Scope Document for Marketplace

WEB

(Multi-Vendor B2B/B2C eCommerce System)

Industrial Development Board

Background

Industrial Development Board of Ceylon (IDB) has been established by the government Act No. 36, 1969. It functions under the Ministry of Industry. In terms of this Act the IDB is the Prime State Organization entrusted with the responsibility of development to the Industrial Sector. Throughout last 53 years IDB has catered mainly to the Enterprises, individuals and institutions of the industrial sector of Sri Lanka. The IDB consists of 600 employees with more than fifty operational units around the country including a dedicated staff and a network of regional and district offices covering each district. In fact, it is the only such organization within the private and government sectors of the country.

Our services include Identification of business opportunities, Quality & productivity improvement, Project feasibility studies & reports, Management, Development and Consultancy, Business Information and linkages, Product Development, Innovation & new technologies, Market development and promotion, Business counseling & Extension, Technology development & assistance, Engineering workshop and foundry facilities, Infrastructure facilities, Engineering services, Entrepreneurship development training and Provision of product specific raw materials.

IDB consists of eleven divisions through which all its activities are streamlined. They are:

Functional Divisions

- Entrepreneurship Development Division
- Engineering Services Division
- Industrial Estate Division
- Marketing Division

- Regional Development Division
- Technical Services Division
- Rubber Products Development Centre
- Leather Products Development Center

Operational Divisions

- Administration Division
- Finance Division
- Planning Division

Project Overview

The Industrial Development Board of Ceylon is embarking on a project to develop a Multi-Vendor eCommerce System that supports both B2B (Business-to-Business) and B2C (Business-to-Consumer) selling. This system will be implemented both as web and mobile application.

Project Objectives

1. **Create a Comprehensive Multi-Vendor eCommerce Platform**
    - Develop a feature-rich Multi-Vendor eCommerce system that enables multiple sellers to register, list, and manage their products within a unified platform.
    - Implement robust seller management capabilities, including product catalog management, order processing, and reporting tools.
    - Ensure seamless integration of seller storefronts within the broader eCommerce ecosystem.
2. **Facilitate B2B and B2C Transactions**
    - Enable a versatile Business-to-Business-Consumer (B2B2C) model, allowing businesses to engage with both other businesses and individual customers.
    - Provide a flexible system that can seamlessly transition between B2B and B2C modes to adapt to market dynamics and business needs.
3. **Deliver a User-Friendly and Responsive Experience**

- Develop a user interface (UI) and user experience (UX) design that is intuitive and easy to navigate, ensuring a positive shopping experience for customers and efficient operations for sellers.
- Prioritize mobile responsiveness to cater to a wide range of devices, including desktops, laptops, smartphones, and tablets.

4. **Foster Economic Growth and Innovation**
   - Create a dynamic Multi-Vendor eCommerce platform that supports local businesses, entrepreneurs, and artisans, empowering them to expand their reach and contribute to the economic development of Sri Lanka.
   - Encourage innovation within the local business community by providing a digital platform for showcasing and selling their products to a broader audience.
5. **Strengthen Industrial Development Initiatives**
   - Align the project with the strategic goals of the Industrial Development Board, emphasizing the growth and sustainability of industries within Sri Lanka.
   - Leverage the eCommerce platform to support existing industries and encourage the emergence of new ones, ultimately contributing to job creation and industrial development.

Project Requirement / Features

1. Customer / User / Guest

- Registration Form
  - Customers should be able to access a user registration form, which includes fields for essential information such as:
    - Full Name
    - Email Address
    - Password (with password strength validation)
    - Contact Number
    - Address (billing and shipping)
    - Profile Picture (optional)
- Email Verification
  - After completing the registration form, customers should receive a verification email containing a unique verification link. Clicking this link should confirm their email address and activate their account.
- Social Media Signup
  - Customers should have the option to register using their social media accounts (e.g., Facebook, Google, Twitter), making the registration process more convenient.
- User Dashboard
  - Upon login, customers should access a user dashboard that serves as a central hub for managing their account. The dashboard should include sections for:
    - Personal Information: Customers can update their name, contact information, and profile picture.
    - Address Book: Customers can manage their billing and shipping addresses, including adding, editing, or deleting addresses.
    - Order History: Customers can view a list of their past orders with details such as order status, order date, and order total.
    - Wishlist: Customers can add and remove products from their wishlist for future reference.

        - Change Password: Customers should have the option to change their account password securely.
- Email Notifications
    - Customers can opt in or out of receiving email notifications related to order updates, promotions, and other platform-related communications.
- Profile Deactivation
    - Customers should be able to deactivate their accounts temporarily or permanently if they choose to do so. Deactivation should include clear instructions on the implications of deactivation and the option to reactivate the account later.
- Category Navigation
    - Customers should be able to browse products by navigating through well-organized product categories. Each category should have a clear name and description.
- Featured Products
    - The platform's homepage should prominently feature a selection of products from various categories, showcasing best-selling, new, or recommended items.
- Search Bar
    - Customers should have access to a prominently placed search bar on the homepage and other relevant pages. The search bar should support real-time auto-suggestions as customers type their query.
- Product Listings
    - When browsing a category or conducting a search, customers should be presented with product listings that include:
        - Product Images
        - Product Names
        - Brief Descriptions
        - Prices
        - Average Ratings
        - Seller Information
- Sorting and Filtering

    - Customers should be able to sort product listings based on criteria such as price (ascending or descending), product rating, and relevance. They should also have the ability to apply filters to narrow down search results (e.g., by brand, size, color).
- Product Details Page
    - Clicking on a product listing should take customers to a detailed product page that provides comprehensive information, including:
        - High-resolution product images (with zoom capability)
        - Detailed product description
        - Pricing details (including discounts, if applicable)
        - Product specifications (e.g., size, weight)
        - Seller information (including seller rating and contact information)
        - Customer reviews and ratings
        - Product availability status
        - Related products and suggested items for cross-selling
- Stock Availability
    - The product details page should clearly indicate whether the product is in stock or if it's currently unavailable. If out of stock, customers should be able to request notifications when the product becomes available again.
- Quantity Selection
    - Customers should be able to select the desired quantity of the product they wish to purchase.
- Add to Cart
    - A prominent "Add to Cart" button should allow customers to add the product to their shopping cart for later purchase.
- Product Variants
    - If the product comes in multiple variants (e.g., sizes, colors), customers should be able to select their preferred variant from a dropdown menu or swatches.
- Availability Status

    - Clearly indicate whether the product is in stock and available for purchase. If it's out of stock, the expected restocking date should be provided if known.
- Review Submission
    - Customers should have the option to submit reviews and ratings for products they have purchased. This process should be straightforward, allowing customers to rate the product and provide written feedback.
- Review Display
    - Reviews and ratings submitted by other customers should be prominently displayed on the product details page. Each review should include the reviewer's name or username, rating, and written feedback.
- Sorting and Filtering Reviews
    - Customers should be able to sort reviews based on criteria such as date, rating, and relevance. Filtering options can help customers find reviews that are most helpful to them.
- Review Verification
    - Implement mechanisms to verify that reviews are submitted by genuine customers who have purchased the product. This helps maintain the integrity of reviews.
- Reporting Abusive Content
    - Provide customers with the ability to report reviews that contain inappropriate or irrelevant content. Admins should review and take appropriate action on reported reviews.
- Average Rating Display
    - Display the average rating for the product based on all customer reviews. This summary rating provides a quick overview of the product's overall satisfaction level.
- Review Comments
    - Allow customers to comment on reviews, fostering discussions and clarifications regarding specific product features or experiences.
- Cart Preview

