

Introduction to Software Engineering

Requirements Analysis

The student team is required to complete the Software Requirements Specification (SRS) document for the assigned course project, following the attached template.



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Software Requirements Specification

Objectives

This document focus on the following topics:

- ✓ Complete the Software Requirements Specification (SRS) document with the following contents:
 - Elaborate on the Problem Statement
 - Overview of Requirements (Functional and Non-Functional), Stakeholders
 - Use Case Model
 - Use Case Specifications
 - Create Prototype and Mockup Diagrams of the System Interface
- ✓ Đọc hiểu tài liệu phân tích yêu cầu.

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Member Contribution Assessment

ID	Name	Contribution (%)	Signature
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2 Problem Statement

Project Title: SweetieBakery – Food Delivery Website using MERN Stack

1. Introduction and Background

In recent years, online food ordering and delivery systems have become an essential part of modern life. With the increasing demand for convenience, customers prefer to order food and bakery products online instead of visiting stores physically. However, most small and family-owned bakeries still rely on traditional methods such as phone calls or direct visits to receive and manage orders. This manual process can lead to errors in communication, difficulty in tracking orders, and inefficient management of customer data.

SweetieBakery aims to provide a modern, web-based solution for small bakery businesses to manage their products, receive customer orders, and track delivery processes in real-time. The system will allow customers to easily browse bakery products, place orders online, and monitor their order status step-by-step, while administrators (shop owners) can efficiently manage the store's operations through a single online platform.

2. Problem Description

Currently, many small and medium-sized enterprises (SME Bakeries) face several challenges in their daily operations, especially when transitioning to an online business model:

- **Manual and Dispersed Order/Product Management:**
 - Orders are often received manually via phone or social media, leading to risks of **confusion, missing information** (e.g., delivery address, special cake requests), and **time-consuming** order compilation.
 - The lack of a **centralized system** to manage product listings, pricing, and promotional campaigns makes menu updates complex and error-prone.
- **Lack of Performance Monitoring and Analytics Tools:**

- Business owners **lack an overview** of their business performance (e.g., sales summaries, orders by period, best-selling products) due to the absence of an automatic Dashboard and reporting system.
- This hinders the ability to make **data-driven decisions** regarding product strategy, inventory, and marketing efforts.
- **Suboptimal Customer Experience:**
 - Customers **lack self-service capabilities** to manage their accounts, view order history, or track order status **in real-time**, which causes anxiety and necessitates direct contact, overloading staff.
 - The platform lacks an easy mechanism for customers to **provide feedback and reviews**, impacting trust and community engagement.
- **Security and Availability Risks:**
 - Existing systems (if any) often **lack proper security standards** for handling personal and payment information, posing potential legal risks (**Compliance - Data Privacy**) and eroding user trust.
 - Over-reliance on manual processes reduces **Availability** and increases the risk of unexpected business downtime.

Proposed Solution: The SweetieBakery system will be an integrated web platform, providing management features for the Admin and a seamless online ordering experience for the User, automating the process from order placement to product management and reporting, thereby **enhancing operational efficiency** and **improving customer satisfaction**.

3. Operating Environment

- **Frontend:** React.js (HTML5, CSS3, JavaScript ES6)
- **Backend:** Node.js with Express.js framework
- **Database:** MongoDB (NoSQL, hosted on MongoDB Atlas)
- **Server Environment:** Deployed on a cloud server (e.g., Render or similar services)
- **Supported Browsers:** Chrome, Firefox, Edge, and other HTML5-compatible browsers
- **Operating Systems:** Windows, macOS, Android, and iOS (via mobile browser)

4. Design and Implementation Constraints

Based on the project requirements, the following technical and business constraints will be applied during the design and implementation process:

Technical Constraints

- **Mandatory Technology Stack:** The project **must** be implemented using the **MERN** stack (MongoDB, Express.js, React.js, Node.js). No other primary programming languages or frameworks are allowed.
- **Backend Architecture:**
 - The backend must strictly adhere to **RESTful API** design principles to ensure scalability, maintainability, and integration (e.g., using standard HTTP methods, being stateless, etc.).
 - The database will follow the MongoDB **NoSQL** model, requiring adherence to best practices for **schema modeling** in a NoSQL environment.
- **Frontend Standards:** The user interfaces (both Admin and User) must be **Responsive** (compatible with various screen sizes) and achieve **Cross-browser Compatibility** (Chrome, Firefox, Edge, Safari).
- **Performance:**
 - The Page Load Time for the **Admin Dashboard** must be under **3 seconds**.
 - The Page Load Time for the **User Interface** must be under **5 seconds** on an average-speed network.

Business and Quality Constraints

- **Data Security:** **Encryption** must be applied to all sensitive data (e.g., passwords, personal information), and data handling practices must ensure basic **Compliance** with data privacy regulations.
- **Availability:** The system is required to maintain a minimum uptime of **99.9%** to ensure uninterrupted business operations.
- **Usability:** Both Admin and User interfaces must meet **user-friendly UI/UX standards**, requiring minimal or no complex training.
- **Scope Limitation (Phase 1):** In the initial deployment phase, the system **will focus on core functionalities** (Product, Order, User Management, Shopping Cart) and **will not include integrated online Payment Gateway** functionality. This feature will be considered **Optional for Future Improvement**.
- **Documentation Standard:** All project documentation (including Requirements Analysis, System Design) must adhere to the **IEEE Software Documentation Standards**.

3 Requirements Overview

3.1 Stakeholders

The student team should list (or draw a Context Diagram) and explain the role of each Stakeholder of the software.

STT	Stakeholder	Description
1	Customers	<ul style="list-style-type: none">• Create and manage a personal account for easier ordering.• Browse and view available bakery products online.• Place orders and make secure online payments.• Track their order status and information in real time (e.g., confirmed, baking, out for delivery).• Provide feedback or reviews on products and services.
2	Bakery Owner	<ul style="list-style-type: none">• Manage bakery products and product-related information (add, edit, or remove items).• Receive and process customer orders efficiently.• Monitor the delivery process and update order statuses.• View customer data, order history, and sales reports.
3	Development team	<ul style="list-style-type: none">• Design, develop, and maintain the web-based system.

		<ul style="list-style-type: none"> • Ensure the platform runs smoothly, securely, and efficiently. • Fix bugs, add new features, and update the system when needed. • Provide technical support and ensure data protection. • Optimize the system for good performance and user experience.
4	Payment Gateway Provider (VietQR)	<ul style="list-style-type: none"> • Process online payments securely between customers and the bakery. • Verify transactions and notify the system of payment success or failure. • Ensure compliance with financial and data security standards.
5	Hosting Provider (Render)	<ul style="list-style-type: none"> • Provide the online infrastructure where the system is hosted. • Ensure high availability, performance, and data security. • Store application files and databases safely. • Offer scalability when user traffic increases. • Maintain system uptime and server reliability.

3.2 Requirements

3.2.1. Functional Requirements Specification

[Describe the functional requirements of the system using natural language. The combination of forms and regulations is acceptable. Number and group the requirements accordingly]

FR1: Account and Authentication Management

FR1.1: User registration

Function	User registration
Description	Create new user (customer) account
Inputs	User's email, password, full name
Source	User registration form
Outputs	A record for user account, Authentication Token
Destinations	Users collection in database, Client-side session.
Action	The system validates the inputs and checks if the Email already exists. If the email is unique and the inputs are valid, the system create new account in Users collection and returns an Authentication Token for new session. If the email already exists, an error is returned.
Requires	Database connection
Pre-condition	User use web as a guest, email doesn't exist in database
Post-condition	New user account is added to database, user now authenticated
Side effects	None

FR1.2: Authentication and Access Control

Function	Authentication and Access Control
Description	Authenticate user (customer) and admin when they login, define their access-level based on their role
Inputs	Email, password
Source	Login form
Outputs	Authentication token, user session data
Destinations	Application's main authorization context, Client-side session

Action	The system finds user in database and compares the provided Password. If they match, the system generates an Authentication Token based on Role, and returns it to the client. If the email is not found or the passwords do not match, an "Authentication Failed" error is returned.
Requires	Database connection and have username, password and role field.
Pre-condition	User uses web as a guest, account exists in database
Post-condition	The user is authenticated. The system has identified their role and provides access to features (admin dashboard, user profile...) based on this role
Side effects	The user is redirected to their default page (Admin Dashboard for 'admin', Homepage for 'user')

FR 1.3: Account logout

Function	Account logout
Description	Terminate user/ admin session
Inputs	Authentication token
Source	Logout button
Outputs	Session termination confirmation
Destinations	Client-side session
Action	When receiving a logout request, the system invalidates the session and redirects the user to a public page, such as the homepage or login screen.
Requires	Authenticated user session
Pre-condition	Account currently logged in
Post-condition	The user is logged out, their session is ended.
Side effects	The user loses access to all authenticated routes (profile page, admin dashboard...)

· **FR 1.4: Update user profile**

Function	Update user profile
Description	Allow authenticated user to change account information
Inputs	UserID (from authentication token), name, address, phone number...
Source	Account profile form
Outputs	Account information updated
Destinations	Users collection in the database
Action	The system identifies the user and receives new profile data from the account profile form. After validating the format of the new data, the system finds the corresponding user record in the database and updates it with the new information
Requires	Database connection
Pre-condition	The user is authenticated
Post-condition	Account information updated in database
Side effects	None

· **FR1.5: Account reset password**

Function	Authentication and Access Control
Description	Allows a user who has forgotten their password to create a new password via an email verification.
Inputs	Step 1: Email Step 2: ResetToken, NewPassword
Source	Forgot Password form

Outputs	Step 1: ResetToken Step 2: Password reset confirmation message.
Destinations	Users collection in the database
Action	<p>This function occurs in two phases:</p> <p>First, the system finds the corresponding user, generates a ResetToken, stores it, and sends an email to the user with a reset link.</p> <p>Second, when the user follows the link and submits a NewPassword. If valid, the system updates the user's record, invalidates the token, and returns a success message.</p>
Requires	Database connection; A configured email sending service
Pre-condition	Step 1: User is unauthenticated and knows the email they registered with Step 2: User has a valid, unexpired ResetToken
Post-condition	The user's password is successfully changed in the database002E
Side effects	Sends an email. Invalidates any other active sessions for this user.

FR1.6: Account change password

Function	Change Authenticated User Password
Description	Allow authenticated user to change their account password by providing the current password.
Inputs	UserID (from authentication token), old password, new password
Source	Change Password form
Outputs	Password update confirmation or error message
Destinations	Users collection in the database

Action	The system identifies the user and compares the provided old password with the stored in the database. If they match, the system updates the user's Password field, returning a success message. If the old passwords do not match, an error is returned.
Requires	Database connection; A configured email sending service
Pre-condition	The user is authenticated
Post-condition	Account password updated in database.
Side effects	Invalidate other active sessions for this user.

FR2: Dashboard analytics and reporting

FR2.1: View Analytics Dashboard

Function	View Analytics Dashboard
Description	Display summary analytics of sales, users, and orders for monitoring business performance.
Inputs	Time range filter ('Today', 'Last 7 Days', 'Month').
Source	Admin dashboard page
Outputs	Visual data (chart) for: Total Revenue, Total Orders, New Customers, Top-Selling Products.
Destinations	Admin dashboard UI
Action	The system computes the dashboard analytics from the Orders and Users collections based on the specified time range. This computed data is sent to the Admin Dashboard UI for display.
Requires	Database connection
Pre-condition	The admin is authenticated

Post-condition	Admin is viewing the dashboard with analytics
Side effects	None

FR2.2: Generate and Export Report

Function	Report export system
Description	Allow admin to export analytical or sales reports in CSV/PDF format.
Inputs	Report type, date range
Source	Admin dashboard export button
Outputs	Downloadable CSV/PDF file
Destinations	Client-side download folder
Action	The system generates formatted reports from selected data based on report type, data range and provides download link.
Requires	Database connection
Pre-condition	The admin is authenticated
Post-condition	Admin is viewing the dashboard with analytics
Side effects	None

FR3: Product Management Ste

Property	Details

Function	Product management system
Description	Allow admin to add, edit and delete cake products in the catalog.
Inputs	Product details (name, price, category, description, image, stock)
Source	Product management interface in admin dashboard
Outputs	Updated product catalog
Destinations	Products collection/table in database
Action	Admin submits product data. The system validates and updates the catalog accordingly. Changes immediately reflect on the user-facing product list.
Requires	Database connection; file/image storage system
Pre-condition	Admin is authenticated
Post-condition	Product catalog updated successfully
Side effects	Users see updated catalog data

FR4: Order Management System

Property	Details
Function	Order management system
Description	Enable admins to view, filter, update, and process customer orders.
Inputs	Order ID, status updates, filter/search parameters
Source	Order management panel
Outputs	Updated order statuses and details
Destinations	Orders table in database
Action	Admin views all orders, filters them by date and status, and updates their current state (“Baking”, “Out for Delivery”, “Completed”).
Requires	Database connection
Pre-condition	Orders exist in the database
Post-condition	Order data updated and visible to both admin and user
Side effects	Triggers notification to the customer about order status change

FR5: User Management System

FR5.1: View User Accounts

Property	Details
Function	View User Accounts
Description	Allow admin to view a list of all user accounts and their information in the system
Inputs	Search query (Name, Email), Filter (Role, Status)
Source	User management dashboard
Outputs	A list of user account
Destinations	User management dashboard UI
Action	The system applies any provided search (by name/email) or filter (by role/status) and returns a list of user account to the admin UI
Requires	Database connection
Pre-condition	Admin authenticated

Post-condition	A list of users matching the filter is displayed to the admin.
Side effects	None

FR5.2: Update User Status

Property	Details
Function	Update User Status
Description	Allow admin to disable or re-enable a user's account to control their access.
Inputs	UserID, NewStatus
Source	User management dashboard
Outputs	Confirmation of the status change
Destinations	Users collection in database
Action	The system finds the user and updates their Status field
Requires	Database connection

Pre-condition	Admin authenticated
Post-condition	The target user's account status is updated in the database.
Side effects	Affected user loses access (or regain access) if their account status is changed.

FR6: Feedback and Review Management System

Property	Details
Function	Feedback and review management system
Description	Allow admin to monitor and moderate customer feedback, product reviews.
Inputs	Review ID, moderation actions (approve, delete, reply)
Source	Admin feedback dashboard
Outputs	Updated review list
Destinations	Reviews collection in database

Action	Admin reviews all submitted feedback and removes, responds to inappropriate content.
Requires	Database connection
Pre-condition	Reviews exist in database
Post-condition	Review list updated and synchronized with user-facing UI
Side effects	Users may receive notifications if their review is removed or replied to

FR7: Promotion & Discount Management

Property	Details
Function	Promotion & discount management
Description	Allow admins to create, edit, and manage promotional campaigns and discounts.
Inputs	Promotion name, discount rate, start/end date, conditions
Source	Promotion management form
Outputs	Updated promotions and discount list

Destinations	Promotions table in database
Action	Admin defines a promotion and system validates the parameters before storing it in the database.
Requires	Database connection
Pre-condition	Admin authenticated
Post-condition	Promotion visible to users
Side effects	Discounts applied to related orders or products

FR8: Configure and Execute Automated Database Backups

FR8.1: Configure Automated Database Backups

Property	Details
Function	Configure Automated Database Backups
Description	Allows an admin to define a schedule to backup data
Inputs	Schedule Frequency, Scheduled Time

Source	Admin backup settings
Outputs	A scheduled task configuration
Destinations	The System Scheduler
Action	The Admin submits the settings form. The system validates the inputs and saves this configuration to the system scheduler.
Requires	Database admin-level permissions
Pre-condition	Admin authenticated
Post-condition	An automated backup job is scheduled and ready to run at the specified time.
Side effects	None

FR8.2: Restore Database

Property	Details
Function	Restore Database
Description	Allows the Admin to restore database based on latest backup

Inputs	Restore command
Source	Restore button from Admin backup settings page
Outputs	A restored database state.
Destinations	The system's database
Action	The system automatically finds the backup it retains and uses that file to overwrite the current database.
Requires	Database admin-level permissions
Pre-condition	Admin is authenticated. Valid backup file exists in the system's storage.
Post-condition	The system's database is overwritten and replaced with the data from the latest backup
Side effects	The system will experience downtime during the restore process

FR9: Log Monitoring System

Function	Log monitoring system
Description	Allow admin to view system activities, warnings, or errors for debugging and security.
Property	Details
Inputs	Log filters (date, severity, module)
Source	Admin log viewer
Outputs	Filtered log entries
Destinations	Log management dashboard
Action	System retrieves log records from server and displays them for review or export.
Requires	Log storage service
Pre-condition	Admin authenticated
Post-condition	Logs displayed or exported

Side effects	None
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FR10: Product Catalog Display, Search and Filtering

FR10.1 Product Display

Property	Description
Function	Product Display
Description	Display available bakery products with name, price, image, and description.
Inputs	Product data from database
Source	Database or API
Outputs	Rendered product list in UI
Destinations	Web interface
Action	Fetch product data and render dynamically using React components.
Requires	Database connection, front-end integration

Pre-condition	Product data exists
Post-condition	Product list is visible to users
Side effects	None

FR10.2 Product Search

Property	Description
Function	Search Products
Description	Enable users to search bakery items by name, category, or ingredient.
Inputs	Search query string
Source	Search bar input
Outputs	Filtered product list
Destinations	User interface
Action	Query database for matches and display filtered results.

Requires	Database or indexed search API
Pre-condition	Product data exists
Post-condition	Matching products are shown
Side effects	None

FR10.3 Product Filtering

Property	Description
Function	Filter Products
Description	Allow users to refine product lists by attributes such as price range, category, or rating.
Inputs	Filter parameters
Source	Filter menu on product page
Outputs	Updated product list
Destinations	User interface

Action	Fetch and display products matching selected filters.
Requires	Database query or API support for filtering
Pre-condition	Product catalog exists
Post-condition	Filtered products displayed
Side effects	None

FR11: Shopping Cart and Checkout System

FR11.1: Shopping Cart

Property	Details
Function	Shopping Cart
Description	Allows users to add, update, and remove products from their shopping cart before purchasing.
Inputs	Product ID, quantity, user ID (from authentication token)

Source	Product detail page or product list page
Outputs	Updated cart items list, total amount
Destinations	Cart collection in the database or temporary client-side session
Action	When the user adds a product, the system checks product availability and updates the cart (add new item or increase quantity). Users can also remove or modify quantities. The total price is recalculated and displayed dynamically.
Requires	Database connection (for logged-in users) or session storage (for guests)
Pre-condition	User is browsing products; product exists and is in stock
Post-condition	Updated shopping cart is stored in the database or session
Side Effects	May trigger UI updates or notifications for low stock

FR11.2: Checkout System

Property	Details
Function	Checkout System

Description	Allows users to review their cart, provide shipping and payment information, and confirm the order.
Inputs	User ID, cart items, shipping address, payment method, discount code (optional)
Source	Checkout page
Outputs	Order confirmation message, order record in the database, payment transaction status
Destinations	Orders collection in the database, payment gateway API
Action	The system validates cart contents (stock availability, prices), applies any discounts, calculates final total, and processes payment. Upon successful payment, it creates an order record, updates stock levels, and returns confirmation to the user.
Requires	Database connection, payment gateway API, email service (for order confirmation)
Pre-condition	User has items in the cart and is authenticated
Post-condition	New order record is created; user receives order confirmation

Side Effects	Stock quantity reduced; confirmation email sent to user
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FR12: Order Tracking and Notification System

FR12.1 Order Tracking

Property	Description
Function	Order Tracking
Description	Allow users to track the current status and history of their orders.
Inputs	UserID (from authentication token), OrderID
Source	User account order tracking page
Outputs	Current order status (Pending, Baking, Out for Delivery, Completed, Cancelled), order details
Destinations	Order table in the database, Client UI display
Action	The system retrieves the user's order list from the database using the UserID, displays each order's details and real-time status updates.

