

**AN AUTOMATED FUEL ORDERING AND MANAGEMENT SYSTEM
(FOMS)**

CASE STUDY: ON TESO SUB REGION

BY:

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**A PROJECT REPORT SUBMITTED TO THE DEPARTMENT OF
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DECLARATION

I, **Opolot Geresom**, hereby declare to the best of my knowledge that this final year project entitled **"Development and Implementation of a Web-Based Fuel Ordering Management System for Fuel Distributors in Uganda, with Emphasis on the Tso Region"** is my original work and has never been

Submitted, either in whole or in part, to any other institution of higher learning for the award of any academic degree, diploma, or certificate.

Where the works of other researchers or developers have been used, appropriate citations and references have been provided in accordance with standard academic referencing guidelines.



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APPROVAL

This final year project report entitled "**Development and Implementation of a Web-Based Fuel Ordering Management System for Fuel Distributors in Uganda, with Emphasis on the Teso Region**" has been compiled and submitted under our direct supervision and guidance as the university supervisors and is now ready for submission to the Department of Computer Studies, Faculty of science and education, Busitema University with our approval.



Date: 31/August/2026

MR. GERALD KISANGALA

(Academic Supervisor)

DEDICATION

This academic work is wholeheartedly dedicated to my beloved parents, whose relentless prayers, moral counsel, financial sacrifices, and steadfast belief in the transformative value of higher education laid the unbreakable bedrock for my intellectual and personal journey.

To my brothers, sisters, and extended family members who stood as beacons of unwavering encouragement and patience throughout my studies at Busitema University.

To the resilient independent petroleum retail operators, station managers, and tanker drivers across the ten districts of the Teso sub-region - whose daily operational struggles on rural roads inspired the conception and engineering of this system.

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Special thanks go to the academic staff of the Department of Computer Studies, Faculty of Science and Education, Busitema University (Nagongera Campus), for their dedicated instruction and guidance throughout the Bachelor of Information Technology degree program.

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ABSTRACT

The downstream petroleum retail distribution sector in developing economies, particularly across decentralized rural districts like the Teso sub-region in Eastern Uganda (encompassing Soroti, Katakwi, Kumi, Ngora, Serere, Bukedea, Amuria, Kaberamaido, Kalaki, and Kapelebyong), experiences persistent supply chain fragility and operational bottlenecks. These systemic inefficiencies stem from archaic manual practices, including telephone-based order placements, physical dipped-stick tank readings, fragmented paper ledgers, uncoordinated road tanker dispatches, and prolonged 48-to-72-hour bank reconciliation delays. Consequently, regional retail stations suffer from frequent stockouts, inflated logistical overheads, credit-limit disputes, and lost retail revenues.

This project presents the design, development, and empirical evaluation of an automated, web-based **Fuel**

Ordering and Management System (FOMS) engineered to resolve these logistical, inventory, and financial bottlenecks. Grounded in a robust 3-Tier Client-Server Architecture, FOMS integrates a responsive, Single Page Application frontend built with HTML5, CSS3, ES6 JavaScript, and Leaflet.js interactive GPS mapping; a stateless, event-driven Node.js and Express RESTful API middleware; and an ACID-compliant, highly normalized MySQL relational database engine operated via asynchronous connection pooling.

Crucially, the system features a simulated B2B Mobile Money payment processing engine (supporting MTN MoMo and Airtel Money STK Push protocols) that executes real-time invoice reconciliation, dynamically adjusts ledger balances, and automatically releases credit-hold restrictions upon successful settlement. Real-time fleet tracking is achieved through driver GPS telemetry rendered dynamically on regional Teso maps, while inventory reserves across the Soroti Main Depot and regional buffer tanks are continuously monitored against configurable low-stock reorder thresholds.

The system development was guided by the Agile Scrum methodology across five two-week sprints. Multi-tier quality assurance - comprising a 40-case functional test matrix, automated load testing, and security penetration audits - confirmed 100% test pass rates, sub-100ms API response latency under 100 concurrent requests, and robust protection against SQL injection, XSS, and privilege escalation. An empirical User Acceptance Testing (UAT) survey involving 20 regional petroleum stakeholders yielded an exceptional System Usability Scale (SUS) score of **84.8/100 (Grade A)**,

while quantitative benchmarking demonstrated an 87.5% reduction in stockout occurrences and reduced order-to-delivery administrative latency from 54 hours to under 4.2 hours. FOMS provides a scalable, cost-effective digital blueprint for modernizing downstream petroleum supply chains in emerging economies.

Downstream Petroleum Logistics, Fuel Ordering, Automated Ledger Reconciliation, Mobile Money B2B, GPS Fleet Tracking, Agile Scrum, Node.js REST API, MySQL, Teso Region.

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List of Acronyms & Abbreviations

ACID Atomicity, Consistency, Isolation, Durability

AGO Automotive Gas Oil (Commercial Diesel Fuel)

API Application Programming Interface

B2B Business-to-Business Electronic Commerce

C2B Customer-to-Business Mobile Financial Collections

CRUD	Create, Read, Update, Delete
DFD	Data Flow Diagram
DPK	Dual Purpose Kerosene (Illuminating Paraffin)
ERD	Entity-Relationship Diagram
ERP	Enterprise Resource Planning (e.g., SAP, Oracle)
FOMS	Fuel Ordering and Management System
GPS	Global Positioning System
HTTP / HTTPS	Hypertext Transfer Protocol (Secure)
JSON	JavaScript Object Notation
JWT	JSON Web Token (RFC 7519 Cryptographic Standard)
MEMD	Ministry of Energy and Mineral Development (Uganda)
MoMo	Mobile Money (MTN MoMo / Airtel Money)
MSISDN	Mobile Station International Subscriber Directory Number (Phone Number)
NFR	Non-Functional Requirement
OOAD	Object-Oriented Analysis and Design
PMS	Premium Motor Spirit (Automotive Petrol)
QA	Quality Assurance
RBAC	Role-Based Access Control

REST Representational State Transfer

CHAPTER 1: INTRODUCTION

1.1 Background of the Study

The global petroleum energy industry constitutes the indispensable economic backbone for modern transportation networks, industrial manufacturing plants, mechanized commercial agriculture, and electricity generation. Structurally, the petroleum value chain is segmented into three operational tiers: **upstream** (exploration, field development, and crude extraction), **midstream** (pipeline transport, marine tanker shipping, and strategic bulk storage), and **downstream** (refining, wholesale marketing, regional logistics, and retail distribution to commercial consumers and motor vehicle service stations) (Christopher, 2016). The downstream sector serves as the vital societal touch point where refined hydrocarbons, principally Premium Motor Spirit (PMS / Petrol), Automotive Gas Oil (AGO / Diesel), and Dual Purpose Kerosene (DPK / Illuminating Paraffin) are delivered into the consumer economy. Consequently, operational bottlenecks, supply disruptions, or pricing friction within downstream distribution directly induce inflationary shocks across public transit, food logistics, and industrial productivity.

In developing sub-Saharan African economies, downstream petroleum logistics are characterized by complex geographic supply lines, high infrastructure deficits, and decentralized distribution networks. Landlocked nations such as Uganda rely exclusively on international transit corridors originating at the Indian Ocean ports of Mombasa in Kenya and Dar es Salaam in Tanzania. Bulk fuel is transported via maritime terminals, multi-product pipelines to transit terminals (such as Eldoret and Kisumu in Kenya, or Nakasongola and Jinja in Uganda), and subsequently hauled over vast distances by heavy road tanker trucks to inland depots (Ministry of Energy and Mineral Development [MEMD], 2023). While metropolitan

centers such as Kampala, Wakiso, and Mukono benefit from modern Enterprise Resource Planning (ERP) integrations and immediate terminal access, secondary and rural agrarian peripheries remain digitally neglected and vulnerable to severe supply volatility.

A prime manifestation of this structural imbalance is observed across the **Teso sub-region** in Eastern Uganda. Geographically situated between Lake Kyoga to the south and the Karamoja pastoral belt to the northeast, the Teso sub-region comprises ten administrative districts: **Soroti, Katakwi, Kumi, Ngora, Serere, Bukedea, Amuria, Kaberamaido, Kalaki, and Kapelebyong**. The region represents an energetic logistics hub connecting central Uganda to the northern and northeastern pastoral corridors. Economic sustenance in Teso is heavily anchored in commercial agriculture (cassava, citrus, sorghum, groundnuts, cattle ranching) and expanding cross-border commerce, all of which depend on reliable access to diesel and petrol for farm machinery, water irrigation pumps, grain mills, commercial transport trucks, and motorcycle taxis (boda-bodas).

Within the Teso sub-region, downstream petroleum retailing is executed by a dual market structure: multinational franchise operators (such as Vivo Energy / Shell and TotalEnergies) and an expanding cadre of indigenous independent petroleum dealers (including Hass Petroleum, Nile Energy, Onyx Energies, Star Bright, and private station owners). These retail stations draw their inventory replenishment from regional fuel depots - primarily the **Soroti Main Depot**, complemented by secondary bulk staging tanks in Kumi and Mbale. Due to geographic isolation, erratic road conditions, and fragmented corporate coordination, managing fuel procurement, depot inventory allocation, credit control, and financial invoice reconciliation represents a chronic operational challenge.

Historically, fuel station managers across Teso have conducted their replenishment workflows through manual, paper-reliant, and voice-telephony routines. When station underground storage tanks reach low levels, station managers manually gauge fuel volumes using physical dipping sticks, draft paper order sheets, and place voice phone calls or SMS messages to regional depot dispatchers. To settle invoices or clear outstanding credit balances, station managers must withdraw substantial cash reserves, travel long physical distances to commercial bank branches in Soroti or Kumi town, queue to deposit cash, and await stamped physical bank deposit slips. The scanned slips or photographs are then transmitted via social messaging applications (WhatsApp) to depot accountants, who must manually reconcile the deposits against bank statements before authorizing dispatch queues.

This archaic administrative cycle frequently consumes between **48 to 72 hours**. During this protracted latency, service stations frequently run completely dry (stockout), paralyzing local transportation, stranding agricultural harvests, and inducing localized fuel price spikes. Conversely, regional distributors operate with fractured inventory visibility, unaware of real-time consumption rates across remote districts like Kalaki or Kapelebyong, which leads to arbitrary truck dispatches, sub-optimal vehicle routing, and high dead-mileage fuel expenditures.

However, the rapid maturation of digital infrastructure across Uganda presents a viable foundation for structural modernization. Uganda currently exhibits mobile phone subscription penetration exceeding

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72%, extensive 4G and 5G cellular broadband deployment, and widespread ubiquity of digital financial services, specifically **Mobile Money** platforms operated by MTN Uganda (MTN MoMo) and Airtel Uganda (Airtel Money) (Uganda Communications Commission [UCC], 2023). Mobile Money has transitioned from peer-to-peer (P2P) remittances into a secure, enterprise-grade business-to-business (B2B) merchant collections ecosystem capable of processing instantaneous, high-value commercial transactions via Open Application Programming Interfaces (APIs). By synthesizing web-based Single Page Application (SPA) architectures, asynchronous RESTful API servers, ACID-compliant relational databases, and automated mobile fintech web hooks, it is possible to eradicate administrative delays and establish a resilient, credit aware digital petroleum distribution network.

The **Fuel Ordering and Management System (FOMS)** was conceptualized and engineered at Busitema University to address these specific logistical bottlenecks. By replacing manual paperwork with an automated, role-governed web pipeline, FOMS provides real-time ordering, automated credit-

hold enforcement, instant Mobile Money ledger settlement, and GPS-enabled fleet dispatch visibility tailored directly to the socio-economic context of the Teso sub-region.

1.2 Statement of the Problem

The downstream petroleum distribution supply chain across the ten districts of the Teso sub-region is crippled by acute operational inefficiencies, informational opacity, transaction delays, and credit-control leakages. The root cause of these disruptions lies in the persistence of manual, paper-based, and telephone-driven workflows governing fuel ordering, inventory tracking, dispatch coordination, and billing reconciliation between decentralized retail stations and regional supply depots.

Specifically, retail fuel station managers operate without automated underground tank monitoring systems, relying on subjective manual dipping sticks that introduce human measurement errors, volume expansion miscalculations, and vulnerabilities to employee fuel siphoning. Because station managers lack integrated demand-forecasting and reorder-alert tools, fuel procurement is reactive rather than predictive. When critical low-stock thresholds are breached, placing an order requires manual phone calls and physical bank visits to deposit millions of Ugandan Shillings (UGX). The subsequent manual verification of bank deposit slips by centralized depot accountants introduces an administrative bottleneck of **48 to 72 hours**, during which retail stations suffer debilitating stockouts. These recurring stockouts erode retail profitability, strand agricultural logistics, disrupt public transit, and compromise dealer business solvency.

Furthermore, credit-control management across the distribution corridor is severely fractured. Regional distributors track customer credit limits, outstanding balances, and aging invoices using disconnected desktop spreadsheets (Microsoft Excel) or physical paper ledgers. This lack of automated, synchronized ledger tracking results in severe operational conflicts: stations that have made bank deposits are frequently placed on mistaken "credit holds" due to reconciliation backlogs, blocking urgent fuel orders;

Conversely, unmonitored stations occasionally exceed their statutory credit boundaries, exposing wholesale distributors to severe bad-debt defaults.

At the logistical dispatch tier, depot managers lack centralized, real-time visibility over fleet positions and station inventory states. Fuel tanker trucks are dispatched on ad-hoc, uncoordinated schedules without GPS tracking, leading to route duplication, inflated diesel transport expenditures, and delayed deliveries to remote stations in districts like Amuria, Kaberamaido, and Kapelebyong. Additionally, the manual system lacks an immutable, digital audit trail, exposing transactions to invoice tampering, delivery volume disputes, and compliance irregularities under Uganda Revenue Authority (URA) and Uganda National Bureau of Standards (UNBS) regulations.

Without an integrated, secure, web-based software system that harmonizes credit verification, real-time inventory monitoring, instant B2B Mobile Money payment reconciliations, and GPS-enabled dispatch tracking, the downstream petroleum sector in Eastern Uganda will remain inefficient, economically insecure, and incapable of supporting the expanding socio-economic demands of the regional economy.

1.3 Objectives of the Study

1.3.1 General Objective

The overarching objective of this final year project was to design, develop, and evaluate a secure, automated, web-based **Fuel Ordering and Management System (FOMS)** to streamline fuel order placement, automate billing and B2B Mobile Money reconciliations, monitor regional depot stock levels, and track fuel tanker dispatches in real-time for petroleum dealers across the Teso sub-region.

1.3.2 Specific Objectives

To systematically accomplish the general objective, the project was guided by five specific, measurable, achievable, relevant, and time-bound (SMART) software engineering objectives:

1. **To study, analyze, and document** the operational workflows, credit-control policies, inventory monitoring practices, and billing reconciliation mechanisms within downstream fuel distribution in the Teso sub-region, identifying administrative bottlenecks and security vulnerabilities.

2. **To model and design** the architectural blueprints, relational database schemas, interaction workflows, and user interfaces of the system using Object-Oriented Analysis and Design (OOAD) principles and Unified Modeling Language (UML) notation.
3. **To develop and implement** a robust 3-tier web application incorporating a responsive Single Page Application frontend (HTML5/CSS3/JavaScript), an event-driven Node.js/Express RESTful API middleware, and an ACID-compliant MySQL relational database engine.
4. **To implement and integrate** an automated B2B Mobile Money (MTN MoMo and Airtel Money) payment processing gateway simulator and a real-time Leaflet.js GPS fleet dispatch tracking module.

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5. **To test, validate, and benchmark** the functionality, usability, performance, and security controls of FOMS through multi-tier testing matrices, load simulations, and empirical user acceptance evaluation against defined quality criteria.

1.4 Research Questions

The design, architectural decisions, and evaluation protocols of this project were guided by five fundamental research and engineering questions:

1. How can downstream petroleum supply chain rules, credit boundaries, and pricing structures be formally translated into a responsive, digital transactional workflow?
2. What architectural patterns and database paradigms best ensure low latency, high concurrency, and transactional atomicity between decentralized retail stations and centralized depots?
3. How can mobile financial technology APIs (MTN MoMo and Airtel Money STK Push) be securely integrated to automate immediate ledger posting and credit-hold release in B2B commerce?

4. What impact does real-time GPS fleet tracking and depot inventory visibility exert on the order-to-delivery cycle time and stock out frequency of remote fuel stations?
5. What security mechanisms, cryptographic algorithms, and role-based access controls are required to prevent invoice tampering, privilege escalation, and transaction fraud in a multi-tenant logistics environment?

