Fpt University

TRƯỜNG ĐẠI HỌC FPT

GEARS COMPUTER SELLING SYSTEM

Software Requirement Specification

– Can Tho, January 2023 –

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I. Overview

1. Introduction

Gears Gaming Selling System is a software application that customers can use to find and purchase gear products such as keyboards, mice, and accessories. Besides, the system manager as well as the staff inside the store can manage the store's products efficiently and accurately.

The customer uses the web sales application to search for and find the computer components they are interested in. They view product details, compare prices, and read customer reviews to make an informed purchasing decision. Once they have selected a product, they add it to their cart and proceed to checkout. They enter their billing and shipping information and complete the purchase.

The order manager receives notification of a new online order and logs into the web sales application to process it. They verify the customer's billing and shipping information, review the order details, and confirm the availability of the products. They calculate the total cost of the order, including any applicable taxes and shipping fees. They update the order status to "processing" and initiate the fulfilment process. Besides, the order manager logs into the web sales application and accesses the order management screen. They can view the details of pending orders and update their status as needed. For example, they might change the status to "shipped" once the order has been sent out for delivery, or to "cancelled" if the customer has requested to cancel the order. They can also track the delivery of the order using a tracking number or other method, and update the status accordingly. Besides, they also receive notification of a customer inquiry or complaint and logs into the web sales application to view the details. They review the customer's request and gather any additional information needed to resolve the issue. They then use email to communicate with the customer and provide a resolution.

The administrator logs into the web sales application and accesses the account management screen. They can view and edit the details of customer and staff accounts, including personal information, contact details, and account permissions. They can also add new accounts or deactivate existing ones as needed.

The accountant logs into the web sales application and accesses the selling statistics screen. They can select a date range. The application generates a selling report and displays it in a tabular or graphical format, showing details such as the total number of orders, the total sales revenue, the average order value, and the top-selling products. The accountant can review the report and export it as needed.

The product manager logs into the web sales application and accesses the product management screen. They can view the details of existing products and add new ones as needed. They can specify the product name, category, price, and other details, as well as upload product images and descriptions. They can also edit the details of existing products as needed.

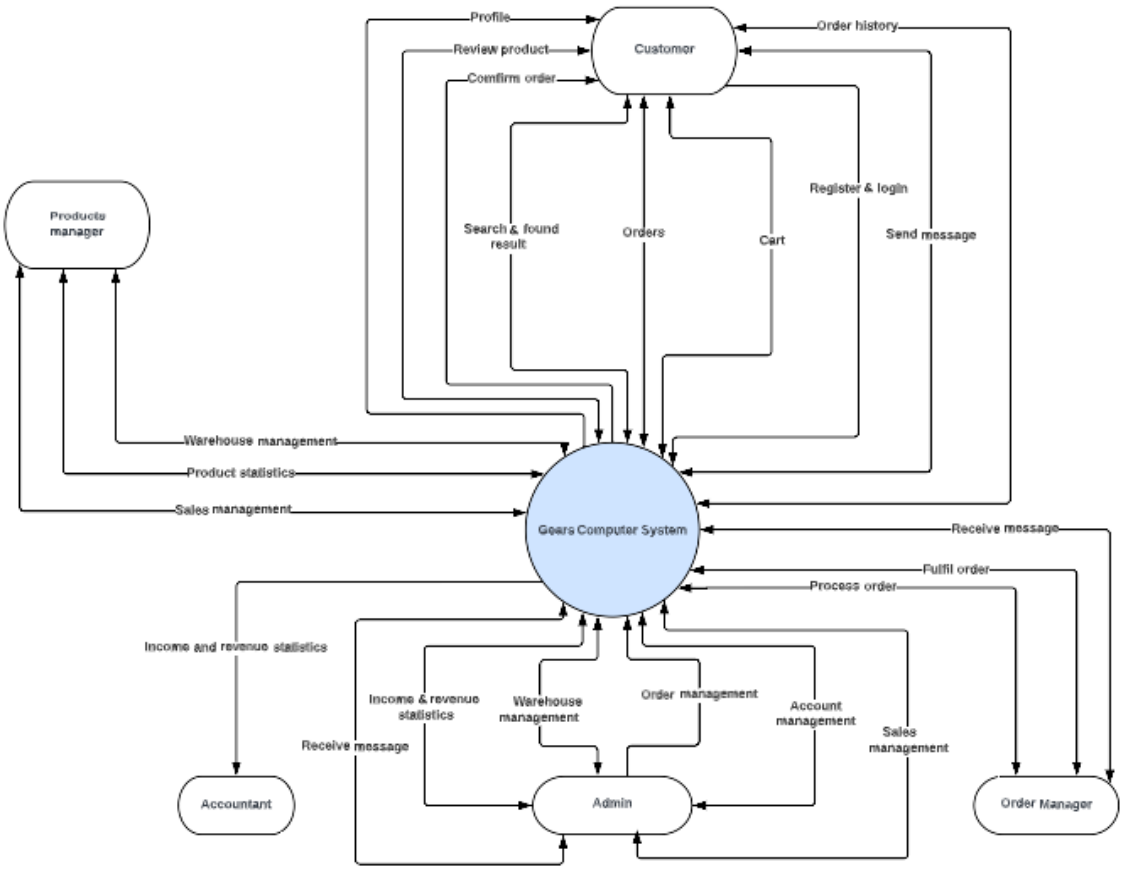

Figure 1. Level 0 Data flow diagram

2. System Function

a. Screen Flow

Home Screen:

- Login button (All user)
- Profile button (All user)
- Accountant Mode button (Accountant, Admin)
- Warehouse Management button (Warehouse manager, Admin)
- Order Management button(Order manager, Admin)
- Each Product on Navigation Menu (All user)
- All Sales button (All user)
- Sale Management button(Sale manager, Warehouse manager, Admin)
- Account Management button (Admin)
- Contact information button (Customer)

Login Screen (All user): contains Forget Password button, Register button

- When user clicks on Forget Password button, the screen will redirect to Forget Password Screen
- When user clicks on Register button, the screen will redirect to Register Screen

Home (Customer): contains Notification button, Profile button, All Product button, Each Product on Navigation Menu, Sales button, Contact Information button

- When user clicks on Profile button, the screen will redirect to Profile Screen
- When the user clicks on the Order button, the screen will redirect to the Cart Screen. Card Screen contains Order button and Buy button
- When user clicks on Buy button, the screen will redirect to Order Confirm Screen
- When user clicks on Order button, the screen will redirect to Detail Product Screen
- When the user clicks on the All Product button, the screen will redirect to All Product Screen. All Consignment Screen contains Buy and Order button
- When user clicks on Buy button, the screen will redirect to Order Confirm Screen
- When user clicks on Order button, the screen will redirect to Cart Screen which contains Detail Product button to view
- When the user clicks on Each Product on Navigation Menu, the screen will redirect to List of Product Screen. List of Product Screen contains Detail Product button
- When user clicks on Detail Product button, the screen will redirect to Detail Product Screen
- When the user clicks on the Sales button, the screen will redirect to the Sales Screen. Sales Screen contains Detail Product button
- When user clicks on Detail Product button, the screen will redirect to Detail Product Screen
- When user clicks on Contact Information button, the screen will redirect to Contact Screen

Home (Product Manager): contains Warehouse Management button

- When Product Staff clicks on the Warehouse Management button, the screen will redirect to the Warehouse Management Screen. Warehouse Management Screen contains Add, Update, Delete, Sales button
- When Product Staff clicks on Add button, the screen will redirect to Product List to add new product
- When Product Staff clicks on Update button, the screen will redirect to Product List to update the product
- When Product Staff clicks on Warehouse button, the screen will redirect to Warehouse Management Screen which contains Detail Product Screen
- When Product Staff clicks on Sales button, the screen will redirect to Sales Screen which contains Add and Update button
- When Product Staff clicks on Add button, the screen will redirect to Sale Product List to add new sale
- When Product Staff clicks on Update button, the screen will redirect to Sale Product List to update sale

Home (Accountant): contains Accountant Mode button, Account Setting button, All Product button, Each Product on Navigation Menu, Sales button

When Accountant clicks on Accountant Mode button, the screen will redirect to Statistics Screen

Home (Admin): contains Account Management button, Account Setting button, All Product button, Each Product on Navigation Menu, Sales button

- When Admin clicks on the Account Management button, the screen will redirect to the Account Management Screen. The Account Management Screen contains Update button, Add button.
- When Admin clicks on Update button, the screen will redirect to Update account Screen
- When Admin clicks on Add button, the screen will redirect to Add account Screen

Home (Order manager): contains Order Staff Icon (button), Account Setting button, All Product button, Each Product on Navigation Menu, Sales button

- When the Order manager clicks on the Product Staff button, the screen will redirect to the Product management Screen. Product management: contains Sale button, Update button, Add button, Warehouse button
- When the Product manager clicks on the Sale button, the screen will redirect to the Sales Screen. Sales Screen: contains add button, edit button
- When Product manager clicks on add button, the screen will redirect to Add sales Screen
- When Product manager clicks on edit button, the screen will redirect to Edit sales Screen
- When Product manager clicks on Update button, the screen will redirect to Update Product Screen
- When Product manager clicks on Add button, the screen will redirect to Add Product Screen
- When the Product manager clicks on the Warehouse button, the screen will redirect to Warehouse management Screen.

