

# **Vision Document**

**Version <1.6>**

**SOPE**

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## Revision History

Date	Version	Description	Author
9/6/2024	1.0	Fill in the blank of number 1	Trần Đức Tùng
10/6/2024	1.1	Fill in the blank of number 4,5,6	Huỳnh Thiên Thuận
10/6/2024	1.2	Fill in the blank of number 2, 3	Trần Đức Tùng
14/6/2024	1.3	Edit the Alternatives and Competition, and some other small parts like references	Trần Đức Tùng
15/6/2024	1.4	Edit references	Trần Đức Tùng
1/7/2024	1.5	Detailed information on product functional and non-functional requirements.	Trần Đức Tùng
4/7/2024	1.6	Add functions for sellers to confirm, cancel, and update the delivery status of orders.	Trần Đức Tùng

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# Vision (Small Project)

## 1. Introduction

The purpose of this document is to define the high-level requirements of the “SOPE” e-commerce system in terms of the needs of the end users.

### 1.1 References

Applicable references are:

1. <https://www.outerboxdesign.com/web-design-articles/ecommerce-website-features/>, 10/6/2024
2. <https://ellogic.co/blog/functional-and-non-functional-requirements-for-ecommerce-websites/>, 10/6/2024

## 2. Positioning

### 2.1 Problem Statement

The problem of	There is a significant demand for passing on items or purchasing from other students, Youth Union, representatives of the faculties of university, companies affiliated with the university on the university's online pages.
affects	Students, university Youth Union, representatives of the faculties within the university, companies affiliated with the university, university's administration.
the impact of which is	Not effective, because advertisements and sales through online pages lack the practicality of a true buying and selling platform, where everything is handled through a few basic operations, from viewing products, evaluating them, chatting with the seller, online paying via e-wallet, seller's trustworthiness and so on.
a successful solution would be	Improve the image of the university, increase brand recognition for companies affiliated with the university, providing students with a legitimate and official marketplace.

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## 2.2 Product Position Statement

For	Students, university Youth Union, representatives of faculties of university, companies affiliated with university.
Who	sell products, buy products, advertise products, administer platforms.
The (product name)	is a website platform, named <b>SOPE</b> .
That	enables end users to buy or sell products, and administrators to manage the platform.
Unlike	using the online pages of the university for promotion or purchasing.
Our product	create a friendly, fast environment for users and provide up-to-date information on products, while also legalizing buying and selling activities with clearly sourced products.

## 3. Stakeholder and User Descriptions

This section describes the users of the Wylie Course Registration System. There are 3 types of users of the “Sope” System: Sellers, Buyers, Administrators.

### 3.1 Stakeholder Summary

Name	Description	Responsibilities
IT Executive	IT Department and HCMUS University as administrators.	Responsible for project funding approval. Monitors project progress, fixing errors of the platform or delete products when reported or suspected violations are verified.
Student	Student as buyers	Ensures that the system will meet the needs of students as buyers.
Student, Youth Union, Companies, faculties of the university	Act as sellers	Ensures that the system will meet the needs of sellers.

### 3.2 User Summary

Name	Description	Responsibilities	Stakeholder
Students as buyers	Buy products on the platform.	Add products to their cart. Remove products from their cart. Chat with sellers. Rating products, comment on products.	self-represented.

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Students as sellers, Youth Union, representatives of faculties in university and companies affiliated	Advertise their products and sell their products.	Add new products, remove products no longer for sale, hide out-of-stock products. Edit information about products listed for sale.  Calculate weekly revenue.  Chat with buyers.	self-represented.
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### 3.3 User Environment

The university user community is a large sophisticated community that demands the flexibility and response time that an on-line ecommerce platform can provide.

The users are educated, computer literate, and in most cases own personal computers in their homes. The ability to buy, view, and sell items through a centralized platform would be more efficient.

The initial release of “Sope” will be limited to HCMUS university. Marketing subsequent releases to schools, colleges, and universities is under consideration by the “Shinra Tensei” company. As a result, “Sope” ecommerce will be designed to be expandable and all user community data will be JSON type driven and easily modifiable upon system installation.