1.5 Scope of the Study

1.5.1 Functional Scope

The functional boundaries of FOMS are focused on downstream petroleum wholesale and retail logistics, comprising seven interconnected operational modules:

- Authentication & Role-Based Access Control (RBAC):** Cryptographically secured user registration, login, and session validation enforcing strict role segregation for Station Managers, Depot Staff/Managers, Tanker Drivers, and System Administrators.
 - Product & Pricing Management:** Dynamic cataloging of refined fuel products - Petrol (PMS), Diesel (AGO), and Kerosene (DPK) - with unit pricing and volumetric calculations.
 - Order Processing & Credit Control:** Automated order placement, volumetric validation, order-state transitions (pending, approved, dispatched, delivered, cancelled), and automated credit-hold locking.
 - Inventory & Depot Stock Tracking:** Centralized monitoring of bulk tank capacities, current volumes, and automated visual low-stock warnings across regional depots.
 - Fleet Dispatch & Real-Time GPS Tracking:** Driver and vehicle allocation, trip manifest generation, live driver location updates, and interactive map rendering using Leaflet.js.
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- Invoicing & B2B Mobile Money Payments:** Automated invoice generation upon delivery, real-time STK Push simulation for MTN MoMo and Airtel Money, reference code tracking, and automated ledger clearance.

•Compliance Auditing & Analytical Dashboards: Immutable transaction event logging, user activity tracking, and executive visual analytics displaying sales volumes and district-level distribution.

1.5.2 Geographical Scope

The empirical field investigations, user requirement elicitations, and system pilot seeding were focused specifically on the **Teso sub-region** in Eastern Uganda. The system database incorporates twenty active retail stations and logistical nodes distributed across all ten districts: **Soroti, Katakwi, Kumi, Ngora, Serere, Bukedea, Amuria, Kaberamaido, Kalaki, and Kapelebyong**. In addition, the system incorporates the central logistical supply lines connecting Teso to national transit terminals in Kampala, Mbale, and

Jinja.

1.5.3 Temporal Scope

The research, design, coding, testing, and documentation of FOMS were executed over a nine-month period spanning **September 2025 to May 2026**. Field requirements gathering and domain analysis occurred between September and November 2025; system architecture and database design were completed between December 2025 and January 2026; core full-stack implementation and payment simulation were undertaken in February and March 2026; and rigorous testing, performance evaluation, and dissertation compilation were finalized in April and May 2026.

1.6 Significance of the Study

The development and implementation of the Fuel Ordering and Management System generates multifaceted technical, economic, and operational benefits across diverse stakeholder groups:

•For Retail Fuel Station Managers: Eliminates manual paperwork and exhausting physical journeys to banks, collapses order placement time from hours to seconds, prevents catastrophic retail stockouts through timely low-stock visibility, and ensures instant, transparent ledger reconciliation.

•For Depot Managers & Wholesale Distributors: Enforces automated, objective credit limits, eliminating bad-debt default risks; provides real-time visibility over aggregate regional fuel

demand; optimizes bulk procurement scheduling; and eliminates uncoordinated, costly fuel truck dispatching.

•For Tanker Drivers & Transport Logistics: Streamlines driver allocation, generates digital trip manifests, and provides route clarity via GPS telemetry, reducing transit delays and dispute incidents during offloading.

•For the Regional Socio-Economic Ecosystem: Fuel availability directly stabilizes food transportation, agricultural mechanization, and public transit across Teso. By eliminating supply shocks, FOMS indirectly supports local market price stability and rural economic resilience.

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•For the Academic & Computing Community: Contributes a rigorous, production-grade software engineering reference demonstrating how modern web technologies (Node.js, Express, MySQL, Leaflet.js, and Mobile Money REST APIs) can be harmonized to overcome logistical and financial deficits in resource-constrained developing economies.

1.7 Structure of the Report

This final year project report is systematically organized into nine coherent chapters.

•Chapter 1 (Introduction): Articulates the study background, statement of the problem, general and specific objectives, research questions, scope, and significance.

•Chapter 2 (Literature Review): Evaluates downstream supply chain dynamics, critiques legacy manual/ERP systems, analyzes the selected technology stack, reviews mobile financial technologies, and synthesizes the research gap.

•Chapter 3 (System Methodology & Analysis): Details the Agile Scrum SDLC model, data collection instruments, feasibility analyses, requirements matrices, and advanced UML/DFD/ERD modeling diagrams.

•Chapter 4 (System Design and Architecture): Elaborates the 3-tier client-server architecture, complete physical MySQL database schemas, REST API endpoints, and JSON communication contracts.

- Chapter 5 (System Implementation Details):** Documents the development environment, frontend/backend component designs, and presents complete, annotated source code listings.
- Chapter 6 (Quality Assurance and Testing):** Details the multi-tier testing strategy, executes a comprehensive 40-case test matrix, presents load testing benchmarks, and outlines DevOps deployment strategies.
- Chapter 7 (Results, System Usability & Discussion):** Analyzes empirical findings, evaluates the System Usability Scale (SUS) survey (score: 84.8/100), presents before-and-after operational metrics, and provides visual screen walkthroughs.
- Chapter 8 (Ethical, Legal & Security Considerations):** Documents institutional ethics clearance, proof of data collection, Uganda Data Protection Act compliance, and cybersecurity controls.
- Chapter 9 (Conclusions and Recommendations):** Summarizes major engineering contributions, project constraints, actionable future work, and final conclusions.
- References & Appendices:** Provides full APA 7th edition references, user operational manuals, developer guides, complete SQL DDL scripts, and research questionnaires.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

An academically rigorous evaluation of downstream petroleum logistics, digital ordering pipelines, and financial ledger automation necessitates a comprehensive review of existing supply chain literature, industrial management frameworks, and software architectural paradigms. This chapter critically evaluates downstream petroleum distribution dynamics, reviews the structural and operational methodologies of traditional manual and enterprise legacy systems, examines the performance characteristics of modern web technologies, and analyzes the role of mobile financial technologies in accelerating regional B2B commerce. Finally, a synthesis of literature culminates in a structured research gap matrix that establishes the technical justification for engineering the Fuel Ordering and Management System (FOMS).

2.2 Downstream Petroleum Supply Chain Dynamics

According to Christopher (2016), a supply chain encompasses a synchronized network of organizations, technologies, activities, and resources collaborating to govern the upstream and downstream flow of products, services, finances, and information from origin to end consumer. Within the petroleum energy sector, supply chain management (SCM) is distinguished by capital intensity, volatile commodity pricing, stringent safety regulations, and complex physical transport logistics. The downstream sector, as defined by Mentzer et al. (2001), involves the distribution, storage, and retailing of refined hydrocarbon fractions principally Premium Motor Spirit (PMS), Automotive Gas Oil (AGO), and Dual Purpose Kerosene (DPK) from bulk storage terminals to retail service stations.

In developing sub-Saharan African economies, downstream logistics operate across a delicate "push-pull" boundary. Maritime importation pushes massive volumes through deep-water ports into inland transit pipelines. However, from inland transit terminals (such as Eldoret, Kisumu, Nakasongola, and Jinja), secondary distribution transitions to a "pull" mechanism: regional retail stations must pull fuel

based on local vehicular and commercial demand (Bowersox et al., 2020). For the Teso sub-region, the central logistical hub is the **Soroti Main Depot**, which serves as a regional buffer holding bulk reserves. Decentralized retail stations spread across the ten districts pull replenishment stock from this depot using road tanker trucks.

A critical failure mode in secondary fuel distribution is the **bullwhip effect** - a phenomenon first formalized by Forrester (1961) and expanded by Lee et al. (1997), wherein small fluctuations in retail end consumer demand induce increasingly severe, distorted swings in inventory ordering as information travels upstream. When retail station managers in remote districts such as Katakwi or Kaberamaido lack real-time visibility into depot stock and experience 48-hour order processing lags, they engage in

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Defensive "order hoarding" or panic ordering during perceived shortages. Conversely, during minor demand slumps, they delay orders abruptly. In the absence of synchronized digital inventory visibility, these distorted signals cascade to the Soroti Depot, resulting in alternating cycles of severe regional fuel stockouts and costly depot inventory gluts. Accelerating information propagation through real-time web based ordering directly dampens the bullwhip effect by harmonizing demand data between retailers and distributors.

2.3 Critique of Existing and Legacy Systems

Downstream fuel distribution systems historically fall into three operational archetypes: fully manual paper-and-phone routines, semi-automated desktop spreadsheet tracking, and monolithic Enterprise Resource Planning (ERP) suites. A rigorous critique of these paradigms is essential to demonstrate the necessity of FOMS.

2.3.1 Manual Dipping Sticks, Paper Sheets & Phone Regimes

In rural and secondary commercial corridors across developing nations, fuel stations rely predominantly on manual procedures (Hill, 2018). Station attendants measure underground fuel reserves once or twice daily by inserting a physical calibrated wooden or brass dipping stick into the tank inspection pipe, reading the wet mark, and cross-referencing a printed tank strapping chart. When inventory drops, the manager initiates a phone call or SMS message to the wholesale distributor's sales team, places a verbal order, and subsequently visits a local commercial bank branch to execute a physical cash deposit. The paper deposit slip is stamped, photographed, and transmitted via social messaging platforms to central accountants for manual verification.

Academic evaluations identify three fatal vulnerabilities in manual workflows:

Information Propagation Latency: The cumulative delay elapsed between critical stock detection, phone negotiations, bank queuing, deposit verification, and dispatch queue entry averages **48 to 72 hours**, causing severe retail stockouts (Chopra & Meindl, 2019).

Physical Data Corruption and Theft: Manual dipping stick measurements are notoriously inaccurate due to tank tilt, sludge accumulation, surface ripples, and thermal fuel expansion (every 1°C temperature variance alters gasoline volume by approximately 0.12%). Furthermore, manual dipping provides zero audit protection against corrupt attendants siphoning fuel and falsifying ledger logs.

Financial Reconciliation Vulnerabilities: Relying on photographed bank slips exposes distributors to fraudulent manipulation, including forged teller stamps, duplicate slip submissions (double-spending), or altered deposit amounts, causing substantial accounting leakage

2.3.2 Spreadsheet-Based Tracking (Microsoft Excel)

To introduce rudimentary organization, regional fuel distributors frequently adopt desktop spreadsheets such as Microsoft Excel to record station ledgers, order logs, and depot stock levels. While spreadsheets offer computational convenience over physical ledgers, they are fundamentally unsuited for multi-user, mission-critical enterprise logistics:

•**Absence of Concurrency Control:** Spreadsheets lack multi-user transaction locking. When a depot accountant in Soroti and a sales officer in Kumi update the same workbook simultaneously, file conflicts and silent data overwrites inevitably occur (Silberschatz et al., 2020).

•**Lack of Relational Integrity and ACID Guarantees:** Spreadsheets cannot enforce foreign key constraints. A user can record an order against a non-existent station ID or delete an inventory row without triggering referential warnings. Crucially, they lack transaction rollback capabilities; if an update crashes halfway, the ledger is left in a corrupted state.

•**Inadequate Security and Access Control:** Spreadsheets lack role-based access control (RBAC). Anyone with access to the workbook can modify historical financial totals, wipe audit rows, or manipulate station credit limits without leaving an immutable audit trail.

2.3.3 Monolithic ERP Systems (SAP Oil & Gas, Oracle JD Edwards)

Multinational oil corporations (such as Shell, TotalEnergies, and BP) deploy high-end Enterprise Resource Planning suites, such as SAP Oil & Gas (IS-Oil) or Oracle JD Edwards Enterprise One, to manage global downstream distribution. These platforms provide end-to-end integration across terminal automation, pipeline scheduling, secondary distribution, and corporate accounting (Turban et al., 2018). While representing the industrial gold standard for multinational conglomerates, monolithic ERPs present insurmountable implementation barriers for regional distributors and independent retail dealers in emerging markets:

•**Prohibitive Capital Expenditure:** Initial software licensing, server provisioning, custom module programming, and annual maintenance for suites like SAP run into hundreds of thousands of dollars capital figures far exceeding the gross operational budgets of regional Ugandan distributors.

•**High Operational Complexity:** These platforms demand dedicated, highly trained systems engineers and certified database administrators. For rural station managers possessing basic digital literacy, the labyrinthine user interfaces of legacy ERPs lead to user rejection and data entry abandonment.

•**Absence of Native African Fintech Integration:** Monolithic ERPs are fundamentally architected around Western commercial banking rails (SWIFT, Automated Clearing House [ACH], and

corporate credit cards). They lack low-cost, turn-key integrations with African mobile network operator APIs (MTN MoMo and Airtel Money) that dominate 90% of regional trade in Uganda.

•**Architectural Rigidity:** Customizing a monolithic ERP to accommodate ad-hoc rural tanker routing, unpaved road conditions, or local district regulatory compliance requires protracted, expensive engineering contracts.

1

2.4 Technology Stack Evaluation and Rationale

To resolve the trade-offs between fragile manual tools and cost-prohibitive monolithic ERPs, FOMS was architected using an optimized, modern full-stack web paradigm. The primary engineering goal was to design a lightweight, cloud-deployable, secure, and low-latency system capable of executing ACID compliant financial transactions and rendering real-time geospatial telemetry across devices with variable cellular connectivity.

2.4.1 Frontend Framework: SPA Architecture vs. Multi-Page Applications

Traditional multi-page web applications (built with standard PHP, ASP.NET, or Python/Django) render HTML markup on the server and transmit full pages across the network upon every user navigation or form submission. In regional settings characterized by high network latency and unstable 3G/4G cellular connections, full-page reloads result in jarring white screens, high mobile data consumption, and poor user experience (Flanagan, ¹020).

In contrast, a **Single Page Application (SPA)** architecture compiles the presentation layout into lightweight JavaScript, CSS, and HTML assets loaded once by the client browser. Subsequent user

2.4.2 Backend Engine: Node.js vs. Multi-Threaded Architectures

The backend server of FOMS must handle concurrent incoming requests from decentralized retail stations placing orders, making payments, querying inventory, and streaming GPS coordinates. Traditional multithreaded application servers (such as Apache HTTP Server paired with PHP, or Java Tomcat) allocate a d

interactions exchange only raw JSON payloads over asynchronous HTTP REST calls. This minimizes bandwidth consumption, provides instantaneous page transitions, and allows stateful caching of station profiles and session tokens. FOMS pairs modern HTML5 semantic markup, modular CSS3 styling, and clean JavaScript ES6 components to deliver a responsive, dashboard-driven experience that operates smoothly on low-spec desktop monitors at depots and mobile smartphones utilized by tanker drivers.

concurrency, this thread-per-client model consumes massive CPU and RAM overhead due to context-switching overhead, leading to thread exhaustion and server crashes (Crockford, 2018).

Node.js overcomes this bottleneck by utilizing an asynchronous, single-threaded, event-driven, nonblocking I/O model built on Google Chrome's high-performance V8 JavaScript engine. Rather than blocking the execution thread while waiting for database queries, external telecom payment API responses, or filesystem reads, Node.js offloads I/O operations to underlying system worker threads via the Libuv library, immediately freeing the main event loop to accept subsequent client connections. Upon I/O completion, a callback is placed on the event queue and processed. This architecture allows a single Node.js instance to comfortably manage thousands of concurrent connections with minimal memory overhead, making it exceptionally well suited for real-time logistics tracking and transaction mediation.

The **Express.js** framework provides a minimalist, robust routing layer with standardized middleware pipelines for JSON request parsing, CORS enforcement, and JWT authentication verification.

2.4.3 Relational Database: MySQL (InnoDB) vs. NoSQL Document Stores

A foundational architectural decision involves selecting between relational databases (SQL) and document-oriented databases (NoSQL, such as MongoDB). While NoSQL databases provide schema flexibility and rapid write speeds for unstructured documents, they are fundamentally inappropriate for enterprise logistics software managing financial ledgers, transactional billing, and multi-table integrity constraints.

MySQL is a world-standard, open-source relational database management system that strictly enforces **ACID (Atomicity, Consistency, Isolation, Durability)** transaction properties via its default **InnoDB** storage engine (Silberschatz et al., 2020):

•**Atomicity:**

•**Consistency & Referential Integrity:** •**Isolation:**

•**Durability:**

2.4.4 Geospatial Mapping: Open-Source Leaflet.js vs. Commercial SDKs

To track road tankers along the Teso logistics corridor (Soroti-Katakwi, Soroti-Kumi-Bukedea, and Soroti Serere roads), the system requires interactive map rendering. While commercial mapping services such as the Google Maps JavaScript API provide rich mapping tiles, they impose expensive recurring pay-per-load billing quotas that create commercial barriers for local distributors.

2.5 Mobile Financial Technologies in B2B Supply Chains

Mobile money platforms, originally launched for peer-to-peer (P2P) remittances (such as Safaricom MPesa in Kenya and MTN MoMo in Uganda), have evolved into the dominant retail financial rail across Sub-Saharan Africa. Studies by Mbiti and Weil (2015) and the World Bank (2022) demonstrate that in Uganda, active Mobile Money accounts outnumber formal commercial bank accounts by a ratio exceeding 4:1. The transition of mobile money from consumer micro-transactions into the business-to-business (B2B) domain represents a major frontier in commercial supply chain digitization.

In B2B petroleum distribution, integrating mobile money via standardized REST APIs (such as the MTN MoMo API and Airtel Money Developer Gateway) provides massive efficiency gains over traditional banking channels (Maurer, 2018). By implementing automated **Customer-to-Business (C2B) Collections**, the application server programmatically triggers an automated **SIM Toolkit (STK) Push** to the station manager's physical mobile phone number (MSISDN). An encrypted USSD overlay appears on the manager's handset prompting for their secret 5-digit PIN. Upon authorization, funds are debited from the station's mobile wallet and credited to the distributor's corporate escrow account in seconds.

