size *' dropdown menu currently set to 'Luggage M (~85+ cm height (32 and more))'. A 'Luggages Weight *' field is set to '35' with a 'Kilogram' unit selector. A toggle for 'I have fragile item in my luggage' is also present. At the bottom, there's a section 'Upload 3 photos of your luggage' with 'Camera' and 'Browse' buttons.

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.

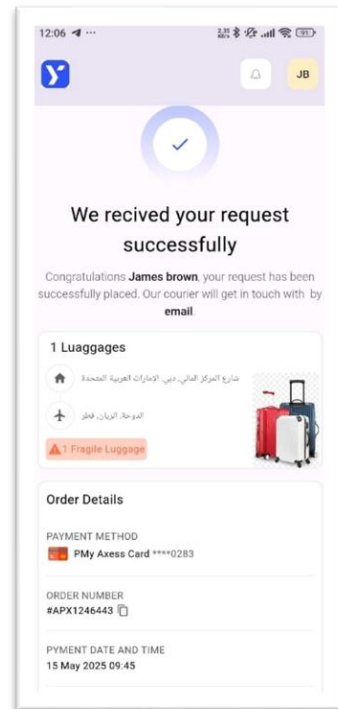
The screenshot shows the 'Payment Informations' screen of a mobile application. The header and progress bar are identical to the previous screen. The main section is titled 'Payment Informations' with a subtitle 'Please enter your payment details completely'. It features a 'visa' card type, a card number '1111222233334444', an expiration date '2025-06-24', and a CVV '123'. There are checkboxes for 'Pay with 3D Secure(Pay with 3D security)' and 'I have read the Terms of Use and i want to register my card with masterpass.'. Below this is a summary table: 'Sub Total' (\$ 44.8), 'Vat(20.00%)' (\$ 8.96), and 'Total' (\$ 35.864). A large blue 'Complete Payment' button is at the bottom. At the very bottom, a small text line reads '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.



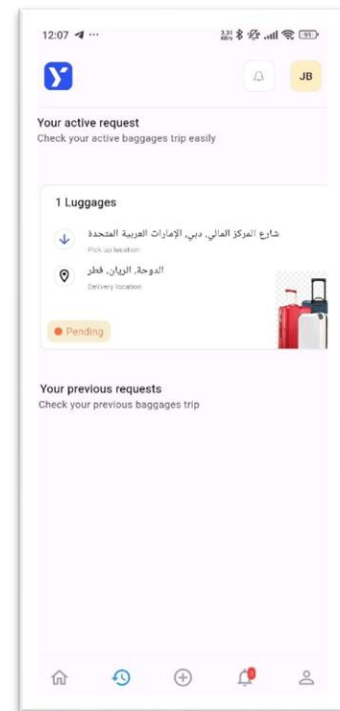
➤ Scenario 3: Tracking Requests and Managing the Account

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.

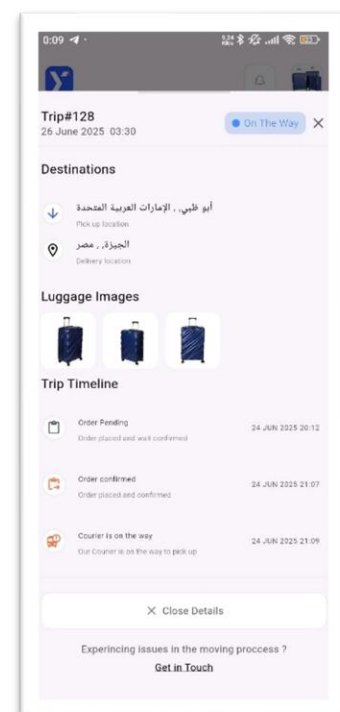


3.2 Trip Details Screen

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.

