ACKNOWLEDGEMENT

We take this opportunity to express our heartfelt gratitude and deep sense of appreciation to all those who have contributed to the successful completion of our project titled "**FootFront – Multi vendor Footwear Ecommerce Platform**" carried out as part of our academic curriculum at **St. Xavier's College (Autonomous).**

This project has been a valuable learning journey, combining theoretical knowledge with practical implementation. Through the processes of requirement gathering, system analysis, Data Flow Diagrams (DFDs), Entity Relationship Diagram (ERD), and Data Dictionary development, we were able to gain comprehensive insight into the design and functionality of an e-commerce system.

First and foremost, our heartfelt thanks go to the **Department of Computer Science of St. Xavier's College (Autonomous)** for providing us with the necessary facilities, resources, and a supportive environment to carry out this project successfully. We would also like to acknowledge the valuable guidance of our faculty members, whose expertise and feedback strengthened our understanding of software development methodologies and documentation.

We also express our sincere thanks to our Internal Guide, **Sr. Kanickai Mary**, for her constant encouragement, valuable guidance, and insightful suggestions throughout the project. Her mentorship provided us with the right direction and helped us refine our work at every stage.

We also extend our deepest appreciation to our External Guide, **Mr. Varun Bajaj**, for his professional advice, motivation, and support. His real-world perspectives and technical inputs were instrumental in helping us align our academic project with current industry practices and standards.

We are especially grateful to our project group members — **Mayur Chandora (23-CS-010), Rahul Chandora (23-CS-011), and Yash Mehta (24-CS-3068)** — for their dedicated efforts, teamwork, and cooperation. Each member contributed meaningfully in various phases, including system design, database structuring, interface creation, and backend development. Our collaboration and coordination were the key factors that made this project a success.

This project stands as a testament to the collective effort, learning, and guidance we received from everyone who played a part in making "**FootFront – Multi vendor Footwear Ecommerce Platform**" a success

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1 INTRODUCTION

FootFront – Multi vendor Footwear Ecommerce Platform is a web-based e-commerce platform developed to streamline and enhance the online footwear shopping experience. The project is designed to unite multiple footwear vendors on a single platform where sellers can manage their stores independently, and customers can browse, compare, and purchase products conveniently through a unified interface.

Unlike generic e-commerce platforms that lack specialization, FootFront focuses exclusively on the footwear segment, offering tailored features such as size-based stock control, style and color filtering, vendor-specific dashboards. The system also integrates secure payment processing through Razorpay, ensuring smooth and safe transactions for all users.

The project's development followed a structured **Software Development Life Cycle (SDLC) approach, encompassing requirement gathering, system analysis, DFDs (Data Flow Diagrams), ERD (Entity Relationship Diagram), and Data Dictionary creation**. These stages ensured that the design, functionality, and data management aspects were thoroughly planned and executed.

From the admin's perspective, FootFront provides comprehensive control over vendors, products, orders, and users. Vendors benefit from a simplified business management dashboard, while customers enjoy a user-friendly interface that supports wishlists, reviews, and order tracking.

By focusing solely on footwear, FootFront bridges the gap between customers seeking reliable, category-specific shopping experiences and vendors desiring a flexible, easy-to-manage online store. The platform empowers local footwear sellers—from small shoemakers to established brands—to expand their reach and compete in the digital marketplace.

Ultimately, FootFront stands as a blend of academic learning and real-world application, demonstrating how effective system design and technology integration can create a specialized, scalable, and user-centered e-commerce solution.

We have the tagline "F**rom Clicks to Kicks"**

2 COMPANY PROFILE

Company Name: **Codroit.in**

About the Company

Codroit is a dynamic and innovative software development company driven by a team of passionate professionals committed to transforming ideas into powerful digital experiences. Founded by a group of technology enthusiasts, Codroit specializes in building scalable, secure, and user-friendly digital solutions tailored to meet modern business needs.

The company focuses on delivering end-to-end IT services, including custom web development, mobile app development, cloud-based platforms, UI/UX design, and digital transformation consulting. Codroit's approach blends creativity with technology, ensuring that every project aligns with the client's goals and provides measurable impact.

Vision

To become a global IT leader by delivering secure, scalable, and innovative technology solutions that empower businesses and enhance user experiences.

Mission

To empower businesses through reliable, user-centered, and cost-effective IT solutions that foster growth, efficiency, and digital excellence.

Contact Details

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3 PROJECT PROFILE

Project Title: FootFront - Multi vendor Footwear Ecommerce Platform

Project Tagline: From Clicks to Kicks

Institution: St. Xavier’s College (Autonomous), Ahmedabad

Department: Computer Science

Domain: E-Commerce (Footwear)

Type: Web Application

Internal Guide: Sr. Kanickai Mary

External Guide: Mr. Varun Bajaj

Project Team:

- Mayur Chandora (23-CS-010)
- Rahul Chandora (23-CS-011)
- Yash Mehta (24-CS-3068)

3.1 EXISTING SYSTEM

In the current scenario, several e-commerce platforms such as Culture Circle, Mainstreet, and VegNonVeg cater primarily to premium or limited-edition footwear markets. These existing systems focus heavily on branded sneakers and luxury footwear, leaving out a large segment of casual, budget, and functional shoe buyers and vendors.

Moreover, most of these platforms operate under closed seller models, allowing only curated or exclusive vendors to list their products. This approach restricts opportunities for small-scale sellers, local shoemakers, or emerging footwear brands who wish to reach a wider audience.

From the customer’s perspective, the experience on such platforms is limited due to:

- A narrow product range that ignores mid-range or everyday footwear.
- High pricing, making products inaccessible for general users or students.

Furthermore, these systems do not provide multi-vendor integration, which means customers must visit separate sites to compare and purchase footwear. Vendors, too, lack tools for updating stock, or order tracking within a unified environment.

Hence, there is a need for a dedicated, inclusive, and vendor-friendly platform focused entirely on the footwear segment.

3.2 PROPOSED SYSTEM

The FootFront platform has been proposed to overcome the limitations of the existing systems by providing a comprehensive and user-centric e-commerce solution focused solely on footwear. It enables multiple vendors—from local sellers to established brands—to register, list, and manage their stores independently under a unified system.

Key features of the proposed system include:

- Universal Vendor Access: Any verified seller can list and manage products through a personalized dashboard.
- Comprehensive Footwear Catalog: Covers all types of footwear — casual, formal, sports, and budget-friendly — with advanced search and filter options (size, color, price, etc.).
- Secure Payment Gateway Integration: Razorpay ensures safe and smooth transactions for customers.
- Customer Convenience: Single-cart checkout across multiple vendors, wishlist management, product reviews, and order tracking.
- Admin Dashboard: Provides centralized control over vendors, customers, orders, complaints, and platform analytics.

By focusing exclusively on the footwear domain, **Footfront - Multi vendor Footwear Ecommerce Platform** bridges the gap between specialized sellers and customers. It delivers a modern, transparent, and scalable platform that benefits all stakeholders while ensuring an efficient and satisfying shopping experience.

3.3 ENTITIES

We primarily have 4 Entities in our Project:

1) Admin

2) Vendor

3) Customer

4) Visitor

3.4 REQUIREMENT GATHERING

ADMIN – THE OVERSEER

- Secure Access: Logs in using admin credentials to access the main dashboard.
- Customer Management: Monitors customer activities, updates account details, and blocks accounts for policy violations.
- Vendor Management: Approves, updates, and blocks vendor accounts; oversees vendor activities and compliance.
- Category Management: Manages footwear categories and subcategories.
- Product Oversight: Manages vendor-listed products to maintain platform quality.
- Order Management: Monitors and manages orders across all vendors; resolves escalations when necessary.
- Review & Rating Monitoring: Views and moderates customer reviews and ratings to maintain authenticity.
- Complaint Handling: Reviews and resolves customer and vendor complaints.

VENDOR – FOOTWEAR SELLER

- Business Setup & Approval: Registers on the platform by providing business details, GST number, and identity verification; can log in with credentials only after admin approval.
- Product Management: Manages footwear listings with descriptions, pricing, and multiple product images.
- Inventory Control: Manages size-wise stock levels to prevent overselling and maintain accurate availability.
- Order Fulfillment: Manages the entire order process including invoice generation, shipment, and status updates.
- Performance Insights: Monitors sales data, sell-through rates, and low-stock alerts to improve business decisions.

CUSTOMER – FOOTWEAR BUYER

- Account Access: Logs in securely to access personal dashboard and order history.
- Product Browsing: Views products across all categories with detailed descriptions and specifications.
- Profile Management: Manages account details, delivery addresses, and personal preferences.
- Order Management: Manages product purchases by adding items to cart, proceeding to checkout, and completing payment.
- Cart & Wishlist: Manages cart and wishlist by adding or removing products for future purchase consideration.
- Feedback System: Manages reviews and ratings for purchased products to assist other customers.
- Complaint Management: Submits and tracks overall platform-related complaints

VISITOR – EXPLORER

- Account Registration: Registers on the platform by providing basic details to create a customer account.
- Catalog Browsing: Views all available products and categories without the need to log in.
- Review Reading: Reads customer reviews and ratings to assist in purchase decisions.
- Registration Prompts: Receives prompts to sign up when attempting to add products to cart or wishlist.

