Business Requirement Document (BRD)

Project: E- Commerce Order, Return & Refund Management System

ORRMS

Version	1
Date	29-12-2025
Description	Initial BRD
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1.1 Version History

The Version History section maintains a complete audit trail of all changes made to the document throughout its lifecycle. It captures each revision along with the corresponding modification details to ensure transparency, traceability, and control over evolving business requirements.

Version	Date	Change Description	Status
0.1	DD-MM-YYYY	Initial draft created capturing high-level business requirements	Draft
0.2	DD-MM-YYYY	Incorporated stakeholder inputs and refined scope and objectives.	Review
1.0	DD-MM-YYYY	Finalized requirements after stakeholder review and approval	Approved
1.1	DD-MM-YYYY	Updated requirements due to change request and business rule clarification	Approved

1.2 Stakeholder List

Key aspects :

- Traceability and Version Control – Ensures all document updates are tracked across versions to maintain clarity, auditability, and control over changing business requirements.
- Stakeholder Alignment and Accountability – Clearly identifies involved parties, their roles, and responsibilities to support effective communication and decision-making.
- Controlled Information Distribution – Defines authorized recipients to ensure consistent and secure sharing of project documentation.
- Change Impact Visibility – Enables stakeholders to understand the rationale and impact of requirement changes across different phases of the project lifecycle.
- Governance and Compliance Support – Establishes documentation standards that align with organizational governance, review, and approval processes.

Stakeholder list and their responsibilities -

- **Business Sponsor** – Provides strategic direction, funding approval, and final authorization of business requirements.
- **Product Owner** – Owns and prioritizes business requirements, ensures alignment with business goals, and approves feature deliverables.
- **Business Analyst** – Elicits, analyzes, documents, and validates business requirements while acting as a liaison between business and technical teams.
- **Project Manager** – Plans, executes, and monitors project activities, ensuring timely delivery within defined scope and constraints.
- **Development Team** – Designs, develops, and implements the technical solution in accordance with approved business requirements.
- **QA/Testing Team** – Verifies and validates the solution through functional and non-functional testing to ensure quality standards are met.
- **Operations/Support Team** – Manages post-implementation support, system monitoring, and ongoing operational maintenance.
- **Compliance/Legal Team** – Ensures adherence to regulatory, legal, and organizational policies throughout the project lifecycle.

1.3 Additional Distribution List

The Additional Distribution List outlines individuals or groups who are not primary stakeholders but require access to the document for reference, compliance, support, or awareness purposes.

Recipient Group	Purpose of Distribution
Senior Management	Progress review and decision support
Architecture Team	Reference for system design alignment
QA Team	Test planning and requirement traceability
Support Team	Understanding system behavior for post-go-live support
Compliance/Audit	Regulatory and process validation

2.Purpose of the project -

This document defines the high level requirements for the project name – E-Commerce Order, Return and Refund Management System.

It will be used as the basis for the following activities-

- Creating solution designs
- Developing test plans, test script and test cases
- Determining project completion
- Assessing project success

Objective 1:

To define a scalable system for managing e-commerce orders ,returns and refunds with reduced manual intervention. The objective also includes automating rule-based approvals and validations to minimize errors, reduce processing time and improve operational efficiency. Additionally, the solution is designed to support future scalability, integration with multiple payment and logistics partners and evolving business policies without significant rework.

Risks:

- Delay in refund processing due to dependency on payment gateway or banking systems
- Integration failures with logistics partners affecting order delivery and reverse pickup timelines
- Inconsistent return policy enforcement across product categories leading to customer dissatisfaction
- High volume of fraudulent or misuse-based return requests impacting revenue
- Data inaccuracies or synchronization issues between order, inventory, and refund systems
- System performance degradation during peak sale periods affecting user experience

Limitations:

- The system functionality will be dependent on the availability and performance of third-party payment gateways and logistics partners
- Refund processing timelines may vary based on bank processing cycles and external settlement delays
- Certain return and refund scenarios may require manual intervention due to policy exceptions or fraud checks
- Real-time data synchronization across order, inventory, and finance systems may be limited by integration constraints

Assumptions:

- •Customers will have active and valid user accounts to access order, return, and refund functionalities
- •Payment gateways will support refund APIs and provide timely confirmation of refund transactions
- •Logistics partners will support reverse pickup and provide status updates through integration APIs
- •Business return and refund policies will be clearly defined and approved prior to system implementation
- •Product, order, and inventory data provided by upstream systems will be accurate and up to date
- •Required integrations with third-party systems will be available and stable during implementation