    - When the "Add to Cart" button is clicked, a confirmation message should appear briefly, and the product should be added to the cart without redirecting the customer to the cart page. Provide an option to "Continue Shopping" or proceed to the cart.
- Cart Page
    - Customers can access the full cart page by clicking the cart icon or navigating to a dedicated cart page. The cart page should display a summary of the items in the cart, including product details, quantities, prices, and a total order cost.
- Cart Management
    - From the cart page, customers should be able to:
        - Update the quantity of items in the cart.
        - Remove items from the cart.
        - Apply coupon codes or discounts, if available.
        - View estimated shipping costs and taxes.
        - Proceed to checkout or return to shopping.
- Add to Wishlist
    - Customers should be able to add products to their wishlist from the product details page. A "Add to Wishlist" or "Heart" icon should be provided for this purpose.
- Wishlist Page
    - Customers can access a dedicated wishlist page where they can view all the items they've added. This page should display product images, names, and the ability to remove items from the wishlist.
- Move to Cart
    - On the wishlist page, customers should have the option to move items from their wishlist to their cart directly.
- Share Wishlist
    - Enable customers to share their wishlist with friends or family via email or social media, making it easier for others to gift desired items.
- Wishlist Notifications

    - Send notifications or reminders to customers if items in their wishlist go on sale, become available, or if there are limited quantities left.
- Shopping Cart Review
    - When a customer decides to proceed to checkout from their shopping cart, they should be directed to a checkout page where they can review the items in their cart, including details such as product names, quantities, prices, and a subtotal.
- Shipping Address
    - Customers must provide or select a shipping address for their order. They should have the option to add, edit, or delete shipping addresses. Shipping addresses should include fields for:
        - Recipient's Name
        - Street Address
        - City
        - State/Province
        - Postal/ZIP Code
        - Country
        - Contact Number
- Billing Information
    - Customers should enter billing information, including payment method details (e.g., credit card information, digital wallet credentials) and billing address. The system should support multiple payment methods (e.g., credit/debit cards, PayPal, digital wallets) for customer convenience.
- Order Summary
    - Display a comprehensive order summary that includes the selected items, their prices, shipping costs, taxes, and the final order total. Customers should have the option to review and modify their order before proceeding.
- Coupon/Promo Code
    - Allow customers to enter valid coupon or promo codes
- Order Placement

    - Once customers confirm their order, initiate payment processing securely, ensuring that sensitive payment information is transmitted and stored securely.
    - Display a confirmation page with the order summary, order number, estimated delivery date, and a thank-you message.
- Order History Overview
    - Customers should have access to a dedicated section within their account that displays an overview of their order history.
    - The overview should include key details for each order, such as order number, order date, order status, and a summary of the products ordered.
- Detailed Order View
    - Customers should be able to click on any order within their history to view a detailed order page with comprehensive information, including:
        - Itemized list of products, including product names, quantities, prices, and subtotal.
        - Shipping information, including the recipient's name, shipping address, and chosen shipping method.
        - Payment information, including the payment method used and any applicable discounts or taxes.
        - Order total, including shipping costs and taxes.
- Order Status Tracking
    - Customers should be able to track the status of their orders in real-time.
    - Clearly define and communicate order statuses, such as "Processing," "Shipped," "Out for Delivery," and "Delivered."
    - Include estimated delivery dates for orders that are in transit.
- Shipment Tracking
    - For orders in transit, provide a shipment tracking number and a link to the shipping carrier's website for real-time tracking updates.
    - Ensure that customers can easily access tracking information without leaving the platform.
- Order Status Notifications

    - Automatically send order status notifications to customers via email or SMS as their orders progress through different stages (e.g., order confirmation, shipment dispatched, out for delivery, delivered).
    - Include tracking links and estimated delivery times in these notifications.
- Reorder Option
    - Allow customers to reorder items from their order history with a single click, streamlining the repurchase process.
- Returns and Refunds
    - If applicable, provide a mechanism for customers to initiate returns and request refunds for items from their order history.
    - Clearly communicate the returns process and any associated policies.
- Invoices
    - Enable customers to generate and print invoices for their orders, which can be useful for record-keeping or reimbursement purposes.
- Auction Management
    - View and Participate in Auctions:
        - Users should be able to browse and view ongoing auctions within the marketplace.
        - Allow registered users to participate in auctions by placing bids on products they are interested in.
    - Bidding Management:
        - Implement bidding controls, such as setting maximum bid limits and enabling automatic bidding increments.
    - Real-time Updates:
        - Provide real-time updates on auction status, including the current highest bid, time remaining, and bid history.
    - Watchlist:

        - Allow users to add auctions to their watchlist to receive notifications and easily track their favorite items.
    - Bid Notifications:
        - Send out notifications to users when they are outbid or when they win an auction.

2. Seller / Vendor

- Business Profile Creation
    - Sellers initiate the registration process by accessing the Bizconnect Portal.
    - They are required to create a comprehensive business profile that includes the following information:
        - Business name and legal entity type (e.g., sole proprietorship, LLC, corporation).
        - Business contact information (address, phone number, email).
        - Business description and mission statement.
        - Product catalog with details (products they plan to sell).
        - Business documentation (business license, tax ID, etc.).
        - Shipping and return policies.
        - Payment information (bank account details for receiving payments).
        - Store branding, including logo and banner images.
    - After completing the business profile, sellers submit their registration for verification by the Industrial Development Board (IDB).
    - Along with their profile, they may need to upload scanned copies of relevant business documents for verification purposes.
    - The IDB reviews the submitted seller profiles and documents to ensure compliance with legal and regulatory requirements.
    - The verification process may include checks for business legitimacy, tax compliance, and adherence to industry standards.
- API Registration
    - Once the seller's profile is verified and approved by the IDB, an API integration is initiated to create the seller's account within the Multi-Vendor system.
    - The API should securely transmit verified seller information to the Multi-Vendor platform for registration.
- Seller Activities
    - Login and Authentication

        - Sellers should have unique login credentials (username and password) to access their Seller Dashboard.
        - Implement strong authentication methods, such as two-factor authentication (2FA), to enhance security.
    - Role-Based Access
        - Assign specific roles and permissions to sellers within the Seller Dashboard.
        - Roles may include seller, manager, or staff with varying levels of access to different functions.
    - Personalized Dashboard
        - Upon login, sellers are directed to their personalized Seller Dashboard.
        - The dashboard provides an overview of their store's performance and key metrics, including sales, order status, and revenue.
    - Order Management
        - Sellers can view and manage incoming orders through the dashboard.
        - Features include order processing, updating order statuses, and handling order cancellations and refunds.
        - Order Details
            - Sellers can click on individual orders to access comprehensive order details. The order details page provides the following information:
                - Customer information, including name, shipping address, and contact details.
                - A list of ordered products, including product names, quantities, prices, and subtotal amounts.
                - Shipping method and cost.
                - Payment method used by the customer.
                - Total order value, including taxes and shipping charges.
        - Order Processing
            - Marking orders as "In Progress" to indicate that they are being prepared for shipment.

