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| Me&Be Online Shop  Software Requirements Specification | Author  N3\_NET1804  FPT UNIVERSITY  Lô E2a-7, Đường D1, Khu Công Nghệ Cao, P. Long Thạnh Mỹ, TP. Thủ Đức, Thành phố Hồ Chí Minh. |

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# Introduction

## 1.1 Project information

* Project name: Me&Be Online Shop
* Software type: Web application

## Project overview

  The Me&Be Online Shop project aims to create a comprehensive and user-friendly e-commerce platform dedicated to providing a wide range of products for mothers and babies. Our goal is to become the go-to online destination for parents seeking high-quality milk, diapers, baby essentials, and maternity wear. The website will cater to both registered members and guest shoppers, offering a seamless shopping experience and exceptional customer service.

## 1.3 Purpose

The purpose of the Me&Be Online Shop project is to create an innovative and user-centric e-commerce platform that caters specifically to the needs of mothers and babies. Our mission is to provide a comprehensive, convenient, and trustworthy shopping experience where parents can find a diverse selection of high-quality products including milk, diapers, baby essentials, and maternity wear.

## 1.4 Project Scope

* Design and Development: Creation of the website, including front-end and back-end development, ensuring a responsive and user-friendly interface.
* User Roles and Permissions: Define and implement roles for Admin, Staff, Member, and Guest, with specific permissions for each.
* Payment Integration: Integration with major payment gateways to facilitate secure and efficient transactions.
* Security Features: Implement SSL encryption, secure login mechanisms, and compliance with PCI DSS standards for payment security.
* Customer Engagement Features: Develop features such as personalized product recommendations, member-exclusive deals, and a newsletter subscription.
* Testing and Quality Assurance: Conduct thorough testing, including functional, performance, and security testing, to ensure the website meets all requirements and standards.
* Deployment and Maintenance: Deploy the website on a reliable hosting platform and provide ongoing maintenance and support.

## 1.5 Definition, Acronyms and Abbreviations

* Admin: System administrator with full control over the website.
* Staff: Employees who manage products and orders.
* Member: Registered customers who can make purchases and track orders.
* Guest: Unregistered visitors who can browse products and make purchases.

## 1.6 Member in project

|  |  |  |
| --- | --- | --- |
| Name | Role | Student ID |
| Hứa Đình Thuận | Leader | SE171787 |
| Huỳnh Minh Phước | Member | SE171830 |
| Nguyễn Chí Thành | Member | SE171820 |
| Đặng Lê Hoàng Phúc | Member | SE171826 |
| Nguyễn Trường Phi Vũ | Member |  |
| Lâm Xuân Thái | Member |  |

# User requirements

## 2.1 Actor

|  |  |  |
| --- | --- | --- |
| # | Actors | Description |
| 1 | Administrator | The administrator is the person with the highest rights in the system, able to manage all aspects of the website. They have the authority to add, edit, and delete products, manage users, track orders, manage inventory, and make changes to the site's configuration and security. |
| 2 | Staff | Staff are people who assist administrators in managing the website and are often responsible for handling day-to-day tasks such as product management, order processing, and customer support. |
| 3 | Member | Members are customers who have registered an account on the website. They can view products, add products to their cart, make purchases, and track their order history. Members can also receive special offers and promotions. |
| 4 | Guest | Guests are users who do not have an account or are not logged into the website. They can view products, add products to cart, and make purchases but cannot receive offers and vouchers from the store |

