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Revision History

Version	Date	Description	Prepared by	Reviewed by
1.0	03-11-2022	Initial analysis and estimate	Pranshuta	Richa
2.0	04-11-2022	Scope Modification	Pranshuta	Richa
3.0	05-11-2022	Scope Modification	Pranshuta	Richa
4.0	05-11-2022	Scope Modification	Pranshuta	Richa
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Purpose of the Document

This document outlines the general scope of your project based on the requirements provided and discussions to date. The main objective at this stage is to ensure that all parties agree upon the general scope, budget and schedule of the project prior to commencing work on a time & materials basis.

Clients are urged to ensure that all details contained within this document are clear and fully meet their requirements before any work commences. Timescales mentioned only cover the scope listed, if this changes, costs and timings will change accordingly.

Once you are happy we will progress into the next stages. This may include further detailing requirements and functionality or it may go straight into design/development. This will depend on the nature of the project.

Project Objective

The project objective is to develop **a mobile and website application** where users can buy and sell items at the same time through the platform. This portal will help users to browse and explore various products under different categories and sub-categories.

Users can view all the products listed, view their details, send a direct message to the seller, negotiate on the price and buy the product by making an online payment.

On the other hand, the admin is the owner of the platform and will manage all the users, categories & sub-categories, boosts, and static contents of the website.

We have listed complete control of the end-user and admin below in a further section of the proposal.
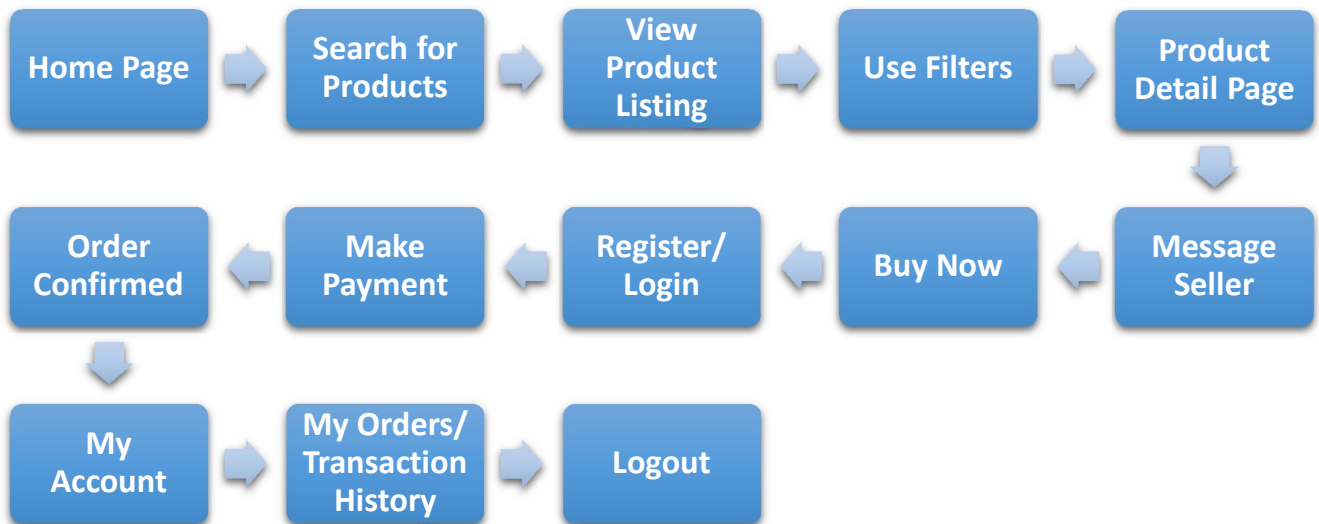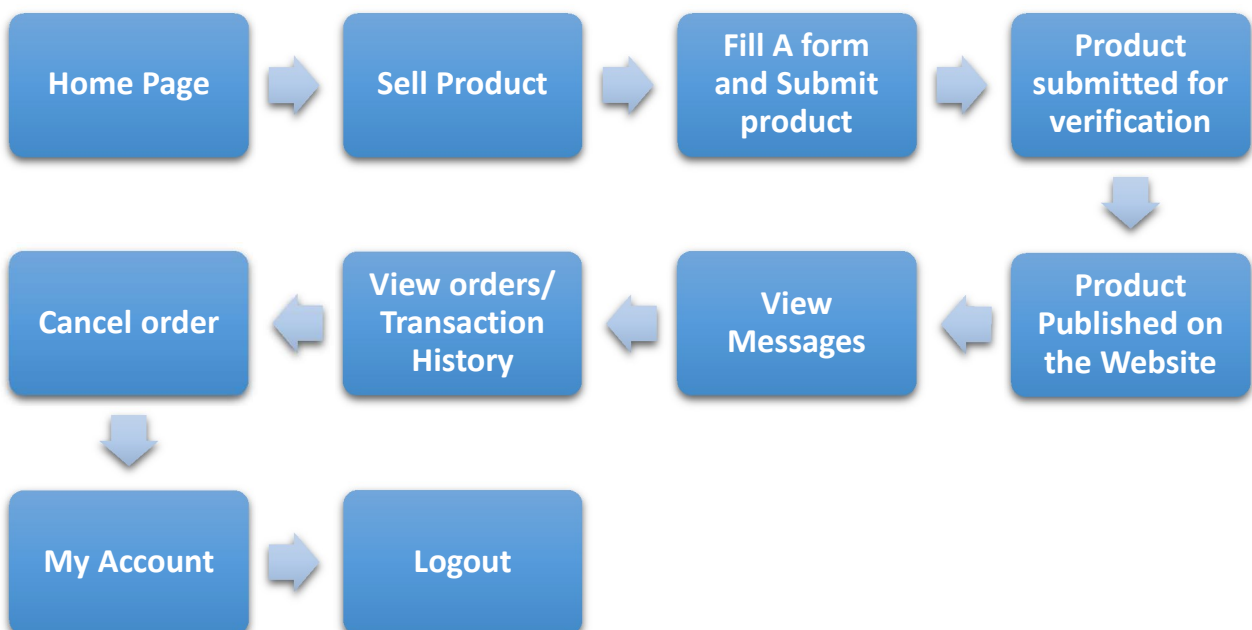
Users and Platforms

