



## INTERNAL PROJECT

# Software Requirements Specification

## Sasa Shop

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# 1 Document Information

Field	Value
Project Name	Sasa Shop
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Qa Lead	Tester
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# 2 Project Overview

## 2.1 What Are We Building

### 2.1.1 System Function

An e-commerce mobile application for users to browse products, manage a shopping cart, and complete purchases.

### 2.1.2 Users

- Customer / Shopper

### 2.1.3 Problem Solved

The application aims to provide a stable e-commerce experience but currently suffers from critical failures in core user journeys, including user registration and order checkout. It also has significant UI/UX issues with notifications, language settings, and dark mode that degrade user trust and usability.

### 2.1.4 Key Success Metric

Increase the Overall Test Pass Percentage from 83.33% to over 98% by fixing all major and critical defects.

## 2.2 Scope

### 2.2.1 In Scope

- User Authentication (Login, Logout, Registration)
- Dark Mode functionality
- Push Notifications
- Displaying time accurately within the app
- Terms of Use and Privacy Policy review
- Language settings
- Viewing Orders
- Shopping Cart Management (Add, Update, Remove items)

- Product Catalog and Search
- Checkout Process

## 2.2.2 Out Of Scope

- In-app calls to sellers
- Price bargaining / 'Make an offer' feature
- Expanded product details (color, brand name)
- Direct customer feedback forms
- FAQ section
- Video guides for buying and selling



# 3 User Requirements

## 3.1 Authentication User Management

Feature Code	I Want To	So That I Can	Priority	Notes
FT-AUTH-REG	Register for a new account with my phone number and OTP or with my email and password	Create a personal account to manage my orders and start shopping.	Must	Upon successful registration, the user must be automatically logged in and directed to the home page. This is a top priority to enable new user onboarding.
FT-AUTH-LOGIN	Log in with my valid credentials	Access my personal profile, order history, and saved information.	Must	Supports both phone/OTP and email/password login methods, consistent with registration.
FT-AUTH-LOGOUT	Log out of my account	Securely end my session on a shared or public device.	Must	

## 3.2 Core Business Features

Feature Code	I Want To	So That I Can	Priority	Notes
FT-PROD-LIST	View product lists	Discover and explore the range of items available for sale.	Must	Includes basic search and category browsing capabilities.

Feature Code	I Want To	So That I Can	Priority	Notes
FT-PROD-VIEW	View product details	Make an informed purchase decision by reviewing key information like price, description, and images.	Must	Expanded product details like brand name or specific color options are out of scope for this version.
FT-PROD-CART	Add or remove a product from the cart	Easily save an item for purchase without leaving my current browsing flow.	Must	This refers to the 'Add to Cart' functionality on product list and detail pages.
FT-SHOP-LIST	View shops lists	Browse all available shops to find ones that interest me.	Must	
FT-SHOP-VIEW	View shop details	See all products offered by a specific shop and learn more about them.	Must	To ensure a good user experience, this page must meet the performance standard of loading in under 2 seconds (addresses Bug ID 0.1).
FT-CART-MANAGE	Add, update, and remove items in my shopping cart	Finalize my selection, adjust quantities, or remove unwanted items before proceeding to checkout.	Must	Functionality is operational. Users can modify item quantities and remove items directly from the cart view.
FT-CART-CHECKOUT	Complete a purchase after	Finalize my purchase and	Must	The checkout flow must allow

Feature Code	I Want To	So That I Can	Priority	Notes
	providing my details	receive confirmation that my order has been accepted.		users to select delivery or pickup and successfully place an order. Payment processing is out-of-scope and handled externally (e.g., Cash on Delivery).
FT-ORDER-NOTF	Receive notifications about my orders	Track the progress of my purchase from confirmation to delivery.	Must	This requirement covers both push notifications (see FT-APP-NOTIFY) and in-app status updates for orders.
FT-ORDER-VIEW	View my order details for specific items	Review the specifics of my past and current purchases, including items, prices, and delivery status.	Must	Orders in the history list must be grouped by the shop they were purchased from for clarity. All information must be fully legible in both light and dark modes.
FT-ORDER-LIST	View my past orders	Review and manage my order history.	Must	This feature allows users to see a list of all their previous orders, with the ability to sort and filter by

Feature Code	I Want To	So That I Can	Priority	Notes
				date, shop, and order status.

