Super Shop Management System

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Functionality and Features

Customer's Perspective:

1. **Authentication Login:**

   - A customer visits the Super Shop Management System and logs in using their unique username and password.

2. **Registration:**

   - New customers can register by providing necessary details like name, contact information, and address.

3. **Browsing Products:**

   - Once logged in, customers can explore the products menu categorized by product types such as groceries, electronics, clothing, etc.

4. **Placing an Order:**

   - Customers can add desired products to their virtual shopping cart and proceed to the checkout.

5. **Confirmation of Order:**

   - Before finalizing the order, customers review their selected items, quantities, and total price. They confirm the order to proceed.

6. **Payment Options:**

   - After confirming the order, customers can choose from various payment options such as credit/debit card, cash on delivery, or digital wallets.

7. **Product Review & ratings:**

   - After successfully purchasing a product, customers have the option to leave a review and provide feedback on the product and overall service.

Admin's Perspective:

1. **Authentication Login:**

   - The admin logs into the Super Shop Management System using their credentials.

2. **Order Approval:**

   - The admin reviews incoming orders, verifies payment, and approves the orders for processing.

3. **Customer Reviews and Comments:**

   - The admin can access and view all customer reviews and comments. They may respond to customer feedback and take necessary actions for improvement.

4. **Product Management:**

   - Admin can add new products to the inventory, specifying product details, images, and assigning them to appropriate product types/categories.

5. **Product Type Management:**

   - Admin has the ability to create, modify, or delete product types/categories for better organization.

6. **Supplier Details:**

   - Admin can access a list of suppliers, view their details, and manage relationships with suppliers. This includes adding new suppliers or updating existing information.

7. **Payment Details:**

   - The admin has access to payment details, ensuring transparency in financial transactions. This includes tracking payments received from customers and payments made to suppliers.
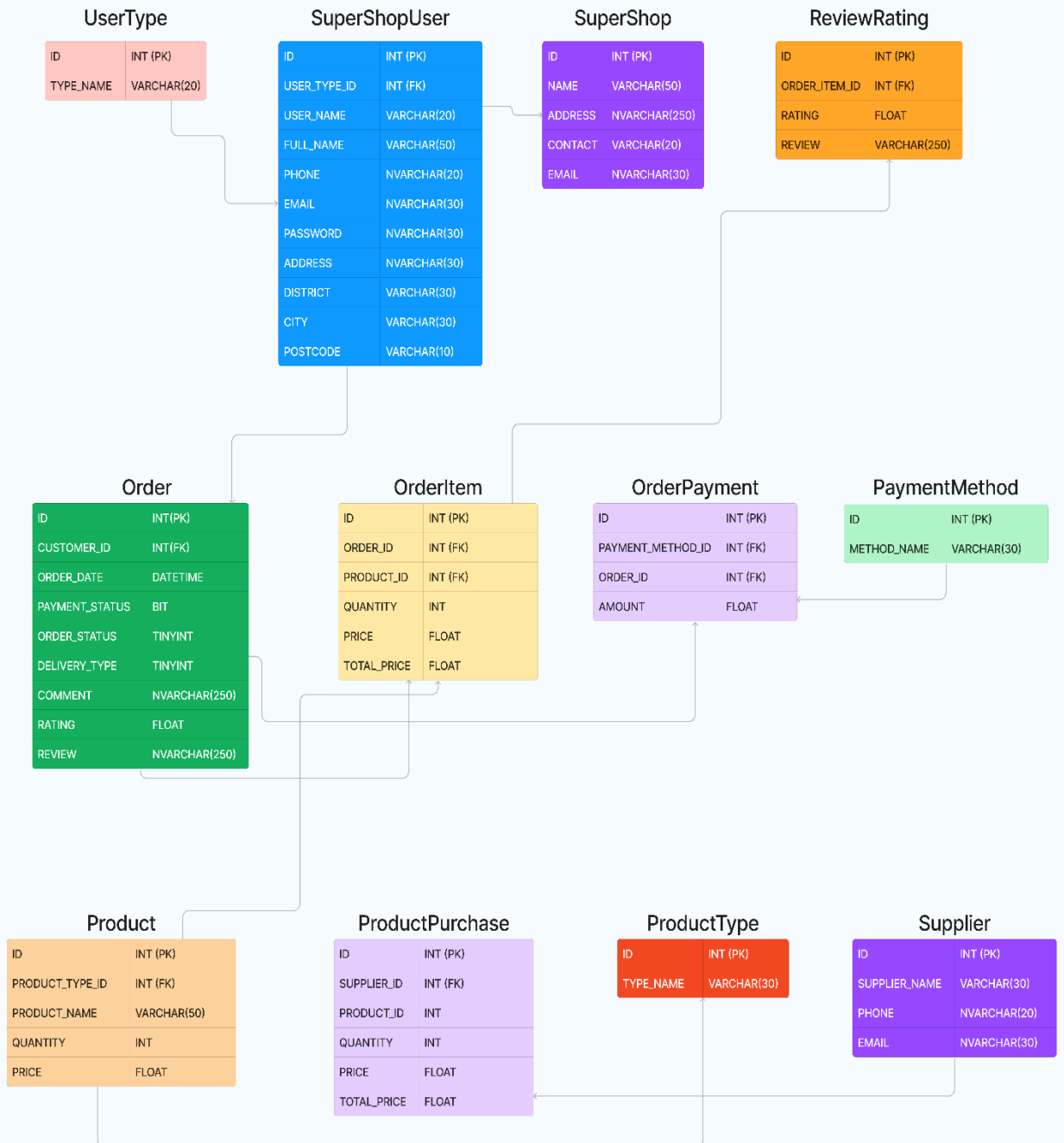
8. **System Monitoring:**

