

WEBBUILDIX

COD ECOMMERCE WEBSITE

Complete Manual Guide in Hinglish

Customer Store + Admin Panel + Delivery Panel

Manual ka purpose: Ye guide new user ya new staff ko website ke features, login, product browsing, COD order, admin management, delivery panel, returns, invoices aur basic setup samjhane ke liye banaya gaya hai.

Item	Detail
Project type	Flask + SQLite COD Ecommerce Website
Payment model	Cash on Delivery only - online payment gateway included nahi hai
Main users	Customer, Admin, Delivery Boy/Delivery Staff
Local URL	http://127.0.0.1:5000
Default admin login	URL: /admin/login Username: admin Password: admin123
Default delivery login	URL: /delivery/login Phone: 9999999991 or 9999999992 Password: delivery123
Demo coupons	WELCOME10, SAVE100

Table of Contents

1. Website Overview
2. Roles and Login Details
3. Customer Website Guide
4. Cart, Coupon and COD Checkout
5. Customer Account, Wishlist, Orders and Returns
6. Admin Panel Complete Guide
7. Delivery Panel Guide
8. SEO, PWA and Static Pages
9. Local Setup and Deployment Notes
10. Common Problems and Quick Fix
11. Final Checklist for New User

1. Website Overview

Ye website ek professional Cash on Delivery ecommerce store hai. Isme customer products browse kar sakta hai, cart me add kar sakta hai, coupon apply karke COD order place kar sakta hai, aur order track kar sakta hai. Admin products, orders, coupons, pincodes, delivery boys, banners, reviews, returns aur settings manage kar sakta hai. Delivery boy apne assigned orders ka status update kar sakta hai.

- Mobile app-like responsive customer UI with bottom navigation.
- Desktop ke liye professional ecommerce layout, sticky header aur product grid.
- Product catalog, category, search, sorting, filters aur product detail page.
- COD pincode serviceability check with delivery charge and ETA.
- Cart, coupon, checkout, order success, invoice and tracking flow.
- Customer login/register, account dashboard, wishlist and my orders.
- Admin dashboard, products, orders, customers, coupons, pincodes, delivery boys, reviews, returns, banners and settings.
- Bulk CSV product upload, stock logs, product gallery, SEO fields and backup download.
- SEO routes: robots.txt, sitemap.xml, privacy page, terms page, JSON-LD schema and manifest/service worker for PWA base.

2. Roles and Login Details

Role	Kya kaam karega	Login/Access
Customer	Products dekhna, search/filter, wishlist, cart, COD checkout, order track, invoice, return request.	/login ya /register se customer account. Guest user cart/checkout kar sakta hai, but account features ke liye login zaroori hai.
Admin	Store ka full control: products, stock, orders, coupons, pincodes, customers, banners, returns, reviews, delivery boys, settings.	/admin/login - default: admin / admin123
Delivery Boy	Assigned orders dekhna aur delivery status update karna.	/delivery/login - default phones: 9999999991, 9999999992 password: delivery123

Important security note: Production website me default username/password use mat karein. Environment variables me strong ADMIN_USER, ADMIN_PASS, DELIVERY_PASS aur SECRET_KEY set karein.

3. Customer Website Guide

3.1 Home Page ka use

12. Browser me website open karein. Local run me URL `http://127.0.0.1:5000` hoga.
13. Home page par promotional banners, featured products, categories aur recently viewed products dikh sakte hain.

14. Header ya search box se product search karein. Category bar se category wise products open karein.
15. Product card par price, MRP, stock badge, add to cart/wishlist jaise options milte hain.

3.2 Products Page

- Search: product title/keyword se search.
- Category filter: Mobile, Fashion, Electronics, Home & Kitchen, Beauty, Sports, Books, Toys etc.
- Brand/price/stock filters: advanced filtering support included hai.
- Sorting: latest, low price, high price, popularity/views jaise sorting options.
- Product list responsive hai, mobile aur desktop dono par adjust hota hai.

3.3 Product Detail Page

16. Product card ya title par click karein.
17. Detail page par image/gallery, price, MRP, stock, description, specs aur reviews dekhein.
18. Pincode box me apna pincode dal kar COD available hai ya nahi check karein.
19. Quantity select karke Add to Cart karein.
20. Logged-in customer wishlist me product add/remove kar sakta hai.

Demo serviceable pincodes: 110001, 800001, 834001, 400001, 700001 demo data me available hain. Admin panel se aur pincode add/edit kiye ja sakte hain.

4. Cart, Coupon and COD Checkout

4.1 Cart ka use

21. Product add karne ke baad Cart page open karein.
22. Cart me quantity update ya product remove kar sakte hain.
23. Subtotal automatic calculate hota hai.
24. Checkout button se order form par jayein.

4.2 Coupon apply karna

- Checkout page par coupon code field me demo coupon use kar sakte hain.
- WELCOME10: percentage discount type demo coupon.
- SAVE100: flat discount type demo coupon.
- Coupon active hona chahiye aur minimum order value condition match honi chahiye.

