Web User Manual

CMPE 451 2020 Fall - Group 8 Web Division

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1 Web User Manual

1.1 Home Page

When users go into the URL http://www.carousel.ml/, they will be landed on the home page. At anytime, users can go to the home page, by clicking the website icon on the top-left of the page header.
The home pages are different for customers and vendors. The vendors cannot do search or go to List and Cart as they are not for the vendors. These features are for customers and guests.

1.2 Sign Up

You can sign up as a customer if you are interested in buying products or sign up as a vendor if you are interested in selling products.

You can sign up as a **Vendor** as such:

1. Go to the website http://www.carousel.ml/
2. Click on "Login" button on the top-right side of the website.
3. On the page, click on the "Sign Up" button. The default sign up section is for customers.
4. On the bottom of the section on the page, click "Do you want to sell?" in order to change to vendor sign up.
5. Enter the requested information:
    - E-mail
    - Password - needs to have 1 capital letter, 1 small letter, 1 number, should be at least 6 and at most 20 characters, should not contain any white spaces.
    - Password confirmation - should be same as password
    - Name

- Surname
- Company Name
- Company website domain
- Address location through Google Maps

6. Accept the privacy policies.
7. Click "REGISTER AS VENDOR" to complete the process
8. Check the e-mail you have provided in the sign up process.
9. Click on the activation link in the e-mail received from the website.

Your whole sign up process will be completed. You can login as vendor with your login information.

You can sign up as a **Customer** as such:

1. Go to the website http://www.carousel.ml/
2. Click on "Login" button on the top-right side of the website.
3. On the page, click on the "Sign Up" button. The default sign up section is for customers.
4. If you want to signup with Google, click on the 'Sign up with Google' button. Or proceed with the rest.
5. Enter the requested information:
    - E-mail
    - Password - needs to have 1 capital letter, 1 small letter, 1 number, should be at least 6 and at most 20 characters, should not contain any white spaces.
    - Password Confirmation - should be same as password
    - Name
    - Surname
6. Accept the privacy policies.
7. Click "SIGN UP" to complete the process
8. Check the e-mail you have provided in the sign up process.
9. Click on the activation link in the e-mail received from the website.

Your whole sign up process will be completed. You can login as customer with your login information. You can sign up as a vendor and as a customer with the same email address.

1.3 Login

You can login to the system as a customer if you are interested in buying products or login as a vendor if you are interested in selling products.

You can login as a **Vendor** as such:

1. Go to the website http://www.carousel.ml/
2. Click on "Login" button on the top-right side of the website. The default login section is for customers.
3. On the bottom of the section on the page, click "Login as Vendor" in order to change to vendor login.
4. Enter the requested information:
   - E-mail
   - Password - the one you entered while registering
5. Click "LOGIN" to complete the process

When your login process is completed, you will redirected to the home page.

You can login as a **Customer** as such:

1. Go to the website http://www.carousel.ml/
2. Click on "Login" button on the top-right side of the website. The default login section is for customers.
3. If you want to login with Google, click on the 'Login with Google' button. Or proceed with the rest.
4. Enter the requested information:
   - E-mail
   - Password - the one you entered while registering
5. Click "LOGIN" to complete the process

When your login process is completed, you will redirected to the home page.

Admins can also login to the website, but through a different URL. Admins do not have sign up, as they can only be added through the database.
Admins can login as follows:

1. Go to the website with the URL: http://www.carousel.ml/administration/login/admin

2. Enter necessary information:
   - E-mail
   - Password
3. Click "Login"

After these steps, you will be directed to admin profile. Admins cannot do any operations other than that are listed on the left sidemenu.

1.4 Searching Products

To search about products, one has two options. They can either enter the product name that they want to search about using our search bar in the top of the website and by clicking on the magnifying glass or clicking "Enter". Or you can click on one of the category names that is provided right under the search bar. After searching for products, one can sort according to the some feature, and filter the products.

Sorting
You can products sort according to:

- Lowest Price
- Highest Price
- Featured (Highest Match)

Filtering
For each product search, you can always filter the products, using the filtering sidebar on the left, according to following parameters:

- Price
  - You can specify the price range, using the slider.
- Vendors
  - You can narrow the search by specifying the vendor of the product.
- Brand
- Category

Also, according to the search results, there may some other parameters such as: color, memory, size, etc. You can also filter by that parameters as well.

1.5 Viewing Product Details

Customers and guests can **view products and their details** by going to the product page. They can see the product's features, sellers, comment, and rates of that product on this page. For customers, adding the product to the cart, the list, and the watchlist can be performed on this page. You can reach the product page in 3 different ways. These paths are from the homepage, the result page of a search, or a vendor's public page. But the action is always the same, which is clicking on the product.

