3.3.1.3.3.4	Seller can specify shipping or in person pick up options
3.3.1.3.3.5	Seller shall be able to specify the item's availability; "Available", "Processing", "Sold". After the item has sold, the item shall be removed from the marketplace
3.3.1.3.3.6	Seller shall be able to view, edit, and delete their existing listings
3.3.1.3.3.7	Once the seller posted the item, the listing shall be added to the marketplace and easily searchable / discoverable by potential buyers
3.3.1.3.3.8	The post shall have a button in order for buyers to communicate with the seller for inquires or offers
3.3.1.3.3.9	Users / Buyers shall be able to report suspicious inappropriate listings. Implement content moderation to ensure compliance with platform rules and guidelines
3.3.1.3.3.10	The platform shall ensure the posting process is user-friendly and responsive on mobile and stationary devices through a dedicated app or a mobile web interface

3.3.1.4 Fill Location

3.3.1.4.1 Introduction/Purpose of Feature

This feature is an addition to the existing post listing where it allows the user (Buyer or Seller) to fill in their location. For the buyer can search within a certain radius of their location while the buyer is able to post where their product is located.

3.3.1.4.2 Stimulus/Response Sequence

3.3.1.4.3 Associated Function Requirements

3.3.1.4.3.1	The platform shall provide an autocomplete feature to help users easily input their location
3.3.1.4.3.2	the platform shall use geospatial data to suggest locations as users type, making it more convenient to select the correct location. Provide an option to manually override the detected location if necessary
3.3.1.4.3.3	The platform shall validate the location input to ensure it corresponds to a real, existing location, and provide error messages and suggestions if the entered location is ambiguous or does not exist
3.3.1.4.3.4	The platform shall display a map with a marker

indicating the specified location on the listing page and allow users to interact with the map to adjust the location visually if needed

3.3.1.4.3.5 When seller provides the location, the platform shall not show pinpoint address of the user for location privacy, instead display general area

3.3.1.4.3.6 The platform shall store users' location history to facilitate the reuse of previously entered locations, reducing data entry effort

3.3.1.4.3.7 On the marketplace platform, it shall integrate location-based services or features, such as showing nearby listings or based on the users specified location and range

3.3.1.5 Manage Complaints

3.3.1.5.1 Introduction/Purpose of Feature

This feature will allow customer service agents to manage submitted complaints that the users (buyers and sellers) have sent for resolution of their issues.

3.3.1.5.2 Stimulus/Response Sequence

3.3.1.5.3 Associated Function Requirements

3.3.1.5.3.1 Users, including customers and customer service agents must register and authenticate to access the complaint management system. Only customer service agents shall be able to access the system.

3.3.1.5.3.2 Users (Buyers and Sellers) shall be able to submit complaints via a user-friendly interface which includes fields for the complaint description, category, severity, and any relevant attachments

3.3.1.5.3.3 The system shall provide each complaint a unique tracking number for reference so users can track the status and progress of their submitted complaints

3.3.1.5.3.4 The system shall assign complaints to relevant support agents (customer service agents) based on category and workload

3.3.1.5.3.5 The system shall define user roles, such as customers, and support agents giving them different permissions to access certain databases for privacy restrictions

3.3.1.6 Inquire/Message Seller