

PoshuPakhi is a growing fully online pet shop that sells pet food, toys, grooming items, and other accessories. Customers can browse products freely without needing to log in initially. They can filter items by type, price, or category, and view detailed product information such as images, descriptions, specifications, prices, and customer reviews to make informed choices.

When a customer decides to add a product to their cart, the system prompts them to log in or register. This ensures that transactions are tracked and associated with a customer profile. After logging in, they can continue shopping or proceed to checkout, where they provide their shipping address and select from payment options like mobile banking (bKash, Nagad), credit/debit cards, or cash on delivery. Once the order is placed, the system confirms it, adjusts inventory, provides an estimated delivery date, and begins tracking the order in real-time—from packing to final delivery.

Customers receive tracking details, as deliveries are managed by third-party logistics partners. Throughout the process, they can monitor order progress via courier tracking information.

Behind the scenes, PoshuPakhi staff access a dedicated dashboard to manage stock, handle incoming orders, and prepare items for shipping. They ensure all packages are processed accurately and handed over promptly to the delivery partners.

Admins have full control over the platform. They can add, edit, or remove products, monitor inventory, and get alerts when stock is low. They also have access to detailed sales reports that can be filtered by day, month, or year, enabling data-driven insights into customer behavior and business trends.

The system supports supplier and purchase order tracking, so admins know which suppliers delivered which items and when. Invoices are generated automatically, and a full payment history—covering both online and cash-on-delivery transactions—is maintained.

Customers benefit from a personalized shopping experience. They can view their past orders and receive product recommendations tailored to their purchase history. If any issues arise, they can contact customer support directly through the website, ensuring a smooth and satisfying shopping experience from start to finish.

Overall, PoshuPakhi simplifies the pet shopping experience by offering an intuitive platform for customers while helping staff and admins manage operations efficiently and accurately.