Users (Mobile & Website)   **Admin (Web-based)**

Flow Diagram – User Flow

Buyers-

Home Page → Search for Products → View Product Listing → Use Filters → Product Detail Page

Order Confirmed ← Make Payment ← Register/ Login ← Buy Now ← Message Seller

My Account → My Orders/ Transaction History → Logout

Sellers-

Home Page → Sell Product → Fill A form and Submit product → Product submitted for verification

Cancel order ← View orders/ Transaction History ← View Messages ← Product Published on the Website
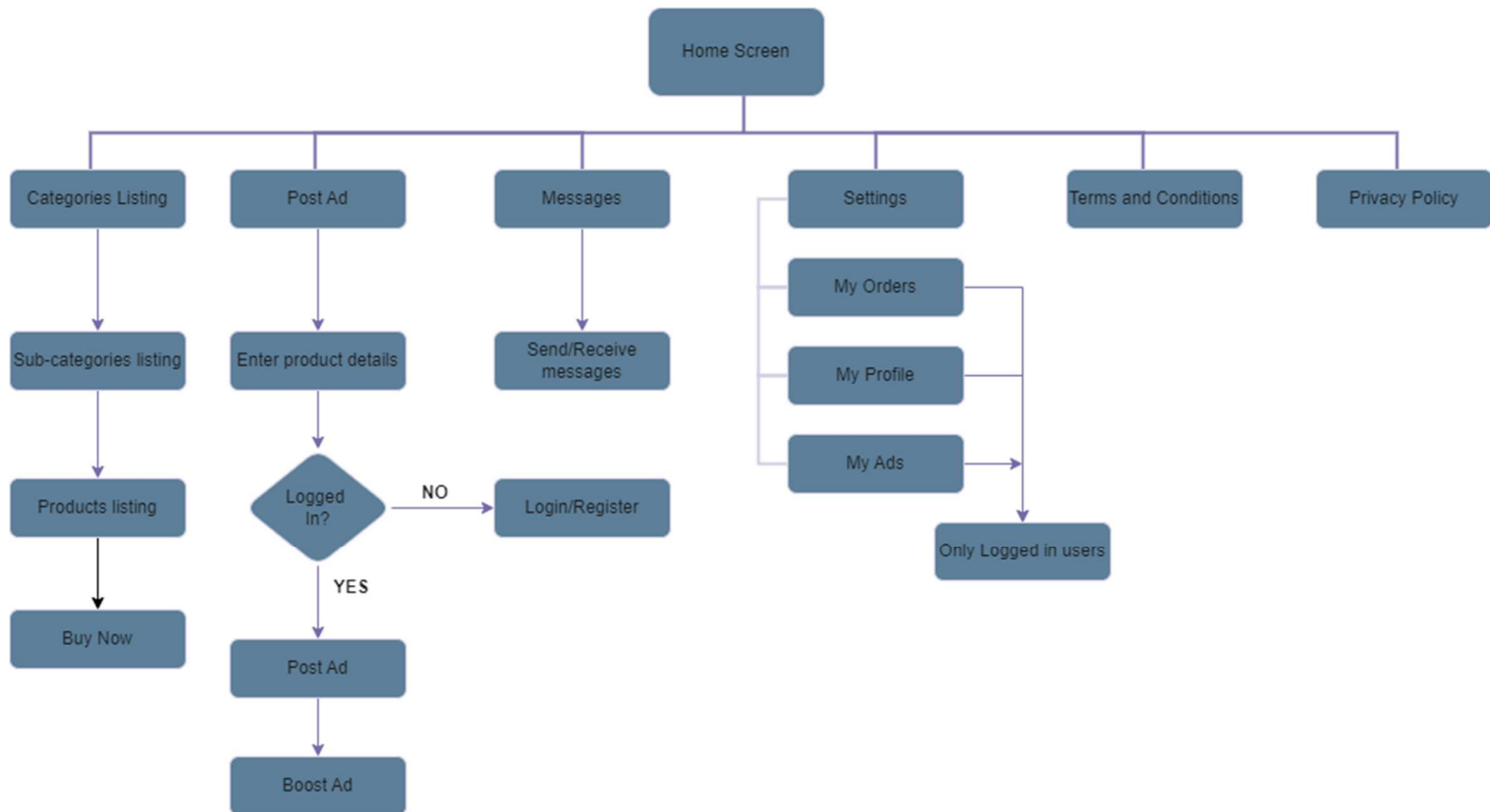
My Account → Logout

Scope of Work

System Features- End Users

Frontend User panel (Buyer & Seller)

The users who will visit the website or the mobile apps will have the following set of features for them to explore and access.

1. Landing Page (Only for website)
- This will be the main landing page where users can view the following details:
  - Header/Top Section
    - Site logo
    - Search Bar
    - Select language (English & Portuguese)
    - Register & Login
    - Sell
    - Cart Option
    - Categories listing (electronics/fashion/furniture/health & beauty/other categories)
    - Sliding Banners (images only)
  - Middle Section
    - Newly Added Products

- Image
- Name
- Cost
- Location
- Wishlist option
- Posted date
    - ❖ View more options or scroll left to right or right to left
  - o Featured Ads
    - Image
    - Name
    - Cost
    - Location
    - Wishlist option
    - Posted date
      - ❖ View more options or scroll left to right or right to left
- Footer/Lower Section
  - o About Us
  - o Terms & Conditions
  - o Privacy Policy
  - o Payment Policy
  - o Contact Us
  - o Social Media Links
  - o Google play & app store links

2. Splash Screen (only for mobile)
- This will be the first screen of the application. When the user will start the application, this screen will appear only for a few seconds with the business logo.

