5. Ratings

Each supplier and register user has a rating score to reflect their past business behavior with other users. For suppliers who sell cars on the website, the rating is an importing quality of them to help customers, the register users, to compare service and decide purchase decision. For register users who are customers or potential customer, the rating reflects if they pay on time and come back to the dealer for service. Mostly, the rating of supplier is more important but we would have rating for both supplier and register user.

Each successful deal would allow one rating. Supplier and register user would rate each other on the scale of 1-10. Suppliers would be rated on the aspects of accuracy, price, choice, service, and feedback.

Accuracy: if the information online the same as the real condition of the car.

Price: Price is probably one of the most important factors for used car shopping. Is the price provided by the dealer competitive compared to others’?

Choice: Does the dealer provide a lot of car choices?

Service: Is the dealer profession, nice, and informative? Does the dealer respond your call and emails in a timely manner? Does the dealer call you way too frequently and become bothering?

Feedback: The customer can add more feedback months or even years after the purchase. Is the car still working well after a year?

For register user/buyer, the rating from supplier would be simpler. If the register users are new and did not purchase on the website before, they would have a 0 score. It would be the case for most of the register users, especially at the beginning of website operation. The register user would be rated on feedback and payment(OTHER RATINGS?).

Feedback: Is the register user a good and reasonable customer?

Payment: Does the customer pay the rest of money on time? Does customer finish the loan at the end as planned?

10. Order and sale reports

Every week, a report would be generated to summarize all the ordering and sale information happened in the past week. The report would contain:

Order Section:

Total number of business transaction

Total number of car sold.

Total amount of sale figure(money).

Each number above divided by category of ……(PUT THE CAR TYPE HERE.)

Traffic Section:

Total number of visits

Average pages’ people viewed per visit

Average time spent per visit

Figure and comparison section:

This section would contain information like:

Percentage of increment/decrement compared to last week.

The area has the largest change.

Visual representation