USER MANUAL

for

STORE IT

Version 1.0

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April 3, 2022

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1 Introduction

1.1 Purpose

The purpose of this document is to provide the users of this website (the buyers and the manager) with the information about the functionality of the website describing the operations which can be done by them.

This document also lists the various issues which can be faced by the users of this portal and provides solutions to them.

1.2 Project Scope

The product, store.it aims to digitize various physical stores and service providers at the IIT Kanpur campus. The store owners and service providers will catalog their products and services online using the application. Any modern web browser can access the application. The application is helpful for the campus residents and students to place orders online. The store owners would manage the orders, inventory and gain insights into their sales.

Broadly, the application will provide more product variety at one place, improved customer comfort, improved customer experience and ease of customer interaction.

1.3 Intended Audience and Reading Suggestions

This Product Documentation is for the residents of IITK who plan to make use of this website to purchase stuff online as well as for the store owners who wish to use this app to sell their stuff.

2 Software Requirements

The website will run smoothly on any device (PCs, Mobile Phones, Tablets) which has web browsers installed.

The recommended web browsers are

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Apart from this, there are no software constraints for using this web application.

3 Definitions

User	The buyers and the sellers using the app
Store	A digital shop having a unique entity
Email-ID	The IITK email address to be used
Address	The IITK address where an order is to be delivered
Seller	The owner of any store
Cart	The digital shopping bag with the list of items bought
Checkout	Finalising an order

4 Functionality for Buyers

When the buyer visits the webpage, he buyer can perform two actions:

- **Sign up**: If the buyer wants to create an account on the portal.
- **Log In**: If the buyer is an existing customer and has signed up on the portal before.

4.1 Sign Up

To create an account on the portal, the buyer needs to provide the following details:

4.1.1 Username

Buyer needs to provide a name which will be used by him/her when he/she logs in the portal.

4.1.2 Password

When the buyer wants to sign up, he/she needs to create a password.

4.1.3 Email

Enter the email id you want to use. This email address would be used to receive OTPs while checking out and an OTP is also sent during signing up.

4.2 Login

The buyer can login using the username and password used for signing up on the webpage. If the credentials are correct, the buyer will be taken to the 'Stores' page.

4.3 Search for Items

Once logged in, the buyer is taken to the 'Stores' page.

4.3.1 Searching for items

The buyer can search on the basis of:

- Store name
- Product name

The products which are out of stock are not shown here.

4.3.2 Adding To cart

After deciding to purchase something, the buyer can add the product to the cart by clicking on the changing the quantity corresponding to that item. In the beginning, the quantity is set to zero.

4.3.3 Removing from Cart

If the buyer wants to remove something for some reason, then he/she can remove that item from the cart by changing the quantity corresponding to that item to zero.

4.4 Checkout

Once the buyer is satisfied with the items in the cart, he/she can checkout by clicking the checkout button at the bottom of the cart.
During checkout, the buyer needs to fill his/her address and contact number and click on the submit button to place an order.

4.4.1 Orders

A buyer can view his/her order by going on the orders page by clicking on the top-right 'ORDERS' section.

4.4.2 Payment

At present the webpage only allows payment to be made at the time of delivery, in cash or through UPI ids.

4.5 Logout

To logout, click on the 'LOGOUT' button the top-right corner.

5 Functionality for Sellers

When the seller visits the webpage, he/she can perform two actions:

- **Sign up**: If the seller wants to create an account on the portal.
- **Log In**: If the buyer is an existing store owner and has signed up on the portal before.

5.1 Sign Up

To create an account on the portal, the seller needs to provide the following details:

5.1.1 Username

The seller needs to provide a name which will be used by him/her when he/she logs in the portal.

5.1.2 Password

When the seller wants to sign up, he/she needs to create a password.

5.1.3 Email

Enter the email id you want to use. This email address would be used to receive OTPs.

5.2 Login

The seller needs to enter the username and password which was used to signup to this portal. In case the credentials are not correct, the seller will receive a prompt message for the same. If the credentials are correct, the seller will be taken to the 'Orders' page. The seller would be able to see his store name and logo on the left side

5.3 Add a Product

The seller can enter the Products page on the left bar. To add a product, the seller needs to fill the product name, choose the category from the drop-down list. The list will contain the categories added by the seller. The seller would fill the price and submit it to add a product.

5.4 Updating quantity

For the existing products, the seller can change the availability by switching the 'In Stock' toggle.

5.5 Removing a product

The seller can remove a product by clicking on the trash can icon corresponding to that product in the products page.

5.6 View Orders and change status

As soon as the seller logs in the webpage, the seller gets to view the orders he has. The seller can change the status of an order from the drop-down bar at the bottom of an order. He can set the status to Accepted, Processing, Out for Delivery and Delivered.

5.7 Adding a category

In the 'Categories' section in the menu bar, the seller can add a category (for example Sweets) by entering the title, the description and choosing an image through a link in the right 'Add a category' bar.

5.8 Logout

To logout, click on the 'LOGOUT' button the top-right corner.

6 Troubleshooting

6.1 Website startup

The webpage is deployed on 'Heroku-app', which can hibernate in case of long durations of inactivity. Therefore, accessing the webpage after long time can take upto 5 minutes for startup. Please wait for that duration.

6.2 OTP Verification

The OTP generation might take some time as it is managed by a third party server. Please wait for 2-3 minutes for the OTP.

6.3 Delayed Delivery

Sometimes the product might take a few days more than expected due to unforeseeable reasons.

6.4 Wrong Order Received

Although highly unlikely, but if a wrong order is delivered, either report the same to the deliver guy at the time of delivery or contact the store manually within 2 days of delivery.