Business Requirements Document

Project Name

Customer Revenue Management System

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1. Executive Summary

The Customer Revenue Management System is a web-based application designed to help businesses manage their customers, invoices, payments, and revenue in one place. Currently, many businesses rely on manual methods such as spreadsheets, which can lead to errors, delays, and lack of clarity.

This project aims to simplify revenue-related activities by providing a centralized system with an easy-to-use dashboard. By using this system, users can easily track customers, create invoices, record payments, and view revenue reports. The main goal is to reduce manual work and improve accuracy and efficiency.

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2. Project Objectives

- To manage customer details in a single system
- To create and track invoices easily
- To record and monitor payments without manual errors
- To view revenue information through reports and statistics
- To reduce time and effort spent on billing activities

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3. Needs Statement

The organization needs a simple and reliable system to manage revenue-related tasks. Manual processes make it difficult to track invoices and payments accurately. A centralized system will help improve financial control and provide clear visibility of revenue.

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4. Project Scope

Included in the Project

- User login and authentication
- Dashboard for easy navigation
- Customer management (add, view, edit customers)

- Invoice creation and viewing
- Basic revenue reports

Not Included in the Project

- Online payment gateway
- Tax calculations
- Mobile application
- Multi-currency support

5. Current and Proposed Process

Current Process

- Customer and invoice data stored manually
- Payments tracked
- Revenue reports prepared manually

Proposed Process

- All customer, invoice, and payment data stored in one system
- Easy tracking of invoices and payments
- Automatic generation of revenue reports

6. Project Requirements

High Priority

- Secure login for users
- Dashboard after login
- Add, view, and edit customers
- Create and view invoices
- Record payments

Medium Priority

- View payment history
- View revenue statistics

Low Priority

- Data export
- Basic UI enhancements

7. Project Stakeholders

Stakeholder	Role
Business Owner	Approves the project
Finance Team	Uses the system for billing
System Users	Daily usage
Development Team	Builds the system

8. Project Constraints

- Limited budget
- Fixed development timeline (3–4 months)
- Limited development resources
- Security and access control requirements

9. Cost-Benefit Analysis

Costs

- Development and maintenance effort
- Hosting costs
- Time spent by the development team

Benefits

- Reduced manual work
- Fewer billing errors
- Faster invoice and payment tracking
- Better understanding of revenue
- Improved business efficiency