***Open Cart E-Commerce system***

**Software Requirements Specification**

**V1**

**10/3/2025**

# Introduction

## Purpose

The main focus is to ensure that the website works as intended to provide the project owner and customers with a perfectly working website. This involves testing and validating core features such as user registration, product browsing, check-out process, etc.

## Overview

OpenCart is an e-commerce platform that connects sellers to manage online stores and enable them to connect with customers all over the world, while providing customers alike with an easy and pleasant shopping experience. Given the critical nature of e-commerce operations, the testing process will verify that each feature of the website works properly and as intended, and will check the website’s responsiveness to various user inputs and evaluate the website’s response to these inputs. The end goal being to simply make sure the website is fault-free.

# Scope

## Admin

* + 1. **Category Management**

1. Add
2. Edit
3. Delete
4. Filter
   * 1. **Product Management**
5. Add
6. Edit
7. Delete
8. Filter
   * 1. **Subscription Plans**
9. Add
10. Edit
11. Delete
12. Filter
    * 1. **Options Management**
13. Add
14. Edit
15. Delete
    * 1. **Manufacturer Management**
16. Add
17. Edit
18. Delete
19. Filter
    * 1. **Review Management**
20. Add
21. Edit
22. Delete
23. Filter
    * 1. **Information Pages Management**
24. Add
25. Edit
26. Delete
27. Filter
    * 1. **Marketplace**
28. Filter
29. Purchase
30. Extensions
    * 1. **Events Management**
31. Delete
32. Disable
    * 1. **Cron Jobs Management**
33. View
34. Enable/Disable
35. Delete
36. Copy URL
    * 1. **Order Management**
37. View
38. Filter
39. Update
40. Delete
    * 1. **Returns Management**
41. View
42. Filter
43. Update
44. Delete
    * 1. **Gift Voucher Management**
45. View
46. Filter
47. Add
48. Edit
49. Delete
    * 1. **Voucher Theme Management**
50. View
51. Add
52. Edit
53. Delete
    * 1. **Customer Management**
54. View
55. Filter
56. Add
57. Edit
58. Delete
    * 1. **Customer Group Management**
59. View
60. Add
61. Edit
62. Delete
    * 1. **Customer Approvals**
63. View
64. Approve
65. Reject
    * 1. **Custom Fields Management**
66. View
67. Filter
68. Add
69. Edit
70. Delete
    * 1. **Affiliate Management**
71. View
72. Filter
73. Add
74. Edit
75. Delete
76. Manage Payment Methods
    * 1. **Marketing Tracking**
77. View
78. Add
79. Edit
80. Delete
81. Filter
    * 1. **Coupon Management**
82. View
83. Add
84. Edit
85. Delete
    * 1. **Email Campaigns**
86. Send
87. View
88. Manage
    * 1. **Store Management**
89. Add
90. Edit
91. Manage Multiple Stores
    * 1. **User Management**
92. Add
93. Edit
94. Manage Users
    * 1. **User Groups**
95. Add
96. Edit
97. Delete
98. Filter
    * 1. **Reports**
99. Generate
100. Filter
101. View
     * 1. **Who’s Online Report**
102. View
103. Filter

## Customer

1. login
2. register
3. [Edit your account information](https://demo.opencart.com/en-gb?route=account/edit&customer_token=8daeb762e35c964eadd77e519b)
4. Change Password Feature
5. Gift Certificate
6. Affiliate Account Registration
7. Search
8. Contact Us
9. Shopping Cart
10. Wishlist
11. Address Book
12. checkout
13. Order History
14. Product Return

