

S&J Boutique Management System

S&J Boutique is very popular nationwide. The business consists of two main parts, namely; 1) Point of Sale (POS) and 2) Online Store. It has outlets/POS in different cities. Multiple outlets are present in a single city. The business sells products to both the walk-in customers as well as the recurring customers. S&J offers apparels for both the males as well as females of all age groups. S&J runs different campaigns for the national and religious events from time to time where the store offers different kinds of discounts. Apart from that, based on the spending brackets of the customers, the store also offers award/loyalty points to the customers and issues them loyalty cards to redeem their award points. Depending upon the customer category, the store issues Gold, Silver and Platinum cards to the customers which translates into flat discounts on all purchases. As per the policy, the store offers only one type of discount at a time. If a purchase qualifies for more than one discount category, only one of them with the largest discount value is applicable to the users. The loyalty cards have expiry on them and all the status points and loyalty points are reset at the end of each fiscal year.

The store classifies its staff into the following categories

1. Store Admins: who can manage users for the outlets and assign them appropriate roles. The admin also ensures that the user accounts are deactivated as soon as the user leaves the store. The Store Admins can also move different users to different outlets. The Store Admins can also create, update, block or permanently delete outlets as the physical outlets are opened, closed or relocated.
2. Store Managers: who can create and modify the discount policies and rules, run monthly and annual reports to view how different products are performing, what are the best selling items, how each category of users are doing according to their classification status etc.
3. Inventory Managers: who manage the store inventory at global level and allocate inventory to different outlets based on stock levels at each outlet. They also define or change policy to reserve stocks for digital sales platforms like the eCommerce store and mobile apps.
4. Floor Managers: who can behave as a sales agent for their outlet, or track attendance of the staff at their outlet. They can also run different reports to view how different sales agents are performing. A floor manager has special rights to process returns of items which other sales agents can not do on their own. A floor manager can also define or change the work shift of each of the sales agents at their outlet. The managers can view or manage only the sales agents assigned to their outlets i.e. they can not view or change the sales agents of the other branches/outlets.
5. Sales agents can mark their attendance by scanning their thumb/finger at the fingerprint scanner in their outlet. They can specify if they are checking in or out when they are scanning their fingerprints.

The customer can be a new customer, an anonymous customer or a registered user both for the online stores as well as the outlets. As the users enter the shop, the RFID chip on their loyalty card is detected by the scanner at the gate and the branch manager is notified of the customer details along with his/her picture and recent purchase history. The managers can advise and direct the sales agents to treat the customers accordingly. If the customer's card can not be detected by the scanner (the card might be in an RFID proof wallet), they will be treated as a new customer. The customers show their card to the Sales Agent at the POS counter to scan their card so their sale can be recorded and the award points be assigned to them. The online users can either login to the site to get customized and preferred offers or browse the site as anonymous user, choose items and add them to their cart as anonymous user. Such users can either create their account or login to an existing account at the time of checkout. The store offers both COD as well as online payment options using external payment systems. As per governmental regulations, all sales done through the online and offline stores are subject to 17% GST which is submitted at the end of every month to the FBR system.

Timelines and Deliverables

The timelines and deliverables of this project can be found [here](#).