**SYSTEM ANALYSIS**

**PROJECT DESCRIPTION**

**E-COMMERCE SYSTEM**

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E-Commerce System Project DescriptionE-Commerce stem Project 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. Through the **User App**, customers can browse and search products, add items to their cart or favorites, view detailed product availability and estimated delivery times, register with personal and payment information to receive a unique ID, and place orders using saved addresses. They can also choose shipping options like gift wrapping or expedited delivery, track orders in real-time via Google Maps, view past orders, initiate returns, rate their purchases, contact customer service to modify or cancel orders, and switch between Arabic and English. The **Admin App** allows administrators to manage the product catalog, categories, promotional coupons, inventory, users, and delivery staff, assign orders, oversee account deactivations, and generate detailed reports on orders, returns, inventory, and user activity. The **Delivery App** enables delivery personnel to view, accept, and update the status of assigned orders in real time and confirm deliveries, with map integration for route navigation. When an order is placed, the system checks product availability, processes payment, and alerts warehouse staff to prepare and ship the order, followed by generating a confirmation with full details and tracking info. Return processes begin through the app, are handled by customer service, and finalized after warehouse inspection. Daily system-generated reports help in decision-making and overall management, while customer accounts can be securely deactivated through the app with customer service support.