4.3 COD Checkout Flow

25. Checkout page par name, phone, email, address, city, state, pincode aur notes fill karein.
26. Pincode serviceable hai to delivery charge aur ETA calculate hoga.
27. Payment method Cash on Delivery rahega. Online payment option intentionally included nahi hai.
28. Place Order par click karein.
29. Order Success page par order number milega. Is order number se tracking kar sakte hain.

5. Customer Account, Wishlist, Orders and Returns

Feature	Use kaise karein
Register/Login	/register se account banayein, /login se login karein. Phone unique hona chahiye.
Account dashboard	/account me profile, address, city, state, pincode, alternate phone update kar sakte hain.
Wishlist	Product detail/card se wishlist toggle karein. Wishlist page me saved products dikhenge.
My Orders	Logged-in customer /my-orders me apne orders dekh sakta hai.
Invoice	Order delivered/placed hone ke baad invoice link se printable invoice dekh sakte hain.
Track Order	/track page par order number ya phone/order details se timeline dekh sakte hain.
Return Request	Delivered COD order ke liye return request submit kar sakte hain. Admin approve/reject/complete karega.

Customer ke liye simple rule: Order place karne ke baad order number save rakhein. Tracking, support aur invoice ke liye order number useful hota hai.

6. Admin Panel Complete Guide

Admin panel store ka control center hai. Login ke liye /admin/login open karein. Default demo login admin / admin123 hai.

6.1 Admin Dashboard

- Total orders, pending workflow, delivered revenue, products, customers aur return requests jaise stats dekh sakte hain.
- Recent activity aur store performance ka quick overview milta hai.
- Dashboard se important modules par quickly navigate kar sakte hain.

6.2 Product Management

30. Admin > Products open karein.

31. Add Product par click karke title, category, brand, price, MRP, stock, image, gallery, description, specs, SEO fields fill karein.

32. Featured product mark karne se product home page par show ho sakta hai.

33. Active off karne se product customer side par hidden ho jayega.

34. Product edit karte time stock change hone par stock log maintain hota hai.

- Allowed image formats: png, jpg, jpeg, webp, gif, svg.
- Max upload size code me 5 MB configured hai.
- Product gallery field multiple images preview support kar sakta hai.

6.3 Bulk CSV Product Upload

35. Admin > Bulk Upload open karein.
36. CSV file prepare karein with product data columns as shown in upload page/instructions.
37. Upload ke baad products database me add ho jayenge.
38. Upload ke baad products page par verify karein ki price, stock, category aur active status sahi hai.

6.4 Orders Management

39. Admin > Orders open karein.
40. Order list me order number, customer, total, status aur date dekhein.
41. Order detail page open karke status update karein: Pending, Confirmed, Packed, Shipped, Out for Delivery, Delivered, Cancelled, Returned.
42. Delivery boy assign karein, notes add karein aur timeline update karein.
43. Invoice print/view karein ya CSV export use karein.

Order Status	Meaning / Kab use karein
Pending	Order abhi naya hai, admin confirmation pending hai.
Confirmed	Admin ne order verify kar diya.
Packed	Product packing complete ho gaya.
Shipped	Order warehouse se dispatch ho gaya.
Out for Delivery	Delivery boy customer ke address par ja raha hai.
Delivered	Customer ko product mil gaya, COD amount collect ho gaya.
Cancelled	Order cancel ho gaya.
Returned	Return process complete/marked returned.

6.5 Coupons Management

- Admin > Coupons me new coupon add/edit kar sakte hain.
- Discount type percent ya flat ho sakta hai.
- Minimum order value set karke coupon misuse reduce kar sakte hain.
- Active off karne se coupon customer side par apply nahi hoga.

6.6 Pincode Management

44. Admin > Pincodes open karein.
45. Pincode, city, state, delivery charge, COD availability aur ETA days set karein.
46. Customer checkout me sirf serviceable COD pincodes par order place kar payega.
47. Naye delivery area add karne ke liye pincode yahin add karein.

6.7 Customers, Reviews and Returns

Module	Admin ka kaam
Customers	Registered customers ki details, phone/email/address review karna.
Reviews	Customer product reviews approve/reject/delete action manage karna. Approved reviews product page par show honge.

Returns	Return requests approve, reject ya complete karna; admin note add karna.
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6.8 Delivery Boys Management

- Delivery boy name, phone, area aur active status manage karein.
- Delivery login me phone number + DELIVERY_PASS use hota hai.
- Inactive delivery boy ko orders assign karna avoid karein.

6.9 Banner Manager

48. Admin > Banners open karein.
49. Home promotional banner ke liye title, subtitle, image, link, position, active status aur sort order set karein.
50. Sale, festival offer, new arrival, COD trust message ke banners add kar sakte hain.

