

# ONLINE SHOPPING

# **CHAPTER 1:**

- >Introduction
- >Problem Statement
- >Objective
- >Scope

# **1.Introduction:**

Online shopping is a convenient and efficient way to purchase goods and services over the internet. Instead of going to a physical store, you can browse and purchase products from the comfort of your own home. Online shopping also allows you to easily compare prices, read reviews, and make informed purchasing decisions.

Online shopping is also convenient for making purchases from international retailers, as you can have products shipped directly to your doorstep. However, it's important to be aware of potential risks when shopping online. These include scams and fraudulent websites, as well as the possibility of your personal information being compromised. It's important to take steps to protect yourself when shopping online, such as using secure payment methods and being cautious of suspicious emails or websites. Overall, online shopping can be a convenient and efficient way to purchase goods and services, but it's important to be aware of the potential risks and take precautions to protect yourself.

One of the major benefits of online shopping is the convenience it offers. You can shop at any time of day or night, and from any location with an internet connection. You also have a wider range of products to choose from, as online retailers often have a larger inventory than physical stores. Another advantage of online shopping is the ability to easily compare prices and shop around for the best deal. Many online retailers offer discounts and promotions, and there are also many comparison websites that can help you find the best price for a particular product.

## **2.Problems & their solutions:**

There are several problems that online shopping can face, and here are some potential solutions:

1. **Security risks:** One of the main concerns with online shopping is the risk of personal information being compromised. To protect yourself, use secure payment methods such as credit cards or payment services like PayPal, and be cautious of suspicious emails or websites. You can also use a credit card with fraud protection, or use a virtual credit card number for added security.
  2. **Delivery issues:** If you experience issues with delivery, such as delays or lost packages, contact the retailer or shipping company to try to resolve the issue. You can also consider purchasing shipping insurance to protect your purchases.
  3. **Returns and exchanges:** If you need to return or exchange a product, be sure to read the retailer's return policy carefully. Some retailers have strict policies, while others may be more lenient. If you have a problem with your return or exchange, you can try contacting the retailer or using a dispute resolution service to resolve the issue.
  4. **Quality concerns:** To avoid disappointment with the quality of a product, be sure to read reviews and do your research before making a purchase. Look for retailers with a good reputation for quality products and customer service.
  5. **Limited customer service:** If you have a problem with your purchase and are not able to get the help you need from the retailer, you can try using a dispute resolution service or reaching out to a consumer protection agency for assistance.
- Overall, it's important to be aware of the potential risks and challenges of online shopping, and to take steps to protect yourself and resolve any issues that may arise.

### **3.Objectives**

**Online shopping objectives refer to the goals or targets that a retailer or e-commerce platform aims to achieve through their online presence. Some common objectives of online shopping may include:**

1. **Increase sales and revenue:** One of the primary objectives of online shopping is to increase sales and revenue by attracting more customers and encouraging them to make purchases. This can be achieved through effective marketing, a user-friendly website, and a wide range of products and services.

2. Enhance customer satisfaction: Another objective of online shopping is to enhance customer satisfaction by providing a convenient, efficient, and enjoyable shopping experience. This can include offering a wide range of products, easy navigation and search functionality, and fast and reliable shipping.
3. Build brand awareness: Online shopping can also be used to build brand awareness and establish a strong online presence for a business. This can be achieved through effective marketing and social media strategies, as well as building a strong reputation for customer service and high-quality products.
4. Expand market reach: Online shopping can also be used to expand the market reach of a business, allowing it to reach customers in different locations or countries. This can be achieved through targeted marketing and the use of online marketplaces and social media platforms.

Overall, the objectives of online shopping vary depending on the specific goals and priorities of the business, but may include increasing sales and revenue, enhancing customer satisfaction, building brand awareness, and expanding market reach.

## **4.Scope:**

The scope of online shopping refers to the range of products, services, and functionality that an online retailer or e-commerce platform offers to its customers. The scope of online shopping can vary widely, and may include Product categories, Services, Functionality, Delivery and returns.

Overall, the scope of online shopping refers to the range of products, services, and functionality that an online retailer or e-commerce platform offers to its customers. This can vary widely depending on the specific goals and priorities of the business.

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# CHAPTER 2:

- >System analysis
- >Requirements
- >Data Flow

## **5.system Analysis:**

An online shopping system study is a detailed analysis of an online shopping platform, with the goal of understanding how it works and identifying any potential improvements or issues. This might involve examining the user experience, the functionality of the platform, the range of products and services offered, and the overall efficiency and effectiveness of the system.

To conduct an online shopping system study, a researcher or analyst might:

1. **Analyze user data:** This might include examining data on customer behavior, such as how they browse and search for products, how they interact with the website or app, and how often they make purchases.
2. **Evaluate the functionality of the platform:** This might include examining the user interface, the search and filtering options, the shopping cart and checkout process, and any other features or functionality offered.
3. **Assess the range of products and services:** This might include examining the types of products offered, their prices and availability, and any additional services such as gift wrapping or personalization.
4. **Evaluate the efficiency and effectiveness of the system:** This might include examining the speed and reliability of the platform, as well as any issues or bottlenecks that may impact the user experience.