### 3.3 Additional Features

Feature Code	I Want To	So That I Can	Priority	Notes
FT-UI-LANGUAGE	Access language settings	Use the application in a language I am comfortable with.	Should	A language selection option must be made available within the user's profile, allowing them to switch the app's display language (addresses Bug IDs 0.4, 10.1).
FT-UI-DARKMODE	Use the app in dark mode	Reduce eye strain in low-light environments and have a visually consistent experience.	Should	Dark mode must ensure all text and information are clearly visible across all screens, especially 'Orders'. This resolves multiple legibility bugs (IDs 0.6, 0.7, 0.9).
FT-LEGAL-VIEW	Read the Terms of Use and Privacy Policy	Understand the app's rules and how my data is handled.	Should	The content for 'Terms of Use' and 'Privacy Policy' must be distinct and legally appropriate. This requires updating the

Feature Code	I Want To	So That I Can	Priority	Notes
				duplicated placeholder text (addresses Bug ID 0.5).
FT-APP-NOTIFY	Receive push notifications for order updates and important app communications	Stay informed about my orders and app updates even when I'm not actively using the app.	Should	Push notifications must work reliably and include order status changes, promotional offers, and important system notifications. Users must be able to control notification preferences.



# 4 Detailed Feature Requirements

## 4.1 Ft Auth Reg

### 4.1.1 Priority

Must Have

### 4.1.2 User Story

As a new user, I want to complete the registration process after receiving an OTP so that I am automatically logged in and can start shopping.

### 4.1.3 Preconditions

The user does not have an existing account and is on the registration page.

### 4.1.4 Postconditions

The user account is created, the user is logged in, and the app redirects to the home page.

### 4.1.5 Test Cases

Id	Description	Weight
AUTH-TC-001	Verify that after filling in details and receiving an OTP, the registration completes and redirects to the home page.	High
AUTH-TC-002	Verify that the user is automatically logged in after registration and redirected to the home page.	High
AUTH-TC-003	Verify that invalid phone number formats prevent registration.	High

Id	Description	Weight
AUTH-TC-004	Verify that OTP expires after a specified time and registration fails if the OTP is not entered in time.	Medium

## 4.2 Ft Cart Checkout

### 4.2.1 Priority

Must Have

### 4.2.2 User Story

As a user, I want to successfully place an order by completing the checkout process so that my purchase is confirmed and recorded.

### 4.2.3 Preconditions

The user is on the checkout page with items in the cart and has entered valid shipping/payment details.

### 4.2.4 Postconditions

An order confirmation is displayed, and the new order appears correctly in the user's order history.

### 4.2.5 Test Cases

Id	Description	Weight
CHK-TC-001	Verify that after tapping 'Place Order', the purchase is completed and a confirmation is shown.	High
CHK-TC-002	Verify that invalid payment details prevent order completion and display an error message.	High
CHK-TC-003	Verify that the user is prompted to add items to the	Medium

Id	Description	Weight
	cart if the cart is empty during checkout.	
CHK-TC-004	Verify that order details (items, prices, shipping) are correctly displayed in the order confirmation page.	High

## 4.3 Ft Ui Darkmode

### 4.3.1 Priority

Should Have

### 4.3.2 User Story

As a user, I want to enable dark mode so that I can have a comfortable viewing experience in low-light conditions and see all text clearly.

### 4.3.3 Preconditions

The user is in the app's settings menu and has toggled the dark mode option.

### 4.3.4 Postconditions

The entire app UI switches to a dark theme, with all text and UI elements remaining legible and correctly displayed, especially in the orders and wishlist sections.

### 4.3.5 Test Cases

Id	Description	Weight
UI-TC-001	Verify that all text in the orders list is clearly visible and information is displayed correctly when dark mode is enabled.	Medium
UI-TC-002		Medium

Id	Description	Weight
	Verify that UI elements (buttons, icons) are consistent and legible in dark mode.	
UI-TC-003	Verify that the dark mode setting persists when the app is closed and reopened.	Low

## 4.4 Ft Ui Language

### 4.4.1 Priority

Should Have

### 4.4.2 User Story

As a user, I want to change the application's language from the settings menu so that I can use the app in my preferred language.

### 4.4.3 Preconditions

The user has navigated to the user profile/settings section.

### 4.4.4 Postconditions

The language setting is visible, selectable, and upon selection, the entire app's UI text updates to the chosen language.