Project Scope:

In Scope:

1. Management of the complete e-commerce order lifecycle including order placement, shipment tracking, and delivery confirmation.
2. Customer-initiated return requests with eligibility validation based on defined return policies.
3. Return approval workflows and coordination with logistics partners for reverse pickups.
4. Refund processing for prepaid and cash-on-delivery orders with refund status tracking.
5. Real-time notifications to customers for order, return, and refund status updates.
6. Role-based dashboards for operations, customer support, and finance teams.
7. Configurable business rules for return windows, refund timelines, and approval criteria.
8. Basic reporting and monitoring of key metrics such as return rates and refund turnaround time.

Out of Scope:

1. Development of a new payment gateway or changes to existing payment gateway infrastructure.
2. Contractual management or renegotiation with logistics and delivery partners.
3. Advanced fraud detection or AI-based return analytics (planned for future phases).
4. Historical data cleanup or correction beyond standard data migration activities.

3.Introduction

This Business Requirements Document (BRD) outlines the business needs, objectives, and high-level requirements for the proposed solution. The purpose of this document is to provide a common understanding among stakeholders by clearly defining the scope, expectations, and rationale for the initiative. It serves as a foundational reference for business, technical, and operational teams throughout the project lifecycle.

3.1. Background

The current business environment involves processes and systems that present operational inefficiencies, limited visibility, and challenges in meeting evolving business demands. Existing workflows rely on manual or semi-automated approaches, leading to increased effort, potential errors, and delays in decision-making.

As the business continues to grow and customer expectations increase, there is a need for a more structured, scalable, and efficient solution. The initiative is driven by the objective to streamline operations, improve accuracy, enhance user experience, and support long-term business scalability.

3.2 Project Objectives:

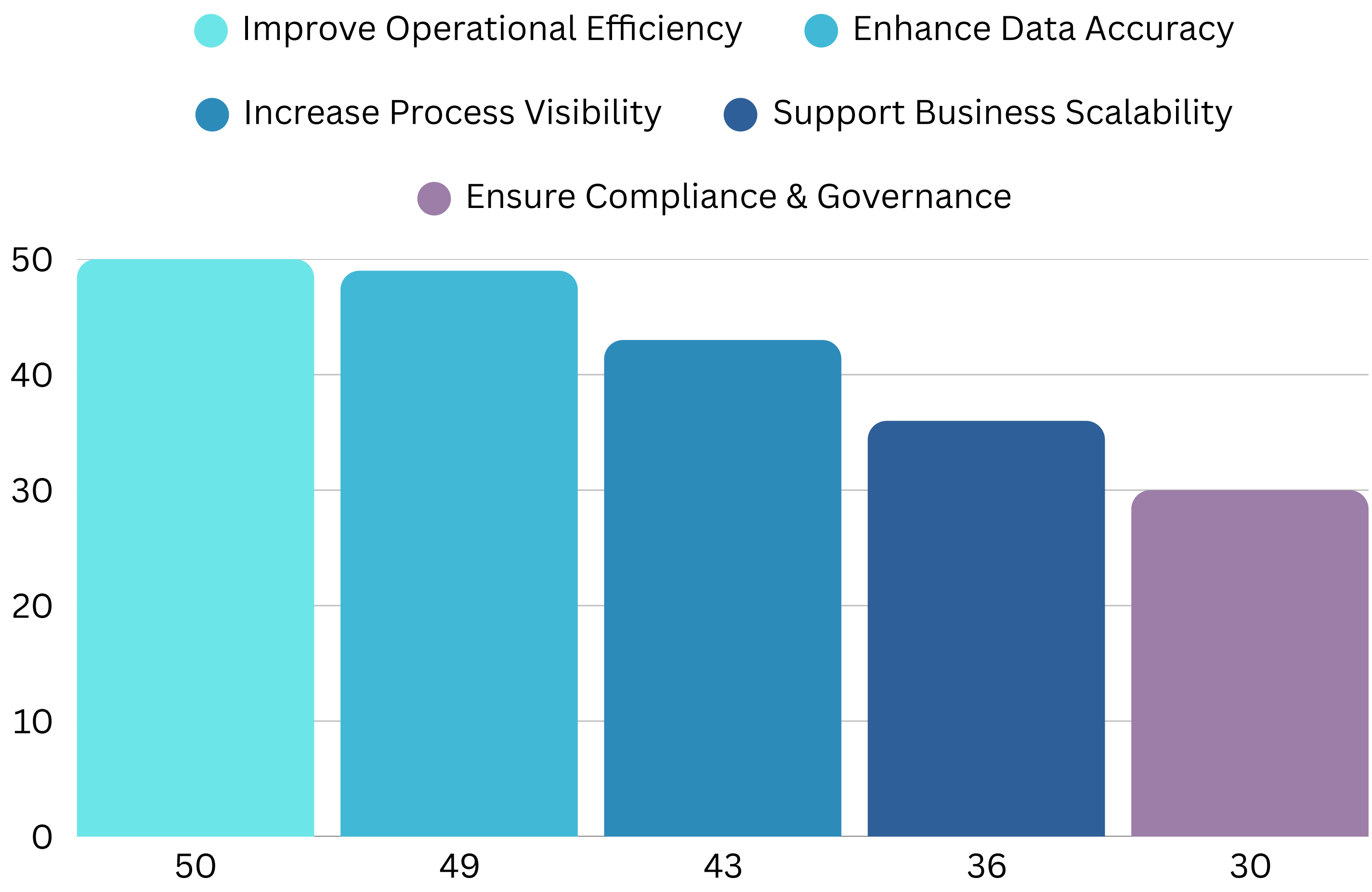
- Improve operational efficiency by reducing dependency on manual processes and introducing standardized workflows to minimize delays, rework, and operational inefficiencies.
- Enhance data accuracy and consistency by ensuring reliable data capture, processing, and maintenance across business processes and systems.
- Increase process visibility and transparency by enabling clear tracking of activities and performance metrics to support informed decision-making.
- Support business scalability and future growth by designing a flexible solution capable of handling increased volume, users, and evolving requirements.
- Ensure compliance and governance alignment by implementing controls and validations in accordance with defined business rules, policies, and regulatory standards.

