**Requirements Document for E-Commerce Site**

Extracted Requirements:

**Profile System**

*User Accounts*

A buyer or a seller may create an account containing pertinent personal information. [#1].

* Buyers can create a profile to store their personal and payment information. Merchants can create a virtual store front with a biography and inventory.

*Password Recovery*

Both user accounts can recover their account with a password reset link sent to the email registered with their accounts [#2].

* If an account is compromised or if a password was simply forgotten, this feature will make it easy for users to reclaim their accounts.

*Messaging*

Accounts can message each other with an instant messaging and inbox system [#3].

* Customers and merchants can easily communicate with one another to clarify information about the products and to ensure orders are correct.

**Inventory**

*Item Overview Page*

An overview page for each product will have up-to-date information such as price, stock, and different product options if available, and seller options [#4].

* Customers can see what options they have when buying a product to weigh their purchasing decisions. Inventory information is accurately updated so that no out-of-stock item is bought.

*Search and filtering features*

Customers will be able to search for the product that they want with keyword matching and filtering features [#5].

* A buyer can easily look for a product they want to purchase and sift through items that match their criteria.

**Reviews**

*Reviews for product and seller*

Customers can leave reviews for the product and associated seller after a transaction [#6].

* A review system is a good method to maintain the trust of a customer and to establish the reputation of a merchant.

**Orders**

*Shopping Cart*

A shopping cart feature allows buyers to organize items they want to purchase before checking out [#7].

* Customers may want to add and remove items as they browse the site before making a final decision to buy them.

*Checkout*

A checkout page will allow buyers to confirm their purchase and payment and shipping details [#8].

* This page allows buyers to look over transaction details and reduces chances of incorrect information.

*Customer Support*

Customer support will be provided to buyers through email or IM to answer questions about transactions. [#9].

* Customers may want to return an item or have other questions. This feature will allow the customer to get instant feedback for any issue they encounter.

*Tracking Orders*

Customers will be able to track the status and location of their orders in accordance with a mail delivery system [#10].

* Knowing the status of their package will give customers a better estimate on its arrival.

Work Activity Notes:

1. One account can be both a buyer and a seller with information attached to each account.
2. Account passwords can be lost or forgotten and should be recoverable.
3. Users will want to be able to message product owners with questions about their products.
4. A user can buy as many items as exist in stock, but no more.
5. Buyers should be able to browse for items and search for what they want using filters and the search bar (keywords).
6. Users want to be able to view reviews for products, and to leave reviews for products they have purchased.
7. Users should be able to save their carts.
8. Buyers should be able to enter and confirm their personal information (shipping and payment info) to place their order.
9. There should be a way for a customer to return a product.
10. Users should have information from a delivery tracking system to see if a product was delivered correctly.