### 3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Purchasing products	1	Can only transfer money via “messenger” or “Zalo” by sending a bank account number. =>Unreliable	There is not yet a solution.	Control payment methods through e-wallet, sellers must register clear licenses, buyers also need to register accurate personal information.
Rating for a product	2	Assessments for a specific product is not very visible by buyers	Comments on posts.	Each product is evaluated based on the number of ratings (stars from 1 to 5) and has comments about the product. Sellers cannot delete comments but can only report inaccurate comments to the admin.

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The level of promotion for the products.	3	The posts for selling items, exchanging items, or introducing products are mixed with other notifications on the pages.	Use the “search” function in pages to find the products.	Discounted or newly launched products, as well as products from reputable companies or highly rated by buyers, will be featured on the front page.
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### 3.5 Alternatives and Competition

**Identifying Alternatives:** Stakeholders perceive the following alternatives as available: using existing e-commerce platforms, developing an in-house solution, or maintaining the status quo. Each option has its own strengths and weaknesses.

#### Competition:

##### 1. Lazada:

- Strengths:
  - Extensive product range and well-established logistics network.
  - Strong brand recognition and customer trust in Southeast Asia.
  - Frequent promotions and sales events attract a large customer base.
- Weaknesses:
  - High competition among sellers can make it difficult for new sellers to gain visibility.
  - Platform fees and commissions can be costly for smaller sellers.

##### 2. Shopee:

- Strengths:
  - Highly user-friendly interface with a strong focus on mobile app usability.
  - Aggressive marketing strategies and regular sales events.
  - Social commerce features such as live streaming and in-app social sharing.
- Weaknesses:
  - Intense price competition leading to lower profit margins for sellers.
  - Some issues with product quality control and counterfeit goods.

##### 3. Amazon:

- Strengths:
  - Global reach with a massive customer base and advanced logistics.
  - Strong emphasis on customer reviews and trustworthiness.
  - Extensive product categories and efficient delivery services.
- Weaknesses:
  - High entry barriers for new sellers, including stringent compliance requirements.
  - Competitive fee structure can be a burden for small and medium-sized enterprises (SMEs).

##### 4. Developing an In-House Solution:

- Strengths:
  - Fully customizable to meet the specific needs of the university community.
  - Lower initial costs by utilizing internal resources and expertise.

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- Easier integration with existing university systems and processes.
- Weaknesses:
  - Requires significant internal resources for development and ongoing maintenance.
  - Potentially longer development and deployment timelines.
  - Risk of limited expertise leading to issues in scalability and functionality.

#### 5. Maintaining the Status Quo:

- Strengths:
  - No immediate investment or changes required.
  - Users are already familiar with the existing system, avoiding transition issues.
- Weaknesses:
  - Does not address the inefficiencies and limitations of the current system.
  - Misses the opportunity to leverage new technologies and improvements.
  - Continued dissatisfaction among users due to existing system limitations.

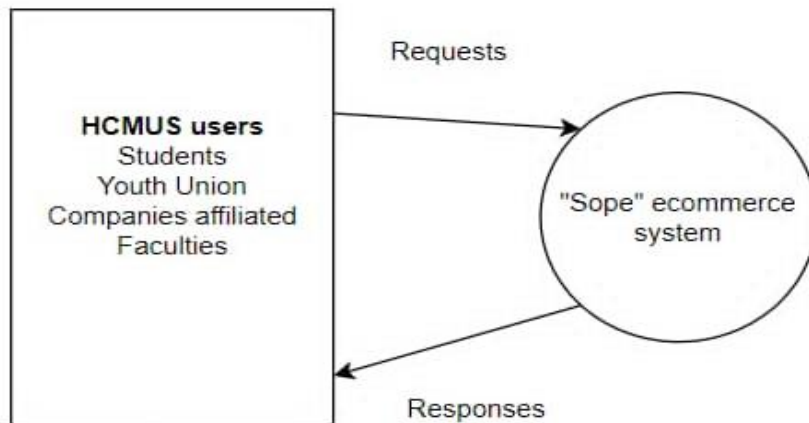
### + Summary

The SOPE e-commerce platform aims to create a specialized marketplace tailored to the needs of the university community, differentiating itself from major e-commerce platforms. By focusing on localized services, lower fees, and integration with university systems, SOPE offers unique advantages.

## 4. Product Overview

This section provides a high level view of the “Sope” ecommerce system capabilities, and the system configuration.

### 4.1 Product Perspective



Requests:

- + User registers.



