Awra Ecommerce App Feature List

1. Actors

1.1. Client: People that view, buy, and review goods that are on the platform

1.2. Vendor: Suppliers and owners of the goods that are registered on the platform that manage product listings and inventory.

1.3. Administrators: Manage vendors and review platform status and information

2. Features

2.1. Client

- Create and manage personal accounts: Signup, login, update profile, reset passwords and verify email addresses
- Browse item: Configure product choice, View listing, search for products by name, category, or price, view product details
- Order product/item: add to cart, view cart items, checkout, cancel order, view order status, review product and vendor, chat with vendor, print receipt, pay digitally, file a complaint.

2.2. Vendor

- Create and manage vendor account: login, update account and business profile, reset passwords and verify email addresses, view account verification status
- Inventory management: Add products, add product configurations, update product info, remove products, browse and view product detail
- View orders: List orders, view payment status, view order detail, decline order, chat with clients, complete order,
- Reporting: view Product analytics, View Order reports, View payment reports, export and print reports

2.3. Administrator

- Manage Vendors: View vendor list, view vendor details, approve vendor business profile updates, register vendors, Role Management (Manage the Sub-Admins)
- Manage Order disputes: View order complaints, chat with vendors and clients, resolve dispute (rule for either party)
- Reporting: Revenue reports, Pending payment reports, order reports, complaints report, vendor analytics
- Manage Clients: View client list, view client details, view client order history and details

3. User Story

3.1. Client

- As a client, I want to create and manage my personal accounts.
- As a client, I want to browse items and view the detailed description of products of my choice.
- As a client, I want to order the products and be able to pay for the items via online payment methods.
- As a client, I want to track my order and view the delivery status of my ordered products.
- As a client, I want to chat with my vendors and administrators and resolve disputes
- As a client, I want to configure the product for my liking and order it.

3.2. Vendor

- As a vendor, I want to create and manage personal account including signup, login, and profile updates
- As a vendor, I want to be able to efficiently manage my inventory, view orders, and access products.
- As a vendor, I want to browse products and view the details of the products.
- As a vendor, I want to chat with my customers and resolve disputes.
- As a vendor, I want to manage and track the status of my orders so that I can optimise my sales and better serve my customers.
- As a vendor, I want to be able to see the report(analytics) of order ,payment and product .
-

3.3. Administrator

- As an administrator, I want to be able to view the analytics of my vendors and my clients and manage them accordingly.
- As an administrator, I want to be able to manage and resolve disputes between vendors and clients.
- As an administrator, I want to be able to manage the accounts of my vendors and clients.
- As an administrator,I want to be able to access clients orders, view their history orders in order to resolve disputes with the clients and vendors.
- As an administrator, I want to chat with the vendors and clients.
- As an administrator, I want to create and manage sub-admins (i.e. finance,customer service).

4. Refined User Story

4.1. Client

4.1.1. Create and manage personal accounts

Title: Signup	Priority	Estimate
User Story **As a** client, **I want to** sign up **so that I can** have an account in the system.		
Acceptance Criteria **Scenario 1: Successful Registration** ● **Given that** the client is accessing the registration page, **When** the client fills out the registration form with valid information **Then** the client will receive a successful registration message. **Scenario 2: Unsuccessful Registration** ● **Given** that a client is accessing the registration page**,** **When** the client submits the registration form with an existing email address **Then** an error message should be displayed informing that the client is trying to create an account with an existing email**.** ● **Given that** the client is accessing the registration page**,** **When** the client submits the registration form without filling the mandatory fields**,** **Then** an error message should be displayed informing that the client needs to fill all the mandatory fields.		

Title: Login	Priority	Estimate

User Story

As a client,

I want to sign in

so that I can be able to securely log in and access my information.

Acceptance Criteria

Scenario 1: Successful authentication

- **Given that** a registered client is accessing the login page,

  When the client enters valid credentials

  Then the client should be successfully logged in and directed to the client home page.

Scenario 2: Unsuccessful Authentication

- **Given that** a registered client is accessing the login page,

  When the client enters an invalid credentials

  Then an error message should be displayed informing that the client login attempt was unsuccessful.

Title: Update profile	Priority	Estimate

User Story

As a client,

I want to update profile

so that I can keep my profile information accurate and up to date.

Acceptance Criteria

Scenario 1 : Successful profile update

- **Given that** the client is signed in and accessing their profile settings

  When the client enters a valid information

  Then the client information should be successfully updated and directed to the client home page.

- **Given that** the client is signed in and accessing their profile settings

  When the client updates the password

  Then the password should be securely encrypted or hashed and saved as the client's new password

Scenario 2 : Unsuccessful profile update

- **Given that** the client is signed in and accessing their profile settings,

  When the client submits the form without filling the mandatory fields**,**

  Then an error message should be displayed informing that the client needs to fill all the mandatory fields.

Title: Reset Password	Priority	Estimate

User Story

As a client,

I want to reset my password via email

so that I can be able to login and access my information.

Acceptance Criteria

Scenario 1: Successful password reset

- **Given that** the registered client is accessing the login page,

When the client forgets their password and clicks on the "Forgot Password" link

Then the client should be redirected to the password reset page.

- **Given that** the registered client is accessing the password reset page,

  When the client enters their email address and requests a password reset

  Then the client should receive an email with instructions on how to reset their passwords.

