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Kesar Kothi, Jaipur, Rajastha.

Yappo Recycle Application

Software Requirement Specifications

Version 1.0

Prepared By: Kushagra Karnani **27th July 2021**

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Color Guideline:

Yellow Highlighter	Note or Important Pointers
Green Highlighter	Important points for client/Requirements to be filled by client

Document Control

This following list of people shall receive a copy of this document every time a new version of this document becomes available:

Vendor	:	Dev Technosys
Client	:	Sandra And Lily

Version Control

The following table particularizes changes made between versions of this document:

S. NO.	DATE	VERSION	REMARKS	AUTHOR
1.	27 th June 2021	v1.0	First Draft, Initial Requirement Specification	Kushagra Karnani BA

CONTACT DETAILS			
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Purpose

The purpose of this document is to present a detailed description of the "Yappo Recycle Platform App (Application), and Admin (Web Panel)" features. It will explain the purpose and features of the platform, the interfaces of the system, what the system will do and the constraints under which it must operate. This document is intended for the stakeholders, designers and the developers of the system. This document will be the base for confirmation of the delivery of the product as per the original requirements discussed and agreed by both the parties.

Objective

This document is intended to supply sufficient software requirement information to the Client to establish a solid foundation for subsequent software assessment and approval. It also provides the development team with a basis for on-going application design, and the Quality Assurance team. Appended to this document is the current version of the product requirements, which shall be considered part of the scope of this Software Requirement Specification (SRS).

References

- Document received from the Business Team (Approved by Client)
- Initial meeting with business team
- Communication with the Client
- Feedback from the client

Project Overview

We are scoping to create a Recycle ecommerce platform to facilitate users to interact with each other for buying/selling needs. The app will be available with 2 types of users who can access the platform from single account. It means a single user can act as a seller & buyer both at a time. The app will have an depop-like layout where the recommended items can be displayed under the feed section. User can also donate products to the charity foundation, if they want to donate.

Once the account is created, the users can start browsing for the items to buy. They can able to set their preferences as well search for styles, like "vintage" or "trendy," by item or brand name like "Converse" or "Nike," or even by user's name or store name. The app includes an advanced feature that recommends new items based on user saved preferences. The app also posses few social aspects, user can like the item, save it for later, or message the seller with any questions. If they decide to buy the item, they can just click "Buy Now" to make a purchase.

The app will also be available with a custom developed Back-end admin panel that will be responsible for manage and monitor end-users activities such as listing payment, order delivery etc. Admin is also responsible for verifying the seller (if a normal user plans to also list his products) only after which seller will be able to carry out further activities.
The Admin panel will manage and monitor all user's activities. The admin will have various sections like User Management and various other management where he/she can active or deactivate any user.

User Type:

- Buyer/Seller (Application)

- Admin (web-panel):

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Project Process

We will follow the following process for the completion of this project:

Sr. No	Stage of Progress	Remarks
1	**Sign Off for SRS**	We would freeze all of your requirements through this document so that the development team may plan the code & logic likewise for a speedy completion. Any requirement beyond the SRS after sign off will be considered as a change request and would be charged exclusively.
2	**Project Plan Declaration**	We'll device a plan sheet approach to complete your project. The project plan includes the entire task list through which a developer will develop the project. We'll give you the start & completion date for every sprint available under your project.
3	**Design Phase**	In this phase, design of the project will be implemented. Design pages will be implemented in Adobe XD and we share the XD link, where client can comment on the pages. After that we provide the PNG files for the Designs.
4	**Project Moved to Development Team**	After your approval on the Project Plan, we'll move further to development phase.
5	**Milestone Wise Delivery Plan**	This phase emphasizes on implementation of the Milestone Plan as declared and approved by you. System functional requirements will be confirmed with you in parallel with the Plan. The milestones will be delivered after Smoke testing, without a Thorough quality analysis so as to confirm the functional requirements.
6	**QA Process**	After the completion & confirmation on the functionality part of your project, the project will be actively pushed on for Quality Analysis (QA) process. Client will be allowed to test the app by him/her before

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		it being fully signed off and released.
7	**Complete Project Sing Off**	After the completion & confirmation on the functionality part of your project, the project will be actively pushed on for Quality Analysis (QA) process. Client will be allowed to test the app by him/her before it being fully signed off and released.
8	**After Sales Support**	The day project is sign off, a term of 180 days will commence extending after sales support for you.