You should follow one of these steps below to view product details:

1. Go to one of these pages: Home page, Search page, Vendor's public page
2. Click on the product you want to view

By following any of them, you can reach the product details. If you do not know how to reach these three pages (Home page, Search page, or Vendor's public page), please check the related sections.

1.6 Adding Product to Your Cart

Customers and guest can **add a product to their cart**. There are many pages that you can add a product to the cart, such as the home page, search page, product page, etc. They can also delete one or all products from it and view the last status of it. To pruchase your cart, check the Purchase section.

To add a product, except from the product page:

1. Hover on the product
2. click on the 'Add to Cart' button

To add a product from the product page:

1. Go to the product page. Check the Viewing Product Details section.
2. click on the 'Add to Cart' button

Both procedures redirect you to the cart page. You can see your added products listed in the cart.

You can view your current status of your cart as such:

1. click on the 'Cart' button on the upper-right corner of the website.

The items in your cart will be listed on the page. You can return to shopping by clicking to the 'Go back to Shopping' button.

To delete a product from the cart:

1. click on the 'Cart' button on the upper-right corner of the website.
2. click on the delete icon next to the product

The product you want to the delete will be removed after these steps.

You can empty your cart with the following steps:

1. click on the 'Cart' button on the upper-right corner of the website.
2. click on the 'Empty Cart' button at the end of the page.

All items in your cart will be removed with these steps. The Cart will be empty.

1.7 Adding Product to List

Customers can **add a product to their list**. If they do not have any List, they should create a 'list' first. The created list or items added to that list can be deleted later.

You can add a product to a list as such:

1. Go to the product page you want to add. Check the Viewing Product Details section.
2. Click on the heart icon below the price.
3. If you have a list and want to add add the product to one of them, click on the name of that list.
4. If not, click the 'Create a New List' button.
5. Enter the name of the list.
6. Go back to Step-3.

The product will be successfully added to your list.

You can check your lists as follows:

1. click on the 'List' button on the upper-right corner of the website.
2. Click on the name of the list.

The items in the list will appear below the name. You can check your products.

To delete a product from the list:

1. Click on the 'List' button on the upper-right corner of the website.
2. Click on the name of the list.
3. Click on the delete icon next to the product

The product you want to the delete will be removed after these steps.

You can delete one of your lists with the following steps:

1. Click on the 'Cart' button on the upper-right corner of the website.
2. Click on the delete icon next to the name of the list.

The list and the items in it will be removed.

1.8 Adding Product to Watchlist

Customers can **add a product to their watchlists** so that they can get notifications about that product.

You can add a product to your watchlist as such:

1. Go to the product page. To see how, check the Viewing Product Details section
2. Click on the bell icon below the price.

The product will be on your watchlist after these steps.

You can delete a product from your watchlist:

1. Go to the product page. To see how, check the Viewing Product Details section
2. Click on the bell icon below the price.

The product will be no longer in your watchlist after these steps.

1.9 Purchase

Customers and guests can **purchase** products. To buy a product, you first add the product you want to buy to the cart. Check the 'Adding Product to Your Cart' section. The procedure to purchase a product as a customer:

1. Click on the 'Cart' button on the upper-right corner of the website.
2. click on the 'Continue' button on the right sidebar.
3. Enter your home address or select one of your registered address.
4. Enter your credit cart info or select one of your registered credit card.
5. Accept the sales agreement and click the 'Confirm' button.

If the transaction made by successfully, your order will display on the active order page. To track your order, please check the Tracking an Order section.

The procedure to purchase a product as a guest:

1. Click on the 'Cart' button on the upper-right corner of the website.
2. click on the 'Continue' button on the right sidebar.
3. Enter your email and click the 'Submit' button.
4. Enter your home address and click the 'Submit' button.
5. Enter your credit cart info and click the 'Submit' button.
6. Accept the sales agreement and click the 'Confirm' button.

If the transaction made by successfully, your tracking number will display on the screen. Also, you will receive an email contains this order tracking code. To track your order with this code, check the Tracking an Order section.

1.10 Commenting to a Product

To comment to a product, you have to purchase it firstly. Then you can make a comment, and rate both vendor and the product. To do so, you can do the following:

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "My Order" from the dropdown menu.
3. Select "Active Orders" or "Inactive Orders" according to status of your order from the sidebar.
4. Find the order and product that you want to comment about it.
5. Click on the "Add review" button right next to it.
6. Rate vendor.
7. Rate product.
8. Add your comment about the product and vendor.
9. Click on the "Add Review" button.

