

SW Engineering CSC648/848 Spring 2021

iShareBooks

Team 04

Milestone#: Milestone 1

Date: 03/01/2021

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History Table

Milestone	Date
M1V1	03/04/2021
M1V2	

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Executive Summary

Students always struggle to find books at a reasonable price. Each semester, students are stuck with books that they will no longer need. An option for most is to resell the books back to the BookStore or Amazon for a cheap price, which will be sold back to students at steep prices. Meanwhile, there are other students who are looking for those used books. They often pay way higher prices at a bookstore. Imagine if a student could sell their books and set their own prices, and buy textbooks from other students at an affordable price.

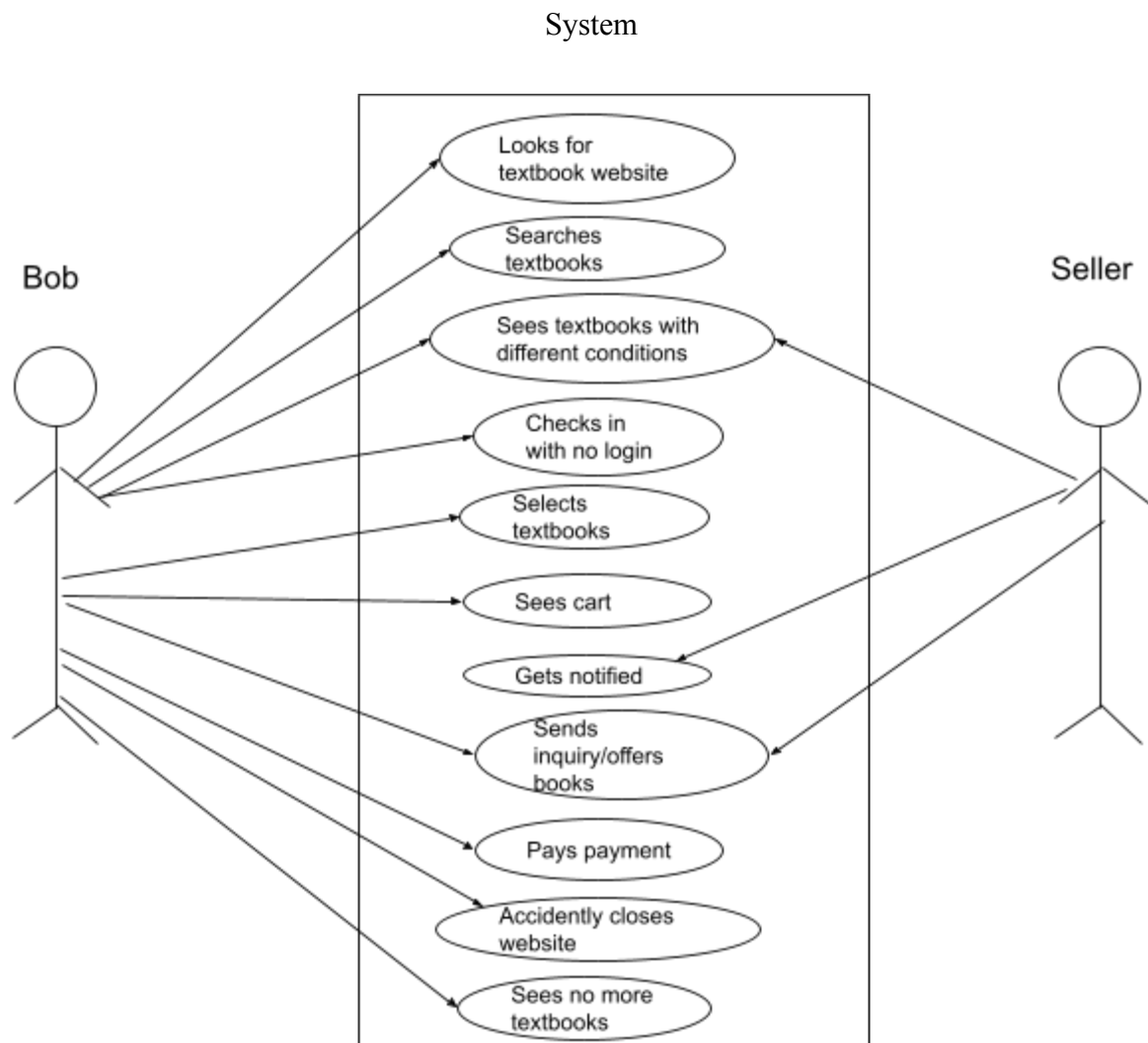
iSharebook is a web app designed for sharing books for a wider variety of audiences of any educational background. With iSharebook an individual can list books s/he no longer needs and put a reasonable price for the books; the other individuals looking for books can browse through the web app and once they find the book they were looking for, s/he can contact the seller and make transactions. This way the buyer will benefit from having to spend a large amount of money on the books whereas the seller will get a reasonable amount for the book s/he no longer needs. “Share Book Share Knowledge!” is our motto and we stand by it. We strongly believe it's time to democratize the way we study. Students can BUY, SELL OR TRADE their used books on our website and even make some extra money.

As of now, we are planning to provide our web app service for the San Francisco State University community. We are constantly working on expanding our service in other parts of the United States and plan on providing access to the rest of the world in near future. Let us all be together in the journey to make books accessible to everyone at economical prices and make education exciting

Main Use Cases

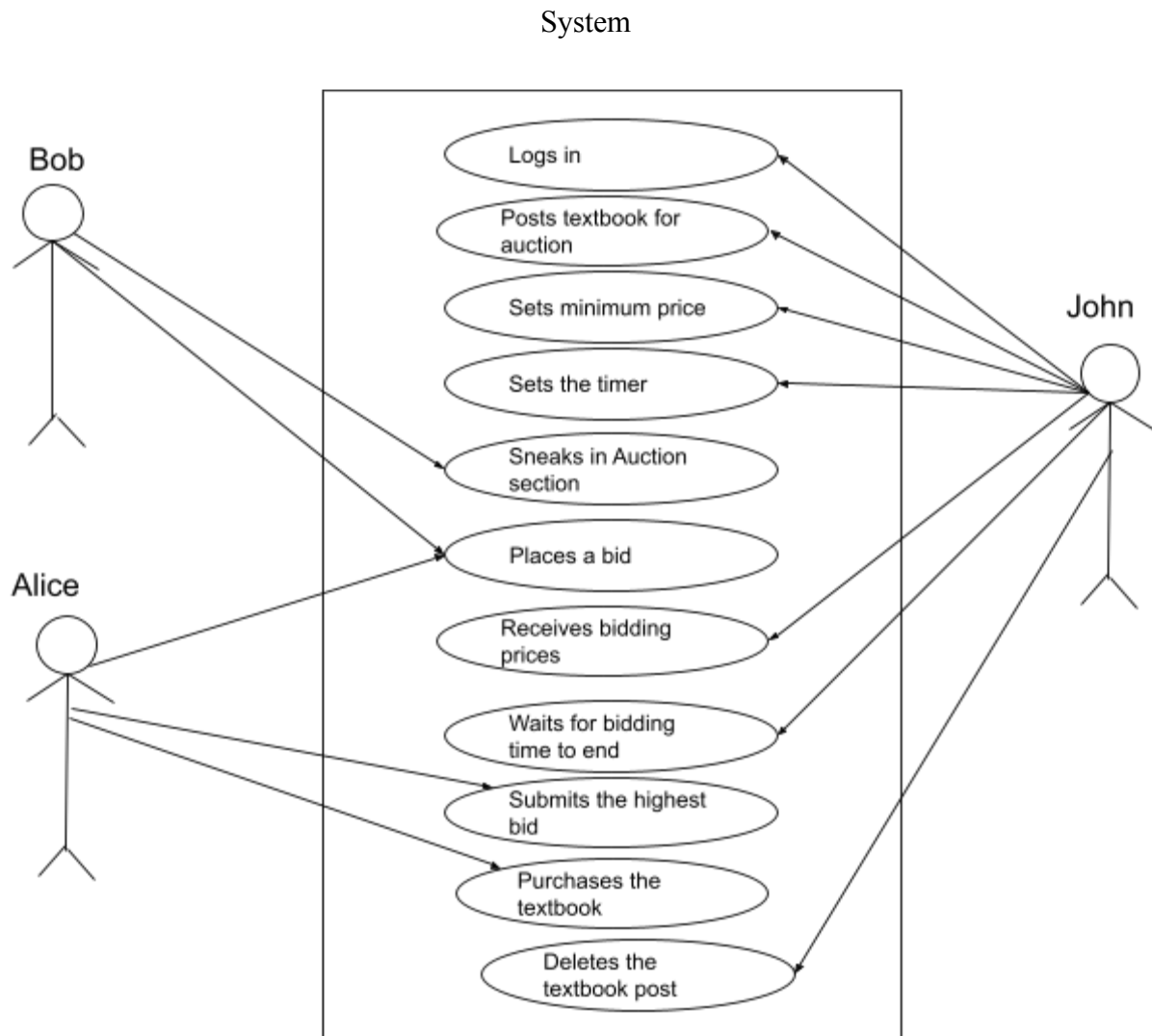
Use case #1:

Title:	Purchasing a used textbook
Actors:	Bob, Seller
Description:	<p>Bob just graduated from high school, and now he got admission in a University close to his house. Bob has already signed up for his classes, and since he's a freshman, he has no clue from where to buy his courses' textbooks. Bob looks for his campus's textbook website and finds out that he can buy the used textbooks for his courses for a much cheaper price. Bob starts searching for his textbooks with the course name, and he sees several similar textbooks with different conditions. Bob can simply select the textbooks without needing to create an account on the website. His shopping cart shows that he has the textbooks under his name. The textbook's seller gets notified about Bob's selections, but he cannot let Bob get those textbooks until Bob sends an inquiry about them or pays their full payment. Meanwhile Bob accidentally closes the website. When he comes back, the textbook order is no more under his name. Bob searches for those textbooks again, and this time he sends the inquiries about those books to the seller, but most of the textbooks are already purchased by somebody else. The seller offers Bob the same textbooks but in not much good condition.</p>



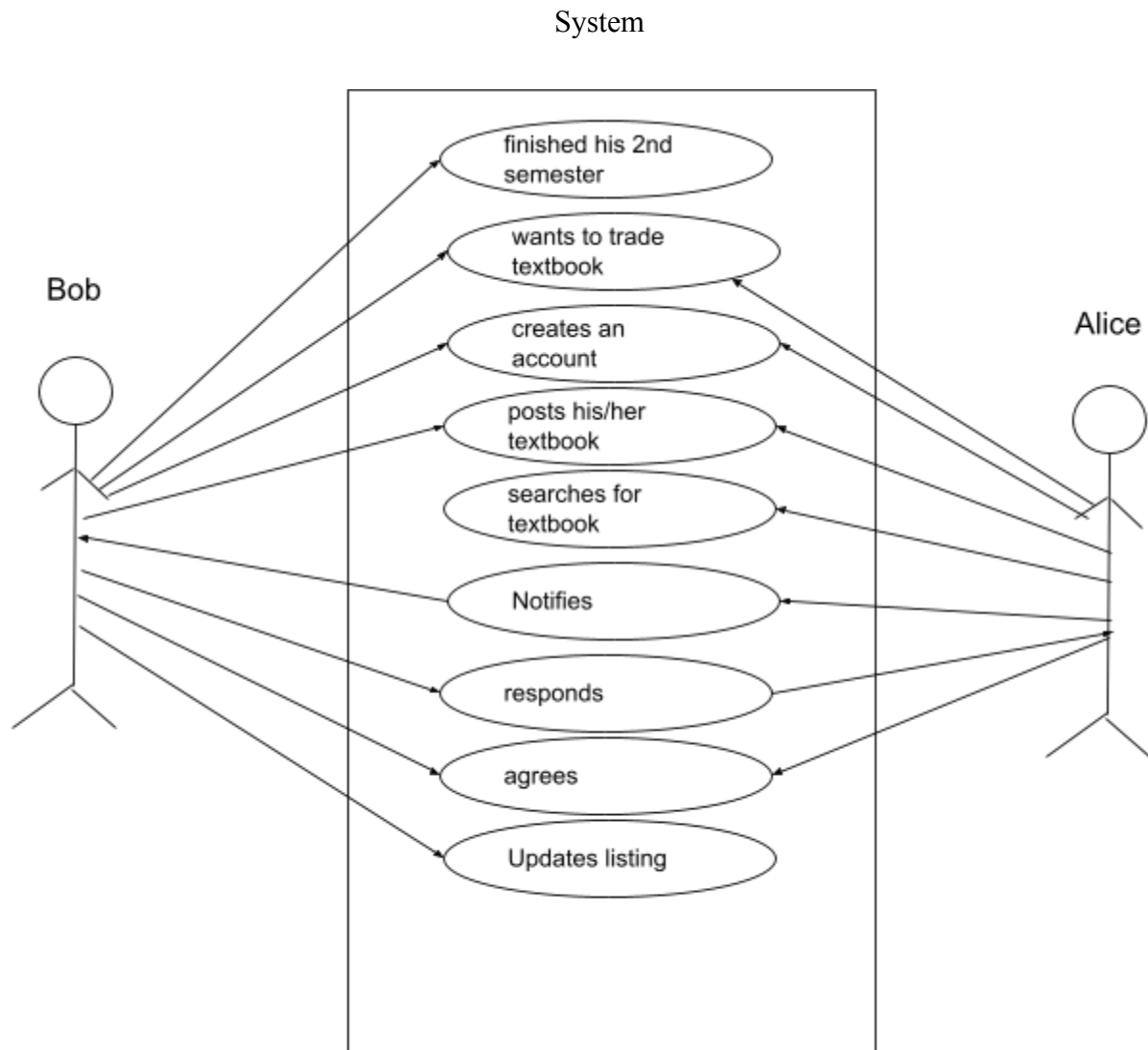
Use Case #2:

Title:	Textbooks Auction
Actors:	Bob, Alice, John
Description:	<p>Prior to putting his very demanding textbook on the website for sale, John logs into the textbook website with his unique email, and posts his textbook for auction. John sets a minimum pricing for the starting bid and sets a timer until the bid ends. Meanwhile, Bob, who needs this textbook for his course at any cost, sneaks into the auction section. There are many other textbooks in this area that are almost out of stock so Bob immediately places a bid for the textbooks that he wants to buy. Alice, who is another general user like Bob, places her bid for the same textbook as well. John receives those bidding prices on his textbook post, and he waits until the bidding time ends so that he may declare that the textbook belongs to the highest bidder. The bidding time is over, Alice ends up submitting the highest bid for the textbook, and therefore she can purchase the textbook. After the purchase is made, John deletes the posted textbook.</p>