        - Generating shipping labels and packing slips.
        - Updating stock levels to reflect the products being prepared for shipment.
- Order Status Updates
    - Sellers can easily update order statuses to keep customers informed about the progress of their orders. Common order statuses include:
        - Pending: Order awaiting processing.
        - Processing: Seller is preparing the order for shipment.
        - Shipped: Order has been dispatched for delivery.
        - Delivered: Order has reached the customer.
        - Cancelled: Seller or customer has canceled the order.
    - Automated notifications are sent to customers when their order status changes.
- Handling Order Cancellations
    - Sellers can initiate and process order cancellations directly through the dashboard. When a customer requests an order cancellation, sellers can:
        - Verify the request and cancel the order if applicable.
        - Issue refunds when necessary.
        - Communicate the cancellation and refund status to the customer.
- Handling Refunds
    - In cases where refunds are required, sellers have the capability to:
        - Calculate and initiate refunds for returned items or canceled orders.
        - Record refund transactions for accounting and reporting purposes.
        - Provide customers with refund confirmation and details.
- Return Management

        - Sellers can manage returns and handle return requests initiated by customers through the dashboard. This includes:
            - Reviewing return requests and reasons provided by customers.
            - Approving or denying return requests based on store policies.
            - Initiating return shipping labels for customers, if applicable.
    - Order History and Tracking
        - Sellers can access a complete order history for their store, which includes a detailed record of all past orders.
        - For orders in transit, sellers can view real-time tracking information, including tracking numbers and links to the shipping carrier's website.
    - Notifications and Alerts
        - The dashboard provides real-time notifications and alerts for new orders, order status changes, and return requests.
        - Sellers receive timely alerts to stay informed and take prompt action.
- Product Management
    - Product Listing Creation
        - Sellers can create new product listings within their Seller Dashboard. This involves providing detailed information about each product, including:
            - Product Title: Clear and concise product name.
            - Product Description: Comprehensive information about the product, including features, specifications, and benefits.
            - Images: High-quality images showcasing the product from various angles.
            - Pricing: Set the product's price, including regular and sale prices if applicable.
            - Stock Quantity: Specify the number of units available for sale.

        - SKU (Stock Keeping Unit): Assign unique identifiers to products for inventory management.
        - Product Categories: Organize products into relevant categories or collections.
        - Variants: If applicable, define product variants (e.g., size, color) and their associated prices and stock levels.
- Product Editing and Updates
    - Sellers have the ability to edit and update existing product listings at any time. This includes making changes to product descriptions, pricing, images, and other details.
- Bulk Product Management
    - Offer a bulk product management feature that allows sellers to upload and manage multiple products simultaneously, particularly useful when adding new inventory or making bulk price adjustments.
- Product Images and Media
    - Allow sellers to upload multiple images for each product, showcasing different angles and views.
- Stock Level Tracking
    - Implement stock level tracking to ensure accurate product availability information. Sellers can:
        - Set alerts for low stock levels.
        - Automatically mark products as "out of stock" when inventory is depleted.
- Product Variants and Options
    - Enable sellers to offer products with multiple variants and options (e.g., size, color, configuration).
    - Allow for dynamic pricing adjustments based on selected variants.
- Product SEO Optimization
    - Provide SEO (Search Engine Optimization) tools that allow sellers to optimize product listings for search engines. This includes adding meta titles, descriptions, and keywords.
- Product Visibility and Status

        - Allow sellers to control the visibility and status of their products. This includes options to:
            - Publish products for sale.
            - Set products as "drafts" for future listings.
            - Temporarily hide or deactivate products.
    - Product Reviews and Ratings
        - Display customer reviews and ratings for each product, enabling potential buyers to make informed decisions.
        - Allow sellers to respond to customer reviews, addressing inquiries or issues.
    - Product Import and Export
        - Support product data import and export functionality through CSV or Excel files, facilitating easy data migration and backups.
    - Product Analytics
        - Provide product-specific analytics and performance insights, including sales history, customer interactions, and conversion rates.
    - Integration Capabilities (API)
        - Allow integration with third-party product information management (PIM) systems or e-commerce platforms for streamlined product data management.
- Store Analytics
    - Display performance analytics, such as sales trends, customer demographics, and product popularity.
    - Offer reports and data visualizations to help sellers make informed decisions.
- Customer Communication
    - Implement an integrated messaging system within the dashboard to facilitate communication with customers.
    - Allow sellers to respond to inquiries, resolve issues, and provide updates on orders.
- Coupon and Promotion Management
    - Coupon Creation

        - Sellers have the ability to create a variety of coupon types to attract and engage customers. Common coupon types include:
            - Percentage Discount: Offer a percentage discount on the total order value.
            - Fixed Amount Discount: Deduct a fixed amount from the order total.
            - Free Shipping: Provide free shipping on selected products or order thresholds.
    - Coupon Code Generation
        - Allow sellers to generate unique coupon codes or use custom codes for their promotions. These codes can be alphanumeric and case-sensitive.
    - Discount Parameters
        - Enable sellers to set various parameters for each coupon, including:
            - Discount Amount: Specify the percentage or fixed amount of the discount.
            - Minimum Purchase: Set a minimum order value requirement for coupon eligibility.
            - Usage Limits: Define limits on how many times a coupon can be used by each customer or in total.
            - Expiration Date: Set an expiration date for the coupon to create urgency.
    - Real-Time Validation
        - Validate coupon codes in real-time during the checkout process to ensure customers receive the correct discounts.
    - Coupon Reporting
        - Provide sellers with coupon usage reports and analytics, including the number of times each coupon has been used, conversion rates, and revenue generated through coupon promotions.
    - Promotion Scheduling
        - Allow sellers to schedule coupon promotions in advance. Sellers can specify start and end dates for their promotions.

        - Coupon Expiry Alerts
            - Send alerts to sellers when their coupons are about to expire, helping them manage their promotions effectively.
- B2B Seller Dashboard
    - Corporate Account Management
        - Provide functionality for B2B sellers to manage corporate accounts and sub-accounts, especially if they are managing multiple users within their organization.
        - Allow them to assign roles and permissions to individual users.
    - Custom Pricing and Quoting
        - Enable B2B sellers to set custom pricing and negotiate quotes with their B2B customers directly through the dashboard.
        - Implement a quoting system where B2B buyers can request custom quotes for bulk orders.
    - Product Catalog Customization
        - Allow B2B sellers to create customized product catalogs tailored to the needs of specific B2B clients.
        - These catalogs can include a selection of products with negotiated prices and terms.
    - Wholesale Pricing Levels
        - Implement support for tiered or wholesale pricing levels that offer discounts based on order volume or commitment.
- Commission and Fees Tracking
    - Provide a section where sellers can track their earnings, commissions, and fees.
    - Display clear reports and statements detailing the breakdown of earnings and deductions.
- Shipping Management
    - Shipping Zones
        - Define specific shipping zones that sellers can set up to determine where they are willing to ship their products.

