# Online Marketplace Application

## Application Description

This application will be similar to Amazon or Ebay platform, as it will be selling products by third-party sellers. The application will present a variety of products for purchase, such as mechanics, groceries, medicine, daily supplies, and media. We offer the platform for third-party sellers to enter, post and edit their products on the application. They can post multiple items at a time. The seller will be responsible for order delivery once the customer places an order on the application (our application system and seller will simultaneously receive the order notification). Our application will be responsible for modifying customer orders, such as returns and cancellations. When we receive a customer's modification request, the seller will receive the same notification and be able to make the necessary changes. The platform welcomes customer comments and reviews on the products to improve their shopping experience on our application.

Our customers will need to sign up for an account on our platform using their email or phone number. Once they sign up, they can freely purchase products and receive our exclusive deals. They can modify their orders (cancel and return) within a certain timeframe and leave comments on the products they purchased.

## Functional requirements:

1. Users should be able to log in, log out and create accounts on the site (verification).

2. User (buyer) should be able to see items and add into the shopping cart.

3. Buyers should be able to place an order and pay online.

4. Logged users should be able to add comments to products

5. All users should be able to see comments on products.

6. Sellers should be able to post and edit their products on the site.

7. Buyers should be able to cancel/return orders

8. Clerks should be able to handle all orders

9. Clerk should be able to maintain the site(delete out of stock items/update item stock status/delete unfriendly comments)

10. Clerk should be able to update the order status.
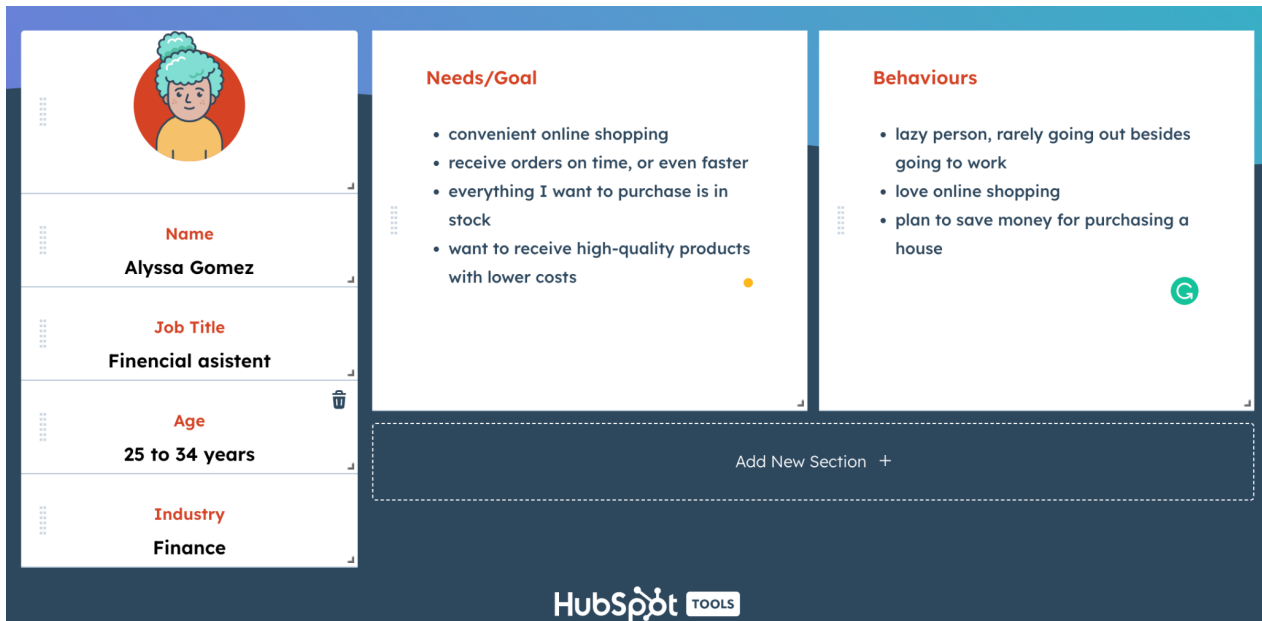
11. Users should be able to track their order status.

## Non-functional requirements:

1. Should be written in HTML, javascript and php

2. Should not have bugs that affect user experience

### Seller's proto-persona



**Name**
John

**Job Title**
Seller of a food company

**Age**
18 to 24 years

**Highest Level of Education**
Associate degree (e.g. AA, /

**Social Networks**

**Industry**
Food & Beverage

**Preferred Method of Communication**

- Phone
- Email
- Text Messaging
- Social Media

**Job Responsibilities**

His job is to introduce the food to customer and sell it to them. To sell as much their products as he can. He also needs to communcate with as much people as possible in order to share the product to a wide range of people

**Behavior**

He is not good at communicating with other people face to face. Therefore, using an online marketplace websit is good for him.
He prefers to work at home instead of going other places to work.

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**Buyer's proto-persona**



**Requirement analysis and development:**

According to the personas, Sellers want a place online to sell their products, and there should not be much difference between real life and online selling. Therefore, our site should have basic functions similar to an offline market- showing the products. The sellers should be able to sell the products. However, a big difference between real life purchasing and offline is the shipping. Offline does not need a shipping process, but online does, so tracking order is important in an online marketplace.

**Prioritizing the requirements:**

1.  All users need to be logged in to identified which character they are playing

2.  Sellers are able to post the items and buyers are able to buy them

3.  Sellers and Clerks should able to handle the items listed. Sellers can only modify their products and clerks are able to handle all items

4.  Buyers are able to returns and cancel orders

These four parts are most important and need to be fulfilled.