3.3 Known Business Rules:

The system shall operate in accordance with predefined and standardized business logic to ensure consistent processing of all business activities across users and modules. Access to system functionalities shall be governed by role-based permissions, allowing users to perform only those actions that are authorized under their assigned roles.

All business transactions shall be subject to mandatory validation checks before submission or processing to ensure data accuracy, completeness, and reliability. Any updates or modifications to existing records shall be permitted only under defined business conditions and, where applicable, shall follow established approval workflows.

Each transaction processed within the system shall be uniquely identifiable and automatically time-stamped to support traceability, monitoring, and audit requirements. Business rules shall be uniformly applied across all integrated systems to prevent discrepancies and maintain operational alignment. Any exceptions or deviations from standard business rules shall be recorded and made available for review to support governance, compliance, and continuous improvement activities.



Scope of This Business:

The scope of this business defines the functional and operational boundaries of the proposed solution. It outlines the processes, features, and activities that are included as part of the project to ensure a shared understanding among stakeholders and to prevent scope ambiguity during execution. The scope focuses on delivering capabilities that directly support the stated business objectives and requirements.

In Scope:

- End-to-end business process coverage for defined workflows, from initiation to completion.
- Capture, validation, and management of business data in accordance with defined business rules.
- Role-based access to system functionalities based on user responsibilities.
- Standard reporting and visibility required for operational monitoring and decision-making.
- Integration with identified internal systems where necessary to support business operations.

