Requirements

The requirements of a software project are the functions, features, and limitations that the final product must meet. In other words, the requirements specify what the program should perform, how it should appear, and any criteria that must be satisfied for it to be regarded successful. Gathering requirements is necessary in order to build a product that fits the demands of the consumer or client. (visuresolutions, 2025)

Types of requirements

There are two types of requirements

1) **System Requirements**

System requirements may be thought of as an enlarged form of user needs. System requirements are the starting point for each new system design. These criteria provide a clear explanation of the user needs that the system must meet.

Functional requirements

As the name implies, functional requirements explain the functionalities of the system to be created. It is a description of what the system will be and how it will work to meet the demands of the users. They give a detailed description of how the system is expected to respond to a certain command, as well as the features and what the users may anticipate.

Nonfunctional requirements

Non-Functional Requirements describe the system's restrictions and constraints. These requirements have no bearing on the application's operation.

2) **User requirements**

A user requirement is made up of both functional and non-functional needs. These user criteria must be constructed in such a way that people with no technical understanding may readily grasp them. As a result, they must be written in simple tables, forms, and diagrams in normal language. Also, ensure that the paper contains no information about system architecture, software, or formal notations.

Requirements for Fresh Grocers Web-based System

1. User Requirements

These describe what users expect the system to do

- Customers should be able to register and log in to their account.
- Users must be able to browse products by category (fruits, vegetables, dairy, etc.).
- Customers should be able to add items to a shopping cart and modify quantities.
- The system should allow users to place orders and choose delivery dates/times.
- Customers must receive SMS/email confirmation after placing an order.
- Users should be able to track their delivery status in real time.
- Customers should view their past orders and reorder items quickly.
- Admins should be able to add, update, or remove products from the system.
- Store staff should be able to view and process customer orders.
- Customers should be able to contact support or submit complaints/feedback.

2. Functional System Requirements

These are detailed technical specifications that define how the system should behave.

- The system shall allow user account creation with email verification.
- The system shall authenticate users through login credentials.
- The system shall enable product search by name, category, and price range.
- The system shall support adding/removing items from the cart.
- The system shall calculate the total price including tax and delivery fees.
- The system shall integrate with a payment gateway for secure payments.
- The system shall store delivery address and preferences in user profiles.
- The system shall generate an invoice for each order.
- The system shall allow admins to manage inventory (add, update, delete products).
- The system shall provide a dashboard for order tracking and status updates.
- The system shall allow staff to assign delivery personnel and update delivery status.

3. Non-Functional System Requirements

These define how the system should operate rather than what it should do.

- **Performance**: The system should support at least 200 concurrent users with no more than 3 seconds of page load time.
- **Scalability**: The system must be scalable to handle increased traffic during promotions or holidays.
- **Availability**: The system shall be available 99.9% of the time, with maintenance windows outside peak hours.
- **Usability**: The platform must be user-friendly, accessible via both desktop and mobile devices.
- **Reliability**: The system should ensure no order is lost during checkout due to server failures.
- **Security**: The system shall comply with data protection laws (e.g., GDPR) and ensure customer data is protected.
- **Maintainability**: The system shall be modular, with easily upgradable components and clear documentation for maintenance.
- **Compatibility**: The system should be compatible with major browsers (Chrome, Firefox, Safari, Edge).

System Requirements for Fresh Grocers Web-based System

Hardware Requirements

- Server hardware with sufficient processing power and memory to support the system's operations.
- Backup storage devices and systems to ensure data integrity and recovery.
- Client workstations or devices (desktops, laptops, mobile devices) capable of running the system’s frontend application.

Software Requirements

- Operating System: The system must be compatible with modern operating systems (e.g., Windows, Linux) depending on the chosen infrastructure.
- Database Management System (DBMS): The system must utilize a relational database management system (RDBMS) like MySQL, PostgreSQL, or SQL Server to store client and transaction data.

- ❖ Web Server (if web-based): Apache, Nginx, or a similar web server to host the application.
- ❖ Frontend Framework: A modern frontend framework such as React, Angular, or Vue.js (for web-based applications).
- ❖ Backend Framework: A suitable backend framework like Node.js, Django, or Ruby on Rails, depending on the chosen architecture.
- ❖ Security Protocols: SSL/TLS encryption for secure data transmission, multi-factor authentication (MFA) for access control, and data encryption for storage.

Network Requirements

- ❖ Internet Connectivity: The system requires a stable internet connection to ensure seamless communication between users, drivers, and the server.
- ❖ Mobile Network Connectivity: Since customers receive SMS notifications, the system should be capable of sending SMS messages over the mobile network.

Security Requirements

- ❖ Encryption: Data transmission between clients and the server should be encrypted using protocols like HTTPS to ensure security and privacy.
- ❖ Authentication and Authorization: The system should implement secure login mechanisms for customers, drivers, and the phone operator, with proper authentication and authorization controls.

Design specification for Fresh Grocers Ordering System

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1. Introduction
2. System Architecture
3. Design Specification
4. Use Case Diagram

5. Entity Relationship Diagram
6. Flow Chart
7. Data Flow Diagram
8. Wireframes
9. Instralation Guid

Introduction

The Design Specification document serves as a foundational guide for the development of the Fresh Grocers Web-Based Ordering Platform. Its primary purpose is to provide a clear and organized visual representation of the system's overall structure, including the layout of user interfaces, data flow management, and system functionality. This document outlines the essential technical and functional design requirements needed to build a reliable, user-friendly, and scalable application that aligns with the goals outlined in the system requirement analysis. By detailing the design standards, system components, and their interactions, the Design Specification helps ensure that the platform is developed in line with industry best practices. It also provides a framework that promotes clarity, consistency, and maintainability throughout the development process, ensuring that all stakeholders from developers to testers have a shared understanding of how the system is intended to work. This ensures that the final product will meet user expectations while being secure and easy to operate.

System Architecture

Software architecture

The software architecture of the Fresh Grocers Web-Based System follows a client-server model and is structured using a three-tier architecture. On the client side, customers are provided with a user-friendly web interface that allows them to browse available grocery items, add products to their cart, and place orders online. This platform acts as the main touchpoint for customers to interact with the system, enabling them to manage their orders, track deliveries, and access product information conveniently from any device with internet access.

Once an order is placed, the information is transmitted securely over the internet to a centralized server. This server acts as the middleware, bridging the communication between the customer-facing interface and the backend systems. It processes user inputs, validates orders, and coordinates the overall workflow of the platform. The server also handles user authentication, manages session data, and ensures smooth operation of all system features.

The third layer consists of the backend database, which stores essential data such as customer profiles, product inventories, order histories, and delivery schedules. This database ensures data consistency, accuracy, and security, supporting fast retrieval and updates as required by the system. The architecture is modular and distributed, which supports scalability, maintainability, and reliability, making it easier to introduce future enhancements or handle increased user demand.

By using modern web technologies and secure communication protocols, the Fresh Grocers system provides a seamless and efficient online ordering experience while maintaining data integrity and system performance. This architecture supports the integration of advanced features like delivery tracking, agent assignment, and personalized recommendations, helping the business meet evolving customer expectations.

Hardware architecture

The hardware architecture of the Fresh Grocers Web-Based System is designed to support high performance, scalability, and availability for a seamless online shopping experience. The architecture is built around a combination of web servers, database servers, networking equipment, and user-end devices. These components work together to ensure smooth data flow, system reliability, and efficient handling of customer interactions.

At the core of the system are the web servers, which host the main application and serve web pages to users accessing the site. These servers are equipped with high-performance processors, sufficient memory, and fast storage to manage multiple user requests simultaneously. They are responsible for rendering the user interface, processing user inputs, and managing real-time interactions such as browsing, ordering, and checking out. Load balancers are often employed to distribute traffic evenly across multiple servers, ensuring optimal performance and system uptime during high-demand periods.

Supporting the web servers are the database servers, which store all critical information such as product listings, customer profiles, order details, and delivery records. These servers run a robust Database Management System (DBMS) designed to handle large volumes of data transactions with accuracy and speed. Redundancy and backup systems are implemented to prevent data loss and ensure recovery in the event of system failure. Replication and regular backups help maintain data integrity and provide business continuity.

On the client side, customers access the system using various devices such as smartphones, tablets, laptops, or desktop computers connected to the internet. These devices communicate with the web servers via standard network protocols, allowing users to browse products, place orders, and track deliveries in real time. Additionally, administrative staff and delivery coordinators access the system through secure workstations, which offer specialized interfaces for managing inventory, processing orders, and coordinating logistics.

The overall hardware setup is optimized to ensure the Fresh Grocers Web-Based System performs reliably under varying loads, supports future growth, and delivers a smooth and responsive user experience. This architecture ensures that both customers and internal staff can interact with the platform effectively, contributing to a streamlined and efficient grocery shopping process.

Design Specification

A design specification is a document that describes the needs, expectations, and constraints of a product or system. A design specification's objective is to guarantee that all stakeholders understand what is necessary, anticipated, and achievable before any work starts.

A design specification should be developed early in the product development cycle, ideally during the ideation phase. It should be evaluated and updated on a regular basis as the product changes. The design specification should be made available to all stakeholders and anybody involved in the project.

Importance of design specification

Design specifications are essential for product development since they specify particular criteria, characteristics, and suggestions. Clear communication among stakeholders improves design decisions, reduces errors, aligns expectations, promotes efficient manufacturing, saves

time and money, and ensures legal compliance. The specification helps coordinate efforts, prevent misunderstandings, lead designers towards exact objectives, and decrease guesswork. It enables early fault identification, cost-effective production, and project management. Clear material selection, methods, and finishes simplify operations. The specification ensures legal and regulatory compliance while prioritizing safety and environmental considerations. Design criteria are essential for creating successful products that fulfill client and end-user needs.

Why we create design specification?

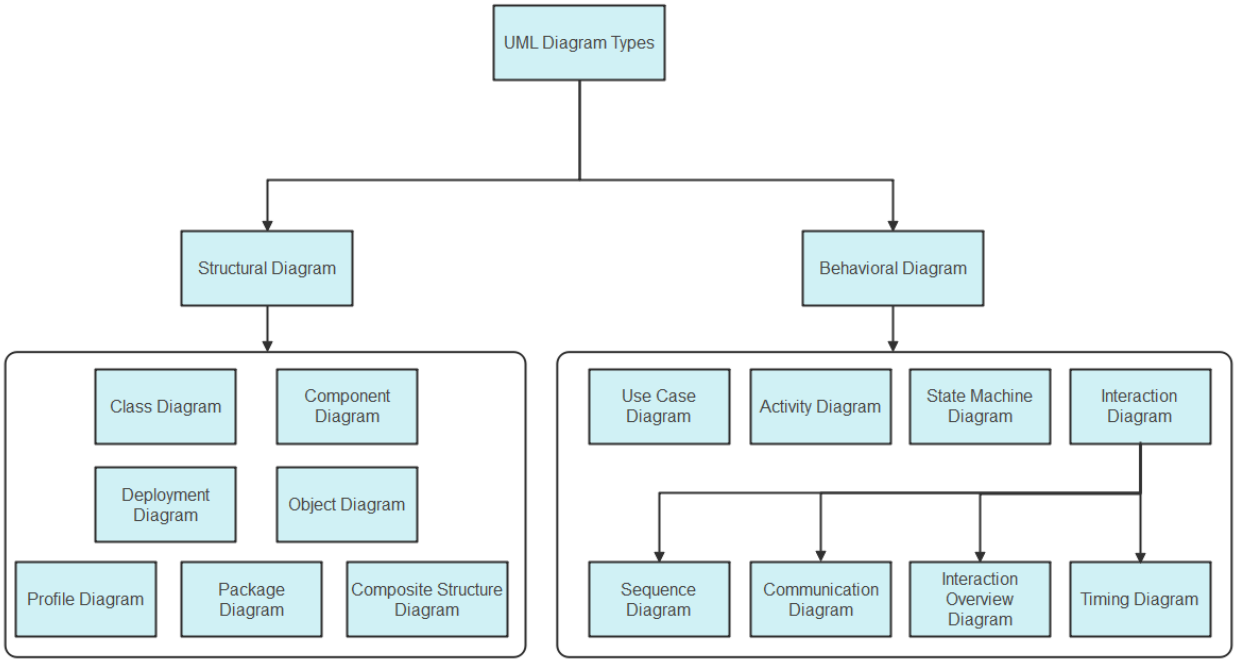
Design specifications generally have a pivotal influence on the software development process because they have several reasons. Initially, the development process is relying on the guidance provided by the requirement specifications. Through the description of the architecture, components, interfaces, and features of the system, design specifications define a plan that programmers will use in the code they develop to match the project specifications. Without specifications, the developers may lack direction because they will be confused Hence the risk of quality being compromised on the finished product will be eminent. expressing of design specifications act as a tool providing people involved with the project with an opportunity to collaborate and align. Due to the fact that the design specifications document design decisions, requirements and constraints, it is ensured that not only the developers, designers, project managers and clients but other stakeholders have a joint idea of the system's design, behaviour and function. This common understanding helps to avoid threats, such as disagreements, conflicts and doubts that may come about when the different stakeholders have different interpretations of the project at hand. Clear directions and consistent supply of information, being the design specifications in the technical language, deliver seamless cooperation and increase probability of success.

maintenance and expansion of the software system will be shaped by the prescribed requirements. When describing architecture, components and interfaces of the system, design specifications serve as conduit for valuable insights about the system's organizational structure. All of these data is monumental especially during the future maintenance, upgrading and improvements process because it helps in explaining the interaction and dependency of the different parts of the system with each other. Besides, designs would always give the developers the ability to pick up areas of improvement or optimization in order to make wisest

decision on how to grow the system in a period of time. In this way, designers would specify the specifications that will support the long-term sustainability and the software system evolution, where the system will be adaptable and responsive to the changing requirements of the software and technological advancements.