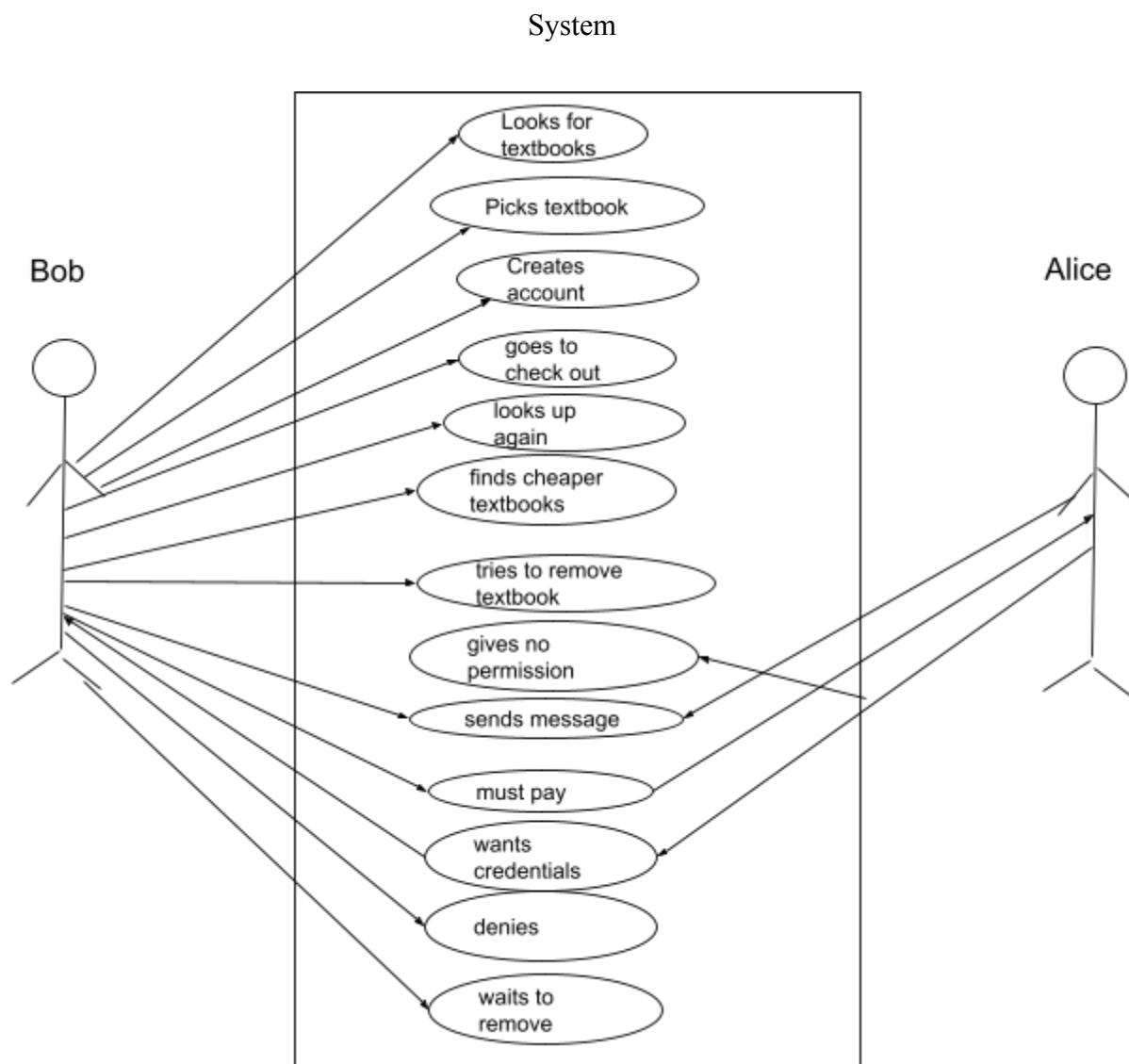
Use Case #3:

Title:	Textbooks Trade
Actors:	Bob, Alice
Description:	<p>Bob, a student, just finished his 2nd semester and has English book that he no longer needs. He wants to trade it for a Calculus book. Bob finds a textbook website. He creates an account and posts his books for trading. Meanwhile, Alice is searching for English books on the same website. She sees that Bob is trading his English book for a Calculus book that Alice is looking to get rid of. Alice creates an account and notifies Bob that she is interested in trading the book. Bob responds to her back and they agree for a trade. After successfully trading, Bob updates the listing.</p>



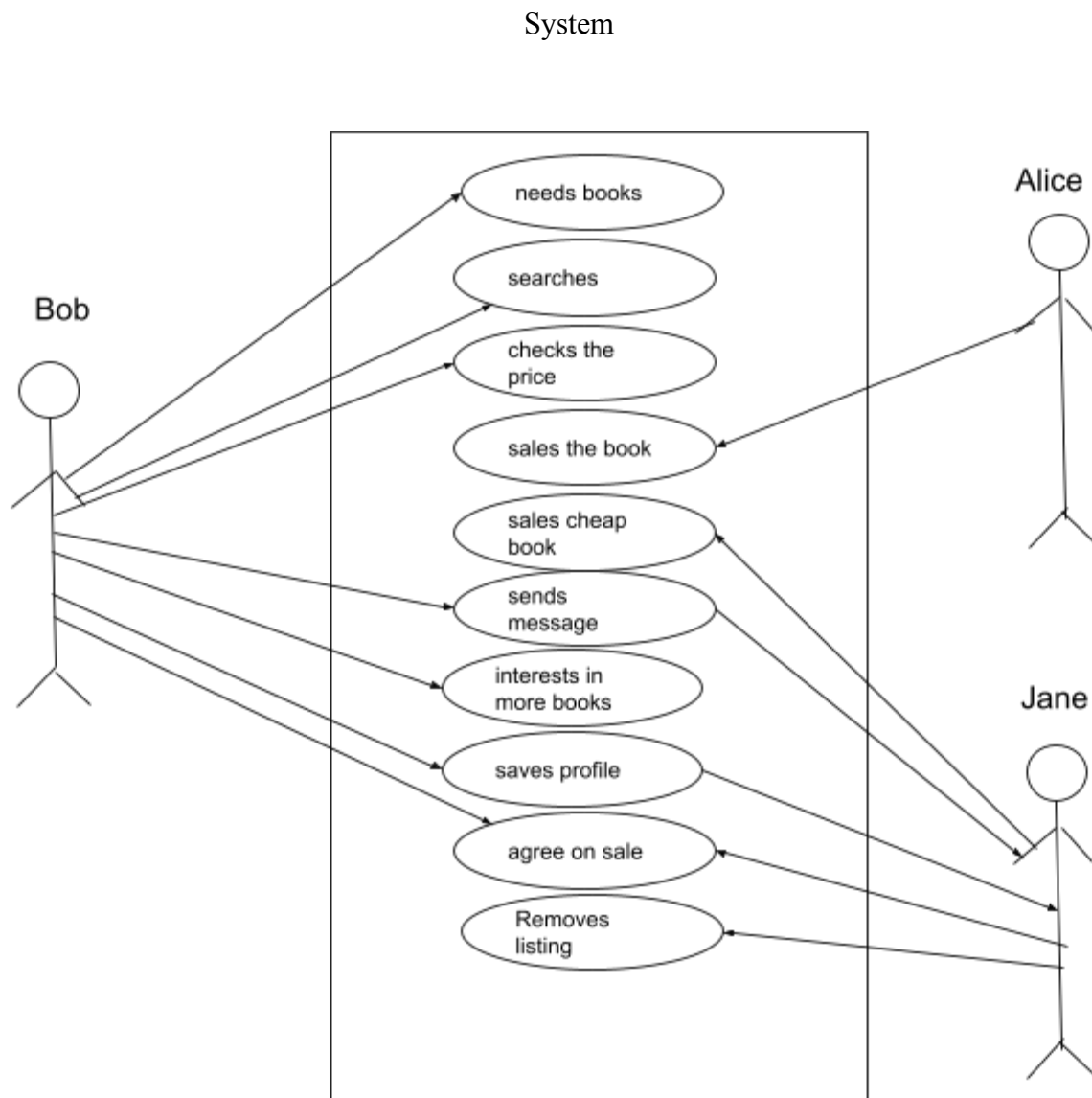
Use Case #4:

