Republic of the Philippines

Laguna State Polytechnic University

Province of Laguna

COLLEGE OF COMPUTER STUDIES

A partial requirement in the course

ITEP 308 – System Integration and Architecture

(Enterprise Resource Planning)

USER'S MANUAL

(e-Commerce Platform: Books and Media)

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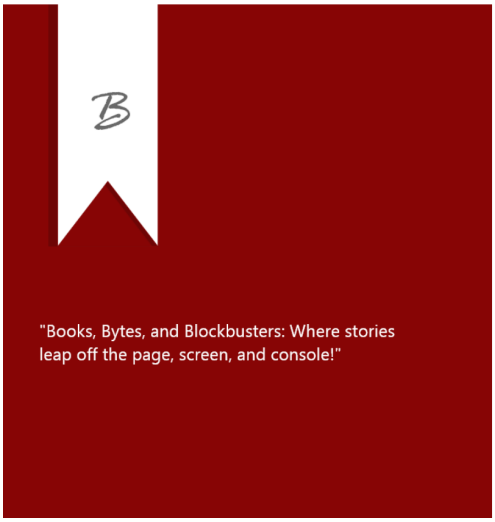
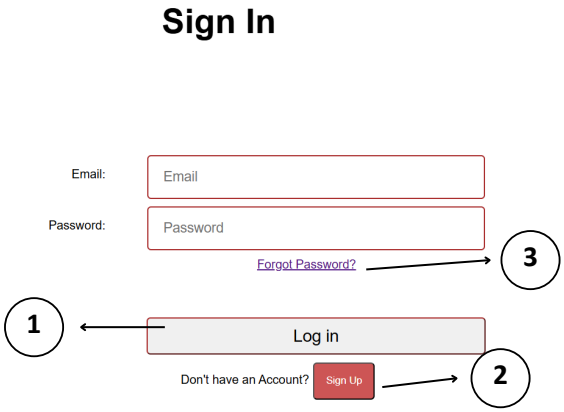
Course Instructor

January 2025

Log In Page





1. Logging In

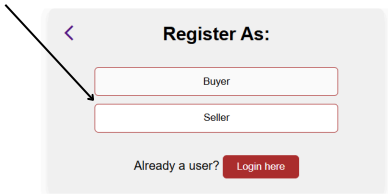
- Enter your email and password.
- Click Log In to access your account.

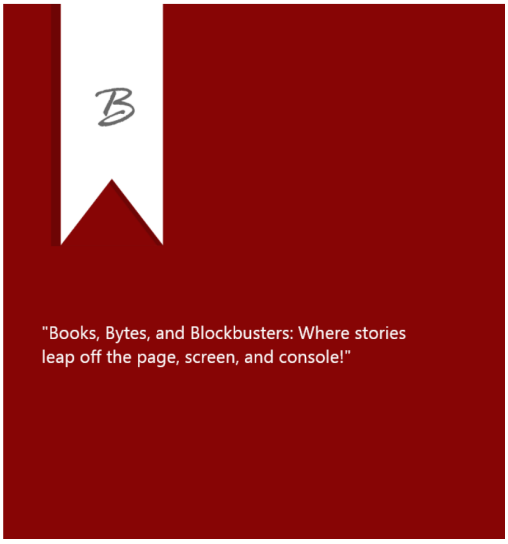
2.Sign up

Creating an Account

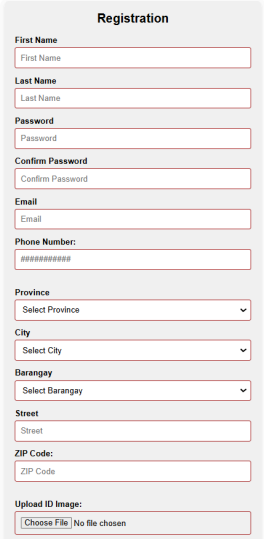
1. Go to the website homepage.
2. Click Sign Up or Register at the top right.
3. Fill in the required details:
   - Name
   - Email Address
   - Address
   - Password
   - Mobile Number
4. Agree to the Terms and Conditions by checking the box.
5. Click Register and verify your email by clicking the activation link sent to your inbox.

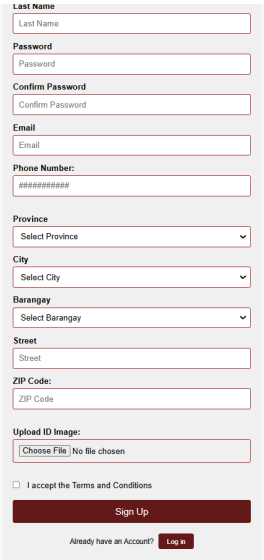
Select the type of account you want to Create:

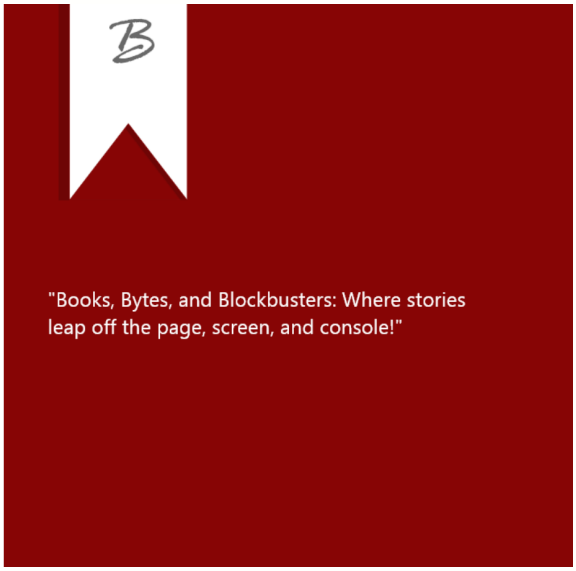




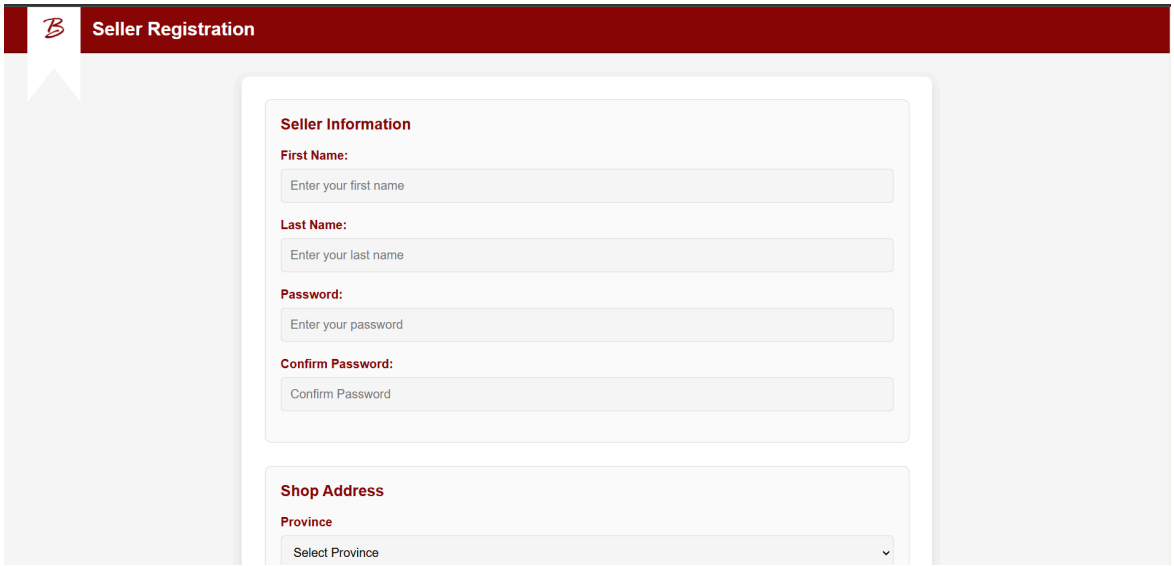
The Fill up form for Buyer Registration.