3.5 DEVELOPMENT TOOLS AND TECHNOLOGIES USED

The development of **Footfront - Multi vendor Footwear Ecommerce Platform** involved a combination of modern web technologies and tools to ensure scalability, responsiveness, and efficiency. Each technology was selected based on its compatibility, security, and ability to deliver a smooth user experience for both customers and vendors.

Front-End Technologies

- **HTML5 (HyperText Markup Language):**
  Used to design the structural framework and layout of all web pages, ensuring semantic and accessible content presentation.

- **CSS3 (Cascading Style Sheets):**
  Applied for styling, color schemes, and responsive design across devices.

- **JavaScript:**
  Added interactivity and dynamic functionality such as form validation, page transitions, and real-time updates.

Back-End Technologies

- **Python (Programming Language):**
  Served as the core backend language for implementing server-side logic and data handling.

- **Django Framework:**
  Provided a robust, secure, and scalable web development environment with built-in authentication, ORM (Object Relational Mapping), and admin control features.

Database Management System

- **MySQL:**

A relational database used for structured storage and efficient management of data related to users, products, vendors, and transactions. It supports complex queries and ensures data integrity across multiple relationships.

Payment Gateway

- **Razorpay Integration:**

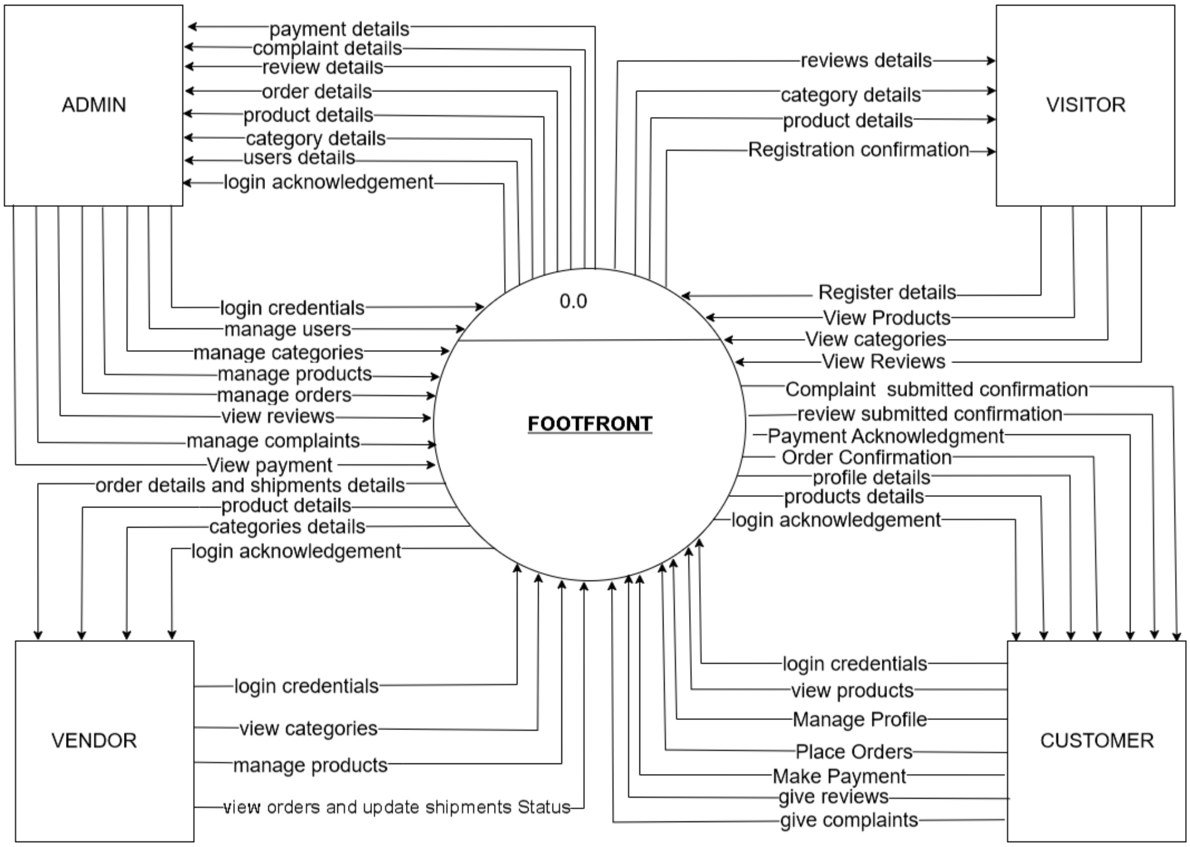
Implemented for secure and seamless online payments, supporting multiple payment methods such as UPI, credit/debit cards, and net banking.

Development Tools & Environment

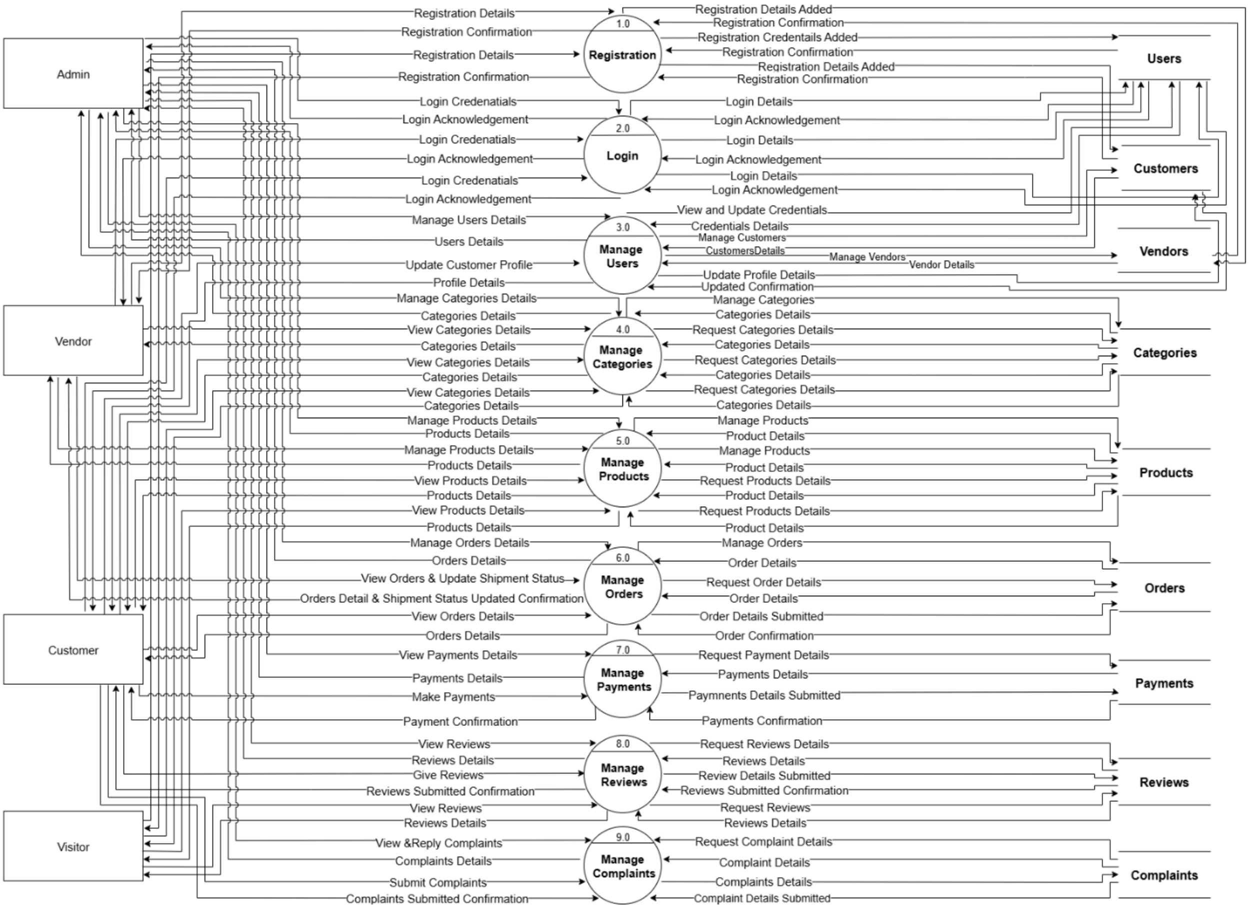
- **Visual Studio Code:** Used as the primary code editor for development and debugging.
- **XAMPP / MySQL Workbench:** Assisted in managing and testing the local database.
- **Git & GitHub:** Utilized for version control, collaboration, and backup of project files.
- **Browser Developer Tools:** Used for testing responsiveness, debugging, and performance optimization.
- **MS Office:** Used for Project Documentation, Reporting, Presentations, etc.