Title:	Deleting Textbooks After Selection
Actors:	Bob, Alice
Description:	<p>Start of the Fall semester, Bob, who's been appointed as a Biology instructor in the campus from where he has recently graduated. Bob looks through the textbook website by the department name to buy the mandatory textbook for his class. He picks the book, creates an account, and goes towards the check out. Meanwhile, Bob searches up for the same book again and finds that there are similar books available for a much cheaper price. Bob tries to remove the chosen textbook from his account, but the system wouldn't let him do it. Bob sends a message to Alice, who is selling this book, that he doesn't want this book anymore. However, Alice says that he must have to buy this book now or have Bob's credentials to login and delete the textbook from his account by herself. Bob doesn't grant her permission to do that but instead he waits until he's able to remove the book from the account by himself.</p>



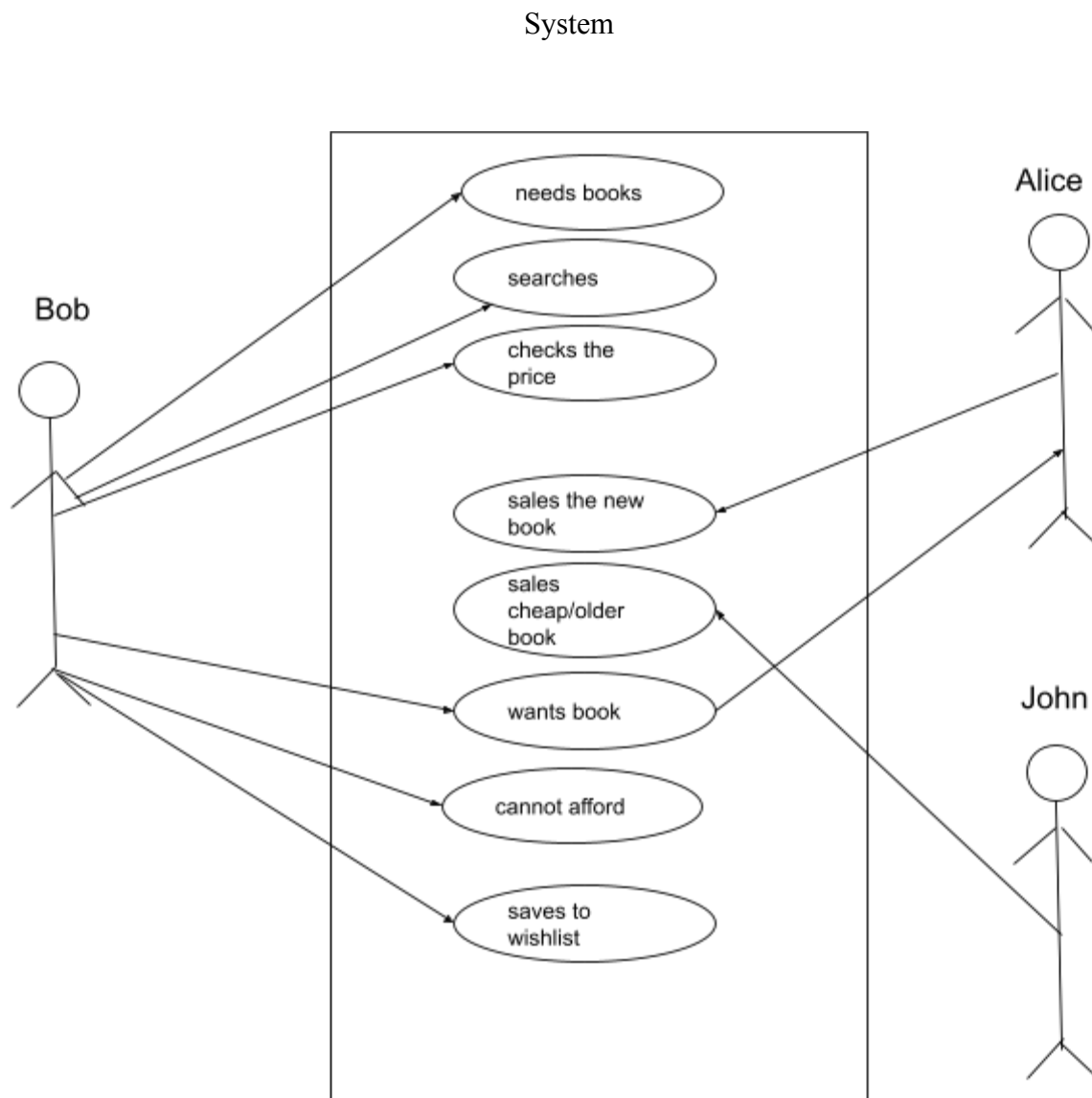
Use Case #5:

Title:	Adding Seller/Trader to Favourites
Actors:	Bob, Alice, Jane
Description:	<p>Bob, a first year student needs 3 books for his upcoming semester. He is a registered user. He goes to the website and searches for the first book he needs. He finds there are 2 other students selling the book. Bob checks out what books Alice is selling and for what price. Alice is selling her book for 10\$. He finds Jane, who is also a seller, selling the book for a cheaper price. Bob sends a message to Jane. Bob finds out Jane also has a few other textbooks of classes he will take in the future. He saves Jane's profile so he can check back on a later date. Bob and Jane agree on the sale. Jane removes the listing from her profile.</p>



