

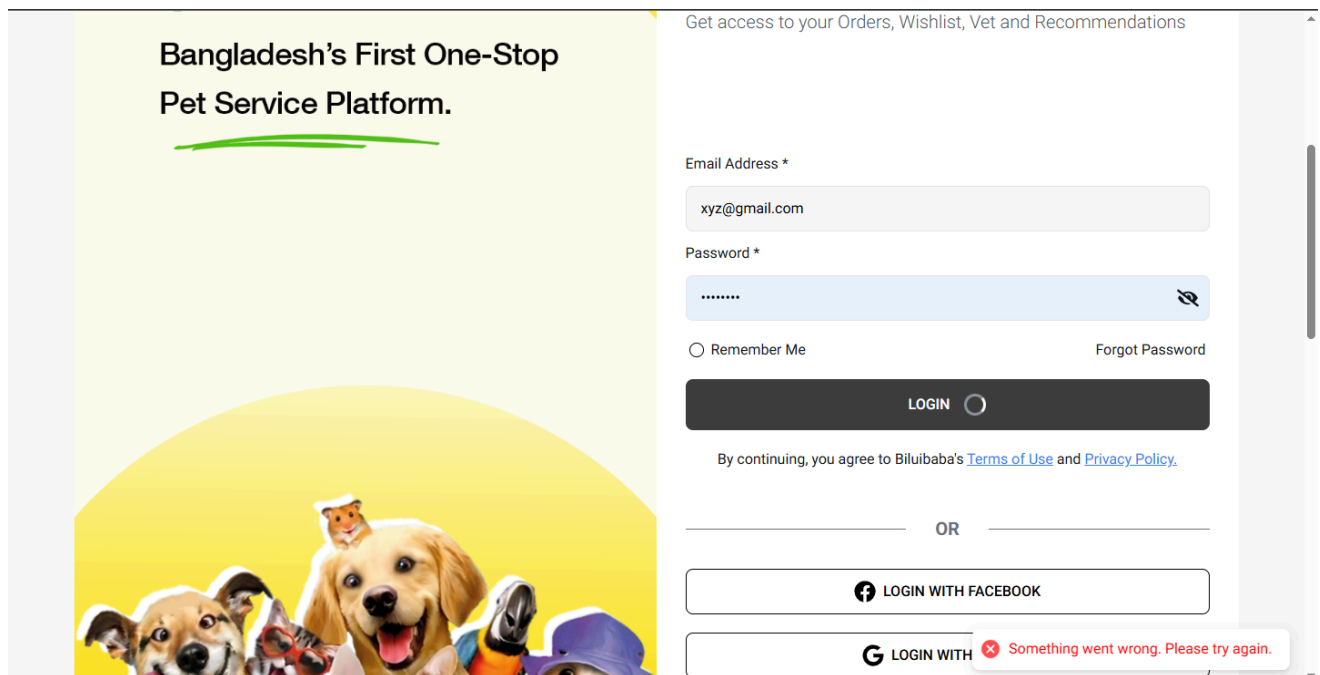
Frontend Part && Admin Panel
Part&&Vet Section

HOMEPAGE (Frontend part)

1. For wrong/invalid email address, the error message is confusing also the **spinner** beside login keeps on **spinning**