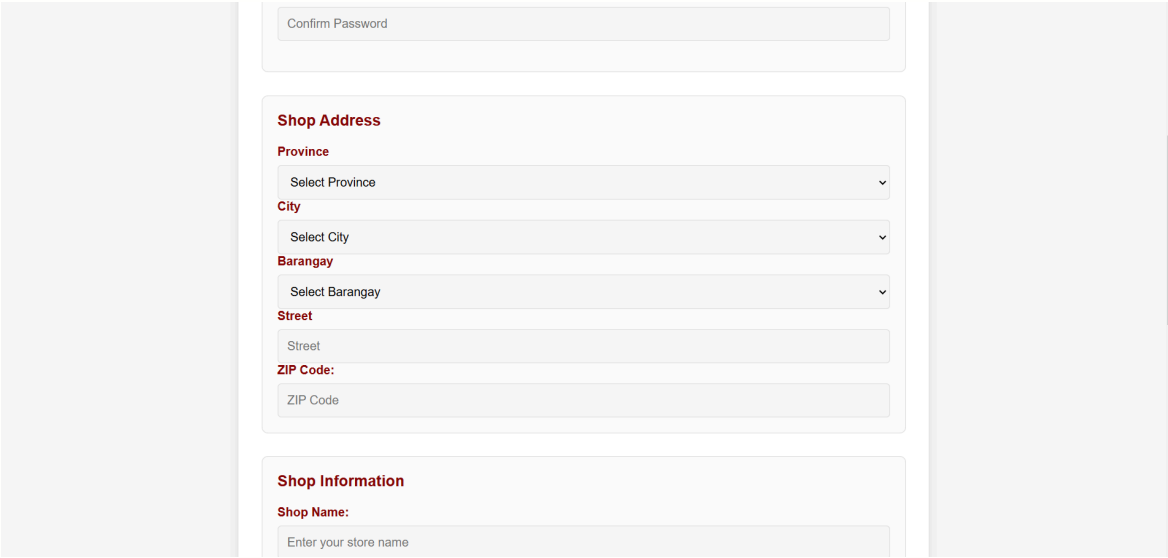


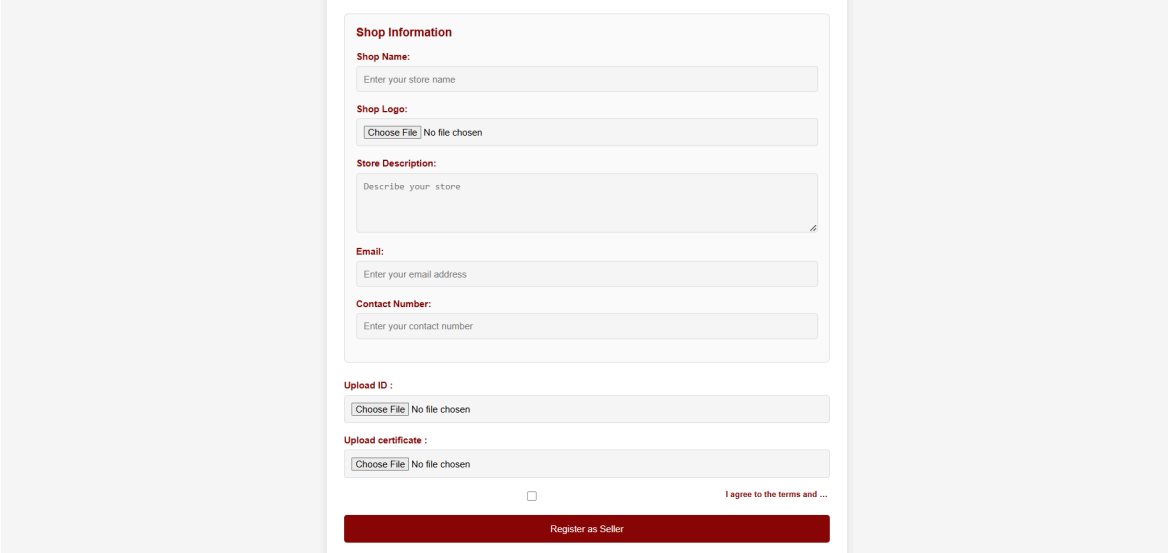


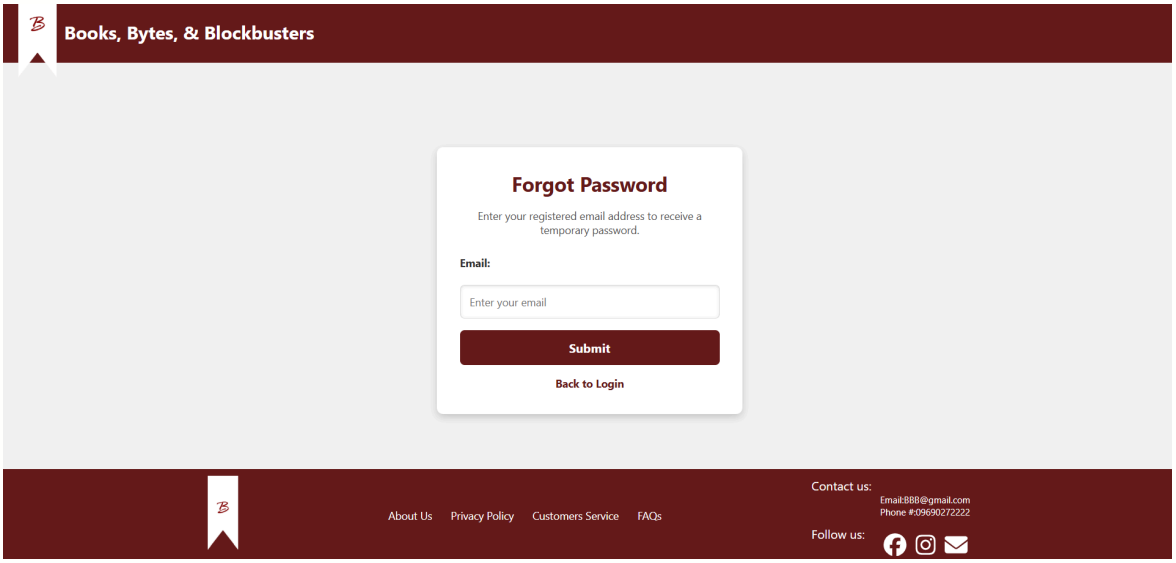


The Fill up form for Seller Registration.







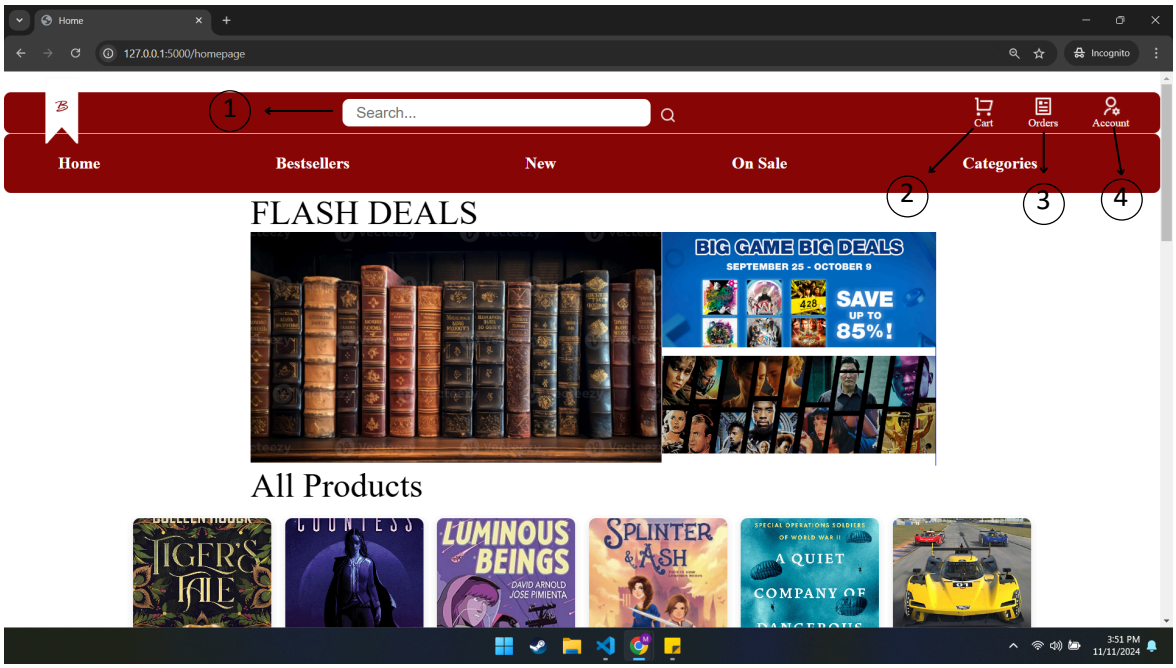


3. Forget Password

Recovering Your Password

- Click Forgot Password? on the login page.
- Enter your registered email and submit.
- Check your email for a password reset link.
- Click the link, set a new password, and save the changes.

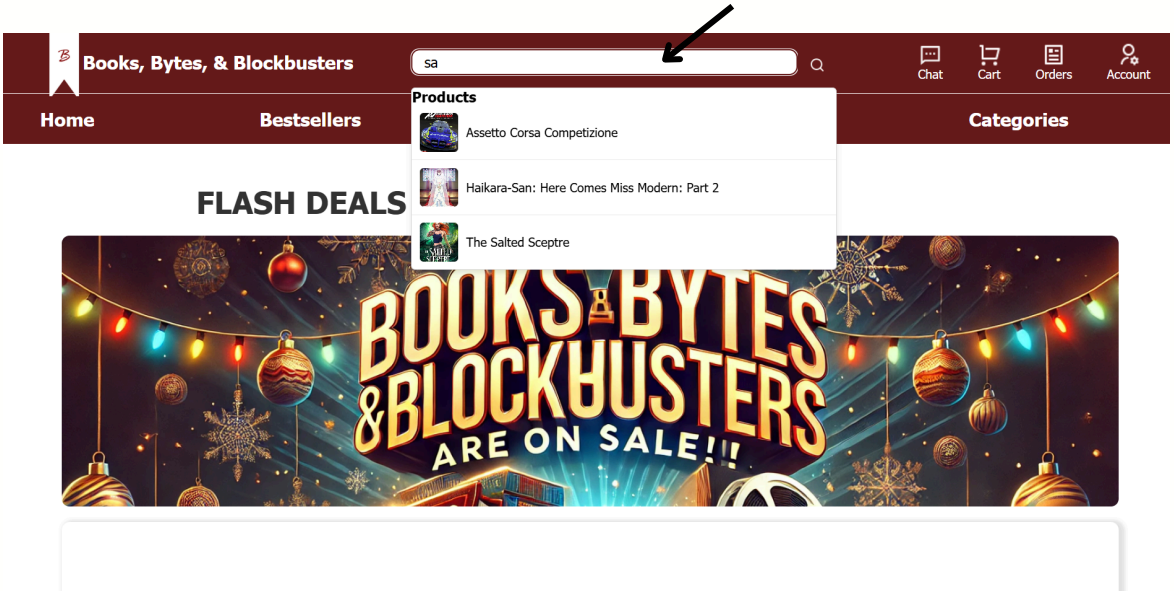
Home Page



1. Search bar

Search Functionality

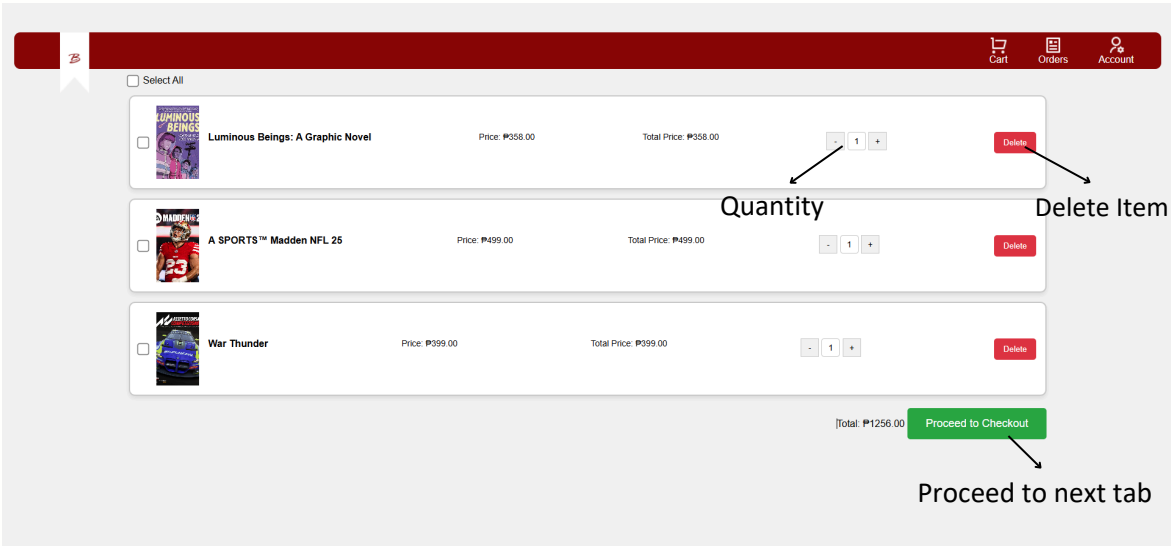
- *Locate the Search Bar at the top of the website.*
- *Type in keywords such as product name, or specifications (e.g., "The bee keeper").*
- *Press Enter or click the Search Icon.*
- *Use the results page to browse matching items.*



2. Shopping Cart

Adding Items to Cart

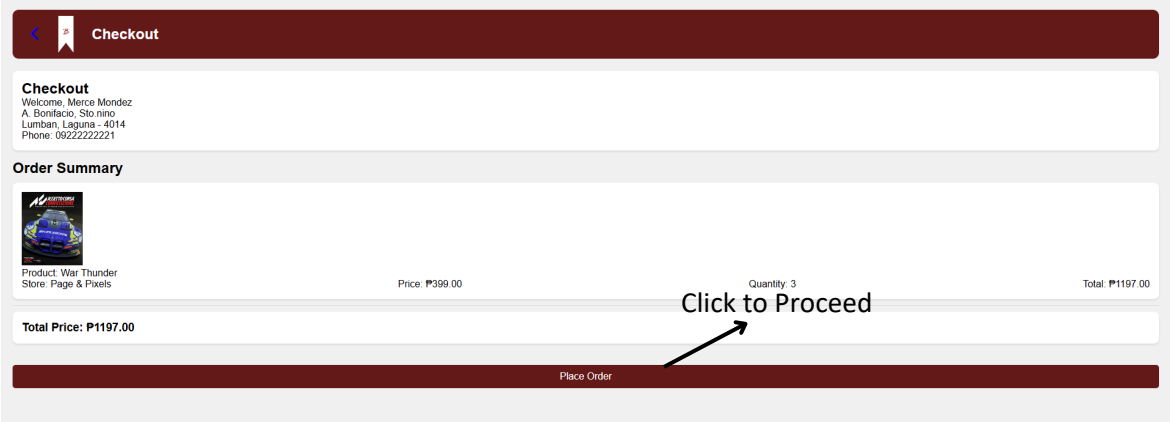
- On the product page, select any options (quantity, etc.).
- Click the **Add to Cart** button.
- A confirmation message will appear.



3. Order Management

Tracking Orders

- Go to My Orders in the dashboard.
- Click on an order to view its status and tracking details.