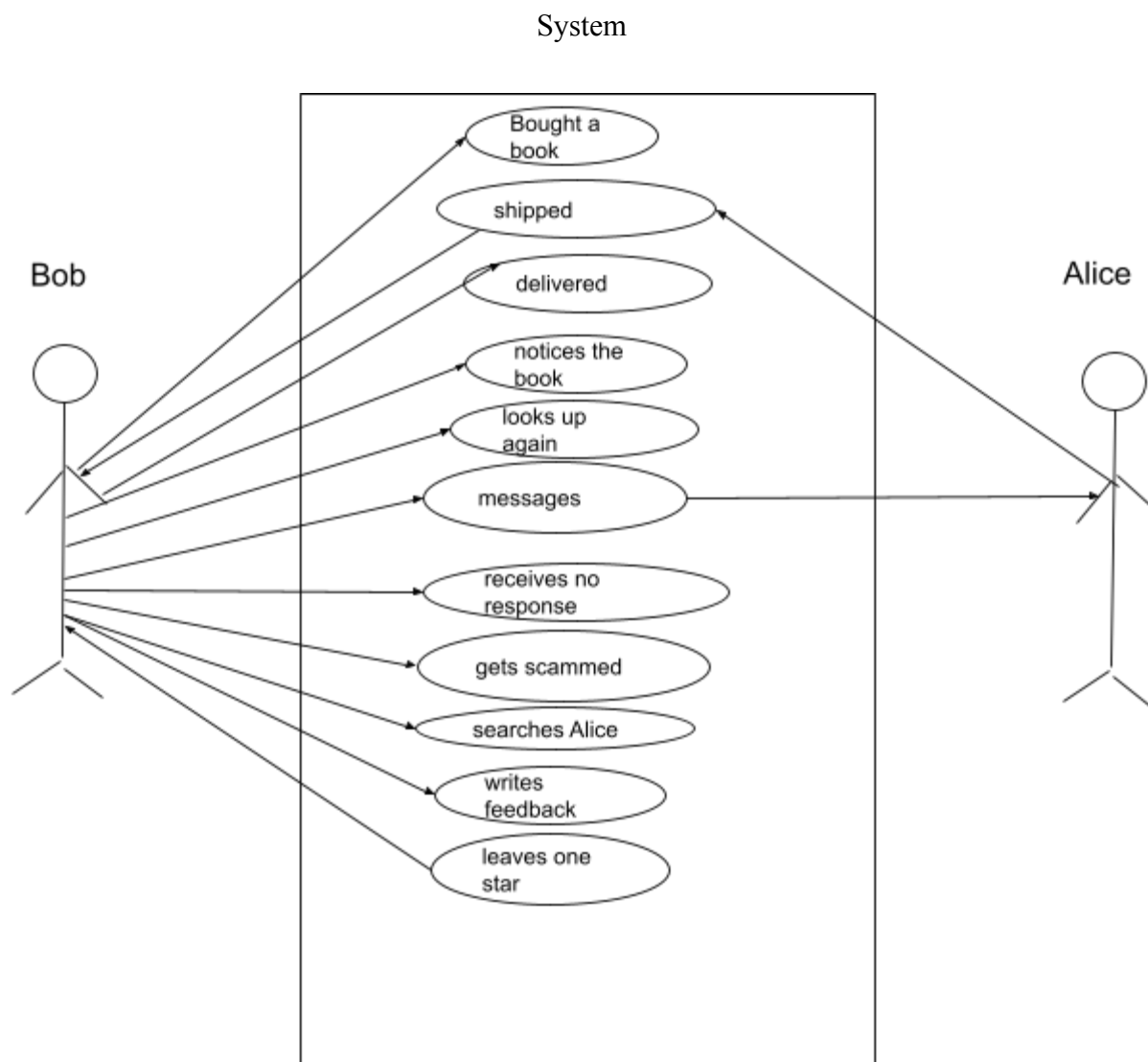
Use Case #6

Title:	Add books to wishlist
Actors:	Bob, Alice, John
Description:	<p>Bob, a registered user, needs 3 books for his upcoming semester. He goes to the website and searches for the first book he needs. He finds there are 2 other students selling the book. Bob checks out what books Alice is selling and for what price. Alice is selling a new book for 20\$. He finds John, who is also a seller ; selling the older book for \$5. Bob need the book for his course that Alice is selling, but he cannot afford it right now so he adds Alice's book in his wishlist to buy it at a later date if necessary.</p>



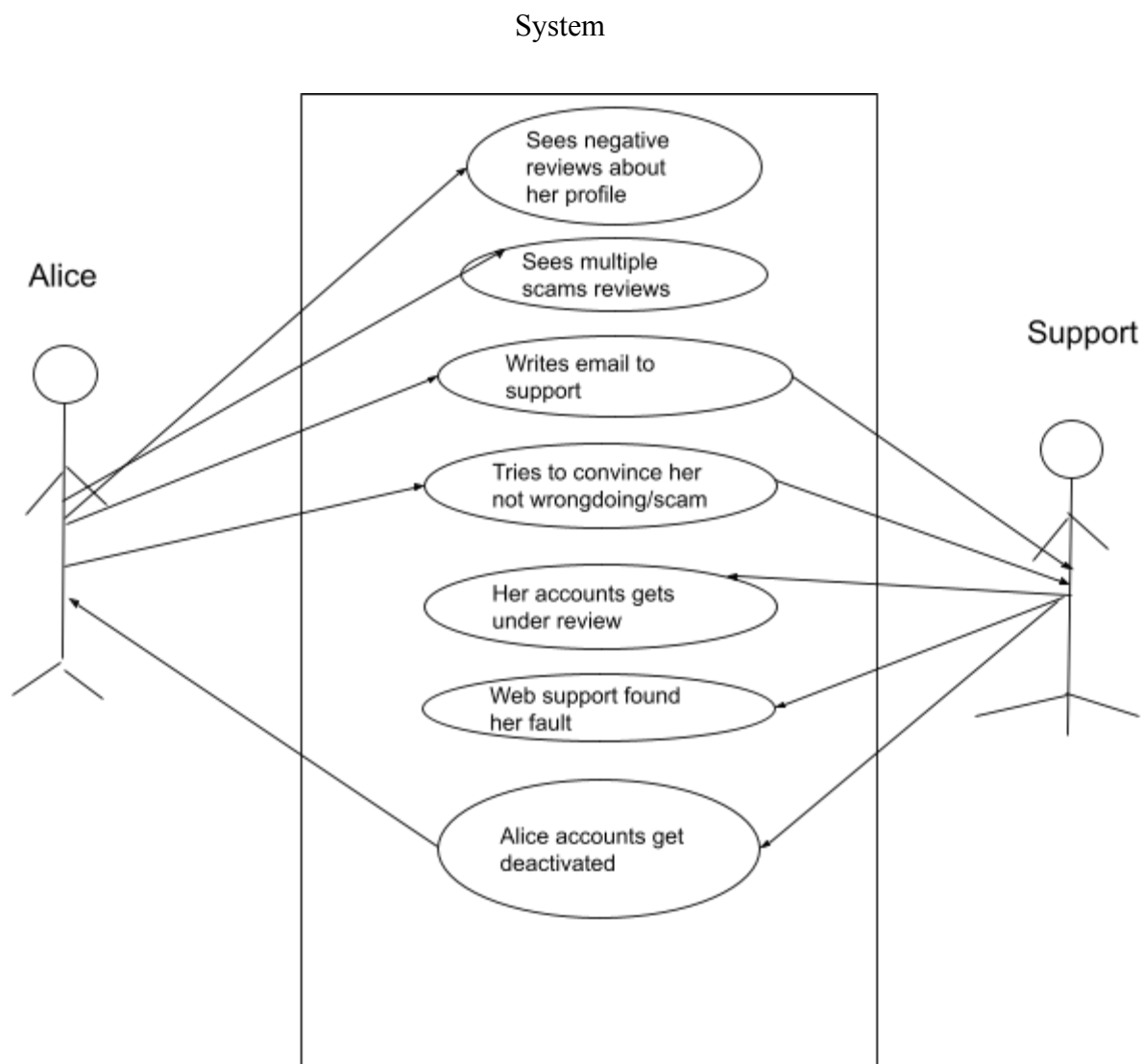
Use Case #7

Title:	Rating a Seller
Actors:	Bob, Alice
Description:	<p>Bob, a student, recently bought a book from Alice. The book was listed as an English book. The book has been shipped and delivered to Bob. Bob notices that the book was not the same book as listed. The name was completely different. Bob messages Alice asking for an explanation but he does not get a reply. After a few days, Bob realizes he was scammed. He goes back to the website and searches for Alice. Upon finding her profile, he places feedback about the recent transaction and leaves a one-star review.</p>



