**Customer Functional Requirements:**

1. User Authentication and Registration:
   * The system MUST provide a user registration process.
   * The system MUST allow registered users to log in.
   * The system SHOULD provide a "Remember Me" option for user convenience during login.
2. Password Reset:
   * The system MUST allow customers to reset their passwords securely.
   * Password reset emails MUST be sent to the customer's registered email address.
3. Customer Profile Management:
   * The system MUST enable customers to create and update their profiles.
   * Customers MUST be able to view and edit their personal information (e.g., name, address) in their profiles.
   * Customers SHOULD be able to upload profile pictures.
4. Buyer Information for Managers:
   * The system MUST maintain a record of customer details that managers use to buy stock.
   * This record MUST include buyer ID, name, address, and the stock items to be purchased.
5. Homepage with Categories:
   * The system MUST provide a homepage displaying a list of product categories.
6. User Profile Management:
   * The system MUST allow customers to manage their profiles, including profile pictures.
7. Product Display:
   * The system MUST display products within selected categories.
   * Product listings SHOULD include images, descriptions, and prices.
8. Cart Management:
   * The system MUST allow customers to add and remove items from their shopping cart.
   * Cart contents MUST persist between user sessions.
9. Payment Management:
   * The system MUST support payment processing.
   * Customers SHOULD be able to view a list of payments made and pending payments.
10. Checkout:
    * The system MUST provide a checkout process to confirm and complete orders.
    * Order summaries SHOULD be presented to customers for review before payment.
11. Help & Assistance:
    * The system MUST offer customer support through email and text-based communication.
    * A "Help & Assistance" section SHOULD be accessible from the user's profile.
12. Live Chat:
    * The system SHOULD offer a live chat feature for real-time customer support.
13. Order Management:
    * Customers MUST be able to track, cancel, and initiate returns for their orders.
    * The system SHOULD provide a history of past orders for reference.
14. Pickup Order Slot Timings:
    * The system MUST offer customers the option to select pickup time slots for their orders.
    * Available pickup slots SHOULD be displayed during the checkout process.
15. Search Functionality:
    * The system MUST include a search bar allowing customers to search for products.
    * Product search results SHOULD be displayed in real-time as the user types.
16. Product Filters and Sorting:
    * The system MUST offer filters and sorting options to refine product search results.
    * Customers SHOULD be able to sort products by relevance, price, or other relevant criteria.
17. Order History:
    * Customers MUST have access to their order history, including details of past purchases.
18. Bulk Order Management:
    * The system should support bulk orders, allowing customers to purchase items in large quantities or as part of a bulk order program. This includes volume discounts and special pricing.

**Admin Functional Requirements:**

1. Admin Authentication:
   * The system MUST provide secure login for shop owners/administrators.
2. Inventory Management:
   * Admins MUST be able to update stock items.
   * Admins SHOULD have the ability to add new items to the inventory.
3. Stock Details:
   * The system MUST maintain a record of stock items, including their ID, name, and quantity.
4. Active Order Monitoring:
   * Admins MUST have visibility into active customer orders.
   * They SHOULD be able to view order details and statuses.
5. Profit Calculation:
   * The system MUST calculate monthly profits for the shop.
   * Profit reports SHOULD be available for review.
6. Admin-Customer Support:
   * Admins SHOULD have access to customer support features, including chat functionality.
7. Admin Homepage:
   * The system MUST provide a homepage for administrators with relevant data and links to admin tools.