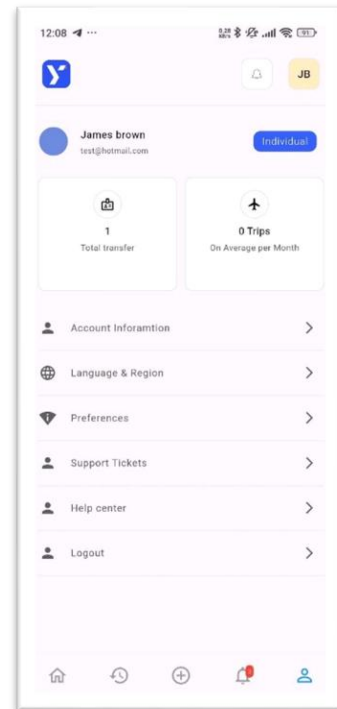


3.3 Profile and Settings Screen

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

Key Elements:

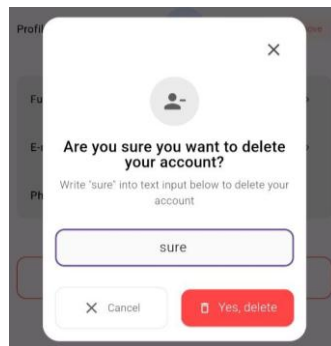
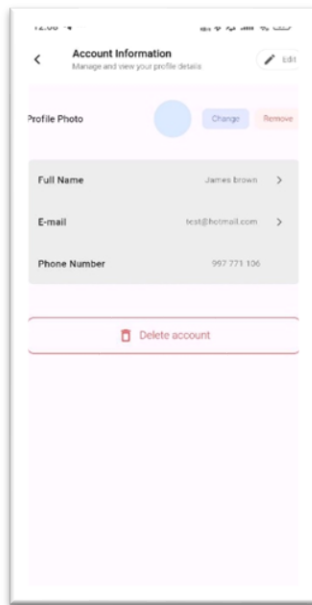
- **User Information:** Name, email, and profile picture.
- **Statistics:** (Total transfer, On Average per Month).
- **Settings Menu:**
 - **Account Information:** To manage account info.
 - **Language & Region:** To change language and region.
 - **Preferences:** To manage notification and communication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



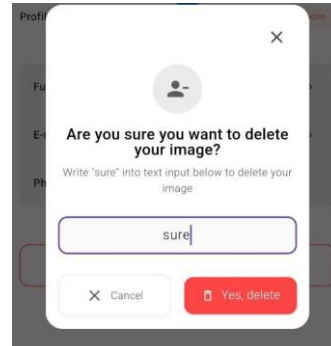
3.4 Account Settings Sub-Screens

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

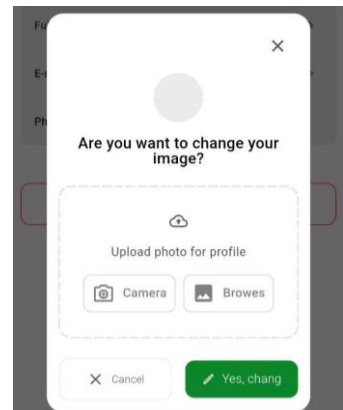
Pop-up modals confirm these critical actions.



