**Project Charter**

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| Project Title : Cleckfax Traders Hub |

Version Control

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| Version | Date | Summary of changes |
| 1.0 | 06/03/2025 | Initial version |
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Project Justification

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| Cleckfax trader hub is a synergistic e-commerce platform that offers one stop shopping place to get good, premium and affordable products at a very reasonable and affordable price. This e-commerce platform allows customers to conveniently browse and purchase fresh goods online while collecting their orders at designated times and this platform is also capable of creating end-user profiles, tracking personal purchases and activities of end-users that are available in this platform. Our service will assist to attain best shopping experience to its end users by guiding them in every possible way so that they can feel like they are shopping in a physical store without the nuisance of going to different stores for shopping.  The Cleckfax Traders hub works as a gap between traditional shopping and a modern one by focusing on developing a web- based platform that offers a seamless shopping experience by providing features where customers are able to filter items based on price, rating, etc. and will also be able to add items in cart and the product in the cart will be secured even after logging in, reminds customers to pick their product and allow customers to have a feedback. They can also examine various feedback given by other customers to know about the quality of the product. Users must pick up the purchased goods personally at least 24 hours after placing the order, so they may select the most convenient time when placing the order. This website will also be responsive website where both the platforms will have seamless experience. The Cleckfax Traders hub also provide individual receipt for each trader, keep track of all the product and automated restocking alert and provide ability to view and respond to customer feedback and review.  Cleckfax Traders hub, a platform presenting a variety of premium products produced by a diverse range of traders at reasonable pricing, motivating variety of small companies to collaborate with one another establishing a single platform for users and providing a network to grow the business as well as promote various products and goods made in local area. |

