



Umm Al-Qura University

**Software Documentation and Technical Writing**

IHerb Documentation

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## **Abstract**

This document presents an analysis of iHerb, an online platform focused on health and wellness products. We explore the platform's core functions, including product search, order management, and delivery services. Through user feedback and a comparison with a competitor (Vitscoast), we evaluate iHerb's strengths and areas for improvement, particularly in payment options and delivery times. Additionally, the document outlines iHerb's system architecture. We conclude that iHerb offers a highly efficient and user-friendly shopping experience, supported by robust backend systems.

*Keywords:* iHerb, health and wellness, online shopping, vitamins and supplements, order management, shipping and delivery, user interface, system architecture, customer feedback, Vitscoast comparison, e-commerce platform, secure transactions, product search, payment options.

## **Introduction**

iHerb is a globally recognized online store specializing in vitamins, supplements, and other health products. In this document, we will explore the platform's key features, including its ability to quickly search for products, manage orders, and facilitate fast shipping and delivery. The report provides an overview of the feedback from users, primarily in Saudi Arabia, and compares iHerb's services with those of a competitor, Vitscoast. The goal is to understand how iHerb manages to stand out in the crowded online retail space through its wide product range, efficient customer service, and strong technological infrastructure, which includes a secure and user-friendly interface.

# Chapter 1

## About IHerb

### 1.1 Introduction

This chapter introduces iHerb, an online store specializing in health and wellness products like vitamins and supplements. We will explore its key features and how it simplifies the shopping experience for customers.

### 1.2 What's IHerb

iHerb is an online store that focuses on selling health and wellness products, like vitamins, supplements, and organic foods. It's designed to make shopping for these items easy and accessible for everyone.

### 1.3 The main 3 tasks that the software can do

#### 1.3.1 Brows and Search

Find products quickly using the search feature.

#### 1.3.2 Manage orders

Keep track of your orders easily.

#### 1.3.3 Shipping and Delivery

Get your products delivered right to your door.

### 1.4 How IHerb Helps

iHerb makes it easy to find products that aren't available in your local stores, offers affordable prices, and guarantees high-quality, original items

from trusted brands.

## **1.5 What IHerb Can Do for You**

iHerb takes care of your health needs by offering a wide range of vitamins and supplements. It makes shopping super convenient since you can do it from home, saving time and effort. Plus, it helps you make smart choices with helpful information and reviews.

## **1.6 conclusion**

iHerb is a valuable resource for enhancing health and wellness. Its user-friendly features and commitment to quality make it a convenient option for customers seeking health products.

## Chapter 2

# Requirements, Users review & Comparison with IHerb

### 2.1 Introduction

This chapter reviews the requirements and user feedback for iHerb, focusing on its features and a comparison with Vitscoast.

### 2.2 Functional Requirements

iHerb lets you easily search for products with keywords, create and manage your account (including viewing your order history), and modify items in your shopping cart before checkout. It also supports secure payments with various options and helps you track your orders, providing easy returns if needed.

### 2.3 Non-Functional Requirements

The system makes sure the website loads instantly, keeps your data safe with encryption and secure logins using your password and email or phone number, and offers a super easy, user-friendly interface that anyone can navigate.

### 2.4 What Our Users Said

We asked more than 70 people about their experience with iHerb, and here's what we found out:

- Most users trust iHerb's products.



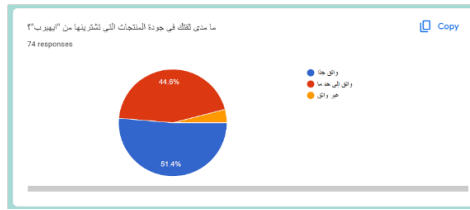


Figure 2.1:

- More Payment Methods: 58% want more options for payments.
- Faster Delivery: 47% wish for quicker delivery times.

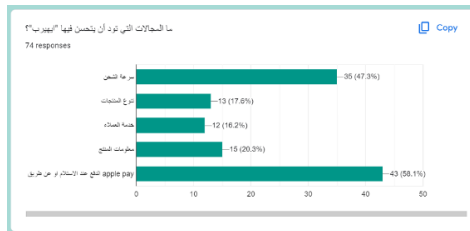


Figure 2.2:

- Vitamins and supplements are the most popular items, but fewer people buy cosmetics. We suggest partnering with more makeup brands to improve this section.



Figure 2.3:

- Only 41% were drawn in by the prices, so we think offering more discounts would help.

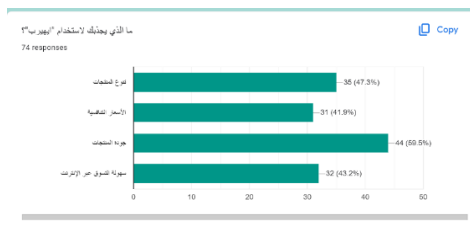


Figure 2.4:

*Note: These results are from Saudi users.*

## 2.5 iHerb vs. Vitscoast

We compared iHerb with Vitscoast, another health and wellness online retailer. Here's what we found:

	iHerb	Vitscoast
Product Browsing and Search	It has great search and filtering tools that help you quickly find the exact products and brands you want.	It has a friendly interface for easy browsing, though it could use more filtering options.
Order Management	It provides easy-to-use order tracking and management tools to make your shopping experience even better.	It offers simple order management, but it could benefit from more advanced tracking and management options.
Shipping and Delivery Management	It usually offers fast shipping and multiple delivery options, making it a reliable choice for getting your orders on time.	Shipping times might be a bit slower during peak seasons, and there are fewer shipping options available.

