R&B E-commerce Project – User Stories with Acceptance Criteria

## Module: User Module

* User Story 1:

As a new customer, I want to register/sign up using mobile/email so that I can create my shopping account.

* Acceptance Criteria:

- User should be able to sign up with email or mobile number.

- OTP or email verification should be mandatory.

- Duplicate accounts should be prevented with proper validation.

* User Story 2:

As a returning customer, I want to log in securely so that I can view past orders and manage my profile.

* Acceptance Criteria:

- Login must require valid email/mobile and password.

- Provide 'Remember me' functionality.

- Show appropriate error messages for invalid attempts.

## Module: Product Catalog & Search

* User Story 1:

As a customer, I want to browse products by category or brand so that I can easily find what I’m looking for.

* Acceptance Criteria:

- Categories and brand filters should be visible and functional.

- All products should be dynamically loaded based on selected filters.

- Products should show image, title, price, and availability.

* User Story 2:

As a customer, I want to view product details with images and size chart so that I can make informed buying decisions.

* Acceptance Criteria:

- Each product should have a dedicated detail page.

- Product detail page should include multiple images, size chart, and reviews.

- Out of stock items should be clearly marked.

## Module: Cart & Checkout

* User Story 1:

As a customer, I want to add/remove products from the cart so that I can manage my purchases.

* Acceptance Criteria:

- Cart should reflect the correct product quantity and pricing.

- User should be able to update or remove items from the cart.

- Cart should persist between sessions if the user is logged in.

* User Story 2:

As a customer, I want to apply discount code or promotion so that I can get savings during checkout.

* Acceptance Criteria:

- Valid promo codes should apply correct discounts.

- Invalid or expired codes should show appropriate messages.

- Only one promo code should be allowed per order.

## Module: Payment Integration

* User Story 1:

As a customer, I want to pay using credit card, debit card, or wallet so that I can complete my purchase securely.

* Acceptance Criteria:

- Payment gateway should support major cards and wallets.

- Transactions must be secure and PCI-DSS compliant.

- Failed payments should return user to the checkout page with error message.

* User Story 2:

As a customer, I want to get confirmation of payment success/failure so that I know the transaction status immediately.

* Acceptance Criteria:

- Success/failure status should appear immediately after payment.

- Confirmation email/SMS should be triggered upon successful payment.

- Failed transactions should allow retry without losing cart data.

## Module: Order Management

* User Story 1:

As a customer, I want to track my order in real-time so that I know when to expect delivery.

* Acceptance Criteria:

- Tracking ID must be generated once order is dispatched.

- Live tracking link should be available in order history.

- Order status updates should include: Packed, Shipped, In Transit, Delivered.

* User Story 2:

As a customer, I want to cancel or return a product so that I can manage my purchases easily.

* Acceptance Criteria:

- Orders should be cancellable only before dispatch.

- Return request should include reason and pickup date.

- Refund process must be triggered upon successful return.

## Module: Mobile App Specific Features

* User Story 1:

As a mobile user, I want to receive push notifications for offers/orders so that I stay updated in real-time.

* Acceptance Criteria:

- Notifications should be enabled post-login with permission.

- Order status and promotional offers should trigger notifications.

- Users should be able to opt-in or opt-out of notifications.

## Module: Admin & Backend Module

* User Story 1:

As an admin, I want to upload and manage products from CMS so that the catalog stays fresh and updated.

* Acceptance Criteria:

- Admin should be able to add/edit/delete products from backend.

- Inventory levels must sync with warehouse system.

- Product changes should reflect on frontend immediately.

* User Story 2:

As an admin, I want to manage promotional banners and offers so that I can update homepage content easily.

* Acceptance Criteria:

- Promotions should be schedulable and location-based.

- Banners should be editable via CMS without dev support.

- Changes should reflect on both web and mobile platforms.