   - The admin monitors the overall system performance, ensuring smooth operation and addressing any technical issues promptly.
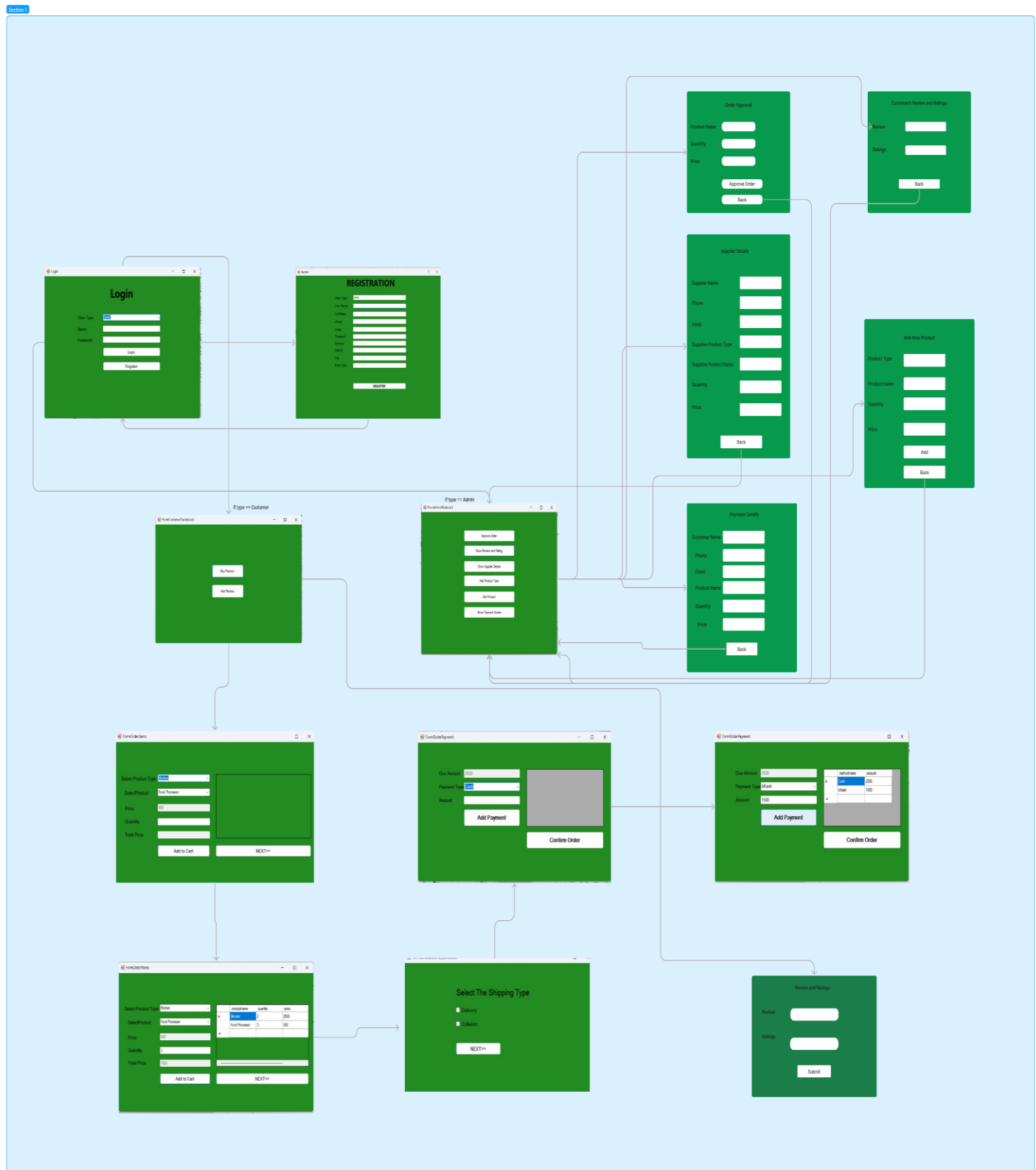
Case Study

