

Christmas and New Year is an opportunity for people to shop for many gifts for family, relatives and friends. To prepare for this year's shopping season, ABC stores decided to open an online sales service system. Online e-Shopping website system includes the following main functions:

- Choose and order:

- o All product information is managed by the built-in Product Management System and is being used in the store. The e-Shopping system will connect to this system to get information about the products as needed.

- o Each product has name, product number (differentiation), manufacturer's name, illustrations, product description, specifications, current selling price (selling price of the product). Products subject to change) and product availability (out of stock or out of stock). Each product belongs to a group of products (for example: digital cameras, toys, household electrical appliances, computer equipment ...).

- o Customers can view the list of products in each product group. For each product in the list, customers can put the selected product in the current cart, or can view detailed information about this product. While viewing product details, the customer can also add the selected product to the current cart.

- o During the process of selecting and purchasing, customers can see a list of products that have been selected to the cart, update the cart (remove products from the cart, update the quantity of each product to buy ...) .

- o Customers choose to charge after choosing the products to buy to officially order.

- o Ordering and billing process includes:

- ☐ The system will ask customers to log in to the system if customers have not logged in, or register new customers if they do not have an account in the system (see more details on how to register new customers).

- ☐ The customer chooses the order form: there are 3 types of order ticket (ordinary order ticket, courier order ticket, courier order slip of the day) corresponding to different unit price and order processing time different order.

- If the total value of orders is from 1 000 000 VND or more, the store will offer a free express delivery to customers. If the total value is from 5 000 000 VND or more, the store will serve a free same day courier for customers.

- The system will calculate the delivery cost depending on the delivery area (according to the recipient's address) and the type of delivery chosen by the customer. Delivery cost (if any) will be included in the total invoice value.

- ☐ Customers enter information about the consignee (including name, address, phone). Note that the consignee may differ from the buyer (for example, when the customer buys gifts for relatives or friends).

Customers enter payment information for transactions by credit card. Credit card information includes: card type (VISA, Master, Discover, American Express), card number (Visa / Master / Discover card: 16 digits. American Express card: 15 digits), expiration date , full name of the cardholder and card security

code (CSV - Card Security Value). For Visa, Mastercard or Discover, CSV consists of 3 digits; For American Express, CSV consists of 4 digits. Each card type may have a different fee per transaction payment use.

☐ The system automatically connects to the Online Payment Service System (this is the system that the company registers to use) to check the validity of credit card information and ensure the card's solvency.

. ☐ If the checking process is successful, the system will record customer orders, including information about products to be purchased with corresponding quantity and unit price, buyer and consignee information, credit card used for the payment, form of delivery, the total value of the order, the time of order.

☐ If the customer provides an email address, the system will send a successful confirmation email with all information of the order (except for information about the credit card used for payment - for the reason. security for customers)

- Register a customer account:

o Customers can register for an account in the system.

Customer information includes: full name, date of birth, ID / Passport number, address, phone number, username, password, email address (let store send confirmation email every time of purchase).