4 DATA FLOW DIAGRAMS

4.1 CONTEXT LEVEL DFD

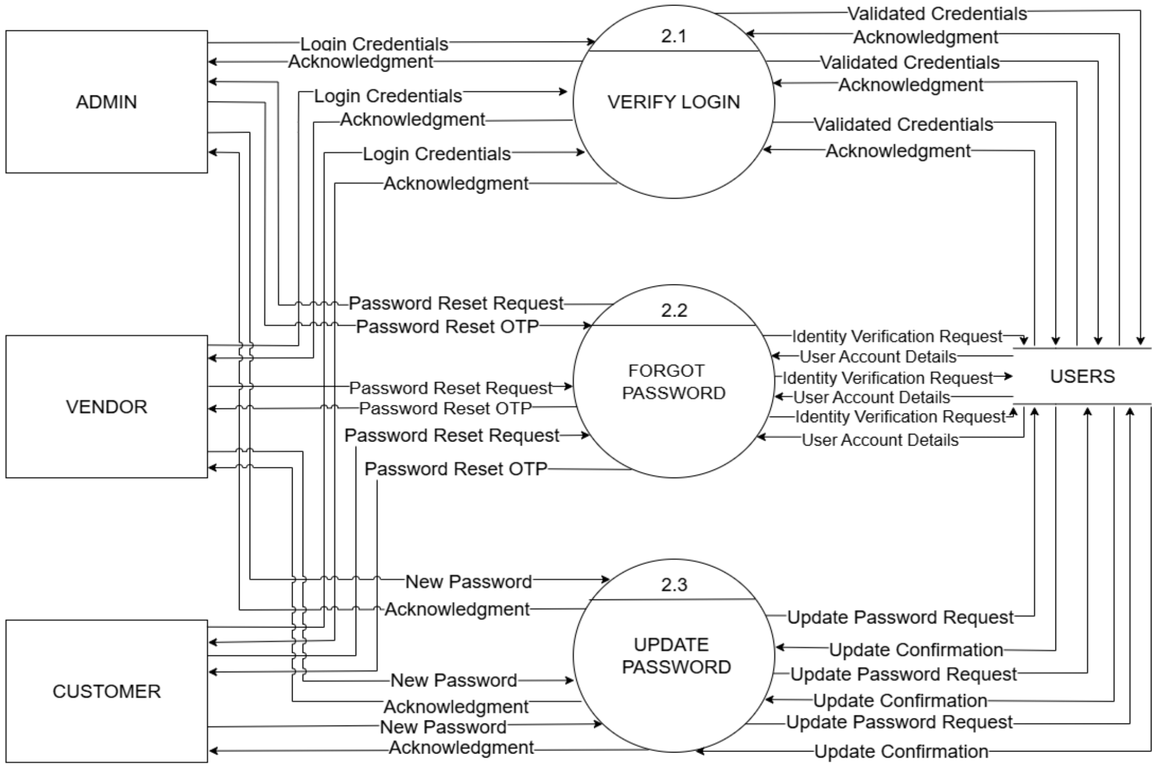


4.2 LEVEL 1 DFD

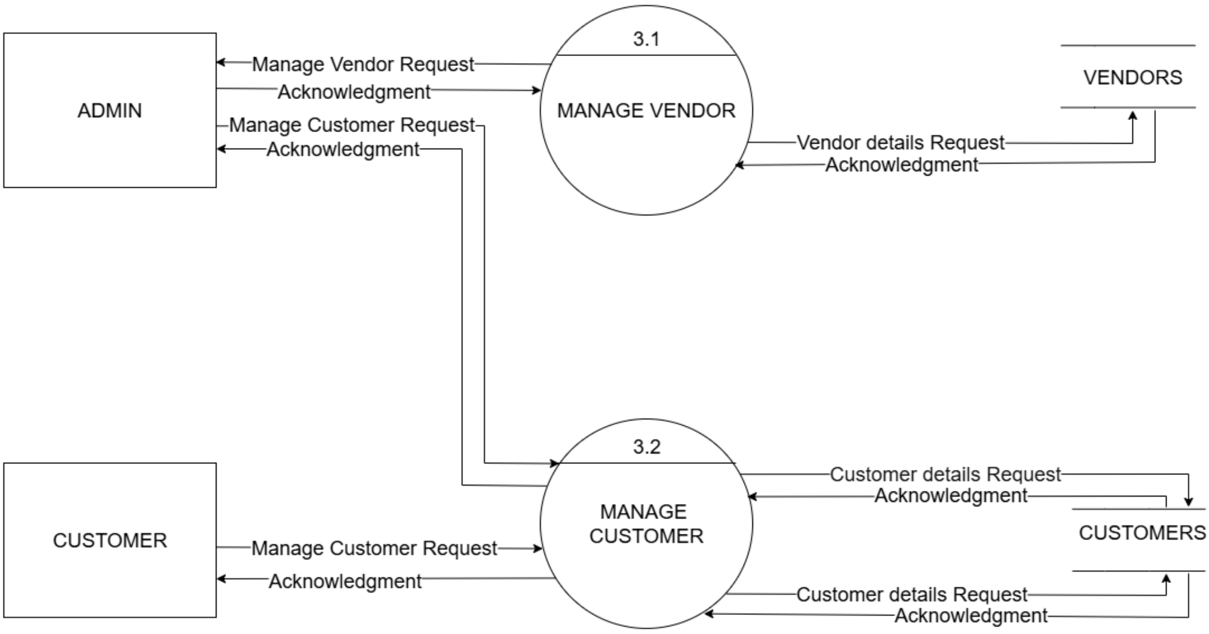


4.3 LEVEL 2 DFD

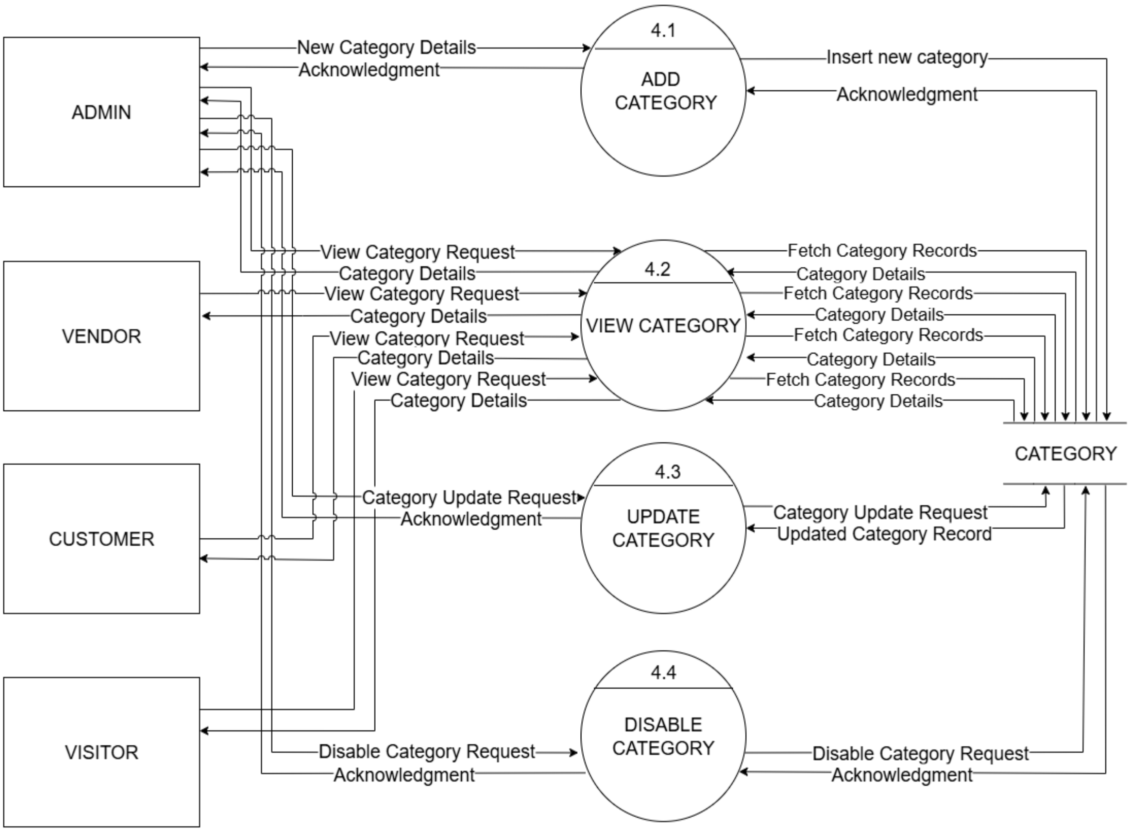
4.3.1 LEVEL 2 DFD FOR LOGIN