Unified Modelling Language (UML)

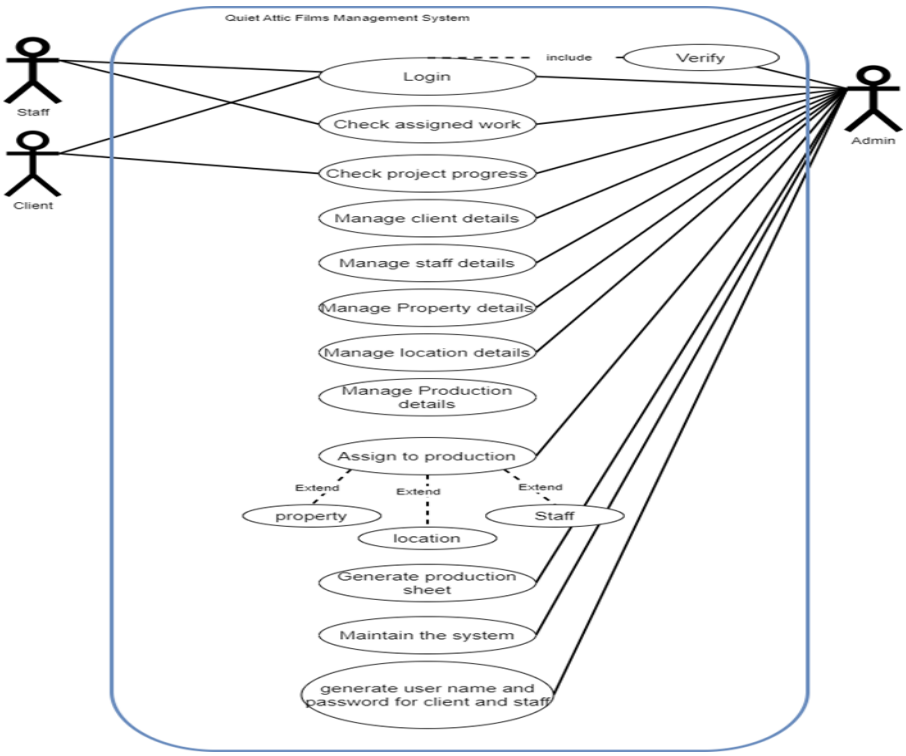
UML, which stands for Unified Modeling Language, is a standardized modeling language comprised of an integrated set of diagrams designed to assist system and software developers in specifying, visualizing, constructing, and documenting software system artifacts, as well as business modeling and other non-software systems. The UML is a set of best engineering practices that have proven useful in modeling big and complex systems.



Use Case Diagram

In the Unified Modeling Language (UML), a use case diagram can summarize the details of your system's users (also known as actors) and their interactions with the system. To build one, you'll use a set of specialized symbols and connectors. You may represent a complicated system using a single use-case diagram or multiple use-case diagrams to model the system's components. Use-case diagrams are often created in the early stages of a project and referred to throughout the development process.

Eg;



Importance of Use Case Diagram

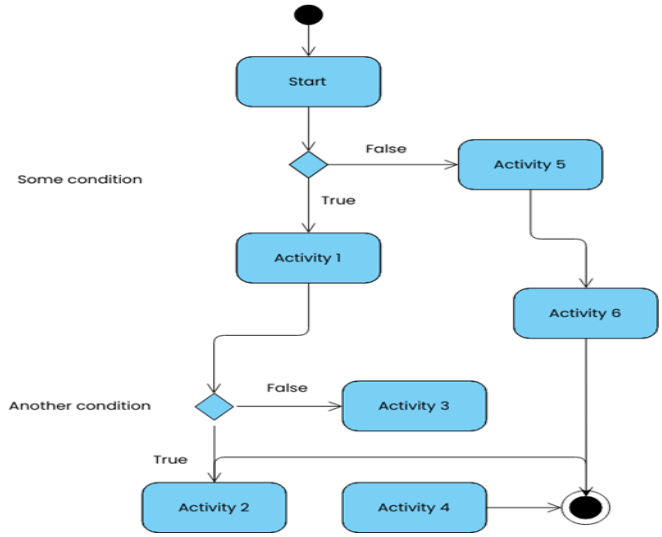
A use case diagram is Important because it depicts how a system interacts with its users or other external entities in a clear and visible manner. It enables stakeholders, including as developers, designers, and business analysts, to quickly grasp the system's capabilities and needs. This diagram serves as a significant tool for successful communication and requirements analysis by showing the numerous use cases and their linkages, ensuring that the system satisfies its intended goals and user demands.

Activity Diagram

An activity diagram, like a flowchart or a data flow diagram, visually represents a succession of actions or the flow of control in a system. In business process modelling, activity diagrams

are frequently employed. They may also use a use case graphic to illustrate the stages. Modelled activities can be both sequential and concurrent. An activity diagram will have a beginning (an initial state) and an end (a final state) in both circumstances.

Eg;



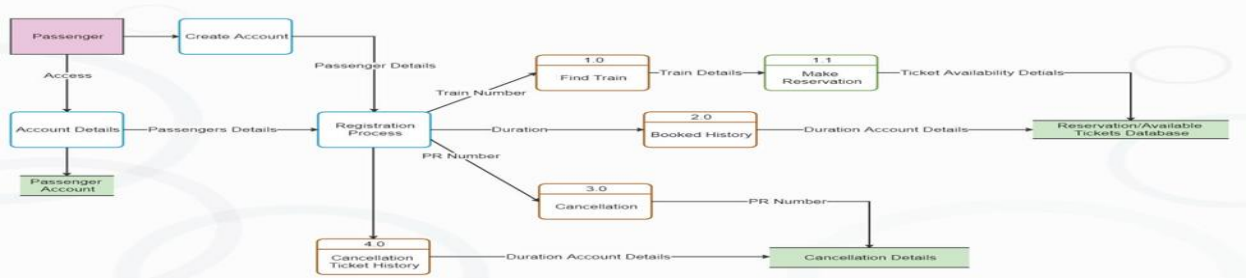
Importance of Activity Diagram

Activity diagrams are Important because they depict the flow of activities inside a system or process visually. They assist stakeholders, like as developers and project managers, with better understanding and communicating complicated operations. Activity diagrams improve clarity, eliminate misconceptions, and allow effective project planning and execution by simplifying the depiction of activities, choices, and dependencies.

Dataflow Diagram

A data flow diagram (DFD) shows how a system processes data in terms of inputs and outputs. Its concentration, as the name implies, is on the flow of information, where data originates from, where it moves, and how it is kept.

Eg;



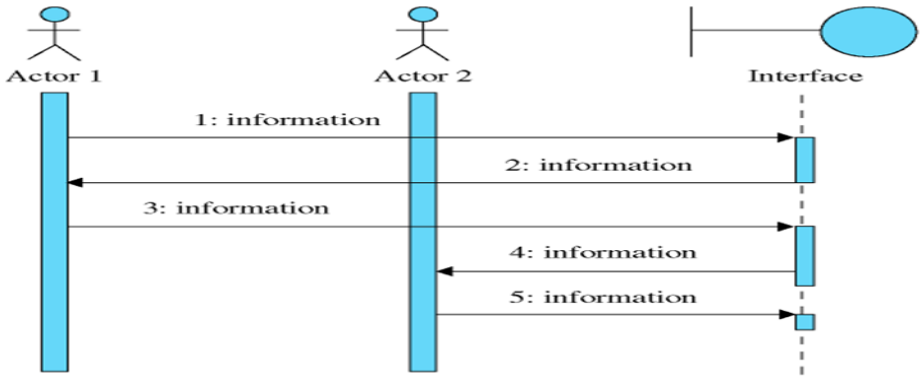
Importance of Dataflow Diagram

A dataflow diagram is important for visualizing and comprehending information flow inside a system or process. It simplifies complicated systems by clearly and intuitively displaying data inputs, processes, and outcomes. This visual tool improves stakeholder communication, allowing for improved decision-making, system design, and troubleshooting. Finally, dataflow diagrams are critical in guaranteeing the efficiency, transparency, and dependability of information flow inside any business or project.

Sequence Diagram

Sequence diagrams show interactions between classes as a series of messages sent over time. They are also known as event diagrams. A sequence diagram is an effective tool for visualizing and validating various runtime scenarios. These can assist forecast how a system will act and identify responsibilities that a class may need to have while modelling a new system.

Eg;



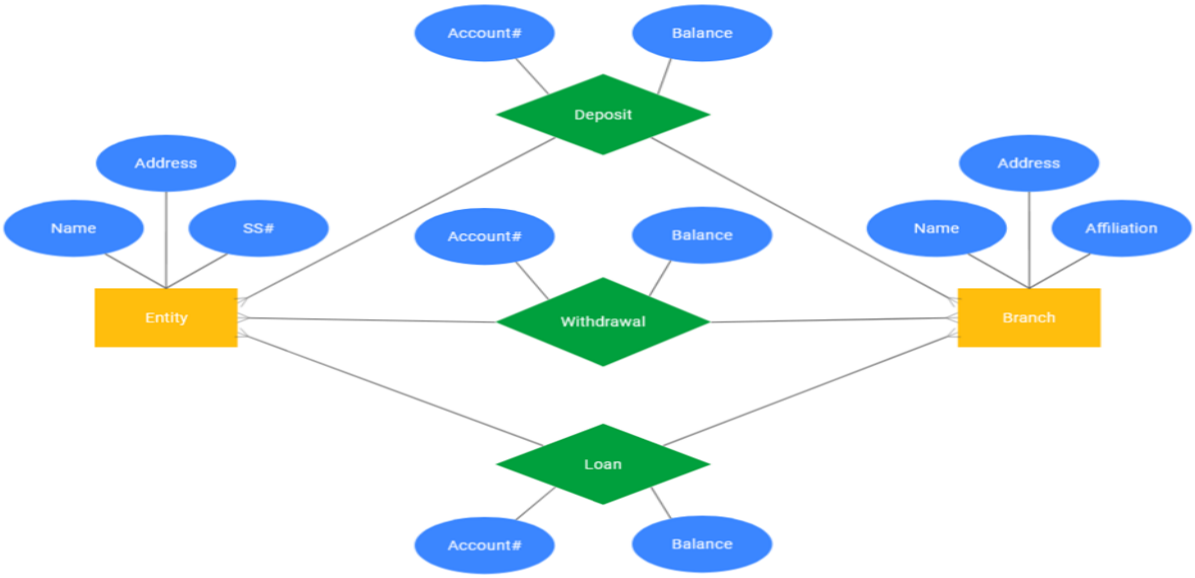
Importance of Sequence Diagram

Sequence diagrams show interactions across classes as an exchange of messages over time. They're also known as event diagrams. A sequence diagram is an excellent tool for visualizing and validating various runtime scenarios. These can assist forecast how a system will behave and identify responsibilities that a class may need to have when modelling a new system.

ER Diagram

The acronym ERD stands for entity relationship diagram. These diagrams are also known as ER diagrams and Entity Relationship Models. An ERD depicts the relationships between entities in a database, such as persons, things, or concepts. An ERD will frequently depict the properties of these entities. An ER diagram may depict the logical structure of databases by specifying the entities, their properties, and the interactions between them. This is useful for engineers who want to either describe an existing database or sketch up a concept for a new database.

Eg;

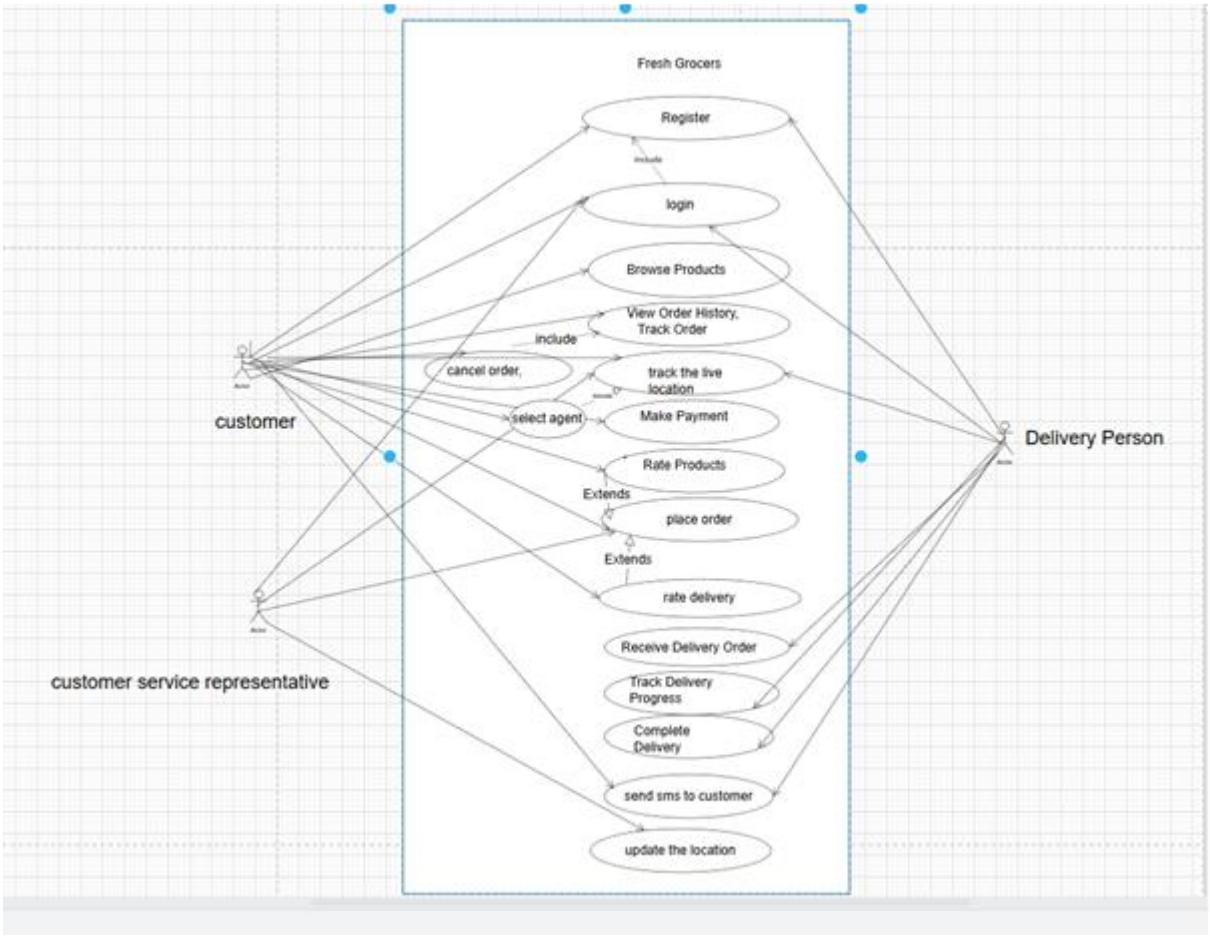


Importance of ER Diagram

An Entity-Relationship (ER) diagram is important in database architecture because it gives a visual depiction of a system's data structure and connections. This graphic aids in the clarification of complicated data models, ensuring that database tables are effectively arranged and data is saved and retrieved appropriately. An ER diagram serves as a vital communication tool between stakeholders, including developers, designers, and business analysts, by depicting entities, attributes, and connections between them, fostering a shared understanding of the data schema and facilitating effective database development and maintenance.