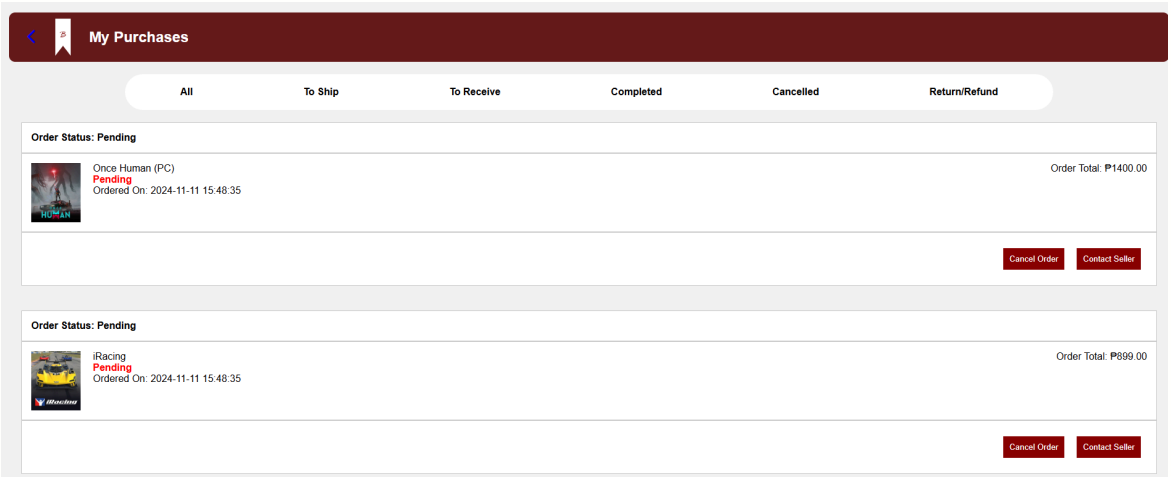


Cancelling or Modifying Orders.

1. Locate the order in My Purchases.
2. If eligible, click Cancel Order or Modify Order
3. Confirm changes to complete the process.

Returning

1. From My Orders, click Return items.
2. Choose a reason and follow instructions for returning..



Checkout Process

- Go to your cart and click Proceed to Checkout.
- Enter or select a shipping address.
- Choose a shipping method (e.g., standard, express).
- Review your order summary, including taxes and shipping costs.
- Click Place Order to confirm.

Payment Options

1. Choose from available payment methods:
   - Cash on Delivery (COD): Pay upon delivery (if applicable).
2. Complete payment and wait for the confirmation message.

4. Acount Management

Updating Your Profile

- Click Acount to update your Personal details.

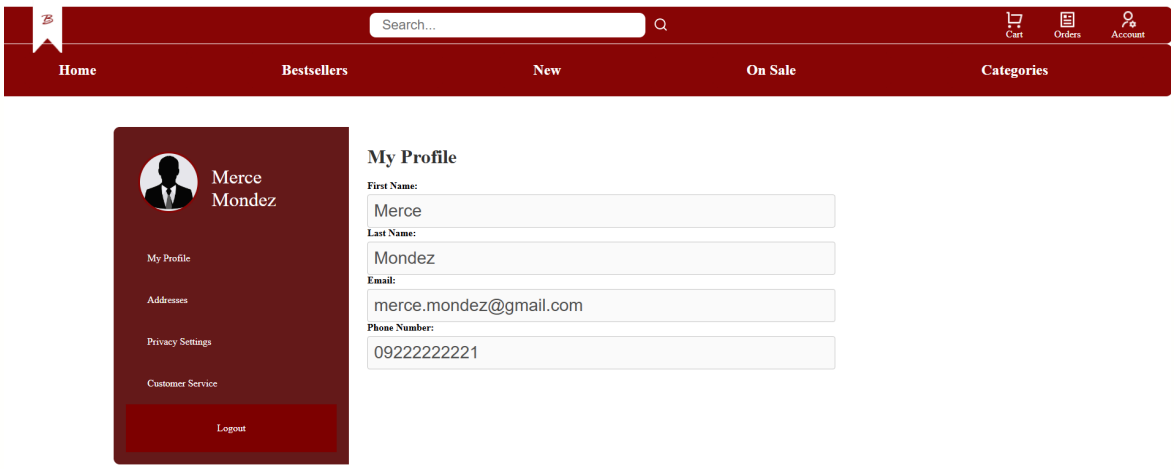
Profile Settings

- Update your personal information (name, email, phone) under My Profile.

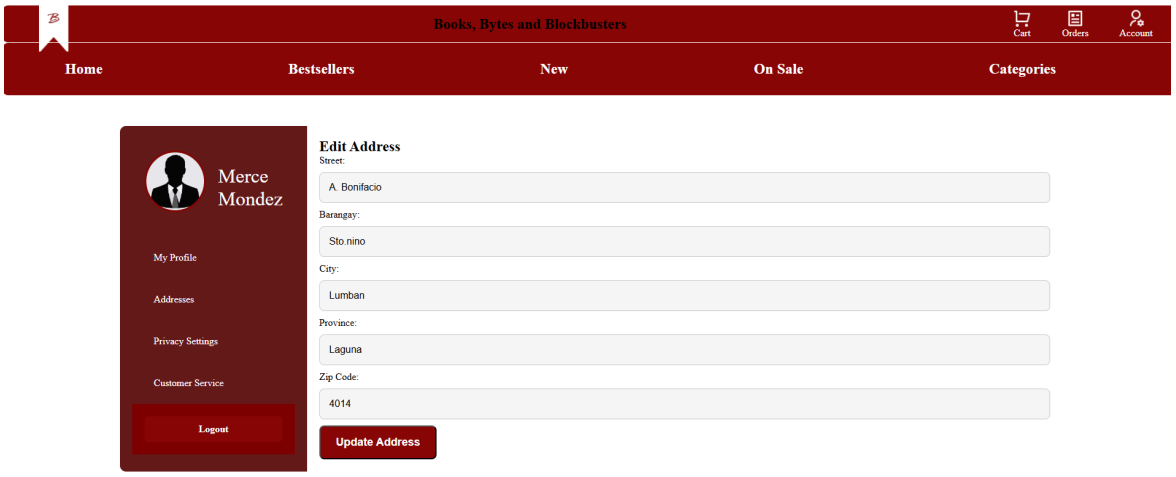
Managing Addresses

- Add, edit, or delete addresses..

