



Sri Lanka Institute of Information Technology

Information Technology Project

Year2, Semester 2 - 2024

Project Charter

Title of the Project:	Vintage Items Auction Management System	
Campus & Batch:	MALABE_Y2 S2	Group No: TW 25
Development Technology:	FE: React JS BE: Node JS+ Express JS DB: Mongo DB	

Description of the Project:

Client: O.S Amarasinghe, Sernanders väg 1, lgh 1419, 752 61 Uppsala, Sweden.

Current Business: A Vintage Item Enthusiast Engaged in Online Auctions.

Current Problem: There's a lack of efficient platforms that connect auctioneers, bidders, vintage item experts, and repair specialists in one convenient place. While online auction sites exist, they often lack specialization in vintage items and fail to provide easy access to expertise and repair services for these unique items.

Innovative solution you are planning to provide:

1. **All-in-One Management Platform:** The system will not only be equipped with a reliable & efficient bidding mechanism but also it will be a dedicated online platform specifically tailored for vintage item auctions. This platform will feature comprehensive modules for managing auctioneers, bidders, vintage item experts, and repair specialists, offering seamless interaction and user experience for all stakeholders with customer services, order tracking etc.
2. **Integration of Expertise and Repair Services:** Facilitate easy access to vintage item expertise and repair services within the auction platform. By integrating these services, users can quickly connect with experts and repair specialists for consultation, authentication, restoration, and other necessary services, enhancing their auction experience.
3. **Enhanced User Experience:** Not only Implementing a customer feedback management system where bidders can provide feedback and access FAQs related to vintage items and services but also providing an admin portal to offer administrative tools for managing the system. Also, the system will be equipped with transaction & delivery management capability.

By implementing these solutions, the online vintage auction platform will become a go-to destination for vintage item enthusiasts, providing a seamless and comprehensive experience that addresses their specific needs and challenges.



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Details of the Group Members: *(Provide the details of the group leader in the first row)*

	Name with Initials (Surname first)	Registration Number	Contact Phone Number	Email
1.	Liyanage M.I.H	IT22332608	0713505391	IT22332608@my.sliit.lk
2.	Rajapakshe P.H.Y.L	IT22305350	0726998321	IT22305350@my.sliit.lk
3.	Madinu V.G.A	IT22306418	0772600534	IT22306418@my.sliit.lk
4.	Jayasundara D.W.S	IT22320582	0764479005	IT22320582@my.sliit.lk
5.	Perera W.P.M.A.N	IT22326522	0740616237	IT22326522@my.sliit.lk
6.	L.R.S.L.Nissanka	IT20633004	0774796007	IT20633004@my.sliit.lk
7.	Nirasha F	IT22886354	0770027961	IT22886354@my.sliit.lk
8.	Tharuka R.M.S	IT22005144	0704819020	IT22005144@my.sliit.lk

List of Functions Developed by the Group Members:

	Name with Initials	Description of the Function
1.	Perera W.P.M.A.N	Auctioneer Management: <ol style="list-style-type: none">Auctioneer account creation<ul style="list-style-type: none">An unregistered user can register on the web application as an auctioneer to get started to post auctions.Auctioneer user profile management<ul style="list-style-type: none">A verified registered auctioneer can log in to their auctioneer dashboard and view their data.Managing respective profiles by Updating and deleting.Auction history management<ul style="list-style-type: none">An auctioneer can view history of their past auctions.They can view their auction history by sorting them into different filters like highest bid received/ highest number of bidders participated.Generate auction summary report<ul style="list-style-type: none">Generate summary report using details of the auctioned items by the specific auctioneers, winning bid prices for those auctions & details of the bidder who won the specific auctions.
2.	Jayasundara D.W.S	Bidder Management <ol style="list-style-type: none">Bidder account creation<ul style="list-style-type: none">Anyone who need online bidding can register to the web



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		<p>application by creating an account by providing personal details and adding the payment details for ensure the financial ability of the user.</p> <ol style="list-style-type: none">Bidder user profile management<ul style="list-style-type: none">A registered bidder can update respective user information or preferences.Ability to view and delete bidder's respective user account.Bidding Wishlist management<ul style="list-style-type: none">Adding an item to Wishlist.Removing an item from Wishlist from bidder's respective account.Viewing previously bidding history.Generate bid summary report<ul style="list-style-type: none">Generate summary report using bidding history, winning bids & details of the auctioneers who placed an auction
3.	Nirasha F	<p>Vintage Expertise Management:</p> <ol style="list-style-type: none">Expert's Profile Management:<ul style="list-style-type: none">Implement the ability to create a user account & a profile as a Vintage ExpertiseExperts Categorization:<ul style="list-style-type: none">Allow vintage experts to specify their areas of expertise within the vintage expertise domain, such as furniture, jewelry, clothing, or art. This helps bidders find experts relevant to their specific needs.Vintage Expert Blogging Space:<ul style="list-style-type: none">Provide vintage experts with the ability to share educational resources such as articles or guides related to their vintage domains for aims to attract potential clients, encouraging them to engage as bidders, while simultaneously establishing the experts' recognition within the system, prompting users to reach out for consultationsCommunication:<ul style="list-style-type: none">Implement a way of communication (email, contact number) with the other users when a booking created. This allows users to get services directly from the experts.



