
Coding Kittens

**BuyMee
Vision Document**

Version 1.3.1

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Revision History

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07/07/2023	1.1	Document completion	Nguyễn Thế Thiện
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Vision (Small Project)

1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the pet shop website (BuyMee). It focuses on the capabilities needed by the stakeholders and the target users, and why these needs exist. The details of how the BuyMee fulfills these needs are detailed in the use-case and supplementary specifications.

The introduction of the Vision document provides an overview of the entire document. It includes the purpose and references of this Vision document.

1.1 References

1. Hồ Tuấn Thanh (2021), *PA1 - Vision Document*,
<https://www.youtube.com/watch?v=4NNOPouePZw&list=PL3Bp9JDvkAra8rRrUPOpfKdKvJ6-okqaw&index=9>

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2. Positioning

2.1 Problem Statement

The problem of	The pet trend is becoming popular, but buying pets, especially pets with foreign origins, buying items and registering to do the necessary services still takes a lot of time and effort. It is because we have to get to a physical store for the goods, and sometimes the store does not sell those we need. Also, we might have to wait in a physical queue for pet care services.
affects	Customers in the process of getting such services being inconvenient and time-consuming, especially for busy workers.
the impact of which is	Customers spend too much time and effort searching for the items or services they want. Stores might lose revenue due to service overload and customer churn.
a successful solution would be	Customers are able to view information and order online pets or pet essentials easily. In addition, it also provides the feature of scheduling pet services and door-to-door delivery at customers' convenience. Stores could schedule appropriate services to serve customers and avoid service overload.

2.2 Product Position Statement

For	Customers who need to find pets or pet supplies and services. Stores, where services can be overloaded.
Who	Customers can search for pet breeds, order pets or supplies online, and have them delivered to their homes. In addition, customers are also provided with the feature of booking pet care services and items, exchanging pet experiences with other users. Stores can schedule appropriate service to customers and notify customers of current items on sale.
The (product name)	buymee.com
That	Customers can register and log in to their account, search and view products, add/remove/edit orders in cart, create/cancel orders, track orders, pay online/cash. Stores can create/delete sales channels, add/delete/edit merchandise, wait for confirmation/confirmed/cancel orders, store sales statistics. And customers can read guides on how to take care of the pets
Unlike	The pet health websites
Our product	Is an e-commerce website that serves as a common marketplace for veterinary stores and pet care stores that open sales channels:

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	<p>+ For customers: convenient to find what they want to buy or the services they want to use with reasonable prices, time, and places.</p> <p>+ For stores: expand the trading market, easily approach customers and provide customers with the most attentive service.</p>
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3. Stakeholder and User Descriptions

This section describes the users of the BuyMee website. There are 4 types of users of the BuyMee website: administrator, sellers, customers & guests.

3.1 Stakeholder Summary

Name	Description	Responsibilities
Coding Kittens	The group consists of 4 students from the Introduction to Software Engineering class 21CLC08.	Directly responsible for building and developing a website project to buy and sell pets, specialized items for pets and provide pet care services.
Mai Anh Tuấn	Mentor.	Responsible for guiding the project process.
Nguyễn Thế Thiện	Administrator.	Responsible for monitoring the progress of the project. Funding for the project. Ensure that the system meets the needs of store and customer account management, control of items sold on the site and site status, and moderation of responses from sellers and customers, posts to share knowledge related to pets.
Đinh Hoàng Duy	Representative of the sales.	Make sure to update information about goods status quickly and allow customization on order status.
Lâm Thiều Huy	Customer representative.	Ensure that the system meets the needs of customers for information search, ordering, and service scheduling.

3.2 User Summary

Name	Description	Responsibilities	Stakeholder
Administrator	The owners or executives responsible for managing the website.	Manage store and customer accounts, control items sold on the site and site status, moderate feedback from sellers and customers, post related knowledge.	Self-represented
Seller	User logged in a seller account.	Update item status information quickly and allow customization on order status.	Self-represented

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Customer	User logged in a customer account.	Search for items and services, order items and services, schedule services, read articles and guides.	Self-represented
Guest	User not logged in a designated account of the website.	Search for items and services, read articles and guides.	Self-represented

3.3 User Environment

The site is intended for educated users with basic computer skills. The website may be used by users over the age of 15. In addition, the website is also available on computers with Windows operating system, on Google Chrome web browser.

Usually, the website will be accessed on the computer browser and allows up to 50 people to access it at the same time. However, the user access limit will be extended after each website update. The cycle of visiting the website is random because the need to look up information, shop and book pet services for each customer is unlimited.