Notes:-

1. When we share the Milestone update. We are requested you to provide your feedback within 10 business days. In case of not getting any feedback from client end in 10 business days the project will be put on hold.
2. When company share the invoice then client has to approve it within 10 business days. . In case of not getting approval from client end in 10 business days the project will be put on hold.
3. All images and videos related to this project will be provided by client itself.
4. This Project will be in single language English Only. Where admin web-panel also be English Only.
5. Please go through the each and every detail in the SRS because we follow the SRS during the whole development phase no matter discussed the things initially with the business team
6. Points outside this SRS document will be considered as an Additional one.
7. All the required third party Service/API/Tool will be purchased and provided to us by you. Like SMS API, Payment Gateway API, etc. Dev Technosys team will inform client whenever such service is needed and then client will purchase that service/API/Tool and provide the credentials of account on that Mobile Application and Website to the development team required to integrate in system.
8. Dev Technosys team will also ensure that the development of secondary scoped features does not affect the core functionality which is already developed and in operation.
9. Server configuration charges would need to pay by the client.
10. The client has to purchase domain, hosting and developer account as per the requirement.

Add-On Management

Dev Technosys team and **Yappo Recycle Platform** team will manage a separate doc/sheet to capture the new ad-ons. DevTechnosys will provide time and cost estimates for these add-ons that will be approved by the clients. These add-ons and can be included in Phase1, Phase2 with mutual agreement.

For reference:

- Phase1 - Original scope
- Phase2 - Secondary scope
- Phase3 - Add-ons

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Technology

Website will be built using following technologies and platforms:

Development Phases		Tools & Technology
Requirement Analysis, Proposal Drafting, SRS writing		MS Office Word 2010
Design		Adobe XD
	Admin Panel	Laravel
	App front-end for customers	React Native
	Database	MySQL
Quality Assurance &Testing		Test Plans – MS Office Word 2010 Testing – Manual Bug Tracking and Reporting/ PM Tool – Dev technosys's proprietary tool

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Deliverables

Deliverables: Front-end-users/Buyer/Seller(Application only)

Application Functionality

Note: This application and website interface will be coded into only one language namely, English.

1. Splash Screen

As soon as the user will open the application, the user will see the splash screen with a logo and tagline (it will be displayed for few seconds) then home screen will appear if user is already logged in otherwise the user will land up to sign up/log in screen.

2. App Guide

In this section, when a new user registered into the system, then there will be an introductory page which includes 3-5 Pictures in scroll bar in the page. The images are related to the business. If user don't want to see the images, then he/she can simply tap on the skip button located at the side bottom. This Guide will be available to first time users only.

3. Rate Application

The application will pop-up a 'rate and review' screen for the application itself, clicking on which will redirect users to apple/play store to share their experience of using the application. The pop-up shall be triggered after the user has performed certain activities on the application. The user can also skip this. The app will be designed with a popup asking for the rate application and will be appeared after certain activities like order placed, delivery, Payment made, etc. You are requested to share all activities after which, popup should be visible to the users, as these activities can't be manageable from admin side.

4. Sign up/Sign in Screens

From walkthrough screen user will be redirect to the sign-up/sign-in screen where user can sign-in/signup their account by filling the below mentioned details i.e.

- **Sign-in/Log-in:** The user needs to fill the following details in order to sign-in:
    - **Email ID (Text Field - Mandatory field):** in this field the user needs to enter the email address.
    - **Password (mandatory field):** In this field the user needs to enter his alphanumeric password.
    - **Remember me (non-mandatory checkbox):** On clicking this box, the system will save the credentials of the user for the next time. Now when the user will open the application, he will be landed to the home screen of the application after the splash screen.

  NOTE: In case the user types in wrong credentials then he will not be able to login and instead will be shown an error message with the above fields highlighted with red color.