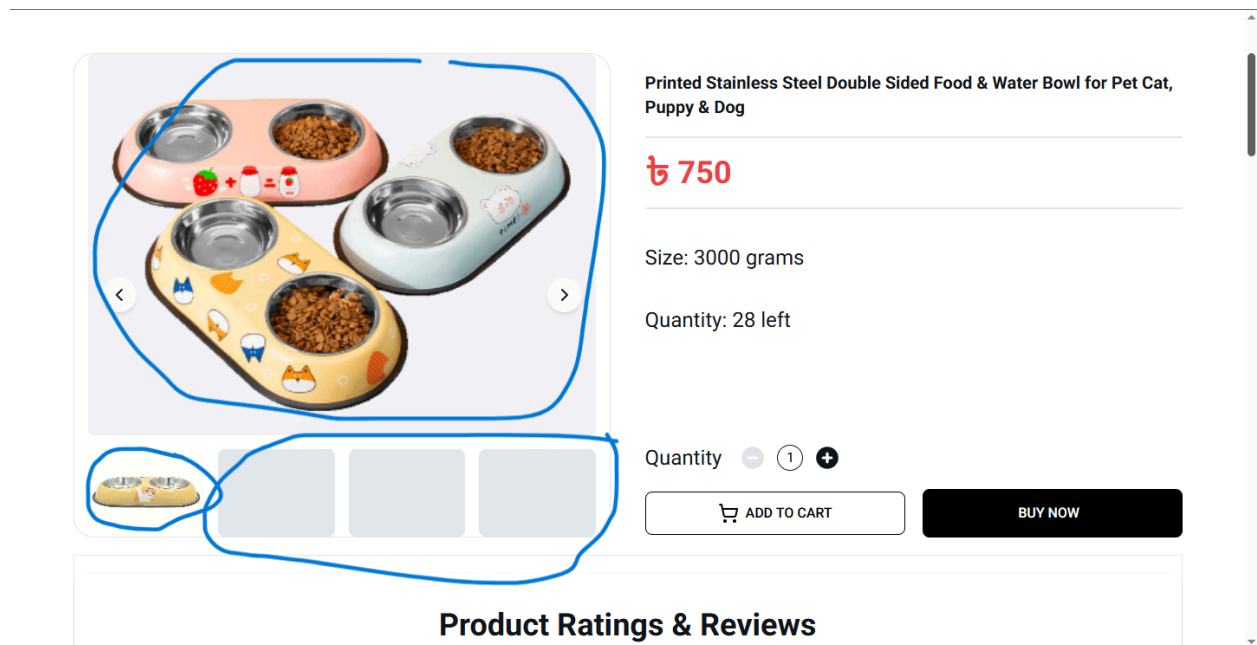
Probable error messages

- Incorrect email or password.
- We couldn't sign you in. Check your email and password and try again.
- Sign-in failed. For your security, we don't specify which detail was incorrect.

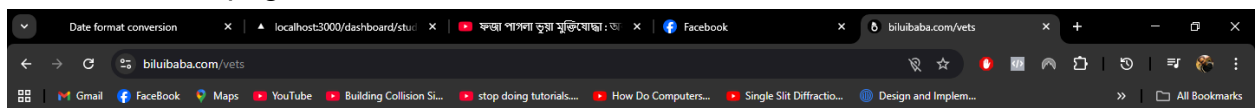


The screenshot displays the homepage of a pet service platform. On the left, a banner features the text "Bangladesh's First One-Stop Pet Service Platform." above a group of smiling pets. On the right, the login section includes a header "Get access to your Orders, Wishlist, Vet and Recommendations". The login form contains fields for "Email Address *" (filled with "xyz@gmail.com") and "Password *" (masked with "*****"). Below these are links for "Remember Me" and "Forgot Password". A "LOGIN" button with a spinner icon is present. A message states: "By continuing, you agree to Biluibaba's [Terms of Use](#) and [Privacy Policy](#)." Below this is an "OR" separator and two social login buttons: "LOGIN WITH FACEBOOK" and "LOGIN WITH G". A red error message "Something went wrong. Please try again." is displayed next to the Google login button.

