

## Demo 3: User Manual Document



**GreenCart**

**Client: BBD Software**

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# GreenCart User Manual

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## Introduction

Welcome to **GreenCart** – your one-stop eco-friendly e-commerce platform! Whether you're looking for sustainable groceries, household goods, or environmentally conscious electronics, GreenCart makes it easy to shop responsibly. Our platform is designed to help you find products that align with your values, track their environmental impact, and complete purchases smoothly. With an intuitive and accessible interface, GreenCart empowers you to make greener choices with every order.

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## Project Overview

GreenCart is a smart e-commerce platform focused on sustainability. It provides users with detailed sustainability metrics for each product, empowering informed purchasing decisions. The system includes features for searching, filtering, rating, and managing purchases through a fast and secure interface.

Whether you're a customer seeking sustainable products or a business looking to showcase your eco-friendly goods, GreenCart supports a clean, efficient, and ethical shopping experience.

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# Key Features

## Sustainable Product Search & Filtering

- Quickly find products with the **search bar**.
- Apply **filters** by category, price range, and sustainability rating to discover eco-conscious options.

## Detailed Product Metrics

- **Eco Ratings** (1–5 stars).
- Verified **Environmental Certifications**.
- **Carbon Footprint Indicators** with sustainability breakdowns.
- **Sustainability Score** (0–100) with clear ratings from *Poor* → *Excellent*.

## Cart & Order Management

- Add products to your cart with **one click**.
- **View, modify, or remove** items anytime.
- Track full **order history**, including status and timestamps.

## Easy Order Cancellation

- Cancel **pending orders** directly from the orders page.

- 
- Receive **instant confirmation** when an order is canceled.

## Secure Payment Integration

- Pay using **trusted payment methods**.
- **Transaction history** stored safely in your profile for future reference.

## User Profile Management

- Manage **personal details**, shipping info, and past orders.
- Store **preferences** securely for a smooth shopping experience.

## Seller & Product Management

- Add, edit, or remove products easily.
- Track **stock levels**, units sold, and **total revenue** in real time.
- Upload and manage product images (S3 storage supported).

## Sustainability Insights

- Each product displays a **Sustainability Rating** and breakdown.
- Transparency into **environmental impact** so buyers can make informed choices.

## Help & Support

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- Access a full **Help Center** with:
    - FAQs
    - Step-by-step guides for shopping & managing orders
    - **Contact support** directly for assistance

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## 1. Landing Page

When you first open GreenCart, you're greeted by our **Landing Page**, which features:

- A clear welcome message: "*Sustainable Living Made Easy.*"
- A call to action: **Shop now** button that takes you directly to the product listings.
- Navigation bar in the top-right:
  - **Sign-up** – Create a new account
  - **Sign-in** – Log into your account
  - **About** – Learn more about GreenCart's mission
  - **Contact** – Reach out for help or support

To start shopping, simply click the **Shop now** button or use the top navigation to log in or sign up.



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## 2. Signing Up and Logging In

### Create a New Account (Sign Up)

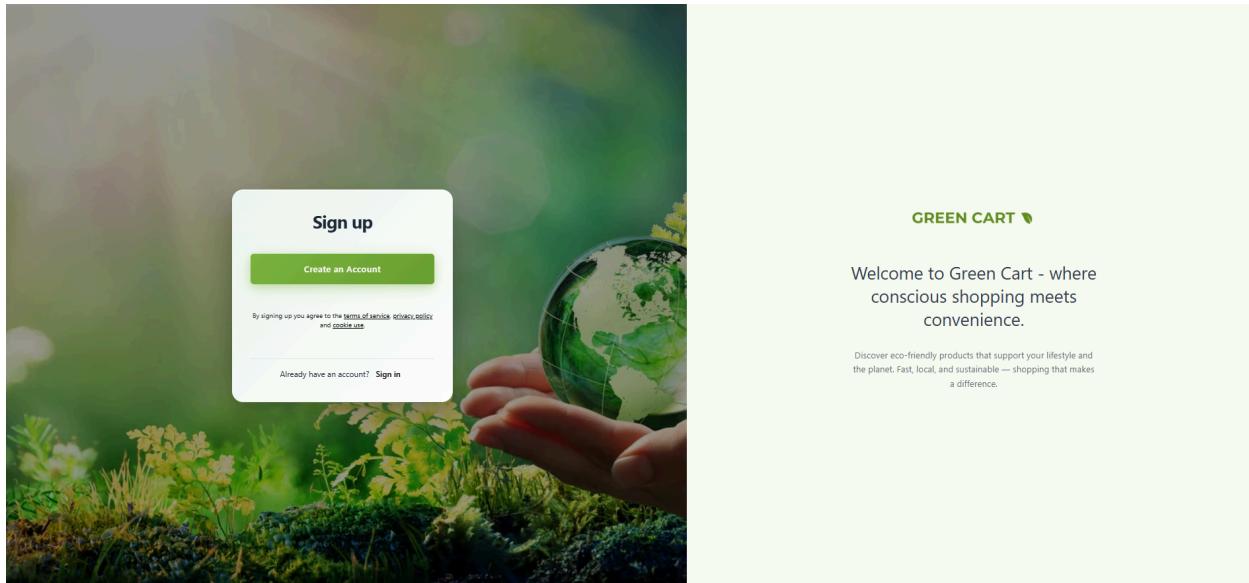
To get started with GreenCart, you need to create an account.

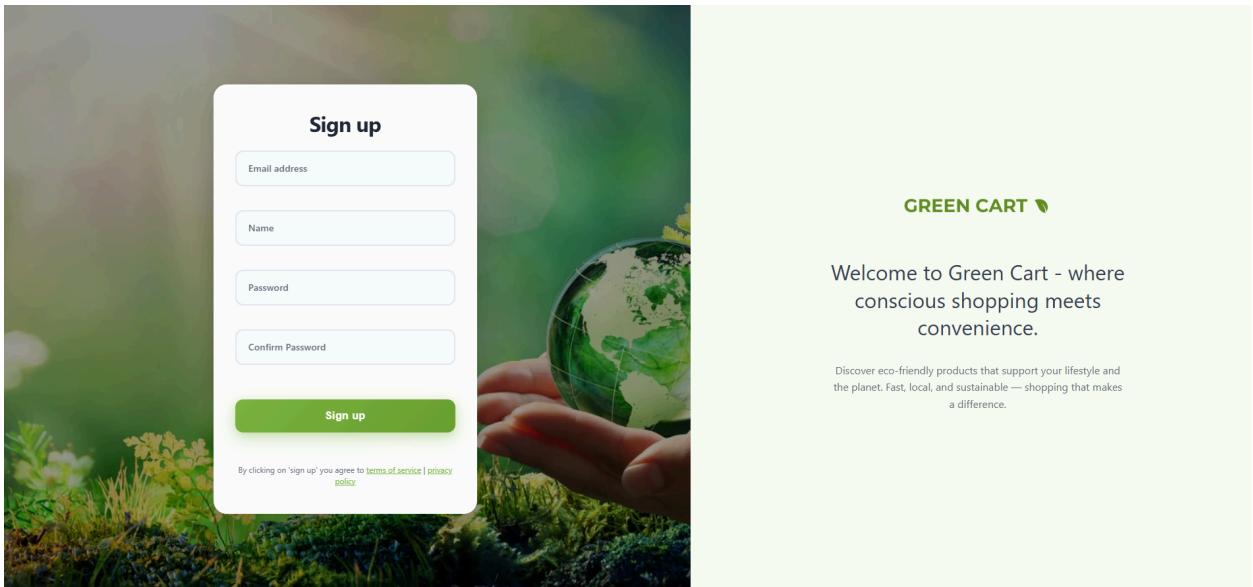
You have two easy options:

- **Create an Account manually** – Click “Create an Account” to register using your email and a secure password.

Once signed up, you'll be ready to browse and shop sustainably.

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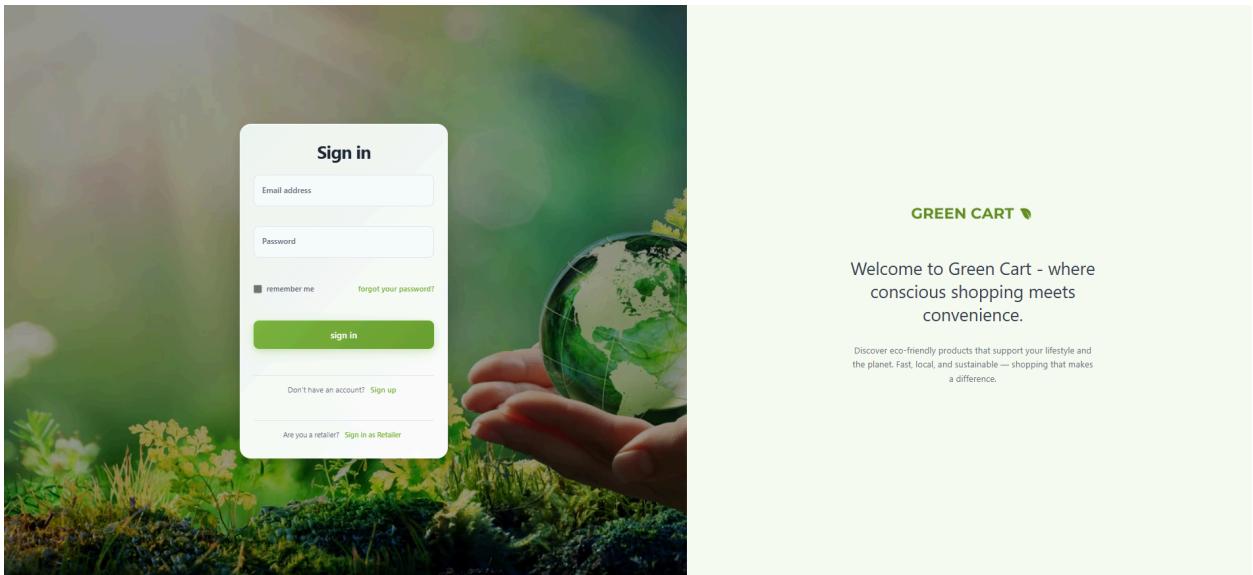


GREEN CART 

Welcome to Green Cart - where conscious shopping meets convenience.

Discover eco-friendly products that support your lifestyle and the planet. Fast, local, and sustainable — shopping that makes a difference.

## Log into Your Account (Sign In)



GREEN CART 

Welcome to Green Cart - where conscious shopping meets convenience.

Discover eco-friendly products that support your lifestyle and the planet. Fast, local, and sustainable — shopping that makes a difference.

Already have an account? Simply log in.

Steps:

1. Enter your **email address** and **password**.
2. Click **Sign in**.
3. You can optionally check "**remember me**" so you stay logged in.
4. Forgot your password? Click the link to reset it securely.

Once logged in, you'll have access to your cart, past orders, and sustainability preferences.

