

1. Swimlane Process Diagram (Textual / Diagram-Ready)

You can hand this directly to a designer, BPMN tool, or Lucid/Miro/FigJam.

Swimlanes

- **Seller**
 - **NXT Platform (System)**
 - **NXT Admin / Verification Team**
 - **Buyer**
 - **Courier / Logistics**
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Swimlane Flow

SELLER

|

|— Create Listing

|

|— Enter description, images, price

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|— Location auto-filled from profile

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|— Submit listing

|

|— Wait for approval

NXT PLATFORM

|

|— Set Listing Status = SUBMITTED

|— Lock public visibility

|— Notify Admin for review

|

|— Await Admin decision

NXT ADMIN

|

|— Review seller profile

|— Review item authenticity (reasonable assessment)

|— Review pricing vs condition

|

|— Decision:

| |— REJECT → return to Seller with feedback

| |— APPROVE → release listing

NXT PLATFORM

|

|— Set Listing Status = APPROVED

|— Publish listing to marketplace

|— Prompt seller to choose fulfilment option:

| |— Pre-Verification

| |— Post-Sale Verification

SELLER

|

|— Option A: Courier item immediately

| |— Send item to NXT location

|

|— Option B: Wait for sale

| |— No immediate action

COURIER / LOGISTICS

|

|— Deliver item to NXT location (if sent)

NXT ADMIN / TECH TEAM

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|— Receive item

|— Inspect & quality check

|— Validate authenticity & condition

|

|— Decision:

| |— FAIL → reject item, notify seller

| |— PASS → mark VERIFIED

NXT PLATFORM

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|— Apply VERIFIED badge

|— Enable verified-only filters

BUYER

|

|— Browse marketplace

|— Filter by VERIFIED (optional)

|— Purchase item

NXT PLATFORM

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|— If VERIFIED:

| |— Confirm sale

| |— Calculate fees & commissions

| |— Initiate outbound courier

|

|— If NOT VERIFIED:

| |— Mark sale as PENDING_VERIFICATION

| |— Notify seller to ship item

COURIER

|

|— Deliver item to Buyer

NXT PLATFORM

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└─ Release seller payout (minus commission & costs)

└─ Close transaction

└─ Enable reviews

2. Backend States & Status Enums

This is **engineering-ready** and aligns directly to DB enums and workflow logic.

Listing Status (listing_status)

DRAFT

SUBMITTED

UNDER_ADMIN_REVIEW

REJECTED

APPROVED

LIVE

Verification Status (verification_status)

NOT_REQUESTED

AWAITING_ITEM

IN_INSPECTION

VERIFIED

FAILED

Sale Status (sale_status)

INITIATED

PENDING_VERIFICATION

CONFIRMED

DISPATCHED

DELIVERED

COMPLETED

CANCELLED

Courier Status (courier_status)

NOT_REQUIRED

AWAITING_PICKUP

IN_TRANSIT

RECEIVED_AT_NXT

DISPATCHED_TO_BUYER

DELIVERED

Financial Status (financial_status)

PENDING

HELD_IN_ESCROW

SETTLED

PAID_OUT

REFUNDED

Seller Reputation Tier (seller_tier)

STANDARD

VERIFIED_SELLER

GOLD_SELLER

3. UX Flows (Seller / Buyer / Admin)

This maps cleanly to **screens, routes, and permissions**.

Seller UX Flow

Primary Screens

1. Dashboard
2. Create Listing
3. Listing Status Tracker
4. Sales & Payouts
5. Messages

Flow

- Create listing → Submit
 - View status:
 - Submitted
 - Approved / Rejected
 - Choose fulfilment option
 - Receive notifications:
 - Verification required
 - Sale pending
 - Courier instructions
 - Track payout breakdown:
 - Sale price
 - 20% commission
 - Courier deductions
 - Receive funds
 - View reviews & reputation score
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Buyer UX Flow

Primary Screens

1. Marketplace
2. Product Detail Page

3. Checkout
4. Order Tracking
5. Reviews

Flow

- Browse listings
 - Filter by VERIFIED
 - View verification status clearly
 - Purchase item
 - If pending verification:
 - See clear notice
 - Track verification progress
 - Receive delivery updates
 - Confirm delivery
 - Leave product & seller review
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Admin UX Flow

Primary Screens

1. Admin Review Queue
2. Seller Profiles
3. Item Verification Panel
4. Transaction Monitor
5. Disputes & Reviews

Flow

- Review submitted listings
- Approve / reject with notes
- Track incoming items
- Perform inspection
- Apply VERIFIED badge

- Monitor pending sales
 - Escalate failed verifications
 - Manage gold seller eligibility
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4. Legal T&Cs Language (Platform-Ready)

This is **clean, defensible, and marketplace-standard**.

Seller Obligations

- Sellers warrant that all listed items are authentic and accurately described.
 - Sellers agree to submit items for inspection when required by NXT.
 - Sellers bear responsibility for inbound courier costs to NXT facilities.
 - Sellers accept a 20% commission on all completed sales.
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Verification Disclaimer

- Verification represents a reasonable inspection based on visible condition and functionality.
 - NXT does not guarantee manufacturer warranties unless explicitly stated.
 - Verification does not constitute professional certification unless specified.
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Buyer Acknowledgements

- Buyers acknowledge that certain purchases may be pending verification.
 - Transactions remain conditional until verification is completed.
 - Outbound courier costs are the responsibility of the buyer.
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Payments & Escrow

- Funds may be held in escrow until verification and delivery are complete.
- Seller payouts occur only after successful delivery confirmation.
- NXT reserves the right to deduct applicable fees and costs prior to payout.

Liability & Limitations

- NXT acts as a facilitator and quality assurance intermediary.
- NXT is not liable for latent defects not discoverable through reasonable inspection.
- Disputes will be handled through the platform's dispute resolution mechanism.

After-Sales Services

- Maintenance and repair services are optional and offered at NXT's discretion.
- Guarantees, where offered, apply only to verified items and are time-bound.

Termination & Enforcement

- NXT reserves the right to suspend or remove sellers who breach platform standards.
- Repeated failed verifications may result in account termination.