Overall, an online shopping system study is a detailed analysis of an online shopping platform, with the goal of understanding how it works and identifying any potential improvements or issues. This can help to optimize the platform and improve the shopping experience for customers.

## **5. System requirements:**

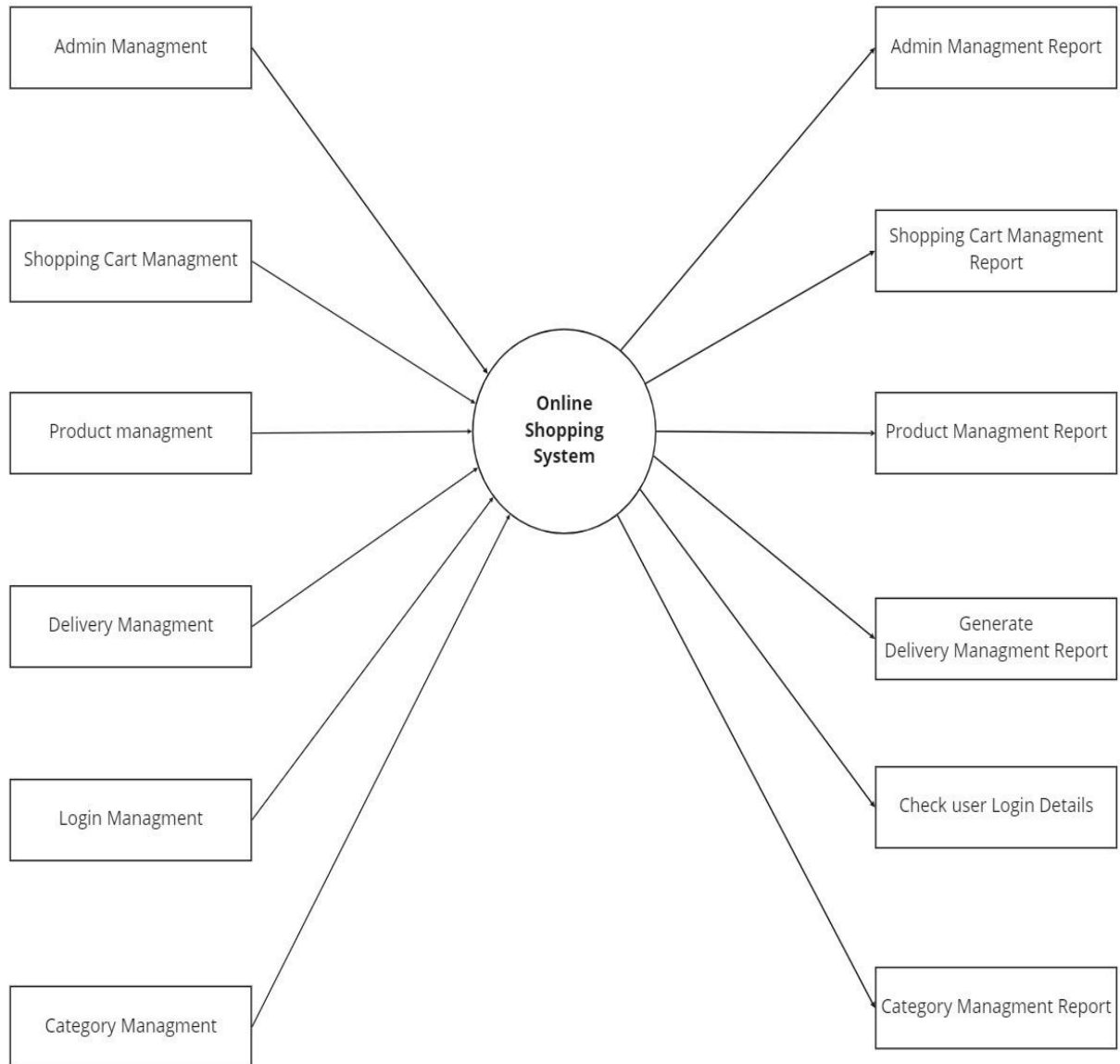
Functional requirements for an online shopping system refer to the specific features and functionality that the system needs to have in order to meet the needs and expectations of the users and stakeholders. These requirements might include:

1. **User roles and permissions:** This can include different types of users, such as customers, administrators, and affiliates, and what actions they can take within the system.
2. **Product catalog:** This can include details on how products will be displayed, how they can be searched and filtered, and how product details will be displayed.
3. **Shopping cart and checkout process:** This can include details on how items will be added to the cart, how the cart will be displayed, and how the checkout process will work.
4. **Payment options:** This can include details on what payment methods will be accepted, how payment information will be collected and processed, and how payment security will be ensured.
5. **Order management:** This can include details on how orders will be placed, tracked, and fulfilled, as well as how returns and exchanges will be handled.
6. **Customer service and support:** This can include details on how customers can contact the retailer for support, as well as any self-service options that will be available.

Overall, functional requirements for an online shopping system outline the specific features and functionality that the system needs to have in order to meet the needs and expectations of the users and stakeholders. These requirements will vary depending on the specific goals and priorities of the business.