- **Forgot Password:**

  In this section, user can reset their password using the following two options:

  Phone No. Verification:

    - This screen will request the user to enter the registered phone number. Once the user will enter his phone number and click on submit, he will see a new screen requesting for OTP., he will see the next screen displaying a message 'Please enter the 4-digit OTP sent on your phone number *******864, with blank OTP fields, where the user will have to enter the OTP received and then move to the next page.
    - Now the user will enter the OTP in the application.
      If entered OTP is correct, the user will see a new screen with a form:
      Enter New Pass:
      Confirm New Pass:
      Reset Pass: Button

  - **Resend OTP:** In case the user does not receive the OTP, then he can resend another one by clicking on 'resend OTP' option.

Email Verification:

  - This screen will request the user to enter the registered Email Address. Once the user will enter his Email ID and click on submit, he will see a new screen requesting for OTP., he will see the next screen displaying a message 'Please enter the 4-digit OTP sent on your Email, with blank OTP fields, where the user will have to enter the OTP received and then move to the next page.
  - Now the user will enter the OTP in the application.
    If entered OTP is correct, the user will see a new screen with a form:
    Enter New Pass:
    Confirm New Pass:
    Reset Pass: Button
  - **Resend OTP:** In case the user does not receive the OTP, then he can resend another one by clicking on 'resend OTP' option.

NOTE: If entered OTP is incorrect, user will see a popup on the screen showing "Wrong OTP, please check and enter again".

- **Sign-up:** The user needs to fill the following field in order to register themselves as a new user:
  - **Full Name (Mandatory Text Field):** User will enter their full name and it is mandatory.
  - **User Name (Mandatory Text Field):** Here user needs to enter a unique name for his/her profile. While entering the name the system will check for the duplicity in the database. If the user name is already existed in the database, the input field will be shown colored in red with a message: "Username already exist!! Please enter a unique name once again".
  - **Mobile Number (Mandatory Numeric Field):** User will enter the mobile number at the time of registration.
  - **Email (Mandatory Text Field):** User will enter the email at the time of registration.
  - **Password (Mandatory Field):** User will enter the alphanumeric password which he wants.
  - **Confirm Password (Mandatory Field):** User will re-enter the password to verify the previously entered password.
  - **Terms and Conditions Checkbox (Mandatory):** After filling all the details user needs to click on the checkbox in order to sign-in otherwise the user will not be able to sign-up.
    Also, the T&C, will be hyperlinked i.e. clicking on the screen will redirect the user to the respective screen, where he can read out the T&C.
  - **Submit/Register (button):** Once customer input all the required fields, then he can tap on "Submit/Register" button. Once he taps on the sign-up button, he will be

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seeing the next screen where he needs to enter the OTP sent to his verified phone number.

Sign-in and Sign-up using Social Media:

- Here the user will get option to login using:
  Sign in and sign up with Facebook.

NOTE: The fields which have been mentioned as 'mandatory' can't be left blank. If left blank, then an error message will be shown and the following field will be highlighted with red color.

NOTE: The 'password' and 'confirm password' field inputs must match each other in real time else it will show an error message the 'confirm password' field will be highlighted with red color.

NOTE: If someone has closed the app without logout, they will remain logged in and don't have any need to login again.
NOTE: For Social Media sign up, we need to implement Facebook API for the registration.

5. Set Preferences

After registration, User will get a page to set their own preferences. It will be available with filters. User will be able to set certain parameters (pre-saved) according to which system will offer recommendations. Users will be shown some pre-saved options for each parameter. User can pick multiple options by simply tapping on the same.
It has following options:

- **Item Condition:** In this, user will describe about the item, whether it is new or it is old. It provides the current condition of the product.
- **Brands**
- **Interest**
- **Size.**
- **Product with donation:** In this section, user can mark the product as donated or will be in the charity. This option will show in the checkbox. User can select the option with the product, while buying.

After this page, user will be redirected to the home page. In that, they will see the product recommendations according to their preferences.

NOTE: If client want to have some other option in interest, please share the list.

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User can edit this option later form the Edit profile section.

6. Home Screen

After successful account creation, the user will be redirected to the home page of the mobile application, which will have following elements:

Header Section of the Mobile Application Home Screen

- ✓ **User Details**, which includes:
  - User Name
  - User Profile Photo with edit icon to edit the profile picture.
- ✓ **Business Logo**
- ✓ **Notification Bell:** This option shows the notification history or also shows the new notification.
- ✓ **Cart Icon**: This icon shows the item which is added into the beg of the customer, if no item is there in the cart, then it shows message as "Nothing in the cart".
- ✓ **Hamburger Menu**

By clicking on this the user will see the list of the option available:

- My Profile
- My Product
- Inbox
- Shops
- Settings
  - Notification Settings
  - Change Password
- T&C
- Contact Us
- FAQ's
- Log Out

Body Section of the Mobile Application Home Screen

- ✓ **Search Bar**, This field will give the opportunity to the end-user to search the various products available on the mobile application with the help of the keyword search.

