Project Requirement Document: PetPals

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This project aims to develop a comprehensive database system for managing the operations of an online pet store (PetPals) and facilitating the procurement and distribution of pet products and services. The system will provide a user-friendly interface for customers to purchase pet-related items and schedule various pet services. The database will capture relevant information about customers, products, services, and inventory, ensuring efficient and organized business management.

1. Project Scope:

1.1 Objectives:
To establish an online platform for pet owners to access a wide range of pet supplies and services and provide a seamless shopping experience for customers with additional services such as pet grooming, veterinary consultations, and pet care resources.

1.2 Features and Services:
E-commerce platform for purchasing pet supplies like food, toys, clothing, and accessories that includes pet daycare services like grooming and veterinary consultations. Storing user account details for order tracking and personalised recommendations. A secure payment gateway for transactions.

1.3 Target Audience:
Our target audience will include pet owners, enthusiasts, and individuals seeking pet-related services.

2. Functional Requirements:

2.1 Customer Management:
  - Customers can create accounts with personal information such as name, contact details, and address.
  - The system will store multiple pet profiles, and each pet profile will contain customer preferences, including pet types, breeds, and ages.

2.2 Pet Services Booking:

   - Customers can schedule various pet services such as grooming, veterinary appointments, and training sessions.
   - The system will record appointment details, including date, time, type of service, and service provider.
   - Information about service providers, availability, and pricing will be maintained in the system.
   - Booking confirmations will be sent to customers and service providers.

2.3 Order Management

   - Customers can browse and filter through a variety of pet products, including food, toys, accessories, and more.
   - The system will allow customers to place orders and specify product quantity.
   - Customers can track order status, including processing, shipping, and delivery.

2.4 Inventory Management:

 - The system will track product details, including type, brand, quantity, and price.
 - Inventory management will be maintained, reflecting the current stock of each product.
 - If a product is out of stock, it will be unavailable to the customer
 - The stock of products will be updated every time the company restocks a product.

2.5 Payment:

-Implement a robust and secure payment processing system to safeguard customer transactions and protect sensitive payment information.
-Integrate a virtual shopping cart that allows customers to add, review, and modify their selected items before proceeding to payment.
-Provide customers with diverse payment choices, including UPI, credit cards, and popular digital wallets, ensuring flexibility and convenience.

2.6 Customer Support:

- Provide customer support via chat, email, or phone.
- Returns, Refunds, Ratings, and Reviews.
- Include an FAQ Section that will address common customer queries.

3. Technical Requirements:

Backend: MySQL (Relational Database Management System), Django/Flask:-

MySQL is an open-source relational database management system that is widely used for managing and organizing data in various applications. We plan to use it to manage and organize all the data necessary for PetPals. We will use a Python-based backend framework(Django/Flask) to manage the server-side logic and seamlessly integrate the MySQL database with the PetPals website. The chosen backend framework, either Django or Flask, will play a crucial role in handling routing, request processing, and overall application logic.

Frontend: HTML, CSS, JavaScript:-
HTML (Hypertext Markup Language), CSS (Cascading Style Sheets), and JavaScript are core technologies used in web development to create and enhance the front end (client-side) of websites and web applications. We plan to use these technologies together to create a cohesive and interactive user experience.

Payment Gateway Integration: Secure payment processing(Paytm, Razorpay).
We plan to use Dummy Payment Gateway Integration in our project to streamline the online payment process, enhance security, and provide a positive customer experience, ultimately contributing to the success of our online pet store.

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Prompts used for CHATGPT:
1. Give me a project scope description for an online pet store selling pet products and pet services.
2. Project and business requirements of pet supplies+services store

Contributions:
Anushka Korlapati: Ideation, prompt generation, name ideation, final editing.
Mridul Goel: Ideation, prompt generation, name ideation, final editing.
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