2. The slider is incomplete, and confusing,



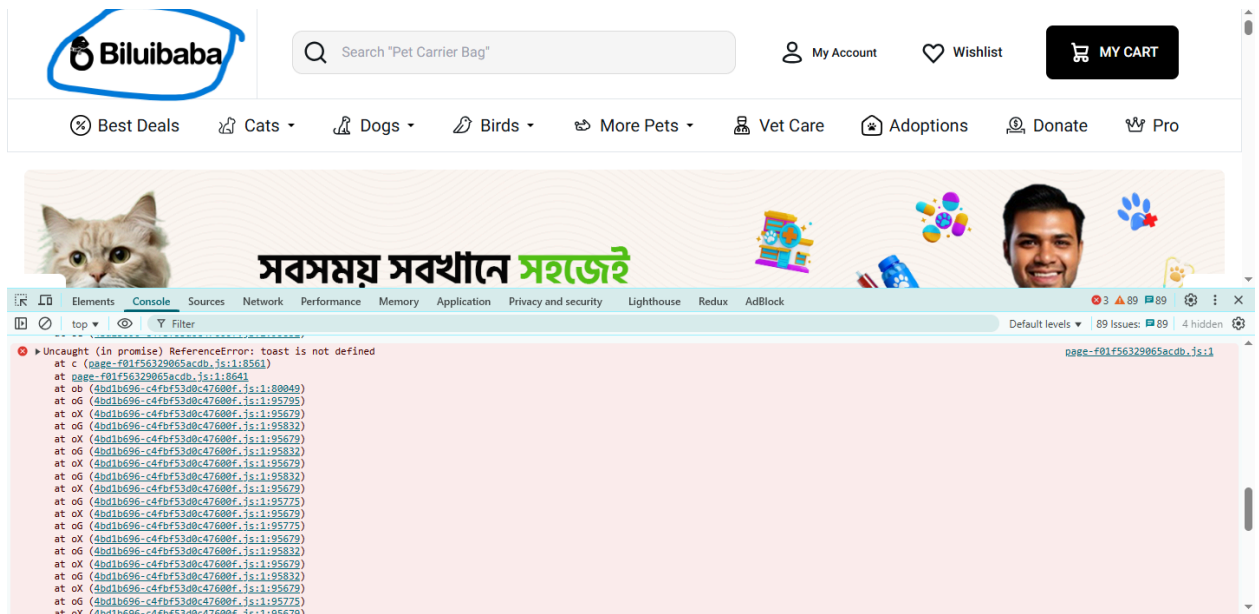
3. No trace of this page



Application error: a client-side exception has occurred while loading biluibaba.com (see the browser console for more information).



4. On clicking Biluibaba error below is received



5. Not found and user denied geolocation(is seen in many pages, would suggest to handle this gracefully if user denies it)



6. The error below can be suppressed in rehydration from the file [layout.js](#) or [app.js](#)



Admin Panel Part

7. <https://admin.biluibaba.com/dashboard/users>

a.

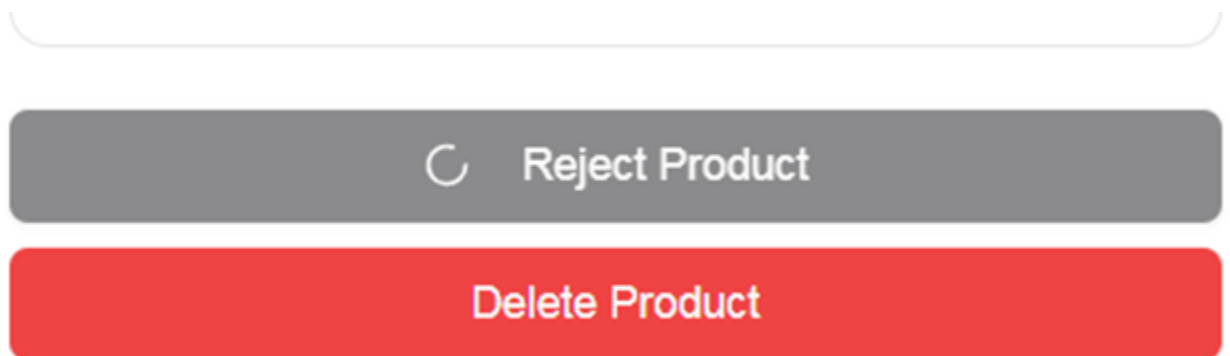
Created At	Actions
Thu, Jun 26, 2025, 7:29 PM	<button>View</button>