Requires	Database connection
Pre-condition	User is authenticated and has one or more orders
Post-condition	The user can view updated order status and history
Side effects	None

FR12.2 Notification System

Property	Description
Function	Notification System
Description	Notify users about order status changes, promotions, or system updates.
Inputs	Notification data (type, message, recipientID)
Source	System-generated (order updates, admin events)
Outputs	Notification messages in-app or via email
Destinations	Notifications table, user interface, email service

Action	When a trigger event occurs (e.g., order status change), the system generates and sends a notification to the user.
Requires	Database connection, optional email/push notification service
Pre-condition	User has an account and notification preference enabled
Post-condition	Notification delivered and visible to user
Side effects	Sends emails or push notifications

FR13: Review and Rating Management System

Property	Details
Function	Review and rating management
Description	Allow users to post and view product reviews.
Inputs	Product ID, rating, comment
Source	Review submission form

Outputs	New review record
Destinations	Reviews table
Action	User submits review, system validates and stores it.
Requires	Database connection
Pre-condition	User authenticated
Post-condition	Review displayed publicly
Side effects	Review moderation may apply

FR14: Wishlist Feature

Property	Details
Function	Wishlist feature
Description	Allow users to save items for later.
Inputs	Product ID

Source	Wishlist button
Outputs	Wishlist record
Destinations	Wishlist table
Action	System stores product ID in user's wishlist collection.
Requires	Database connection
Pre-condition	User authenticated
Post-condition	Wishlist updated
Side effects	None

FR15: Promotion Display Module

Property	Details
Function	Promotion display
Description	Display ongoing promotions and discounts to users.

Inputs	None
Source	Home or promotions page
Outputs	Visible promotional content
Destinations	User interface
Action	System retrieves promotions from database and displays them to users.
Requires	Database connection
Pre-condition	Promotions exist
Post-condition	Promotions displayed
Side effects	None

FR16: Chat System

Property	Description

Function	Real-time Chat System
Description	Allow users to chat directly with support or admin in real time.
Inputs	UserID, message content
Source	Chat interface
Outputs	Displayed messages between user and admin
Destinations	Chat messages table or real-time database
Action	Send and receive chat messages via WebSocket or similar real-time service.
Requires	Real-time connection (WebSocket)
Pre-condition	User is logged in and connected to internet
Post-condition	Message delivered to both user and admin
Side effects	Stores message logs for future reference

FR17: Newsletter Subscription System

Property	Details
Function	Newsletter subscription system
Description	Allow users to subscribe to receive updates and promotions via email.
Inputs	Email
Source	Newsletter form
Outputs	Subscription confirmation
Destinations	Subscribers list in database
Action	User submits email; system stores it and sends a confirmation message.
Requires	Database connection, email service
Pre-condition	User not yet subscribed
Post-condition	Email added to subscribers list

Side effects	Confirmation email sent
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3.2.2. Non-Functional Requirements Specification

[Describe the non-functional requirements of the system using natural language]

NFR1 – Admin Dashboard Performance

Field	Details
Function	System Performance & Responsiveness
Description	Ensures the admin dashboard loads within 3 seconds for efficient management.
Inputs	Admin login and dashboard requests
Source	Admin interface
Outputs	Rendered dashboard page
Destinations	Admin's browser
Action	When an admin logs in, the system retrieves dashboard data and renders it efficiently using caching and optimized queries.
Requires	Stable server connection, optimized backend queries, CDN caching
Pre-condition	Admin is authenticated and connected to the server
Post-condition	Dashboard content is displayed within 3 seconds

Side effects	None
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NFR2 – Admin Interface Usability

Field	Details
Function	User Interface & Experience
Description	Provides an intuitive admin panel requiring minimal training.
Inputs	Admin navigation actions (clicks, selections, form inputs)
Source	Admin web UI
Outputs	Immediate visual feedback and navigation results
Destinations	Admin's browser
Action	Uses consistent layout, clear icons, and meaningful labels to simplify interaction.
Requires	UI/UX design standards, accessibility principles
Pre-condition	Admin has access to the system
Post-condition	Admin can complete management tasks easily
Side effects	None

NFR3 – System Availability

Field	Details
Function	High Availability
Description	Ensures the system operates 99.9% of the time to minimize downtime.
Inputs	Monitoring data and uptime logs
Source	Hosting server infrastructure
Outputs	System availability status
Destinations	Admin and user interfaces
Action	Implements redundancy, failover systems, and regular backups.
Requires	Stable network, server monitoring, backup setup
Pre-condition	System servers are deployed and operational
Post-condition	Services remain accessible 24/7 except for maintenance
Side effects	Minor downtime during updates

NFR4 – Data Privacy Compliance

Field	Details
Function	Data Protection & Legal Compliance
Description	Ensures all customer data is handled according to privacy regulations.
Inputs	User personal and payment information

Source	Registration and checkout modules
Outputs	Encrypted and securely stored data
Destinations	MongoDB database
Action	Encrypts sensitive data and restricts access to authorized personnel.
Requires	SSL, JWT authentication, bcrypt encryption
Pre-condition	User submits personal or payment data
Post-condition	Data is stored securely and compliant with privacy standards
Side effects	None

NFR5 – User Data Security

Field	Details
Function	Encryption & Access Control
Description	Protects user credentials and payment details using encryption.

Inputs	Login credentials and payment data
Source	Frontend forms and checkout process
Outputs	Encrypted data packets
Destinations	Secure server endpoints and database
Action	Applies HTTPS, bcrypt, and AES encryption for all sensitive transactions.
Requires	SSL certificate, encryption libraries, secure configuration
Pre-condition	User submits login or payment information
Post-condition	Data is securely transmitted and stored
Side effects	Slight processing overhead due to encryption

NFR6 – User Website Performance

Field	Details
Function	Frontend Performance Optimization
Description	Ensures the website loads within 5 seconds under normal conditions.
Inputs	User requests for product pages
Source	Browser and frontend components

Outputs	Rendered page content
Destinations	User's browser
Action	Uses image compression, code-splitting, and caching to reduce load time.
Requires	Optimized frontend build, CDN caching
Pre-condition	User accesses the site with a stable internet connection
Post-condition	Page fully loaded within 5 seconds
Side effects	None

NFR7 – Session Persistence

Field	Details
Function	State Management & Session Storage
Description	Retains user actions (e.g., cart items) after page reload or refresh.
Inputs	User's shopping cart actions
Source	Browser localStorage/sessionStorage

Outputs	Restored cart data after reload
Destinations	User interface (cart/checkout page)
Action	Stores temporary data locally and restores it on reload.
Requires	Browser storage and frontend state management logic
Pre-condition	User adds items to the cart
Post-condition	Cart contents remain after page refresh
Side effects	Temporary cache in browser memory

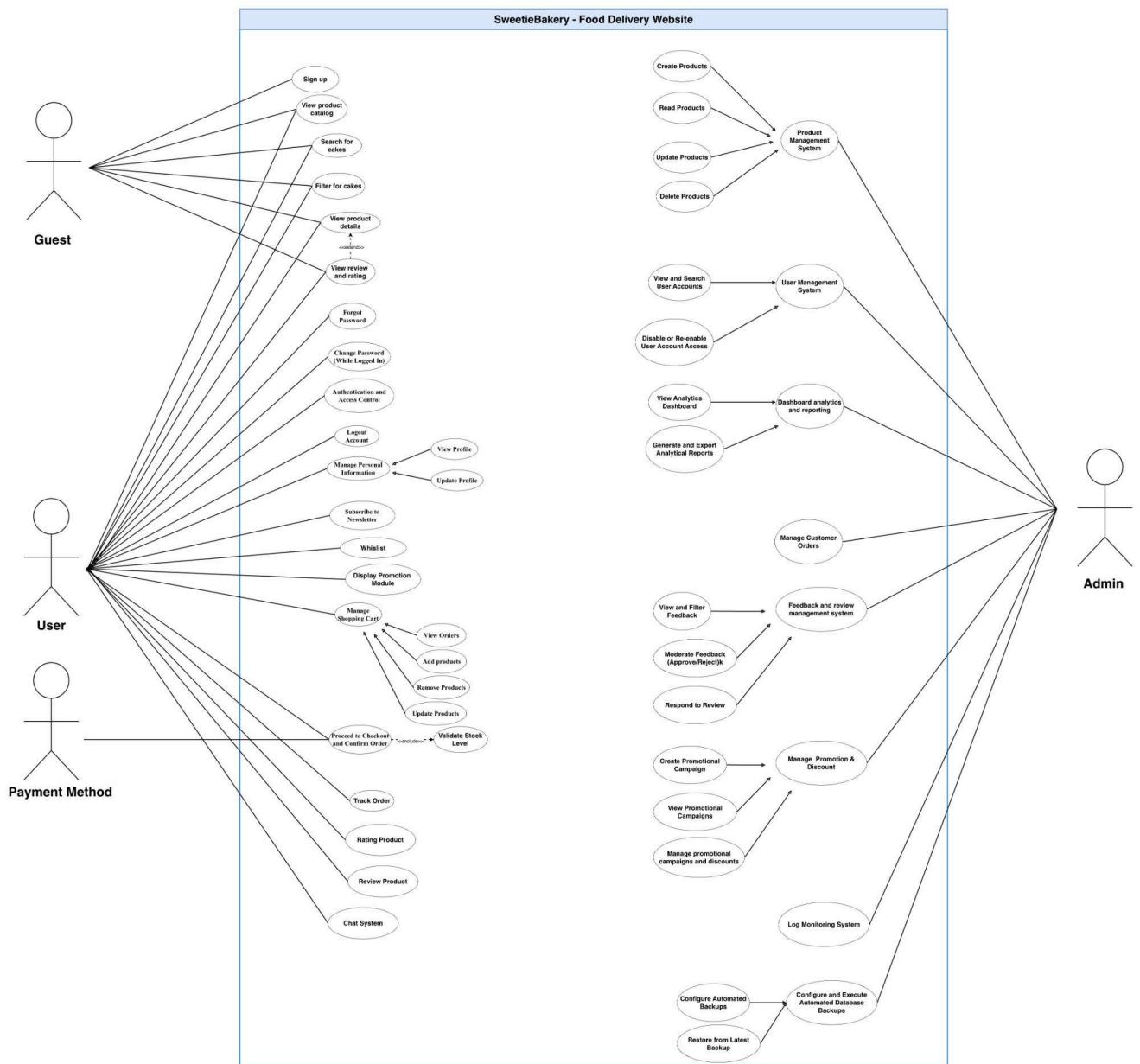
NFR8 – Cross-Browser Compatibility

Field	Details
Function	System Compatibility
Description	Ensures the website functions properly across major browsers.
Inputs	User interactions from different browsers
Source	Web browsers (Chrome, Firefox, Edge, Safari)
Outputs	Consistent UI behavior and layout

Destinations	User display interface
Action	Tests and adjusts for compatibility issues across browsers.
Requires	Cross-browser testing tools
Pre-condition	User accesses website on a supported browser
Post-condition	Website displays and functions correctly
Side effects	None

4 Requirements Analysis

4.1 Use Case model



4.2 Use Case Specification

4.2.1. Use Case 1: Account and Authentication Management

1. Use Case 1.1:

Use case ID	U001-1
Use Case	User registration
Brief Description	Allows a new customer to create a secure personal account by providing mandatory information and agreeing to system terms.
Actor	User (Customers)
Pre-Condition	1. The user does not have an existing account. 2. The registration page is displayed.
Result	A new user account is created in the system, and the user is ready to log in.
Main Scenario	Sign up successfully scenario 1. User: navigates to the registration page. System: displays the registration form (Email, UserName, Password, Password Confirmation). 2. User: enters valid, unique data and agrees to the Terms of Service. 3. User: clicks the "Sign Up" button. 4. System: performs server-side validation on all fields. 5. System: verifies the Email Address and Username is not already registered. 6. System: securely hashes the password and stores the new account record with the default Role: User. 7. System: displays a success message and redirects the user to the Login page.

<i>Alternative Scenarios</i>	<p>Sign up failed scenario</p> <ol style="list-style-type: none"> 1. Validation Error (At Step 5): System detects missing or invalid data (e.g., password length too short). -> System highlights the error fields with descriptive messages. The user corrects the data and resubmits. 2. Email Already Registered (At Step 6): System displays an error message: "This email address or username is already in use. Please log in or use another email."
<i>Non-Functional Constraints</i>	<p>NFR-5. The system MUST hash the password using a strong, one-way algorithm (e.g., bcrypt) before storage (Security).</p> <p>NFR-4: The registration process must ensure compliance with data privacy regulations</p>

2. Use Case 1.2:

Use case ID	U001-2
Use Case	Authentication and Access Control
Brief Description	Allows both standard users and system administrators to securely authenticate and gain access to their respective application areas based on their assigned role.
Actor	User (Customers) / Admin (Bakery Owner)
Pre-Condition	<ol style="list-style-type: none"> 1. The Actor has a registered, active account and valid credentials. 2. The Login Page is displayed and accessible.
Result	The Actor is successfully authenticated and redirected to their designated primary screen.
Main Scenario	<p>Login successfully scenario</p> <ol style="list-style-type: none"> 1. Actor: enters valid Username/Email and Password into the respective fields. 2. Actor: clicks the "Login" button.

	<p>3. System: securely validates the provided credentials against the database.</p> <p>4. System: identifies the Actor's Role (User or Admin).</p> <p>5. System: grants access and redirects the Actor:</p> <ul style="list-style-type: none"> • If Role is Admin: Redirects to the Admin Dashboard. • If Role is User: Redirects to the User Homepage/Account Dashboard.
<i>Alternative Scenarios</i>	<p>Login failed scenario</p> <p>1. Invalid Credentials (At Step 3): System displays an error message: "Invalid username or password. Please try again." The Actor remains on the login screen.</p> <p>2. Account Locked (At Step 4): System finds the account is locked/disabled. -> System displays an error message: "Your account is disabled. Please contact support." Access is denied.</p>
<i>Non-Functional Constraints</i>	<p>NFR-1, NFR-6. The target dashboard/homepage must load within 3-5 seconds upon successful login (Performance).</p> <p>NFR-5. Passwords must be stored using a strong, one-way hashing algorithm (Security).</p>

3. Use Case 1.3:

Use case ID	U001-3
<i>Use Case</i>	Account Logout
<i>Brief Description</i>	Allows a logged-in Actor (User or Admin) to securely terminate their current session and exit the private sections of the website.
<i>Actor</i>	User (Customer) or Admin (System Administrator)
<i>Pre-Condition</i>	1. The Actor must be successfully logged into the system and have an active session token.

	2. The Actor is viewing any page on the website.
<i>Result</i>	The Actor's session is securely terminated, all private data access is revoked, and the Actor is redirected to the public homepage or login page.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Actor: locates and clicks the "Logout" button/link in the navigation menu. 2. System: receives the request and validates the active session token. 3. System: invalidates and deletes the session token from the server-side database/cache. 4. System: clears any remaining session-related cookies or local storage data on the client side. 5. System: redirects the Actor to the public Homepage or Login Page. 6. System: displays a confirmation message (e.g., "You have been securely logged out").
<i>Alternative Scenarios</i>	<p>1. Session Token Not Found/Invalid (At Step 3): The system cannot find or recognize the active session token (e.g., the session already expired naturally). -> System treats the user as if they are already logged out (since the session is invalid). -> System redirects the Actor to the public homepage and may display a message: "Your session had expired."</p>
<i>Non-Functional Constraints</i>	<p>NFR-7: The session token MUST be immediately and irrevocably invalidated on the server-side upon logout (Security).</p> <p>NFR-5: Upon redirection, the browser's back button must not allow the user to access previous authenticated pages without re-login (Security).</p> <p>NFR-6: The entire logout process must complete within 1 second (Performance).</p>

4. Use Case 1.4:

Use case ID	U001-4
<i>Use Case</i>	Update User Profile (Manage Personal Information)
<i>Brief Description</i>	Allows a logged-in Actor (User or Admin) to view and modify their personal account details, such as name, address, and phone number.
<i>Actor</i>	User (Customer) or Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Actor must be successfully logged into the system. 2. The Actor is on their Account/Profile Settings page.
<i>Result</i>	The Actor's personal information is successfully updated and saved in the database.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Actor: navigates to the Profile Management section. 2. System: displays the profile form, pre-populated with current personal data (Name, Phone, Address). 3. Actor: modifies one or more fields (e.g., updates their phone number or address). 4. Actor: clicks the "Save Changes" button. 5. System: validates the updated input data against format rules (e.g., phone number format). 6. System: successfully updates the user's profile record in the database. 7. System: displays a confirmation message (e.g., "Profile information updated successfully.").

<i>Alternative Scenarios</i>	<p>1. Validation Error (Invalid Format) (At Step 5): System detects invalid data in a modified field (e.g., phone number contains letters). -> System rejects the update. -> System highlights the field with the error and displays a specific error message. The form retains the modified data.</p> <p>2. Unique Field Conflict (Changing Email) (If email is modifiable): Actor attempts to change the email address to one already used by another account. -> System checks the uniqueness and rejects the update. -> System displays an error: "This email address is already taken."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1, NFR-6: Profile updates must be saved within 2 seconds (Performance).</p> <p>NFR-2: All forms MUST retain the modified data after a validation error to prevent the Actor from losing work (Usability).</p>

5. Use Case 1.5:

Use case ID	U001-5
<i>Use Case</i>	Password Recovery / Reset (Forgot Password)
<i>Brief Description</i>	Allows a registered user (Admin or Customer) who has forgotten their password to initiate a secure process to reset it via their registered email address.
<i>Actor</i>	User (Customer) or Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Actor's account must exist and be active in the system. 2. The Actor has access to the email address registered with their account. 3. The Login Page is displayed.

<i>Result</i>	The Actor successfully receives their new password and can log in with the new credentials.
<i>Main Scenario</i>	<p>Reset password successfully scenario</p> <ol style="list-style-type: none"> 1. Actor: clicks the "Forgot Password?" link on the Login Page. 2. System: prompts the Actor to enter their registered Email Address. 3. Actor: enters the valid email address and clicks "Submit." 4. System: verifies that the email address exists in the database. 5. System generates a unique, single-use, time-limited Password Reset Token. 6. System sends an email containing the reset link (with the token) to the Actor's email address. 7. System displays a confirmation message: "A password reset link has been sent to your email." 8. Actor: clicks the link sent in their email. 9. System: prompts the Actor to enter password and confirm password. 10. Actor: Enter the passwords and clicks "Submit". 11. System: validates the new password (strength, match). 12. System: hashes the new password and updates the database, invalidating the token. 13. System: redirects the Actor to the Login Page with a success message.

<i>Alternative Scenarios</i>	<p>Resting password failed scenario</p> <p>1. Email Not Found (At Step 4): System displays a generic confirmation message (to avoid revealing valid accounts) or an error like "We couldn't find an account with that email."</p> <p>2. Reset Link Expiration (After Step 7): Actor clicks the link after the expiration time (e.g., 60 minutes). -> System displays an error: "The reset link has expired. Please initiate a new password reset."</p>
<i>Non-Functional Constraints</i>	<p>NFR-5: The reset token must be single-use and expire after a short duration (e.g., <= 60 minutes) (Security).</p> <p>NFR-6: The password reset email must be sent to the user within 30 seconds of the request (Performance).</p>

6. Use Case 1.6:

<i>Use case ID</i>	U001-6
<i>Use Case</i>	Change Password (While Logged In)
<i>Brief Description</i>	Allows a logged-in Actor (User or Admin) to update their current password to a new one, requiring verification of the old password for security.
<i>Actor</i>	User (Customer) or Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Actor must be successfully logged into the system. 2. The Actor is on their Account/Profile Settings page.
<i>Result</i>	The Actor's password is successfully updated in the system, and the Actor remains logged in or is securely logged out.
<i>Main Scenario</i>	Changing password successfully scenario

	<ol style="list-style-type: none"> 1. Actor: navigates to the “Change Password” section within their Account Settings. 2. System: prompts the Actor to enter three values: Current Password, New Password, and Confirm New Password. 3. Actor: enters all three required values. 4. Actor: clicks the "Save" or "Update Password" button. 5. System: first verifies that the Current Password matches the securely stored hash of the Actor's existing password. 6. System: validates that the New Password meets complexity rules and matches the Confirm New Password: field. 7. System: hashes the New Password and updates the database record. 8. System: displays a success message (e.g., "Password updated successfully.") and may securely log the Actor out, forcing a re-login with the new password (for enhanced security).
<i>Alternative Scenarios</i>	<p>Changing password failed scenario</p> <ol style="list-style-type: none"> 1. Invalid Current Password (At Step 5): System displays an error message: "The current password you entered is incorrect." The password is not changed. 2. New Password Mismatch (At Step 6): System displays an error message: "New password and confirmation do not match." 3. Weak New Password (At Step 6): System displays a message: "New password does not meet complexity requirements (e.g., must contain 8 characters, one capital letter, one number)."
<i>Non-Functional Constraints</i>	NFR-5: The system must validate the strength of the New Password before accepting it (Security).