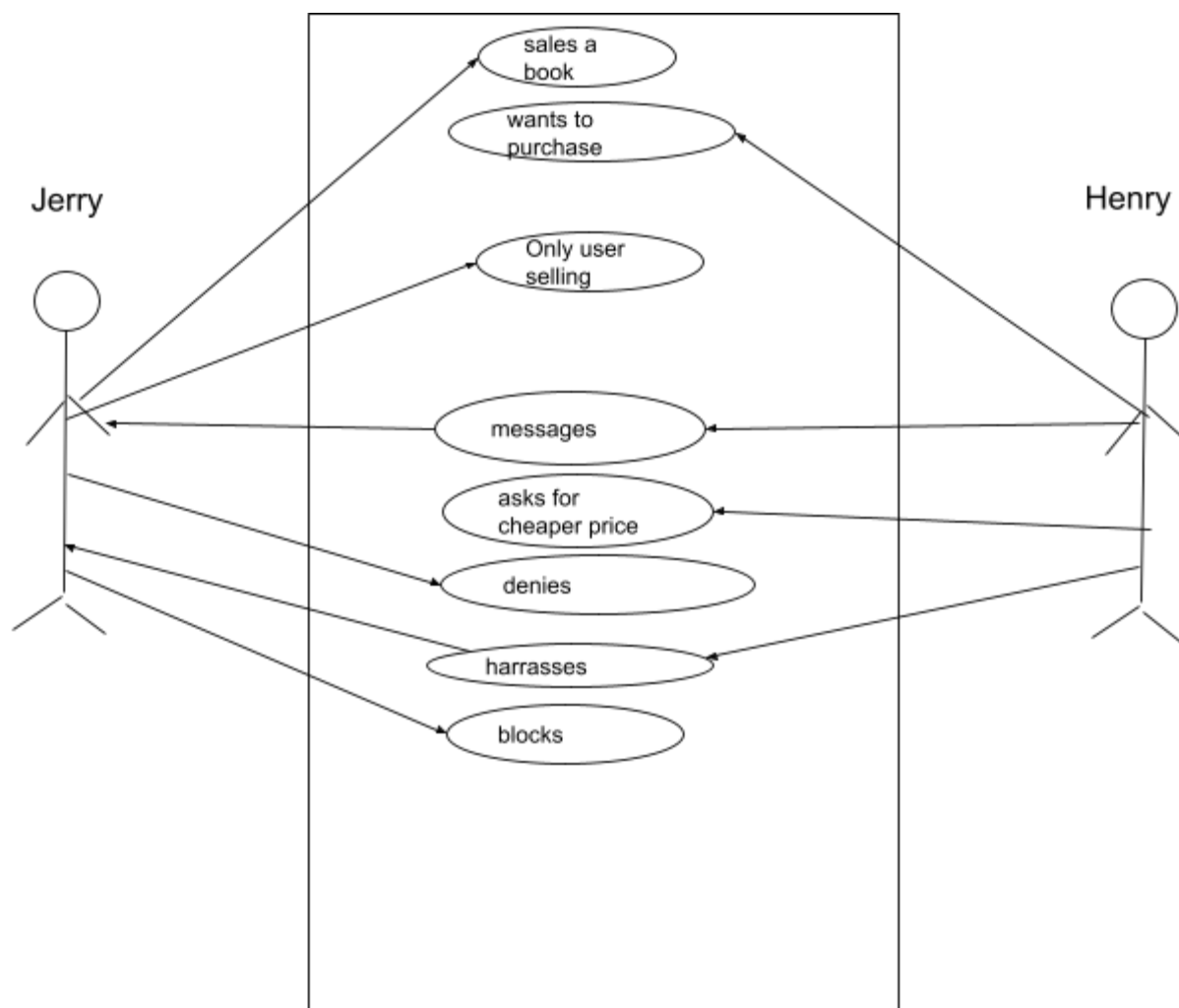
Use Case #8

Title:	Removing a Bad Seller
Actors:	Alice
Description:	<p>Alice, a seller, has been scamming other students into buying their books. Multiple buyers have given her a one-star rating. Her average rating is now a one star. The system warns her about the situation and must increase her rating and return stolen funds. Alice does not comply and her account is banned from the website.</p>



Use Case #9

Title:	Blocking another User
Actors:	Henry, Jerry
Description:	<p>Jerry, a seller, is selling a book for a Physics class. Henry, a student taking physics, wants to purchase that book from Jerry since it is cheaper than purchasing it new. Jerry is also the only seller for that book. Henry messages Jerry and asks if he can sell the book at a considerably cheaper price. Jerry declines, Henry insists. Henry continues to harass Jerry about the book. Jerry decides to block Henry to avoid any more contact.</p>

System: Danish

List of Main Data Items and Entities

General User: A user who can generally look up the website and has the least privilege to use website features.

Registered User: A user who has the most privilege to use the website features. This user will also have an account registered with his/her information stored for future purpose.

Seller: A seller is a registered user. Sellers can post books for sale.

Profile: A profile is made for every registered user which would have general information about the registered user.

Account: Every registered user will have an account. Creating an account would be mandatory for any user who wants to make the most of the website.

Trader: A trader is a registered user when they actually trade their posted book. A trader may also not need to login to ask for trading textbooks.

Textbook: A textbook is a course book for universities. A textbook is an item that is sold, bought or traded by registered users. A textbook can be seen by all users.

Traded Book: A textbook that is traded with another book.

Auctioned Book: A textbook that is posted for an auction and maybe bought by the highest bidder.

Free Books: A book that can be claimed free-of-charge.

Payment Type: A way to pay for a transaction.

Receipt: A proof-of-purchase document after completion of transaction.

List of Functional Requirements

General User:

1. A general user shall be able to search for a textbook without creating an account.
2. A general user shall be able to search a textbook with a textbook name.
3. A general user shall be able to search a textbook with a department.
4. A general user shall be able to select the textbooks without creating an account.
5. A general user shall be able to send inquiries to the seller.
6. A general user shall be able to see the response from the seller.
7. A general user shall be able to make a payment for the textbooks.
8. A general user shall be able to search for the textbooks available for the auction.
9. A general user shall be able to place zero or more bids for the textbooks.
10. A general user shall have a user id
11. A general user shall have an email
12. A general user shall have a first name
13. A general user shall have a last name.
14. A general user shall be able to create an account.
15. A general user shall be able to purchase the textbook with the highest bid.
16. A general user shall be able to update their cart.
17. A general user shall be able to chat with someone who can help.
18. A general user shall be able to add a textbook in a wishlist.

Registered User:

19. A registered user shall need to create an account before posting a textbook on sale.
20. A registered user shall have access to the website.
21. A registered user shall be notified about the general user's textbook purchases.
22. A registered user shall be able to respond back to the inquiries.
23. A registered user shall be able to search for the textbooks.
24. A registered user shall be able to log in with a unique email.
25. A registered user shall be able to post textbooks for auction.
26. A registered user shall be able to set a starting price for the textbooks.
27. A registered user shall be able to set a bidding time.
28. A registered user shall receive bidding prices from the bidders.
29. A registered user shall delete his/her posts.
30. A registered user shall be a buyer
31. A registered user shall be a seller
32. A registered user shall be at least 8 years of age.
33. A registered user shall be able to respond to messages.
34. A registered user shall be able to comment.