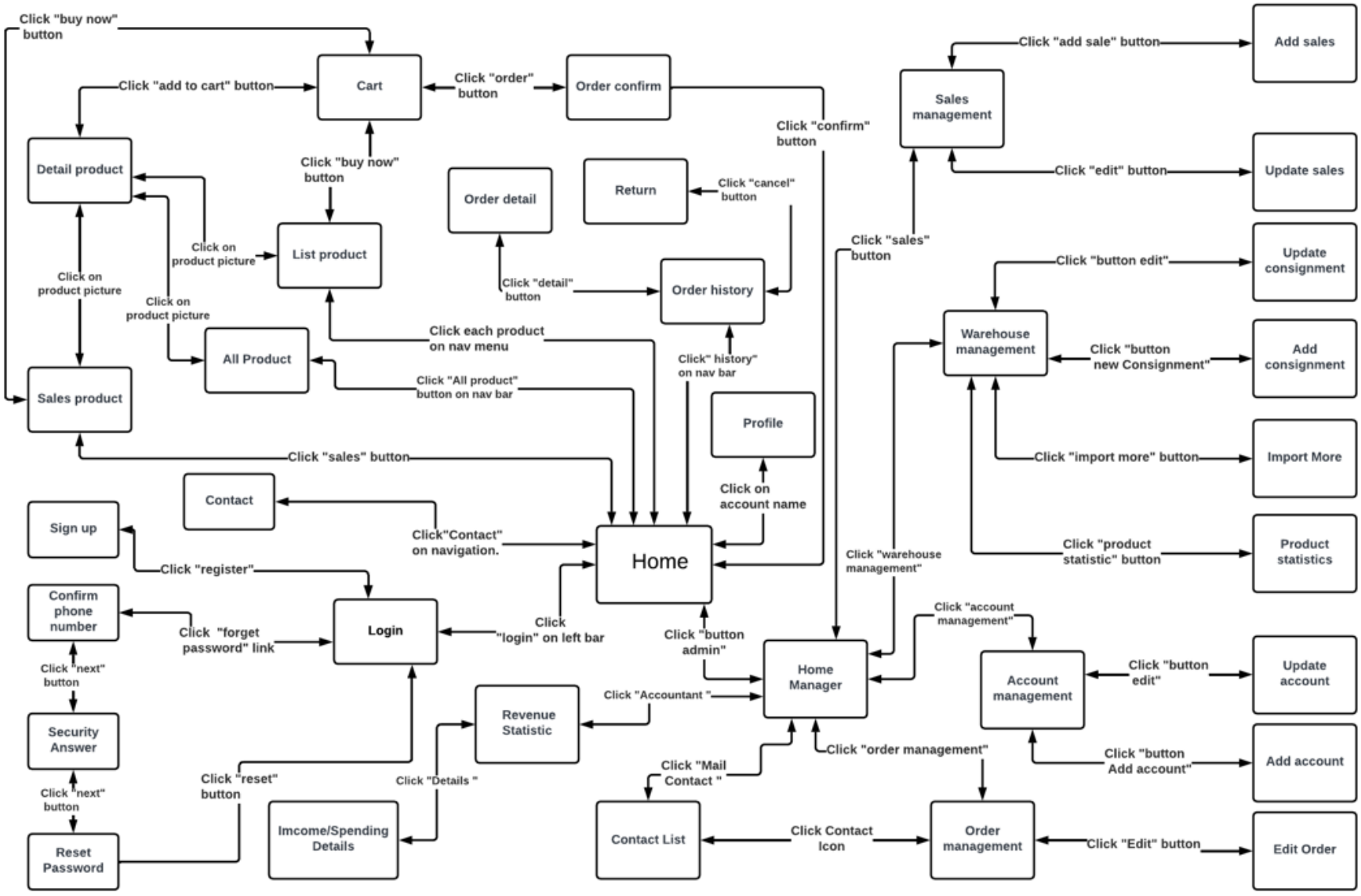

Figure 2. Screen flow diagram

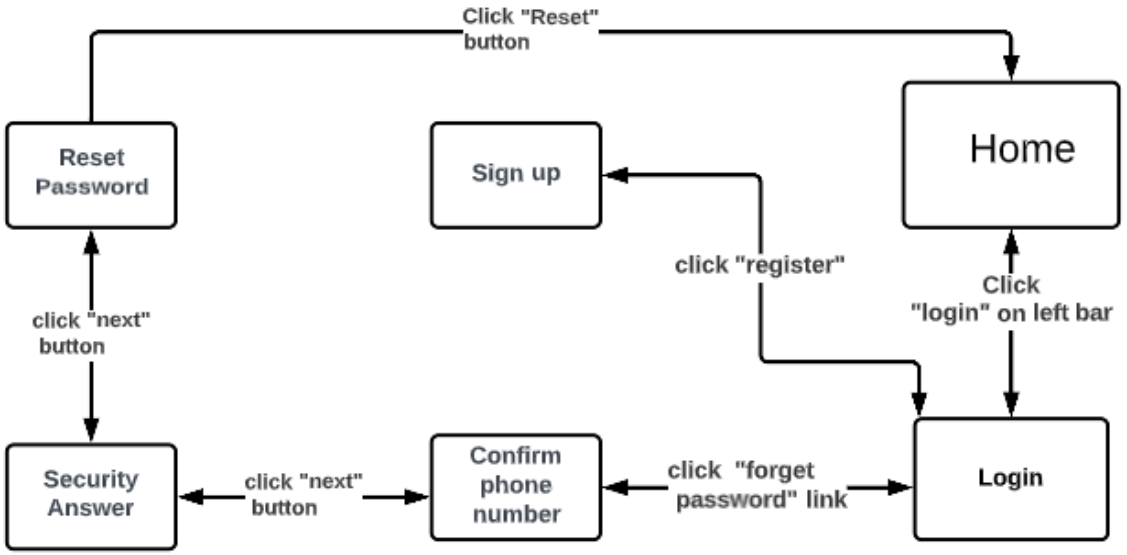

Figure 3. Login screen flow diagram

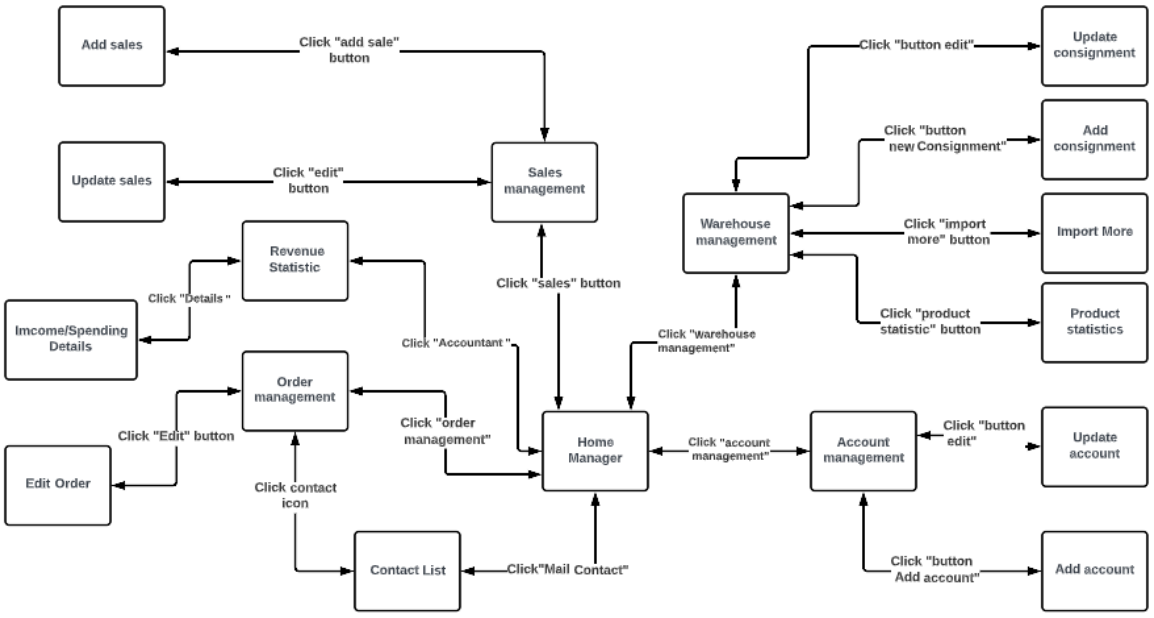

Figure 4. Administrator screen flow diagram

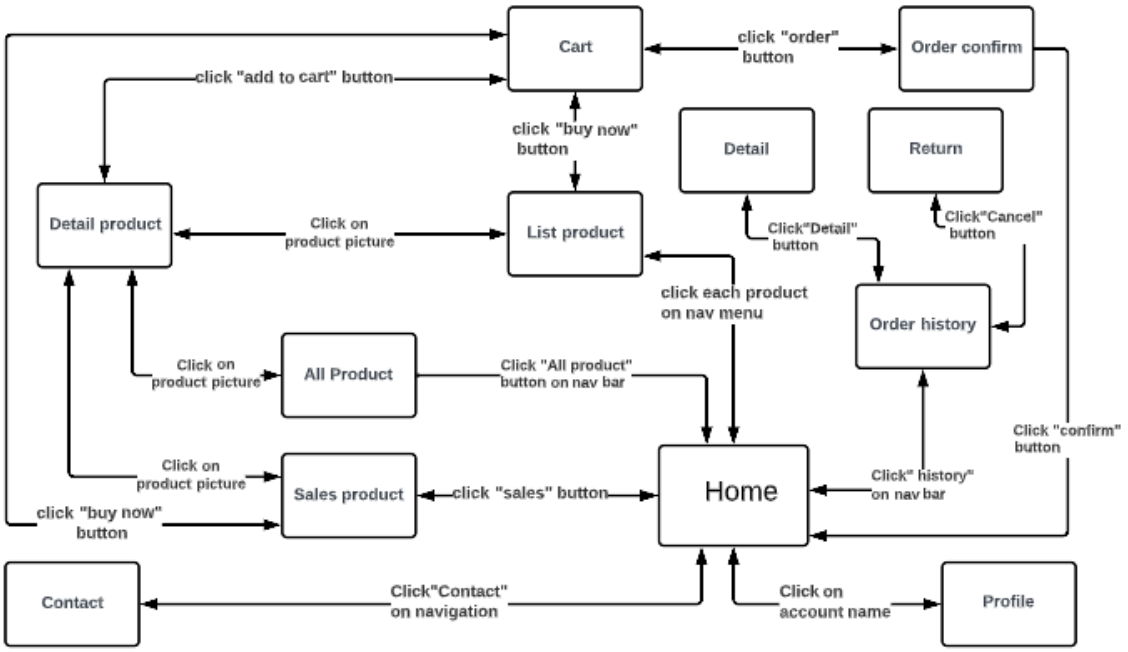

Figure 5. Customer screen flow diagram

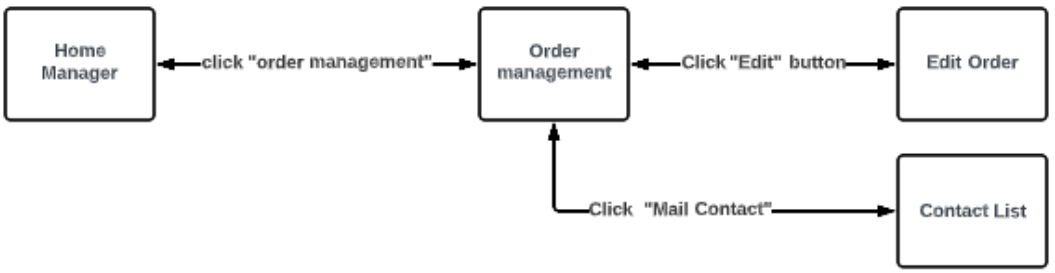

Figure 6. Order Manager screen flow diagram

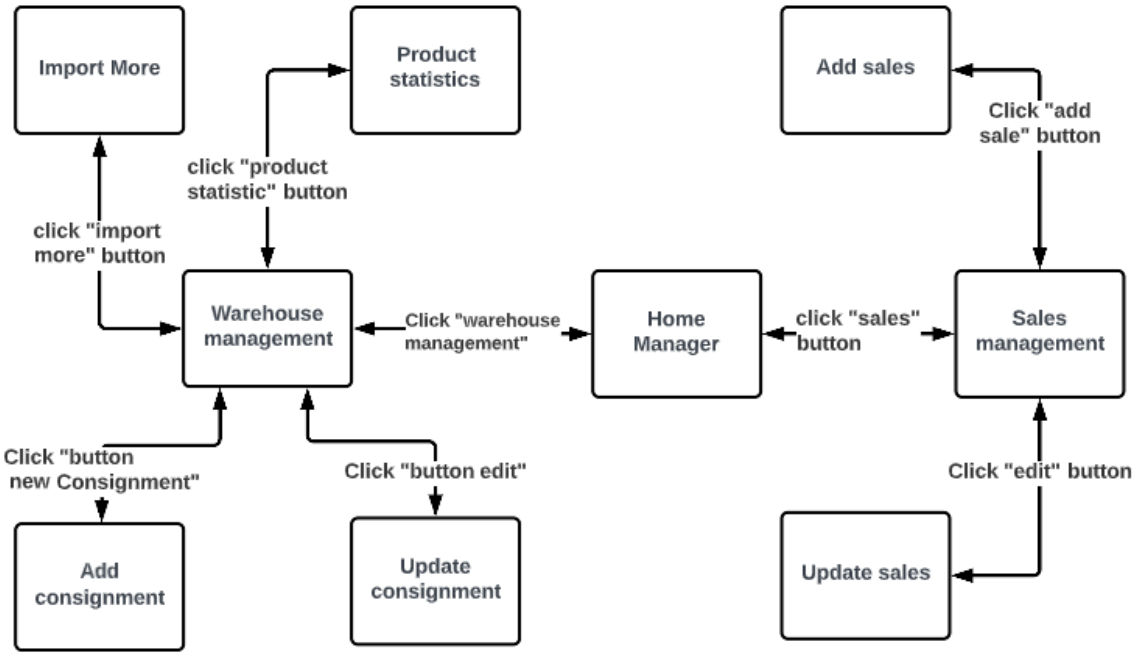

Figure 7. Product manager screen flow diagram

Figure 8. Accountant screen flow diagram

b. Screen Details

#	Feature	Screen	Description
1	View general information of the web	Home	Show information of available products, categories; searching; view contact information
2	Search for products	Home	Searching for products user want by entering the name of it in the searching bar
3	Login	Login	Allow user to login the web application by entering right phone and password
4	Login	Confirm Phone	Allow user to login when they forget the password by verifying phone number
5	Login	Forgot Password	Allow user to login when they forget the password by verifying phone number and security answer
6	Login	Reset password	Allow user to reset the password when they forget the password and answering security question correctly
7	Sign up	Sign up	Allow user to create an account in the web application, they have to enter some of their personal information
8	View all products	All product	Show the customer all off the products in the store group by categories
9	Search for products	All product	Allow customer to search for product by entering the name of it in the searching bar
10	View products detail in the store	Detail product	Show the detailed information of a product including: name, price, origin, code, etc.
11	View comments of products	Detail product	Show the rating and comments of the product given by other customers
12	Leave comments for products	Detail product	Allow customers to rate and post their comments about the product quality
13	View products in the same category	List product	Show all product in the same category which user choose in the previous screen
14	View on-sale product	Sale product	Show all product which are on sales of the store group by categories
15	Put product into cart	Detail product	Allow customers to put products they tend to buy in to the cart by clicking "add to cart" button
16	Put product into cart	All product	Allow customers to put products they tend to buy in to the cart by clicking "buy now" button
17	Put product into cart	List product	Allow customers to put products they tend to buy in to the cart by clicking "buy now" button
18	Put product into cart	Sale product	Allow customers to put products they tend to buy in to the cart by clicking "buy now" button
19	View products in the cart	Cart	Show customers list of products information they have chosen to buy
20	Generate orders	Order confirm	Let users confirm the product they want to buy

			and fill their contacting information for the store to send products
21	View order history	Order history	Show customers a list of orders they have made, group by the status of that order (sent or not yet)
22	Send message	Contact	Giving a contact space that customers can contact with supporting staffs of the store
23	View personal profile	Profile	Allow users to view their own information that they sent to the system when registering
23	Edit personal profile	Profile	Allow users to edit their own information that they sent to the system when registering
24	View list of orders	Order management	Show Order Manager list of orders, including their detail information
25	Search for orders	Order management	Allow Order Manager to search for orders by entering the phone number of the customer in the searching bar
26	Update status of an order	Update status	Show the Order Manager the status of the order and let him to update when there are changes
27	View products statistics of the store	Product statistics	View statistic information of product sold and imported
32	View information of the warehouse	Warehouse management	View information of name, quantity, date, etc. of products in the warehouse
33	Edit information of a consignment	Edit consignment	Show the Product Manager the information of the consignment and let him to update when there are changes
34	Add new consignment	Add consignment	Allow the Product Manager to add new consignment into the database
35	View all on-sale products	Sales management	Show all the sale products in the store
36	Add on-sale products	Add product	Allow the Product Manager to add new sales product into the store
37	Update on-sale products	Update product	Allow the Product Manager to update a sales product information
38	View income/ revenue statistic	Income and Revenue Statistic	Show the Accountant the income/ revenue statistic features of the store per day/ month/ year
39	View a dashboard for Admin	Admin	Show general information and some control button for the Administrator
40	View all accounts	Account management	Show all the user accounts of the web application, group by their roles

c. User Authorization

#	Screen	Customer	Order Manager	Product Manager	Accountant	Admin
1	Home	x	x	x	x	x
2	Login	x	x	x	x	x
3	Forget password	x	x	x	x	x
4	Reset password	x	x	x	x	x
5	Register	x				x
6	Account management					x
7	Sale product	x	x	x	x	x
8	Contact	x				
9	All product	x	x	x	x	x
10	Admin home		x	x	x	x
11	Update Account					x
12	Add Account					x
13	List product	x	x	x	x	x
14	Detail product	x	x	x	x	x
15	Cart	x	x	x	x	x
16	Profile	x	x	x	x	x
17	Contact management		x			x
18	Income and Revenue Statistic				x	x
19	Order Confirm	x	x	x		x
20	Product Management			x		x
21	Order Management		x			x
22	Update Product			x		x
23	Add Product			x		x
24	Sales management			x		x
25	Add sales			x		x
26	Edit sales			x		x
27	Warehouse management			x		x
28	Update consignment			x		x
29	Add consignment			x		x
30	Product Statistics			x		x
31	Update status		x			x

In which:

- **Customer**: The person who uses the web application to search for and buy the products they are interested in.
- **Order Manager:** The person who receives notification of a new online order and logs into the web application to manage it and receives notification of a customer inquiry or complaint and logs into the web application to view the details and reply to it.
- **Product Manager:** The person who manages all the warehouse and all the sales of the web application.
- **Accountant:** The person who logs into the web application and accesses the sales report screen.
- **Admin:** The person who manages everything of the web application.

d. Non-Screen Functions

#	Feature	System function	Description
1	Search	Search function	User can search on navbar
2	Received order	Order history	If customer received product, he/she can click on button received to confirm
4	Delete	Delete Function	The function helps users to remove unwanted products from the system such as removing products from the cart,...

3. Common Requirements

For customers:

1. Search functionality to find specific products
2. Product details pages to view information about individual products
3. Shopping cart to add and purchase products
4. Payment information to make online purchases
5. Customer account management to view past orders and track current orders
6. Customer service support to address any questions or concerns

For product management:

1. Add, edit, and delete product listings
2. Update product stock levels
3. Assign product categories and tags for organisation and search

For account management:

1. Ability to create and manage customer accounts
2. Ability to create and manage employee accounts
3. For order management:
4. View and update the status of orders
5. Track shipping and delivery of orders

For customer service:

1. Ability to address customer questions and concerns
2. Ability to resolve customer complaints and issues
3. For accounting:
4. Generate sales reports and statistics.

For administrators:

Control over all aspects of the website, including adding and deleting users, managing product listings and orders, and viewing sales reports.

II. Functional Requirements

1. Login function

a. Login feature

- Function trigger: Click login icon in home pages, if try to buy when not login, redirect to login page
- Function description: Function is for all actors to login home page and use some function on page, data processing is phone and password of actors for authentication.
- Screen layout:

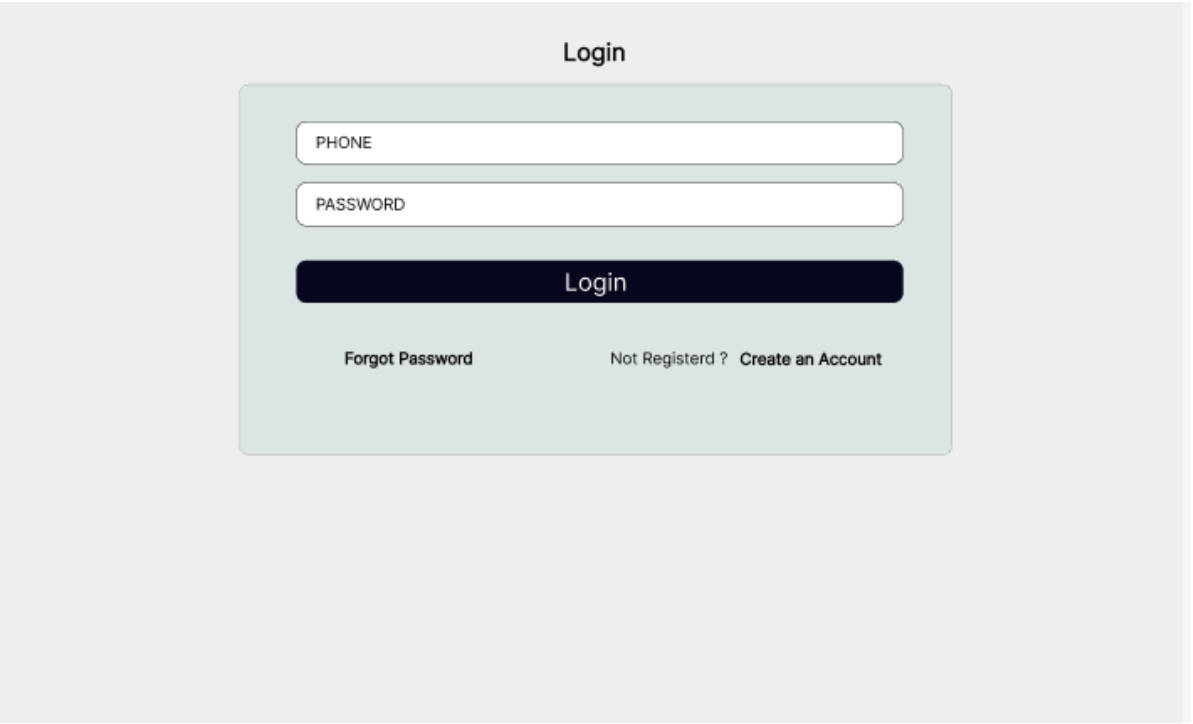

Figure 9 .Login screen layout

- Function Details:
    - Validates phone and password against the user database. If valid, retrieve the user's information from the database. If invalid, return an error message
    - The password is hashed before it is stored in the database
    - Hashed password from the user's input is compared with the stored hashed password
    - Secure session management is used to prevent cross-site scripting and session hijacking.

b. Register

- Function trigger: Click register link in login pages

- Function description: Customer to create new account for buy, data processing is account information (phone, password, etc.)
- Screen layout:

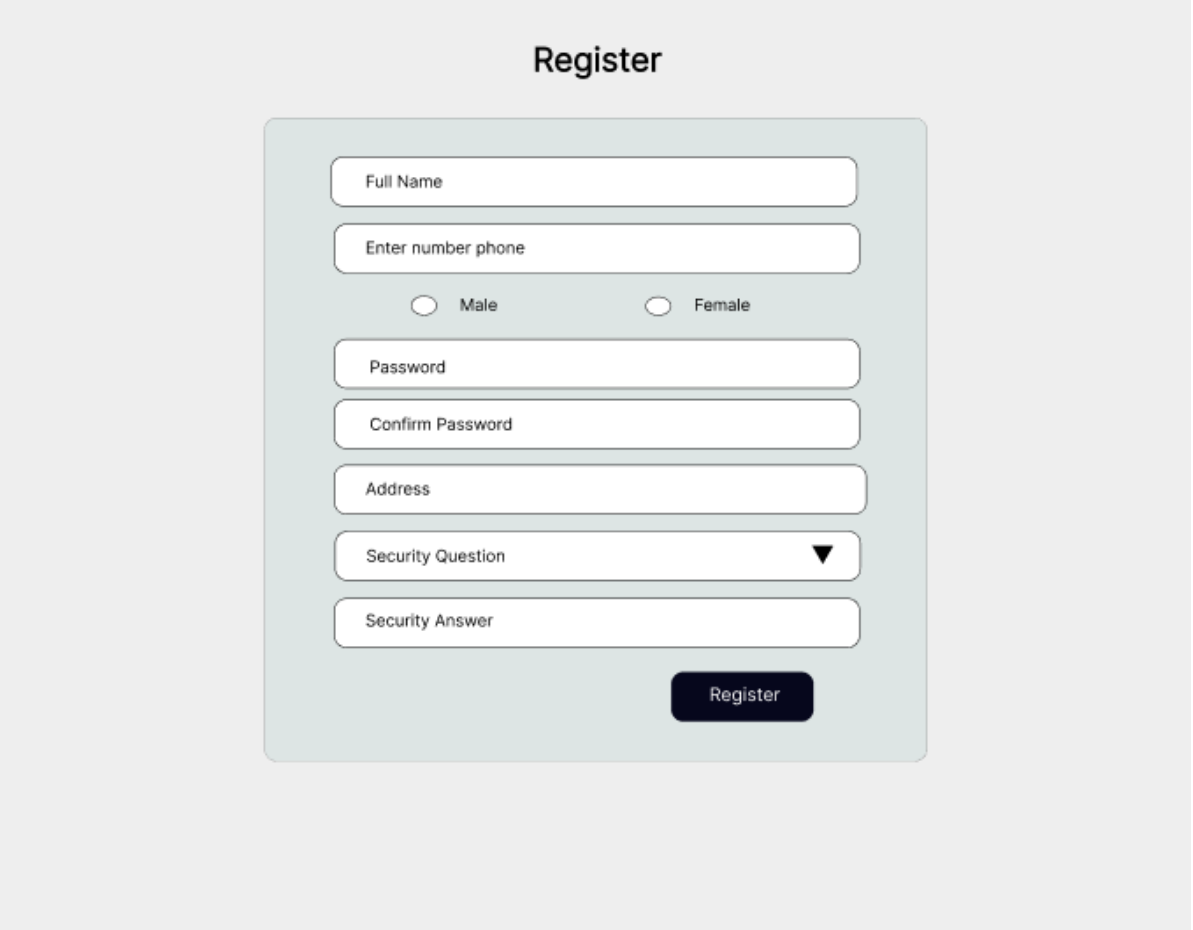

Figure 10. Register screen layout

- Function Details:

+ This feature allows users to create an account on the website by providing their personal information, such as name, email address, and password. The registration process includes the following steps:
    - User navigates to the registration page
    - User enters their full name, phone, gender, password, address and answer security question in the designated fields
    - User confirms their password by re-entering it in the designated field
    - User clicks the "Register" button
    - The website displays a message to the user indicating that their account has been successfully created

+ Acceptance Criteria:
    - The registration page can be accessed by clicking the "Register" link on the website's homepage
    - All fields on the registration page are properly labelled and placeholder text is provided

- The password confirmation field is displayed only after the user enters a value in the password field
- The website displays an error message if the phone provided is already in use
- The website displays an error message if the user's password does not meet the minimum length or complexity requirements
- The website displays a message indicating that the account has been created successfully after the user clicks the verification link
- User will able to login after verification of email address

c. Forget Password

c.1 Confirm phone number

- Function trigger: Click forgot password link in login pages
- Function description: Customer need to identity the phone number of the account they want to retreive
- Screen layout:

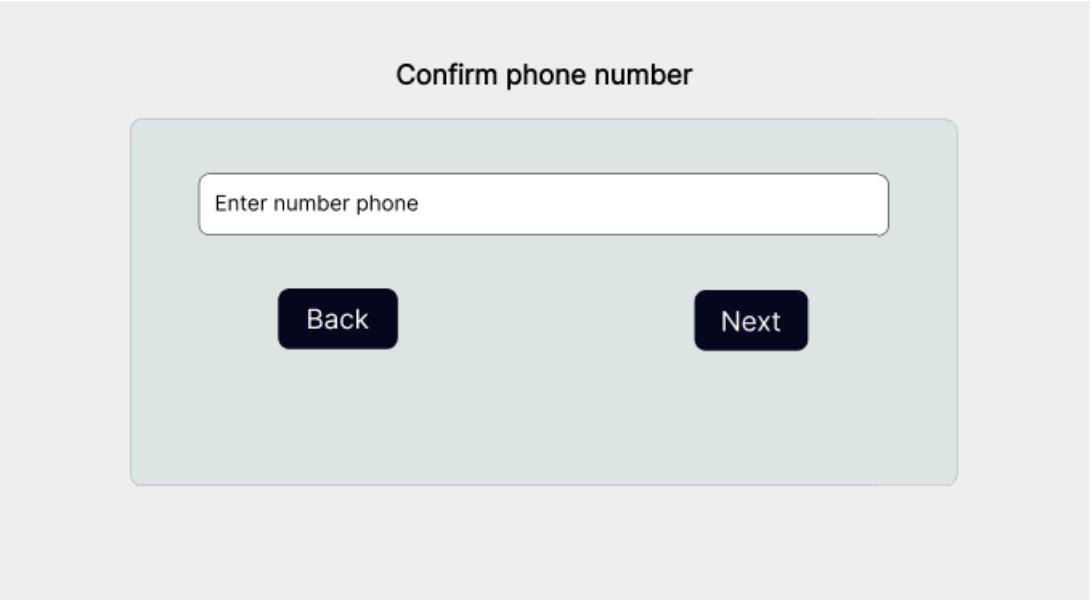

Figure 11. Confirm phone number screen layout

- Function Details:
    - The function check if the phone number that user entered has exist in the database then return a message

c.2 Forgot password

- Function trigger: After confirm that the phone number user entered has exist in database
- Function description: Answer for the security question user entered when they register
- Screen layout:

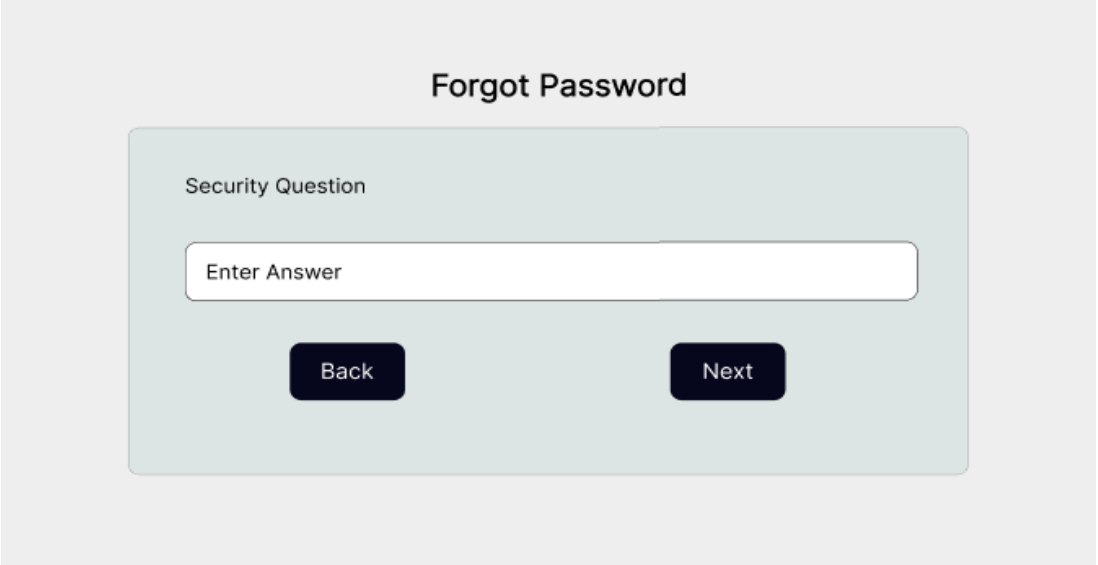

Figure 12. Forget password screen layout

- Function Details:
    - Enter the security answer of the security question that had registered before.
    - Check if the input is match with database

c.3 Reset password

- Function trigger: After user has answer the right security question
- Function description: Reset the password for the account user want to retrieve, after all confirmation
- Screen layout:

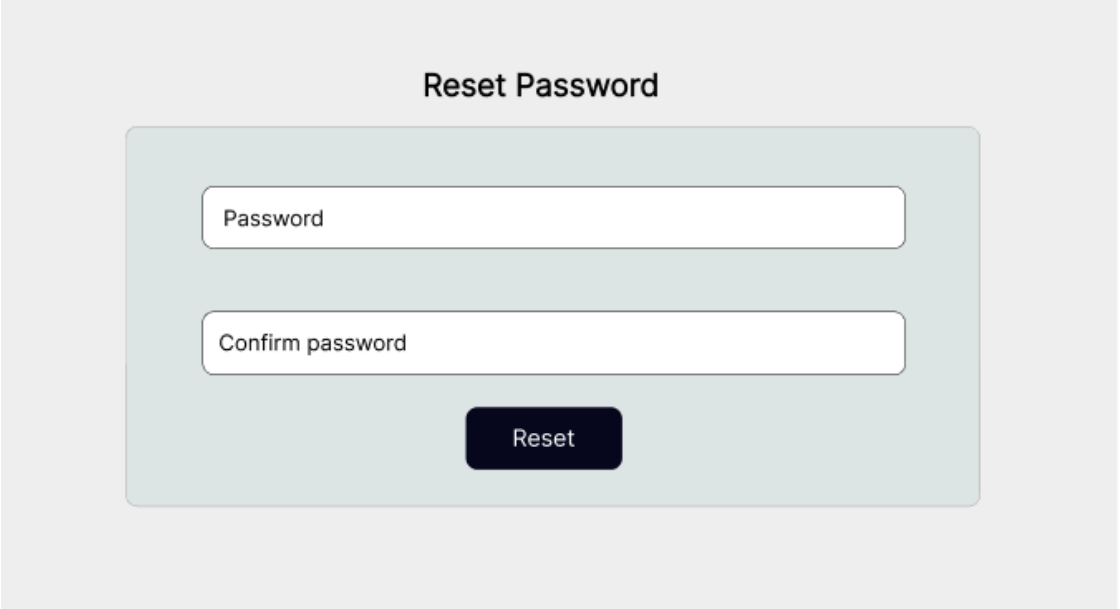

Figure 13. Reset password screen layout

- Function Details:
    - Enter a new password and confirm the new password.
    - Once the process is completed, you should be able to login to the account with the new password.

d. Profile

- Function trigger: Click on profile icon on navigation bar
- Function description: Allow customer to view or edit their information
- Screen layout:

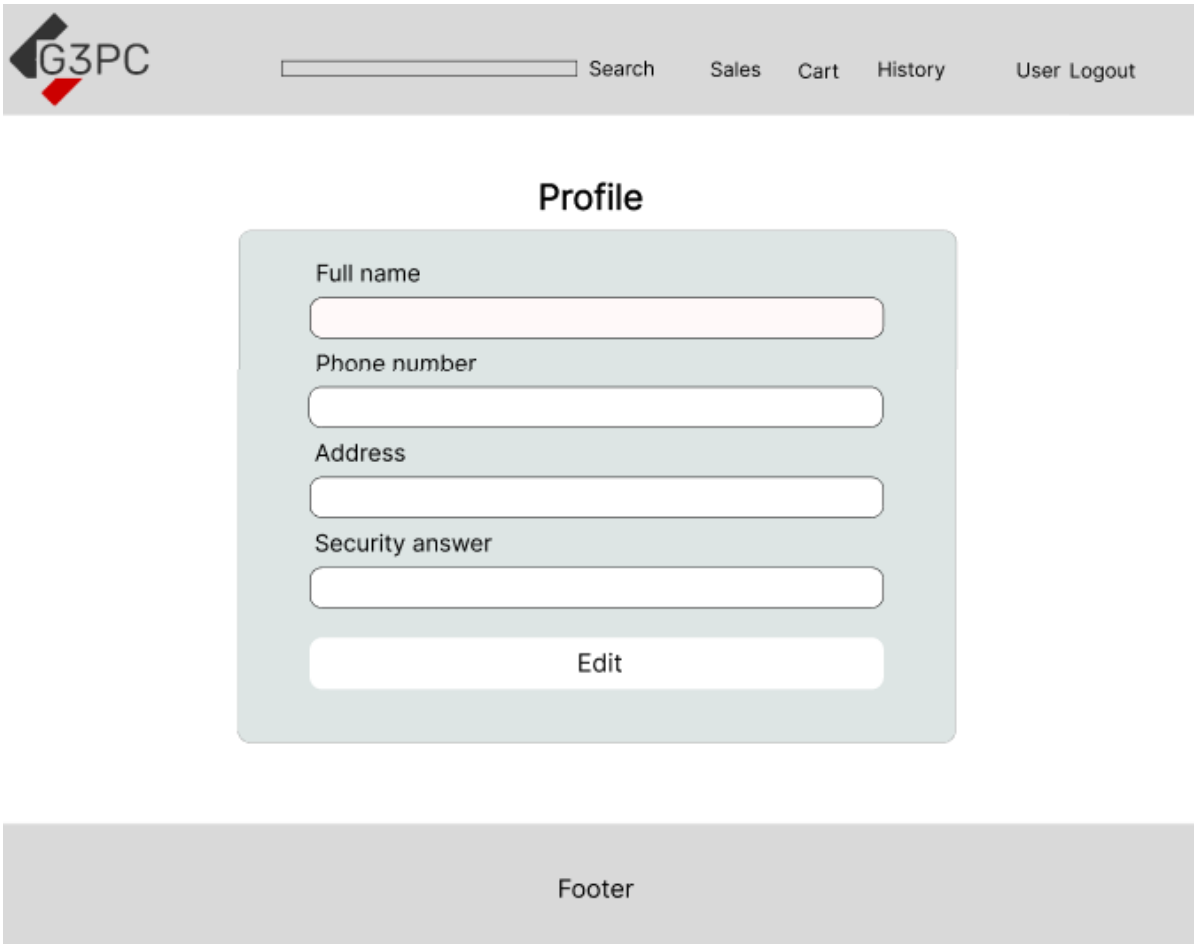

Figure 13. View profile screen layout

- Function Details:
    - The function allows users to edit their personal information, profile such as: full name or address and security answer. When edit successful, the page will show a message that the edit profile is succeed
    - The information may be affected due to incorrect user input in the edit form

2. Product management Function

a. Warehouse management feature

- Function trigger: Click on link warehouse management on product page.

- Function description: When a product manager wants to quickly and intuitively view product information inside the warehouse
- Screen layout:

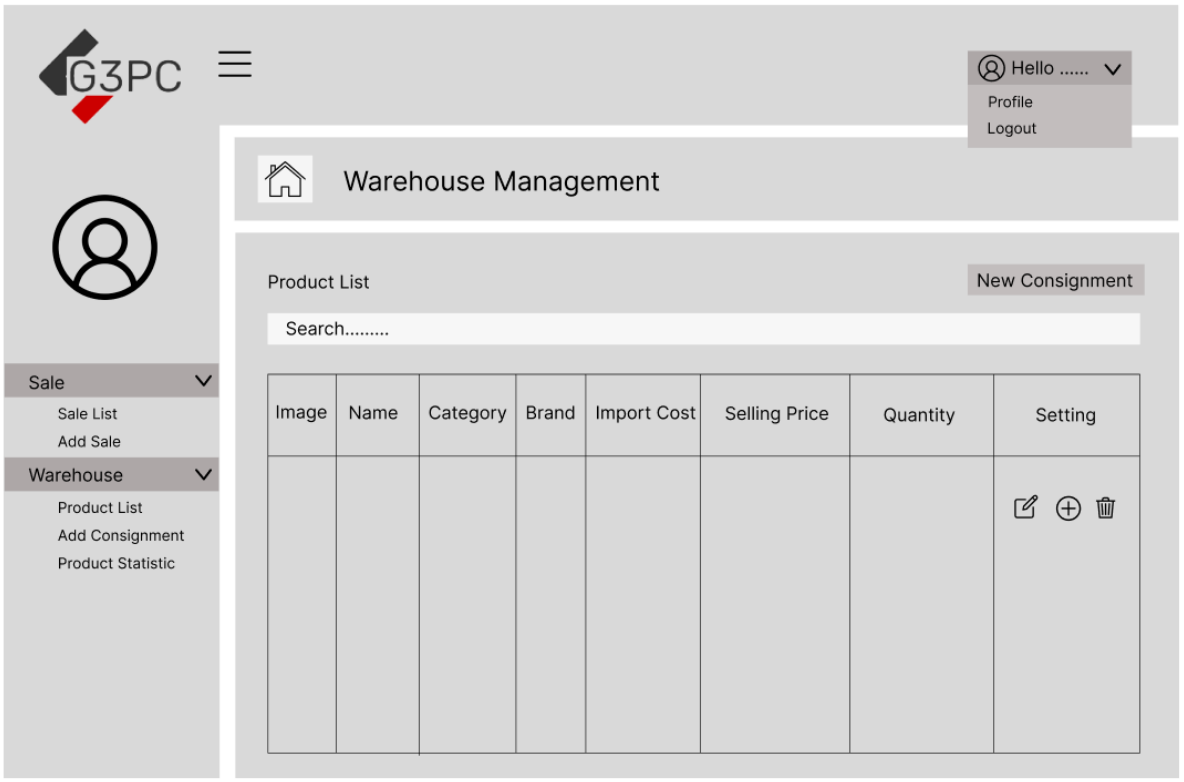

Figure 15. Warehouse management screen layout

- Function Details:

  When a product manager wants to quickly and intuitively view product information inside the warehouse

  The system screen will display information about products such as product name, import date, import price, quantity imported into the warehouse,... in the form of a table.

a.1 Add consignment

- Function trigger: Click on button "add" on warehouse management.
- Function description: Allows product managers to add new products to the warehouse.
- Screen layout:

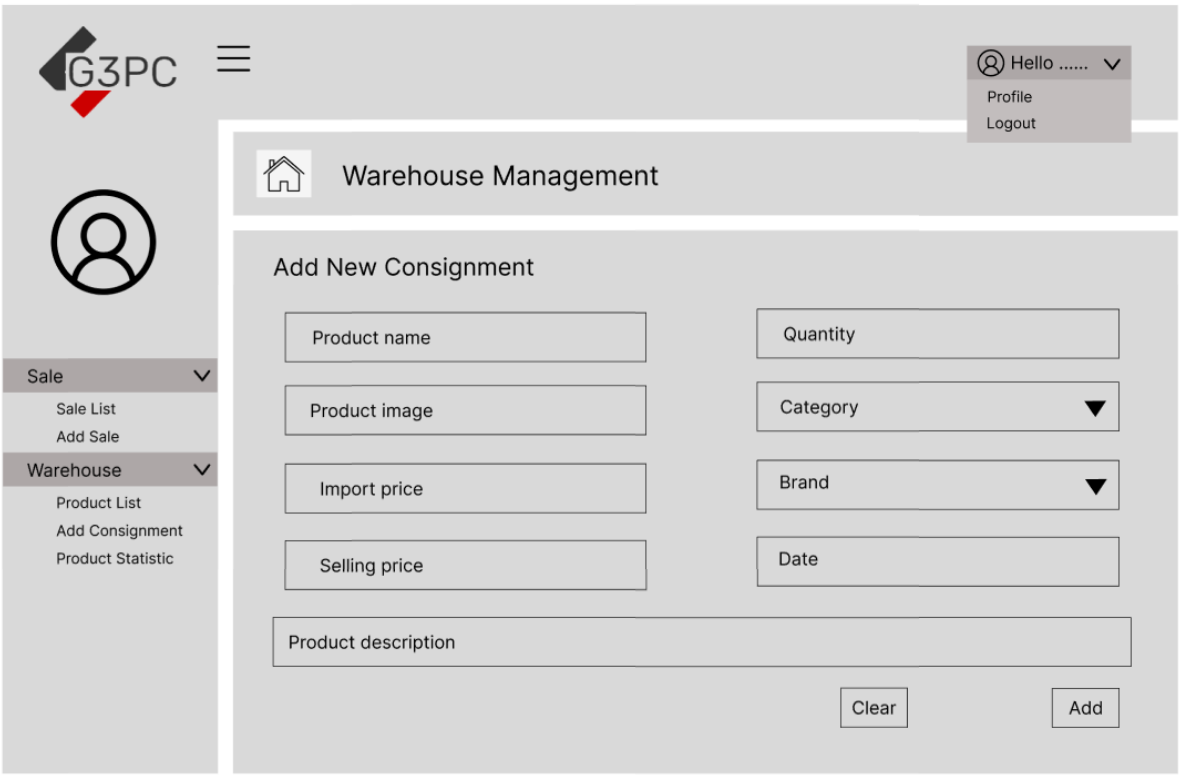

Figure 16. Add new consignment screen layout

- Function Details:

  Allows the manager to add goods to the warehouse with information such as product name, product image, import price, selling price, quantity, category, brand, date and product description in the warehouse, ...

