***User Guide***

***For Customers*** :->

Welcome to '***Hawwkstore***'!!

Here you will find a plethora of products spanning various trendy categories. I bet you won't get tired of shopping.

So, here's a simple user guide to help us kickstart a healthy relationship:

1. **Account Creation (Login/Sign Up):** The first step towards shopping at the '***Hawwkstore***' is simple & can be done with a click of the finger. Press the '***Sign Up***' Button at the top right of the homepage to create a new account, & start a lovely journey of shopping with us. Creating an account would not take much of your precious time, maybe 3-4 minutes while you add an email & a strong password to validate the account.
2. **Exploring the vast range of products:** Once you have created an account with us, you're a part of us! You will be entitled to browse an extensive range of products spanning various categories. You may also use the '***Search Bar***' to browse the product catalog.
3. **Product Description:** To help you get your desired product, we provide a thorough description of our products and ensure our customer gets to know every intricacy of the product, the minutest of details! The process is straightforward: Click on a product that will take you to its page, where you can find details such as price, product description and offers.
4. **Filling your Shopping Basket (Add to Cart):** If you decide to purchase a product, click the '***Add to Cart'*** button on the product page. This action will add your selected item to your shopping basket.
5. **Checking out the Cart:** Once you've added all your desired products to your shopping cart, click the '***Checkout'*** button. This action will take you to a page where you can review your order, add any promo codes from all the offers we provide on order, and select your preferred payment method.
6. **Payment & Shipping:** Enter your billing and shipping details, and select your preferred shipping method. You will be prompted to enter your payment information to complete your order.
7. **Track your Order:** You can track your order status by logging into your account and clicking the '***Active Orders'*** tab. This will show you the status of your order, the expected delivery date, and tracking information.

We bet you will love shopping with us.

We are always there at your service. So, '***Shop till you drop***' :p

Happy Shopping!!

***For Sellers*** :->

Our association with manufacturers has been very special & we strive to continue the same bond with upcoming sellers and businesses. Our manufacturers are a part of our diverse family, and your presence matters to us.

Our manufacturers can register with us by following simple steps and enjoy unique privileges.

Here's the user guide for the manufacturers/sellers:

1. **Account Creation (Login/Sign Up):** The first step towards registering at the '***Hawwkstore***' is simple & can be done with a click of the finger. Press the '***Sign Up***' Button at the top right of the homepage to create a new account, & start a lovely journey of providing quality products and service to our customers. Enter your personal and business details and create a unique username and password.
2. **Listing of Products:** Once you have created an account, you can start listing your products at the '***Hawwkstore***.' You can do this by clicking the "List Product" button on the seller dashboard and filling out the product information, including title, description, price, and images.
3. **Keeping Up with the Demand (Managing Inventory):** As our manufacturer at the '***Hawwkstore,***' it's essential to keep track of your inventory to avoid overselling or stockouts. You can manage the product inventory using the seller dashboard by updating the number of your products or marking them as out of stock.
4. **Order Processing:** When our customer orders your product, you will receive a notification on your seller dashboard. You will be required to process the order by packing the product and shipping it to the customer within the specified timeframe.
5. **Customer Service:** It's important to keep customers informed about their orders and promptly respond to inquiries or concerns. You can communicate with them by updating the delivery date of their orders, responding to their queries about product availability, etc.
6. **Receiving Payment:** We will process payment for your orders and deposit the funds into your account minus any applicable fees. You can view your payment history and transaction details on the seller dashboard.

Hoping to build a healthy relationship with you, and keenly looking to seeing you onboard as a part of our diverse family!

***For Warehouse*** :->

Here's a simple user guide for the Warehouse team:

1. **Receiving products:** As a warehouse team member, your primary responsibility is to receive products from manufacturers and ensure they are appropriately stored in the warehouse. Upon receiving a shipment, you should inspect the products for damage and check the packing slip to ensure all products have been delivered.
2. **Storing products:** Once received, the products should be stored in an appropriate location within the warehouse. This may involve using a warehouse management system (WMS) to track inventory and optimize storage space.
3. **Order Fulfillment:** When an order is received, the warehouse team is responsible for locating the products within the warehouse and preparing them for shipment. This may involve picking and packing the products, printing shipping labels, and preparing the order for delivery.
4. **Order Shipment:** Once an order has been picked and packed, it should be shipped out to the customer using the delivery team members. This may involve coordinating with the delivery man to arrange for the pickup or drop-off of the package.
5. **Inventory Management:** The warehouse team should regularly conduct inventory checks to ensure that stock levels are accurate and products are correctly labeled and organized. This may involve using a barcode scanner or other inventory management tools to track stock levels and update the WMS.

***For Admin Team*** :->

Here's a simple user guide for the Admin team:

1. **User Accounts Management:** As a member of the admin team, you are responsible for managing user accounts, including creating new accounts, resetting passwords, and updating user information as needed.
2. **Website Content Management:** The admin team is responsible for managing the content on the online retail store, including product listings, images, descriptions, and pricing information. This may involve working with sellers/manufacturers to ensure their product information is accurate and up-to-date.
3. **Offers Management (Promotional Schemes):** The admin team is responsible for creating and managing promotional campaigns, including discounts, coupons, and other offers.
4. **Monitoring website performance:** The admin team is responsible for monitoring website performance, including uptime, speed, and accessibility.
5. **Managing Financial Matters:** The admin team is responsible for managing the financial aspects of the online retail store, including processing payments, tracking expenses, and generating financial reports.
6. **Managing customer service:** The admin team is responsible for managing customer service operations, including responding to customer inquiries and resolving any issues that may arise.
7. **Managing partnerships:** The admin team is responsible for managing partnerships with other companies and organizations, including suppliers, manufacturers, and third-party service providers. This may involve negotiating contracts, establishing partnerships, and monitoring partner performance over time.