REQUIREMENT GATHERING  
Date: 14/01/2024

1. **Project Overview:**  
   The Furniture Management System (FMS) is an easy-to-use platform that helps with furniture sales, stock management, and customer interactions. It connects sellers, buyers, and admins to make buying and selling easier. The system aims to manage products, process orders, and provide safe payments. It is designed to help businesses grow, improve customer service, and track sales better.
2. **System Scope:**  
   This system will be fully implemented for commercial use. It will help furniture sellers, buyers, and admins handle their business smoothly.
3. **Target Audience:**
   * Furniture sellers who need to manage their products and sales.
   * Customers looking for an easy way to buy furniture.
   * Admins who need to manage users, sales, and inventory.
4. **Modules:**
   * **User Functions:**
     + Sign Up
     + Log In
     + Browse Furniture
     + View Product Details
     + Add to Cart
     + Checkout
   * **Seller Functions:**
     + Sign Up
     + Log In
     + Add Products
     + Manage Stock
     + Handle Orders
     + Manage Payments
   * **Admin Functions:**
     + Log In
     + Manage Users
     + Manage Products
     + Manage Orders
     + Manage Payments
5. **User Roles:**
   * **Admin:** Has full control over the system.
   * **Seller:** Can manage products, stock, and orders.
   * **Buyer:** Can browse and buy furniture.
6. **System Ownership:**  
   An individual owns the system
7. **Industry/Domain:**  
   Furniture Industry
8. **Data Collection Contacts:**Jaison Joseph

Castillo Furniture , 1st mile PP road, Ponkunnam

1. **Questionnaire for Data Collection:**
2. **What challenges do you face in furniture sales?**
   * Managing seasonal demand fluctuations.
   * Handling customer expectations regarding quality and customization.
   * Difficulties in managing returns and replacements.
3. **How do customers prefer to search for products?**
   * Browsing by categories (Sofas, Beds, Dining Sets, etc.).
   * Filtering by price range, material, and size.
   * Searching by keywords (e.g., "wooden coffee table").
   * Checking new arrivals or trending products.
4. **What payment methods do customers prefer?**
   * Cash on Delivery (COD) is common for local customers.
   * Bank transfers or UPI and Credit/Debit card payments payments for secure transactions.
   * Installment payment options for expensive furniture.
5. **How do sellers manage their stock?**
   * Using manual records or simple inventory software.
   * Regular stock audits to track available items.
   * Keeping a small inventory of fast-moving items.
6. **What details should be included for each product?**
   * Product name and a clear description.
   * Dimensions (length, width, height) and weight.
   * Material and color options.
   * Price, offers, and discount details.
7. **How do you ensure safe online payments?**
   * Partnering with trusted payment gateways (PayPal, Razorpay, Stripe).
   * Allowing customers to verify orders before making full payments.
8. **What reports do admins need?**
   * Daily/weekly sales reports.
   * Inventory stock level reports.
   * Customer order history and trends.
   * Payment success/failure reports.
   * Return and refund tracking.
9. **What are common order processing issues?**
   * Late deliveries due to logistic constraints.
   * Stock mismatches leading to canceled orders.
   * pending transactions.

9.**What features would make the system easier to use?**

* Simple and intuitive product catalog management.
* Automated low-stock alerts.
* Easy order tracking for customers.
* Integration with WhatsApp or SMS for order updates.
* A quick checkout process with multiple payment options.

10**. What unique value or experience do you want your store to offer that sets it apart from competitors?**

* High-quality, handcrafted products
* Personalized customer service
* Support for ethical craftsmanship
* Exclusive and unique designs
* Seamless in-store shopping experience
* Attention to detail in every aspect of the business