        - Shipping zones can be customized to include different regions, countries, or specific postal codes.
    - Worldwide Shipping Options
        - Allow sellers to offer worldwide shipping options, enabling them to reach a global customer base.
        - Sellers can specify which countries or regions they are willing to ship to.
    - Shipping Methods
        - Provide multiple shipping methods for sellers to choose from, including standard, expedited, express, and local pickup options.
        - Allow sellers to set different shipping rates and delivery times for each method.
- Store Settings
    - Enable sellers to customize their store settings, including store branding, banners, and policies.
    - Allow for adjustments to store information, such as business hours and contact details.
- Auction Management
    - Auction Listings:
        - Sellers can create auction listings for their products in addition to traditional fixed-price listings.
    - Setting Reserve Prices
        - Allow sellers to set reserve prices for their auctions, ensuring they don't sell items below a certain threshold.
    - Auction Duration:
        - Enable sellers to specify the duration of their auctions, including start and end times.
    - Listing Fees

- Implement a fee structure for sellers who list items for auction. Fees may vary based on listing duration or other factors.

- Monitoring and Management:
  - Provide sellers with a dashboard to monitor the progress of their auctions, view bids, and manage their listings.

3. System Administrator

- User Management
  - User Registration
    - Admins can oversee the user registration process, ensuring that it is smooth and user-friendly for both customers and sellers.
  - Verification
    - Admins may manage the verification process for seller accounts, verifying their identities and business details.
  - Role Configuration
    - Admins have the authority to define different user roles and their associated permissions within the system.
  - Role Assignment
    - Assign roles to users based on their responsibilities, such as customer support, sales, or system maintenance.
  - User Profile Management
    - Admins can view and edit user profiles, including personal information, contact details, and account preferences.
  - Account Deactivation
    - Admins can deactivate or suspend user accounts for various reasons, such as violations of platform policies.
  - Password Reset
    - Admins can assist users in resetting their passwords in case of forgotten passwords or login issues.
  - Access Control
    - Admins have the ability to control access to specific sections of the platform based on user roles.
  - Permission Changes
    - Modify user permissions as needed, granting or revoking access to certain features.
  - Announcements

        - Admins can send announcements, notifications, and updates to users via email, in-app messages, or notifications.
    - Support Channels
        - Admins may provide users with information on available support channels for inquiries and assistance.
    - Seller Verification
        - Admins can manage the process of verifying seller identities, business information, and compliance with platform policies.
    - Customer Support
        - Admins can assist users with inquiries, concerns, or issues, providing timely and effective support.
    - User Reports and Insights
        - Access user-related reports and insights, such as user registration trends, login activity, and user behavior.
        - Use data to improve the user experience and platform functionality.
    - User Account Termination
        - Admins can permanently deactivate or delete user accounts in cases of policy violations or other serious issues.
- Admin Dashboard and Analytics
    - Overview
        - The Admin Dashboard serves as a centralized control center for System Admins to monitor and manage the entire multi-vendor system.
    - At-a-Glance Metrics
        - The dashboard displays key system metrics and performance indicators, including:
        - New Registrations: The number of new user registrations, categorized by customers and sellers.
        - Total Sales: The cumulative value of sales made across the platform.
        - Active Users: The number of users currently using the platform.
        - Revenue: The total earnings generated by the platform.

        - Pending Actions: A summary of pending admin actions, such as product listings to approve, seller verifications, or customer support tickets.
    - System Health
        - Real-time information on system uptime, performance, and any ongoing maintenance activities.
    - Security Alerts
        - Notifications about security events, potential threats, or unusual system activity.
    - Comprehensive Reports
        - Provide a range of reports and analytics tools for in-depth system analysis, including:
            - User Activity: Metrics related to user interactions, including login frequency, registration trends, and session durations.
            - Sales and Revenue: Detailed sales reports, revenue breakdowns, and sales trends over time.
            - Traffic Analysis: Insights into website traffic, including user sources, referral sources, and popular landing pages.
            - User Behavior: Analytics on user engagement, such as product views, add-to-cart actions, and conversion rates.
            - Seller Performance: Metrics related to seller activity, such as the number of new sellers, product listings, and sales by seller.
    - Customizable Dashboards
        - Allow System Admins to customize their dashboard layout, prioritize specific reports, and create custom views tailored to their needs.
    - Export Functionality
        - Enable admins to export reports and analytics data in various formats for further analysis or sharing.
    - Platform Performance
        - Monitor system performance and uptime to ensure smooth operation for users and sellers.
    - User Behavior Analysis

        - Understand how users interact with the platform, allowing for targeted improvements to user experience.
    - User Activity Monitoring
        - Keep track of user login frequency, activity levels, and engagement with the platform.
    - Security Analytics
        - Monitor security-related events, such as login attempts, access control violations, and data breaches.
    - Alerts
        - Provide real-time alerts and notifications to System Admins for critical system events, security breaches, or unusual activity.
    - Scheduled Reports
        - Allow admins to schedule automated email reports summarizing key system metrics and analytics at regular intervals.
- Seller Verification and Onboarding
    - Application Assessment
        - System Admins review seller applications submitted through the platform.
    - Application Information
        - Examine seller-provided information, including business details, contact information, and product categories.
    - Document Verification
        - Verify the authenticity of seller-provided documents, such as business licenses, tax identification, and identity proofs.
    - Compliance Check
        - Ensure that seller applications comply with platform policies and regulations.
    - Identity Verification
        - Admins may request additional identity verification steps, such as government-issued IDs or passports.
    - Business Verification

        - Confirm the legitimacy of the seller's business entity through official documents.
    - Address Verification
        - Validate the seller's business address to ensure accuracy and compliance with regional regulations.
    - Verification Status
        - Maintain a record of each seller's verification status, including approved, pending, or rejected.
    - Integration with Verification Services
        - API Integration
            - Utilize APIs to automate parts of the verification process, making it more efficient and accurate.
- Product and Listing Approval
    - Submission Review
        - System Admins review product listings submitted by sellers to ensure they meet platform standards and policies.
    - Quality Assessment
        - Evaluate the quality, accuracy, and completeness of product information, including titles, descriptions, images, and pricing.
    - Compliance Check
        - Ensure that product listings comply with platform policies, legal regulations, and ethical standards.
    - Approval Process
        - Admins approve or reject product listings based on their assessment, providing feedback to sellers when necessary.
    - Approval History
        - Maintain a record of product approval statuses and actions taken for audit and reference purposes.
    - Automated Filters
        - Implement automated filters and algorithms to detect and flag potentially inappropriate or non-compliant listings.
- Content Moderation

- User-Generated Content:
  - Admins monitor and moderate user-generated content, including product descriptions, reviews, comments, and images.
- Moderation Rules
  - Define specific moderation rules and guidelines for content quality and compliance.
- Flagging Mechanism
  - Allow users and sellers to report inappropriate or harmful content for review.
- Moderation Queue
  - Admins review flagged content in a dedicated moderation queue, where they can take appropriate actions.
- Content Removal
  - Admins can remove or hide content that violates platform policies or poses risks to users.
- User Warnings
  - Issue warnings or suspensions to users or sellers who repeatedly violate content guidelines.
- Appeals Process
  - Implement an appeals process for users or sellers to dispute content removal or moderation decisions.
- Keyword Filtering
  - Use keyword filtering to automatically detect and filter out potentially offensive or harmful content.

