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the system should enable shops to subscript to the software as services and customise the system according to the shop’s specific data, which including the goods for sale, their prices, stock and availability, shelve location, shipping, refund policy

The system will host multiple shops and enable customers to shop online as well as shop in-person and trace the shipping of the goods and give feedback on the services and the products.

The system “CloudShop” will contain 4 subsystems.

* *CloudShop-Customer*

A mobile app running on smart phones to support shopping customers, which include to search for products, view information about the shop, the products and customer reviews about the products and the shop services, guide the customer to find products on the shelves when shopping in-person, promote products and brands, make payments to buy goods, trace the shipping of the goods, and provide feedbacks on the products purchased and the services received.

* *CloudShop-Manager*

A web-based application running on desktop computers for shop managers to setup the data of the shop, to manage financial accounts, to manage goods stock, to ship product to the customers, and to respond to customer online reviews and queries, etc.

* *CloudShop-Service*

A web-based application running on desktop or tablet computers or mobile devices for the shop staff members to provide services to shop customers, such as directing shoppers to the right shelf of a specific product, collecting payments, shelving goods, making orders for shipping goods to customers, answering customer inquiries, etc.

* *CloudShop-Operation*

A software system running on desktop computers (possibly with a web interface) for system operators to perform operation across shops and to store information.