## 4. Browse Products (Customer)

### Purpose:

Enable customers to explore eco-friendly products using search, sorting, and advanced filters, while also receiving personalized recommendations.

### Expected screen:

The screenshot shows the homepage of the Green Cart website. At the top, there's a green header bar with the text "GREEN CART" and a shopping cart icon on the left, and "Orders | My Account | Logout" on the right. A search bar with the placeholder "Search eco-friendly products..." is centered at the top. Below the header is a large banner featuring a dark background with various eco-friendly products like a wooden bowl, a brush, and plants, with the text "Welcome to Green Cart" and "Discover eco-friendly products that support your lifestyle and the planet. Fast, local, and sustainable — shopping that makes a difference." To the right of the banner, it says "53 eco-friendly products available". On the left side, there's a sidebar with filters: "Sort Products" (set to "Name (A-Z)"), "Category" (set to "All Categories"), "Availability" (set to "All Products" which is highlighted in green), and "Price Range" (set to "All Prices"). In the main content area, there's a "Recommended for You" section titled "Powered by AI" showing five product cards: 1. SuperShoes (Premium, 97/100, R 500.00, Low carbon footprint). 2. POP MART Labubu "The Monsters' Tasty Macarons" (Basic, 8/100, R 1,799.99, Low carbon footprint). 3. Samsung 55-inch Smart QLED 4K TV (Premium, 98/100, R 10,000.00, Low carbon footprint). 4. Three Aesthetic Pot Plants (Premium, 89/100, R 25.56, Low carbon footprint). 5. Copper Water Bucket (Premium, 100/100, R 149.99, Low carbon footprint). Below this, there are more product cards partially visible, each with an "In Stock" or "Out of Stock" status indicator.

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*Figure 4: Product listing with search, filters and sustainability badges*

## Key Areas

- **Search bar (top):** Type keywords (e.g., *bottle, LEGO, reusable*) to narrow results.
- **Sort Products (left):** Change ordering (e.g., *Newest, Price, Popularity*). The default shows latest/new in Homeware in this example.
- **Category filter:** Limit products to a single category.
- **Availability:** Toggle **All Products, In Stock, or Out of Stock**.
- **Price Range:** Select quick ranges or display all price levels to match your budget.
- **Sustainability Rating:** Filter by eco score tiers (e.g., *Great, Good*). Scores also appear as green badges on each card.
- **Recommendations (Powered by AI):** A dedicated section surfaces **personalized product suggestions**, helping customers discover new eco-friendly items that fit their interests.
- A dedicated section surfaces **personalized product suggestions**.
  - Each recommendation card includes a **question mark (?) icon**.
  - Clicking the **? icon** opens a **modal window** that explains how the recommendation was generated (e.g., *based on your browsing history, purchase patterns, or eco-score preferences*).
  - This provides **transparency** and helps customers understand why the product was suggested.

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## Product Cards

Each card typically shows:

- Product image and name
- **Price**
- **Eco score badge** (sustainability indicator)
- **Status pill** such as *In Stock* or *In Deal*

Click a card to open the **Product Details** page where you can view images, description, sustainability info, and **Add to Cart**.

## Steps

1. Use the **search bar** or **filters** to refine the catalogue.
2. Adjust **Sort Products** to change ordering.
3. Click any product card to view details and proceed to add to cart.

## 5. Product Details & Add to Cart (Customer)

**Purpose:** View full product information, sustainability metrics, and add an item to your cart.

**Expected screen:**

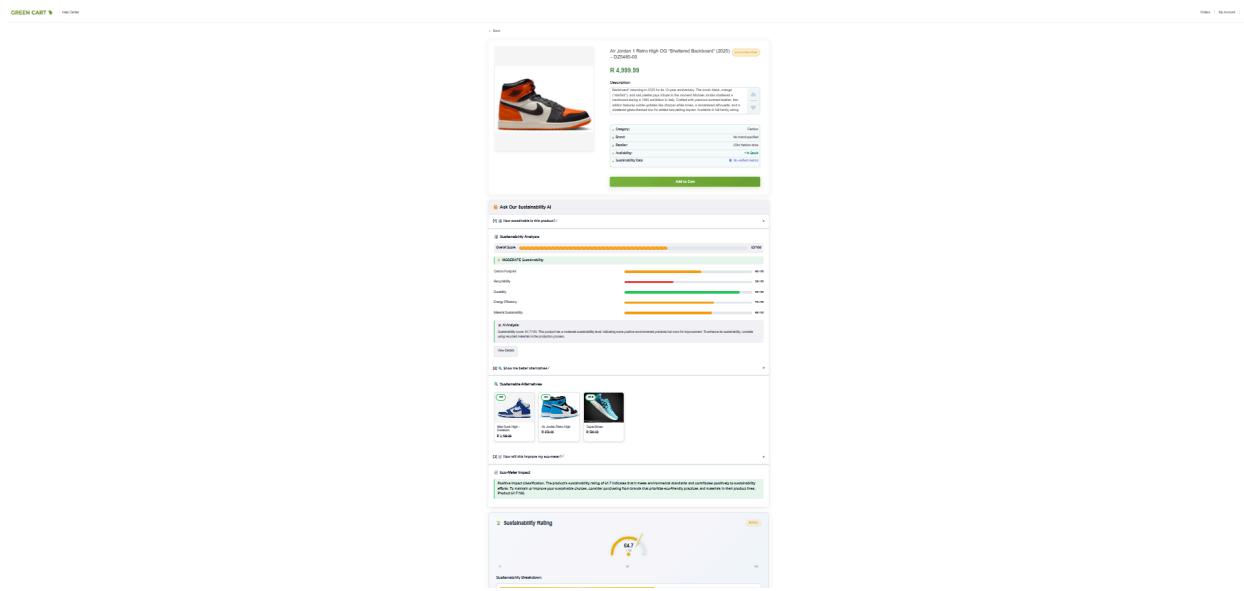


Figure 5: Product detail page with sustainability breakdown and Add to Cart

## Page Overview

- **Gallery:** Large hero image with thumbnail strip for alternate images.
- **Info panel:** Title, **price (ZAR)**, long description.
- **Meta table:** *Category, Brand, Retailer, Availability, Sustainability Data* (verified/unverified).

Customers can explore detailed eco insights through interactive panels:

- **Sustainability Analysis:** Overall eco score plus metric-by-metric breakdown.
- **Metric Breakdown:** Carbon Footprint, Recyclability, Durability, Energy Efficiency, and Material Sustainability. Each shows score + verification status.
- **Alternatives:** Displays sustainability-friendly substitutes or similar items.
- **Eco Impact Summary:** Explains how the product compares to eco standards and suggests improvements.
- **Add to Cart:** Primary action button.

- 
- **Sustainability Rating:** Gauge (0–100) with badge (e.g., *GOOD*), plus a **breakdown** for:
    - Carbon Footprint, Energy Efficiency, Recyclability, Durability, Material Sustainability.
    - Each metric shows whether it's **Verified** or **Unverified**.

## Steps

1. Review images via the thumbnail strip.
2. Read product description and check **Availability**.
3. Inspect the **Sustainability Rating** gauge and breakdown to compare eco impact.
4. Expand the **AI insights panels** to:
  - Understand how the score was calculated
  - View suggested alternatives
  - Review eco impact analysis
5. Click **Add to Cart**.
6. A success message confirms the item was added. Use the **cart icon** (top-right) to open your cart, or continue browsing.

## Notes

- If some metrics are **Unverified**, the score uses best available data and may be refined later.
- Default quantity is **1** on this page; you can adjust quantities inside the cart

## 6. My Cart (Customer)

**Purpose:** Review items, adjust quantities, choose shipping, and preview your EcoMeter.

**Expected screen:**

The screenshot shows the 'My Cart' section of a web application. At the top, there's a navigation bar with links for 'About Us', 'Help Center', 'Orders', 'My Account', 'Logout', and a shopping cart icon with a red notification badge. The main area is divided into two sections: 'My Cart' on the left and 'Order Summary' on the right.

**My Cart:** Displays 1 Item. The item listed is a 'Nintendo Switch 2 Console – 256 GB (Launch Edition)'. It includes a product image, quantity selector (set to 1), price (R 7,999.99), and total (R 7,999.99). Below the item details is a link to 'Continue Shopping'.

**Order Summary:** Shows the breakdown of costs:

- 1 Items: R 7,999.99
- Shipping: Standard (selected) - R 73.99
- EcoMeter: Score 61/100 (GOOD)
- Subtotal + Shipping: R 8,073.98
- Total (with Carbon Offset): R 8,073.98

Below the summary, there's a note: "Improve your EcoMeter by supporting environmental initiatives!" and a 'Checkout' button.

Figure 6: Cart items with shipping, EcoMeter, and checkout summary

### Key Areas

- Line items:** Product image, title, retailer; – / + to change quantity; **Remove** link.
- Shipping:** Select method (e.g., *Standard*). Charges reflect in the summary.
- EcoMeter card:** Shows current eco score (e.g., **61/100 – GOOD**).
- Improve EcoMeter Score:** Opens carbon-offset donations modal.
- Total (with Carbon Offset):** Final amount including shipping and any eco-contribution.

- 
- **Checkout:** Proceeds to payment and shipping details.

## Steps

1. Adjust **quantity** using - / +.
  2. Pick a **Shipping** option.
  3. (Optional) Click **Improve EcoMeter Score** to add an environmental contribution.
  4. Click **Checkout** to continue.
- 

## 7. Improve EcoMeter Score (Carbon Offset)

**Purpose:** Contribute to environmental initiatives and boost your EcoMeter.

**Expected modal:**

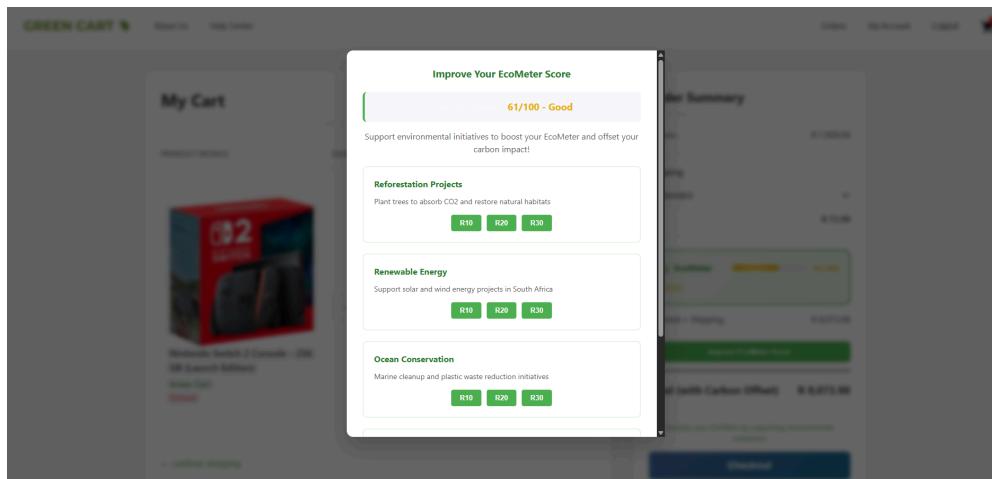


Figure 7: Choose a cause and amount (R10 / R20 / R30)

## Options

- **Reforestation Projects** – Trees for CO<sub>2</sub> absorption and habitat restoration.

