

## **E-Commerce (Target 2.0) Management System**

### **Project Team3:**

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### **Mission Statement**

The Target 2.0 E-Commerce Management System will redefine the online shopping experience through the seamless management of users, orders, products, promotions, and logistics. The system ensures seamless operations with much precision, security, and in real time for both customers and administrators. It creates trust among customers, makes life easier, provides scalability, and thereby enables business growth, innovation, and great digital retail experiences.

### **Mission Objectives**

- User Management
  - Maintain (enter, update, and delete) user profiles, including email addresses, phone numbers, and password-protected accounts.
  - Manage user addresses, supporting multiple addresses with default options for ease of checkout.
  - Track user payment methods, including details like payment type, provider, account number, and expiration dates.
- Product Management
  - Maintain data on products, including descriptions, categories, pricing, images, and SKU details.

- Track product variations, including size, color, and other configurable options.
  - Manage product categories and subcategories for better catalog organization.
  - Monitor stock availability to prevent overselling.
- Shopping Cart and Order Management
  - Enable the creation and management of shopping carts for users, tracking selected products and their quantities.
  - Record and manage orders, including payment methods, shipping methods, addresses, and order totals.
  - Track the status of orders throughout their lifecycle (e.g., pending, shipped, delivered, returned).
- Order Line Management
  - Track details of each item in an order, including quantities and item-specific pricing.
- Promotions and Discounts
  - Maintain data on promotions, including descriptions, discount rates, and validity periods.
  - Associate promotions with specific product categories or items for targeted marketing.
- Review and Feedback Management
  - Enable users to provide reviews and ratings for ordered products, along with optional comments for feedback.
- Customer support:

- Implement a ticketing system to enable customers to raise queries, report issues, and request assistance.
  - Provide automated updates on ticket status (e.g., open, in progress, resolved).
- Vendor collaboration:
  - Provide a vendor portal for managing product listings and stock updates.
  - Enable communication channels for inquiries and feedback.
  - Allow vendors to update pricing and product details efficiently.
- Data Security and Integrity
  - Ensure secure handling of user data, including passwords and payment information.
  - Maintain historical records for auditing purposes while providing mechanisms for updates and deletions when needed.