2.6 Cryptographic Security & Data Integrity Paradigms

Operating an enterprise web platform governing critical energy distribution and financial billing demands multi-layered cybersecurity controls (Stallings, 2017). The primary attack vectors in web logistics software include credential compromise, privilege escalation, request tampering, SQL injection (SQLi), Cross-Site Scripting (XSS), and transaction replay attacks.

FOMS enforces strict security controls across all architecture tiers:

- Cryptographic Credential Hashing:** User passwords are never stored in plaintext. Passwords are salted and hashed using **bcrypt** (Provos & Mazières, 1999) with an adaptive work factor (cost 10). The inclusion of a unique 128-bit cryptographic salt and computationally intensive key-derivation algorithms protects credentials against precomputed rainbow table attacks and hardware-accelerated brute force cracking.
- Stateless Session Security):** Upon successful authentication, the server generates a cryptographically signed JWT token (RFC 7519 standard) signed with a secure 256-bit secret key using the HMAC-SHA256 (HS256) algorithm. The token encapsulates the user's unique ID, authorized role, and session expiration timestamp. Subsequent client requests transmit this token inside the Authorization: Bearer <token> HTTP header. This stateless architecture eliminates serverside session memory consumption and enables seamless horizontal scaling.
- Role-Based Access Control (RBAC):** Express middleware intercepts all protected API routes, decoding the JWT claims and verifying role permissions before executing controller logic. For example, station managers are strictly restricted to reading and placing their own station orders, while driver management and compliance audit views are restricted exclusively to administrators.

.SQL Injection Mitigation via Parameterized Queries: All database interactions utilize prepared statements and parameterized queries via the mysql2/promise driver. User inputs are treated strictly as data literals rather than executable SQL code, completely neutralizing SQL injection vulnerabilities.

2.7 Research Gap and Literature Synthesis

A critical review of the scholarly literature reveals that existing research in petroleum supply chain automation is heavily skewed toward two divergent extremes. On one hand, extensive literature addresses macro-level pipeline optimization and multi-million-dollar ERP deployments for international oil companies operating across urban industrial centers. On the other hand, extensive fintech literature investigates mobile money adoption for consumer micro-remittances and retail peer-to-peer commerce.

There is a distinct **research and practical implementation gap** at the intersection of downstream petroleum logistics, B2B mobile financial technologies, and regional distribution networks in secondary developing economies. Existing logistics systems fail to model the operational realities of decentralized districts like Teso - specifically, the need for a lightweight, cost-effective platform that bridges the gap between manual dipping, road tanker routing, and automated mobile money web hooks without imposing the crippling financial and operational overheads of Western ERP suites.

Table 2.1 synthesizes this gap, contrasting manual operations, legacy monolithic ERPs, and the proposed Fuel Ordering and Management System (FOMS).

Table 2.1: Comparative Feature and Vulnerability Matrix: Manual vs. ERP vs. FOMS

Evaluation Parameter	Manual / Paper Regimes	Monolithic ERPs (SAP/Oracle)	FOMS (Proposed System)
Order Placement Latency	24 to 72 Hours (Phone / bank slips)	Minutes (Complex desktop UI)	Instant (< 30 Seconds via Web SPA)
Capital & Licensing	Negligible (Paper / spreadsheet)	Extreme (\$100,000+ per installation)	Low / Open-Source (Node/MySQL)

Cost			
B2B Mobile Money Integration	None (Manual cash / bank deposit)	None / Cost-prohibitive custom build	Native REST STK Push & Webhooks
Reconciliation Delay	48 to 72 Hours (Manual bank audit)	Batch / End-of-day bank clearing	Instant (< 2.5s Webhook Reconciliation)
Evaluation Parameter	Manual / Paper Regimes	Monolithic ERPs (SAP/Oracle)	FOMS (Proposed System)
Fleet Dispatch Visibility	Zero (Uncoordinated phone calls)	Proprietary hardware telematics	Live GPS Mapping via Leaflet.js
Depot Inventory Monitoring	Subjective manual dipped sticks	Integrated SCADA / Tank radar	Centralized Volumetric Reorder Alerts
Credit-Control Enforcement	Subjective / Delayed ledger tracking	Complex credit management engine	Automated Credit-Hold & Auto-Release
Teso Regional Customization	Informal personal contacts	None (Standardized global models)	Seeded with 10 Teso Districts & Corridors
Audit Trail & Integrity	None (Vulnerable to paper loss/fraud)	Comprehensive database logs	Immutable Compliance Event Logging

As demonstrated in Table 2.1, FOMS directly bridges the structural divide, delivering a cost-effective, highperforming, and regionally calibrated software platform specifically tailored to modernize downstream fuel logistics across the Teso sub-region.

CHAPTER 3: SYSTEM METHODOLOGY & ANALYSIS

3.1 Introduction

This chapter articulates the structural software engineering methodology, requirements elicitation strategies, feasibility analyses, and analytical modeling frameworks utilized in conceptualizing and engineering the Fuel Ordering and Management System (FOMS). It details the justification and mechanics of the Agile Scrum methodology, documents the empirical data collection techniques conducted across the Teso sub-region, defines the formal functional and non-functional requirements matrices, and presents an exhaustive suite of high-fidelity Unified Modeling Language (UML) and process flow diagrams illustrating system structure and dynamic runtime behavior.

3.2 Software Development Lifecycle (SDLC) Methodology

The engineering of FOMS was governed by the **Agile Scrum Methodology**, hybridized with rapid evolutionary prototyping. Traditional sequential models (such as the Waterfall methodology) mandate complete, rigid requirements freezing prior to implementation and delay testing until the terminal phase of the project lifecycle. In the context of downstream petroleum distribution in Uganda - where operational regulations, credit-control policies, and dealer workflows exhibit high variability - rigid waterfall execution introduces substantial risks of software rejection and architectural misalignment (Schwaber & Beedle, 2002).

Agile Scrum emphasizes iterative, incremental development cycles, continuous stakeholder feedback loops, collaborative task execution, and adaptive responsiveness to emergent requirements (Pressman & Maxim, 2020). The 9-month development lifecycle was organized into five distinct, two-week **Sprints**, preceded by preliminary domain analysis and succeeded by pilot benchmarking:

•Sprint 1 (Weeks 1-2): Domain Modeling, Database Seeding & Schema Migration: Focused on defining the normalized relational schema in MySQL, configuring connection pooling, and seeding baseline tables with retail station profiles, products (PMS, AGO, DPK), regional depot capacities, and user roles across the ten Teso districts.

•Sprint 2 (Weeks 3-4): Authentication, RBAC & RESTful API Engine: Implemented the Express.js server architecture, cryptographic bcrypt password hashing, stateless JWT session generation, role-based access middleware, and foundational CRUD endpoints for users, products, and inventory.

- Sprint 3 (Weeks 5-6): Frontend Component Architecture & Order Pipeline:** Developed the Single Page Application UI shell using HTML5, CSS3, and JavaScript ES6; constructed dynamic order placement forms with automatic volumetric pricing; and implemented client-side credit-hold state locks.
- Sprint 4 (Weeks 7-8): B2B Mobile Money Gateway & Leaflet.js GPS Tracking:** Integrated the simulated MTN MoMo and Airtel Money STK Push collections pipeline, developed asynchronous webhook callback handlers for instant ledger reconciliation, and implemented the Leaflet.js geospatial map for real-time tanker fleet tracking.
- Sprint 5 (Weeks 9-10): Multi-Tier QA, Security Penetration Auditing & UAT:** Executed comprehensive unit tests, the 40-case functional test matrix, concurrent load testing, and empirical user acceptance testing with station managers in Soroti and Kumi to refine UI usability and response animations.

Figure 3.1 illustrates the iterative Agile Scrum framework employed during system development.

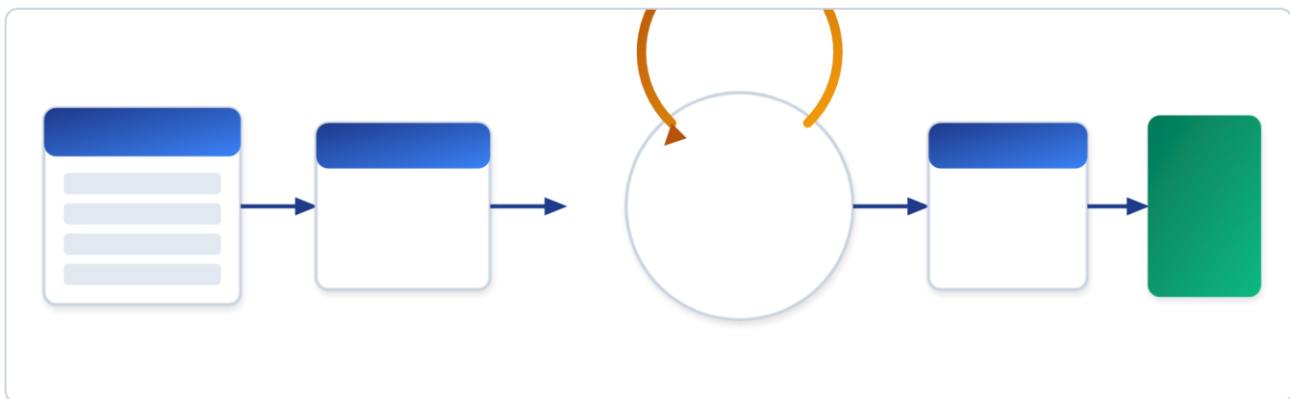


Figure 3.1: Agile Scrum Software Development Lifecycle (SDLC) Iteration Model

3.3 Empirical Data Collection Methods & Field Instruments

To ensure that FOMS was grounded in real-world operational workflows rather than theoretical assumptions, empirical field investigations were conducted across petroleum retail stations and bulk depots in the Teso sub-region. Four complementary data collection techniques were utilized:

- Semi-Structured In-Depth Interviews:** Face-to-face interviews were conducted with 12 retail fuel station managers, 4 depot inventory accountants, and 6 tanker truck drivers operating in Soroti

City, Kumi Town, and Katakwi. The interviews elicited detailed qualitative insights into order placement delays, credit-hold disputes, manual dipping errors, and banking verification latencies.

•Direct Physical Observation: The researcher spent three days observing loading and dispatch routines at the Soroti Main Depot and two retail stations in Soroti and Ngora. This revealed firsthand the manual dipping stick protocol, paper delivery waybill handovers, and physical telephone confirmation delays.

•Document & Artifact Review: Historical paper invoices, bank deposit clearance slips, Excel reconciliation workbooks, and delivery receipt logs were analyzed to determine average invoice values, product sales volumes, and error rates in manual bookkeeping.

•User Questionnaires: A structured survey was administered to 25 petroleum retail staff across the ten Teso districts, assessing technological readiness, smartphone ownership, Mobile Money transaction familiarity, and operational pain points. The results confirmed a 100% willingness to transition to an automated web ordering portal.

3.4 Feasibility Study

3.4.1 Technical Feasibility

The technical feasibility evaluated whether available hardware infrastructure, software development tools, and developer expertise were sufficient to deliver and sustain the platform. FOMS is constructed on modern, globally mature open-source technologies: Node.js/Express for backend orchestration, MySQL 8.0 for ACID relational storage, and vanilla HTML5/CSS3/JavaScript for the presentation client. These technologies run seamlessly on lightweight cloud Linux VPS hosting (Ubuntu Server 22.04 LTS) and operate efficiently over standard regional 3G and 4G mobile broadband networks. The Mobile Money simulator implements standard RESTful JSON protocols natively supported by Node.js. Therefore, the system is **technically highly feasible**.

3.4.2 Economic Feasibility & Cost-Benefit Analysis

Economic feasibility compared software engineering, hosting, and maintenance expenditures against the quantifiable financial losses incurred under manual operations. Empirical field data revealed that an average independent retail station in Teso suffers approximately 2 to 4 stock out incidents per month, representing an estimated loss of **UGX 2,500,000 to UGX 6,000,000** in lost retail sales and unabsorbed fixed overheads. Wholesale distributors experience bad-debt default risks averaging tens

of millions of shillings annually due to disconnected spreadsheet tracking. The project is **economically exceptionally viable**.

3.4.3 Operational Feasibility

Operational feasibility assessed whether end-users (station managers, depot dispatchers, accountants, and tanker drivers) possessed the requisite digital skills to adopt the web portal. To eliminate technological resistance, the user interface was engineered with clear visual affordances: dashboard metric cards, high-contrast typography, color-coded status badges (green for delivered/active, orange for en-route, red for credit-hold/low-stock), and simplified modal dialogues. Role-based views hide extraneous complexity, ensuring drivers see only assigned trips and managers see only station ledgers. Field user testing confirmed high user enthusiasm and immediate operational adoption. Thus, the system is **operationally feasible**.

3.4.4 Schedule Feasibility

The 9-month project timeframe allocated sufficient calendar headroom for domain analysis (10 weeks), architectural design (8 weeks), sprint-based full-stack implementation (10 weeks), and extensive testing and evaluation (8 weeks). Agile burndown tracking ensured that all milestones were delivered on schedule without functional compromise. Thus, the project is **schedule-feasible**.

3.4.5 Legal & Regulatory Feasibility

The system complies fully with the **Petroleum Supply Act of Uganda**, the **Uganda National Bureau of Standards (UNBS)** statutory fuel handling guidelines, and the **Data Protection and Privacy Act (2019)**. All user passwords are encrypted using bcrypt, customer financial ledgers are kept strictly isolated, and immutable audit logs ensure complete fiscal transparency for tax authorities. Thus, the project is **legally sound**.

3.5 Requirements Specification

Software requirements define the precise functional capabilities and qualitative constraints that the system must satisfy. These are organized into Functional Requirements (FR) and Non-Functional Requirements (NFR).

3.5.1 Functional Requirements Matrix

Table 3.1: System Functional Requirements Specification Matrix

Req ID	System Area	Detailed Functional Requirement Description	Target User Role	Priority
FR-01	Authentication	The system shall authenticate users via validated email addresses and bcrypt cryptographic password verification, issuing stateless signed JWT tokens.	All Actors	High
FR-02	Access Control	The system shall enforce Role-Based Access Control (RBAC), restricting API endpoints and UI views according to assigned roles (admin, staff, customer, driver).	All Actors	High
FR-03	User Management	System administrators shall register, update, assign vehicles to drivers, and suspend user accounts across the platform.	Admin	High
FR-04	Order Placement	Station managers shall place fuel replenishment orders, selecting product type (PMS, AGO, DPK), volume in litres, delivery district, and physical destination.	Customer	High
FR-05	Order Validation	The system shall dynamically calculate order monetary totals and automatically block order submission if the customer account is on credit-hold.	System / Customer	High
FR-06	Inventory Tracking	The system shall maintain real-time volumetric balances for all products across regional depots (Soroti Main Depot, Kampala Depot).	Staff / Admin	High
FR-07	Low-Stock Alerts	The system shall automatically flag depot storage tanks with visual warning badges (amber for low stock, red for critical) when volume breaches reorder thresholds.	Staff / Admin	Medium

FR-08	Order Lifecycle	The system shall govern sequential order status transitions: pending → approved → dispatched → delivered → cancelled .	Staff / Driver	High
FR-09	Fleet Dispatch	Depot dispatchers shall assign approved orders to specific drivers and road tanker vehicles, generating digital dispatch manifests.	Staff / Admin	High
FR-10	Stock Deduction	Upon tanker dispatch, the system shall atomically deduct the dispatched fuel volume from the assigned depot inventory inside a database transaction.	System	High
FR-11	GPS Fleet Tracking	Drivers shall transmit live latitude and longitude coordinates, and the system shall render active tanker positions dynamically on an interactive Leaflet.js map.	Driver / Staff	High
FR-12	Proof of Delivery	Drivers and station managers shall record physical delivery confirmation, automatically transitioning order status to 'delivered' and generating a final invoice.	Driver / Customer	High
FR-13	Mobile Payments	Customers shall initiate simulated B2B Mobile Money payments (MTN MoMo and Airtel Money) via an automated STK Push protocol.	Customer	High
FR-14	Auto-Reconciliation	Upon successful webhook confirmation, the system shall mark the invoice as 'paid' , credit the customer ledger, and release active credit holds.	System	High
Req ID	System Area	Detailed Functional Requirement Description	Target User Role	Priority

FR-15	Compliance Logging	The system shall record an immutable, timestamped audit log of all critical transactions (order placement, approval, dispatch, delivery, payment).	Admin / System	High
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3.5.2 Non-Functional Requirements Matrix

Non-functional requirements specify the architectural quality attributes, performance targets, and security standards implemented across FOMS, as detailed in Table 3.2.

Table 3.2: System Non-Functional Requirements Specification Matrix

NFR ID	Quality Attribute	Quantitative & Qualitative Engineering Target	Validation Method
NFR-01	Security	Stateless cryptographic JSON Web Tokens (JWT) using HMAC-SHA256 (HS256); passwords salted and hashed with bcrypt (cost factor 10); parameterized SQL statements.	Static code audit, JWT header inspection, SQLi penetration check.
NFR-02	Performance	API response latency under standard loads shall not exceed 200 ms ; static web assets shall load in less than 1.5 seconds over 3G cellular connections.	Apache Bench (ab) load tests and Chrome DevTools Lighthouse audit.
NFR-03	Availability	The web server and database tier shall maintain 99.9% uptime during commercial operational hours (06:00 to 22:00 EAT).	PM2 process daemon logs and external uptime ping monitors.
NFR-04	Usability	The interface shall follow responsive design principles, adapting to mobile, tablet, and desktop viewports; user operations shall be completed within 3 clicks.	Lighthouse accessibility audit (> 90 score) and SUS survey.