  The information entered by the user will be added to the system in the form of a table.

a.2 Edit consignment

- Function trigger: Click on button "edit" on warehouse management.
- Function description: Edit consignment page allows user update quantity and import price of product name.
- Screen layout:

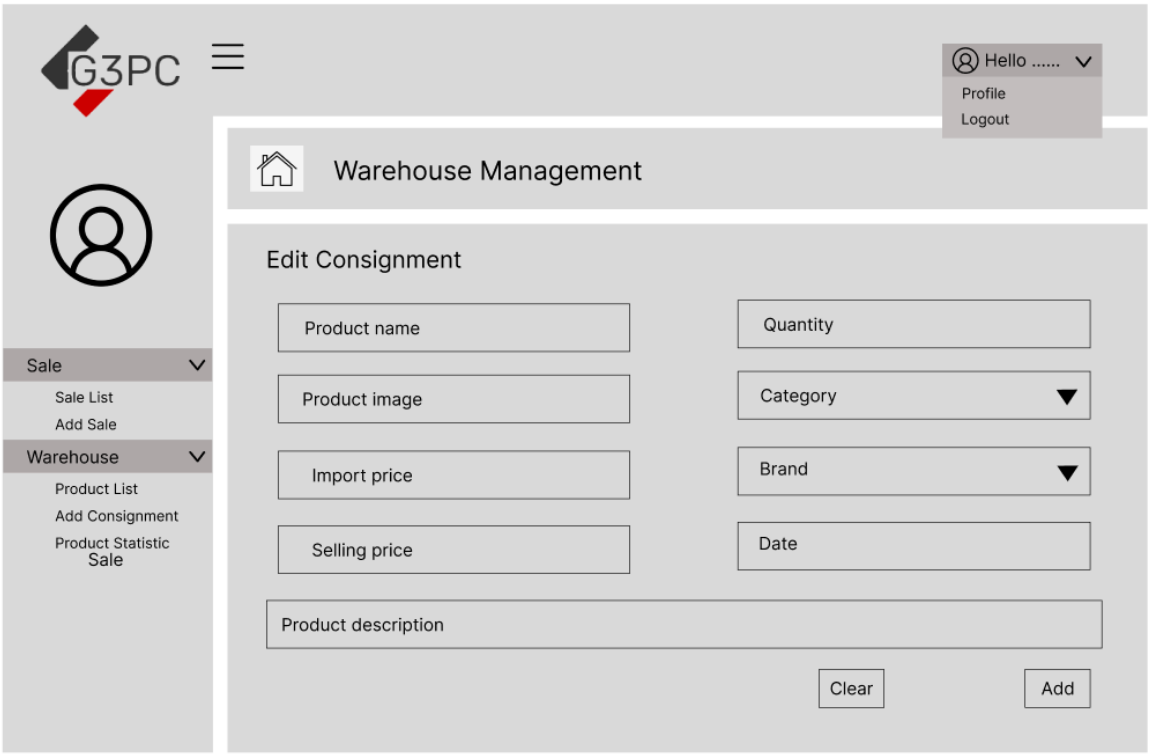

Figure 17. Edit consignment screen layout

- Function Details:

  Allows the manager to change, update and correct product information inside the warehouse such as product name, product image, import price, selling price, quantity, category, brand, date.

  The information entered by the user will be updated into the system in the form of a table

a.3 Delete consignment

- Function trigger: Click on button "delete" beside the consignment on warehouse management.
- Function description: Delete consignment function allows manager to reset quantity to 0.
- Function details: The user clicks on the delete button beside the consignment. The message will appear to confirm. After confirming, the quantity will be reset to the 0

a.4 Import more product

- Function trigger: Click on button " import more " on warehouse management.
- Function description: Increase the quantity of a product, allows manager to increase quantity and import date of product.
- Screen layout:

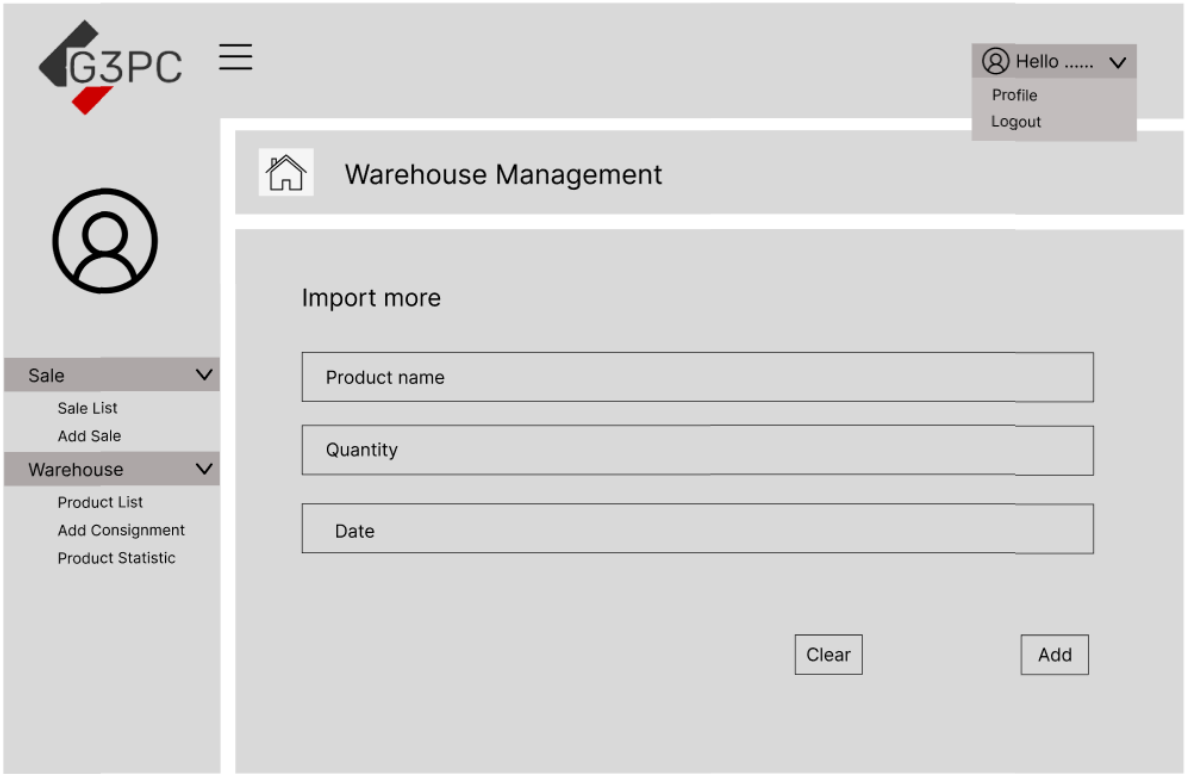

Figure 17. Import more product screen layout

- Function Details:

  Allows the manager to change, update and correct product information inside the warehouse such as product name, quantity, date entered in the warehouse,...

  The information entered by the user will be updated into the system in the form of a table

b. Product Statistic feature

- Function trigger: Click on link product statistics on product management page.
- Function description: Place for Product manager who wants to check the amount of product and Statistics of products, data processing is amount of product , etc.
- Screen layout:

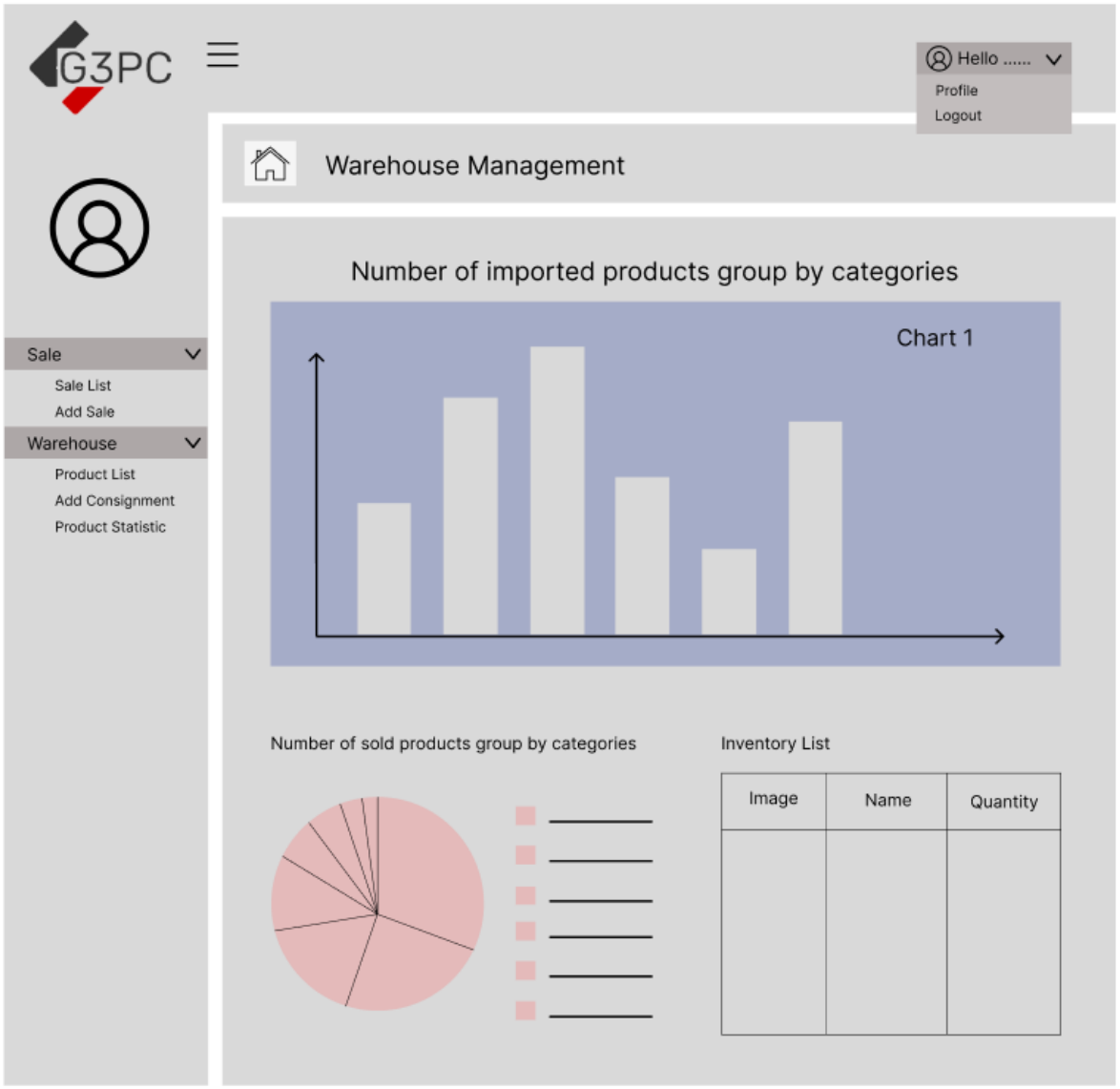

Figure 19. Product statistics screen layout

- Function Details:

  The user navigates to the Product Statistic page. This page will have the status information of the product. User can control product by daily, weekly, monthly and yearly statistics
  The user can view the best seller of the store.

c. Sale management feature

- Function trigger: Click on link sale management on home page.
- Function description: Place for product manager wants to quickly and intuitively view information about discounted products inside the warehouse
- Screen layout:

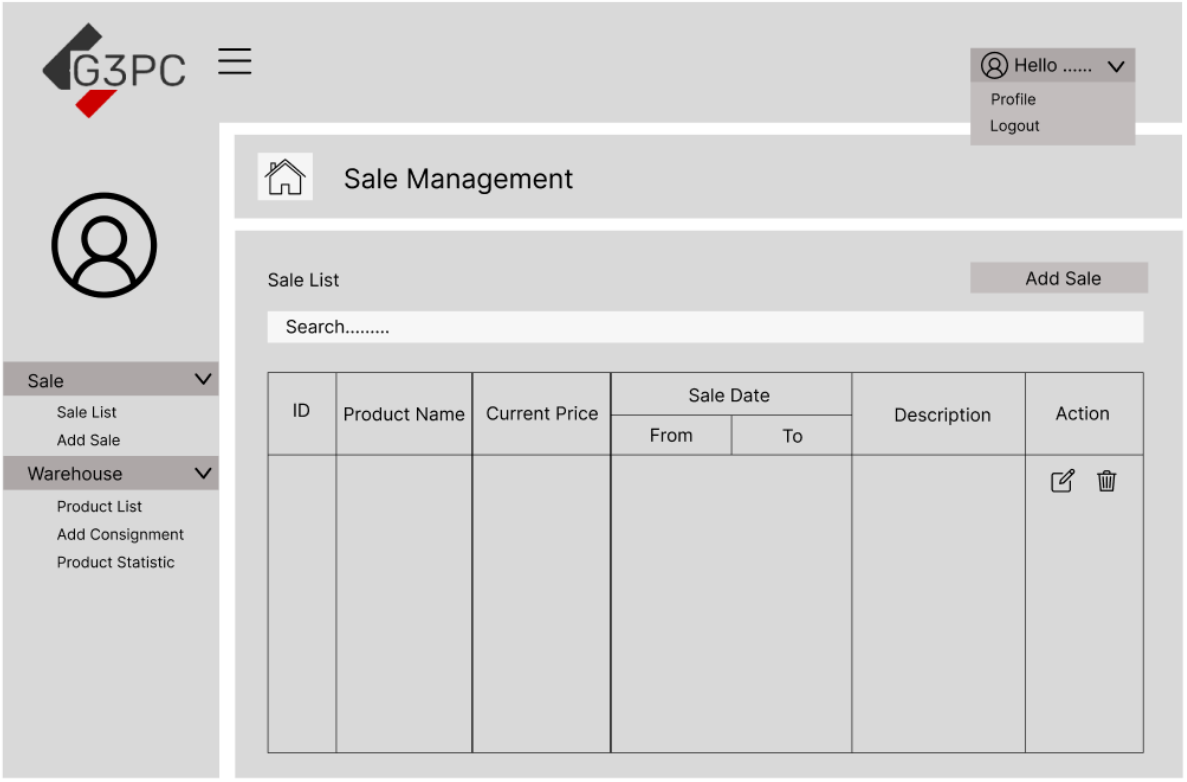

Figure 15. Sales Management screen layout

- Function Details:

  The product manager will navigate to the sales management page. This page will show the manager information about discount products inside the store such as product name, current price, discount rate, discount period, ...