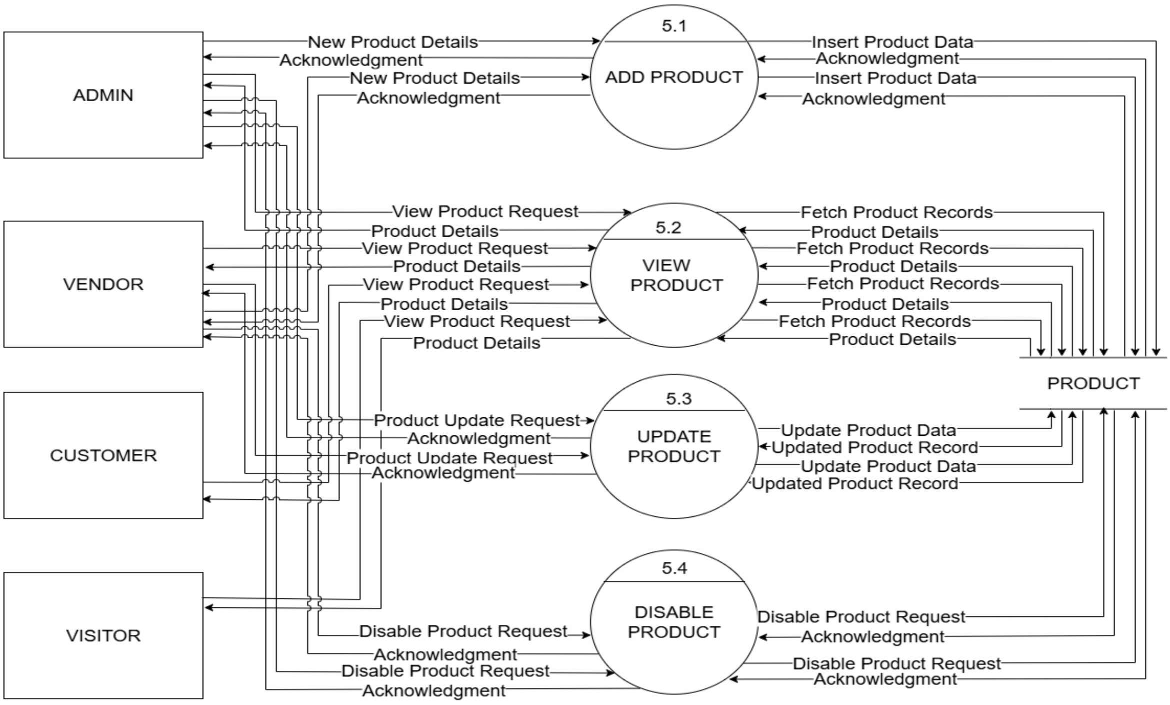
4.3.2 LEVEL 2 DFD FOR MANAGE USERS



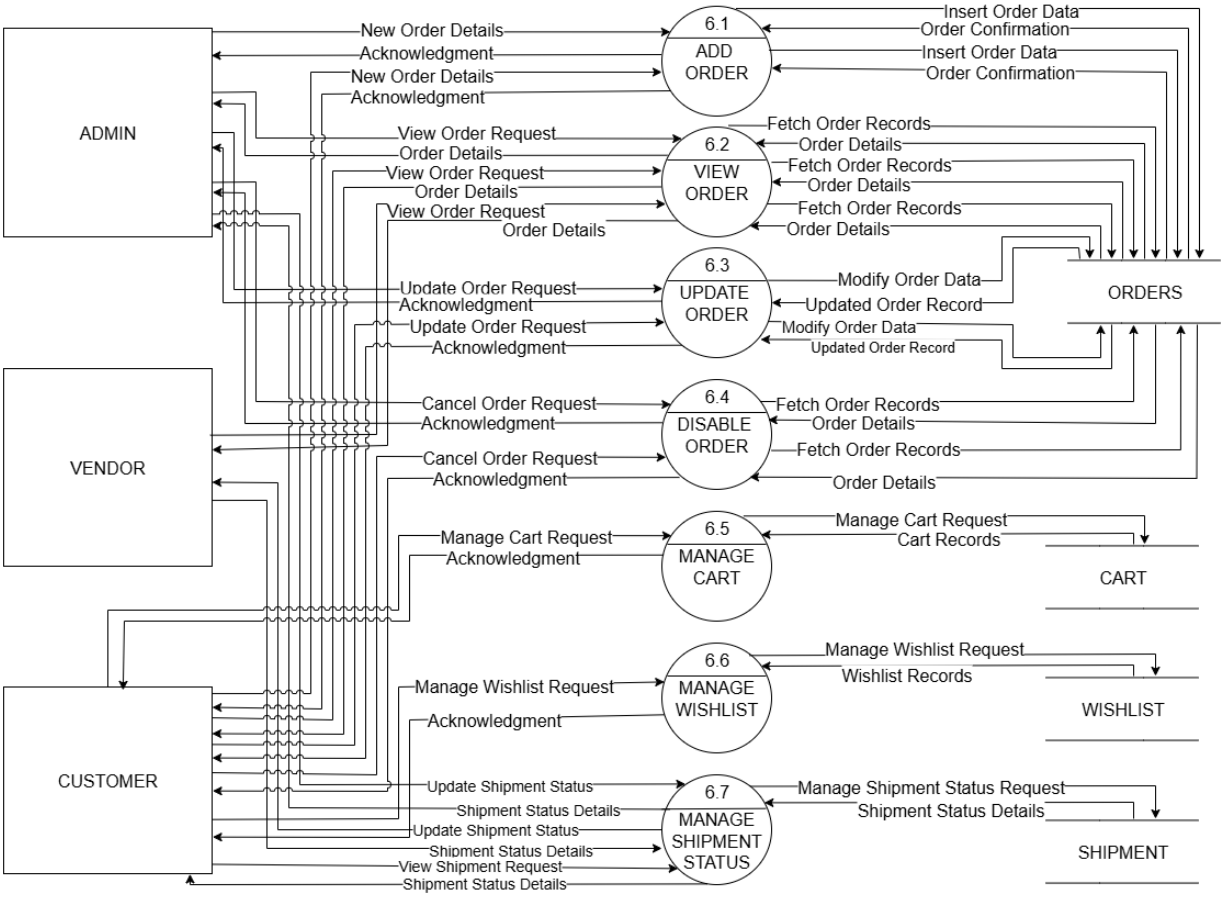
4.3.3 LEVEL 2 DFD FOR MANAGE CATEGORIES



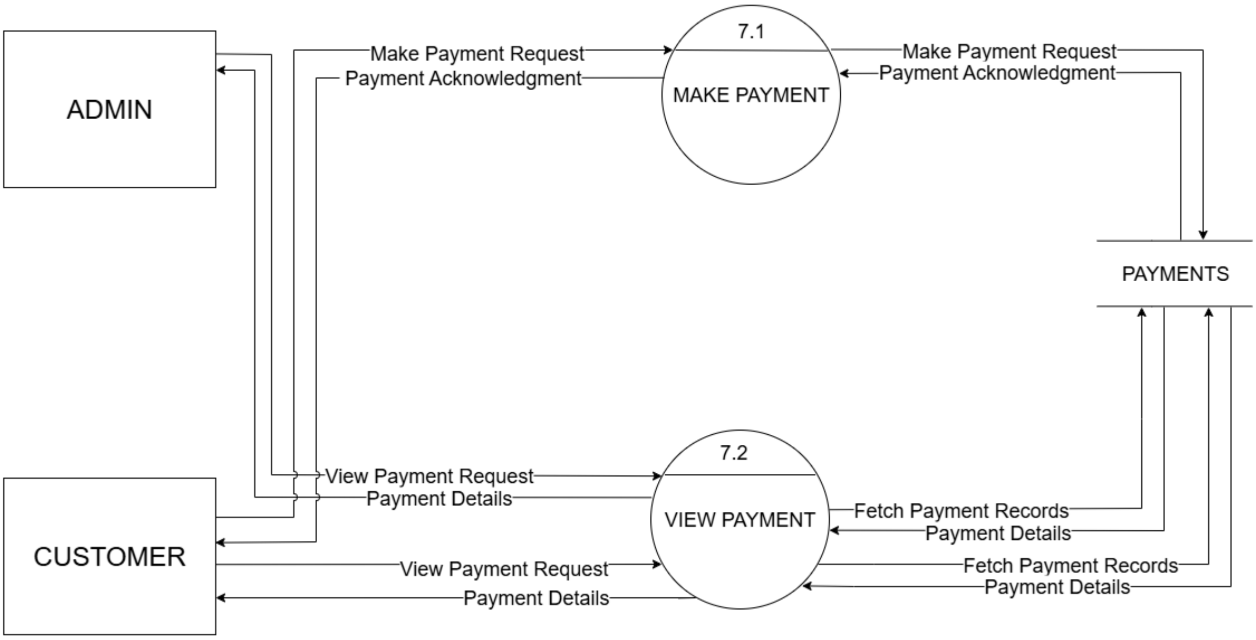
4.3.4 LEVEL 2 DFD FOR MANAGE PRODUCTS



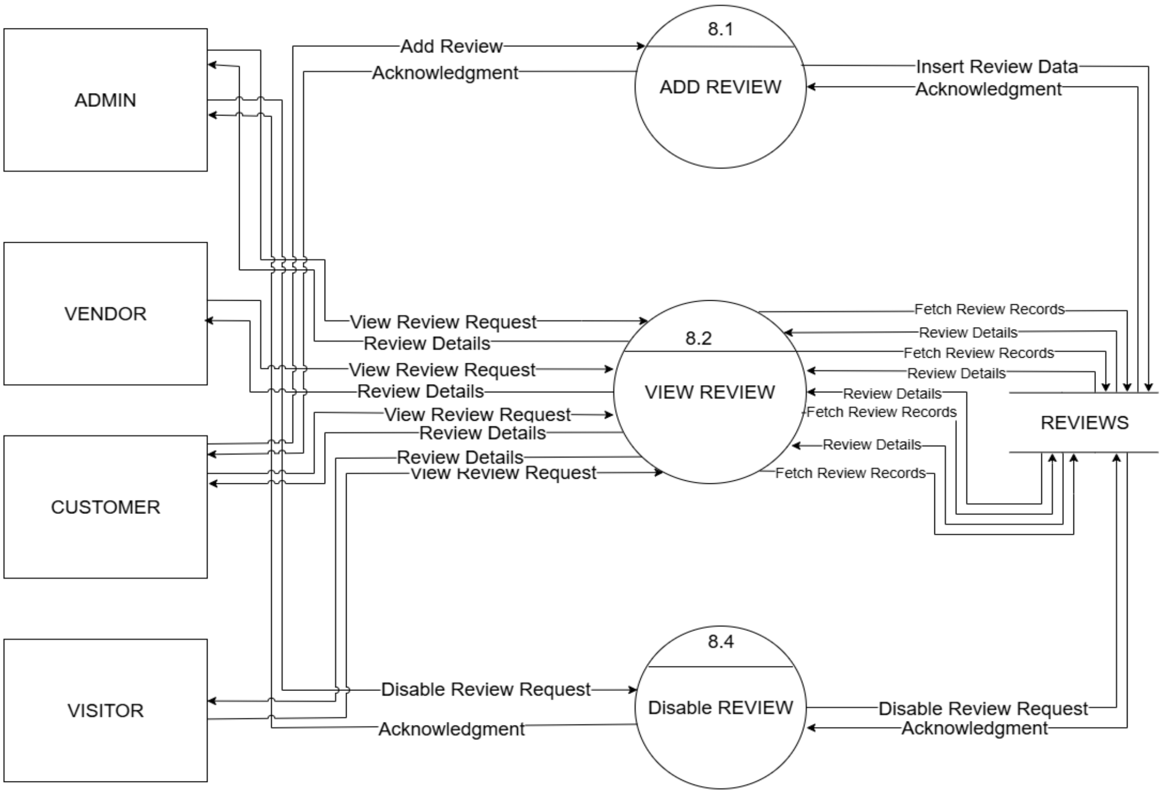