- **Given that** the registered client is accessing the password reset page,

  When the client enters a new password that meet the specified strength requirements

  Then the client's password should be successfully updated and they should be able to log in using the new password.

Scenario 2: Unsuccessful password reset

- **Given that** a registered client is accessing the password reset page,

  When the client enters an invalid credentials

  Then an error message should be displayed informing that the client password reset attempt was unsuccessful.

Title: Verify Email Address	Priority	Estimate

User Story

As a client,

I want to verify my Email via email

so that I can be able to check the existence of the email.

Acceptance Criteria

Scenario 1: Successful Email Verification

- **Given that** the client completed the signup process

  When the client provides a valid email address and submits the registration page

  Then an email verification link should be sent to the provided email address.

- **Given that** the client received the verification link

  When the client clicks on the verification link

  Then the client’s account should be successfully verified, and they should be able to login.

- **Given that** the client requests to resend the verification link

  When the client clicks on the new verification link

  Then the client’s account should be successfully verified, and they should be able to login.

Scenario 2: Unsuccessful Email Verification

- **Given that** the clients that has not clicked on the verification link

  When the verification link expires

  Then the client’s account should stay unverified.

- **Given that** the clients that has not received an the verification link

  When the verification link expires

  Then the client’s account should stay unverified and be informed to change their email address.

4.1.2. Browse Items

<table>
<tr><td>Title: Search Product</td><td>Priority</td><td>Estimate</td></tr>
<tr><td colspan="3">

User Story

As a client,

I want to find the product that match the search criteria

so that I can be able to find the product by name, category, or price.

</td></tr>
<tr><td colspan="3">

Acceptance Criteria

Scenario 1: Successful match

- **Given that** the client is accessing the search bar in home page

  When the client enters a search query in the search bar

  Then the system should retrieve and display a list of relevant products based on the search query.

Scenario 2: Unsuccessful match

- **Given that** the client is accessing the search bar in home page

  When the client enters an empty search query or a search query that doesn't match any product

  Then the system should display a message informing the client that no results were found.

</td></tr>
</table>

<table>
<tr><td>Title: View listing</td><td>Priority</td><td>Estimate</td></tr>
<tr><td colspan="3">

User Story

As a client,

I want to view list of available products

so that I can choose the ones I'm interested in purchasing.

</td></tr>
</table>

Acceptance Criteria

Scenario 1: Successful view listing

- **Given that** a registered client is accessing the client homepage

  When client navigates the home page or searching by query

  Then the system should display a list of relevant products

Title: View product details	Priority	Estimate

User Story

As a client

I want to view product in details

so that I can compare the product quality and price with other products.

Acceptance Criteria

Scenario 1 : Successful product view details

- **Given that** the client is accessing the product listing page

  When they click on specific product

  Then the client is redirected to the view product details page for further and clear information about the product.

- **Given that** the client is on the product details page

  When they scroll and navigate

  Then they should see a clear and concise product description.

Title: Product Configuration	Priority	Estimate
User Story **As a** client, **I want to** configure the product for my liking **so that I can** be able to order the product to purchase my liking		
Acceptance Criteria **Scenario 1: Successful Product Configuration** • **Given that** the client is configuring a product **When** they customise the product based on available attributes **Then** the property of the previous product should changes accordingly		

4.1.3. Order product/item

Title: Add to cart	Priority	Estimate
User Story **As a** client, **I want to** add a product to cart **so that I can** be able the selected product.to access and purchase the selected products		
Acceptance Criteria **Scenario 1: Successful Add to Cart** • **Given that** the client is on the product details page		

When they click the **“Add to cart”** button, which is prominently displayed on each product

Then the product should be added to their shopping cart

Title: View Cart	Priority	Estimate

User Story

As a client,

I want to be able to view my selected products in the cart

so that I can see the items I have added and review my order before proceeding to checkout.

Acceptance Criteria

Scenario 1: Successful cart view

- **Given that** the client has added products to the shopping cart

  When they access the cart page

  Then they should be able to review and proceed to the checkout page
- **Given that** the client has added products to the shopping cart

  When they access the cart page

  Then they should be able to configure and customise based on the given attribute
- **Given that** the client has configured or customised the product

  When they confirm wish to proceed to the checkout page

  Then the previous property of the products should change accordingly
- **GIven that** the client has not added products to the shopping cart

  When they access the cart page

  Then the system will inform the client by displaying **“No products added in the cart”** message

Title: Checkout	Priority	Estimate

User Story

As a client,

I want to easily checkout and pay for the items in my shopping cart

so that I can quickly complete my purchase and receive my products.

Acceptance Criteria

Scenario 1: Successful Checkout

- **Given that** the client has added products in the cart

  When they proceed to the checkout page

  Then they should be able to see a summary of the selected products including the product names, quantities and prices

- **Given that** the client is on the checkout page

  When they enter a valid billing information

  Then the system should validate the information and proceed to the next step

Scenario 2: Unsuccessful Checkout

- **Given** that the client is on the checkout page

  When they enter an invalid billing information

  Then an error message should be displayed informing that the client input was invalid.