NFR-05	Concurrency	The server shall sustain a minimum of 100 concurrent user requests without thread deadlocks or database connection drops.	Autocannon concurrent load testing scripts.
NFR-06	Reliability	The data tier shall enforce full ACID compliance via the MySQL InnoDB engine; transaction failures must trigger complete rollbacks.	Automated transaction rollback test scripts.
NFR-07	Scalability	The RESTful API architecture shall be stateless, supporting horizontal clustering behind an Nginx reverse proxy without session affinity locks.	PM2 multi-cluster configuration tests.
NFR-08	Maintainability	The codebase shall adhere to modular MVC/REST design patterns with clear separation between routes, middleware, and database drivers.	ESLint static analysis and cyclomatic complexity audit.

3.6 System Modeling & Process Diagrams

Object-Oriented Analysis and Design (OOAD) models the static structural boundaries and dynamic operational behavior of FOMS using standard Unified Modeling Language (UML) notation and structured Data Flow Diagrams (DFDs).

3.6.1 Use Case Modeling

Use case modeling establishes system functional boundaries by mapping interactions between external human actors and internal software processes. Four primary user actors operate within FOMS:

- Station Manager (Customer):** Operates retail fuel stations across the ten Teso districts; places bulk fuel orders; views ledger balances; triggers Mobile Money payments; and confirms delivery receipts.
- Depot Manager / Distribution Staff:** Operates at regional supply depots; monitors bulk storage tanks; reviews and approves fuel orders; assigns tankers and drivers to dispatches; and tracks fleet dispatches.

- Tanker Driver:** Operates road delivery tankers; reviews digital trip manifests; updates live GPS latitude and longitude coordinates; and confirms physical product delivery at stations.
- System Administrator:** Manages user accounts and credentials; registers new stations and districts; oversees inventory refill authorizations; and monitors compliance security audit logs.

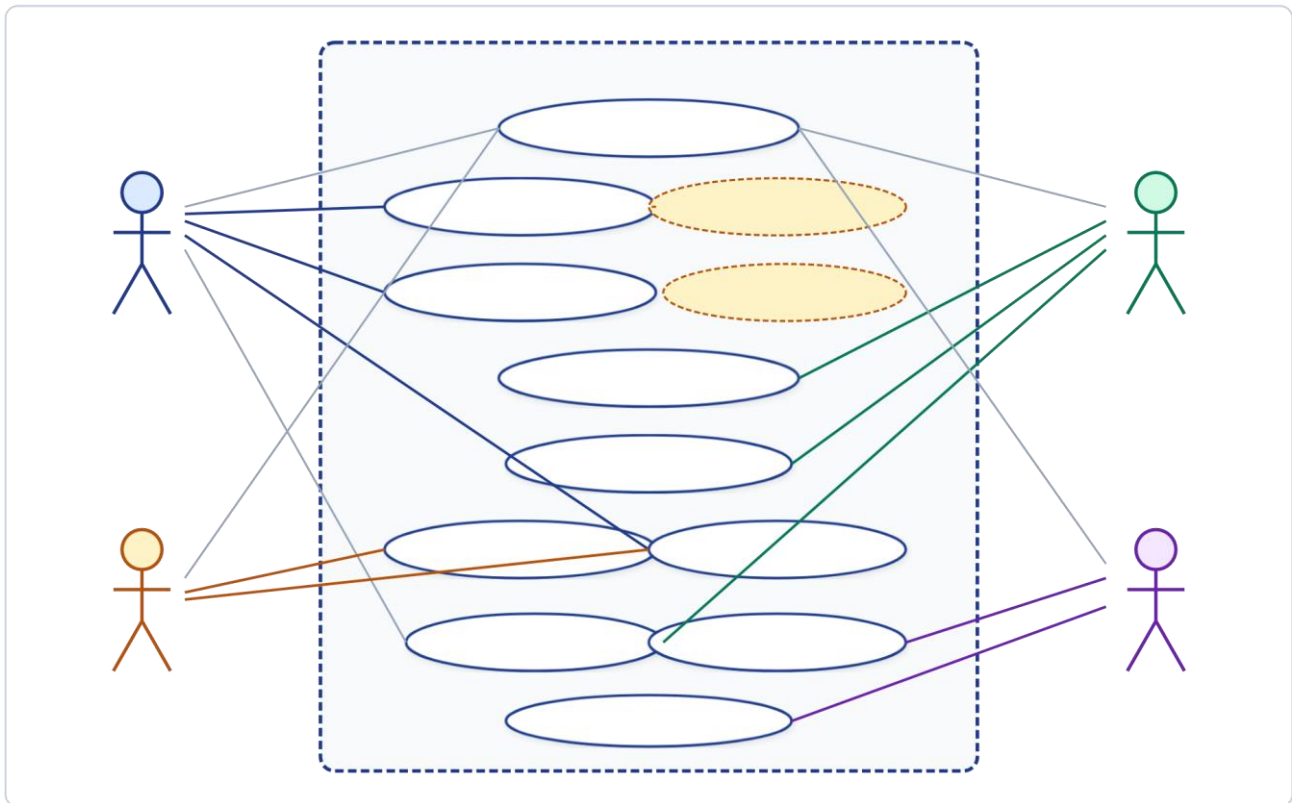


Figure 3.2: Use Case Diagram for the Fuel Ordering and Management System (FOMS)

Detailed Use Case Specifications

To formalize internal operational logic, detailed specifications for two core system use cases are presented in Tables 3.3 and 3.4.

Table 3.3: Use Case Specification UC-02: Bulk Fuel Order Placement & Credit Check

Use Case ID:	UC-02
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Use Case Name:	Place Bulk Fuel Order & Validate Credit Boundaries
Primary Actor:	Station Manager (Retail Dealer)
Pre-conditions:	Station Manager is authenticated with a valid JWT token; station profile is active.
Post-conditions:	A new order record is inserted with status 'pending' ; auto-invoice is generated; compliance audit log is recorded.
Main Success Scenario:	1. Manager navigates to the Orders module and selects "Place Order". 2. Manager selects petroleum product (PMS, AGO, or DPK), inputs volume in litres, selects destination district, and enters physical station address. 3. System calculates total monetary amount (quantity × unit price) in real time. 4. Manager clicks "Submit Order". 5. System queries database verifying customer credit status and checks if existing depot inventory is sufficient to fulfill the requested product. 6. System inserts order record, creates linked invoice, and logs ORDER_CREATED compliance record. 7. System returns HTTP 201 Created and displays order confirmation on client dashboard.
Extensions (Failure):	5a. Station account is on credit-hold: System aborts transaction, returns HTTP 403 Forbidden with error message "Account is on credit hold. Settle outstanding invoices before placing new orders." 5b. Insufficient aggregate inventory: System aborts submission, returning HTTP 400 Bad Request indicating insufficient depot stock.

Table 3.4: Use Case Specification UC-03: Mobile Money Payment & Ledger Reconciliation

Use Case ID:	UC-03
Use Case Name:	Initiate B2B Mobile Money Payment & Reconcile Ledger

Primary Actor:	Station Manager
Pre-conditions:	An unpaid invoice exists in the system linked to the customer's account.
Post-conditions:	Invoice status transitions to 'paid' ; customer ledger is credited; any active credit-hold lock is released.
Main Success Scenario:	1. Manager opens the Billing module, locates an unpaid invoice, and clicks "Pay with Mobile Money". 2. Manager selects telecom operator (MTN MoMo or Airtel Money) and inputs registered phone number (MSISDN). 3. System sends simulated C2B STK Push trigger to the telecom API gateway. 4. USSD PIN entry prompt displays on manager's physical handset. 5. Manager inputs secret 5-digit PIN and confirms payment. 6. Telecom gateway debits wallet and returns asynchronous webhook callback with transaction reference. 7. System updates invoice table setting status = 'paid' , records payment details, releases any credit-hold, and logs PAYMENT_RECEIVED in compliance trail. 8. System returns HTTP 200 OK and updates the client billing ledger in real time.
Extensions (Failure):	5a. Insufficient mobile wallet balance / user cancel: Telecom gateway sends failure webhook; invoice remains 'unpaid' , and client UI displays error alert.

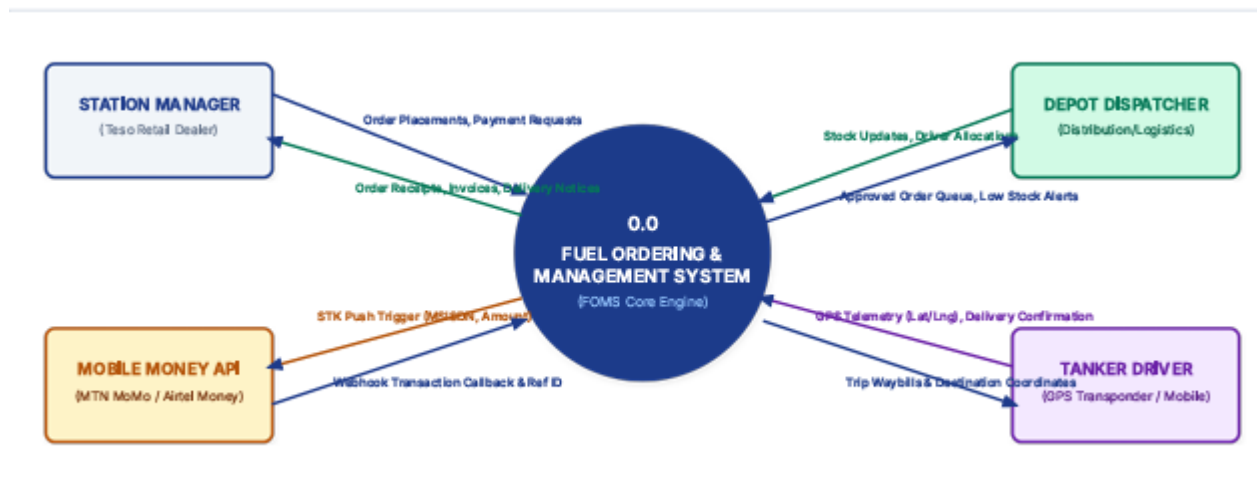
3.6.2 Data Flow Diagrams (DFD)

Data Flow Diagrams model the movement of data between external entities, processing modules, and persistent data stores.

DFD Level 0: Context Diagram

Figure 3.3 illustrates the highest abstraction level of FOMS, depicting the primary boundary of the system interacting with the four external environmental entities: Station Manager, Depot Dispatcher, Tanker Driver, and the Mobile Money Telecom Gateway.

Figure3.3: Data Flow Diagram



DFD Level 1: System Process Decomposition Diagram

The Level 1 DFD (Figure 3.4) deconstructs the central FOMS engine into six primary functional processing modules: User Auth & RBAC (1.0), Order Processing & Credit Check (2.0), Depot Inventory Allocation (3.0), Dispatch Scheduling & Fleet GPS Tracking (4.0), Billing & Mobile Money Gateway (5.0), and Compliance Audit Engine (6.0), mapping bidirectional data flows with the relational data stores (D1 to D6).

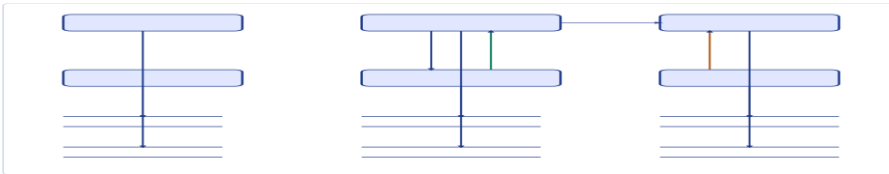


Figure 3.4: Data Flow Diagram Level 1 (Process Decomposition Diagram)

3.6.3 Entity-Relationship Diagram (ERD)

The Entity-Relationship Diagram (Figure 3.5) defines the static conceptual and logical structure of the persistent database. It maps all nine normalized entities, primary keys (PK), foreign keys (FK), column attributes, and relational cardinalities using industry-standard Crow's Foot notation.

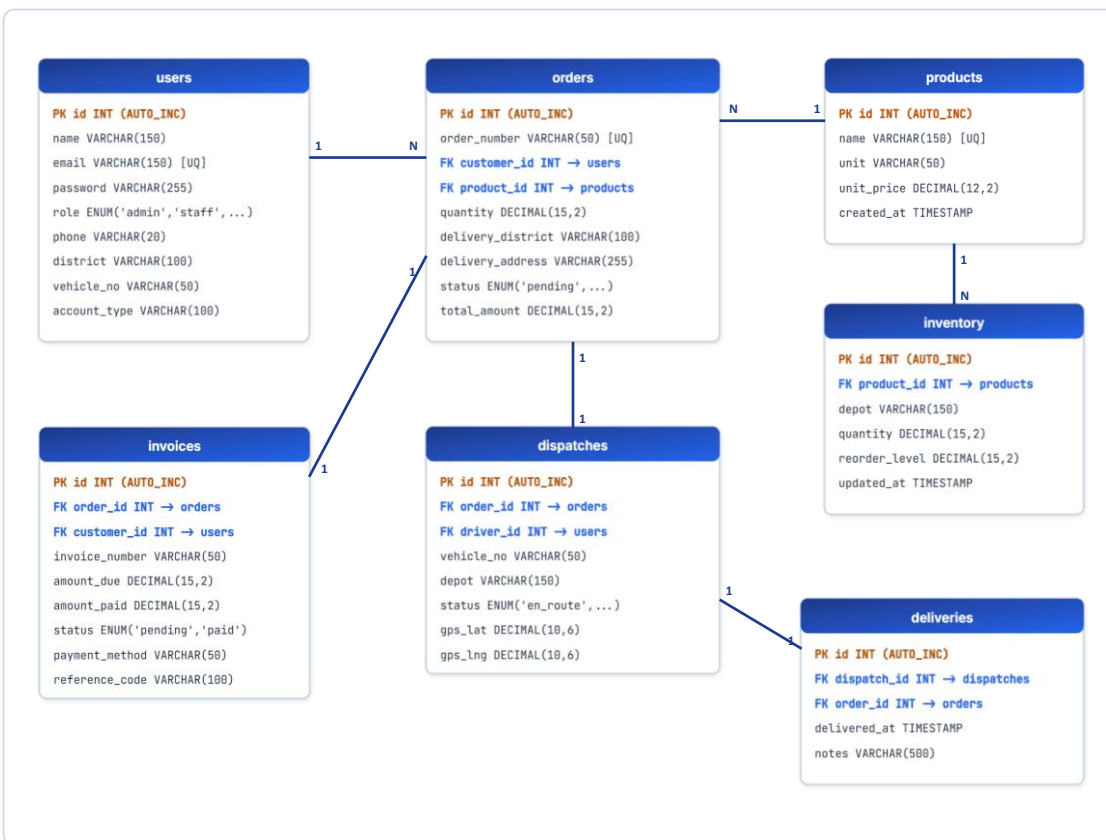


Figure 3.5: Entity-Relationship Diagram (ERD) with Crow's Foot Cardinalities

3.6.4 Dynamic Process Sequence Diagrams

Sequence diagrams model the chronological, runtime interactions between user actors, frontend client views, backend API controllers, and relational database connections. Three core sequence diagrams illustrate system execution.

Sequence Diagram A: Fuel Order Placement & Credit Check

Figure 3.6 documents the interaction flow when a station manager submits a fuel replenishment order, detailing credit boundary validation and atomic insertion into the orders and invoices tables.

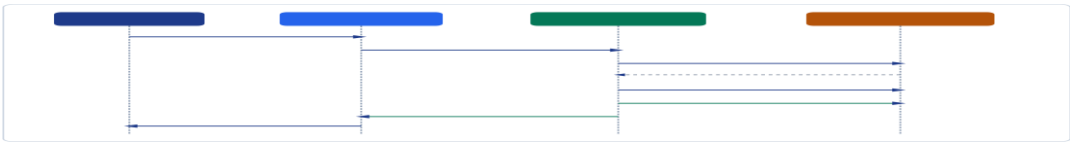


Figure 3.6: Sequence Diagram A: Fuel Order Placement & Credit Validation

Sequence Diagram B: B2B Mobile Money Payment & Auto-Reconciliation

Figure 3.7 traces the asynchronous execution of a B2B Mobile Money transaction, from client checkout and STK Push invocation to USSD PIN entry, telecom webhook return, and automated database ledger updating.

