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| E-Commerce Portal development for Fairdeal Filaments  Purpose of Document   * Understanding of deliverables as solution * For Technical team to understand scope of work and development efforts | | | | | |
| Process 1. Vendor Registration | | | | | |
| Process | Integrations | | Man Power Requirement | Reports | Remark |
| * Vendor register themselves on site with primary details * FF back office will complete necessary back office task * FF authorize person authorize vendor * FF notify new vendor about their registration process. * Vendor can now access his panel to manage his listings. | Mail / SMS | 1. Check list fulfillment 2. Successful registration 3. Rejection of registration | Executive 1  Supervisor 1 | Registration done  Registration rejected  Registration cancellation | What others are doing?  Competitors / Platforms |
| ERP | 1. Sub Ledger entry | ERP Executive 1 |
| Process 2. Logistics Agency Registration | | | | | |
| * FF register logistics agency * FF back office – necessary back office task | Mail / SMS | 1. Check list fulfillment 2. Successful registration 3. Rejection of registration | Executive 1  Supervisor 1 | Registration done  Registration rejected  Registration cancellation | What others are doing?  Competitors / Platforms |
| ERP | 1. Sub Ledger entry | ERP Executive 1 |
| API | 1. API integration for delivery tracking |  |  |  |
| Process 3. Inventory Management | | | | | |
| * Vendor manage their listing * FF back office authorize their listing | Mail / SMS | ? | Executive 2 | Inventory reports to vendor | What if vendor has is not maintaining his listing?  Any Notification to FF and/or vendor? |
| Process 4. Prospect visit (B2C Experience) | | | | | |
| * Prospect visit site and browse items but no purchase * Customer support | Mail / SMS | 1. Notification to vendor? | Customer Support Executive 1 | Support calls report  Google Analytics Report | What type functionality possible? What type of reports and analytics can be provided and how?  Will vendor get report in mail or can we provide them interactive report in vendor panel.  Integration with data warehouse for analytics |
| Google Analytics | 1. ? |
| Process 5. Customer order (B2C Experience) | | | | | |
| * Customer purchase * Order fulfillment cycle   Order Capture Manual / automatic  Payment Capture Manual / Automatic  Order Shipment | Mail / SMS | 1. Notification to customer 2. Notification to vendor 3. Notification from payment gateway portal 4. ERP –    1. Account Receivable – Payment gateway / CASH    2. Account Payable – Vendor, Payment Gateway, Logistics Agency    3. Government - TAX 5. ERP/ Inventory – Stock deduction | Executive 3  Executive 4 | Order booking Report  Collection Report  AR / AP  Tax statement  Stock Report  Re order level report | In case of customer order how vendor will contact logistics company that material is ready to ship.  Order capturing and payment capturing process |
| Payment Gateway |
| Google Analytics |
| ERP / Inventory Management |
| Vendor portal and logistics agency |
| Process 6. Customer order cancelation (B2C Experience) | | | | | |
| * Customer Cancel order * Order cancellation cycle   Pre – Shipment  Post – Shipment | Mail / SMS | 1. Notification to customer 2. Notification to vendor 3. Notification from payment gateway portal 4. ERP –    1. Account Receivable – Payment gateway / CASH    2. Account Payable – Vendor, Payment Gateway, Logistics Agency    3. Government - TAX 5. ERP/ Inventory – Stock upgrade | Executive 3  Executive 4 | Order cancelation Report  Collection Report  AR / AP  Tax statement  Stock Report  Re order level report | In case of customer order how vendor will contact logistics company that material is ready to ship. |
| * UP Sell / Cross Sell algorithms * Vendor login and their maintenance themselves * Logistics Agency Registration * Follow up with vendor on due to date of shipping * Periodically batch process with ERP for inventory and AR/AP transactions * Inventory updating : ERP and Portal * Customer Support and reporting * Customer Feedback for vendors * Training to user * Roles of Botree and FF | | | | | |

\*FF stand for Fairdeal Filaments