3. Register
- For users to use the complete functionalities of the website or to make an order online, they have to fill out the registration form:
  - Enter name (first & last name)
  - Enter email id
  - Enter Phone no.
  - Enter password
  - Confirm password
    - o Checkbox to agree on terms & conditions and privacy policy.
    - **Register (button)**
  - **OR**
  - **Social Media Register**
    - o Apple (for Ios only)
    - o Gmail
    - o Facebook

4. Login
- Users have to provide the right credentials to login into the application:
  - Enter email id/phone no.
  - Enter password
- **Forgot password:** If the user will forget the password, the end-user can click on forget password and a verification code will be sent to the registered email id. New password fields will appear to reset the new password.
- **Remember Me option**

5. Features after registration
- As users register into the website and application they will view extra features like:
  - Wishlist option
  - Burger menu
    - My profile
    - My orders
    - My messages
    - My ads
    - Addresses
    - Delete Account
    - Rate the app on google & app store
    - Logout

6. Search Icon/Bar
- Customers can search for any particular product of any category or sub-category in the search bar.
  - Type keywords or tags
    - View the list of suggestions
    - Select from suggestions
    - View product listing on the screen

7. Filter and Sort Products
  - Filter products by: Price/city/brand/size/color
  - Sort by: latest products/price low to high or high to low

8. Products Listing
- All the products will be listed in any type of category or sub-category. The customer will first select any category and then a sub-category(if any) to view the product listing.
  - Select a category
    - Name & thumbnail image only
  - View list of sub-categories (if any)
    - Name & thumbnail image only
  - Select a sub-category
  - View list of products
    - Name

- o Image
- o Cost
- o Location
- o Posted date
- o Wishlist option

9. Product Details screen/page
- Here users can view more details of the products such as:
  - More images
  - Product Description (text only)
  - Seller information
    - o Name
    - o Image (if any)
    - o Joined date
    - o Rating
      - ▪ The seller profile will be clickable and users can view the details, which are mentioned below.
  - Message Seller
  - Add to cart (button)
  - Buy Now (button)
  - Similar products listing
    - o Name
    - o Image
    - o Cost
    - o Location
    - o Posted date
    - o Wishlist option

10. Seller Profile
- When a user clicks on a seller profile they can view:
  - List of all the ads posted by the user to date
    - o Image
    - o Name
    - o Cost
    - o Posted date
    - o Location
    - o Wishlist option
  - No. of followers
  - No. of following
  - Follow (button)

11. Message Seller Feature
- As soon as the buyer messages the seller, the message screen will be categorized into two sections:
  - Chat
    - o Here both users (buyer & seller) can chat using text & images only.

- Make Offer
  - o When buyers select this option, they have to enter a price of their choice.
  - o When the seller finds the price suitable, they will approve/confirm the price.
  - o The buyer can then make the payment at the mutually approved price.

12. Cart Page/Screen

- When a buyer clicks on **add to cart (button),** the product will be added to the cart.
- Customers can only buy a single product in a cart at a time.
  - Product Name
  - Image
  - Location
  - View Cost
  - Delete/remove the product
    Continue (button)

13. Order Summary Page/Screen

- Buyers can view the summary of the order that will be placed:
  - View order summary
    - o Total order cost
    - o Payable amount
      Continue(button)
- On clicking the continue (button), the user will be taken to the address screen, where they have to select the delivery address:
  - View list of all the added address
    - o Select an address from the list
    - o Edit(button)
      - Users can make changes to the current listed address
  - Add address(button)
    - o Enter contact person no.
    - o Enter phone no.
    - o Enter flat/house no.
    - o Enter street name
    - o Enter city
    - o Select State
    - o Enter Pincode
      OR
    - o Select from the Google Place Picker (https://bit.ly/3rBj6zJ)
      Save & continue(button)
- Once the address is selected, the user will be taken to the choose **payment screen**, from where users will make the payment.
  - Payment gateway integration - https://stripe.com/ae/pricing (Stripe Payment Gateway)
    NOTE: Payment will be split between the seller and the admin.