## 6.Data Flow Diagram:



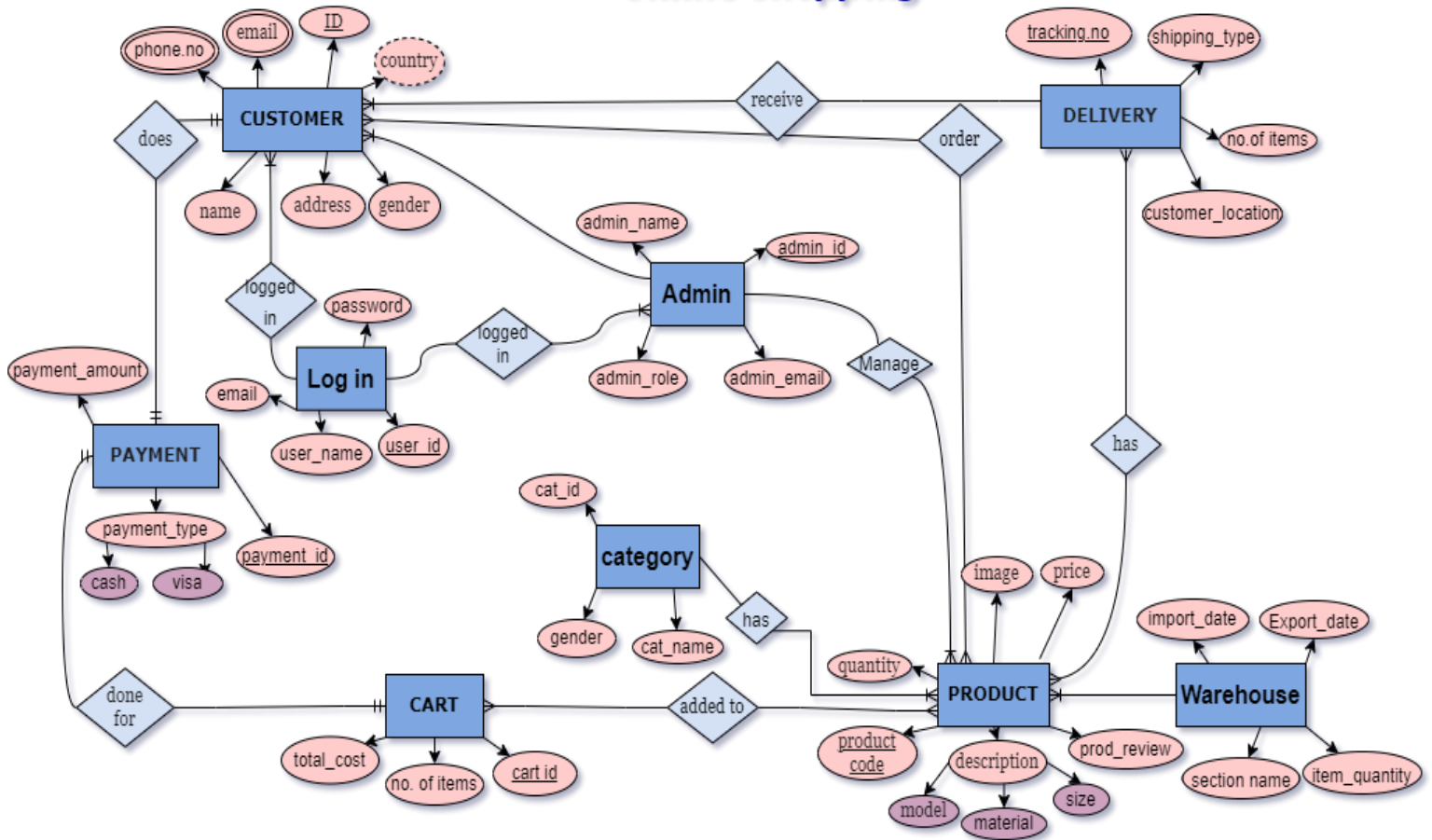
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# Chapter 3:

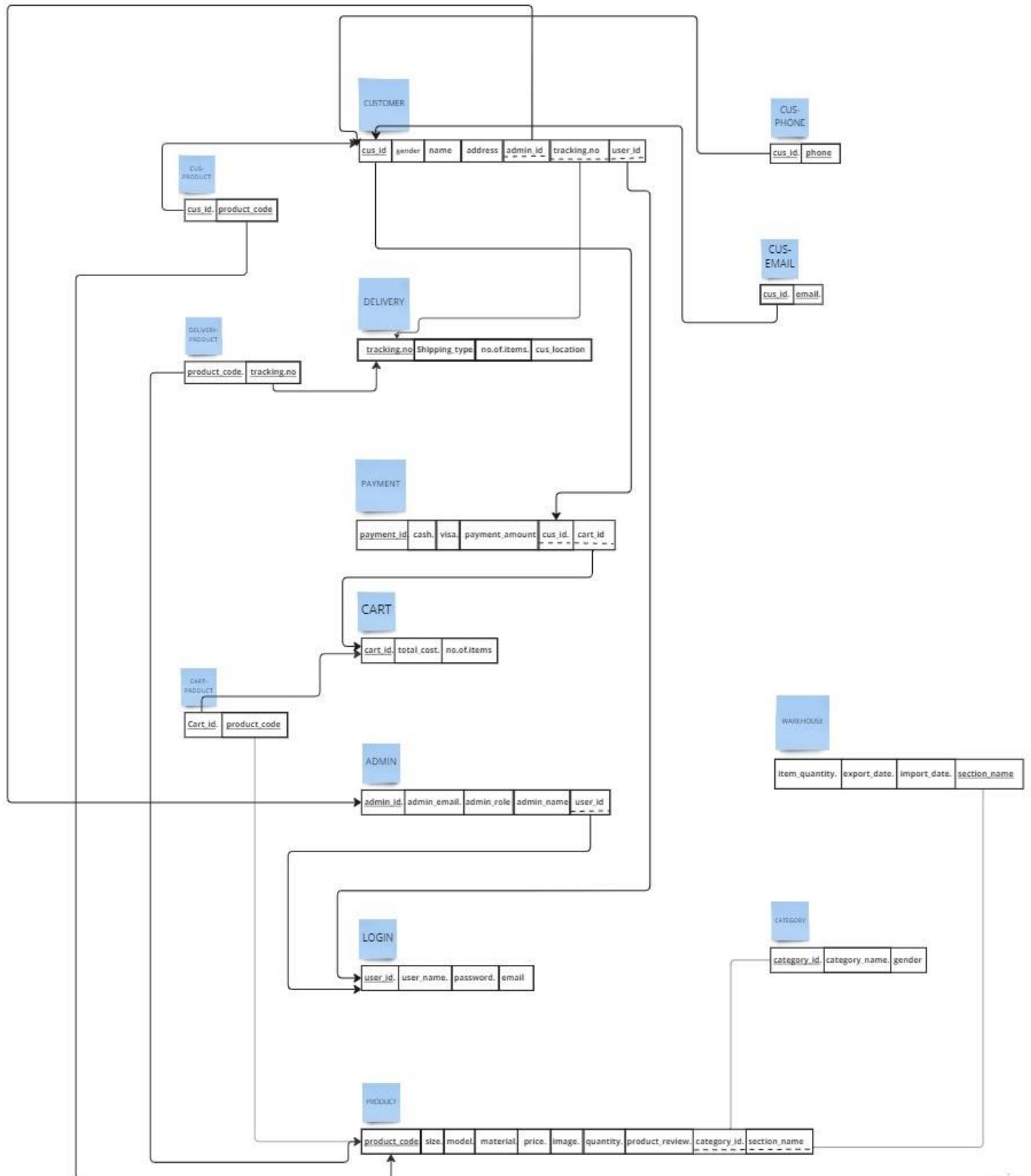
> ERD >Schema >Screen

# ERD:

## online shopping

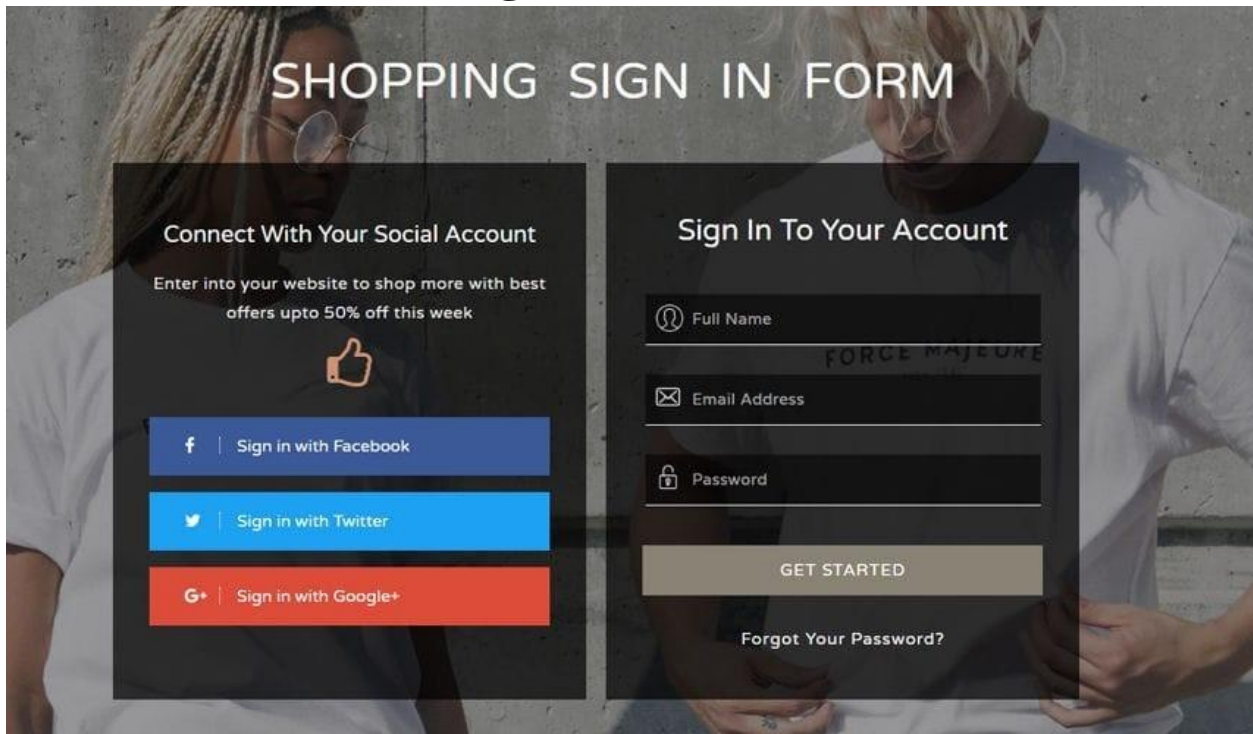


# Schema:



## Screen:


### Sign in interface





SHOPPING SIGN IN FORM

**Connect With Your Social Account**


Enter into your website to shop more with best offers upto 50% off this week


 Sign in with Facebook


 Sign in with Twitter

 Sign in with Google+

**Sign In To Your Account**

 Full Name

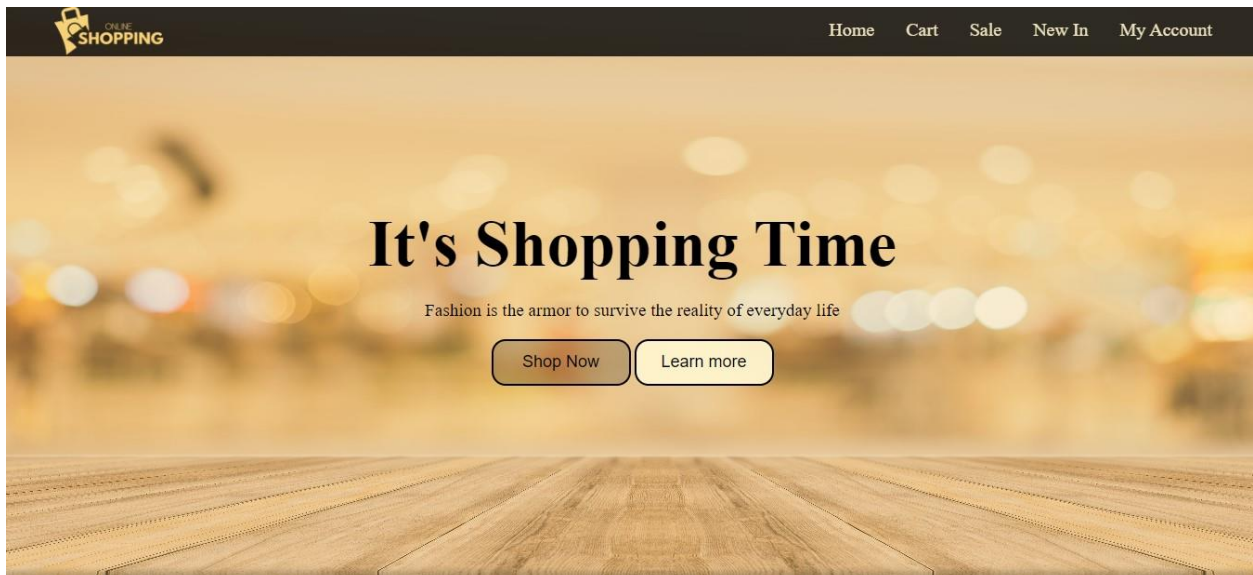
 Email Address

 Password

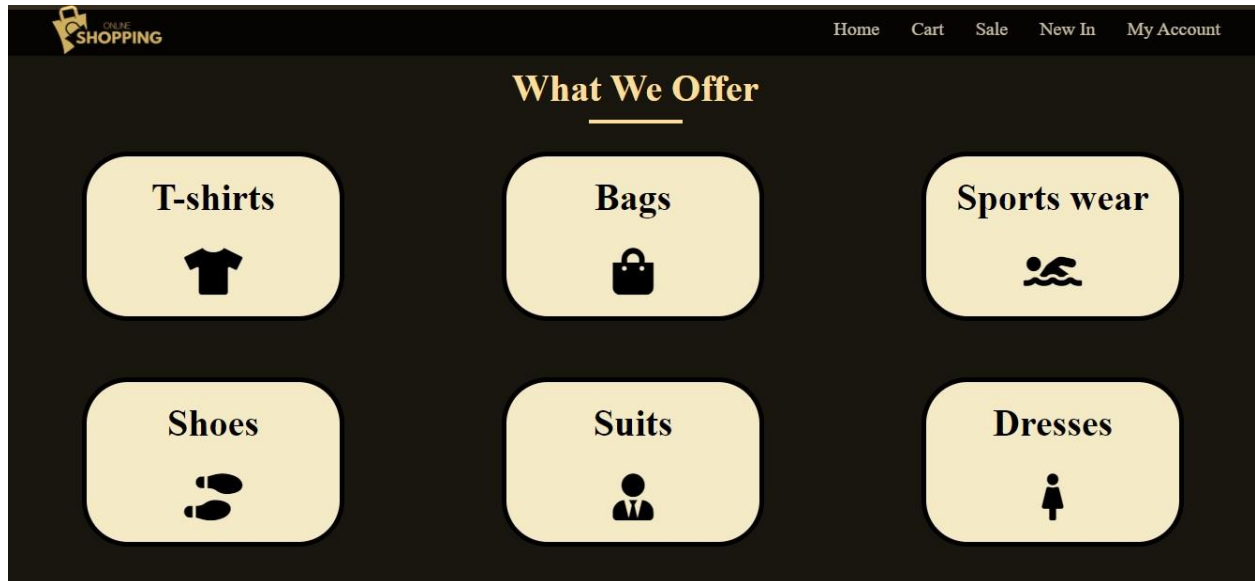
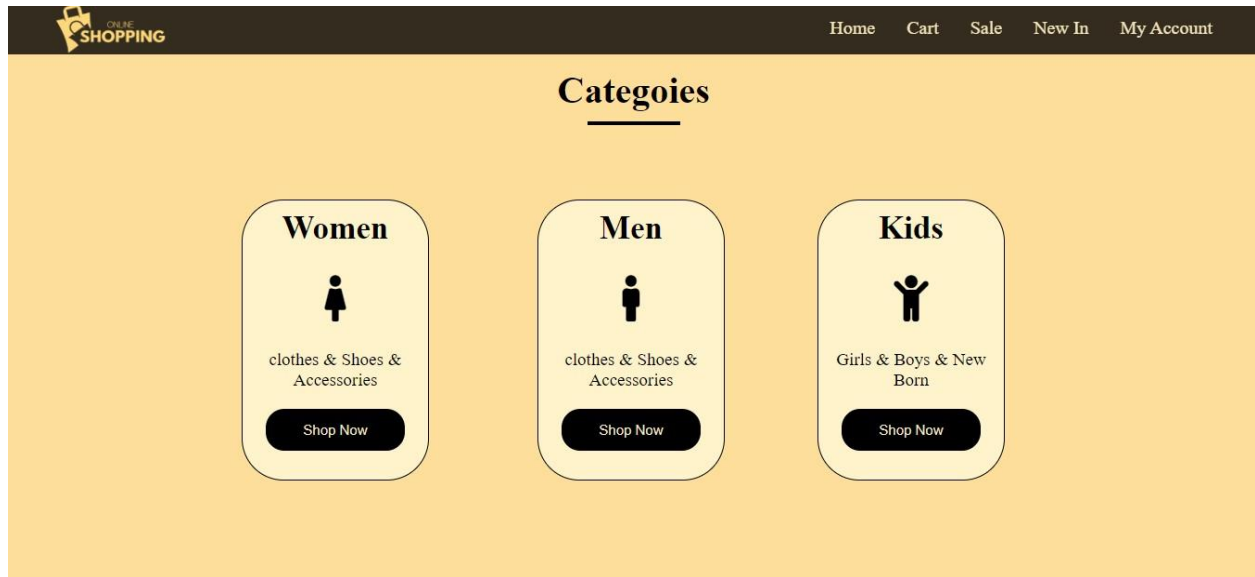
GET STARTED

