Software Technical Specification

## **Project Details:**

**Application Type:** Multi-Vendor E-commerce Application. (SPA- Single Page Application)

**Platform:** Web, Android, iOS.

**Website:** Admin Panel, Customer Panel, Merchant Panel.

**Mobile Apps:** Customer App, Merchant App. (Flutter)

**Language & Framework:** HTML, CSS, Vue.js, Laravel, Rest API, jQuery, Ajax, Flutter.

**Multi-Vendor E-commerce Features**

**CMS Dashboard**

**Product Management**

* Search and sort to easily find products in certain categories or specific attributes.
* Easily manage and edit products with categories, sub-categories, brands, and attributes.
* Product fields include name, barcode, product details, additional details, list price, tour price, weight, stock minimum quantity order amount, handling fee, loyalty point, packaging cost, and more.
* Ability to select options such as features, free shipping, reviews allowed, require moderation for reviews, refund, and more.
* Product type (simple, variable, digital, service)
* Add and manage the main product image and additional product images.
* Microsoft word-like editor for managing content blocks, such as product details.
* Feature product brand.
* Add and manage related products.
* Manage product reviews.
* Multi category selection option-
* Category hide option
* Product Enable/Disable-
* Product filter by brand-
* The product upload date is shown in the product list table-
* Product filter by date-
* Auto generates SKU for single and variable products-.it will be editable.
* Product shuffle system-(by random and numbering)
* Product export as CSV
* Product Bulk Update or import via CSV
* packaging cost will be shown on the cart page.
* Product metadata integration panel for SEO.
* Product feed Generator
* Product Table
  + Product ID
  + Product seen status
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Quick view with all information
  + Table data sorting (asc,desc)
  + Product action.
    - Product published status change
    - Product Today deals status change
    - Product featured status change
    - Product view, invoice download, move to trash with reason, update.
    - Product log

**Order management**

* Use a date range preset, or specify custom start and end dates.
* In-house orders.
* Pick-point orders
* The order confirmation (with a note)
  + Accepted.
  + In progress.
  + Out for Delivery.
  + Hold.
  + Cancel.
  + Return.
  + Delivered
  + Loss.
  + Damage.
  + Partial.
  + Replacement.
  + Exchange.
  + Refund.
* **Order Table**
  + Order ID
  + Order seen status
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Order time/date.
  + Shipping date.
  + Customer phone number.
  + Total order per customer.
  + Quick view with all information
  + Note in invoice
  + Table data sorting (asc,desc)
  + Order action.
    - Order status change
    - Order assign to the courier
    - Order view, invoice download, move to trash with reason, update.
    - Order log
* Receive email and SMS when an order is placed.
* Manual Order input for over-phone/inbox orders
* payment by SSL link with payment state change in order.
* Pickup from the offline store by ordering online.
* Filter Order
  + By confirming status
  + By seller
  + By date
  + By Category

**Customer**

* Customer List
  + Customer name
  + Customer phone number
  + Customer email
  + Customer account manage
  + Customer action
    - Customer ban
    - Customer quick view all info, total order, last order, loyalty point
    - Customer account move to trash with reason note
    - Customer cart
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting (asc,desc)
  + Filter Customer
    - By order amount
    - By account status (Ban)
    - By loyalty point

**Corporate Deals**

* Manage corporate deals
* Manage corporate products

**Content management**

* Manage content pages.
* Edit pages using a Microsoft Word-like content editor.
* Add images and manage the uploaded image library.
* Manage your main navigations including header, side, and footer.
* Add a drop-down to the main navigation.

**Blog Management**

* Blog List
  + Blog title
  + Date
  + Publish status
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting (asc,desc)
  + Blog action
    - Blog manages (update, move to trash)
    - Quick view all info
  + Filter
    - By date
    - By publishing status
* Create blog
* Add blog-related product

**Sellers**

* **Seller List**
  + Seller Name
  + Seller phone number
  + Seller email address
  + Seller verification info
  + Seller approval status change
  + Seller number of product
  + Due to seller
  + Bill/Edit/Update Order notify the vendor
  + Seller action
    - Seller account manage (update, agreement file upload, ban, move to trash)
    - Seller product list
    - Quick view all info
    - Payment history
    - Seller payment
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting (asc,desc)
  + Filter seller
    - By sales product (high to low/low to high)
    - By number of products (high to low/low to high)
    - By due amount (paid/unpaid)
    - By account status (ban, approval)
* **Payout**
  + Date
  + Seller
  + Amount
  + Payment details
  + Action
    - Move to trash
    - Payout manage (update)
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting(asc,desc)
  + Filter seller
    - By date
    - By seller
    - By payment (high to low/low to high)
* **Payout request**
  + Date
  + Seller
  + Total amount to pay
  + Requested amount
  + Message
  + Status(approve)
  + Action
    - View request
    - Payment
    - Accept/reject with message
    - Move to trash
  + Filter request
    - By date
    - By status
    - By seller
* Seller commission
* Seller registration form (with defined custom field and type)
* seller ranking.