	NFR-6: The password update operation must complete within 2 seconds(Performance).
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4.2.2. Use Case 2: Dashboard analytics and reporting

1. Use Case 2.1

Use case ID	U002-1
<i>Use Case</i>	View Analytics Dashboard
<i>Brief Description</i>	Allows the Admin to securely view a summary dashboard displaying key performance indicators (KPIs) related to sales, orders, and user activity for monitoring business performance.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	1. The Admin is successfully logged in. 2. Sales and order data exist in the database.
<i>Result</i>	The Admin successfully views the interactive and up-to-date analytics dashboard reflecting current business data.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Admin: clicks on the "Dashboard" link on the Admin navigation menu. 2. System: queries the database to aggregate data for sales summaries, order counts, and active user metrics. 3. System: processes the data and generates key visualizations (e.g., charts, graphs, and KPI cards). 4. System: displays the interactive Analytics Dashboard. 5. Admin: reviews the key metrics (e.g., Total Revenue for the last 30 days, Top Selling Products, Order Status breakdown).

	<p>6. Admin: uses the date range picker to change the reporting period (e.g., from 'Last 30 Days' to 'Last 7 Days').</p> <p>7. System: updates the data and visualizations instantly to reflect the new period.</p>
<i>Alternative Scenarios</i>	<p>1. No Sales Data Available (At Step 2): The system finds no data for the selected period (e.g., new business or highly filtered range). -> System displays the KPI cards with values of "0" or "N/A" and shows a message on the dashboard: "No data found for the selected period."</p> <p>2. Data Retrieval Timeout (At Step 2): The database query for complex metrics takes too long or times out. -> System logs the failure internally. -> System displays an error message on the dashboard panel: "Data loading failed for [Specific Widget]. Please refresh."</p> <p>3. Unauthorized Access Attempt (Variation): A user with 'Staff' role (lower than Admin) attempts to access the dashboard. -> System checks permissions and rejects access. -> System redirects the user to their permitted homepage and displays an error: "Access Denied."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The Admin Dashboard (Step 4) must load and render the key visualizations within 3 seconds (Performance).</p> <p>NFR-4: Sensitive financial data must only be accessible to authorized Admin roles (Security).</p> <p>NFR-2: Data visualizations must be clear, responsive, and easy to interpret (Usability).</p>

2. Use Case 2.2

Use case ID	U002-2
Use Case	Generate and Export Analytical Reports

<i>Brief Description</i>	Allows the Admin to define specific criteria (e.g., date range, report type) and generate analytical reports (Sales, Orders, Inventory) for export in formats like CSV or PDF.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in. 2. Sufficient historical data exists for the requested report period. 3. The system has the necessary data processing and file generation capabilities.
<i>Result</i>	A file containing the requested report data is generated and delivered to the Admin's device or email.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Admin: navigates to the Reports section of the Admin Dashboard. 2. System: displays a report generation form (fields: Report Type, Start Date, End Date, Output Format). 3. Admin: selects the Report Type (e.g., "Sales Summary"), sets the Date Range, and chooses the Output Format (e.g., CSV). 4. Admin: clicks the "Generate and Export" button. 5. System: queues the request and queries the database to retrieve and process the raw data. 6. System: formats the data according to the chosen output (CSV) and prepares the file for download. 7. System: initiates the file download to the Admin's device. 8. System: logs the report generation event (User, Type, Time).

<i>Alternative Scenarios</i>	<p>1. No Data Found for Criteria (At Step 5): The data query returns an empty result set for the selected period/criteria. -> System halts the file generation and displays a message: "No data found to generate the report for the selected criteria."</p> <p>2. Report Generation Timeout (Large Data Set) (At Step 6): The volume of data is too large, causing the server process to time out before file generation is complete. -> System cancels the direct download and instead emails a secure download link to the Admin when the processing is complete.</p> <p>3. Invalid Date Range (At Step 4): System detects an illogical date range (e.g., End Date is before Start Date). -> System rejects the request and highlights the date fields with an error message.</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: Reports containing less than 10,000 records must be generated and downloaded within 10 seconds (Performance).</p> <p>NFR-4: Reports containing sensitive data must have the file contents encrypted (e.g., password-protected PDF) or be delivered via a secure, time-limited link (Security).</p>

4.2.3. *Use Case 3: Product Management System*

1. *Use Case 3.1:*

Use case ID	U003-1
<i>Use Case</i>	Product Management System (Create)
<i>Brief Description</i>	Allows the Admin to perform Create operations on the bakery's product catalog, ensuring the menu is accurate and up-to-date.

<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on their Products Management page.
<i>Result</i>	A new, active product record is successfully created and added to the catalog, ready for sale.
<i>Main Scenario</i>	<p>Creating new product successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Product Management list. 2. Admin: clicks the "Add New Product" button. 3. System: displays the product creation form. 4. Admin: fills in all required fields (Name, Price, Stock Level, Description, Image Upload). 5. Admin: clicks the "Save" or "Create Product" button. 6. System: validates the input data against business rules (e.g., price > 0, required fields filled). 7. System: successfully saves the new product record to the database. 8. System: displays a confirmation message ("Product [Name] created successfully") and redirects the Admin to the product list or the product's detail page.
<i>Alternative Scenarios</i>	<p>Creating new product failed scenario</p> <ol style="list-style-type: none"> 1. Missing Required Field (At Step 6): System detects a mandatory field (e.g., Product Name) is empty. -> System rejects the save operation. -> System highlights the missing field(s) with an inline error message (e.g., "This field is required."). 2. Invalid Data Format (At Step 6): System detects invalid data (e.g., Price contains letters, Stock Level is a negative number). -> System rejects the save operation. -> System displays a specific error message for the invalid field (e.g., "Price must be a positive number."). 3. Duplicate Product Name (At Step 6): System checks and finds a product with the exact same name already exists in the catalog. -> System displays an

	<p>error message: "A product with this name already exists. Please choose a unique name."</p> <p>4. Image Upload Failure (At Step 7): The image upload fails due to file size limit or unsupported format. -> System saves the product details but displays a warning: "Image upload failed. Please try a smaller file or a different format (PNG/JPG)."</p>
<i>Non-Functional Constraints</i>	<p>NFR-2: The form must provide real-time feedback for input errors (e.g., immediately highlighting invalid format) (Usability).</p> <p>NFR-3: Product creation requests must be processed successfully with 99.9% reliability (Availability).</p>

2. Use Case 3.2:

Use case ID	U003-2
<i>Use Case</i>	Product Management System (Read)
<i>Brief Description</i>	Allows the Admin to view a paginated list of all products, search for specific products, and view basic details for management purposes.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in. 2. The Admin is on their Products Management page. 3. Products must exist in the database.
<i>Result</i>	The system successfully displays the product list or the specific products requested by the Admin.
<i>Main Scenario</i>	<p>Reading products list successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Product Management section. 2. System: queries the database and retrieves the product records.

	<p>3. System: displays the list of products in a paginated table, showing key fields (ID, Name, Price, Stock, Status).</p> <p>4. Admin: uses the search bar to look for a specific product (e.g., enters "Lemon Cake").</p> <p>5. System: filters the displayed list to show only the products matching the search criteria.</p> <p>6. Admin: can navigate through the pages or reset the search/filters.</p>
<i>Alternative Scenarios</i>	<p>Reading products list failed scenario</p> <p>1. No Products Found in Catalog (At Step 3): The database query returns an empty result set (no products exist). -> System displays a clear message: "The product catalog is currently empty. Click 'Add New Product' to get started."</p> <p>2. No Search Results (At Step 5): The search query returns zero matches. -> System displays a message: "No products found matching '[Search Term]'. Clear the search or try different keywords."</p> <p>3. Database Connection Failure (At Step 2): System fails to establish a connection or times out while retrieving data. -> System logs the error internally. -> System displays a user-friendly error message: "Unable to load products at this time. Please try again later."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The initial product list (first page) MUST load within 3 seconds (Performance).</p> <p>NFR-3: Data retrieval services for the product catalog must have a high level of Availability (e.g., 99.9%).</p>

3. Use Case 3.3:

Use case ID	U003-3
<i>Use Case</i>	Product Management System (Update)
<i>Brief Description</i>	Allows the Admin to modify the details (e.g., price, description, status, stock level) of an existing product in the catalog.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in. 2. The Admin is on their Products Management page. 3. The target product must exist and be viewable in the catalog.
<i>Result</i>	The existing product record in the database is successfully updated with the new information.
<i>Main Scenario</i>	<p>Updating a product successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Product Management section and finds the target product. 2. Admin: clicks the "Edit" button associated with the product. 3. System: displays the Product Detail Form, pre-populated with the current data. 4. Admin: modifies one or more fields (e.g., changes the price from \$15 to \$18). 5. Admin: clicks the "Save Changes" button. 6. System: validates the updated input data against business rules. 7. System: successfully updates the existing product record in the database. 8. System: displays a confirmation message ("Product [Name] updated successfully") and redirects the Admin to the product list or the updated detail view.

<i>Alternative Scenarios</i>	<p>Updating a product failed scenario</p> <p>1. Invalid Data Format in Update (At Step 6): System detects invalid data in the modified fields (e.g., the new Stock Level is not an integer). -> System rejects the update. -> System highlights the field with the error and displays a specific error message (e.g., "Stock Level must be a whole number.").</p> <p>2. Product Not Found/Deleted (At Step 7): While processing the update, the system finds the target product ID is no longer valid (e.g., another Admin deleted it). -> System prevents the update. -> System displays an error message: "Error: The product you are trying to edit was not found."</p> <p>3. Duplicate Product Name Conflict (At Step 6): Admin changes the product name to one that already exists for a different product. -> System displays an error message: "This product name is already in use by another item."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The save operation (Step 7) must complete within 2 seconds to ensure a smooth workflow (Performance).</p> <p>NFR-2: All forms must retain the modified data after a validation error to prevent the Admin from losing work (Usability).</p>

4. Use Case 3.4:

Use case ID	U003-4
Use Case	Product Management System (Delete)
<i>Brief Description</i>	Allows the Admin to remove a product from public view, either by permanently deleting it (if no related orders exist) or by changing its status to 'Inactive'.

<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in. 2. The Admin is on their Products Management page. 3. The target product is viewable in the catalog list.
<i>Result</i>	The product is successfully removed from the active catalog and is no longer available for purchase by customers.
<i>Main Scenario</i>	<p>Deleting a product successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates to the Product Management section. 2. Admin finds the target product and clicks the "Delete" or "Deactivate" button. 3. System displays a confirmation dialog asking the Admin to confirm the action. 4. Admin confirms the action. 5. System updates the product's status to 'Inactive' in the database. 6. System removes the product from the displayed list on the Admin interface and the public website. 7. System displays a confirmation message: "Product [Name] has been deactivated successfully."
<i>Alternative Scenarios</i>	<p>Deleting a product failed scenario</p> <ol style="list-style-type: none"> 1. Product Cannot Be Deleted (Integrity Conflict) (At Step 5): System checks and finds the product has associated Completed Orders. -> System prevents permanent deletion to maintain Data Integrity. -> System displays a warning: "Product cannot be permanently deleted due to existing order history. Status set to 'Inactive' instead." 2. Accidental Click Cancellation (At Step 4): Admin clicks "Cancel" in the confirmation dialog. -> System aborts the operation and the product status remains unchanged. 3. Product Not Found During Deletion (At Step 5): The product record is missing or was deleted by another

	Admin simultaneously. -> System displays an error message: "Error: The product was not found or has already been removed."
<i>Non-Functional Constraints</i>	<p>NFR-1: The deletion/deactivation operation must complete within 1 second (Performance).</p> <p>NFR-2: The confirmation dialog (Step 3) must clearly state the impact of the action (e.g., "This will hide the product from customers") (Usability).</p>

4.2.4. Use Case 4: Order Management System

Use case ID	U004
<i>Use Case</i>	Manage Customer Orders
<i>Brief Description</i>	Allows the Admin to view, filter, search, and update the status of all customer orders for efficient processing and fulfillment.
<i>Actor</i>	Admin (System Administrator) & Users (Customers)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in. 2. Orders must exist in the database.
<i>Result</i>	The Admin successfully processes orders by updating their status, and the customer is notified of the change.
<i>Main Scenario</i>	<p>Manage a product successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Order Management section. 2. System: queries the database and displays a list of all current orders in a sortable, paginated table (default: filtered by 'New' status). 3. Admin: uses filters (e.g., by date, customer name, or status) to find a specific order.

	<p>4. Admin: selects an order to view the Order Details (items, shipping address, total price).</p> <p>5. Admin: changes the order status from 'New' to 'Processing'.</p> <p>6. Admin: clicks the "Update Status" button.</p> <p>7. System: validates the status change and updates the database record.</p> <p>8. System: automatically sends an email notification to the customer about the status update.</p> <p>9. System: updates the status in Order Page of User</p> <p>10. System: returns the Admin to the order list with a confirmation message.</p>
<i>Alternative Scenarios</i>	<p>1. Order Not Found (At Step 4): The order selected by the Admin is not found in the database (e.g., due to an error or prior deletion). -> System displays an error message: "Order ID [ID] not found. Please reload the list."</p> <p>2. Invalid Status Transition (At Step 7): Admin attempts an illogical status jump (e.g., changing from 'Completed' directly to 'New'). -> System validates the status change against defined workflow rules and rejects the update. -> System displays an error: "Invalid status transition. Order must be 'Processing' before becoming 'Completed'."</p> <p>3. Exporting Order List (Between Step 3 and 4): Admin selects a filtered list of orders and clicks "Export (CSV/PDF)." -> System generates and downloads the report file containing the selected order data.</p> <p>4. Failed Customer Notification (At Step 8): The email service fails to send the status update notification (e.g., mail server error). -> System logs the failure internally but marks the order update as successful (to prioritize operational flow). -> System provides a</p>

	warning to the Admin: "Status updated, but customer notification failed to send."
<i>Non-Functional Constraints</i>	<p>NFR-6: The initial order list load (Step 2) and filtering/searching (Step 3) must complete within 3 seconds (Performance).</p> <p>NFR-5: The order status update MUST use database transactions to ensure data integrity across status and timestamps (Reliability).</p>

4.2.5. Use Case 5: User Management System

1. Use Case 5.1

<i>Use case ID</i>	U005-1
<i>Use Case</i>	View and Search User Accounts
<i>Brief Description</i>	Allows the Admin to view a paginated list of all registered User accounts, search for specific users, and access their basic profile information.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in with the necessary permissions. 2. User accounts exist in the database.
<i>Result</i>	The system successfully displays the list of user accounts requested by the Admin.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Admin: navigates to the User Management section from the Admin Dashboard. 2. System: queries the database and retrieves the list of all User accounts.

	<p>3. System: displays the accounts in a paginated table, showing key details (Name, Email, Registration Date, Account Status).</p> <p>4. Admin: uses the search bar or filters (e.g., by status or registration date) to find a specific user.</p> <p>5. System: filters the displayed list to show only the users matching the criteria.</p> <p>6. Admin: clicks on a user's name/ID to view the detailed user profile information (e.g., full address, order history summary).</p>
<i>Alternative Scenarios</i>	<p>1. No User Accounts Found (At Step 3): The database query returns an empty result set (e.g., in a development environment). -> System displays a message: "No registered user accounts found in the system."</p> <p>2. No Search Results (At Step 5): The search query returns zero matches. -> System displays a message: "No user accounts found matching '[Search Term]'. Clear the search or try different keywords."</p> <p>3. Partial Access/Filtering by Role (Variation): System only displays accounts with the 'User' role, automatically excluding other Admins/Staff from the default list for security/clarity.</p> <p>4. Database Timeout (At Step 2): The system fails to retrieve data due to a database connection timeout. -> System logs the error internally. -> System displays an error message: "Unable to retrieve user data at this time. Please check system logs."</p>

<i>Non-Functional Constraints</i>	<p>NFR-6: The user list load (Step 3) and search/filter operations must complete within 3 seconds (Performance).</p> <p>NFR-5: Sensitive information (e.g., full credit card numbers, payment details) MUST NOT be displayed in this view (Data Privacy/Security).</p>
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2. Use Case 5.2

<i>Use case ID</i>	U005-2
<i>Use Case</i>	Disable or Re-enable User Account Access
<i>Brief Description</i>	Allows the Admin to change a user's account status (e.g., from 'Active' to 'Disabled/Locked') to immediately control their access to the system.
<i>Actor</i>	Admin (System Administrator), User (Customers)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is successfully logged in and viewing the target user's details. 2. The target user account exists. 3. The target user is not another Admin with equal or higher privileges.
<i>Result</i>	The target user's account status is successfully updated in the database, and the user's current session (if any) is terminated.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Admin: navigates to the detailed profile view of the target user. 2. Admin: clicks the "Disable Account" or "Lock Account" button.

	<p>3. System: displays a confirmation dialog asking the Admin to confirm the action and optionally enter a reason.</p> <p>4. Admin: confirms the action.</p> <p>5. System: updates the user's account Status in the database to 'Disabled'.</p> <p>6. System: immediately invalidates the target user's current active session, forcing them to log out.</p> <p>7. System: displays a confirmation message: "User account [User ID] successfully disabled."</p>
<i>Alternative Scenarios</i>	<p>1. Re-enabling Account (Variation): Admin clicks the "Enable Account" button for a disabled user. -> System updates the Status to 'Active'. -> System displays a confirmation message: "User account successfully re-enabled."</p> <p>2. Unauthorized Operation (At Step 4): Admin attempts to disable another Admin account (or any account with equal/higher privileges). -> System checks permissions and rejects the request. -> System displays an error: "Permission Denied. Cannot modify accounts with equal or higher privileges."</p> <p>3. User Not Found (At Step 1): The target user account record is not found (e.g., deleted by another Admin). -> System prevents the action and displays an error message: "Error: The specified user account was not found."</p>
<i>Non-Functional Constraints</i>	<p>NFR-5: The system MUST immediately terminate the user's session upon account disablement (Security/Access Control).</p> <p>NFR-4: The system MUST log the Admin ID and the reason for the account status change for auditing purposes (Security/Compliance).</p>

4.2.6. Use Case 6: Feedback and review management system

1. Use case 6.1

Use case ID	U006-1
<i>Use Case</i>	View and Filter Feedback
<i>Brief Description</i>	Allows the Admin to view a paginated list of all feedback/reviews, search, and filter by criteria (such as status, rating) for management.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on the Feedback Management page. 3. Feedback must exist in the database.
<i>Result</i>	The system successfully displays the list of feedback or specific feedback as requested by the Admin.
<i>Main Scenario</i>	<p>Reading feedback list successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates to the Feedback Management section. 2. System queries the database and retrieves the feedback records. 3. System displays the list of feedback in a paginated table, showing key fields (ID, Customer Name, Product, Rating, Content, Status, Date). 4. Admin uses the filters to view feedback (e.g., filters by "Pending" or "1-star" status).