Delete Account

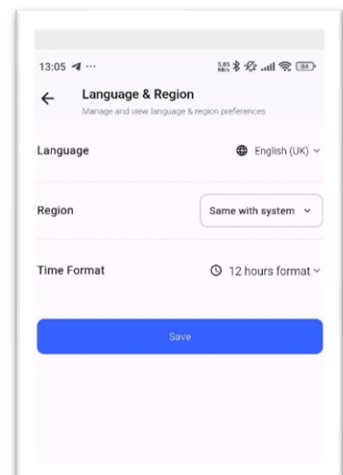


Delete Profile Picture

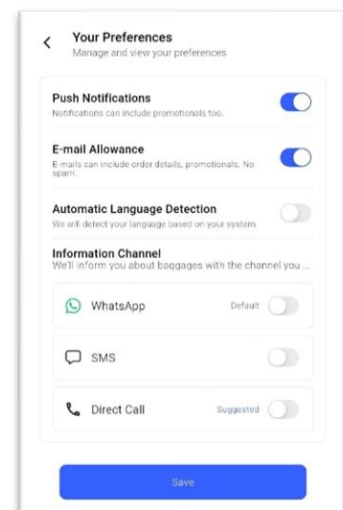


Change Profile Picture

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

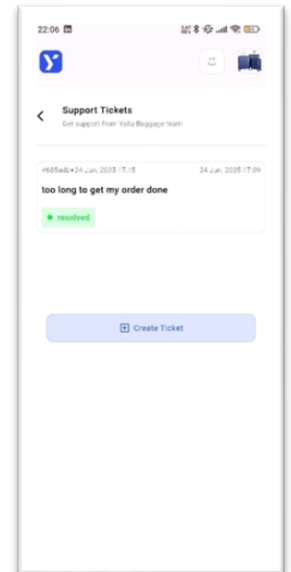
If the user encounters any issues, they can easily contact the support team.

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.

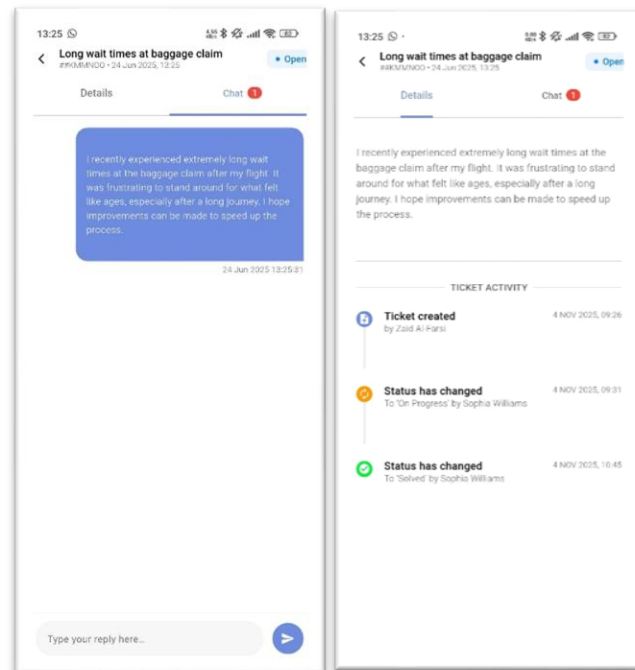
Key Elements:

- **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.



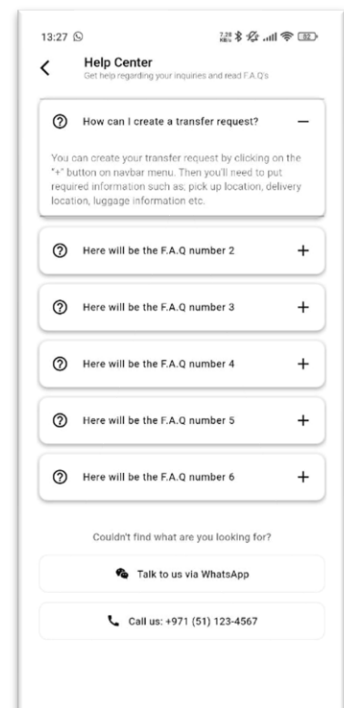
4.3 Tracking the Ticket and Conversation

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.

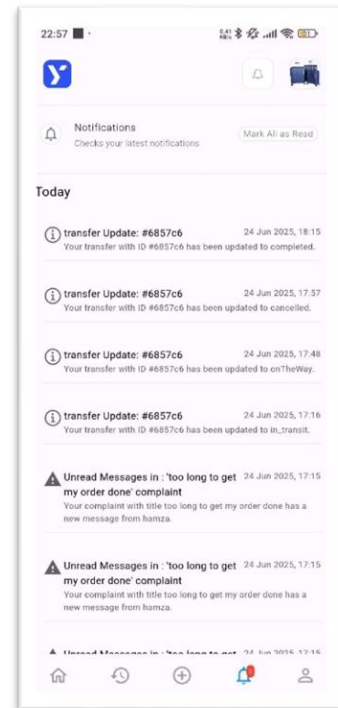


➤ Scenario 5: Viewing Notifications and Tracking Updates

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):

