

Group No.: ____Y____

Project No.: ____B____

Project Name: ONLINE RETAIL MANAGEMENT SYSTEM

PHASE - I
REQUIREMENTS DOCUMENT

I. MINIWORLD:

The business-to-consumer aspect of an online shopping is the most visible business use of the World Wide Web. Primary goal of an online shopping site is to sell the products online. Nowadays most of the items that are needed for the daily basis can be purchased through the online mode. Retail management deals with the buying of the products by the customers from the retail shops through the online mode. Nowadays people do not have time to go to shops and get the desired items. So, this online mode of shopping is being used a lot. The use of it is increasing day by day. With just one stretch, the customers can buy the desired items through the online retail management system application. The objective of Online Retail Management System is to ease the work done by the customer so that he can directly buy his goods online in a proper and efficient way. The customer initially needs to register with his/her valid Gmail id providing his/her bank account (can have multiple bank accounts) which generates him a unique customer id by which he could get access for the shopping. The list of all available goods with their quantity can be easily searched in the search box section, where the user can search all the items he wants. The products are classified based on the type of products (like electronics, furniture, sports, books, etc.) into various categories. In each category, price filters are also available. The customer can purchase multiple items in different quantities. After selecting the particular items to purchase, customer can proceed to the payment step. Discounts and offers (if available) can be availed depending on the products and their percentage of discount. The bill will be generated and payment can be done online using their registered bank accounts only. The items can be ordered to one or more suppliers. User can find his/her order history in their profile.

II. DATABASE REQUIREMENTS:

When the customer wants to buy a product, he/she must register providing their Gmail. An activation code will be sent to that Gmail. User needs to enter that code and register with a username and a password providing their valid bank account number (can provide multiple accounts) which generates their unique customer id. User can login any time using their Gmail id and password. The database stores all that information of the users. Information like username and password can be edited any time by the user in the edit profile section. So, the database will also be updated accordingly. Newly registered users will be added to the database. Information of the products will also be stored in the database. Product count will be reduced when they are sold and newly available products from the market will be added to the database. Stock which will be unsold for long time will also be removed from the database. The price and discount for a particular product will also be updated during any changes in the market.

Customer must provide proper delivery address which will be stored in the data base and can be edited anytime in the user profile.

Address contains the following fields:

- Mobile number
- House number
- Colony name
- Landmark
- City
- District
- State
- Pin code

When a product is to be bought, he/she can search the product in the available search box or can choose a category related to that product and then can proceed through the sub-categories. The customer can either go through the products available in the chosen category or sub-category or can search their desired product. User can use the price filter option to choose the desired price range for shopping. Customer cannot choose the quantity above the maximum limit of that product which was already set depending on the product.

Once chosen, the products are added to the shopping cart and the total amount along with the shipping charges is displayed. User can also add or remove the products from the shopping cart. Once the customer is done with his/her final selection of products, they can proceed to the next step.

In this step, a complete report of the shopping will be generated which contains the names and prices of the products along with their quantities and the total bill payable (which includes discounts and shipping charges). All these details about the shopping will be stored in the database. User can check the details of their previous orders in the order history section in their profile. The bill must be paid from one of the bank accounts provided during registration. Error message is displayed and payment will not proceed if sufficient amount is not present in the selected bank account and so the customer can select another bank account. User will be taken back to the home page after the payment is completed. Order can be cancelled within 72 hours to get the refund. Either money will be refunded or the products will be replaced if the order is not delivered properly.

Constraints:

1. All the inputs should be checked for validation and error messages should be displayed for the improper data.
2. The given bank account number must be valid (i.e., that account should exist).
3. Valid Gmail id must be provided and valid activation code must be entered during registration.
4. User name must not exceed 15 characters.
5. Password must contain more than 8 characters with at least one upper case letter, one lower case letter, one number and one special character.

6. Age of the customer must be above 13.
7. No multilingual support is available.
8. Maximum quantity limit for a particular product must not be exceeded.
9. If the amount in his/her account is less than the total bill payable, error message must be displayed and the payment process must not proceed.
10. Only the bank accounts provided during the registration will be used to settle the bill.
11. All mandatory address fields should be filled by customer.
12. Pin code must contain 6 digits only (In delivery address).
13. Valid mobile number must be provided (While providing delivery address).

III. APPLICATION REQUIREMENTS:

There must be provision for:

1. Addition of new users.
2. Storing the user information like Gmail id, customer id, etc.
3. Allowing the user to edit the given information like username, password, etc.
4. Storing the address provided by the user.
5. Allowing the user to edit the provided address anytime.
6. Addition of newly available products from the market.
7. Reduction of count of the products which are sold.
8. Updating the quantity, price and discount of every product.
9. Removing the unsold stock.
10. Customers to view the products available for sale.
11. Customers to search for products using any search criteria.
12. Adequate and effective search criteria mechanism for the customer to easily find and choose his/her desired product.
13. Displaying error messages when required.
14. Display of all details of each product like price, discount, features, brand, type, quality, etc.
15. Display of number of orders and details of all the orders by the customer in the profile.
16. Cancellation of the order by the customer (within 72 hours after order placement).
17. Refund of money to the user after cancellation or improper delivery.
18. Replacement of the product incase of delivery of a damaged product.