	<p>5. System filters and displays the list showing only feedback matching the criteria.</p> <p>6. Admin can navigate through the pages or reset the search/filters.</p>
<i>Alternative Scenarios</i>	<p>Reading feedback list failed scenario</p> <p>1. No Feedback Found (At Step 3): The database query returns an empty result set (no feedback exists).</p> <p>-> System displays a clear message: "There is currently no feedback or reviews."</p> <p>2. No Filter/Search Results (At Step 5): The filter query returns zero matches</p> <p>-> System displays a message: "No feedback found matching [Search Term]"</p> <p>3. Database Connection Failure (At Step 2): System fails to establish a connection or times out while retrieving data.</p> <p>-> System logs the error internally.</p> <p>-> System displays a user-friendly error message: "Unable to load feedback at this time. Please try again later."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The initial feedback list (first page) MUST load within 3 seconds (Performance)</p> <p>NFR-4: Sensitive feedback data (like customer emails) must not be displayed on the overview list (Security)</p>

2. Use case 6.2

Use case ID	U006-2
<i>Use Case</i>	Moderate Feedback (Approve/Reject)
<i>Brief Description</i>	Allows the Admin to change the status of a "Pending" feedback to "Approved" (display) or "Rejected" (hide)
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is logged in. 2. The Admin is on the Feedback Management page. 3. At least one "Pending" feedback exists.
<i>Result</i>	The feedback's status in the database is successfully updated.
<i>Main Scenario</i>	<p>Approving feedback successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates to the feedback list and finds a feedback with "Pending" status. 2. Admin reviews the content and clicks the "Approve" button. 3. System displays a small confirmation dialog "Are you sure you want to approve this feedback?" 4. Admin confirms. 5. System updates the feedback's status to "Approved" in the database. 6. This feedback is now eligible for display on the public website (product page).

	<p>7. System displays a success message ("Feedback has been approved") and updates the status on the Admin interface.</p>
<i>Alternative Scenarios</i>	<p>Moderating feedback failed/alternative scenario</p> <p>1. Rejecting Feedback (Instead of Step 2): Admin clicks the "Reject" button. -> System confirms.</p> <p>-> System updates the status to "Rejected". This feedback will not be public.</p> <p>2. Action Canceled (At Step 4): Admin clicks "Cancel" in the confirmation dialog. -> System aborts the operation; the feedback status remains unchanged.</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The approve/reject operation must complete within 1.5 seconds (Performance).</p> <p>NFR-2: The interface must clearly distinguish between "Approve" and "Reject" buttons (green/red colors) to prevent mistakes (Usability).</p>

3. Use case 6.3

Use case ID	U006-3
<i>Use Case</i>	Respond to Review
<i>Brief Description</i>	Allows the Admin to write and post a public reply to a customer's feedback/review
<i>Actor</i>	Admin (System Administrator)

<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin is logged in. 2. The Admin is on the Feedback Management page. 3. The target feedback exists (and is usually "Approved")
<i>Result</i>	An "Admin's Response" record is created, stored, and associated with the original customer feedback
<i>Main Scenario</i>	<p>Replies to feedback successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates the list and finds the feedback they want to respond to. 2. Admin clicks the "Respond" button. 3. System displays a form or modal, showing the customer's feedback content and a textarea for "Your Response". 4. Admin types the response content. 5. Admin clicks the "Post Response" button. 6. System validates the input 7. System saves the new response to the database, links it to the original feedback, and updates the original feedback's status (e.g., to "Responded"). 8. System displays a success message ("Response posted successfully") and shows the response on the Admin interface (and the public website).
<i>Alternative Scenarios</i>	<p>Replies to feedback failed scenario</p> <ol style="list-style-type: none"> 1. Empty Response (At Step 6): Admin clicks "Post Response" without typing anything.

	<p>-> System rejects the save.</p> <p>-> System displays an inline error: "Response content cannot be empty."</p> <p>2. Connection Lost (At Step 7): Network error when submitting the form.</p> <p>-> System displays an error: "Could not post response. Please check your connection and try again."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The post-response operation must complete within 2 seconds (Performance)</p> <p>NFR-2: The response form must retain the typed data if a validation error occurs (e.g., network error) to prevent the Admin from losing work (Usability)</p>

4.2.7. Use Case 7: Promotion & Discount Management

1. Use case 7.1

Use case ID	U007-1
<i>Use Case</i>	Create Promotional Campaign
<i>Brief Description</i>	Allows the Admin to define, configure, and schedule a new promotional campaign.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on their Promotions Management page.

<i>Result</i>	A new, validated promotion record is successfully created in the database, ready to become active based on its schedule.
<i>Main Scenario</i>	<p>Creating a new promotion successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Promotion Management list. 2. Admin: clicks the "Add New Promotion" button. 3. System: displays the promotion creation form. 4. Admin: fills in all required fields, such as: Promotion Name, Promotion Type, Discount Value and Unit, A unique code (if Coupon), Start Date & Time, End Date & Time 5. Admin: clicks the "Save" or "Schedule Promotion" button. 6. System: validates the input data. 7. System: successfully saves the new promotion record to the database (Status: "Scheduled" or "Active" if start date is immediate). 8. System: displays a confirmation message ("Promotion [Name] created successfully") and redirects to the promotions list.
<i>Alternative Scenarios</i>	<p>Creating new promotion failed scenario</p> <ol style="list-style-type: none"> 1. Invalid Date Range (At Step 6): Admin sets the End Date before the Start Date. -> System rejects the save. -> System highlights the date fields with an error message: "End date must be after the start date."

	<p>2. Duplicate Coupon Code (At Step 6): Admin enters a code that is already in use by another promotion.</p> <p>-> System rejects the save.</p> <p>-> System displays an error: "This coupon code is already in use. Please choose a unique code."</p> <p>3. Missing Required Field (At Step 6): Admin leaves "Promotion Name" or "Discount Value" blank.</p> <p>-> System rejects the save.</p> <p>-> System highlights the missing field(s): "This field is required."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The promotion form must load within 2 seconds (Performance).</p> <p>NFR-2: The "Generate Code" function must guarantee a unique, unguessable code (Security/Integrity).</p> <p>NFR-3: The system must process and save the new promotion with 99.9% reliability (Availability).</p>

2. Use case 7.2

Use case ID	U007-2
<i>Use Case</i>	View Promotional Campaigns
<i>Brief Description</i>	Allows the Admin to view a list of all current (Active), upcoming (Scheduled), and past (Expired) promotions to track campaign status
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	1. The Admin must be successfully logged into the system.

	2. The Admin is on their Promotions Management page.
<i>Result</i>	The system successfully displays a list of promotions based on the Admin's filter or search criteria.
<i>Main Scenario</i>	<p>Reading promotions list successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: navigates to the Promotion Management section. 2. System: queries the database and retrieves all promotion records. 3. System: displays the list in a paginated table, showing key fields (Name, Code, Value, Status [Active/Scheduled/Expired], Start Date, End Date). 4. Admin: uses the filter/tabs to view only "Active" promotions. 5. System: filters the displayed list to show only promotions with an "Active" status. 6. Admin: can search for a promotion by its name or code
<i>Alternative Scenarios</i>	<p>Reading promotions list failed scenario</p> <ol style="list-style-type: none"> 1. No Promotions Found (At Step 3): The database query returns an empty result set. -> System displays a clear message: "No promotions have been created. Click 'Add New Promotion' to start." 2. No Search Results (At Step 5/6): The search query returns zero matches. -> System displays a message: "No promotions found matching"

	<p>3. Database Connection Failure (At Step 2): System fails to connect to the database.</p> <p>-> System displays an error: "Unable to load promotions. Please try again later."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The promotions list (first page) MUST load within 3 seconds (Performance)</p> <p>NFR-2: The "Status" (Active, Scheduled, Expired) should be clearly differentiated (e.g., using color-coded tags) for quick scanning (Usability)</p>

3. Use case 7.3

Use case ID	U007-3
Use Case	Manage promotional campaigns and discounts
Brief Description	Allows the Admin to modify the details of an existing "Scheduled" or "Active" promotion
Actor	Admin (System Administrator)
Pre-Condition	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on their Promotions Management page. 3. The target promotion exists in the list.
Result	The existing promotion record in the database is successfully updated with the new information
Main Scenario	<p>Updating a promotion successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: finds the target promotion. 2. Admin: clicks the "Edit" button for that promotion.

	<p>3. System: displays the Product Detail Form, pre-populated with current data.</p> <p>4. Admin: modifies the promotion.</p> <p>5. Admin: clicks the "Save Changes" button.</p> <p>6. System: validates the updated data.</p> <p>7. System: successfully updates the existing promotion record in the database.</p> <p>8. System: displays a confirmation message ("Promotion updated successfully") and returns to the list.</p>
<i>Alternative Scenarios</i>	<p>Updating a promotion failed scenario</p> <p>1. Invalid Data Format (At Step 6): Admin changes the discount value to "TEN" instead of "10".</p> <p>-> System rejects the update.</p> <p>-> System displays an error: "Discount value must be a number."</p> <p>2. Attempt to Edit Critical Field (At Step 3): Admin tries to edit the "Promotion Type" (e.g., from "Coupon" to "Auto-Applied") of an <i>Active</i> promotion.</p> <p>-> System: The field is disabled (read-only).</p> <p>-> System: Displays helper text: "Promotion Type cannot be changed once active. Please create a new promotion."</p>
<i>Non-Functional Constraints</i>	NFR-1: The save operation (Step 7) must complete within 2 seconds (Performance).

	NFR-2: To prevent data integrity issues, critical fields (like Promotion Type, Coupon Code) MUST be locked (Usability).
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4. Use case 7.4

Use case ID	U007-4
Use Case	Deactivate/Delete Promotional Campaign
<i>Brief Description</i>	Allows Admin to prematurely end an "Active" promotion (Deactivate) or remove a "Scheduled" promotion (Delete).
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on their Promotions Management page. 3. The target promotion exists in the list.
<i>Result</i>	The promotion is either permanently removed (if "Scheduled") or immediately stopped from being applied (if "Active")
<i>Main Scenario</i>	<p>Deactivating an active promotion successfully scenario</p> <ol style="list-style-type: none"> 1. Admin: finds an "Active" promotion 2. Admin: clicks the "Deactivate" button. 3. System: displays a confirmation dialog: "Are you sure you want to end this promotion now? It will no longer be valid for customers." 4. Admin: confirms the action.

	<p>5. System: updates the promotion's status to "Expired" or "Inactive" in the database.</p> <p>6. The discount immediately stops applying to new carts.</p> <p>7. System: displays a confirmation message: "Promotion [Name] has been deactivated."</p>
<i>Alternative Scenarios</i>	<p>Deleting a scheduled promotion (Variation of Main Scenario)</p> <p>1. Admin: finds a "Scheduled" promotion.</p> <p>2. Admin: clicks the "Delete" button.</p> <p>3. System: displays confirmation: "Are you sure you want to permanently delete this scheduled promotion?"</p> <p>4. Admin: confirms.</p> <p>5. System: permanently deletes the record from the database.</p> <p>6. System: displays message: "Promotion has been deleted."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1: The deactivation (Step 5) must take effect system-wide in under 10 seconds.(Performance).</p> <p>NFR-2: The confirmation dialog (Step 3) must clearly state the immediate impact of the action (Usability).</p>

4.2.8. Use Case 8: Configure and Execute Automated Database Backups

1. Use case 8.1

Use case ID	U008-1
<i>Use Case</i>	Configure Automated Backups
<i>Brief Description</i>	Allows the Admin to set up and manage the schedule (frequency, time) for automated database backups.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on the Backup Settings page.
<i>Result</i>	The system's scheduler configuration is successfully updated with the new backup settings.
<i>Main Scenario</i>	<p>Configuring schedule successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates to the "Backup & Restore" section and selects the "Schedule Settings" tab. 2. The system displays the form with the current settings (Frequency: "7 days", Time: 02:00). 3. Admin modifies the settings 4. Admin clicks the "Save Settings" button. 5. System validates the inputs 6. System saves the new configuration and updates the system scheduler 7. The system displays a success message: "Backup schedule has been updated successfully."
<i>Alternative Scenarios</i>	Configuration failed scenario

	<p>1. Invalid Data (At Step 5): Admin enters "-1 days" or leaves the time blank.</p> <p>-> System rejects the save.</p> <p>-> System displays an inline error message at the invalid field ("Value must be a positive number.").</p>
<i>Non-Functional Constraints</i>	NFR-2 (Usability): The interface must clearly explain the options ("Run time is based on server time (UTC+0)").

2. Use case 8.2

Use case ID	U008-2
<i>Use Case</i>	Restore from Latest Backup
<i>Brief Description</i>	Allows the Admin to trigger a restore process. The system automatically finds the backup and uses it to overwrite the live database.
<i>Actor</i>	Admin (System Administrator)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on the Backup Settings page. 3. At least 1 valid backup file exists in the storage.
<i>Result</i>	The live system database is completely overwritten and rolled back to the state of the latest backup. All data created after that backup is permanently lost.
<i>Main Scenario</i>	<p>Restoring from backup successfully scenario</p> <ol style="list-style-type: none"> 1. Admin clicks the "Restore" button.

	<ol style="list-style-type: none"> 2. System displays a warning dialog "All data created after that backup is permanently lost" 3. System requires the Admin to confirm the action by typing "RESTORE" into a text field 4. Admin completes the confirmation and clicks the final "Restore Now" button. 5. The system executes the restore script. 6. The system displays a "Restore successful" message.
<i>Alternative Scenarios</i>	<p>Restore failed scenario</p> <ol style="list-style-type: none"> 1. Admin Cancels (At Step 5): Admin fails to type the confirmation or clicks "Cancel". -> System aborts the operation. No changes are made. 2. No Backup Found (At Step 7): The system cannot find a valid backup file in the storage location. -> System aborts the operation (does not enter maintenance mode). -> System displays an error: "Error: No valid backup file found to restore from."
<i>Non-Functional Constraints</i>	<p>NFR-2 (Usability): The confirmation step (Step 3-4) MUST be intentionally difficult to pass by accident (e.g., "Type-to-confirm") due to the destructive nature of the action.</p> <p>NFR-3 (Availability): The system MUST be in full maintenance mode during the entire restore process (Step 5-6).</p>

4.2.9. Use Case 9: Log Monitoring System

Use case ID	U009
Use Case	View and Filter System Logs
Brief Description	Allows the Admin to view, search, and filter system logs to monitor activities, diagnose errors, and investigate security events.
Actor	Admin (System Administrator)
Pre-Condition	<ol style="list-style-type: none"> 1. The Admin must be successfully logged into the system. 2. The Admin is on the "Log Monitoring" page. 3. The system is actively generating log entries
Result	The Admin successfully finds and views the specific log entries relevant to their investigation
Main Scenario	<p>Debugging a specific error successfully scenario</p> <ol style="list-style-type: none"> 1. Admin navigates to the "System Logs" section. 2. System queries and displays the log storage. 3. The list shows key fields: Timestamp, Log Level, Service, and a short Message. 4. Admin uses the filter controls to show logs from the "last 1 hour" and with Log Level 5. Admin clicks a log entry to view details. 6. The system displays the full details.

<i>Alternative Scenarios</i>	<p>Viewing logs failed scenario</p> <p>No Results (At Step 4): The Admin's filter/search returns zero results.</p> <p>-> System displays: "No logs found matching your criteria."</p> <p>Service Failure (At Step 2): The system cannot connect to the log storage.</p> <p>-> System displays: "Unable to load logs at this time. Please try again later."</p>
<i>Non-Functional Constraints</i>	<p>NFR-1 (Performance): The log viewer MUST NOT try to load all logs at once. The initial view must load in < 5 seconds.</p> <p>NFR-2 (Usability): Log levels MUST be color-coded for rapid, scannable identification.</p>

4.2.10. Use Case 10: Product Catalog Display, Search and Filtering

Use case ID	U010
<i>Use Case</i>	Product Catalog Display, Search and Filtering
<i>Brief Description</i>	Allows a customer (or guest user) to view a paginated list of all available products, search for specific items, and filter the list based on criteria like category, price,...
<i>Actor</i>	Customer
<i>Pre-Condition</i>	The Customer is on "Products" page
<i>Result</i>	The system successfully displays a list of products matching the customer's view, search, or filter criteria.

<i>Main Scenario</i>	<p>Successful product filtering scenario</p> <ol style="list-style-type: none"> 1. Customer navigates to the "Products" page. 2. System displays a paginated grid of all active products. 3. Customer applies a filter (Category: "Cakes"). 4. System updates the grid to show only "Cakes". 5. Customer clicks a product and is taken to its detail page.
<i>Alternative Scenarios</i>	<p>Search scenario</p> <ol style="list-style-type: none"> 1. (At Step 2) Customer uses the search bar and types "Croissant". 2. System updates the grid to show only "Croissant" related items. <p>No results scenario</p> <ol style="list-style-type: none"> 1. (At Step 4 or Search Step 2) The customer's filter or search returns zero results. 2. System displays a clear message: "No products found matching your criteria."
<i>Non-Functional Constraints</i>	<p>NFR-6: The initial product list (Step 2) MUST load in under 2.5 seconds. Filter and Search results (Step 4 / Search Step 2) must return in under 1.5 seconds.</p>

4.2.11. Use Case 11: Shopping Cart and Checkout System

1. Use Case 11.1

Use case ID	U011-1
<i>Use Case</i>	Manage Shopping Cart
<i>Brief Description</i>	Allows users to add, view, update the quantity of, and remove products from their shopping cart before initiating the checkout process.
<i>Actor</i>	User (Customer - Registered or Guest)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The user is browsing the product catalog. 2. Products are available for purchase.
<i>Result</i>	The shopping cart accurately reflects the user's selected items and quantities, and the subtotal price is correctly calculated.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User: views a product on the Product Detail Page. 2. User: specifies the desired quantity and clicks "Add to Cart." 3. System: adds the item and quantity to the user's session cart. 4. System: displays a confirmation (e.g., a pop-up) and updates the cart icon counter. 5. User: navigates to the Shopping Cart page. 6. System: displays the list of items, unit prices, quantities, and calculates the Cart Subtotal. 7. User: modifies the quantity of an item directly in the cart (e.g., from 3 to 2).

	<p>8. System: updates the item quantity, recalculates the Cart Subtotal, and displays the new total instantly.</p>
<i>Alternative Scenarios</i>	<p>1. Item Out of Stock / Low Stock (At Step 3 or 7): System checks stock level. If the requested quantity exceeds available stock, System rejects the addition/update. -> System displays an error: "Only [X] items remaining. Cannot add [Y]."</p> <p>2. Remove Item from Cart (Between Step 6 and 7): User clicks the "Remove" button next to an item. -> System deletes the item record from the cart session and recalculates the Cart Subtotal.</p> <p>3. Product Price Change (Variation): System detects a price change for an item in the cart since it was added. -> System displays a notification (e.g., "The price of [Item Name] has been updated.") and uses the new price for subtotal calculation.</p> <p>4. Re-adding a Removed Item: User tries to add a product that was previously removed. -> System adds it as a new line item (Step 3).</p>
<i>Non-Functional Constraints</i>	<p>NFR-7: The cart state MUST be maintained via Session Persistence (e.g., local storage or server session) for at least 24 hours, even if the user closes the browser (Reliability).</p> <p>NFR-6: Price recalculations (Step 8) must be instant (under 1 second) to ensure a fluid user experience (Performance).</p>

2. Use Case 11.2

Use case ID	U011-2
<i>Use Case</i>	Proceed to Checkout and Confirm Order
<i>Brief Description</i>	Allows the user to finalize their purchase by reviewing the cart, entering shipping details, selecting the payment method (limited in Phase 1), and confirming the final order submission.
<i>Actor</i>	User (Customer - Registered or Guest)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The user has at least one product in the shopping cart. 2. All items in the cart are in stock.
<i>Result</i>	A new, valid order is created in the database, and the user receives an order confirmation.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User: clicks "Proceed to Checkout" from the Shopping Cart page. 2. System: displays the multi-step Checkout form (Review Cart, Shipping Info, Payment Method, Order Summary). 3. User: provides Shipping Details (name, address, phone number). Registered users can use saved addresses. 4. User: selects a Payment Method (e.g., Cash on Delivery (COD) or Bank Transfer, as online gateway is excluded in Phase 1). 5. User: enters any valid Promotion/Discount Code (if applicable).