3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Order online, home delivery.	High	It takes a lot of time and effort. Some people do not like waiting in a physical queue.	Customers have to go to the store to buy, sometimes they cannot even buy what they want because it's out of stock. Or customers can buy what they want but the price is not reasonable.	Customers can stay at home or anywhere ordering what they want online on the BuyMee website, and having it delivered to their door. In addition, customers can also consult the price of the product they want to buy in many different stores to buy good products at a good price.
Book a pet care service online.	High	It takes a lot of time and effort. The quality might not be good.	Customers take their pets in for care at any time when they are free, so they may have to wait too long or have to go to another veterinary clinic or return without the pet being serviced. Because the stores being overloaded is possible.	Customers can view pet care schedules and book services that suit their time and store availability through the BuyMee website anywhere.

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Consult trusted pet guides, articles.	Medium	It can be difficult to find reliable pet information on browser searches because there are so many different sources of information.	Customers can read false information about pets and how to take care of them. That leads to customers taking the wrong care of their pets and putting them at risk.	Customers are provided with the most accurate information about pets. Through which they can take care of healthy pets.
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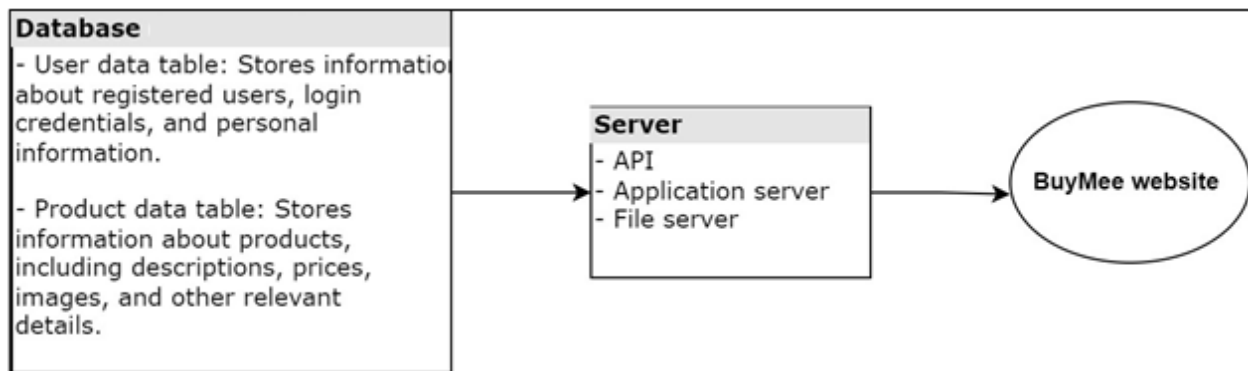
3.5 Alternatives and Competition

Alternative and Competitor Sites: PetMart, Mew Pet Shop, Dogily Pet Shop, Vpet.vn,...

4. Product Overview

4.1 Product Perspective

Our e-commerce platform is an independent and self-contained product that serves as a marketplace for pet-related products and services. It provides a convenient platform for buyers and sellers in the pet industry to connect, browse, and engage in transactions. The platform acts as an intermediary, facilitating the introduction between buyers and sellers, while the payment and delivery processes are negotiated directly between the parties involved. Our platform does not provide integrated logistics or payment services.



BuyMee system overview

4.2 Assumptions and Dependencies

- Buyer-Seller Negotiations: We assume that buyers and sellers will independently negotiate and agree upon the terms of payment, delivery, and any other related logistics for their transactions. The platform will serve as a medium to introduce and connect buyers with sellers, but it will not be directly involved in these negotiations.
- External Payment Services: We assume that buyers and sellers will have access to external payment services, such as online payment gateways or cash-based transactions, to facilitate secure and reliable payment transactions. We do provide payment services on the site, but it would be based on the fixed prices of items on the site.
- External Logistics Services: We assume that sellers will arrange for their own logistics and shipping services for the delivery of products. The platform will not provide integrated logistics support.

These assumptions allow us to focus on providing a user-friendly and efficient marketplace platform while minimizing the complexity and responsibilities associated with payment and logistics services. Any changes to these assumptions may require adjustments to the Vision document and the corresponding functionalities of the platform.

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5. Product Features

This section defines and describes the given features of the BuyMee website, where features are to necessarily benefit the users with high-level capabilities.

5.1 Log in, log out, sign up

Customers, sellers and administrators shall provide a valid username and a valid password into the designated log-in area. Guests, upon account registration, are given choices to set up their username, password as they wish as long as the username does not match up with any available account made.