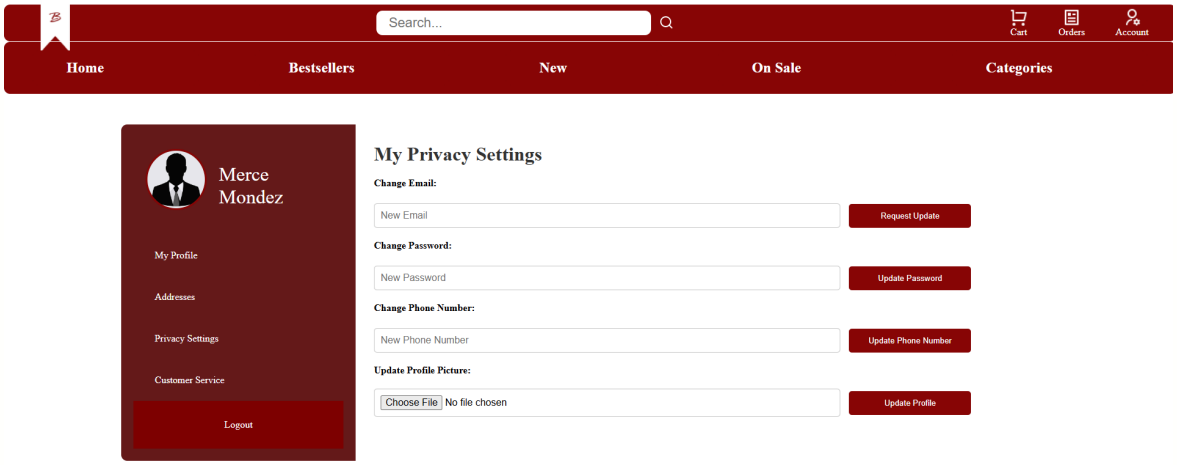
My Profile

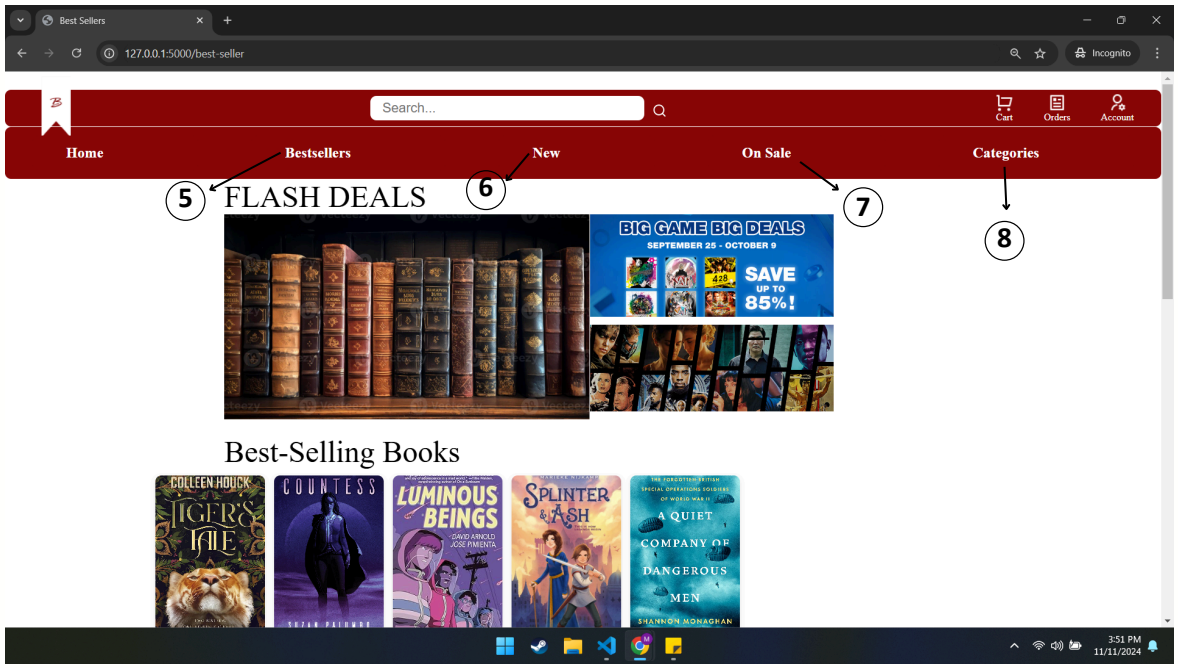


Address



Privacy Settings



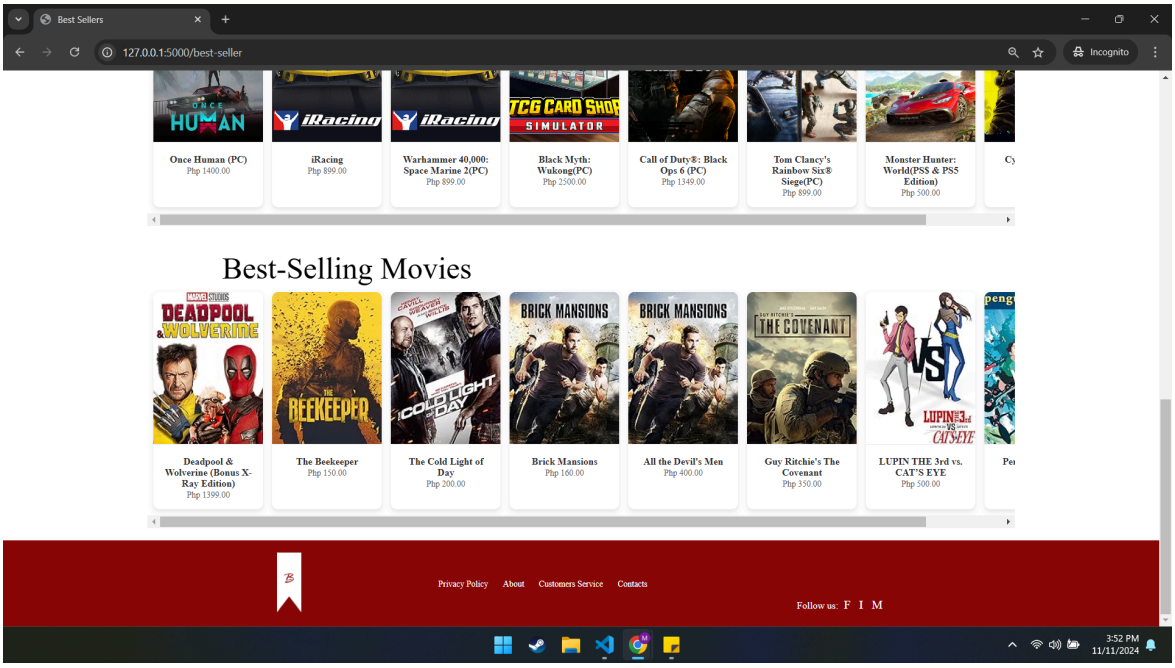


Exploring Product Sections

5. Bestsellers

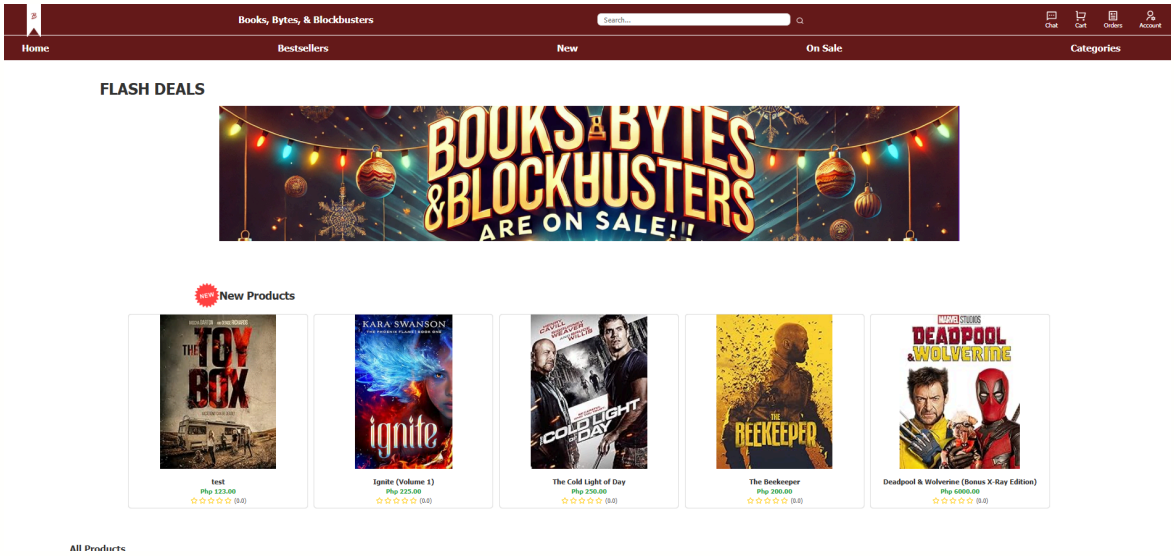
- Click the Bestsellers tab in the navigation bar.
- Browse popular products based on customer purchases and review.
- Use filters or sort options (e.g., price, rating) for better results.

Bestseller tab



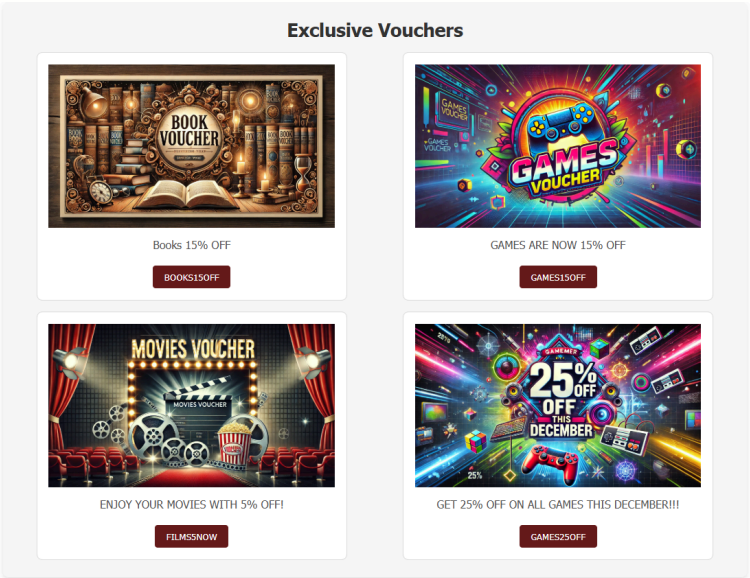
6. New Arrivals

- Select the New Arrivals section to explore the latest products added to the store.
- These items are regularly updated with the newest trends.



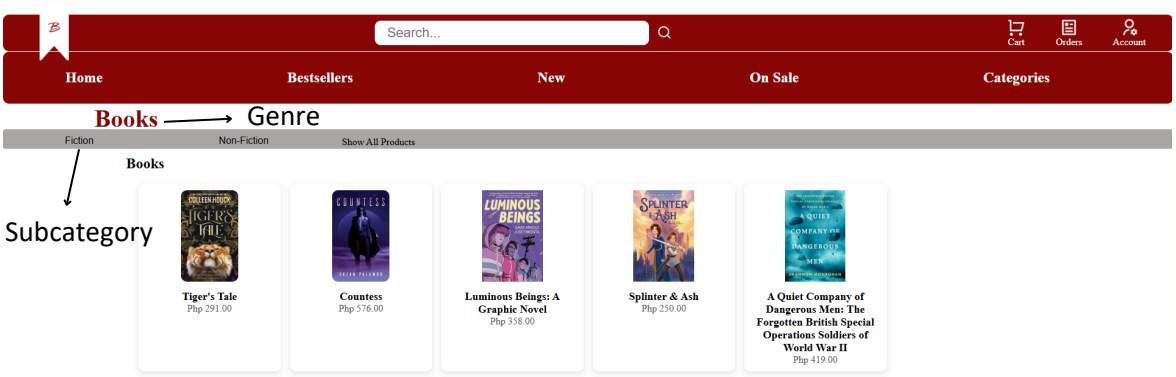
7. On Sale

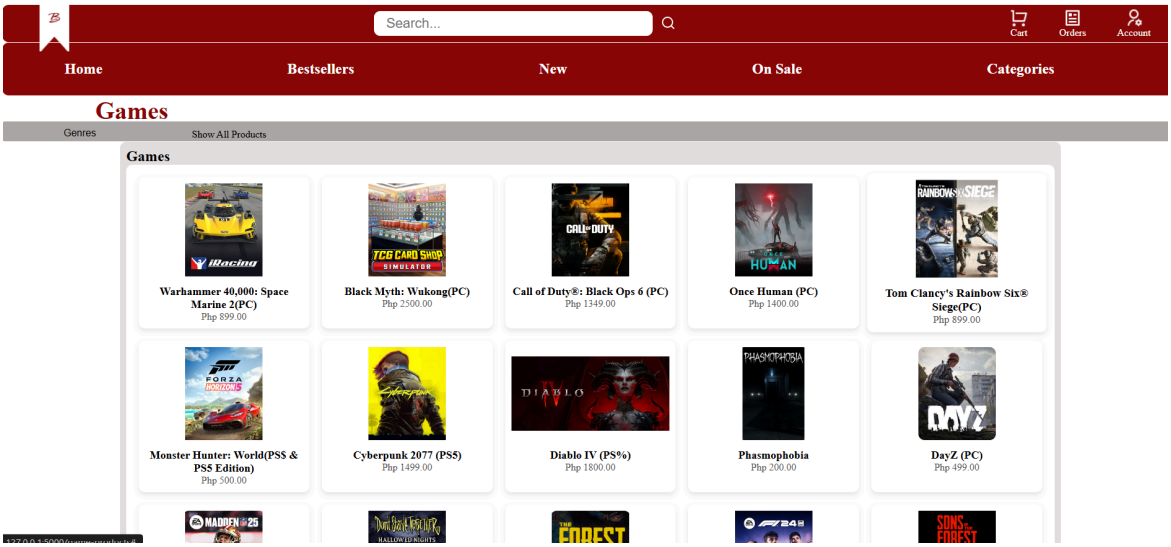
- Navigate to the On Sale tab to view discounted products.
- Discounts are highlighted on product thumbnails (e.g., "20% Off").
- Filter by discount range, price, or category for refined results



8. Categories

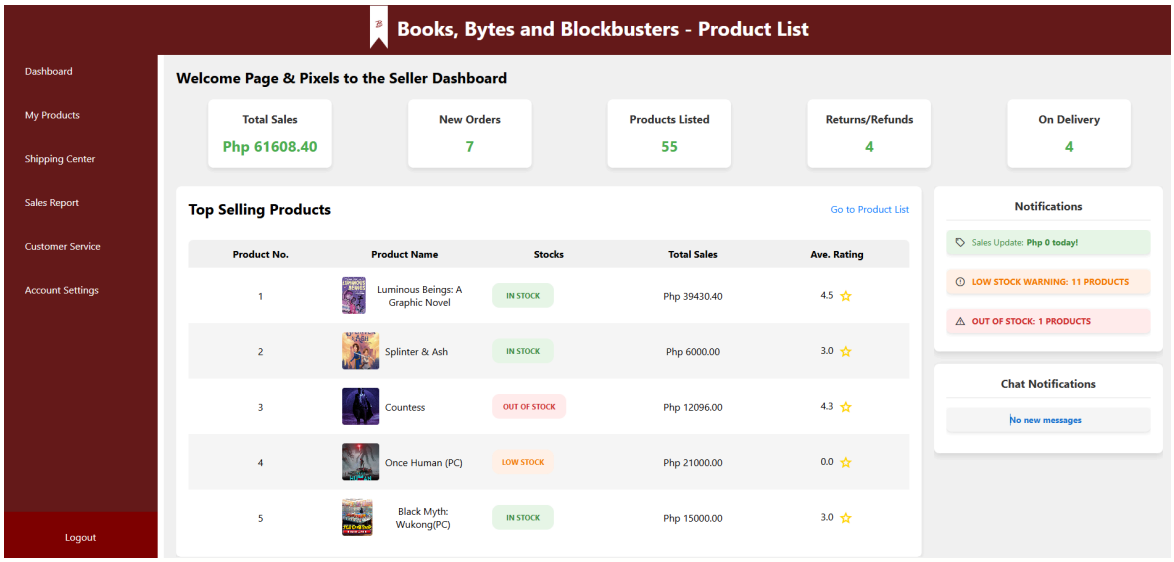
- Use the Categories dropdown menu to explore products by type. Examples: Games, Movies, and Books.
- Click a category to see related products. Subcategories (e.g., "Fiction" under "Books") will also be displayed.





SELLER MANUAL

Dashboard



Understanding the Seller Dashboard

— The seller dashboard provides access to all tools for managing your store, including:

- **Notifications**: Alerts about orders, messages, and updates.
- **Chat Notifications**: Instant alerts for customer queries.
- **Sales Report**: A detailed breakdown of sales performance.

Total Sales

- View cumulative revenue generated from all orders.
- Go to Sales Reports for daily, weekly, and monthly breakdowns.

New Orders

- Generated numbers of orders
- Check the Shipping Center for new, pending orders.
- Orders awaiting action will appear here, including details like product, quantity, and buyer address.

On Delivery

- Access the Orders Tab to track orders shipped but not yet delivered.
- Use the tracking ID for real-time updates on delivery status.

Returns/Refunds

- Navigate to the Shipping Center to view ongoing and completed return requests.
- Approve or dispute refund requests based on platform policies.

Notifications

- Notifications Tab keeps you updated with real-time alerts:

- **Order Notifications:** Updates about new, processed, and delivered orders.
- **Low Stock Alerts:** Warnings when inventory for a product is running low.