Title: Cancel order	Priority	Estimate

User Story

As a client,

I want to be able cancel my order

so that i can review my purchases and cancel them

Acceptance Criteria

Scenario 1: Successful order cancellation

- **Given that** the client has placed an order

  When they navigate to their order history

  Then they should have the option to cancel the order
- **Given that** the client is on the order details page

  When they click on the “Cancel Order” button

  Then a confirmation dialog should appear to confirm their intent to cancel the order.
- **Given that** the client has requested to cancel an order within the cancellation timeframe

  When they confirm cancellation

  Then the order status should be updated to “**Cancelled**” in the system.
- **Given that the** client has requested to cancel an order within the cancellation timeframe

  When the order is cancelled

  Then any pending payments related to the order should be refunded

Scenario 2: Unsuccessful order cancellation

- **Given that** the client has requested to cancel an order after the cancellation timeframe expires

When they confirm cancellation

Then an error message should be displayed informing them that the cancellation time frame is expired and recommending that they file a complaint to the admin to solve their disputes.

Title: view order status	Priority	Estimate

User Story

As a client,

I want to be able to view the status of my order

so that I can know when to expect my order.

Acceptance Criteria

Scenario 1: Successful view of the order status

- **Given that** the client has placed an order

  When they navigate to their order history

  Then they should be able to see all their orders with their status respectively

- **Given that** the client is viewing their order status

  When they click on the order status

  Then they should be provided with additional details about the current status such as expected delivery date and any relevant information

Scenario 2: Unsuccessful view of the order status

- **GIven that** the client has not ordered before

  When they access the order history page

  Then an error message should be displayed informing the client by displaying **“No Orders Made”** message

Title: Print receipt	Priority	Estimate

User Story

As a client,

I want to be able to print my receipt

so that it will be easy to review my transaction made for purchasing the product.

Acceptance Criteria

Scenario 1: Successful print receipt

- **Given that** the client already purchased the product

  When they click the "**Print Receipt**" button

  Then the system will generate receipt which includes the payment details and other relevant information

- **Given that** the client is printing a receipt

  When they print the receipt

  Then the generated receipt should have a clear and legible format, ensuring that all information is easily readable on the printed copy.

Title: Pay digitally	Priority	Estimate

User Story

As a client,

I want to be able to pay for my purchases digitally

So that I can conveniently complete my transactions without the need for physical cash or checks.

Acceptance Criteria

Scenario 1: Successful digital payment

- **Given that** the client is on the checkout page

  When they select "**Buy**" button

  Then they are presented with a secure payment gateway that supports digital payments

- **Given that** the client chooses their payment method

  When they provide the necessary payment details

  Then the system should securely process their payment

- **Given that** the client payment is successful

  When the payment is processed

  Then the client should receive an immediate confirmation of the payment via email or on the website.

Scenario 2: Unsuccessful digital payment

- **Given that** the client is on the checkout page

  When they select the payment method and provide invalid payment details

  Then an error message should be displayed informing the client by displaying **"No Orders Made"** message

- **Given that** the client is paying digitally

  When they encounter any issues or errors, during the payment process

  Then a clear error message should be displayed giving instructions on how to solve the issue.

Title: Chat with vendor	Priority	Estimate

User Story

As a client,

I want to be able to chat with specific vendor

inorder to establish communication with vendors to solve disputes or negotiate.

Acceptance Criteria

Scenario 1: Successful chat communication

- **Given that** the client chose the product and the vendor to chat with

  When they initiate a chat with the vendor

  Then the chat interface should be easily accessible and prominently displayed.

- **Given that** the client is engaged in a chat with vendor

  When the vendor responds to the client's message

  Then the client should receive the response in real-time, either through the notifications or within the chat interface.

- **Given that** the client is in chat conversation with the vendor

  When the client wants to attach files or images

  Then the chat interface should support file uploads and display attachments clearly to both the client and vendor.

Scenario 2: Unsuccessful chat communication

- **Given that** the client is in chat conversation with the vendor

  When the client wants to attach files or images which are greater than 2 or 3 GB

  Then an error message should be displayed informing the client by displaying **"File Upload should be less than 2 GB"** message

Title: File Complaint	Priority	Estimate

User Story

As a client,

I want to be able to file a complaint incase of disputes

so that the admin can aggregate and resolve them.

Acceptance Criteria

Scenario 1: Successful file complaint

- **Given that** the client encounters an issue or a problem

  When they navigate to the support page

  Then they should be able to easily find the option to file a complaint

- **Given that** the client is filing a complaint

  When they provide the necessary details of of the complaint, including the nature of the issue, relevant order or transaction information, and any supporting documentation

  Then the system should validate the information and proceed with the complaint submission.

- **Given that** the client has filed a complaint

  When the complaint is under a review

  Then the client should be informed about the expected timeframe for the resolution process.

- **Given that** the client has filed a complaint

  When the complaint is resolved under their satisfaction

  Then the client should have the option to provide feedback or close the complaint.

4.2. Vendor

4.2.1. Create and Manage Vendor Account

<table>
<tr><td>Title: Vendor Account</td><td>Priority</td><td>Estimate</td></tr>
<tr><td colspan="3">User Story

As a vendor

I want to sign up with my personal account

so that I can have a legit account in the system.</td></tr>
<tr><td colspan="3">Acceptance Criteria

Scenario 1: Successful Registration
Given that the vendor is accessing the registration page,

When the vendor fills out the registration form with valid information

Then the vendor will receive a successful registration message.
Scenario 2: Unsuccessful Registration
Given that a vendor is accessing the registration page,

When the vendor submits the registration form with an existing email address

Then an error message should be displayed informing that the vendor is trying to create an account with an existing email.
Given that the vendor is accessing the registration page,

When the vendor submits the registration form without filling the mandatory fields,

Then an error message should be displayed informing that the vendor needs to fill all the mandatory fields.</td></tr>
</table>

Title:Business Profile	Priority	Estimate

User Story

As a vendor

I want to sign up with my business profile

so that I can have a legit account in the system.