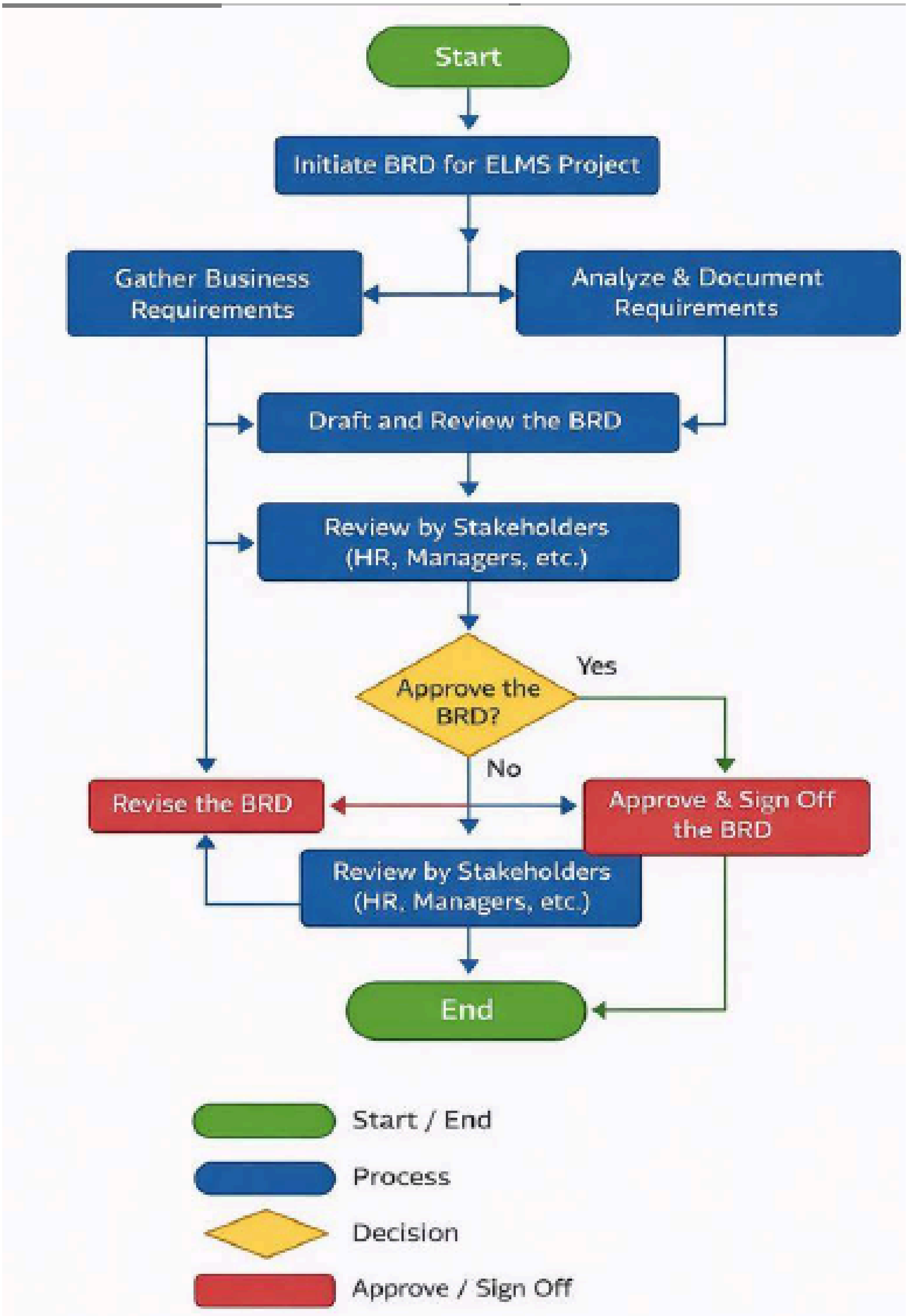
Excluded from Scope:

The exclusions outlined below represent functionalities and activities that are intentionally not included in the current phase of the project. These items may be considered for future phases but are outside the boundaries of the present initiative. Clearly defining exclusions helps manage stakeholder expectations and avoids scope creep.

Out of Scope:

- Advanced analytics or predictive reporting beyond standard operational reports.
- Integration with external third-party systems not explicitly identified in the scope.
- Customization of the solution for non-standard or ad-hoc business processes.
- Post-implementation enhancements not defined in the approved requirements.
- Organizational policy changes or business process re-engineering beyond the defined workflows.

4.Process Flow Diagram



5.Business Requirements :

This section outlines the high-level business requirements for the proposed solution, focusing on the capabilities needed to support and enhance existing business operations. The requirements are defined to align with business objectives and to provide clear guidance for solution design, development, and validation

5.1 Business Process Overview -

- The system shall support an end-to-end e-commerce process covering order placement, order fulfillment, issue handling, and refund management.
- Customers shall be able to place orders, make payments, and track order status through a unified system interface.
- The system shall validate orders and payments before initiating fulfillment activities.
- Business teams shall manage order processing, shipping, and customer support through defined workflows.
- The system shall support return and refund requests in accordance with predefined business rules and policies.

5.2 Detailed Business Requirements-

This section captures the detailed business requirements categorized by user roles and system responsibilities. The requirements are defined to ensure that all stakeholder needs are addressed and that the solution supports end-to-end business operations effectively.

5.2.1 Employee Requirements-

Employee requirements define the functionalities and capabilities required by employees to perform their day-to-day activities efficiently using the system.