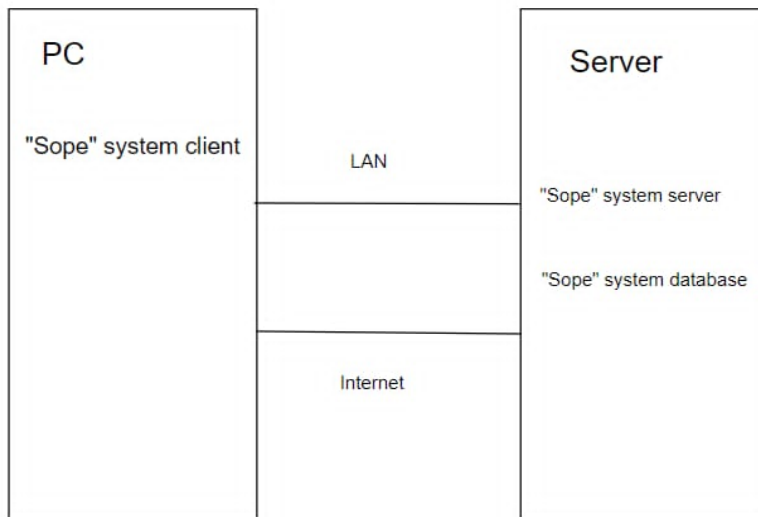
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- + User login/logout.
- + View product.
- + Search product.
- + Add user information.
- + Rating, comment products.
- + Purchasing products.
- + Add/Remove to cart.
- + Chat.
- + Online payment.
- + See weekly revenue.
- + Upload/delete products.
- + Confirm order.
- + Cancel order.
- + Update delivery status.

#### Responses:

- + User information (Name, Address, Password, e-wallet info, ...).
- + Product information (Ratings, comments, ...).
- + Notifications about purchasing/paying/uploading/deleting.
- + Shopping cart.
- + The quantity ordered per product, revenue calculated weekly for each product.
- + Payment verification.

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## 4.2 Assumptions and Dependencies

The following assumptions and dependencies relate to the capabilities of the “Sope” ecommerce system as outlined in this Vision Document:

- The current backend and frontend technologies ensure the stable operation of the system until August 2025.
- The assumption is that additional funding will be provided in 2025 for upgrading and maintaining the system.
- The deployment of the new registration system for the mid-August 2024 term is contingent upon funding approval by June 15, 2024.

## 5. Product Features

This section defines and describes the features of the “Sope” ecommerce system. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users.

### 5.1 Login

Users shall provide a valid email and password for entry to the “Sope” ecommerce system. The system shall enable a user to change their password.

### 5.2 Register

Users shall provide a valid email, e-wallet account, password, and personal information for registration to the “Sope” ecommerce system. Determine whether the registrant is a seller or a customer.

### 5.3 Add/Remove/Edit products

Sellers can add new products, remove products no longer for sale. Edit information about products listed for sale.

### 5.4 Calculate revenue

Statisticize weekly revenue. Each day will have total sales and revenue for each product.

### 5.5 Chat with customers

Sellers and customers can chat with each other not only text but also images and product/order links.

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#### 5.6 Online payment

Customers can pay online via various methods including e-wallet account or online banking account.

#### 5.7 Add/Remove products to cart

Customers can add products to their cart for easy review, comparison and simultaneous purchase of multiple items. If customers change their mind, they can remove products from the cart as needed.

#### 5.8 Rating and reviewing

Rating and reviewing products enable subsequent customers to make informed decisions based on likes, reviews, and star ratings, thereby finding products aligned with their preferences and avoiding low-quality choices.

#### 5.9 Order Management

- Confirm Order: Sellers can confirm received orders, updating the order status to "Confirmed."
- Cancel Order: Sellers can cancel orders, updating the order status to "Canceled."
- Update Delivery Status: Sellers can update the delivery status of orders, indicating stages such as "Processing," "Shipped," "Delivered," etc.

## 6. Non-Functional Requirements

This section describes the non-functional requirements of the “Sope” ecommerce system.

Property	Measure
Speed	Maximum of user response time is 10 seconds. Maximum of screen refresh time is 5 seconds.
Visitor Traffic	Process maximum 200 requests per second.
Reliability	Mean time to failure is about a month.
Robustness	Time to restart after failure is about one day.