  - **Filter/Sorting Button –** With the use of these options the end-user can advance the search result of the product, based on interest of the end-user. Possible options are:

    - **Filter By**
      - Price Range
      - Product Category
    - **Sort By**
      - All
      - Recent

    - **Action Button Apply** – After tap the system will show the result of the products available based on the end-user search criteria.

- ✓ **Information About Platform**– In this section, the text information about the platform will appear.

- ✓ **Feeds**: In this section, user can see the latest products, when they click on that option, then they will be redirected to the product feeds page.

- ✓ **Recommendations**: Here, user will be see the products according to their preference.

- ✓ **Saved Product** – User can also see the save products, which they saved from the list of the products..

NOTE: For new user, they will the default products feeds provided by the admin. After setting up the preferences, or their search, then they will be able to see the recommdations.

Footer Section of the Mobile Application Home Screen

✓ **Screen Navigational Icons:**

- **Home Button** – After tap the user will be redirected to the home page of the mobile application.

- **My Profile** – Fate tap the user will be redirected to my profile section of the mobile application.

- **Inbox** – Here, user can check their chat history.

- **Shops** – When user click on this button, then he will be redirected to the shop page, where user can create a shop or can see their existing shop (If added).

7. Product Feeds

In this section, the user will be able search the products on the mobile application, the user will have three choices to make the search on the mobile application, this screen will have following elements:

Product Search

✓ **Keyword Search Based** – With the help of the keyword the system will allow the end-user to search the products based on the keywords the end-user will insert in the field. The system will show the result based on the matching keywords.
User can also search for the friends here. It will explained below in find friends module.

✓ **Category Search Based** – The end-user can advance the search using the following options:

- **Based On Category** – Possible Category (Casual | Party Wear | Furniture | Mens Wear | Women Wear)
- **Based On Price Range**.

- **Based On Sort By** – Low to High | High to Low |

✓ **Action Button** (Apply) – After tap the system will result the related products on the mobile screen.

Products Resultant View

✓ **List View** – In list view, different product list will appear on the screen with the following options:

- Product Title Name
- Category or Sub-Category
- Product Price
- Thumbnail Image

✓ **Apply Filters –** In this, there are following filters available for the product:

- Size
- Brand
- Price
- Color
- Condition
- City
- Under donation (Yes / No)

All filter options will be available in default drop-downs
Sort by: Price (High to low / Low to high)

Products Resultant Detail View

✓ **Seller Information** – Here the end-uses will have the opportunity to view the seller information.

- Seller Name
- Seller Image (Shop Image)

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✓ **Product Info** – Here the end-user will have the opportunity to view the detail information about the product or ad, which includes:

- Product Image (Maximum images will be 5)
- Product Description
- Product Price
- Product Overview

✓ **Product Specification** – Here the user will have the product specification. It includes following options:

- Product Type
- Product Material
- Quality of the product

✓ **Variation**: When select this option, it provides the option to select the color and size of the product.

✓ **Payment :** It will show that, payment will be transferred to which account (Seller Or Charity)

✓ **Action Button** – Here the user will have the following buttons:

- **Like** – The end-user can like the respective product on the native applications of the end-user device.
- **Comment** – The end-user can post the comment on the respective ad/product and also can post comment on other users who has posted the comment (Single Thread).
- **Seller Profile**: When user click on this option, then he will be redirected to the seller profile page.
  - **Chat** – The end-user has the choice to chat with the seller on the mobile application (one to one).
- **View seller listed product**: Here, it will provide the option to check the product list for specific seller.
- **Follow Seller**: There is a option, where user can follow the seller, if they like the product, and want to check the updates on that specific seller's products.

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- **Purchase Button**: It will redirect to the checkout page, where a user has to provide the address and select the payment options.

Mark as Favorite – After tap the end-user mark the particular product as favorite on the mobile application.