### 4.4.5 Test Cases

Id	Description	Weight
LANG-TC-001	Verify that the language setting option appears in the user profile and allows the user to switch the app's language.	Medium
LANG-TC-002		Medium

Id	Description	Weight
	Verify that the selected language persists across app sessions.	
LANG-TC-003	Verify that all UI elements properly display text in the selected language without truncation or overlap.	High

## 4.5 Ft Order List

### 4.5.1 Priority

Must Have

### 4.5.2 User Story

As a user, I want to view my past orders so that I can review and manage my order history.

### 4.5.3 Preconditions

The user is logged into their account and has placed previous orders.

### 4.5.4 Postconditions

The user sees a list of all their previous orders, which can be sorted and filtered by date, shop, and order status.

### 4.5.5 Test Cases

Id	Description	Weight
ORD-TC-001	Verify that the user can see a list of all previous orders, including order number, date, shop, and status.	High
ORD-TC-002	Verify that the user can filter past orders by date, shop, and order status.	Medium

Id	Description	Weight
ORD-TC-003	Verify that order information is clearly visible in both light and dark modes.	High

## 4.6 Ft App Notify

### 4.6.1 Priority

Should Have

### 4.6.2 User Story

As a user, I want to receive push notifications for order updates and important app communications so that I stay informed about my purchases and app updates.

### 4.6.3 Preconditions

The user has granted notification permissions and has active orders or has opted into promotional notifications.

### 4.6.4 Postconditions

The user receives timely and relevant push notifications that can be clicked to navigate to the appropriate app section.

### 4.6.5 Test Cases

Id	Description	Weight
NOTF-TC-001	Verify that users receive push notifications when their order status changes.	High
NOTF-TC-002	Verify that notification settings can be customized in the user profile.	Medium
NOTF-TC-003	Verify that tapping on a notification navigates to the relevant section of the app.	Medium

Id	Description	Weight
NOTF-TC-004	Verify that notifications work correctly when the app is in background or closed.	High

## 4.7 Ft Prod List

### 4.7.1 Priority

Must Have

### 4.7.2 User Story

As a user, I want to view product lists so that I can discover and explore items available for sale.

### 4.7.3 Preconditions

The user is on the home page or has navigated to a product category.

### 4.7.4 Postconditions

A list of products is displayed with basic information (name, price, image) and search/filter options are available.

### 4.7.5 Test Cases

Id	Description	Weight
PROD-TC-001	Verify that product lists load within acceptable time limits and display correctly.	High
PROD-TC-002	Verify that search functionality returns relevant results.	High
PROD-TC-003	Verify that product images, names, and prices display correctly in both light and dark modes.	Medium

## 4.8 Ft Shop View

### 4.8.1 Priority

Must Have

### 4.8.2 User Story

As a user, I want to view shop details so that I can see all products offered by a specific shop and learn more about them.

### 4.8.3 Preconditions

The user has selected a shop from the shop list or clicked on a shop link.

### 4.8.4 Postconditions

The shop details page loads showing shop information and available products within 2 seconds.

### 4.8.5 Test Cases

Id	Description	Weight
SHOP-TC-001	Verify that shop details page loads within 2 seconds on target devices.	High
SHOP-TC-002	Verify that all shop products are displayed correctly with proper navigation.	High
SHOP-TC-003	Verify that shop information (name, description, contact) is displayed correctly.	Medium

## 4.9 Ft Auth Login

### 4.9.1 Priority

Must Have

## 4.9.2 User Story

As a returning user, I want to log in with my valid credentials so that I can access my personal profile, order history, and saved information.

## 4.9.3 Preconditions

The user has an existing account and is on the login page with valid credentials.

## 4.9.4 Postconditions

The user is successfully authenticated and redirected to the home page with access to their profile and order history.

## 4.9.5 Test Cases

Id	Description	Weight
LOGIN-TC-001	Verify successful login with valid email/password credentials.	High
LOGIN-TC-002	Verify successful login with valid phone/OTP credentials.	High
LOGIN-TC-003	Verify login fails with invalid credentials and shows appropriate error message.	High
LOGIN-TC-004	Verify user session persists across app restarts after successful login.	Medium

## 4.10 Ft Auth Logout

### 4.10.1 Priority

Must Have

### 4.10.2 User Story

As a logged-in user, I want to log out of my account so that I can securely end my session on a shared or public device.

