

## Functional Requirements (FRs)

FR	How Identified (Survey Source)	Requirement & How
Product Image Management	Sellers complained of poor image upload quality.	The system should allow high-quality image uploads, support multiple formats, and provide automatic image optimization for faster loading.
Category & Subcategory Management	Sellers faced challenges with missing categories/options while listing products.	The system should provide a complete product category tree with subcategories, and allow sellers to request new categories.
Refund	Sellers expect refund options beyond just full refund.	The system should provide multiple refund options such as full refund, partial refund, store credit, or manual resolution.
Review & Feedback System	Sellers raised concerns about fake or unfair reviews.	The system should allow only verified purchase reviews and provide sellers with tools to report or appeal unfair reviews.
Payment Gateway Options	Sellers preferred flexibility in payment methods.	The system should integrate multiple popular payment gateways and let sellers choose their preferred option during setup.

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## Non-Functional Requirements (NFRs)

NFR	How Identified (Survey Source)	Requirement & How
Availability	Sellers reported delays in payment and order processing.	The system must maintain high uptime and ensure smooth operations.
Data Accuracy	Sellers found it difficult to verify if returned items matched the sold product.	The system must ensure accurate order

Transparency	Sellers requested clear reporting features such as sales and inventory tracking.	The system should provide transparent, real-time reports and logs so sellers always know their sales and stock status.
Compatibility	Sellers use different devices to access the marketplace.	The system must work seamlessly across devices and support major browsers.
Transaction Security	Sellers complained about poor security in payment processes.	The system must secure all transactions.