- 
- **Renewable Energy** – Support solar and wind initiatives in South Africa.
  - **Ocean Conservation** – Marine cleanup & plastic waste reduction.

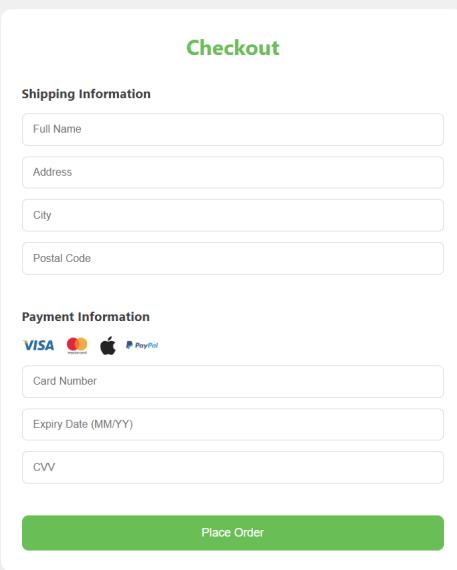
## Steps

1. Review your current EcoMeter at the top of the modal.
2. Click an amount (e.g., **R10, R20, R30**) under any cause.
3. Close the modal; your **Total (with Carbon Offset)** updates in the cart.

## 8. Checkout (Customer)

**Purpose:** Provide shipping details and payment information, then place the order.

**Expected screen:**



The image shows a 'Checkout' form. At the top center is the word 'Checkout' in green. Below it is a section labeled 'Shipping Information' containing four input fields: 'Full Name', 'Address', 'City', and 'Postal Code'. Underneath is a section labeled 'Payment Information' featuring logos for VISA, MasterCard, Apple Pay, and PayPal. It also includes three input fields for 'Card Number', 'Expiry Date (MM/YY)', and 'CVV'. At the bottom is a large green button labeled 'Place Order'.

*Figure 8: Shipping and payment details form*

## Steps

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1. **Shipping Information** – Enter Full Name, Address, City, Postal Code.
  2. **Payment Information** – Enter Card Number, Expiry (MM/YY), CVV.
  3. Click Place Order.

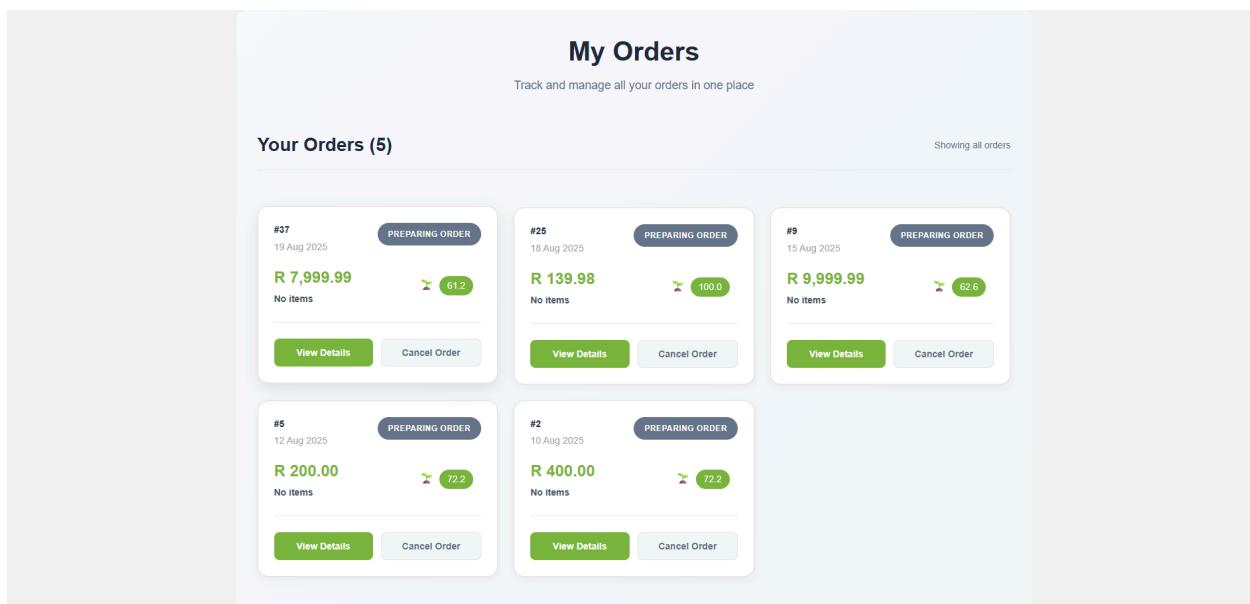
## Outcomes

- **Success:** You're taken to an **Order Confirmation** page and receive an order ID.
- **Failure:** Inline validation highlights missing/invalid fields; correct and retry.

## 9. My Orders (Customer)

**Purpose:** View all past and current orders, check statuses, and access details or cancellation.

**Expected screen:**



The screenshot shows a user interface for managing orders. At the top center is the title "My Orders" in bold black font, with the subtitle "Track and manage all your orders in one place" below it. To the right of the title is a link "Showing all orders". On the left, there's a sidebar with a light gray background containing the text "Your Orders (5)". The main content area displays five order cards arranged in two rows of three. Each card contains the following information:

- Order ID:** #37, #25, #9, #5, #2.
- Date:** 19 Aug 2025, 16 Aug 2025, 15 Aug 2025, 12 Aug 2025, 10 Aug 2025.
- Total:** R 7,999.99, R 139.98, R 9,999.99, R 200.00, R 400.00.
- Status:** PREPARING ORDER (indicated by a blue button).
- Eco Score:** A green circular icon with a recycling symbol and a value (e.g., 61.2, 100.0, 62.6, 72.2, 72.2).
- Items:** No Items (indicated by a small icon).
- Actions:** Two buttons: "View Details" (green) and "Cancel Order" (gray).

Figure 9: Orders list with status, total, eco score, and actions

## Key Elements

- **Order card:** Shows **Order #**, **date**, **total**, and **Eco score** (seed icon badge).
- **Status pill:** e.g., *Preparing Order, Shipped, Delivered, Cancelled*.
- **Actions:** **View Details** or **Cancel Order** (if still cancellable).
- **Showing all orders** link (top-right) to expand history.

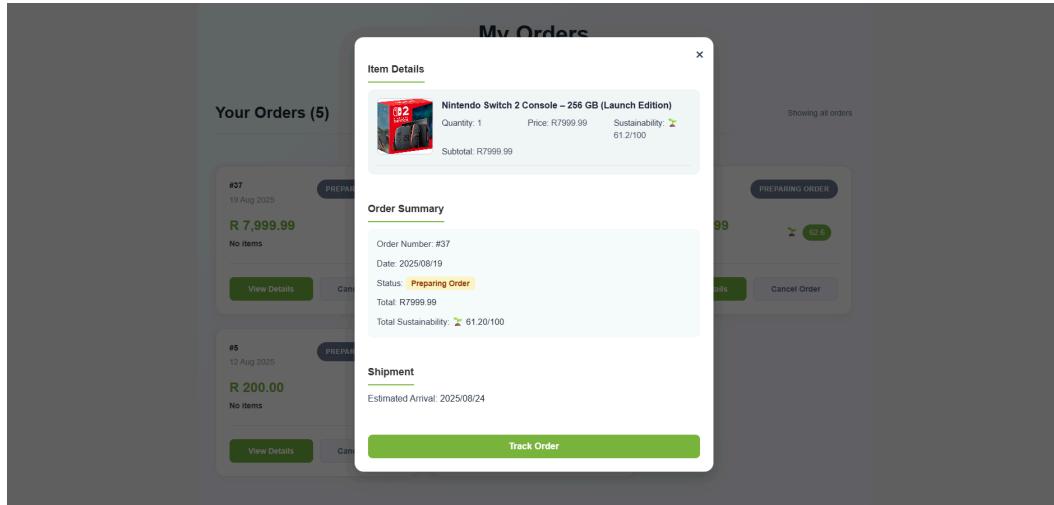
## Steps

1. Open **Orders** from the top navigation.
2. Scan cards for the order you want.
3. Click **View Details** to open the order details modal, or **Cancel Order** if available.

## 10. Order Details & Tracking (Modal)

**Purpose:** See itemized details, sustainability total, and shipment ETA; track if available.

**Expected modal:**



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*Figure 10: Item summary, totals, sustainability, and shipment ETA with Track Order button*

## Sections

- **Item Details:** Product image, name, **Quantity**, **Price**, and **Subtotal**.
- **Order Summary:** **Order Number**, **Date**, **Status**, **Total**, **Total Sustainability** (e.g., 61.20/100).
- **Shipment:** **Estimated Arrival** date; **Track Order** button when tracking is enabled.

## Steps

1. From **My Orders**, click **View Details**.
2. Review **Status** and **ETA**.
3. Click **Track Order** to open the carrier tracking page or in-app tracker (if available).

## 11. My Account → Carbon Footprint (Sustainability Tracker)

**Purpose:** Understand your sustainability score and set monthly goals.

This page spans two scroll positions; both screenshots are the same page.

**Top of page (legend & score tiles):**

The screenshot shows the 'My Account' page with a navigation bar at the top. On the left is a 'GREEN CART' icon with a shopping bag. On the right are links for 'Orders', 'My Account', 'Logout', and a shopping cart icon. Below the navigation is a 'Logout' button. The main content area is titled 'My Account' and 'Manage your profile and track your environmental impact'. A navigation bar below the title includes 'Profile', 'Carbon Footprint' (which is highlighted with a green border), 'Preferences', and 'Security'. A large section titled 'Your Sustainability Tracker' contains a legend for sustainability scores. The legend defines four ranges: 'Excellent' (85-100, green background), 'Good' (70-84, yellow background), 'Moderate' (50-69, orange background), and 'Needs Improvement' (0-49, red background). It also states that the monthly score is the average rating of all products in orders for that month. Below the legend are three performance tiles: 'Average Score' (74.4/100, This year), 'This Month' (74.4/100, compared to last month), and 'Target Score' (90/100, 82.7% of target achieved).