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4.	Tharuka R.M.S	Repair Specialist Management <ol style="list-style-type: none">Registration and Profile Management for Repair specialists:<ul style="list-style-type: none">Repair specialists can register and manage their profiles highlighting their skills, experience and certifications in repairing vintage goods. If they want, they can delete their profiles.Repair Specialists Categorization:<ul style="list-style-type: none">Allow repair specialists to specify their areas of expertise within the repair specialization in vintage domain. This helps users find experts relevant to their specific needs.Repair Specialists Listing:<ul style="list-style-type: none">Maintain a dedicated section or page within the platform where users can browse through the profiles by searching and filters of registered repair specialists.Option for users to Connect with Repair specialists:<ul style="list-style-type: none">Users can consult directly with repair specialists for personalized guidance on repairing vintage items via email or contact number after creating a booking.
5.	L.R.S.L.Nissanka	Transaction and Delivery Management: <ol style="list-style-type: none">Transaction Management:<ul style="list-style-type: none">The functionality allows the bidder to track the item details of winning bids after conforming the payment. if payment conformation declined the winner will be changed to the next person who placed the 2nd highest bid.Delivery Management:<ul style="list-style-type: none">The functionality allows After payment conformation, the buyer can notify the delivery process of the items using the buyer registration email. such as "your item on the way", "your item delivered". The auctioneer & bidder can communicate using their emails so that they can handle the delivery issue. An invoice will be generated for the bidder including item description & Bid amount and the details of the auctioneer.



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6.	Rajapakshe P.H.Y.L	Auction Listing & Auction Mechanism Management 1.Listing Management <ul style="list-style-type: none">▪ Provide a user-friendly interface for auctioneers to create, edit, and manage listings.▪ Provide an intuitive interface for bidders to search for items, with effective categorization and filtering options.▪ Allow bidders to access comprehensive details for each listing, including item descriptions, multiple images, and features for vintage items.▪ Enable bidders to add reviews, likes, and monitor the watch count. 2.Auction Management <ul style="list-style-type: none">▪ Allow bidders to place bids and display real-time updates on current bid amounts, the leading bidder, and remaining time.▪ Automatically conclude the bidding process when the designated time expires, remove the items, and mark them as sold out.▪ Send immediate notifications to the winning bidder, detailing the item won, final bid amount, and next steps▪ When an auction concludes, the system stores the details of the three highest bidders as potential fallbacks in case the winning bidder declines the payment confirmation
7.	Madinu V.G.A	Customer Care Portal Management: 1. Customer Feedback Management <ul style="list-style-type: none">▪ Allow Customers to submit new feedback about their auction experience, item quality, or any other relevant aspect with their contact details using a user-friendly form or interface for submitting feedback, guiding users through the process and capturing essential details.▪ Provide administrators with a dedicated interface to review, moderate, and manage all feedback submissions, ensuring compliance with community guidelines and addressing any disputes or issues.▪ Generate Reports Regarding the issues that the Customers faced frequently to improve the system functionality and



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		<p>update the FAQ section</p> <p>2. FAQ Section Management</p> <ul style="list-style-type: none">▪ Offer users access to a comprehensive FAQ section where they can find answers to common queries and concerns, reducing the need for direct support interactions.▪ Implement a search bar for searching FAQs.▪ Create an administrative interface within the admin portal for reviewing, creating, updating, and deleting all FAQs, providing administrators with centralized control and oversight over the knowledge base.
8.	Liyanage M.I.H	<p>Administrator Portal & Functionality Management:</p> <p>1. Auction Review and Termination:</p> <ul style="list-style-type: none">▪ Ability to review auctions posted by auctioneers to control over content and prevent inappropriate listings.▪ Terminate auctions displaying manipulative behavior to ensure fair trading and protect users. <p>2. User Profile Management:</p> <ul style="list-style-type: none">▪ Verify and manage user authenticity to maintain a trusted platform. <p>3. Insights and Analytics:</p> <ul style="list-style-type: none">▪ Provide insights into user engagement in the system by tracking total number of registered auctioneers, bidders, and ongoing auctions. <p>4. Financial Insights and User Analytic Report Generation:</p> <ul style="list-style-type: none">▪ Generate financial metric reports to gain financial insights.▪ Track user counts with platform performance metrics to optimize platform operations. <p>5. Administrator Account Creation & Access Control:</p> <ul style="list-style-type: none">▪ Enable creation of multiple administrator accounts for management scaling purposes.▪ Administrator accounts can only be created via the dashboard to ensure strict control and security.