Acceptance Criteria

Scenario 1: Successful Registration

- **Given that** the vendor is accessing the registration page,

  When the vendor fills out the registration form with valid information

  Then the system will request an approval from the admin to register the vendor and display “**Your information is being processed”.**

Scenario 2: Unsuccessful Registration

- **Given** that a vendor is accessing the registration page**,**

  When the vendor submits the registration form with an existing business profile

  Then an error message should be displayed informing that the vendor is trying to create an account with an existing business profile.

- **Given that** the vendor is accessing the registration page**,**

  When the vendor submits the registration form without filling the mandatory fields**,**

  Then an error message should be displayed informing that the vendor needs to fill all the mandatory fields.

Title: Login	Priority	Estimate

User Story

As a vendor,

I want to sign in

so that I can be able to securely log in and access my information.

Acceptance Criteria

Scenario 1: Successful authentication

- **Given that** a registered vendor is accessing the login page,

  When the vendor enters valid credentials

  Then the vendor should be successfully logged in and directed to the home page.

Scenario 2: Unsuccessful Authentication

- **Given that** a registered vendor is accessing the login page,

  When the vendor enters an invalid credentials

  Then an error message should be displayed informing that the vendor login attempt was unsuccessful.

Title: Update business profile	Priority	Estimate

User Story

As a vendor

I want to update my business profile

so that I can maintain a consistent visual identity across the platform.

Acceptance Criteria

Scenario 1 : Successful business profile update

- **Given that** the vendor is signed in and accessing their profile settings

  When the vendor enters a valid information

  Then the vendor information should be successfully updated and display that the profile update was successful.

- **Given that** the vendor is signed in and accessing their profile settings

  When the vendor updates the password

  Then the password should be securely encrypted or hashed and saved as the vendor's new password.

Scenario 2 : Unsuccessful business profile update

- **Given that** the vendor is signed in and accessing their profile settings,

  When the vendor submits the form without filling the mandatory fields**,**

  Then an error message should be displayed informing that the vendor needs to fill all the mandatory fields.

Title: Update personal profile	Priority	Estimate

User Story

As a vendor,

I want to update profile

so that I can keep my profile information accurate and up to date.

Acceptance Criteria

Scenario 1 : Successful profile update

- **Given that** the vendor is signed in and accessing their profile settings

When the vendor enters a valid information

Then the vendor information should be successfully updated and directed to the home page.

- **Given that** the vendor is signed in and accessing their profile settings

  When the vendor updates the password

  Then the password should be securely encrypted or hashed and saved as the vendor's new password

Scenario 2 : Unsuccessful profile update

- **Given that** the vendor is signed in and accessing their profile settings,

  When the vendor submits the form without filling the mandatory fields**,**

  Then an error message should be displayed informing that the vendor needs to fill all the mandatory fields.

Title: Reset Password	Priority	Estimate

User Story

As a vendor

I want to reset my password via email

so that I can be able to login and access my information.

Acceptance Criteria

Scenario 1: Successful password reset

- **Given that** the registered vendor is accessing the login page,

  When the vendor forgets their password and clicks on the "Forgot Password" link

  Then the vendor should be redirected to the password reset page.

- **Given that** the registered vendor is accessing the password reset page,

  When the vendor enters their email address and requests a password reset

Then the vendor should receive an email with instructions on how to reset their passwords.

- **Given that** the registered vendor is accessing the password reset page,

  When the vendor enters a new password that meet the specified strength requirements

  Then the vendor's password should be successfully updated and they should be able to log in using the new password.

Scenario 2: Unsuccessful password reset

- **Given that** a registered vendor is accessing the password reset page,

  When the vendor enters an invalid credentials

  Then an error message should be displayed informing that the vendor password reset attempt was unsuccessful.

Title: Verify Email Address	Priority	Estimate

User Story

As a vendor,

I want to verify my Email via email

so that I can be able to check the existence of the email.

Acceptance Criteria

Scenario 1: Successful Email Verification

- **Given that** the vendor completed the signup process

  When the vendor provides a valid email address and submits the registration page

  Then an email verification link should be sent to the provided email address.

- **Given that** the vendor received the verification link

  When the vendor clicks on the verification link

Then the vendor's account should be successfully verified, and they should be able to login.

- **Given that** the vendor requests to resend the verification link

  When the vendor clicks on the new verification link

  Then the vendor's account should be successfully verified, and they should be able to login.

Scenario 2: Unsuccessful Email Verification

- **Given that** the vendor's that has not clicked on the verification link

  When the verification link expires

  Then the vendor's account should stay unverified.

- **Given that** the vendors that has not received an the verification link

  When the verification link expires

  Then the vendor's account should stay unverified and be informed to change their email address.