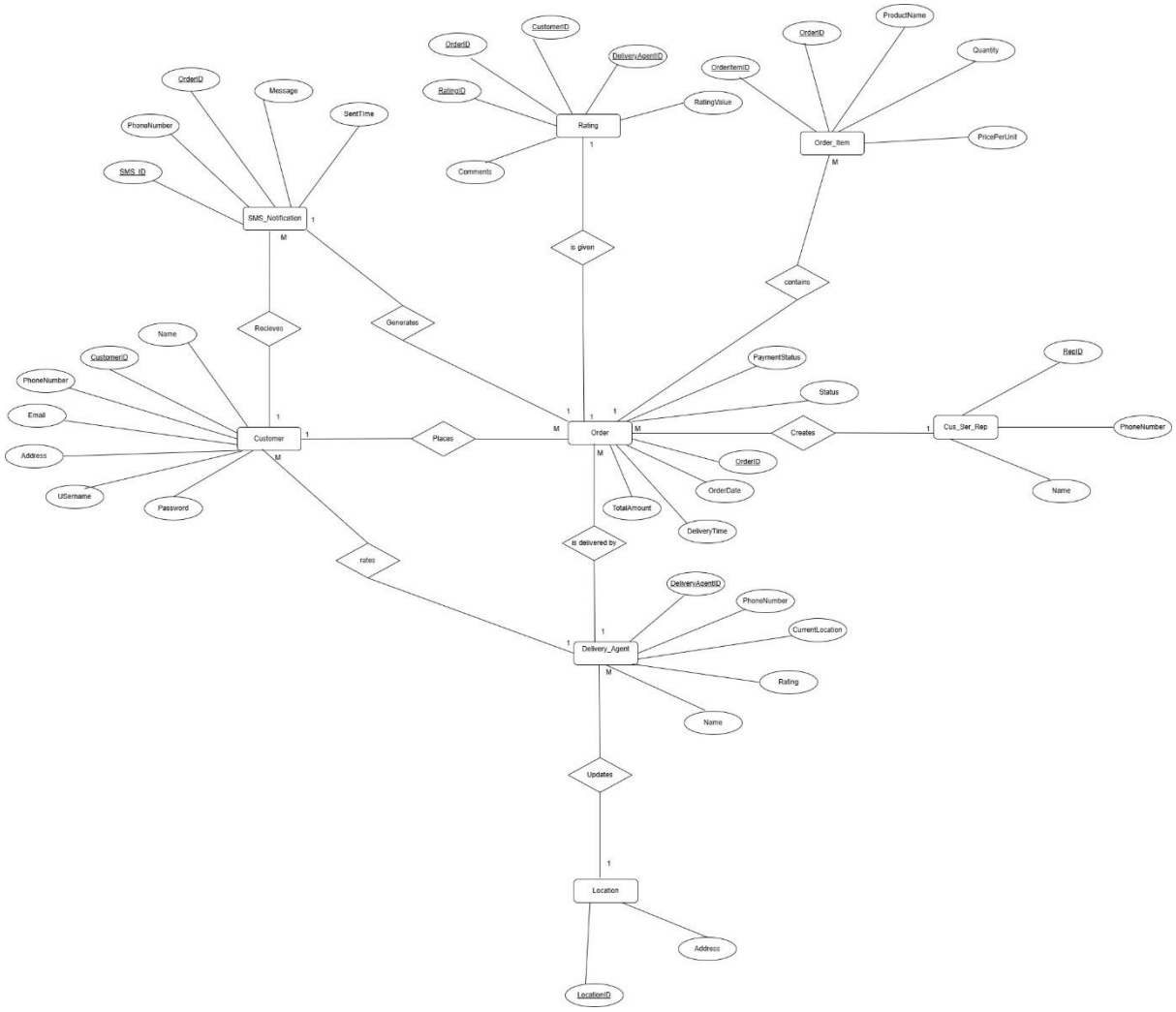
Design Documentation for Fresh Grocers

Use case Diagram



The author identifies Customer, delivery person and customer service representative as key Actors in the proposed use case diagram. The author has highlighted each major method as a distinct use case. The image depicts the interactions and duties of different system participants, emphasizing their specific activities. This strategy ensures clarity and understanding of the use cases in the situation.

Entity Relationship Diagram



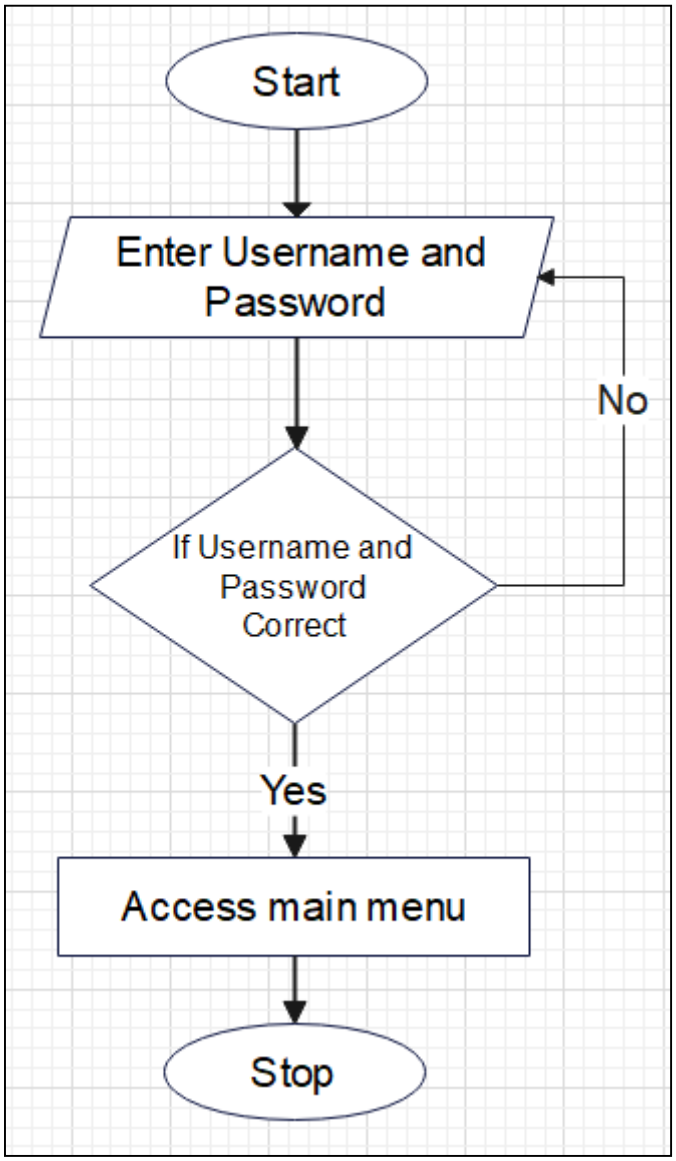
This Entity-Relationship Diagram (ERD) is a conceptual representation of the data structure for the Fresh Grocers web-based grocery ordering system. It includes five main entities: Customer, delivery agent, Order, Product, and location. The Customer entity, which likely stores information such as customer ID, name, address, and contact details, is linked to the Order entity. The Order entity contains data like order ID, date, time, total amount, and delivery status, representing each grocery order placed by a customer.

The delivery agent entity, which includes agent ID, name, and assigned role, is also related to the Order entity, indicating which agent is delivered the order. The Product entity holds information about grocery items such as product ID, name, category, price, and stock quantity. This entity is connected to Order through an associative relationship (like Order Details), since one order can contain multiple products, and one product can appear in many orders.

Lastly, the User entity manages login credentials for both Customer, delivery agent including username and password. Since both need to log into the system, they are linked to the User entity for authentication purposes. This ERD captures the relationships between these entities and provides a clear view of how data flows within the Fresh Grocers system.

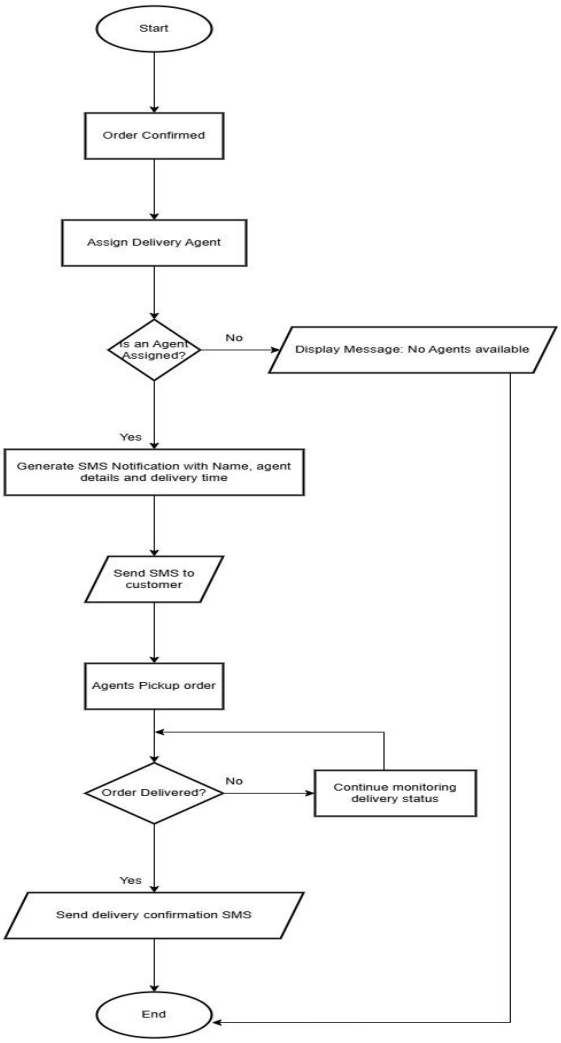
Flow chart

Flow chart - Login



The flowchart depicts the login screen, which requires users to enter their username and password. Access to the main menu is allowed upon successful entrance; otherwise, invalid credentials result in login failure.

Flow chart – Delivery

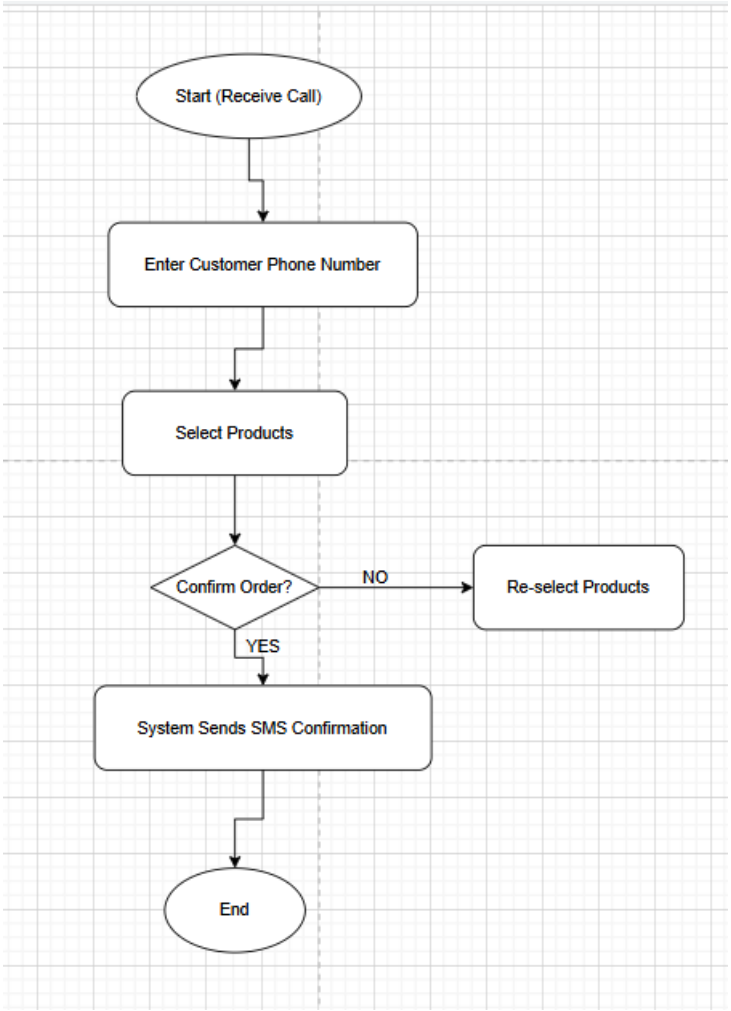


This flowchart show how a product is delivered to a customer. It start with confirming the order, then a delivery agent is assign to that order. After that, the agent go and deliver the product to customer's location. The flow is clear and steps are simple to understand. It helps to see how the delivery process works from start to finish. But still, it is a bit too basic. It don't show what happen if the delivery fails – like if the address is wrong, or the customer is not at home. Also, there is no info about tracking updates. These days, customers usually want to see where their delivery is and get updates on phone or app. This flowchart can be better if it show when and how those updates are sent.

Another thing missing is the feedback or action taken when delivery is late. And what if the delivery agent is sick or can't do it? The chart don't show any backup

process. Also, it don’t show if customer can contact support during delivery. Adding these parts will help to understand the full process better. Right now, it only show the normal steps, not the problems or solutions. So, it's a nice simple flow, but need more to handle real-life cases and customer service parts.

Flow chart –Manual Order by Customer Service Representative

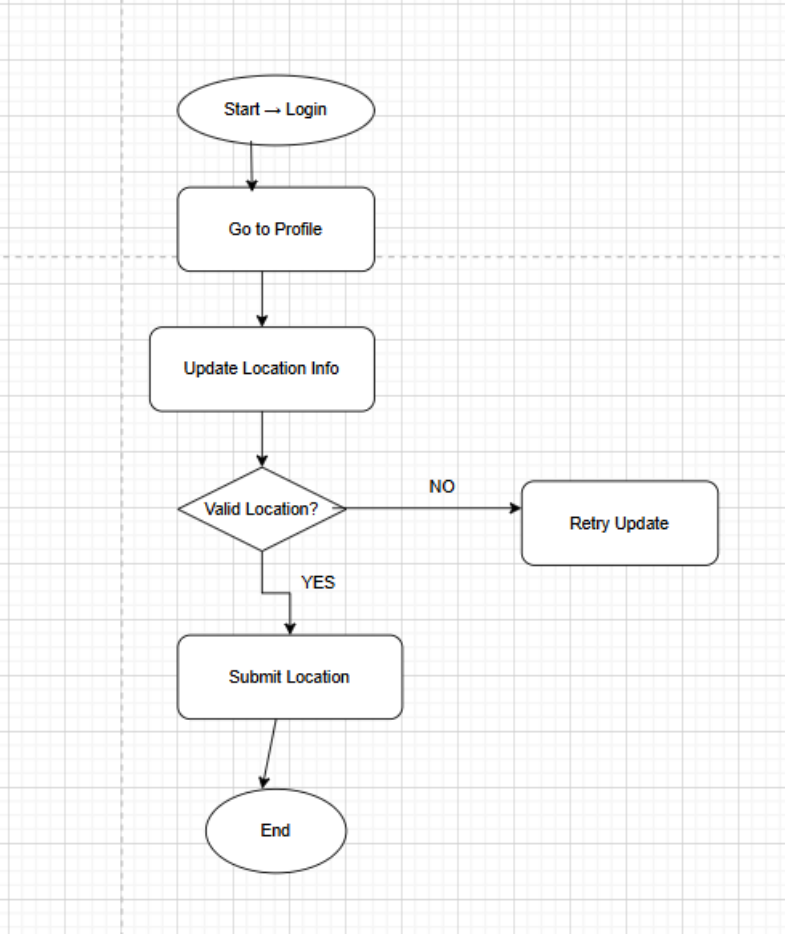


This chart explain how a customer service rep take an order manually from a customer. This is helpful when customer don’t order online and need help. The chart begin when customer call or visit the shop, then the rep ask for order info, check product availability, and place the order into the system. It show how human interaction work in order process. It’s useful for understanding the offline or phone order method. But some parts are missing which are important.

