



IONE Platform



Complete Knowledge Base & User Guide

For Buyers · Sellers · Administrators

Version 1.0 · Aluminum B2B Marketplace · Confidential

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CHAPTER 1

Platform Overview

1.1 What is IONE?

IONE is a B2B (business-to-business) aluminum and industrial goods marketplace. It connects international buyers with verified sellers in a secure, multilingual environment. The platform handles the full commercial lifecycle — from product discovery and quoting to order management, invoicing, and payments.

IONE is built as a single-page web application (SPA) using modern JavaScript (Vite), with Firebase as the back-end (Firestore database, Authentication, and Cloud Storage).

1.2 User Roles



Buyer buyer

Browse products across all sellers, add to cart, place and track orders, view invoices, and chat with sellers.



Seller seller

List products, manage inventory, receive and process customer orders, issue invoices, and communicate via chat.



Administrator admin

Full platform oversight: manage all users, products, orders, and invoices; activate/deactivate accounts; view support tickets.



Guest guest

Browse the public catalog and product details without logging in. Must register to place orders.

1.3 Supported Languages

IONE supports four languages with full UI translation and RTL layout for Arabic and Urdu:

Language	Code	Direction	Invoice PDF
English	en	LTR	✓
🇨🇳 (Chinese)	zh	LTR	✓
العربية (Arabic)	ar	RTL	✓
اردو (Urdu)	ur	RTL	✓

Switch language from the top navigation bar at any time. The interface immediately re-renders in the selected language without a page reload.

1.4 Getting Started

- 1 Open the IONE web application in a modern browser (Chrome, Firefox, Edge, Safari).
- 2 Click **Sign Up** to create an account. Choose your role: Buyer or Seller.
- 3 Complete your company profile (name, email, company, phone).
- 4 You are automatically redirected to your role-specific dashboard.
- 5 Buyers can immediately browse the catalog and add products to cart.
- 6 Sellers can start listing products individually or via bulk import.

Note: The platform uses Firebase Authentication. Passwords are managed by Firebase and are never stored in plain text on IONE servers.

CHAPTER 2

Buyer Guide

2.1 Registration & Login

- 1 Navigate to the IONE website and click **Sign Up**.
- 2 Enter your full name, email address, company name, and password.
- 3 Select **Buyer** as your account type.
- 4 Submit the form. You are logged in immediately.
- 5 On return visits, use **Login** with your email and password.

2.2 Browsing the Catalog

The buyer catalog is organized in a three-level hierarchy:

- **Main Category** — e.g., Construction, Apparel & Accessories, Machinery
- **Subcategory** — e.g., Exterior Gates, Fences, Laser Cutting Machines
- **Products** — individual items listed by verified sellers

Use the **Search** bar to find products by name or model number. Apply **Filters** (price range, category, availability) to narrow results. Only products marked as active by the seller are shown.

Guest browsing: Unauthenticated users may browse categories and view product detail pages at </guest/catalog> and </guest/product>, but cannot add items to cart or place orders.

2.3 Shopping Cart

- Click **Add to Cart** on any product detail page.
- For products requiring dimensions (Exterior Gates, Gates, Fences, Fencing), enter **Length** and **Width** in cm before adding to cart.
- View the cart from the navigation bar. Update quantities or remove items (a confirmation dialog appears before removal).
- The cart persists across sessions and is stored per user account.

Items from different sellers remain in the same cart but are checked out as separate orders — one per seller.

2.4 Checkout & Draft Orders

When you proceed to checkout from the cart:

- 1 Review the order summary showing all items, quantities, and prices.
- 2 Select a **Deposit Percentage**: 5% (minimum), 30% (standard), 65% (high), or 100% (full payment).
- 3 Choose a **Payment Method**: Bank Transfer, Alipay, PayPal, or Credit Card.
- 4 Click **Place Orders**. One draft order is created per seller.
- 5 The cart is cleared and you see a success message with order IDs.