3. Test Roles

4. Requirements

1. Functional Requirements
   1. Admin

* Catalog

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| Feature | Description |
| **Category** | **Admin should be able to add , edit and delete categories**  **User Story:**  **Title: As an admin, I want to manage categories (add, edit, delete, and filter) so that I can organize the application content effectively.**  **Acceptance Criteria:**  **Add Category**  **1.** **The admin can click the "Add New" button to access the category creation form.**  **2.** **The form includes required fields such as "Category Name" and "Meta Title," along with optional fields like "Description" and "Sort Order."**  **3.** **Submitting valid data successfully adds a new category, displaying a confirmation message.**  **4.** **Error messages should appear for missing or invalid required fields.**  **Edit Category**  **1.** **The admin can click "Edit" next to a category to access a pre-filled form.**  **2.** **The admin can modify any field and save changes.**  **3.** **The system validates input and displays a success message upon saving.**  **4.** **Error messages should appear if required fields are invalid or missing.**  **Delete Category**  **1.** **The admin can select one or multiple categories to delete.**  **2.** **Deleting a category prompts a confirmation dialog.**  **3.** **Categories linked to products cannot be deleted, and an error message is displayed.**  **4.** **Successfully deleted categories display a confirmation message.** |
| **products** | **Admin should be able to add , edit ,delete and filter through products**  **User Story**  **Title: As an admin, I want to manage products (add, edit, delete, and filter) so that I can organize the store inventory effectively.**    **Acceptance Criteria**  **Add Product**  **1. The admin can click the "Add New" button to open the product creation form.**  **2. The form includes the following required fields:**  **o General Tab: Product Name, Description, and Meta Tag Title.**  **o Data Tab: Model (required), Price, Quantity, and Image.**  **o Other optional details across tabs (e.g., Links, Attributes, Discounts).**  **3. Valid inputs allow the product to be saved successfully, displaying a confirmation message.**  **4. Error messages appear for invalid or missing required fields (e.g., "Model is required").**  **Edit Product**  **1. The admin can click "Edit" next to a product to open a pre-filled form.**  **2. The admin can modify any field across all tabs (e.g., General, Data, Links).**  **3. The system validates inputs, and a success message is shown when the changes are saved.**  **4. Error messages appear for invalid or missing required fields.**  **Delete Product**  **1. The admin can select one or multiple products to delete using checkboxes and the "Delete" button.**  **2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to delete this product?").**  **3. Successfully deleted products display a success message.**  **Filter and Search Products**  **1. The admin can filter products using attributes such as:**  **o Product Name**  **o Model**  **o Price**  **o Quantity**  **o Status (Enabled/Disabled)**  **2. The product list updates dynamically based on applied filters.**  **3. The admin can reset filters to display the full list of products.** |
| **Subscription Plans** | **Admin should be able to add , edit ,delete and filter through Subscription Plans**  **User Story**  **Title: As an admin, I want to manage subscription plans (add, edit, delete, and filter) so that I can effectively organize and control subscription options for users.**    **Acceptance Criteria**  **Add Subscription Plan**  **1. The admin can click the "Add New" button to open the subscription plan creation form.**  **2. The form includes required fields such as:**  **o Plan Name: The name of the subscription plan.**  **o Price: The cost of the subscription.**  **o Duration: The length of the subscription period (e.g., monthly, yearly).**  **o Status: Enabled/Disabled.**  **3. The admin can also provide optional details such as descriptions or additional features included in the plan.**  **4. Submitting the form with valid inputs saves the subscription plan and displays a confirmation message.**  **5. Error messages appear for invalid or missing required fields (e.g., "Plan Name is required").**  **Edit Subscription Plan**  **1. The admin can click "Edit" next to an existing subscription plan to open a pre-filled form.**  **2. The admin can update any field, including Plan Name, Price, Duration, or Status.**  **3. Changes save successfully when all required fields are valid, displaying a confirmation message.**  **4. Error messages appear for invalid or missing required fields.**  **Delete Subscription Plan**  **1. The admin can select one or multiple subscription plans to delete using checkboxes and the "Delete" button.**  **2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to delete these subscription plans?").**  **3. Successfully deleted plans display a confirmation message.**  **Filter and Search Subscription Plans**  **1. The admin can filter subscription plans by attributes such as:**  **o Plan Name**  **o Price**  **o Duration**  **o Status (Enabled/Disabled)**  **2. The subscription plan list dynamically updates based on the applied filters.**  **3. The admin can reset filters to display the full list of subscription plans.** |
| **Options** | **Admin should be able to add , edit ,delete and filter options**  **User Story**  **Title: As an admin, I want to manage options (add, edit, delete, and filter) so that I can customize product attributes effectively.**  **Acceptance Criteria**  **Options**  **Add Option**  **1. The admin can click the "Add New" button to open the option creation form.**  **2. The form includes required fields such as:**  **o Option Name: A unique name for the option (e.g., Color, Size).**  **o Option Type: A dropdown to select the type (e.g., Select, Radio, Checkbox, Text).**  **o Option Values: A section to add multiple values for the option (e.g., Red, Blue for a Color option).**  **3. Submitting the form with valid inputs saves the option and displays a success message.**  **4. Error messages appear for missing required fields (e.g., "Option Name is required").**    **Edit Option**  **1. The admin can click "Edit" next to an existing option to open a pre-filled form.**  **2. The admin can update fields such as Option Name, Option Type, and Option Values.**  **3. Changes save successfully when all required fields are valid, and a confirmation message is displayed.**  **4. Error messages appear for invalid or missing inputs.**    **Delete Option**  **1. The admin can select one or multiple options using checkboxes and click the "Delete" button.**  **2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to delete the selected options?").**  **3. Successfully deleted options display a confirmation message.**    **Filter Options**  **1. The admin can filter options using the following fields:**  **o Option Name: A text input field to search for options by name (partial matches allowed).**  **o Option Type: A dropdown to filter options by their type (e.g., Select, Radio).**  **2. Clicking the Filter button applies the selected criteria and updates the option list dynamically.**  **3. Clicking the Reset button clears all filter inputs and displays the complete list of options.**  **4. If no options match the filter criteria, display a message: "No options found matching the specified criteria."** |
| **Manufacturers** | **Admin should be able add , edit ,delete and filter through manufacturers User Story**  **Title: As an admin, I want to manage manufacturers (add, edit, delete, and filter) so that I can maintain accurate manufacturer data for my products.**  **Acceptance Criteria**  **Manufacturers**  **Add Manufacturer**  **1. The admin can click the "Add New" button to open the manufacturer creation form.**  **2. The form includes required fields such as:**  **o Manufacturer Name: A unique name for the manufacturer.**  **o SEO URL: A field to specify a unique SEO-friendly URL for the manufacturer.**  **o Logo Upload: An option to upload the manufacturer's logo.**  **3. Submitting the form with valid inputs saves the manufacturer and displays a success message.**  **4. Error messages appear for missing required fields (e.g., "Manufacturer Name is required").**    **Edit Manufacturer**  **1. The admin can click "Edit" next to an existing manufacturer to open a pre-filled form.**  **2. The admin can update fields such as Manufacturer Name, SEO URL, and Logo.**  **3. Changes save successfully when all required fields are valid, and a confirmation message is displayed.**  **4. Error messages appear for invalid or missing inputs.**    **Delete Manufacturer**  **1. The admin can select one or multiple manufacturers using checkboxes and click the "Delete" button.**  **2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to delete the selected manufacturers?").**  **3. Successfully deleted manufacturers display a confirmation message.** |
| **Reviews** | **Admin should be able add , edit ,delete and filter through reviews**  **User Story**  **Title: As an admin, I want to manage reviews (add, edit, delete, and filter) so that I can maintain and moderate customer feedback effectively.**  **Acceptance Criteria**  **Reviews**  **Add Review**  **1. The admin can click the "Add New" button to open the review creation form.**  **2. The form includes required fields such as:**  **o Product Name: A dropdown to select the product the review is related to.**  **o Customer Name: A text input for the reviewer's name.**  **o Rating: A dropdown or radio buttons to select the rating (e.g., 1 to 5 stars).**  **o Review Text: A text area to input the review content.**  **o Status: A dropdown to select the status (Enabled/Disabled).**  **3. Submitting the form with valid inputs saves the review and displays a success message.**  **4. Error messages appear for missing required fields (e.g., "Product Name is required").**  **Edit Review**  **1. The admin can click "Edit" next to an existing review to open a pre-filled form.**  **2. The admin can update fields such as Product Name, Customer Name, Rating, Review Text, and Status.**  **3. Changes save successfully when all required fields are valid, and a confirmation message is displayed.**  **4. Error messages appear for invalid or missing inputs.**    **Delete Review**  **1. The admin can select one or multiple reviews using checkboxes and click the "Delete" button.**  **2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to delete the selected reviews?").**  **3. Successfully deleted reviews display a confirmation message.**    **Filter Reviews**  **1. The admin can filter reviews using the following fields:**  **o Product Name: A text input field to search for reviews associated with a specific product (partial matches allowed).**  **o Customer Name: A text input field to search for reviews by customer name.**  **o Rating: A dropdown to filter reviews by their rating.**  **o Status: A dropdown to filter reviews by their status (Enabled/Disabled).**  **2. Clicking the Filter button applies the selected criteria and updates the review list dynamically.**  **3. Clicking the Reset button clears all filter inputs and displays the complete list of reviews.**  **4. If no reviews match the filter criteria, display a message: "No reviews found matching the specified criteria."** |
| **Information** | Admin should be able add , edit ,delete and filter through reviews  **User Story**  **Title**: As an admin, I want to manage reviews (add, edit, delete, and filter) so that I can maintain and moderate customer feedback effectively.  **Acceptance Criteria**  **Reviews**  **Add Review**  1. The admin can click the "Add New" button to open the review creation form.  2. The form includes required fields such as:  o **Product Name**: A dropdown to select the product the review is related to.  o **Customer Name**: A text input for the reviewer's name.  o **Rating**: A dropdown or radio buttons to select the rating (e.g., 1 to 5 stars).  o **Review Text**: A text area to input the review content.  o **Status**: A dropdown to select the status (Enabled/Disabled).  3. Submitting the form with valid inputs saves the review and displays a success message.  4. Error messages appear for missing required fields (e.g., "Product Name is required").  **Edit Review**  1. The admin can click "Edit" next to an existing review to open a pre-filled form.  2. The admin can update fields such as Product Name, Customer Name, Rating, Review Text, and Status.  3. Changes save successfully when all required fields are valid, and a confirmation message is displayed.  4. Error messages appear for invalid or missing inputs.  **Delete Review**  1. The admin can select one or multiple reviews using checkboxes and click the "Delete" button.  2. A confirmation prompt appears before deletion (e.g., "Are you sure you want to  3. delete the selected reviews?").  4. Successfully deleted reviews display a confirmation message.  **Filter Reviews**  1. The admin can filter reviews using the following fields:  o **Product Name**: A text input field to search for reviews associated with a specific product (partial matches allowed).  o **Customer Name**: A text input field to search for reviews by customer name.  o **Rating**: A dropdown to filter reviews by their rating.  o **Status**: A dropdown to filter reviews by their status (Enabled/Disabled).  2. Clicking the **Filter** button applies the selected criteria and updates the review list dynamically.  3. Clicking the **Reset** button clears all filter inputs and displays the complete list of reviews.  4. If no reviews match the filter criteria, display a message: "No reviews found matching the specified criteria." |

