<center>**ONLINE SHOPPING SYSTEM**</center>

<center>**Software Requirement Specification(SRS)**</center>

1 Introduction:

1.1 **Purpose of this Document:** The Online Shopping System is a web application intended to provide complete solutions for vendors as well as customers through a single get way using the internet.It will enable vendors to setup online shops, and customers to browse through the shop and purchase them online without having to visit the shop physically. The administration module will enable a system administrator to approve and reject requests for new shops and maintain various lists of shop category.

1.2 **Scope of this document** – Online Shopping System is a software application that is designed to automate and streamline the operations of offline businesses. It enables smooth and easier management of the purchases for customers and managers of the businesses.

1.3 **Overview** – This system provides an easy solution for customers to buy the product without going to the shop and also for the shop owner to sale the product. This proposed system can be used by any naïve users and it does not require any educational level,experience or technical expertise in computer field but it will be of good use if user has the good knowledge of how to operate a computer

2 General description:

An online shopping system is a software application that enables customers to purchase products and services over the internet. The system typically consists of several components, including a website or mobile app, a database, and payment processing software. Online shopping systems are used by retailers to sell products to customers in a convenient and efficient way, without the need for physical stores. The online shopping system provides customers with a range of features and services, including, product catalog, search and navigation, shopping cart, checkout process, payment processing, order fulfillment, order tracking, customer service etc…

Online shopping systems help retailers to reach a wider audience, increase sales, and provide a convenient and flexible shopping experience for customers. They are a key component of modern retail operations, enabling retailers to compete in a global marketplace and adapt to changing customer needs and preferences

3 Functional Requirements:

Some of the functional requirements for an online shopping system may include:

- The system should display an up-to-date catalog of products or services available for purchase, including product descriptions, images, and prices.
- The system should allow customers to search for products or services based on keywords, categories, price ranges, and other filters.
- The system should allow customers to add items to a shopping cart, view the contents of their cart, and adjust quantities or remove items as needed.

- The system should enable customers to securely check out and pay for their purchases using a variety of payment options, such as credit cards, PayPal, or mobile payment services.
- The system should process orders, generate invoices or receipts, and initiate the fulfillment process, such as shipping or delivery.
- The system should allow customers to track the status of their orders, such as shipment tracking information or estimated delivery dates.
- The system should allow customers to create and manage their accounts, view their order history, save payment and shipping information, and manage their preferences.
- The system should provide customer support and assistance, such as live chat, email, or phone support.

4   Interface Requirements:
- The interface should have a modern and visually appealing design.
- The interface should be easy to navigate.
- The interface should be responsive and adapt to different screen sizes..
- The interface should allow for customization, such as the ability to change colors, logos, and fonts.
- The interface should support multiple languages.
- The interface should allow for easy search and filtering of information.
- The interface should provide alerts and notifications to keep customers informed of the status of their product.
- The interface should be able to integrate with other systems used by the system, such as payment gateways.

5   Performance Requirements:
- Response Time: The system should be responsive and provide real-time updates to users. Response times should be within acceptable limits, typically a few seconds for search queries, listing products, and online transactions.
- Throughput: The system should be able to handle a high volume of transactions simultaneously. The system should be able to handle peak loads during festive seasons and special occasions without any service interruptions.
- Availability: The availability of the system should be at least 99.9%, which means that the system should be operational for at least 99.9% of the time, with only minimal unscheduled downtime.
- Scalability: The system should be scalable to accommodate a growing number of users, products, and orders. The system should be able to scale up or down based on demand without affecting performance, response times, or availability.
- Security: The system should be designed to prevent unauthorized access, fraud, and cyber-attacks. The system should have robust security measures, including encryption, multi-factor authentication, regular security audits and testing.

6 **Design Constraints:**
- It must be designed to protect customer data, including personal information and payment details, from unauthorized access or use.
- It system must be designed to handle a large volume of users, products, and transactions, without experiencing performance issues or downtime.
- It system must be designed to meet the needs and expectations of different user groups, including customers, retailers, and administrators.
- The design and development of the online shopping system must be cost-effective, taking into account the available budget and resources.
- It must be designed and developed within a specified timeframe, such as before the launch of a new product or the start of a busy shopping season.
- It must be designed to integrate with other systems, such as payment gateways, inventory management systems, and customer relationship management systems.
- It must comply with local and international laws and regulations related to data privacy, consumer protection, and online commerce.

7 **Non-Functional Attributes:** Some non-functional requirements for an online shopping system include:
- The system should be able to handle a large number of simultaneous users and transactions, respond quickly to user requests, and minimize latency and processing time.
- The system should be available 24/7, with minimal planned and unplanned downtime.
- The system should be highly available and reliable, with a low likelihood of downtime or data loss.
- The system should have robust security measures in place to protect against unauthorized access, data breaches, and other security threats, such as encryption, access controls, and intrusion detection.
- The system should be easy to use and navigate, with a user-friendly interface and intuitive workflows.
- The system should be able to handle a growing number of users and transactions without significant degradation in performance.

8 **Preliminary Schedule and Budget:** The project is scheduled to be completed within six months of the start date. The budget is allotted only for the man-hours and not for different softwares used.