

MegaMarket Management System

MegaMarket will be an online retail store, with different items for customers. The platform will enable users to browse, select, purchase and review items from various categories, including groceries, household essentials and personal care products. The store procures its items from various vendors and then sells them to its customers through its online retail store website.

Customers can create accounts on the MegaMarket platform, providing necessary information such as name, address, email, contact details and password. The system will have authentication mechanisms. Also in addition to the above a customer can opt to be a guest user and checkout without creating an account. Choosing the guest checkout option allows users to continue without providing personal information for account creation. Guest users will need to provide necessary information for billing and shipping purposes, such as name, contact details, and delivery address.

Customers can add products to their virtual shopping carts and proceed to checkout when ready. The checkout process will include options for payment methods, delivery addresses, (There can be saved addresses that a customer may wanna choose from) and order summary. The system will generate order confirmation and invoice details upon successful transactions.

Each order will have the following information: order ID, customer ID, order date and time, order status (processing, dispatched, delivered, returning, returned, canceled), product information (ID quantity), customer information, payment information (transaction ID, successful, pending, refunded or not). Delivery information (scheduled delivery date and time), Return & Refund information (return status and refund status), Feedback and reviews (optionally the system can store feedback or reviews by customers after the delivery).

It may happen that a customer may not be able to receive the order at its delivery address, in such cases the order will immediately be canceled and the customer will have to reorder. The database design will register the information about whether a customer received the order or not along with the reason for failed delivery. After an order is made it will have the current status of the order.

The platform will maintain a product catalog, including detailed information about each item, such as ID, name, description, price, availability, and images, returnable or not and rating. Products will be categorized for easy navigation, and customers can search for specific items using keywords. The platform will keep track of inventory levels to ensure product availability information. Alerts will be implemented to notify the management when inventory falls below a

certain threshold, prompting timely restocking. The Product manager can get access to the above information and can send fresh orders to its vendors for the next supply.

Vendors interested in selling products on MegaMarket will register on the platform by providing necessary details about their organization, product offerings, and pricing. The system will allow for the submission of supporting documents to verify vendor legitimacy.

All information about the batch supply purchases from the vendors will be stored in the system.

MegaMarket will generate reports on sales, and inventory levels. The system will provide information regarding popular products, customer demographics and overall business performance.

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