* Extensions

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| **Feature** | **description** |
| **Marketplace** | Admin can filter items and purchase from marketplace  **User Story:**  **Title:** As an admin, I want to filter and purchase items from the marketplace so that I can efficiently find and acquire necessary extensions to enhance my store's functionality.  **Acceptance Criteria:**  **1. Filter Items in Marketplace**   * The admin should be able to **filter marketplace items** using various criteria to find specific extensions quickly. * **Filter Options:**   + **Extension Name**: A text input field to search for extensions by name (supports partial matches).   + **Category**: A dropdown menu to select extension types (e.g., Payment, Shipping, Themes).   + **Status**: A dropdown to filter by status (Enabled, Disabled).   + **Price**: A filter to view Free, Paid, or Purchased extensions.   + **Rating**: A dropdown to filter extensions by customer ratings (e.g., 1-5 stars).   + **Compatibility**: A filter to display extensions compatible with a selected OpenCart version. * **Steps:**   1. Navigate to **Extension Marketplace**.  2. Enter or select filters from the available options.  3. Click the **Filter** button to apply the selected filters dynamically.  4. Clicking the **Reset** button clears all filters and displays the full extension list again.  **2. Purchase Extensions from Marketplace**   * The admin should be able to **purchase extensions** directly from the marketplace. * **Steps:**   1. Navigate to **Extension Marketplace**.  2. Click on the desired extension to view details.  3. If the extension is free, click **Download**.  4. If the extension is paid, click **Purchase**, and complete the checkout process.  5. After successful payment, the extension should be available for download and installation.  6. A confirmation message should appear upon successful purchase. |
| **Events** | Admin cand delete and disable events    **User Story**  **Title:** Delete and Disable Events through Extensions  As an admin, I want to delete and disable events through Extensions so that I can effectively manage the application's functionality and remove or deactivate unnecessary events.  **Acceptance Criteria**  **1. Delete Events in Extensions**   * The admin should be able to delete events from the Events section in Extensions. * **Steps to Delete an Event:**   1. Navigate to **Extensions > Events** in the admin panel.  2. Select the event(s) using the checkbox.  3. Click **Delete** and confirm the action.  4. The event is removed if not system-required; otherwise, an error message appears.  **2. Disable Events in Extensions**   * The admin should be able to disable events instead of deleting them. * **Steps to Disable an Event:**   1. Navigate to **Extensions > Events** in the admin panel.  2. Click the **Disable** button next to the event.  3. The event status changes to **Disabled**, and a success message is displayed.  4. The event remains listed but inactive until re-enabled. |
| **Corn jobs** | Admin can view all existing corn jobs, enable or disable corn jobs, delete corn jobs, and copy the corn URL for server setup through (Extensions).   **User Story:**  **Title:** *Manage Cron Jobs through Extensions*  As an admin, I want to **manage scheduled corn jobs** through **Extensions** so that I can automate recurring tasks and optimize system operations efficiently.  **Acceptance Criteria:**  **1. View Cron Jobs**   * The admin should be able to **view the list of scheduled corn jobs** in the system. * The list should include the following details:   + **Cron Code** (e.g., currency, GDPR, subscription)   + **Cycle** (e.g., Daily, Weekly)   + **Action** (e.g., corn/currency)   + **Date Added** (when the corn job was created)   + **Date Modified** (when the corn job was last updated)   **2. Enable and Disable Cron Jobs**   * The admin should be able to **enable or disable** a corn job from the list. * Clicking the **blue play button** enables a corn job. * Clicking the **orange pause button** disables a corn job. * A success message should appear confirming the action.   **3. Delete Cron Jobs**   * The admin should be able to **delete** a corn job by clicking the **red delete button**. * A confirmation message should appear before deleting the corn job. * If confirmed, the corn job is removed from the list.   **4. Copy Cron URL**   * The admin should be able to **copy the corn URL** to set up a scheduled task on their server. * Clicking the **copy button** next to the URL should copy it to the clipboard. |