### 4.10.3 Preconditions

The user is logged into their account and can access the logout option.

### 4.10.4 Postconditions

The user session is terminated, and the user is redirected to the login/home page without access to personal information.

### 4.10.5 Test Cases

Id	Description	Weight
LOGOUT-TC-001	Verify successful logout terminates user session and redirects to appropriate page.	High
LOGOUT-TC-002	Verify logged-out user cannot access protected pages without re-authentication.	High
LOGOUT-TC-003	Verify logout option is accessible from user profile/settings menu.	Medium

## 4.11 Ft Prod View

### 4.11.1 Priority

Must Have

### 4.11.2 User Story

As a user, I want to view product details so that I can make an informed purchase decision by reviewing key information like price, description, and images.

### 4.11.3 Preconditions

The user has selected a product from the product list or search results.

#### 4.11.4 Postconditions

The product details page displays comprehensive product information including images, price, description, and add to cart functionality.

#### 4.11.5 Test Cases

Id	Description	Weight
PRODVIEW-TC-001	Verify product details page displays all essential information (name, price, description, images).	High
PRODVIEW-TC-002	Verify product images can be viewed in full screen and are displayed correctly.	Medium
PRODVIEW-TC-003	Verify add to cart functionality is available and working from product details page.	High
PRODVIEW-TC-004	Verify product details display correctly in both light and dark modes.	Medium

### 4.12 Ft Prod Cart

#### 4.12.1 Priority

Must Have

#### 4.12.2 User Story

As a user, I want to add or remove a product from the cart so that I can easily save an item for purchase without leaving my current browsing flow.

#### 4.12.3 Preconditions

The user is viewing a product on the product list or product details page.

#### 4.12.4 Postconditions

The product is successfully added to or removed from the shopping cart, and the cart count is updated accordingly.

#### 4.12.5 Test Cases

Id	Description	Weight
PRODCART-TC-001	Verify products can be successfully added to cart from product list page.	High
PRODCART-TC-002	Verify products can be successfully added to cart from product details page.	High
PRODCART-TC-003	Verify products can be removed from cart and cart count updates correctly.	High
PRODCART-TC-004	Verify cart state persists across app sessions for logged-in users.	Medium

### 4.13 Ft Shop List

#### 4.13.1 Priority

Must Have

#### 4.13.2 User Story

As a user, I want to view shops lists so that I can browse all available shops to find ones that interest me.

#### 4.13.3 Preconditions

The user has navigated to the shops section of the application.

#### 4.13.4 Postconditions

A list of available shops is displayed with basic information and navigation options to shop details.

## 4.13.5 Test Cases

Id	Description	Weight
SHOPLIST-TC-001	Verify shops list displays all available shops with basic information.	High
SHOPLIST-TC-002	Verify users can navigate to shop details from the shops list.	High
SHOPLIST-TC-003	Verify shops list loads within acceptable time limits and handles large datasets.	Medium
SHOPLIST-TC-004	Verify shops list display is consistent in both light and dark modes.	Medium

## 4.14 Ft Cart Manage

### 4.14.1 Priority

Must Have

### 4.14.2 User Story

As a user, I want to add, update, and remove items in my shopping cart so that I can finalize my selection, adjust quantities, or remove unwanted items before proceeding to checkout.

### 4.14.3 Preconditions

The user has items in their shopping cart and has navigated to the cart page.

### 4.14.4 Postconditions

The user can successfully modify item quantities, remove items, and see updated totals before proceeding to checkout.

## 4.14.5 Test Cases

Id	Description	Weight
CARTMGMT-TC-001	Verify users can increase and decrease item quantities in the cart.	High
CARTMGMT-TC-002	Verify users can remove individual items from the cart.	High
CARTMGMT-TC-003	Verify cart totals update correctly when items are modified or removed.	High
CARTMGMT-TC-004	Verify users can proceed to checkout from the cart management page.	High

## 4.15 Ft Order Notf

### 4.15.1 Priority

Must Have

### 4.15.2 User Story

As a user, I want to receive notifications about my orders so that I can track the progress of my purchase from confirmation to delivery.

### 4.15.3 Preconditions

The user has placed an order and has notification permissions enabled.

### 4.15.4 Postconditions

The user receives timely notifications about order status changes and can access detailed order information.