For example, it don’t show what happen if the product is out of stock. Does the rep suggest other product? Or does he cancel the order? Also, there’s no step for correcting errors if wrong

product code or address is entered. That can happen often when writing things manually. The flowchart also don't mention how payment is handled. Is it cash, card, or online? It's not clear. Another missing part is if customer change their mind after placing order. Can the rep cancel or edit the order? Also, no info is given about confirmation – does the customer get a receipt or message? The chart is good for showing the basic flow, but it need more info about what happen when problems come or customer requests changes. Adding decision boxes and more action steps will make the chart more useful and realistic for training or system designing.

Flow chart – Delivery Agent Updating Location



This flowchart is small and focus on just one task – the delivery agent updating their location. It's easy to understand and follow, and show how agent inform the system where they are during delivery. This is important so customers and the system know where the order is. But the chart is too simple. It only show agent entering location, but don't show how system receive it or what happens next.

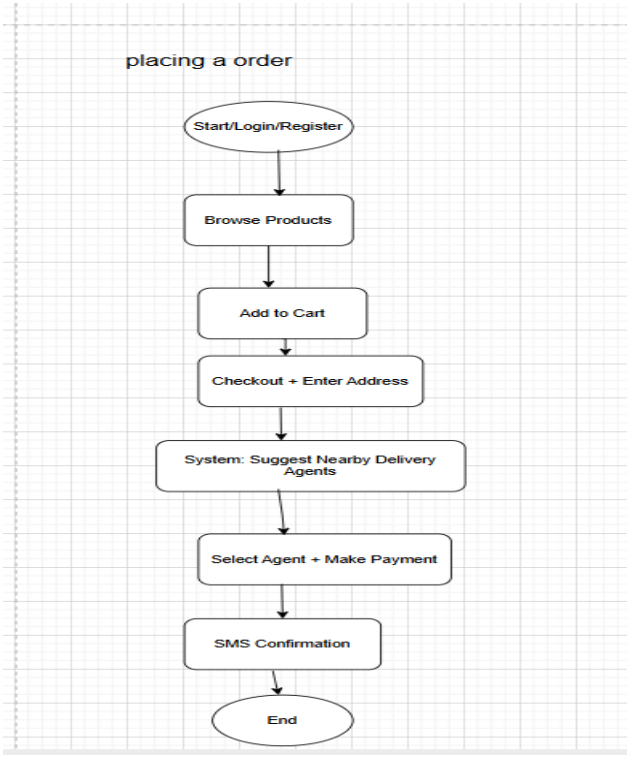
For example, there's no info if the location update fails – like if internet not working, or GPS gives wrong data. Also, it don't show if agent get confirmation after sending the location. In

real systems, location updates usually link to tracking feature, and customer get notified. That part is missing.

It also don't say how often location should be updated, or if agent can skip it. No step for error checking or backup method if app crashes. Also, system response or customer alerts should be added in this chart to make it more useful.

So, while it is a good chart to understand the location update step, it feel incomplete. In real life, many technical things can go wrong, and those should be in the chart too. Adding more conditions and actions will help make it stronger and ready for use in real delivery app or system.

Flow chart – Placing an Order

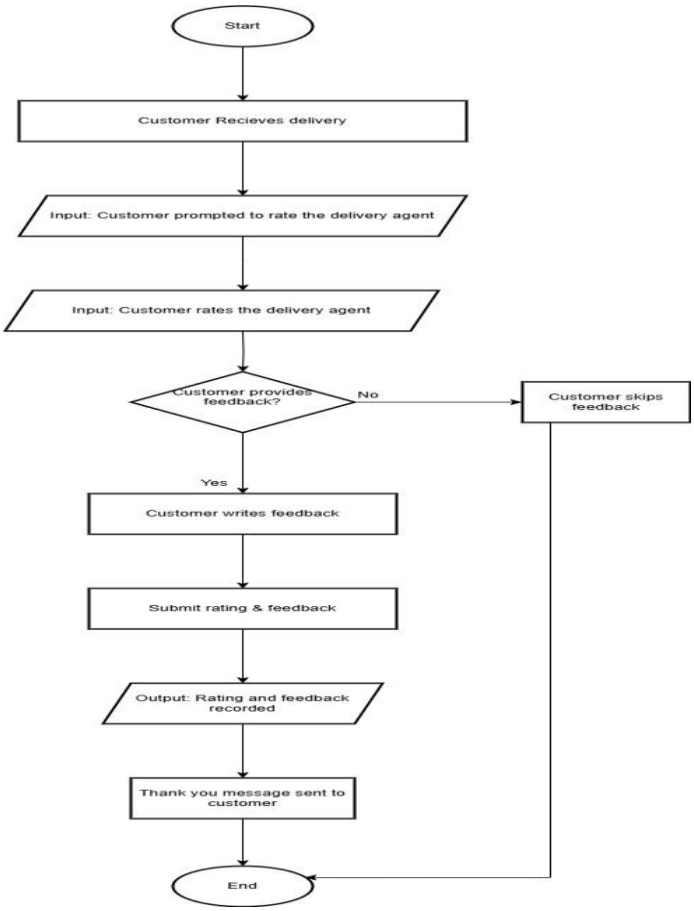


This chart show how customer place an order, probably using a website or app. It start from the moment when customer browse the items, select what they want, add them to cart, then go to checkout and pay. The steps are clear and in right order, so anyone can understand how online ordering works. But the chart don't show what happen if something goes wrong. For example, if payment fails or internet disconnects during checkout, there is no action shown.

Also, sometimes customer change their mind and remove item from cart. That's not shown in the flowchart. It also don't mention if customer need to log in or sign up before placing order.

In most real systems, login is required before payment. The chart can also include options like applying discount codes, choosing delivery method, or checking estimated delivery time.
After payment, customer usually get a confirmation message or receipt, but that is not shown here. It would be better if the chart had these extra steps. So, while the flowchart is good for showing the basic order process, it need to include more real situations like errors, cancellations, or payment options. With some more steps, it can become a full and proper guide for online ordering system.

Flow chart – customer ratinges for delivery agent

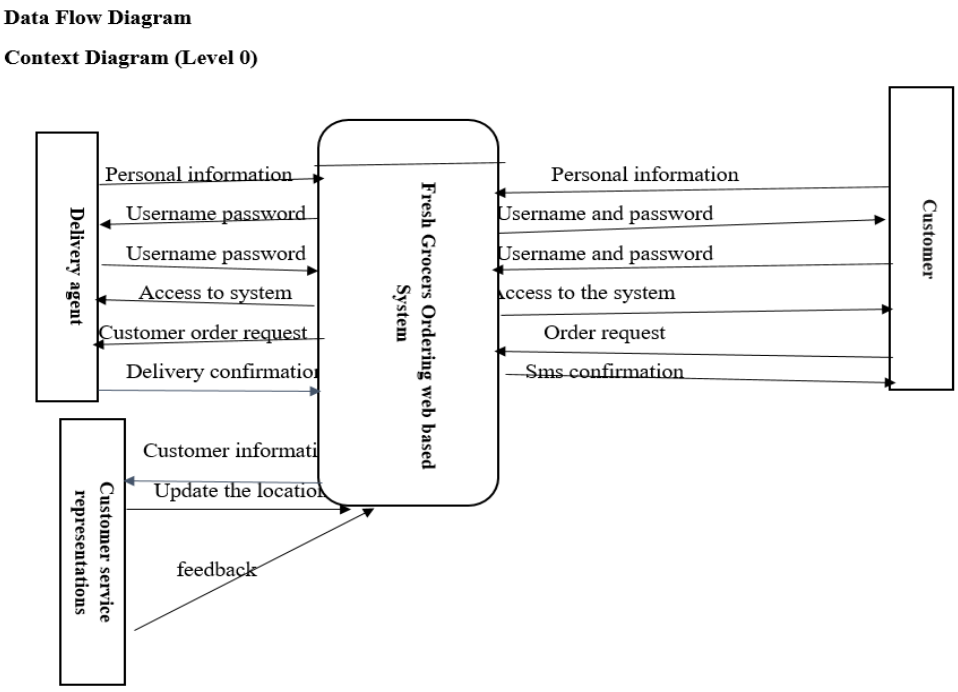


This chart explain how customer give feedback after getting the delivery. It show simple steps like delivery done, customer open app, rate the agent and submit the feedback. It is a useful part of delivery process because rating help to improve service. The steps are clear and easy to follow, but the chart is very short and miss many parts.
It don’t say what happen after rating is submitted. Does the company store it? Is the agent informed about their rating? If the rating is bad, do managers take any action or talk to the

agent? These things are important but not included. Also, it don't show if customer can add comments or just give stars. Sometimes, written feedback is more helpful than just rating.
Another thing missing is what happen if customer skip the rating or close the app. Is the rating optional or required? That decision box should be added. Also, there is no step about how the system use the rating – does it go to agent profile or help in performance review?
Overall, the chart show a good starting point for customer feedback, but it need more details to show what happens after rating is given and how it is used for improvement in the delivery process.

