

## ONLINE BOOK STORE

### **Table of Content**

Introduction .....	02
Existing Scenario .....	02
Proposed Scenario .....	02
Non-Financial .....	03
Financial .....	04
Functional Requirements .....	04

### **Introduction : –**

Our client is a retail dealer for the books and sells the books at his shop Shradha General Book Stores . He sells different types of books of different publications of stories, school related text books, note books, essay writing books, some of books for the competitions like General Knowledge, Essay Writing, and also novels, books to improve vocabulary, for learning other languages, etc and also he sells some of the book related materials like covers, pens, pencils, etc .. Also the slam books, Files, etc . are available at his shop.

### **Existing Scenario : –**

Actually the client deals directly with some of the publications for purchasing the books, and for some of the publications he purchases the books through the other dealers. Also some of the dealers and the book sellers purchase the books from our client. The customers either visit the dealer or call him for purchasing. Similarly is the case with the client.

Because of no automation in the system, the orders placed get delayed, due to which the customer dissatisfaction happens. Also in this competitive world where the number of publications and the dealers are increasing, it becomes difficult to retain the customers.

In order to retain the customers, he has placed some of the discount schemes such as if the customer places an order in bulk then that customer can get the discount based on the quantity of orders. Also he has provided a home delivery which will be free, provided the distance is < 3 KMs and for the distance > 3 KMs, the charges are as per the delivery charges as per the service chosen.

### **Proposed Solution : –**

To bring the Automation in the system and to cope up in this competitive world, our client now want to incorporate an online sale system where the customers can directly interact and place their orders through online itself. So he has approached us for developing the website. He wants the following list to be maintained and implemented for the website.

#### **► Non-Financial :**

- The website should be [www.shradhabookstores.com](http://www.shradhabookstores.com)
- He wants the website to be navigated through different pages like contact information, About Us (information about the dealer) , Products (Books, etc ), FAQ s, Order Tracking, Buying a product, Feedback and Queries and the ADMIN.
- For the Products there should be information categorized based on the categories like Books, Magazines, Files, CD s, DVD s, Utilities like Pen, Pencil, Paper, Sketches, etc . and the sub categories based on the Publisher, type of the Products (like for books novel, Magazine, etc ., for CD s readable or re writable, etc and similarly is the case with the other products)
- Also for the products like books, CD s, DVD etc . the details like the manufacturer, price, and the type of the product (like for CD s it will be readable or re writable) should be indicated

- For the Books like Novels, Preparation books like learning vocabulary, General Knowledge, etc the brief description is to be included (like What is the book all about and for what it is used, Author Name, Publisher Name, Release Date, Version, etc .)
- The products to be assigned with a unique seven digit code, which will be as follows :
  1. The Category of the Products (like Book, Magazine, Files, CD s, DVD s, etc utilities etc ) are to be assigned with the Unique 2 digit alpha numeric code (first being Alphabet and the second one being the Numeric digit)
  2. The subcategory of the Products are to be assigned with a unique 5 Digit Code (First three Digits being the first three acronyms of the Manufacturer and the remaining two being the Numeric digit) so as to separate the different products being manufactured by a single manufacturer (like if a manufacturer Ab Cd manufactures products X and Y , then the Code for X can be AC001 and for Y it can be AC002 , where AC0 is representing the manufacturer, AC being the first two acronyms of the manufacturer and the digit zero being added as the third one, as the manufacturer is having only two acronyms, and the remaining two will be the numeric order, which can be in the order you maintain the list of the products of that manufacturer).
- The details of the Products should be easily inserted, updated and deleted.
- The admin alone will be able to insert, update or delete a product. So there should be a login for the Admin.
- When one places the order, the order number is to be auto-generated and the code will be a unique 8 digit code, which will depend on the serial order of the receipt of the booking (order placed).
- On the Order Tracking Page there should be two links, one is to track the status of the order and the other is to cancel or update the order.
- Also one can track the order through the Order Tracking link in the Navigation bar. Also in this page alone one can cancel or update an order based on the conditions applicable.
- And One can provide a feedback and also can post their queries through Online through the Link Feedback and Queries in the navigation bar.
- In the Feedback and Queries and the Order Form (available when a product is chosen for placing an order i.e., Buy a Product page) page the Email id will be taken for further conversation.
- When an Order is to be Placed, i.e., in the order form, the following Message is to be displayed Apart from the Product Charges, the Delivery charges will be Nil, if <3 KMs and if >3KMs is as per the Delivery charges based on the type of the delivery chosen
- As per the orders received, the customer details is to be maintained so as to track the details of the orders placed by that customer and as to know the status of the order.
- The payment is of three types
  1. Payment before delivery (Note : where the customer need to send a Demand Draft of the total bill so as to receive the order)
  2. Payment after Delivery (Note : Payment to be done at the time of receipt of the product). It can be done in two ways, either payment through cash or payment through cheque.
  3. Online Payment (Note : This payment is through the Credit Card, and the order will be dispatched only after the payment is being processed by the respective bank)
- The FAQ s Should consist the Following :
  1. Will there be any charges for the delivery apart from the products ordered?

2. How many days will it take to deliver the order? (Ans : Depends on the Order, Quantity and Stock and as well on the payment type chosen, as if the payment option chosen is payment before delivery, then the order will only be dispatched after the receipt of the payment.)
3. What if the order delivered is not in proper condition? (Ans : If the order delivered is improper, it will be replaced with the other)
4. Can an Order be cancelled? If yes, will there be any charges? (Ans : Yes, but if cancelled within 24 Hrs. there will be no charges, but if cancelled after 24 Hrs. and if the Order is being dispatched the Delivery charges for the to and fro is to be borne by the one who has ordered).
5. How can the payment be made?

#### ► **Financial :**

The charges for the delivery will be as per the distance and the quantity ordered and will be only the delivery charges and the total price of the products ordered. In case of any cancellation, the charges will be the delivery charges (to and fro) alone. Also the delivery charges are applicable only if the distance is >3 KMs.

#### **Functional Requirements : –**

1. The Admin should alone be able to update or insert or delete the details of the products and the order and as well that of the FAQ s.
2. The admin should alone be able to reply to the feedback and Queries that are posted by the customer.
3. Auto generation of the unique 8 digit Order Number and based on the series of the order received.
4. The products to be assigned a unique seven digit code based on the manufacturer and the category of the product and as well based on the serial order of entry of that particular product.
5. The feedback and query page to collect the feedback and queries of the customer.
6. The Order tracking page, where one can track the status of the order and as well cancel or update an order
7. Creation, maintenance and updating database, which contains
  - Details of the Products.
  - Details of the Manufacturers.
  - Details of the stock available.
  - Details Orders (included order details and the Delivery details).
  - Details of the Payments based on the Order and Products and the Distance of delivery.
8. The billing for the order is to be calculated taking into account the Order quantity, type of the product, and the Distance of the Delivery.

This document was created with Win2PDF available at <http://www.daneprairie.com>.  
The unregistered version of Win2PDF is for evaluation or non-commercial use only.