[Forgot Your Password?](#)

### Customer interface



# Categories



# Product

Fashion > Women > Clothing > Arabian Clothing > Dresses



**EXTRA20 - Get 20% off \*Up to 400 EGP**

DESERT COVE FASHION

## Shimmer Long Sleeve Maxi Dress Light Gold

Model Number: r09

Was: EGP 5139.00

Now: **EGP 1439.00** Inclusive of VAT

Saving: **EGP 3700.00** **71% OFF**

Monthly payment plans from EGP 60 [View more details](#)

Order in 10 hrs 5 mins  
Delivery by **Thu, 29 Dec.**

**express** ?

**EXTRA20 - Get 20% off \*Up to 400 EGP** [View Products](#)

Quantity **Low stock; only 2 left**

1 | v

**Add To Cart**

Enjoy hassle free returns with this offer. [Learn more](#)

Sold by **noon Fashion**  
**4.3** 82% Positive Ratings

**Great Recent Rating** **90%**  
Product as Described

**FREE RETURNS**  
Get free returns on eligible items

**TRUSTED SHIPPING**  
Free shipping when you spend EGP 200 and above on express items

**SECURE SHOPPING**  
Your data is always protected

**Help**

# Delivery

## Shopping Cart

Homepage / Clothing Categories / MyShoppingCart

a

LOGIN ✓

Michael Smith +806 - 445 -4453

CHANGE

b

SHIPPING ADDRESS ✓


Brady Cooper, New Civil Colony , Salt Lake City, Utah  
United States, 2971 Avenue.