Figure 11A: Score legend and monthly/target tiles

## Lower section (goals & interactive tracker):

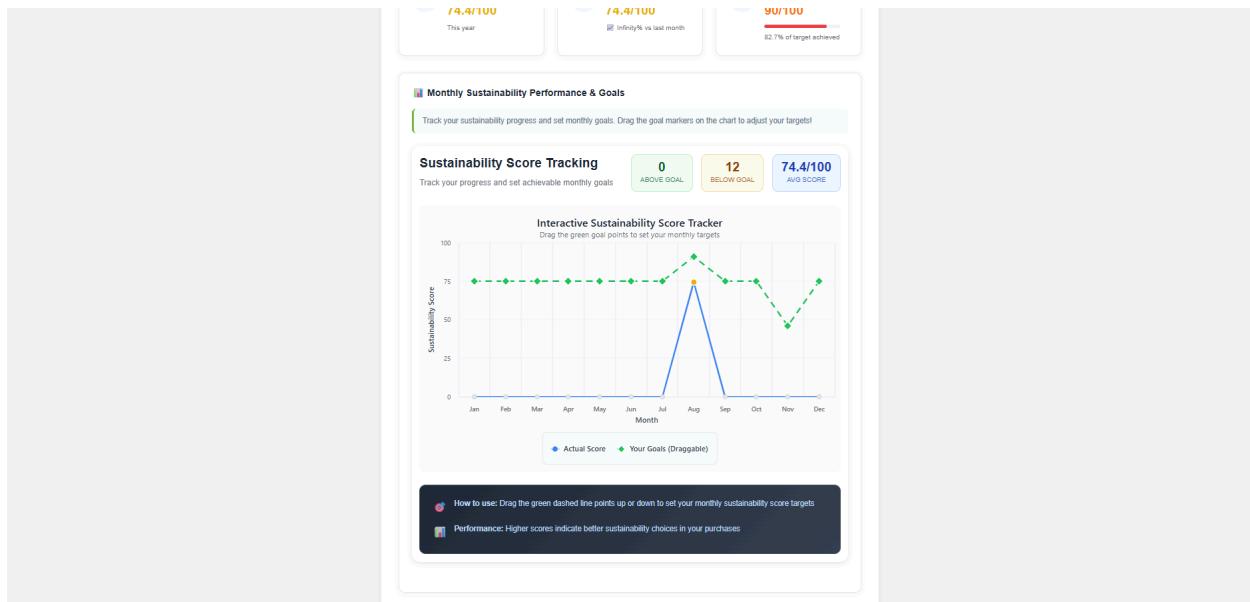


Figure 11B: Monthly performance, goals, and interactive chart

## Steps

1. Open the page via **My Account** → **Carbon Footprint**.
2. Read the legend in *How Your Sustainability Score Works* to understand the bands:
  - **85–100:** Excellent
  - **70–84:** Good
  - **50–69:** Moderate
  - **0–49:** Needs Improvement
3. Review your tiles:
  - **Average Score** (year-to-date)
  - **This Month** (current month's score vs last month)
  - **Target Score** (your goal and % progress)
4. Scroll to **Monthly Sustainability Performance & Goals**.

- 
5. In **Sustainability Score Tracking**, note the counters at the top (e.g., **Above Goal**, **Below Goal**, and **Avg Score**).
  6. **Adjust goals** by dragging the green dashed points on the chart up or down for each month.
    - The **green dashed line** = *Your Goals (Draggable)*.
    - The **blue line** = *Actual Score* from your purchases.
  7. **Compare** blue vs green for each month to see where you met or missed your goal.
  8. Use the **How to use / Performance** tips below the chart for quick guidance.
  9. Return to shopping and prefer higher-rated products to raise next month's actual score.

## Notes

- Scores are from **0–100** and reflect the sustainability ratings of items you purchase.
- Hitting the target means your **Actual Score  $\geq$  Goal** for that month.
- Goals are adjustable anytime to reflect your personal targets.

## 12. Help Center

**Purpose:** Find answers quickly via search and browse categorized guides.

**Page:**

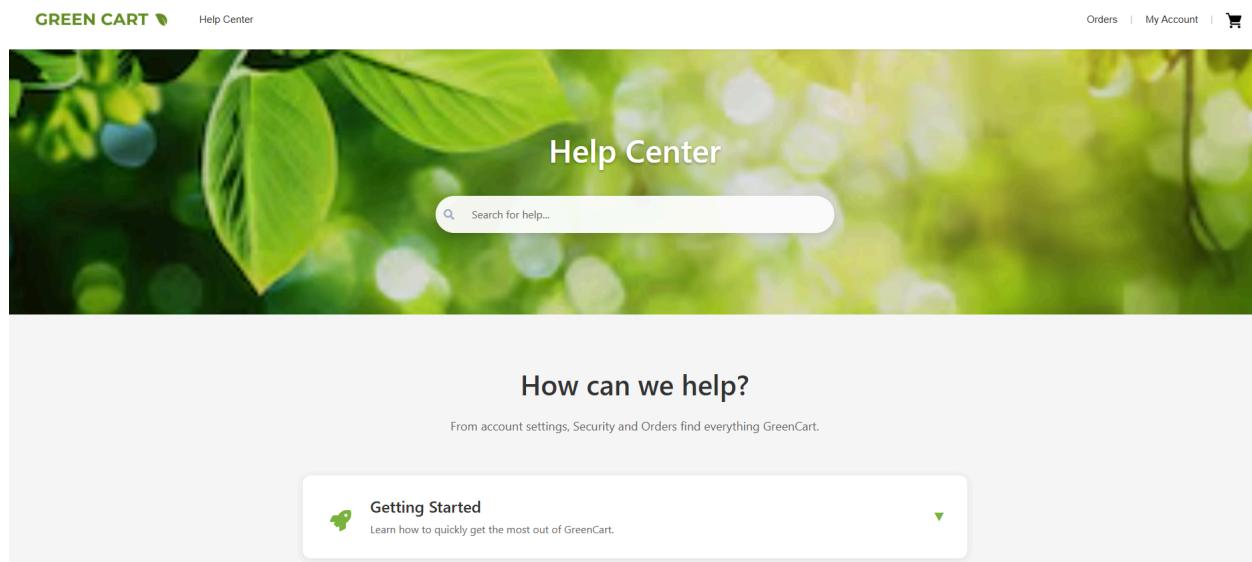


Figure 12: Help Center with global search and expandable categories

### Steps

1. **Open** from the top navigation: **Help Center**.
2. **Search:** Click the search bar → type a question/keyword (e.g., *orders, refund, retailer onboarding*) → press **Enter** to view results.
3. **Browse categories:** Expand **Getting Started, Frequently Asked Questions, or How-To Guides** using the ▾ caret → click any article to open.
4. **Return/Explore:** Use your browser **Back** button to return to the category list, or reopen **Help Center** from the top bar.

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## 13. Logging In as a Retailer

**Purpose:** Allow retailers to access their dashboard securely.

**Entry point:** From the public site, choose **Retailer Sign In**.

**Expected screen:**

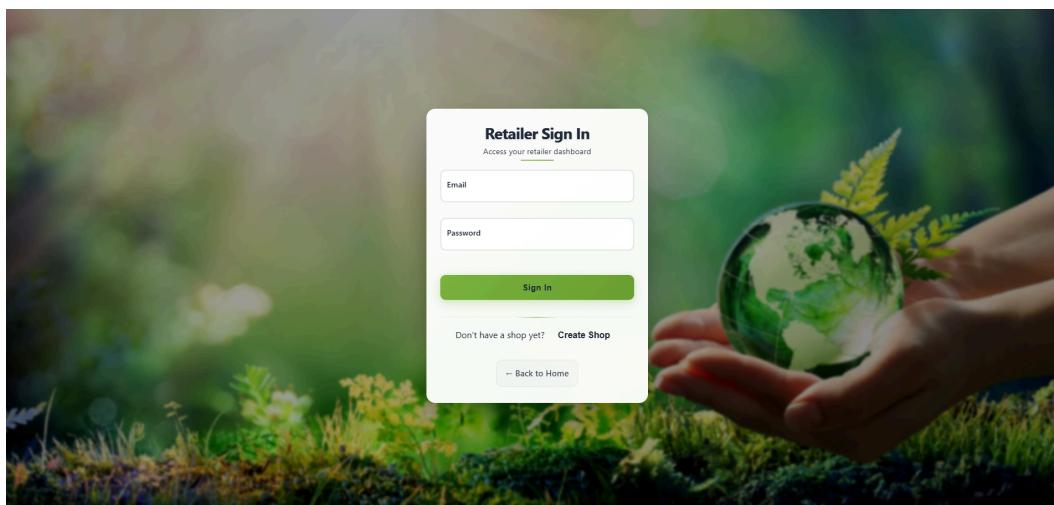


Figure 1: Retailer Sign In screen

### Steps

1. **Email** – Enter your registered retailer email address.
2. **Password** – Enter your account password.
3. **Sign In** – Click **Sign In** to authenticate.
4. **Create Shop** – If you don't have a shop yet, select **Create Shop** to start the onboarding flow.
5. **Back to Home** – Returns to the public landing page without signing in.

### Outcomes

- 
- **Success:** You are redirected to **Select Your Shop** (if you own multiple shops) or directly into the selected shop's dashboard (if you have only one).
  - **Failure:** An inline error message appears (e.g., *invalid credentials*). Re-enter details or reset your password via your team's stipulated recovery process.

## 14. Select Your Shop

**Purpose:** Choose which retailer shop to manage after signing in.

**Expected screen:**

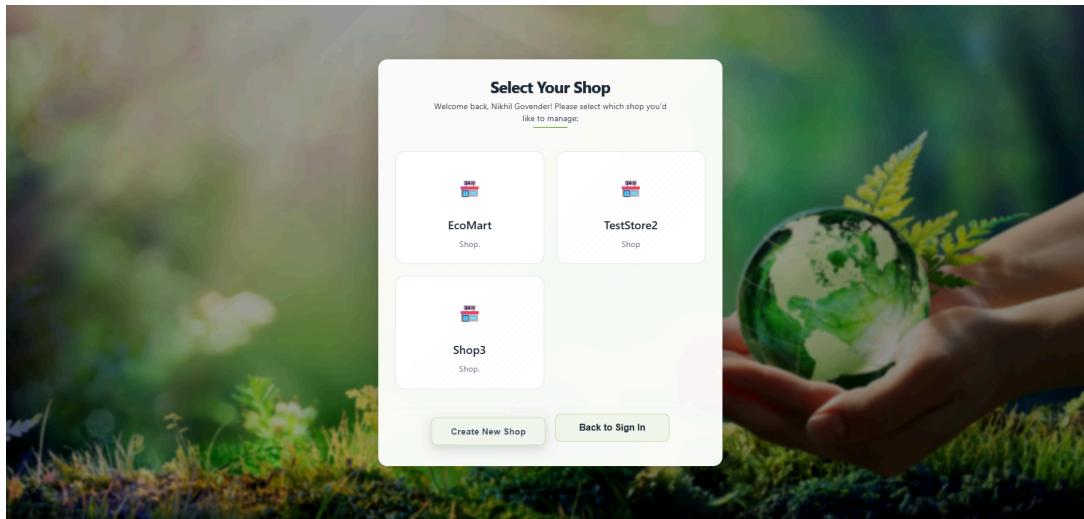


Figure 2: Select Your Shop grid

### Steps

1. Review the list of shops associated with your account.
2. Click on a **shop tile** (e.g., *EcoMaer*, *TestStore2*, *Shop3*) to open that shop's **Retailer Dashboard**.
3. **Create New Shop** – Starts the shop creation wizard.

