

# Multi-Vendor E-commerce System - Complete Feature List

## 1. User Roles & Access Control

Roles: Admin, Vendor/Seller, Customer, Delivery Agent (optional)

Features:

- Role-based dashboards
- Authentication & 2FA
- Forgot Password/Reset System

## 2. Vendor Management

- Vendor registration and approval
- KYC & Bank details
- Dashboard with sales, products, orders, earnings

## 3. Product Management

- Add/Edit/Delete products
- Variants (size, color)
- Inventory and SKU Management
- Product approval system

## 4. Catalog System

- Category and Subcategory system
- Brand and Attribute Management
- Filters for advanced searching

## 5. Search & Recommendation

- Smart search with suggestions
- Recent views & related products
- AI-based recommendations

## 6. Customer Panel

- Profile & Address Book

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- Wishlist, Orders, Invoices
- Track Orders, Reviews & Returns

## 7. Order Management

- Multi-vendor split orders
- Order status tracking
- Invoice and Refund Management

## 8. Cart & Checkout System

- Add/Remove cart items
- Coupons & Discounts
- Multi-vendor split checkout
- Tax & Shipping calculation

## 9. Shipping Management

- Shipping zones/rates
- Vendor-specific shipping
- Track shipments
- Delivery estimation

## 10. Payment Gateway Integration

- Multiple gateway support
- COD, UPI, Wallets
- Escrow logic for vendors
- Refund processing

## 11. Admin Panel

- Dashboard, Sales, Reports
- Manage users/vendors/products
- Commission & Withdrawal Management

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- CMS and SEO Settings

## 12. Reports & Analytics

- Sales report
- Abandoned cart data
- Top performing products/vendors
- Customer behavior insights

## 13. Notification System

- Email/SMS/Push Notifications
- In-app alerts
- Order status alerts for vendors and customers

## 14. Reviews & Ratings

- Verified reviews
- Rating statistics
- Review moderation system

## 15. Return & Refund Management

- Return request flow
- Admin/vendor approval
- Auto/manual refund logic

## 16. Coupons & Discounts

- Admin & Vendor Coupons
- Conditions (cart min value, expiry)
- Promo code usage reports

## 17. CMS & Static Pages

- Manage About, Contact, T&C, Privacy Policy

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- Banner Slider Management
- FAQ page builder

## 18. Security & Performance

- CSRF/XSS protection
- Rate limiting
- CDN integration
- Caching (Redis, etc.)

## 19. Mobile App Support

- React Native / Flutter app
- OTP login
- Push notifications
- Mobile optimized APIs

## 20. Tech Stack Recommendation

- Frontend: React/Vue
- Backend: Laravel/NestJS
- DB: MySQL/PostgreSQL
- Search: ElasticSearch
- File Storage: S3 or Local