

Volere Requirements template

1. Functional Requirements: Retailer Operations

Requirement: Product Discovery and Browsing

- **Requirement No:** 101
- **Requirement Type:** Functional
- **Use Cases:** UC-R01 (Browse Products)
- **Description:** The system shall allow Agro-Retailers to browse and search for agri-input products within the marketplace. The search functionality must support filtering by product category, brand, price range, and geographic availability.
- **Rationale:** Retailers need efficient tools to find specific products among thousands of listings to make informed purchasing decisions.
- **Source:** System Vision Document (Core Functionality #2: Product Management).
- **Fit Criterion:** The requirement is met if a Retailer can apply a "Fertilizer" category filter and see only relevant products within 2 seconds. The search results must display current stock status.
- **Customer Satisfaction Rating:** 4 (Very Important)
- **Customer Dissatisfaction Rating:** 5 (System Unusable)
- **Dependencies:** Requirement #201 (Supplier Product Management).

Requirement: Cart Checkout and Order Placement

- **Requirement No:** 102
- **Requirement Type:** Functional
- **Use Cases:** UC-R02 (Initiate Checkout)
- **Description:** The system shall allow the Retailer to initiate a checkout process for the items currently in their shopping cart. This includes reviewing item quantities, calculating total costs (including shipping fees), and confirming the delivery address.
- **Rationale:** This is the core revenue-generating action of the platform. Without a functioning checkout process, no transactions can occur.
- **Source:** System Vision Document (Goal #1: Digitalize transactions).
- **Fit Criterion:** The requirement is met if the Retailer can successfully navigate from the "Cart" page to the "Checkout" page. The system must display the correct total price (sum of items + shipping) within 0.1 decimal accuracy. The Retailer must be able to modify the delivery address before final confirmation.
- **Customer Satisfaction Rating:** 5 (Critical)

- **Customer Dissatisfaction Rating:** 5 (System Unusable)
- **Dependencies:** Requirement #301 (User Registration).

Requirement: Digital Payment Processing

- **Requirement No:** 103
- **Requirement Type:** Functional
- **Use Cases:** UC-R03, UC-R04, UC-R07 (Process Payment)
- **Description:** The system shall integrate with third-party payment gateways (e.g., Paymob, Fawry) to process secure digital payments. It must handle payment validation and update the order status to "Paid" immediately upon success.
- **Rationale:** To reduce dependency on cash payments and increase financial inclusion for small retailers.
- **Source:** System Vision Document (Core Functionality #4: Payment and Credit Integration).
- **Fit Criterion:** A Retailer selecting "Digital Payment" is redirected to the gateway. Upon successful transaction, the system records the Transaction ID and notifies the Supplier within 1 minute.
- **Customer Satisfaction Rating:** 5 (Critical)
- **Customer Dissatisfaction Rating:** 5 (Critical Failure)
- **Dependencies:** External Payment Gateway API.

Requirement: Buy Now Pay Later (BNPL) Credit

- **Requirement No:** 104
- **Requirement Type:** Functional
- **Use Cases:** UC-R05, UC-R06 (Check Credit Eligibility)
- **Description:** The system shall allow Retailers to select "Buy Now Pay Later" as a payment method. The system must communicate with a Financial Partner API to check the Retailer's credit limit and approve or decline the request in real-time.
- **Rationale:** To provide financial services and credit access to small retailers who may lack immediate liquidity.
- **Source:** System Vision Document (Goal #3: Enable financial inclusion).
- **Fit Criterion:** When BNPL is selected, the system sends the Retailer's ID to the partner API. If the API returns "Approved," the order is confirmed without immediate deduction. If "Declined," the user is prompted to pay digitally.
- **Customer Satisfaction Rating:** 4 (High Value)
- **Customer Dissatisfaction Rating:** 3 (Disappointed)
- **Dependencies:** Financial Partner API (e.g., Microfinance institution).

Requirement: Order Tracking

- **Requirement No:** 105
 - **Requirement Type:** Functional
 - **Use Cases:** UC-R12, UC-R13 (Notify Retailer, Deliver Order)
 - **Description:** The system shall provide real-time order tracking status to the Retailer. Status updates (Pending, Confirmed, Shipped, Delivered) received from the Supplier or Logistics Provider must be displayed on the Retailer's dashboard.
 - **Rationale:** To ensure reliability and transparency in order fulfillment, addressing the issue of uncertainty in manual offline transactions.
 - **Source:** System Vision Document (Functionality #5: Logistics Coordination).
 - **Fit Criterion:** When the Logistics API updates a package to "Shipped," the GrowLink system updates the order status and sends a push notification to the Retailer app within 5 minutes.
 - **Customer Satisfaction Rating:** 3 (Expected)
 - **Customer Dissatisfaction Rating:** 4 (Frustrating)
 - **Dependencies:** Logistics Partner API.
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2. Functional Requirements: Supplier Operations

Requirement: Product Catalog Management

- **Requirement No:** 201
- **Requirement Type:** Functional
- **Use Cases:** UC-S01, UC-S02, UC-S05, UC-H03 (Input/Modify/Deactivate Product)
- **Description:** The system shall provide an interface for Suppliers to create, update, and deactivate product listings. This includes inputting product names, descriptions, pricing, and uploading media.
- **Rationale:** Suppliers must be able to maintain an accurate digital catalog for Retailers to browse and purchase.
- **Source:** System Vision Document (Functionality #2: Product Management).
- **Fit Criterion:** A Supplier can add a new product with an image, and the product appears in search results immediately after saving. A Supplier can deactivate a product, removing it from search results but keeping the sales history.
- **Customer Satisfaction Rating:** 5 (Critical)
- **Customer Dissatisfaction Rating:** 5 (System Unusable)
- **Dependencies:** None.