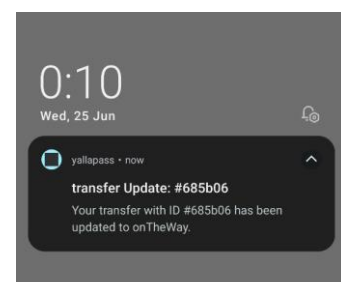
- **in_transit:** When the shipment is in the transport phase.
- **In_progress:** When the request is actively being processed by the company.
- **onTheWay:** When the shipment is on its way for final delivery.
- **cancelled:** If the request has been cancelled.
- **completed:** Upon successful completion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



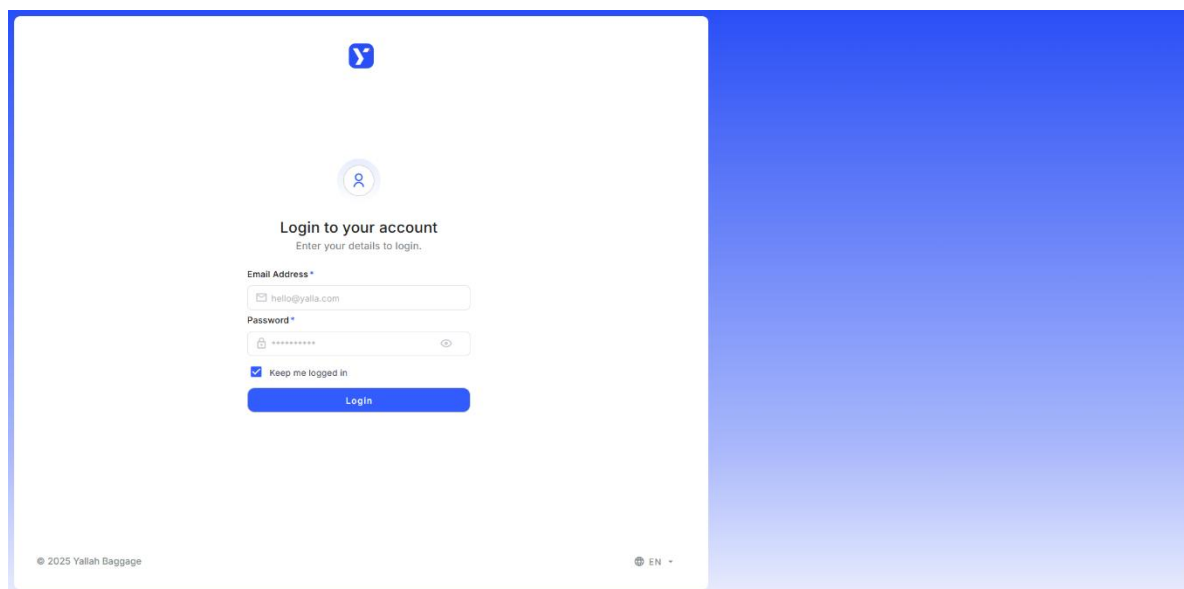
3. Admin Dashboard Scenarios and Screen Explanations

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.

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

Drivers

Manage and track your drivers

11

27

6

Filters

ID	Driver	Identity Number	Phone Number	Status	Actions
#6890e8bb0c	hamza	1234567890	+93 997771106	Available	
#68872bb4f	rewrewr	234324244324	+90 8787878787	Available	
#688615824f	Ibrahim almubarak	123456789	+90 5553334422	Available	
#6885f26b28	Driver test 2	122234567890	+90 5059999609	On The	
#6885f23428	Test	12345678901	+90 539 237 51 01	Assigned	
#685c911aa7	Rauf Worker	13213131231	+90 530171 10 44	Assigned	
#685bde7d09	Faisal Bashier	01	+44 7722997477	Available	
#685b41608f	Abbas Almosali	1234567890987	+90 5055554433	Assigned	