1.11 Tracking an Order

Customers who did purchase can **track** their orders from their account page. You should follow these steps:

1. Go to the website.
2. If you have not logged in yet, login. To login, go to Login section.
3. Hover on "Account" Button in the upper-right corner of the website
4. Click "My Order" from the dropdown menu. The default order page is active order page.
5. If you want to track your active order, click 'See Details' button for the order you want to track.
6. If you want to see your inactive order, click on the 'Inactive Orders' button in the sidebar and click 'See Details' button for the order you want to view.

The details of your active orders will be display if you follow these steps. The shipping address, payment information, details of products, and the status of order can be seen from this page.

The guest users who did purchase can **track** their orders via the provided order tracking interface using the order tracking number they received after purchase via the website and e-mail.

These guest users can see the status of their orders as follows:

1. Go to the website.
2. Click on the "Track your order" button on the very top of the page.
3. On the page, enter your order tracking number in the provided text area.
4. Click "Submit"

Then, if provided a valid active order tracking number, the order detail will be opened regarding the order tracking number where you can see the status and information about the order.

1.12 Canceling a Product

Customers and guest can **cancel** a product from their active order. This process can be done on the active order page. Follow the procedure below, to cancel an order:

1. Go to the website.

2. Go the order page. To reach the order page, go to Tracking an Order section.
3. click on the 'Cancel Product' button to cancel the product you want to cancel

When you clicked to 'Cancel Product' button, the status of the product will be 'Cancelled by Customer'

1.13 Returning a Product

Customers and guest can **return** a product from their active order. This process can be done on the inactive order page. Follow the procedure below, to cancel an order:

1. Go to the website.
2. Go the order page. To reach the order page, go to the Tracking an Order section.
3. Click on the 'Return Product' button to return the product you want to return

When you clicked to 'Return Product' button, the status of the product will be 'Returned'

1.14 Viewing Recommendations

There are two types of recommendation in our website. One is personalized recommendation for customers, and the other is related products to a product.

When a customer just registers to the our application, they won't be able to see any recommended products, as we don't have any information about their preferences. To get a recommendation, one has to either search for products using our search bar or purchase an order. Then, customers will receive personalized recommended products. To view personalized recommended products:

1. Login to the website as an customer
2. Go to Homepage
3. You will see the recommended products to you if applicable in the recommendations carousel, right under the hotsellers carousel.

To view the related recommended products to a product:

1. Go to the product detail page, either after searching for specific product or clicking on them in the homepage.
2. You will see the related products to a product, right under the product details.

1.15 Sending Messages to Vendors

Customers are able to start conversation with Vendors, if and only if they ordered a product from them. Also, customers has to start conversation, otherwise vendors can not start a conversation with customers.

To start the conversation with vendor about an order as a customer (Assuming thay you have ordered at least one product from them)":

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "My Order" from the dropdown menu.
3. Select "Active Orders" or "Inactive Orders" according to status of your order from the sidebar.
4. Find the order that you want to send a message about it.
5. Click on the messaging icon right next to the vendor's name.
6. Enter your message
7. Click on "Submit New Message"

To view the conversation as a customer or vendor, you can either see the message by clicking on the link icon in the notifications page (described in below) or you can do the following:

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "My Profile" from the dropdown menu.
3. Click on "My Messages" from the sidebar.
4. Click on the conversation that you want to see.

1.16 Viewing and Editing Account Information

Both vendors and customers have "My Profile" page, where they can see/edit their profile information. To open the "My Profile" page as vendor or customer:

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "My Profile" from the dropdown menu.

To change password as vendor or customer:

1. Enter the old password
2. Enter the new password twice according to the strong password rules.
3. Click on "Change Password"

To edit account information as customer:

1. Enter the changed Name, Surname, Phone Number of Birthday date.
2. Click on "Save Changes"

To edit account information as vendor:

1. Enter the changed Company Name, Company Locations from Google Maps, email, IBAN, Company Website, Contact Number, About Company.
2. Click on "Save Changes"

1.17 Viewing Public Vendor Page

Vendors have a **public profile page** for all types of users to view. This page contains information about the vendor such as the company name, contact info, and products of the vendor.

You can see the public page of a vendor:

1. Go to a product page.
2. Click on the seller text next to the photos of the product

When you clicked, it navigates to the public page. You can view vendor information and other products the vendor sells.