	<p>applicable).</p> <ol style="list-style-type: none"> 6. System: displays the Final Order Summary (including subtotal, discount, shipping fee, and grand total). 7. User: reviews the summary and clicks "Place Order" or "Confirm Purchase." 8. System: performs final validation checks (stock, discount validity). 9. System: creates the new order record in the database with status 'New'. 10. System: sends an Order Confirmation email to the user and redirects the user to the Order Tracking Page.
<i>Alternative Scenarios</i>	<p>1. Invalid Shipping Details (At Step 8): System detects missing or invalid shipping information (e.g., zip code format error). -> System rejects the confirmation and highlights the fields requiring correction.</p> <p>2. Discount Code Invalid/Expired (At Step 5): User enters an invalid or expired code. -> System displays an error message (e.g., "Invalid or expired discount code") and does not apply the discount.</p> <p>3. Stock Mismatch on Confirmation (At Step 8): System finds that one or more items went out of stock between checkout initiation and final confirmation. -> System displays a warning: "Item [X] is now out of stock." The system either removes the item and recalculates the total, or asks the user to return to the cart to adjust.</p>
<i>Non-Functional Constraints</i>	<p>NFR-5: All sensitive user data collected during checkout (e.g., address, phone) MUST be transmitted securely via HTTPS (Security).</p> <p>NFR-2: The checkout process should be streamlined, requiring a minimal number of steps (Usability).</p>

4.2.12. Use Case 12: Order Tracking and Notification System

1. Use Case 12.1

Use case ID	U012-1
<i>Use Case</i>	Track Order Status and Receive Notifications
<i>Brief Description</i>	Allows the user to view the current status, history, and details of their placed orders and automatically receive updates when the status changes.
<i>Actor</i>	User (Customer - Must be registered and logged in)
<i>Pre-Condition</i>	1. The User is logged in. 2. The User has at least one order placed previously
<i>Result</i>	The User successfully views the real-time status of their orders and is informed of any status changes.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User: navigates to the "My Orders" or "Order History" section. 2. System: displays a list of all past and current orders, showing the Order ID, Date, Total, and current Status. 3. User: clicks on a specific Order ID to view the Order Details page. 4. System: displays the detailed status history (e.g., 'New' at 10:00 AM, 'Processing' at 11:30 AM).

	<p>5. (<i>Notification Sub-Scenario</i>): Admin: updates the order status to 'Out for Delivery'.</p> <p>6. System: instantly sends a Notification Email (and/or push notification) to the User stating the order status has changed to 'Out for Delivery'.</p>
<i>Alternative Scenarios</i>	<p>1. Order Details Not Found (At Step 4): The specific order ID is invalid or inaccessible. -> System displays an error message: "Order details not found. Please check the Order ID."</p> <p>2. Delayed Notification (At Step 6): The notification service experiences a temporary delay (e.g., mail server is slow). -> System attempts to resend the notification after a short interval and logs the delay internally.</p> <p>3. Tracking Number Provided (Variation): When the status is set to 'Shipped/Delivered', System displays the Tracking Number and a direct link to the courier's website (if applicable).</p> <p>4. Guest User Tracking: A Guest user enters the Order ID and their Email Address on a public tracking page. -> System validates the pair and displays the basic order status without requiring login.</p>
<i>Non-Functional Constraints</i>	<p>NFR-6: The order status notification (Step 6) must be delivered to the customer within 60 seconds of the Admin status change (Performance/Reliability).</p> <p>NFR-5: Order history is confidential and MUST only be accessible to the User who placed the order or the Admin (Security).</p> <p>NFR-2: The Order Tracking history must be visually clear and easy to interpret (Usability).</p>

2. Use Case 12.2

<i>Use case ID</i>	U012-2
<i>Use Case</i>	System Notification Delivery
<i>Brief Description</i>	Manages the automated process of delivering time-sensitive updates (e.g., order status changes, marketing promotions, system alerts) to targeted users via configured channels.
<i>Actor</i>	System (Triggered by events or Admin action)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. A defined system event (trigger) occurs (e.g., Admin updates order status, a scheduled time for a promotion is reached). 2. The system has valid contact details for the target user(s).
<i>Result</i>	The intended user(s) successfully receive the relevant system notification(s).
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. System: detects a trigger event (e.g., Order ID #1234 changes status to 'Out for Delivery'). 2. System: identifies the target user (Customer associated with Order ID #1234). 3. System: queries the user's notification preferences (e.g., send via Email). 4. System: generates the notification content (template, variables, link). 5. System: sends the notification payload to the Notification Service/Queue. 6. Notification Service: executes the delivery via the specified channel (e.g., Email API).

	<p>7. Notification Service: receives confirmation of successful sending/delivery and updates the status in the system logs.</p>
<i>Alternative Scenarios</i>	<p>1. Delivery Channel Failure (At Step 6): The Email API returns a hard bounce (permanent failure, e.g., invalid email address). -> System marks the channel (Email) as invalid for the user. -> System attempts to deliver via a secondary channel (if configured, e.g., On-site notification).</p> <p>2. User Opt-Out/Unsubscribed (At Step 3): System finds the user has explicitly unsubscribed from this category of notification (e.g., promotions). -> System aborts the notification process for this user, logs the action, and takes no further action.</p> <p>3. Temporary Failure and Retry (At Step 6): The Email API returns a soft bounce (temporary failure, e.g., inbox full). -> System places the notification back into the queue for a retry after a defined interval (e.g., 30 minutes).</p>
<i>Non-Functional Constraints</i>	<p>NFR-6: All critical notifications (e.g., password resets, order status changes) must be delivered within 60 seconds of the trigger event (Performance/Reliability).</p> <p>NFR-2: The system MUST provide clear opt-out options for non-essential notifications (e.g., promotions) and strictly adhere to user preferences (Compliance/Usability).</p>

4.2.13. Use Case 13: Review and Rating Management System

1. Use Case 13.1

Use case ID	U013-1
<i>Use Case</i>	Rating Product
<i>Brief Description</i>	Allows a logged-in user to submit a star rating (1-5 stars) for a product they have previously purchased, thereby contributing to the overall product evaluation.
<i>Actor</i>	User (Customer)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The User is successfully logged in. 2. The User has navigated to the product's detail page or their order history page.
<i>Result</i>	The product rating is successfully recorded in the system, and the product's average rating is updated.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User navigates to the detail page of a purchased product. 2. User locates and clicks the "Rate & Review" button/link. 3. System displays a modal/form, automatically identifying the product ID. 4. User selects a star rating (from 1 to 5 stars). 5. User clicks the "Submit Rating" button (or "Next" if proceeding to review). 6. System validates the rating (ensuring a star is selected and the user has purchase history). 7. System successfully saves the rating to the database.

	<p>8. System recalculates and displays the new average rating on the product detail page.</p> <p>9. System displays a confirmation message (e.g., "Thank you for your rating!").</p>
<i>Alternative Scenarios</i>	<p>1. User Has Not Purchased Product (At Step 6): -> System checks the user's order history and finds no completed order for this product. -> System displays an error message: "You must purchase this product before submitting a rating." The submission is blocked.</p> <p>2. User Already Submitted Rating (At Step 6): -> System finds the user has already submitted a rating for this product. -> System allows the submission, but the existing rating is updated (overwritten) instead of creating a new one.</p> <p>3. No Star Selected (At Step 6): -> System finds the rating is null. -> System displays an error message: "Please select a star rating before submitting."</p> <p>4. Continuation to Review (Extension Point): -> (This scenario is an Extension Point for the U210.B: Submit Product Review Use Case, as detailed below.)</p>
<i>Non-Functional Constraints</i>	<p>NFR-5: All submitted ratings MUST be linked to a verified User ID and Product ID for auditability (Security/Integrability).</p> <p>NFR-6: The rating submission (Step 7) must complete within 1 second to ensure minimal user disruption (Performance).</p>

2. Use Case 13.2

Use case ID	U013-2
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<i>Use Case</i>	Review Product
<i>Brief Description</i>	Allows a logged-in user to write a detailed textual review for a product they have purchased, often complementing the submitted star rating.
<i>Actor</i>	User (Customer)
<i>Pre-Condition</i>	1. The Users continue from Use Case 13.1.
<i>Result</i>	The user's textual review is successfully submitted to the system for moderation (if required) and subsequent display.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User is on the rating/review form (following Use Case 13.1). 2. User enters their Review Title (optional) and the Review Text into the designated fields. 3. User clicks the "Submit Review" or "Finish" button. 4. System performs validation checks (e.g., minimum/maximum text length). 5. System saves the review text record, linking it to the User ID, Product ID, and the previously submitted rating. 6. System sets the review status to 'Pending' (if moderation is required, U107) or 'Approved'. 7. System displays a confirmation message: "Your review has been submitted and is pending approval."
<i>Alternative Scenarios</i>	<p>1. Review Text Too Short/Long (At Step 4): System detects the review text is outside the allowed</p>

	<p>limits (e.g., less than 10 characters or more than 500 characters). -> System rejects the submission and displays a specific error message (e.g., "Review must be between 10 and 500 characters."). The entered text remains in the form.</p> <p>2. Profanity/Content Filter Violation (At Step 4): System runs a content filter check on the review text. -> If profanity is detected, System displays a warning: "Your review contains inappropriate language and cannot be submitted."</p> <p>3. Anonymous Submission (Extension Point): User checks an optional box labeled "Post anonymously" (if allowed by business rules). -> System submits the review without associating the User's name publicly, but retains the User ID internally for moderation.</p>
<i>Non-Functional Constraints</i>	<p>NFR-R.5: The review submission process MUST be reliable and ensure the review text is saved exactly as submitted (Reliability).</p> <p>NFR-2: The review form should clearly indicate the character count constraints to the user (Usability).</p>

4.2.14. Use Case 14: Wishlist Feature

Use case ID	U014
<i>Use Case</i>	Wishlist Feature
<i>Brief Description</i>	Allows authenticated users to save products for later by adding them to their wishlist.

<i>Actor</i>	User (Customer)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. User is authenticated and logged in. 2. The product exists in the catalog.
<i>Result</i>	Product is added to the user's wishlist in the database.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Actor: navigates to a product page. 2. Actor: clicks the "Add to Wishlist" button. 3. System: validates that the user is logged in. 4. System: stores the product ID in the user's wishlist collection in the database. 5. System: confirms to the user that the product has been added to the wishlist.
<i>Alternative Scenarios</i>	<ul style="list-style-type: none"> - User Not Logged In: System prompts the user to log in before adding to the wishlist. - Product Already in Wishlist: System displays a message like "This product is already in your wishlist." - Database Failure: System displays an error and does not add the product to the wishlist.
<i>Non-Functional Constraints</i>	<ul style="list-style-type: none"> - NFR-6: The wishlist update must be reflected within 3 seconds (Performance). - NFR-8: The wishlist functionality must work across major browsers (Cross-Browser Compatibility). - NFR-5: User wishlist data must be stored securely (User Data Security).

4.2.15. Use Case 15: Promotion Display Module

Use Case ID	U015
<i>Use Case</i>	Display Promotion Module
<i>Brief Description</i>	Displays ongoing promotions and discounts to users on the Home to help them discover current offers.
<i>Actor</i>	User (Customer)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The system contains at least one active promotion in the database. 2. The user accesses the Home page.
<i>Result</i>	Promotions are displayed to the user in the UI.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Actor: navigates to Home page. 2. System: retrieves active promotions from the database. 3. System: renders promotional content (images, titles, descriptions, discounts) on the page. 4. Actor: views the displayed promotions.
<i>Alternative Scenarios</i>	<ul style="list-style-type: none"> - No Active Promotions: System displays a message like “No promotions available at the moment.” - Database Connection Failure: System displays an error or fallback content.
<i>Non-Functional Constraints</i>	<p>-NFR-6 (Performance): Promotions must load and display within 3 seconds</p> <p>-NFR-8 (Compatibility): Display must be consistent across supported browsers</p>

4.2.16. Use Case 16: Chat System

Use Case ID	U016
<i>Use Case</i>	Chat System
<i>Brief Description</i>	Allows the user to start a direct, real-time text conversation with a support agent or Admin for immediate assistance.
<i>Actor</i>	User (Customer or Guest) and Support Agent (Admin Staff)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. The chat system component is loaded on the website. 2. At least one Support Agent is logged in and available to take chats.
<i>Result</i>	The User successfully connects with an Agent and resolves their inquiry, or leaves a message if no agent is available.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. User: clicks the Chat Widget (e.g., a floating icon). 2. System: prompts the user to enter their name, email, and reason for contact. 3. User: fills in the required details and clicks "Start Chat." 4. System: checks the queue for an available Support Agent. 5. System: connects the User with an available Agent and opens the chat window. 6. Agent: accepts the chat and sends a greeting message. 7. User and Agent: exchange real-time messages until the inquiry is resolved. 8. Agent: clicks "End Chat" and closes the session. 9. System: saves the full chat transcript to the database and redirects the User to a satisfaction survey (optional).

<i>Alternative Scenarios</i>	<p>1. Agent Unavailable (Offline Mode) (At Step 4): System determines that no Agents are logged in or available. -> System switches the chat widget to "Offline Mode" and displays an offline message form (e.g., "Leave us a message, and we'll reply by email"). -> User submits the message, which is treated like a Contact Form submission (U211).</p> <p>2. Connection Interruption (During Step 7): The User's or Agent's connection drops (e.g., Wi-Fi failure). -> System attempts to re-establish the connection for a short duration (e.g., 60 seconds). -> If reconnection fails, System logs the session as timed out/interrupted and saves the transcript.</p> <p>3. File Sharing (Variation, During Step 7): User or Agent uploads a small file (e.g., screenshot) via the chat window. -> System scans the file for malware, uploads it securely, and shares a link in the chat window.</p>
<i>Non-Functional Constraints</i>	<p>NFR-6: Message delivery latency (delay) MUST be minimal (ideally $\leq 500\text{ms}$) to ensure a true real-time experience (Performance).</p> <p>NFR-3: The chat service MUST have high availability during scheduled support hours (e.g., 99.9%) (Availability).</p> <p>NFR-5: All chat transcripts MUST be encrypted both in transit (using HTTPS/WSS) and at rest (Security).</p>

4.2.17. Use Case 17: Newsletter Subscription System

Use Case ID	U017
<i>Use Case</i>	Subscribe to Newsletter
<i>Brief Description</i>	Allows users to subscribe to receive updates and promotions via email by submitting their email address.

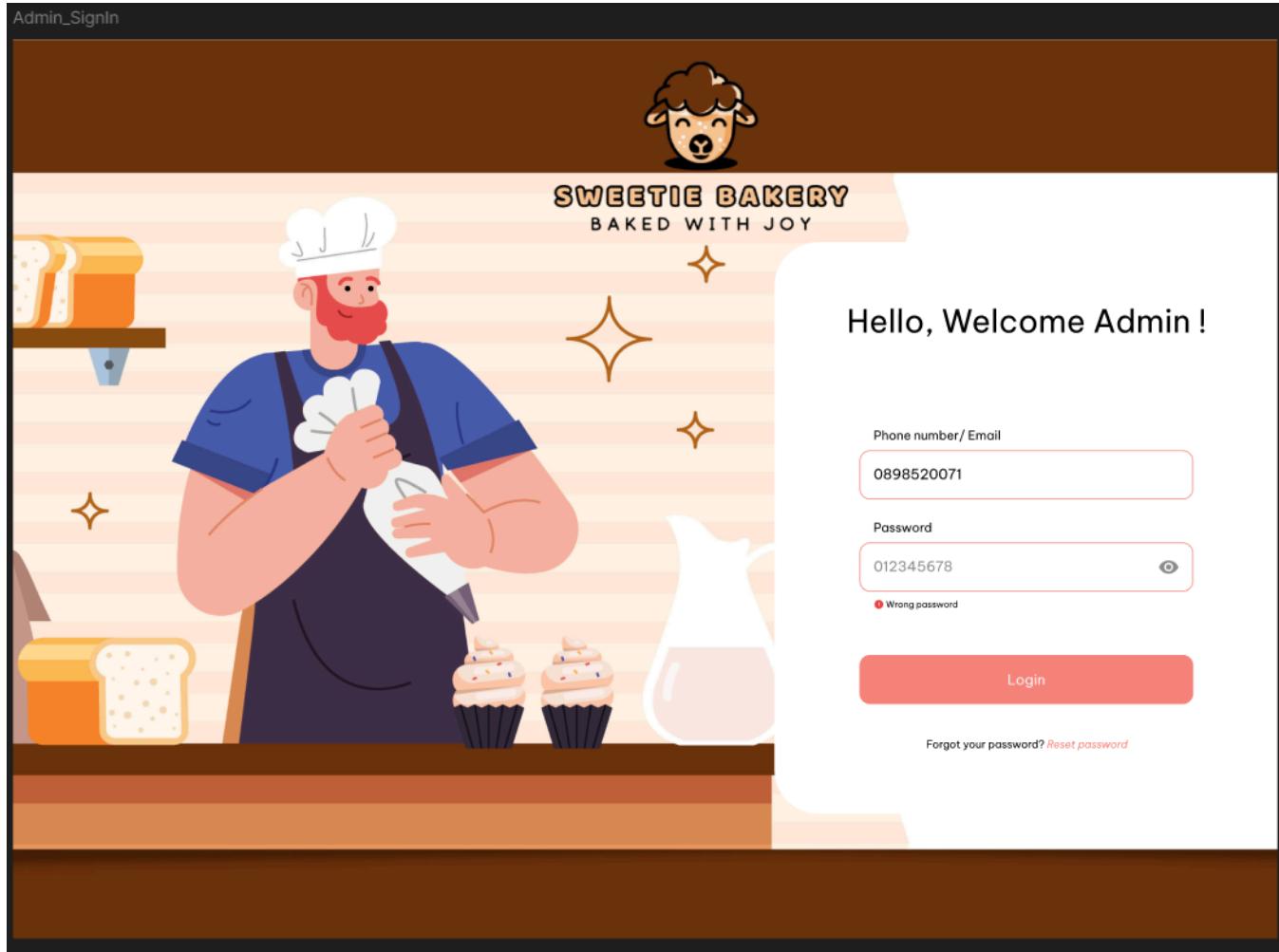
<i>Actor</i>	User (Subscriber)
<i>Pre-Condition</i>	<ol style="list-style-type: none"> 1. User is not yet subscribed. 2. Newsletter subscription form is displayed.
<i>Result</i>	User's email is added to the subscribers list, and a confirmation email is sent.
<i>Main Scenario</i>	<ol style="list-style-type: none"> 1. Actor: enters their email address in the newsletter form. 2. Actor: submits the form. 3. System: validates the email format. 4. System: checks if the email is already subscribed. 5. System: stores the email in the subscribers database. 6. System: sends a confirmation email to the user. 7. Actor: sees a confirmation message on the webpage.
<i>Alternative Scenarios</i>	<ul style="list-style-type: none"> - Email Already Subscribed: System displays a message like "This email is already subscribed." - Invalid Email Format: System displays an error asking for a valid email. - Email Service Failure: System stores the email but logs an error for the confirmation email to be sent later.
<i>Non-Functional Constraints</i>	<ul style="list-style-type: none"> - NFR-4: The system MUST handle subscriber emails in compliance with data privacy regulations, ensuring secure storage and restricted access (Data Privacy Compliance). - NFR-6: The newsletter subscription confirmation page and email MUST be delivered within 5 seconds under normal conditions (Website / System Performance).

	<p>-NFR-8: The subscription form and confirmation message MUST function correctly across major browsers, including Chrome, Firefox, Edge, and Safari (Cross-Browser Compatibility).</p>
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5 Prototype/Mockup

Link Figma:

<https://www.figma.com/design/6P51tryxlCAsexS6LHOrjv/SE?node-id=5-148&t=Dsq7G9GpBcxRkrqo-1>





SWEETIE BAKERY

Dashboard

Tổng quan hoạt động kinh doanh

\$ +12.5%
✉️ +8
👤 +45
↗️ +2.4%

\$

Doanh số hôm nay

5,420,000đ

✉️

Đơn hàng mới

24

👤

Tổng khách hàng

1,234

↗️

Tăng trưởng

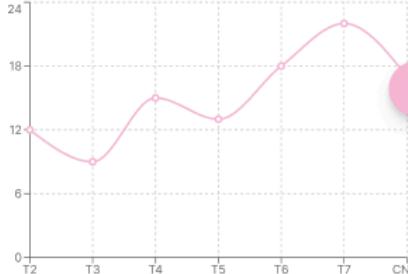
+18.2%

Doanh thu tuần



Tuần	Doanh Thu (đ)
T2	4,000,000
T3	3,000,000
T4	5,000,000
T5	4,500,000
T6	6,000,000
T7	7,500,000
CN	5,800,000

Đơn hàng tuần



Tuần	Đơn Hàng
T2	12
T3	10
T4	15
T5	13
T6	18
T7	22
CN	15

Đơn hàng gần đây

Mã đơn	Khách hàng	Ngày đặt	Tổng tiền	Trạng thái
ORD001	Nguyễn Văn A	2024-11-12	450.000đ	Chờ xử lý
ORD002	Trần Thị B	2024-11-11	380.000đ	Đã xác nhận
ORD003	Lê Văn C	2024-11-10	840.000đ	Đang làm
ORD004	Phạm Thị D	2024-11-09	100.000đ	Đang giao
ORD005	Hoàng Văn E	2024-11-08	420.000đ	Hoàn thành

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Quản Lý Sản Phẩm

Quản lý danh mục sản phẩm của cửa hàng

+ Thêm sản phẩm mới

Dashboard

sản phẩm

- Đơn hàng
- Khách hàng
- Đánh giá
- Khuyến mãi
- System Logs
- Backup DB

Về trang chủ

Tìm kiếm sản phẩm...