Administrator accounts with custom usernames and passwords are only added by another administrator account. Therefore there would be one administration account with default username and password given to the owner(s) of the website.

Customers, sellers and administrators can log-out to use the website in guest mode.

5.2 Search products and services

Guests, customers, sellers and administrators are able to search for an item by typing the similar name of such item wanted into the search bar on the home screen, where the system shall display a list of available items with names closest to the search keyword with the item titles and prices, images of what the items look like. All users can also click into the items to look further into item pages, which include item properties, descriptions, payment information.

5.3 Add to order cart

When users look into item pages, only guests and customers can choose to add the current item into their shopping cart. If they wish to add a large count of the same item, they can type a number into a text bar next to the add button before pressing the button. The number shown on the text bar shall be 1 at default.

5.4 Payment

Customers are able to purchase the current shopping cart, where they could choose to either pay through bank transferring, using a bank account, or at the delivery location. Guest users are able to pay for the shopping cart after signing up for, or log in to a customer account.

5.5 Order administration

Customers and sellers are able to adjust the list of order history such as to add a new one and start working on it, or to remove a finished order, by clicking on the order in the list to see the order contents and options.

Sellers are also able to update the current state of the order on their side, whether if they have started working on the order, or it is finished.

5.6 Order viewing

Additional to Section 5.5, customers and sellers are able to see the states of their current orders which are under process, such as pending confirmation (waiting for the service provider to accept the order), confirmed (service provider has accepted working on the order), canceled (service provider has denied working on the order). Also, past order history can be seen upon clicking the order history feature from the main menu. If the user is in guest mode, they would be asked to sign in to a customer or seller account.

5.7 Store creation and management

Sellers are able to create and manage stores. They shall provide valid store information such as store owner(s) information, contacts, website and/or real-life store address upon store creation. Sellers are also able to add valid store descriptions, certifications with proofs as they wish to their stores. Sellers can choose to delete their own stores on the site.

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5.8 Store statistics

Sellers are able to check the store statistics, review reports on sales volume, total income over a selected past duration.

5.9 Store product managements

Sellers are able to view the current count of items available in their stores, add, remove, edit the descriptions of their items on the site.

Sellers are able to sell their items on the site. This feature requires the seller to add an item into one of their available stores on the site (see Section 5.7). By adding an item of selling, the seller is required to provide valid item title, prices, images and descriptions of such product.

5.10 User administration

Administrators are able to manage customer and seller accounts, where they could choose to view the account information, activities and choose to put the accounts on removal queue with notice and reason for removal to the account owner email before permanent deletion after a week, or the remove the accounts from such queue.

Seller and customer accounts should be automatically removed after 3 months of inactivity, with a notice of inactivity sent to the account owner email one week beforehand.

5.11 Product category administration

Administrators are able to manage a product category, such as to add a new one, remove one, or edit, update the category title and descriptions.

5.12 User report

Customers and sellers are able to report another customer or seller account, or another store, having provided a report reason and additional descriptions.

Administrators are able to view the user reports on a customer or seller account or a seller's store, such as the reason for reporting and additional descriptions, so they could take action into user administration (see Section 5.11).

5.13 Website status control

Administrators are able to view the website status, such as the current count of active users, server capabilities, number of accounts. They are also able to choose to turn the website offline or online for maintenance or update purposes.

5.14 Articles

Administrators are able to publish articles in the article section of the website with plain text on a given basic template. Users (guests, customers, sellers) are able to view the articles and read the content.

The purposes and contents of articles uploaded are decided by the website owner(s).

6. Non-Functional Requirements

6.1 Applicable standards

The website is initially developed for running on the latest version of Google Chrome browser as of this document written: 116.0.5845.14 (Friday, June 30, 2023) on the client side.

Further browser additions will be updated.

6.2 System standards

The client component of the website shall not exceed 1GB of RAM.

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The client component of the website shall be run on a computer with a graphical screen.

The client component of the website requires a usable mouse and keyboard.

The client component of the website shall run on Windows 10 and Windows 11.

6.3 Performance requirements

The website shall serve at most 50 customers at the central server at any given time.

The website shall provide service with no more than a 10-second latency.

The website shall complete transferring an order and transaction for such order within 1 minute from when the user confirms with the order.

6.4 Environmental requirements

None.

6.5 Documentation requirements

Permit on online business (following the Digital Business law of 01/2021/ND-CP by the Vietnamese Government).