Title: View account verification status	Priority	Estimate

User Story

As a vendor,

I want to be able to view the status of my account verification

so that I can understand the progress and outcome of the verification process

Acceptance Criteria

Scenario 1: Successful Account verification status

- **Given that** the vendor is logged in with its account

  When the vendor navigates to the account setting or profile section

Then the vendor should be able to easily access or view the status of the account verification. • **Given that** the business profile is not registered yet **When** the vendor tries to access the business profile **Then** the system should inform the vendor by displaying “**Your information is being reviewed**” error message. • **Given that** the vendor is viewing the account verification status **When** the business profile is verified **Then** the system should clearly indicate that the profile is verified and give access for the vendor dashboard page. • **Given that** the vendor is viewing the account verification status **When** the business profile is rejected **Then** the system should clearly indicate that the profile is rejected and specify the reason behind the profile rejection.

4.2.2. Inventory Management

Title: Add Product	Priority	Estimate
User Story **As a** vendor **I want to** be able to add my products in my inventory **so that I can** showcase my products for my clients.		
Acceptance Criteria **Scenario 1: Successful product insertion** • **Given that** the business profile is verified **When** the vendor navigates to the product management section		

Then they should be able to access the option to add a new product.

- **Given that** vendor is adding new products

  When they provide the required information such as product name, description, price and category

  Then the system should validate the information and allow the products to be created

Scenario 2: Unsuccessful product insertion

- **Given that** vendor is adding new products

  When they provide invalid product information

  Then an error message should be displayed informing that the provided information is invalid.

Title: Update product info	Priority	Estimate

User Story

As a vendor

I want to be able to update my products in my inventory

so that I can showcase my best products for my clients.

Acceptance Criteria

Scenario 1: Successful update product

- **Given that** the business profile is verified

  When the vendor navigates to the product management section

  Then they should be able to access the option to update products.

- **Given that** vendor is update products

  When they system provide text fields to edit the information such as product name, description, price and category

Then the system should update the information and allow the products to be updated

Scenario 2: Unsuccessful product updation

- **Given that** vendor is updating products

  When they provide invalid information input for the system ,

  Then an error message should be displayed informing that the provided information is invalid.

Title: remove products	Priority	Estimate

User Story

As a vendor

I want to be able to remove my products in my inventory

so that I can show the only product that i have for my client.

Acceptance Criteria

Scenario 1: Successful product removal

- **Given that** the business profile is verified

  When the vendor navigates to the product management section

  Then they should be able to access the option to remove products.

- **Given that** vendor is update products

  When they system provide the button to delete the product

  Then the system should reply to the confirmation pop up and if the vendor confirms it it will be deleted.

Scenario 2: Unsuccessful product removal

- **Given that** vendor is removing products

When they have no product in their market.

Then an error message should be displayed informing that you have no product.

Title: browse and view product detail	Priority	Estimate

User Story

As a vendor

I want to be able to browse and view product detail of my products in my inventory

so that I can check the product that i have in the market ,the price i set ,the product that i didn't upload..

Acceptance Criteria

Scenario 1: Successful browse and view product detail

- **Given that** the business profile is verified

  When the vendor navigates to the search text field section

  Then they should be able to browse their product and view product detail

- **Given that** vendor is browsing and viewing product detail

  When the vendor enters input to browse the items and if there enter correct matching name of the product

  Then the system should fetch and display the products.

Scenario 2: Unsuccessful browse and view product detail

- **Given that** vendor is viewing products

  When they have no product in their market.

  Then an error message should be displayed informing that you have no product or please check your word.

4.2.3. View Orders

Title: View Orders list	Priority	Estimate

User Story

As a vendor**,**

I want to view list of orders

So that I can have a comprehensive understanding of each order and provide appropriate actions or support.

Acceptance Criteria

Scenario 1: Successful order list view

- **Given that** there are orders placed by customers,

  When the vendor access the orders page,

  Then the system will display a list of orders with their respective details, including order number, customer name, products ordered, quantities, and order status.

Scenario 2: No orders available

- **Given that** no orders have been placed by clients,

  When the vendor access the orders page,

  Then the system will display a message indicating that there are no orders available.

Scenario 3: Unsuccessful order view

- **Given that** there is a technical issue or error in retrieving order information,

  When the vendor access the orders page,

  Then the system will display an error message stating that the order details cannot be retrieved at the moment.

Title: View payment status	Priority	Estimate

User Story

As a vendor,

I want to view the payment status of orders,

So that I can verify the payment status for both successful and unsuccessful orders.

Acceptance Criteria

Scenario 1: Successful payment status view

- **Given that** the vendor is viewing an order,

  When they check the order details,

  Then the system will display the payment status of the order, indicating whether it has been successfully paid or not.

Title: Decline order	Priority	Estimate

User Story

As a vendor**,**

I want to be able to decline orders

so that, I can handle situations where I cannot fulfil or process an order

Acceptance Criteria

Scenario 1: Successful order cancellation

- **Given that** the vendor is on the order details page

  When they click on the "**Cancel Order**" button

  Then a confirmation dialog should appear to confirm their intent to cancel the order.

- **Given that** the vendor has requested to cancel an order within the cancellation timeframe

When they confirm cancellation

Then the order status should be updated to "**Cancelled**" in the system.