Important: Orders are created as **Draft** status. They must be individually checked out (paid) on the My Orders page before the seller is notified.

2.5 Paying for Draft Orders

- 1 Go to **My Orders** from the navigation menu.

- 2 The **Draft Orders** table shows all pending orders awaiting payment.
- 3 Click **Checkout** next to a draft order.
- 4 On the checkout page, confirm the deposit amount and payment method.
- 5 Click **Confirm Payment**. The order status changes to Pending and an invoice is automatically generated.
- 6 Repeat for each draft order (one per seller).

2.6 Order Tracking

The **My Orders** page displays two sections:

- **Draft Orders** — orders awaiting checkout/payment
- **Active Orders** — orders that have been paid and are being processed

Status	Meaning
Draft	Order created but not yet paid
Pending / Under Review	Payment received; seller reviewing the order
Confirmed	Seller confirmed the order is accepted
In Production	Goods are being manufactured
Out Of Production	Manufacturing complete; awaiting shipment
Delivered to Shipping Company	Handed over to logistics provider
Reached Port	Shipment arrived at destination port
Collected	Buyer has received the goods

Use the **Filter** panel to search by order number or date range. Pagination shows 10 orders per page.

If a deposit was paid and a remaining balance exists, a **Pay Now** button appears. Click it to make an additional payment against the balance.

2.7 Invoices

Invoices are automatically generated when a draft order is paid. To view invoices:

- 1 Click **Invoices** in the navigation menu.
- 2 Summary cards show: Total Invoices, Total Amount, Amount Paid, Outstanding Balance.
- 3 The table lists all invoices with Invoice Number, Date, Status, Total, Deposit, and Remaining.
- 4 Click **View Details** to open the full invoice document.
- 5 From the invoice detail page, download as **PDF** (in English, Chinese, Arabic, or Urdu), **CSV**, or **Text**, or **Print** it directly.

2.8 Chat with Sellers

IONE has a built-in real-time messaging system. From any seller's product page or the Chats menu, start a conversation. You can share text messages and attach documents. Messages support real-time translation between buyer and seller languages.

CHAPTER 3

Seller Guide

3.1 Seller Registration

- 1 Click **Sign Up** and select the **Seller** role.
- 2 Enter your company name, email, phone number, and create a password.
- 3 Your account is created immediately. Complete your company profile including address and bank details for wire transfer invoices.
- 4 Your seller account is active by default. An administrator can deactivate it if needed.

If your seller account is marked inactive by an administrator, your products will be hidden from all buyer and guest views automatically.

3.2 Dashboard Overview

The Seller Dashboard shows key metrics at a glance:



Total Products

Number of products listed in your catalog.



Active Orders

Orders currently being processed.



Total Revenue

Sum of all completed invoice totals.



New Messages

Unread messages from buyers.

3.3 Managing Products

Navigate to **My Products** to manage your catalog.

Adding a Product

- 1 Click **Add Product**.
- 2 Select the Main Category and Subcategory.
- 3 Enter the Model Number, Price per Meter, Stock status, and Description.
- 4 Upload a product image (optional).
- 5 For products in dimension-required categories (Exterior Gates, Gates, Fences, Fencing), enter Length and Width in cm.
- 6 Click **Save Product**. A confirmation dialog will appear.

Editing a Product

Click the **Edit** icon on any product card. Modify the fields and click **Save Changes**. A confirmation dialog will appear before saving.

Deleting a Product

Click the **Delete** icon. A confirmation dialog ("Are you sure you want to delete this product?") will appear. Confirm to permanently remove the product.

Bulk Selection & Delete

Enable selection mode, check multiple products, then click **Delete Selected**. Confirm in the dialog.

3.4 Bulk Product Import

Import many products at once using an Excel file. See **Chapter 6** for the complete column reference.

