

1. Document Overview

- **Document Name:** Functional Requirements Document – OMS Enhancement
 - **Version:** 1.0
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 - **Reviewed By:** Project Manager, IT team, Developers
 - **Date:** 2.02.2025
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2. Functional Overview

The OMS enhancements targets to reduce the manual work of admin, excess load on chat support and increase the customer satisfaction by automating the courier allocating process and gathering order details automatically without admin intervention. The project focuses on system integration with the courier APIs, admin dashboard monitoring and live tracking link shared through WhatsApp and email.

3. User Roles and Permissions

Role	Access/Functionality
Customer	Place order through any channel, receive tracking link, track order
Admin	Monitor dashboard, view order status, WhatsApp support
System	Collect order details, Process orders, assign couriers, send real-time updates

4. Functional Requirements

ID	Requirement Description	Priority
FR1	The system shall automatically assign a courier using API	High
FR2	The system shall send tracking links via WhatsApp & email	High
FR3	The system shall update order status in real-time	High
FR4	The system shall store all order data securely	Medium
FR5	The admin shall be able to monitor orders via dashboard	Medium
FR6	The system should provide chat support for any query/error	Medium

5. System Interface

Interface	Description
Courier API	Used to assign courier & get status updates
Email/SMS Gateway	Sends order tracking info to customers
E-commerce Order DB	Stores order details(returns,exchange) customer info
Admin Dashboard	Shows all updated records at one place
Chat Support	WhatsApp chat support for any query or error

6. Use Cases

Use Case	Description	Actor
UC1	Customer places an order	Customer
UC2	System assigns courier automatically	System
UC3	System sends tracking link	System
UC4	Admin checks order dashboard	Admin

- **UC1 – Place Order**

Field	Details
Actor	Customer
Description	Customer places an order through the website and completes payment
Preconditions	Customer is logged in, item is in stock
Postconditions	Order confirmation is shown, order is recorded in system

Main Flow

1. Customer selects product from website
2. Adds to cart
3. Proceeds to checkout
4. Completes payment
5. Receives order confirmation

- **UC2 – Auto-Assign Courier**

Field	Details
Actor	System
Description	System assigns a courier partner based on customer's delivery location using API
Preconditions	Order confirmed, courier API available
Postconditions	Courier assigned, tracking ID generated

Main Flow

1. System checks order location
2. Calls courier API
3. Receives response
4. Stores courier info and tracking ID

- **UC3 – Sharing tracking link with customers**

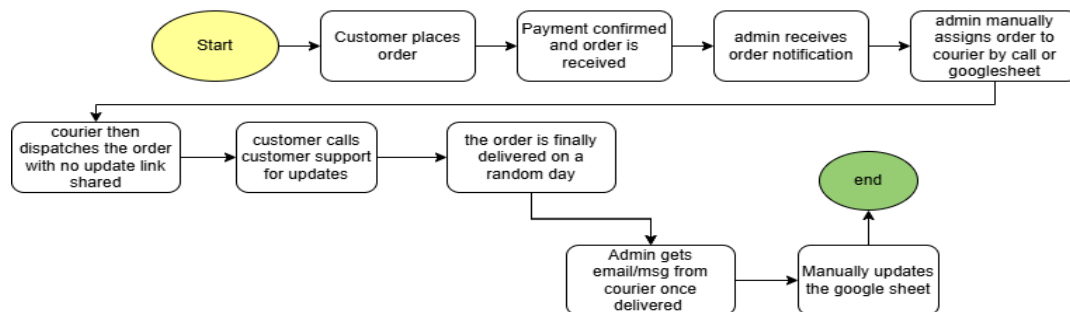
Field	Details
Actor	System
Description	System sends a order tracking link to the customer once the order is confirmed
Preconditions	Order confirmed, WhatsApp and email available
Postconditions	Tracking link is received by customer and opened via mobile/email client

Main Flow

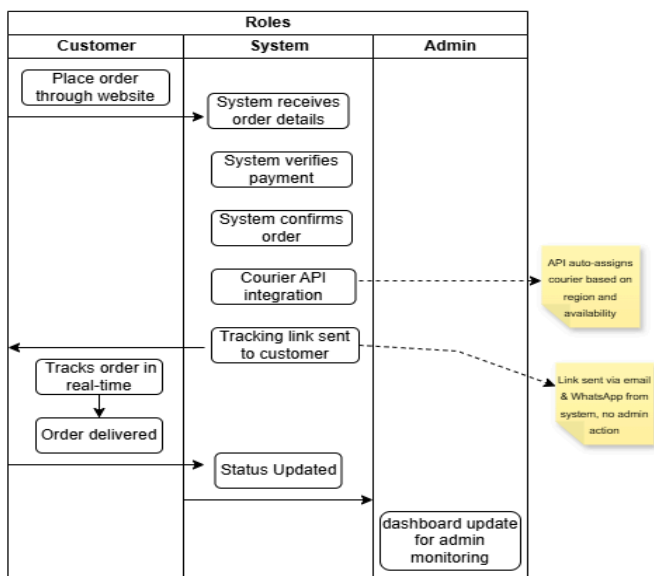
- 1.System shares the tracking link to customer
- 2.Customer receives link through WhatsApp and email
- 3.Real-time tracking
- 4.Goes to chat support only due to errors/delays

7. Process Flow Diagram

AS-IS



TO-BE



8. Non-Functional Requirements

Category	Requirement
Performance	The system should handle up to 10,000 orders/day from various channels
Security	All API calls must be encrypted (HTTPS)
Availability	The system should be available 99.9% of the time
Scalability	System must support integration with 5+ courier APIs

9. Assumptions and Constraints

- Couriers provide a stable and responsive API
- Customers have valid email/WhatsApp for notifications
- Order DB is regularly backed up
- Internet access to all customers
- Payment gateway works fine