In the realm of the Super Shop Management System, a seamless shopping experience unfolds for both customers and administrators. Customers embark on their journey by securely authenticating their identities, ensuring a personalized interaction with the system. Newcomers find a welcoming embrace through a straightforward registration process, unlocking a world of possibilities. Navigating the digital aisles of the products menu, customers revel in the freedom to order items of their choice. Upon confirmation of their selected products, a diverse array of payment options unveils itself, offering a secure and flexible transaction process. Post-purchase, customers are encouraged to share their thoughts and experiences by leaving reviews, contributing to a vibrant feedback loop. Behind the scenes, the administrator wields authority over order approval, ensuring a smooth fulfillment process. The admin's purview extends beyond orders to encompass a holistic view of customer sentiments through reviews and comments. They play a pivotal role in expanding the product catalog by seamlessly adding new products and managing product types. Additionally, the administrator maintains a keen eye on supplier details and payment records, fostering transparency and efficiency in the supply chain. The Super Shop Management System thus emerges as a digital haven, harmonizing customer satisfaction with administrative prowess in the retail landscape.

Schema Diagram

UserType

ID	INT (PK)
TYPE_NAME	VARCHAR(20)

SuperShopUser

ID	INT (PK)
USER_TYPE_ID	INT (FK)
USER_NAME	VARCHAR(20)
FULL_NAME	VARCHAR(50)
PHONE	NVARCHAR(20)
EMAIL	NVARCHAR(30)
PASSWORD	NVARCHAR(30)
ADDRESS	NVARCHAR(30)
DISTRICT	VARCHAR(30)
CITY	VARCHAR(30)
POSTCODE	VARCHAR(10)

SuperShop

ID	INT (PK)
NAME	VARCHAR(50)
ADDRESS	NVARCHAR(250)
CONTACT	VARCHAR(20)
EMAIL	NVARCHAR(30)

ReviewRating

ID	INT (PK)
ORDER_ITEM_ID	INT (FK)
RATING	FLOAT
REVIEW	VARCHAR(250)

Order

ID	INT(PK)
CUSTOMER_ID	INT(FK)
ORDER_DATE	DATETIME
PAYMENT_STATUS	BIT
ORDER_STATUS	TINYINT
DELIVERY_TYPE	TINYINT
COMMENT	NVARCHAR(250)
RATING	FLOAT
REVIEW	NVARCHAR(250)

OrderItem

ID	INT (PK)
ORDER_ID	INT (FK)
PRODUCT_ID	INT (FK)
QUANTITY	INT
PRICE	FLOAT
TOTAL_PRICE	FLOAT

OrderPayment

ID	INT (PK)
PAYMENT_METHOD_ID	INT (FK)
ORDER_ID	INT (FK)
AMOUNT	FLOAT

PaymentMethod

ID	INT (PK)
METHOD_NAME	VARCHAR(30)

Product

ID	INT (PK)
PRODUCT_TYPE_ID	INT (FK)
PRODUCT_NAME	VARCHAR(50)
QUANTITY	INT
PRICE	FLOAT

ProductPurchase

ID	INT (PK)
SUPPLIER_ID	INT (FK)
PRODUCT_ID	INT
QUANTITY	INT
PRICE	FLOAT
TOTAL_PRICE	FLOAT

ProductType

ID	INT (PK)
TYPE_NAME	VARCHAR(30)

Supplier

ID	INT (PK)
SUPPLIER_NAME	VARCHAR(30)
PHONE	NVARCHAR(20)
EMAIL	NVARCHAR(30)

Transition Diagram (UI)

Transition Diagram