35. A registered user shall be able to change their primary email.
36. A registered user shall be able to cancel their transaction.
37. A registered user shall be able to save multiple payment types.
38. A registered user shall be able to report
39. A registered user shall be able to block other users.
40. A registered user shall be able display their online status.
41. A registered user shall be able to see their uptime [member since]
42. A registered user shall comply with the website terms and conditions.
43. A registered user shall be able view the privacy policy.
44. A registered user shall be able to change their contact information.
45. A registered user shall be able to change their password.
46. A registered user shall be able access their profile information
47. A registered user shall be able to edit their profile information
48. A registered user shall be able to add other users to favourites.
49. A registered user shall be able to add textbooks to the wishlist.
50. A registered user shall have a rating.
51. A registered user shall be able to sign up with valid third-party email.
52. A registered user shall be able to login with a valid third-party email.
53. A registered user shall be able to invite their friends by message.
54. A registered user shall be able to delete their account.
55. A registered user shall be able to change their password.
56. A registered user shall be able to edit their books.
57. A registered user shall be able to make a payment.
58. A registered user shall be able to edit/change the title of the book.
59. A registered user shall be able to share the website content in social media.
60. A registered user shall be able to deliver the book by mail.
61. A registered user shall be able to pick up the book from the seller.
62. A registered user shall be able to filter search by miles.
63. A registered user shall be able to give feedback.

Payment Type:

64. A payment type shall be bank account
65. A payment type shall be a debit card
66. A payment type shall be a credit card
67. A payment type shall have a valid expiration date.
68. A payment type shall have a valid name.
69. A payment type shall have a valid account number.
70. A payment type shall have a valid card number.

Textbook:

- 71. A textbook shall be posted on sale only by the registered users.
- 72. A textbook shall be accessible with the textbook name.
- 73. A textbook shall be accessible with the department name.
- 74. A textbook shall be posted for auctions.
- 75. A textbook shall be posted for trade.
- 76. A textbook shall be purchased by the general users.
- 77. A textbook shall be publicly available to all kinds of users.
- 78. A textbook shall be used or in new condition.
- 79. A textbook shall have author name
- 80. A textbook shall have published date
- 81. A textbook shall have a condition type.
- 82. A textbook description shall be edited.
- 83. A textbook ownership shall comply with the copyright policy set by the author.

Free Books:

- 84. A textbook shall be listed as free of cost.
- 85. A textbook shall be claimed on a first come first serve basis.
- 86. A textbook shall be available to registered users.
- 87. A textbook shall be visible to the general user.

Traded Books:

- 88. A textbook shall be listed as available for trade.
- 89. A textbook shall meet the sellers requirements.
- 90. A textbook shall be exchanged between registered users.
- 91. A textbook shall be used or in new condition.

Textbook Image:

- 92. A textbook Image shall be resized.
- 93. A textbook Image shall be the image of a book.
- 94. A textbook Image shall be posted by the seller.
- 95. A textbook Image shall be compatible in any device.

Receipt:

- 96. A receipt shall have registered user's name
- 97. A receipt shall have a purchase date.
- 98. A receipt shall have a return policy.
- 99. A receipt shall have a company logo.

Non-Functional Requirements

Security:

- 1) Verification of email and phone number shall be required upon sign in.
- 2) Username, password, and email shall be required to create an account.
- 3) The passwords shall be saved as encrypted.
- 4) To post a textbook a user shall be registered with an account.
- 5) Photos shall be saved as binary.

Privacy:

- 6) User personal information such as passwords, email, phone number, transactions shall be private.
- 7) Registered user's password shall be saved into the MySQL database.
- 8) Registered user's email shall be saved into the MySQL database.
- 9) Registered user's phone numbers shall be saved into the MySQL database.
- 10) Posted textbooks shall be available to all users.
- 11) Inquiries about the textbook post shall be saved into the MySQL database.

Performance:

- 12) Everytime a user requests something on the website, the requests should be completed within 10 seconds.
- 13) The website should load within 5 seconds.
- 14) The inquiries between buyer and seller shall be in real time.
- 15) The selected textbooks shall stay in the cart upon page refresh.
- 16) The website shall be able to display textbooks within 5 seconds upon appropriate search.

System Requirements:

- 17) Technologies implemented in the website shall adhere to the CTO guidelines and implement all the technologies listed.
- 18) Website shall support Google chrome.
- 19) Website shall support Firefox.
- 20) Website shall support Safari and Internet Explorer.
- 21) Website shall be simple and user friendly.
- 22) Website shall support mobile devices.
- 23) Websites shall be responsive to all devices.

Marketing:

- 24) Each www page shall display the website logo.
- 25) Each www page shall have a contact section at the bottom.

26) Each www page shall have social media links about the website.

Content:

- 27) A navigation bar shall be present and shall be stuck to the top of the website.
- 28) A search bar shall be present within the navbar.
- 29) The website logo shall be present to the leftmost on the navigation bar.
- 30) The textbooks categorized shall be displayed in the center of the landing page.
- 31) The website shall have pleasant colors.
- 32) The website shall have trending books listed above textbook categories.
- 33) Login and Signup pages shall be accessible from the navbar.
- 34) The website shall have separate pages for each textbook category.
- 35) Each textbook category page shall have a textbooks posting feature.
- 36) Posted textbooks shall have an appropriate image size.
- 37) A website footer shall be present in all pages at the bottom.

Functionality:

- 38) The website shall be deployed to Amazon Cloud Service.
- 39) The website shall be allowing the users to interact in real time.
- 40) The website shall be easy to use and easy to navigate.
- 41) The website shall have a usage page.
- 42) The website shall do efficient and quick searching for the textbooks.
- 43) The website shall be allowing users to post many books.

Availability :

- 44) The textbooks shall be available upon appropriate searches.
- 45) Upon unsuccessful search, the page should display an error message.
- 46) The website should be accessible to any browser.
- 47) All the options to buy and sell textbooks shall be visible clearly.
- 48) The links to different pages shall be easily tracked.
- 49) Checkout should only be accessible when a user is successfully registered.

Fault Tolerance:

- 50) The website shall be able to handle the display errors.
- 51) The website shall load all the content upon refresh on an error.

Storage:

- 52) The textbooks posts shall be saved into the database without being overloaded.
- 53) The textbook posts shall be updated in the database.

- 54) The textbook posts shall be deleted from the database.
- 55) The general users shall be stored into the database.
- 56) The registered users shall be stored into the database.
- 57) The registered user's account shall be updated into the database.
- 58) The registered user's account shall be deleted from the database.
- 59) The registered user's email shall be saved into the database.
- 60) The registered user's password shall be saved into the database.
- 61) The registered user's phone number shall be saved into the database.
- 62) The textbook's name shall be stored into the database.
- 63) Textbook images shall be saved into the database.
- 64) Textbook titles shall be saved into the database.
- 65) Textbook conditions shall be saved into the database.
- 66) Textbook price shall be saved into the database.
- 67) All the inquiries about the textbook posts shall be saved into the database.
- 68) The department names shall be stored into the database.
- 69) The login user's cookie session shall be saved into the database.

Legal:

- 70) The copyright content policy shall be written explicitly at the bottom on all pages.
- 71) A link to terms and conditions shall be present at the bottom on all pages.
- 72) The website privacy policy shall be clearly visible at the bottom.
- 73) The contact information shall be visible to give feedback.

Environmental:

- 74) Final application code shall be sitting in the master branch.
- 75) A develop branch shall act as a mock master branch.
- 76) All contributed code shall be done on each member's branch.
- 77) The code shall be peer reviewed before merging to the develop branch.
- 78) The application shall be run and tested from the develop branch.
- 79) The application shall be deployed from the master branch on to Amazon Cloud Service.