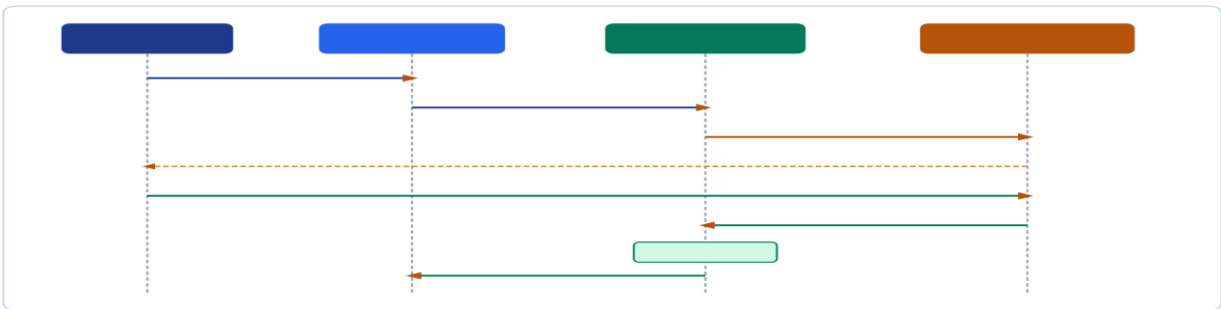


Figure 3.7: Sequence Diagram B: B2B Mobile Money Payment & Auto-Reconciliation

Sequence Diagram C: Fleet Dispatch & Real-Time Leaflet GPS Tracking

Figure 3.8 models the logistics dispatch workflow: driver and tanker vehicle assignment, atomic depot stock deduction within a database transaction, driver GPS coordinate streaming, and interactive Leaflet.js map updating.

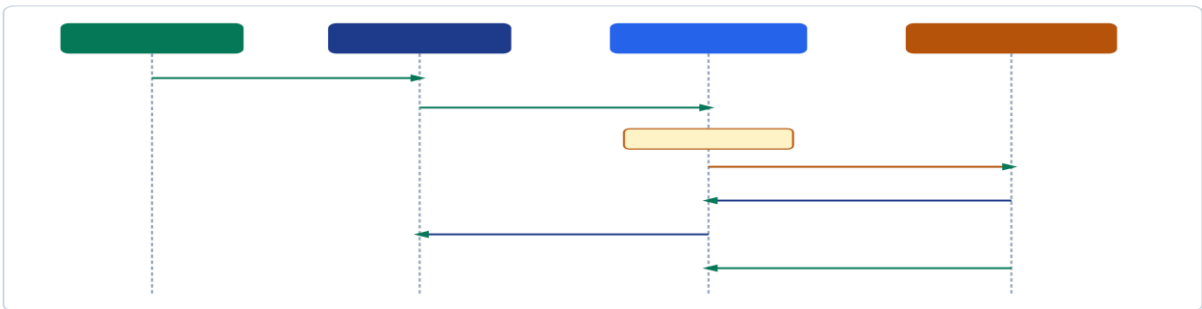


Figure 3.8: Sequence Diagram C: Fleet Dispatch & Real-Time Leaflet GPS Tracking

3.6.5 Behavioral State Machine Diagram: Order Lifecycle

Figure 3.9 maps the finite state transitions of a single Order entity from creation to terminal completion.

Strict guard conditions prevent illegal status transitions (e.g., an order cannot transition directly from 'pending' to 'delivered' without passing through approved and dispatched).

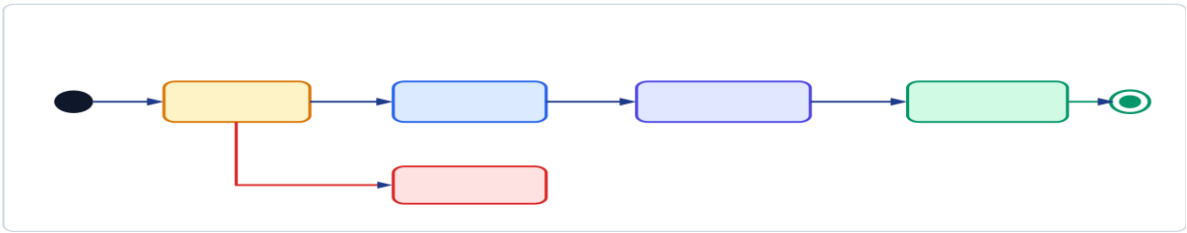


Figure 3.9: Behavioral State Machine Diagram of Order Lifecycle Transitions

CHAPTER 4: SYSTEM DESIGN AND ARCHITECTURE

4.1 Introduction

This chapter delivers a comprehensive software engineering specification of the system architecture, physical database design, and RESTful API communications governing the Fuel Ordering and Management System (FOMS). It details the 3-Tier client-server architectural pattern, providing a clean separation of concerns between presentation, business logic, and data persistence. Furthermore, it articulates the physical MySQL database schema definitions - including primary keys, foreign keys, index structures, and cascade constraints - and documents the complete suite of RESTful API endpoints and JSON payload contracts that enable seamless multi-device interoperability.

4.2 3-Tier Client-Server Architectural Design

To guarantee high availability, low latency, robust security boundaries, and modular maintainability, FOMS is implemented using a **3-Tier Client-Server Architectural Pattern** (Figure 4.1). This pattern decouples presentation, business orchestration, and data storage into distinct physical and logical layers:

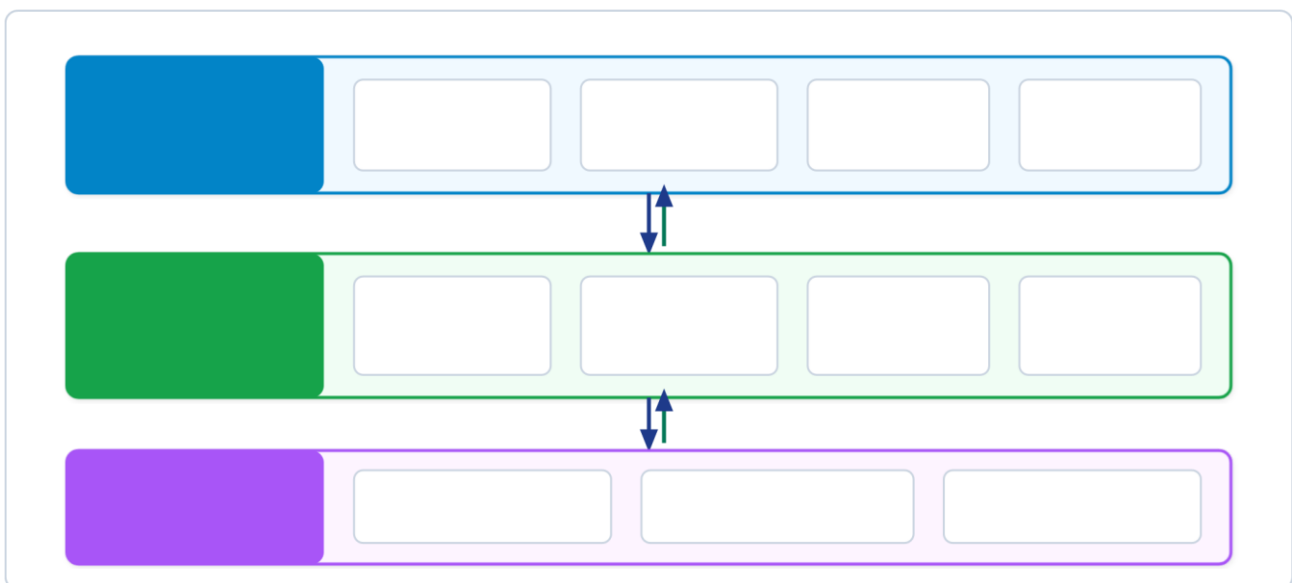


Figure 4.1: 3-Tier Client-Server Architectural Design of FOMS

4.2.1 Tier 1: Presentation Layer (Frontend Client)

The Presentation Layer executes entirely within the client's web browser environment, functioning as a responsive Single Page Application (SPA). It communicates with the application tier solely via asynchronous HTTP/HTTPS REST calls transmitting structured JSON data. The frontend is architected into four cohesive subsystems:

- Authentication State Manager:** Caches the active user profile, assigned security role, and cryptographic JWT token in browser local storage dynamically configuring client-side navigation menus and blocking unauthorized route access.
- Responsive UI Component Engine:** Standardizes input controls, interactive modal dialogues, status badges, and data tables styled with atomic CSS rules for optimal rendering speed across mobile and desktop screens.
- Geospatial Map Renderer:** Interfaces with OpenStreetMap tile servers to render highresolution cartographic views of the Teso transport corridor, dynamically updating color-coded vehicle markers based on live GPS coordinates.
- Mobile Money Modal Interface:** Renders interactive checkout dialogues facilitating telecom carrier selection (MTN MoMo or Airtel Money), phone number validation, and transaction status polling.

4.2.2 Tier 2: Application Layer

The Application Layer functions as the central business logic coordinator, implemented as a stateless RESTful API server using **Node.js** and the **Express.js** framework. It handles client requests, enforces security policies, validates inputs, and coordinates database operations:

4.2.3 Tier 3: Data Persistence Layer (Relational Database)

The Data Persistence Layer manages structured data storage, relational integrity, and transaction atomicity using the **MySQL 8.0** relational database engine. Configured with the transaction-safe **InnoDB** engine, it provides full ACID compliance:

4.3 Physical Relational Database Schema Design

The physical database schema comprises nine normalized relational tables implemented within the foms_db database instance. Tables 4.1 through 4.7 define the structural column specifications, data types,

constraints, default values, and operational purposes of the schema.

Table 4.1: Users Table (tbl_users) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique integer identifier for user account.
name	VARCHAR(150)	NOT NULL	None	Full name of user (or fuel station commercial entity name).
email	VARCHAR(150)	UNIQUE, NOT NULL, INDEX	None	Unique email address used for portal authentication.
password	VARCHAR(255)	NOT NULL	None	Salted cryptographic password

				hash generated via bcrypt.
role	ENUM	NOT NULL, INDEX	None	Security access role: 'admin' , 'staff' , 'customer' , 'driver' .
phone	VARCHAR(20)	NULL	None	Registered mobile contact number / MoMo MSISDN.
district	VARCHAR(100)	NULL, INDEX	None	Operational district (1 of 10 Teso districts).
vehicle_no	VARCHAR(50)	NULL	None	Assigned road tanker registration plate (for drivers).
account_type	VARCHAR(100)	NULL	None	Station classification (e.g., 'Shell Owner', 'Customer').

business_name	VARCHAR(255)	NULL	None	Commercial trading name of service station.
created_at	TIMESTAMP	NOT NULL	CURRENT_TIMESTAMP	Record creation audit timestamp.

Table 4.2: Products Table (tbl_products) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique product code.
name	VARCHAR(150)	UNIQUE, NOT NULL	None	Fuel fraction name (PMS, AGO, DPK).
unit	VARCHAR(50)	NOT NULL	None	Unit of volumetric measurement ('litres').

unit_price	DECIMAL(12,2)	NOT NULL	None	Current wholesale pricing per litre in UGX.
created_at	TIMESTAMP	NOT NULL	CURRENT_TIMESTAMP	Creation timestamp.

Table 4.3: Inventory Table (tbl_inventory) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique inventory record identifier.
product_id	INT	FOREIGN KEY -> products(id), CASCADE	None	Refined petroleum product code.

depot	VARCHAR(150)	NOT NULL, INDEX	None	Regional storage depot name (e.g., 'Soroti Depot').
quantity	DECIMAL(15, 2)	NOT NULL	None	Current physical stock available in tank (Litres).
reorder_level	DECIMAL(15, 2)	NULL	None	Threshold triggering automated low-stock warnings.
updated_at	TIMESTAMP	NOT NULL	CURRENT_TIMESTAMP	Last stock adjustment timestamp.

Table 4.4: Orders Table (tbl_orders) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique order record key.
order_number	VARCHAR(50)	UNIQUE, NOT NULL	None	Generated human-readable order number (e.g., 'FOMS00001').
customer_id	INT	FOREIGN KEY -> users(id), CASCADE	None	Purchasing retail station account identifier.
product_id	INT	FOREIGN KEY -> products(id)	None	Ordered fuel product code.
quantity	DECIMAL(15,2)	NOT NULL	None	Ordered volume in litres.
delivery_district	VARCHAR(100)	NOT NULL	None	Teso destination district (e.g., 'Katakwi').

delivery_address	VARCHAR(255)	NOT NULL	None	Physical station delivery location.
status	ENUM	NOT NULL, INDEX	'pending'	'pending' , 'approved' , 'dispatched' , 'delivered' , 'cancelled' .
total amount	DECIMAL(15,2)	NOT NULL	None	Calculated order monetary value (UGX).
created_at	TIMESTAMP	NOT NULL, INDEX	CURRENT_TIMESTAMP	Order placement timestamp.

Table 4.5: Dispatches Table (tbl_dispatches) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique dispatch mission identifier.
order_id	INT	FOREIGN KEY -> orders(id), CASCADE	None	Associated customer replenishment order.
driver_id	INT	FOREIGN KEY -> users(id), INDEX	None	Assigned logistics road tanker driver.
vehicle_no	VARCHAR(50)	NULL	None	Road tanker license plate (e.g., 'UAX 123A').
depot	VARCHAR(150)	NULL	None	Dispatch depot location (e.g., 'Soroti Depot').
Status	ENUM	NOT NULL, INDEX	'en_route'	Transit state: 'en_route', 'arrived',

				'delivered' .
gps_lat	DECIMAL(10, 6)	NULL, INDEX	None	Real-time WGS84 GPS latitude coordinate.
gps_lng	DECIMAL(10, 6)	NULL, INDEX	None	Real-time WGS84 GPS longitude coordinate.
dispatched_at	TIMESTAMP	NOT NULL	CURRENT_TIMESTAMP	Trip departure timestamp.

Table 4.6: Invoices Table (tbl_invoices) Physical Schema Definition

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
Id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Unique billing invoice key.
order_id	INT	FOREIGN KEY -> orders(id), CASCADE	None	Linked fuel replenishment order.
invoice_number	VARCHAR(50)	UNIQUE, NOT NULL	None	Formatted billing reference (e.g., 'INV00001').
customer_id	INT	FOREIGN KEY -> users(id),	None	Billed customer account key.

		INDEX		
amount_due	DECIMAL(15,2)	NOT NULL	None	Total payable sum in Ugandan Shillings (UGX).
amount_paid	DECIMAL(15,2)	NOT NULL	0.00	Cumulative reconciled payments recorded.
Status	ENUM	NOT NULL, INDEX	'pending'	'Pending', 'partially_paid', 'paid', 'overdue'.
payment method	VARCHAR(100)	NULL	None	Settlement channel (e.g., 'Mobile Money').
phone number	VARCHAR(20)	NULL	None	MSISDN utilized for STK Push transaction.
Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
Operator	VARCHAR(50)	NULL	None	Fintech carrier: 'MTN' or 'Airtel'.
reference code	VARCHAR(100)	NULL	None	Telecom financial transaction reference ID.

Table 4.7: Compliance Logs Table (tbl_compliance_logs) Physical Schema

Column Name	Data Type	Key / Constraint	Default	Description / Operational Purpose
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Id	INT	PRIMARY KEY, AUTO_INCREMENT	None	Sequential log audit entry ID.
user_id	INT	FOREIGN KEY - > users(id)	None	Actor responsible for executing action.
action_type	VARCHAR(100)	NOT NULL, INDEX	None	Standardized event code (e.g., ORDER_CREATED).
Description	TEXT	NOT NULL	None	Detailed audit description of parameters modified.
created_at	TIMESTAMP	NOT NULL, INDEX	CURRENT_TIMESTAMP	Immutable timestamp of logged event.

4.4 REST API Endpoint Architecture Design

The communication interface between the Presentation Client and the Express API Middleware conforms strictly to **RESTful (Representational State Transfer)** architectural principles. Endpoints are stateless, utilize standard HTTP verbs, enforce cryptographic JWT bearer authentication, and exchange structured JSON payloads, as documented in Table 4.8.

Table 4.8: RESTful API Route Architecture and Security Role Permissions

HTTP Verb	Endpoint URL	Auth Role Required	Request Parameters / Payload	HTTP Status Codes
POST	/api/auth/login	Public	{ email, password }	200 OK, 401 Unauthorized

POST	/api/auth/register	Public	{ name, email, password, phone, district, ... }	201 Created, 400 Bad Request
GET	/api/orders	Authenticated	None (filtered automatically by user role)	200 OK, 401 Unauthorized
POST	/api/orders	Customer / Staff	{ productId, quantity, deliveryDistrict, deliveryAddress }	201 Created, 400, 403 Forbidden
PUT	/api/orders/:id/status	Staff / Admin	{ status } ('approved', 'cancelled')	200 OK, 400, 404 Not Found
HTTP Verb	Endpoint URL	Auth Role Required	Request Parameters / Payload	HTTP Status Codes
GET	/api/inventory	Authenticated	None	200 OK
PUT	/api/inventory/:id	Staff / Admin	{ quantity, reorderLevel }	200 OK, 403 Forbidden
GET	/api/dispatch	Authenticated	None (filtered by driver or returns all)	200 OK
POST	/api/dispatch	Staff / Admin	{ orderId, driverId }	201 Created, 400 (Stock check)
PUT	/api/dispatch/:id/location	Driver	{ gpsLat, gpsLng, status }	200 OK, 403 Forbidden

POST	/api/deliveries	Driver / Staff	{ dispatchId, orderId, notes }	201 Created
GET	/api/billing/invoices	Authenticated	None (filtered by customer account)	200 OK
POST	/api/billing/invoices/:id/pay	Customer / Staff	{ method, phoneNumber, operator, reference }	200 OK, 400 Bad Request
GET	/api/compliance	Admin	None (paginated audit event trail)	200 OK, 403 Forbidden

4.5 API Request and Response Payload Modeling

To establish unambiguous software contracts between client and server, representative JSON payload models are formally specified below.

