# Function Documentation for Servantte E-commerce Shopping Portal (PHP Application)

## Overview

The E-commerce Shopping Portal is a web-based application designed to provide a seamless online shopping experience. This documentation outlines the key functions and features of the web app, guiding users through the process of navigating and utilizing the portal effectively.

## Key Functions

**1. User Account Management**

The User Account Management section allows users to create and manage their accounts. Key features include:

- **Registration:** New users can sign up by providing their details such as name, email, password, and contact information.
- **Login:** Existing users can log in using their email and password.
- **Profile Management:** Users can update their personal information, change passwords, and manage addresses for shipping and billing.
- **Order History:** View past orders, including details such as order status, items purchased, and payment information.

## 2. Product Catalog

The Product Catalog is the core of the shopping portal, offering a comprehensive view of all available products. Key functionalities include:

- **Browse Products:** View products by category, brand, or featured items.
- **Search:** Use the search bar to find specific products by name, category, or keyword.
- **Product Details:** Click on a product to view detailed information, including images, descriptions, specifications, pricing, and customer reviews.
- **Filter & Sort:** Use filters to narrow down product options by price, brand, rating, and other criteria. Sort products by relevance, price, or popularity.

## 3. Shopping Cart

The Shopping Cart function allows users to manage items they wish to purchase. Key features include:

- **Add to Cart:** Add products to the shopping cart directly from the product catalog or product details page.
- **View Cart:** Access the shopping cart to review items, update quantities, or remove products.
- **Apply Coupons:** Enter discount codes or coupons to receive special offers and discounts.
- **Estimate Shipping:** Calculate estimated shipping costs based on the delivery address and selected shipping method.

## 4. Checkout Process

The Checkout Process guides users through completing their purchases. Key functionalities include:

- **Shipping Information:** Enter or select a shipping address for the order.
- **Payment Methods:** Choose from various payment options, including credit/debit cards, PayPal, and other payment gateways.

- **Order Review:** Review the order summary, including items, quantities, prices, shipping costs, and total amount.
- **Place Order:** Confirm the purchase by placing the order. Users will receive an order confirmation email with details and tracking information.

## 5. Order Management

Manage orders efficiently from placement to delivery. Key features include:

- **Order Tracking:** Track the status of current orders, from processing to shipment and delivery.
- **Order Updates:** Receive notifications and updates about order status changes via email and in-app notifications.
- **Cancel/Return Orders:** Initiate order cancellations or returns within the specified return period. Follow the prompts to complete the process and receive a refund or replacement.

## 6. Customer Support

Access customer support to resolve issues and get assistance. Key functionalities include:

- **Help Center:** Browse the help center for FAQs, guides, and troubleshooting tips.
- **Contact Support:** Reach out to customer support via email, phone, or live chat for personalized assistance.
- **Ticket System:** Submit support tickets for more complex issues and track the status of your inquiries.

## 7. Admin Dashboard

For administrators and store managers, the Admin Dashboard provides tools to manage the portal effectively. Key features include:

- **Product Management:** Add, update, or remove products from the catalog. Manage product categories, pricing, and stock levels.
- **Order Management:** View and manage all customer orders, update order statuses, and handle cancellations and returns.
- **User Management:** Manage user accounts, including customer and staff accounts. Assign roles and permissions to control access.
- **Analytics & Reports:** Generate reports on sales, customer activity, and inventory. Analyze data to make informed business decisions.
- **Promotions & Discounts:** Create and manage promotional campaigns, discount codes, and special offers to drive sales.

# Getting Started

### Accessing the Web App

To access the E-commerce Shopping Portal, navigate to [Your Web App URL] and log in using your credentials. If you do not have an account, follow the registration process to create one.

### Initial Setup for Administrators

Upon first login, administrators should follow these steps to set up the portal:

1. **Add Products:** Go to the Admin Dashboard > Product Management and add your initial set of products.
2. **Configure Payment & Shipping:** Set up payment gateways and shipping options under Admin Dashboard > Settings.
3. **Create Categories:** Organize products by creating categories in Admin Dashboard > Product Management > Categories.
4. **Set Up Promotions:** If applicable, create promotional campaigns and discount codes under Admin Dashboard > Promotions.

## Support

For any issues or questions regarding the E-commerce Shopping Portal, please refer to our info@servantteinnovations.com. You can also access the Help Center for guides and troubleshooting tips.