4.3.5 LEVEL 2 DFD FOR MANAGE ORDER



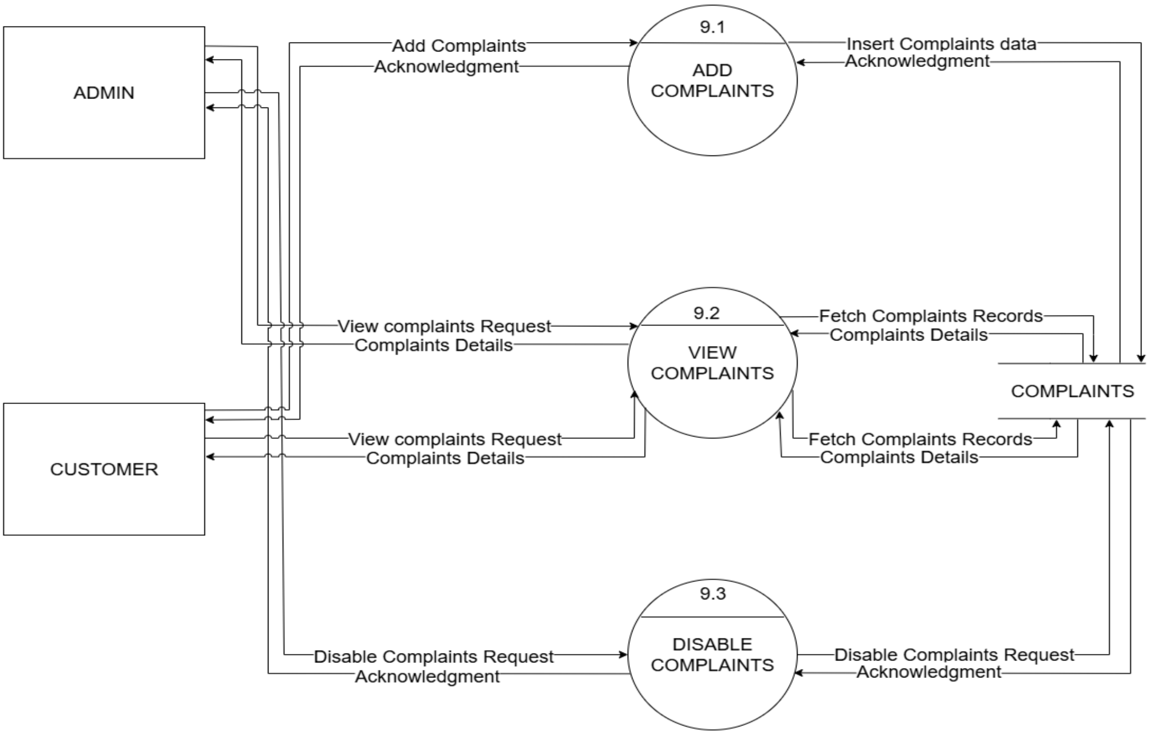
4.3.6 LEVEL 2 DFD FOR MANAGE PAYMENTS



4.3.7 LEVEL 2 DFD FOR MANAGE REVIEWS

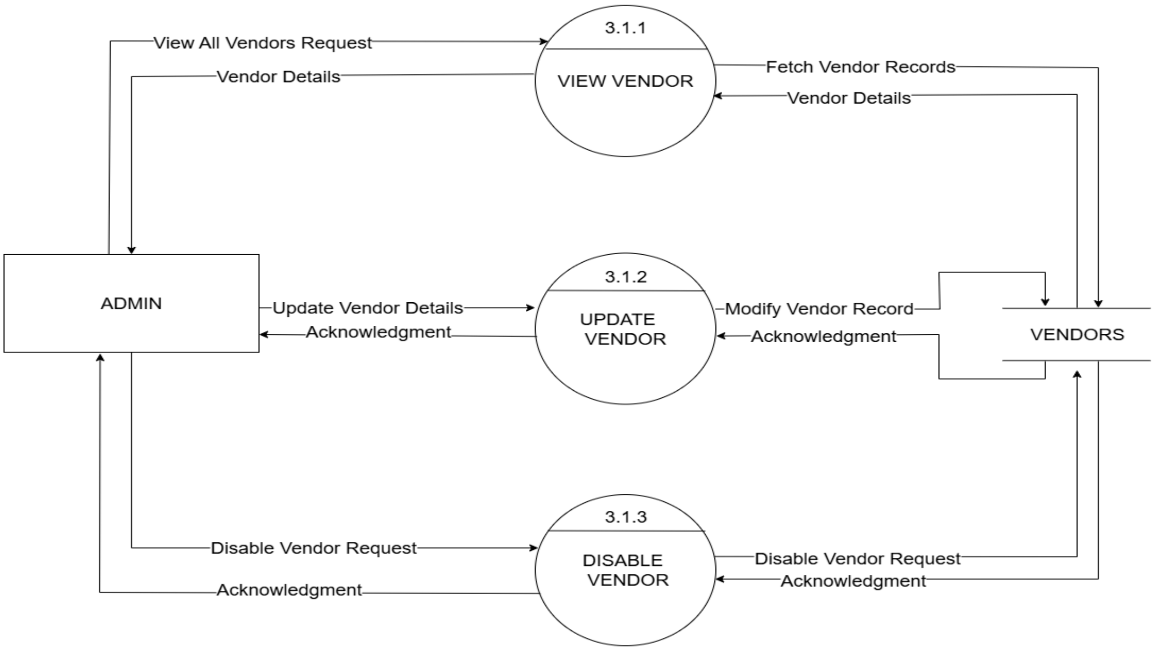


4.3.8 LEVEL 2 DFD FOR MANAGE COMPLAINTS