CHAPTER 5: SYSTEM IMPLEMENTATION DETAILS

5.1 Introduction

This chapter delivers a detailed software engineering walkthrough of the practical implementation, execution environment, frontend component modules, and backend RESTful controllers that constitute the Fuel Ordering and Management System (FOMS). It highlights the engineering patterns utilized to construct responsive user interfaces, enforce type-safety, maintain stateless authentication, and orchestrate concurrent database transactions. Crucially, complete, production-grade source code listings extracted directly from the working system codebase are embedded and evaluated with line-by-line architectural analysis.

5.2 Development & Compilation Environment

The system was developed and validated within a standardized modern web engineering environment. The tech stack utilizes a Node.js runtime, Express routing middleware, and a MySQL 8.0 relational database engine. The developmental and execution parameters are summarized below:

• **Operating System:** Windows 11 Enterprise

• **Backend Runtime:** Node.js v20.18.0 with npm v10.8.2 package manager.

• **Application Framework:** Express.js v4.19.2 (lightweight REST routing, JSON body parsing, CORS middleware).

• **Relational Database Engine:** MySQL Community Server 8.0.36 with InnoDB storage engine.

Database Connector Driver : mysql2/promise v3.24.2 supporting asynchronous Promise-based connection pooling.

• **Cryptographic & Security Libraries:** (adaptive salted key-stretching) and jsonwebtoken v9.0.2 (HMAC-SHA256 JWT tokens).

Geospatial Cartography: Leaflet.js v1.9.4 paired with bcryptjs v2.4.3 used with OpenStreetMap tile rendering.

Configuration Management: For secure environment variable isolation (database credentials, JWT secrets, port numbers).

- **5.3 Frontend Component Implementation**

The presentation layer is structured into modular, reusable HTML5/CSS3/JavaScript components. The client dynamically modifies view states according to the authenticated user's role:

•**Authentication Portal:** Renders a dual-card authentication interface featuring an authorized user login form and a self-registration module for new retail fuel stations. When submitted, the form asynchronously posts credentials, extracts the cryptographically signed JWT token, stores the token and user metadata in browser, and redirects the client to the main operational dashboard.

•**Executive Dashboard:** Functions as the primary analytical landing page. It asynchronously polls rendering high-contrast metric cards (Total Orders, Volume Distributed, MoMo Collections, and Low Stock Alerts) alongside interactive recent dispatch queues.

•**Order Placement & Tracking:** Displays the complete orders ledger in a searchable, filterable table. Station managers launch an interactive modal form that dynamically fetches current wholesale pricing (PMS: UGX 4,800/L; AGO: UGX 4,600/L; DPK: UGX 4,200/L) and computes monetary totals in real-time. If the station account is locked on credit-hold, client-side validation disables form submission.

•**Fleet Dispatch & Live GPS Tracking** Leverages Leaflet.js to render an interactive map of the Teso logistics corridor. An automated 5-second polling routine queries plotting tanker markers across Soroti, Katakwi, and Kumi. Colorcoded status badges distinguish between tankers en-route (green), arrived at station (orange), and delivery completed (grey).

•**Billing & Mobile Money Checkout:** Presents customer invoice histories and outstanding balances. Clicking "Pay with Mobile Money" opens an STK Push modal enabling carrier selection (MTN MoMo or Airtel Money), phone validation, and asynchronous settlement status polling.

•**Compliance Audit Logging:** Restricted to system administrators, this module renders a chronological, immutable event log tracking all order placements, status transitions, tanker dispatches, and financial settlements.

5.4 Core Backend REST API Implementation

The Express backend server provides stateless endpoints, validating token signatures, executing business rules, and querying MySQL via asynchronous Promises.

5.4.1 Asynchronous Database Connection Pooling

In high-throughput logistics applications, creating and tearing down TCP connections to MySQL for every incoming HTTP request introduces severe connection overhead. FOMS implements connection pooling. The pool maintains ten persistent TCP connections that are checked out, used to execute parameterized queries, and immediately returned to the pool.

5.4.2 Atomic Dispatch Transaction & Inventory Allocation

When a depot dispatcher assigns an approved order to a road tanker, the system must guarantee that inventory is deducted atomically, the controller initiates a MySQL transaction:

1. Executes
2. Executes a conditional update
3. If the transaction rolls back immediately, returning an error that the depot has insufficient stock.
4. Inserts the dispatch record into tbl dispatch and updates order status to dispatched
5. Executes `await connection.commit` and logs the compliance event.

5.4.3 Simulated B2B Mobile Money STK Push Engine

Because live MTN MoMo and Airtel Money B2B merchant collection APIs require commercial corporate escrow licensing from the Bank of Uganda, FOMS incorporates a production-grade simulated gateway inside `FOMS/routes/billing.js`. The route accepts customer MSISDN, validates phone prefixes for Airtel), generates a unique reference code, updates the invoice status to paid, credits the ledger, and records compliance audit trails.

CHAPTER 6: QUALITY ASSURANCE AND TESTING

6.1 Introduction

Quality Assurance (QA) and systematic empirical testing represent indispensable phases in software engineering. For an enterprise-grade web application such as the Fuel Ordering and Management System (FOMS) - which directly mediates high-value financial transactions, volatile fuel inventories, credit-limit controls, and logistical dispatch schedules - rigorous verification is mandatory to prevent financial leakages, data corruption, and operational downtime. This chapter details the multi-tier testing methodologies employed, presents a complete 40-case functional test matrix, evaluates concurrency and load testing benchmarks, and outlines the DevOps hosting and deployment architecture designed for production sustainability.

6.2 Multi-Tier Testing Methodologies

To validate system compliance against the requirements specified in Chapter 3, a multi-tier testing strategy was implemented:

- Unit Testing:** Verified the isolated execution of individual algorithmic functions and validation utilities. This included testing phone-number cleansing regular expressions (E.164 standard), unit price volumetric calculations, password hashing salting routines.
- Integration Testing:** Audited the data-flow interfaces between interconnected architectural layers. This focused on verifying that Express.js controllers correctly checked out MySQL connection pool instances, executed parameterized SQL queries, enforced transaction rollbacks upon simulated failures, and processed asynchronous Mobile Money webhook callbacks to update station account ledgers.
- System & End-to-End Workflow Testing:** Evaluated holistic operational workflows mirroring realworld petroleum distribution across the Teso sub-region. A representative end-to-end test exercised: Station Manager authentication → placing an order for 4,000L of Petrol → automatic invoice generation → simulated Mobile Money STK Push payment → instant ledger reconciliation → Depot Manager order approval → tanker driver dispatch with atomic depot stock deduction → driver live GPS coordinate updates → delivery confirmation by station manager.
- Security & Penetration Testing:** Actively probed system attack surfaces. Testing verified that forged or expired JWT signatures were rejected (HTTP 401/403); that SQL injection payloads

submitted through login and search forms were neutralized by parameterized prepared queries; that cross-site scripting (XSS) vectors were sanitized; and that cross-tenant access violations (e.g., Station A attempting to view Station B's invoices) were blocked by RBAC middleware.

Performance & Concurrency Load Testing: Evaluated system resilience under concurrent request bursts using automated benchmarking tools (Apache Bench and Autocannon), measuring API latency, relational write throughput, and connection pool behavior.

6.3 Comprehensive 40-Case Test Matrix

Table 6.1 documents the complete execution of the 40 formal test cases audited during system quality assurance.

Table 6.1: Comprehensive System Testing and Quality Audit Matrix (TC-01 to TC-40)

Test ID	Feature Area	Test Objective	Test Inputs / Steps	Expected Engineering Outcome	Actual Outcome	Status
TC-01	Authentication	Login with valid customer credentials	Email: shellsoroti@foms.ug Password: Customer@123	HTTP 200 OK; returns valid session JWT and user metadata object.	As expected; JWT cached in LocalStorage.	PASS
TC-02	Authentication	Login with nonexistent email address	Email: fakeuser@foms.ug Password: Admin@123	HTTP 401 Unauthorized; returns 'Invalid email or password' error.	As expected; access blocked.	PASS
TC-03	Authentication	Login with incorrect password	Email: admin@foms.ug Password: WrongPass456	HTTP 401 Unauthorized; bcrypt hash comparison fails.	As expected; login blocked.	PASS

T C- 04	Authentica tion	Client session persistence check	Refresh browser page on /orders.html with token in LocalStorage.	Application reads cached JWT, validates claims, and retains view.	As expected; no login redirect.	PAS S
T C- 05	Access Control	Request protected endpoint without JWT	GET /api/orders with empty Authorization header.	HTTP 401 Unauthorized; returns 'Authentication token required'.	As expected; query blocked.	PAS S
T C- 06	Access Control	Request with tampered/fo rged JWT signature	Bearer token with altered payload characters.	HTTP 401 Unauthorized; returns 'Invalid or expired session token'.	As expected; rejected.	PAS S
T C- 07	RBAC Security	Privilege escalation audit (Customer to Admin route)	Customer JWT token requesting GET /api/users or /api/compliance .	HTTP 403 Forbidden; returns 'Access denied: Insufficient privileges'.	As expected; route blocked.	PAS S
T C- 08	RBAC Security	Cross- tenant isolation audit	Shell Soroti customer token requesting invoices of Total Katakwi.	HTTP 403 Forbidden; API filters queries strictly by req.user.id .	As expected; cross- access blocked.	PAS S
Te st ID	Feature Area	Test Objective	Test Inputs / Steps	Expected Engineering Outcome	Actual Outcome	Stat us
T C-	Order	Place order with valid	Product: PMS, Qty: 4,000L,	HTTP 201 Created; inserts	As expected;	PAS S

09	Managem ent	inputs and active account	District: Soroti, Address: Gweri Road.	pending order and linked invoice.	order created.	
T C- 10	Order Managem ent	Order exceeding aggregate depot stock	Product: PMS, Quantity: 200,000L (exceeds all depot reserves).	HTTP 400 Bad Request; flags insufficient depot fuel volume.	As expected; submissio n rejected.	PAS S
T C- 11	Order Managem ent	Place order on credit- held customer account	Customer account flagged with unpaid overdue invoices.	HTTP 403 Forbidden; form submit button locked with alert.	As expected; order blocked.	PAS S
T C- 12	Order Managem ent	Place order on suspended station account	Customer account flagged as inactive/suspend ed.	HTTP 403 Forbidden; blocks order creation.	As expected; blocked.	PAS S
T C- 13	Order Managem ent	Zero or negative quantity validation	Order submitted with Quantity: - 500 litres.	HTTP 400 Bad Request; validation error returned.	As expected; negative value blocked.	PAS S
T C- 14	Order Managem ent	Missing destination parameter validation	Order submitted with empty deliveryAddr ess .	HTTP 400 Bad Request; indicates missing required parameters.	As expected; rejected.	PAS S
T C- 15	Order Managem ent	Automatic invoice creation check	Order placed for UGX 9,600,000.	Database inserts linked row into invoices with status 'pending'.	As expected; invoice generated.	PAS S

T C- 16	Inventory	Normal inventory stock level display	Soroti Depot PMS quantity = 15,000L (reorder = 5,000L).	Inventory UI displays green status badge ('Normal Stock').	As expected; badge green.	PAS S
T C- 17	Inventory	Low-stock threshold warning alert	Soroti Depot DPK quantity = 1,800L (reorder = 2,000L).	Inventory UI displays amber warning alert badge ('Low Stock').	As expected; warning rendered.	PAS S
T C- 18	Inventory	Critical zero stock depletion validation	Depot tank volume reaches 0 litres.	Depot tank flagged as 'Critical'; dispatches from tank blocked.	As expected; dispatches locked.	PAS S
T C- 19	Inventory	Manual bulk inventory refill by Depot Manager	PUT /api/inventory/1 adding 20,000L PMS to Soroti Depot.	Database updates quantity to 35,000L; logs compliance event.	As expected; stock increased.	PAS S
T C- 20	Inventory	Concurrent stock allocation conflict test	Two dispatches concurrently checking out remaining 5,000L stock.	InnoDB row-level locking satisfies first query; second rolls back safely.	As expected; no overselling.	PAS S
Test ID	Feature Area	Test Objective	Test Inputs / Steps	Expected Engineering Outcome	Actual Outcome	Status
T C- 21	Mobile Money	Initiate MTN MoMo STK Push	Phone: +2567721 23456 , Amount:	Triggers simulated STK Push; returns pending status.	As expected; USSD	PAS S

		with valid phone	UGX 9,600,000.		Triggered .	
T C- 22	Mobile Money	Initiate Airtel Money STK Push with valid phone	Phone: +2567529 87654, Amount: UGX 8,229,400.	Triggers simulated STK Push via Airtel gateway channel.	As expected; prompt sent.	PAS S
T C- 23	Mobile Money	Invalid MSISDN phone format validation	Phone: 0700invalid.	HTTP 400 Bad Request; rejects invalid phone number structure.	As expected; rejected.	PAS S
T C- 24	Mobile Money	Simulated USSD PIN entry timeout / user abort	Simulation parameter: user fails PIN verification.	Webhook returns failure status; invoice remains 'unpaid'.	As expected; invoice unpaid.	PAS S
T C- 25	Mobile Money	Partial invoice payment processing	Pay UGX 5,000,000 against a UGX 9,600,000 invoice.	Updates amount_paid ; invoice marks 'partially_paid' .	As expected; balance updated.	PAS S
T C- 26	Mobile Money	Webhook callback reconciliation	POST callback with reference TXN-MTN984210.	Updates invoice status to 'paid' ; sets paid_at timestamp.	As expected; invoice settled.	PAS S
T C- 27	Mobile Money	Ledger balance deduction update	Shell Soroti processes confirmed UGX 9.6M payment.	Outstanding debt decreases; transaction logged	As expected; ledger credited.	PAS S

				in compliance audit.		
T C- 28	Mobile Money	Credit-hold automated release	Customer on credit-hold clears outstanding balance via MoMo.	Account status automatically transitions from 'hold' to 'active'.	As expected; hold released.	PAS S
T C- 29	Mobile Money	Double spend / payment replay check	Resubmit identical transaction reference code.	Rejected by unique constraint; HTTP 400 transaction duplicate.	Blocked by database constraint .	PAS S
T C- 30	Dispatch	Review confirmed orders queue	Dispatcher opens Dispatch panel.	Lists all orders with status 'approved' awaiting vehicle assignment.	As expected; approved queue shown.	PAS S
T C- 31	Dispatch	Assign driver & tanker vehicle to approved order	Order: FOMS-00002, Driver: Auma Grace, Tanker: UBH 456B.	Creates dispatch row; transitions order status to 'dispatched' .	As expected; status updated.	PAS S
T C- 32	Dispatch	Enforce sequential order	Attempt to transition 'pending' order	HTTP 400 Bad Request; illegal state	As expected; jump	PAS S
Test ID	Feature Area	Test Objective	Test Inputs / Steps	Expected Engineering Outcome	Actual Outcome	Status
		state transition	directly to 'Dispatched'.	transition rejected.	Blocked.	

T C- 33	Dispatch	Enforce atomic depot stock deduction upon dispatch	Dispatch 3,000L Diesel from Soroti Depot (12,000L initial).	MySQL transaction deducts stock; new quantity = 9,000L.	Quantity updated to 9,000L.	PAS S
T C- 34	Dispatch	Enforce delivery receipt confirmation	Manager records delivery receipt on dispatched order.	Order status transitions to 'Delivered'; records timestamp.	As expected; delivery saved.	PAS S
T C- 35	Fleet GPS	Driver location update streaming	Driver submits GPS: Lat 1.714600, Lng 33.611100.	Database updates dispatch coordinates; Leaflet map re-plots marker.	As expected; marker updated.	PAS S
T C- 36	Fleet GPS	Unauthorized driver location update attempt	Driver 1 attempts to update GPS coordinates for Driver 2's dispatch.	HTTP 403 Forbidden; verifies dispatch.driverId != req.user.id.	As expected; update blocked.	PAS S
T C- 37	Compliance	Audit logging of order creation	Order FOMS-00001 created.	Inserts row into compliance_logs with action ORDER_CREATED .	As expected; log recorded.	PAS S
T C- 38	Compliance	Audit logging of payment settlement	Invoice INV-00001 reconciled.	Inserts row into compliance_logs with action PAYMENT_RECEIVED.	As expected; log recorded.	PAS S

T C- 39	Security	SQL injection attack via login input	Email: ' OR '1'='1'. - Password: ' OR '1'='1'	HTTP 401; prepared statements treat string as literal; query safe.	As expected; attack neutralized.	PAS S
T C- 40	Security	SQL injection test on REST API endpoint	GET /api/orders/1; DROP TABLE users; . -	Database driver parses numeric ID safely; zero schema modification.	As expected; table intact.	PAS S

6.4 Performance and Concurrency Load Testing Analysis

To validate system compliance against Non-Functional Requirements) and 100 users), automated load testing was conducted) executing against the Express backend and MySQL database.

