**Merged Epics & Prioritized User Stories (with MoSCoW + INVEST principles)**

**Platform: eBuildify | Client: VillageTech**

**EPIC 1: Order Management System (Must Have)**

**Goal:** Seamless product discovery → checkout with enhanced features

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As a customer, I want to browse products by category with filters so I can find materials fast. | Filter by ≥3 attributes, intuitive UI (Jumia-style). |
| Must | As a contractor, I want tiered bulk pricing applied automatically so I get volume discounts. | **UPDATED**: 1.5% discount triggers for ≥100 units of cement/iron rods/quarter rods. |
| Must | As any user, I want my cart saved offline so I can continue ordering in low-connectivity areas. | Cart persists after refresh, stores locally when offline. |
| Should | As a customer, I want to search materials by brand or type so I don't scroll endlessly. | Search bar + auto-suggestions with keywords. |
| Should | As a user, I want product comparison (e.g., cement A vs B) so I can choose wisely. | Compare at least 3 items with side-by-side specs. |
| Must | As a user, I want one-click reordering from order history so I save time. | Reorder replicates previous cart in ≤3 clicks. |
| **NEW - Should** | **As a customer, I want to assign someone else to pick up my order so I don't have to be physically present.** | **Pickup person details captured, ID verification required, SMS notification to both parties.** |

**EPIC 2: Payment & Checkout (Must Have)**

**Goal:** Secure, flexible transactions with advanced credit management

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As a user, I want to pay via MTN MoMo/Vodafone/Telecel Cash so I can use my preferred method. | **UPDATED**: Flutterwave integration for MTN, Vodafone, Telecel; success/failure callback. |
| Must | As a B2B client, I want to request credit terms at checkout so I can delay payment. | "Request Credit" opens flow requiring admin approval + account details. |
| **NEW - Must** | **As a credit customer, I want to set up automatic payment from my account so I don't miss due dates.** | **Account linking (bank/MoMo/Telecel/virtual card), payment schedule setup, reminder notifications 3 days before due.** |
| Should | As a COD customer, I want to input cash amount before delivery so I prepare exact change. | Amount field editable on checkout → visible to assigned driver. |
| Could | As a returning user, I want saved payment options so I check out faster. | Show saved card/MoMo on next order. |
| **NEW - Must** | **As the system, I must apply 50% additional fee to defaulted credit purchases to recover costs.** | **Automatic fee calculation, client notification, updated invoice generation.** |
| **NEW - Must** | **As the system, I must apply 2% penalty for late credit payments after multiple notifications.** | **Penalty calculation after 3 SMS/email reminders, automatic account deduction.** |

**EPIC 3: Inventory Sync & Management (Must Have)**

**Goal:** Avoid overselling, ensure accurate stock with service inventory

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As the system, I must reserve stock during checkout for 15 minutes to prevent overselling. | Temporary stock hold + rollback on failure. |
| Must | As warehouse staff, I want stock alerts (SMS/email) when cement < 100 bags so we can replenish. | Configurable stock thresholds trigger alerts. |
| Should | As an admin, I want to override stock manually if sync fails so we keep selling in emergencies. | "Edit Stock" UI with audit log + reason entry. |
| Could | As the system, I want stock synced with Google Sheets hourly so inventory stays up-to-date. | Scheduled sync process with retry on failure. |
| **NEW - Should** | **As an admin, I want to manage service availability (consultancy, rentals) so customers can book appropriately.** | **Service calendar, consultant availability, booking slots management.** |

**EPIC 4: Delivery Logistics & Pricing (Should Have)**

**Goal:** Optimize fulfillment with distance-based pricing and flexible pickup

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Should | As a dispatch manager, I want to assign orders to drivers by zone to reduce travel times. | Drag-and-drop order assignment on map or dropdown. |
| Should | As a customer, I want real-time delivery status with SMS updates so I can plan accordingly. | Status updates (Pending, Out, Delivered) trigger SMS + dashboard update. |
| **NEW - Must** | **As a customer, I want to know delivery costs upfront based on my location so I can budget accurately.** | **Distance calculator integration, transparent pricing display at checkout, cost breakdown.** |
| **NEW - Should** | **As a customer, I want to tip delivery drivers for exceptional service so I can show appreciation.** | **Tip option at delivery confirmation, direct payment to driver account, rating system.** |
| Could | As a driver, I want to report damage offline so I can sync when back online. | Damage logs stored locally until signal is restored. |
| Could | As a user, I want to choose delivery window (AM/PM) so I'm available to receive materials. | Two-slot preference selector at checkout. |
| **NEW - Must** | **As a customer, I must report damaged goods within 1-2 hours of delivery to be eligible for replacement.** | **Time-stamped delivery confirmation, countdown timer for damage reports, automatic rejection after window.** |

