**Project Charter**

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| Project Title: CleckShopHub |

Version Control

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| Version | Date | Summary of changes |
| 1 | 03/03/24 | Initial version |
| 2 | 05/05/2024 | Updated Project Justification, Project Scope, and Roles |

Project Justification

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| The project aims to develop an e-commerce website platform for independent local businesses located in a vibrant suburb of Cleckhuddersfax. These local businesses have grown and offer local products. As national chains and convenience stores are expanding, the local stores are realizing that they need to adapt different measures to satisfy the needs of the customers.  Traders have thus decided to develop a joint e-commerce website as a solution. The website shows various products that they offer and expands their reach beyond normal business hours. Traders want to provide their customers with a pleasant purchasing experience, with an emphasis on convenience which the website can provide.  The e-commerce website is made specifically to address traders' and customers' needs. Customers may easily browse products by shop or category due to the user-friendly layout. Every retailer keeps a unique range of products, giving clients plenty of options. Every user will find the website easy to navigate as it is accessible on both desktop and mobile devices. All customers whether registered or not can add product to their cart.  An integrated basket that covers every shop, single payment for all products, and simple buying experience is an essential part of the system. Customer can share feedback based on their personal experience. Orders are picked up from a specified location. PayPal payment is one of the payment ways that provides security and flexibility.  For traders, the system gives a user-friendly interface to manipulate their products and shop information. Weekly and monthly financial reviews provide insights into income and overall performance. With separate logins for buyers and traders, and an admin interface for management, the website ensures security and privacy.  All things considered, the e-commerce website is a perfect example of a modern and cultural fusion. CleckShopHub is set to fulfill the changing demands of their community while maintaining the integrity of their local shopping by adapting to the present while staying true to their tradition. |

Project Scope

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| S - Specific   * Establish an online marketplace, called Cleckshophub, to let inhabitants of Cleckhuddersfax buy locally produced goods by filling the gap between convenience shop hours and consumer schedules. * Ensure that the website is adaptable to various devices and screen sizes. * Provide options for users to sign up, log in, and add items to their shopping carts. * Include a review and rating system to collect product feedback for quality assurance. * Provide a navigation menu for easy browsing of product categories with searching and sorting options. * Provide necessary content, including product images and descriptions. * Ensure secure transactions via PayPal or Stripe to enable users to make payments.   M - Measurable   * Provide traders with reports to help them track sales and get valuable insights. * Track the number of orders and related payments to evaluate the effectiveness of the platform. * Provide an elaborative dashboard that shows the progress of the entire project.   A - Achievable   * Create search and sort functionalities to improve the user experience. * Implement quality control techniques using client feedback and ratings. * Allow unregistered users to add things to their wish lists while encouraging registration for further advantages.   R - Relevant   * Analyze sales data to inform business growth plans for traders. * Collect client input to find areas for enhancement and improve the user experience. * Present statistically important data in a visual format for rapid examination and decisions.   T – Time Bound   * Project Start Date [03/03/2024] * Project Deadline [24/05/2024] |
| **Customer Interface**   * The Customer Interface caters to a vibrant local market, supporting 5 to 10 traders and delivering a diverse choice of products that are easily discovered using an advanced search and sorting engine. * Comprehensive product pages offer important features such as price, nutritional information, and allergens, allowing shoppers to make informed decisions. * Designed for universal accessibility, the interface is responsive across all devices and browsers, increasing user engagement. * Features consolidated shopping cart and favorite items capabilities, improving the shopping experience for both visitors and registered customers, as well as increased security through email verification of account actions. * Emphasizes security and usability with a user-friendly layout and safe user data management, providing a trustworthy and efficient purchasing experience. * Features such as user reviews allows customers to provide feedback based on their personal experiences, assisting traders in gaining insights into their products. * Features a system for selecting pickup times, assessing orders before confirmation, as well as email summaries after purchase to confirm specifics and build consumer trust. * Enhances product interaction with a quick-view modal, making browsing and purchasing easier by presenting important information and rapid ordering alternatives.   **Trader Interface**   * Traders may easily manage their profiles and product listings, with a full dashboard providing insights into sales, consumer behavior, and inventory management. * Advanced product management capabilities are included, allowing for easy additions, changes, and removals of products via CRUD (Create, Read, Update, Delete) activities, ensuring that their offers stay current and appealing. * Provides sophisticated order management tools that allow traders to track and fulfill client orders effectively using numerous filtering options, hence increasing operational efficiency and customer satisfaction. * It has a secure login system that ensures important corporate information is kept secret and only available to authorized individuals. * Provides access to analytical tools and reports, offering traders with useful data on sales patterns and performance indicators to help them make smart decisions. * Provides a responsive interface design, allowing traders to manage their operations from any device while maintaining flexibility and continual access to their business. * Gives traders the chance to reply to customer evaluations, encouraging direct connection with the customer base and providing an opportunity to enhance service and product offers based on feedback.   ﻿**Management Interface**   * Provides an administrator-only login site for managing the platform's operations. * Allows for the maintenance and monitoring of trader accounts, ensuring a diversified and high-quality product offering. * Provides access to a set of analytics and reporting tools for analyzing sales success and user interaction. * Quality control and product inspection elements are included to ensure that the platform's criteria are met. * Creates weekly reports on orders and financial activities to ensure smooth operations and payments. * Tracks site usage and visitor statistics, which helps with platform strategic planning and improvement. |

Duration

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| Project Start Date: 03/03/2024  Initiation Date: 05/03/2024  Planning Date: 15/05/2024  Execution Date: 15/05/2024 |

Estimated Budget

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | Team Member | Hours per day | Days per week | Total working week | Total working hours | | Abhishek Poudel | 3 | 5 | 10 | 150 | | Amulya Shrestha | 3 | 5 | 10 | 150 | | Biliyas Maharjan | 3 | 5 | 10 | 150 | | Biraj Shrestha | 4 | 5 | 10 | 200 | | Shasank Shrestha | 4 | 5 | 10 | 200 | | Soya Shrestha | 3 | 5 | 10 | 150 | | Sushan Bhandari | 3 | 5 | 10 | 150 |   Total Working Hours: 1150 Hours |

Roles and Responsibilities

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| Name | Role |
| Abhishek Poudel | Team Member (Primary role: Plant) |
| Amulya Shrestha | Team Recorder and Documentation Manager (Primary role: Resource Investigator) |
| Biliyas Maharjan | Team Member (Primary role: Team Worker) |
| Biraj Shrestha | Team Leader [Shared] (Primary role: Co-Ordinator) |
| Shasank Shrestha | Team Leader [Shared] (Primary role: Co-Ordinator) |
| Soya Shrestha | Team Recorder and Documentation Manager (Primary role: Team Worker) |
| Sushan Bhandari | Team Member (Primary role: Implementer) |