- 
- 4. **Back to Sign In** – Returns to the Retailer Sign In screen.

## 15. Create Your Shop

**Purpose:** Allow a new retailer to create and register a shop in GreenCart.

**Expected screen:**

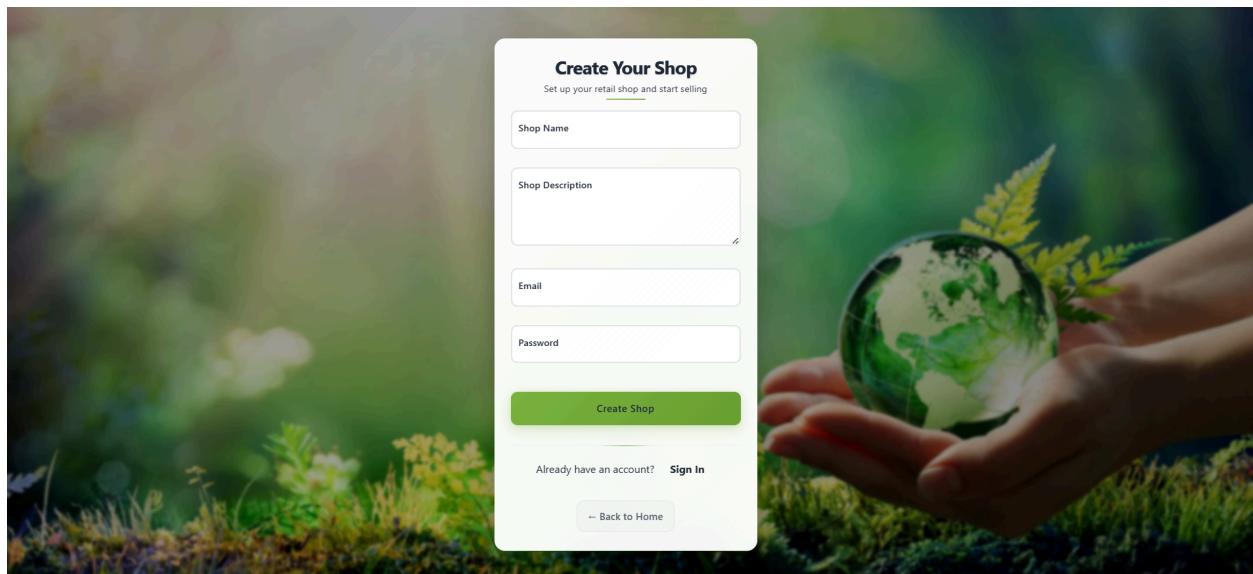


Figure 3: Create Your Shop form

### Steps

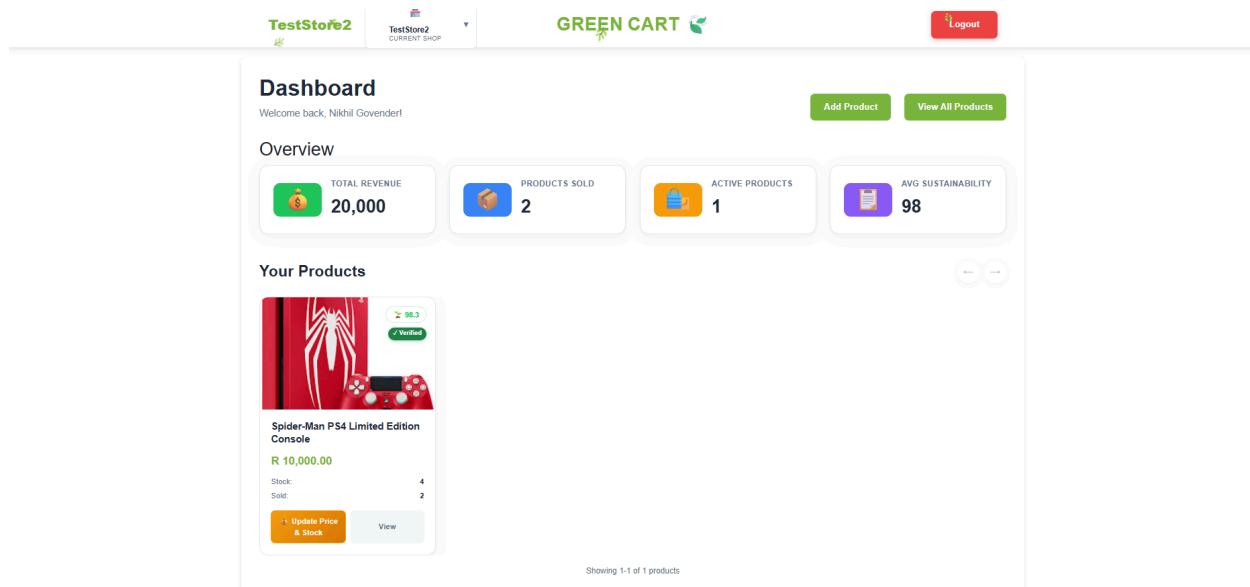
- 1. **Shop Name** – Enter the name of your shop (e.g., *EcoMart*).
- 2. **Shop Description** – Provide a brief description of your shop's purpose, offerings, or sustainability goals.
- 3. **Email** – Supply your retailer email address for this shop.
- 4. **Password** – Create a secure password for your account.

5. Click **Create Shop** to register.
6. Use **Back to Home** to cancel and return without creating a shop.
7. If you already have an account, click **Sign In** to return to the Retailer Sign In screen.

## 16. Retailer Dashboard Overview

**Purpose:** Monitor shop performance, manage products, and access quick actions.

**Top of page (KPIs & actions):**



*Figure 13A: Total Revenue, Products Sold, Active Products, Avg Sustainability; plus Add Product / View All Products*

## Lower section (Product list & Sales):

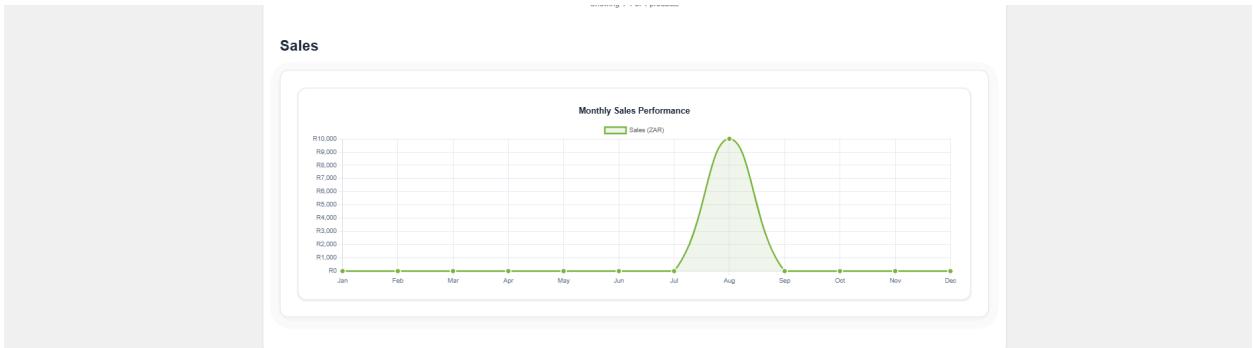


Figure 13B: Your Products cards and Monthly Sales Performance chart

## Key Areas

- **KPIs:**
  - **Total Revenue** – cumulative ZAR sales.
  - **Products Sold** – count of units sold.
  - **Active Products** – currently listed items.
  - **Avg Sustainability** – average eco score across your catalogue.
- **Actions: Add Product, View All Products.**
- **Your Products:** Cards with price, stock, sold, **Edit** and **View**.
- **Sales chart:** Monthly Sales Performance (ZAR) trend.

## Steps

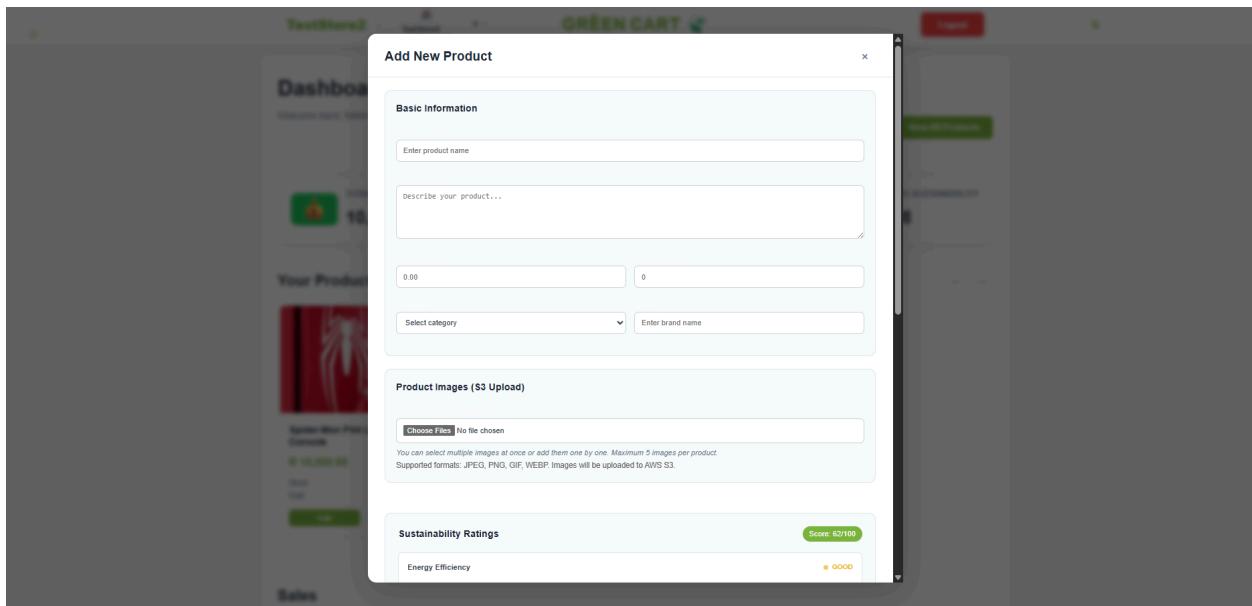
1. From the retailer top bar, open **Dashboard**.
2. Review **KPIs** for a snapshot of performance.
3. Scroll to **Your Products** to **Edit** or **View** an item (only if product is not verified).
4. Update stock or price if product is verified.

- 
5. Check **Sales** to spot trends; use this to plan promotions or stock.

