ONLINE SHOPPING CART DOCUMENTATION :-

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Introduction to Functional Requirements:

The functional requirements picture the limits and works of the Online Shopping Cart system. These requirements explain in details how the system will perform different business activities such as handling products, taking customers orders, access control management, and processing payments. Attention was given to the use and usefulness of the application and its ability to provide all the necessary options to the customers and employees of the shop.

Existing Scenario:

At present the shop acts as a brick and mortar retail shop where customers walk in to buy products. Now, as a result of heightened demand and cut-throat competition, customer care has become a challenge. In addition, there is the problem of keeping track of the inventory since there is no automated inventory management system

Proposed Solution:

In order to get ahead in the game and satisfy their customers even more, the client wants an online system which would let the users:

Make orders while at home or at work Rated products including pictures, price and specific 7-digit numbers and Get all the products without signing up but if the desire to order is there a need to register Monitor orders done using Order number allocated to them on initiation of the order Select from many

ways of delivery Orders can be exchanged with others or refunds can be done after seven days in case the customer is dissatisfied The dealer will control the employees, products and orders' accounts

Non-Financial Requirments:-

Dealer — Product Management:

Allows the dealer to update product information, tracking of orders and managing Inventory.

Employee:

(access restricted to own user account password changes and order delivery address list details only)

Customer access:

Registered customers can manage their accounts, orders and have product details. Product details are available to all Non logged in users

Advanced Search :—

Enable advanced search for easier navigation.

Automated Order Tracking:

Automate product availability, dispatch status & payment info.

Financial Solution:-

Payment Handling:

Orders paid through credit cards or checks will be shipped once funds are confirmed. Those utilizing our Value Payable Post option will be expected to finalize payment upon item arrival.

Return and Exchange Allowances:

Dissatisfied customers will have a week from the delivery date to swap or give back products. Searching with Sophistication: Our enhanced search functionality permits more nuanced navigation across our offerings.

Functional Requirements

1. **Database Management**: Maintain a database for employees, products, stock, orders, and customers.

2. **User Roles**:

   o **Admin**: Full access to manage employees, products, and orders.

   o **Employees**: Limited access to update orders and change their login credentials.

   o **Customers**: Can manage their orders and account.

3. **Order Management**: Admin and employees should be able to track orders, ensure timely dispatch, and verify payment clearance.

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