**System Requirements**

**System requirements- Narrative**

This section explains the requirements that the system should be able to handle, based on the business needs of the organization. Requirements have been divided into several categories and subcategories. The requirements are the bases for the use cases of the system.

**Functional Requirements:**

1. **Manage Customer Information** 
   1. System shall ask customer if they want to create an account.
   2. System shall allow customers to enter account information.
   3. System shall allow customers to modify their account information.
   4. System shall allow customers to delete their account or account information.
   5. System shall encourage customers to follow Karoline on her social media platforms.
   6. System shall allow customer to contact Karoline about potential questions.
2. **Manage Payment/Checkout System**
   1. System shall allow the customers selected items to be checked out.
   2. System shall allow the customer to set a delivery date.
   3. System shall either accept or decline the customer’s purchase.
   4. System shall use outsourced payment system.
   5. System shall produce a receipt for a successful purchase.
   6. System shall produce an error message if purchase is failed.
   7. System shall send the customer an automated thank you email with receipt attached.
3. **Manage Customer Order** 
   1. System shall allow customers to add items to their cart.
   2. System shall allow customers to modify items on their cart.
   3. System shall allow customers to delete items on their cart.
   4. System shall allow customer to checkout their order.
   5. System shall notify Karoline about the Customer’s order.
   6. System shall store the customer’s order in the database.
4. **Manage Stakeholder Information** 
   1. System shall allow Karoline to enter personal information and position in company.
   2. System shall allow Karoline to post to her social media page.
   3. System shall allow Karoline to create/upload files and documents.
   4. System shall allow Karoline to delete files and documents.
   5. System shall allow Karoline to modify information.
   6. System shall allow Karoline to delete information.
   7. System shall allow Karoline to delete customer accounts.
   8. System shall allow Karoline to respond to customers.

**Non-Functional Requirements:**

1. **Information Management** 
   1. System shall store Customer information into Customer database
   2. System shall store the customer’s order in Customer orders database.
   3. System shall store Stakeholder information into Stakeholder database
   4. System shall track organization files and documents saved by Karoline.
   5. System shall store organization files and documents saved by Karoline.

**6. Manage Back Office**

6.1 System shall allow Karoline to keep track of her inventory with Quicken accounting software.

6.2 System shall allow Karoline to keep track of her finances with Quicken accounting software.

6.3 System shall allow Karoline to see how her business is doing at a single point in time.