**Document:** System Requirement Specification Document

**Title**: IndiGI– KART

**Objective**:

* IndiGI-Kart is a “one-stop store” of celebrated products having geographical origin (GI Tag). Our customers need not travel to a place to buy its renowned products, we market GI Tag products and adhere to the requirements as mentioned in the Geographical Indications registry. Hence our motto is “from the very land to your hand”. Our categories include-
* Arts & Handicrafts • Handlooms • Spices• Food • beverages
* Those G.I. products are sold with all sellers being verified by the government certification for G.I. Products.

**Scope**:

* It will help the purchase of geographically indicated items.
* Digitalize Shopping of G.I. Products.
* G.I. Products with Certification.
* Verified Sellers
* Shop by category
* Multiple supplier options for a product.

**Overview**

* Anyone can use the portal and browse the available products, but in order to make a purchase or place an order, a user needs to log in using their unique email and password. By visiting the registration page, unregistered members can do so. The default role is "User" when a user registers with the website.
* Proposed system can be used by the conscious customers who wants to buy products from the certified vendors/suppliers only.

## Functional Requirement

This section provides a requirement overview of the system. Various functional modules that can be implemented by the system will be:

* This system will be accessible for the customers, suppliers, shippers only.
* The users will be accessible for viewing their personal data.
* **Registration**: New Customer can sign up by creating an email ID and password. New supplier can register by providing the email Id, password, GI certificate no which will be later on verified by the admin.
* **Login**: After supplier registration verification only the suppliers will get his/her login details and will be able to add product that he/she wish to sell.
* **View and edit Own Details**: Customers an view/edit their personal details, payment details, and details about orders. **While suppliers can edit/view the product details, product images , availability of the product and prices.**
* **Giving Feedback to Customer Care**: Can give feedback to the 24X7 Care Service.
* **Logout**: Customers can log out of the site after viewing or purchasing products.

**Supplier:**

* Supplier can add new products with details such as title, description, images, price, and quantity.
* Supplier can edit or remove existing products.
* Supplier can view order details including customer information and products ordered.
* Supplier can customer reviews and ratings.
* Supplier can edit the details like price, images, new varieties and availability (stock) of the product.

**Customer:**

* A customer will be able to visit the website and view the products without registration.
* Customer will be able to see the products according to categorisation and should be able to view all suppliers offering a particular product.
* Customer will be able to see the ratings and feedbacks of the particular supplier before purchasing a product.
* Customer will be able to add or delete the products from the cart.
* Customer will be able to save the personal details like name, email, phone and address at the time of order placement and should be able choose or change the payment options.
* Customer will be able to track the shipment and cancel the order if he/she wishes to.
* Customer will be able to review and rate the product and service.

**Admin:**

* Admin will authenticate and authorize the access to admin dashboard.
* Admin will be able to allow export and import data from the website.
* Admin will manage the overall operation of the website, such as adding or removing website features, configuring security settings, or updating software versions.
* Admin will create, modify, or delete supplier and customer accounts and verify the suppliers by GI certificate number.
* Admin will design dashboard to be scalable and capable of handling a large number of users or a high volume of data.
* Admin will implement robust security measures, such as encryption and secure communication protocols, to protect the website and its users.

### Shipper

* The Shipper is a user role within the system responsible for handling the shipment and delivery of products to customers.
* Shipper should be able to pack and ship the goods as per suppliers requirements.
* Shippers will be able to track the shipment and provide that information to supplier. Suppliers then will update this information into the website including marking them as shipped and providing tracking information to customers.

**Customer Care :**

* Getting Feedback from the Customers: Responsible for receiving complaints, queries, and feedback from the customers.
* Providing Solutions to Customers: Provide feasible solutions to the customers on their complaints and queries.

**Non-functional Requirement**

**Performance**

* The server must be able to support an unlimited number of devices, i.e., it must place no restrictions on the number of gadgets that can be used simultaneously.
* A limitless amount of active client payments must be supported by the server, and payments must never be lost.

**Security**

* Registered Customer will be allowed to place an order.
* Verified and Certified Suppliers will be allowed to add products .

**Reliability**

* The system should be scalable, with the ability to accommodate a large number of users at once.
* The site's response time should be as quick as feasible, and it should be able to load balance the server.

**Availability**

* This application is available for 24 hrs. anywhere, anytime.

**Maintainability**

* A readymade Web Server will be installed to host online shopping portal (Web Site) to management server capabilities.
* IT team will monitor the system using Administrative tools provided by Servers.
* Separate environments will be maintained for the system for isolation in production, testing, and development.

**Portability**

* PDA: Portable Device Application
* The system will provide a portable User Interface (HTML, CSS, JS) through which users will be able to access the online IndiGI-Kart portal.
* The system can be deployed to a single server using local database.

**Accessibility**

* Suppliers will be able to add the products after verification and authentication only.
* After authentication, only logged-in customers will be able to place an order.

**Efficiency**

* The system will be able to manage all transactions with isolation.

**Safety**

* The certified delivery partner should not damage the products or tamper with the package.

**Benefits**

* Creating a new business pipeline for farmers, craftsmen & product makers who follow up on their family or regional heritage.
* The strengthening of sustainable local food production and supply.
* Ensured Geographical Indicated origin products.
* Will promote Make-in-India moment.