Competitive Analysis Table

Feature /Company	Bookmooch.com	bkstr.com	thriftbooks.com	paperbackswap.com	www.pegasusb ookstore.com
Strengths	<ul style="list-style-type: none"> - simple ux - Informative search results - Homepage makes clear the purpose - Mobile version - Multi language support 	<ul style="list-style-type: none"> . Clean UI . Categorized Items . Visible font size . Good onboarding design 	<ul style="list-style-type: none"> - Good color palette - Grid-style layout of books on homepage and has most popular categories. 	<ul style="list-style-type: none"> - Has youtube videos - User can search book from ISBN -user can pay for the book -User can swap book 	<ul style="list-style-type: none"> - Search bar that is straight forward, shows what to type in - Good selection of books, but no textbooks - Accepts CDs, DVDs
Weaknesses	<ul style="list-style-type: none"> - unoptimized for bigger screens - bad onboarding experience - some links do not work 	<ul style="list-style-type: none"> . Ugly looking footer . Search Bar not aligned center . Only new textbooks 	<ul style="list-style-type: none"> - Not immediately clear what the website does, aside from the title - Too broad selection of items, not just books but video games. - Does not sell many textbooks, if any. Only sells normal books 	<ul style="list-style-type: none"> - Very cramped and small fonts - Misaligned text/text fields - Privacy Error when visiting site -very primitive UI and UX 	<ul style="list-style-type: none"> - Catalog view is outdated - Inconsistent buttons - List of categories to sort is too long, needs a good way to implement - No student-student trading/auction - Not clear what they are selling

Pricing	<ul style="list-style-type: none"> - free service - users earn points for each book they list - points can be used to purchase/borrow books - users may buy using Amazon link, company receives part of purchase 	<ul style="list-style-type: none"> . Regular flat price . No discount . Purchase directly from SFSU bookstore 	<ul style="list-style-type: none"> - Considerably cheaper than department store books 	<ul style="list-style-type: none"> - Websites offer credit to trade books. -They offer discounts and credit tokens in a single purchase. -Books are overpriced and heavily discounted 	<ul style="list-style-type: none"> - They buy books for a certain percent of MSRP
Status	<ul style="list-style-type: none"> - Still under development 	<ul style="list-style-type: none"> . Fully developed . Updated each year 	<ul style="list-style-type: none"> - Fully developed 	<ul style="list-style-type: none"> -Backend Fully developed -Frontend is functional. 	<ul style="list-style-type: none"> - Fully developed and operational
Social Media	<ul style="list-style-type: none"> - facebook 	<ul style="list-style-type: none"> . Instagram . Twitter . Facebook 	<ul style="list-style-type: none"> - Pinterist - Facebook - Twitter - Instagram - Tumblr 	<ul style="list-style-type: none"> - Facebook - Twitter 	<ul style="list-style-type: none"> - Facebook - Instagram - Twitter

Onboarding Experience	<ul style="list-style-type: none"> - Registration is messy and can be confusing for users who are not tech-savvy. - UI/UX for logging in uses JS popup to collect information, which does not seem intuitive. 	<ul style="list-style-type: none"> . Navbar has everything . Login, Store Info, and bag . Can swipe to navigate items . Can select a category to purchase from 	<ul style="list-style-type: none"> - Easy onboarding experience. Sign up UX is easy to read. 	<ul style="list-style-type: none"> - UI/UX is not that great but functional -Website is not fully SSL secured and some links are flagged by the browser. -Website claims to be an Amazon associate/partner website. 	<ul style="list-style-type: none"> - No landing page
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Competitive Features Table

Feature	bookmoo ch.com	bkstr.co m	thriftbooks. com	paperbacks wap.com	pegasusboo kstore.com	Our Future Product
Search Bar	+	+	+	+	+	++
Used books	+	-	+	+	+	+
Trade	-	-	-	+	-	++
Transaction	+	+	+	++	+	+
User Rating	-	-	-	-	-	++
Wishlist	-	+	+	-	-	+

Feature exist: +

Superior: ++

Does not exist: -

Summary of Competitive Analysis

iShareBook is a book sharing website designed for saving students time and money buying new textbooks. With iShareBooks, we plan to implement a search bar that shows the user's history and suggestions. One unique feature that other similar websites do not have is the ability to trade directly with other students. It's no doubt that most of our competitors in the market are good at selling books. They provide features like searching and buying books. Some of our competitors even have features like wishlist, trade and accept multiple payment types. However, the main feature that makes iShareBook stand out among our customers is that it allows users to choose their own price tag and even trade books with a fellow reader. iSharebook is truly the book sharing platform. Users can rate their website experience. They can also keep track of their books and also save interested Sellers/ Traders for the future. As of now, Our website is most related to our SFSU bookstore website; however, what makes it unique is that the students will have the opportunity to post their used books on sale for other students which they do not need anymore. Sellers can set their own price, a feature that helps students buy books affordably. Lastly, iShareBooks allows buyers to rate sellers based on the interaction/transaction between them, a feature that the competition does not have.

High-Level System Architecture and Technologies Used

Server Host: AWS

Operating System: Ubuntu 16.04 Server

Database: MySQL

Web Server: AWS

Server-Side Language: JS And Node JS

Python Additional Technologies:

Web Framework: React

Web Analytics: Google Analytics SSL Cert: Lets Encrypt (Cert Bot) SASS: 3.5.5

Member's Familiarity with Server-Side Language on a scale of 1 to 5, with 5 being very familiar and 1 being never used.

Teams 04:

Danish Siddiqui	JS	Node	React		4
Zaid Alkhatib	JS	Node	React	AWS	4
Pramod Khatri	JS	Node	React		3.5
Abishek Neralla	JS	MySql			3
Aryanna Brown	JS	MySql1	Node		2
Yangesh KC	Python	SSL	React	Gloud	4
Mark Jovero	JS	MySql			3
Yuhua Wu (Gavin)		JS	React	Node	3

Team Contribution:

Name	Role	Contribution
1. Yangesh KC	Team Lead	Executive summary Functional and Nonfunctional Requirements, Use cases, Github Master, Documentation, Competitive analysis and feature table, High-level System Architecture, Peer Review
2. Danish Siddiqui	Front End Lead	Use cases and Diagrams, Non Functional Requirements, Functional Requirements, Competitive analysis and Executive Summary
3. Zaid Alkhatib	Backend Lead	Executive Summary, Competitive Analysis Table, Executive analysis, Use Case, Functional Requirement
4. Yuhua Wu	UI/UX	Peer Reviewed, Competitive Analysis table, Feature Table. System Architecture, Executive Summary, Use Cases
5. Abishek Neralla	Member	Executive Summary, Function and Non Functional Requirement, Use cases, Peer Reviewed.
6. Aryanna Brown	Member	Use Cases, Functional Requirement, Data items and Entities List, Feature Table, Competitive Analysis Table, Executive Summary
7. Mark Jovero	Member	3 use cases, 3 companies for competitive analysis, some features in features table, contributed to competitive analysis, list of main entities, Executive Summary
8. Promod Khatri	Member	Functional Requirements, Use Cases, Use Case Diagram, Executive Summary

Team Checklist:

- Team members are meeting regularly in a time slot outside of the class
Done
- Team members feel comfortable about using the listed SW tools and deployment server
Done
- Github Master is chosen for the team
Done
- Team is all set and is able to use the chosen backend language and the frontend framework, and those who need to learn are working on learning and practicing
Done
- Team lead ensured that all team members read the final M1 and agree/understand it before submission
Done
- Github was organized as discussed in class (e.g; master branch, develop branch, folder for milestone documents etc.)
Done