

Online Electronics Store Management

Milestone: Project proposal

Group – 6

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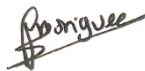
Percentage of Effort Contributed by Neel Anap – 50 %

Percentage of Effort Contributed by Sanil Rodrigues – 50 %

Signature of Neel Anap –



Signature of Sanil Rodrigues –



Submission Date – 10/01/2022

INTRODUCTION

One of the industries that is rapidly changing and utilizing a lot of innovation is consumer electronics. Major electronics producers are constantly developing the next best electronic product, making their products more user-friendly, more sophisticated, and coming up with new ways to assist or amuse their customers. By reducing phone calls regarding availability, specifications, hours of operation, and other information that can be easily found on company and product pages, online shopping can save time for both the buyer and the retailer.

There are a lot of reasons why customers today prefer shopping online:

1. Convenience.
2. Price comparisons.
3. No crowds
4. No need to travel.

BUSINESS PROBLEM

EasyEl is an online American consumer electronics retailer which offers its services to consumers located only in US. Products from EasyEl are known for their durability and quality while EasyEl itself is known for its excellent customer support including attractive discounts. The website offers a large array of electronics products for the customers to choose from. Customers can place an order for a particular product of a particular category on the company website after creating their account with their username, password and giving a contact number and email. Each customer can order multiple products from multiple product categories. Upon placing the order, they have the option to either pick up the product from nearby pickup points or get it delivered to a particular address. Upon successful completion of payment, the customers would get a notification/email containing the customer's name, delivery address, delivery date and time, product name, product id, order id and total cost. After delivery of the said product, the customers get a notification to leave feedback about the product. To offer good discounts to returning customers the company wants to track the total spending of each customer.

For each city there is a manager who looks over employees of the office in that city. The manager has access to view employee details like id, name, gender, address, etc. The employees are the ones who make necessary changes to the website and look after the inventory. They are also responsible for looking after customer services and solving any customers' queries. EasyEl also has its online website which has the product id and specific product URL stored with it and any user can access this website without registration. EasyEl also have Product category which has category_id and name and it consist of various category of electronics products like smartphones, refrigerators etc. Other most essential element that EasyEl has is its products which consists of Prod_id, name, price, prod_status and inventory count of the product, Product plays an especially key role between user and admin as it is the core component of online shopping. Suppliers are the people who provide the items to the store which are running out of stock. Suppliers have Supplier_id, Name, Address, date, and number of items shipped.

EasyEl has a vision of providing easy to shop features and great customer service to their customers.