

**TEAM 2:**

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**E-COMMERCE STORE FIRST 10 SPECIFICATIONS:**

**LOGIN:**

**OPTIONS PROVIDED WILL BE SIGN UP AND SIGN IN.**

- SIGN UP:-
  1. USERS WILL HAVE THE ABILITY TO CREATE A USERNAME AND PASSWORD.
  2. USER HAVE TO ENTER EMAIL-ID, PHONE NUMBER, ADDRESS, PERSONAL PREFERENCES ( EXAMPLE : VEG / NON VEG ).
  3. SIGNUP THROUGH GOOGLE ACCOUNT, FACEBOOK, MICROSOFT ACCOUNT.
  4. SIGNUP CONSISTS OF 2 TYPES USER AND SELLER.
- SELLER SIGN UP :-
  1. DETAILS OF THEIR WAREHOUSE, PROOF OF THE BUSINESS, BANK DETAILS WILL BE ADD ON FOR SELLERS OTHER THAN USERS.
- PASSWORD :-
  - a. BOTH USERS AND SELLERS HAVE THE SAME RULES.
  - b. REQUIREMENTS :-
    - MUST INCLUDE CHARACTERS LIKE SYMBOLS, SPECIAL CHARACTERS, NUMBERS AND PASSWORD LENGTH HAS TO BE MORE THAN 15.
  - c. FORGET PASSWORD :-
    - AFTER VERIFICATION THROUGH THE EMAIL, THE RESET PASSWORD LINK WILL BE SENT TO USER EMAIL ID AND THEY CAN RESET THE PASSWORD BY FOLLOWING THE PASSWORD REQUIREMENTS.
- SIGN IN :-
  - a. IF THE USER IS ALREADY SIGNED IN EARLIER, THE WEBSITE USES THE CACHED DATA TO REDIRECT HIM / HER TO THE HOME PAGE.
  - b. OTP VERIFICATION WILL BE PROVIDED TO SIGN IN TO THE PORTAL
  - c. USERS NEED TO ENTER USERNAME AND PASSWORD TO LOGIN.

### **PRODUCT CATALOG (BUYER):**

- PROVIDE MULTIPLE CATEGORIES(KIND OF NAVIGATION BAR WITH DISPLAYING CATEGORIES OF PRODUCTS) FOR QUICK ACCESS OF THE PRODUCT CATALOGS.
- PRODUCTS DISPLAY ARE PRIORITIZED BASED ON BEST SELLERS , TRENDS , CATEGORIES ( EX: ENTERTAINMENT / FOOD / DAILIES ETC ).
- PRODUCTS WILL BE SORTED BASED ON FRESHNESS AND DATE OF DELIVERY.
- TOP CATEGORIES WILL BE PROVIDED BASED ON PREVIOUS PURCHASES.
- PRODUCTS WITH RELIGIOUS OR PERSONAL SENTIMENTS WILL BE APPROPRIATELY LABELED AND CLEARLY VISIBLE ( EX: VEG PRODUCTS WILL BE LABELED WITH GREEN SYMBOL CLEARLY TO AVOID MISUNDERSTANDING )
- SEARCHES IN PRODUCT CATALOG WILL BE BASED ON RELEVANCY TO SEARCH, BRAND, CATEGORY AND TREND.
- SPECIAL AND DYNAMIC DETAILS WILL BE PROVIDED CLEARLY WITH A UNIQUE AND NOTICEABLE COLORS . EXAMPLE : 50% FLAT DISCOUNT ON A PRODUCT WILL BE DISPLAYED ALONG WITH THE NEW PRICE IN BOLD AND THE OLD PRICE STRIKED OFF RIGHT BESIDE THE NEW PRICE.
- PROVIDE A SPECIAL CHAT BOT AT THE BOTTOM RIGHT CORNER OF THE PAGE WHICH CAN BE ASKED ANYTHING ABOUT THE WEBSITE PRODUCTS.

