**Case Study – Online Shopping**

Develop an online shopping application. The application should consist of the following requirements.

**Customer Interface**

**Login**

The interface should consist of two compulsory fields namely, “User Name and “Password”. It should also consist of options for “New User’s Registration” which should redirect to “Registration” page and a “Forgot Password” option in case a user forgets the password. If the password entered is correct the Main User Interface should be opened else an error message should be displayed.

**Registration Interface**

The user should enter his personal details like Name, Username, Password, Date of Birth, address, Registration Type, etc.

User should be warned about any mistakes on data format or any other constrains by validation notes and error messages.

When the “save” button is clicked, the server should check if the username or email is already exists and alert the user.

If everything is entered correctly, the new user should be created.

**Edit Personal Data**

If any member wants to change his personal information he should enter his profile and edit the personal details.

**Search**

The customer should enter the type of item he is looking for and the specifications he is interested in them he should click on “Search”. User should also use advanced search for more options. For eg: the user should filter the results basing on various aspects such as size, color, material, brand etc. and also they should sort the product display according to their wish(relevance, price in ascending or descending, popularity)

**Add as favourites**

The user should shortlist his/her favourite item as a list for future reference.

**Cart**

This should be a space for the customer where he/she should store the items he/she wishes to buy. The user should also remove items from cart prior to checkout. Once the user decides to buy the items in cart, the user is directed to the payment page for making payment.

**Payment**

The user should be given options with various modes of payment (online payment through credit/debit cards, via net or mobile banking or cash on delivery) out of which he should choose one. The chose mode of transaction should be carried therefore by proper verification and authentication of bank details.

**Support**

The user should contact with the customer care via phone call or via messages. User should ask for assistance or should give feedback on a particular aspect.

**Interface for Shop Owner**

The shop owner should have a different login id using which he should access his account that contains a control panel that allows him to contact the administrator, set up/ maintain shop etc.

This control panel should allow the shop owner to do the following things:

1. Request the admin for a permission to set up a shop.
2. Set up the catalog for his shop and upload it so that the admin can make it visible in the website.
3. Add/Remove items. The corresponding changes will be done in the database by the Admin.
4. Create advertisements for his products.
5. Generate a sales report.
6. Discontinue the shop.

**Interface for Sales Manager**

The sales manager should have a different login id using which he should access his account that contains a control panel that allows him to contact the administrator and manage sales.

This control panel should allow the sales manager to do the following things:

1. Maintain the product database so that the same or different kinds of products are properly maintained with their unique id, so that when a customer orders a product, the same product should get allocated without causing any inconsistency to the database.
2. Generate current order shipping status and upload it time to time and provide an expected delivery date. In case a user cancels a particular order, the same is taken care of by the sales manager and proper order status is changed and reflected back.
3. Promote sales by associating products with offers and discounts.
4. Contact the admin.

**Interface for Accounts Manager**

The Accounts manager should have a different login id using which he should access his account that contains a control panel that allows him to contact the administrator and manage various transactions and accounts.

This control panel should allow the Accounts Manager to do the following things:

1. Keep track of payment transactions differentiated by their unique id and associated with corresponding user and update payment information.
2. Contact the bank for account validation.
3. Contact Administrator.

**Interface for Purchase Manager**

The Purchase Manager should have different login id using which he should access his account that contains a control panel that allows him to contact the administrator and manage various purchases for the warehouse.

This control panel should allow the Purchase Manager to do the following Things:

1. Whenever the stocks in warehouse goes under a critical value, the system alerts the purchase manager about it and he contacts the administrator seeking permission to make a purchase from a particular vendor.
2. Contact a vendor for making a purchase.

**Interface for Customer Care**

A customer care employee should have different login id using which he should access his account that contains a control panel that allows him to contact the administrator and manage various queries and feed backs from the customer.

This control panel should allow a customer care employee to do the following things:

1. Read feedbacks from a particular customer and let the administrator know about it.
2. Provide solutions to the queries posted by the customer
3. Contact administrator

**Interface for Administrator**

The administrator should have different login id using which he should access his account that contains a control panel that allows him to contact each and every aspect of the system.

This controls panel should allow the administrator to do the following things:

1. Access and view the customer database
2. Access and view the database of vendor, go through their requests for shop creation and reply them back with acceptance/ dismissal of their request.
3. Access and view the employee database and manage them.
4. Make the catalog (that is visible to the customers), taking the design of corresponding shop owners in consideration.
5. Grant/Reject purchase permit to purchase manager.
6. Manage employee salary.
7. Contact employees.