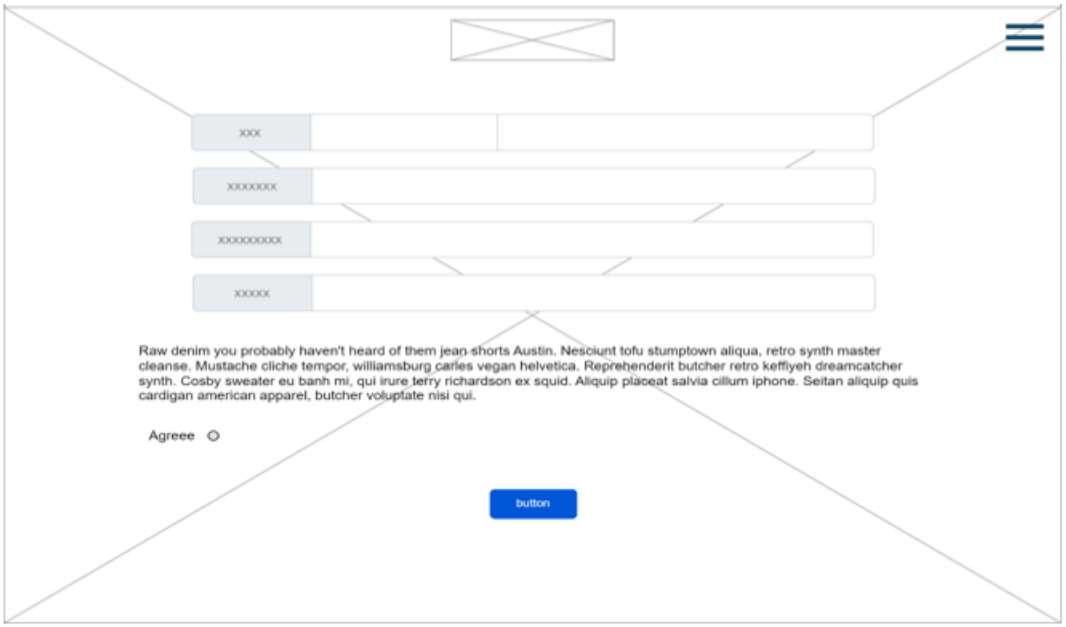
Data Flow Diagram for Fresh Grocers

Level 0 - Data Flow Diagram Fresh Grocers

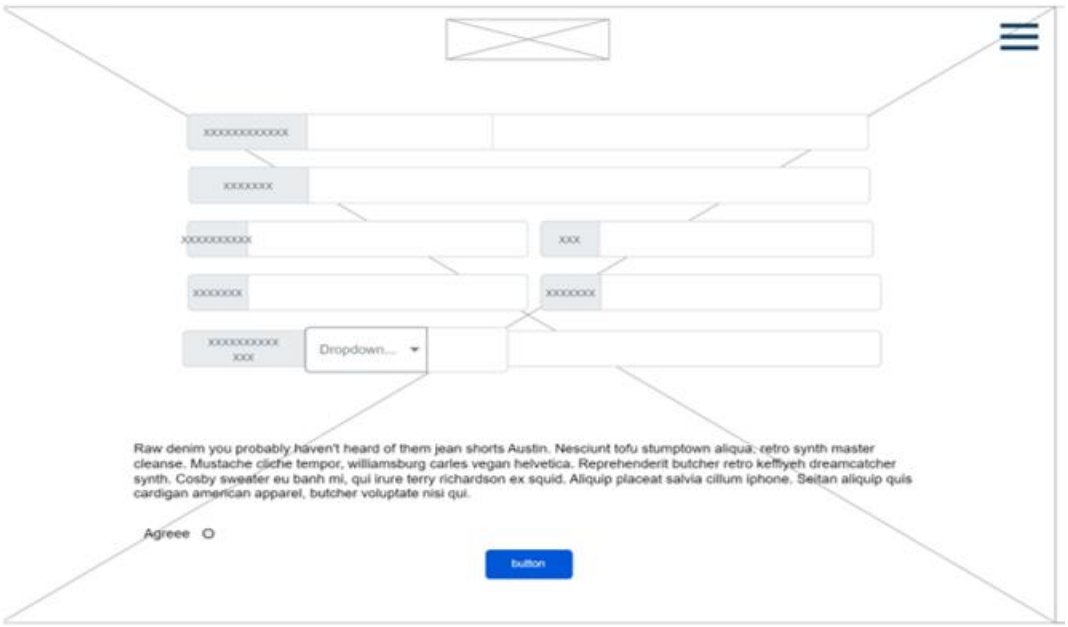


Prototypes of fresh grocers

Registration page of customer

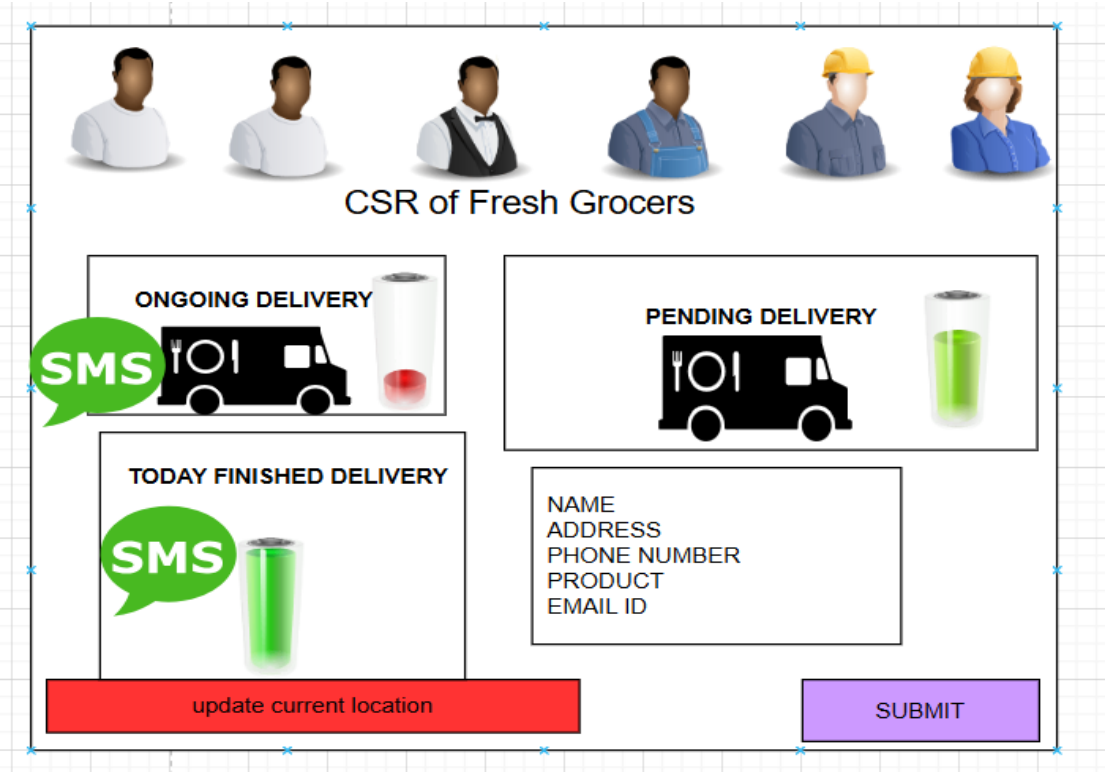


Registration page of delivery agent

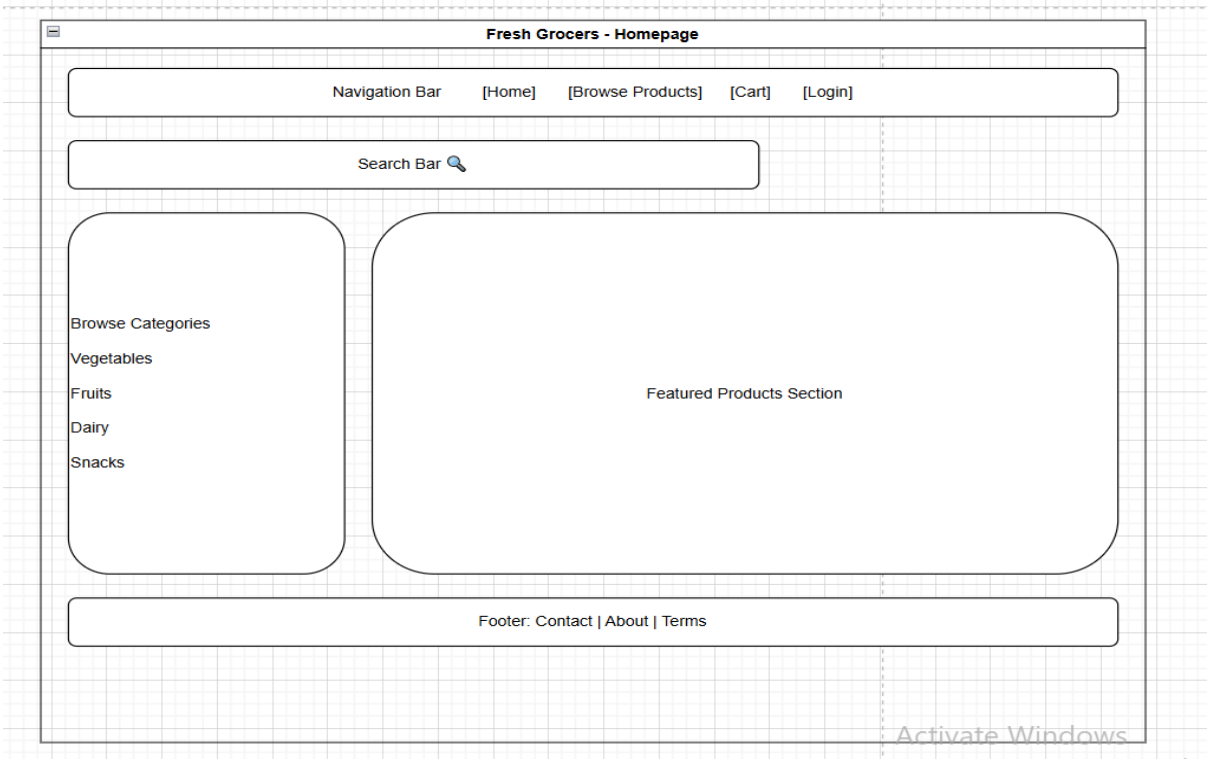


Delivery agent rating page

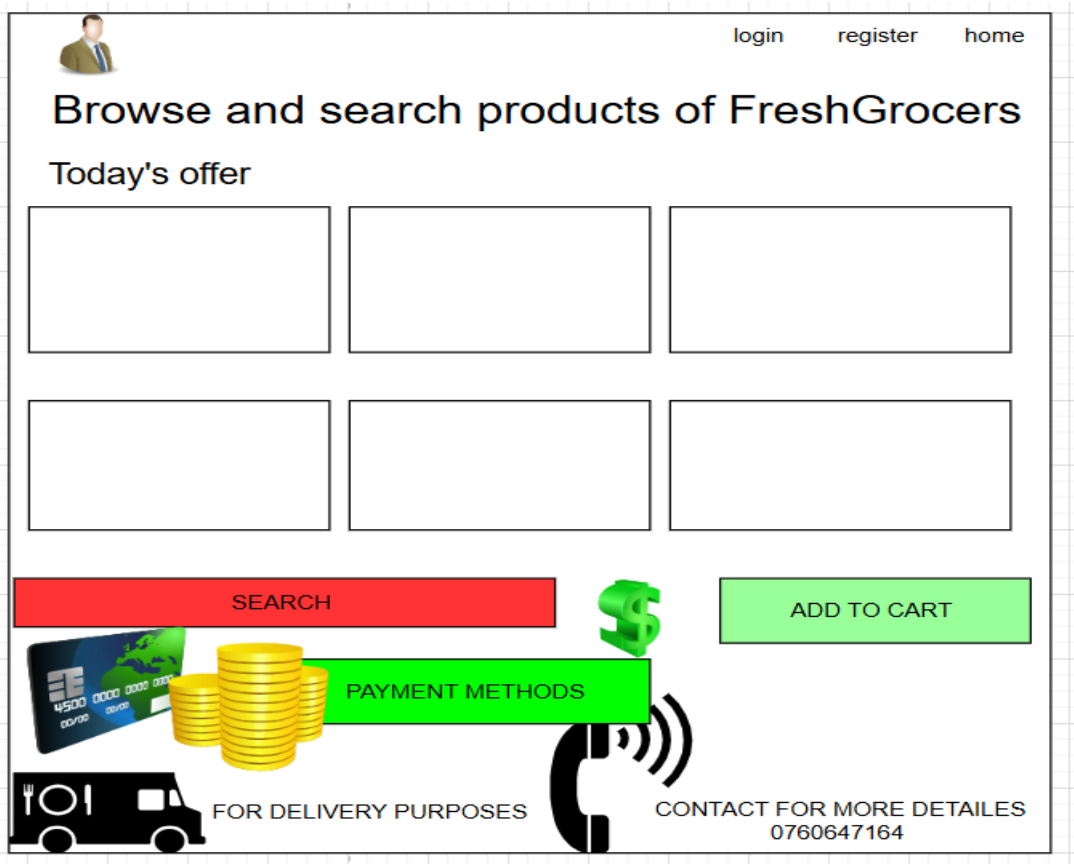
Customer service representative page



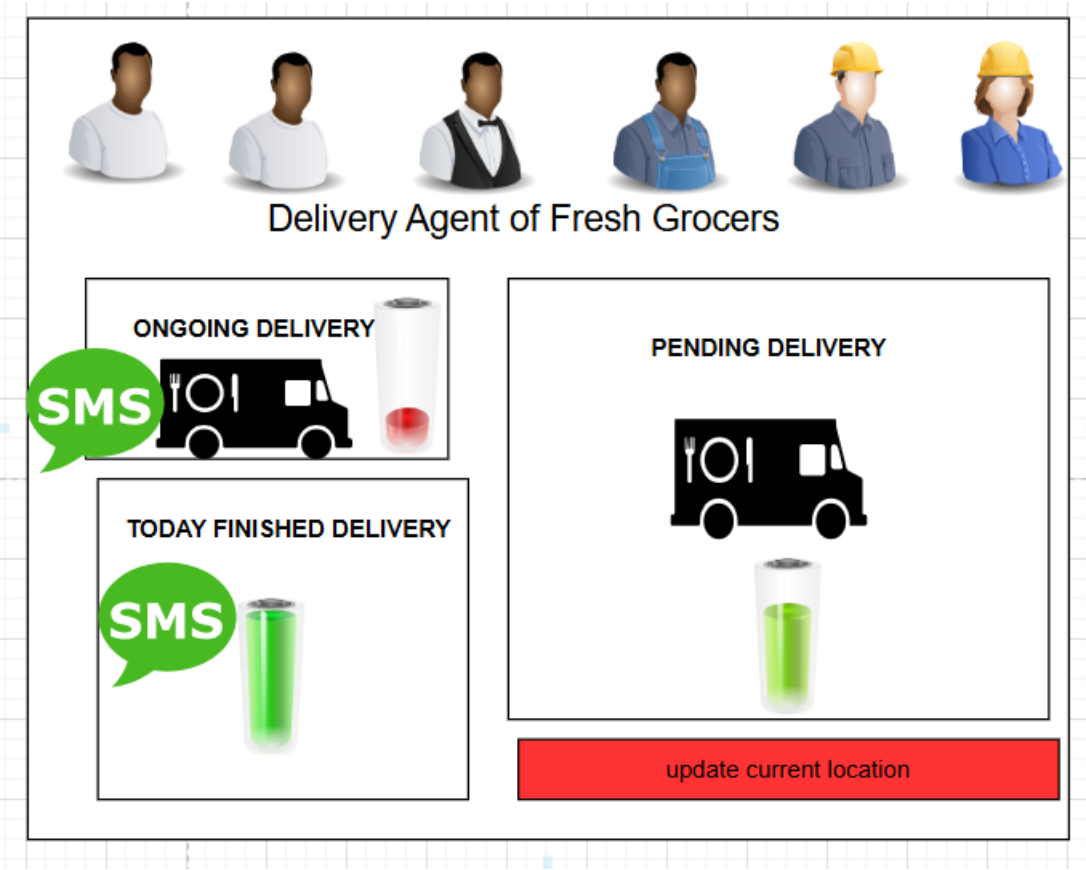
Home page of fresh grocers



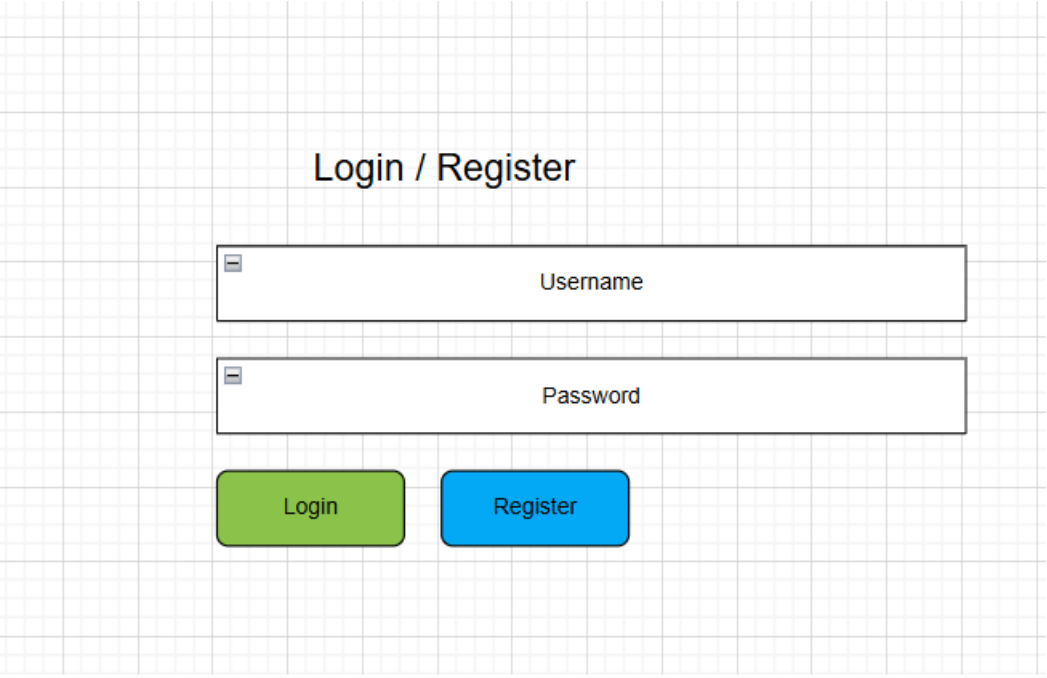
Browse and search product of fresh grocers