* Sales

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| **Feature** | **description** |
| **order** | Admin can view, filter, update, and delete orders.    **User Story:**  As a store admin, I want to manage customer orders efficiently by viewing, filtering, updating statuses, and deleting orders to streamline order processing.  **Acceptance Criteria:**  1. **View Order Details**  o The admin can view order details.  o **Steps:**  · Navigate to **Orders** in the admin panel.  · Click the **View** button next to an order.  2. **Filter Orders**  o The admin can filter orders based on ID, customer, store, order status, total, and date range.  o **Steps:**  · Use the filter options on the right panel.  · Click **Filter** to display results.  3. **Update Order Status**  o The admin can change the order status.  o **Steps:**  · Navigate to the **Orders** section.  · Click **View** next to an order.  · Update the order status and save changes.  4. **Delete Orders**  o The admin can remove one or multiple orders.  o **Steps:**  · Select the orders to delete.  · Click the **Delete** button and confirm. |
| **returns** | Admin can view, filter, update, and delete product returns.    **User Story:**  As a store admin, I want to manage product returns by viewing, filtering, updating return statuses, and deleting return requests to streamline the return process.  **Acceptance Criteria:**  1. **View Product Return Details**  o The admin can view return details.  o **Steps:**  · Navigate to **Product Returns** in the admin panel.  · Click the **Edit** button next to a return request.  2. **Filter Product Returns**  o The admin can filter returns by Return ID, Order ID, Customer, Product, Model, Return Status, and Date range.  o **Steps:**  · Use the filter options on the right panel.  · Click **Filter** to display results.  3. **Update Return Status**  o The admin can update the return status.  o **Steps:**  · Navigate to **Product Returns**.  · Click **Edit** on a return request.  · Change the return status and save changes.  4. **Delete Product Returns**  o The admin can remove one or multiple return requests.  o **Steps:**  · Select the return requests to delete.  · Click the **Delete** button and confirm. |
| **gift vouchers** | Admin can view, filter, add, edit, enable/disable, and delete gift vouchers.    **User Story:**  As a store admin, I want to manage gift vouchers by creating, editing, enabling/disabling, and deleting vouchers so that I can control their usage and availability.  **Acceptance Criteria:**  1. **View Gift Vouchers**  o The admin can view a list of all issued gift vouchers.  o **Steps:**  · Navigate to **Sales > Gift Vouchers** in the admin panel.  · View voucher details such as code, sender, recipient, amount, theme, and status.  2. **Filter Gift Vouchers**  o The admin can search for specific vouchers using filters.  o **Steps:**  · Use the available filter fields.  · Click **Filter** to display the results.  3. **Add New Gift Voucher**  o The admin can create a new gift voucher.  o **Steps:**  · Click the **Add (+) button**.  · Fill in the required details (code, sender, recipient, amount, theme, status).  · Click **Save** to issue the voucher.  4. **Edit Existing Gift Vouchers**  o The admin can modify details of an existing voucher.  o **Steps:**  · Click the **Edit (pencil) button** next to the voucher.  · Update details as needed.  · Click **Save** to apply changes.  5. **Enable/Disable Gift Vouchers**  o The admin can activate or deactivate a voucher.  o **Steps:**  · Click **Edit** on a voucher.  · Change the status to **Enabled** or **Disabled**.  · Click **Save**.  6. **Delete Gift Vouchers**  o The admin can remove one or multiple vouchers.  o **Steps:**  · Select the vouchers to delete.  Click the **Delete** button and confirm. |
| **Voucher Themes** | Admin can view, add, edit, and delete voucher themes.    **User Story:**  As a store admin, I want to manage voucher themes by creating, editing, and deleting them so that I can control their availability for customers.  **Acceptance Criteria:**  1. **View Voucher Themes**  o The admin can view a list of all voucher themes.  o **Steps:**  · Navigate to **Sales > Gift Vouchers > Voucher Themes** in the admin panel.  · View the list of voucher themes with their names and status.  2. **Add New Voucher Theme**  o The admin can create a new voucher theme.  o **Steps:**  · Click the **Add (+)** button.  · Fill in the required details (theme name, image).  · Click **Save** to create the voucher theme.  3. **Edit Existing Voucher Themes**  o The admin can modify details of an existing voucher theme.  o **Steps:**  · Click the **Edit (pencil)** button next to the theme.  · Update details as needed.  · Click **Save** to apply changes.  4. **Delete Voucher Themes**  o The admin can remove one or multiple voucher themes.  o **Steps:**  · Select the themes to delete.  · Click the **Delete** button and confirm. |

* Customers

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| **Feature** | **description** |
| **customer** | Admin can view, filter, add, edit, and delete customers.    **User Story:** As a store admin, I want to manage customers by viewing, editing, filtering, and deleting customer accounts so that I can maintain a clean and well-organized customer database.  **Acceptance Criteria:**  **1.** **View Customers**  o The admin can see a list of registered customers.  o Steps:  · Navigate to Customers > Customers in the admin panel.  · View customer details such as name, email, group, status, and date added.  **2.** **Filter Customers**  o The admin can search for specific customers using filters.  o Steps:  · Enter values in filter fields (name, email, group, status, IP, date range).  · Click Filter to display results.  **3.** **Add a New Customer**  o The admin can create a new customer account.  o Steps:  · Click the Add (+) button.  · Fill in the required details (name, email, password, group, status).  · Click Save to register the customer.  **4.** **Edit Customer Information**  o The admin can modify an existing customer’s details.  o Steps:  · Click the Edit (pencil) button next to a customer.  · Update details as needed.  · Click Save to apply changes.  **5.** **Delete Customer Accounts**  o The admin can remove one or multiple customers.  o Steps:  · Select the customers to delete.  · Click the Delete button and confirm. |
| **Customer Groups** | Admin can view, add, edit, and delete customer groups.    **User Story:**  As a store admin, I want to manage customer groups by creating, editing, and deleting them so that I can categorize customers effectively.  **Acceptance Criteria:**  1. **View Customer Groups**  o The admin can see a list of all customer groups.  o **Steps:**  · Navigate to **Customers > Customer Groups** in the admin panel.  · View the list with details like group name and sort order.  2. **Add New Customer Group**  o The admin can create a new customer group.  o **Steps:**  · Click the **Add (+)** button.  · Enter the group name and sort order.  · Click **Save** to create the group.  3. **Edit Existing Customer Groups**  o The admin can modify details of an existing customer group.  o **Steps:**  · Click the **Edit (pencil)** button next to the group.  · Update details as needed.  · Click **Save** to apply changes.  4. **Delete Customer Groups**  o The admin can remove one or multiple customer groups.  o **Steps:**  · Select the groups to delete.  · Click the **Delete** button and confirm. |