- 1 Click **Bulk Import** on the My Products page.
- 2 Download the template file to ensure correct column names.
- 3 Fill in your product data in the template.
- 4 For multiple images/videos per product, use columns Image 1 , Image 2 , Image 3 , Video 1 , Video 2 .
- 5 Upload the completed Excel file (.xlsx).
- 6 Upload all referenced media files in the media upload section.
- 7 Click **Import Products**. Progress is shown in real time.

The system validates all rows before importing. Errors (missing required fields, invalid categories) are shown before any data is written. Fix validation errors in the file and re-upload.

3.5 Managing Orders

Navigate to **My Orders** (seller view) to see all customer orders.

Summary cards show: Total Orders, Active Orders, Completed Orders, Pending Review.

The orders table shows: Order Number, Date, Customer, Status, Total, and action buttons. Use the **Filter** panel to narrow by date range, order number, or status.

Click **View Details** on any order to see full order information including all items, customer details, payment status, and a chat option.

Update the order status as work progresses (Under Review → Confirmed → In Production → ...). Each status change requires confirmation.

3.6 Invoices & Payments

Invoices are automatically created when a buyer pays for an order. Navigate to **Invoices** from the seller menu.

Summary cards show: Total Invoices, Total Revenue, Amount Collected, Outstanding, Paid Invoices, Pending Invoices.

Click **Mark as Paid** on a fully settled invoice. A confirmation dialog will appear before the status is updated.

All invoice exports (PDF in 4 languages, CSV, TXT) are available from the invoice detail page.

3.7 Chat with Buyers

Real-time messaging is accessible from the **Chats** menu. Conversations are automatically attached to the relevant order context when initiated from an order detail page. Documents (PDFs, contracts) can be shared as file attachments.

CHAPTER 4

Administrator Guide

The Admin account has full access to all platform data. All destructive or mutating actions (delete, save, activate/deactivate) show a styled confirmation dialog before executing.

4.1 Admin Dashboard

The admin dashboard shows platform-wide statistics: total users, sellers, buyers, products, orders, revenue. Recent activity (new orders, new user registrations) is shown in real time.


4.2 User Management

Navigate to **Users** from the admin sidebar. All registered users are shown in a searchable, filterable table.



Filters available

- Search by name, email, or company
- Filter by Role (buyer / seller)
- Filter by Status (active / inactive)

Actions per user

Action	Icon	Description
View Details	 Eye	Opens a modal showing all profile fields: name, email, role, company, phone, User ID, join date, address, bio. Includes an "Edit User" shortcut button.

Edit

		Opens edit modal to update any profile field. Saving requires confirmation.
Activate / Deactivate	✓ / ✕	Toggles the user's active status. Inactive sellers have their products hidden. Requires confirmation.
Delete	 Trash	Permanently deletes the user account. Requires confirmation.

4.3 Product Management

Navigate to **Products** to view, search, edit, activate/deactivate, or delete any product across all sellers.

- Search by product name or category
- Filter by active/inactive status
- Edit product fields (name, category, description, price, stock, unit, active flag) — saving requires confirmation
- Activate or deactivate products — requires confirmation
- Delete products permanently — requires confirmation

4.4 Order Management

Navigate to **Orders** to see all orders across all buyers and sellers. The admin can:

- Search and filter by date range, buyer, seller, or status
- Edit order status and notes — saving requires confirmation
- Delete orders permanently — requires confirmation

4.5 Invoice Management

Navigate to **Invoices** to see all invoices platform-wide. Admins can:

- Search by invoice number, buyer name, or email
- Filter by status (issued / paid / overdue / cancelled)
- Click **View** to open the full invoice detail page (same as buyer/seller view)
- Delete an invoice — requires confirmation

Admin access to the invoice detail page is now fully supported. The admin is granted read access based on their role, bypassing the buyer/seller ownership check.

4.6 Support Tickets

The **Support** page shows all tickets submitted by users. Admins can view, respond to, and close tickets.

CHAPTER 5

Invoices In Depth

5.1 Invoice Structure

Each invoice contains the following sections:

Header

Invoice number, date, status badge, and the IONE/seller logo.