- Commission Management
  - Commission Structure Definition
    - Admins have the authority to define and configure commission structures that determine how sellers are charged for using the platform.
  - Commission Rates

        - Specify the commission rates applicable to different product categories, seller tiers, or transaction types. Rates can be fixed or variable.
    - Payment Frequency
        - Set the frequency at which commissions are calculated and paid, such as daily, weekly, or monthly.
    - Thresholds and Minimums
        - Define commission thresholds and minimum amounts that must be met before commissions are assessed or disbursed.
    - Transaction Monitoring
        - Admins track all transactions, including sales, fees, and payments, to calculate accurate commissions.
    - Real-Time Commission Calculation
        - Implement real-time or batch commission calculations to provide sellers with up-to-date commission information.
    - Fee Deductions
        - Deduct commissions and associated fees from seller payouts or transactions.
    - Sales Analytics
        - Generate reports and analytics on platform revenue, commissions earned, and fee breakdowns.
    - Payment Methods
        - Admins select and configure payment methods for commission disbursement, including bank transfers.
    - Manual Adjustments
        - Admins can make manual adjustments to commission calculations in exceptional cases, such as dispute resolutions or special agreements.
- Payment and Payout Management
    - Payment Gateway Integration
        - Admins configure and manage payment gateways used for transactions. This includes integrating popular payment gateways such as PayPal, Stripe, BOC, HNB, Commercial Bank, & Payhere.

- Multiple Payment Options
  - Provide sellers and customers with multiple payment options, including credit/debit cards, digital wallets, bank transfers, and more.
- Real-Time Payment Handling
  - Admins oversee the real-time processing of payments for product purchases, services, or subscriptions.
- Transaction Monitoring
  - Monitor all payment transactions, including successful payments, failed transactions, and pending payments.
- Payment Confirmation
  - Ensure that customers and sellers receive immediate confirmation of successful payments.
- Payouts to Sellers
  - Seller Earnings
    - Admins calculate and manage seller earnings, including the commission deductions and fees.
  - Payout Schedule
    - Define and manage payout schedules for sellers, including frequency (e.g., weekly, bi-weekly, monthly) and payment thresholds.
  - Payment Methods
    - Admins configure the payment methods available for seller payouts, such as bank transfers, PayPal, checks, or digital wallets.
  - Manual Payouts
    - Admins can initiate manual payouts for special cases or exceptions.
  - Bulk Payouts
    - Enable bulk payouts to process multiple seller payments simultaneously, streamlining the payout process.
- Withdrawal Requests:
  - Withdrawal Management

            - Admins oversee and manage seller withdrawal requests, ensuring they meet platform policies and payment thresholds.
        - Withdrawal Review
            - Review withdrawal requests to confirm their legitimacy, accuracy, and compliance with withdrawal rules.
        - Withdrawal Notifications
            - Notify sellers of the status of their withdrawal requests, including approvals, rejections, or pending status.
        - Dispute Resolution
            - Handle withdrawal disputes and discrepancies in a transparent and fair manner.
- Order Management
    - Order Monitoring
        - Real-Time Order Tracking
            - Admins have access to a real-time dashboard that displays all active orders, including their status, details, and order history.
        - Order Fulfillment
            - Monitor the progress of orders from the moment they are placed to the point of delivery.
        - Bulk Order Processing
            - Admins can process multiple orders simultaneously to ensure efficiency and accuracy.
        - Status Updates
            - Admins can update order statuses, such as "Pending," "Processing," "Shipped," and "Delivered," to provide customers with real-time information about their orders.
        - Communication
            - Admins communicate with customers and sellers regarding order updates, delays, or any exceptional circumstances.
        - Order History
            - Maintain a comprehensive order history, which includes all changes made to orders, for auditing and reference purposes.

- Dispute, Refund, Return and cancellation management
    - Dispute Management
        - Total Disputes
            - In this section, you can view the total number of disputes raised by customers.
        - Dispute Types
            - Categorize disputes based on their nature, such as product quality, delivery issues, or payment disputes.
        - Resolution Status
            - Monitor the current status of disputes, including those pending, resolved, or escalated.
        - Resolution Time
            - Track the average time taken to resolve disputes and identify areas for improvement.
        - Resolution Methods
            - Analyze the methods used to resolve disputes, such as refunds, returns, or mediation.
    - Refund Processing
        - Average Refund Time
            - Monitor the average time taken to process refunds and identify bottlenecks.
        - Refund Methods
            - Analyze the methods used for refunds, such as credit to the original payment method or store credit.
    - Return Management
        - Total Return Requests
            - Provide an overview of the total number of return requests received.
        - Return Status
            - Categorize returns as pending, approved, or rejected.
        - Average Return Time

- Monitor the average time taken to process returns and identify areas for improvement.
    - Return Methods
        - Analyze the methods used for returns, such as product replacement or store credit.
  - Cancellation Management
    - Total Order Cancellations
        - Provide an overview of the total number of order cancellations initiated by customers.
    - Cancellation Status
        - Categorize cancellations as pending, approved, or rejected.
    - Average Cancellation Time
        - Monitor the average time taken to process cancellations and identify areas for improvement.
    - Cancellation Reasons
        - Analyze the reasons customers provide for canceling orders, such as changes in plans or dissatisfaction.
- System Configuration
  - Platform Information
    - Platform Version
        - Specify the current version of the multi-vendor system.
    - Release Notes
        - Provide links or references to release notes and updates for transparency.
    - System Updates
        - Highlight the most recent system updates, including bug fixes, feature enhancements, and security patches.
  - Server Configuration
    - Server Hosting
        - Describe the server hosting environment, including server providers, hosting plans, and server locations.
    - Server Specifications

        - List server specifications, including CPU, RAM, storage, and bandwidth.
    - Scalability
        - Discuss server scalability options in case of increased traffic or resource demands.
- Third-Party Integrations
    - Payment Gateways
        - Enumerate integrated payment gateways (e.g., BOC) and their configuration.
    - Shipping Services
        - Detail third-party shipping service integrations and configuration.
    - API Integrations
        - List any external APIs integrated, along with their purposes (e.g., social media APIs, external data sources).
- Security Configuration
    - Firewall and Security Measures
        - Describe the security measures in place, including firewalls, SSL certificates, and encryption protocols.
    - Authentication and Authorization
        - Explain the methods used for user authentication and authorization, including two-factor authentication (2FA) if implemented.
    - Data Privacy
        - Outline data privacy measures, including compliance with GDPR or other applicable data protection regulations.
- Payment and Financial Configuration
    - Commission Setup
        - Detail the commission structures defined for sellers, including rates, payment frequencies, and thresholds.
    - Payout Methods

        - List the available payout methods for sellers, such as bank transfers etc
    - Currency Support
        - Specify supported currencies for transactions and payouts.
    - Taxation: Describe how taxes are managed, collected, and reported within the system.
  - User Management
    - User Roles and Permissions
        - Explain the user role hierarchy and dynamic permissions system for admins, sellers, and customers.
    - Registration and Verification
        - Detail user registration and verification processes, including any verification by the Industrial Development Board.
  - Content Management
    - Product Approval
        - Describe the process for reviewing and approving/rejecting product listings by sellers.
    - Content Moderation
        - Explain content moderation rules, procedures, and tools in place for user-generated content.
  - Communication and Support
    - Customer Support
        - Describe the channels and tools used for customer support, including ticketing systems, live chat, or email.
    - Notifications
        - Specify the types of notifications sent to users, such as order updates, promotions, or system announcements.
- Shipping and Logistics Management
  - Shipping Partnerships
    - Overview
        - Provide a list of partnered courier and shipping services used for domestic and international deliveries.