Page 1 of 2

8 / Page

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

Drivers

Manage and track your drivers

11

27

6

Filters

ID	Driver	Identity Number	Phone Number	Status
#6890e8bb0c	hamza	1234567890	+93 997771106	Available
#68872bb4f	rewrewr	234324244324	+90 8787878787	Available
#688615824f	Ibrahim almubarak	123456789	+90 5553334422	Available
#6885f26b28	Driver test 2	122234567890	+90 5059999609	On The Way
#6885f23428	Test	12345678901	+90 539 237 51 01	Assigned
#685c911aa7	Rauf Worker	13213131231	+90 530171 10 44	Assigned
#685bde7d09	Faisal Bashier	01	+44 7722997477	Available
#685b41608f	Abbas Almosali	1234567890987	+90 5055554433	Assigned

Page 1 of 2

Cancel

Add Driver

New Driver

Fill out all the informations to add

Full Name*

Driver full name here

Email*

driver@example.com

Identity Number*

1234567890

Phone Number*

+93 (+93)

Search countries...

Afghanistan

+93

Albania

+355

Algeria

+213

American Samoa

+1684

Andorra

+376

Annona

+744

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.

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Transfers

Manage and track your transfers

Today's Transfers

0

+0% vs yesterday

Current Transfers

66

+100% vs yesterday

Cancelled Transfers

3

+100% vs yesterday

Filters

Client Id, name

client name or email

Employees

Transfer Status

CLEAR

APPLY

ate

Customer

Pick Up Date

Delivery Date

Status

Assign / Change Staff

Actions

15 04:08

hazem

5 Aug 2025 03:00

5 Aug 2025 03:00

Pending

Assign

15 03:57

hazem

5 Aug 2025 03:00

5 Aug 2025 03:00

Pending

Assign

15 17:57

Karen Walsh

31 Jul 2025 03:00

1 Aug 2025 03:00

On The Way

Driver test 2

15 12:14

mouhamadeb

30 Jul 2025 03:00

31 Jul 2025 03:00

Pending

Assign

15 22:46

sezer mezer

29 Jul 2025 03:00

30 Jul 2025 03:00

Pending

Assign

15 17:24

29 Jul 2025 03:00

30 Jul 2025 03:00

Cancelled

15 08:06

hazem

29 Jul 2025 03:00

30 Jul 2025 03:00

Completed

hamza

#6885f8a328

27 Jul 2025 13:00

Karen Walsh

27 Jul 2025 03:00

27 Jul 2025 03:00

Completed

Driver test 2

Page 1 of 12

1

2

3

4

5

6

12

8 / Page

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Transfers

Manage and track your transfers

Today's Transfers

0

+0% vs yesterday

Current Transfers

66

+100% vs yesterday

Cancelled Transfers

3

+100% vs yesterday

Filters

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
#688d9964f	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

Page 1 of 12

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 Almosali

Assigned

Assigned

MO mouhamadibrahem

Available

Assign

ME mezar worker

Available

Assign

Cancel

Save

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Transfers

Manage and track your transfers

Today's Transfers

0

+0% vs yesterday

Current Transfers

66

+100% vs yesterday

Cancelled Transfers

3

+100% vs yesterday

Filters

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
#688d9964f	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