  Besides, users can also manipulate tasks such as editing or deleting discounted products in the list.

c.1 Add new sale

- Function trigger: Click on link Add Sale button on Sale Management page.
- Function description: Place for the product manager can add products to the discount list
- Screen layout:

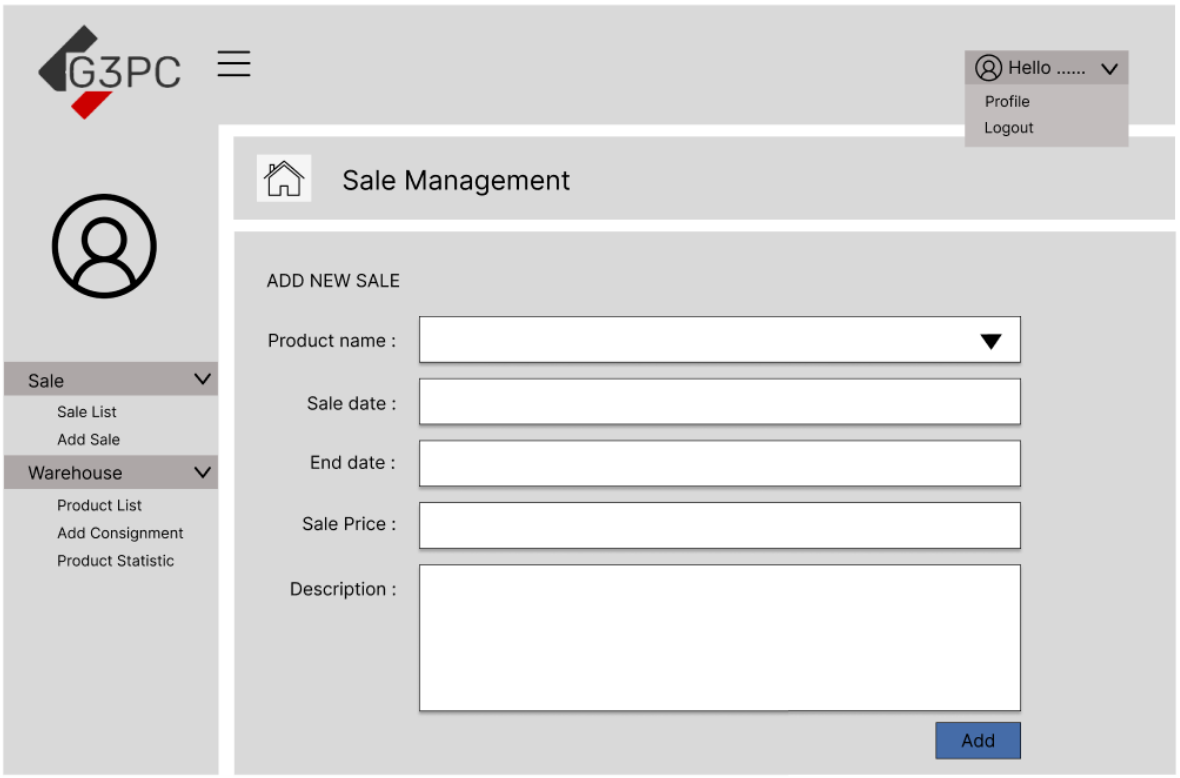

Figure 20. Add sale product screen layout

- Function Details:
    - The user will provide information about the product's discount such as the product name, the discount level, the discount start date, the discount end date, and the description of the product's discount.
    - The site will provide a form for the administrator to fill out.

c.2 Update sale

- Function trigger: Click on the Edit icon on a product in the Action column on the discount list.
- Function description: Place for product managers to edit the information of products on sale that are on the sale list.

- Screen layout:

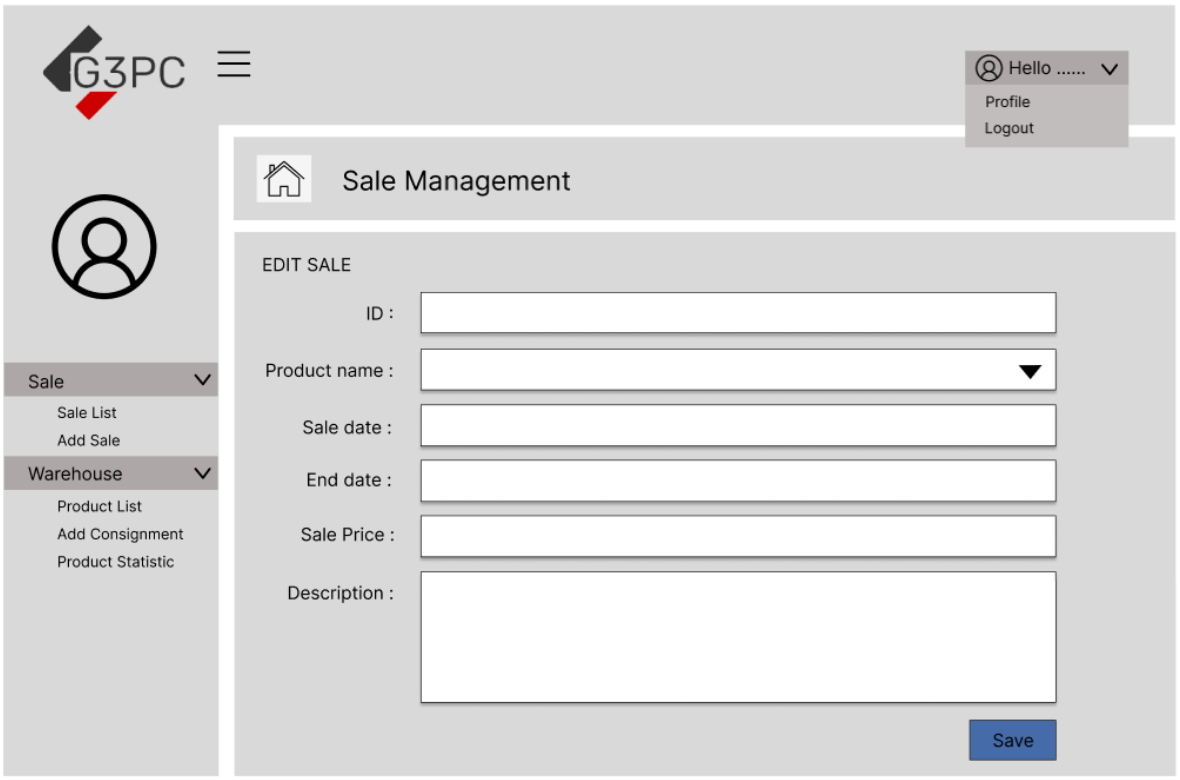

Figure 21. Edit sale product screen layout

- Function Details:

  The website will show information about the product that the manager wants to edit such as ID, product name, sale start date, sale end date, discount level and description of the product discount.

  The manager will edit the information at will except the ID. Then click the Save button to save the information of the discounted product.

c.3 Delete sale

- Function trigger: Click on the Delete icon beside a sale in the Action column on the discount list.
- Function description: Place for the product manager who wants to reset the price of a product to 0% on sale from the sale list.
- Function details: The user clicks on the delete button beside the sale product. The message will appear to confirm. After confirming, the sale price will be reset to the original price

c.4 Delete sale

- Function trigger: manager enters in text field on the search bar in the sale management page
- Function description: allow manager search for sale product they need to perform action by searching for sale product name

3. Admin function

a. Account management feature

- Function trigger: Click on Account management icon on admin homepage
- Function description: Place for Admin who manages accounts of all user and authentication, data processing include information
- Screen layout:

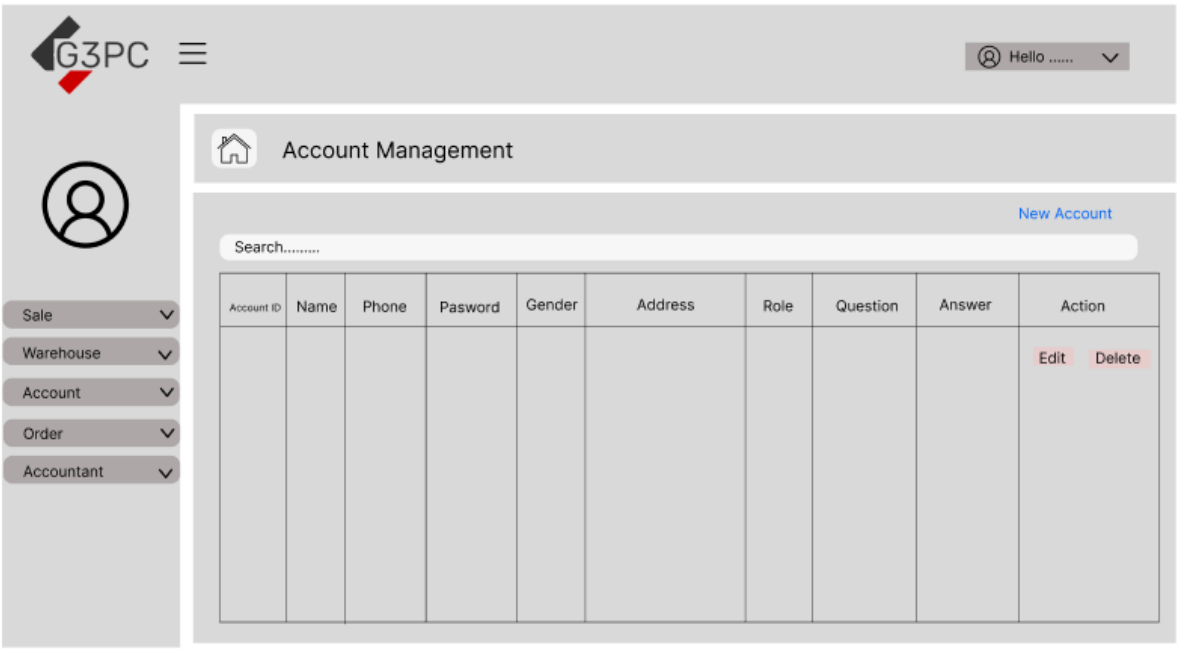

Figure 24. Account management screen layout

- Function Details:
    - Allow admin to have access to admin management function to perform their role
    - Allow admin to redirect to add account page to add new account to database
    - Allow admin to see the account information and search for account by account name
    - Allow admin to redirect to edit account page
    - Allow admin to delete account that need

a.1 Add account

- Function trigger: Click on link new account on account management page.
- Function description: Allow admin to add account to the system with permission that admin set for them
- Screen layout:

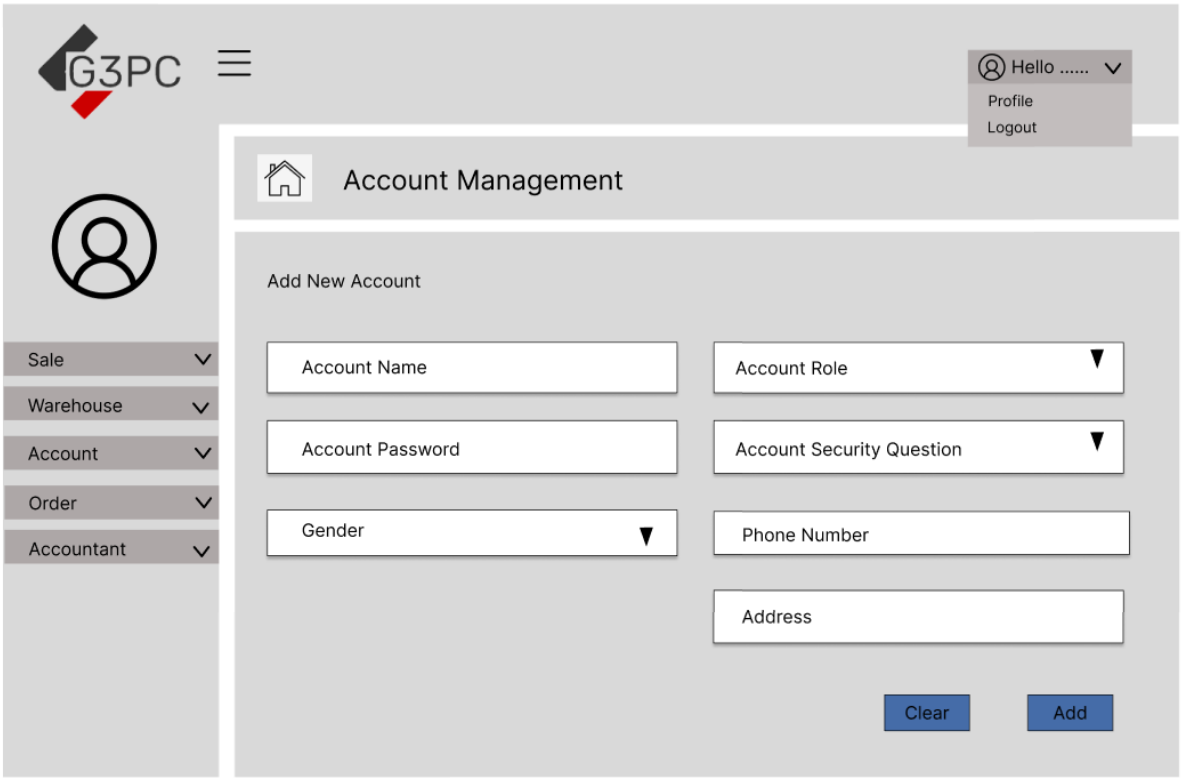

Figure 25. Add account screen layout

- Function Details:
    - Input validation: This ensures that all required fields are filled out
    - Password creation: This allows them to create a password for their new account.
    - Error handling: This handles any errors that may occur during the account creation process, such as a duplicate account or invalid input.
    - User access management: This allows the administrator to set different access levels for different users based on the role and permissions.

a.2 Edit account

- Function trigger: Click on update account button beside the account want to edit
- Function description: Place for Admin to edit an account information, text fill will be fill with old information when page load
- Screen layout:

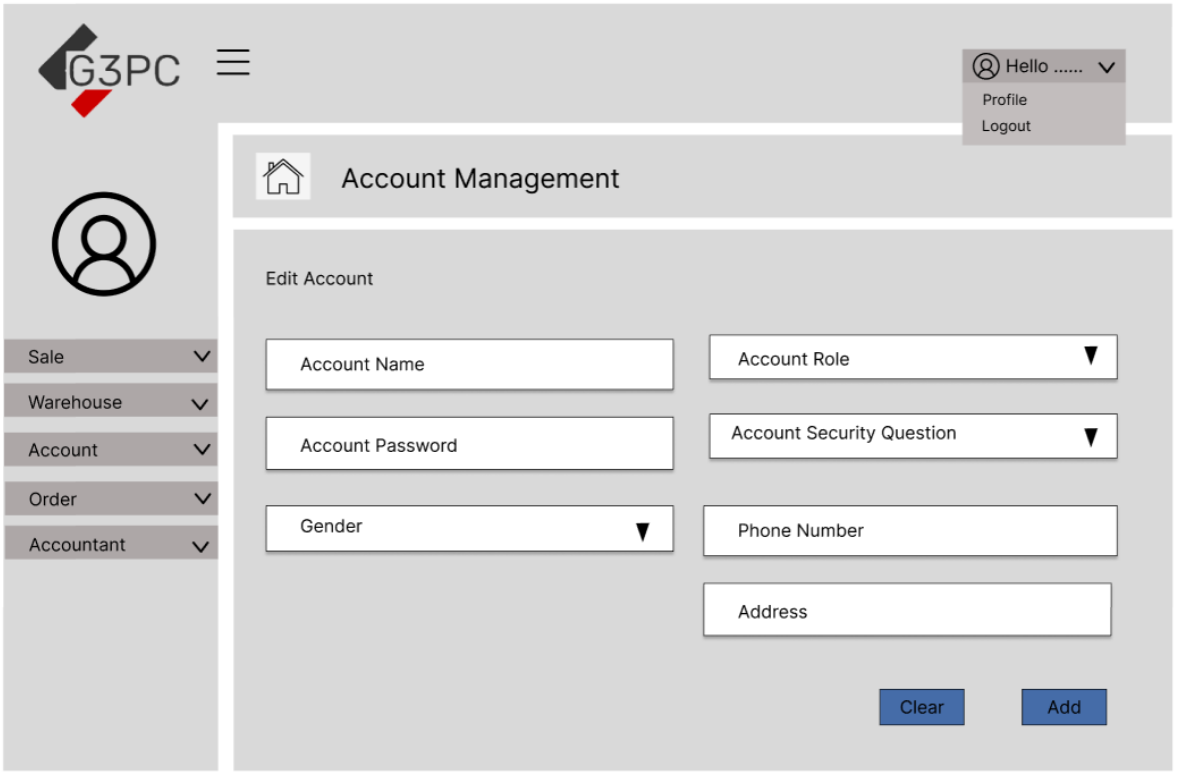

Figure 26. Update account screen layout

- Function Details:

  The admin navigates to the Account Update Page. The page will have account information available. The user can edit account information. After saving, a successful update message will appear or a failed message if it can not update.

a.3 Delete account

- Function trigger: Click on delete account button beside the account want to delete
- Function description: Place for Admin to delete an account information, the message will appear to confirm delete
- Function Details: The message will appear to confirm when click delete . After confirming, a successful delete message will appear or a failed message if it can not delete.

a.4 Search account

- Function trigger: admin enters in text field on the search bar in the account management page
- Function description: allow admin search for account they need to perform action by searching for account name

b. Admin home

- Function trigger: When an admin logs in to their account, the admin's home page will appear.
- Function description: When the administrator wants to check the data, products, orders or edit, manage user accounts in the system.
- Screen layout:

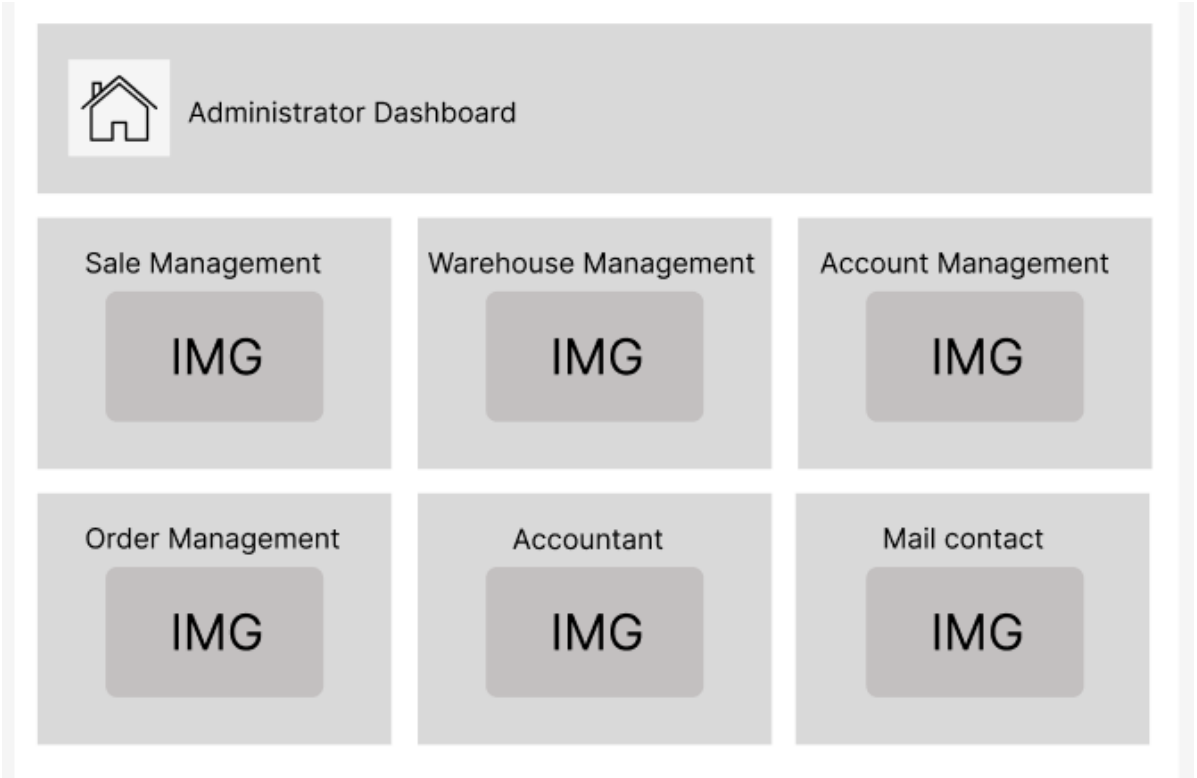

Figure 27. Admin dashboard screen layout

- Function Details:

  Allows administrators to redirect to other management pages within the system such as product management, order management or user accounts management in the system.