- Service Coverage
  - Specify the regions, countries, or areas covered by each shipping partner.
- Service Types
  - Outline the types of shipping services offered, such as standard, express, or same-day delivery.
- Shipping Zones
  - Detail how shipping zones are defined and configured based on geographic regions.

o Shipping Options
- Free Shipping
  - Describe the criteria for offering free shipping to customers, such as minimum order value or specific product categories.
- Flat Rate Shipping
  - Explain the use of flat-rate shipping fees, including the rate structure and any exceptions.
- Pickup Points
  - Outline the availability of pickup points where customers can collect their orders.
- International Shipping
  - Detail the process and options for international shipping, including customs documentation and fees.
- Shipping Cost Calculation
  - Specify how shipping costs are calculated, considering factors like weight, dimensions, and destination.

o Shipping Configuration
- Shipping Rules
  - Provide information on the configuration of shipping rules, such as rules for combining or splitting orders, and how they affect shipping rates.
- Shipping Labels

            - Explain the process for generating shipping labels and tracking numbers for orders.
        - Shipping Timeframes
            - Indicate estimated shipping timeframes for various shipping methods and destinations.
    - Shipping Cost and Pricing
        - Shipping Cost Transparency
            - Highlight the transparency of shipping costs to customers during the checkout process.
        - Pricing Strategies
            - Describe any pricing strategies related to shipping fees, such as tiered pricing based on order value or weight.
    - Shipping Analytics
        - Shipping Performance Reports
            - Generate reports on shipping performance, including on-time delivery rates and shipping cost analysis.
        - Shipping Provider Evaluation
            - Assess the performance of shipping partners based on delivery times, customer feedback, and reliability.
- Coupon and Promotion Management
    - Coupon Types
        - Discount Coupons
            - Describe the types of discount coupons available, including percentage-based discounts, fixed amount discounts, and buy-one-get-one (BOGO) offers.
        - Free Shipping Coupons
            - Explain if free shipping coupons are offered and under what conditions they are applicable.
        - Product-Specific Coupons
            - Detail any coupons that are specific to certain products or product categories.
    - Coupon Creation

        - Admin-Created Coupons
            - Explain the process of creating and configuring coupons by system administrators.
        - Seller-Created Coupons
            - If applicable, describe how sellers can create their own coupons within the platform.
    - Coupon Configuration
        - Coupon Codes
            - Explain how unique coupon codes are generated and managed.
        - Coupon Restrictions
            - Describe any restrictions placed on coupons, such as expiration dates, usage limits, and eligibility criteria.
        - Stacking Rules
            - Specify whether multiple coupons can be stacked for a single purchase and any limitations on stacking.
        - Minimum Purchase Requirements
            - Detail any minimum purchase requirements for coupon eligibility.
        - Applicability
            - Indicate where and how customers can apply coupons during the checkout process.
    - Promotion Management
        - Promotion Campaigns
            - Describe the creation and management of promotional campaigns, including their objectives and duration.
        - Discount Tiers
            - If applicable, explain how tiered discounts work, offering higher discounts for larger purchases.
        - Flash Sales
            - Detail any flash sale events or time-limited promotions and how they are managed.

- Taxation and Compliance Management
    - Taxation Framework
        - Taxation Laws
            - Provide an overview of the taxation laws and regulations applicable to the platform, including local and international tax laws.
        - Tax Categories
            - Describe different tax categories that apply to products or services sold on the platform, such as sales tax, value-added tax (VAT), or goods and services tax (GST).
        - Tax Rates
            - List tax rates applicable to different regions or jurisdictions, and how they are determined.
    - Tax Configuration
        - Tax Calculation
            - Explain how taxes are calculated for each transaction, considering factors like product type, location of the seller and buyer, and applicable tax rates.
        - Tax Exemptions
            - Describe any tax exemptions or exceptions, such as tax-free items or regions.
- Reporting and Insights Management
    - Reporting Framework
        - Reporting Tools
            - Describe the reporting tools and software used for generating reports and insights.
        - Data Sources
            - Identify the primary data sources for reporting, including transaction data, user data, and inventory data.
        - Data Integration
            - Explain how data from various sources is integrated for reporting purposes.

    - Reporting Types
        - Operational Reports
            - Detail reports focused on day-to-day operations, such as order processing, inventory management, and customer support.
        - Financial Reports
            - Explain financial reports, including revenue, expenses, profits, and tax-related reports.
        - Analytics Reports
            - Describe analytical reports that provide insights into user behavior, sales trends, and marketing effectiveness.
        - Compliance Reports
            - Highlight reports that ensure compliance with legal and regulatory requirements, including tax and privacy reports.
    - Data Visualization
        - Charts and Graphs
            - Highlight the use of charts, graphs, and visual aids for data presentation and interpretation.
        - Interactive Dashboards
            - Explain the availability of interactive dashboards that allow users to explore data dynamically.
- System Upgrades and Maintenance Management
    - System Upgrade Planning
        - Frequency
            - Describe how often system upgrades are planned and executed (e.g., quarterly, bi-annually, annually).
        - Upgrade Objectives
            - Explain the primary objectives of system upgrades, such as improving performance, adding new features, or enhancing security.
        - Impact Assessment
            - Detail the process of assessing the potential impact of upgrades on existing functionality and user experience.

