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MARA

**FACULTY OF COMPUTER AND MATHEMATICAL SCIENCES
CS240 – INFORMATION TECHNOLOGY (HONS)**

**CSC584
ENTERPRISE PROGRAMMING**

**GROUP PROJECT
*PRODUCT RETURN & REFUND MANAGEMENT SYSTEM***

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1. Project Background

In online shopping (e-commerce), customers sometimes want to return items they bought because the product is wrong, damaged, or they simply changed their mind. When this happens, the return and refund process must be fast and easy for both the buyer and the seller. If it's slow or confusing, customers might get upset and stop buying from that website.

This project will create a web system that helps e-commerce platforms handle return requests, refunds, and customer service in an organized way. The system will let customers submit return requests online, track the status of their refund, and contact support if needed.

The system will be developed using Java technology, based on the MVC structure (Model-View-Controller). It will include JavaBeans for logic, Servlets for control, and JSP for the user interface. Our team will also use GitHub to work together and manage code.

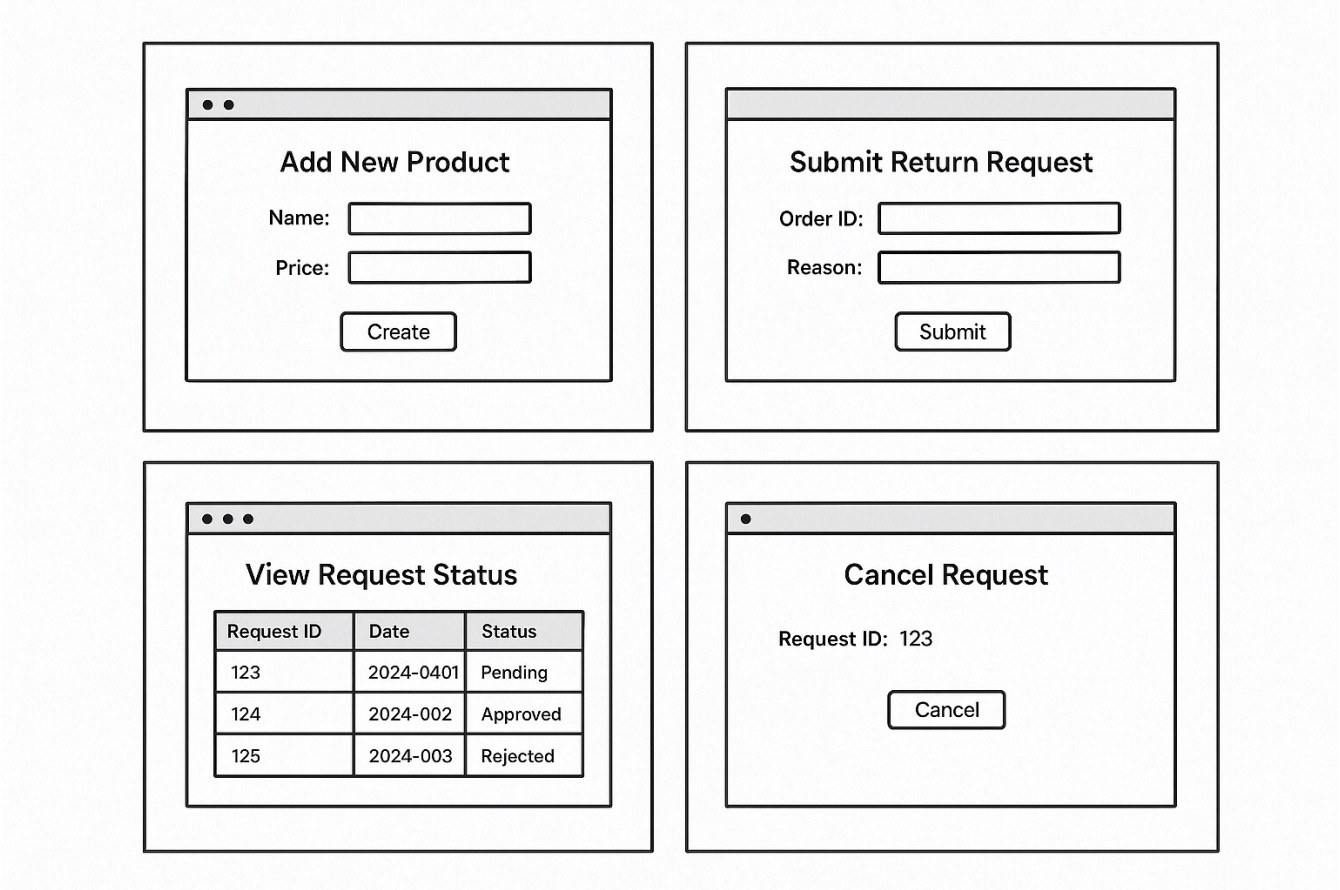
2. Objectives

- Develop a functional return and refund management system.
- Implement the system using the MVC framework.
- Apply CRUD operations.

3. Project Requirements

- Login/Logout
 - Allow users to login and logout from the web application using session management.
- Registration with validation
 - Allow new user to register to the web system
- Information management: Create / Read / Update / Delete
 - Allow users to manage information from a database such as to create, read, update and delete information from the database.
- Dashboard

4. Storyboard



5. User Manual

The Return & Refund System is a web-based application designed to help customers manage their product return and refund requests, while allowing administrators to process and track those requests. This manual guides both Users (Customers) and Admins through the system's key features:

USER SECTION:

1. Login

- Navigate to the login page.
- Enter your email/username and password.
- Click Login to access the dashboard.

Note: New users must register first if no account exists.

2. Add New Product (for return tracking)

- From the dashboard, click "Add Product".
- Fill in the product name and price.
- Click Create to add it to your product list.

3. Submit Return Request

- Go to the Return Request section.
- Choose a product (if applicable) or enter Order ID and Reason for Return.
- Click Submit.
- The request will appear in the "My Requests" page.

4. View Request Status

- From your dashboard, click “My Requests”.
- A table shows:
 - Request ID
 - Submission date
 - Current status (Pending / Approved / Rejected)

5. Cancel Request

- In the My Requests section, locate requests with Pending status.
- Click the Cancel button next to the request.
- Confirm cancellation.

Note: Only requests with Pending status can be canceled.

ADMIN SECTION:

1. Admin Login

- Navigate to the admin login page.
- Enter admin username and password.
- Click Login to access the admin panel.

2. View Return Requests

- In the admin dashboard, go to “Return Requests”.
- View a list of submitted requests with:
 - Request ID
 - Date
 - Status

3. Review Request Details

- Click on a request to see full details:
 - Order ID
 - Return Reason
 - Status
- Decide on the appropriate action.

4. Approve or Reject Requests

- Within the request details page:
 - Click Approve to approve the refund.
 - Click Reject to deny the return.
- Status updates will reflect for the user immediately.

5. Update Request Status Manually

- From the list view, click Edit on a request.
- Use the dropdown to update the status.
- Click Update to save changes.