Software Requirements Specification
for
Super Shop Management System

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Chapter 1

Introduction

1.1   Purpose

The purpose of this Software Requirements Specification (SRS) document is to provide a comprehensive and structured outline of the key aspects of the project, specifically focusing on the functionality and management of a super shop management system.
The SRS serves as a base document that displays the project's objectives, scope, requirements, constraints, and other important details to all intended users involved in the project, including developers, system designers, project managers, clients and other relevant parties.

1.2   Intended Audience

The intended audience for this document would typically include a range of stakeholders involved in the development, management, and evaluation of the product or project. Some potential members of the intended audience are our Course Teachers, Project Managers, Developers, System Designers, Quality Assurance and Testing Teams, Clients, Business Analysts, Executives and Management Team and Legal Teams .

1.3   Intended Use

Our course teacher will have access to this document in order to evaluate it. The system analyst and designer will analyze the complete system according to this document and then design it. The developer will write the code and implement the system. Finally the system will be properly used by the client.

Overall, this SRS is used by the stakeholders as well as the intended audience in order to process the document and implement the system.

1.4 Product Scope

The objective of our system is to establish a software that performs the operation of a super shop in an automated and more efficient way.

Our customers can enter the system through account creation and logging in providing necessary information.
The system allows them to view and search for items from the given catalogue and select various items according to their needs and add them to the shopping cart where they can add, remove and update items. The customers can then confirm their order and get the products delivered to them after completing the transaction process.
It also provides information about the products in the catalogue.
In the system, a customer can leave review and ratings for products and on the contrary, the admin can access the sales report.
The system ensures secured login and authentication mechanisms and data encryption for sensitive user and payment information.
The system includes applying promo codes, and special offers during checkout and reward points for frequent customers.

Finally our goal is to build an online super shop management that is secured and convenient to use for the customers.

1.5 Risk Definition

Even though we are building a system in order to achieve a specific goal, the system may face any situation that can hinder the system's functionality.
The risks this system may face includes,

- Technical risks that includes issues related to software development and data synchronization,

- Data security risks which includes possibilities of unauthorized access, data breaches or sensitive information within the system, user adoption risks

means that the users may struggle to adapt to the new system,

- Scalability risks which refers to the inability to handle increased user traffic, order volumes, or data growth as the super shop expands.

- Network related risk that refers to any problems the user may face due to network problem.

These are some risk definitions that highlight potential areas of concern and would be considered and managed during the development, implementation, and operation of the said system.

Chapter 2

Overall Description

2.1 User Classes and Characteristics

There will be two types of users. Primary and Secondary. Primary users are the one who are directly involved in the core activities and functionalities of the system.
In this system we have two primary users.

1. Customers
2. Shop Manager

In case of secondary users there can be multiple such as,
1. Suppliers
2. Administrators
3. IT Support etc.

2.2 User Needs

As for the primary user, such as the customers are going to use this system to buy what they need on daily basis. They system will be convenient enough for them to select and purchase a product within a very little time.

Shop manager will be able to manage the payment and delivery system along with restocking of items.

2.3   Operating Environment

The operating environment that is used for this particular system are as follows:

- Distributed database

- Client/Server system

- Operating system: Windows

- Database: SQL database

- Platform: HTML, CSS, React.js

2.4   Constraints

There can be some constrains or boundaries to this system. Some of them are,
1. Budgetary Constrains: Financial limitations, budget restrictions should not impact the development and software license.
2. Technological Constraints: System should be compatible for both desktop and mobile port.
3. Security Constraints: There should be proper encryption standard and authentication.
4. Geographical Constraints: The system should support both Bangla and English language for interaction.

2.5   Assumptions

We are designing the system to be truly used in near future so that the shopping process can be made easy and access-able. In the perspective of current technology, we can easily rely on online based communication and purchasing systems which will save our valuable time and energy. This particular project is independent on any external factors and doesn't depend on only Windows framework.z

Chapter 3

Requirements

3.1 Functional Requirements

1. As a shop manager, I want to create an account as an admin to access the store so that I can login into the system after account creation. And my customers will also have to create an account so that they can login and browse through the store from the customer profile.

Confirmation:
Success:
- a. "Welcome to 'Our Super Shop'!" message displayed after logging in as customer. After this the site will redirect them to homepage of the system
- b. Redirected to "Dashboard" after logging in as shop manager. Dashboard will contain sales analysis, inventory analysis, order management, customer information, promotion and discounts and settings.
- c. "Save password" ticked - store cookies/authentication login for next time

Failure: -display message
- a. "Email address in wrong format"
- b. "Incorrect user name, please try again"
- c. "Incorrect password, please try again"
- d. "Service unavailable – please try again later"
- e. "Account has expired – refer to account renewal page"

2. As a shop manager i want to make sure that my customers are able to browse and search the categories and view details and price of their desired items.