NOTE: In follow feature, it's a basic functionality, where an user can follow the seller or the company.

Add to Cart: **Explained Below**

Buy Now: **Explained Below**

8. Check Out and Purchase Module

In this module, user will be able to see their cart values. If they want to buy any product then, they can add to their cart or can directly click on the buy now button and will be redirected to the checkout page, where they can manage the following functionality:

✓ **View Cart:**

In this section, user will be able to see their cart values (If any, If not, then it shows "Nothing in cart"). It is a pile up, where user can add the product as much as they want and after that they move to the checkout page by clicking on the action button at the bottom of the page. In this, user can do following modifications:

- Update the quantity ()
- Update the size of products (If product has size orientations and also if the size is available).
- Remove the item from the beg

It has following options:

- Product Name
- Product Image
- Price breakdown or discount
- Variations

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- ✓ **Checkout page:** User can check out for the products, which added into the cart. Here, user has to enter their address. User have to add their address, as it will be saved into the database.

- ✓ **Payment:** After, the address input, it will be redirected to the payment page. Here, user have to add the payment mode (Debit Card, Credit Card). In this application, we use **VENMO** Payment gateway.

NOTE: ▪The payment will be stored under admin account for certain period (say 15 days) after which, it will be released in the seller's account.

▪If the product was under donation, then the amount paid by user will be saved under that charity foundation and the collected payment will be sent to the foundation in set intervals say every month.

9. Order Management Module (Buyer's Side)

In this module, buyer's order related sections will be managed. It include the order status, cancellation and their policy, and review and rating.

It includes following options:

- **Order Cancellation:** Users can cancel their order after placing the order but before receiving the product (before the product status changes to delivered).
- **Return And Refund:** Return and refund request can be generated within X duration, once the product is received by the user.
  The return request will be accepted OR rejected by the seller. If accepted, then the refund will be initiated through the platform towards the buyer.

NOTE: Admin's commission is not refundable.
For now, commission is 0 (% Manageable from back-end).

Order Status: In this section, user can see the status for the following options:

- Order placed,
- Completed,
- Cancelled,
- Return request submitted,
- Refund initiated,
- Return request rejected

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Review and Rating: After successfully delivery, the buyer user can write feedback about the seller and give a 5-star rating.

10. Chat Module

Once the user will click on the chat button on the user profile, he'll land on the individual chat screen where the user can perform following:

- Texting

The user can perform search in order to search for any specific user form the list.

NOTE: Users can initiate chat with each other before placing the order as well. The chat is not connected with orders.

11. Create a Store

In this section, if a user wants to add their store into the application, then they will simply start with the creation of the store. It includes following sections:

Name of the Shop: Here, user will have to enter their shop name or their entity name.

Bio of the Shop: In this, user will enter the summary of their business. It has the short information about the shop, contact details of the shop owner.

Seller will then send the request to the admin for the approval.
After getting the approval seller can go to fill the list of items and set the payment mode.
If admin didn't approve, then seller have to try again for the store creation.

List of Item: It has following options:

- Product Name
- Product Brand
- Upload Product Images
- Product Category & Sub-Category
- Product Price
- Product Variations: Choose from displayed size, color options

- Product Description/Overview
- Product Specification

Seller request the admin for starting the store and cannot move further until the admin approves the request.

Payment: Seller has to set up their payment here. They have to provide their **VENMO** account. It require following fields:

- Registered Number with the account
- Verification

After filling these fields, user will be asked for following things to provide:

- I want to receive payment in my account
- It will be redirected to the charity account (Seller add the charity Venmo account, where the payment will be redirected).

NOTE: This Configuration is depending on the Venmo Setup (May be vary).

Action Button: When user click on the that button, then their store will be requested for the approval from the admin and after that it will be created.

12. Order Management Module (Seller's Side)

In this module, Seller's order related sections will be managed. It include the order status, cancellation and their policy, and review and rating.

It includes following options:

- **View Order:** This page will be available with detailed information about a single order, generated through buyer. It have the following information:
  - Order Number
  - Items available in order
  - Respective variant (if available)
  - Product price
  - Buyer Location/Address, Contact no.
  - Recipient (Seller name OR charity foundation name)

NOTE: Admin's commission is not refundable.
For now, commission is 0 (% Manageable from back-end).