## 17. Add New Product

**Purpose:** Create a new product, upload images, and set sustainability metrics.

**Form (basic info & images):**



*Figure 14A: Name, Description, Price, Stock, Category, Brand, and S3 image upload*

## Sustainability ratings (sliders):

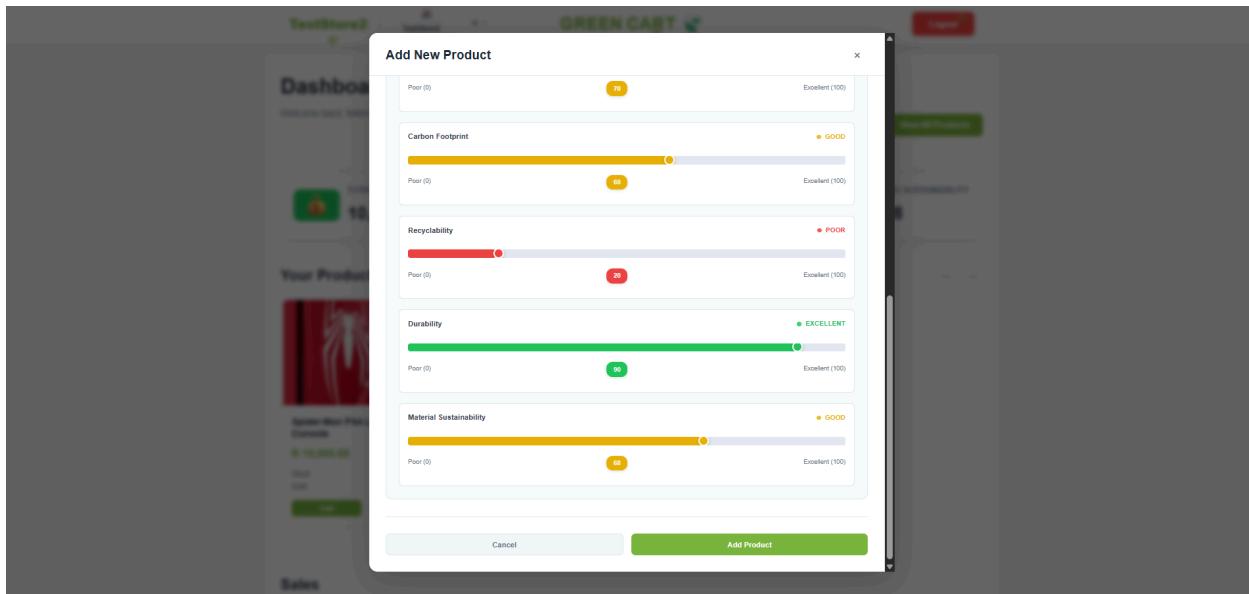


Figure 14B: Carbon Footprint, Recyclability, Durability, Material Sustainability; overall score visible

## Steps

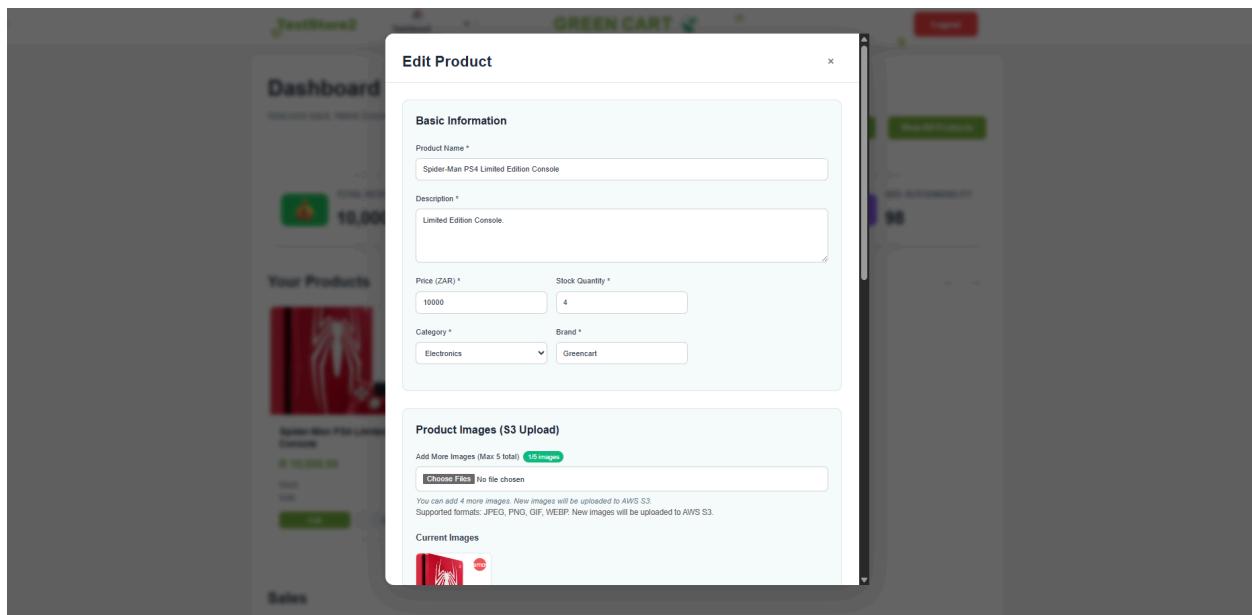
1. Click **Add Product** on the Dashboard.
2. Fill **Product Name, Description, Price (ZAR), Stock Quantity, Category, Brand**.
3. **Upload Images (S3 Upload):** Click **Choose Files** and select images.
  - **Limit:** Maximum 5 images per product.
  - **Batching:** You can select multiple images at once or add them one by one.
  - **Formats:** JPEG, PNG, GIF, WEBP.
  - Images are uploaded to **AWS S3**.
4. Scroll to **Sustainability Ratings** and adjust the sliders for:
  - **Carbon Footprint, Recyclability, Durability, Material Sustainability.**
  - The overall **Score (/100)** updates accordingly.

- 
5. Click Add Product to publish.

## 18. Edit Product

**Purpose:** Update product details, add/remove images, and refine sustainability ratings.

**Form (details & images):**



*Figure 15A: Update text fields; add more images (Max 5 total); current images shown*

## Sustainability adjustments:

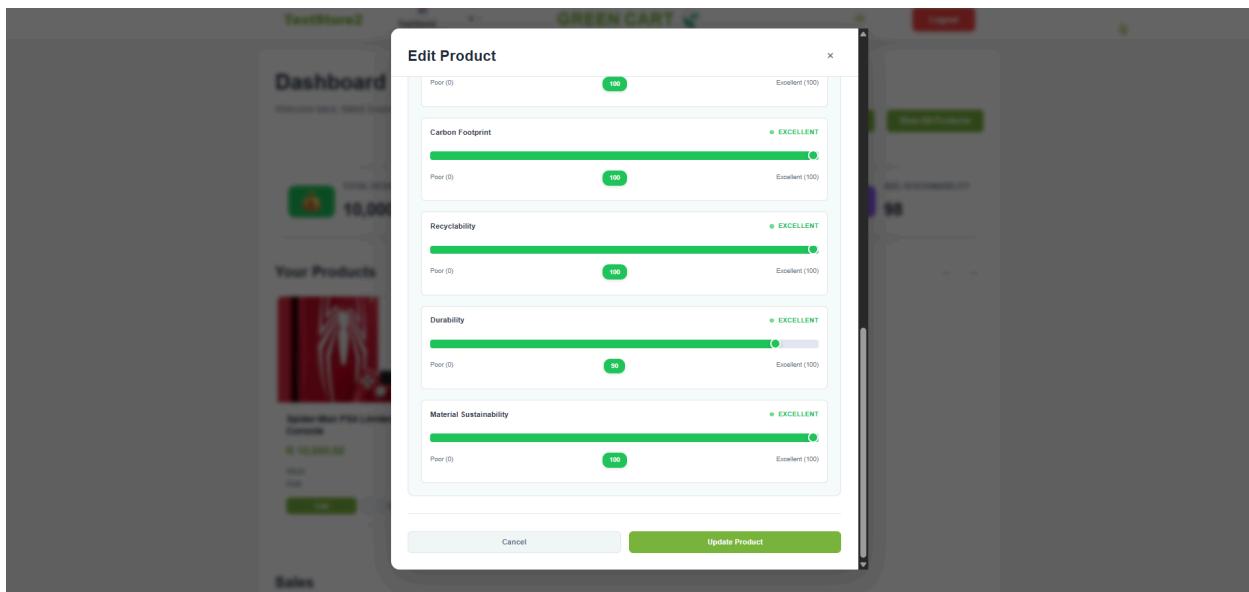


Figure 15B: Fine-tune sliders (Excellent/Good ratings) and **Update Product**

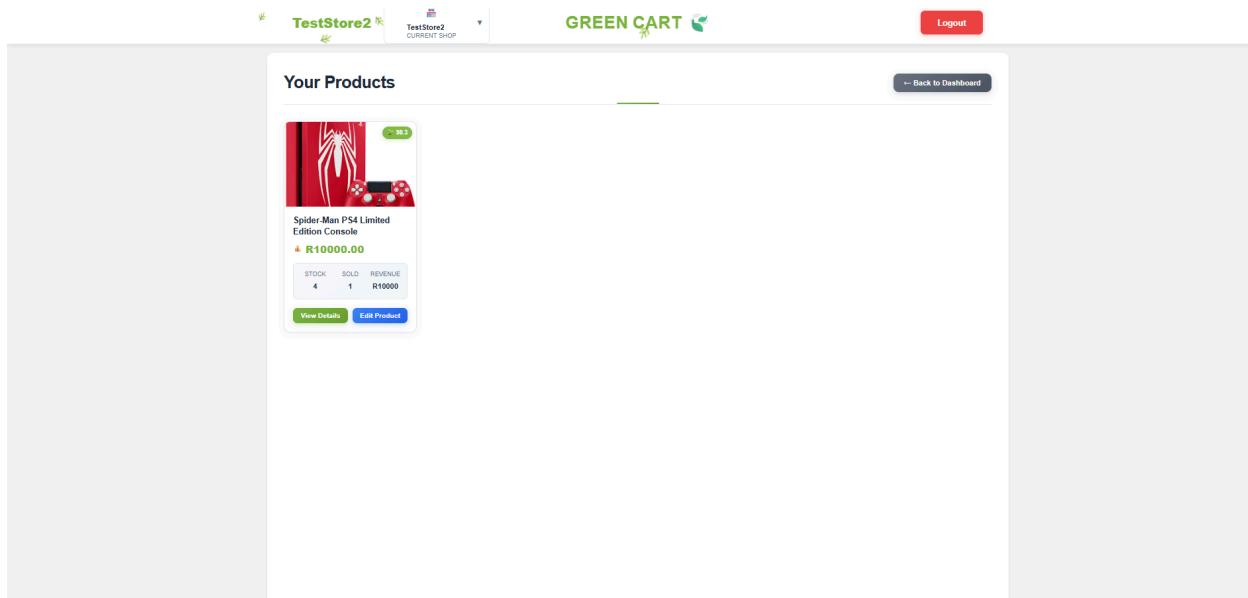
## Steps

1. In **Your Products**, click **Edit** on the target item.
2. Change **Name, Description, Price, Stock, Category, Brand** as needed.
3. **Images:** Use **Choose Files** to add more images (up to **5 total**). Remove old ones if you hit the limit.
4. Adjust **sustainability sliders** to reflect improved materials or packaging.
5. Click **Update Product** to save.