Confirmation:

Success:

- a. Use of search functionality to find a specific item with relevant details
- b. Upon selecting a category. the customer can see a list of items within that category along with price and details.
- c. Clicking on an item's name or image opens a detailed view of the item, including description, images and price.

Failure:

- a. Search functionality returns irrelevant or incorrect answers.
- b. Some categories are missing or not properly displayed.
- c. When selecting a category the list of items fails to load or displays inaccurate information.
- d. Clicking on an item leads to an error page or displays incomplete information.
- e. Display message - "Item not available" or "Item out of stock right now"

3. I also want to make sure that the customers can compare items of the same category so that they can have a better judgement on choosing a product.

Confirmation:

Success:

- a. Display Message - "Add items to compare"
- b. Comparison shows similar details side by side

Failure:

- a. Display Message - "Sorry could not add items to compare"
- b. Showing details that are not common or similar between the items

4. As a shop manager, I want my customers to be able to add their selected items in cart and recheck, view as well as increment or decrement the item quantities so that they can ensure the items and quantity of the items before confirming their purchase order.

Confirmation:

Success:

- a. "Add to cart" - add selected item to the cart.

- b. The quantity of the item is incremented by one unit every time the customer clicks on the "+" icon.
- c. The quantity of the item is decremented by one unit every time the customer clicks on the "-" icon.
- d. An item will be removed from the cart if clicked on "delete" icon beside the item in the cart.
- e. The total amount to be paid will be shown as per the quantity of the items selected.
- f. Any promo code or coupon selected or points used, will show the final price of the items included in the cart after the discount calculated.
- g. "Place order" - will confirm the order.

Failure:
Display the messages:
- a. "Sorry! The item is not available in our store."
- b. "Sorry! The quantity of the item is not currently available."
- c. "The promo code you entered is not valid."
- d. "The promo code you entered has expired."
- e. "The coupon you selected is invalid."
- f. "The coupon you selected has expired."
- g. "You don't have enough points to use."
- h. "Connection failed due to network issue."

5. As a shop manager I want my customer to be able to make payment for selected items so that they can ensure their payment using online payment system like bkash, online banking services as well as cash on delivery .

Confirmation:
Success:
- a. Customers will be given an option of online payment or cash on delivery.
- b. Online payment will support both mobile banking and online banking services.
- c. After payment customers will receive instant confirmation and will be provided a transaction id.

Failure: -Display message
- a. "Invalid banking details"

- b. "Transaction was interrupted"
- c. "Sorry, the payment did not go through"

6. I should also be able to manage the delivery system to make sure the goods are delivered without any error from my end. There will be no third party delivery app or system.

Confirmation:

Success:

- a. After payment customers will be provided with the information about the delivery man.
- b. Customers will also get a message about estimated delivery time.
- c. Customers will get notified when the delivery man is near their address.
- d. Customers can opt for special deliveries such as 'Same Day Delivery'

Failure:

- a. Display message- "Unable to access delivery information" while logged in as admin.
- b. Invalid estimated time of delivery.
- c. Communication issue between the delivery man and the customer.
-d. Incorrect GPS location of the delivery man

7. My customers should have the option to cancel their within a certain time if it is necessary and they will be provided the refund under conditions.

Confirmation:

Success:

- a. Display Message - "Your order has been cancelled successfully"
- b. If payment was done through online then customers will be refunded the payment within 12 hours.

Failure: Display Message-

- a. "Sorry, your order could not be cancelled"
- b. "Your product has already been dispatched, order could not be cancelled"

8. As the shop manager I want to manage and view item availability and stock and update them accordingly so that my customers can get proper information

about product availability and stay updated.

Confirmation:
Success: -Display message
- a. "Item added successfully"
- b. "Category updated"
- c. "Price updated successfully"
- d. "Item information updated"

Failure: -Display message
- a. "Sorry! Item could not be updated"
- b. "Storage limit exceeded"
- c. "Invalid price"

3.2 Non Functional Requirements

1. The system provides a point reward system where a customer can accumulate points for a discount

2. A customer who receives at least 3000 points will receive Gold Customer Memberships which will provide a free delivery per purchase.

3. Previous cart details are recorded so that customer can review their previous purchase and view details on the items.

4. Various deals and offers on items are given on special occasions like religious holidays.

5. Pre-order on specific items such as special cut of meat or fish, cosmetics etc

6. Items can be exchanged only under company policy and item condition.

7. Customer can view the ingredients of packaged items such as groceries or cosmetics.

8. If an item is damaged upon delivery then the customer will be refunded the price of the item or will be allowed to select any other item of same price only after providing necessary proofs of the damage.