1.18 Adding Product as Vendor

We have two types of products: Main Products and Subproducts. We can give examples of Main Products as iPhone 10, iPad Air, etc. And the Subproducts would be iPhone 10 256GB Black, etc. If a vendor wants to add a product, they has three options: They can either use the Main Product that has already been used by other vendors and create a new product from that, create a new Main Product and Subproduct, or they can add their name to the already published product. If they opt to use the already existing Main Product, they has to give photos, and should use the already existing parameters (color, size, etc.). To create a new Main Product:

1. Login as vendor
2. Click on the "My Products" from the sidebar.
3. Click on the "Add Product" from the newly opened dropdown menu.
4. Click on the "Create new main product".
5. Fill the required information, enter tags (like "cool", "notebook" ..), choose category and add parameters such as ("color", "size").

6. Click on the "Submit".

To publish a new product using a Main Product:

1. Login as vendor
2. Click on the "My Products" from the sidebar.
3. Click on the "Add Product" from the newly opened dropdown menu.
4. Click on the "List Child Products" right next to the Main Product of your choice.
5. Click on "Create new product from this product".
6. Fill the Price, Amount, Shipment Price, Cargo Company information, new tags, parameters.
7. Upload the images of the product.
8. Click on the "Submit".
9. Wait for the admins to approve your product request.

To add yourself to the already published product:

1. Login as vendor
2. Click on the "My Products" from the sidebar.
3. Click on the "Add Product" from the newly opened dropdown menu.
4. Click on the "List Child Products" right next to the Main Product of your choice.
5. Click on the "Place Product" right next to the product of your choice.
6. Fill the Price, Amount, Shipment Price, Cargo Company information
7. Click on the "Submit".

1.19 Viewing Published Products and Editing and Deleting as Vendor

Vendors can **view their products** they have put on sale on the website and can edit information about these products from their panel.

Vendors can view products as follows, considering they have already logged in:

1. Click on "ACCOUNT" button on the top-right side of the page.

2. Click on "My Profile" on the dropdown menu that appeared below.
3. On the page after, click on "My Products" on the left side of the page.
4. Click on "My Products".

Then, vendors can see their published products on the website with thier information. They can also go to this page by clicking "My Products" just after clicking "ACCOUNT".

Vendors can also **search for some of their products** in their My Products page as follows, considering they are at their My Products page:

1. Click on the text area with the search icon on the right.
2. Type in the product name.
3. Hit enter.

Then if the vendor has a product or products with the given name, it/they will be filtered and shown. Then the vendor can hit enter by selecting the search field by not typing any characters to list all of their products.

Vendors can **edit a product** in their My Products page as follows, considering they are at their My Products page:

1. Click on "Edit" on the row of the products to be edited. You will be redirected to a form.
2. On the form, change the fields you want to change. The fields can be changed are:
    - Price
    - Amount
    - Shipment Price
    - Cargo Company
3. Click on "Submit" on the bottom of the form.

Then if the vendor has a product or products with the given name, it/they will be filtered and shown. Then the vendor can hit enter by selecting the search field by not typing any characters to list all of their products.

Vendors can **delete a product** in their My Products page as follows, considering they are at their My Products page:

1. Click on "Delete" on the row of the products to be deleted.

2. On the pop-up appeared, click "Delete" again to confirm the deletion.

After the confirmation, the deletion request will be sent. The admins will confirm the deletion if there are no lingering issues tied with the product.

1.20 Vendor Order Page

Vendors can change see their active and inactive orders. Active orders are the ones that are not delivered yet. Inactive orders are those which are delivered, returned and cancelled by the vendor/customer.

Vendors can **view their active orders** as follows, considering they are logged in:

1. Click on "ACCOUNT" on the top right of the page
2. Click on "My Profile"
3. Click on "My Order" on the left side menu, then click on "Active Orders"

Then the vendors can see their listed active orders. The statuses "being prepared" and "on the way" are highlighted according to the current status. "DELIVER" and "CANCEL" buttons do not indicate status, they are buttons only. Vendors can directly go to this page by clicking on "My Order" on the dropdown menu after clicking on "ACCOUNT".

Vendors can **edit the status of active orders** as follows, considering they are logged in and in active orders page:

1. Scroll right to "Status" column if not fitted into the page
2. See the status
3. According to the status to be changed, click on:
    - **being prepared**: Changes order status to being prepared
    - **on the way**: Changes order status to on the way, indicating that the order is in cargo
    - **DELIVER**: Changes order status to delivered, indicating that the order is arrived to the purchaser
    - **CANCEL**: Cancels the order

If DELIVER or CANCEL is clicked, the order will be stated in Inactive Orders, as it is no longer in an active state.
Vendors can change status of the order, according to their delivery state. These changes are also can be tracked by the purchaser of the order.