1. Employees shall be able to submit requests through the system with all required details.
2. Employees shall be able to view the status of submitted requests in real time.
3. Employees shall receive system notifications for request submission, approval or rejection.

5.2.2 Manager Requirements-

Manager requirements focus on review, approval, and decision-making capabilities required to manage employee requests and workflows.

1. Managers shall be able to view requests submitted by their reporting employees.
2. Managers shall be able to approve or reject requests with appropriate remarks.
3. Managers shall be able to track pending, approved, and rejected requests.
4. Managers shall receive alerts for pending approvals to ensure timely decision-making
5. Managers shall be able to delegate approval authority to designated alternate managers when unavailable, as per defined business rules.
6. Managers shall be able to view historical request records of their reporting employees for reference and decision support.

5.2.3 HR / Admin Requirements-

HR/Admin requirements define system functionalities required for administration, configuration, and governance of business processes.

1. HR/Admin users shall be able to configure business rules, approval hierarchies, and workflows.
2. HR/Admin users shall be able to view and manage all requests across departments.
3. HR/Admin users shall be able to generate standard reports for monitoring and compliance purposes.
4. HR/Admin users shall be able to manage user roles and access permissions.

5.2.4 System Requirements-

System requirements define the system-level behaviors and capabilities required to support business operations and ensure reliability.

1. The system shall validate all user inputs before processing requests.
2. The system shall maintain audit logs for all transactions and status changes.
3. The system shall ensure role-based access control for all users.
4. The system shall provide notifications and alerts through configured communication channels.
5. The system shall ensure data security, availability, and performance as per defined standards.

6.Non-Functional Requirements

NFR ID	Category	Requirement Description	Priority
NFR-01	Performance	The system shall process standard user requests within acceptable response time limits.	High
NFR-02	Availability	The system shall be available during defined business hours with minimal downtime	High
NFR-03	Security	The system shall enforce role-based access control and protect sensitive data.	High
NFR-04	Scalability	The system shall support an increase in users and transactions without performance degradation.	Medium
NFR-05	Usability	The system shall provide a user-friendly and intuitive interface for all user roles.	Medium
NFR-06	Reliability	The system shall ensure consistent operation and graceful handling of system failures.	Medium
NFR-07	Auditability	The system shall maintain logs for all critical transactions and status changes.	Medium
NFR-08	Maintainability	The system shall be designed to allow easy maintenance, updates, and configuration changes.	Low
NFR-09	Compatibility	The system shall be compatible with commonly used browsers and devices.	Low

7.Glossary of Terms -

This section provides definitions of key terms, abbreviations, and acronyms used throughout the Business Requirements Document to ensure a common understanding among all stakeholders. It helps eliminate ambiguity by clarifying business and technical terminology, thereby supporting consistent interpretation of requirements and effective communication across business, technical, and operational teams.

8.Acceptance Criteria -

Acceptance criteria define the conditions that must be met for the business requirements and delivered solution to be considered complete and acceptable by stakeholders. These criteria establish clear, measurable guidelines against which the system’s functionality, performance, and compliance can be validated. They ensure that the delivered solution aligns with business expectations, supports defined workflows, and meets agreed quality standards prior to final approval and sign-off. This section outlines the key assumptions and constraints considered during the preparation of this Business Requirements Document. These assumptions define conditions believed to be true for successful project execution, while constraints identify limitations that may impact scope, timeline, or implementation. Clearly documenting these factors helps manage expectations and supports effective planning and decision-making throughout the project lifecycle.

9.Assumptions and Constraints -

This section documents the assumptions and constraints that have been considered while defining the business requirements for this project. Assumptions represent conditions that are expected to remain true throughout the project lifecycle and are used as a basis for planning and decision-making. These may include the availability of stakeholders for reviews and approvals, the stability of business processes during implementation, and the timely provision of required inputs and information.

Constraints represent limitations or restrictions that may impact the execution or delivery of the solution. These may include fixed timelines, budgetary limitations, dependency on existing systems or infrastructure, regulatory requirements, and organizational policies that must be adhered to. Recognizing these constraints early helps ensure realistic planning, reduces project risks, and aligns stakeholder expectations regarding scope, delivery timelines, and solution capabilities.

10.Approval and Sign-off

Role	Signature	Date
Business Sponsor		
Product Owner		
Project Manager		
Business Analyst		
HR / Admin		