### **PRODUCT CATALOG (SELLER):**

- DISPLAYS NUMBER OF PRODUCTS THE SELLER IS CURRENTLY SELLING WITHIN EACH CATEGORY ALONG WITH THE ID OF PRODUCT, IMAGE OF PRODUCT, NUMBER OF PURCHASES AND TOTAL CAPITAL EARNED FOR EACH PRODUCT.
- PROVIDE A CLICKABLE LINK FOR EACH PRODUCT OF SELLER CURRENTLY ON WEBSITE TO REDIRECT TO DISPLAY ANALYTICS PAGE.
- PROVIDE SELLER TO VIEW TOP PRODUCTS AMONG DIFFERENT CATEGORIES WHERE THE SELLER HAS HOSTED HIS / HER PRODUCTS.

### **REVIEWS AND RATING OF THE USERS:**

- CUSTOMERS CAN GIVE RATINGS BETWEEN 1 TO 5, SO THAT WILL BE SHOWN IN REVIEW CHARTS.
- WE CAN PROVIDE A RATING BASED ON DIFFERENT THINGS. LIKE, QUALITY , VALUE FOR MONEY , PACKAGING, CUSTOMER SUPPORT ETC.,
- WE CAN ADD A FEATURE WHERE CUSTOMERS CAN POST THEIR QUESTIONS AND SELLERS/OTHER USERS CAN ANSWER TO THOSE QUESTIONS.
- CUSTOMER CAN SHARE THE IMAGE OF THE PRODUCT WHILE WRITING REVIEWS.
- WE CAN KEEP A REACTIONS SECTIONS WHERE OTHER CUSTOMERS CAN INTERACT WITH THE PREVIOUS CUSTOMERS (LIKE, THEIR REVIEW IS HELPFUL OR NOT HELPFUL).
- REVIEWS WITH MOST INTERACTION WILL SHOW AT THE TOP.
- WE CAN HIGHLIGHT SOME KEY POINTS FROM THE CUSTOMER'S REVIEW.
- WE CAN SHOW WHETHER THE REVIEWER IS VERIFIED PURCHASER OR NOT.
- USERS CAN USE REPORT BUTTON IF THE REVIEW IS HARMFUL.
- SHARE THE REVIEW OPTIONS.

#### **ORDER TRACKING:**

**REQUIRED: CUSTOMER SHOULD BE GIVEN WITH ORDER ID SO THAT THEY CAN HAVE ACCESS TO THE STATUS OF ORDER.**

- ORDER CONFIRMATION(SHOULD PLACE THE ORDER)
- PAYMENT PROCESSING(SHOULD MAKE PAYMENT BY EITHER WAYS[COD,UPI, CARD])
- SHIPMENT, DELIVERY. (MAKE THE SIMPLE UI)
- INORDER TO GIVE ACCURATE INFO ABOUT ORDER, WE CAN INTEGRATE WITH OUR SHIPPING PARTNERS, SO WHENEVER THE PRODUCT REACHES THEIR WAREHOUSE, THEY WILL UPDATE THE INFO.
- SENDING NOTIFICATIONS THROUGH MAIL, MESSAGE OR WHATSAPP.
- IMPLEMENTING ORDER TRACKING PAGE SO THAT THEY CAN GIVE ORDER ID DIRECTLY, WITHOUT THE NEED OF LOGGING AGAIN FOR CHECKING STATUS.
- MAINTAIN THE HISTORY OF WAREHOUSE LOCATIONS SO WHENEVER THE CUSTOMER ASKS FOR REFUND/REPLACEMENT, IT WILL BE COLLECTED AGAIN BY THAT WAREHOUSE MANAGEMENT.

- CUSTOMER SUPPORT OPTION IS PROVIDED.
- CANCELLATION OPTION.
- MAKE NOTE OF THE PRODUCT SELLER NAME SO IF THE PRODUCT TAKEN BY THE CUSTOMERS ARE RETURNING THE PRODUCT, THE SELLER WILL IMPROVE.