Vendors can **view their inactive orders** as follows, considering they are logged in:

1. Click on "ACCOUNT" on the top right of the page
2. Click on "My Profile"
3. Click on "My Order" on the left side menu, then click on "Inactive Orders"

The inactive orders are the ones that are delivered, cancelled by the vendor, cancelled by the customer and returned. There are no actions to be carried out in this page.

1.21 Creating and Viewing Tickets

Both Customers and Vendors are able to create a ticket about an issue they have. To create a ticket as a vendor or customer:

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "My Profile" from the dropdown menu.
3. Click on the "My Tickets" from the sidebar.
4. Click on the "Create New Ticket".
5. Enter "Title" and "Message".
6. Click on the "Save" button.

To view the tickets as a customer or vendor:

1. Go to the "My Tickets" from the sidebar.
2. Click on the conversation of your choice.

To assign yourself to a ticket and make a reply as an admin:

1. Login as admin.
2. Click on the "Tickets" from the sidebar.
3. Click on the Unassigned Tickets.
4. Click on the "Assign Me" button right next to the ticket that you want to assign yourself.
5. Enter your reply.
6. Click on "Submit New Message".
7. Also, you can close the ticket if you think that is applicable.

1.22 Getting Notification

When an important event happens, customers and vendors will receive a notification. We can classify these events for customers as:

1. Getting a reply
2. Drop in the price of product that they put into the their watchlist, below a some percentage. (You can check "Adding Product to Watchlist" in the user manual.)

And vendors will receive notification for the events such as:

1. Getting a reply
2. Drop in the amount of product they sell below a threshold.

And to see the notifications, or going to the related page, you can do the following:

1. Hover on "Account" Button in the upper-right corner of the website.
2. Click on "Notifications" from the dropdown menu.
3. You will see descriptions of the notifications.
4. You can click on the "Link Icon" of your choice of notification and visit the related page about that notification.

Note that, you will be see number of notifications that you have, right next to the "Account" button in the upper right corner, if you have any notifications.

1.23 How to use Admin Panel

The admin can carry out many operations. These operations can be listed as:

- Product Operations: see requests, available products and main products
- Add/Delete Categories
- Suspend/Delete Accounts
- Tickets: see tickets that are opened by customers and vendors and message with the users
- Activity: see logs of the actions carried out in the website and app

These actions are explained below.

Admins can view, confirm and dismiss pending product requests. These pending requests are:

- Add Product
- Update Product
- Delete Product

Admins can **view the product requests** as follows, considering that they are logged in:

1. Click on "Products" on the left sidemenu
2. Click on Product Requests

The pending requests will be listed in tabular format with the necessary information.

Admins can **confirm the product requests** as follows, considering that they are logged in and on the Product Requests page:

1. Click on "Confirm" on the row of the product request to be confirmed.

The pending request will be confirmed, and complete the process.

Admins can **delete the product requests** as follows, considering that they are logged in and on the Product Requests page:

1. Click on "Delete" on the row of the product request to be confirmed.

The pending request will be deleted and won't complete the operation.

Admins can **view categories** as follows, considering they are logged in:

1. Click on "Categories" on the left sidemenu

Then the current active categories will be listed.

Admins can **add a new category** as follows, considering they are logged in:

1. Click on "Categories" on the left sidemenu
2. Click on "New Category"
3. Type new category name
4. Hit enter

The new category will be added and can be used while adding new main products.

Admins can **delete a category** as follows, considering they are logged in:

1. Click on "Categories" on the left sidemenu
2. Click on the "x" icon of the category that you want to delete

The category will be deleted.

Admins can **view all user accounts** as follows, considering they are logged in:

1. Click on "User Accounts" on the left sidemenu

Then all the accounts will be listed with the necessary information. On this page, admins can also carry out search as:

1. Click on the text field with the search icon on the right side, just on top of the table.
2. Type in the word or characters you want to search
3. Hit enter

Then the accounts will be searched and listed that has match with the given input. One can again list all the accounts by not typing anything in the text field and hit enter.

Admins can **delete an account** as follows, considering they are logged in:

1. Click on "User Accounts" on the left sidemenu
2. Click "Delete" on the row of the account you want to delete

Then the selected user account will be deleted from the system.

Admins can **suspend an account** as follows, considering they are logged in:

1. Click on "User Accounts" on the left sidemenu
2. Click "Suspend" on the row of the account you want to suspend

Then the status of the user will be changed to suspended.

Admins can **view tickets** as follows, considering they are logged in:

1. Click on "Tickets" on the left sidemenu

For further explanation, please look at 6.1.20: Creating and Viewing Tickets

Admins can **view the activity log, also known as the activity stream** as follows, considering they are logged in:

1. Click on "Activities" on the left sidemenu

Then all the users' activites will be listed.