- **Given that the** vendor has requested to cancel an order within the cancellation timeframe

  When the order is cancelled

  Then any pending payments related to the order should be refunded to the client

Scenario 2: Unsuccessful order cancellation

- **Given that** the vendor has requested to cancel an order after the cancellation timeframe expires

  When they confirm cancellation

  Then an error message should be displayed informing them that the cancellation time frame is expired and recommending that they file a complaint to the admin to solve their disputes.

Title: Chat with client	Priority	Estimate

User Story

As a vendor,

I want to be able to chat with clients

So that I can communicate and resolve any issues or queries, both for successful and unsuccessful scenarios

Acceptance Criteria

Scenario 1: Successful chat communication

- **Given that** the vendor view list of chats and chose client to chat with

  When the vendor initiate a chat with the client

  Then the chat interface should be easily accessible and prominently displayed.

- **Given that** the vendor is engaged in a chat with client

When the client responds to the vendor's message

Then the vendor should receive the response in real-time, either through the notifications or within the chat interface.

- **Given that** the vendor is in chat conversation with the client

  When the vendor wants to attach files or images

  Then the chat interface should support file uploads and display attachments clearly to both the client and vendor.

Scenario 2: Unsuccessful chat communication

- **Given that** the vendor is in chat conversation with the client

  When the vendor wants to attach files or images which are greater than 2 or 3 GB

  Then an error message should be displayed informing the vendor by displaying **"File Upload should be less than 2 GB"** message

Title: Complete Order	Priority	Estimate

User Story

As a vendor**,**

I want to be able to complete orders

so that I can mark them as fulfilled and ensure accurate order management.

.

Acceptance Criteria

Scenario 1: Successful Order Completion

- **Given that** I am viewing an order,

  When I have successfully fulfilled the order,

  Then I can mark the order as completed, and the system will update the order status accordingly.

Scenario 2: Unsuccessful order completion

- **Given that** there is an error or technical issue in completing the order,

  When I attempt to mark the order as completed,

  Then the system will display an error message indicating the failure to complete the order.

4.2.4. Reporting

Title: View Product Analytics	Priority	Estimate
User Story **As a** vendor**,** **I want** to view the analytics of my products **So that I** can analyse and gain insights into my products report.		
Acceptance Criteria **Scenario 1: Successful view of product analytics** • **Given that** the vendor is logged in with their business profile **When** they navigate to the product analytics section or dashboard **Then** they should be able to easily access the product analytics overview. • **Given that** the vendor is viewing the product analytics **When** they select a time period or date range, **Then** the system should provide analytics data for the specific time period including metrics like sales, revenue and other relevant information. • **Given that** the vendor is viewing the product analytics **When** they view the sales data **Then** the system should provide information on the number of units sold, total revenue generated and other relevant information. • **Given that** the vendor is viewing the product analytics		

When they want to visualise the data

Then the system should provide graphical representations, such as charts or graphs, to present the analytics data in visually appealing and easy-to-understand format.

Title: View Order Reports	Priority	Estimate

User Story

As a vendor**,**

I want to view order reports

So that I can analyse and gain insights into the order data.

Acceptance Criteria

Scenario 1: Successful view of order reports

- **Given that** the vendor is logged in with their business profile

  When they navigate to order reports section or dashboard

  Then they should be able to easily access the orders report overview.

- **Given that** the vendor is viewing the order reports

  When they select a time period or date range,

  Then the system should provide order data specific to that time period.

- **Given that** the vendor is viewing the order reports

  When they analyse the sales data

  Then the system should provide information on the total number of orders, total revenue generated and other relevant information.

- **Given that** the vendor is viewing the order reports

  When they want to visualise the data

  Then the system should provide graphical representations, such as charts or graphs, to present the analytics data in visually appealing and easy-to-understand format.

Title: View Payment Reports	Priority	Estimate

User Story

As a vendor**,**

I want to view payment reports

So that I can track and analyse payment-related data.

Acceptance Criteria

Scenario 1: Successful view of payment reports

- **Given that** the vendor is logged in with their business profile

  When they navigate to payment reports section or dashboard

  Then they should be able to easily access the payments report overview.

- **Given that** the vendor is viewing the payment reports

  When they select a time period or date range,

  Then the system should provide payment data specific to that time period.

- **Given that** the vendor is viewing the payment reports

  When they analyse the sales data

  Then the system should provide information on the total number of payments, which type of payment method is used and other relevant information.

- **Given that** the vendor is viewing the payment reports

  When they want to visualise the data

  Then the system should provide graphical representations, such as charts or graphs, to present the analytics data in visually appealing and easy-to-understand format.

Title: Export and Print Reports	Priority	Estimate

User Story **As a** vendor, **I want** to have the ability to export and print reports **So that** I can have offline access to important data and share it with others.
Acceptance Criteria **Scenario 1: Successful report export and print method** ● **Given that** the vendor is logged in with their business profile **When** they navigate to the dashboard or report section **Then** the vendor should clear options to export and print reports ● **Given that** the vendor wants to export and print reports **When** they select the desired report and choose a report option **Then** the system should generate a downloadable file format like CSV

4.3. Administrator

4.3.1. Manage Vendors

Title: View vendor list	Priority	Estimate
User Story **As an** administrator, **I want to** be able to view list of vendors **So that I can** manage and keep an eye on the vendor accounts efficiently.		

Acceptance Criteria

Scenario 1: Successful fetch vendor data

- **Given that** the admin is logged in

  When they navigate to the vendor management section or dashboard

  Then, the system will display a list of vendors.