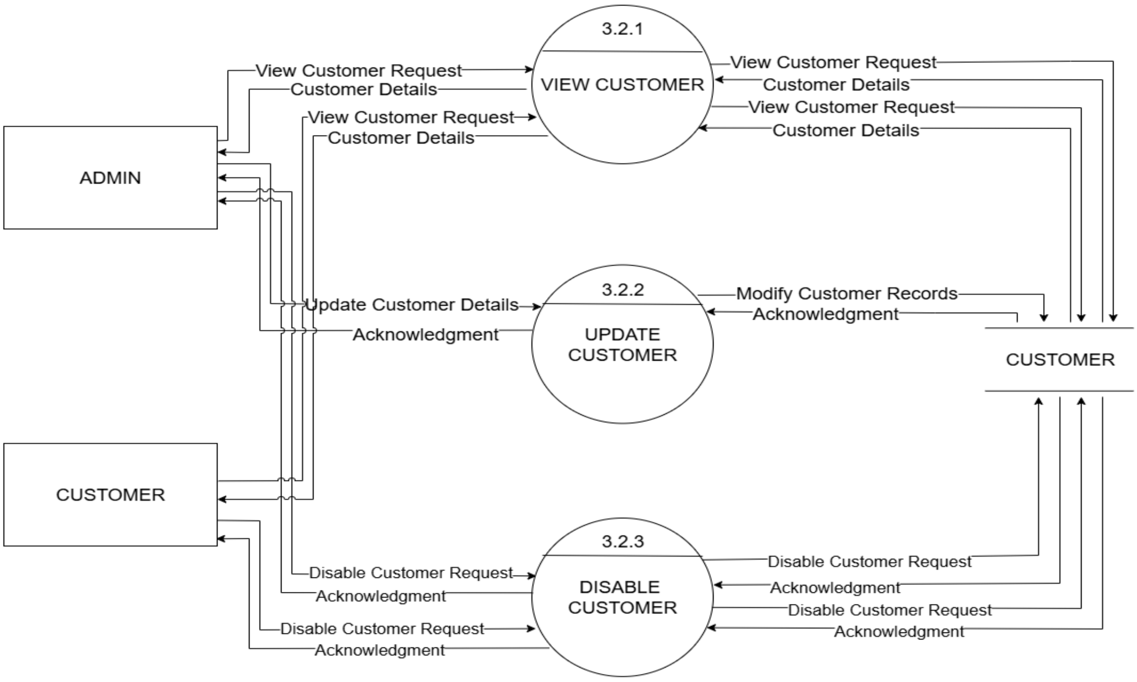


4.4 LEVEL 3 DFD

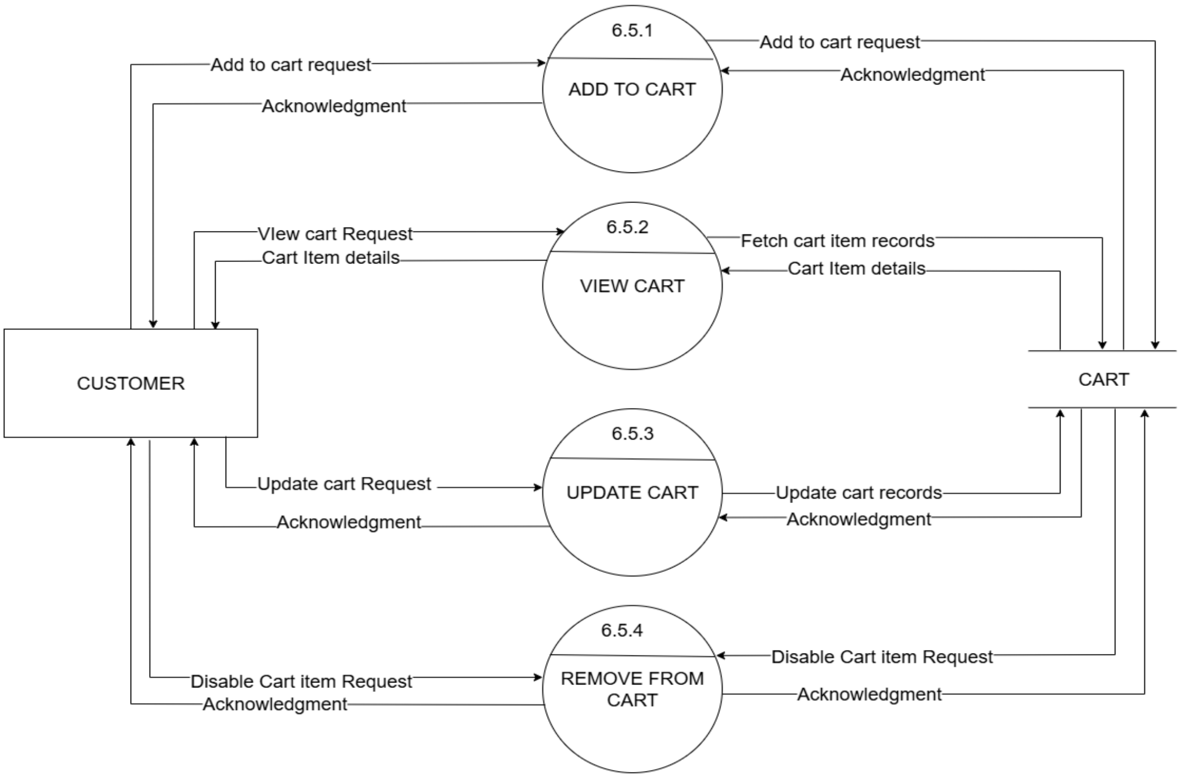
4.4.1 LEVEL 3 DFD FOR MANAGE VENDOR – MANAGE USERS



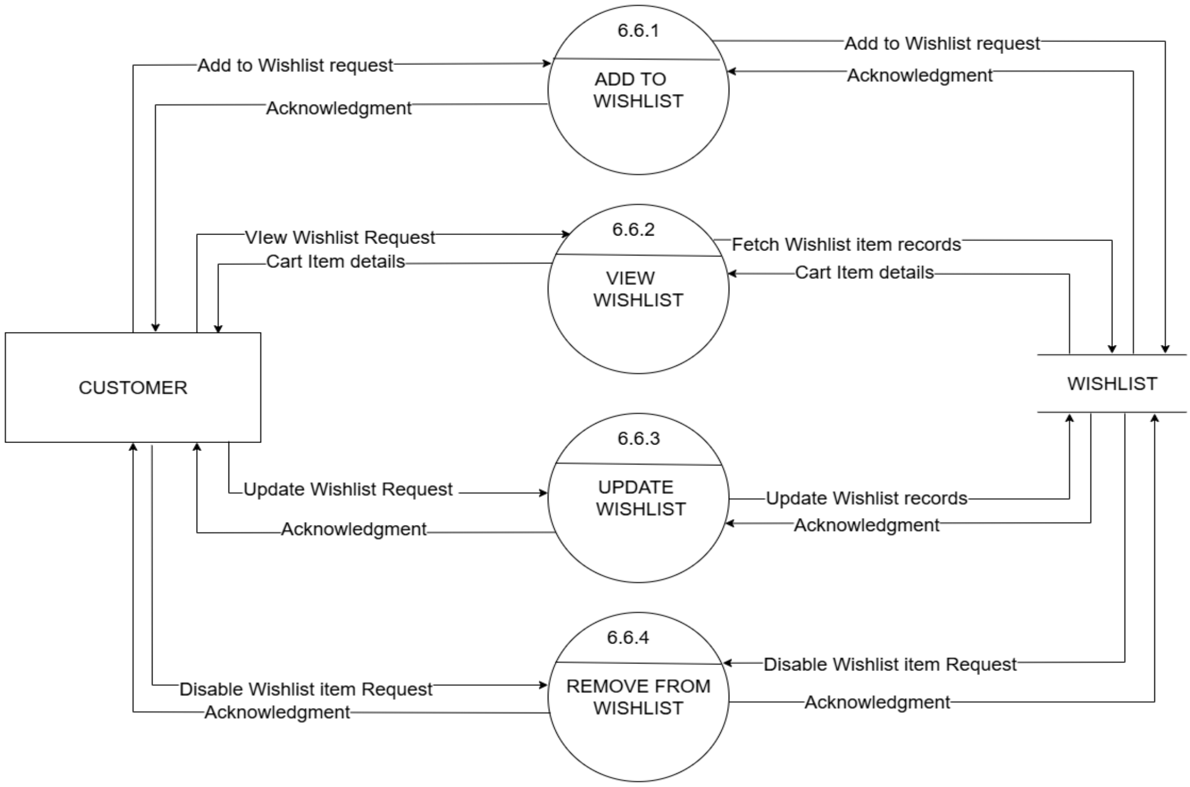
4.4.2 LEVEL 3 DFD FOR MANAGE CUSTOMER – MANAGE USERS