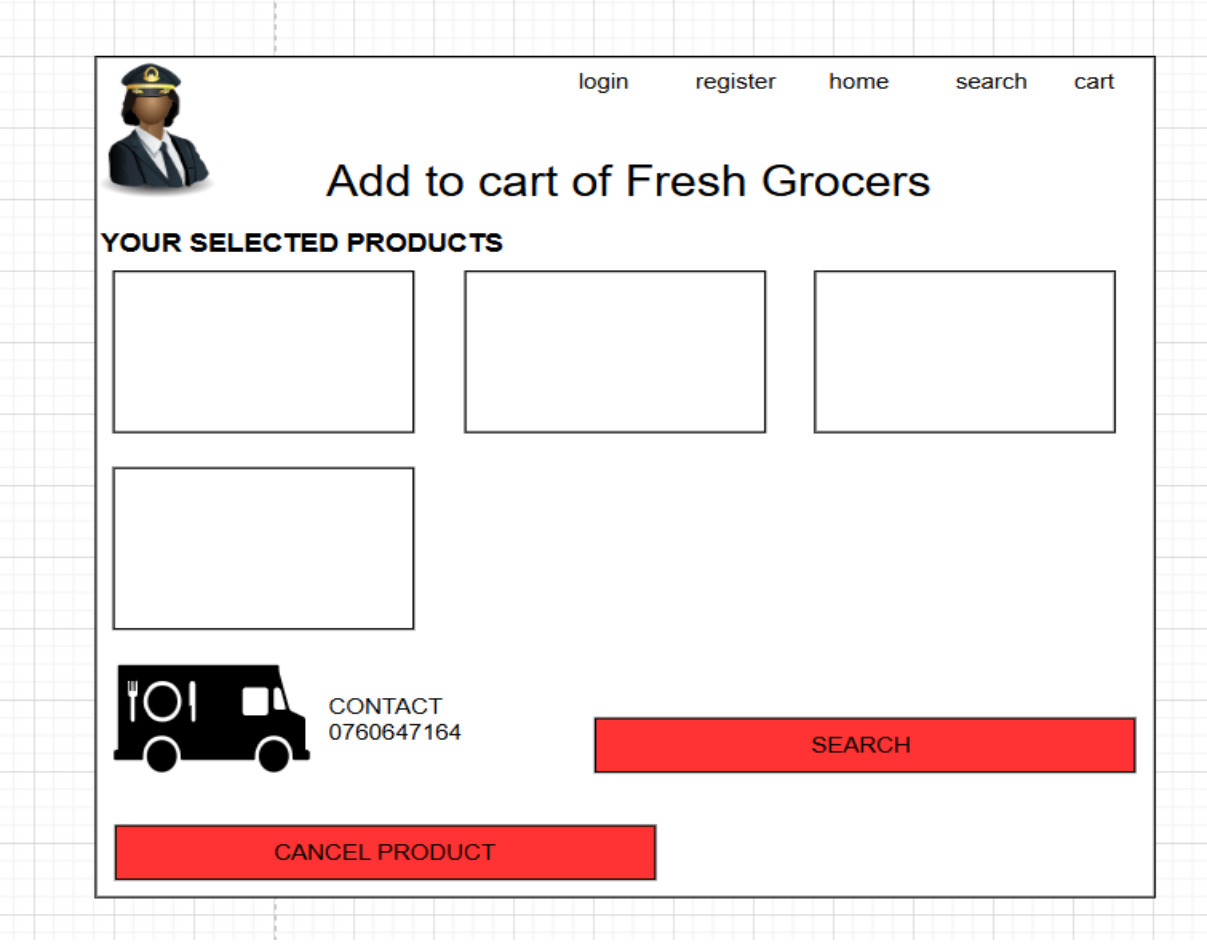
Delivery agent of fresh grocers



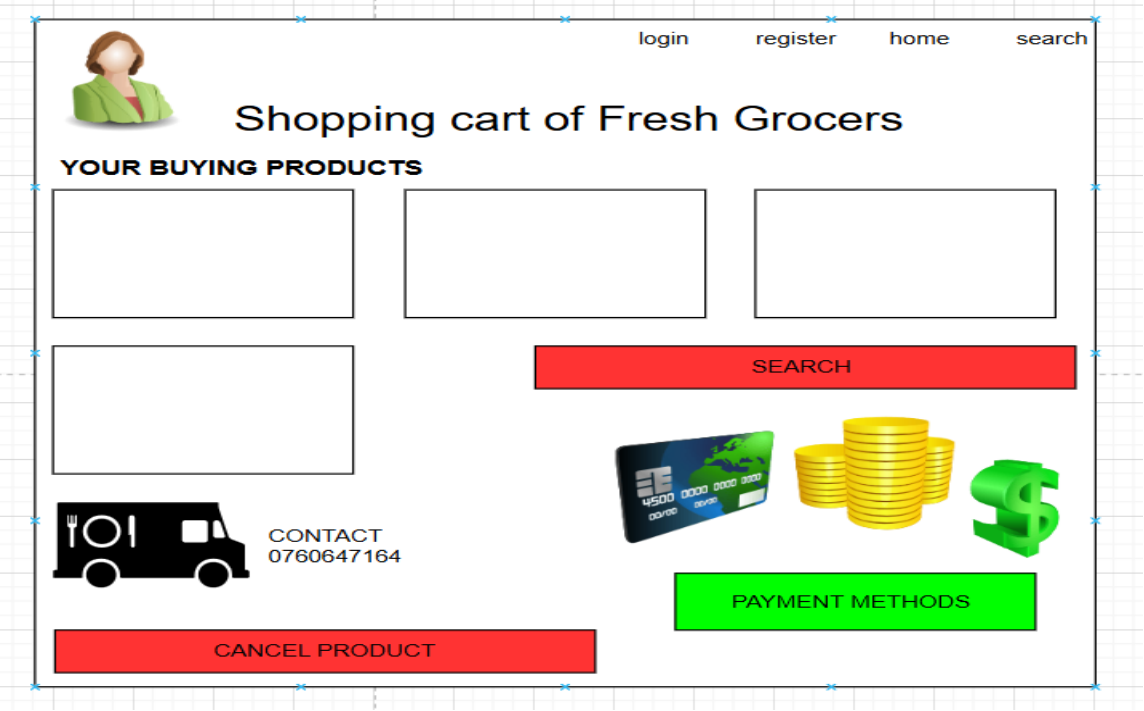
Login/registration page



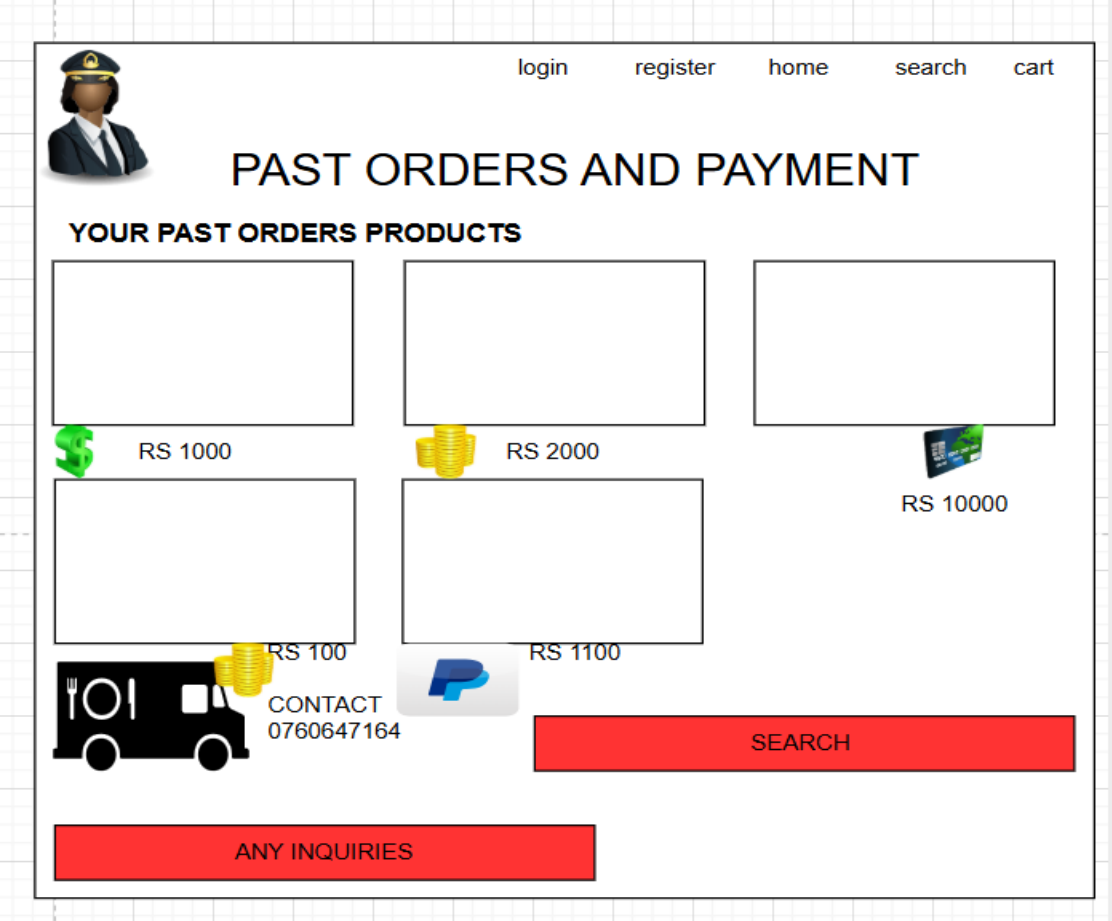
Add to cart of fresh grocers



Shopping cart of fresh grocers

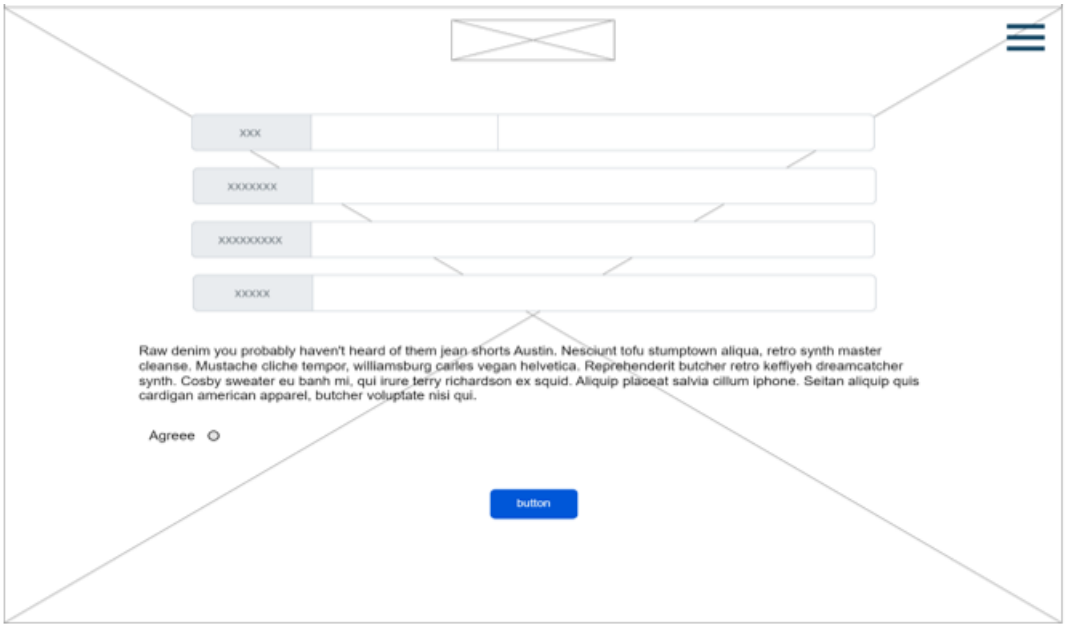


Past orders and payment



Installation Environment

Registration page of customer



Menu Button, Three horizontal lines indicating additional options or navigation.

Name Field, A text box for entering the customer’s full name.

Email Field, A text box for entering the customer’s email address.

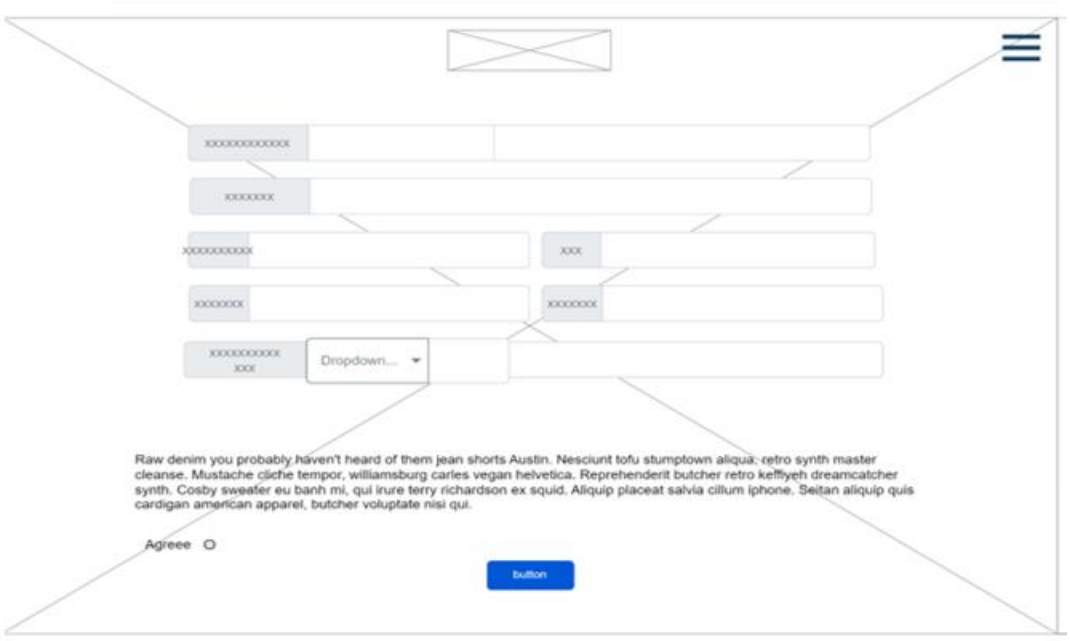
Phone Field, A text box for entering the customer’s phone number.

Address Field, A text box for entering the customer’s physical address.

Agreement Checkbox, A checkbox for agreeing to terms and conditions.

Submit Button, A button to submit the registration form.

Registration page of delivery agent



Menu Button, Three horizontal lines indicating additional options or navigation.

Name Field, A field for entering the driver’s full name.

Email Field, A field for entering the driver’s email address.

Phone Field, A field for entering the driver’s phone number.

Address Field, A field for entering the driver’s address.

License Number, A field for entering the driver’s license number.

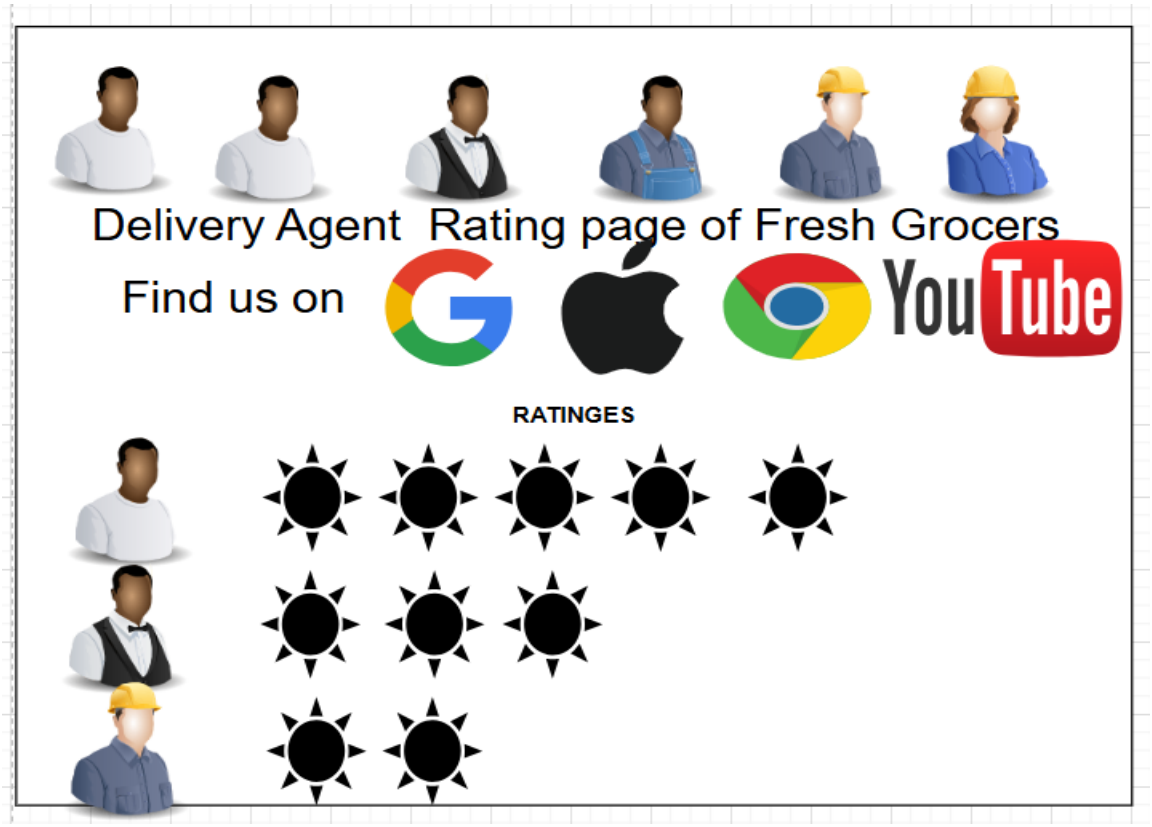
Expiry Date, A section for entering the expiry date of the license or registration.