b. Not working “View” + the position of this button is slightly lower

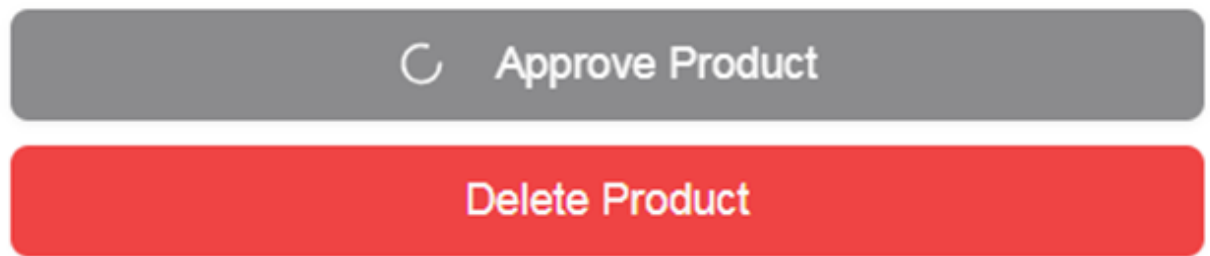
8. <https://admin.biluibaba.com/dashboard>

a. There is no way for logout

9. While Approved or Rejected the produce it sticks



a.



b.

10.

<https://admin.biluibaba.com/dashboard/vendor/view?id=6824c648480a59ba70f80af1>

- a. What is the differences between reject and delete? If I click “reject vendor” its gone.
 - b. “Delete vendor” is not working
11. <https://admin.biluibaba.com/dashboard/orders?orderId=W05FQN0OL7EX3UI>

- a. While changing update status, it has some error
 - i. Suppose I change frequently, 1st I changed “Order Dispatched”
 - ii. Then I changed back again into “OrderPending”, **it stucks**
 - iii. **If I hit again , error popup shows**



iv



- v. If I reload the page, it crashed

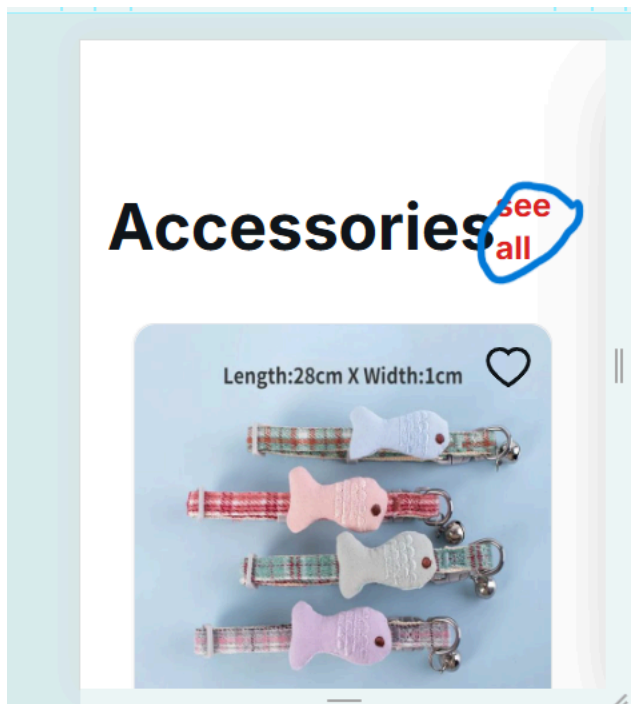
vi.

Application error: a client-side exception has occurred (see the browser console for more information).

12. <https://admin.biluibaba.com/dashboard/orders?orderID=W05FQN0OL7EX3UI>

a. How can the total bill is 1561 tk. It should be 1371

13. On viewing with Mobile the spacing and size of the see all is a little bit large



Vendor registration & product notifications

01/09/25

Vendor registration & product notifications

1) Vendor signup — on review (to vendor)

Subject: Your vendor application is under review

Body:

Hi {{vendor_name}},

Thanks for applying to become a vendor on {{platform_name}}. Our team is reviewing your application (ID: {{application_id}}). This usually takes {{sla_estimate}}.

We'll email you as soon as there's an update.

— {{platform_team}}

2) Vendor signup — approved (to vendor)

Subject: You're approved as a vendor

Body:

Hi {{vendor_name}},

Good news — your vendor application (ID: {{application_id}}) is approved. You can now access your Vendor Dashboard and start listing products.