CHANGE

b

PAYMENT METHOD

●

 Debit / Credit Card

Enter Card Number \*

Valid Date 


MM ▼ YYYY ▼

 CVV \*


Pay \$117.00

Your card details would be securely saved for faster payments. Your CVV will not be stored


☐


 Net Banking

☐

 Google / Apple Wallet

Your Order

 **Jeans with sequins**  
Size XL Color Blue  
\$39,00 x 02

 **Robinson Printed**  
Size XXL Color Blue  
\$29,00 x 01

Delivery \$20 Express

Discount - \$10

Total \$117,00

# Admin interface

Constructor

Search

Dashboard Orders Sections Products Clients Recent


Clients


Add Clients


Active


Archives


Filters Edit Delete Search


 Henry Powell


 Sami Ouedraoui


 Stella Mendez


 Vera Sauterova


 John May


 Luis Nelson


 John Thompson

 Russell Saunders

 Marian Hargre

 Dorrell Ferguson

 Hettie Lewis

 Gertrude Mason

Total Sales

\$281.90

0 total orders View report

Total Sessions

456

Like 4 visitors See Link View

Customer rate

5.43%

First Time Returning

Actions Orders

11:02 New Category Added <Mobile phones>

11:01 New Product Added <Apple iPhone 5s>

10:04 New Product Added <Apple iPad Pro 12.9>

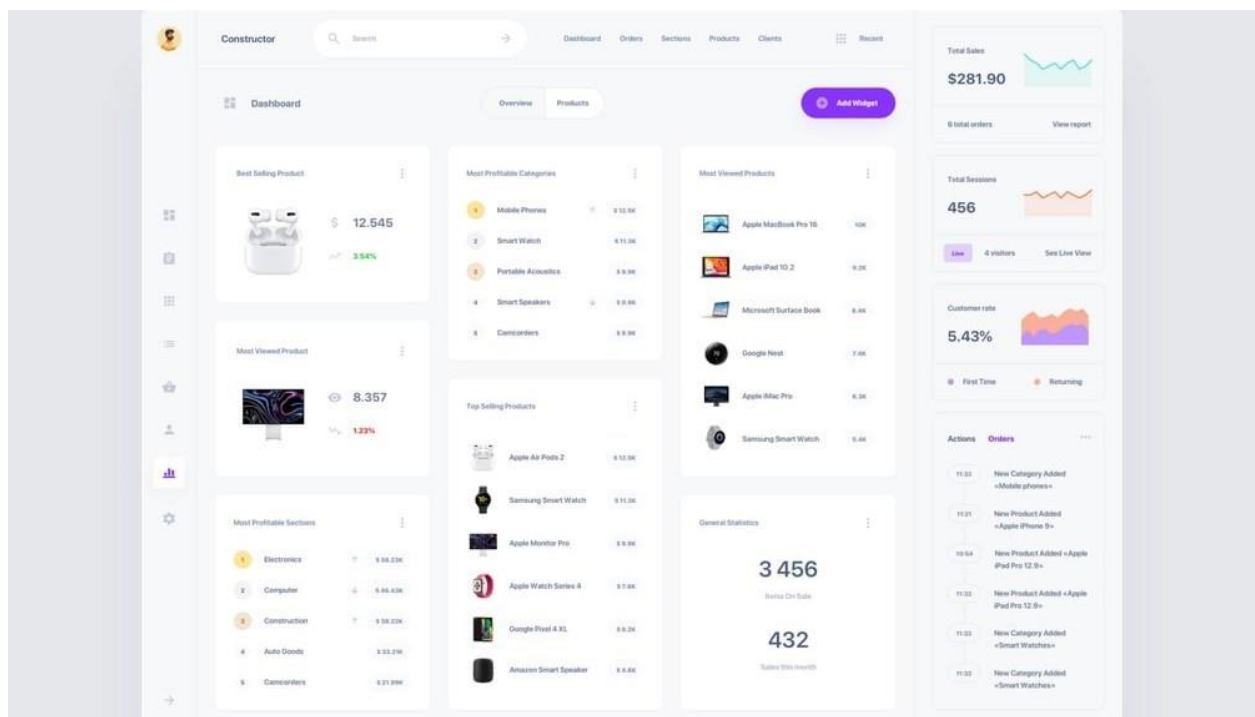
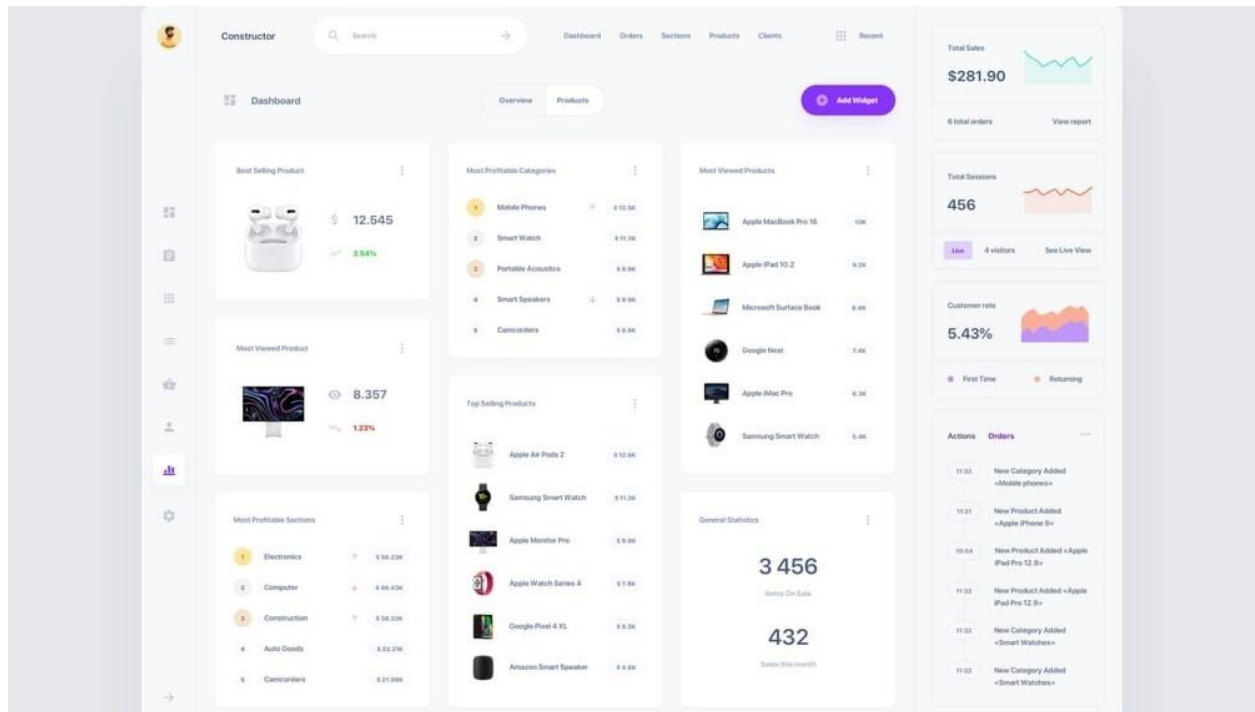
11:03 New Product Added <Apple iPad Pro 12.9>

