

**Business Requirements Document**  
**E-Commerce Website Requirement**



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## Amendment History

Version	Prepared By	Date	Description
1.0	Shehan Amarasinghe	01/10/2024	First Version

## **Overview**

This requirement document will provide the requirement for a e commerce website

Both functional and non-functional requirement will be documented.

## Stakeholders

Stakeholder Name	Organization	Role
Smith Joe	Shopay	Director
Fred Joe	Shopay	Treasurer
Priscilla doe	Shopay	Secretary
Tom Doe	Shopay	Member
Jane Doe	Shopay	Vice President

## Objective of the Project

The objective of this project is to develop a robust, user-friendly eCommerce platform that enhances the shopping experience for customers, streamlines product management for the business, and ultimately drives sales growth. The platform will cater to both local and international users with features that support intuitive navigation, diverse payment options, and effective customer support.

## Scope

The scope of the project includes:

- Development of a web-based eCommerce platform with user account management, product management, and payment processing.
- Implementation of features for customer engagement, including promotions, discounts, and customer support functionalities.
- Integration of analytics and reporting tools for business insights.
- Ensuring compliance with data protection regulations and incorporating scalability for future growth.

## Out of Scope:

- Mobile app development (unless specified).
- Third-party integrations beyond payment gateways and shipping services.
- Custom feature requests that exceed initial requirements.

## Functional Requirements

Requirement ID	Description	Priority	Comments
FR001	Intuitive navigation with clear menus and search capabilities.	Must	
FR002	Responsive design compatible with all device types.	Must	
FR003	Fast page loading speeds (target: under 3 seconds).	Want	
FR004	Users can create accounts via email or social media.	Want	
FR005	Profile management for personal details, addresses, and payment methods.	Must	
FR006	Access to order history and shipment tracking.	Must	
FR007	Admin interface for adding/editing/removing products with details.	Must	
FR008	Categories and subcategories for product organization.	Must	
FR009	Inventory tracking and low stock alerts.	Must	

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FR010	Prominent search bar with autocomplete suggestions.	Want	
FR011	Filter options by price, category, ratings, etc.	Must	
FR012	A user-friendly shopping cart for item management	Must	
FR013	Multiple payment methods including guest checkout.	Must	
FR014	Order confirmation and shipping notification emails.	Must	
FR015	Integration with secure payment gateways.	Must	
FR016	Clear refund and return policies.	Must	
FR017	Various shipping options with estimated delivery times.	Want	
FR018	Shipment tracking feature.	Want	
FR019	Ability to apply coupon codes at checkout.	Want	
FR020	Functionality for seasonal sales and flash deals.	Must	



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FR021	Easily accessible contact information.	Must	
FR022	Live chat support	Want	
FR023	Comprehensive FAQs section	Want	
FR024	Integration for email marketing and social media sharing	Must	
FR025	User reviews and ratings on products	Must	
FR026	Traffic and sales analytics tools	Want	
FR027	Reports on sales performance and customer demographics	Must	
FR028	Compliance with GDPR and data protection regulations	Must	
FR029	Secure storage and encryption of user data	Must	
FR030	Blog or articles section for posting relevant content	Must	
FR031	SEO optimization tools	Must	
FR032	Ensure the platform can handle increased traffic and sales	Must	
FR033	Options for international users to select languages and currencies	Want	

## Non-Functional Requirements

Requirement ID	Description	Priority	Comments
NFR001	The system should handle at least 10,000 concurrent users.	Want	
NFR002	User interface should comply with best practices for accessibility.	Want	
NFR003	The platform should have 99.9% uptime.	Want	
NFR004	Implement industry-standard encryption and security protocols.	Want	
NFR005	The system should be easy to update and maintain.	Must	

## Business Rules

- Users must provide valid email addresses during account creation.
- Discounts cannot be combined with other promotions.
- Orders must be confirmed via email before processing.

## Roles & Responsibilities

- **Project Manager:** Oversee project progress, coordinate team efforts.
- **Business Analyst:** Gather requirements, communicate with stakeholders, document BRD.
- **Developers:** Implement the features and functionalities as specified.
- **UI/UX Designers:** Design user-friendly interfaces.
- **Quality Assurance (QA):** Test functionalities to ensure they meet requirements.
- **Marketing Team:** Manage promotional activities and customer engagement.

## Use Cases

- **User Registration:** A user registers an account, receives a confirmation email, and can log in.
- **Product Search:** A user enters a keyword in the search bar, sees autocomplete suggestions, and filters results.
- **Checkout Process:** A user adds items to the cart, chooses a payment method, and completes the purchase.
- **Order Tracking:** A user logs into their account to view current shipment status.

## Dependencies

- Integration with payment gateways (e.g., PayPal, Stripe).
- Third-party shipping services.
- Hosting and server resources.

## Assumptions

- Users have access to the internet and compatible devices.
- Stakeholders will provide timely feedback and decisions.
- Sufficient budget and resources are allocated for project completion.

## Limitations

- Initial launch may only support English and local currency.
- Feature scope may be limited based on budget constraints.
- Customization options may be limited due to platform design.

## Risks

- Potential delays in development due to resource availability.
- Security vulnerabilities if data protection measures are insufficient.
- User adoption may be slower than expected without proper marketing.

## Glossary

- **eCommerce:** Buying and selling of goods or services over the internet.
- **UX (User Experience):** The overall experience a user has while interacting with a website.
- **GDPR:** General Data Protection Regulation, a legal framework for data protection and privacy in the EU.