***SHOPPING SYSTEM DOCUMENTATION FOR GROCERY STORE***

**1. Overview**

The Grocery Store Shopping System is a comprehensive digital platform designed to streamline the shopping experience for both customers and store staff. It supports online and in-store purchases, inventory management, order fulfilment, and payment processing. The system aims to increase efficiency, improve customer satisfaction, and optimize store operations.

**2. Objectives**

* Provide a seamless shopping experience.
* Enable efficient product browsing, search, and selection.
* Manage real-time inventory and stock updates.
* Handle secure order processing and payment transactions.
* Support administrative and reporting tasks.

**3. Key Features**

**3.1. Customer Features**

* **User Registration & Login**: Secure access using credentials or social login.
* **Product Catalogue**: Browse items by category, brand, or search keywords.
* **Product Details**: View price, description, nutritional facts, availability.
* **Shopping Cart**: Add, update, or remove items before checkout.
* **Wishlist**: Save products for later purchase.
* **Order Placement**: Choose delivery or in-store pickup options.
* **Payment Gateway**: Support for credit/debit cards, digital wallets, and loyalty points.
* **Order Tracking**: Real-time updates on order status and delivery.
* **Customer Support**: Integrated help centre or live chat.
* **Account Management**: Update personal details, view order history.

**3.2. Admin/Store Staff Features**

* **Product Management**: Add/edit/delete items, categories, and pricing.
* **Inventory Management**: Track stock levels, manage restocking alerts.
* **Order Management**: Monitor incoming orders, update statuses, and coordinate deliveries.
* **Customer Management**: Access customer information and order history.
* **Promotions Management**: Create and manage discounts, bundles, and coupons.
* **Reports & Analytics**: Sales reports, stock levels, customer trends, and performance metrics.
* **User Role Management**: Assign roles and permissions (admin, manager, cashier, etc.).

**4. User Roles & Permissions**

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| |  |  |  | | --- | --- | --- | | **Role** | **Description** | **Permissions** | | Customer | End user shopping for groceries | Browse, buy, manage account and orders | | Cashier | In-store staff handling checkout | Manage POS transactions, assist customers | | Stock Manager | Responsible for inventory and supply | Update stock, restock alerts, monitor low-inventory items | | Admin | Store owner or system manager | Full access to all system modules and settings | |

**5. System Workflows**

**5.1. Customer Shopping Workflow**

1. User logs in or registers.
2. Browses or searches for products.
3. Adds desired items to the cart.
4. Proceeds to checkout and selects delivery or pickup.
5. Makes payment through preferred method.
6. Receives confirmation and tracks order until fulfilment.

**5.2. Inventory Management Workflow**

1. Admin adds or updates product listings.
2. System tracks stock levels in real time.
3. Restock alerts are triggered for low inventory.
4. Admin or stock manager updates inventory on restocking.

**5.3. Order Fulfilment Workflow**

1. Order is received and verified.
2. Order is picked and packed.
3. Delivery staff or customer collects the order.
4. Order status is updated to "completed" in the system.

**6. Integration Points**

* **Payment Gateways**: Integration with providers like Stripe, PayPal, Square.
* **Email/SMS Services**: Order confirmations, promotions, and alerts.
* **Inventory APIs**: Integration with warehouse or third-party inventory systems.

**7. Security & Compliance**

* **User Authentication**: Enforced via secure login and session management.
* **Data Protection**: Compliance with GDPR/CCPA for customer data.
* **Payment Security**: PCI-DSS compliant handling of payment information.
* **Role-Based Access**: Prevents unauthorized access to sensitive modules.

**8. Performance & Scalability**

* Designed to handle high volumes of concurrent users and transactions.
* Supports scalable database and infrastructure for seasonal or promotional spikes.
* Optimized product search and filtering for fast user experience.

**9. Reporting & Analytics**

* **Sales Reports**: Daily, weekly, and monthly breakdowns.
* **Customer Behaviour**: Insights into buying patterns and preferences.
* **Inventory Reports**: Turnover rates, fast/slow-moving items.
* **Marketing Analytics**: Promo performance, campaign ROI.

**10. Support & Maintenance**

* Regular system updates and patches.
* Customer support portal for issue resolution.
* System backup and disaster recovery plans in place.