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- **Order Status:** In this section, user can see the status for the following options:
    - Order Received
    - Order Placed or completed

- **Return & Refund:** Here, seller can do two actions- accept the request (return and the initiate the refund), and reject the return request.

NOTE: If accepted, then the refund will be initiated through the system automatically.

13. Report an Issue Module

In this module, if a user has any issue or problem, then they can click on the report option, which is in the profile page or in the home page. After clicking on the option they will be redirected to the report page.

User has to do:

- Fill a form to write his issues and submit.
- The issue form will be submitted to admin.
- Admin will then reach out to the user via email / contact no. (Outside the platform) and resolve the problem.

14. Find Friends

In this section, User can search for other users by putting their names / store name in search box. This option will be in profile section.
It has following two options:

- View resultant list of users
- Select a user to visit his profile

- **View User Profile:** It has following options:
    - Name, Profile pic, Store name (if applicable),

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- Products listed by that user (in grid view)
- Profile status (Text)
- No. of followers, following
- Average rating
- Liked products list

- **Actions Button**
  It has three actions button:
  - Follow
  - Unfollow
  - Block

15. Notification Module

Through this module user can get the notifications for the following triggers:

✓ Welcome message (After successfully sign up of the user with the verification)

✓ Email / SMS / Push notification (Will be send to the users on their mobile phone.) will received for the following actions:

- Order placed
- Order Received
- Order Delivered
- Order cancelled
- Return & Refund

16. My Account Module

My Profile

By clicking on this the user will land on the section where he/she can edit his/her profile.

This will have following section:

- **User name (Mandatory Text Field):** Here user needs to enter a unique name for his/her profile. While entering the name the system will check for the duplicacy in the database. If the username is already existed in the database, the input field will be

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shown colored in red with a message: "Username already exist!! Please enter a unique name once again".

- **Name (Mandatory Text Field):** Here the user needs to enter his full name.
- **Email (Mandatory Text Field):** Here the user needs to enter his email address.
- **Phone Number (Numeric Field):** Here, the user needs to enter his/her phone number.
- **Profile Status (Text field):** From here the user can check their profile completion status.
- **Reset Password (Alphanumeric):** Here, the user can reset their password. When user click on that option, then two options will appear as "enter your current password then reset the password with the new one", or they click on "forgot password" and follow the OTP verifications steps as explained above in the login module.

✓ **Address:** In this, user have to add their address. It can be more than one. After adding the address at once, user will be able to use this added address, as it will be saved into the database. User can later edit , delete their address from this section.
For adding the address, user has to fill the following fields:
Address Name
Address Zip: It has following fields to be filled:

- Zip Code
- State: Dropdown Menu
- City: Dropdown Menu
- Landmark: Text Field
- Phone Number

- **Save (Button):** By clicking on this the user will land on the profile section with all the details updated.

Store Management: In this, seller will be able to check their store. It includes

Store Name

Location: In this, user can select their location from the dropdown menu, which have the state, city.

Payment Setting

Here, user will be able to see their cards details (If added),and also make that card default for the future payments. User can add another card (Debit and Credit), they can remove the existing card also.

For adding new card, they need to provide the following information:

- Click on "Add new card"
- Enter card holder name

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- Enter Card number
- Enter Card Type
- Expiry date of the card
- Click on "Submit" Button

For Seller, they need to provide their Venmo account details.

<u>View List of liked products</u>

When user click on this option, then we will be able to see their favorite or liked products. They can also be able to remove the liked products from the list.

<u>Followers / Following</u>

From this section, user can see their followers and following friends. User can also remove the followers and following from their list.

<u>Find Friends</u>: Explained Above in friends module.

<u>Blocked Users</u>

Here, user can see the blocked list, if they blocked any user. They can be able to unblock the user.

<u>Saved Products</u>

In this, user will be able to see their saved products (If Added). They can also remove the saved products from their list.

<u>Order History</u>

In this section, user can check their order history. Order can be checked by the following options:

Filters

- Order status
- Order Duration (Month/ Day/ Year)
- Order Type Order placed (Buyer)

- Order received (Seller)

Select a single order (Detail page)

- Order Number
- Product Thumbnail Image
- Product Name
- Order Status
- Seller name, Buyer name, Foundation name (Whichever applicable to that order)
- Review & rating

Product Listing Management (Seller)

Here, seller will be able to add their products and can hide/ delete their products.