* Marketing

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| **Feature** | description |
| **Affiliates** | Admin can view, filter, add, edit, delete affiliates, and manage payment methods.    **User Story:**  As a store admin, I want to manage affiliates, including their payment methods, so that I can track their performance and process commissions efficiently.  **Acceptance Criteria:**  1. **View Affiliates**  o The admin can see a list of all affiliates.  o **Steps:**  · Navigate to **Marketing > Affiliates** in the admin panel.  · View details such as customer name, tracking code, commission, balance, payment method, and date added.  2. **Filter Affiliates**  o The admin can filter affiliates based on customer name, tracking code, payment method, commission percentage, date range, and status.  o **Steps:**  · Enter the relevant filter criteria in the filter panel.  · Click the **Filter** button to apply the search.  3. **Add a New Affiliate**  o The admin can create a new affiliate account and assign a payment method.  o **Steps:**  · Click the **Add (+)** button.  · Fill in the required details (customer name, tracking code, commission percentage, payment method, etc.).  · Click **Save** to apply changes.  4. **Edit Affiliate Details**  o The admin can modify an existing affiliate’s details, including the payment method.  o **Steps:**  · Click the **Edit (pencil)** button next to an affiliate.  · Update necessary details such as commission, tracking code, payment method, or status.  · Click **Save** to confirm changes.  5. **Manage Payment Methods**  o The admin can add, update, or remove payment methods for affiliates.  o **Steps:**  · Navigate to **System > Payment Methods** in the admin panel.  · Add a new payment method or edit/delete an existing one.  · Assign payment methods to specific affiliates.  6. **Delete Affiliates**  o The admin can remove one or multiple affiliates.  o **Steps:**  · Select the affiliates to delete.  · Click the **Delete** button and confirm. |
| **marketing tracking** | Admin can view, add, edit, delete, and filter marketing tracking campaigns.    **User Story:**  As a store admin, I want to manage marketing tracking by adding, editing, deleting, and filtering campaigns so that I can monitor and analyze marketing performance effectively.  **Acceptance Criteria:**  1. **View Marketing Tracking Campaigns**  o The admin can see a list of all marketing campaigns.  o **Steps:**  · Navigate to **Marketing > Marketing Tracking** in the admin panel.  · View details such as **campaign name, tracking code, clicks, orders, date added, and status**.  2. **Add a New Marketing Tracking Campaign**  o The admin can create a new tracking campaign.  o **Steps:**  · Click the **Add (+)** button.  · Fill in the required details (**campaign name, tracking code, and other relevant details**).  · Click **Save** to apply changes.  3. **Edit Marketing Tracking Campaign**  o The admin can modify an existing campaign’s details.  o **Steps:**  · Click the **Edit (pencil)** button next to a campaign.  · Update necessary details such as **tracking code or campaign name**.  · Click **Save** to confirm changes.  4. **Delete Marketing Tracking Campaigns**  o The admin can remove one or multiple campaigns.  o **Steps:**  · Select the campaigns to delete.  · Click the **Delete** button and confirm.  5. **Filter Marketing Tracking Campaigns**  o The admin can filter campaigns based on specific criteria.  o **Steps:**  · Use the filter options on the right side of the screen.  · Enter details such as **campaign name, tracking code, or date range**.  · Click the **Filter** button to apply the search criteria. |
| **coupons** | Admin can view, add, edit, and delete coupons.    **User Story:**  As a store admin, I want to manage discount coupons by adding, editing, and deleting them so that I can control promotions and customer discounts efficiently.  **Acceptance Criteria:**  1. **View Coupons**  o The admin can see a list of all coupons.  o **Steps:**  · Navigate to **Marketing > Coupons** in the admin panel.  · View details such as coupon name, code, discount, start date, end date, and status.  2. **Add a New Coupon**  o The admin can create a new discount coupon.  o **Steps:**  · Click the **Add (+)** button.  · Fill in the required details (name, code, discount value, start and end date, status).  · Click **Save** to apply changes.  3. **Edit Coupon Details**  o The admin can modify an existing coupon’s details.  o **Steps:**  · Click the **Edit (pencil)** button next to a coupon.  · Update necessary details such as discount amount, expiration date, or status.  · Click **Save** to confirm changes.  4. **Delete Coupons**  o The admin can remove one or multiple coupons.  o **Steps:**  · Select the coupons to delete.  · Click the **Delete** button and confirm. |
| **email** | Admin can send, view, and manage email campaigns.    **User Story:**  As a store admin, I want to send email newsletters or marketing emails to selected customers so that I can inform them about promotions, updates, or important information.  **Acceptance Criteria:**  1. **View Email Templates**  o The admin can view existing email templates.  o **Steps:**  · Navigate to **Marketing > Mail** in the admin panel.  · View the email editor with subject and message fields for creating and sending new emails.  2. **Send a New Email**  o The admin can create and send new emails to customers.  o **Steps:**  · Select the **From** and **To** recipients from dropdowns (e.g., all newsletter subscribers).  · Enter the **Subject** and **Message**.  · Click the **Send** button to deliver the email.  3. **Edit Email Content**  o The admin can edit the content of the email before sending.  o **Steps:**  · Use the **Coeditor** to format and edit the email body (rich text editor for formatting, adding images, links, etc.).  · Modify subject and message as required.  · Click **Send** to apply changes and dispatch the email. |