6.10 Settings, Backup and Stock Logs

Feature	Details
Settings	Store name, tagline, support phone/email, warehouse address, Google Maps key, WhatsApp number update.
Download Backup	SQLite database backup download karne ka option. Regular backup lena recommended hai.
Stock Logs	Admin stock edits aur COD order deductions ka record dekhna. Low stock monitor karne me help karta hai.

7. Delivery Panel Guide

51. Delivery staff /delivery/login open kare.
52. Phone number enter kare: demo me 9999999991 ya 9999999992.
53. Password enter kare: delivery123.
54. Login ke baad assigned orders list dikhegi.
55. Order deliver karte time status update kare: Out for Delivery, Delivered, Cancelled/Returned as applicable.
56. COD amount collect hone ke baad status Delivered mark karein.

Delivery staff tip: Customer ko call karne se pehle order detail, address, pincode, total amount aur notes check kar lena chahiye.

8. SEO, PWA and Static Pages

- robots.txt route search engines ko sitemap location batata hai.
- sitemap.xml active products aur important pages ko list karta hai.
- Privacy aur Terms pages customer trust ke liye available hain.

- Meta title, meta description, Open Graph, Twitter cards aur JSON-LD schema professional SEO polish ke liye included hai.
- manifest.json aur service-worker.js app-like/PWA behavior ka base provide karte hain.

9. Local Setup and Deployment Notes

9.1 Local run

57. Project folder open karein.
58. Terminal me pip install -r requirements.txt run karein.
59. python app.py run karein.
60. Browser me http://127.0.0.1:5000 open karein.
61. App first start par instance/shop.db database automatically create karta hai.

9.2 Hosting/Render type deployment

- Procfile included hai, jisme unicorn app:app style deployment use hota hai.
- runtime.txt Python version define karta hai.
- Production me environment variables set karein: SECRET_KEY, ADMIN_USER, ADMIN_PASS, DELIVERY_PASS.
- Uploaded images static/uploads me store hoti hain. Hosting platform par persistent storage ka plan check karein.
- SQLite small/demo store ke liye simple hai. Heavy production traffic ke liye managed database consider karein.

10. Common Problems and Quick Fix

Problem	Possible reason	Fix
Admin login nahi ho raha	Wrong username/password ya env variables changed	/admin/login par correct ADMIN_USER/ADMIN_PASS use karein. Demo default admin/admin123 hai.
Delivery login nahi ho raha	Phone delivery boys table me nahi hai ya password wrong	Admin > Delivery Boys me phone check karein. DELIVERY_PASS default delivery123 hai.
Checkout me pincode fail	Pincode serviceable list me nahi ya COD off	Admin > Pincodes me pincode add karein aur COD available on karein.
Coupon apply nahi ho raha	Coupon inactive/min order mismatch/wrong code	Admin > Coupons me code, active status aur minimum order check karein.
Product image upload nahi ho raha	Unsupported file type ya file size zyada	png/jpg/jpeg/webp/gif/svg use karein; file 5 MB ke andar rakhein.
Product customer side par nahi dikh raha	Product active off ya stock/filter issue	Admin > Products me Active on karein, category/stock verify karein.
Order status update nahi dikha	Admin/delivery update save nahi	Order detail page refresh karein,

	hua	status dropdown aur submit button verify karein.
Database reset ho gaya	SQLite file delete/redeploy/ephemeral storage	Regular backup download karein aur persistent storage/database setup karein.

11. Final Checklist for New User

- Website home page open ho raha hai.
- Admin login successful hai.
- Store settings me support phone/email updated hai.
- Products, prices, stock aur images verify hain.
- Pincodes, delivery charge aur ETA set hain.
- Coupons active/inactive as required set hain.
- Delivery boys add aur active hain.
- Test product cart me add karke COD checkout place kiya gaya hai.
- Admin panel me test order visible hai aur status update ho raha hai.
- Delivery panel me assigned order visible hai.
- Customer order tracking, invoice, wishlist and account page check kiye gaye hain.
- Production se pehle default passwords changed hain.
- Backup download karke safe location me rakha gaya hai.

Simple summary: Customer shopping karega, Admin store manage karega, Delivery boy assigned order deliver karega. Website COD-only hai, isliye pincode, delivery charge, order status aur customer contact details sabse important parts hain.

Quick Access URLs

Page	URL
Home	/
Products	/products
Cart	/cart
Checkout	/checkout
Track Order	/track
Customer Login	/login
Customer Register	/register
My Orders	/my-orders
Wishlist	/wishlist
Admin Login	/admin/login
Admin Dashboard	/admin
Admin Products	/admin/products
Admin Orders	/admin/orders
Admin Coupons	/admin/coupons
Admin Pincodes	/admin/pincodes
Admin Delivery Boys	/admin/delivery-boys
Admin Returns	/admin/returns
Admin Banners	/admin/banners
Delivery Login	/delivery/login
Delivery Panel	/delivery
Privacy	/privacy
Terms	/terms
Sitemap	/sitemap.xml
Robots	/robots.txt