

Project Assignment 1

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Project Topic: Order & Inventory Management for Electronic Items

Problem Statement: In the retail industry, it is vital that companies are able to keep up with the supply and demand on products they are offering. Some companies may choose to keep track of this supply and demand through physical books and paperwork, and over time this can result in misplaced orders by human error and overall customer dissatisfaction. Through this project we will demonstrate how a retail company that sells electronic items goes about digitally managing inventory based on orders that are fulfilled and returned .

Objectives:

- Customer management: In order for customers to place orders, they will need accounts and will thus need to be in the company database.
 - Adding an account: For new customers, they will need to create an account with information such as first name, last name, age, address, etc.
 - Deleting an account: For existing customers that are no longer interested in purchasing from the company or having accounts from the company they should be able to delete their account.
 - Updating an account: Existing customers may want to change their address or name and should be able to do so.
- Placing an order: Existing customers should be able to place an order with the company. Once they do this, they should get a confirmation or denial status if the product has gone out of stock. A confirmation status will result in the inventory changing.
- Cancelling an order: Customers can cancel the orders based on their flexibility.
 - Orders can be cancelled immediately after customers have placed the order and the product will return back to inventory.
 - If a customer tries to cancel an order after it has been shipped, the cancel request will be denied.

- Returning an order: Customers who want to return their orders should have an option to place a return request. Have a good dayOnce an item is returned, it will be added back to the inventory. However, returns must be placed within 15 days or the return request will be denied.
- Inventory check: Managing inventory and keeping track of the exact amount of stock is an important part of a retail business, in order for them to not run out of stock and hence improve delivery performance.
 - Adding inventory: Inventory could be added via return or via purchase from the company to restock.
 - Removing inventory: Inventory would be removed when it has been purchased by a customer.
- Product description: A simple product description table that includes the itemid, item description, item status (Available/Unavailable) [this is based on inventory count]
- Order status: Customers and backend business users can view order status based on which stage it is at.
 - Status Code: 1, Status: Draft Order
 - Status Code: 2, Status: Order Created
 - Status Code: 3, Status: Order Shipped
 - Status Code: 4, Status: Order Fulfilled
 - Status Code: 5, Status: Order Returned