Checkout

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| **Card** | As a customer, I want to securely complete the checkout process by providing my shipping and billing information and choosing a payment method, so that I can easily purchase the items in my cart and have them delivered to me. |
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| **Summary** | This user story outlines the functionality for a multi-step checkout process, including collection of shipping and billing information, payment method selection, and order confirmation. The system must ensure a secure and customer-friendly experience, providing clear validation and notifications throughout the process. |
| **In-scope** | 1. Multi-step checkout process 2. Collection of shipping information 3. Order review and confirmation page 4. Pre-population of information for logged-in customers 5. Real-time validation of customer inputs |
| **Out of scope** | 1. Integration with third-party shipping rate calculators 2. Additional payment methods beyond COD and e-banking 3. Discount code application |
| **Trigger** | The customer clicks the "Đặt hàng" button from the shopping cart page or design page. |
| **Pre-condition** | * The customer has at least one item in the shopping cart. * The customer is either logged in or proceeding as a guest. * The system has access to real-time product information and availability. |
| **Business rule and error message** | * All fields must be filled out. * All fields must be validated for correct formatting (e.g. address, phone number). * The system must handle errors gracefully and provide informative messages. * Error message:   + "Vui lòng nhập họ tên."   + "Vui lòng nhập số điện thoại."   + "Vui lòng chọn Tỉnh/ Thành phố."   + "Vui lòng chọn Quận/ Huyện."   + "Vui lòng chọn Phường/ Xã."   + "Vui lòng nhập địa chỉ." |
| **Screen design** |  |
| **Screen Description** | Screen description to validate the format of each field on the UI.   | Name | Description | Type | Min | Max | Maxlength | Required | | --- | --- | --- | --- | --- | --- | --- | | Thông tin khách hàng | Title of basic customer information to serve shipping | h4 |  |  |  | Text color : bold black | | Login icon | Click to log in when the customer has an account and the information the customer has registered will appear automatically. | button |  |  |  | Icon color: black | | Họ và tên | Requires the customer to enter their first and last name | label |  |  |  | Text color : bold black | | Số điện thoại | Requires the customer to enter a phone number | label |  |  |  | Text color : bold black | | Tỉnh/Tp | Require customers to select the province or city they live in or want to receive goods | label |  |  |  | Text color : bold black | | Quận/Huyện | Ask customers to select the district they live in or want to receive goods | label |  |  |  | Text color : bold black | | Phường/Xã | Require customers to select the ward or commune they live in or want to receive goods | label |  |  |  | Text color : bold black | | Địa chỉ | Require customers to enter the specific address where they live or want to receive the product | label |  |  |  | Text color : bold black | | Nhập | Enter the information | text input |  |  |  |  | | Chọn Tỉnh/Tp | Select province or city | select |  |  |  |  | | Quận/ Huyện | Select district | select |  |  |  |  | | Phường/ Xã | Select ward or commune | select |  |  |  |  | | Hình thức thanh toán | Title of the payment method | h4 |  |  |  | Text color : bold black | | Chuyển khoản trước qua Ngân Hàng (NH) | Click to select payment method | button |  |  |  | Text color : black | | Thanh toán khi nhận hàng (COD) | Click to select payment method | button |  |  |  | Text color : black | | Tài khoản của chủ shop: | Title of the account | h4 |  |  |  | Text color : bold black | | Hình chuyển khoản | Title of the image | text |  |  |  | Text color : bold black | | Upload file | Click to post transaction images | button |  |  |  | Text color : white | | Thông tin sản phẩm | Title of product information | h4 |  |  |  | Text color : bold black | | Quay lại | Click to return to the shopping cart page | button |  |  |  | Text color: #FFC600 | | Thanh toán | Click to confirm payment and place order | button |  |  |  | Text color: black | |
| **Acceptance Criteria** | * Checkout Process:   + Multi-Step Checkout: The checkout process should be broken down into clear steps:     - Shipping Information: A form to collect customer's shipping address, including:       * Full Name       * Shipping Address (Street address, City, Province, …)       * Phone number       * Billing Information: A form to collect the customer's billing information, use the same address as shipping.       * Payment Information: A secure payment gateway to collect customer's payment details. In this case, customers can choose COD or e-banking. * Order Confirmation: Upon successful checkout, display a confirmation page. After clicking the "Thanh toán" button, the website will display a page confirming successful payment “Chúc mừng bạn đặt hàng thành công. Chúng tôi sẽ liên hệ trong thời gian sớm nhất” * **Customer Information:**   + Pre-populated Information (Optional): If the customer is logged in, pre-populate shipping and billing information from their account profile with the option to edit. * If the customer does not want to pay and place an order immediately, he or she can click the "Quay lại" button. |