#### **INVENTORY MANAGEMENT (BUYER SIDE) :**

- PROVIDE A CART IN WHICH DETAILS OF ALL THE PRODUCTS ADDED WILL BE DISPLAYED ALONG WITH THE TOTAL PRICE INCLUDING TAX.
- PRODUCTS IN CART WILL HAVE DETAILS LIKE PRODUCT PHOTO, QUANTITY OF EACH PRODUCT IN CART, NAME , BRAND AND ID OF THE PRODUCT, LINK TO GO BACK TO THE PRODUCT PAGE , AREA TO ADD COUPON / VOUCHER CODES TO GET DISCOUNTS.
- WILL ALSO DISPLAY APPROXIMATE DATE AND TIME OF DELIVERY.
- USERS CAN ALSO ADD THEIR FAVORITE ITEMS INTO THE CART DIRECTLY WITHOUT GOING BACK TO THE BUY PAGE.
- USERS WILL BE ABLE TO ADD, DELETE AND EDIT QUANTITY OF ITEMS IN THE CART.
- USERS CAN ALSO SAVE SPECIFIC CARTS WITH PARTICULAR ORDERS SO THAT THEY DON'T HAVE TO ADD ALL THE SAME PRODUCTS TO THE CARD AGAIN. THEY CAN SIMPLY ADD TO OR DIRECTLY BUY THE SAVED CART AND PROCEED TO THE PAYMENT PAGE.
- ALSO DISPLAY THE LOCATION OF DELIVERY ON TOP AND CONFIRM THE DELIVERY DETAILS BEFORE REDIRECTING THE USERS TO THE PAYMENT PAGE.

#### **LOCAL PRODUCT FIND:**

- IF THE PRODUCTS ARE OUT OF STOCK, SO USERS CAN CHOOSE THIS OPTION TO GET THE DETAILS ABOUT THE PRODUCT AVAILABLE NEARBY.
- A BUTTON WILL BE PROVIDED FROM THE PRODUCT CATALOG PAGE TO FIND PRODUCTS LOCALLY.
- CUSTOMERS CAN VIEW THE PRODUCTS WHICH ARE TRENDY AND AVAILABLE WITHIN 5 KILOMETERS FROM THEIR ADDRESS THROUGH GOOGLE MAPS.

- SIMILAR TO A PICKUP OPTION, USERS CAN PICK UP, GET THE DETAILS ABOUT THE PRODUCTS FROM THE NEAREST STORE.
- BEST SELLING PRODUCTS IN THE BUYERS LOCALITY

### **USER PROFILE MANAGEMENT**

#### **CUSTOMER:**

- USER PROFILE PICTURE : USERS CAN ADD , MODIFY OR REMOVE THEIR PICTURES.
- CONTACT INFORMATION : HERE THEY CAN ADD OR UPDATE PHNO, EMAIL
- SAVED ADDRESS SECTION : WHERE USERS CAN STORE THEIR SET OF ADDRESSES, WHICH SELLERS USE TO DELIVER THE PRODUCT.
- PREFERENCES TAB : USING THIS FEATURE USERS CAN ADD THEIR PREFERENCES LIKE VEG/NON VEG, LANGUAGE OPTIONS.
- ORDERS SECTION : IN THIS, USERS CAN SEE THEIR PAST ORDERS AND CURRENT ORDERS.
- SETTINGS : IT CONTAINS SET OF SUB FEATURES LIKE , TURN ON/OFF NOTIFICATIONS, DE-ACTIVATE ACCOUNT, ADD ANOTHER ACCOUNT OPTIONS.
- FROM HERE THEY CAN ACCESS CART, WISHLIST, ORDERS, COUPONS, HELP CENTERS/CUSTOMER SUPPORT, SUBSCRIPTIONS ,FREQUENTLY ASKED QUESTIONS.
- CUSTOMERS CAN SEE THEIR WALLET BALANCE, REWARD POINTS THAT THEY EARNED FROM THEIR ORDERS.