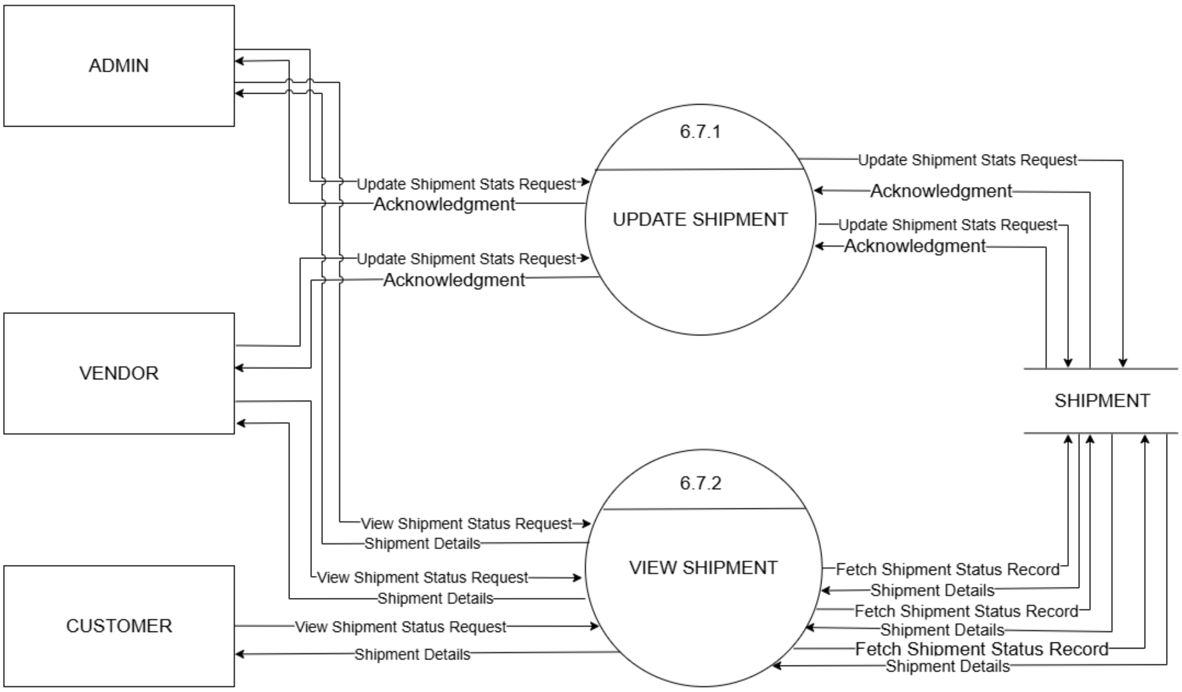
4.4.3 LEVEL 3 DFD FOR MANAGE CART - MANAGE ORDER



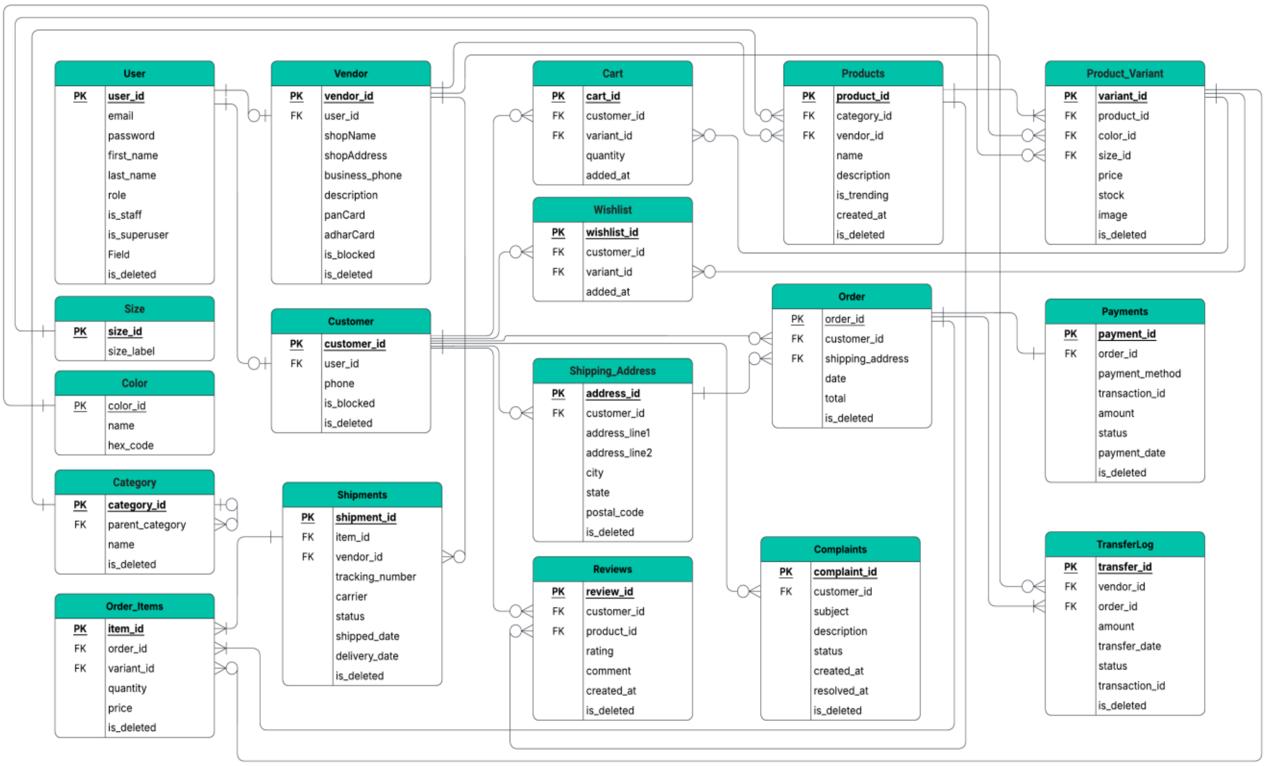
4.4.4 LEVEL 3 DFD FOR MANAGE WISHLIST – MANAGE ORDER



4.4.5 LEVEL 3 DFD FOR MANAGE SHIPMENT STATUS – MANAGE ORDER


ADMIN
VENDOR
CUSTOMER
6.7.1
UPDATE SHIPMENT
6.7.2
VIEW SHIPMENT
SHIPMENT
Update Shipment Stats Request
Acknowledgment
Update Shipment Stats Request
Acknowledgment
Update Shipment Stats Request
Acknowledgment
Update Shipment Stats Request
Acknowledgment
View Shipment Status Request
Shipment Details
View Shipment Status Request
Shipment Details
View Shipment Status Request
Shipment Details
Fetch Shipment Status Record
Shipment Details
Fetch Shipment Status Record
Shipment Details
Fetch Shipment Status Record
Shipment Details

5 ENTITY RELATIONSHIP DIAGRAM



	User
PK	user_id
	email
	password
	first_name
	last_name
	role
	is_staff
	is_superuser
	Field
	is_deleted

	Vendor
PK	vendor_id
FK	user_id
	shopName
	shopAddress
	business_phone
	description
	panCard
	adharCard
	is_blocked
	is_deleted

	Cart
PK	cart_id
FK	customer_id
FK	variant_id
	quantity
	added_at

	Products
PK	product_id
FK	category_id
FK	vendor_id
	name
	description
	is_trending
	created_at
	is_deleted

	Product_Variant
PK	variant_id
FK	product_id
FK	color_id
FK	size_id
	price
	stock
	image
	is_deleted

	Wishlist
PK	wishlist_id
FK	customer_id
FK	variant_id
	added_at

	Size
PK	size_id
	size_label

	Customer
PK	customer_id
FK	user_id
	phone
	is_blocked
	is_deleted

	Order
PK	order_id
FK	customer_id
FK	shipping_address
	date
	total
	is_deleted

	Payments
PK	payment_id
FK	order_id
	payment_method
	transaction_id
	amount
	status
	payment_date
	is_deleted

	Color
PK	color_id
	name
	hex_code

	Shipping_Address
PK	address_id
FK	customer_id
	address_line1
	address_line2
	city
	state
	postal_code
	is_deleted

	Category
PK	category_id
FK	parent_category
	name
	is_deleted

	Shipments
PK	shipment_id
FK	item_id
FK	vendor_id
	tracking_number
	carrier
	status
	shipped_date
	delivery_date
	is_deleted

	Complaints
PK	complaint_id
FK	customer_id
	subject
	description
	status
	created_at
	resolved_at
	is_deleted

	TransferLog
PK	transfer_id
FK	vendor_id
FK	order_id
	amount
	transfer_date
	status
	transaction_id
	is_deleted

	Order_Items
PK	item_id
FK	order_id
FK	variant_id
	quantity
	price
	is_deleted

	Reviews
PK	review_id
FK	customer_id
FK	product_id
	rating
	comment
	created_at
	is_deleted

6 DATA DICTIONARY

USER TABLE

Stores basic account information for all users including login credentials and profile details.