Danh sách sản phẩm (8)

ID	Ảnh	Tên	Danh mục	Giá	Tồn kho	Đánh giá	Thao tác
1		Bánh Kem Sinh Nhật Hồng	Bánh Kem	450.000đ	15	★ 4.8	
2		Bánh Kem Dâu Tươi	Bánh Kem	380.000đ	20	★ 4.9	
3		Bánh Socola Đắng	Bánh Kem	420.000đ	12	★ 4.7	
4		Cupcake Hoa Cúc	Cupcake	25.000đ	50	★ 4.6	
5		Macaron Pháp	Macaron	15.000đ	100	★ 4.9	
6		Bánh Ngọt Hỗn Hợp	Bánh Ngọt	180.000đ	25	★ 4.5	
7		Bánh Kem Matcha	Bánh Kem	400.000đ	10	★ 4.8	
8		Cupcake Red Velvet	Cupcake	28.000đ	40	★ 4.7	

SWEETIE BAKERY

Quản lý Sản phẩm

Thêm sản phẩm mới

Tên sản phẩm *

Giá (đ) *

Tồn kho *

Danh mục *

Bánh Kem

Mô tả *

Danh sách sản phẩm (8)

ID	Ảnh	Tên sản phẩm	Giá (đ)	Tồn kho	Đánh giá	Thao tác
1		Bánh Socola Đắng	420.000đ	15	⭐ 4.8	
2		Cupcake Hoa Cúc	25.000đ	50	⭐ 4.6	
3		Macaron Pháp	15.000đ	100	⭐ 4.9	
4		Bánh Ngọt Hỗn Hợp	180.000đ	25	⭐ 4.5	
5		Bánh Kem Matcha	400.000đ	10	⭐ 4.8	
6		Cupcake Red Velvet	28.000đ	40	⭐ 4.7	

Hủy

Thêm

Về trang chủ

Quản Lý Sản Phẩm

Quản lý danh mục sản phẩm của cửa hàng

+ Thêm sản phẩm mới

Tìm kiếm sản phẩm...

Danh sách sản phẩm (8)

ID	Ảnh	Tên sản phẩm *	Giá (đ) *	Tồn kho *	Đánh giá	Thao tác
1		Bánh Kem Sinh Nhật Hồng	450000	15	★ 4.8	
2		Bánh Kem			★ 4.9	
3		Bánh Ngọt Hỗn Hợp	Bánh Ngọt	180.000đ	★ 4.5	
4		Bánh Kem Matcha	Bánh Kem	400.000đ	★ 4.8	
5		Cupcake Red Velvet	Cupcake	28.000đ	★ 4.7	
6		Bánh Ngọt Hỗn Hợp	Bánh Ngọt	180.000đ	★ 4.5	
7		Bánh Kem Matcha	Bánh Kem	400.000đ	★ 4.8	
8		Cupcake Red Velvet	Cupcake	28.000đ	★ 4.7	

Chỉnh sửa sản phẩm

Tên sản phẩm *: Bánh Kem Sinh Nhật Hồng

Giá (đ) *: 450000

Tồn kho *: 15

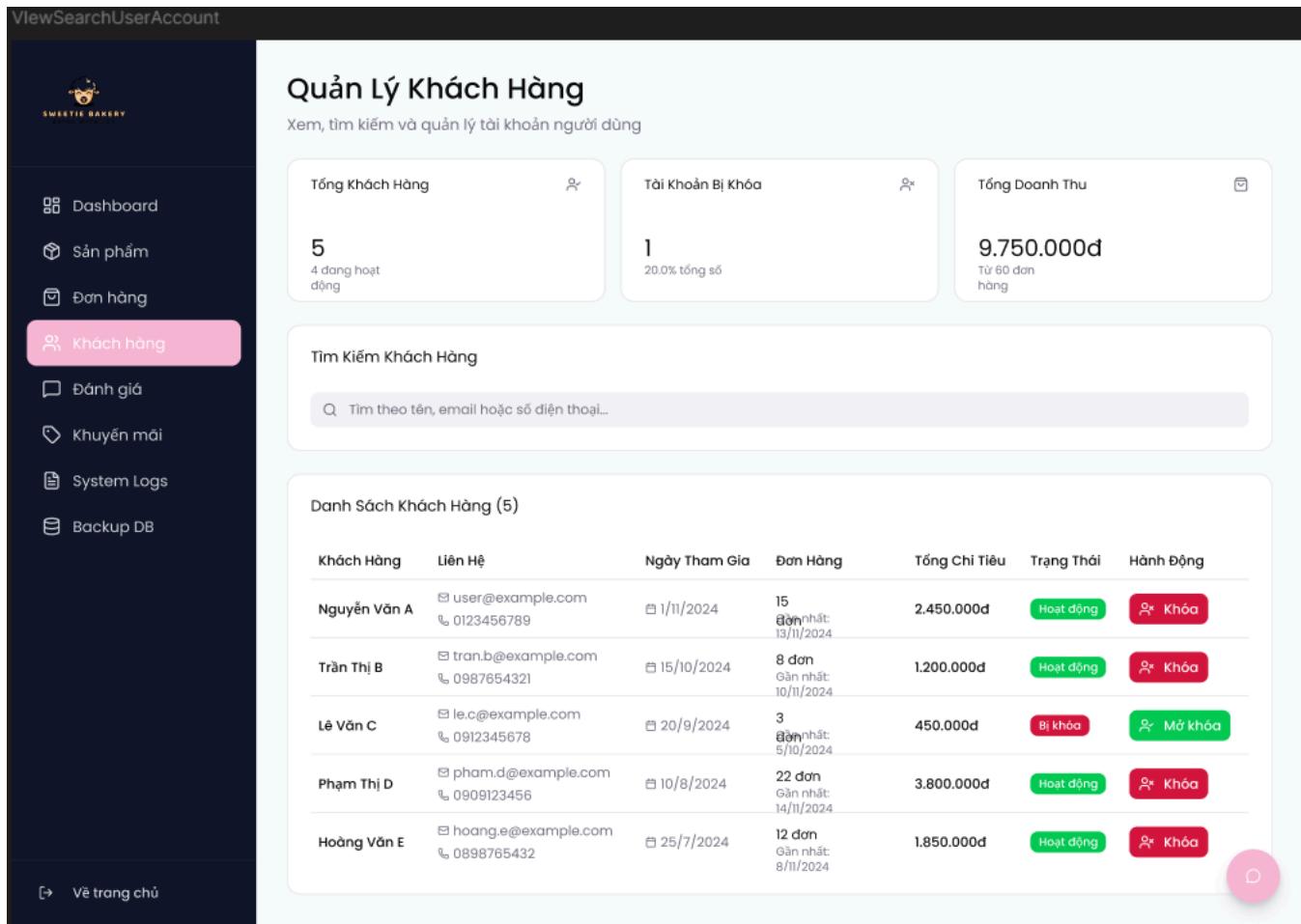
Danh mục *: Bánh Kem

Mô tả *: Bánh kem sinh nhật với tông màu hồng nhẹ nhàng, trang trí họa tiết sinh động.

URL hình ảnh *: <https://images.unsplash.com/photo-1583852542295-05d28d>. Trong thực tế, sử dụng Cloudinary để upload ảnh.

Hủy Cập nhật

[Về trang chủ](#)



Quản Lý Khách Hàng

Xem, tìm kiếm và quản lý tài khoản người dùng

Tổng Khách Hàng

5

4 đang hoạt động

Tài Khoản Bị Khóa

1

20.0% tổng số

Tổng Doanh Thu

9.750.000đ

Từ 60 đơn hàng

Tìm Kiếm Khách Hàng

Danh Sách Khách Hàng (5)

Khách Hàng	Liên Hệ	Ngày Tham Gia	Đơn Hàng	Tổng Chi Tiêu	Trạng Thái	Hành Động
Nguyễn Văn A	✉ user@example.com 👤 0123456789	⌚ 1/11/2024	15 đơn Gần nhất: 13/11/2024	2.450.000đ	Hoạt động	Bị khóa
Trần Thị B	✉ tran.b@example.com 👤 0987654321	⌚ 15/10/2024	8 đơn Gần nhất: 10/11/2024	1.200.000đ	Hoạt động	Bị khóa
Lê Văn C	✉ le.c@example.com 👤 0912345678	⌚ 20/9/2024	3 đơn Gần nhất: 5/10/2024	450.000đ	Bị khóa	Mở khóa
Phạm Thị D	✉ pham.d@example.com 👤 0909123456	⌚ 10/8/2024	22 đơn Gần nhất: 14/11/2024	3.800.000đ	Hoạt động	Bị khóa
Hoàng Văn E	✉ hoang.e@example.com 👤 0898765432	⌚ 25/7/2024	12 đơn Gần nhất: 8/11/2024	1.850.000đ	Hoạt động	Bị khóa

[Về trang chủ](#)

The screenshot shows a dashboard for managing customer accounts. On the left sidebar, there are several menu items: Dashboard, Sản phẩm (Products), Đơn hàng (Orders), Khách hàng (Customers) (which is highlighted in pink), Đánh giá (Reviews), Khuyến mãi (Promotions), System Logs, and Backup DB. At the bottom of the sidebar is a link to 'Về trang chủ' (Home page).

The main content area has a title 'Quản Lý Khách Hàng' (Customer Management) and a subtitle 'Xem, tìm kiếm và quản lý tài khoản người dùng' (View, search, and manage user accounts). It features three summary cards:

- Tổng Khách Hàng: 5 (4 đang hoạt động)
- Tài Khoản Bị Khóa: 1 (20.0% tổng số)
- Tổng Doanh Thu: 9.750.000đ (Từ 60 đơn hàng)

Below these cards is a search bar labeled 'Tim Kiếm Khách Hàng' with the placeholder 'Tim theo tên, email hoặc số điện thoại...'. A modal window titled 'Khóa Tài Khoản' (Lock Account) is open over the customer list, showing a message: 'Bạn có chắc chắn muốn khóa tài khoản của Trần Thị B?' (Are you sure you want to lock the account of Tran Thi B?). The modal has two buttons: 'Hủy' (Cancel) and 'Khóa Tài Khoản' (Lock Account).

The main table lists five customers with columns: Khách Hàng, Liên Hệ, Ngày Tham Gia, Đơn Hàng, Tổng Chi Tiêu, Trạng Thái, and Hành Động.

Khách Hàng	Liên Hệ	Ngày Tham Gia	Đơn Hàng	Tổng Chi Tiêu	Trạng Thái	Hành Động
Nguyễn Văn A	Khóa Tài Khoản	Bạn có chắc chắn muốn khóa tài khoản của Trần Thị B?				
Trần Thị B	Người dùng sẽ không thể đăng nhập và thực hiện đơn hàng mới.					
Lê Văn C				450.000đ	Bị khóa	Mở khóa
Phạm Thị D	pham.d@example.com 0909123456	10/8/2024	22 đơn Gần nhất: 14/11/2024	3.800.000đ	Hoạt động	Khóa
Hoàng Văn E	hoang.e@example.com 0898765432	25/7/2024	12 đơn Gần nhất: 8/11/2024	1.850.000đ	Hoạt động	Khóa

SWEETIE BAKERY
BAKED WITH LOVE

- Dashboard
- Sản phẩm
- Đơn hàng**
- Khách hàng
- Đánh giá
- Khuyến mãi
- System Logs
- Backup DB

[→] Về trang chủ

Quản Lý Đơn Hàng

Theo dõi và cập nhật trạng thái đơn hàng

Tất cả

Mã đơn	Khách hàng	Ngày đặt	Tổng tiền	Trạng thái	Thao tác
ORD001	Nguyễn Văn A	2024-11-12	450.000đ	Chờ xử lý	
ORD002	Trần Thị B	2024-11-11	380.000đ	Đã xác nhận	
ORD003	Lê Văn C	2024-11-10	840.000đ	Đang làm	
ORD004	Phạm Thị D	2024-11-09	100.000đ	Đang giao	
ORD005	Hoàng Văn E	2024-11-08	420.000đ	Hoàn thành	

View

Quản Lý Đánh Giá & Phản Hồi

Xem, lọc và quản lý đánh giá của khách hàng

Tổng Đánh Giá: 6
Chờ Duyệt: 3
Đánh Giá Trung Bình: 3.7 ★
Từ 6 đánh giá

Lọc & Tìm Kiếm

Trạng thái: Tất cả
Đánh giá: Tất cả
Tìm kiếm: Tim theo sản phẩm, người dùng...

Danh Sách Đánh Giá (6)

- Bánh Kem Dâu Tây**
Nguyễn Văn A • 14/11/2024
★★★★★ (5/5)
Bánh rất ngọt, đẹp mắt và giao hàng nhanh! Tôi sẽ quay lại mua tiếp.
 Phản hồi
- Cupcake Chocolate**
Trần Thị B • 13/11/2024
★★★★☆ (4/5)
Bánh ngọt nhưng hơi ngọt, nên giảm đường một chút sẽ tốt hơn.
 Phê duyệt Từ chối Phản hồi
- Bánh Kem Dâu Tây** ⚠ Nghỉ ngơi Spam
Spam User • 12/11/2024
★★★★☆ (1/5)
Click vào link này để nhận quà miễn phí: http://spam-link.com
 Phê duyệt Từ chối Phản hồi Xóa Spam
- Tiramisu**
Lê Văn C • 11/11/2024
★★★★★ (5/5)
Tiramisu cực kỳ ngọt, vị cà phê đậm đà, kem mềm mịn!
Phản hồi từ Admin:
Cảm ơn bạn đã ủng hộ! Rất vui vì bạn thích Tiramisu của chúng tôi.
 Sửa phản hồi
- Cupcake Chocolate**
Phạm Thị D • 10/11/2024
★★★★☆ (2/5)
Bánh bị dập, không đẹp như hình. Thất vọng!!!
 Phản hồi
- Macaron Mix**
Huang Văn E • 9/11/2024
★★★★★ (5/5)
Macaron đẹp và ngọt, màu sắc bắt mắt. Đóng gói cẩn thận.
 Phê duyệt Từ chối Phản hồi

Về trang chủ

Respond

Quản Lý Đánh Giá & Phản Hồi

Xem, lọc và quản lý đánh giá của khách hàng

Tổng Đánh Giá

6

2 đã phê duyệt

Chờ Duyệt

2

Cần xem xét

Đánh Giá Trung Bình

3.7 ★

Từ 6 đánh giá

Lọc & Tìm Kiếm

Trạng thái	Đánh giá	Tìm kiếm
Tất cả	Tất cả	Q. Tìm theo sản phẩm, người dùng...

Danh Sách Đánh Giá (6)

Bánh Kem Dâu Tây	Nguyễn Văn A • 14/11/2024	<input type="button" value="Đã duyệt"/>
<p>★★★★★ (5/5)</p> <p>Bánh rất ngon, đẹp mắt và giao hàng nhanh! Tôi sẽ quay lại mua tiếp.</p> <p><input type="checkbox"/> Phản hồi</p>		
<p>Cupcake Chocolate</p> <p>Trần Thị B • 13/11/2024</p> <p>★★★★★ (4/5)</p> <p>Bánh ngon như...</p> <p><input type="checkbox"/> Phản hồi</p>		
<p>Bánh Kem Dâu Tây</p> <p>Nghị ngờ Spam</p> <p>Spam User • 12/11/2024</p> <p>★★☆☆☆ (1/5)</p> <p>Click vào link này để nhận quà miễn phí: http://spam-link.com</p> <p><input checked="" type="button" value="Phê duyệt"/> <input type="button" value="Tù chối"/> <input type="checkbox"/> Phản hồi <input type="button" value="Xóa Spam"/></p>		
<p>Tiramisu</p> <p>Lê Văn C • 11/11/2024</p> <p>★★★★★ (5/5)</p> <p>Tiramisu cực kỳ ngon, vị cà phê đậm đà, kem mềm mịn!</p> <p>Phản hồi từ Admin</p> <p>Cảm ơn bạn đã ủng hộ! Rất vui vì bạn thích Tiramisu của chúng tôi.</p> <p><input type="checkbox"/> Sửa phản hồi</p>		
<p>Cupcake Chocolate</p> <p>Phạm Thị D • 10/11/2024</p> <p>★★☆☆☆ (2/5)</p> <p>Bánh bị dập, không đẹp như hình. Thất vọng!!!</p> <p><input type="checkbox"/> Phản hồi</p>		
<p>Macaron Mix</p> <p>Hoàng Văn E • 9/11/2024</p> <p>★★★★★ (5/5)</p> <p>Macaron đẹp và ngon, màu sắc bắt mắt. Đóng gói cẩn thận.</p> <p><input checked="" type="button" value="Phê duyệt"/> <input type="button" value="Tù chối"/> <input type="checkbox"/> Phản hồi</p>		

SpamReview

The screenshot displays the SpamReview application's interface. On the left is a dark sidebar with the brand name "SWEETIE BAKERY" at the top. Below it are several menu items: Dashboard (selected), Sản phẩm, Đơn hàng, Khách hàng, Đánh giá (highlighted in pink), Khuyến mãi, System Logs, and Backup DB.

The main content area is titled "Quản Lý Đánh Giá & Phản Hồi" (Review Management) and includes a sub-header "Xem, lọc và quản lý đánh giá của khách hàng" (View, filter, and manage customer reviews).

Key statistics are displayed in three boxes:

- Tổng Đánh Giá: 6 (2 đã phê duyệt)
- Chờ Duyệt: 2 (Cần xem xét)
- Đánh Giá Trung Bình: 3.7★ (Từ 6 đánh giá)

Below these are filtering and search options:

- Lọc & Tìm Kiếm
- Trạng thái: Tất cả
- Đánh giá: Tất cả
- Tìm kiếm: Q_ Tim theo sản phẩm, người dùng...

The main list shows a table of reviews:

Sản Phẩm	Tên Khách Hàng	Ngày	Đánh Giá	Phản Hồi	Chỉ Duyệt
Bánh Kem Dâu Tarty	Nguyễn Văn A	14/11/2024	★★★★★ (5/5)	Bánh rất ngon, đẹp mắt và giao hàng nhanh! Tôi sẽ quay lại mua tiếp.	<input type="button" value="Đã duyệt"/>
Cupcake Chocolate	Trần Thị B	10/11/2024	★★★★★ (4/5)	Bánh ngon như...	<input type="button" value="Tù chối"/>
Bánh Kem Dâu Tarty	Spam User	12/11/2024	★ ★ ★ ★ (1/5)	Click vào link này để nhận quà miễn phí http://spam-link.com	<input type="button" value="Chỉ duyệt"/> <input type="button" value="Xóa Spam"/>
Tiramisu	Lê Văn C	11/11/2024	★★★★★ (5/5)	Tiramisu cực kỳ ngon, vị cà phê đậm đà, kem mềm mịn!	<input type="button" value="Đã duyệt"/>
Cupcake Chocolate	Phạm Thị D	10/11/2024	★★☆☆☆ (2/5)	Bánh bị dập, không đẹp như hình. Thất vọng!!!	<input type="button" value="Tù chối"/>
Macaron Mix	Hoàng Văn E	9/11/2024	★★★★★ (5/5)	Macaron đẹp và ngon, màu sắc bắt mắt. Đóng gói cẩn thận.	<input type="button" value="Chỉ duyệt"/>

A modal window is open for the review from "Trần Thị B", titled "Phản Hồi Đánh Giá". It says "Gửi phản hồi cho đánh giá của Trần Thị B" and contains a text input field "Nhập phản hồi của bạn..." with placeholder text "Nhập phản hồi của bạn...". It includes "Hủy" and "Gửi Phản Hồi" buttons.