Vehicle Details, Fields to enter vehicle model & registration number with a dropdown option for car models.

Agreement Checkbox, A checkbox indicating agreement to terms and conditions.

Submit Button, A button to submit all entered information.

Delivery agent rating page



The Delivery Ratings Page allows customers to share their feedback on the delivery experience after receiving their orders. This page is usually accessible from your order history or after the delivery status shows as “Delivered.”

On this page, you will typically find options to rate various aspects of the delivery service, such as timeliness, condition of the package, and the professionalism of the delivery staff. Ratings are often given using stars (for example, 1 to 5 stars) or smiley faces, along with a space to write additional comments or suggestions.

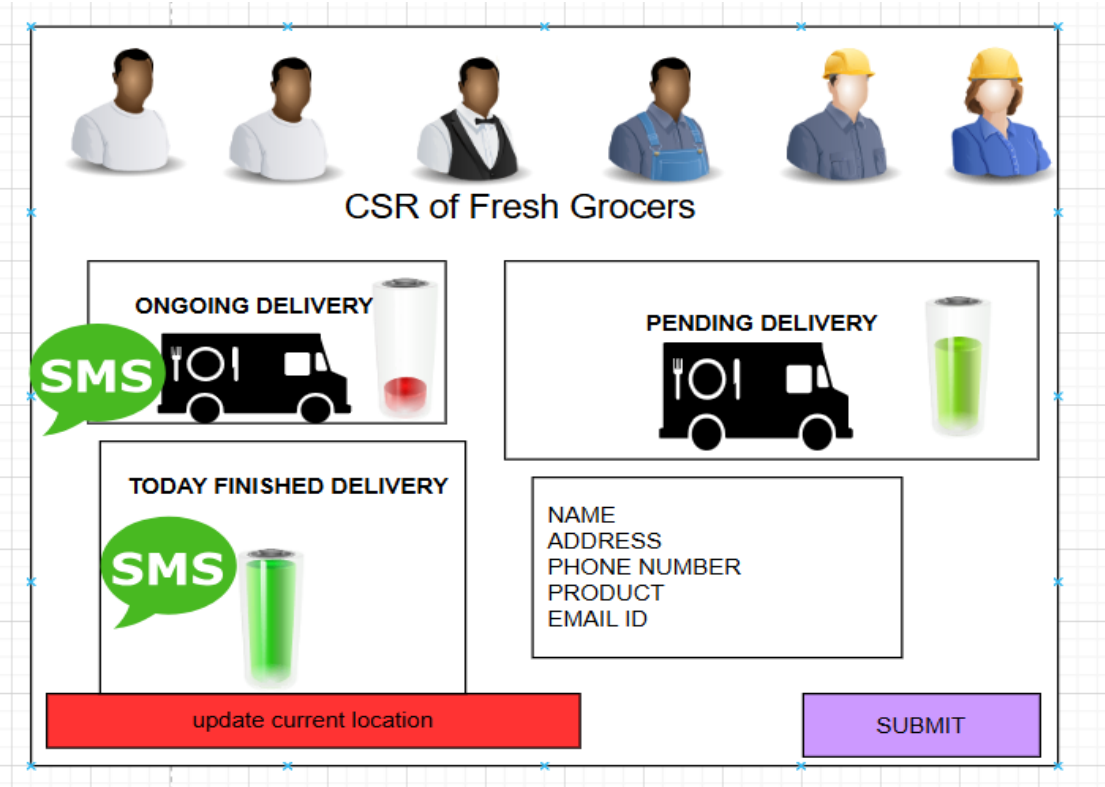
By submitting your delivery rating, you help the store or delivery service understand what they are doing well and where they can improve. High ratings indicate satisfaction and encourage the team, while constructive feedback highlights areas that need attention.

Using the delivery ratings page benefits both customers and businesses. Customers feel heard and involved in improving the service, while businesses gain valuable insights to enhance delivery speed, packaging quality, and overall customer

satisfaction.

Providing honest and thoughtful ratings contributes to better service for everyone and helps build trust between the company and its customers. It's a quick and easy way to make your voice count after every purchase.

Customer service representative page



Could show delivery status if clicked.

Example: "Order Confirmed," "Out for Delivery," or "Delivered."

Helps customers track their order after purchase.

The Order Tracking feature is usually found near the contact section of the website or app, often indicated by an icon like a food truck or delivery van. Although this might be a future addition, its purpose is to keep customers informed about the current status of their orders after they have made a purchase.

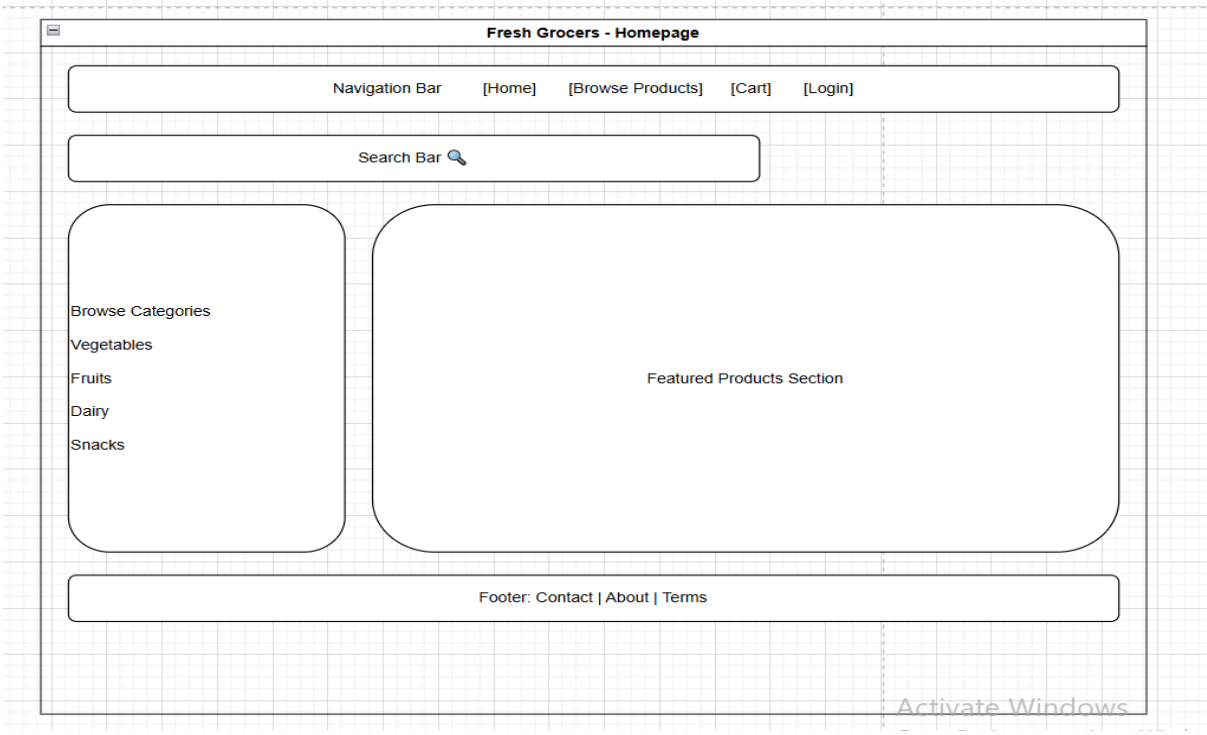
When fully implemented, clicking on the food truck icon could open a small window or page showing real-time updates on your order's progress. For example, it may display messages such as "Order Confirmed," "Out for Delivery," or "Delivered." These updates provide clear and timely information, so you know

exactly where your order is and when to expect it.

The main benefit of this feature is to enhance customer satisfaction and reduce anxiety by providing transparency throughout the delivery process. Instead of guessing or having to call customer service for updates, you can quickly check your order status with a simple click.

Order tracking improves trust and convenience, helping customers feel more confident in their online shopping experience. It also helps in planning for receipt of the items, making the whole process smoother and more reliable.

Home page of fresh grocers



Takes you back to the main page.

Displays featured products and categories like vegetables, fruits, and snacks.

Useful if you're browsing or lost in other pages.

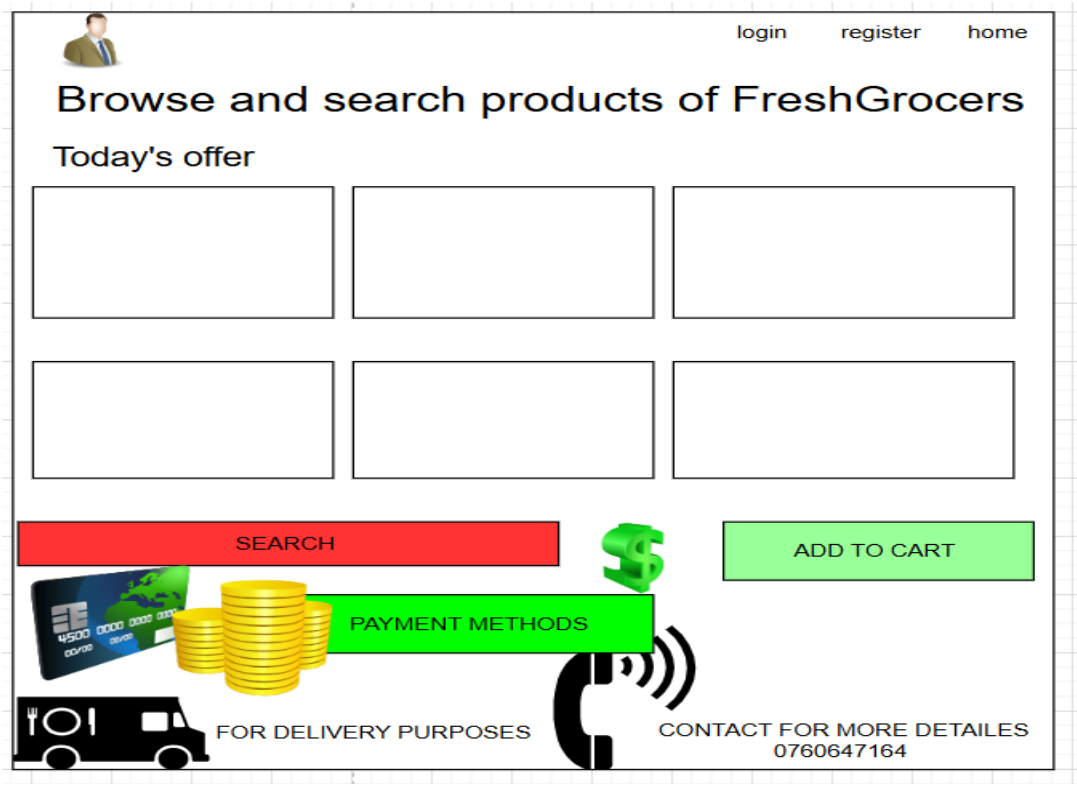
The Home button is placed at the top of the website, usually on the navigation bar where it's easy to see. It works as the main point where users can always return if they are confused or want to start fresh. When someone clicks the Home button, the website will take them back to the main page of the Fresh Grocers site. On this page, users can see featured products, special offers, and popular categories like

vegetables, fruits, dairy, bakery, and snacks.

This button is very useful because it acts like a restart. If a user was searching for something, checking their cart, or browsing a specific category and wants to stop and go back to the beginning, they just need to click the Home button. It clears any filters or search results and shows a clean overview of all the main products available in the store.

For users who are not very familiar with websites, the Home button is a simple and safe place to click when they are unsure what to do next. It helps keep the shopping experience easy and less confusing by always offering a clear place to start over.

Browse and search product of fresh grocers



Search box and red SEARCH button at the center or top.

After typing a product name (e.g. "Apple"), clicking the button will show results below.

The screen updates to show only matching items.

Quickly find specific products from a large list.

The Search feature is designed to help you quickly find specific products within a

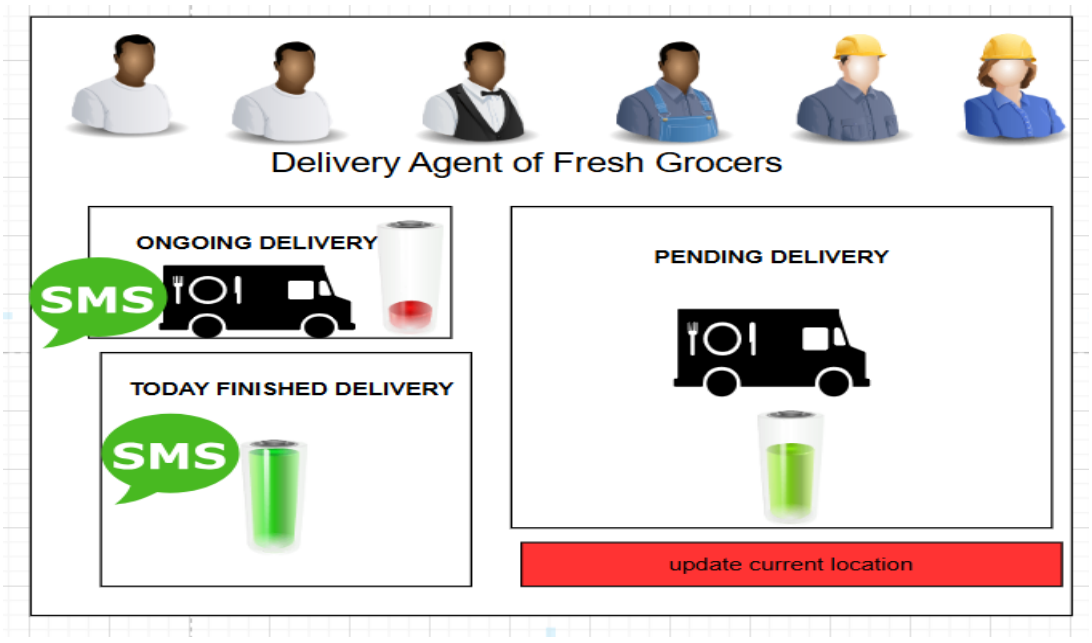
large collection. Typically, the search box is located prominently at the center or top of the webpage or app screen, accompanied by a red SEARCH button beside or below it.