- **Given that** the admin is viewing the vendors list

  When they search on specific vendors

  Then, the system should provide a search functionality that allows me to find vendors based on their attributes.

- **Given that** the admin is viewing the vendors list

  When they search on specific vendors

  Then, the system should provide a search functionality that allows me to find vendors based on their attributes.

- **Given that** the admin is viewing the vendors list

  When they want to sort the vendors

  Then, the system should provide options to sort the list based on various attributes .

Scenario 2: Unsuccessful fetch vendor data

- **GIven that** there are no vendors created in the system

  When the admin navigates to the vendor management section or dashboard

  Then the system will inform the admin by displaying **"No vendor accounts created yet!"** message.

Title: View vendor details	Priority	Estimate

User Story

As an administrator,

I want to be able to view list of vendors

so that I can have access to their information for administrative purposes.

Acceptance Criteria

Scenario 1: Successful display vendor account details

- **Given that** the admin is logged in

  When they navigate to the vendor management section or dashboard

  Then, the system will display a list of vendors.

- **Given that** the admin is viewing the vendors list

  When they want to see the specific details of a vendor

  Then, the system should redirect the admin to vendor details page and display the specific details of the vendor

- **Given that** the admin is viewing the details of the vendor

  When they want to access their order history and transactional data

  Then, the system should provide a link or button to navigate to the vendor's order or transactional history.

- **Given that** the admin is viewing the details of the vendor

  When they want to manage their account status

  Then, the system should provide options to activate or deactivate their account.

Title: Approve vendor business profile	Priority	Estimate

User Story

As an administrator,

I want to approve vendor business profile

so that I can ensure that only legitimate and qualified vendors are active on the platform.

Acceptance Criteria

Scenario 1: Successful approval of vendor business profile

- **Given that** the admin is logged in

  When they navigate to the vendor management section or dashboard

  Then, they should be able to access the list of pending vendor's business profile

- **Given that** the admin is reviewing the vendor business profile

  When they access vendor's information

  Then, the system should display the vendor's business details

- **Given that** the admin is reviewing the vendor business profile

  When the admin is satisfied with the vendor business profile

  Then, the system should provide a button or option to approve the vendor's business profile.

- **Given that** the admin is reviewing the vendor business profile

  When the admin have concerns or requires additional information

  Then, the system should provide a means to communicate with the vendor.

- **Given that** the admin approved the vendor's business profile

  When the approval process is completed

  Then, the system should update the vendor business profile status to active.

Scenario 2: Unsuccessful approval of vendor business profile

- **Given that** the admin rejected the vendor’s business profile

  When the rejection process is completed

  Then, the system should notify the vendor and provide the reason for the rejection, along with instructions on how to address the issue and re-apply if necessary.

<table>
<tr><td>Title: Role Management (Manage the Sub-Admins)</td><td>Priority</td><td>Estimate</td></tr>
<tr><td colspan="3">User Story
As an administrator,
I want to manage sub admins

so that I can I</td></tr>
<tr><td colspan="3">Acceptance Criteria

Scenario 1: Successful register vendor

Given that the admin will get to the admin dashboard and click the register vendor.

When, the admin write all appropriate information of vendor ,

Then, the system will create an account for the vendor.

Scenario 2: Unsuccessful register vendor

register vendor If the vendor has no appropriate criteria for registration.</td></tr>
</table>

4.3.2. Manage Order Disputes

Title: View Order Complaints	Priority	Estimate

User Story

As an administrator,

I want to view order complaints

So that I can be able to address and resolve any issues or concerns promptly.

Acceptance Criteria

Scenario 1: Successful view of order complaints

- **Given that** the admin is logged in

  When the admin navigates support management section

  Then, they should be able to access a list of order complaints

- **Given that** the admin is viewing the order complains list

  When they select a specific order complaint

  Then, the system should display detailed information about the complaint, including the complaint name, order detail, complaint description and any attached evidence or supporting documents.

Title:Chat with Vendor & Client	Priority	Estimate

User Story

As an administrator,

I want to communicate with vendor and client

So that I can mediate and resolve issues.

Acceptance Criteria

Scenario 1: Successful chat with vendor and client

- **Given that** the admin is viewing an order complaint

  When they want to communicate with the complaint

  Then the system should provide a contact option such as a chat system.

- **Given that** the admin communicating the vendor or client regarding a dispute

  When I send a message

  Then the system should ensure that the message is delivered to the recipient.

- **Given that** the admin communicating the vendor or client regarding a dispute

  When the dispute is resolved or resolution is reached

  Then the system should provide an option to mark the dispute as resolved.

Scenario 2: Unsuccessful chat with vendor and client

- **Given that** the admin communicating the vendor or client regarding a dispute

  When one of the actors wants to attach files or images which are greater than 2 or 3 GB

  Then an error message should be displayed informing them by displaying **"File Upload should be less than 2 GB"** message.

4.3.3. Reporting

Title: Revenue Reports	Priority	Estimate

User Story

As as an administrator

I want to view the all the revenue report

so that I can monitor the financial performance of the platform.

