Business Requirements Document (BRD)

- **Project details:**

    o Project Name: [Retail Shop System Implementation]

    o Date: 12-12-25

    o Prepared by: Ujjwal Kant

    o Version: 1.0

- **Introduction:** This document aims to outline the key requirements that must be fulfilled to optimize operations, enhance customer interactions, and drive overall business success.

Requirement ID	Title	Description	Priority	Stakeholders	Functional Requirements
BR-01	Inventory management system	Implement an automated inventory management system to track stock levels	High	Store manager, Cashier	Track stock levels, automate reordering, send low stock alerts
BR-02	Point of sale (POS) system	Implement a modern POS system to process transactions and support payments	High	Store manager, Warehouse team	Support multiple payment methods, integrate with inventory
BR-03	Customer loyalty program	Develop a loyalty program to reward repeat purchases	Medium	Store manager, Marketing team	Reward customers, integrate with POS, offer tailored promotions and discounts based on purchase history
BR-04	Online store integration	Implement e-commerce integration with physical store's inventory	High	Stoe manager, IT team, Customers	Check product availability, place online orders for delivery or in-store pickup, real-time inventory updates

BR-05	Sales analytics	Implement a tool to track KPIs for sales performance	Medium	Store manager, Finance team	Track KPIs such as daily revenue, average transaction value, customer footfall; generate data-driven insights
BR-06	Employee management system	Create a system for scheduling, payroll, and performance tracking	Medium	HR team, Store manager	Schedule work hours, track attendance, manage payroll, offer performance tracking and task management features
BR-07	Customer support platform	Develop a help desk system for customer queries and complaints	Medium	Customer service team, Customers	Handle queries/complaints in-store and online, track issue resolution status, integrate with customer profiles
BR-08	Product categorization and search	Implement product categorization with an easy-to-use search system	Medium	Customers, Store manager	Categorize products by category, brand, price, or popularity; enable efficient product search
BR-09	Security and surveillance	Install a security system with surveillance and transaction monitoring	High	Security team, Store manager	Surveillance cameras, alarm systems, POS integration to monitor suspicious behavior or transactions in real time
BR-10	Promotions and discounts management	Develop a system for managing promotions and discounts	Medium	Marketing team, Store manager	Create and track promotional campaigns, manage coupons, apply discounts at checkout both online and in-store