

# Online Gift Store Management System

## Project Scope:

The company aims to create a user-friendly online platform that allows customers to easily browse, select, and purchase a variety of gifts for special occasions such as Valentine's Day, birthdays, anniversaries, etc. The focus is on providing a diverse range of high-quality gifts at genuine prices, ensuring a seamless shopping experience for customers. Additionally, the company is committed to delivering gifts on time and meeting quality and standards. The platform also places a significant emphasis on customer feedback, reviews, and ratings, taking them into account to continually enhance the overall shopping experience. By prioritizing timely delivery, genuine pricing, and customer satisfaction through feedback, the company seeks to establish itself as a reliable and customer-centric destination for special occasion gifting.

## User Roles:

**1. Customer:** Individuals seeking to purchase gifts for various occasions. They browse the online platform to explore and select different products like flowers, gift hampers, chocolates, cakes, plants, etc., to add to the shopping cart.

**2. Vendor:** Individuals or businesses offering gifts for inclusion in the online store.

**3. Admin:** System administrators manage the platform by keeping and managing the data of customers, validating vendors, and also ensuring the products meet quality and standards. Additionally, they are responsible for overseeing the availability of products, managing data on both in-stock and out-of-stock items, and tracking delivery timelines. Administrators also play a key role in implementing and overseeing various promotional strategies, including cashbacks and discounts. They analyze customer reviews and ratings to continuously improve the platform's offerings, ensuring that customer feedback is integral to maintaining and enhancing the overall quality of the products and services.

## Functional Requirements:

### 1. User Registration:

- Customers must register on the platform to make purchases and provide necessary personal information, contact details, and address. If they already have an account, they can simply log in using their email and password.
- Vendors must register and submit details about their offerings, including product images, descriptions, pricing, and information on the available stock of the product.

## **2. Gift Categories:**

- There are different categories of gifts on different occasions such as Valentine's Day, birthdays, and anniversaries, and types such as flowers, chocolates, cakes, photo frames, keychains, etc.

## **3. Product Listings:**

- For a full view of gifts, Vendors can upload products with images, descriptions, and prices.
- Customers can browse and search for gifts based on categories, occasions, or keywords.

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

- Customers can add items to their shopping cart and proceed to a secure checkout process.
- Provide multiple payment options, including credit/debit cards, digital wallets, and other popular payment methods.

## **5. Order Management:**

- A customer can order many gifts and the particular gift can be ordered by many customers. There is a many-to-many relationship between the customers and the gifts.
- When a customer orders a gift, and his/her transaction is verified, the customer will receive order confirmation emails with order details.
- Admin has access to view and manage all orders, including order status (pending, confirmed, shipped).

## **6. Delivery Management:**

- Implement a system to track and manage the delivery of orders.
- Provide customers with delivery status updates and estimated delivery times.

## **7. User Reviews and Ratings:**

- Allow customers to leave reviews and ratings for purchased items and they can also upload actual pictures or videos of delivered products.
- Display average ratings and reviews to help customers make informed decisions.

#### **8. Personalized Gifts:**

- Implement a feature for customers to customize certain gifts, such as adding personal messages or selecting specific designs.

#### **Contributors:**

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#### **Tutorial Group : 8**