ECP Informal System Specification
version 1.1

Vision

The E-Commerce Platform (ECP) is a new web-based selling channel for Clear View Training Limited.

The goal of the ECP is to allow Clear View Training customers to order products via the Internet from an on-line catalogue.

The ECP must integrate with the existing inventory and dispatch systems and must also communicate credit card information to the credit card processing company for validation before an order is accepted.

We believe that the system should operate according to the "shopping basket" paradigm that other very successful web stores such as Amazon.com use. In this model a catalogue of products is displayed and the users can click on "Add to basket" to place a product in their shopping basket. This idea is demonstrated in the user interface prototype.

User Interface Prototype

This document should be viewed alongside the ECP User Interface Prototype. The prototype itself is currently just a set of HTML pages created in Dreamweaver that can be found at http://www.clearviewtraining.com/ecpuiprototype/index.htm. The prototype is designed to illustrate ideas about the functionality and navigation in the system, *not* look and feel.

Clear View Training Products

At this time, Clear View Training only intends to sell books and CDs via its ECP web channel.

Books

Books are categorised according to subject matter. These categories include, but are not limited to:

Table 1 - Book Categories

Art	History	Reference
Biographies	Hobbies	Religion & spirituality
Children's books	Home & Garden	Science & nature
Finance	Horror	Science fiction
Computers	Literature & fiction	Sports & outdoors
Cooking, food & wine	Mystery & thrillers	Travel
Entertainment	Non-fiction	
Mind & body	Professional & technical	

Each book is identified by its ISBN number.

Customers can browse the book catalogue by category or find a given book based on the following search criteria:

- Title
- Author
- ISBN
- Publisher

CDs

CDs are categorised according to subject matter. These categories include, but are not limited to:

Table 2 - CD categories

Alternative	International	Soul
Blues	Jazz	Soundtracks
Children's music	Miscellaneous	Vocalists & Broadway
Classical	New Age	World
Country	Opera & vocal	
Dance & DJ	Pop	
Folk	Rap & hip-hop	
Emerging artists	R&B	

Customers can browse the CD catalogue by category or find a given CD based on the following search criteria:

- Artist
- Title
- Label and catalog number
- Composer

Each CD is identified by its label and catalog number.

Product Catalogue

As the user interface prototype shows, we expect the ECP to offer the customer an initial choice of book or CD.

On selecting either book or CD the ECP should then list the categories and allow the customer to choose a category or search for a specific product.

The result of choosing a category or doing a search is the same – a summary list of products:

- For books this summary should contain at least author, title, publisher, ISBN, price.
- For CDs this summary should contain at least artist, title, label, catalog number, composer, price.

Clicking on any product in the summary will bring up a full product description that includes all of the product information, the price and an optional picture. Next to the price there is an "Add to basket" button.

The shopping basket

When an item is added to the shopping basket, the customer is taken to the shopping basket screen that shows the list of all products currently in the basket. On this screen the customer may:

- Remove an item from the basket
- Change the quantity of an item
- Proceed to checkout

Checkout

The system presents the customer with a summary of their order. If they click on "confirm" to confirm the order, then the system asks them to log in if they have not already done so.

Ideally, the checkout should recognise the customer in which case the log in is automatic.

If not, then existing customers must log in by entering a user name and password.

New customers must fill out a form that asks for the following details:

- Name
- Address
- Shipping address (if different from above)
- Email address
- Phone number
- Fax number
- Credit card details

On submitting this form, the customer will be issued with a user name (which should probably be their email address) and is asked to select a password. Order processing then completes.