Business Requirement Document (BRD)

Project Name: E-Commerce Order Management System

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Date: May 19, 2025

Version: 1.0

# 1. Executive Summary

The E-Commerce Order Management System aims to streamline order processing, inventory sync, and customer service management. This will reduce order fulfillment delays, minimize manual errors, and improve customer satisfaction.

# 2. Business Objectives

* Reduce order processing time by 30%
* Improve order tracking transparency
* Enable automated return processing
* Enhance customer service visibility
* Integrate with inventory and payment systems

# 3. Scope of the Project

## In-Scope:

* Order placement, tracking, and delivery status
* Returns & cancellations workflow
* Inventory integration
* Customer notifications
* Admin dashboard for order management

## Out-of-Scope:

* Payment gateway integration
* Mobile application version
* International shipping modules

# 4. Stakeholder List

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Department | Influence Level |
| John Doe | Product Owner | E-commerce | High |
| Sarah Thompson | Customer Support Lead | Operations | Medium |
| Raj Patel | Tech Lead | IT/Development | High |
| Priya Mehra | Inventory Manager | Warehousing | Medium |

# 5. Business Requirements

|  |  |  |
| --- | --- | --- |
| Req. ID | Requirement Description | Priority |
| BR-001 | System shall allow users to place and track orders | High |
| BR-002 | Admin should be able to manage returns and refunds | High |
| BR-003 | Inventory should auto-update upon order dispatch | Medium |
| BR-004 | Customers shall receive email updates for each order step | High |

# 6. Assumptions

* Customer data is available and clean.
* Inventory data is synced nightly.
* Email infrastructure is already in place.

# 7. Constraints

* Project must be completed in 8 weeks.
* Budget limited to internal tools; no paid platforms.
* System should be web-only for MVP.

# 8. Risks

|  |  |  |
| --- | --- | --- |
| Risk | Probability | Mitigation Plan |
| Stakeholder availability | High | Schedule bi-weekly sprint demos |
| Incomplete inventory data | Medium | Validate with data team in advance |

# 9. Timeline

|  |  |  |
| --- | --- | --- |
| Milestone | Start Date | End Date |
| Requirement Gathering | May 19 | May 24 |
| BRD + FRD Approval | May 25 | May 30 |
| Design + Diagrams | June 1 | June 5 |
| Sprint 1 (Order module) | June 6 | June 19 |
| Sprint 2 (Returns & Inventory) | June 20 | July 3 |

# 10. Approval

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Signature | Date |
| John Doe | Product Owner |  |  |
| Sarah Thompson | Ops Manager |  |  |