

System Requirements

The Bookstore is aiming to establish an online system to streamline its operations and improve customer experience by providing a seamless platform for customers and employees. Customers will be able to browse and purchase products, while employees will manage inventory, orders, and daily tasks efficiently. The system will allow customers to search through a wide selection of products, including books, accessories, and other items, and view detailed descriptions with attributes like **title**, **price**, and **availability**. For books, additional details such as **genre** and **author** will be provided, while accessories will include **material type**. Customers can easily add items to their cart, modify the contents, and proceed to place an order by providing **shipping details** and selecting a **payment method**, such as **cash**, **card**, or **membership discounts**. During checkout, the system will dynamically apply eligible promotions or discounts based on predefined rules, such as **coupon codes** or **membership status**, ensuring a personalized shopping experience.

On the other hand, employees will use the system to monitor **inventory**, which will automatically identify **low-stock items** and trigger **restock orders** to suppliers. This automation ensures that stock levels are replenished promptly without manual intervention, reducing delays and improving operational efficiency. Employees will also be able to process **customer orders**, ensuring that all transactions are accurately logged for smooth operations. Employee details, including their **positions** and **hire dates**, will also be securely stored, along with tools for generating comprehensive reports, such as **sales** and **inventory data**, to support effective decision-making.

The system is designed to securely handle and protect all **personal information** for both customers and employees. It will also enhance the shopping experience by

managing **membership benefits**, allowing customers to enjoy discounts on eligible purchases while keeping track of their **status** and **discount rates**.

By integrating these features, the Bookstore system will provide a **user-friendly shopping experience** for customers while optimizing the efficiency of day-to-day operations for employees. This comprehensive approach aims to bridge the gap between customer satisfaction and operational excellence, ensuring the Bookstore thrives in a competitive environment.