    - Upgrade Process
        - Version Control
            - Explain how version control is managed to track changes, updates, and bug fixes.
        - Deployment Strategy
            - Detail the deployment strategy, including whether upgrades are performed gradually or all at once.
        - Rollback Plan
            - Describe the rollback plan in case an upgrade encounters critical issues, ensuring minimal disruption to users.
        - Testing and Validation
            - Explain the procedures for thoroughly testing and validating upgrades in the testing environment.
- System Backups and Disaster Recovery
    - Backup Frequency
        - Specify how often system backups are performed (e.g., daily, weekly, monthly).
    - Full and Incremental Backups
        - Describe the use of both full and incremental backups to optimize data storage and recovery.
    - Data Selection
        - Detail which data is included in backups, such as databases, user-generated content, configuration files, and system logs.
    - Backup Storage
        - On-Site and Off-Site Storage
            - Explain the strategy for storing backups, including both on-site (local server) and off-site (remote) storage to protect against physical disasters.
        - Storage Media
            - Specify the type of storage media used for backups, such as hard drives, network-attached storage (NAS), or cloud storage.
    - Backup Automation

        - Automated Backup Tools
            - Describe the use of automated backup tools or scripts to ensure consistent and regular backups.
        - Backup Scheduling
            - Explain the scheduling of automated backups to avoid disruption during peak usage times.
    - Data Restoration
        - Data Restoration Process
            - Detail the process of restoring data from backups, including the steps involved and the tools used.
        - Priority Data
            - Identify critical data that must be restored first in case of a disaster to minimize service disruption.
- Auction Management
    - Platform Oversight:
        - Admins should have full control over the auction feature, including the ability to enable or disable auctions and set global rules.
    - Moderation and Reporting:
        - Implement moderation tools to review and address disputes, fraudulent activities, or rule violations related to auctions.
    - Fee Management:
        - Admins can set and adjust fees for listing auctions, winning bids, or other auction-related transactions.
    - Auction Policies:
        - Establish and communicate clear auction policies and guidelines for users and sellers.
    - Data Analytics:
        - Utilize data analytics tools to track auction performance, such as bid trends, successful auctions, and user engagement.

General System APIs

1. User Management APIs:
    I. User Registration API
    II. User Login API
    III. User Profile Management API
    IV. Authentication and Authorization APIs
2. Product Management APIs:
    I. Product Listing API
    II. Product Details API
    III. Product Search API
    IV. Product Creation and Update API
    V. Product Review and Rating API
3. Order and Cart APIs:
    I. Add to Cart API
    II. View Cart Contents API
    III. Checkout and Payment API
    IV. Order Placement API
    V. Order History and Tracking API
    VI. Order Cancellation and Refund API
4. Seller/Vendor APIs:
    I. Seller Registration and Verification API
    II. Seller Dashboard and Analytics API
    III. Store and Inventory Management API
    IV. Shipping and Logistics APIs
    V. Commission Calculation and Payment API
5. Promotion and Discount APIs:
    I. Coupon Creation and Management API
    II. Promotional Campaign APIs
    III. Discount Calculation and Application API
6. Search and Recommendation APIs:
    I. Product Search and Filter APIs

    II. Recommendation and Personalization APIs
    III. Trending and Popular Products API
7. Payment and Financial APIs:
    I. Payment Gateway Integration APIs
    II. Payout and Revenue Tracking APIs
    III. Tax Calculation and Invoicing APIs
8. Review and Rating APIs:
    I. Customer Review Submission API
    II. Review and Rating Retrieval API
9. Reporting and Analytics APIs:
    I. Sales and Revenue Analytics APIs
    II. User Behavior and Engagement Analytics APIs
    III. Inventory and Stock Status APIs
10. Security and Compliance APIs:
    I. Data Encryption and Security APIs
    II. Compliance and Privacy APIs
    III. Authentication and Access Control APIs

Development Environment

1. Programming Languages & Framework

I. HTML/CSS: Structuring web pages and styling them.

II. JavaScript: For adding interactivity and enhancing user experience.

III. Front-End Frameworks: Such as Laravel, React, Angular, or Vue.js for building dynamic and responsive user interfaces.

IV. Bootstrap: A CSS framework for responsive web design and UI components.

2. Database Management

I. MySQL: A relational database management system (RDBMS) for storing product data, user information, and orders.

II. NoSQL Database (optional): Consider using a NoSQL database like MongoDB for handling unstructured or semi-structured data.

3. API Development

I. RESTful APIs: To enable communication between the front-end, back-end, and third-party services.

II. API Documentation Tools: Such as Swagger or Postman for documenting and testing APIs.

4. Payment Gateway Integration

I. Local Bank IPG Integration – BOC etc..

II. Payhere Integration (Optional)

5. Authentication and Authorization

I. OAuth 2.0: For secure user authentication.

II. JWT (JSON Web Tokens): For token-based authentication and authorization.

6. Content Delivery Network (CDN)

I. Cloudflare, Akamai, Amazon CloudFront: To deliver content, including images and videos, faster to users globally.

7. Version Control

I. Git: For tracking changes in the source code and collaboration among developers.

Maintenance

1. Software Updates and Patch Management
    - Regularly update the system's software components, including the operating system, web server, database management system, and any third-party libraries or frameworks used.
    - Apply security patches and bug fixes to address vulnerabilities and enhance system stability.
2. Monitoring and Performance Optimization
    - Implement monitoring tools to continuously track system performance, resource utilization, and response times.
    - Identify and address performance bottlenecks, such as slow database queries or inefficient code.
    - Optimize database performance through indexing, query optimization, and caching mechanisms.
3. Security Audits and Compliance
    - Conduct regular security audits to identify and mitigate security risks.
    - Ensure compliance with data protection regulations and industry-specific security standards.
    - Implement security best practices, including encryption, access controls, and intrusion detection systems.
4. Data Backup and Recovery
    - Set up automated data backup procedures to protect against data loss due to hardware failures, human errors, or security incidents.
    - Test data restoration procedures to ensure data integrity and availability in case of a disaster.
5. User Support and Issue Resolution
    - Provide a user support mechanism, such as a helpdesk or ticketing system, for users to report issues and seek assistance.
    - Resolve user-reported issues promptly within agreed-upon Service Level Agreements (SLAs).
6. Content Management and Updates

- Regularly review and update product listings, descriptions, prices, and images to ensure accuracy and relevance.
- Enable vendors to manage their product listings and information easily.

7. Server and Infrastructure Scaling
   - Monitor server resources and scale infrastructure resources as needed to accommodate increased user activity.
   - Implement load balancing to distribute traffic efficiently across multiple servers.
8. Scheduled Maintenance
   - Plan and schedule routine maintenance windows during off-peak hours to minimize user disruption.
   - Notify users and vendors in advance of scheduled maintenance activities.
9. Quality Assurance and Testing
   - Conduct regular testing, including functional testing, regression testing, and security testing.
   - Test new features and updates in a staging environment before deploying them to the production system.
10. Backup and Disaster Recovery Drills
    - Periodically simulate disaster recovery scenarios to validate the effectiveness of backup and recovery procedures.
11. Performance Testing
    - Perform load and stress testing to assess the system's performance under heavy traffic conditions.

Ownership

i. The Consultant should provide soft copies of source codes, content management tool, graphics, databases and any other software used for development and hard copies of all design documentations and other related documents used in the development to IDB.

ii. The intellectual property rights relating to the process of a particular system, graphics, photos (captured by the photographers), text, artwork, design, sound recordings, software, database, and any other components developed for this project by the Consultant shall be the property of the IDB.

iii. Any proprietary software components belonging to the Consultant shall be licensed to IDB for perpetual use. The Consultant shall be required to provide appropriate arrangements to make available the source code or assign suitable party to carry forward the contractual terms of the said proprietary software to the client in the event of either bankruptcy, winding or merger of the Consultant company.

iv. Passwords related to all systems should be handed over to IDB after signing off from the project. The passwords can be obtained from IDB during maintenance period.

v. Vendor should impose the copyright and disclaimer notice as specified by the IDB.

vi. All confidential information exchanged during the assignment should be treated as non-disclosable contents.

