Title: **THE BOOKSTOWN (Ecommerce Website)**

**SYSTEM REQUIREMENT SPECIFICATION DOCUMENT**

**GENERAL DESCRIPTION**

**PRODUCT DESCRIPTION**

The online shopping System for Books, Web Application is intended to provide complete solution for sellers, customers as well as admin through a single Gateway using internet. It will enable sellers to set up online store, customers to browse through virtual store and purchase products online without visiting the shop physically.

Customers can also act as a seller and sell their old books through this Web Application.

**PROBLEM STATEMENT**

This System allows Sellers to maintain thier books for adding or removing from catalog based on their availablity.

Customer will be able to review orders history and may able to cancel order.

Admin can allow users to login and sign up , also admin can varify the sellers and allow their products on Web Application.

**DEFINITIONS**

OSS: Online Shopping System

QA: Quality Assurance

Portal: Peronalized Online Web Application

MIS: Management Information System

CRM: Customer Relation Managment

BI: Business Intelligence

KPI:Key Perfomornace Index

Dashboard: Personalized information presented using BI techniques such grid, score card.

**SYSTEM OBJECTIVE**

To provide a web application for online shopping of books in an existing shop

**SYSTEM REQUIREMENT**

**NONFUNCTIONAL REQUIREMENT**

**SECURITY**

Registered Customer will allowed to place an order.

System will provide access to the content , operations using Role based security (Authorization) (Permissions based on Role)

Using SSL in all transactions which will be performed by Admin. It would protect confidential information shared by system.

System will automatically log of all Customers after some time due to inactiveness.

System will block operations for inactive Customer and would redirect for authentication.

System will internally maintain secure communiction channel between Servers ( Web Servers, App Servers, databse Server)

Sensitive data will be always encrypted across communcation.

**RELIABILITY**

Continous updates are matained , continous Adminstration is done to keep system operational.

During peak hours system will maintain same user experaince by managing load balacning .

**AVAILIABILITY**

uptime: 24\* 7 available 99.999%

**MAINTAINABILITY**

A Commercial database software will be used to maintain System data Persistence.

A readymade Web Server will be installed to host online shopping portal (Web Site) to management server capabilities.

IT operations team will easily monitor and configure System using Adminstrative tools provided by Servers.

Separate enviornment will be maintained for system for isolation in production, testing, and development.

**PORTABLILITY**

PDA: Portable Device Application

System will provide portable User Interface ( HTML, CSS, JS) through users will be able to access online web application.

System can be deployed to single server, multi server, to any OS, Cloud (Azure or AWS or GCP)

**ACCESSIBILITY**

only registered customer will be able to place an order after authentication.

Sales team can reject or approve orders, shopper requests based on role provided.

Shoppers will be able to see their product sale graph

**DURABILITY**

System will retain customer shopping cart even though customer loose internet connection and join again.

System will maintain wishlist for customer . customer will be able to add products from wishlist and add to shopping cart whenever needed.

**EFFICIENCY**

on Festival season, maximum number of users will place order, view products with same response time.

System will be able to manage all transactions with isolation.

**MODULARITY**

System will designed and developed using reusable, independent or dependent business senarios in the form of modules.

These modules will be loosely coupled and highly cohesive.

System will contain CRM , shopping cart, order processing, payment processing, Delivery module, membership and Roles managment modules.

**SAFETY**

online shopping portal will be always kept updated with latest anti virus software.

Role based security will be applied for Application data and operations accessibility.

**FUNCTIONAL REQUIREMENTS**

**USER**

**USER LOGIN**

**Description of feature**

Thisfeature used by the user to login into system **.**A user must login with the username and password to the system after registration .If they are invalid the usre not allowed to enter system

**Functional Requirment**

* Username and password will be provider after user registration is confirmed
* Password should be hidden from other while typing it in field

**REGISTER NEW USER**

**USER Description of feature**

A new user will have to register in the system by providing essential details in order to view the

products in the system. The admin must accept new user by unblocking him.

**Functional Requirement**

**•** System must be able to verify and validate information.

• The system must encrypt the password of the customer to provide security.

**➢ PURCHASING AN ITEM**

**Description of feature**

* Any annonymous User will be able to view different Books avaialble for sale.
* Any User will be able select Books to view from categories avaialble.
* Customers will be able to add or remove products from shopping cart.
* System will maintain shopping cart for each consumer to maintain list of items selected by him/her.
* Consumer will be able view all items from shopping cart.
* Shopping Cart will present product details, number of items of product selected by consumer with price and total.
* Consumer will be able procees for Order placement.
* Customer will asked to submit their payment related information.
* Consumer will be redirected to payment gateway for secure payment transaction.
* On successful payment processing using payment gateway system will notify customer about transaction and order placement status.
* Customer will be able track order status.
* Customer will be able accept or return delivery based on quality received.

**Additional functionality user can have**

* Registered Customer will be able place an order with the help of Shopping cart maintained by system.
* Registered Customer will be able to cancel placed order. Registered customer get orders history.
* Registered customer can get details of order from orderes been placed.
* Customer will able to submit feedback about product they recived.
* Customer will able to get details about product orders placed.
* Customer will be cancel his placed order.
* Customer will be able to update his/ her personal information.
* Customer will be to manage his profile maintained by Admin.
* Customer will be provided options for payment such as through internet banking or UPI or Online payment option.
* Customer will be able change his credentails if required.
* /\*Customer will be notified about order status, delivery status through SMS, Email communication.\*/
* Customer will be able to update his payment related information

**VENDOR**

**Vendor login**

**Description of feature**

Thisfeature used by the user to login into system **.**A vendor must login with the username and password to the system after registration .If they are invalid the vendor not allowed to enter system

**Functional Requirment**

* Username and password will be provider after user registration is confirmed
* Password should be hidden from other while typing it in field

**REGISTER NEW VENDOR**

**VENDOR Description of feature**

A new vendor will have to register in the system by providing essential details in order to add new product update new product delete new product except the order update the status of order in the system. The admin must accept new user by unblocking him.

**Functional Requirement**

**•** System must be able to verify and validate information.

• The system must encrypt the password of the customer to provide security.

**Functionality to the vendor**

* Registered sellers will be able promote thier product for sale by adding Books to the Books catalog maintained by System.
* Sellers will be able request to add new Book to Book catalog maintained by system.
* Sellers will be able to update Books details which have been already added to Book catalog.
* Books listing will be provided based their category, sale, quantity.
* Sellers will be able track thier product sale being done through Web Application.

**ADMIN**

**Description of feature**

Thisfeature used by the user to login into system **.**A admin must login with the username and password to the system after registration .If they are invalid the admin not allowed to enter system

**Functional Requirment**

* Username and password will be provider after user registration is confirmed
* Password should be hidden from other while typing it in field

**REGISTER NEW ADMIN**

**VENDOR Description of feature**

A new vendor will have to register in the system by providing essential details in order to perform all the admin actions in the system.

**Functional Requirement**

**•** System must be able to verify and validate information.

• The system must encrypt the password of the customer to provide security.

* Admin will be able to approve or reject request for adding or removing Books from Book catalog by sellers.
* Admin will be able to approve or reject request raised by sellers for adding or removing Books from Books catalog.
* Admin will be able get details of orders of a particular Customer. Admin will be able to cancel , reject or approve orders been placed by consumer due to some policies of Business.
* Admin will be able to monitor shipment done by their vendors.
* Admin will be able to track product delivery for particular customer.