For adding, they have to click on the add new product button/.

For delete/hide, they have to click on the delete or on hide button.

View Earnings

Here, Seller will be able to see their earnings from the products.

It will be filtered by the following options:

- Weekly | Monthly | Daily
- By Product Title

- **View Payment History and sales report**
  It has following options:
  - Payment Received by Admin
  - Due Payment from Admin
  - Duration (This month / Quarter / Year)

- **Download reports in Excel and PDF extensions.**

Deliverables: Back-end-admin (Web - Panel)

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Admin Functionality - Web Panel

1. Sign in/login

The admin will be able to login the platform using the login credentials provided by us. Then the admin will have to fill in the following fields:

- **Email id (mandatory text field):** In this field the admin will have to write down his authentic email id.
- **Password (mandatory text field):** In this field the admin will have to write down his authentic password.
- **Forgot password:** In case the admin has forgotten his password, so he can click on this option which will redirect him to the next page, where he will have to write down his authentic email id and then click on 'next'.
- Clicking on 'next' admin will see a pop up mentioning that "A reset email has been sent to your registered email id".
- As soon as the admin will open the email and click on the reset link, he gets redirected to a new page having the following fields:
    - ✓ **New Password**
    - ✓ **Confirm Password**

2. User Management

Admin can manage all the users through the admin panel.

✓ **End Users (Registered Accounts Only):**

- View list of all End Users.
- Search, Sort and Filter the list of End Users.
- View the details of the End Users.
- Add/Update/Activate/Deactivate End Users Account.

Once admin click on this he will redirect to a new page where he can have the list of User Profiles with limited information in the beginning like:

- Username
- Full Name
- Profile Icon

The admin will get option to **View/Suspend Profile**.
Admin can Search for specific user by Username and can filter the list on the basis of:
- Registration Date/Date Range
- Location
- Gender
- Item Sold (Seller)
- Bought (Buyer)
- Review & Rating (From buyer and for the product)
- Earnings

The admin can perform following
Suspend profile

Here the admin can Deactivate and Inactive the account but can't delete it.\

Admin approved the request from the seller to start their store.

3. Category Management

In this, admin can do the following actions on the products:

Add/ Edit/ Remove/ Activate/ Deactivate Products category or sub-category.

Admin can view, update, and delete seller's listed products anytime

4. Store Management

Admin can manage the seller's store. Admin can edit/ delete/ remove the store or the seller.

Admin can activate or deactivate the store at any time.

Admin Approval:

Admin will have to approve the request from the seller for their store incorporation on the platform.

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5. Order Management

Admin will be able to manage the orders. It has following sections for the orders:

View all orders:

It facilitates a filter for the orders as:

Duration (Today/ This Week/ Month/ Days/ Year)

Admin can also search from a particular duration as “From this day to this day” and also in month and year.

Admin can also check the status of the orders (Received, placed, cancelled, return, refund)

View single order details:

It has following options:

- Order ID
- Product Title
- Price
- Order status
- Associated seller / store
- Payment recipient (Seller / Charity foundation name)
- Review-rating by buyer towards respective products available under an order

6. Charity and Foundation Management

Here, admin will manage the foundation information, like adding a foundation, and manage the foundation.

For adding a foundation, it requires:

- Foundation Name
- Foundation Venmo Account (For transferring the amount to the charity)

NOTE: Charity foundations don't have an active account on the platform.

Manage Foundation:

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Admin can add/ delete/ remove/ hide/ show the foundation on the application.

7. Payment Management

The payments for orders will be received in Admin's account and keep stored until certain duration from product status will be updated as delivered. After that payment will be transferred to seller's account through the app.

Payment, which is received for which order will be filtered by the following:

Payment received against orders

• Filter by recipient (Seller OR Charity foundation)

• Duration (This month / Quarter / Year / From-to)

The admin will keep a % commission on each order.

NOTE: Currently the admin's commission will remain 0. But admin will be able to manage this commission % from the back-end.

View payments from sellers:

Here, admin will be able to see the payments details collected by different sellers.

It have following information for each seller:

- Seller Name
- View Amount
- Order ID

Auto Release (Payment will have reflected automatically, If enable, to the account of the seller.

