**A PROJECT BESED ON E-COMMERCE**

**SUBMITTED BY**

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# **Chapter one**

## **1.1 Problem statement**

The primary challenge in today’s digital commerce landscape is providing a seamless, secure, and user-friendly experience for both customers and administrators. Many existing e-Commerce platforms are either too complex for everyday users or lack the flexibility needed by administrators to manage products, orders, and customer data effectively. This project aims to create an e-Commerce web application that simplifies these processes while offering robust features for both customers and admins.

## **1.2 Introduction**

This e-Commerce project is developed to offer a comprehensive platform where customers can browse, search, and purchase products with ease. The platform also provides an intuitive back end for administrators to manage products, orders, and customer interactions. The system is built using Django, a powerful Python web framework, ensuring scalability, security, and efficiency.

## **Objectives**

### **Comprehensive Admin Control:**

* To give administrators powerful tools for managing products, customers, and orders. This includes the ability to update order statuses, handle customer feedback, and ensure that the eCommerce platform remains organized and up-to-date.

### **Seamless User Experience**

* To provide customers with an intuitive and straightforward interface, allowing them to browse, search, and manage their shopping carts without requiring login, and facilitating a smooth checkout process once they are logged in.

### 1.2.3 **Efficient Order Management**

* To enable customers to track their orders, view order statuses, download invoices, and provide feedback, ensuring transparency and a satisfying post-purchase experience.

## **Key Features**

### **Product Browsing and Cart Management:**

* Customers can browse and search for products without needing to log in. They can add or remove products from their cart, with the system ensuring only one of each item is added. The cart can be managed freely, and customers can proceed to checkout after logging in.

### **Order Placement and Tracking:**

* Customers must log in to place orders. Once logged in, they can complete the purchase through a demo payment page, after which they can view their order status (Pending, Confirmed, Delivered) and download invoices. Customers can also provide feedback to the admin without logging in..

### **Administrative Dashboard**

* Admins can log in to access a dashboard that shows customer registrations, available products, and order statuses. They can add, delete, view, and edit products, manage customer details, and update order statuses. Admins also have the capability to review and delete customer feedback.

### **Advanced Order and Fraud Managementw**

* If a customer places an order and the admin deletes the customer (for instance, in cases of suspected fraud), the system automatically deletes the corresponding orders. Additionally, if products are removed from the website by the admin, any pending orders for those products are also removed.

### **Purchase Validation:**

* The system prevents users from proceeding to purchase if their cart is empty, prompting them to add products to their cart first.

# **Chapter two**

## **2.1 Significance**

* Improved User Experience: Simplifies shopping with easy navigation, real-time cart updates, and order tracking.
* Efficient Management: Provides admins with tools for streamlined product and order management.
* Scalable and Flexible: Built on Django, ensuring scalability and adaptability to different business needs.

## **2.2 Limitations**

* The payment gateway implemented is for demonstration purposes only and does not save actual card details.
* Cart Popup Bug: A popup indicating a product has been added to the cart appears when the eCommerce logo is clicked (this issue will be addressed in a future update).
* Profile Update Login Issue: After a user edits their profile, they are required to log in again due to the update of their username/password in the database.

## **2.3 Conclusion**

The eCommerce project is designed to offer a balanced and efficient solution for online shopping and store management. It aims to provide a user-friendly interface coupled with powerful administrative tools, ensuring a smooth experience for both end-users and administrators.