* System

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| **Feature** | **description** |
| **Stores** | **Admin can add, edit, and manage multiple stores.**  **User Story:**  **As a store admin, I want to manage multiple stores from a single dashboard so that I can efficiently control their settings, configurations, and operations.**  **Acceptance Criteria:**  **1.** **View Store List**  o **The admin can see a list of all registered stores.**  o **Steps:**  · **Navigate to System > Stores in the admin panel.**  · **View store names and URLs in the table.**  **2.** **Add a New Store**  o **The admin can create a new store.**  o **Steps:**  · **Click the Add (+) button.**  · **Enter store details (name, URL, settings).**  · **Click Save to register the store.**  **3.** **Edit Store Details**  o **The admin can modify store information.**  o **Steps:**  · **Click the Edit (pencil) button next to a store.**  · **Change settings like store name, URL, or configurations.**  · **Click Save to apply changes.**  **4.** **Delete a Store**  o **The admin can remove a store from the system.**  o **Steps:**  · **Select a store from the list.**  · **Click the Delete (trash bin) button.**  · **Confirm deletion to remove the store.** |
| **Users** | Admin can add, edit, and manage users.    **User Story:**  As a store admin, I want to manage users in the system so that I can assign roles and control access to the admin panel.  **Acceptance Criteria:**  1. **View User List**  o The admin can view a list of all registered users.  o **Steps:**  · Navigate to **System > Users** in the admin panel.  · View usernames, status (enabled/disabled), and the date the account was added.  2. **Add a New User**  o The admin can create new users.  o **Steps:**  · Click the **Add (+)** button.  · Enter the user's details (username, password, and access rights).  · Assign the user to a specific group with predefined permissions.  · Click **Save** to register the user.  3. **Edit User Details**  o The admin can modify user information and permissions.  o **Steps:**  · Click the **Edit (pencil)** button next to a user.  · Modify user details such as username, password, and role assignment.  · Click **Save** to apply the changes.  4. **Delete or Disable a User**  o The admin can remove a user or disable their account.  o **Steps:**  · Select a user from the list.  · Click the **Delete (trash bin)** button to permanently remove the user.  · Alternatively, change the user's status to **Disabled** to prevent login access without deleting the account. |
| **user groups** | Admin can add, edit, delete, and filter user groups.  **User Story:**  As a store admin, I want to manage user groups (add, edit, and delete) so that I can control user access and permissions effectively.  **Acceptance Criteria:**  1. **Add User Group**  o The admin can create a new user group with specific permissions.  o **Steps:**  · Navigate to **System > Users > User Groups** in the admin panel.  · Click the **"Add New"** button.  · Enter the **User Group Name** and assign permissions.  · Save the user group, and a confirmation message appears.  2. **Edit User Group**  o The admin can modify an existing user group.  o **Steps:**  · Navigate to **System > Users > User Groups**.  · Click **Edit** next to the user group to update.  · Modify fields and permissions as needed.  · Save changes and receive a success message.  3. **Delete User Group**  o The admin can delete one or multiple user groups.  o **Steps:**  · Select one or more user groups from the list.  · Click the **Delete** button.  · A confirmation prompt appears before deletion.  · If the user group is in use, an error message appears. |

5.7 Reports

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| **reports** | **Admin can generate, filter, and view reports.**  **User Story:**  **As a store admin, I want to generate and filter various reports so that I can analyze customer activity, sales, and other key business metrics.**  **Acceptance Criteria:**  **1.** **View Reports**  o **The admin can access different types of reports, including customer activity reports.**  o **Steps:**  · **Navigate to Reports > Choose Report Type in the admin panel.**  · **Select the desired report from the dropdown menu.**  **2.** **Filter Reports**  o **The admin can apply filters to refine report data.**  o **Steps:**  · **Enter filter criteria such as Customer Name, Date Range, and IP Address.**  · **Click the Filter button to apply the selected criteria.**  **3.** **Export and Analyze Reports**  o **The admin can export reports for further analysis.**  o **Steps:**  · **Generate the required report.**  · **Export data using available options (CSV, Excel, or PDF).** |
| **Who’s Online** | Admin can view, and filter online customer reports    **User Story:**  As a store admin, I want to view online customer reports so that I can monitor customer activity in real time.  **Acceptance Criteria:**  1. **View Online Customers**  o The admin can access the online customer report.  o **Steps:**  · Navigate to **Reports > Who’s Online** in the admin panel.  · View the list of online customers, including their IP address, last page visited, and referrer.  2. **Filter Online Customers**  o The admin can filter online customer reports.  o **Steps:**  · Enter filter criteria such as **Customer Name** and **IP Address**.  · Click the **Filter** button to apply the selected criteria. |