Chat Notifications

- Chat notifications allow you to interact with customers instantly:

- When a customer sends a message, a notification pops up in the dashboard.
- The Messages Tab displays all conversations, sorted by the most recent activity.
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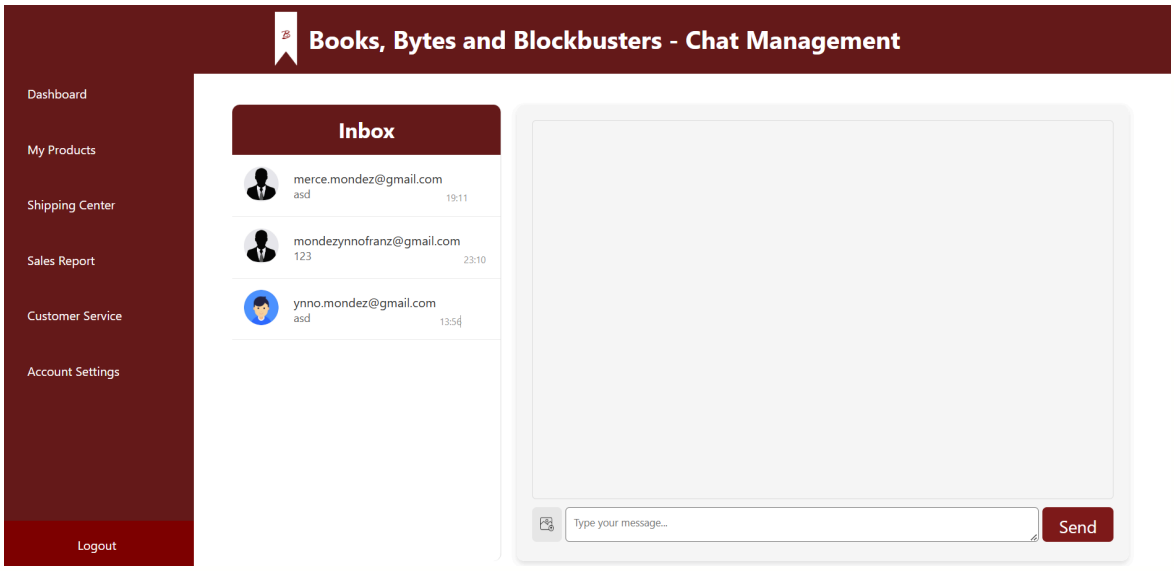
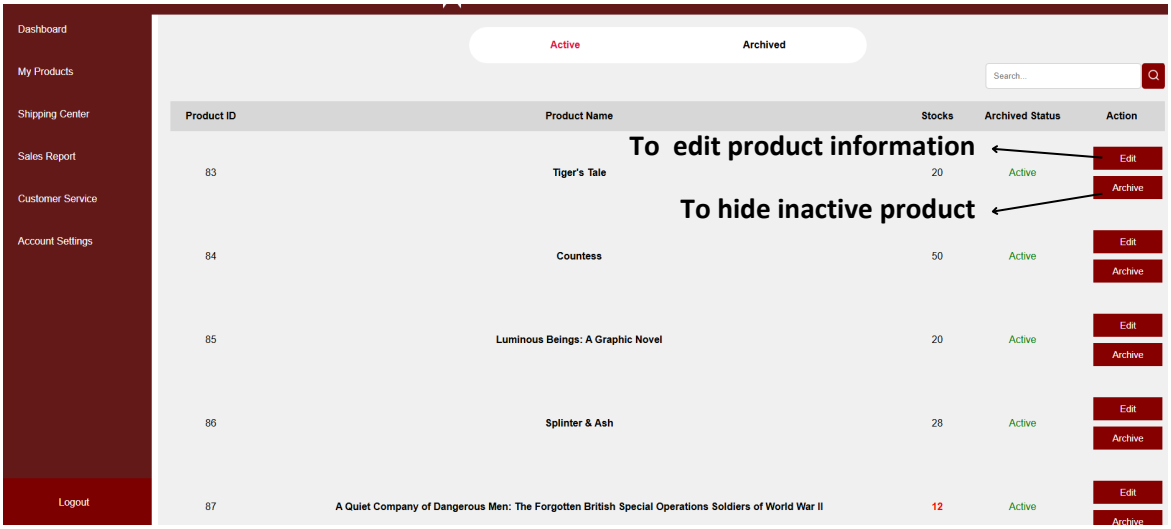


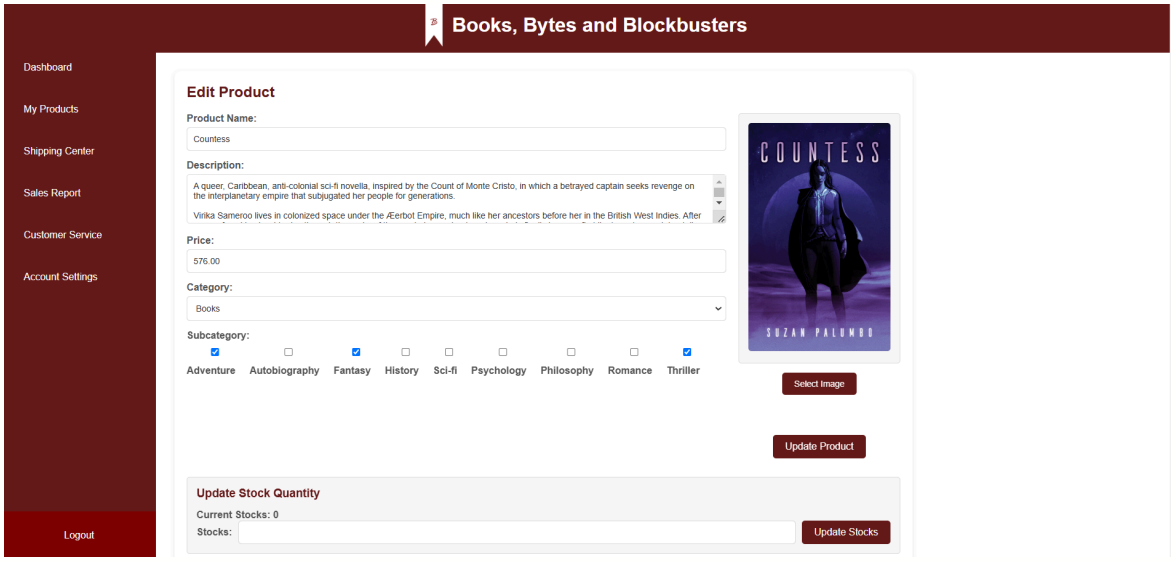
My Product



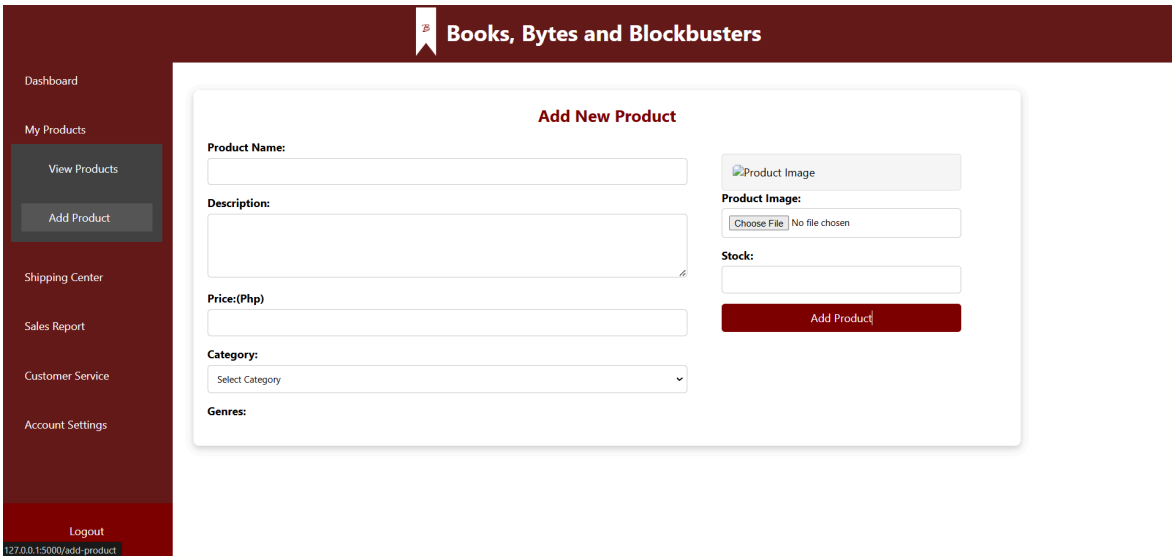
Managing the Product list

1. Go to the Products Tab for an overview of all your listings.
2. Use the options to:
   - Update product details.
   - Adjust stock levels.
   - Archive products.

Edit Product

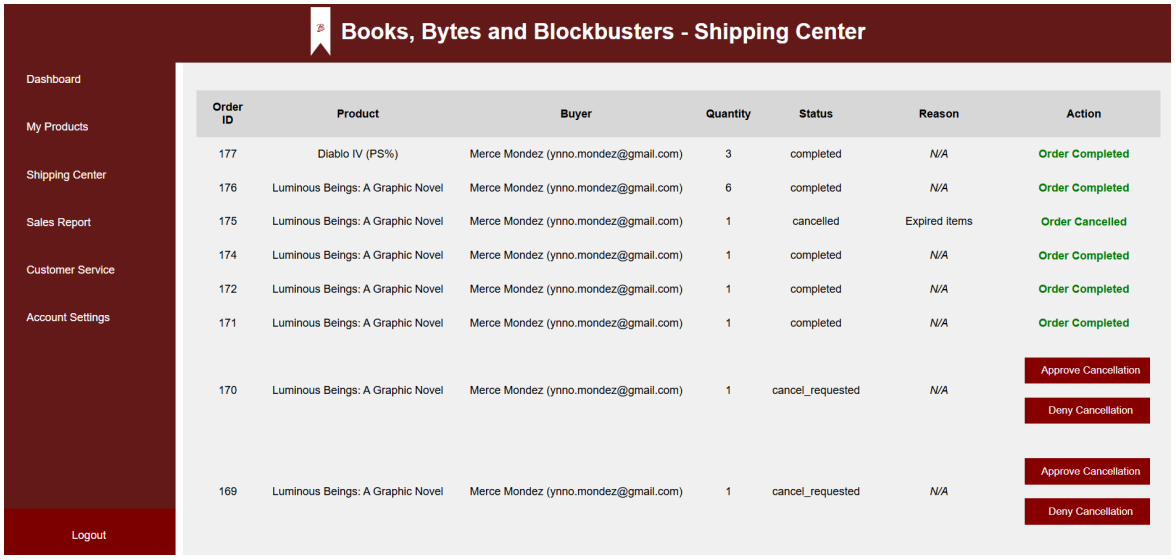


Adding New Products



1. Go to Products Tab and click Add New Product.
2. Enter the following details:
   - Product Name
   - Description
   - Category/Subcategory
   - Price (with or without discounts)
   - Stock Quantity
   - High-quality images (minimum 3)
3. Save the product to add to the product list.

Shipping Center

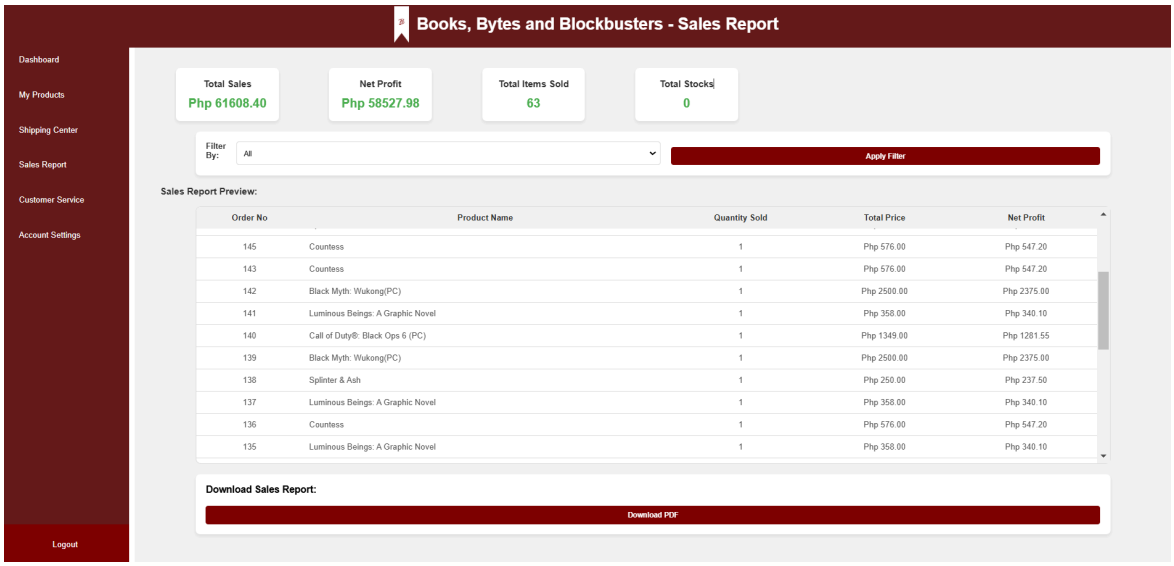


Order ID	Product	Buyer	Quantity	Status	Reason	Action
177	Diablo IV (PS%)	Merce Mondez (ynno.mondez@gmail.com)	3	completed	*N/A*	Order Completed
176	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	6	completed	*N/A*	Order Completed
175	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	cancelled	Expired items	Order Cancelled
174	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	completed	*N/A*	Order Completed
172	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	completed	*N/A*	Order Completed
171	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	completed	*N/A*	Order Completed
170	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	cancel_requested	*N/A*	Approve Cancellation / Deny Cancellation
169	Luminous Beings: A Graphic Novel	Merce Mondez (ynno.mondez@gmail.com)	1	cancel_requested	*N/A*	Approve Cancellation / Deny Cancellation

Processing Orders

1. Displays all orders.
2. Reviewing orders to approve.
3. To track the delivery.
4. For viewing the delivery status of completed orders.
5. To view all cancelled orders
6. Review the return request and the customer reasons.