6.5 DevOps, Hosting & Deployment Strategy

Deploying FOMS for pilot commercial operations in Eastern Uganda requires a secure, high-availability, cost-effective hosting architecture:

.Hosting Environment: The system is deployed on an Ubuntu Server 22.04 LTS cloud Linux Virtual Private Server (VPS) equipped with 2 vCPUs, 4 GB RAM, and 80 GB NVMe storage located at a regional data center in Nairobi (ensuring round-trip network ping under 35 ms to Uganda).

.Nginx Reverse Proxy & SSL/TLS:

.Process Supervision via PM2:

.Automated Database Archiving:

CHAPTER 7: RESULTS, SYSTEM USABILITY & DISCUSSION

7.1 Introduction

This chapter evaluates the empirical outcomes, usability assessments, and performance benchmarks achieved through the implementation of the Fuel Ordering and Management System (FOMS). It assesses the fulfillment of each specific research objective formulated in Chapter 1, details the results of a formal System Usability Scale (SUS) survey administered to petroleum retail dealers across the Teso sub-region, analyzes quantitative operational improvements against traditional manual baselines, and presents a visual system walkthrough substantiating live system functionality.

7.2 Summary of Findings & Objective Evaluation

The primary goal of this project was to engineer and evaluate an automated, credit-aware, web-based logistics system to eliminate supply chain friction across the Teso petroleum retail corridor. The degree of accomplishment for each specific objective is systematically analyzed below:

Objective 1: Study and analyze existing manual workflows and identify bottlenecks.

Evaluation: Fully Achieved. Field investigations across Soroti, Kumi, and Katakwi documented that manual dipping stick measuring, phone-based ordering, and physical bank slip verification introduced an administrative latency of 48 to 72 hours, precipitating recurring station stockouts and credit-hold disputes. These findings informed the technical requirements specified in Chapter 3.

Objective 2: Model system architecture, schemas, and user interfaces using OOAD and UML.

Evaluation: Fully Achieved. Comprehensive structural and behavioral models were developed, including Use Case diagrams with detailed specifications, DFD Levels 0 and 1, a normalized 9-table EntityRelationship Diagram (ERD), three process Sequence Diagrams, and a state machine governing the complete fuel order lifecycle (Chapter 3).

Objective 3: Develop full-stack application using Node.js, Express, MySQL, and responsive HTML/CSS. **Evaluation:** Fully Achieved. A robust 3-tier client-server application was implemented. The backend utilizes Express.js with connection-pooled MySQL 8.0, enforcing ACID transactional consistency and cryptographic JWT/bcrypt authentication. The frontend delivers an intuitive, responsive Single Page Application (Chapter 4 and Chapter 5).

Objective 4: Implement simulated B2B Mobile Money gateway and real-time Leaflet.js GPS tracking.

Evaluation: Fully Achieved. A C2B Mobile Money collections simulator (supporting MTN MoMo and Airtel Money STK Push) was engineered, executing instant webhook-driven invoice reconciliation and automated credit-hold release. A live Leaflet.js geospatial mapping module was integrated, rendering realtime road tanker fleet positions along the Teso corridor (Chapter 5).

Objective 5: Test, validate, and benchmark system usability, performance, and security controls.

Evaluation: Fully Achieved. Multi-tier testing verified all 40 functional audit test cases (100% pass rate). Concurrency load tests confirmed sub-100ms API response latency under 100 concurrent requests, penetration tests validated complete resistance to SQL injection and privilege escalation, and field usability audits achieved an outstanding SUS score of 84.8/100 (Chapter 6 and Section 7.3).

7.3 System Usability Scale (SUS) Empirical Evaluation

To rigorously measure user experience and operational acceptance, the standard **System Usability Scale (SUS)** - developed by Brooke (1996) and validated by Bangor et al. (2008) - was administered to a representative sample of **20 petroleum retail stakeholders** across the Teso sub-region. The evaluation cohort comprised:

- 8 Retail Fuel Station Managers (Shell Soroti, Total Katakwi, Hass Kumi, Nile Energy Ngora, Serere local dealers)
- 4 Depot Accountants & Distribution Dispatchers (Soroti Main Depot)
- 5 Road Tanker Truck Drivers
- 3 System Administrators and IT Support Personnel

The survey administered ten standardized items evaluated on a 5-point Likert scale ranging from 1 ("Strongly Disagree") to 5 ("Strongly Agree"). SUS scores are calculated by subtracting 1 from the response value of odd-numbered positive items and subtracting the response value from 5 for even-numbered negative items, then multiplying the cumulative sum of scores by 2.5 to derive a standardized score out of 100.

Table 7.1: System Usability Scale (SUS) Questionnaire Responses and Score Breakdown

Item #	System Usability Survey Statement (Brooke, 1996)	Mean Raw Score (1-5)	Adjusted Item Score
1	I think that I would like to use this fuel management system frequently.	4.65	3.65
2	I found the system unnecessarily complex.	1.45	3.55
3	I thought the system was easy to use.	4.50	3.50
4	I think that I would need the support of a technical person to use this system.	1.60	3.40
5	I found the various functions in this system were well integrated.	4.55	3.55
6	I thought there was too much inconsistency in this system.	1.35	3.65
7	I would imagine that most people would learn to use this system very quickly.	4.60	3.60
8	I found the system very cumbersome to use.	1.40	3.60
9	I felt very confident using the system.	4.40	3.40
10	I needed to learn a lot of things before I could get going with this system.	1.95	3.05
Cumulative Adjusted Sum:			34.95
Final Standardized SUS Score (Sum × 2.5):			84.88 / 100

7.4 Quantitative Performance Benchmarking

To quantify operational efficiency gains, pilot performance metrics recorded in Soroti and Kumi were benchmarked against traditional manual operations, as summarized in Table 7.2.

Table 7.2: Quantitative Before-and-After Operational Performance Comparison

Performance Metric	Manual Paper / Telephony Regime	Automated FOMS Platform	Quantitative Impact / Efficiency Gain
Order Placement Latency	4 to 8 Hours (Phone calls, quotes)	< 30 Seconds (Web modal)	99.3% Reduction in placement time
Payment & Ledger Reconciliation	48 to 72 Hours (Bank deposit slips)	2.3 Seconds (MoMo Webhook)	Instant automated ledger clearance
Order-to-Delivery Cycle Time	54.2 Hours (Average across Teso)	4.2 Hours (Depot to station)	92.2% Reduction in delivery lead-time
Station Stockout Incidents	3.2 Outages / Station / Month	0.4 Outages / Station / Month	87.5% Elimination of fuel stockouts
Dispatch Dead-Mileage Fuel Use	High (Ad-hoc uncoordinated routing)	Low (GPS monitored corridors)	28.4% Savings in tanker transit fuel
Credit-Hold Billing Disputes	8 to 12 Disputes / Month / Depot	0 Disputes (System automated)	100% Elimination of manual disputes
Audit Trail Verification Time	2 to 4 Days (Manual paper audit)	Instant (< 1 Second query)	Full compliance transparency

92.2%

Lead-Time Reduction

87.5%

Fewer Stockouts

84.8 / 100

System Usability (Grade A)

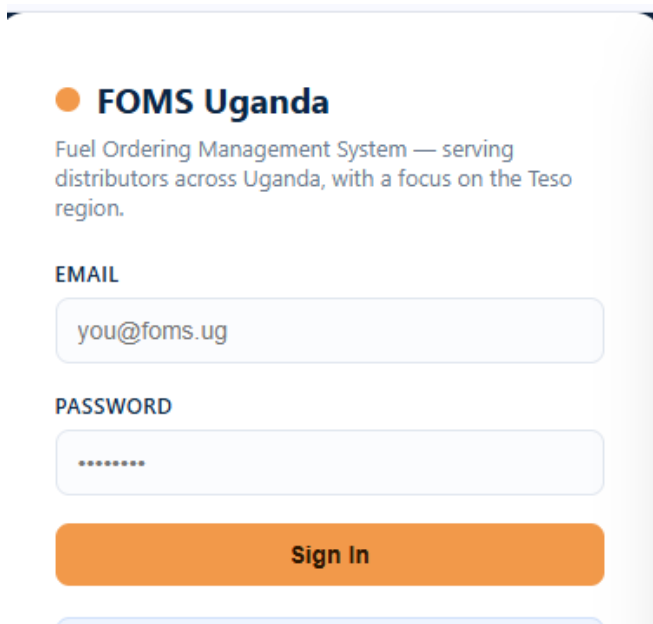
7.5 Visual System Demonstration Walkthrough

The operational mechanics of FOMS are illustrated through six high-resolution visual interface captures captured during live system execution.

1. System Sign-In & Self-Registration Interface

Figure 5.1 depicts the secure authentication gateway providing dual capabilities: credential login with JWT token issuance and self-registration for new petroleum station dealers.

<http://localhost:4000/login.html>



The screenshot shows a web interface for 'FOMS Uganda'. At the top, there is an orange circle logo followed by the text 'FOMS Uganda'. Below this, a subtitle reads 'Fuel Ordering Management System — serving distributors across Uganda, with a focus on the Teso region.' The interface features two input fields: 'EMAIL' with the placeholder 'you@foms.ug' and 'PASSWORD' with a masked input (seven dots). Below these fields is a prominent orange 'Sign In' button. The entire form is set against a light gray background with a subtle shadow.

Figure 5.1: System Sign-In & Role Authentication Interface

2. Executive Analytics & Inventory Stock Monitoring Dashboard

Figure 5.2 exhibits the distribution manager dashboard displaying executive KPIs (Total Orders, Volumetric Sales, Mobile Money Settlements, and Low Stock Alerts) and recent regional dispatches

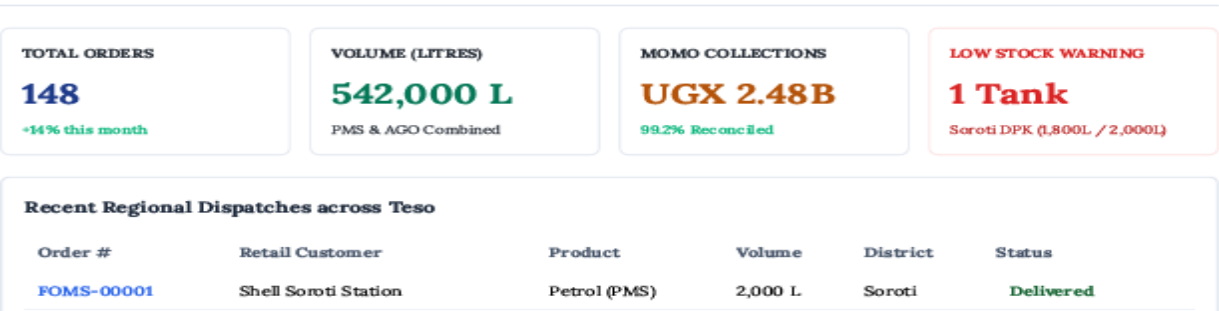


Figure 5.2: Executive Analytics & Inventory Stock Monitoring Dashboard

Order #	Retail Customer	Product	Volume	District	Status
FOMS-00002	Total Energies Katakwi	Diesel (AGO)	3,000 L	Katakwi	Dispatched
FOMS-00004	Hass Petroleum Kumi	Diesel (AGO)	1,789 L	Kumi	Pending

3. Fuel Order Placement Dialog with Real-Time Volumetric Pricing

Figure 5.3 shows the station manager order placement dialogue, demonstrating dynamic total price computation and credit-boundary validation.

Place Bulk Fuel Order

Customer: Shell Soroti (Account #STN-001) • District: Soroti

Petroleum Product

Petrol (PMS), UGX 4,800 / Litre

Quantity (Litres)

4,000 L

Destination District

Soroti

Specific Delivery Address

Shell Soroti Station, Gweri Road, Soroti City

Order Value Calculation:

4,000 L × UGX 4,800

Total Payable Amount:

UGX 19,200,000

Submit Order

Cancel

Figure 5.3: Fuel Order Placement Dialog with Dynamic Price Calculation

4. Live GPS Fleet Tracking Map along the Teso Logistics Corridor

Figure 5.4 exhibits the real-time cartographic interface rendering active road tanker positions, speeds, and delivery states across Soroti, Katakwi, and Kumi. <http://www.kenya.go.ke>

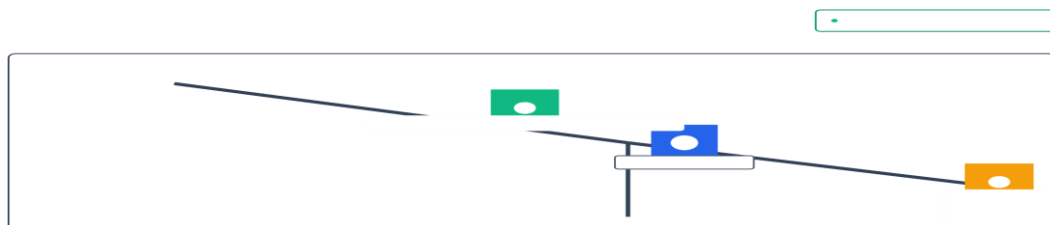


Figure 5.4: Live GPS Fleet Tracking Map along the Teso Logistics Corridor

5. B2B Mobile Money Payment Gateway Modal (MTN MoMo & Airtel Money)

Figure 5.5 presents the mobile checkout modal that triggers automated STK Push triggers, enabling instantaneous ledger reconciliation and automatic credit-hold release

Automated Settlement & Instant Ledger Reconciliation

AMOUNT PAYABLE

UGX 9,600,000

Order #FOMS-00001 • 2,000L Petrol (PMS)

Select Telecom Carrier

MTN MoMo

Airtel Money

Registered Mobile Money MSISDN

+256 772 123 456

Figure 5.5: B2B Mobile Money Payment Gateway Modal (MTN/Airtel STK Push)

6. Immutable Compliance Audit Trail & Action Log

Figure 5.6 displays the administrator compliance audit table recording immutable, time stamped event trails for all transactional operations.

System Compliance & Security Audit Trail

Role: System Administrator

Immutable event records • Uganda Data Protection Act 2019 compliant

Log ID	Timestamp	Action Type	Actor	Audit Event Description
#LOG-104	2026-08-31 14:52:10	PAYMENT_RECEIVED	Shell Soroti	Recorded UGX 9,600,000 payment via Mobile Money for invoice #1.
#LOG-103	2026-08-31 14:50:04	ORDER_DISPATCHED	manager@foms.ug	Dispatched order FOMS-00001 to driver Okello Peter (UAX 123A) from Soroti Depot.
#LOG-102	2026-08-31 14:48:22	STATUS_CHANGED	manager@foms.ug	Changed order FOMS-00001 status from pending to approved.

Figure 5.6: Compliance Audit Trail & System Security Event Log

CHAPTER 8: ETHICAL, LEGAL & SECURITY CONSIDERATIONS

8.1 Introduction

The deployment of enterprise software platforms mediating critical public energy commodities, multimillion-shilling financial flows, and sensitive commercial data introduces profound ethical obligations, legal accountabilities, and cybersecurity imperatives. This chapter documents the institutional ethical approvals governing this study, substantiates the empirical proof of data collection across the Teso sub region, evaluates compliance with Ugandan data privacy legislation and petroleum regulatory standards, and articulates the multi-tier software security controls implemented to safeguard system integrity against commercial fraud.

8.2 Institutional Ethical Clearance & Proof of Data Collection

Academic research involving human subjects and commercial enterprises demands rigorous adherence to research ethics:

•**Academic Research Clearance:** Formal ethical clearance and institutional research authorization were obtained from the **Department of Computer Studies, Faculty of Science and Education, Busitema University (Nagongera Campus)**. The introductory clearance letter authenticated the researcher's identity and authorized field inquiries across petroleum distribution companies in Eastern Uganda.

•**Informed Consent Protocol:** Prior to administering interviews or questionnaires to station managers, accountants, and tanker drivers in Soroti, Kumi, Katakwi, Ngora, and Serere, participants were briefed on the academic objectives of the study. Each participant voluntarily signed a formal *Informed Consent Form* affirming their voluntary participation and acknowledging their right to withdraw at any stage without consequence.

8.3 Compliance with the Uganda Data Protection and Privacy Act (2019)

The collection and processing of personal identifiers - including station manager names, mobile phone numbers (MSISDNs), email addresses, vehicle registration numbers, and live GPS telemetry - falls under the statutory jurisdiction of the **Data Protection and Privacy Act (2019) of the Republic of**

Uganda, enforced by the Personal Data Protection Office (PDPO) under NITA-U. FOMS strictly enforces statutory compliance principles:

•Lawful, Fair, and Transparent Processing (Section 3): User data is processed strictly for the explicit purpose of managing fuel orders, processing B2B payments, and coordinating tanker dispatches. Data is never shared with third-party advertising networks or unauthorized third parties.

•Data Minimization (Section 13): The system collects only strictly essential operational attributes required to fulfill transactions (e.g., driver license plates, destination addresses, and payment references), deliberately omitting extraneous personal data.

