**SYSTEM ANALYSIS**

**PROJECT DESCRIPTION**

**E-COMMERCE SYSTEM**

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E-Commerce System Project Description Description

The e-commerce system is a comprehensive platform composed of three main applications—for customers, delivery personnel, and administrators—alongside support functionalities for customer service and warehouse operations.

**The Customer,** customers initially should have an account to log in for authenticating. If he doesn’t have an account, he must register to the system.

For registration, the customer enters his info then the system validates it, adds the customer to data base of the system and sends the id to him. If customer info is not valid the system displays error messages to him.

**Customer** can browse and search products, view detailed products, choose quantity needed, system check availability and quantity and add items to his cart. Customers also can remove from cart; first system display cart’s items and customers select the item and remove it, if customers want to place orders the system initially retrieves cart items and check availability of items then customers make a payment by entering their credit info, system checks if info valid then system update inventory in the system and sends confirmation message to customer. Customer can cancel order if order isn’t delivered yet, if he confirms the cancellation the system updates the status of order, return items to inventory, return the money or payment to customer and send cancellation message to customer.

**Admin** provides a comprehensive interface for administrators, it allows adding, editing, and deleting products. Manage order state to be approved, prepared, archived, and cancelled. Detailed reports are available across sales, inventory, returns, and user activity, analyzing trends, and export data in multiple formats (pdf, word, etc.) for business insights and operational decisions

**Delivery** initially receives a list of orders, he either accepts orders that are suitable for him, adds them to his own delivery list, the system updates the status of those orders and sends tracking information to both customers and admin that the order is ready and, in the way, archives the order if it's done. upport.