Parties

Seller company and buyer company with full addresses and contact details.

Payment Instructions

Bank name, account name, account number, SWIFT code for wire transfers.

Order Items

Product name (with dimensions if applicable), quantity, unit, price per unit, and line subtotal.

Financial Summary

Subtotal, tax (if applicable), total order amount, payment terms, deposit paid, and balance due.

Terms & Conditions

Standard 7-clause terms covering payment, ownership, disputes, and import duties.

5.2 Download Formats & Languages

From any invoice detail page, click the **Download** button to see the export menu:

- **PDF Document** ► — hover or click to reveal the language sub-menu:

Language Option	File Name Pattern	Text Direction
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English	invoice-INV-YYYY-NNNNN-en.pdf	LTR
🇨🇳 (Chinese)	invoice-INV-YYYY-NNNNN-zh.pdf	LTR
العربية (Arabic)	invoice-INV-YYYY-NNNNN-ar.pdf	RTL
اردو (Urdu)	invoice-INV-YYYY-NNNNN-ur.pdf	RTL

- **CSV Spreadsheet** — all invoice data in comma-separated format; suitable for Excel/accounting software.
- **Text File** — plain text representation; suitable for email or simple record keeping.

The **Print** button opens the browser print dialog with pre-configured 0.75 in margins and exact color preservation.

5.3 Product Dimensions on Invoices

When a product requires custom dimensions (e.g., Exterior Gates, Fences), the buyer enters length and width in cm when adding to cart. These dimensions are stored with the order item and appear on the invoice in the following format:

```
Exterior Gate Model EG-2024 (120.0 cm × 240.0 cm) · 5 units
× $25.50 · $127.50
```

Dimensions are also included in CSV and TXT exports alongside the product name.

CHAPTER 6

Bulk Import Reference

6.1 Template Columns

Download the template from the Bulk Import dialog. The Excel file must use these exact column headers (case-sensitive):

Column Name	Required?	Description
Model Number	Required	Unique product identifier (e.g., AL-6061-T6-001). Must be unique within your catalog.
Category	Required	Main category name. Must match exactly one of the 28 supported categories (see template).
Subcategory	Required	Subcategory name valid for the selected main category.
Price per Meter	Required	Numeric price in USD (e.g., 25.50). Must be greater than 0.
Image 1	Optional	Primary product image filename (e.g., product.jpg). Must match the name of a file uploaded in the media section.
Image 2	Optional	Second product image filename.
Image 3	Optional	Third product image filename.
Video 1	Optional	Primary product video filename (e.g., product.mp4).
Video 2	Optional	Second product video filename.

Backward compatibility: The old `Image Path` column is still supported. If present, it maps to `Image 1`.

6.2 Multiple Images & Videos

Each product row can reference up to 3 images and 2 videos. After selecting the Excel file, an additional **Upload Media Files** section appears. Upload all image and video files at once (multi-select). The system matches filenames from the spreadsheet to the uploaded files.

Supported formats:

- **Images:** JPG, JPEG, PNG, WEBP, GIF, BMP, SVG
- **Videos:** MP4, MOV, AVI, MKV, WEBM

Uploaded media is stored in Firebase Cloud Storage under `products/{sellerId}/` and linked to the product in Firestore.

6.3 Step-by-Step Import Process

- 1 On the **My Products** page, click **Bulk Import**.
- 2 Click **Download Template** and open the file in Excel or Google Sheets.
- 3 Fill in each row: one product per row. Do not modify column headers.
- 4 Save the file as **.xlsx** format.
- 5 In the import dialog, click the upload area and select your **.xlsx** file.
- 6 The system shows row count and file name after successful parsing.

7 In the **Upload Product Images and Videos** section, select all referenced media files at once.

8 Click **Import Products**.

9 The system validates all rows first. Any errors (missing fields, invalid categories, duplicate model numbers within the file) are shown. Fix them before proceeding.

10 If existing products in your catalog share the same model number, a confirmation dialog asks whether to create duplicates.

