System Requirements Specification

for

Order Management System

Version 1.0

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**Introduction**

**An order management system is any tool or platform that tracks orders, inventory, and fulfilment as well as enables the people and processes necessary for products to find their way to the customers who bought them.**

An **order management system** is a software that enables customer order entry and processing. Today, more and more businesses are turning to an integrated order management system to help optimize their order management process; saving them time, money and manpower and ensuring efficiency and customer satisfaction are top of the agenda.

**Purpose**

This SRS describes the software functional and non functional requirements for release of the Order Management System (OMS). This document is intended to be used by the members of the project team that will implement and verify the correct functioning of the system. Unless otherwise noted, all requirements specified here are high priority and committed for release 1.0.

An OMS can increase the efficiency of your order management process, automating many steps that previously required manual involvement. Because that improves the company’s ability to process orders efficiently and quickly, an OMS may increase customer satisfaction and enhance your cash flow and profitability.

**Intended audience**

This document is intended to be a gentle introduction for programmers writing code that will interact with the OMS core system. It may also be useful for others wanting an overview of how OMS technical architecture enables organisations to extend it to meet their specific requirements.

**Project Scope**

An order management system, or OMS, is a single system that manages all aspects of an omnichannel business, such as order processing, customer service/CRM, inventory management and accounting. A fully integrated OMS makes your business run smoothly and efficiently by automating every step possible.

**Project Features**

An OMS typically supports following main areas within the order management process.

* **Customer database.** This includes customer contact information and activity, including previous orders. That enables a service rep to recognize highly profitable customers and act accordingly.
* **Inventory management.** In addition to providing a consolidated view of inventory, which aids in managing and tracking stock levels, the OMS includes inventory management system. An OMS provides data that is used throughout the inventory management and fulfilment stages, including ordering, shipping and tracking.
* **Bill generation.** This includes generating the bill when the order is placed.

**Functional Requirements**

The structure of the system can be divided into three main logical components. The first component must provide some form of Inventory management, allowing the Store/Shop to control what can be ordered by customers. The second component is the Ordering system and provides the functionality for customers to place their order and supply all necessary details. The third and final logical component is the order retrieval system. Used by the Store/Shop to keep track of all orders which have been placed, this component takes care of retrieving and displaying order information, as well as updating orders which have already been processed.

Ordering System

Customer

Database

Ordering Retrieval

Inventory Management

Store/Shop Employee

Store/Shop Employee

**Non Functional Requirements**

The software or tools that are used in order management system are Eclipse with Java 8 and Oracle Database. All of the application data is stored in Oracle database. For desktop application SQL connectivity should be installed on client computer.

It will compatible for both 64 bit and 32 bit machine but at least P4 with 1 GB RAM.

The security of the system will be tight, and anyone can login with id and password having related permission. All users will have their own rights and will maintain complete log sheet of every user and every process done by that user.