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Pi-Dev development

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<div align="center">Scenario: SAV et Shipping Module</div>

- Customer A recently purchased an item from the website and received the package within the estimated delivery time. However, upon receiving the package, he noticed that the item was damaged during shipping. He immediately contacts the customer service department to raise a complaint and initiate the return process.

- With the after sales service feature, the customer service representative is able to quickly access the Customer 's order history and initiate the return process. The representative (Moderator) is able to provide the customer with a clear understanding of the return process and timeline, and addresses any concerns that he may have. The representative also provides Customer with a pre-paid shipping label to return the damaged item, making the process easy and hassle-free for her.

- With the shipping feature, the online fashion store is able to track the returned package and verify that it has been received. The store's shipping system automatically generates a replacement dress and ships it to Sarah's address, ensuring that she receives the dress as quickly as possible.

The Ecommerce Website able to maintain its reputation for providing excellent customer service, which helps to build trust and loyalty among its customers.