"Poshupakhi" is a growing fully online based pet shop that sells pet food, toys, grooming items, and other accessories. Customers can browse products, filter them by type or price, and add items to their cart. Once ready, they proceed to checkout, where they can choose from various payment options such as online payment (via mobile banking or cards) or cash on delivery. After completing the payment or selecting a payment method, the order is confirmed. Customers receive real-time updates on their order status—whether it’s being packed, shipped, or delivered—and can also view their past order history for a personalized shopping experience.

Admins have full control over the website. They can add, edit, or remove products, manage stock levels, and receive alerts when stock is low. The admin panel also provides detailed sales reports, including daily, monthly, and yearly sales summaries. Admins can filter sales data, monitor revenue trends, and view customer activity to help make data-driven decisions.

Staff members are responsible for updating stock, handling incoming orders, and preparing them for delivery. They use a dashboard to monitor stock levels and ensure timely packing and dispatching of products.

For delivery, PoshuPakhi partners with third-party logistics services. Their own staff do not handle delivery. Instead, once an order is ready, it is handed over to a trusted courier service, and tracking details are shared with the customer to follow the delivery in real time.

The platform also supports supplier and purchase order tracking so admins can monitor which suppliers deliver which items and when. The system auto-generates invoices and records whether payments were made online or via cash on delivery, maintaining a complete payment history.

Overall, the website enhances the online shopping experience by simplifying order processing and tracking, reducing staff workload, minimizing errors, and offering detailed business analytics.