To use this feature, simply click inside the search box and type the name of the product you want to find, such as “Apple.” Once you have entered your keyword, click the red SEARCH button to begin the search process.

After clicking the button, the page will update to display only the items that match your search term. For example, if you searched for “Apple,” the results will show products related to apples, filtering out unrelated items. This real-time update helps you quickly narrow down your options and find exactly what you need without having to browse through the entire catalog.

The main use of the search function is to save time and improve convenience, especially when dealing with large inventories. Instead of scrolling through multiple pages or categories, you can directly access relevant products. This makes the shopping experience more efficient and user-friendly.

Delivery agent of fresh grocers



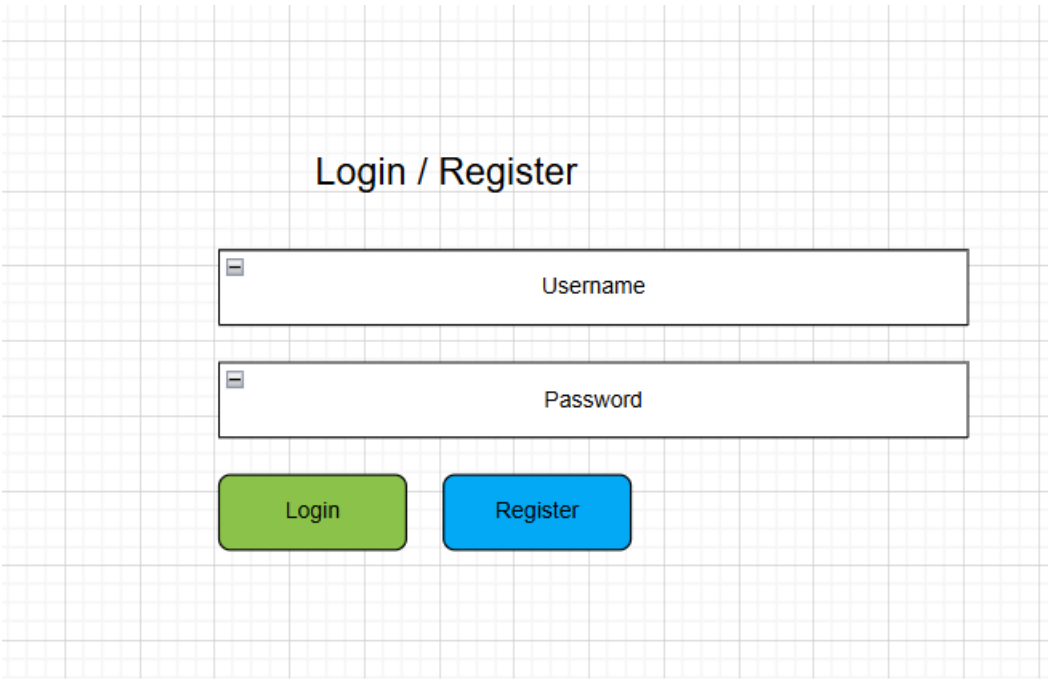
The delivery status icon can be found near the contact section of the website. It is represented by a food truck symbol, which is easy to recognize and matches the idea of grocery delivery. Even though this feature may not be active yet, it is

planned as a future upgrade to help customers know what is happening with their orders.

When this feature becomes active, clicking on the food truck icon could open a small window or page that shows the current status of your order. For example, it might say “Order Confirmed” if the shop has received your order, “Out for Delivery” if the delivery agent is on the way, or “Delivered” once the items have arrived at your door. This type of real-time information helps users feel more secure and informed after they’ve made a purchase.

This future delivery status feature is especially helpful for users who want to plan their day around the arrival of their groceries. It reduces the need to call customer support to ask for updates. Instead, users can simply check their delivery progress on the website by clicking the icon, making the experience easier and more convenient.

Login/registration page



The Login / Register button is usually located at the top-right corner of the website or app screen, clearly labeled as Login or Register. This button is the gateway for users to access their personal accounts or create a new one, which is necessary before placing orders or accessing personalized features.

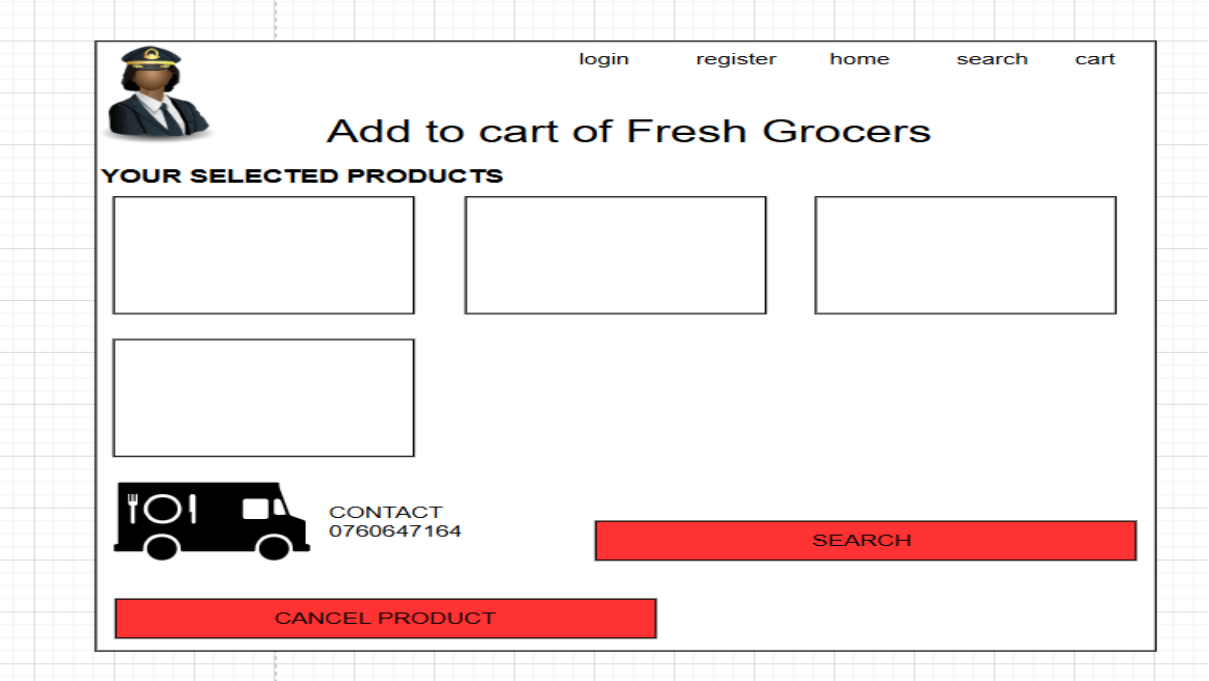
When you click the Login button, a pop-up box or a new page appears prompting

you to enter your username and password. This secure process verifies your identity, allowing you to access your saved preferences, order history, and personalized settings.

If you are a new user, clicking the Register button will open a form where you need to provide basic details such as your full name, email address, password, and sometimes your delivery address. This information creates a new account linked to you, making future shopping faster and easier.

The main purpose of this feature is to give users a secure way to manage their shopping experience. By logging in, returning customers can quickly reorder items, track shipments, and save multiple delivery addresses. Registering an account also helps the platform offer personalized recommendations and special offers. Overall, the Login/Register function is essential for a smooth, personalized, and secure online shopping experience.

Add to cart of fresh grocers



View and manage selected items.

Section titled “YOUR SELECTED PRODUCTS.”

Review your selected items here.

Click CANCEL PRODUCT to remove any unwanted item.

On or near product images – a button labeled “Add to Cart.”

The product will be added to your cart section on the same page.

A small notification or tick mark may appear confirming the item is added.

Allows you to gather all products you want to buy before checkout.

All products you have clicked “Add to Cart” on will appear here.

Each item will show name, price, and quantity.

Review your choices before placing the order.

The section titled "YOUR SELECTED PRODUCTS" is found in the middle part of the screen. This area is very important because it shows you all the items you have chosen to buy. Every time you click the “Add to Cart” button on a product, that item will appear in this section. It works just like a virtual shopping basket where you can see what you’ve picked up while browsing the website.

In this section, you will clearly see the name of each product, its price, and the quantity you selected. For example, if you added two packs of apples and one bottle of milk, both will be listed with the correct details. This helps you double-check what’s in your cart before moving to the checkout or payment page.

This area is very useful for reviewing your items. If you notice that something is missing or if you added the wrong item, you can go back and fix it easily. It saves time and helps you avoid mistakes. Before finalizing your purchase, always check this section to make sure your grocery list is correct. It makes shopping online simple, clear, and stress-free.

Shopping cart of fresh grocers

On or near product images – a button labeled “Add to Cart.”

The product will be added to your cart section on the same page.

A small notification or tick mark may appear confirming the item is added.

Allows you to gather all products you want to buy before checkout.

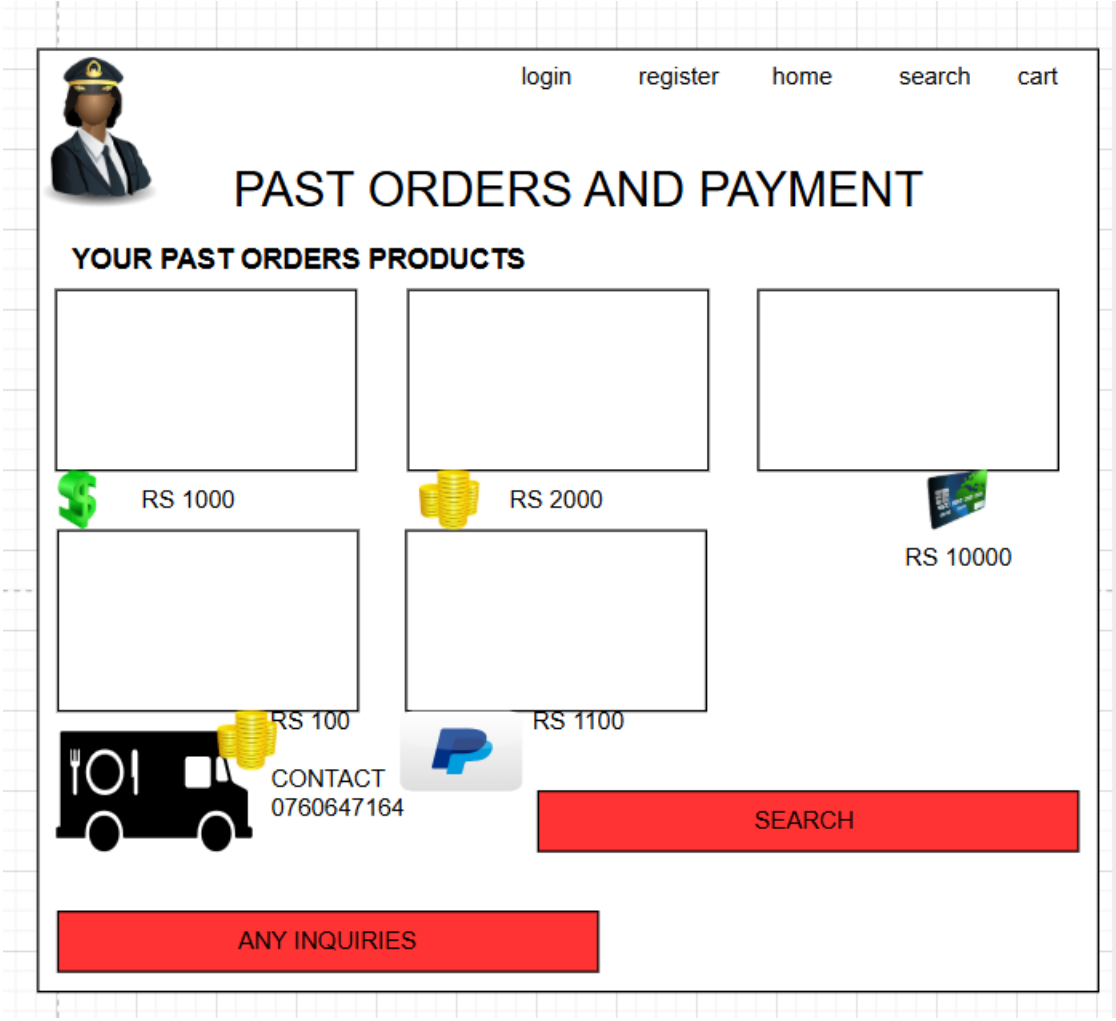
The Add to Cart function is an essential part of online shopping, designed to help users select and gather products they wish to purchase before proceeding to checkout. Typically, you will find an Add to Cart button located on or near the product image or description. When you click this button, the product is instantly added to your shopping cart, which is usually visible somewhere on the same page, such as in a sidebar or a floating icon.

Once an item is added, a small notification, confirmation message, or a checkmark often appears to reassure you that the product has been successfully included in your cart. This feedback helps avoid confusion and ensures a smooth shopping

experience.

The main purpose of the Add to Cart feature is to allow users to continue browsing and selecting multiple items without immediately committing to purchase each one. By collecting all desired products in a single cart, users can review their selections, adjust quantities, remove items, or apply discount codes before finally completing the purchase at checkout. This approach enhances convenience and efficiency, making the overall online shopping process more user-friendly and less time-consuming.

Past orders and payment



View your profile and order history.

After login, navigate to your Profile section.

Update your delivery address, view previous orders, or repeat purchases.

The User Profile and Past Orders feature allows you to manage your personal information and keep track of your previous purchases, enhancing your overall shopping experience. Once you have logged into your account, you can navigate to the Profile section, usually accessible from the main menu or a user icon at the top of the page.

In the Profile section, you can update important details such as your delivery address, contact information, and payment preferences. Keeping your information current ensures that your orders are delivered accurately and on time, preventing any delays or errors.

Additionally, the Past Orders area provides a detailed history of all your previous purchases. You can view order dates, items bought, prices, and order statuses. This helps you keep track of what you have bought and when, which is useful for budgeting, returns, or warranty claims.

One convenient function often included is the ability to quickly reorder items from your past purchases. This saves time if you want to buy the same products again without searching for them. While this feature might be optional on some platforms, it significantly improves user convenience and satisfaction by making shopping more personalized and efficient.