11:03 New Category Added <Smart Watches>

11:02 New Category Added <Smart Watches>

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# **Chapter 4:**

>Implementation >Conclusion >Future  
Work

## **6.Implementation:**

Online shopping implementation refers to the process of setting up and launching an online shopping platform, including building the website or app, integrating payment systems, and stocking and managing the inventory.

The specific steps involved in implementing an online shopping platform will depend on the specific goals and requirements of the business, but might include :

1. Planning and development: This might involve designing the website or app, setting up payment systems and inventory management, and testing the platform to ensure it is functional and user-friendly.
2. Integration: This might involve integrating the platform with other systems, such as customer relationship management (CRM) or accounting software, and configuring any necessary integrations with payment providers or shipping companies.
3. Launch and promotion: Once the platform is set up and tested, it can be launched and promoted to attract customers and drive sales. This might involve marketing campaigns and social media strategies.
4. Maintenance and updates: After the platform is launched, it will require ongoing maintenance and updates to ensure it is functioning properly and meeting the needs of the customers.

Overall, online shopping implementation is the process of setting up and launching an online shopping platform, including building the website or app, integrating payment systems, and stocking and managing the inventory. This process involves a number of steps and considerations to ensure the platform is functional, user-friendly, and able to meet the needs and expectations of the customers.

## **7.Conclusion:**

In conclusion, online shopping is a convenient and efficient way to purchase goods and services over the internet. It offers a wide range of benefits, including the ability to shop at any time and from any location, the ability to easily compare prices and shop around for the best deal, and the ability to make purchases from international retailers.

However, it's important to be aware of the potential risks and challenges of online shopping, such as security risks, delivery issues, and difficulty with returns and exchanges. To protect yourself and ensure a positive shopping experience, it's important to take steps such as using secure payment methods, being cautious of suspicious emails or websites, and reading reviews and doing research before making a purchase.

Overall, online shopping is a popular and convenient way to purchase goods and services, but it's important to be aware of the potential risks and challenges and take steps to protect yourself and ensure a positive shopping experience.

## **Future work:**

The future of online shopping is likely to continue to evolve and expand, as technology and consumer preferences change. Some potential areas focus for the future of online shopping might include:

1. **Personalization:** Online retailers may use data and machine learning algorithms to create more personalized shopping experiences for customers, with recommendations and tailored product offerings based on individual preferences and past purchases.
2. **Virtual and augmented reality:** Virtual and augmented reality technologies may be used to create more immersive and interactive shopping experiences, allowing customers to try on clothes or visualize products in their homes before making a purchase.
3. **Mobile and voice-enabled shopping:** Mobile devices and voice assistants are likely to play an increasingly important role in online shopping, with more consumers using these platforms to browse, search, and make purchases.
4. **Sustainability and social responsibility:** Consumers may increasingly demand more sustainable and socially responsible options from online retailers, leading to an emphasis on eco-friendly and fair trade products.

5. Integration with physical stores: Online shopping may continue to integrate with physical stores, with options such as buy online and pick up in store, or using physical stores as fulfillment centers for online orders.

Overall, the future of online shopping is likely to be shaped by a combination of technological advancements and changing consumer preferences, leading to new and innovative ways of shopping and purchasing goods and services online.