Online Retail Store

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Scope:

Today, due to the extremely fast-paced lives of people, it can be exhausting and time-consuming to visit different stores at different locations. Visiting a market and choosing the right product is cumbersome and may take several hours. Also, due to the recent COVID-19 pandemic, people prefer to get products delivered to their doorstep as quickly as possible.

Therefore, to cater to the needs of the public, we aim to provide complete management solutions to manage information on customers, sellers, delivery agents and products efficiently.

A2Z gives the admins a forum to showcase their products of various categories to customers in a hassle-free and systematic way. Customers can conveniently browse products, manage items in the cart and buy as per their preferred payment method. Delivery agents are assigned orders by the admin, which are supposed to be delivered within the stipulated time to provide a good experience to customers. Each of the objects are identified by a unique attribute, i.e., their primary key - Customer_ID, Admin_ID, Delivery_Agent_ID, Order_ID, Product_ID and so on. This application will enable the admin, delivery agent and customer to interact and coordinate efficiently with each other, resulting in a pleasant experience for all.

Tech Stack:-

The tools we are planning to use are
- HTML
- CSS
- MYSQL
- Python
- Django
- JavaScript
- React

Stake Holders:-

1. Customers
2. Admins

3. Delivery Agents

Functionalities:

1) Customers can do the following:
- **Sign Up/Login:** The customer can either create a new account or login with their unique credentials.
- **Browse products**: The customer can search for the products they want.
- **Add filters:** They can also add filters while searching to get their desired products quicker.
- **Add/Delete product in the cart:** The customer can add/delete products to/from their cart.
- **View/Edit search history:** If they wish to repeat any order, they can easily go back to the previous orders they had placed and do so.
- **Give/View ratings for a product:** Any customer can give and/or view ratings given on a product to take a better decision.
- **Give/View ratings for delivery agents:** Any customer can give/view ratings to a delivery agent for their service.
- **View recommendations from the application:** Customers can also see some recommendations which pop up on the application based on their search history and the items in their cart.
- **Buy products:** The customers can buy the products in their cart by clicking on the "Place Order" button.
- **View/Update Account Balance:** Customers can view their account balance and also add money to their account if needed.
- **Make payments:** Customers can make the payment after clicking on the "Place Order" button and then choosing their desired payment option.
- **Return Product:** Customers can choose to return any product if they want. There is a no questions asked return and refund policy.
- **Track Order:** Customers can choose to track their order(Number of days for delivery, Location of the order, etc.).
- **Raise query:** Customers can also raise queries/concerns regarding anything on the app which are answered by admins.

2) Admin can do the following:
- **Login :** The admin will have to enter their unique credentials to access the Admin mode
- **Add/Delete Category :** Any category can be added or deleted by the admin once the admin mode is activated.
- **Add/Delete Product :** Any product can be added or deleted by the admin in the suitable category.
- **Set Price :** The price of the products can be edited by the admin.
- **Set Discount :** Different products can have various discounts as per the admin's choice.

- **Update Stock :** This enables them to update the logistics and maintain the correct record of their inventory. Eg: number of items available, number of pending orders and so on.
- **Assign Delivery Agent to an order/return :** The admin can assign the pending deliveries to any of the available delivery agents, be it an order or a return request.
- **Track Orders :** The delivery agent can be tracked and the location of the order can be located in real time by the admin.
- **Reply to Customer Queries :** They'll be able to view all the queries raised by the customers so that they can reply to them accordingly.

3) Delivery Agent:
- **Login :** The delivery agent can login with their unique credentials.
- **View the assigned order/return :** They can
- **Accept/Deny the order/return request :** They're given the choice to either accept or deny the order request based on their circumstances at that moment.
- **View their rating :** They can view the rating given to them by the customers
- **View Pickup and Delivery Location :** Get access to the exact location of their destination.
- **View previous deliveries :** They can view the list of their completed orders.

Technical Requirements:

- Each stakeholder, the customer, admin and the delivery agent will have a unique ID(primary key) that they're identified with.
- Each Customer can only have one shopping cart assigned to them.
- Each Product can belong to only one Category.
- There can be 3 types of accounts that can be created and accessed. Each type of account has a predefined set of privileges which is unique to that type of account.
- Customers can only rate those products which are present in their order history.
- Customers can only rate those delivery agents who have served them earlier.