

# **Product Differentiation**

# **Home Page entries instructions**



# Recommendation of the daily best buy products

- Show the 3 products of the "!!Daily Best Buy!!" at our Home Page to make an recommendation to our customers
- Can easily click this product to buy it, it will automatically direct to the checkout page

#### **Catalog List of Products**

- We have different catalogs of products, and in each catalog, we have different products
- We show the catalog list in our Home Page , and you can also enter this page by easily clicking the icon in the above bar
- Customers can search these catalogs and products if they want to

## **Multi-featured Shopping Cart**

- · Add any product which you want to buy later into the shopping cart
- Delete the product you do not want anymore

- · Checkout any order you want at one time in the shopping cart
- Customer can easily enter this page by click the icon in the above bar

## Buy anything as a gift

- The customer can buy any product as a gift for someone
- When a customer wants to buy a product as a gift, he can add a blessing when he checkouts, and we will put it on a blessing card and deliver it with this package

## **Full-featured Order History List**

- List every created order ("created" means that a customer placed an order successfully in our shopping web-app) for one customer in one page
- Show the estimated arrived time of a package\_for customer, this estimated arrived time calculated by packing time plus delivery time
- Show a "Delivered" icon when a package is delivered to notify our customers
- Check status of this package at this page, the possible status is: created, packing, packed, loading, loaded, delivering, delivered
- Provide a Tracking Number for customers, they can use this number to track package at UPS web-app
- Customer can see their delivery address, UPS account and order created time at this page
- Show a "gift icon" if this order is placed as a gift

#### • Filter function:

- Customers can only see the delivered orders by easily clicking the button "selected arrived orders", and customers can also choose to see all orders
- 2. Customers can also see the unfinished orders by easily clicking the button "show all unfinished orders"
- Customer can easily enter this page by click the icon in the above bar
- View the detail of each order by clicking it

#### **Comprehensive Order Detail**

• Show a detail of this order, each item in this order and its count and description

#### **Search Bar**

- Search catalog from all catalog list, it will return all products of this catalog
- Search products from all products, it will return this product

#### **Quick Checkout**

 At the checkout page, customers can use the button "quick checkout" to buy something easily and faster without filling out the information in this page, like address, payment information, etc.

#### **Cancel Checkout**

- When you are at the checkout page, if you do not want to buy is anymore, you
  can cancel it by easily clicking the "cancel checkout" button
- After you cancel it, it will be automatically added to your shopping cart, it is very friendly since what if you want to buy later

#### Contact the seller

- If our customers have some questions to sellers, they can contact them at the product detail page by entering message in the box and easily clicking the "email icon icon,", and it will automatically direct them to the product detail page
- At the product detail page, customers can type their questions or problems, and their contact email, after clicking "sending", it will automatically send this message to the seller

#### **Comprehensive User Profile**

- Customers can edit their personal information here (eg. name, email, address, UPS account, card number, .etc)
- Information in this page is regarded as our customers' default information, customers can use it to make a <u>quick checkout</u> when they want to buy some products quickly, this is very user-friendly since they do not need to fill out checkout information every time

#### Associate a UPS account to an order

- Specify a UPS account name to associate the order
- Associate customer's Amazon account to his UPS account

## Show the delivery address and modified address

- · Customers can see their delivery address at the order detail page
- If a customer change his delivery address at the UPS web-app, our web page will automatically show the modified address

# **Assign Warehouse Automatically**

- We initialized 6 warehouses and managed them
- When a customer makes an order, we will assign the package to a closest warehouse to make the delivery faster and easily

#### **Email Notification**

 We will automatically send an email to our customers with the detailed list of commodities in there order when they place an order successfully

## **Error and Updates Notification (Pop-ups)**

- When you make some updates like modifying the user profile, you will see a pop-up to tell you modify successfully
- When you contact the seller, you will see a pop-up to tell you send the message successfully when it is sent to the seller
- When you add a product to your shopping cart, you will see a pop-up to tell you add this product successfully when it is added to the cart
- When you place an order successfully, you will also see a pop-up to notify you and tell you the estimated arrived time of this order
- When you may make some error orders, like place a same order within a very small time interval, you will see a pop-up to tell you that "you have already placed that order", it is very user-friendly since it can remind customers to avoid place the same order, while if the customer really wants to do that, since it is just a notice, they can still place one later

## Registration/Login/Logout

- You can become our customers by registering in our web-app
- You can easily login and logout via the icon in the above bar

# **User-friendly UI Design**

- Show error message to customers if some operation is failed or in error
- When customers fill out some information, it will tell customer which part is required or not

# Features related to both Amazon & UPS

#### **Associate Accounts**

- Associate Amazon account and UPS account, at the Amazon side, it can show the UPS account at the order list
- Associate UPS account to each package, so an UPS user can see each package and its UPS account at the order list

## **Tracking Number**

- Provide tracking number to UPS
- Customers can see the tracking number at the order list, they can use this number to track their package at the UPS side

#### **Change Address**

- At the UPS side, their customers can change the delivery address, when customers change address, they will send "A2UChangeAddress" to Amazon
- When we receive this, we will automatically change this address and show it at the order list