

Business Requirements For BlinkBasket

Broad Scope:

The BlinkBasket e-commerce project envisions a comprehensive database system to manage customer interactions and inventory operations seamlessly. The database will store and retrieve customer details for efficient login/signup processes, account management, order history, and subscription customization. For inventory, the database will manage regional stock levels, categories, and facilitate real-time tracking for automatic reorder processes. Vendor information, order history, and a rating system will be meticulously stored to ensure effective collaboration. The database will play a central role in connecting customers with the nearest inventory, managing

Customer Flow:

1. Customer login/signup(name, phone number, password, address)
 - Account Management:

The system will include features for customers to update their profile information, such as contact information and delivery address, passwords etc.
 - Order History:

A comprehensive order history feature will be available to customers, allowing them to view details of their past purchases, bills etc.
 - Subscription Taken:

Customers can manage and customize their subscription options for services or products that require regular refilling.
 - Wishlist and Favorites:

Customers can save products to buy in the future
Customers can save their carts and name it too.
Favorites section that'll be accessed to order some previously purchased items.
2. Based on the address our application will link the customer to the nearest inventory portal(availability)
3. Select items(making the cart)
 - a. Carts/orders should have items, source inventory*, prices, and quantities.
 - b. Provide real-time updates on the availability of chosen items.
 - c. Notify the customer if a chosen item goes out of stock before payment
4. Payment methods/discounts(based on their past history/if the vendor provides)
 - a. Provide different payment methods (online + cash on delivery)
5. Make payment(order placed)
 - a. Assign delivery partner to a specific order based on proximity to inventory and customer.

Inventory Flow:

Each region will have its dedicated inventory (warehouse).

Each inventory will stock items from these categories:

Categories(dairy,laundry,bakery,bread,biscuits)

1. Inventory Management:

Real-time stock level tracking for each item in each regional inventory.

Threshold-based automatic reorder system: When the stock of an item falls below a set threshold, an order should be automatically generated and sent to the nearest vendor for that category.

Each regional inventory will have its dedicated portal.

Portal access for inventory managers, helpers

2. Order management:

Track customers' purchase orders, prepare dispatches and update stock levels.

3. Vendor order placed

Maintaining a comprehensive list of all items(categories) that vendors deal in and the expiry dates.

Tracking the location of vendors' stores to find the nearest vendor to refill the inventories.

4. Vendor sign up

Collecting essential details such as the vendor's name, contact number, GST number, vendor's store or godown location, etc

5. Vendor order received

Implementing a rating system among vendors based on the success rate of orders, considering whether orders are fulfilled within the given time frame.

Keeping records of previous orders and successfully completed transactions (by vendor).

6. Manager assigns helpers to make the dispatch

7. Delivery partner

8. Order confirmation/refund

Contributions:

Customer information: Mahi 2022272

Order Processing: Ankur 2022079

Inventory Management: Shubham 2022491

Vendor Management: Masood 2022299