Page 1 of 12

Transfer #68885

29 Jul 2025 - 36.58\$

Completed

Details

Timeline

CUSTOMER & CONTACT

HA hazem

test1@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) 33kg 35.864\$

Subtotal 35.864 \$

VAT (2.00%) 0.72\$

Total 36.58\$

DESTINATION

Sوريا سوريا Pick Up Location 29 Jul 2025 03:27

France, France Delivery Location 30 Jul 2025 07:27

Cancel

Save Status

Transfers

Manage and track your transfers

Today's Transfers

0

+0% vs yesterday

Current Transfers

66

+100% vs yesterday

Cancelled Transfers

3

+100% vs yesterday

Filters

ID	Transfer Date	Customer	Pick Up Date	Delivery Date	Status	Assign
#6891598d0c	5 Aug 2025 04:08	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	Faisal B
#689156f10c	5 Aug 2025 03:57	hazem	5 Aug 2025 03:00	5 Aug 2025 03:00	Pending	As
#688b845f01	31 Jul 2025 17:57	Karen Welsh	31 Jul 2025 03:00	1 Aug 2025 03:00	On The Way	Driver te
#6889e27080	30 Jul 2025 12:14	mouhamadeb	30 Jul 2025 03:00	31 Jul 2025 03:00	Pending	As
#6889252e4f	29 Jul 2025 22:46	sezer mezer	29 Jul 2025 03:00	30 Jul 2025 03:00	Pending	As
#688d9964f	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	hamza
#6885f8a328	27 Jul 2025 13:00	Karen Walsh	27 Jul 2025 03:00	27 Jul 2025 03:00	Completed	Driver te

Page 1 of 12

Transfer #68885

29 Jul 2025 - 36.58\$

Completed

Details

Timeline

TIMELINE

Order confirmed 4 AUG 2025 20:09

Order placed and confirmed 4 AUG 2025 20:09

Staff assigned hamza 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 luggages Package in transit 4 AUG 2025 20:10

Baggage delivered Baggage has been delivered to 29 AUG 2025 16:09

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.

Y

Banners

Manage your app's banners

8

Total Banners

2

Active Banners

6

Deactive Banners

+ New Banner

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	<div> <div>See Details</div> <div>Edit Banner</div> <div>Delete Banner</div> </div>
#688a5804f		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	
#6850871e6d		suffering with big baggage	10 Sept 2025 - 29 Jul 2025	Deactive	
#685086a58d		suffering with big baggage	10 Sept 2025 - 29 Jul 2025	Deactive	

Page 1 of 1

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8 / Page

Y

Banners

Manage your app's banners

8

Total Banners

2

Active Banners

6

Deactive Banners

+ New Banner

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	
#688a5804f		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	
#6850871e6d		suffering with big baggage	10 Sept 2025 - 29 Jul 2025	Deactive	
#685086a58d		suffering with big baggage	10 Sept 2025 - 29 Jul 2025	Deactive	

