Questions:

1. In the case description, it says “For now, the solution must enable their customers to place orders”. Wdym?

Put extensibility into account!

1. In phase 4, the document says, “A customer should be able to track the status of the recently placed orders and review their order history with all the details”. Should they be able to do that from the website? Because it is not clear for me!

Yes, on the website. Like YOUR ORDERS!