Business Requirements Document

End Customers Portal Features:

- User-friendly product search and filtering options.
- Detailed product descriptions, images and reviews.
- Shopping cart and checkout process.
- Secure payment gateway integration.
- Order tracking and delivery status updates.
- Personalized recommendations based on browsing history.
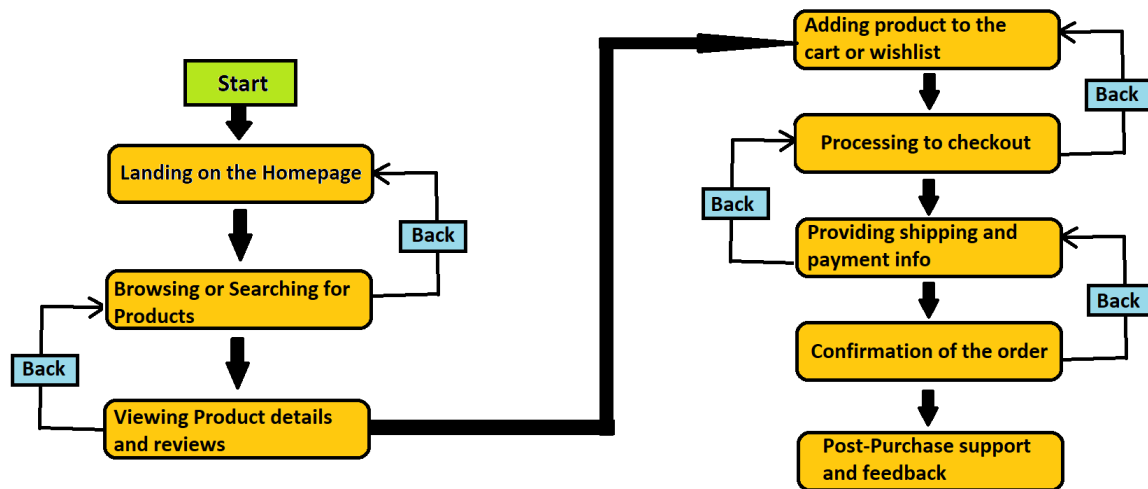- Customer support and contact options.

Vendor Portal Features:

- Vendor registration.
- Product management interface for adding, editing, and removing products.
- Inventory management tools.
- Pricing and discount management capabilities.
- Order management dashboard.
- Analytics and reporting dashboard.
- Communication channels with customers.
- Vendor support and assistance.
- Integration with shipping and logistics services (If client needs).

User Journey - Customer Onboarding:

- Landing on the homepage.
- Browsing or searching for products.
- Viewing product details and reviews.
- Adding products to the cart or wishlist.
- Proceeding to checkout.
- Providing shipping and payment information.
- Confirmation of the order.
- Post-purchase support and feedback.

Flow Chart for Customer Journey:

```
                    ┌─────────┐
                    │  Start  │
                    └────┬────┘
                         ▼
            ┌──────────────────────┐        ┌────────┐
            │ Landing on the       │◄───────│  Back  │
            │ Homepage             │        └────────┘
            └──────────┬───────────┘
                       ▼
            ┌──────────────────────┐
            │ Browsing or Searching│
            │ for Products         │
            └──────────┬───────────┘
                       ▼
    ┌────────┐  ┌──────────────────────┐
    │  Back  │  │ Viewing Product      │
    └────────┘  │ details and reviews  │
                └──────────────────────┘
```

```
    ┌──────────────────────┐
    │ Adding product to the│◄───────┐
    │ cart or wishlist     │        │
    └──────────┬───────────┘    ┌───┴────┐
               ▼                │  Back  │
    ┌──────────────────────┐   └────────┘
    │ Processing to checkout│
    └──────────┬───────────┘
  ┌────────┐   ▼
  │  Back  │ ┌──────────────────────┐
  └────────┘ │ Providing shipping   │◄──────┐
             │ and payment info     │   ┌───┴────┐
             └──────────┬───────────┘   │  Back  │
                        ▼               └────────┘
             ┌──────────────────────┐
             │ Confirmation of the  │
             │ order                │
             └──────────┬───────────┘
                        ▼
             ┌──────────────────────┐
             │ Post-Purchase support│
             │ and feedback         │
             └──────────────────────┘
```

User Journey - Vendor Onboarding:

- ➢ Landing on the vendor registration page.
- ➢ Filling out necessary details for registration.
- ➢ Verification of identity and business information.
- ➢ Setting up vendor profile and product listings.
- ➢ Configuring payment and shipping settings.
- ➢ Accessing analytics and reporting dashboard.
- ➢ Managing orders and inventory.
- ➢ Interacting with customers and addressing queries.

Flowchart for Vendor Journey:

```
                    ┌─────────┐
                    │  Start  │
                    └────┬────┘
                         ▼
            ┌──────────────────────┐        ┌────────┐
            │ Landing on the vendor │◄───────│  Back  │
            │ registration page.    │        └────────┘
            └──────────┬───────────┘
                       ▼
            ┌──────────────────────┐
            │ Filling out necessary│
            │ details for          │
            │ registration         │
            └──────────┬───────────┘
                       ▼
            ┌──────────────────────┐
            │ Verification of      │
            │ identity and business│
            │ information          │
            └──────────────────────┘
```

```
    ┌──────────────────────┐
    │ Setting up vendor     │◄───────┐
    │ profile and product   │        │
    │ listings              │    ┌───┴────┐
    └──────────┬───────────┘    │  Back  │
               ▼                └────────┘
    ┌──────────────────────┐
    │ Configuring payment  │
    │ and shipping settings │
    └──────────┬───────────┘
               ▼
    ┌──────────────────────┐
    │ Accessing analytics  │◄──────┐
    │ and reporting        │       │
    │ dashboard            │   ┌───┴────┐
    └──────────┬───────────┘   │  Back  │
  ┌────────┐   ▼               └────────┘
  │  Back  │ ┌──────────────────────┐
  └────────┘ │ Managing orders and  │
             │ inventory            │
             └──────────┬───────────┘
                        ▼
             ┌──────────────────────┐
             │ Interacting with     │
             │ customers and        │
             │ addressing queries   │
             └──────────────────────┘
```