## 19. View All Products (Retailer)

**Purpose:** Browse and manage your full product catalogue outside of the dashboard snapshot.

**Page:**



*Figure 16: Product cards with stock/sold/revenue, actions, and Back to Dashboard*

### Key Elements

- **Product Cards:** Show Price, Eco score badge, STOCK, SOLD, and REVENUE metrics.
- **Actions:** View Details (opens the public product view) and Edit Product (opens retailer edit modal).
- **Back to Dashboard** button in the header.

## Steps

1. From the retailer top bar or dashboard, click **View All Products**.
2. Scan the list of product cards and their metrics.
3. Click **View Details** to preview the customer-facing page.
4. Click **Edit Product** to update information, images (max 5 total), or sustainability sliders.
5. Use **Back to Dashboard** to return to KPIs and sales charts.

## 20. Product Details (Retailer View)

**Purpose:** Review an item's full information (price, stock, revenue, images on S3) and sustainability metrics from the retailer side.

**Page:**

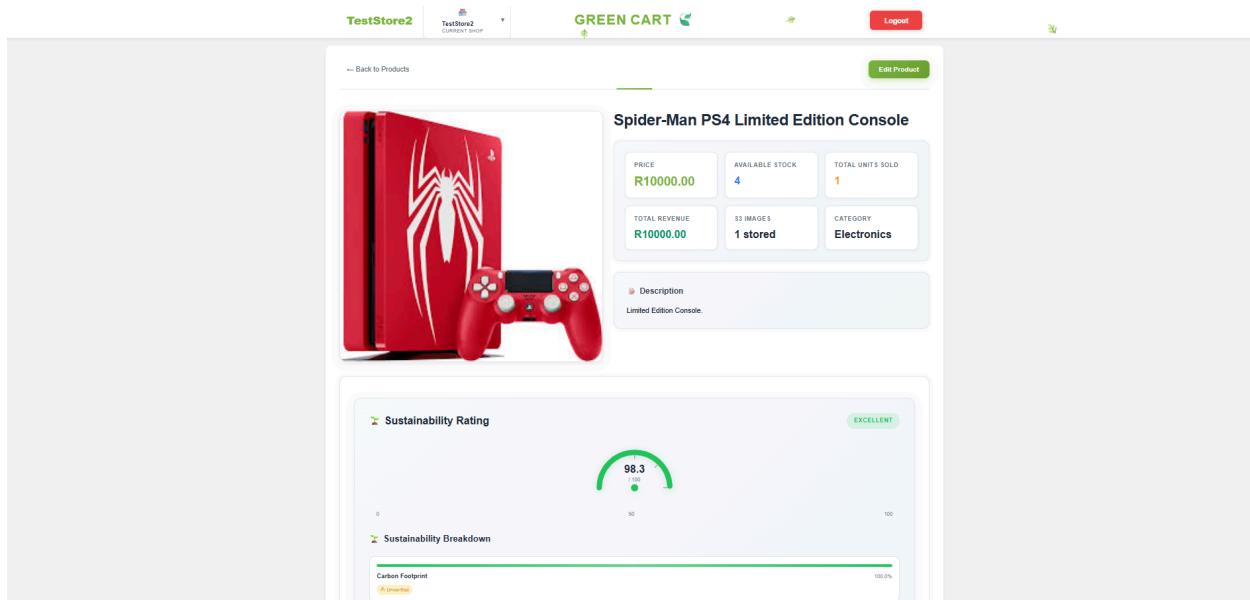


Figure 17: Product overview with stats, description, and sustainability gauge

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## Key Elements

- Hero image (left) with gallery.
- Stats panel (right): Price, Available Stock, Total Units Sold, Total Revenue, S3 Images (count stored), Category.
- Description card.
- Sustainability Rating gauge and Breakdown (per metric).
- Edit Product button; Back to Products link.

## Steps

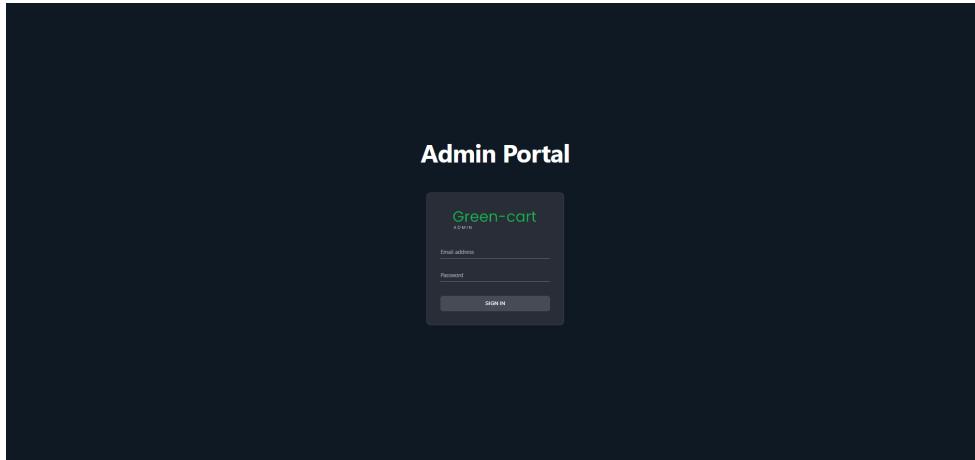
1. Open from Dashboard → Your Products → View, or View All Products → View Details.
2. Verify Price, Stock, Sold, and Revenue are correct.
3. Check S3 Images count to confirm uploads (max 5 per product).
4. Review Sustainability Rating and Breakdown to ensure scores match your latest materials/packaging.
5. Click Edit Product to adjust details, upload/remove images, or refine sustainability sliders.

---

## 21. Admin Portal – Sign In

**Purpose:** Allow administrators to access the Green-cart Admin console.

**Screen:**



*Figure 18: Admin login form*

### Steps

1. Enter your **Email address**.
2. Enter your **Password**.
3. Click **Sign In**.

### Outcomes

- **Success:** You're taken to the **Admin Dashboard**.
- **Failure:** An error shows for incorrect credentials. Retry or contact a super-admin.

## 22. Admin Dashboard (Overview)

**Purpose:** Monitor the health of the entire platform and navigate to admin tools.

**Screen:**

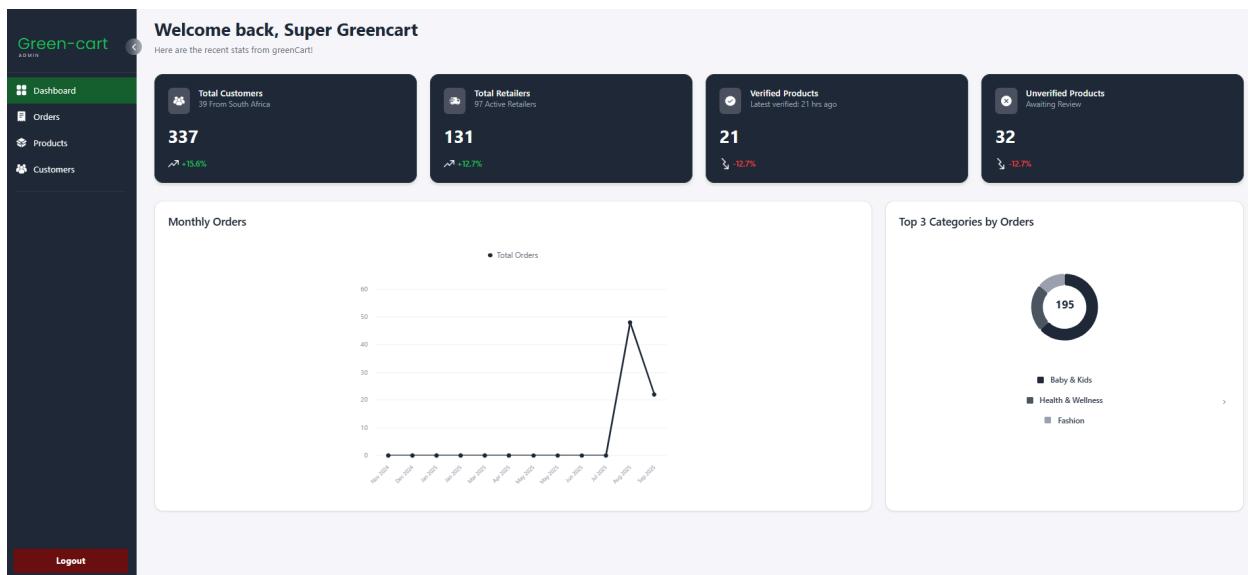


Figure 19: KPIs, Monthly Orders, and Top Categories

### Key Areas

- **Sidebar Navigation:** Dashboard, Orders, Products, Customers,
- **KPIs:**
  - **Total Customers**
  - **Total Retailers**
  - **Verified Products**
  - **Unverified Products** (items awaiting review)
- **Monthly Orders chart:** Filter by date range (e.g., *Last 12 Months*) and **Export data**.
- **Top 3 Categories by Orders:** Quick distribution snapshot.

## Steps

1. Use the **sidebar** to switch modules.
2. Review **KPIs** for at-a-glance platform status.
3. Explore **Monthly Orders** trends (change the time range, export if needed).
4. Scan **Top Categories** for demand signals.