**EPIC 5: B2B Contractor Portal & Services (Must Have)**

**Goal:** Business-focused workflows with professional services

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As a contractor, I want to tag orders by project (e.g., Site A, Site B) so I track budgets. | Add project label to order form → searchable in history. |
| Must | As an admin, I need to process VAT-exemption approvals so compliant contractors get tax relief. | Document upload + verification → approval dashboard for finance. |
| Should | As a contractor, I want multi-site delivery options so I can split orders efficiently. | Option to assign quantities to different addresses. |
| **NEW - Must** | **As a customer, I want to book consultancy services (architectural drawings, quantity surveying, supervision) so I get professional support.** | **Service booking interface, consultant calendar, project requirements form, quote generation.** |
| **NEW - Should** | **As a contractor, I want full building contract services so I can outsource entire projects.** | **Contract service request form, project scope definition, timeline and cost estimation.** |

**EPIC 6: Customer Registration & Verification (Must Have) - NEW EPIC**

**Goal:** Secure customer onboarding with identity verification

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| **NEW - Must** | **As a new customer, I must provide Ghana Card details during registration so the company can verify my identity.** | **Ghana Card number validation, photo upload, address verification, secure data storage.** |
| **NEW - Should** | **As a verified customer, I want to receive birthday and holiday greetings with special offers so I feel valued.** | **Automated birthday/holiday detection, personalized messages, promotional code generation.** |
| **NEW - Must** | **As one of the first 20 customers, I want special incentive packages so I'm rewarded for early adoption.** | **Customer counter, special discount codes, exclusive offers, priority support access.** |

**EPIC 7: Admin, Analytics & Control (Must Have)**

**Goal:** Admin oversight + operational insight with enhanced financial controls

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As finance, I want only my role to refund payments so I control financial risks. | Role-based access → "Issue Refund" visible only to finance team. |
| Should | As CEO, I want a dashboard showing orders by product & category so I can monitor cement sales. | Daily/weekly chart views with filters. |
| Could | As admin, I want to track order activity logs by user so I can audit system use. | Logs by user ID, action type, timestamp. |
| **NEW - Must** | **As finance, I want automated credit payment tracking so I can monitor outstanding debts.** | **Credit dashboard, payment due alerts, automatic deduction logs, overdue reports.** |
| **NEW - Should** | **As admin, I want to manage service consultant schedules so I can optimize service delivery.** | **Consultant calendar management, booking conflicts prevention, service performance metrics.** |

**EPIC 8: Technical & Compliance (Must Have)**

**Goal:** Backend quality, legal & security compliance with Ghana Card integration

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| Must | As the system, I must comply with PCI-DSS for card payments to prevent data breaches. | External audit passed, stored tokenization, no card storage. |
| Must | As a user, I want cement batch numbers on invoices so I meet safety compliance. | Batch ID shown in invoice PDF. |
| Should | As a developer, I want test coverage ≥80% so we reduce bugs. | Unit tests auto-run on push; coverage report included. |
| **NEW - Must** | **As the system, I must securely store Ghana Card data in compliance with data protection laws.** | **Encrypted storage, access logging, GDPR-compliant data handling, retention policies.** |
| **NEW - Should** | **As the system, I must integrate with multiple payment providers (MTN, Vodafone, Telecel, banks, virtual cards) for automatic credit deductions.** | **Multi-provider API integration, fallback mechanisms, transaction logging, reconciliation reports.** |

**NEW EPIC 9: Rental & Additional Services (Could Have)**

**Goal:** Expand service offerings beyond product sales

| **Priority** | **User Story** | **Acceptance Criteria** |
| --- | --- | --- |
| **NEW - Could** | **As a customer, I want to rent wheelbarrows and construction equipment so I can save on purchase costs.** | **Rental inventory management, booking calendar, deposit handling, return tracking.** |
| **NEW - Could** | **As a customer, I want to hire professional builders through the platform so I can get complete construction services.** | **Builder profiles, skill verification, project matching, contract management.** |
| **NEW - Should** | **As a customer, I want to evaluate land productivity and material requirements for my project so I can plan effectively.** | **Project assessment form, site visit scheduling, evaluation report generation, material recommendations.** |

**Priority Summary for MVP (Must Have Features):**

1. **Enhanced Product Catalog** (with services)
2. **Advanced Payment System** (credit management, multiple providers)
3. **Customer Verification** (Ghana Card integration)
4. **Delivery Cost Calculator** (distance-based pricing)
5. **Damage Reporting** (time-limited window)
6. **Credit Payment Automation** (with penalties and fees)
7. **Service Booking System** (consultancy services)
8. **Customer Incentives** (first 20 customers program)
9. **Pickup Assignment** (third-party pickup option)

**Phase 2 Features (Should/Could Have):**

1. **Delivery Tips & Rating System**
2. **Advanced Service Management**
3. **Rental Equipment System**
4. **Builder Marketplace**
5. **Advanced Analytics Dashboard**
6. **Multi-language Support** (Twi)
7. **GPS Vehicle Tracking**