



# OnRail - User Guide

## Introduction

OnRail is an online retail store built using Python and SQL. It is designed to cater to the needs of different users, such as customers, delivery partners, sellers, and administrators. The application provides a user-friendly interface that enables users to carry out different functions such as signing up, logging in, viewing products, adding to a cart, placing orders, and many more.

## General Features

- **Sign Up:**

OnRail allows customers to sign up for an account on the platform. This process is easy. Customers need to select the type of account they want to create, such as customer, delivery partner, or seller, and fill in their personal details for signing up.

- **Login:**

Once the user has signed up, they can log in to their account to access the platform's features. The application offers different login options for customers, delivery partners, sellers, and administrators, depending on their account type.

- **Use of Triggers and Transactions:**

Triggers and Transactions have been used to make the application more efficient, robust and scalable.

## Customer Features



The drop-down lists below the features available to customers accessing our online retail platform **OnRail**.

- **View Products and Cart:**

Customers can browse and view the products available on the platform. They can sort the products by category, such as electronics, clothing, accessories, etc. Customers can view the products they have added to their cart and change their orders as required.

They can also remove items from their cart if they change their minds.

- **Add to Cart:**

Customers can add products to their cart to buy them later. The application stores their cart data, so they can return and complete their order later.

- **View Order History:**

Customers can view their order history on the platform. They can see the details of their past orders, such as the products ordered, their `quantity`, the `order_date`, the `order_status`, the `order_value` and more.

- **View Payment History:**

Customers can view their payment history on the platform. They can see the details of their past payments, such as the payment method, the amount paid, the date of payment, and more.

- **View Account History:**

Users can view their account details on the platform. They can see their personal information, such as their `name`, `email_address`, `phone_number`, `shipping_address`, etc. They can also update their account information if required.

- **Place and Track Order:**

Users can place orders using their cart. Before ordering, they are given the option to remove items from their cart. Customers can then track the status of their orders on the

platform. They can see the current status of the order, such as order placed, order shipped, or order delivered.

- **Feedback:**

Users can give feedback by rating the delivery partner and contacting customer support to contact the partner or the seller in case of any grievances.

## Admin Features



- **Number of Orders Placed by Each Customer and Total Orders:**

This feature allows administrators to see the total number of orders placed by each customer and the total number of orders on the platform.

- **Sales Revenue for each Category with Total Revenue:**

Administrators can view the total revenue generated by each product category and the total revenue of the platform.

- **Total Revenue Generated by each Category and Seller in combination with the Total Revenue:**

Administrators can also view the total revenue generated by each product category and seller combination, along with the total revenue of the platform.

- **Total Number of Orders completed by each delivery partner and the Total Number of Orders Completed**

This feature allows administrators to view the total number of orders completed by each delivery partner and the total number of orders on the platform.

- **Number of Products in each Category and the total number of Products:**

Administrators can view the number of products available in each category and the total number of products on the platform.

- **Add a Category:**

Sellers can add new product categories to the platform to offer more options to customers.

- **Delete a Category / Product**

Sellers can remove individual products or entire product categories from the platform if they no longer sell them. This transaction deletes the product from the `cart`, `products` and `inventory` tables.

## Delivery Partner Features

A delivery partner is given a rating on our application. He/she can view that rating and its current salary. Features apart from this include:

- **View Delivery History:**

Delivery partners can view their delivery history on the platform. They can see the details of their past deliveries, such as the order details, the date of delivery, the customer details, and more.

- **Current Orders:**

Delivery Partners can see the `order_id` of the orders assigned to it currently.

- **See Items Present in an Order:**

Upon entering the `order_id`, the delivery partner can see the list of items to be picked up for that order.

- **Deliver an Order:**

Delivery partners can mark an order as delivered once it is delivered to the customer. The customer will be notified about the delivery, and the `order_status` will be updated on the platform.

## Seller Features

- **Add a Product:** Sellers can add new products to the platform to expand their offerings.
- **Update a Product:** Sellers can update their product listings.
- **Check your Products and their Stock:** Sellers can view their products and the current stock available for each product.
- **View Sales History:** Sellers can view their sales history on the platform. They can see the details of their past sales, such as the product details, the date of sale, the customer details, and more.

We hope this user guide has provided you with all the necessary information to use OnRail successfully. Whether you're a customer, delivery partner, seller, or administrator, we strive to make your experience with our platform as smooth and enjoyable as possible.

If you have any questions, concerns, or feedback, please don't hesitate to contact our customer support team, who can always assist you. We value your feedback and strive to improve our platform to meet your needs continually.

Thank you for choosing OnRail, and we look forward to serving you soon!