Next step: {{dashboard_url}}

— {{platform_team}}

3) Vendor signup — rejected (to vendor)

Subject: Update on your vendor application

Body:

Hi {{vendor_name}},

After review, we can't approve application {{application_id}} at this time.

Reason: {{rejection_reason}}

You're welcome to update and reapply here: {{reapply_url}}

— {{platform_team}} · {{support_email}}

4) Vendor product — on review (to vendor)

Subject: Product submitted for review: {{product_name}}

Body:

Hi {{vendor_name}},

We've received **{{product_name}}** (SKU: {{sku}}). Our review team will check compliance and quality.

Status: In Review • Submitted: {{submitted_at}}

— {{platform_team}}

5) Vendor product — approved (to vendor)

Subject: Product approved: {{product_name}}

Body:

Hi {{vendor_name}},

{{product_name}} is approved and now live.

View listing: {{product_url}}

— {{platform_team}}

6) Vendor product — rejected (to vendor)

Subject: Product review result: {{product_name}}

Body:

Hi {{vendor_name}},

We couldn't approve **{{product_name}}**.

Reason: {{rejection_reason}}

Fix & resubmit: {{resubmit_url}}

— {{platform_team}} · {{support_email}}

Vet appointment notifications

Timezone: {{timezone}} (default Asia/Dhaka). Include all times with timezone.

A) Physical appointment — booking

7) To doctor

Subject: New physical appointment: {{pet_name}} on {{appt_date}}

Body:

Dear Dr. {{doctor_last_name}},

A new appointment has been booked.

- Pet/Owner: {{pet_name}} ({{owner_name}})
- Date & Time: {{appt_date}} {{appt_time}} {{timezone}}
- Location: {{clinic_address}}
- Reason/Notes: {{reason}}

View details: {{doctor_portal_url}}

— {{platform_team}}

8) To admin

Subject: New physical appointment booked (ID: {{appointment_id}})

Body:

Admin team,

A physical appointment was booked.

- ID: {{appointment_id}} • Doctor: {{doctor_name}}
- Patient: {{pet_name}} ({{owner_name}})
- When/Where: {{appt_date}} {{appt_time}} {{timezone}} — {{clinic_address}}
- Payment: {{payment_status}} ({{amount_total}})

Manage: {{admin_portal_url}}

— System

9) To user (confirmation + invoice)

Subject: Appointment confirmed — {{clinic_name}} (Invoice {{invoice_number}})

Body:

Hi {{owner_name}},

Your **physical** appointment is confirmed.

- Doctor: {{doctor_name}}
- Pet: {{pet_name}}
- Date & Time: {{appt_date}} {{appt_time}} {{timezone}}
- Location: {{clinic_address}}
- Total: {{amount_total}} (paid: {{amount_paid}})

View invoice/receipt: {{invoice_url}}

Need to reschedule? {{reschedule_url}}

— {{clinic_name}} Support {{support_email}}

B) Physical appointment — cancellation

10) To doctor

Subject: Cancellation: {{pet_name}} on {{appt_date}}

Body:

Dear Dr. {{doctor_last_name}},

The physical appointment below was cancelled.

- Patient: {{pet_name}} ({{owner_name}})
- Original time: {{appt_date}} {{appt_time}} {{timezone}}
- Reason: {{cancel_reason}}

View details: {{doctor_portal_url}}

— {{platform_team}}

11) To admin (cancellation + refund)

Subject: Cancelled physical appointment (ID: {{appointment_id}}) — refund required

Body:

Admin team,

This appointment was cancelled.

- ID: {{appointment_id}} • Doctor: {{doctor_name}}
- Patient: {{pet_name}} ({{owner_name}})
- Refund: {{refund_amount}} to {{refund_method}} (Txn: {{payment_txn_id}})

Process refund: {{admin_refund_url}}

— System

12) To user (cancellation + refund)

Subject: Appointment cancelled — refund {{refund_amount}} initiated

Body:

Hi {{owner_name}},

Your **physical** appointment on {{appt_date}} {{appt_time}} {{timezone}} has been cancelled.

Refund: {{refund_amount}} to {{refund_method}} (expected {{refund_eta}}).

