**Functional Requirements Document (FRD) for an Online Delivery System for a Clothing Outlet**

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**2. Executive Summary**

**Problem Statement:**

A clothing outlet is experiencing an increase in orders, causing strain on their current in-store delivery system. This leads to longer wait times for customers and a decline in overall customer satisfaction.

**Proposed Solution:**

Develop an online delivery system to improve customer experience and efficiency.

**Business Benefits:**

* Enhanced customer satisfaction through faster and more convenient delivery options
* Increased sales from online orders
* Reduced labor costs associated with in-store delivery

**3. Glossary**

* Online delivery system: A platform that enables customers to purchase clothing items online and have them delivered to their homes.
* Customer satisfaction: A measure of how content customers are with a product or service.
* Sales: The total revenue generated from the sale of clothing items.
* Labor costs: The expenses associated with paying employees to deliver clothing items.

**4. Project Scope**

**In-Scope:**

* Development of the online delivery system website
* Integration of a secure payment gateway
* Establishment of a partnership with a reliable delivery company
* User testing of the online delivery system

**Out-of-Scope:**

* Development of a mobile app for the online delivery system
* Expansion of the online delivery system to international markets
* Marketing and advertising of the online delivery system

**5. Functional Requirements**

**BR1:** User Interface and Navigation

* FR1: The online delivery system website must be user-friendly and easy to navigate.
* FR2: The website should have a clear and organized layout with intuitive menus and search functionality.
* FR3: Product pages should provide detailed product information, high-quality images, and size guides.

**BR2:** Order Placement and Payment Processing

* FR1: Customers should be able to browse and add items to their shopping carts.
* FR2: The checkout process should be secure and streamlined, allowing customers to enter their shipping and billing information.
* FR3: The online delivery system must integrate with a secure payment gateway to process online transactions.

**BR3:** Order Management and Delivery

* FR1: The online delivery system should generate and maintain accurate order records.
* FR2: Customers should receive order confirmations and tracking information via email or SMS.
* FR3: The online delivery system must partner with a reliable delivery company to ensure timely and efficient deliveries.

**BR4:** Customer Support and Feedback

* FR1: The online delivery system should provide multiple customer support channels, such as email, phone, and live chat.
* FR2: Customer support representatives should be knowledgeable and responsive to customer inquiries.
* FR3: The online delivery system should gather customer feedback through surveys or reviews to improve its services.

**6. Non-Functional Requirements**

**NFR1:** Performance and Scalability

* The online delivery system should be able to handle a high volume of orders during peak seasons.
* The website should have fast loading times and minimal downtime.
* The system should be scalable to accommodate future growth in order volume and customer base.

**NFR2:** Security and Reliability

* The online delivery system must comply with all applicable data privacy laws and regulations.
* Customer information should be protected using industry-standard security measures.
* The system should have robust security measures in place to prevent unauthorized access and data breaches.

**NFR3:** Usability and Accessibility

* The online delivery system should be accessible to users with disabilities.
* The website should be compatible with various devices and web browsers.
* The system should provide clear and concise instructions for users.

**7. Supporting Models**

* ER diagrams: To illustrate the relationships between entities in the online delivery system, such as customers, orders, and products.
* Wireframes: To visualize the layout and user interface of the online delivery system website.
* Mapping tables: To map functional requirements to specific system components or modules.

**8. RAID - Risks, Assumptions, Issues, Dependencies**

**Risks:**

* The development of the online delivery system may exceed the estimated timeframe.
* The integration of the payment gateway may encounter unforeseen challenges.
* The partnership with the delivery company may not meet expectations.

**Assumptions:**

* Customers will be comfortable using the online delivery system.
* The delivery company will be able to handle the increased order volume.
* There will be no significant technical issues during the project.

**Issues:**

* The clothing outlet may need to invest in additional staff to manage the online delivery system.
* There may be initial customer resistance to the online delivery system.
* The delivery company may not have experience delivering clothing items.

**Dependencies:**

* The development of the online delivery system is dependent on the availability of qualified developers and the cooperation of the payment gateway provider.
* The partnership with the delivery company is dependent on the delivery company's willingness to work with the clothing outlet.

**9. Validation**

* The online delivery system will be validated through user testing and acceptance testing.
* User feedback will be gathered throughout the development process to ensure that the system meets user needs.
* The system will be subjected to rigorous testing to ensure that it meets all functional and non-functional requirements.

**10. Reference Documents**

* Clothing outlet's branding guidelines
* PCI DSS compliance requirements
* Delivery company's service level agreement