## 23. Admin → Products (Catalogue & Verification Queue)

**Purpose:** Review all products, track totals/value, and verify unverified items.

**Screen:**

Image	Description	Brand	Unit Price	Quantity	Added Date	Status	Actions
	Nest Learning Thermostat (4th Gen) with Temperature Sensor (2nd Gen) The latest Nest Learning Thermostat (4th Genera... <small>Greencart</small>	Greencart	R 8599.99	0	2025/08/14	<span>Verified</span>	<a href="#">Start Verification</a>
	Three Aesthetic Pot Plants We give you three aesthetically looking pot plant... <small>My Garden</small>	My Garden	R 25.56	10	2025/08/19	<span>Verified</span>	<a href="#">Start Verification</a>
	New Test Products Testing to see if the product brand works <small>Capstone</small>	Capstone	R 150.00	10	2025/08/15	<span>Verified</span>	<a href="#">Start Verification</a>
	CPT Wine Bag – Reusable Carves Tote (270GSM, 26L) Crafted from durable 270GSM cotton canvas, thi... <small>Greencart</small>	Greencart	R 49.99	2497	2025/08/14	<span>Verified</span>	<a href="#">Start Verification</a>
	LEGO® Star Wars The Dark Falcon (75389) – 1579 Pieces Reimagine the Millennium Falcon in its dark, "wh... <small>Greencart</small>	Greencart	R 2399.99	45	2025/08/14	<span>Verified</span>	<a href="#">Start Verification</a>
	A Prickly Cactus If you cannot remember to water your plants or ... <small>My Garden</small>	My Garden	R 99.99	999	2025/08/19	<span>Verified</span>	<a href="#">Start Verification</a>
	Anime Wooden Keyring – Attack on Titan Crafted from high-quality wood, this keyring fea... <small>Greencart</small>	Greencart	R 150.00	49	2025/08/14	<span>Verified</span>	<a href="#">Start Verification</a>
	If You Care Unbleached Coffee Filters – Pack of 100 These unbleached coffee filters are made from t... <small>Greencart</small>	Greencart	R 129.99	200	2025/08/14	<span>Verified</span>	<a href="#">Start Verification</a>
Dr.Ceuracle Vegan Kombucha Tea Gel Cream - Lightweight Watery Hydrating Moisturizer							

Figure 20: Totals, value, unverified count; tabs and item table

## Key Elements

- **Header KPIs:** Total Products, Total Value (ZAR), Unverified Items.
- **Tabs:** All, Verified, Unverified.

- 
- **Start Verification** button (top-right).
  - **Table Columns:** Image, Description, Brand, Unit Price, Quantity, Added Date, **Status** (Verified/Unverified), **Actions** (verify/edit).

## Steps

1. Open **Products** in the sidebar.
2. Filter by **Verified/Unverified** as needed.
3. Click the **check** action or **Start Verification** to open the **Product Verification** modal for the highlighted item.

## 23. Product Verification (Modal)

**Purpose:** Validate product data and sustainability metrics before publishing as **Verified**.

### Screen:

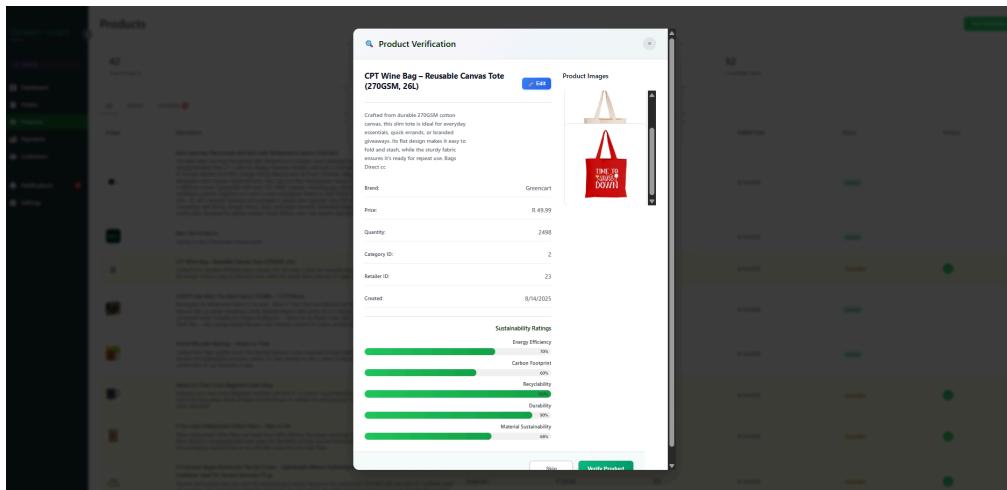


Figure 21: Product details, images, ratings; Verify/Skip controls

## Steps

- 
1. **Review details:** Title, Brand, Price, Quantity, Category ID, Retailer ID, Created date.
  2. **Inspect images:** Scroll the **Product Images** panel to confirm quality and suitability.
  3. **Check Sustainability Ratings:** Energy Efficiency, Carbon Footprint, Recyclability, Durability, Material Sustainability.
  4. (Optional) Click **Edit** to correct the record.
  5. Click **Verify Product** to approve, or **Skip** to leave it unverified.

## Outcomes

- **Verified:** Item status flips to **Verified** in the list; unverified count decreases.
- **Skip:** Item remains **Unverified** for later review.

## 24. Admin → Customers

**Purpose:** Browse/export users and review their carbon-footprint activity.

**Screen:**

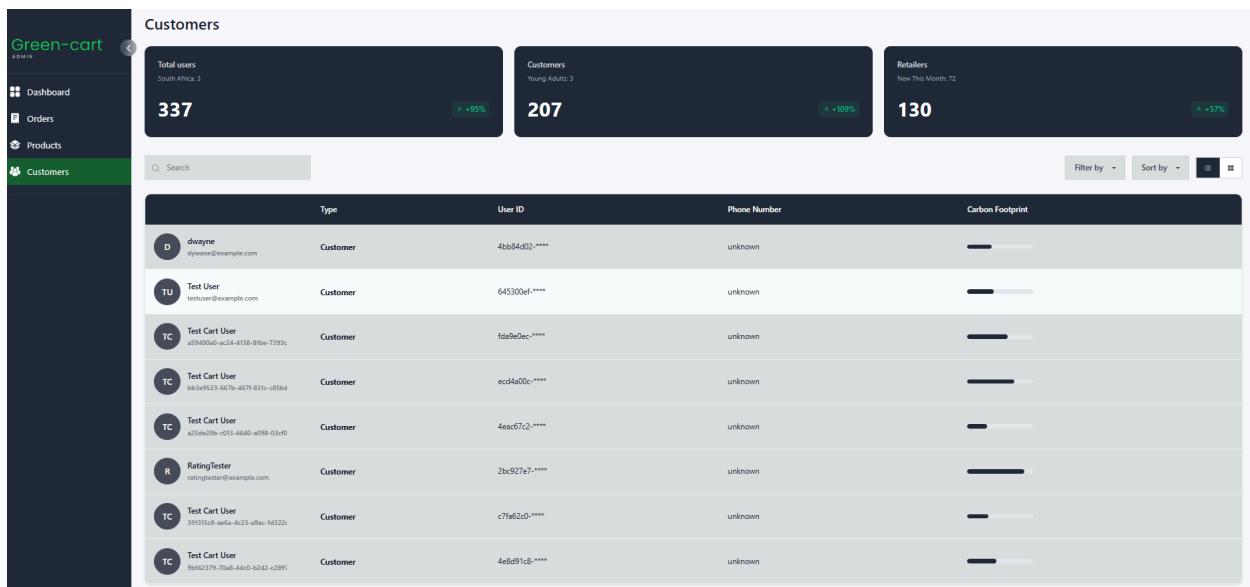


Figure 22: Customer KPIs, filters, and footprint indicators

## Key Elements

- **KPIs:** Total users; Customers; Retailers (with trend deltas).
- **Controls:** Filter by, Sort by, Export (top-right).
- **Table:** Name/Email, User ID, Phone, Carbon Footprint progress bar.

## Steps

1. Open **Customers** in the sidebar.
2. Use **Filter by** or **Sort by** to narrow the list (e.g., by region or activity).
3. Click **Export** to download a CSV of the current view.
4. Page through results using **Previous / Next**.

## 6. Order Management (Admin)

The screenshot shows the 'Orders' section of the Green-cart Admin interface. It includes two main cards: 'Order Overview' and 'Revenue'. The 'Order Overview' card displays 'Total Orders' (3), a 26% growth compared to last month, and a breakdown by status: Pending (2), Ready for Delivery (0), In Transit (0), Delivered (0), and Cancelled (1). The 'Revenue' card shows 'Total Revenue' at R11099.98, a 69% drop from last month, and details about lost revenue from cancelled orders. Below these cards is a table listing 10 pending orders with columns for Order ID, Customer, Date, Address, and Status.

Order ID	Customer	Date	Address	Status
70	nikhilgovender23@gmail.com	2025-09-28T09:12:37.083263	unknown	Preparing Order
69	kepile8148@mv6sa.com	2025-09-28T09:03:33.174271	unknown	Preparing Order
68	kepile8148@mv6sa.com	2025-09-28T09:02:48.351685	unknown	Cancelled
67	u23525119@tucks.co.za	2025-09-27T16:23:40.216806	8 Apple Close, Dowerglen EXT 3, Johannesburg 1609	Preparing Order
66	nikhil@gmail.com	2025-09-27T12:42:42.797007	230 Lunnon Road,Pretoria,0083	Preparing Order
65	govendernikhil097@gmail.com	2025-09-26T20:15:35.281647	unknown	Preparing Order
64	bingus@gmail.com	2025-09-26T20:13:49.375467	unknown	Preparing Order
63	govendernikhil097@gmail.com	2025-09-25T17:11:10.198621	unknown	Preparing Order

The screenshot shows the 'Order Details' modal for Order ID 70. It contains three sections: 'Order Information' (Order ID: 70, Customer: nikhilgovender23@gmail.com, Order Date: 2025-09-28T09:12:37.083263, Delivery Address: unknown, Current Status: Preparing Order), 'Update Order Status' (New Status dropdown set to Preparing Order, with 'Cancel' and 'Update Status' buttons), and 'Order Timeline' (listing 'Order Placed' at 2025-09-28T09:12:37.083263 and 'Order Confirmed' as Processing...).

---

## Purpose:

Allow administrators to monitor all customer orders, view detailed order information, update order statuses, and track order progress.

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## Admin Orders Dashboard

### Captions:

- **Order Overview (top-left):** Shows total orders, breakdown by status (*Pending, Ready for Delivery, In Transit, Delivered, Cancelled*), and comparison with last month.
  - **Revenue Panel (top-right):** Displays total revenue, change from last month, and lost revenue from cancelled orders.
  - **Orders Table (bottom):** Lists orders with:
    - **Order ID**
    - **Customer email**
    - **Order date**
    - **Delivery address**
    - **Current status** (e.g., *Preparing Order, Cancelled*)
  - **Search & Filters:** Quickly search by customer/order ID, filter orders, or change sorting.
-

---

## Order Details Modal

### Captions:

- **Order Information:** Displays Order ID, Customer, Order Date, Delivery Address, and Current Status.
- **Update Order Status:** Dropdown to select a new order status (e.g., *Preparing Order, Ready for Delivery, In Transit, Delivered, Cancelled*).
- **Action Buttons:**
  - **Cancel** closes without changes.
  - **Update Status** applies the new order status.
- **Order Timeline:** Chronological progress of the order (e.g., *Order Placed → Order Confirmed → Preparing Order*). Updates dynamically as status changes.

---

## Steps for Admin

1. Navigate to **Orders** in the Admin Dashboard.
2. Review the **Order Overview** and **Revenue** panels for insights.
3. Locate an order in the **Orders Table** using filters or search.
4. Click an order to open the **Order Details Modal**.
5. Review information, update the order status, and confirm changes.
6. Track progress via the **Order Timeline**.