Sales Report



Metrics Included in the Sales Report

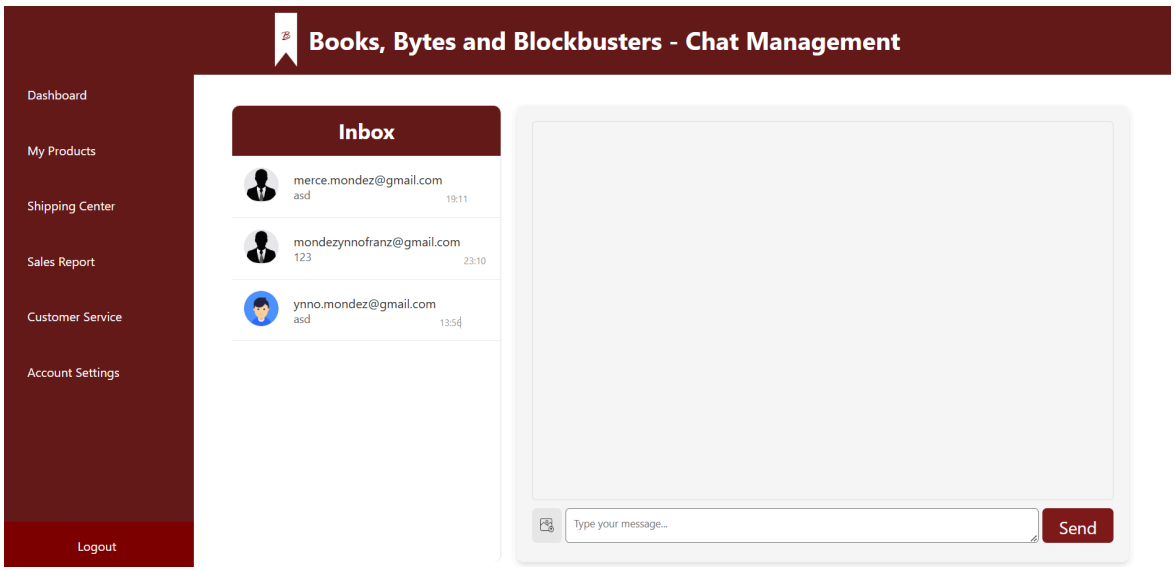
1. **Total Sales:** Overall revenue generated.
2. **Net Profit:** Revenue after deducting platform fees and other expenses.
3. **Total Items Sold:** The overall total number of products sold.
4. **Total Stock:** The total number of products available in your inventory**.**

Sales Report

— The Sales Report section provides detailed insights into your sales performance:

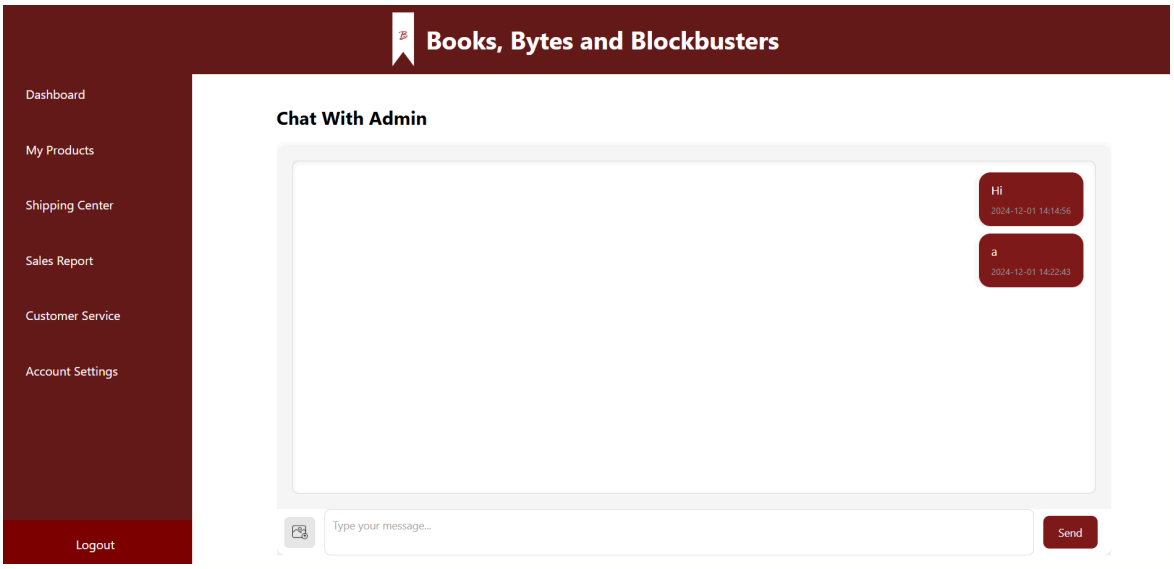
- **Filter:** Use to narrow down your sales analysis. Choose a custom period.
- **Daily Sales:** Total revenue generated each day.
- **Weekly/Monthly Sales:** Trends over time.
- **Top-Selling Products:** Products contributing the most to your revenue.
- **Category Performance:** Sales grouped by product categories.
- Export reports in PDF format for offline analysis.

Customer Service



Buyer to Seller Communication

1. Open the Messages Tab to view customer inquiries.
2. Respond directly via chat to resolve questions about orders, Cancel, returns, or products.



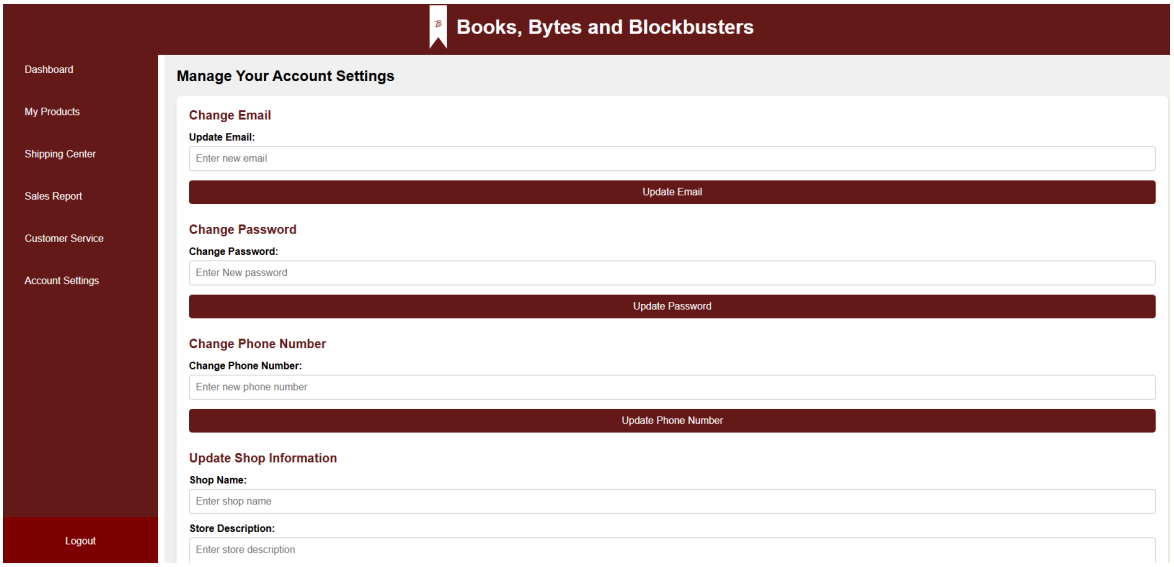
Seller-to-Admin Communication

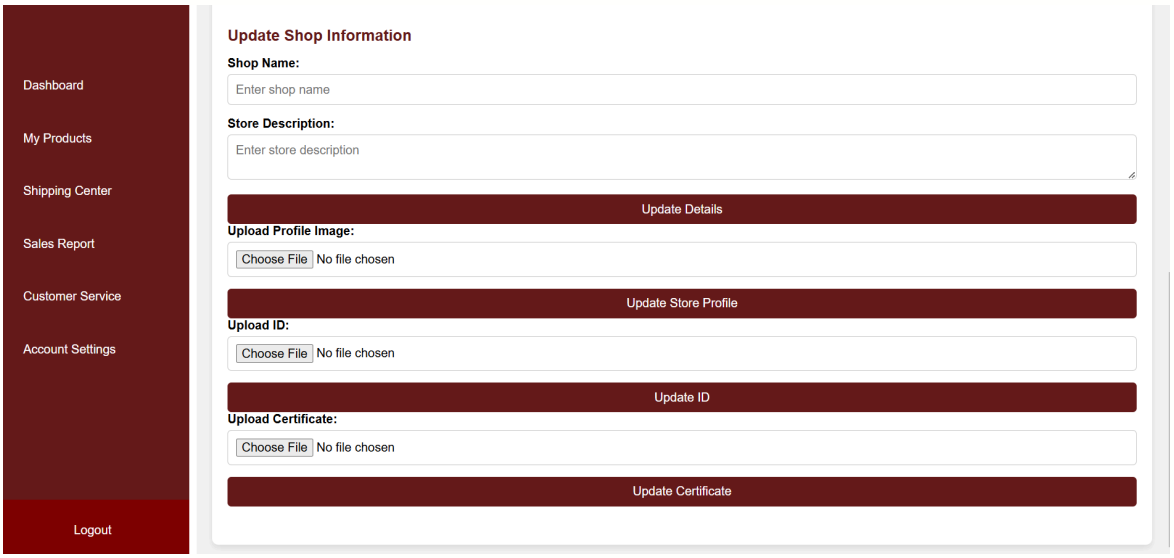
1. Choose Contact Admin to submit:

- Questions about platform policies.
- Assistance with unresolved customer disputes.
- Requests for technical support.

2. Use the built-in chat for real-time assistance or submit tickets for detailed issues.

Account Settings





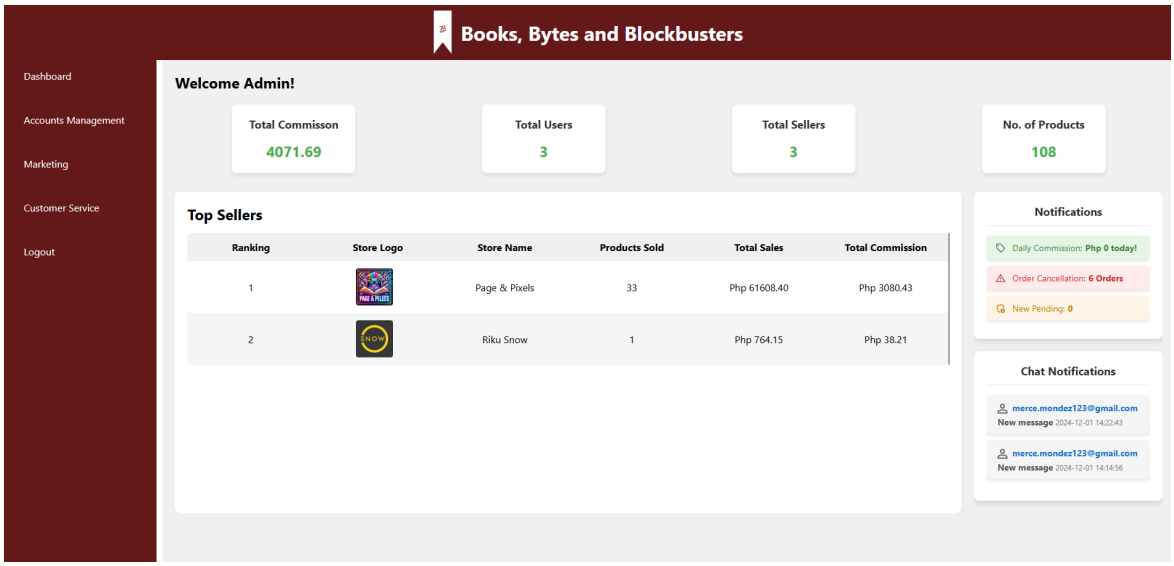
Managing Account Setting

Update the following:

1. Click account settings to update email, change password and phone number.
2. Shop Name: Change your store's name.
3. Logo: Upload or replace your shop logo.
4. Store Description: Update your store's description to better attract customers.
5. Update important files if needed.

