**USER STORIES FOR INDIGI KART**

**For Suppliers :**

1. As a seller, I want to add a new product to my store, including details like title, description, images, price, and quantity, so that customers can view and purchase it.
2. As a seller, I want to edit the details of an existing product, such as its price, description, or images, to keep the product information up-to-date.
3. As a seller, I want to view and manage my product inventory.
4. As a seller, I want to receive notifications for new orders, view order details, and confirm, pack, and ship orders to fulfil customer purchases.
5. As a seller, I want to handle customer returns by providing a smooth return process, including approving return requests and processing refunds.
6. As a seller, I want to respond to customer inquiries and messages promptly, ensuring good communication and customer satisfaction.
7. As a seller, I want to view and manage customer reviews and ratings for my products.
8. As a seller, I want feedback from customer.
9. As a seller, I want to securely log in, recover my password if needed, and manage my account settings to ensure the security of my seller account.

**For Admin :**

1. As an admin, I want a secure and straightforward login process to access the admin dashboard.
2. As an administrator, I want a comprehensive dashboard that provides a quick overview of key metrics, such as sales, inventory status, and customer activity.
3. As an admin, I want an easy-to-use interface for adding new products to the catalogue, including fields for product names, descriptions, prices, and images.
4. As an administrator, I want the ability to edit existing product details, such as price, description, and inventory levels, seamlessly.
5. As an admin, I want to efficiently create, edit, and delete product categories for better organization of the product catalogue.
6. As an administrator, I want the option to assign multiple categories to a single product for enhanced search and filtering capabilities.
7. As an admin, I want a user-friendly interface to monitor and manage inventory levels, with alerts for low-stock items.
8. As an administrator, I want the ability to easily update product quantities, mark products as out of stock, or temporarily disable them from the website.
9. As an admin, I want a detailed overview of sales data, including the ability to filter by date, product, and customer.
10. As an administrator, I want the option to track and manage customer orders, view order details, and process refunds or cancellations if needed.
11. As an administrator, I want the ability to export reports in various formats for further analysis.

**For Customer :**

1. As a user, I want to view my order history so that I can track my purchases and easily make returns or exchanges.
2. As a user, I want to provide customer feedback about my experience with the platform.
3. As a user, I want to be able to view and filter products based on various criteria, such as category, price, and rating.
4. As a registered user, I want a secure and straightforward login process to access my account quickly.
5. As a new user, I want an intuitive registration process with clear instructions to create an account easily.
6. As a user, I want the ability to easily review and modify the items in my cart before proceeding to checkout.
7. As a user, I want to see a summary of the total cost, including taxes and shipping fees, in my shopping cart.
8. As a customer, I want to receive timely updates on the status of my shipment, including tracking information, to ensure I am informed about the delivery progress.
9. As a customer, I want the option to choose from different shipping methods at checkout, allowing me to prioritize speed or cost according to my needs.
10. As a customer, I want to easily access and review the shipping costs associated with my order before completing the purchase, ensuring transparency in pricing.
11. As a customer, I want the option to provide specific delivery instructions or preferences during the checkout process, such as leaving the package at a designated location.
12. As a customer, I want to be notified promptly if there are any delays or issues with my shipment, along with clear information on how the situation is being addressed.
13. As a customer, I want the ecommerce platform to automatically calculate and display estimated delivery dates based on the chosen shipping method and my location.
14. As a customer, I want the option to easily return or exchange items in case of any shipping-related issues, with a straightforward and user-friendly return process.
15. As a customer, I want the ecommerce website to provide accurate shipping costs based on my location and the items in my cart, avoiding any surprises during the checkout process.
16. As a customer, I want the ability to track my shipment in real-time through a user-friendly interface, allowing me to anticipate the delivery time and plan accordingly.
17. As a customer, I want the ecommerce website to offer a reliable and secure shipping service, ensuring that my items arrive in good condition and as expected.