Project Scope

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| The foremost goal of this project is to define and identify the diverse norms crucial for e-commerce to accomplish its desired effectiveness and standard. Not only does it shape the norms of the project but it also works as a guideline for this e-commerce project to assure that all options are in line with the norms.  **E-Commerce Platform for Local Traders**  **Specific(S)**   * Create an online marketplace wherein regional traders may list and sell their goods. * Offer secure payment gateways that include the payment via PayPal. * Initiate a single search, filter, and recommendation system through a user interface that is intuitive. * Construct a structure for feedback and ranking system.   **Measurable (M)**   * Traders must have secure access to their personal account. * Each trader's products should be displayed on the website. * Users must be able to signup successfully.   **Achievable (A)**   * To greatly assist the traders in running of their online stores, carefully provide them with truly important training in digital literacy. * Start with a small set of items and grow that set as customers ask for it.   **Relevant (R)**   * Tools that empowers small business owners and gives them access to a bigger pool of consumers. * Broadens sales opportunities leading to local economic growth. * Bets on the digital transformation of the ecosystem of local businesses.   **Time-bound (T)**   * Basic website to be completed within 2nd week of the project   **Role Based access control and use of JWT:**  **Specific:**   * **Users have their own roles differing their permissions.** * **Use of JWT token for secure login via email for first login and registration for each trader.** * **Making sure traders only manage and get their own data.**   **Measurable:**   * **Keeping track of users in each role and keeping track of the changes.** * **Keep track of token generation and their expiration.** * **Keep the website secure and monitor unauthorized login attempt.**   **Achievable:**   * **10 shops per trader and with their different login credentials.** * **Implemeation of JWT token for trader registration after veryfing with admin.** * **Conduct quality analysis and testing for login.** * **Provide proper documentation for trader registration and verification.**   **Relevant:**   * **Only secure payment getways like paypal.** * **Access control and verification all access given to admin.** * **Provide access to important data and reports to related trader whereas admin can view all the information.**   **Time-Bound:**   * **The development and implementation of role-based access control will be completed within 2-4 weeks.** * **JWT authentication setup and testing will be completed within 3 weeks.**   **Enhanced UI/UX**  **Specific (S)**   * Redesign web/app to provide a seamless new visual experience. * Enforce personal recommendation with AI support to help the user locate what they are looking for. * Enhance performance so the pages load quickly and the interactions are glitch-free. * Enable smooth user feedback and bug reporting.   **Measurable (M)**   * A well-designed UI/UX should be clear, visually appealing, and engaging to keep users interested and improve usability. * Easy navigation and effective use of colour theory enhance accessibility and guide users effortlessly through the platform. * Maintaining a clutter-free design ensures a seamless experience, making interactions smooth and enjoyable.   **Achievable (A)**   * Do user testing to figure out what others hate and do not. * Enforce progressive web app (PWA) capabilities to help make it faster and better. * Apply POUR principle for web content accessibility guidelines.   **Relevant (R)**   * A seamless, accessible, and user-friendly platform enhances user experience, builds trust, and encourages long-term engagement. * Greater UI/UX directly influences sales, conversion, and client satisfaction. * These enhancements provide the platform with an advantage over other similar ones in the market.   **Time-bound (T)**   * The UI/UX redesign will be completed within 1st week.   **Connected Shopping & Secure payments via PayPal**  **S - Specific**   * Customers can add multiple products in a single cart for shopping. * Giving user a freedom to check the product out without logging in. * Payment via PayPal is supported, ensuring fast, secure and reliable transaction. * One receipt per transaction, providing summary of all purchased items.   **M - Measurable**   * Track the number of transactions made through PayPal. * Track the number of goods that are flowing in and out of the trader and marketplace. * Monitor user feedback about the goods /service they receive.   **A - Achievable**   * PayPal can be achieved via PayPal API found in PayPal developer. * A connected shopping experience can me maintained by using session management and database tracking.   **R - Relevant**   * Creating a seamless experience for the user to reduce friction in the checkout process. * Secure transactions increase trust of the customers to purchase more from the store. * Ensuring a smooth and consistent shopping experience, before and after logging in.   **T – Time Bound**   * The development and testing of PayPal integration will be completed within 4-6weeks. * Session management development via storing in cookie will be completed within 5weeks.   **Goods Management System:**  **Specific:**   * Website will allow customers to select collection slots during checkout. * Users, traders, and others will use the system for efficient order pickups. * There will be three collection slots per day: 10 AM – 1 PM on Wednesday, 1 PM – 4 PM on Thursday, and 4 PM – 7 PM on Friday.   **Measurable:**   * A maximum of 20 orders per collection slot. * Collection rates will keep record the percent successful pickups. * Customer feedback for the review of products. * All orders will be prepared at least 24 hours in advance.   **Achievable:**   * Traders have approved the order limits as well as time slot for all goods. * Using session management and cookies to store the cart system. * Customers will be notified about the product collection during checkout.   **Relevant:**   * The order limit make sures traders can manage products efficiently. * The 24-hour prior notification to prepare orders. * The collection slots balance customer convenience and trader capacity.   **Time-Bound:**   * The order collection slot system development will be completed within 4-5weeks. * Customer notification for product collection will be integrated within 4 weeks. * Order preparation workflow automation will be completed within 5 weeks.   **Customer feedback system:**  **S – Specific**   * It allows customers to rate product, leave reviews and have direct communication with the traders. * Have rating features, comments section and allows to raise issue if any problem arise. * Admin can monitor and manage the reviews, traders can response to feedback to maintain quality control.   **M – Measurable**   * Number of feedbacks in the products. * Constant tracking of average rating per product, feedback, traders’ response rate will be done from the dashboard. * Scans customer satisfaction through monthly reports on feedback.   **A – Achievable**   * User-friendly interface is available for flawless review submission and management. * Traders are notified automatically when they receive new feedback. * Make use of database management and web development tools to create user friendly interface.   **R – Relevant**   * Increase customers experience and engagement with local traders. * Help traders to improve product quality based on customer’s review.   **T – Time Bound**   * The rating and review system implementation will be completed within 6 weeks. * Admin monitoring and trader response system will be integrated within 7 weeks. * Monthly feedback reporting system will be operational within 8 weeks. |
| **Customer Interface:**   1. Can view the products even without logging in. 2. It is easy to explore the items from a range of shops and visualise products with descriptions. 3. Implement a feature allowing the user to create a cart upon secure registration and login. 4. Implement sorting options such as price-based, product-type, ratings-based and shop category filters. 5. Consistent submenu for each trader. 6. Ensure cart doesn’t get removed from the list after login. 7. Ensure convenient payment processing, one payment for all orders through PayPal. 8. Can only make a purchase of 20 items per order. 9. Customers will be reminded to pick their products. 10. Allow the user to provide feedback and contact the trader upon necessary.   **Trader Interface:**   1. Implementation of CRUD operations for managing data (Create, Read, Update and Delete). 2. Individual receipt for each trader. 3. Keep track of all the products in each shop. 4. Automated restocking alert on each product. 5. Dashboard for each trader to show their performance metrics. 6. Ability to view and respond to customer feedback and review.   **Management Interface:**   1. Admin can access all the reports/metrics of all the traders, and can view the orders of users in the dashboard. 2. Admin can control the account of trader and can delete if trader violates any rules. 3. Monitor the product’s importance through daily/weekly reports. 4. Monthly reports provide detailed information on product sales figure. 5. Admin can have access to all the ratings, comments for each product. 6. Admin can use historical data to forecast future trends |

Duration

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| Project Start date:03/05/2025  Project Closing date:05/27/2025 |

Estimated Budget

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| Total Team Members = 6  Hours per week per person = 16-18hrs per week  Total working hours of team in a week = 18hrs \* 6 =108hrs  Total working hours of team during the entire project = 108hrs \* 12 weeks = 1296 hrs |

Roles and Responsibilities

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| Name | Role |
| Swostik Nepal |  |
| Sampurna Simkhada |  |
| Sampurna Gautam |  |
| Suyash Rijal |  |
| Supriya Dhakal |  |
| Roshan Kumar Adhikari |  |