**4.2 Customer Features**

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| **Feature** | **description** |
| **register** | **The registration feature allows new customers to create an account on the platform by providing essential details like personal information, contact information, and agreeing to the terms and conditions.**  **User Story:**  **Title:  As a customer, I want to register for an account so that I can access personalized features like managing my orders, tracking purchases, and updating my account details.**  **Acceptance Criteria:**  **Registration Form:**   1. **The user can access the registration page via a "Register" link in the website header or footer.** 2. **The registration form includes the following fields:**   **o First Name (required, max 32 characters)**  **o Last Name (required, max 32 characters)**  **o Email Address (required, must be in a valid email format)**  **o Password (required, min 4 and max 20 characters)**   1. **A checkbox for agreeing to the "Terms & Conditions" must be present, and the user cannot submit the form without selecting it.** |
| **login** | **The login feature allows registered users to access their accounts by providing their email address and password. Once logged in, users can manage their personal details, orders, and preferences.**  **User Story:**  **Title:  As a registered user, I want to log in to my account so that I can access my account dashboard, manage my orders, and update my profile information.**  **Acceptance Criteria:**  **Login Form:**   1. **The user can access the login page via a "Login" link in the website header, footer, or account section.** 2. **The login form includes the following fields:**    * **Email Address (required, must be in a valid email format).**    * **Password (required, min 4 and max 20 characters).** 3. **Both fields are required and must match the registered credentials for successful login.** 4. **A "Forgot Password" link is displayed below the form, allowing users to reset their password if needed.** |
| [**Edit your account information**](https://demo.opencart.com/en-gb?route=account/edit&customer_token=8daeb762e35c964eadd77e519b) | **The "Edit Account Information" feature allows registered users to update their personal details, such as their name, email address, and telephone number, to keep their account information accurate and up-to-date.**  **User Story:**  **Title:  As a registered user, I want to edit my account information so that I can ensure my personal details are accurate and up-to-date.**  **Acceptance Criteria:**  **Access to Edit Page:**   1. **The user can access the "Edit Account Information" page from the account dashboard by clicking the "Edit Account" or similar link.** 2. **The page displays pre-filled fields with the user's current account information.**   **Editable Fields:**   1. **The user can update the following fields:**    * **First Name (required, max 32 characters)**    * **Last Name (required, max 32 characters)**    * **Email Address (required, must be in a valid email format)** |
| **Change Password Feature** | **The "Change Password" feature allows registered users to securely update their account password. Users can choose a new password that meets security requirements and ensure their account remains protected.**  **User Story:**  **Title:  As a registered user, I want to change my password so that I can enhance my account security or recover access after resetting my password.**  **Acceptance Criteria:**  **Access to Change Password Page:**   1. **The user can access the "Change Password" page via the account dashboard by selecting the "Change Password"** 2. **The form includes the following fields:**    1. **New Password (required, min 4 and max 20 characters).**    2. **Confirm Password (required, must match the "New Password" field).** 3. **Both fields must be completed for the form to be submitted.** 4. **And must match** |
| **Gift Certificate** | **The "Purchase Gift Voucher" feature allows users to buy gift vouchers for others by providing recipient details and personalizing the voucher with a message. Once purchased, the gift voucher can be used as a payment method during checkout.**  **User Story:**  **Title:  As a user, I want to purchase a gift voucher so that I can gift someone the flexibility to choose their preferred products from the store.**  **Acceptance Criteria:**  **Access to Gift Voucher Page:**   1. **The user can access the "Purchase Gift Voucher" page via a link in the website's footer, promotional banners, or account section.**   **Gift Voucher Form:**   1. **The form includes the following fields:**    * **Recipient's Name (required, max 64 characters).**    * **Recipient's Email Address (required, must be in a valid email format).**    * **Your Name (required, max 64 characters).**    * **Your Email Address (required, must be in a valid email format).**    * **Gift Voucher Theme (required, selection from predefined themes).**    * **Message (optional, max 300 characters).**    * **Amount (required, predefined values or a custom range).** 2. **A "Submit" button is available to confirm the gift voucher details.** |
| **Affiliate Account Registration** | **The "Affiliate Account Registration" feature allows users to sign up as affiliates to promote the store's products and earn commissions. Affiliates provide their contact information, payment details, and agree to the affiliate terms to activate their account.**  **User Story:**  **Title:  As a user, I want to register as an affiliate so that I can earn commissions by promoting the store's products.**  **Acceptance Criteria:**  **Access to Affiliate Account Page:**   1. **The user can access the "Affiliate Account Registration" page via a link in the account section or promotional banners.** 2. **The form includes the following fields:**    * **First Name (required, max 32 characters).**    * **Last Name (required, max 32 characters).**    * **Email Address (required, must be in a valid email format).**    * **Telephone (required, numeric, max 32 characters).**    * **Company (optional, max 32 characters).**    * **Website (optional, valid URL format).**    * **Tax ID (optional, numeric).**    * **Payment Method (required, selection from options like PayPal or Bank Transfer).**  * **If PayPal is selected, the user must provide a PayPal email address.** * **If Bank Transfer is selected, the user must provide bank details (e.g., account name, account number, bank name, etc.).**   + **Agreement to Terms (required, checkbox to confirm agreement)**     **3. A "Submit" button is available to finalize registration.** |
| **Search** | **The "Search Products" feature allows users to find specific products by entering keywords into a search bar. Users can refine their search using filters like categories, price range, and product descriptions. This feature enhances the shopping experience by helping users quickly locate desired items.**    **User Story:**  **Title:  As a user, I want to search for products using keywords and filters so that I can quickly find items that match my preferences.**  **Acceptance Criteria:**  **Access to the Search Feature:**   1. **The search bar allows the user to input keywords (e.g., product name, brand, or type).** 2. **Pressing "Enter" or clicking the "Search" button initiates the search process.** 3. **The system displays search results matching the entered keywords.** |
| **Shopping Cart** | **The shopping cart management feature allows users to view, modify, and manage products in their cart before proceeding to checkout.**  **User Story:**  **Title:  As a customer, I want to manage my shopping cart so that I can review my selected products, apply discounts, estimate shipping costs, and proceed to checkout.**  **Acceptance Criteria:**  **Cart View & Item Management:**   1. **The user can access the shopping cart page from the website’s header or after adding an item.** 2. **The shopping cart displays the following details:**    * **Product Image**    * **Product Name**    * **Model Number**    * **Quantity (editable)**    * **Unit Price**    * **Total Price** 3. **Users can update the quantity of products by modifying the input field and clicking the update button.** 4. **Users can remove items from the cart by clicking the delete button.**   **Discounts & Gift Certificates:**   1. **Users can enter a coupon code and apply it to receive a discount.** 2. **Users can enter a gift certificate code to apply a balance to their order.**   **Shipping & Tax Estimation:**   1. **Users can estimate shipping costs by selecting their country, region/state, and entering their postal code.** 2. **The system calculates and displays estimated shipping charges before checkout.**   **Proceed to Checkout:**   1. **Users can proceed to checkout from the shopping cart page.** 2. **The checkout button directs users to the checkout process where they can enter billing details, shipping details, and payment information.** |