4. Order management function

a. Order management

- Function trigger: Click on order management on admin home page
- Function description: The function allows users who are order managers as well as administrators to control all order information inside the store as well as have the right to edit or change status of orders already in the list.
- Screen layout:

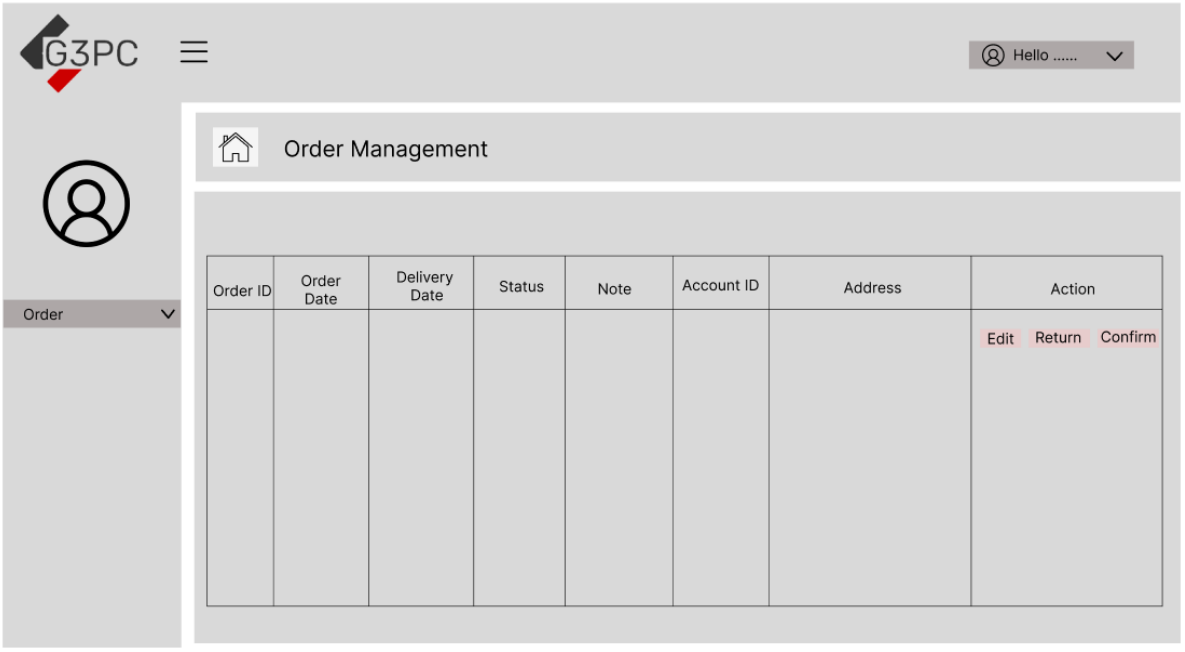

Figure 28. Order management screen layout

- Function Details:

  In the order management screen, the manager or administrator can see all the information of the order such as the customer's id, the name of the product they bought, the date of purchase, the address,... and other information related to the order. Managers as well as administrators can edit, update or delete orders on the list.

a.1 Edit order

- Function trigger: Click on edit button beside order want to edit
- Function description: Function for order manager to change information such as delivery date, address, note and status of orders easily
- Screen layout:

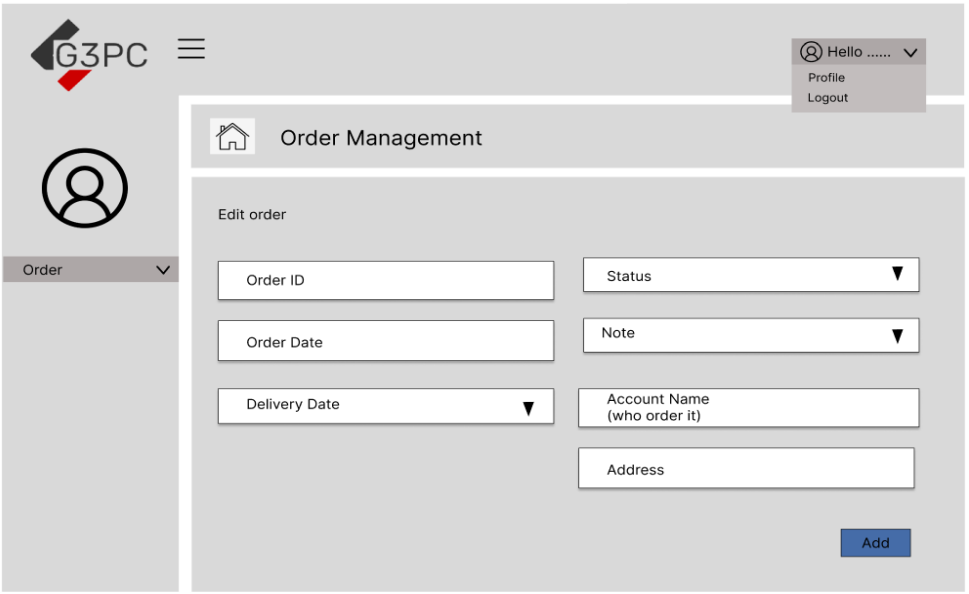

Figure 29. Update order status screen layout

- Function Details:

  This allows the order manager to track orders from the time they are placed to when they are shipped, including picking, packing, and shipping.

a.2 Order confirm

- Function trigger: Click on Confirm button beside order want to confirm
- Function description: Function for order manager to change status of order to “Delivering” with a button
- Function Details: This allow order manager to confirm the order want to deliver to customer

a.3 Order return

- Function trigger: Click on return button beside order want to return
- Function description: Function for order manager to change the status to Return when a customer want to return an order
- Function Details: This allows the order manager to keep track of order status when doing their duty and confirm the order has been return

b. Contact management

- Function trigger: Click on Mail Contact on the home manager page.
- Function description: The function allows the product manager to view and read all the messages of customers and replay them by mail.
- Screen layout:

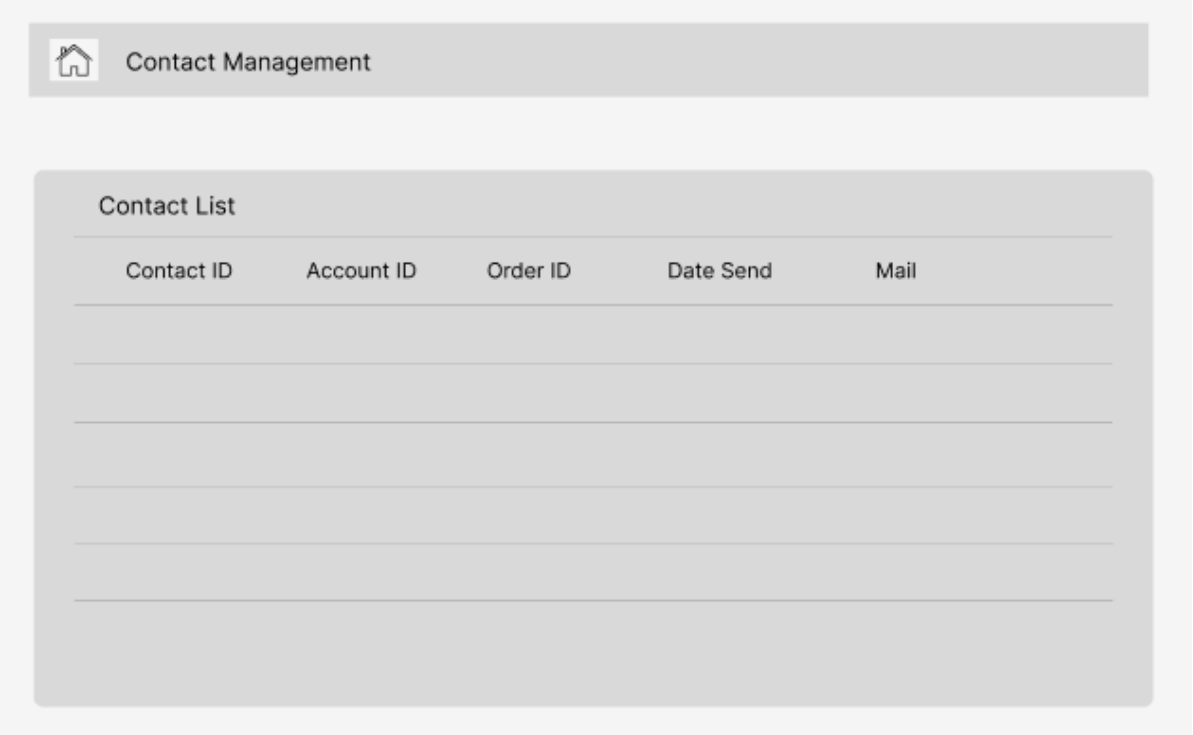

Figure 30. Contact List screen layout

- Function Details:

  On the Contact List screen, Contact Management is a function that allows the product manager to check and read all messages of customers. Besides, product manager can reply by mail to support customers.

5. Accountant function

a. Revenue statistic feature

- Function trigger: Click on icon accountant staff on home page.
- Function description: The function allows the accountant to control and manage the store's expenses and income as well as statistics the data in the form of a chart for the accountant to easily manage.
- Screen layout:

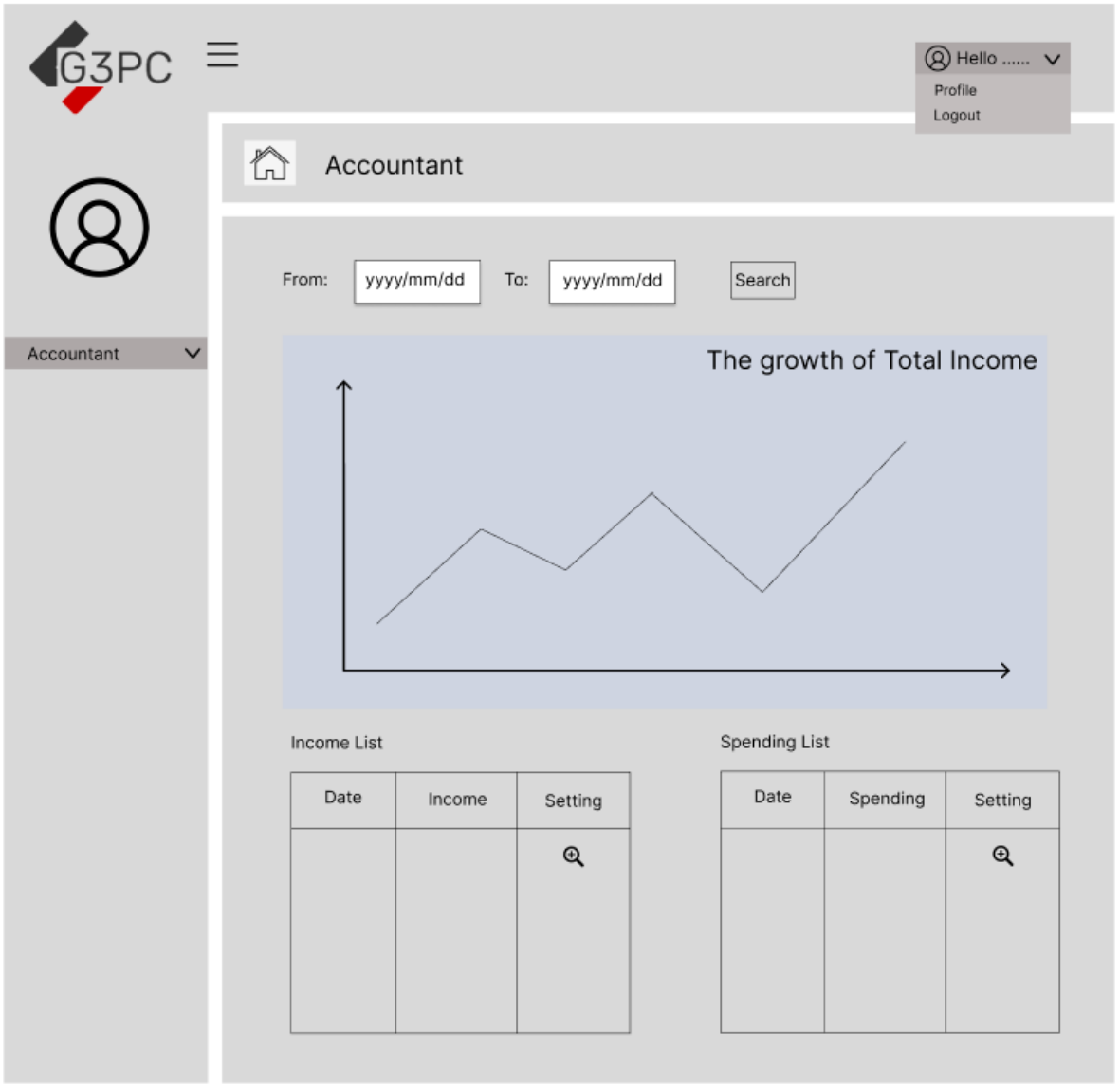

Figure 31. Income/ Revenue statistics screen layout

- Function Details:
    - Data collection: This function collects revenue data from various sources such as 7usales, subscriptions, and donations.
    - Data visualisation: This function presents the collected data in the form of charts, graphs, and tables to make it easy to understand and analyse.
    - Filtering and sorting: This function allows users to filter and sort the data by various criteria such as date range, product, and customer.

- Drill-down capabilities: This function allows users to "drill-down" into the data for more detailed analysis, by clicking on a specific data point in a chart or table.
- Multi-dimensional analysis: This function allows users to analyse revenue data by different dimensions such as time, location, and product.
- Benchmarking: This function allows users to compare their revenue data to industry benchmarks or to their own past performance.
- Integration with other systems: This function allows integration with other systems such as accounting, CRM, and e-commerce to share information and automate processes.
- Security Measures: This ensures that the collected revenue data is safe and secure from unauthorised access.