Page 1 of 1

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8 / Page

openid

ID #688cc4a383

Information

Banner Name

openid

ID

#688cc4a383

URL

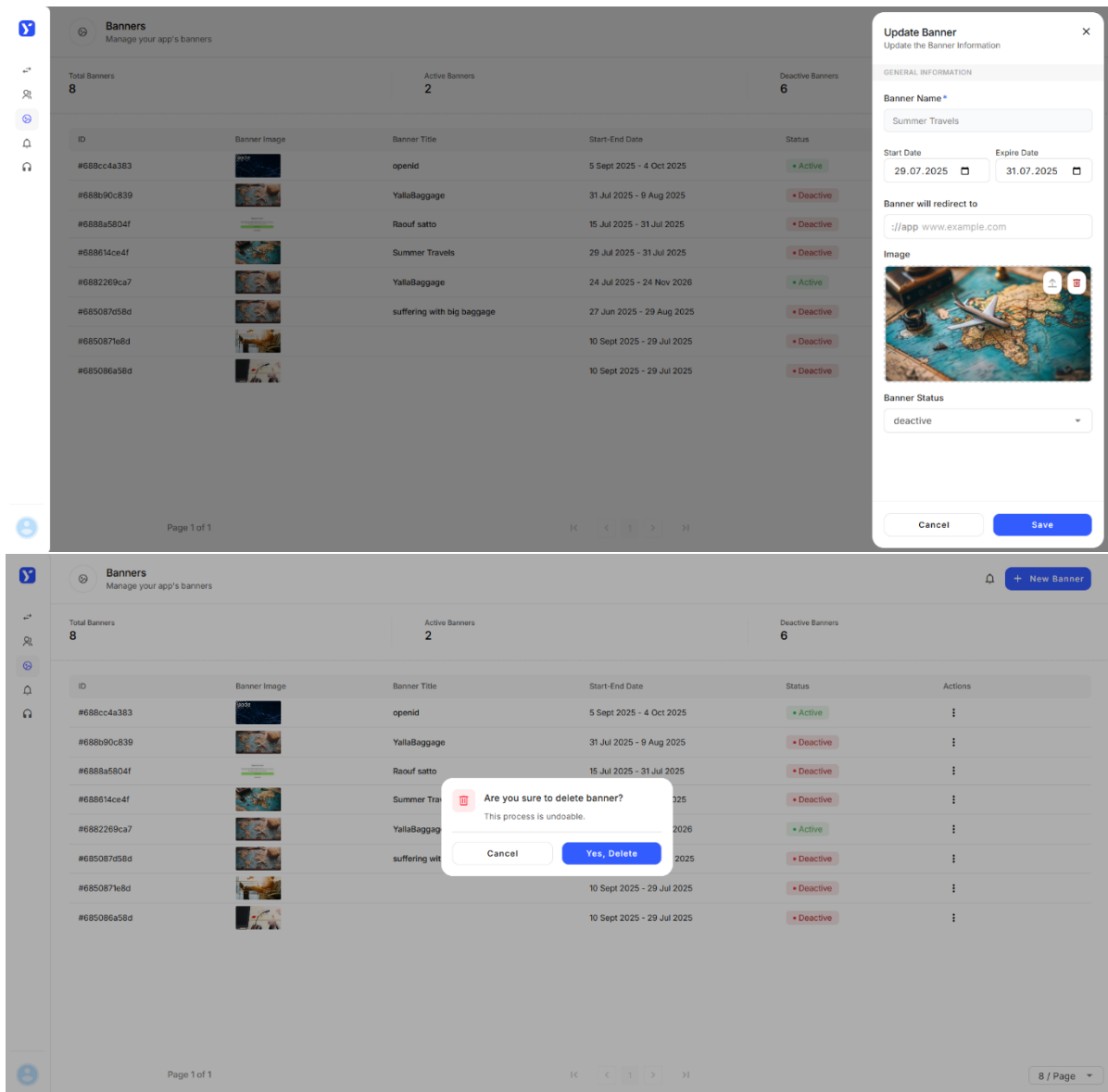
customer-support

Start Date

5 Sept 2025

Expire Date

4 Oct 2025



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.

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Notifications

Manage your app's notifications

+ New Notification

ID	Notification Title	Notification Description	Sent On	Status	Actions
#68bf126f20	Unread Messages in : 'the worker came late'	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	
#68bc891620	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	dtdf	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	

Page 1 of 25

8 / Page

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Notifications

Manage your app's notifications

ID	Notification Title	Notification Description	Sent On	Status
#68bf126f20	Unread Messages in : 'the worker came late'	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
#68bc891620	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	dtdf	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

Page 1 of 25

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 byadmin user

StatusSent

Redirect to/customer-support/685ae66b8fb2e70943461eaf

Sent On8 Sept 2025 20:29

Yallah Baggage

Superadmin Panel

MAIN

Transfers

Drivers

App Management

Customer Support

admin user

admin@gmail.com

Notifications

Manage your app's notifications

ID	Notification Title	Notification Description	Sent On	Status
#68bf128f20	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	dtdgf	21 Aug 2025 22:59	Sent
#68a77a8c20	ffff	ffff	22 Aug 2025 01:58	Sent
#689f536d0c	Unread Messages in : 'too much mone...	Your complaint with title too ...	5 Aug 2025 03:42	Sent

Page 1 of 25

Send Notification

Fill out all the informations to add

GENERAL INFORMATION

Notification Title *

Notification Description *

ADVANCED DETAILS

Notification will redirect to

Send notification now

Is Global?

Select Target Customer/s

elad

mouhamad ibrahem

mouhamadebrahem

elalid

elalid

userone test

mouhamad ibrahem

hamza

Edit Notification

Fill out all the informations to update

GENERAL INFORMATION

Notification Title *

Notification Description *

ADVANCED DETAILS

Notification will redirect to

Send notification now

Is Global?

Select Target Customer/s

Cancel

Update Transfer

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.

