Supplier–Consumer Platform (SCP)

Suliman Sagindykov • Rustam Amanzhol • Aldiyar Sagat • Dinmukhamed Onglanbek

SYSTEM OVERVIEW

Key Features:
- Supplier catalog management
- Consumer ordering system
- Supplier–consumer linking workflow
- Real-time chat
- Complaint + escalation system

Users:

Suppliers (Owner/Manager/Sales) & Consumers (restaurants, cafes)

BUSINESS FLOW DIAGRAM

Flow Summary:
1. Consumers register and request a link to suppliers
2. Supplier approves ↠ unlocks catalog, chat, orders
3. Consumer browses products and places orders
4. Supplier processes order ↠ updates statuses
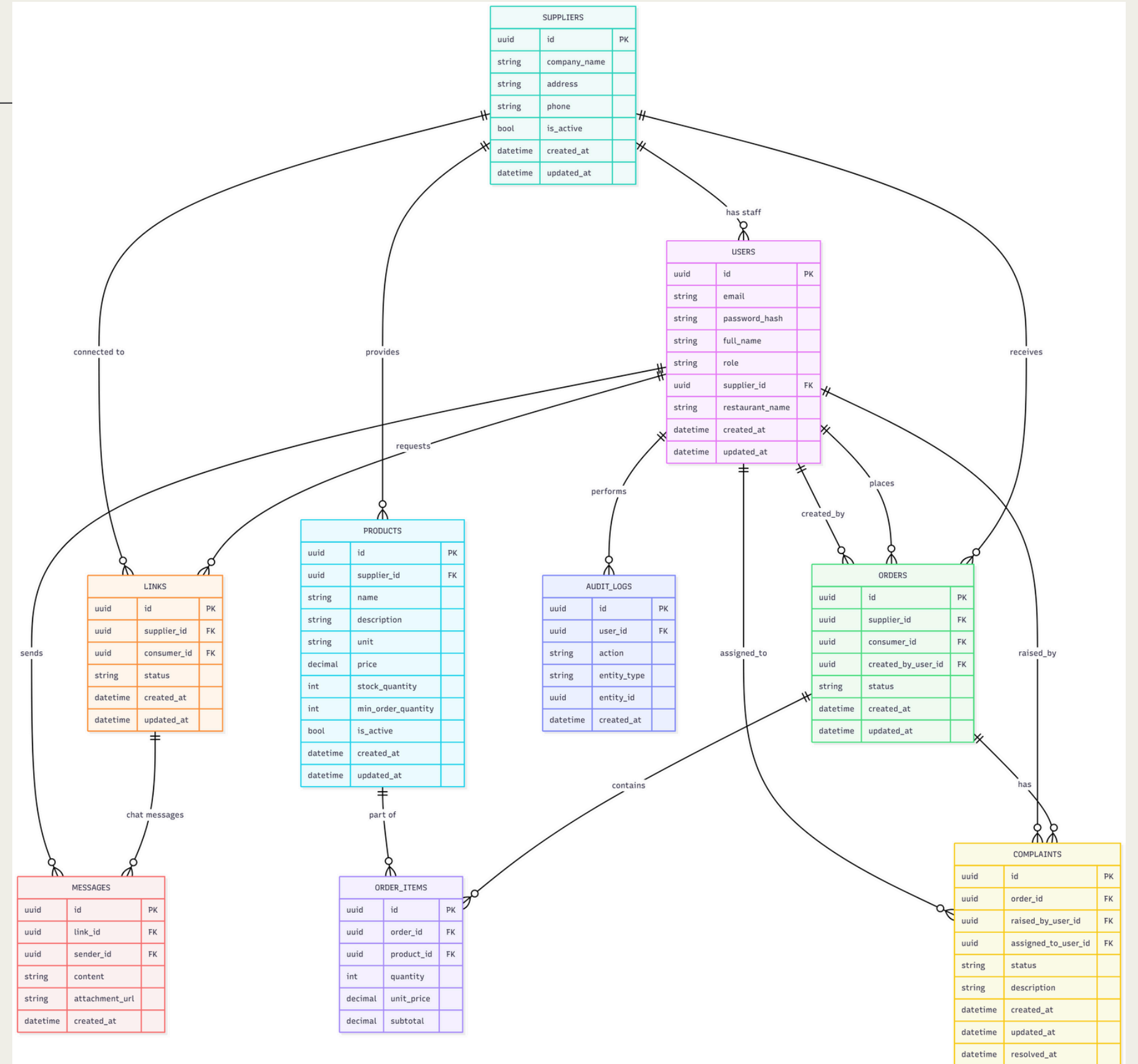5. Complaints can be submitted ↠ escalated ↠ resolved

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DATABASE & ERD

Main Entities:
- Users (roles: OWNER, MANAGER, SALES, CONSUMER)
- Suppliers
- Links (Consumer ↔ Supplier)
- Products
- Orders & Order Items
- Messages
- Complaints & Escalations

CONLUSION

SCP Provides:
- Reliable order processing
- Transparent supplier–consumer relationships
- Faster communication
- Structured complaint handling
- Scalable backend + mobile + web apps

Next Steps:

Predictive ordering • Analytics dashboards • Real-time updates