6. Purchasing products function

a. All product

- Function trigger: Click on link all products on nav menu on home page.
- Function description: Place for Customer who want to view all product
- Screen layout:

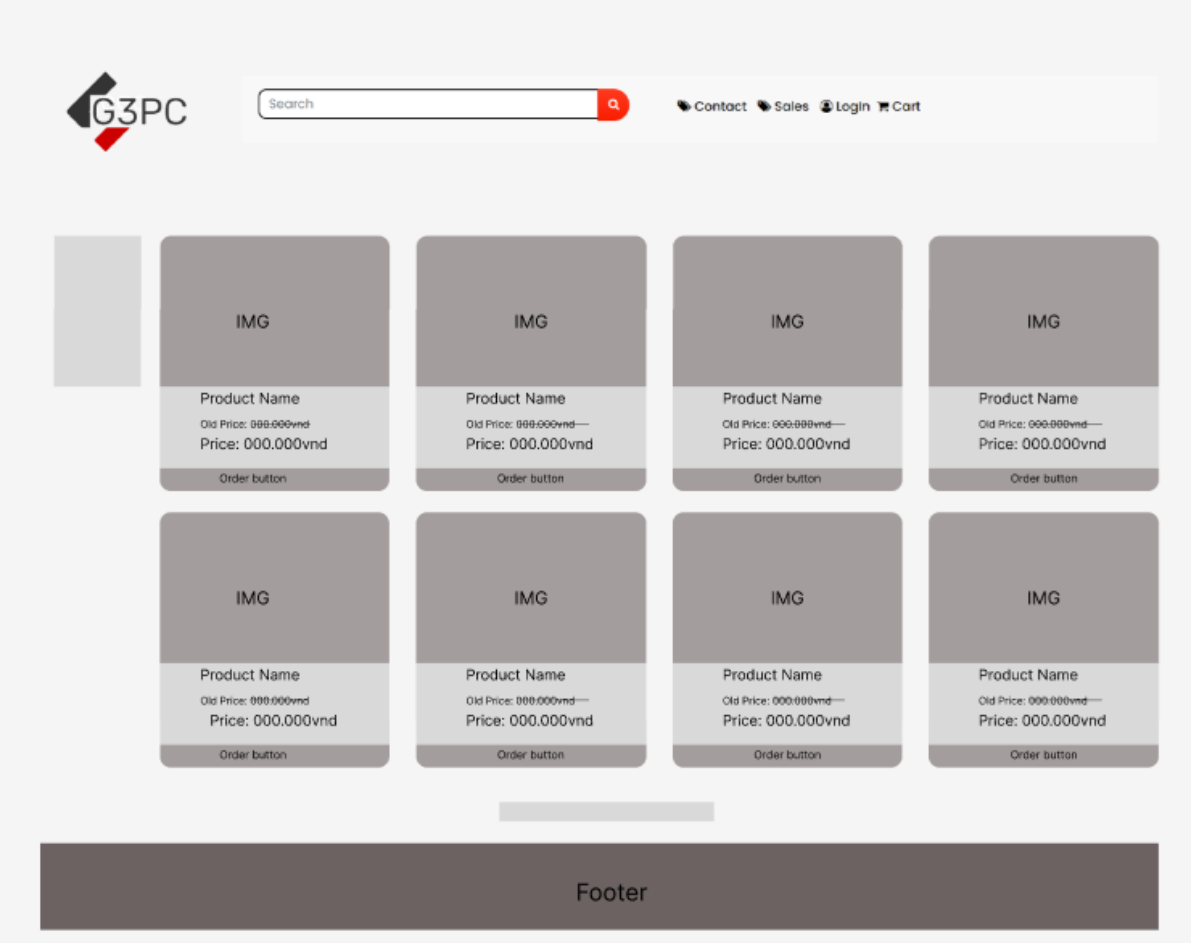

Figure 32. Product management screen layout

- Function Details:

The user navigates to the All Products screen. This page has all the products of the store. Include: Image, Name, Price and user can click “Buy” button to continue. Pages will be categorised by category. Besides, users can choose options from Number of Products or Sort by filter. The page will show products by options.

b. List category

- Function trigger: Click on each product on the nav menu on the home page.
- Function description: place for customers who want to view all the products of the store.
- Screen layout:

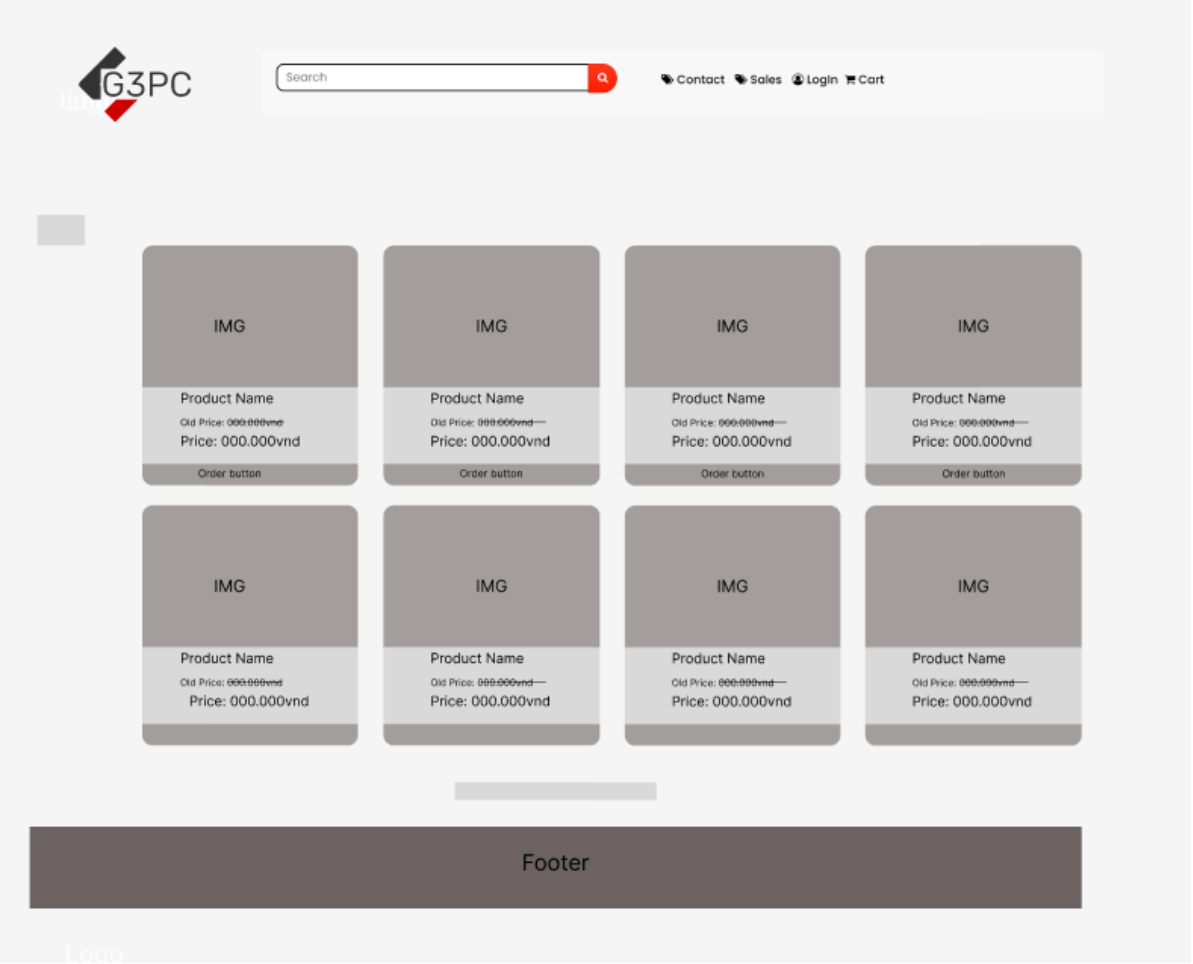

Figure 33. Product list screen layout

- Function Details:

The user navigates to the List Product screen. On this page, the user can view products. Page will be classified by brands. The user can click on “ View all “ of each brand to view all products of that brand.

b.1 Sort by price

- Function trigger: Click on increase or decrease the nav left.
- Function description: Sort products by price.
- Function Details: Customers want to sort products by price for search.

c. Sale Product

- Function trigger: Click on link sales products on home page.
- Function description: Display product on discount for customer to buy. Products will be ordered by their categories. After clicking the “buy” button, the page will be directed to the product details page.
- Screen layout:

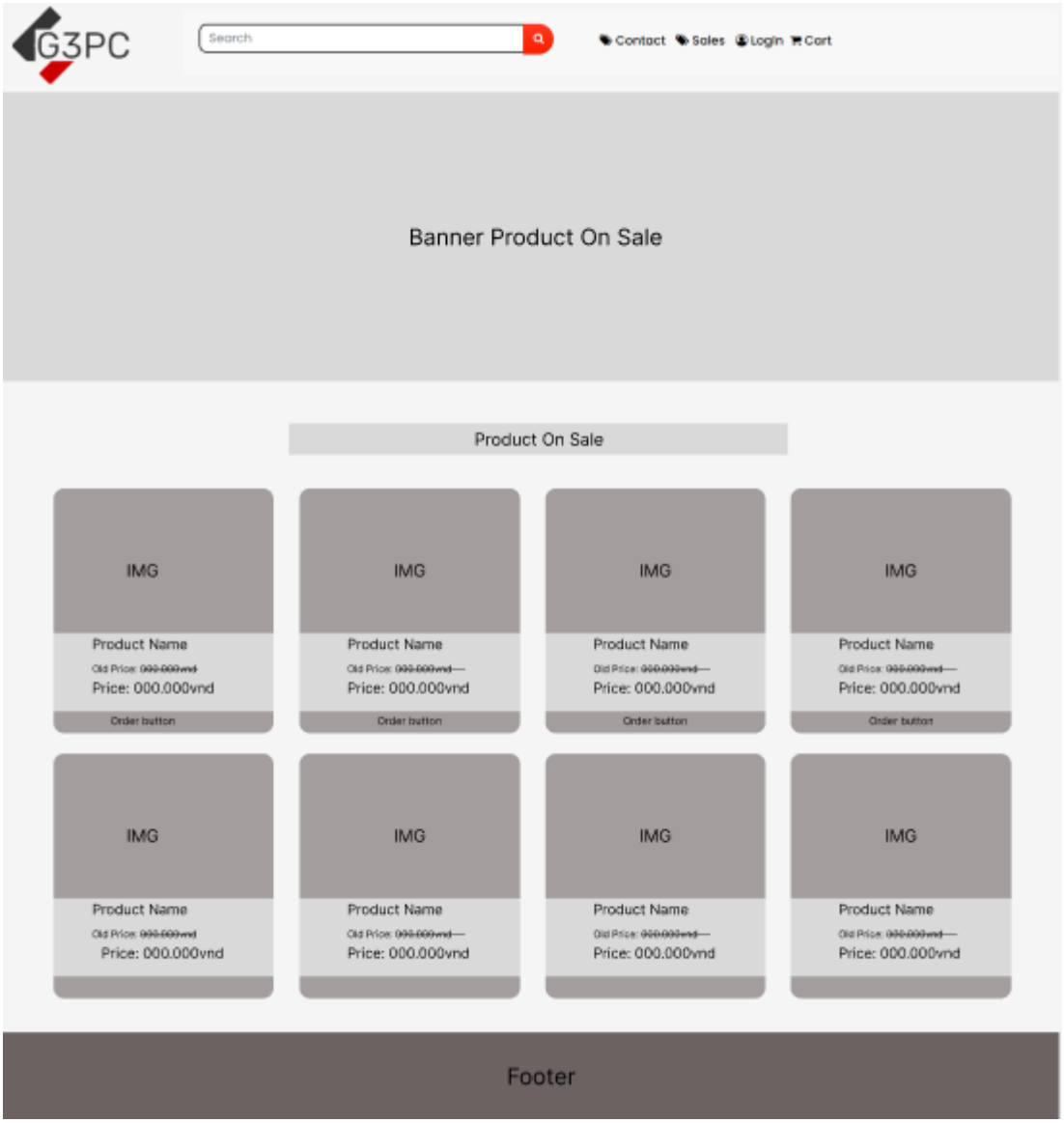

Figure 34. Sale product screen layout

- Function Details:

  The user navigates to the Sale Product screen. On this page, the user can view discounting products. Page will be classified by brands. The user can click on the “ View all “ button of each brand to view all discounting products of that brand.

d. Product Detail

- Function trigger: Click buy or details product on list product page.

- Function description: Place for Customers who want to view the detailed information of the products. Moreover, they can read the comments other customers leave for the product as well as leave comments themselves.
- Screen layout:

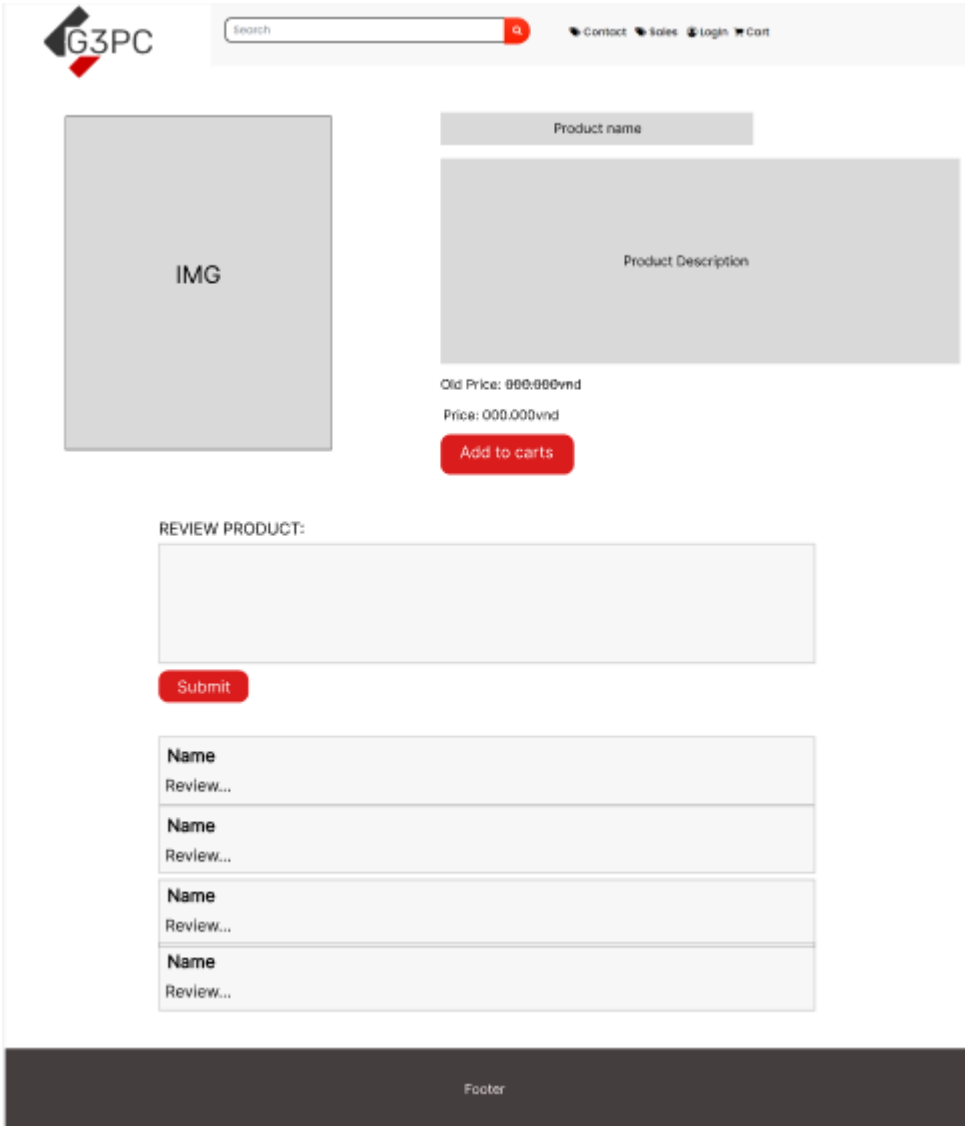

Figure 35. Product detail screen layout

- Function Details:
    - Product information display: This function displays information such as product name, description, price, and availability.
    - Product images: This function displays images of the product from various angles and in different sizes.
    - Product reviews: This function allows customers to leave reviews of the product and display them to other customers.
    - Product comparison: This function allows customers to compare the product to similar products in terms of features, price, and ratings.

- Product recommendations: This function suggests other products that might be of interest to the customer based on their browsing and purchase history.
- Add to cart/wishlist: This function allows customers to add the product to their cart or wish list for future purchase.
- Product customization: This function allows customers to customise a product by selecting different options such as size, colour, and engraving.
- Inventory management: This function allows the administrator to manage the inventory, set the stock levels, and receive notifications when the stock is low.
- Integration with other systems: This function allows integration with other systems such as accounting, CRM and shipping to share information and automate processes.
- Security Measures: This ensures that the product information is safe and secure from unauthorised access.

d.1 Comment product

- Function trigger: Click on the product details of any product.
- Function description: Place for customers to leave a comment, review about a product that they want.
- Function Details: Comment product is a function allowing customers to write comments for a product they want

e. Cart

- Function trigger: Click on link cart on detail product page.
- Function description: Place for customer want to check the product which had add to Cart
- Screen layout:

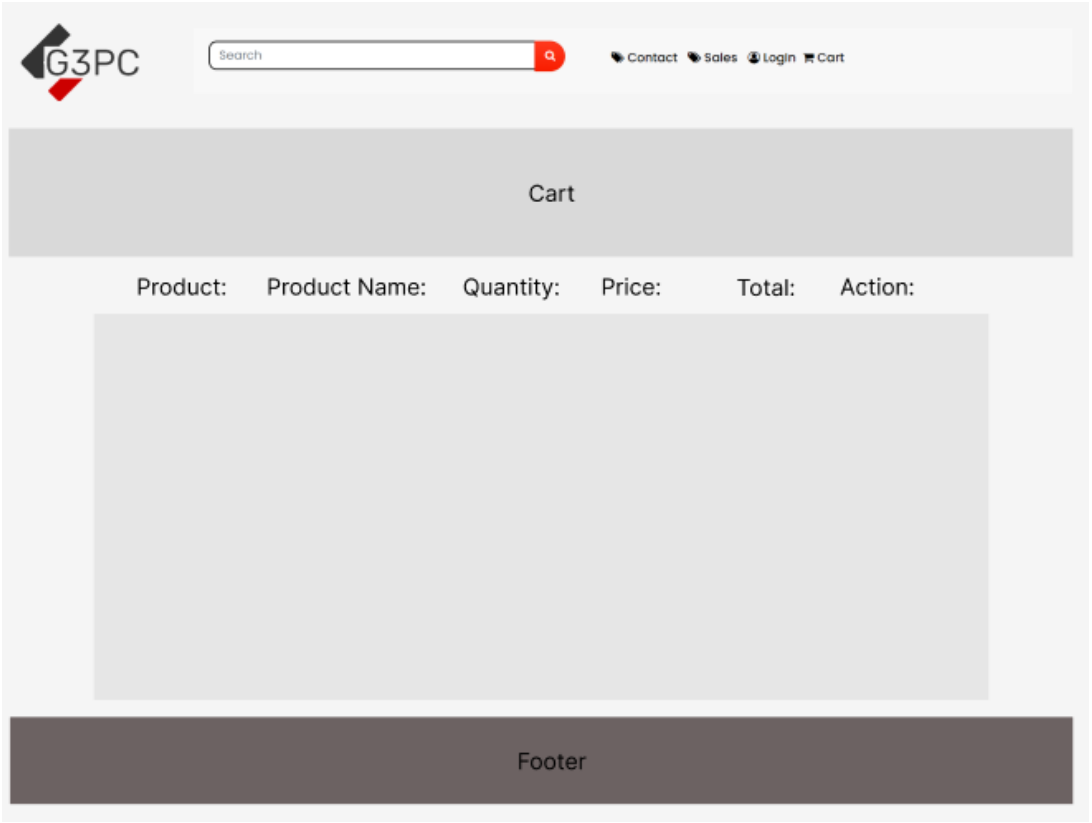

Figure 36. Cart screen layout

- Function Details:

  The user navigates to the Cart screen. On this cart page, the user can view products that they added to cart. Page will show information about the product such as: Name, quality, price. Besides, the user can delete products in the cart. After checking, the user can click on the " Pay " button to continue.

e.1 Delete

- Function trigger: Click on the Delete button beside the product you want to delete in the cart.
- Function description: Place for customer who wants to remove a product from the cart.

f. Home

- Function trigger: Click on home page
- Function description: This is a Home Page when user login or return from other function
- Screen layout:

Figure 37. Home screen layout

- Function Details:

  On the Home screen. This is the main page of the store. The user can view the slider image. Search for a product, select an option on the navigation menu. see featured products, best sellers even see all by clicking the “View All” button. Besides, users can read reviews from other customers.

g. Search

- Function trigger: User enter in text field on nav bar for search product.
- Function description: place for customer to search for product

h. Order confirmation

- Function trigger: Click on link order confirm on cart page.