**Uploaded file**

1. Display all file
   * Search by name
   * Move to trash
   * Copy file URL
   * Filter
     + Date
     + User

Auto image resize

**Activity log**

* Product action log
* Order processing log
* User activity log

**Report**

* Product sale.
* Seller product
* Inhouse product
* Category wise
* Single product wise
* Sale confirm status wise
* Product stock.
* Category wise
* Single product wise
* Seller product wise
* Products wish list.
* With customer info
* User searches.
* Max-min time searches
* Weekly report.
* Admin Report Dashboard with Business Overview.
* Sales Reports including Total Sales and Returns.
* Tax Reports.
* Best Viewed Products Reports.
* Top Sold Products Report.
* Low Stock item Report.
* Onsite Search Terms Report.
* Coupon Usage Report
* Profit report.
* Purchase report
* Date wise
* Seller wise
* Product-wise
* Common things in every report
* Daily, monthly and custom reports

**Marketing**

* Flash Deals.
  + Campaign product serialization-(we will set the serial number and the product will show on the campaign page as per as serial number)
  + At the end of the campaign, the price will be reset to the previous price in the normal products and added to the cart product.
  + Voucher management.
  + Purchase voucher for website
  + Digital gift voucher
  + Coupon

**Support**

* Direct Conversation with seller and customer (General Third-Party Chat System [Crisp](https://crisp.chat/en/))

**Payment Method**

* Online Payment Via Online Payment Gateway
* COD

**Shipping Method**

* Shipping method configuration
* Inside Of Dhaka
* Outside of Dhaka
* Table rate as per weight and distance.
* Free Shipping on order amount.

**Staff & Role management**

* Create staff
* Manage staff information (necessary file upload)
* Staff ban
* CRUD wise role permission creates for every function.
* Manage role permission

**Trash system**

* Trash list
  + Info
  + Type
  + Reason
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting(asc,desc)
  + Filter seller
    - By date
    - By seller
    - By payment (high to low/low to high)
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting (asc,desc)
  + Trash action
    - Permanent delete
    - Undo
    - Quick view
  + Filter Trash
    - By date
    - By user
    - By type (e.g: product, user, content, blog etc)

**Website UI setup**

* Header
* Footer
* Page
  + Create custom pages
  + Publish status
  + Banner serialization (drag & drop)
  + Shop
  + Appearance

**Setup & Configurations**

* Languages
* Currency
* Vat & TAX
* Pickup point
* Pickup point Time Slot
* SMTP Settings
* Payment Methods
* File System & Cache Configuration
* Social media Login
* OTP configuration
* Facebook pixel integration
* Facebook chat and comment integration
* Google Analytics Integration.
* Google map
* Google reCAPTCHA

**Seller panel**

* Dashboard
* Purchase History
* Downloads
* Sent Refund Request
* Wishlist
* Products
* Product Bulk Upload
* Digital Products
* Uploaded Files
* Manual order
* Orders
* Received Refund Request
* Product Reviews
* Shop Setting
* Payment History
* Money Withdraw
* Commission History
* My Wallet
* Support Ticket
* Product query
* Manage Profile

**Customer panel**

* Dashboard
* Purchase History
* Downloads
* Sent Refund Request
* Wishlist
* My Wallet
* Support Ticket
* Manage Profile
* Order tracker
* Order Review
* Notification for checkout (If any product exists on the card, the customer will receive a notification for check out by push notification and website notification)
* Login panel
  + Login Panel (OTP Login, Email Login (Optional))
  + OTP Expire time. (1 min)
  + Account create and verify (OTP, Email (Optional))
  + Forgot the Password system.

**Website**

**Home page**

* + Live search
  + website notification allows/deny.
  + Quick view
  + Cart
  + Wishlist
  + Compare
  + Become a seller
  + Featured product
  + Deals product
  + Top sale product
  + Category product
  + One page checkout
  + Product request in stock out product
* **Product details page**
  + Direct query option on the product details page
  + packaging cost will be shown on the cart page.
  + Related product
  + Product details tab
    - Specification
    - Video
    - Review
* **All product**
  + Product souffle
  + Filter
    - Price
    - Brand
    - Attribute
  + Load more products with scroll, no pagination
  + Product request in stock out product
  + Quick view
  + Compare
  + Become a seller
  + Live sales notification
  + Direct chat with the support team
  + One page checkout
  + Checkout with note
* Privacy policy page.
* Terms and Condition page.
* Return and refund policy page.

**Support**

* + Ticket open
  + Ticket manages
  + Ticket assign
  + Ticket Close
  + Ticket history
  + Ticket Search
  + Ticket alert
  + Ticket filter
  + Product query

**Trash system**

* + Info
  + Type
  + Reason
  + Multi-select and multi-action
  + Quick search for any data in the table
  + Export table data (pdf, CSV, excel, print)
  + Table data sorting (asc,desc)
  + Filter seller
    - By date
    - By seller
    - By payment (high to low/low to high)
  + Quick search for any data in the table
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  + Table data sorting(asc,desc)
  + Trash action
    - Permanent delete
    - Undo
    - Quick view
  + Filter Trash
    - By date
    - By user
    - By type(e.g: product , user, content, blog etc)

**Corporate Deals**

* Individual page for corporate deals
* Corporate login and registration
* Corporate Quotation Send and Generate Invoice

**Mobile Application Feature**

**(Both Android and IOS APP)**

**User APP**

* Login
* Registration
* Product View
* Category View
* All Kind of Deals
* Offer
* Voucher
* Online Payment
* Delivery Address Selection (Multiple)
* Ticket Generation
* Order and Deal Notification
* Product Filter
* Account View and Edit
* Order Management
* Refund/Return Request
* Policy

**Seller App**

* Seller registration
* Product ADD
* Order View
* Order Confirmation
* Withdrawal Request
* Account Balance
* Ticket Generation
* Refund Request View
* Review View
* Order Status
* Order Notification