14. Payment Screen

- As users click on confirm & pay (button), they will be directed to the payment screen/page where they will enter the card details:
  - Enter card holder's name
  - Enter card no.
  - Enter expiry date
  - Enter CVV no.
    Make Payment (button)

15. Order Confirmation

- Once the payment is made, the **order will be placed.** Here user will view the **order confirmation** with the order id.

16. Post An Ad/ Sell

- This will be a section from which the users will be able to post an ad for selling a product in such a manner-
  - Ad title
  - Select category
  - Select sub-category
  - Enter the Price for selling
  - Enter a long description (text only)
  - Enter cost
  - Add photos (Maximum 5)
  - Enter tag
  - Enter location
  - Add bank details
    - o Enter bank name
    - o Enter the account holder's name
    - o Enter branch
    - o Enter bank code
    - o Enter account no.
    Submit (button)
- As soon as the seller submits the ad, the product will be sent to admin for verification.
- Once verified then only the product will be listed on the portal.
  NOTE: When a seller ads another product, the bank details will not be asked again to add.

17. My Ads

- Here the seller can view all the listed ads on the portal.
  - List of products
    - o Name
    - o Image
    - o Posted date
    - o Cost

- Featured (only if the boost is purchased)
- Status (pending/approved)
- Product Detailing
  - Category
  - Sub-category
  - Text description
  - Other images
  - Location
  - No. of users wishlisted the product
  - Update status (sold/Active)
  - Delete product (button)
    - Confirm before delete
  - Update product details (button)
  - Boost Product option

18. Boost Products

- When a seller selects this option, the system will ask for:
  - Boost for a day
    - View price
    - Buy Now (button)
  - Boost for 2 days
    - View price
    - Buy now (button)
  - Boost for a week
    - View price
    - Buy now (button)
- On clicking the buy now (button), the user will be asked to make a payment.
- Once the payment is made, the ad will be featured for a particular period.
- The seller can boost each product individually.

19. My Orders/Transactions History

- This feature will be categorized into two sections
  - Order Placed (buyer)
    - Listing of all the orders
      - Image
      - Name
      - Order date
      - Amount paid
    - Order Detail
      - Order id
      - Invoice summary
      - Payment method
      - Seller name & image
      - Message seller (tab)

- Cancel (button)
    - ❖ A pop-up opens where the users will write their reason for cancellation.

    Submit (button)

    NOTE: Buyer can cancel the order within a particular timeline or before the product is shipped. Refunds will be taken care of outside the system.
- Rate seller (once the product is received)
    - ❖ Rate from 1 to 5
- Filter orders – canceled/delivered

    NOTE: The latest order will be shown first.

- Order Received (seller)
    - o Listing of all the orders
        - Image
        - Name
        - Order date
        - Amount paid
    - o Order Detail
        - Order id
        - Invoice summary
        - Payment method
        - Buyer name
        - Update status (received/shipped/delivered/canceled)
        - Cancel (button)
            - ❖ A pop-up opens where the users will write their reason for cancellation.

            Submit (button)

            NOTE: Buyer will receive an email. Refunds will be taken care of outside the system.
        - Filter orders – canceled/delivered/shipped

            NOTE: The latest order will be shown first.

20. My Messages
- Users (both seller & buyer) can view all the messages here.
- Only texts & images can be shared between the users.
    NOTE: We will integrate a third party for this.

21. My Profile
- User can manage their profile detail from here:
    - Name
    - Profile image
    - Email id (view only)
    - Phone no.
    - Password

- User id (view only)
- Rating (view only) – only if the user is a seller as well
- No. of Followers
- No. of Following
- Bank Details
  - o Bank name
  - o Account holder name
  - o Branch name
  - o Account no.