| **Wishlist** | **The Wishlist feature allows registered users to save products they are interested in for future reference. Users can add or remove items and move them to the shopping cart when ready to purchase.**  **User Story:**  **Title:  As a registered user, I want to save products to my Wishlist so that I can easily find and purchase them later.**  **Acceptance Criteria:**  **Access to Wishlist Page:**   1. **Users can access the Wishlist from their account dashboard.** 2. **The Wishlist displays product images, names, models, stock availability, and prices.**   **Wishlist Management:**   1. **Users can add items to their Wishlist from the product page.** 2. **Users can remove items from the Wishlist.** 3. **Users can move items from the Wishlist to the shopping cart.**   **Stock & Price Updates:**   1. **The Wishlist updates stock availability in real-time.** 2. **Price changes are reflected on the Wishlist items.** |
| **Address Book** | **The "Manage Address Book" feature allows customers to add, edit, and delete multiple addresses for shipping and billing purposes. Users can set a default address and update details as needed.**  **User Story**  **Title:  As a registered customer, I want to manage my address book so that I can add, update, or delete addresses for different shipping and billing needs.**  **Acceptance Criteria**  **Access to Address Book Page:**   1. **The user can navigate to "Address Book" via the account dashboard.** 2. **The page displays a list of saved addresses.**   **Adding a New Address:**   1. **The user can click on "Add Address" to open the form.** 2. **The form includes fields for First Name, Last Name, Company, Address 1, Address 2 (optional), City, Postcode, Country, and Region/State.** 3. **The user must select a country and region/state from the dropdown lists.** 4. **The user can set an address as the default shipping/billing address.** 5. **The form must be successfully submitted only if all required fields are filled.** 6. **After adding, the new address appears in the address book.**   **Editing an Address:**   1. **The user can select an existing address to edit.** 2. **All fields in the form are pre-filled with the existing address data.** 3. **The user can modify any field and save the changes.**   **Deleting an Address:**   1. **The user can delete any non-default address.** 2. **If an address is set as default, the user must select another default before deletion.** 3. **A confirmation prompt appears before deleting an address.** |
| **checkout** | **The checkout process allows customers to finalize their purchases by providing shipping details, selecting a payment method, and confirming their order.**  **User Story:  Title: As a customer, I want to complete my checkout process so that I can purchase my selected products and receive them at my preferred address.**  **Acceptance Criteria:**  **Access to Checkout Page:**   1. **The user can access the checkout page from the shopping cart.** 2. **The checkout page should display the selected items, total price, and order details.**   **Checkout Steps:**   1. **Shipping Address:**    * **The user must provide or confirm their shipping details.**    * **Mandatory fields: First Name, Last Name, Address, City, Post Code, Country, and Region/State.** 2. **Shipping Method:**    * **The user must choose an available shipping method.** 3. **Payment Method:**    * **The user must select a payment method before proceeding.** 4. **Order Review:**    * **The user can review the order summary, including product details, quantity, and total price.**    * **The user can add additional comments for the order.** 5. **Confirm Order:**    * **The user must click "Confirm Order" to finalize the purchase.**    * **Upon confirmation, an order success message should be displayed, and an email confirmation should be sent.** |
| **Order History** | **The "Order Management" feature allows customers to view, track, and manage their orders efficiently. Users can check order details, track status, and reorder products if needed.**  **User Story:  Title:  As a registered user, I want to view and manage my orders so that I can track my purchases and reorder items if necessary.**  **Acceptance Criteria:  Access to Order History Page:**   1. **The user can access the "Order History" page via the account dashboard by selecting "Order History."** 2. **The order history page displays the following details:**    * **Order ID**    * **Customer Name**    * **Number of Products in the Order**    * **Order Status (Pending, Processed, Shipped, etc.)**    * **Total Order Value**    * **Date Added**   **Order Details Page:  3. The user can click on an order to view its details, which include:**   * **Shipping Address** * **Payment Method** * **Shipping Method** * **Date Added** * **List of Products with Name, Model, Quantity, and Price**   **Order Actions:  4. The user can reorder products from a past order by clicking the "Reorder" button.  5. The user can see the current order status and any history updates related to the order.  6. The system updates the order status dynamically based on admin processing.** |
| **Product Return** | **The "Product Return Request" feature allows customers to request a return for purchased items, specifying reasons and additional details for processing. This ensures a smooth return experience for faulty, incorrect, or unwanted products.**  **User Story:  Title:  As a registered user, I want to request a return for a purchased product so that I can get a replacement or refund if the item is faulty or incorrect.**  **Acceptance Criteria:  Access to Product Returns Page:**   1. **The user can access the "Product Returns" page via the account dashboard by selecting "Returns."** 2. **The return request form includes the following required fields:**    * **First Name (required)**    * **Last Name (required)**    * **Email (required)**    * **Telephone (required)**    * **Order ID (required)**    * **Order Date (required)**   **Product Information Section:  3. The user must provide the following product details:**   * **Product Name (required)** * **Product Code (required)** * **Quantity (required)** * **Reason for Return (required, selectable options: Dead on Arrival, Faulty, Order Error, Other, Received Wrong Item)** * **Product is Opened (Yes/No option)** * **Additional Faulty/Other Details (optional text input)**   **Return Submission and Processing:  4. The user can submit the return request by clicking the "Submit" button.  5. The system validates all required fields before allowing submission.  6. The request is saved and visible in the user's return history for tracking.  7. The admin processes the return and updates the status accordingly.** |

**2. Non-Functional Requirements Summary**

1. **Performance**

o Actions must respond within **2 seconds** and support up to **1,000 concurrent users**.

2. **Scalability**

o Efficiently handle large datasets (up to **1 million records**) without performance loss.

3. **Security**

o Use **HTTPS**, secure tokens, hashed passwords, and rate limiting.

4. **Usability**

o Provide a user-friendly, mobile-responsive interface with clear error messages.

5. **Availability**

o Ensure **99.9% uptime** with minimal maintenance downtime.

6. **Compatibility**

o Support all major browsers and integrate with third-party tools via APIs.

7. **Reliability**

o Maintain data consistency through transactional operations and daily backups.

8. **Accessibility**

o Follow **WCAG 2.1** standards for disability access.

9. **Maintainability**

o Use clean code practices with proper documentation and seamless updates.

10. **Logging and Monitoring**

o Log all admin actions and monitor system performance with automated alerts.

11. **Localization**

o Support multi-language and multi-currency features.

12. **Legal Compliance**

o Adhere to **GDPR** regulations and provide cookie management.