Figure 2.5:

**Summary:** While Vitscoast offers a simple shopping experience at lower prices, iHerb stands out with its wide product variety, efficient order management, and faster shipping. It's perfect for anyone looking for a smooth and reliable online shopping experience.

## 2.6 conclusion

iHerb is trusted for quality but could enhance payment options and delivery speed. Compared to Vitscoast, it offers greater product variety, making it a reliable choice for health and wellness shopping.

## Chapter 3

# IHerb Structure, Data Model & Technical Specifications

### 3.1 Introduction

This chapter covers the structure, data model, and technical specifications of iHerb, including its layered architecture and user interactions.

### 3.2 The Structure of IHerb

The system structure of Iherb can be broken into several layers:

#### 3.2.1 User Interface (UI)

This is the visual component that customers interact with on the iHerb website and mobile app. It includes features such as product listings, search functions, and account management, designed for ease of use.

#### 3.2.2 Application Layer

This layer handling order processing, customer accounts, and inventory management. It ensures seamless transactions and efficient operations.

#### 3.2.3 Database Layer

This layer stores critical information, including user profiles, product details, and order histories. It allows for quick data retrieval and updates as needed.

### 3.2.4 API Layer

This component connects iHerb with external services, such as payment processors and shipping providers. It ensures secure transactions and timely order fulfillment.

### 3.2.5 Security Layer

This layer implements measures to protect user data. It includes authentication and encryption protocols to safeguard personal and payment information.

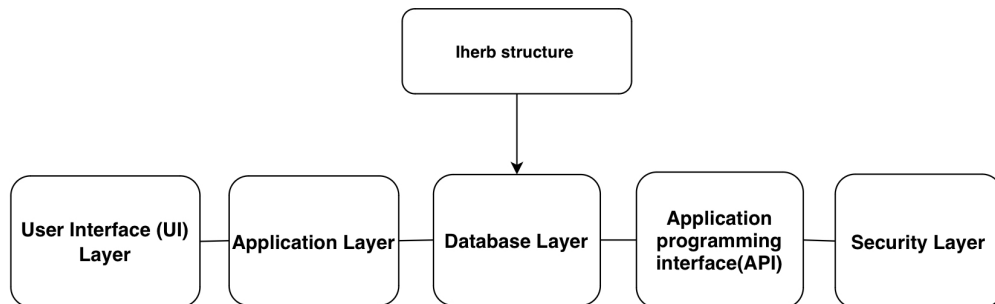


Figure 3.1: iHerb structure

This structure supports a secure, efficient, and user-friendly shopping experience.

## 3.3 Data Model

Use case shows us how the user (actor) interacts with the system as it shown in figure 8

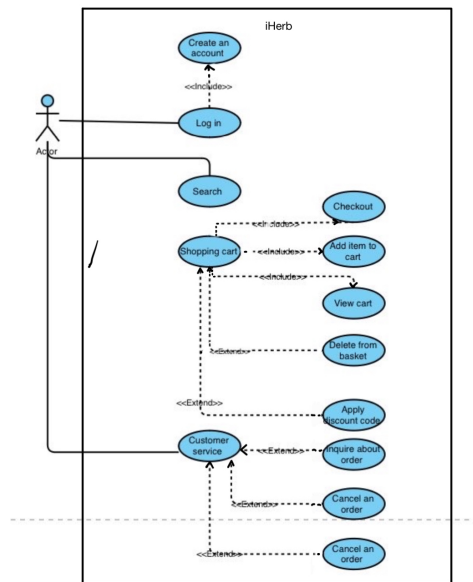


Figure 3.2:

### 3.3.1 Create an account

The user can create a new account, and this action includes the Log in process.

### 3.3.2 Log in

The user can log into the system.

### 3.3.3 Search

The user can search for items on the platform.

### 3.3.4 Shopping cart

The user can interact with the shopping cart, and it includes the following actions:

#### Add item to cart

The user can add items to the shopping cart.

#### View cart

The user can view items already added to the cart.

**Delete from basket**

The user can remove items from the cart.

**Checkout**

The user can proceed to the checkout process.

**apply a discount code**

the user has the option to apply a discount code.

### **3.3.5 Customer service**

it's used to assist users in various aspects of their shopping experience.

### **3.3.6 inquire about an order**

the user can seek information regarding their existing order.

### **3.3.7 cancel an order**

the user is allowed to cancel their order under certain conditions.

## **3.4 Outline Technical Specifications**

- Size: 109.8 MB
- content rating: +4
- iPhone: Requires iOS 14.0 or later.
- iPad: Requires iPadOS 14.0 or later.
- iPod touch: Requires iOS 14.0 or later.
- Mac: Requires macOS 11.0 or later and a Mac with Apple M1 chip or later.
- Apple Vision: Requires visionOS 1.0 or later.
- Android: Android 8.0 or higher.

### **3.5 conclusion**

iHerb's design promotes a secure and efficient shopping experience, with robust technical specifications that ensure reliable performance across multiple devices.

## Conclusion

This document has provided a detailed overview of iHerb's functionality and system architecture, demonstrating how the platform excels in offering health and wellness products through its user-friendly interface, efficient order management, and reliable shipping services. User feedback reveals areas for potential growth, particularly in expanding payment options and improving delivery times, while a comparison with Vitscoast highlights iHerb's strengths in product variety and service efficiency. From a technical perspective, iHerb's architecture. We conclude that iHerb's continued success lies in its ability to meet diverse customer needs while maintaining a robust and scalable platform.

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## Appendix

We used the Microsoft-style guide.

[LaTeX link](#)

[The GitHub link](#)