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**Online Shopping System Problem Statement**

* Customer can browser through the product catalog and add the items to shopping cart.
* He can proceed to checkout as long as his shopping cart is not empty.
* Customer will require to login to the system when he proceed to checkout, or he can create an account if he not yet have one.
* He order will charge to the credit card registered in customer!s account.
* Customer need to provides full name, email address, phone number, credit card and billing address details when creating an account.
* Customer can login to the system to maintain his account information, such as changing phone number, address, and credit card details, and check the status of his orders.
* order received, the sales staff will process the order by charge to customer’s credit card.
* Once the order has been charged, he will then mark the order as paid and pass to courier company and deliver them to customer.
* if the items customer ordered is out of stock, then the order will mark as on hold.
* Once the item $s% arrived, the order will pass to courier company for delivery.
* Courier company will pack the item with standard packaging, but if the order is marked as gift, then the items will pack as gift.
* if the items arrived with damage, customer can return it by register in the online shop.
* Courier company will collect the item from customer and sales staff will refund the money for that item.
* And Marketing staff responsible to maintain the product catalog.
* He can also setup the promotion item list and send promotion email to customer