#### **SELLER:**

- SELLERS CAN ADD THE CATEGORY AND PRODUCTS THAT THEY HAVE TO SELL.
- PROFILE INFO'S : THEY CAN ADD OR MODIFY CONTACT INFORMATION LIKE PHONE NUMBER, EMAIL.
- THEIR WAREHOUSE LOCATION.
- DOCUMENTS AND PRODUCT LICENSES.
- BANKING INFORMATION LIKE ACCOUNT DETAILS, PAN DETAILS, TAX RELATED INFORMATIONS.
- THEIR AVAILABILITY DATES.
- SELLERS CAN SEE THEIR EARNINGS AND UPCOMING ORDERS WHICH IS YET TO PACK FOR DELIVERY.

### **WISHLIST:**

**MANDATORY:** IN ORDER TO DO THE WISHLIST, THE CUSTOMER SHOULD BE REGISTERED USER

1. ADD THE “ADD TO CART” BUTTON TO MAKE THE PROCESS SIMPLE FOR THE USER.
2. IF THE PRODUCT IS NOT AVAILABLE, WE HAVE TO MAKE SURE THAT WHENEVER THE PRODUCT IS IN THE STOCK, HE WILL BE NOTIFIED INSTANTLY.
3. MAKE USE OF RECOMMENDATION TOOLS TO MAKE NOTE OF THEIR WISH LISTS SO THAT THEY WILL BE SHOWN WITH THE SIMILAR KIND OF PRODUCTS NEXT TIME.
4. FLEXIBILITY TO SHARE THAT LINK WITH THEIR FELLOW MATES.

### **SUBSCRIPTION STATUS :-**

1. USERS WILL BE PROVIDED WITH 3 TYPES OF PLANS QUARTERLY, MONTHLY, YEARLY
2. OFFERS OF SUBSCRIPTION PRICE WILL BE DISPLAYED WITH COLLABORATED PARTNERS.
3. USERS CAN GET TRACK OF THEIR SUBSCRIPTION STATUS, LIKE EXPIRATION TIME, RECHARGE THEIR SUBSCRIPTION.
4. HAS THE FLEXIBILITY TO CHOOSE THEIR DESIRED PAYMENT METHOD
5. USERS CAN APPLY FOR ANY SPECIAL PROMO CODE TO AVAIL DISCOUNTS.
6. REFERRAL BONUS IF ANYONE JOINS WITH THEIR REFERRAL CODE OR REFERRAL LINK.
7. SELLER SUBSCRIPTION :-
  - a. SELLER HAS TO PAY A LOYALTY TO THE WEBSITE.
  - b. THE HAVE SEPARATE PLANS SO THAT BASED ON THESE PLANS, THEIR PRODUCTS AND SHOPS WILL BE RECOMMENDED TO USER.

### **NOTIFICATIONS :-**

1. USERS GET THE NOTIFICATION ABOUT THE NEWLY ADDED PRODUCTS.
2. THE GET NOTIFICATION ABOUT ANY OFFERS.
3. WHEN THE DELIVERY STATUS GETS UPDATED, USERS GETS A NOTIFICATION ABOUT THE UPDATE.
4. OTP NOTIFICATION FOR VERIFICATION TO
  - a. LOGIN
  - b. ORDER CONFIRMATION

- c. DELIVERY VERIFICATION
  - d. AT THE TIME OF RESET PASSWORD
- 5. REMAINDERS ABOUT SUBSCRIPTION STATUS AT THE TIME OF COMPLETION.
- 6. SELLER NOTIFICATION :-
  - a. WHEN RECEIVED AN ORDER.
  - b. THEY TO GET THE NOTIFICATION OF ORDER TRACKING.
  - c. PAYMENT NOTIFICATION.