

## **Purpose:**

The purpose of the online medical store website is to provide a convenient platform for users to purchase pharmaceutical products, medical equipment, health supplements, and related items online. The website aims to offer a wide range of products, ensure easy accessibility, and provide a seamless shopping experience for customers. Additionally, it may also aim to provide valuable information about various healthcare products, offer discounts and promotions, and facilitate secure payment transactions.

## **Scope:**

### **1.Product Catalog:**

- The website will feature a comprehensive catalog of pharmaceutical products, medical equipment, health supplements, and related items.
- Products will be categorized and organized for easy navigation and search.
- Each product listing will include detailed information such as name, description, price, manufacturer, and availability.

### **2.User Registration and Authentication:**

- Users can register on the website to create an account.
- Registered users can log in to their accounts using credentials like username/email and password.
- User authentication mechanisms will ensure secure access to user-specific features and data.

### **3.Shopping Cart and Checkout:**

- Users can add products to their shopping cart while browsing the website.
- The shopping cart will display the selected items along with their quantities and prices.
- Users can proceed to checkout to finalize their purchases, enter shipping details, and choose payment methods.

### **4.Order Management:**

- The website will facilitate the management of orders, including order placement, processing, and tracking.
- Users can view their order history and track the status of their orders.

### **5.Payment Gateway Integration:**

- Secure payment gateways will be integrated to facilitate online transactions.
- Users can choose from various payment methods such as credit/debit cards, net banking, digital wallets, etc.

### **6.User Support and Assistance:**

- The website will provide customer support services to assist users with queries, issues, and feedback.
- Help sections, FAQs, and contact forms may be available to address user concerns effectively.

## **Workflow:**

### **Browsing Products:**

Users browse the website's product catalog, filtering and searching for desired items based on categories, brands, or keywords.

### **Adding to Cart:**

Users select products of interest and add them to their shopping cart for future purchase.

### **Checkout Process:**

Users proceed to checkout, review their cart contents, and provide shipping details.

Users choose a payment method and complete the transaction securely.

### **Order Confirmation:**

Upon successful payment, users receive an order confirmation along with details such as order number, items purchased, and expected delivery date.

### **Order Tracking:**

Users can track the status of their orders through the website, receiving updates on order processing, shipping, and delivery.

### **Customer Support:**

Users can contact customer support for assistance with orders, product inquiries, or any other issues they may encounter.