Create Promotions

The screenshot shows a dark-themed application interface for managing promotions. On the left sidebar, there are several menu items: Dashboard, Sản phẩm, Đơn hàng, Khách hàng, Đánh giá, Khuyến mãi (which is highlighted in pink), System Logs, and Backup DB. Below the sidebar is a link to 'Về trang chủ'. The main area has a title 'Quản Lý Khuyến Mãi' and a sub-section 'Tạo Khuyến Mãi Mới'. It includes fields for 'Mã Code' (e.g., WELCOME10), 'Loại Giảm Giá' (Percentage), 'Tên Chương Trình' (e.g., Giảm 10% cho khách hàng mới), 'Mô Tả' (Description), 'Giá Trị Giảm' (e.g., 10), 'Đơn Hàng Tối Thiểu' (e.g., 200000), 'Giảm Tối Đa (VNĐ)' (e.g., 50000), and two specific rules: 'Giảm 20% cho VIP' (e.g., 20%, Min Order: 300.000đ) and 'Black Friday - Giảm 30%' (e.g., 30%, Super Sale Black Friday). To the right, there's a summary section 'Hiệu Quả' showing a count of 111 and a note 'Trung bình/chương trình'. Below this is a table for existing promotions, with one row highlighted in pink.

Mã Code	Tên Chương Trình	Loại	Giá Trị	Thời Gian	Sử Dụng	Trạng Thái
WELCOME10	Giảm 10% cho khách hàng mới	% Phần trăm	10%	01/11/2024 đến 31/12/2024	45 / 100	Hoạt động
SWEET50K	Giảm 50K cho đơn từ 500K	Cố định	50.000đ	10/11/2024 đến 20/11/2024	23 / 50	Hoạt động
VIP20	Giảm 20% cho VIP	% Phần trăm	20%	01/11/2024 đến 31/12/2024	67	Hoạt động
BLACKFRIDAY	Black Friday - Giảm 30%	% Phần trăm	30%	25/10/2024 đến 27/10/2024	198 / 200	Hết hạn

View & Manage Promotions

The screenshot shows the same application interface as the first one, but the 'View & Manage Promotions' section is active. It features three summary boxes: 'Tổng Khuyến Mãi' (4 active, 3 pending), 'Lượt Sử Dụng' (333 total uses), and 'Hiệu Quả' (111 average). Below these is a 'Danh Sách Khuyến Mãi' table listing the same four promotions as the first screenshot, each with its details and status. A pink circle highlights the last row of the table.

Mã Code	Tên Chương Trình	Loại	Giá Trị	Thời Gian	Sử Dụng	Trạng Thái
WELCOME10	Giảm 10% cho khách hàng mới	% Phần trăm	10%	01/11/2024 đến 31/12/2024	45 / 100	Hoạt động
SWEET50K	Giảm 50K cho đơn từ 500K	Cố định	50.000đ	10/11/2024 đến 20/11/2024	23 / 50	Hoạt động
VIP20	Giảm 20% cho VIP	% Phần trăm	20%	01/11/2024 đến 31/12/2024	67	Hoạt động
BLACKFRIDAY	Black Friday - Giảm 30%	% Phần trăm	30%	25/10/2024 đến 27/10/2024	198 / 200	Hết hạn

LogManage

SWEETIE BAKERY

Dashboard

Sản phẩm

Đơn hàng

Khách hàng

Đánh giá

Khuyến mãi

System Logs

Backup DB

Về trang chủ

System Logs

Theo dõi hoạt động hệ thống, chẩn đoán lỗi và điều tra sự kiện bảo mật

Tổng Logs: 7
Trong khoảng thời gian đã chọn

Errors: 2
Cần xem xét ngay

Warnings: 2
Cảnh báo hệ thống

Lọc & Tìm Kiếm

Khoảng Thời Gian: 1 giờ gần nhất

Log Level: Tất cả

Service: Tất cả

Tìm kiếm: Tim logs...

Log Entries (7)

Timestamp	Level	Service	Message	Action
16:58:30 14/11/2025	Error	Authentication	Failed login attempt	Chi tiết
16:53:30 14/11/2025	Success	Order	Order created successfully	Chi tiết
16:48:30 14/11/2025	Warning	Payment	Payment timeout	Chi tiết
16:43:30 14/11/2025	Info	Product	Product updated	Chi tiết
16:38:30 14/11/2025	Error	Database	Connection timeout	Chi tiết
16:33:30 14/11/2025	Success	Authentication	User logged in	Chi tiết
16:28:30 14/11/2025	Warning	API	Rate limit warning	Chi tiết

configure

Database Backup & Restore

Cấu hình và thực hiện sao lưu, khôi phục database tự động

Tổng Backups

5
Tổng dung lượng: 1201 MB

Backup Gần Nhất

03:00:00 14/11/2024
245 MB

Trạng Thái

Đang hoạt động
Tự động hàng ngày

Cấu Hình Backup Tự Động

Bật tự động

Tần Suất Backup	Thời Gian Thực Hiện	Lưu Trữ (ngày)
Hàng ngày	03:00 (Sáng sớm)	30 ngày

Lưu Cấu Hình

Backup Thủ Công

Tạo backup ngay lập tức không cần chờ lịch tự động
Thời gian backup: ~2-5 phút tùy dung lượng database

▷ Tạo Backup Ngay

Lịch Sử Backup

Tên Backup	Ngày Tạo	Dung Lượng	Loại	Trạng Thái	Hành Động
backup-2024-11-14-03-00	03:00:00 14/11/2024	245 MB	Tự động	Hoàn thành	⬇️ ⬆️ Khôi phục
backup-2024-11-13-03-00	03:00:00 13/11/2024	243 MB	Tự động	Hoàn thành	⬇️ ⬆️ Khôi phục
backup-before-update-manual	15:30:00 12/11/2024	240 MB	Thủ công	Hoàn thành	⬇️ ⬆️ Khôi phục
backup-2024-11-12-03-00	03:00:00 12/11/2024	238 MB	Tự động	Hoàn thành	⬇️ ⬆️ Khôi phục
backup-2024-11-11-03-00	03:00:00 11/11/2024	235 MB	Tự động	Hoàn thành	⬇️ ⬆️ Khôi phục

Restore

SWEETIE BAKERY

Dashboard

Sản phẩm

Đơn hàng

Khách hàng

Đánh giá

Khuyến mãi

System Logs

Backup DB

Database Backup & Restore

Cấu hình và thực hiện sao lưu, khôi phục database tự động

Tổng Backups: 5
Tổng dung lượng: 1201 MB

Backup Gần Nhất: 03:00:00 14/11/2024
245 MB

Trạng Thái: Đang hoạt động
Tự động hàng ngày

Cấu Hình Backup Tự Động

Bật tự động:

Tần Suất Backup: Hàng ngày

Thời Gian Thực Hiện: 03:00 (Sáng sớm)

Lưu Trữ (ngày): 30 ngày

Lưu Cấu Hình

Backup Thủ Công

Tạo backup ngay lập tức không cần chờ lịch tự động
Thời gian backup: ~2-5 phút tùy dung lượng database

Tạo Backup Ngay

Lịch Sử Backup

⚠ Khôi Phục Database

CẢNH BÁO: Hành động này sẽ ghi đè toàn bộ database hiện tại!

Tên Backup: Bạn có chắc chắn muốn khôi phục từ backup:

backup-2024-11-14-03-00
Ngày tạo: 03:00:00
14/11/2024
Tất cả dữ liệu từ sau thời điểm backup sẽ bị mất!

Hủy Xác Nhận Khôi Phục

Trạng Thái

Hành Động

Hoàn thành

Khôi phục

Về trang chủ





SignUp



SWEETIE BAKERY
BAKED WITH JOY

Hi, welcome to our page !

Email

abc@gmail.com

Username

user123

Password

012345678



Confirm Password

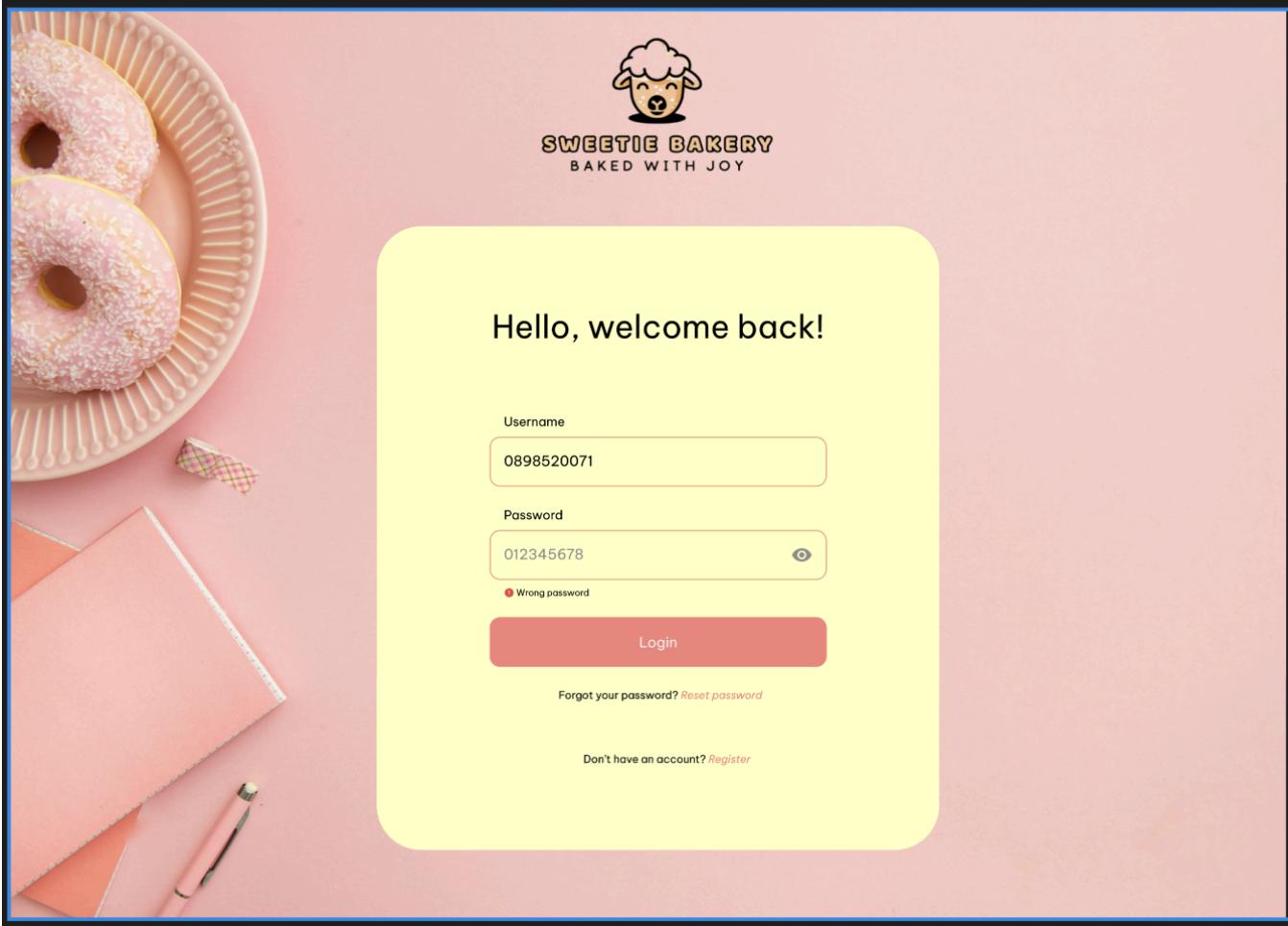
012345678



● Unmatched password

Sign Up

You already have an account ? [Sign In](#)



Hello, welcome back!

Username

0898520071

Password

012345678

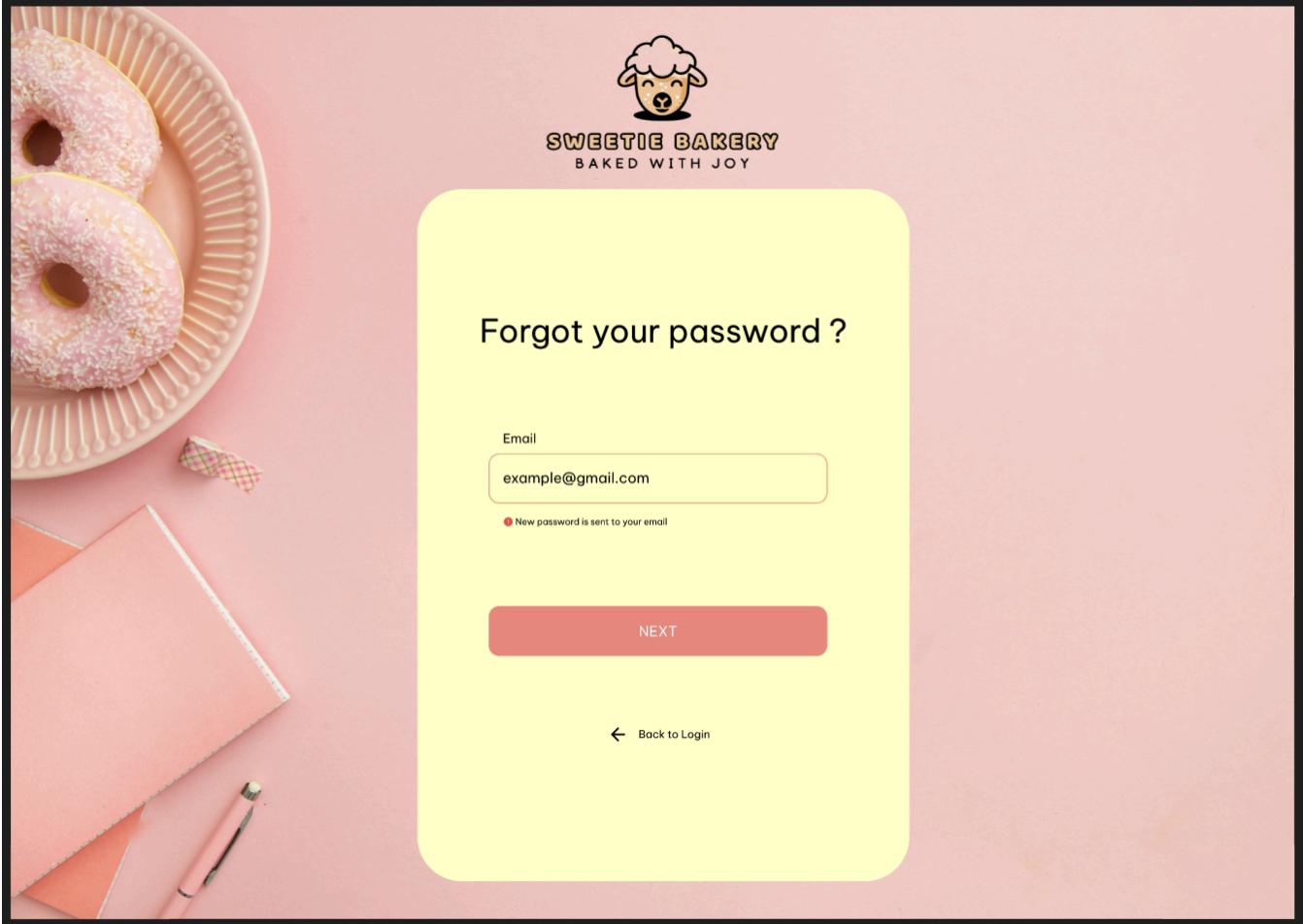


Wrong password

Login

Forgot your password? [Reset password](#)

Don't have an account? [Register](#)



Home Page

The homepage features a pink header banner with the text "Hương Vị ngọt Ngào Cho Mỗi Khoảnh Khắc". Below the banner, there's a section titled "Sản Phẩm Nổi Bật" (Featured Products) displaying six different cake items with their names, ratings, and prices. A central section titled "Ưu Đãi Đặc Biệt" (Special Offer) shows three promotional boxes. At the bottom, there's a "Khách Hàng Nói Gì" (What Customers Say) section with four reviews from happy customers.

Sản Phẩm Nổi Bật
Những sản phẩm được yêu thích nhất

- Bánh Kem Sinh Nhật Hồng: ★★★★☆ (48) | 382.500đ 450.000đ
- Bánh Kem Dâu Tằm: ★★★★☆ (48) | 304.000đ 380.000đ
- Bánh Socola Đắng: ★★★★☆ (47) | 378.000đ 450.000đ
- Cupcake Hoa Cúc: ★★★★☆ (46) | 18.750đ 25.000đ
- Macaron Pháp: ★★★★☆ (46) | 10.500đ 14.000đ
- Bánh ngọt nhân hộp: ★★★★☆ (45) | 158.400đ 190.000đ

Ưu Đãi Đặc Biệt
Những chương trình khuyến mãi hấp dẫn trong tháng

- Giảm 20% cho đơn đầu tiên
Đơn hàng tối thiểu 100.000đ
- Miễn phí giao hàng
Cho đơn từ 100.000đ
- Tặng 2 Cupcake
Khi mua bánh kem 8 inch

Khách Hàng Nói Gì
Những đánh giá chân thực từ khách hàng của chúng tôi

- Nguyễn Thị Huyền: ★★★★★
Bánh rất ngọt, vỏ đẹp! Tôi sẽ推荐 bạn bè
khi có dịp sẽ đặt
thêm.
07/2024
- Trần Văn Nam: ★★★★★
Bánh ngọt ngon,
bên trong mềm,
bên ngoài
đẹp và hợp lý.
sugardreaming@
07/2024
- Lê Thị Huyền: ★★★★★
Biscoiron rất ngọt, vị
đẹp và thơm. Chỉ cần
nhất ngay một chút
với tôi.
07/2024
- Phạm Minh Tuấn: ★★★★★
đã ăn trên tay
nhưng vẫn
thích. Cám ơn
SweetBakery.
07/2024

Sẵn Sàng Đặt Bánh Ngay?
Đặt hàng nhanh chóng, nhận bánh tươi ngọt, chất lượng ngay tại nền nhà bạn.