  Edit & Update (button)

22. Addresses
- Users can manage their addresses from here.
  - View all the addresses listed
  - Edit/delete the address
  - Add address
    - o Enter contact person no.
    - o Enter phone no.
    - o Enter flat/house no.
    - o Enter street name
    - o Enter city
    - o Select State
    - o Enter Pincode

    Save (button)

23. Wishlist
- Users can view all the products favorites by the user:
  - Name
  - Image
  - Cost
  - Remove from wishlist
  - Add to cart (button)

24. Contact Us
- Users can ask for support from the admin from here:
  - Enter name
  - Enter email id
  - Enter phone no.
  - Enter message

  Submit (button)

25. Email & Push Notifications-
- The users will be able to receive notifications in the following cases-

- If any user messages regarding any product
- When a new product is listed
- If any order is placed

Admin panel (Web-based)

1. Login
- The admin will be able to log into their account through the login credentials provided. It will include:
- Email id
- Password

2. Dashboards
- After Login admin will directly go to his Default Backend Dashboard.
- Admin can see the dashboard stats and handle the master section in the backend.
  - o Total no. registered users
  - o Total no. of the listed product
  - o Total no. of orders placed
  - o Total no. of earnings

3. Manage Users
- The user's data will be saved and retrieved in this section.
- Search and View Customers
- Edit/deactivate Customers
- Number of users registered

4. Manage Categories & Sub-categories
- Admin will manage the categories and sub-categories of the products that will be listed on the platform:
- View all the listed categories & sub-categories
- Edit/Delete the listed categories & sub-categories
- Add categories
  - o Enter name
  - o Upload image
  - **Submit (button)**
- Add sub-categories
  - o Select category
  - o Enter name
  - **Submit (button)**

5. Manage Products
- Admin will manage all the products listed over the platform from here:
- View all the listed products
- Verify the product submitted by the seller

     o   If rejected, enter the reason and the seller will receive an email for this.
- Activate/Deactivate products
- Add products
     o   Products will be added in the same step as mentioned above.
- Search animal by keywords
- Filter products by: date or date range

6. Manage Orders
-   Admin will manage all the orders placed on the portal from here:
  - View all the orders placed
  - Search any particular order
  - Filter orders by date-to-date range/category/sub-category/product

7. Manage Boosts Plans
-   Admin will manage all the boost plans for the products from here:
  - View all the plans
  - Edit/delete plans
  - Activate/deactivate plans
  - Add plans
    - Enter title
    - Enter amount
    - Enter validity
    Submit (button)

8. Manage Earnings & Transactions
-   Admin will manage all the earnings & transactions from here:
  - Total earnings
  - Earning from each seller
  - Earnings from each plan
    - User name
    - User id
    - Plan type
    - Transaction date & time
    - Transaction amount
    - Transaction id

9. Manage Contact/Enquiries Form
-   Admin will manage all the contact forms received from users here:
  - User name
  - Email id
  - Phone no.
  - Text message
  - Reply (button)

> - o   Enter response (text only)
>   **Submit (button)**
- Users will receive the response via email.

10. Manage Email & Push Notification Templates
- Admin will manage the pre-defined email templates for the users that will be sent to them occasionally:
  - View all the listed templates
  - Edit/delete templates
  - Add templates
    - o   Enter email subject
    - o   Enter email content
    - o   Enter footer text
      Submit (button)

11. Banner Management
-    Admin will manage the banner images that will be displayed on the homepage/screen of the platform.
  - View the uploaded image
  - Edit/delete the image
  - Add banner
    - o   Upload image
    - o   Upload link
      Submit (button)

12. Manage Static Contents
- Admin will manage all the static contents of the application.
  - About us
  - Terms & conditions
  - Privacy policy
  - Payment policy

13. Settings
- Admin will manage the website settings from here:
  - logo
  - Date format
  - Default Grid size
  - Payment gateway API key
  - SMTP detail
  - The default setting (to run the project)
  - Sign out