Business Requirement Document

For

Fresh Flow Grocery Mobile App

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Owner

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Document History

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1.0   Executive Summary

This Business Requirement Document (BRD) outlines the plan to digitize a manual grocery store through the development of the "Fresh Flow Grocery Mobile App." The app will allow customers to browse products, place orders, and schedule deliveries, while the store owner can track orders and manage inventory digitally. The project aims to improve operational efficiency, reduce manual effort, and enhance customer convenience.

2.0   Introduction

2.1   Purpose

The purpose of this Business Requirement Document is to define the high-level business needs and requirements for creating a digital solution for a "Fresh Flow" grocery store currently operating manually.

The application is designed to provide users with a comprehensive online shopping experience, including product browsing, shopping cart management, user account handling, payment processing, and delivery integration.

2.2   Scope

The scope of this document includes the following aspects:

Customer facing features:

- Home Page Design
- Product Listing
- Shop Cart
- User account management
- Delivery integration
- Payment Processing

Admin Features:

- Admin dashboard for product management
- Order management

Integrated with third-party services

- Payment gateway
- Delivery services

2.3   Objectives

- Digitize the store's operations to reduce manual effort and improve efficiency.
- Enhance customer convenience by allowing online ordering and delivery.
- Provide the store owner with tools to monitor inventory, sales, and orders in real time.
- Minimize errors in order management and improve overall customer satisfaction.

3.0   Business Requirement

3.1   Customer facing features

Home Page Design

- The homepage must provide a user-friendly interface showcasing features, products, promotional offers, and navigation to various product categories.
- The design should include quick links to the shopping cart, user account, and search functionality.

Product Listing

- The application must present a list of products categorized by type, such as fresh produce, dairy, and packaged goods.
- Each product listing must include comprehensive details, such as name, price, description, and availability
- High quality images of product must be displayed to enhance user experience.

Shopping cart

- User must be able to add and remove products from their shopping cart.
- The cart should display the total cost, including taxes, and update dynamically as items are added or removed.
- Users should be able to modify quantities of items in the cart.

User account management

- User must be able to register, log in, and manage their accounts, including personal information and delivery addresses.
- Users should have access to their order history and status.
- User must be able to reset their password through a secure process.

Delivery integration

- The app must integrate with a delivery service, such as Door to Door service to handle the logistics of delivering products to customers.
- Users must be able to track their deliveries in real-time through the app.
- Users should receive notifications regarding the status of the delivery.

Payment Processing

- Integration with Gpay or any third-party must be implemented to facilitate payment transactions.
- Users should be able to choose from various payment methods, including Gpay and Credit, Debit, and Card.
- The application must handle payment information securely according to industry standards for data protection
- Confirmation. Emails must be sent to users upon successful completion of a transaction.

3.2 Admin Features

Admin Dashboard

- The application must include an admin dashboard that allows administrators to upload new products, including setting product details such as name, price, descriptions, and images.
- Administrators must be able to manage existing products, including editing details or removing products from the inventory.
- The dashboard should enable administrators to view and manage customer orders, including tracking order status and processing returns or exchanges.

Order management

- The application must be able to View a list of all orders with details such as order ID, customer details, items ordered, and payment status.
- Ability to communicate with customers regarding order status via email or SMS.
- The application must be able to filter orders by status such as pending, shipped, delivered, canceled.

4.0 Assumptions and dependencies

4.1 Assumptions

- Users will actively browse, order, and make payments on the platform.
- Users will have internet access to use the app or website.
- The payment gateway will work smoothly for transactions.
- Third-party services (Door to Door service, Gpay) will provide consistent and reliable API access.
- The platform will follow data protection rules to keep user information safe.
- The website/app will work well on mobile devices and browsers.

4.2 Dependencies

- Delivery partners must ensure timely shipping and order tracking.
- Payment gateway providers (e.g., Gpay) need to function without issues.
- Third-party APIs (e.g., for reviews or tracking) must work correctly.

5.0 Risks

- Downtime of third-party APIs could impact delivery and payment functionalities.
- Delays in shipping also inaccuracy in stock management.
- Security vulnerability could expose sensitive user data.

6.0 Acceptance criteria

- The application must fulfill all business requirements.
- The solution must pass for user acceptance testing to ensure it meets user expectations and business objectives.

7.0   Sing Off

Name	Role	Signature	Date