**JioMart – High Level Requirements (HLR)**

**1. User Management**

Users should be able to register and log in using email, phone number, or social login.

Profile management: update name, address, mobile number, etc.

Secure authentication with OTP/email verification.

**2. Product Browsing & Search**

Users should be able to browse products by category (groceries, fruits, vegetables, electronics, etc.).

Search functionality with filters (brand, price range, offers, rating).

View detailed product descriptions, images, reviews, and ratings.

**3. Cart & Wishlist**

Add/remove products to shopping cart.

Wishlist option to save products for later purchase.

Update product quantity in cart.

**4. Order Management**

Place orders with multiple payment options (UPI, COD, debit/credit cards, wallets).

Apply coupons, discounts, and offers.

View order summary before checkout.

Track order status (Processing, Packed, Shipped, Delivered).

**5. Payment Integration**

Integration with secure payment gateways.

Support for multiple payment methods (Net banking, Wallets, UPI, Cards, COD).

Generate invoice for each order.

**6. Delivery & Logistics**

Select delivery address from saved addresses.

Provide estimated delivery date/time.

Track shipment in real-time.

**7. Customer Support**

Help/Support section for complaints, returns, and refunds.

Chabot or call support for assistance.

**8. Admin Panel (Back-End)**

Manage products (add, update, delete).

Manage categories, pricing, and offers.

View sales reports, customer data, and inventory.

Handle order fulfilment and delivery assignment.

**9. Security**

All sensitive data should be encrypted.

Ensure secure login and payment transactions.

Protect user data as per privacy policies.

**10. Performance**

The system should handle high user traffic during sales.

Fast loading time (<3 seconds ideally).

Support scalability with cloud infrastructure.