Về Chúng Tôi
Giới thiệu
Liên hệ
Hỗ trợ khách hàng
Hệ thống cửa hàng
Admin Panel

Chính Sách
Cẩm nang bảo mật
Bảo hành và đổi trả
Bảo hành và đổi trả
Chính sách giao hàng

Đăng Ký Nhận Tin
Nhận thông tin về sản phẩm
mới và ưu đãi đặc biệt
Email của bạn
Đăng ký

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Products List

SWEETIE BAKERY
Bakes with Joy

Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi Đăng nhập Giỏ

Danh Mục Sản Phẩm

Khám phá bộ sưu tập bánh ngon của chúng tôi

Tìm thấy 8 sản phẩm

Danh Mục

- Bánh Kem
- Bánh Ngọt
- Cupcake
- Macaron

Khoảng Giá

0đ 500.000đ

Đánh Giá Tối Thiểu

- ★★★★★ 4+ sao
- ★★★★☆ 3+ sao
- ★★★★☆ 2+ sao
- ★★☆☆☆ 1+ sao

Tất cả

Xóa bộ lọc

Tim thấy 8 sản phẩm

Bánh Kem Sinh Nhật
★★★★☆ (4.8)
382.500đ 450.000đ

Thêm vào giỏ

Bánh Kem Dâu Tươi
★★★★☆ (4.9)
304.000đ 380.000đ

Thêm vào giỏ

Bánh Socola Đắng
★★★★☆ (4.7)
378.000đ 420.000đ

Thêm vào giỏ

Cupcake Hoa Cúc
★★★★☆ (4.6)
18.750đ 25.000đ

Thêm vào giỏ

Macaron Pháp
★★★★☆ (4.9)
10.500đ 15.000đ

Thêm vào giỏ

Bánh Ngọt Hỗn Hợp
★★★★☆ (4.5)
158.400đ 180.000đ

Thêm vào giỏ

Bánh Kem Matcha
★★★★☆ (4.8)
328.000đ 400.000đ

Thêm vào giỏ

Cupcake Red Velvet
★★★★☆ (4.7)
28.000đ

Thêm vào giỏ

Đóng

Về Chúng Tôi

Giới thiệu

Liên hệ

Hệ thống cửa hàng

Admin Panel

Chính Sách

Chính sách bảo mật

Điều khoản sử dụng

Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

Đăng ký

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Online Bakery Web App

The screenshot displays the homepage of the "Online Bakery Web App". The top navigation bar includes links for Trang Chủ, Sản Phẩm, Ưu Đãi, Về Chúng Tôi, and a search bar. The main content area features a pink-to-yellow gradient header with the title "Về Chúng Tôi" (About Us) and a sub-section "Câu chuyện về hành trình mang đến những chiếc bánh ngọt ngào". Below this is a section titled "Câu Chuyện Của Chúng Tôi" (Our Story) featuring a photo of four decorated cupcakes and statistics: 14+ Năm kinh nghiệm, 10+ Cao hàng, and 50K+ Khách hàng. A "Giá Trị Cốt Lõi" (Core Values) section follows, listing Tinh Yêu Nghề (Craftsmanship), Chất Lượng (Quality), and Khách Hàng (Customer). The "Đội Ngũ Của Chúng Tôi" (Our Team) section shows four team members: Nguyễn Thị Hương (Baker), Trần Văn Nam (Delivery Driver), Lê Thị Mai (Quality Control), and Phạm Minh Tuấn (Customer Support). The "Ghé Thăm Chúng Tôi" (Visit Us) section provides contact details and locations in Quận 3, Hồ Chí Minh, and Bà Rịa-Vũng Tàu. The "Sẵn Sàng Thưởng Thức?" (Ready to Eat?) section offers delivery and pickup options. The footer contains links for Về Chúng Tôi, Chính Sách, Đăng Ký Nhận Tin, and copyright information.

Promotion Page

Trang Chủ | Sản Phẩm | Ưu Đãi | Về Chúng Tôi | Đăng nhập | Giỏ hàng

Ưu Đãi Đặc Biệt

Khám phá các chương trình khuyến mãi hấp dẫn và tiết kiệm ngay hôm nay!

Đang Giảm Giá

7 sản phẩm đang có ưu đãi đặc biệt

Tên Sản Phẩm	Mức Giảm Giá (%)	Giá Nguyên	Giá Hiện Nay
Bánh Kem Sinh Nhật Hồng	-10%	382.500đ	344.250đ
Bánh Kem Dâu Tươi	-20%	304.000đ	243.200đ
Bánh Socola Đắng	-15%	378.000đ	318.300đ
Cupcake Hoa Cúc	-25%	18.750đ	13.562,5đ
Macaron Pháp	-30%	10.500đ	7.350đ
Bánh Ngọt Hỗn Hợp	-10%	158.400đ	142.560đ
Bánh Kem Matcha	-10%	328.000đ	295.200đ

Đừng bỏ lỡ ưu đãi!

Đăng ký nhận thông báo để cập nhật các chương trình khuyến mãi mới nhất.

[Đăng ký ngay](#)

Về Chúng Tôi | Chính Sách | Đăng Ký Nhận Tin

Mong đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Giới thiệu | Chính sách bảo mật | Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Liên hệ | Điều khoản sử dụng | Email cửa hàng

Hệ thống cửa hàng | Chính sách giao hàng | Đăng ký

Admin Panel

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Promotion Page

Ưu Đãi Đặc Biệt

Khám phá các chương trình khuyến mãi hấp dẫn và tiết kiệm ngay hôm nay!

Sản Phẩm Giảm Giá **Khuyến Mãi Đặc Biệt**

Chương Trình Đặc Biệt

Các ưu đãi combo và khuyến mãi hấp dẫn

Mua 2 Tặng 1

Mua 2 bánh kem bất kỳ, tặng 1 cupcake miễn phí

Có hiệu lực đến: **31/12/2024**

Xem Chi Tiết

Sản phẩm áp dụng:

- Bánh Kem Sinh Nhật Hồng
- Bánh Kem Dâu Tươi
- Bánh Socola Băng

Flash Sale Cuối Tuần

Giảm 30% cho tất cả bánh kem vào Thứ 7 & CN

Có hiệu lực đến: **Cuối tuần**

Xem Chi Tiết

Sản phẩm áp dụng:

- Bánh Kem Sinh Nhật Hồng
- Bánh Kem Dâu Tươi
- Bánh Socola Băng

Combo Gia Đình

Mua combo 1 bánh kem + 6 cupcakes chỉ 450.000đ

Có hiệu lực đến: **15/12/2024**

Combo

Xem Chi Tiết

Sản phẩm áp dụng:

- Cupcake Hoa Cúc
- Macaron Pháp
- Bánh Ngọt Hộp

Happy Hour

Giảm 20% từ 14h-16h hàng ngày

Có hiệu lực đến: **Hàng ngày**

Happy Hour

Xem Chi Tiết

Sản phẩm áp dụng:

- Bánh Ngọt Hộp

Đừng bỏ lỡ ưu đãi!

Bấm ký nhận thông báo để cập nhật các chương trình khuyến mãi mới nhất

Bấm ký ngay

Về Chúng Tôi

- Giới thiệu
- Lien hệ
- Hệ thống cửa hàng
- Admin Panel

Chính Sách

- Chính sách bảo mật
- Điều khoản sử dụng
- Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn:

Bấm ký

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Empty Wishlist



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập



Wishlist trống

Hãy thêm sản phẩm yêu thích vào wishlist

[Khám phá sản phẩm](#)



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

- Giới thiệu
- Liên hệ
- Hệ thống cửa hàng
- Admin Panel

Chính Sách

- Chính sách bảo mật
- Điều khoản sử dụng
- Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

[Đăng ký](#)

D

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Items in Wishlist

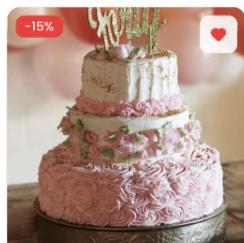


Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập Giỏ

Wishlist

Bạn có 2 sản phẩm trong wishlist



Bánh Kem Sinh Nhật

★★★★☆ (4.8)

382.500đ 450.000đ

Thêm vào giỏ



Bánh Socola Đắng

★★★★☆ (4.7)

378.000đ 420.000đ

Thêm vào giỏ



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

Giới thiệu

Liên hệ

Hệ thống cửa hàng

Admin Panel

Chính Sách

Chính sách bảo mật

Điều khoản sử dụng

Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

Đăng ký

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Empty Shopping Cart



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập



Giỏ hàng trống

Hãy thêm sản phẩm vào giỏ hàng của bạn

[Khám phá sản phẩm](#)



Về Chúng Tôi

Giới thiệu
Liên hệ
Hệ thống cửa hàng
[Admin Panel](#)

Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Chính Sách

Chính sách bảo mật
Điều khoản sử dụng
Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

[Đăng ký](#)

D

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Items in Shopping Cart

 Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi Đăng nhập Giỏ Hàng

Giỏ Hàng

 Bánh Kem Sinh Nhật Hồng -	1	+	450.000đ
 Bánh Kem Dâu Tươi -	1	+	380.000đ

Tóm Tắt Đơn Hàng
Tạm tính 830.000đ
Phí vận chuyển 30,000đ
Tổng cộng 860.000đ

[Tiến hành thanh toán](#)
[Tiếp tục mua sắm](#)
[Mã giảm giá](#) [Áp dụng](#)


Về Chúng Tôi
Giới thiệu
Liên hệ
Hệ thống cửa hàng
 Admin Panel

Chính Sách
Chính sách bảo mật
Điều khoản sử dụng
Chính sách giao hàng

Đăng Ký Nhận Tin
Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

[Đăng ký](#)

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Add Voucher

SWEETIE BAKERY
BAKED WITH LOVE

Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập

Giỏ Hàng

Giỏ Hàng

 Bánh Kem Sinh Nhật Hồng	<input type="button" value="-"/> <input checked="" type="button" value="1"/> <input type="button" value="+"/>	<input type="button" value="Xoá"/>	450.000đ
 Bánh Kem Dâu Tươi	<input type="button" value="-"/> <input checked="" type="button" value="1"/> <input type="button" value="+"/>	<input type="button" value="Xoá"/>	380.000đ
		Tổng Tắt Đơn Hàng	
		Tạm tính	830.000đ
		Phi vận chuyển	30.000đ
		Tổng cộng	694.000đ
		<input type="button" value="Tiến hành thanh toán"/>	
		<input type="button" value="Tiếp tục mua sắm"/>	
		Mã giảm giá	
		<input type="text" value="NEW20"/>	<input type="button" value="Áp dụng"/>
		<input type="button" value="NEW20"/>	<input type="button" value="Xóa"/>

SWEETIE BAKERY
BAKED WITH LOVE

Về Chúng Tôi

- Giới thiệu
- Liên hệ
- Hệ thống cửa hàng
-  Admin Panel

Chính Sách

- Chính sách bảo mật
- Điều khoản sử dụng
- Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn:

Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

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Avatar After Sign In - Dropdown

The screenshot shows a website interface with a top navigation bar in Vietnamese: Trang Chủ, Sản Phẩm, Ưu Đãi, Về Chúng Tôi. A user profile icon is visible, showing the name 'Nguyễn Văn A' and the email 'a@saigonpepsi.com'. A dropdown menu is open from the profile icon, listing: Tôi là khách của tôi, Đặt hàng, and Đăng xuất.

Hương Vị ngọt Cho Mỗi Khoảnh Khắc

Những chiếc bánh thủ công được làm với tình yêu và nguyên liệu tươi ngon nhất. Đặt hàng ngay để trải nghiệm!

[Đặt hàng ngay](#) [Tìm kiếm thêm](#)

Sản Phẩm Nổi Bật

Những sản phẩm được yêu thích nhất

Bánh Kem Sinh Nhật Hồng	Bánh Kem Dâu Tằm	Bánh Socola Đắng
★★★★ (4.8) 382.500đ 40s ago	★★★★ (4.9) 304.000đ 40s ago	★★★★ (4.7) 378.000đ 40s ago
Thêm vào giỏ	Thêm vào giỏ	Thêm vào giỏ

Cupcake Hoa Cúc	Macaron Pháp	Bánh Ngọt Hỗn Hợp
★★★★ (4.8) 18.750đ 26s ago	★★★★ (4.8) 10.500đ 16s ago	★★★★ (4.6) 158.400đ 16s ago
Thêm vào giỏ	Thêm vào giỏ	Thêm vào giỏ

Ưu Đãi Đặc Biệt

Những chương trình khuyến mãi hấp dẫn trong tháng

Giảm 20% cho đơn đầu tiên	miễn phí giao hàng	Tặng 2 Cupcake
Dành cho khách hàng mới Xem chi tiết Sao chép mã	Cho đơn từ 100.000đ Xem chi tiết Sao chép mã	Khi mua bánh kem 8inch Xem chi tiết Sao chép mã

Khách Hàng Nói Gì

Những đánh giá chân thực từ khách hàng của chúng tôi

Nguyễn Thị Hoa ★★★★★	Trần Văn ★★★★★	Lê Thị Huân ★★★★★	Phạm Minh ★★★★★
Đánh giá: Rất ngọt, thơm ngon và đẹp. Giá cả hợp lý, sẽ quay lại đặt thêm. 10/10/2024	Đánh giá: Rất ngọt, thơm ngon, béo ngậy, vị đậm đà. Giá cả hợp lý. Rất推荐! 8/10/2024	Đánh giá: Rất ngọt, vị đậm đong, giá cả hợp lý. Hết ngọt mỗi chút vị từ. 10/10/2024	Đánh giá: Rất ngọt, vị đậm đong, giá cả hợp lý. Hết ngọt mỗi chút vị từ. 10/10/2024

Sẵn Sàng Đặt Bánh Ngay?

Gửi hàng nhanh chóng, với vận chuyển ngay, đặt hàng ngay để nhận ưu đãi!

[Xem thêm menu](#)

Về Chúng Tôi

Gửi thiệp
Liên hệ
Hệ thống cửa hàng
[Admin Panel](#)

Chính Sách

Chính sách bảo mật
Điều khoản sử dụng
Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn: [Đăng ký](#)

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View Profile



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

View Profile

Tài Khoản Của Tôi

Quản lý thông tin cá nhân và đơn hàng



Nguyễn Văn A
user@example.com

Thông tin cá nhân

Wishlist

Đăng xuất

Xem Hồ Sơ Cập Nhật Đổi MK Đơn Hàng

Thông Tin Cá Nhân

Thông tin chi tiết về tài khoản của bạn

Họ và tên: Nguyễn Văn A

Email: user@example.com

Số điện thoại: 0123456789

Tuổi: Chưa cập nhật

Địa chỉ: Chưa cập nhật

Đóng

Thống kê

5 Đơn hàng

4 Đang mua

1 Đã mua

Về Chúng Tôi

Giới thiệu

Liên hệ

Hệ thống cửa hàng

Admin Panel

Chính Sách

Chính sách bảo mật

Điều khoản sử dụng

Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn: _____

Đăng ký

Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

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HCMUS | SE Dept.

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Update Profile



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Heart Cart

Tài Khoản Của Tôi

Quản lý thông tin cá nhân và đơn hàng



Nguyễn Văn A
user@example.com

 Thông tin cá nhân
 Wishlist
 Đăng xuất

Xem Hồ Sơ Cập Nhật Đổi MK Đơn Hàng

Cập Nhật Hồ Sơ
Chỉnh sửa thông tin tài khoản của bạn

Họ và tên * Email

Email không thể thay đổi

Số điện thoại Tuổi

Địa chỉ



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

- Giới thiệu
- Liên hệ
- Hệ thống cửa hàng
-  Admin Panel

Chính Sách

- Chính sách bảo mật
- Điều khoản sử dụng
- Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

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Change Password

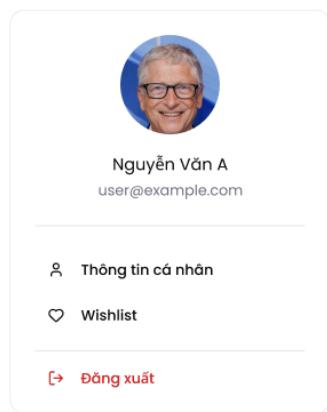


Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Heart Cart

Tài Khoản Của Tôi

Quản lý thông tin cá nhân và đơn hàng



Xem Hồ Sơ Cập Nhật Đổi MK Đơn Hàng

Đổi Mật Khẩu

Cập nhật mật khẩu để bảo mật tài khoản

Mật khẩu hiện tại *

Mật khẩu mới *

Mật khẩu phải có ít nhất 6 ký tự

Xác nhận mật khẩu mới *

Tips bảo mật:

Sử dụng ít nhất 8 ký tự
Kết hợp chữ hoa, chữ thường và số
Thêm ký tự đặc biệt (!@#\$%)
Không sử dụng thông tin cá nhân dễ đoán

 **Đổi Mật Khẩu**



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

- Giới thiệu
- Liên hệ
- Hệ thống cửa hàng
- Admin Panel

Chính Sách

- Chính sách bảo mật
- Điều khoản sử dụng
- Chính sách giao hàng

Đăng Ký Nhận Tin

Nhận thông tin về sản phẩm mới và ưu đãi đặc biệt

Email của bạn

Đăng ký

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Track Orders



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Quản lý thông tin cá nhân và đơn hàng



Nguyễn Văn A
user@example.com

Thông tin cá nhân

Wishlist

Đăng xuất

Xem Hồ Sơ Cập Nhật Đổi MK Đơn Hàng

Lịch Sử Mua Hàng
Theo dõi đơn hàng và trạng thái giao hàng

Đang Mua (4) Đã Mua (1)

Đơn hàng #ORD001 Chờ xử lý

1 sản phẩm
Theo dõi Liên hệ

Tổng tiền 450.000đ

Đơn hàng #ORD002 Đã xác nhận

1 sản phẩm
Theo dõi Liên hệ

Tổng tiền 380.000đ

Đơn hàng #ORD003 Đang làm

1 sản phẩm
Theo dõi Liên hệ

Tổng tiền 840.000đ

Đơn hàng #ORD004 Đang giao

1 sản phẩm
Theo dõi Liên hệ

Tổng tiền 100.000đ



Về Chúng Tôi

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Delivery Information



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập



2

Thanh Toán



Thông tin



Giao hàng



Xác nhận

Thông Tin Giao Hàng

Họ và tên *

Nguyễn Văn Thị Test

Số điện thoại *

0123456789

Email

testnvt@gmail.com

Địa chỉ *

227 Nguyễn Văn Cừ

Quận/Huyện

Phường Chợ Quán

Thành phố

Thành phố Hồ Chí Minh

Tiếp tục

Tóm Tắt

Tạm tính 830.000đ

Phí vận chuyển Miễn phí

Tổng cộng 830.000đ

• Thanh toán khi nhận hàng (COD)

• Miễn phí giao hàng cho đơn từ 500,000đ

• Kiểm tra hàng trước khi thanh toán



Mang đến những chiếc bánh ngọt ngào, thơm ngon và dãy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

Giới thiệu

Liên hệ

Hệ thống cửa hàng

Admin Panel

Chính Sách

Chính sách bảo mật

Điều khoản sử dụng

Chính sách giao hàng

Đăng Ký Nhận Tin

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Đăng ký

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Delivery Method



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập



2

Thanh Toán



Thông tin



Giao hàng



Xác nhận

Phương Thức Giao Hàng

Giao hàng tiêu chuẩn 30,000đ
3-5 ngày làm việc

Giao hàng nhanh 50,000đ
1-2 ngày làm việc

Giao trong ngày 80,000đ
Giao trong vòng 4 giờ

Quay lại

Tiếp tục

Tóm Tắt

Tạm tính 830.000đ

Phí vận chuyển Miễn phí

Tổng cộng 830.000đ

- Thanh toán khi nhận hàng (COD)
- Miễn phí giao hàng cho đơn từ 500,000đ
- Kiểm tra hàng trước khi thanh toán



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

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Information Confirmation



Trang Chủ Sản Phẩm Ưu Đãi Về Chúng Tôi

Đăng nhập



2

Thanh Toán



Thông tin



Giao hàng



Xác nhận

Xác Nhận Đơn Hàng

Thông tin giao hàng

Nguyễn Văn Thị Test
0123456789
227 Nguyễn Văn Cừ
Phường Chợ Quán, Thành phố Hồ Chí Minh

Phương thức giao hàng

Giao hàng tiêu chuẩn (3-5 ngày)

Sản phẩm

Bánh Kem Sinh Nhật Hồng x 1	450.000đ
Bánh Kem Dâu Tươi x 1	380.000đ

Quay lại

Hoàn tất đặt hàng

Tóm Tắt

Tạm tính 830.000đ

Phí vận chuyển Miễn phí

Tổng cộng 830.000đ

- Thanh toán khi nhận hàng (COD)
- Miễn phí giao hàng cho đơn từ 500,000đ
- Kiểm tra hàng trước khi thanh toán

D



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

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Theo Dõi Đơn Hàng

Mã đơn hàng:
ORDS8NBISEN7

	Chờ xử lý Đơn hàng đã được tiếp nhận	12/11/2024 10:30
	Đã xác nhận Đơn hàng đã được xác nhận	12/11/2024 10:45
	Đang làm bánh Đầu bếp đang chuẩn bị bánh của bạn	12/11/2024 11:00
	Đang giao hàng Đơn hàng đang trên đường giao đến bạn	
	Hoàn thành Đơn hàng đã được giao thành công	

Thông tin giao hàng

Nguyễn Văn A
0123 456 789
123 Đường ABC, Quận 1, TP.HCM

[Về trang chủ](#)

[Tiếp tục mua sắm](#)



Mang đến những chiếc bánh ngọt ngào, thơm ngon và đầy yêu thương cho mỗi gia đình Việt.

Về Chúng Tôi

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[Đăng ký](#)