**Day-2 : 11/17/2021 Training**

**Team :**

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**User Story**

**Tasks for user stories:**

1. **Login functionality (POS-1001)**
2. **Inserting product details (POS-1002)**
3. **Transaction made by customer (POS-1003)**

**POS 1001:**

**Login functionality: Here user will log in to their existing account by entering username and password.**

**i) username must be the mail id provided while login**

**ii) password will be only digits (other than digits are not allowed)**

**Scenario 1: If the user tries to enter only password then it will not accept asking to enter username**

**Scenario 2: If the password is in digit then it will not accept and for continuously entering wrong password then user will be blocked for 10 mins and if again enters wrong password then user will be locked for 24 hours.**

**If new user then he/she must have to register first to get access to products**

**i) mail id must be there and phone number will be there while sign up**

**ii) mandatory fields must be filled up**

**Scenario 1: While sign up first mail id will be provided and verify with OTP, without mail id it is not possible to sign up.**

**Scenario 2: After mail id new user have to fill up the signup form and enter phone number and other mandatory fields.**

**Negative scenario: sometimes new users are not getting OTP to their mail to proceed further**

**Affected module: sign up can’t be done sometimes.**

**Employee can sign in to admin portal available on the website to get details of products.**

**i) Employee must have to enter his/her employee id and password to log in to the admin portal.**

**ii) If password has forgotten by the employee then he has to send a request mail to IT team over the portal to get his password reset. Temporary password will be provided by the IT team then admin need to change his/her temporary password.**

**POS 1002:**

**Inserting product details: Inserting product details is only available to admin.**

**After log in to admin portal admin can enter new product with product code and price and quantity, even the admin can**

**update the quantity of the existing products when stocks comes.**

**i) product code is mandatory to enter details of a product and it is unique for every product.**

**Negative scenario: Sometimes inserting products details is not working properly it shows data inserted but not being updated in DB.**

**Affected module: Due to the issue sometimes new products can’t be added to cart by the customer and some product shows out of stock tag while it is available with us.**

**Retrieval of product: When customer add some product to his add it asks for quantity and then update query executed on the DB to update the quantity of the product.**

**i) When item added to card there must be insert query execute for cart DB table and the same quantity must be update in the product table.**

**ii) After successful purchase of any item, order details must be updated in the same user.**

**Negative scenario: i) After purchasing items by customer update query is not working for product table.**

**Affected module: Due to the issue with update query after purchasing by customer, products are purchased by other customer which are not available with us.**

**performance impact: customer can’t get delivered their products which are actually not available but shows availability on website.**

**POS 1003:**

**Transaction made by customer: After items added to cart customer has to made payment choice if he/she chooses for online payment then credit/debit card details will be asked then the page navigates to respective bank payment gateway to get OTP verification and after successful payment again page redirects to POS portal and order places successfully by generating order id and same gets notified to customer by mail and SMS.**

**Scenarios:**

**i) payment must be successfully completed to get the order confirmed.**

**ii) if payment terminates abnormally then order confirmed but repayment mail forwarded to customer to do transaction again.**

**iii) If customer doesn't make re-payment of any unsuccessful payment within 20 minutes of getting the mail then order will be get cancelled.**

**Negative Scenario: Even after successful payment order doesn't confirm but money deducts from customer's bank account.**

**Affected module: Customer get successful transaction receipt but order can’t be confirmed and again we have to initiate refund to customer or confirm order manually by entering transaction id.**

**If in case customer cancel the order or return the product after deliver we have to initiate refund to the same payment method made by customer while purchasing.**

**I) Refund process must be successful and refund id and transaction id must be mailed to customer's registered mail id.**

**If customer chooses UPI payment it asks for different UPI id linked with the account to send money request.**

**I) after getting money request from merchant customer have to accept the request in order to confirm the order.**

**ii) After sending request to respective UPI id POS portal gives five minutes of time to accept the request otherwise order will be confirmed without payment and again re-payment mail will be forwarded to respective mail id of customer.**

**Negative scenario: Payment request can’t be forwarded to respective UPI id.**

**Affected module: Screen stocks on payment page.**

**performance impact: Customer can’t make payment and order can’t be confirmed.**