NOTE: In auto release, if Venmo gives the permission for the auto-release then it will be implemented.

NOTE: In auto release, the money will be released in user's venmo account in every 2 weeks duration.

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View payment for each charity foundation:

It has the details for each charity foundation. It has Order ID, and auto release, which will be redirected to the Venmo account within 2 weeks as mentioned above.

8. Issue Management

When any user report an issue, then the information will be sent to the admin, and admin then manage the issues. Admin perform following actions:

- Receive issues filled by users
- Manage reported issues outside the platform
- Manage Issues Status
- Find Pending
- Give Resolved confirmation

9. Review Management

Here, admin will manage the review which is provided on the store, and on the products.

Admin will be able to provide the average rating for the store.

They can hide/ show/or can remove any review from the platform.

10. Reports & Statistics

In this section the admin can view the reports and statistics of the user's products and the activity, which includes:

- ✓ **View Total Number of Registration**

- ✓ **Filter By**

  Month | Quarter | Year | Region

✓ **Profit Earned**

It shows the payment reports. It provides the profit (%) as per the following filters:

- By Duration
- By Region (City)
- By Particular Seller

✓ **Order Reports**

Product Posted: Number of the products posted in a particular duration (Month/ Day/ Year) and by the Location.

Orders: It shows as completed, cancelled, and placed

✓ **Charity Foundations**

Here, admin will be able to check the Most / least chosen foundation.
Admin can view payments collected for these foundations by duration

✓ **Export & Download Reports:**

PDF

Excel

11. Notification Management

Through this module admin will manage all the templates for other sections used in the platform like:

✓ Account registration template

✓ Email / SMS / Push notification template

✓ Invoice Template

✓ Admin can add/ delete/ remove the template

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Note: In this template we consider the fixed template provided by the client only we can change the content in their templates.

12. Content Management

Through this module admin will manage all the content for the informational pages of the website:

- ✓ About Us Page.
- ✓ Contact Us Page.
- ✓ Terms & Conditions Page.
- ✓ Privacy & Policy Page.

Links to Social Media Page (The Social Pages TBD by the client).

Change password:
In case the admin wants to change his password, then he can do that via this section by filling the following fields:

- Old password
- New password
- Confirm password
- Submit

Logout:
Via this section the admin will be able to logout the platform.

Requirements

- The Client has to supply all paid images, content and third-party tools.
- The client has to purchase domain, hosting and developer account as per the requirement.

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Free Bug Support

- Only after the code and database is deployed on client server
- We will provide the free bug support till 3 moths only after the code is deployed on the client server
- For an ongoing work post go-live client can discuss with company for a hourly paid maintenance package
- Dev Technosys's Project Management Tool (Track) Access and Ticket Raising Facility.
- Our response time, Monday - Friday, 010:00 – 19:00 Hours Indian Standard Time.
- Bug Fixes

General Terms

- The milestone payments can be revised by Project Manager after SRS is approved. The revision would only impact on the Milestone deliverables, milestone duration and the Payment percentage. The agreed scope and cost and timeframe would remain same. Once the final payment is done, code and database and other stuff (if any) would be handed over to client
- The source code will be delivered to client only after client makes final payment to company. In case, Dev Technosys delivers (or, is required to deliver) partial source code before the project is completed, client will pay for efforts invested by company till the date of such source code release.
- All the deliverables will be a joint responsibility of both Client and company; hence it is expected from client to provide feedback within five (5) working days of receiving the final deliverables and final approval within ten (10) working days of receiving the final deliverables.
- Company would deliver the milestones as per agreed project plan and client would review the delivered milestone. Client would need to provide the feedback on the delivered milestone to company within 10 days and once the feedbacks are implemented by company and client confirms the same, the agreed payment of this milestone would need to release before team moves to next milestone development
- The final payment would be needed to be released before the code and database are moved to client server and/or Apps are uploaded on Google or Apple store. Releasing code to client or client environment would mean that client has accepted the delivery and confirm the completion of the project as per agreed scope and terms and cannot claim for the refund of the project payment that he has made.
- -The Dev Technosys team has to use a repository such as GitLab to maintain the code.

SRS Sign OFF

We having read the contents of this document are satisfied that this accurately defines the project requirements and process.

Dev Technosys Confirmation		Client Confirmation	
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