11 A real-time progress bar shows upload and write progress.

12 Upon completion, a success message shows the count of imported and skipped products.

Platform Features Reference

7.1 Confirmation Dialogs

IONE shows a styled confirmation modal for all destructive and mutating actions across all user types. This prevents accidental deletions or unintended changes.

User Type	Action	Confirmation Message Example
buyer	Remove item from cart	"Remove Item?"
seller	Delete product	"Are you sure you want to delete this product?"
seller	Save product edit	"Are you sure you want to save changes for product 'AL-6061'?"
seller	Bulk delete products	"Are you sure you want to delete 5 products?"
admin	Delete user	"Are you sure you want to delete user 'John Smith'?"
admin	Save user edit	"Are you sure you want to save changes for John Smith?"
admin	Activate/ Deactivate seller	"Are you sure you want to deactivate seller 'ACME Co.'?"
admin	Delete order	"Are you sure you want to delete order #A1B2C3D4?"
admin	Delete invoice	

"Are you sure you want to delete invoice
INV-2025-00001?"

Clicking **Confirm** proceeds with the action. Clicking **Cancel** or clicking outside the modal aborts the action safely.

7.2 Order Status Lifecycle

The following diagram shows how an order moves through the system:

Buyer Places Order in Cart

↓ Checkout from Cart

Draft — order awaiting buyer payment

↓ Buyer pays on Order Checkout page

Under Review — seller reviewing the order

↓ Seller confirms

Confirmed → **In Production** → **Out Of Production**

↓

Delivered to Shipping Company → **Reached Port**

↓

Collected — order complete

7.3 Payment Terms & Deposits

IONE supports partial payment (deposit) on all orders:

Deposit %	Label	Use Case
5%	Minimum Deposit	Reserve goods with minimal upfront cost
30%	Standard Deposit	Most common for new buyer-seller relationships
65%	High Deposit	Preferred for custom manufacturing orders
100%	Full Payment	Immediate order confirmation

The invoice records: total order amount, deposit paid, remaining balance, and payment terms (e.g., "30% deposit, 70% on delivery").

Buyers with an outstanding balance can make additional payments from the My Orders page using the **Pay Now** button.

7.4 Category & Product Structure

The platform supports 28 main product categories with numerous subcategories each:

Construction

Exterior Gates, Fences, Gates, Fencing, Scaffolding, Roofing, and more.

Machinery

Construction Machinery, Agricultural Machinery, Industrial Equipment, and more.

Electronics

Laptops, Smartphones, Integrated Circuits, Wiring & Cables, LED Lights, and more.

Chemicals

Industrial Chemicals, Agricultural Chemicals, Coatings, Adhesives, and more.

Energy

Solar Energy, Wind Energy, Petroleum Products, Natural Gas, and more.

+ 23 more categories

Food & Beverage, Textiles, Health & Beauty, Furniture, Automobiles, and many more.

Products in the **Construction** category with subcategories Exterior Gates, Gates, Fences, or Fencing **require dimension input** (length × width in cm) when a buyer adds them to cart. These dimensions appear on the invoice and all export formats.

7.5 Security & Data Privacy

- **Authentication:** Firebase Authentication handles all login/logout and password management. Passwords are never stored by IONE directly.

- **Firestore Security Rules:** Each user can only read/write their own data. Sellers can only modify their own products and orders. Admins have full read/write access.
- **XSS Prevention:** All user-generated content is HTML-escaped before rendering using the `escapeHtml()` utility.
- **URL Sanitization:** All external URLs are validated to allow only `http://`, `https://`, and relative paths.
- **Price Display:** All prices are parsed with `parseFloat().toFixed(2)` to prevent injection via numeric fields.
- **Cloud Storage:** Product images and videos are stored securely in Firebase Cloud Storage with unique timestamped file names to prevent collisions.

IONE Platform Knowledge Base

This document is confidential and intended for internal use only.

For questions, contact the IONE development team.