Need help? {{support_email}}

— {{clinic_name}}

C) Online appointment — booking

13) To doctor

Subject: New online appointment: {{pet_name}} on {{appt_date}}

Body:

Dear Dr. {{doctor_last_name}},

A new **online** consultation is booked.

- Patient: {{pet_name}} ({{owner_name}})
- Date & Time: {{appt_date}} {{appt_time}} {{timezone}}
- Join link: {{doctor_meeting_link}}

- Notes: {{reason}}

Open: {{doctor_portal_url}}

— {{platform_team}}

14) To admin

Subject: New online appointment booked (ID: {{appointment_id}})

Body:

Admin team,

An online appointment was booked.

- ID: {{appointment_id}} • Doctor: {{doctor_name}}
- Patient: {{pet_name}} ({{owner_name}})
- When: {{appt_date}} {{appt_time}} {{timezone}}
- Payment: {{payment_status}} ({{amount_total}})

Manage: {{admin_portal_url}}

— System

15) To user (confirmation + invoice)

Subject: Online consultation confirmed — {{clinic_name}} (Invoice {{invoice_number}})

Body:

Hi {{owner_name}},

Your **online** consultation is confirmed.

- Doctor: {{doctor_name}} • Pet: {{pet_name}}
- Date & Time: {{appt_date}} {{appt_time}} {{timezone}}
- Join link: {{user_meeting_link}} (opens {{join_open_minutes}} min early)
- Total: {{amount_total}} (paid: {{amount_paid}})

Join / manage / invoice: {{user_portal_url}}

— {{clinic_name}} Support {{support_email}}

D) Online appointment — cancellation

16) To doctor

Subject: Cancellation: online consult for {{pet_name}}

Body:

Dear Dr. {{doctor_last_name}},

The **online** appointment was cancelled.

- Patient: {{pet_name}} ({{owner_name}})
- Original time: {{appt_date}} {{appt_time}} {{timezone}}
- Reason: {{cancel_reason}}

Details: {{doctor_portal_url}}

— {{platform_team}}

17) To admin (cancellation + refund)

Subject: Cancelled online appointment (ID: {{appointment_id}}) — refund required

Body:

Admin team,

This online appointment was cancelled.

- ID: {{appointment_id}} • Doctor: {{doctor_name}}
- Patient: {{pet_name}} ({{owner_name}})
- Refund: {{refund_amount}} to {{refund_method}} (Txn: {{payment_txn_id}})

Process refund: {{admin_refund_url}}

— System

18) To user (cancellation + refund)

Subject: Online consultation cancelled — refund {{refund_amount}} initiated

Body:

Hi {{owner_name}},

Your **online** consultation on {{appt_date}} {{appt_time}} {{timezone}} has been cancelled.

Refund: {{refund_amount}} to {{refund_method}} (expected {{refund_eta}}).

For questions, contact {{support_email}}.

— {{clinic_name}}

Placeholders reference

```
{{platform_name}} · {{platform_team}} · {{support_email}} ·  
{{vendor_name}} · {{application_id}} · {{sla_estimate}} ·  
{{dashboard_url}} · {{product_name}} · {{sku}} · {{product_url}} ·  
{{rejection_reason}} · {{reapply_url}} · {{resubmit_url}} ·  
{{clinic_name}} · {{clinic_address}} · {{doctor_name}} ·  
{{doctor_last_name}} · {{doctor_portal_url}} · {{admin_portal_url}} ·  
{{admin_refund_url}} · {{owner_name}} · {{pet_name}} · {{reason}} ·  
{{appointment_id}} · {{appt_date}} · {{appt_time}} · {{timezone}} ·  
{{payment_status}} · {{amount_total}} · {{amount_paid}} ·  
{{invoice_number}} · {{invoice_url}} · {{reschedule_url}} ·  
{{cancel_reason}} · {{refund_amount}} · {{refund_method}} ·  
{{refund_eta}} · {{payment_txn_id}} · {{user_portal_url}} ·  
{{user_meeting_link}} · {{doctor_meeting_link}} ·  
{{join_open_minutes}}
```

Tab 3

Tuesday, October 7, 2025

Seller_Part(become_Seller)