Field	Data Type	Size	Constraint	Description
user_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each user.
email	Email	75	Unique	The user's email address, used for login.
password	Varchar	75	Not Null	Hashed password for the user.
first_name	Varchar	75	Not Null	User's first name.
last_name	Varchar	75	Not Null	User's last name.
role	Varchar	10	Not Null	Choices ('admin', 'vendor', 'user')
is_staff	Boolean	-	Default False	Indicates if the user can access the admin site.
is_superuser	Boolean	-	Default False	Indicates if the user has all permissions.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

CUSTOMER TABLE

Contains details specific to customers who purchase products on the platform.

Field	Data Type	Size	Constraint	Description
customer_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each customer.
user_id	Integer	-	Foreign Key	References user table
phone	Varchar	13	Unique	Customer's phone number.
is_blocked	Boolean	-	Default False	Indicates if the customer is blocked.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

VENDOR TABLE

Holds information about sellers or vendors who list footwear products.

Field	Data Type	Size	Constraint	Description
vendor_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each seller.
user_id	Integer	-	Foreign Key	References user table
shopName	Varchar	30	Unique	Name of the seller's footwear store.
shopAddress	Varchar	500	Not Null	Physical address of the seller's shop.
business_phone	Varchar	10	-	Business contact number for the seller.
description	Varchar	1000	-	A brief description of the seller's business.
panCard	Image	-	-	Image of the seller's PAN card.
adharCard	Image	-	-	Image of the seller's Aadhar card.
is_blocked	Boolean	-	Default False	Indicates if the seller is blocked.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

SHIPPING ADDRESS TABLE

Stores multiple shipping addresses associated with each customer.

Field	Data Type	Size	Constraint	Description
address_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each shipping address.
customer_id	Foreign Key	-	Foreign Key	References customer table
address_line1	Varchar	75	Not Null	The first line of the shipping address.
address_line2	Varchar	75	Not Null	The second line of the shipping address.
city	Varchar	30	Not Null	The city of the shipping address.
state	Varchar	30	Not Null	The state of the shipping address.
postal_code	Varchar	10	Not Null	The postal code of the shipping address.
is_deleted	Boolean	-	Not Null, Default False	Indicates if the record is soft-deleted.

CATEGORY TABLE

Defines product categories and supports hierarchical (parent-child) classification.

Field	Data Type	Size	Constraint	Description
category_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each footwear category.
name	Varchar	100	Not Null	Name of the footwear category.
parent_category	Integer	-	FK to Category(id)	For hierarchical categories (Men → Sports → Running Shoes)
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

COLOR TABLE

Lists available color options for product variants with their display hex codes.

Field	Data Type	Size	Constraint	Description
color_id	Integer		Primary Key, Auto-Increment	Unique ID for each color
name	Varchar	50	Unique	Color name (e.g., “Black”, “White/Red”)
hex_code	Char	7	Not Null	Hex code for frontend color display (e.g., “#000000”)

SIZE TABLE

Contains standardized shoe size labels for product variants.

Field	Data Type	Size	Constraint	Description
size_id	Integer	-	Primary Key, Auto-Increment	Unique ID for each shoe size
size_label	Varchar	20	Unique	Size label (e.g., “UK 8”, “US 10”, “EU 42”)

PRODUCT TABLE

Stores core product information such as name, vendor, and category

Field	Data Type	Size	Constraint	Description
product_id	Integer	-	Primary Key, Auto-Increment	Unique product ID
vendor_id	Integer	-	Foreign Key	References Vendor table
name	Varchar	150	Not Null	Product model name (e.g., “Air Max 270”)
category_id	Integer	-	Foreign Key	References Category table
description	Varchar	200	Not Null	Detailed description
is_trending	Boolean	-	Default False	Marks product as trending
created_at	DateTime	-	Default Current Timestamp	When the product was created
is_deleted	Boolean	-	Default False	Soft-delete flag

PRODUCT VARIANT TABLE

Represents variations of a product by size, color, and price

Field	Data Type	Size	Constraint	Description
variant_id	Integer	-	Primary Key, Auto-Increment	Unique ID for each variant
product_id	Integer	-	Foreign Key	References Product table
size_id	Integer	-	Foreign Key	References Size table
color_id	Integer	-	Foreign Key	References Color table
price	Decimal	10,2	Not Null	Price of this specific variant
stock	Integer	-	Not Null	Stock quantity for this variant
image	Image	-	Not Null	Main display image for this variant
is_deleted	Boolean	-	Default False	Soft-delete flag

CART TABLE

Tracks items added by customers to their shopping carts before checkout

Field	Data Type	Size	Constraint	Description
cart_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each cart item.
customer_id	Integer	-	Foreign Key	References Customer table
variant_id	Integer	-	Foreign Key	References Product Variant table
quantity	Integer	-	Not Null	The number of units of the product in the cart.
added_at	DateTime	-	Default Current Timestamp	The date the item was added to the cart.

WISHLIST TABLE

Records products customers have saved for potential future purchase.

Field	Data Type	Size	Constraint	Description
wishlist_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each wishlist item.
customer_id	Integer	-	Foreign Key	Referenecs Customer table
variant_id	Integer	-	Foreign Key	References Product variant table
added_at	DateTime	-	Default Current Timestamp	The date and time the product was added.

ORDER TABLE

Contains overall order details such as customer, total amount, and shipping address.

Field	Data Type	Size	Constraint	Description
order_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each order.
customer_id	Integer	-	Foreign Key	References Customer table
address_id	Integer	-	Foreign Key	References Shipping Address table
date	Date	-	Not Null	The date the order was placed.
total	Decimal	10, 2	Not Null	The total amount of the order.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

ORDER ITEM TABLE

Lists individual products and quantities included in each order.

Field	Data Type	Size	Constraint	Description
item_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each item within an order.
order_id	Integer	-	Foreign Key	References Order table
variant_id	Integer	-	Foreign Key	References Product variant table
quantity	Integer	-	Not Null	The quantity of the product ordered.
price	Decimal	10,2	Not Null	The price of the product at the time of purchase.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

SHIPMENT TABLE

Tracks delivery details for each ordered item, including vendor and tracking number

Field	Data Type	Size	Constraint	Description
shipment_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each shipment.
item_id	Integer	-	Foreign Key	References Order item table
vendor_id	Integer	-	Foreign Key	References Vendor table
tracking_number	Varchar	75	Unique	The unique tracking number.
carrier	Varchar	100	Not Null	The shipping company.
status	Varchar	50	Not Null	Current status of the shipment.
shipped_date	DateTime	-	Not Null	The date and time the order was shipped.
delivery_date	DateTime	-	Not Null	The estimated or actual date of delivery.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

PAYMENT TABLE

Stores payment transaction data for customer orders.

Field	Data Type	Size	Constraint	Description
payment_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each payment transaction.
order_id	Integer	-	Foreign Key	References Order table
payment_method	Varchar	50	Not Null	The method used for payment.
transaction_id	Varchar	255	Unique	The unique transaction ID.
amount	Decimal	10,2	Not Null	The total amount paid.
status	Varchar	50	Not Null	Current status of the payment.
payment_date	DateTime	-	Not Null	The date and time the payment was made.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

REVIEW TABLE

Contains customer feedback and ratings for purchased products.

Field	Data Type	Size	Constraint	Description
review_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each product review.
product_id	Integer	-	Foreign Key	References Product table
customer_id	Integer	-	Foreign Key	References Customer table
rating	Integer	-	Min: 1, Max: 5	The numerical star rating.
comment	Varchar	255	Not Null	The textual comment for the review.
created_at	DateTime	-	Default Cureent timestamp	The date and time the review was submitted.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

COMPLAINTS TABLE

Logs customer complaints and their resolution status.

Field	Data Type	Size	Constraint	Description
complaint_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each complaint.
customer_id	Integer	-	Foreign Key	References Customer table
subject	Varchar	100	Not Null	A brief summary of the complaint.
description	Varchar	-	Not Null	A detailed description of the complaint.
status	Varchar	50	Not Null	Current status of the complaint.
created_at	DateTime	-	Default current timestamp	The date and time the complaint was submitted.
resolved_at	DateTime	-	Not Null	The date and time the complaint was resolved.
is_deleted	Boolean	-	Default False	Indicates if the record is soft-deleted.

TRANSFER LOG TABLE

Records payment transfers made to vendors for their completed orders.

Field	Data Type	Size	Constraint	Description
transfer_id	Integer	-	Primary Key, Auto-Incrementing	Unique identifier for each transfer record.
vendor_id	Integer	-	Foreign Key	References Vendor table
order_id	Integer	-	Foreign Key	References Order table
amount	Decimal	10,2	Not Null	The amount transferred to the seller.
transfer_date	DateTime	-	Not Null	The date and time the transfer was initiated.
status	Varchar	50	Not Null	Current status of the transfer (e.g., 'Pending', 'Completed', 'Failed').
transaction_id	Varchar	255	Unique	The transaction ID from the payment system.
is_deleted	Boolean		Default False	Indicates if the record is soft-deleted.

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