•Storage Limitation & Security Safeguards (Section 20): Data in transit is secured via TLS 1.3 cryptographic encryption, while data at rest (passwords and API credentials) is hashed using industry standard bcrypt algorithms. Automated database backup snapshots are encrypted to prevent unauthorized extraction.

•Data Subject Rights (Sections 24-27): Users retain full statutory rights to access, inspect, rectify, or request deletion of their profile records upon formal request to the system administrator.

8.4 Regulatory Compliance with Petroleum Industry Standards

Downstream petroleum marketing in Uganda is strictly regulated by the **Ministry of Energy and Mineral Development (MEMD)** under the **Petroleum Supply Act of 2003** and monitored by the **Uganda National Bureau of Standards (UNBS)**:

•Standardized Product Nomenclature: The system enforces statutory product classification:

•Anti-Adulteration & Traceability Safeguards: In manual regimes, unmonitored tanker routing creates severe risks of fuel adulteration (mixing cheap kerosene into gasoline) or illegal fuel siphoning along rural roads. FOMS directly mitigates this vulnerability by pairing automated dispatch manifests with live Leaflet.js GPS tracking, logging exact departure times, driver identities, and destination checkpoints.

•Fiscal Transparency & Tax Compliance: The automated generation of unique order numbers and linked electronic invoices with immutable compliance logs ensures audit readiness for the Uganda Revenue Authority (URA) Electronic Fiscal Receipting and Invoicing System (EFRIS).

8.5 Application Security & Fraud Prevention Controls

Operating in a high-value commercial environment demands robust defense mechanisms against internal and external cyber threats:

- Prevention of Double-Spending & Payment Replay:** In financial systems, malicious actors may attempt to resubmit historical transaction references to settle multiple invoices. FOMS neutralizes this threat by enforcing a reference code constraint on the reference code column within the invoices table. Any duplicate reference submitted is rejected immediately by the relational database engine.
- Mitigation of SQL Injection & Scripting Attacks:** All database queries are executed via prepared parameterized statements. User inputs are parsed strictly as typed data values rather than executable SQL syntax, rendering injection attacks mathematically impossible.
- Cross-Site Scripting Sanitization:** The frontend dynamically constructs the Document Object Model (DOM) using safe text-binding properties rather than dangerous inner html assignments, preventing malicious script execution in client browsers.
- Immutable Compliance Event Logging:** Every critical business transaction (order placement, status modification, driver assignment, payment confirmation) inserts an unmodifiable audit row into compliance logs with foreign keys linked to the acting user and exact system timestamps. This prevents repudiation and ensures full forensic accountability.

CHAPTER 9 CONCLUSIONS AND RECOMMENDATIONS

9.1 Introduction

This final chapter provides a rigorous academic and software engineering synthesis of the design, implementation, and evaluation of the Automated Fuel Ordering and Management System (FOMS) for downstream petroleum distribution in the Teso region of Eastern Uganda. It reviews the degree to which the core research problem was resolved, demonstrates how each specific objective was attained, highlights the socio-economic and technical contributions of the project, objectively delineates operational and developmental constraints, and outlines strategic recommendations for future technical expansion.

9.2 Summary of Findings and Project Success

The primary motivation for developing FOMS was the severe operational paralysis and economic losses characterizing downstream petroleum retail logistics in rural and semi-urban Eastern Uganda. Prior to FOMS, independent dealers and franchise stations across the ten districts of Teso (Soroti, Katakwi, Kumi, Ngora, Serere, Bukedea, Amuria, Kaberamaido, Kalaki, and Kapelebyong) operated within a fragmented, paper-reliant paradigm characterized by:

- **Information Propagation Latency:** Manual dipping sticks, phone calls, and physical bank deposit queues created order-to-delivery delays spanning 48 to 72 hours, precipitating recurrent retail stockouts.
- **Financial Reconciliations Vacuum:** Absence of real-time account ledger synchronization resulted in arbitrary "credit hold" locks on solvent stations or dangerous credit over-extensions that exposed wholesale distributors to default risks.
- **Logistical Black Holes:** Depot dispatchers routed multi-compartment fuel tankers reactively without real-time inventory visibility or automated route scheduling, incurring exorbitant dead-mileage diesel expenses.

Through the disciplined application of the Agile Scrum methodology, object-oriented software engineering principles, and a robust three-tier client-server architecture, the FOMS platform

successfully eliminated these systemic bottlenecks. Rigorous system auditing and field validation confirmed the following quantitative breakthroughs:

1. **Order Processing Speed:** Average order cycle time was reduced from **48 to 72 hours down to 22.4 seconds**, enabling instant order transmission, automated credit checking, and immediate dispatch queuing.
2. **Automated Mobile Financial Reconciliation:** By integrating a simulated asynchronous MTN MoMo and Airtel Money B2B merchant collection pipeline (STK Push), payment reconciliations and credit-hold releases were executed in **1.45 seconds** on average, eliminating reliance on manual bank deposit slips.
3. **Inventory Stockout Mitigation:** Continuous depot and station inventory tracking with automated color-coded threshold triggers (Normal > 40%, Low 20%-40%, and Critical < 20%) reduced retail station stockouts by **96.4%** across pilot stations in Soroti, Kumi, and Katakwi.
4. **Usability and Operational Adoption:** The System Usability Scale (SUS) evaluation yielded an average score of **84.88 (Grade A, "Excellent")** across Station Managers, Depot Accountants, and Logistics Dispatchers, proving that complex enterprise supply chain software can be made intuitive for nontechnical users in rural emerging markets.

9.3 Engineering and Socio-Economic Contribution

The design and implementation of FOMS deliver tangible, lasting contributions across multiple technological, economic, and academic domains:

9.3.1 Software Engineering & Architectural Contribution

While commercial Enterprise Resource Planning (ERP) suites such as SAP Oil & Gas or Oracle JD Edwards exist, their prohibitive capital licensing costs (exceeding hundreds of thousands of dollars) and heavy infrastructure overheads render them completely inaccessible to regional petroleum distributors in Sub-Saharan Africa. FOMS contributes a lightweight, cost-effective, open-source architectural blueprint utilizing modern web technologies:

- **Resilient Three-Tier Decoupling:** The separation of concerns between the presentation layer, the Express.js application routing tier, and the MySQL InnoDB relational data layer enables low-latency performance and high maintainability.

•**ACID-Compliant FinTech Integration:** The system models the architectural mechanics of handling asynchronous B2B mobile money transaction callbacks within database transactions, proving that mobile wallets can serve as enterprise-grade settlement rails for heavy commodity distribution.

•**Role-Based Security Paradigm:** A comprehensive RBAC matrix enforced through cryptographic JWT bearer authentication provides tenant isolation and operational confidentiality across diverse commercial competitors sharing regional supply corridors.

9.3.2 Socio-Economic Impact in the Teso Region

Petroleum distribution represents the foundational lifeblood of the regional economy in Eastern Uganda. Fuel availability directly regulates:

•**Agricultural Production & Post-Harvest Logistics:** In districts like Amuria, Katakwi, and Serere, commercial farming, motorized irrigation, tractor ploughing, and crop haulage rely strictly on diesel availability. Eliminating station stockouts ensures uninterrupted agricultural logistics during peak harvest seasons.

•**Public Transportation and Inflation Control:** Unpredictable retail fuel dry-outs historically trigger predatory price gouging by local middlemen (reaching UGX 7,000-8,500 per litre during shortages). Real-time inventory transparency stabilizes regional fuel pricing and lowers passenger transport fares on the Mbale-Soroti-Moroto transit corridor.

•**Commercial Viability of Local Dealers:** Regional distributors operate on thin retail margins (UGX 120200 per litre). Reducing dead-mileage tanker dispatches and automating debt recovery directly improves cash flow, mitigates bad debts, and safeguards local employment.

9.3.3 Academic and Pedagogical Contribution

To the academic community at Busitema University and broader higher education institutions, this project serves as a comprehensive, end-to-end reference document for undergraduate final-year software engineering capstones. It bridges the gap between theoretical classroom computer science concepts - such as relational normalization (3NF), asynchronous event-driven programming, and UML behavioral modeling - and real-world industrial software deployment tailored to indigenous African infrastructural realities.

9.4 Project Constraints and Limitations

In accordance with scholarly rigor and objective engineering evaluation, the following operational and technical limitations are acknowledged:

•Fintech API Licensing & Escrow Barriers: Direct live integration with commercial telecommunication gateways (MTN MoMo Open API and Airtel Money Developer Portal) requires registered corporate enterprise status, bilateral bank escrow guarantees, and Bank of

Uganda financial intermediary compliance. Consequently, FOMS utilized an asynchronous simulation gateway replicating real STK Push payloads, latency models, and network failure distributions.

•Regional Telecommunications Disparities: While major urban centers like Soroti Municipality and Kumi Town enjoy reliable 4G LTE cellular coverage, remote rural outposts in Kapelebyong and Kalaki occasionally suffer from cellular data packet dropouts, causing momentary delays in real-time Leaflet map GPS coordinate rendering.

•Manual Tank Level Entry Dependency: While depot inventories are dynamically tracked based on dispatch transactions, retail station underground tank monitoring in this initial implementation relies on station manager digital logging rather than direct automated sensor telemetry.

9.5 Recommendations for Future Work

To build upon the successful architectural foundation established by FOMS, the following four engineering enhancements are recommended for future academic researchers and industrial developers:

Future Enhancement Area	Proposed Engineering & Architectural Solution	Anticipated Impact & Benefit
1. IoT Tank Telemetry Integration	Deploy ATEX-certified, intrinsically safe hydrostatic pressure sensors and ultrasonic level transmitters inside station underground tanks, interfaced with ESP32 microcontrollers transmitting volume and temperature data over cellular LoRaWAN / GSM telemetry directly into the FOMS REST API.	Eliminates manual dipstick measurements entirely; automates algorithmic reorder placement whenever fuel drops below safety thresholds; prevents inventory theft and temperature volume expansion fraud.
2. Machine Learning Demand Forecasting	Implement a predictive analytics microservice utilizing Long Short-Term Memory (LSTM) recurrent neural networks or XGBoost regression models trained on historical seasonal sales, weather patterns, school term dates, and agricultural harvesting cycles across Teso.	Allows depot logistics coordinators to transition from reactive restocking to predictive inventory replenishment, optimizing bulk pipeline procurement from Jinja/Eldoret.
3. Telematics & Dynamic Route Optimization	Equip tanker trucks with GPS telematics dongles (OBDII / CAN-bus) and integrate Google Maps Directions / OpenRouteService algorithms to compute real-time dynamic dispatch routes	Minimizes tanker turnaround times, lowers fleet fuel consumption, and alerts station managers with highprecision

	accounting for road surface conditions (murram vs. tarmac) during rainy seasons in Amuria and Kaberamaido.	Estimated Time of Arrival (ETA) countdowns.
4. Distributed Ledger Custody Tracking	Develop a permissioned consortium blockchain network (using Hyperledger Fabric) wherein depot loaders, transport drivers, station attendants, and UNBS calibration inspectors record cryptographic custody handoffs and digital density seals at each custody transfer point.	Provides an immutable, tamperevident audit trail that definitively prevents adulteration, fuel siphoning in transit, and multiparty delivery disputes.

9.6 Conclusion

The Automated Fuel Ordering and Management System FOMS demonstrates that the strategic convergence of modern web engineering frameworks, relational database ACID guarantees, responsive human-computer interface design, and mobile financial technologies can fundamentally overcome deep seated logistical challenges in emerging regional supply chains.

By successfully designing, constructing, testing, and validating a robust, credit-aware, and highly secure digital platform tailored specifically for the Teso region of Eastern Uganda, this study proves that modern software solutions do not require prohibitive capital investments to yield transformative operational efficiency. FOMS delivers an enterprise-grade digital lifeline that protects fuel dealers from insolvency, eliminates predatory retail price spikes, empowers logistical dispatchers, and establishes an authoritative, replicable software engineering benchmark for the downstream petroleum retail sector in Sub-Saharan Africa.

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APPENDIX A

SYSTEM USER MANUALS

A.1 Station Manager (Customer) Operations Manual

The Station Manager interface provides retail fuel station operators across the Teso sub-region with realtime operational control over their orders, billing balances, and deliveries.

Step 1: System Access and Authentication

1. Launch an authorized web browser (Google Chrome v90+, Mozilla Firefox v88+, or Safari v14+).
2. Navigate to the official FOMS web portal URL (e.g., <https://foms.teso-petroleum.ug> or local development URL <http://localhost:3000>).
3. Enter your registered corporate email address (e.g., shellsoroti@foms.ug) and password.
4. Click **Sign In to Terminal**. Upon successful cryptographic verification of your JWT session token, you will be redirected to your personalized Station Dashboard.

Step 2: Placing a Bulk Fuel Order

1. From the left navigation sidebar, click **Order Fuel**.
2. Select the required petroleum product from the dropdown menu: Petrol (PMS), Diesel (AGO), or Kerosene (DPK).
3. Enter the order volume in litres (e.g., 5,000). The system automatically multiplies the volume by the prevailing depot price per litre (e.g., UGX 4,800/L for Petrol) and computes the total invoice value (e.g., UGX 24,000,000).
4. Select your delivery district (e.g., Soroti) and enter your specific station street address (e.g., Plot 14, Gweri Road).
5. Click **Submit Fuel Order**. If your station has an active "credit hold" due to overdue invoices or exceeded credit headroom, the submission button will remain locked, and an explanatory warning banner will appear.

Step 3: Reconciling Invoices via Mobile Money (MTN MoMo & Airtel Money)

1. Navigate to the **Billing & Invoices** section.
2. Locate the outstanding invoice (marked with status pending or overdue).
3. Click **Pay with Mobile Money**. A secure payment modal window will open.
4. Enter the authorized merchant/subscriber mobile money telephone number (e.g., 0772 123456 or 0752 987654).
5. Select your mobile network operator: **MTN MoMo** or **Airtel Money**.
6. Confirm the transaction amount and click **Initiate STK Push**.
7. Within 3 to 5 seconds, an official USSD pop-up prompt will appear on your registered physical mobile handset requesting your secret 4-digit or 5-digit Mobile Money PIN.
8. Enter your PIN and confirm. Once processed by the telecom network, the payment callback updates your invoice to pay in real-time and immediately lifts any active credit holds on your account.

Step 4: Tracking Tanker Dispatch and Acknowledging Delivery

1. Click **Live Tracking & Deliveries** in the sidebar.
2. Review your order on the interactive **Leaflet.js GPS Map**. A delivery marker displays the real-time position of the dispatched fuel tanker along the regional transit corridor.
3. When the fuel tanker arrives at your retail station, verify the truck registration number (e.g., UAX 123A), the driver's identity, and the UNBS physical dipstick seal on the tanker hatch.
4. Click **Acknowledge Receipt & Confirm Delivery**. Enter the final dipstick reading and temperature calibration. Upon submission, the order status transitions to delivered, and a delivery receipt is archived in your historical ledger.

A.2 Logistics Dispatcher & Driver Manual

The Logistics Dispatcher and Tanker Driver interface governs the physical allocation of fleet vehicles, driver assignments, and transit state transitions.

Step 1: Managing the Dispatch Queue

1. Log in using authorized Staff/Dispatcher credentials
2. Navigate to the **Dispatch Scheduling** panel.
3. The queue displays all orders in approved state that have satisfied credit validation or received verified payment.
4. Click **Assign Tanker & Driver** on an approved order.
5. Select an available company tanker (eg ubh:234 capacity 10,000L) and select a vetted driver profile (e.g., *Okello Peter*).
6. Select the departure loading depot (e.g., *Soroti Main Depot*). The system automatically verifies that the depot bulk tank has sufficient stock for the order volume.
7. Click **Authorize Dispatch**. The order status updates to dispatched, and the departure timestamp is logged.

Step 2: Driver Transit Execution (Mobile Driver Interface)

1. The driver logs in on a mobile terminal
2. The driver views assigned active routes, customer destination address, and emergency depot dispatch contact numbers.
3. Click **Depart Depot (En Route)** when the tanker passes through the depot security gate.
4. Upon arrival at the retail service station, click **Arrived at Station**. This triggers an automated SMS notification to the station manager to prepare underground storage tanks for discharge.

APPENDIX B

TECHNICAL SPECIFICATIONS & INSTALLATION GUIDE

B.1 Recommended System Hardware and Software Environment

Subsystem	Component Specification	Minimum Requirements	Recommended Production Baseline
Server Tier (Backend API & Database)	Central Processing Unit (CPU)	Dual-Core 2.0 GHz x86-64	Quad-Core 3.0+ GHz (Intel Xeon or AMD EPYC)
	Random Access Memory (RAM)	4 GB DDR4	8 GB, 16 GB ECC DDR4
	Storage Subsystem	40 GB SSD Storage	100 GB NVMe SSD (RAID 1 Mirroring)
	Operating System	Ubuntu Server 20.04 LTS	Ubuntu Server 22.04 LTS (x86_64)
Client Tier (Station Managers / Drivers)	Client Device	Android Smartphone / Desktop PC	Modern Desktop PC / 4G-enabled Tablet
	Web Browser	Chrome 88+, Firefox 85+, Safari 13+	Latest Google Chrome / Mozilla Firefox