Requirement: Inventory Management

- **Requirement No:** 202
- **Requirement Type:** Functional

- **Use Cases:** UC-S06 (Input New Stock Quantity)
- **Description:** The system shall allow Suppliers to update the stock quantity of their products. The system must automatically decrement stock levels when an order is confirmed to prevent overselling.
- **Rationale:** To ensure price and availability transparency and prevent order cancellations due to out-of-stock items.
- **Source:** System Vision Document (Core Functionality #2: Product Management).
- **Fit Criterion:** When a Supplier updates stock from 10 to 50, the database reflects the change immediately. When an order for 5 items is placed, the stock count automatically drops to 45.
- **Customer Satisfaction Rating:** 4 (Very Important)
- **Customer Dissatisfaction Rating:** 4 (Operational Failure)
- **Dependencies:** Requirement #102 (Ordering).

Requirement: Order Fulfillment Management

- **Requirement No:** 203
- **Requirement Type:** Functional
- **Use Cases:** UC-R08, UC-R10 (Review Order, Schedule Dispatch)
- **Description:** The system shall allow Suppliers to view incoming orders, accept or decline them based on warehouse availability, and schedule dispatch with a Logistics Provider.
- **Rationale:** To automate the transaction workflow and link the digital order to physical logistics.
- **Source:** System Vision Document (Functionality #3: Order Management).
- **Fit Criterion:** The Supplier dashboard lists all "Pending" orders. Clicking "Accept" changes the status to "Confirmed" and triggers the "Schedule Dispatch" workflow.
- **Customer Satisfaction Rating:** 5 (Critical)
- **Customer Dissatisfaction Rating:** 5 (Process Blocked)
- **Dependencies:** Requirement #102 (Order Placement).

Requirement: Analytics Dashboard

- **Requirement No:** 204
- **Requirement Type:** Functional
- **Use Cases:** UC-S11 (Generate Analytics Report)
- **Description:** The system shall generate visual dashboards for Suppliers showing sales trends, revenue over time, and top-selling products.
- **Rationale:** To provide data-driven insights that support supplier decision-making and market forecasting.
- **Source:** System Vision Document (Functionality #6: Analytics and Reporting).

- **Fit Criterion:** The dashboard loads within 5 seconds and accurately displays the sum of sales for the selected date range.
 - **Customer Satisfaction Rating:** 3 (Value Add)
 - **Customer Dissatisfaction Rating:** 2 (Minor)
 - **Dependencies:** Accumulated Transaction Data.
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3. Functional Requirements: Administrative (Housekeeping)

Requirement: User Registration and Profile

- **Requirement No:** 301
 - **Requirement Type:** Functional
 - **Use Cases:** UC-H01, UC-H02 (Register, Manage Profile)
 - **Description:** The system shall allow new Retailers and Suppliers to register for an account using an email or phone number. Users must be able to manage their profile details, including business location and contact info.
 - **Rationale:** To identify users for transactions and ensure secure role-based access to the platform.
 - **Source:** System Vision Document (Functionality #1: User Authentication).
 - **Fit Criterion:** A new user can sign up and receive a verification email. Upon login, they are directed to the correct dashboard based on their role (Retailer vs. Supplier).
 - **Customer Satisfaction Rating:** 5 (Critical)
 - **Customer Dissatisfaction Rating:** 5 (System Unusable)
 - **Dependencies:** None.
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4. Non-Functional Requirements

Requirement: System Performance

- **Requirement No:** 401
- **Requirement Type:** Non-Functional (Performance)
- **Use Cases:** All
- **Description:** Critical transactional pages (Search, Cart, Checkout) shall load in under 3.0 seconds on standard 4G networks.
- **Rationale:** To ensure usability for users in areas with variable internet speeds and prevent cart abandonment.
- **Source:** Project Constraints (Inferred Standard for Mobile Apps).

- **Fit Criterion:** Performance testing tools show Time to Interactive (TTI) < 3 seconds for 95% of requests.
- **Customer Satisfaction Rating:** 4
- **Customer Dissatisfaction Rating:** 5

Requirement: Security and Compliance

- **Requirement No:** 402
- **Requirement Type:** Non-Functional (Security)
- **Use Cases:** All Payment Use Cases
- **Description:** The system must encrypt all sensitive user data (passwords, financial tokens) using standard encryption (e.g., AES-256). Payment processing must be compliant with PCI-DSS standards via the integrated gateway.
- **Rationale:** To build trust and comply with data protection regulations.
- **Source:** System Vision Document (Stakeholders: Trade Authorities/Financial Inst).
- **Fit Criterion:** Security audit confirms no plain-text passwords in the DB. Payment gateway certifies secure integration.
- **Customer Satisfaction Rating:** 3 (Expectation)
- **Customer Dissatisfaction Rating:** 5 (Legal Risk)

Requirement: Localization (Arabic Support)

- **Requirement No:** 403
- **Requirement Type:** Non-Functional (Usability)
- **Use Cases:** All
- **Description:** The system interface must be fully available in the Arabic language, including navigation, product descriptions, and help text.
- **Rationale:** The primary user base (Agro-Retailers in Egypt) may prefer or require Arabic for business operations.
- **Source:** User Demographics (Egypt Market Context).
- **Fit Criterion:** A user can toggle the language to "Arabic" and all UI elements translate accurately. Text direction adjusts to Right-to-Left (RTL).
- **Customer Satisfaction Rating:** 5 (Critical)
- **Customer Dissatisfaction Rating:** 5 (Unusable for target market)