Yallah Baggage

Superadmin Panel

MAIN

- Transfers
- Drivers
- App Management
- Customer Support

Customer Support

Manage your customer support requests

Total Issues

23

Open Issues

17

Solved Issues

6

Filters

ID	Title	Status	Created At	Actions
#6891532f0c	too much money 🤑	In Progress	5 Aug 2025 03:41	<div>See DetailsDelete Issue</div>
#685c865fa7	hello admin	Resolved	26 Jun 2025 02:2	
#685bd0c88f	late	Resolved	25 Jun 2025 13:3	
#685af9d88f	jgfgjh	Resolved	24 Jun 2025 22:17	
#685ae66b8f	the worker came late	In Progress	24 Jun 2025 20:54	
#685adc028f	about my transfer to homs	Resolved	24 Jun 2025 20:10	
#685adb0d18f	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

8 / Page

admin user

admin@gmail.com

Yallah Baggage

Superadmin Panel

MAIN

- Transfers
- Drivers
- App Management
- Customer Support

Customer Support

Manage your customer support requests

Total Issues

23

Open Issues

17

Solved Issues

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
#685bd0c88f	late	Resolved	25 Jun 2025 13:34
#685af9d88f	jgfgjh	Resolved	24 Jun 2025 22:17
#685ae66b8f	the worker came late	In Progress	24 Jun 2025 20:54
#685adc028f	about my transfer to homs	Resolved	24 Jun 2025 20:10
#685adb0d18f	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

CancelSave Status

Ticket #6891532f0c

Employee #6890e8bb0c

In Progress

too much money 🤑

too expensive

DetailsChat

Reported By

Reporter ID

Reporter Phone Number

Reported On

Status

Ticket Activity

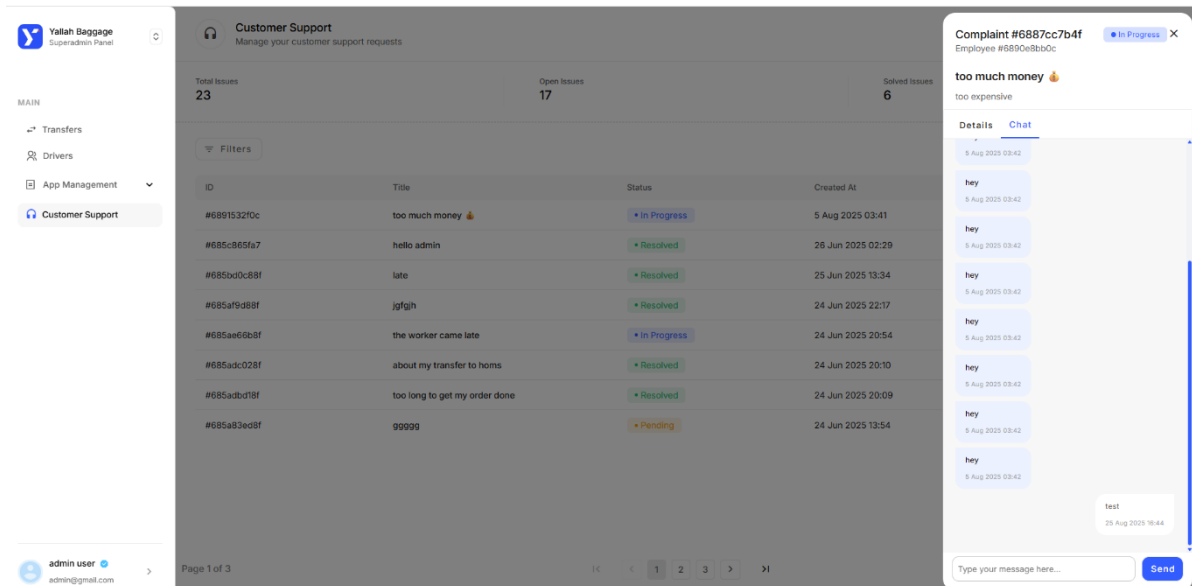
Ticket created at

Status has changed

Status has changed to In Progress

admin user

admin@gmail.com



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.