Outputs and Deliverables

Total duration of this project is three (3) months. The Consultant should undertake to complete all tasks in parallel.

Training

i. The relevant System Development Company should provide necessary training on each and every segment/ feature/ Add-on of the system to the IDB and the relevant stakeholders as required both physically and Online.

ii. Provide user manuals on each and every function of the system including back end features.

Task	Yes/No
Registration Form	
Email Verification	
Social Media Signup	
User Dashboard	
Email Notifications	
Profile Deactivation	
Category Navigation	
Featured Products	
Search Bar	
Product Listings	

Sorting and Filtering	
Product Details Page	
Stock Availability	
Quantity Selection	
Add to Cart	
Product Variants	
Availability Status	
Review Submission	
Review Display	
Sorting and Filtering Reviews	
Review Verification	

Reporting Abusive Content	
Average Rating Display	
Review Comments	
Cart Preview	
Cart Page	
Cart Management	
Add to Wishlist	
Wishlist Page	
Move to Cart	
Share Wishlist	
Wishlist Notifications	

Shopping Cart Review	
Shipping Address	
Billing Information	
Order Summary	
Coupon/Promo Code	
Order Placement	
Order History Overview	
Detailed Order View	
Order Status Tracking	
Shipment Tracking	
Order Status Notifications	

Reorder Option	
Returns and Refunds	
Invoices	
Auction Management	
View and Participate in Auctions	
Bidding Management	
Real-time Updates	
Watchlist	
Bid Notifications	

Vendor

Task	Can Do?
Business Profile Creation	
API Registration	
Seller Activities	
- Login and Authentication	

- Role-Based Access	
- Personalized Dashboard	
- Order Management	
- - Order Details	
- - Order Processing	
- - Order Status Updates	
- - Handling Order Cancellations	
- - Handling Refunds	
- - Return Management	
- - Order History and Tracking	
- - Notifications and Alerts	

Product Management	
- Product Listing Creation	
- Product Editing and Updates	
- Bulk Product Management	
- Product Images and Media	
- Stock Level Tracking	
- Product Variants and Options	
- Product SEO Optimization	
- Product Visibility and Status	
- Product Reviews and Ratings	
- Product Import and Export	

- Product Analytics	
- Integration Capabilities (API)	
Store Analytics	
Customer Communication	
Coupon and Promotion Management	
- Coupon Creation	
- Coupon Code Generation	
- Discount Parameters	
- Real-Time Validation	
- Coupon Reporting	
- Promotion Scheduling	

- Coupon Expiry Alerts	
B2B Seller Dashboard	
- Corporate Account Management	
- Custom Pricing and Quoting	
- Product Catalog Customization	
- Wholesale Pricing Levels	
Commission and Fees Tracking	
Shipping Management	
- Shipping Zones	
- Worldwide Shipping Options	
- Shipping Methods	

Store Settings	
Auction Management	
- Auction Listings	
- Setting Reserve Prices	
- Auction Duration	
- Listing Fees	
- Monitoring and Management	

System Administrator

Task	**Can Admins Do?**
User Management	
- User Registration	

- Verification	
- Role Configuration	
- Role Assignment	
- User Profile Management	
- Account Deactivation	
- Password Reset	
- Access Control	
- Permission Changes	
- Announcements	
- Support Channels	
- Seller Verification	

- Customer Support	
- User Reports and Insights	
- User Account Termination	
Admin Dashboard and Analytics	
- Overview	
- At-a-Glance Metrics	
- System Health	
- Security Alerts	
- Comprehensive Reports	
- Customizable Dashboards	
- Export Functionality	

- Platform Performance	
- User Behavior Analysis	
- User Activity Monitoring	
- Security Analytics	
- Alerts	
- Scheduled Reports	
Seller Verification and Onboarding	
- Application Assessment	
- Application Information	
- Document Verification	
- Compliance Check	

- Identity Verification	
- Business Verification	
- Address Verification	
- Verification Status	
- Integration with Verification Services	
Product and Listing Approval	
- Submission Review	
- Quality Assessment	
- Compliance Check	
- Approval Process	
- Approval History	

- Automated Filters	
Content Moderation	
- User-Generated Content	
- Moderation Rules	
- Flagging Mechanism	
- Moderation Queue	
- Content Removal	
- User Warnings	
- Appeals Process	
- Keyword Filtering	
Commission Management	

- Commission Structure Definition	
- Commission Rates	
- Payment Frequency	
- Thresholds and Minimums	
- Transaction Monitoring	
- Real-Time Commission Calculation	
- Fee Deductions	
- Sales Analytics	
- Payment Methods	
- Manual Adjustments	
Payment and Payout Management	

- Payment Gateway Integration	
- Multiple Payment Options	
- Real-Time Payment Handling	
- Transaction Monitoring	
- Payment Confirmation	
- Payouts to Sellers	
- Withdrawal Requests	
Order Management	
- Order Monitoring	
- Order Fulfillment	
- Bulk Order Processing	

- Status Updates	
- Communication	
- Order History	
Dispute, Refund, Return and Cancellation Management	
- Dispute Management	
- Refund Processing	
- Return Management	
- Cancellation Management	
System Configuration	
- Platform Information	
- Server Configuration	

- Third-Party Integrations	
- Security Configuration	
- Payment and Financial Configuration	
- User Management	
- Content Management	
- Communication and Support	
- Shipping and Logistics Management	
- Shipping Partnerships	
- Shipping Options	
- Shipping Configuration	
- Shipping Cost and Pricing	

- Shipping Analytics	
Coupon and Promotion Management	
- Coupon Types	
- Coupon Creation	
- Coupon Configuration	
- Promotion Management	
Taxation and Compliance Management	
- Taxation Framework	
- Tax Configuration	
Reporting and Insights Management	
- Reporting Framework	

- Reporting Types	
- Data Visualization	
System Upgrades and Maintenance Management	
- System Upgrade Planning	
- Upgrade Process	
- Backup and Disaster Recovery	
- Backup Frequency	
- Full and Incremental Backups	
- Data Selection	
- Backup Storage	
- Backup Automation	

- Data Restoration	
Auction Management	
- Platform Oversight	
- Moderation and Reporting	
- Fee Management	
- Auction Policies	
- Data Analytics	

Development

Development Environment Component	Can Perform Task?
HTML/CSS	

JavaScript	
Front-End Frameworks (e.g., Laravel)	
Bootstrap	
MySQL	
NoSQL Database (e.g., MongoDB)	
RESTful APIs	
API Documentation Tools (e.g., Swagger, Postman)	
Local Bank IPG Integration (e.g., BOC)	
Payhere Integration (Optional)	
OAuth 2.0	
JWT (JSON Web Tokens)	

Content Delivery Network (CDN)	
Version Control (Git)	

Maintenance

Maintenance Task	Can Perform Task?
Software Updates and Patch Management	
Monitoring and Performance Optimization	
Security Audits and Compliance	

Data Backup and Recovery	
User Support and Issue Resolution	
Content Management and Updates	
Server and Infrastructure Scaling	
Scheduled Maintenance	
Quality Assurance and Testing	
Backup and Disaster Recovery Drills	
Performance Testing	