Admin

Dashboard



1. **Total Commission**: The platform's earnings from seller transactions.
2. **Total Users:** The overall number of registered buyers and sellers.
3. **Total Sellers**: Active sellers using the platform.
4. **Number of Products:** Total product listings.

Notifications

- Notifications Tab keeps you updated with real-time alerts:

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- Low Stock Alerts: Warnings when inventory for a product is running low.

Chat Notifications

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- The Messages Tab displays all conversations, sorted by the most recent activity.
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Top selling

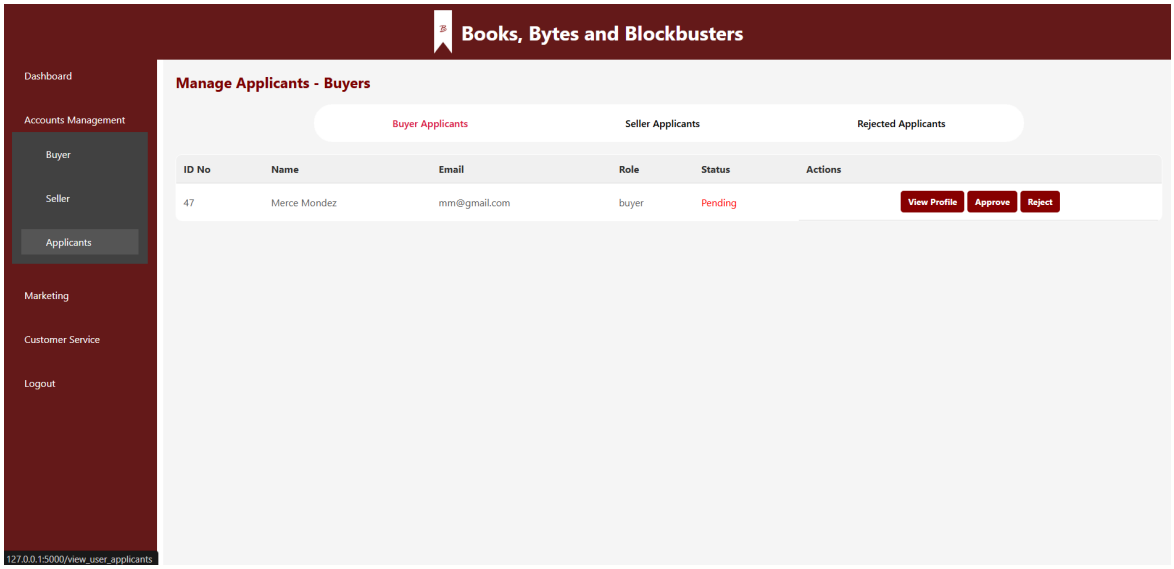
Top performing product.

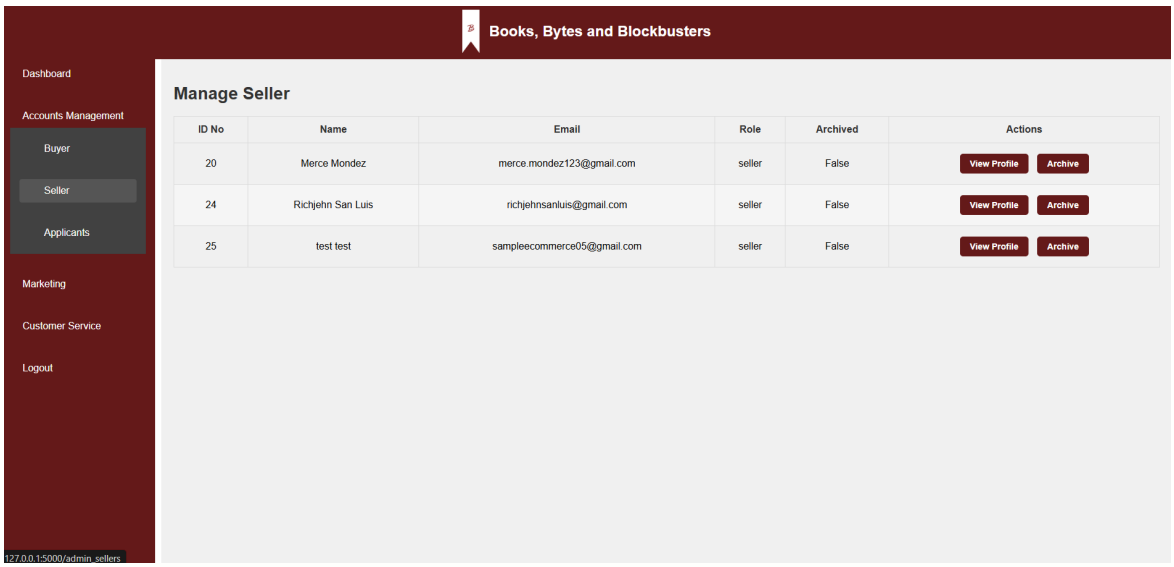
Account Management

Buyer/Seller Management

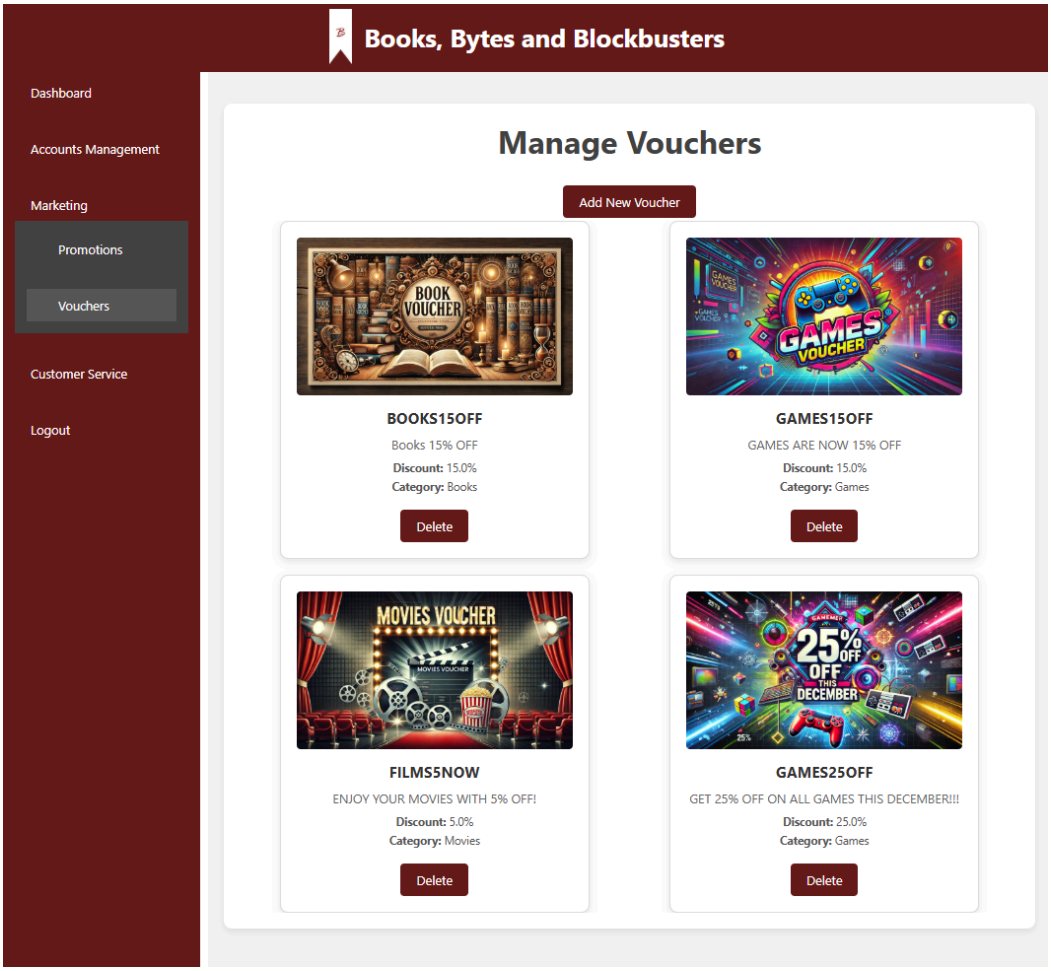
Approving New Sellers

1. Navigate to Seller Management > Pending Approvals.
2. Review submitted documents and store details.
3. Approve or reject applications based on compliance with platform policies.





Marketing



Creating Promotions

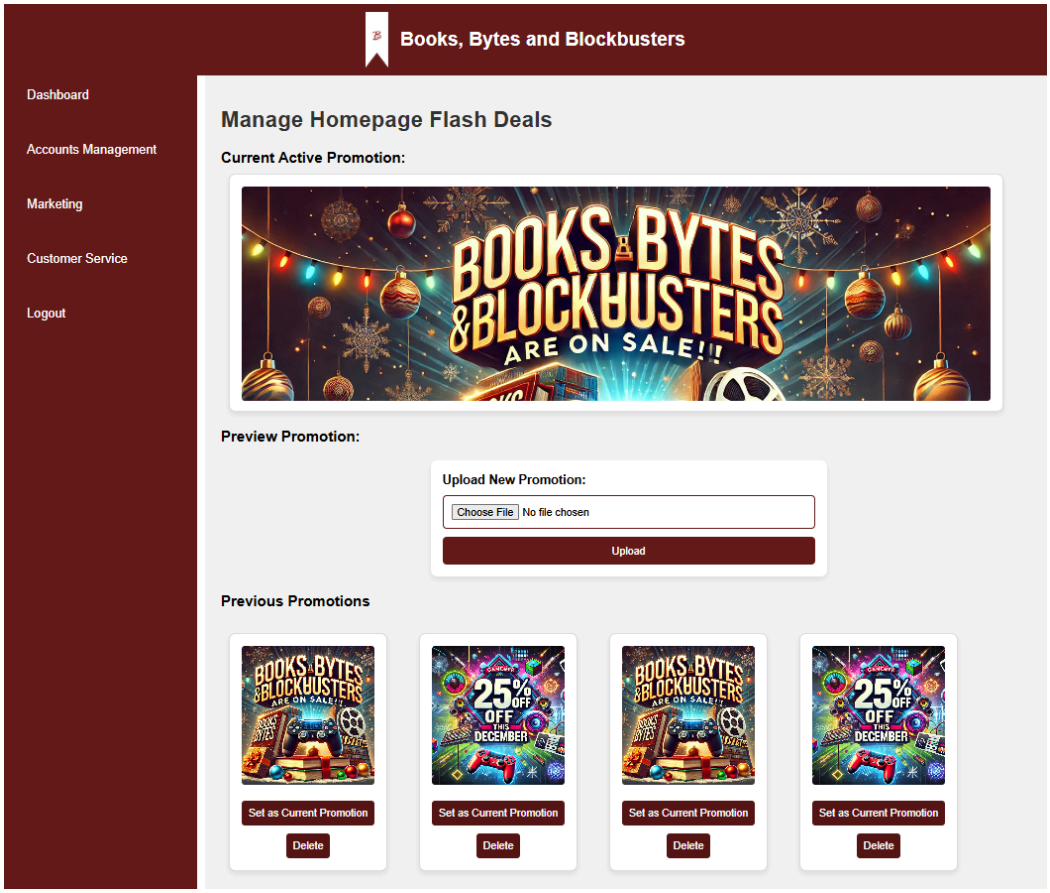
- Type: Percentage discount, fixed discount, free shipping, etc.
- Eligibility: Specific sellers, categories, or products.
- Duration: Start and end dates.
- Review and launch the promotion.

