# Revised and Optimized E-Commerce Project Requirements

## Project Title

Multivendor E-Commerce and Logistics Platform for Cameroon-China Trade

## 1. Project Overview

The current business involves sourcing, buying, and shipping goods from China to customers in Cameroon.   
While the business is growing, customer interactions are largely manual, and logistics updates are difficult to manage.   
This results in frequent customer inquiries, slow response times, and poor tracking visibility.  
  
The proposed solution is a multivendor e-commerce platform that connects customers, local vendors, and logistics providers,   
enabling seamless product ordering, store creation, and delivery tracking from China to Cameroon.

## 2. Problem Statements

P1. Manual operations: Customers rely on social media posts to discover products, leading to unstructured sales and inefficiency.  
P2. Poor customer service: Delayed responses due to manual messaging result in reduced satisfaction.  
P3. Lack of logistics visibility: Customers frequently ask about the shipment status, as there is no real-time tracking system.  
P4. Limited scalability: The current model depends heavily on direct communication, making it difficult to manage increasing customer volume.

## 3. Project Goals

- Create a user-friendly e-commerce platform to streamline product requests, orders, and logistics.  
- Enable Cameroonian entrepreneurs to create online stores, source products from China, and sell locally through the platform.  
- Integrate logistics service providers to update shipping statuses and offer shipping options to customers and vendors.

## 4. Core Features and Functional Requirements

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| --- | --- | --- |
| Feature Area | Description | Key Requirements |
| Customer Module | Customers can browse, request, or purchase products from China or local vendors. | - View and search for products. - Select product variations. - Add to cart and checkout. - Track orders. - Manage profile. |
| Vendor Module | Local sellers can source products from China, then sell them through their own online stores. | - Vendor registration. - Upload and manage listings. - Set prices and stock. - View sales dashboard. - Integrate with logistics. |
| Logistics Module | Cargo companies and logistics operators can register and provide shipping services. | - Register as a logistics provider. - Manage shipment statuses. - Provide real-time tracking. - Manage assigned orders. |
| Admin Module | System owner manages operations and users. | - Approve vendors. - Manage permissions. - Monitor transactions. - Handle disputes. - Configure system settings. |

## 5. Non-Functional Requirements

- Usability: Intuitive UI, accessible on desktop and mobile.  
- Performance: Page loads within 3 seconds, tracking updates instantly.  
- Security: All data over HTTPS, with authentication required for all roles.  
- Scalability: Must support multiple vendors and logistics simultaneously.  
- Localization: Support for multiple currencies and languages (CNY, XAF, English, French).

## 6. Target Users

1. Customers: Individuals purchasing goods or making product requests.  
2. Vendors: Business owners reselling or managing online stores.  
3. Logistics Providers: Cargo companies handling shipments.  
4. Admin: Platform owner managing users and services.

## 7. Expected Benefits

- Simplified customer experience with online ordering and tracking.  
- Increased vendor visibility and digital business opportunities.  
- Improved communication between customers, sellers, and shippers.  
- Reduced manual workload via automation and notifications.

## 8. Example Use Case Flow

1. Customer browses and adds product to cart → checks out → selects logistics → pays.  
2. Vendor confirms order → arranges shipping.  
3. Logistics provider updates shipment status until delivery.  
4. Customer receives updates and confirms delivery.

## 9. Future Enhancements

- Mobile App (React Native or Flutter).  
- AI-assisted product recommendations and chatbots.  
- Integrated payment gateways (MTN MoMo, Orange Money, Stripe).  
- Vendor and admin analytics dashboards.