## 4.15.5 Test Cases

Id	Description	Weight
ORDERNOTF-TC-001	Verify users receive notifications when order status changes (confirmed, shipped, delivered).	High
ORDERNOTF-TC-002	Verify notification content includes relevant order information and status.	High
ORDERNOTF-TC-003	Verify tapping on order notification navigates to the correct order details.	Medium
ORDERNOTF-TC-004	Verify notifications work correctly when app is in background or closed.	High

## 4.16 Ft Order View



### 4.16.1 Priority

Must Have

### 4.16.2 User Story

As a user, I want to view my order details for specific items so that I can review the specifics of my past and current purchases, including items, prices, and delivery status.

### 4.16.3 Preconditions

The user has placed orders and is accessing order details from the order history list.

### 4.16.4 Postconditions

Complete order information is displayed including items, prices, delivery status, and all information is legible in both light and dark modes.

## 4.16.5 Test Cases

Id	Description	Weight
ORDERVIEW-TC-001	Verify order details page displays complete order information (items, prices, status, dates).	High
ORDERVIEW-TC-002	Verify order information is fully legible in both light and dark modes.	High
ORDERVIEW-TC-003	Verify order status updates are reflected accurately in the order details view.	High
ORDERVIEW-TC-004	Verify users can access order actions (tracking, support) from order details page.	Medium

## 4.17 Ft Legal View

### 4.17.1 Priority

Should Have

### 4.17.2 User Story

As a user, I want to read the Terms of Use and Privacy Policy so that I can understand the app's rules and how my data is handled.

### 4.17.3 Preconditions

The user has navigated to the legal documents section from the app settings or registration process.

### 4.17.4 Postconditions

The Terms of Use and Privacy Policy are displayed as separate, distinct documents with legally appropriate content.

#### 4.17.5 Test Cases

Id	Description	Weight
LEGAL-TC-001	Verify Terms of Use and Privacy Policy are separate documents with distinct content.	High
LEGAL-TC-002	Verify legal documents are accessible from both settings and registration flows.	Medium
LEGAL-TC-003	Verify legal documents display correctly and are readable in both light and dark modes.	Medium
LEGAL-TC-004	Verify legal documents scroll properly and all content is accessible.	Low



# 5 Technical Requirements

## 5.1 Performance Standards

Requirement	Target	How To Test
Shop details display time	≤ 2s	Measure time from tap to render on target devices. Addresses Bug ID 0.1.
Product list loading time	≤ 3s	Measure time from navigation to complete product list render on target devices.
App launch time	≤ 4s	Measure cold start time from app icon tap to home screen display on target devices.

## 5.2 Platform Requirements

Platform	Minimum Version	Target Version	Notes
Android	API 29 (Android 10)	API 34	Testing was performed on an Infinix Note 10 Pro.
iOS	iOS 14	iOS 17	Testing was performed on an iPhone 11 pro max.

## 5.3 Security Privacy

Requirement	Must Have	Implementation
User data encryption	True	AES-256 at rest; TLS 1.2+ in transit

Requirement	Must Have	Implementation
Secure authentication	True	OTP verification with time-based expiration; secure session management
Payment data security	True	No payment data stored locally; external payment processing only



# 6 External Dependencies

## 6.1 Third Party Services

Service	What It Does	Criticality	Backup Plan
SMS Gateway Provider	Sends OTP codes for user registration.	Critical	Ensure the provider is reliable and has failover mechanisms. Implement in-app error message if OTP fails to send.
Push Notification Service	Delivers push notifications for order updates and app communications.	Medium	Graceful degradation with in-app notifications only if push service fails.

## 6.2 Device Requirements

Feature	Required	Optional	Notes
Internet Connectivity	True	False	Required for browsing, checkout, and order tracking.
Sufficient Storage	True	False	Minimum 100MB of free storage space for app installation and data caching.
Push Notification Support	False	True	Enhances user experience but app remains functional without it.