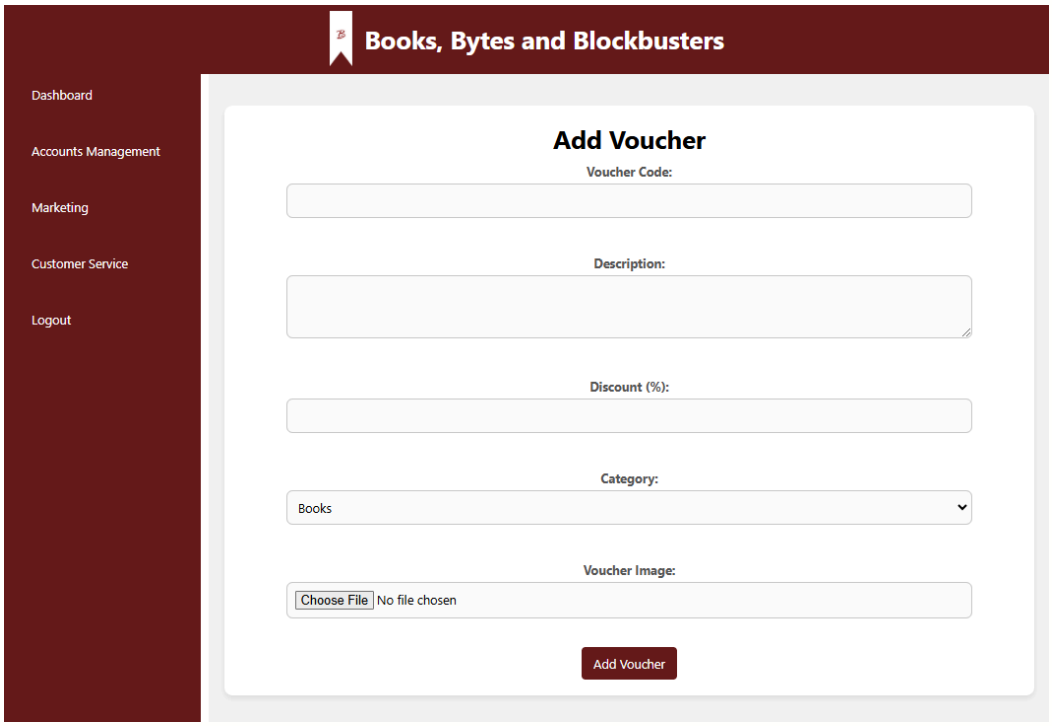
Managing Discount Vouchers

- Voucher Code: A unique identifier for the discount.
- Discount Value: Fixed amount or percentage.
- Usage Limits: Number of times the voucher can be redeemed.
- Eligibility: Specific products, categories, or user groups.

Add/delete vouchers

- to add new discount.
- to delete new vouchers.


Books, Bytes and Blockbusters
Dashboard
Accounts Management
Marketing
Customer Service
Logout
Manage Homepage Flash Deals
Current Active Promotion:
BOOKS & BYTES & BLOCKBUSTERS ARE ON SALE!!!
Preview Promotion:
Upload New Promotion:
Choose File No file chosen
Upload
Previous Promotions
Set as Current Promotion
Delete
Set as Current Promotion
Delete
Set as Current Promotion
Delete
Set as Current Promotion
Delete


Books, Bytes and Blockbusters
Dashboard
Accounts Management
Marketing
Customer Service
Logout
Add Voucher
Voucher Code:
Description:
Discount (%):
Category:
Books
Voucher Image:
Choose File No file chosen
Add Voucher

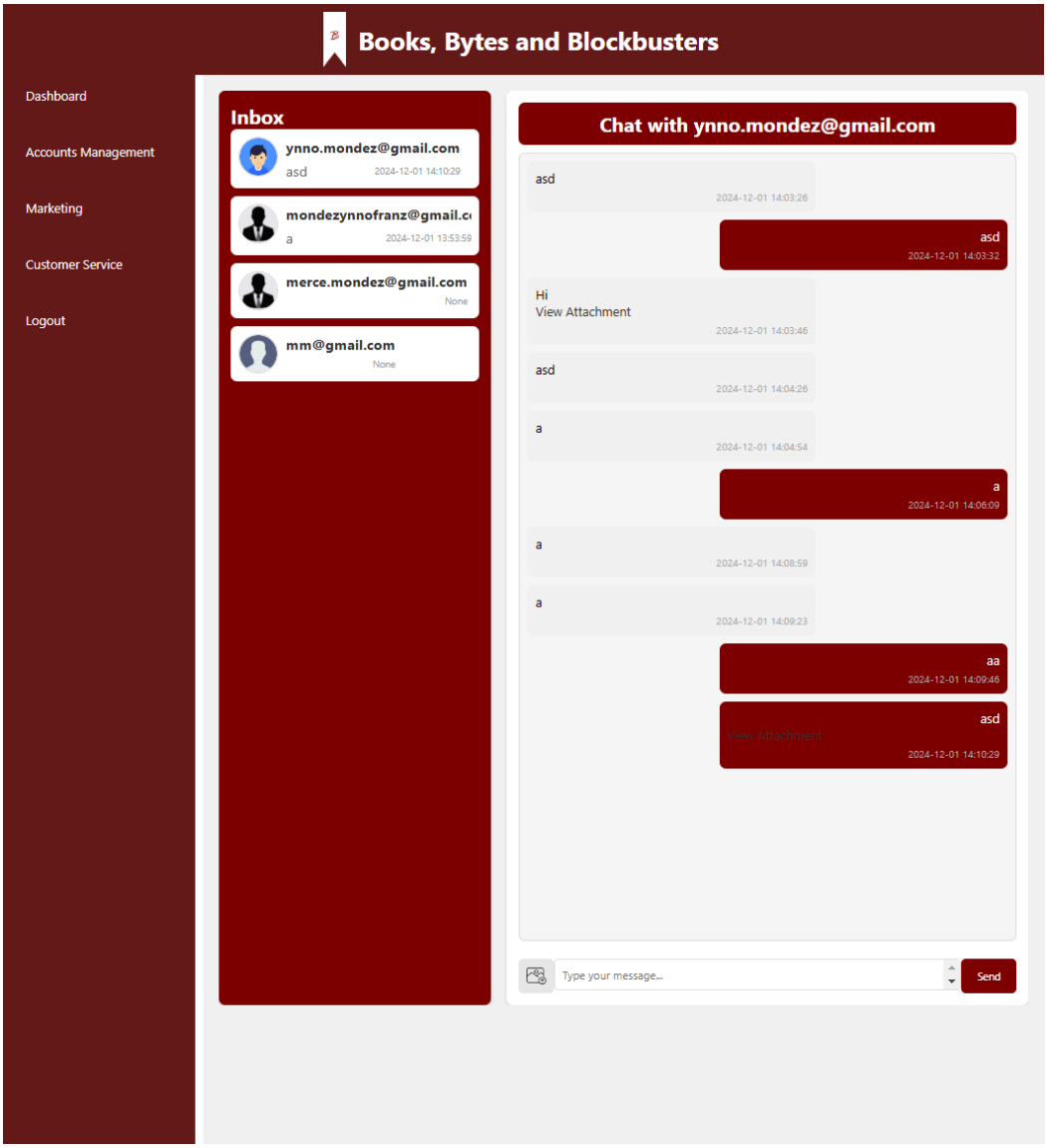
Customer Service

Seller-to-Admin Communication

1. Sellers can initiate queries or report issues through the customer service.
2. Admins can respond to:

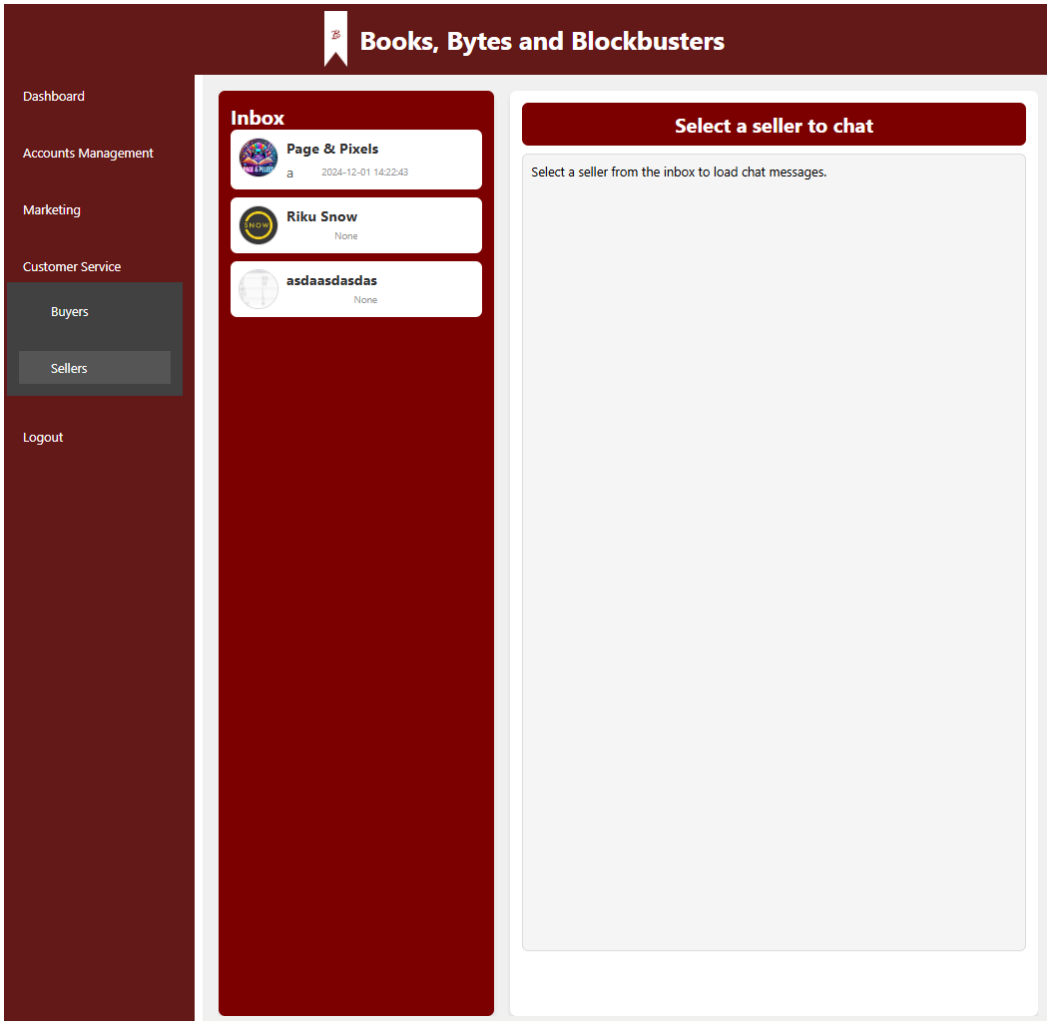
- Technical Issues: Login problems, product uploads, or order management errors.
- Policy Guidance: Clarifications on platform rules or compliance requirements.
- Payment Issues: Commission rates, disbursements, or transaction errors.

3. All interactions are logged for future reference.



Buyer-to-Admin Communication

- Buyers can contact the admin via the customer service for:
- Order Complaints: Delayed shipments, incorrect products, or damaged goods.
- Account Issues: Password resets, account suspensions, or refund requests.
- Feedback: Suggestions or complaints about platform usability.
- Admins can:
- Escalate issues to sellers or relevant departments if necessary.
- Respond promptly to maintain a high satisfaction rate.



Security and Privacy

1. Ensure your account details remain private.
2. Avoid sharing passwords with anyone.
3. Review our Privacy Policy to understand how your data is used.

Troubleshooting

1. Login Issues: Reset your password if necessary.
2. Payment Errors: Double-check details and try again.
3. Order Issues: Contact support for assistanc.