## 2.2 Use Case List with description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Use Case | Actors | Description | Priority |
| AS-UC001 | Product Management | Admin, Staff | Allows admin, staff to add, edit, or delete products from the system. | High |
| AD-UC002 | Account Management | Admin | Allows admin to manage user information and permissions. | High |
| AS-UC003 | Order Management | Admin, Staff | Allows admin, staff to monitor and manage customer orders. | High |
| AS-UC004 | Generate Reports | Admin, Staff | Allows admin, staff to generate reports on sales, products, and users. | Medium |
| AS-UC005 | Voucher Management | Admin, Staff | Allows admin, staff to manage discount codes and promotional offers. | Medium |
| ME-UC001 | Browse Products | Member | Allows users to browse the available product listings on the website. | High |
| ME-UC002 | Manage Account | Member | Allows users to update personal information and change their password. | Medium |
| ME-UC003 | Product Reviews | Member | Allows users to leave reviews and comments on products they have purchased. | Medium |
| MG-UC001 | Add To Cart | Member, Guest | Allows users to add products to their shopping cart for future purchase. | High |
| MG-UC002 | Order History | Member, Guest | Allows users to view the history of their past orders. | Medium |
| MG-UC003 | Track Order Status | Member, Guest | Allows users to track the status of their orders. | Medium |
| GU-UC001 | Checkout | Guest | Allows users to proceed with the payment for products in their shopping cart. | High |
| AU-UC001 | Login | Admin, Member, Staff | Allows users to log in to the system using their registered email and password. | High |
| AU-UC002 | Logout | Admin, Member, Staff | Allows users to log out of the system, terminating their session and returning them to the homepage. | High |
| AU-UC003 | Change Password | Admin, Member, Staff | Allows logged-in users to change their account password. | High |
| AU-004 | Forgot Password | Admin, Member, Staff | Allows users who are not logged in to reset their password by receiving a reset link via email. | High |

# Specific Requirements

## 3.1 Functional Requirement

* **Account Management**
  + **Admin:**
    - Add, edit, delete, and view all user profiles in the system.
    - Assign and manage roles and permissions for each user.
    - Reset passwords and manage account recovery options.
    - Access reports on user activity and metrics.
  + **Staff:**
    - Reset passwords and manage account recovery options.
    - Reset their own passwords and manage account settings.
* **Product Management**
* **Admin & Staff:**
  + - Add new products.
    - Edit existing product details.
    - Delete products
    - Manage categories and subcategories for products.
* **Member & Guest:**
  + - Browse products by categories and subcategories.
    - Use filters and search functionality to find specific products.
    - View detailed product pages with descriptions, images, reviews, and pricing.
    - See related products or recommendations.
* **Order Management**
* **Admin & Staff:**
  + - View all orders with details such as order number, customer information, ordered items, and status.
    - Update order statuses from processing to shipped, delivered, or canceled.).
    - Generate detailed reports on orders, including daily, monthly, and annual sales.
    - Manage voucher and discounts applicable to orders.
* **Member**
  + - Place orders with an option to add or remove items from the cart.
    - View the history and status of their own orders.
    - Apply a voucher at checkout.
    - Choose delivery options and input shipping information.
* **Guest**
  + - Place orders without creating an account.
    - Enter shipping information at checkout for each order.
* **Authentication**
* **Admin, Staff, Member**
  + - Secure login and authentication mechanisms.
    - Passwords are encrypted and securely stored.
    - Sessions are protected with timeout and automatic logouts to prevent unauthorized access.
* **Payment**
* **Admin & Staff**
  + - Process and manage transactions and payments on the website.
    - Set up and manage multiple payment gateways (COD, PayPal, etc.).
* **Member & Guest**
  + - Make payments using various payment options.
    - View payment status and receive confirmations for completed transactions.
* **Cart**
* **Member & Guest**
  + - Add and remove products from the shopping cart.
    - Adjust quantities of items in the cart.
    - Save items in the cart for future purchases (Members only).
    - Access and retrieve previously saved carts upon logging in (Members only).
    - Option to clear or update the cart before checkout.
    - Review a detailed summary of the cart before proceeding to checkout, including item descriptions, quantities, and total cost.
* **Voucher Management**
* **Admin & Staff**
  + - Create new voucher codes that can apply a fixed discount, a percentage discount, or special offers (e.g., buy one get one free).
    - Set expiration dates and usage limits for each voucher.
    - Manage the activation and deactivation of vouchers.
* **Member & Guest**
  + - Apply voucher codes at checkout to receive discounts.
    - View the terms and conditions of vouchers.