# 7 Release Planning

## 7.1 Development Phases

Phase	Features Included	Timeline	Success Criteria
Phase 1 (Critical Path Fixes)	[‘FT-AUTH-REG (fix)’, ‘FT-CART-CHECKOUT (fix)’, ‘FT-ORDER-VIEW (fix)’, ‘FT-ORDER-LIST (implement)’]	3 weeks	The entire user journey from registration to purchase and order viewing is functional with no critical failures. Test pass rate > 95%.
Phase 2 (UI/UX and Feature Polish)	[‘FT-APP-NOTIFY (fix)’, ‘FT-UI-LANGUAGE (implement)’, ‘FT-UI-DARKMODE (fix)’, ‘FT-LEGAL-VIEW (content update)’, ‘FT-PROD-LIST (optimize)’, ‘FT-SHOP-VIEW (performance fix)’]	4 weeks	All identified bugs are resolved. All features are fully functional and polished. Test pass rate > 99%.

## 7.2 Release Checklist

- All Must-Haves complete
- No critical bugs remaining
- User Registration (AUTH-TC-001) passes
- Complete Purchase (CHK-TC-001) passes
- Performance baselines met
- All test cases have pass rate > 98%
- Legal documents reviewed and approved

# 8 Risks Assumptions

## 8.1 Risks

Risk	Probability	Impact	Mitigation
Failure to fix the registration and checkout flows will result in zero user acquisition and revenue.	High	High	Prioritize Phase 1 development and testing above all other tasks.
Persistent UI issues (Dark Mode, Language) damage brand perception and user trust, leading to app uninstalls.	Medium	Medium	Allocate dedicated QA resources to thoroughly test all UI states and themes during Phase 2.
Identical Terms of Use and Privacy Policy create legal and compliance risks.	Medium	High	Engage legal counsel to draft appropriate and distinct documents before the next public release.
Push notification service reliability issues affect user engagement.	Low	Medium	Implement fallback to in-app notifications and monitor service uptime closely.

## 8.2 Assumptions

- The target users are equipped with smartphones and have reliable internet connectivity.
- The backend infrastructure for product management and order processing is stable.
- SMS gateway service maintains >99% uptime for OTP delivery.
- Users will grant necessary permissions for notifications and device features.

# 9 Market Specific Considerations

## 9.1 Primary Market

- General E-commerce Users

## 9.2 Target Demographics

- Online shoppers

## 9.3 Local Considerations

Consideration	Details
Currency Display	The app should display prices in the local currency of the user. Initial rollout will support a single currency, with plans for multi-currency support in future versions.
Language Localization	Support for multiple languages through the language settings feature, with proper text rendering and layout adjustments for different languages.

## 9.4 Payment Preferences

Preference	Value
Mobile Money	Not Supported (Future Scope)
Cash	Supported (Cash on Delivery/Pickup)
Cards	Not Supported (Future Scope)

## 9.5 Competition

- Other online retail and marketplace apps



# 10 Sign Off

## 10.1 Approval

Role	Name	Signature	Date

## 10.2 Document History

Version	Date	Changes Made	Changed By
0.1	2025-09-10	Initial draft based on 'Sasa Shop' testing report. Revised user requirement notes for clarity.	Gemini System Designer
0.2	2025-09-10	Fixed structural issues: Added missing FT-APP-NOTIFY feature definition, corrected test case numbering, added detailed requirements for all core features, enhanced technical requirements, updated release planning consistency.	Claude AI Assistant
0.3	2025-09-10	Added comprehensive detailed feature requirements for ALL features: FT-AUTH-LOGIN, FT-AUTH-LOGOUT, FT-PROD-VIEW, FT-PROD-	Claude AI Assistant

Version	Date	Changes Made	Changed By
		<p>CART, FT-SHOP-LIST, FT-CART-MANAGE, FT-ORDER-NOTF, FT-ORDER-VIEW, and FT-LEGAL-VIEW.</p> <p>Now all user requirements have corresponding detailed specifications with test cases.</p>	



# 11 Additional Context

## 11.1 Success Metrics

### 11.1.1 Customer Acquisition

Achieve a >95% successful registration rate.

### 11.1.2 Partner Signups

N/A

### 11.1.3 Daily Orders

Process 100+ successful orders daily post-fix.

### 11.1.4 Customer Satisfaction

Reduce negative app store reviews related to bugs by 80%.

### 11.1.5 Order Success Rate

Achieve a >99% successful checkout completion rate (reduce cart abandonment at final step).

### 11.1.6 Average Delivery Time

N/A

### 11.1.7 Notification Engagement

Achieve >70% notification open rate for order updates.

### 11.1.8 UI Consistency Score

Achieve 100% UI element visibility across light and dark modes.