Acceptance Criteria

Scenario 1: Successful revenue report

- **Given that** the admin is logged in

  When the admin navigates reporting section

  Then, they should be able to access the revenue reports

- **Given that** the admin is viewing the revenue reports

  When the admin selects a specific time period or date range,

  Then, the system should display the revenue data for that period

- **Given that** the admin is viewing the revenue reports

  When the admin accesses the report

  Then, the system should display relevant information like total revenue

- **Given that** the admin is viewing the revenue reports

  When they want to visualise the data

  Then the system should provide graphical representations, such as charts or graphs, to present the analytics data in visually appealing and easy-to-understand format.

Title: Pending payment reports	Priority	Estimate

User Story

As an administrator

I want to be able to view pending payment reports

so that I can monitor outstanding payments and take appropriate actions.

Acceptance Criteria

Scenario 1: Successful view pending payment reports

- **Given that** the admin is logged in

  When the admin navigates reporting section

  Then, they should be able to access the pending payment reports

- **Given that** the admin is viewing the pending payment reports

  When the admin want to take action on the pending payments

  Then the system should provide options to initiate payment reminders, send notifications to customers, or take any necessary steps to resolve the pending payment.

Title: Order report	Priority	Estimate

User Story

As an administrator**,**

I want to view order reports

So that I can analyse and gain insights into the order data.

Acceptance Criteria

Scenario 1: Successful view of order reports

- **Given that** the admin is logged in

  When they navigate to order reports section or dashboard

  Then they should be able to easily access the orders report overview.

- **Given that** the admin is viewing the order reports

  When they select a time period or date range,

  Then the system should provide order data specific to that time period.

- **Given that** the admin is viewing the order reports

  When they analyse the sales data

  Then the system should provide information on the total number of orders, total revenue generated and other relevant information.

- **Given that** the admin is viewing the order reports

  When they want to visualise the data

  Then the system should provide graphical representations, such as charts or graphs, to present the analytics data in visually appealing and easy-to-understand format.

Title: View Complaint Reports	Priority	Estimate

User story

As administrator

I want to be able to view complaints reports,

So that I can track and address customer complaints effectively.

Acceptance Criteria

Scenario 1: Successful complaints report view

- **Given that** the admin is logged in

  When the admin navigates complaint reporting section

  Then, they should be able to access the complaint reports

- **Given that** the admin is viewing the complaint reports

  When the admin selects a specific time period or date range,

  Then, the system should display the complaint data for that period

- **Given that** I am viewing the complaints reports,

  When I want to filter the data by specific criteria,

Then the system should provide filter options such as complaint status, product or service category, customer name, or complaint severity, allowing me to focus on specific subsets of complaints.

Title: View vendor analytics	Priority	Estimate
User story **As** administrator **I want** to be able to view vendor analytics, **So that** I can assess the performance and contribution of individual vendors on the platform.		
Acceptance Criteria **Scenario 1: Successful vendor analytics report view** • **Given that** the admin is logged in **When** the admin navigates to the reporting section or dashboard, **Then** the admin should be able to access the vendor analytics. • **Given that** the admin is viewing the vendor analytics, **When** the admin selects a specific time period or date range, **Then** the system should display the vendor performance data for that period, including metrics such as sales revenue, number of orders, customer ratings, and other relevant indicators.		

4.3.4. Manage Clients

Title:View client list	Priority	Estimate
User story **As** an administrator **I want** to view client list **So that** I can have an overview of the client base and manage client-related tasks effectively.		

Acceptance Criteria

Scenario 1: Successful client list view

- **Given that** the admin is logged in

  When the admin navigates to the client management section

  Then they should be able to access the client list.

- **Given that** the admin is viewing the client list

  When the admin is accessing the page

  Then the system should display a comprehensive list of clients registered on the platform, including their names, contact information, and any relevant details.

- **Given that** the admin is accessing the search bar in the client management section

  When the admin enters a search query in the search bar

  Then the system should retrieve and display a list of clients based on the search query.

Title:View client list details	Priority	Estimate

User story

As administrator

I want to be able to view detailed information about clients in the client list,

So that I can have a comprehensive understanding of each client's profile and manage client-related tasks effectively.

Acceptance Criteria

Scenario 1: Successful view client list

- **Given that** the admin is logged in

  When the admin navigates to the client management section

  Then they should be able to access the client list.

- **Given that** the admin is viewing the client list

  When the admin is accessing the page

  Then the system should display a comprehensive list of clients registered on the platform, including their names, contact information, and any relevant details.

- **Given that** the admin is accessing the search bar in the client management section

  When the admin enters a search query in the search bar

  Then the system should retrieve and display a list of clients based on the search query.

- **Given that** the admin is viewing the client list,

  When the admin selects a specific client from the list,

  Then the system should display the detailed information of the selected client, including their name, contact information, account status, order history, and any relevant details.

Title: View client order history & details	Priority	Estimate

User story

As administrator

I want to be able to view the order history and details of clients,

So that I can have a comprehensive understanding of their purchasing behaviour and provide better support when needed.

Acceptance Criteria

Scenario 1: Successful view client order history and details

- **Given that** the admin is logged in

  When the admin navigates to the client management section

  Then they should be able to access the client list.

- **Given that** the admin is viewing the client list

  When the admin selects a specific client

  Then the system should display the detailed information of the selected client, including their name, contact information, and order history.

- **Given that** the admin is viewing the client's order history,

  When the admin accesses the page,

  Then the system should display a comprehensive list of the client's past orders, including order dates, order details, payment status, and any relevant notes or comments associated with each order.