- Function description: Confirm information of customer and place order
- Screen layout:

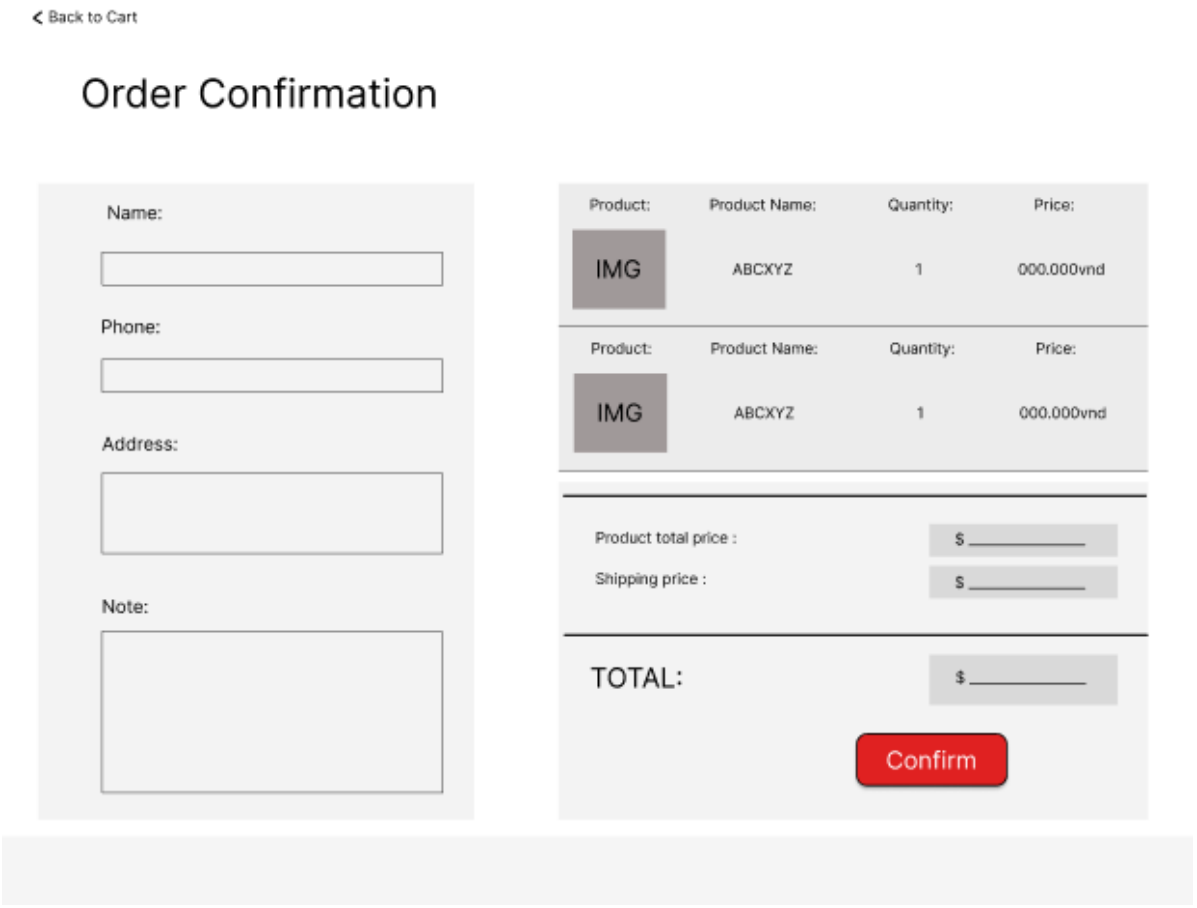

Figure 38. Order confirmation screen layout

- Function Details:

  The user navigates to the Order Confirmation screen. This page will have available personal information and total price of the bill After the user clicks on the "Confirm" button , a notification of successful confirmation will appear.

j. Order history

- Function trigger: Click on link history order on home page.
- Function description: View order history and can choose two options: Buy again or contact.

- Screen layout:

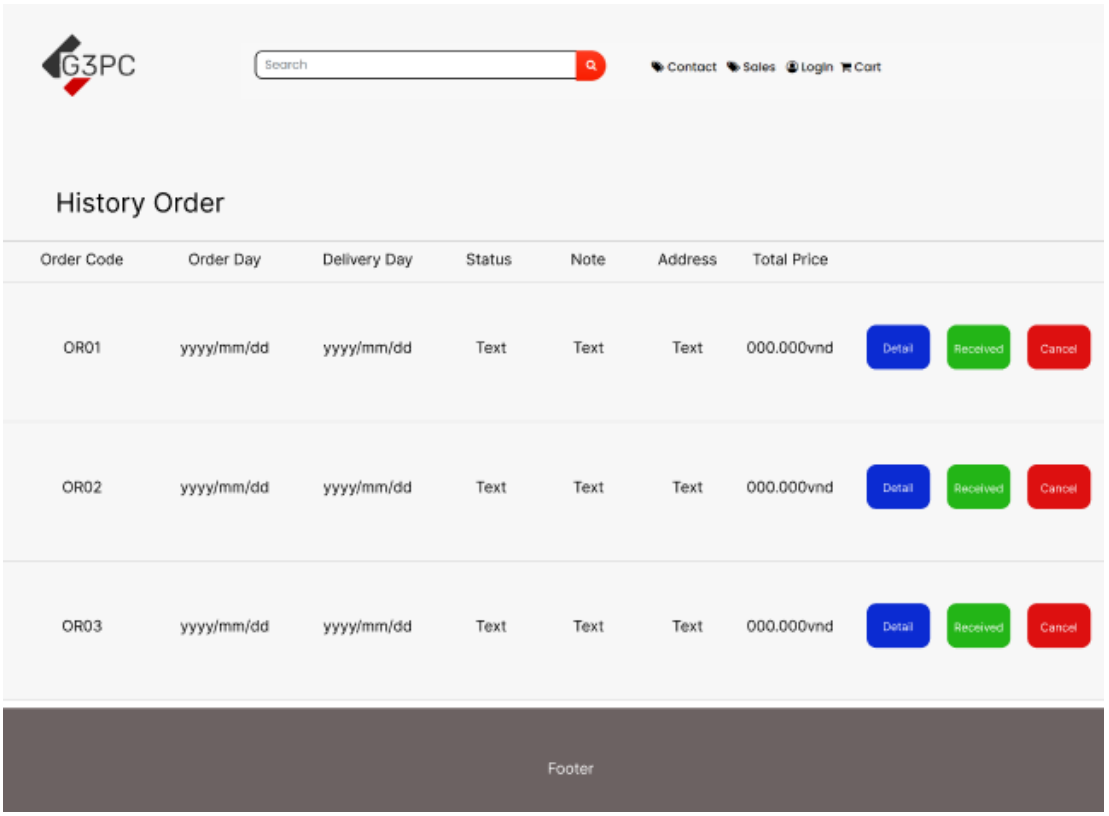

Figure 39. Order history screen layout

- Function Details:

  The user navigates to the Order History page. The page will have information about products bought such as: Image, Name, Price and Feedback. Besides, the user can click on the “Buy Again” button to buy the product again. The user can click on the “Contact” button to receive the support from customer support.

j.1 Received

- Function trigger: Click on the received button beside the order that you have been receive in the order history
- Function description: Place for customer to confirm the status of the order that they order before

j.2 Detail

- Function trigger: Click on the Detail on an order in the History Order page.
- Function description: Place for customer who wants to view order details.

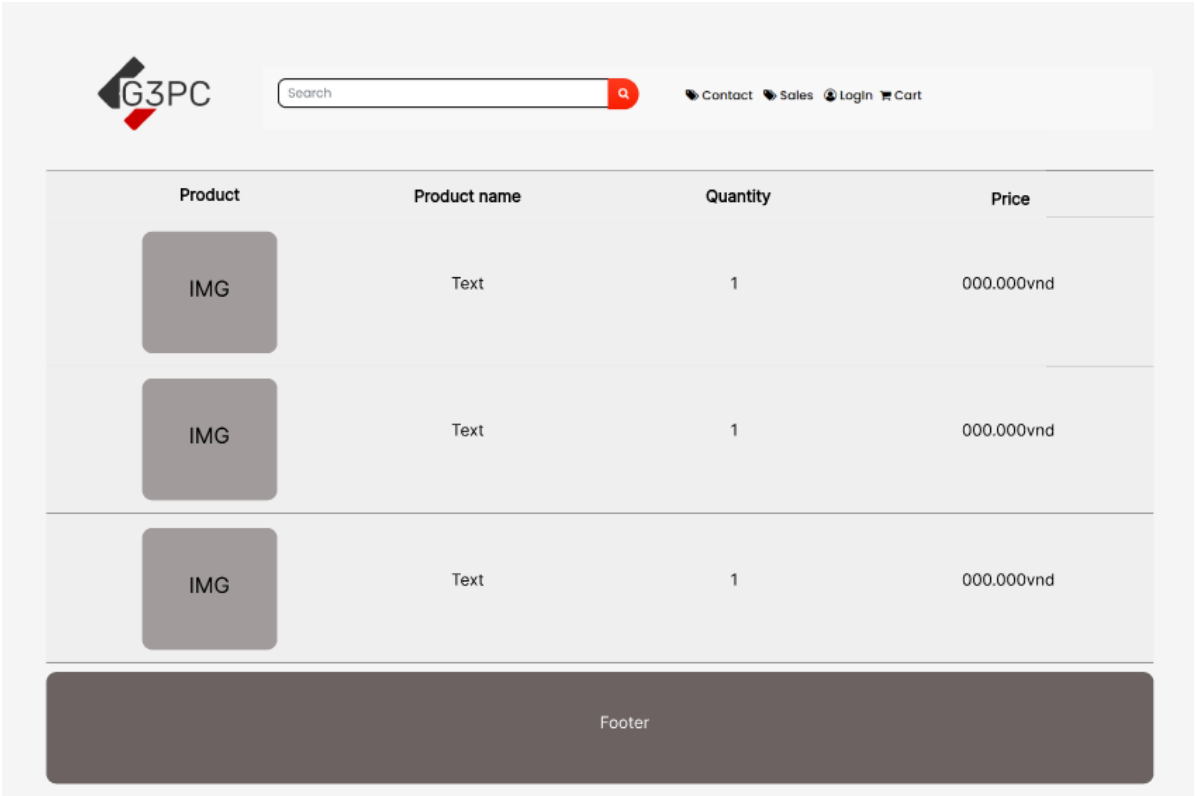

Figure 40. Order detail screen layout

j.3 Cancel

- Function trigger: Click on the Cancel on an order in the History Order page.
- Function description: place for customers to send reason to return.
- Screen layout:

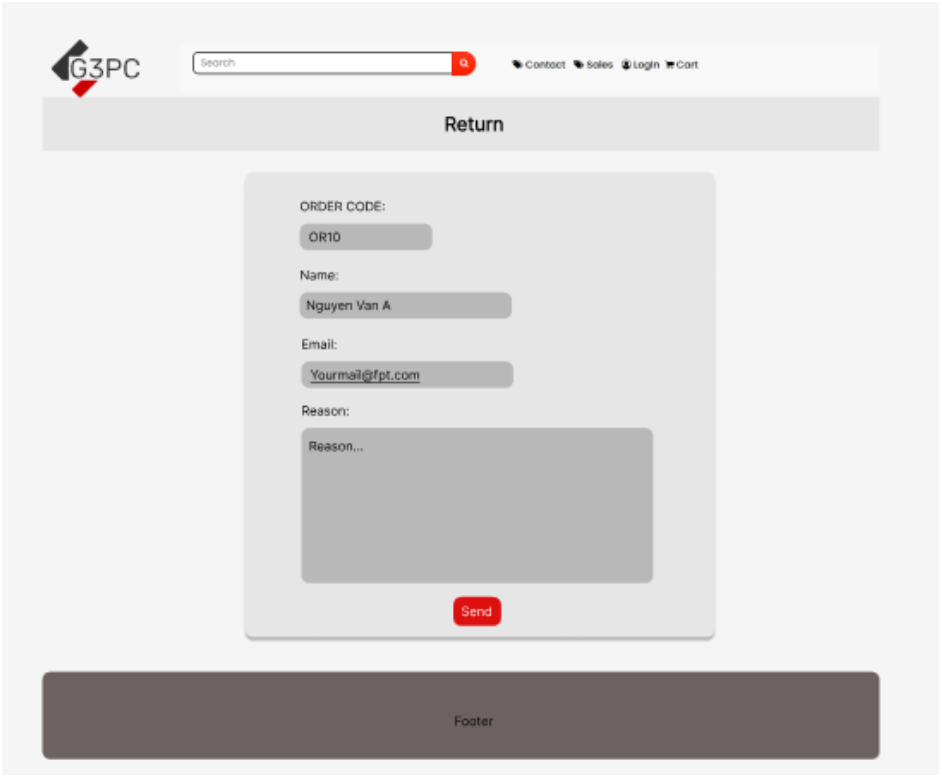

Figure 41. Order detail screen layout

- Function Details:

  On the Cancel screen where customers send messages or reason, The staff will support the customer to return.

7. Contact function

a. Send message

- Function trigger: Fill all text field and click on contact button on navigation
- Function description: place for customers to send messages to customer support to call out for help.
- Screen layout:

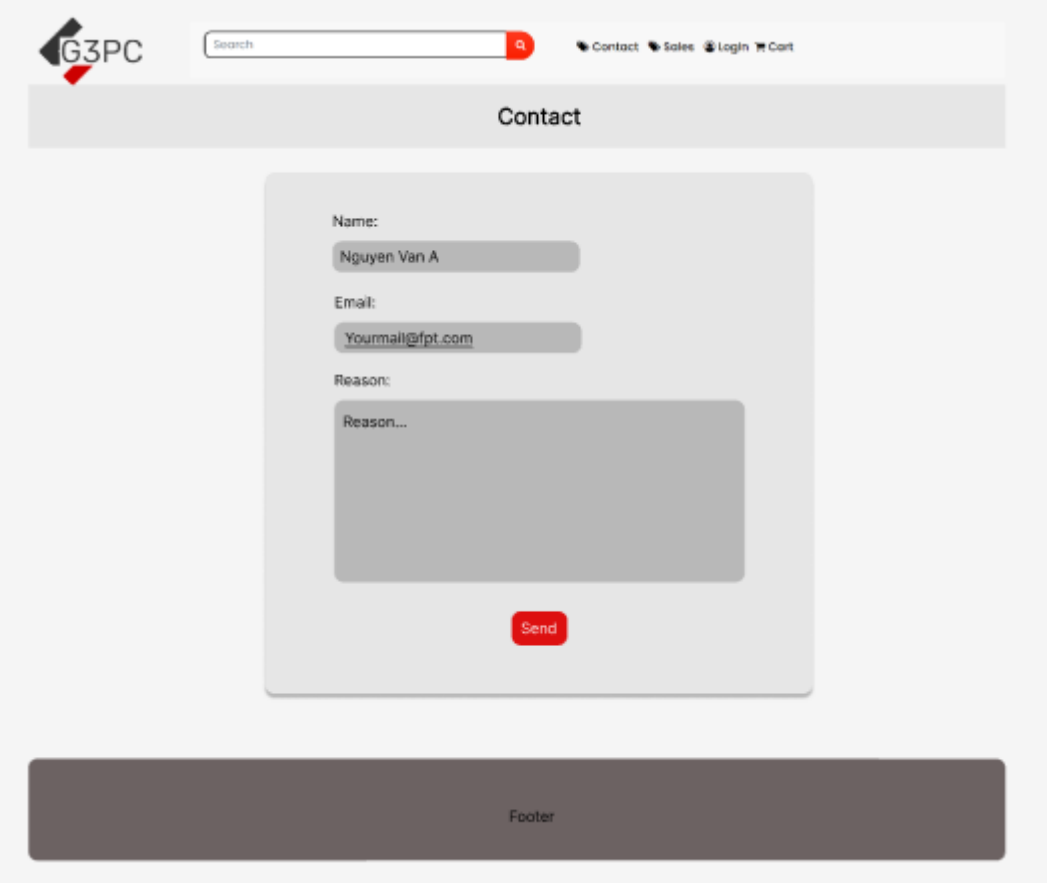

Figure 42.Send message screen layout

- Function Details:

  On the Contact screen where customers send messages or reason, The staff will support the customer if they have a problem or answer.