## 3.2 Technical Requirements

**Register**

T1 – First name – First name is required

T2 – Last name – Last name is required

T3 - Username – Username is required

T4.1 - Email – Email is required

T4.2 – Email – Email must be valid format

T5 – Password - Password is required

T6.1 – Confirm password - Confirm password is required

T6.2 - Confirm password - Confirmation password must match the password

T7 – Birthdate - Birthdate is required

T8.1 – Phone – Phone is required

T8.2 – Phone – Phone cannot have character

**Edit Account**

T9 – First name - First name is required

T10 - Last name - Last name is required

T11 – Username – Username is required

T12 – Password - Password is required

T13.1 – Email - Email is required

T13.2 - Email – Email must be valid format

T14.1 - Phone – Phone is required

T14.2 – Phone – Phone cannot have character

**Delete Account**

T15- Confirm Delete – Confirm action delete account

**View Account**

T16 – View Account – Admin can view list account

**Log- in**

T17 – Email – Login with valid email

T18 – Email – Email is required

T19.1 – Password – Login with correct password

T19.2 – Password – Password is required

**Log out**

T20 – Logout – Logout successfully

**New Product**

T21 – Product Name – Product Name is required

T22 – Image – Image format must valid

T23.1 – Price – Product price is required

T23.2 – Price – Product price cannot have character

T24.1 – Sale Price - Sale Price is required

T24.2 - Sale Price - Sale Price cannot have character

T25.1 – Status – Status is required

T25.2 - Status – Status cannot have number

**Edit Product**

T26 – Product Name – Product Name is required

T27 – Image – Image format must valid

T28.1 – Price – Product price is required

T28.2 – Price – Product price cannot have character

T29.1 - Sale Price - Sale Price is required

T29.1 - Sale Price - Sale Price cannot have character

T30.1 - Status – Status is required

T30.2 - Status – Status cannot have number

**Delete Product**

T31 – Confirm Delete – Confirm action delete

**Checkout**

T32 – Customer Name – Customer Name is required

T33.1 – Email – Customer Email is required

T33.2 - Email - Customer Email must valid format   
T34 – Address - Address is required

T35.1 – Phone – Phone is required

T36.2 – Phone - Phone must not have character

T37.3 – Phone – Phone cannot have space

## 3.3 Feature List

* + 1. **Product management**
* Add new product
* Update product details
* Delete product
* Manage product catalog
  + 1. **Account management**
* Manage user information
* Assign and manage user permissions
  + 1. **Order management**
* Monitor orders
* Edit orders
* Cancel orders
* Confirm orders
  + 1. **Generate Report**
* Sales reports
* Product reports
* User reports
  + 1. **Voucher management**
* Create discount codes
* Edit discount codes
* Delete discount codes
* Manage promotional offers
  + 1. **Browse Products**
* View product listings
* View product details
* Search for products
  + 1. **Product Reviews**
* Leave product reviews
* Read product reviews
  + 1. **Cart Management**
* Add products to cart
* View cart
* Edit cart (add or remove products)
* Remove products from cart
  + 1. **Order History**
* View order history
* View details of past orders
  + 1. **Track Order Status**
* Track current order status
* Receive order status notifications
  + 1. **Checkout**
* Process payment for the cart
* Select payment method
* Confirm payment
  + 1. **Login**
* Login using email and password
* Authenticate users
  + 1. **Logout**
* Logout from the system
  + 1. **Change Password**
* Change account password
  + 1. **Forgot Password**
* Send password reset link via email

**3.4**

# Database

## Data design

**A screenshot of a computer

Description automatically generated**

# Wireframe

## Overview

## Member wireframe

A screenshot of a login page

Description automatically generated 5.1.1 Login Page

* + 1. Register Page
    2. Home Page
    3. Product Detail Page
    4. Cart
    5. Order Page
    6. Order History
    7. Payment
    8. Profile
    9. Edit Profile Page
    10. Change Password Page
    11. Forgot Password Page
    12. Policy
    13. About Us
    14. Pre-order Page

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