Customer User Stories

1. Customer can register single account with Twitter, Facebook and email address. If email address is used, it needs to be confirmed via clicking a link sent to email address. The registration process should include customer’s address and phone.
2. Customer should be able to login into site. Customer login should be logged thoroughly.
3. Customer should be able to logout manually.
4. Customer can browse items by categories.
5. Customers can add items to a shopping cart, modify cart and checkout out using PayPal.
6. Customer can review past orders including shipping status.
7. Customer can create customer service tickets which can include image uploads.

Admin Stories

1. Master admin can create new admin accounts.
2. Admin can send invites to new sellers to create seller accounts.
3. Admin can modify seller fee tier.
4. Admin can disable seller accounts.

Seller Stories

1. Seller can create, edit and disable additional seller logins.
2. Seller can create items.
3. Seller can update orders with shipping information.
4. Seller can run report to show orders in a date/time range.
5. Seller can run report showing stock levels of items.
6. Seller can respond to customer service tickets
7. Seller can reassign customer service tickets to other logins
8. Seller can promote tickets to Admin Logins.