**Delivery Platform for Building Materials – Requirements Document (Client Response)**

**Platform Name: eBuildify**  
**Client: VillageTech**

**I. Business Goals & Vision**

**Core Purpose:**

The platform aims to increase sales, improve brand visibility, and introduce process automation for smoother customer experience and operations.

**Primary Customers:**

Both B2B and B2C, including: • Hardware shops • Construction companies • Contractors • Individual builders and homeowners

**Current Pain Points:**

• Manual order processing (calls/WhatsApp) causing errors and delays • Inventory discrepancies due to lack of real-time updates • Inefficient delivery scheduling • No analytics or centralized customer history

**Order Process (Current):**

• Customers call or message to place orders • Orders are manually recorded and processed • Payment is typically upon delivery • Delivery dispatch done via phone coordination

**Top Competitors:**

1. BuildMart GH – Admire their product filtering and clean UX
2. Tonaton Pro – Good visibility but lacks order flow transparency
3. BuildersHub – Strong catalogue but poor customer support

**Post-Launch Success Metrics:**

• 30% increase in monthly sales within 6 months • 80% of orders made directly via the website • Improved order fulfillment time by 40% • Customers able to reorder in under 2 minutes

**II. Product & Ordering Workflow**

**Complete Product Catalog:**

**Construction Materials:**

* Plumbing materials
* Oil paint (all colors)
* Cement
* Emulsion paint (all colors)
* Plywood
* Mason tools
* C.button
* Carpentry tools
* Nails (all kinds)
* Roofing sheet (Aluzinc, 5star, westle, colored etc)
* Square mesh
* Plastic chairs
* Wire Mesh 3" & 4"
* Protective clothes
* Carpet (Foam & Rubber)
* Welder tools
* Window net (blue & black)
* Wheelbarrow (for rent & sale)
* Doors
* Door keys

**Services:**

* Consultancy services on building materials selection
* Land productivity assessment
* Quantity surveying
* Architectural drawings
* Material evaluation for projects
* Construction supervision
* Full building contracts for organizations, individuals, and international bodies
* Construction equipment rental services
* Professional builders services

**Order Lifecycle (Ideal):**

Browse → Add to Cart → Checkout → Payment → Assign Delivery → Confirmation → Customer notified

**Delivery Rules:**

• Delivery within Accra: same-day (if order is before noon) • Outside Accra: 24–48 hours • Delivery radius: 100km max • **NEW**: Delivery costs calculated based on distance/location • **NEW**: Option for customer pickup by designated person when buyer unavailable

**Payment Methods:**

• Mobile Money (MTN, Vodafone) • Telecel Cash • Bank Transfer • Cash on Delivery • Credit for verified B2B clients • Virtual cards

**NEW: Credit Payment System:**

• Credit clients must provide account details for automatic deduction • Clients set payment timeframe for debt settlement • Reminder notifications sent before due date • Automatic deduction from specified account (bank, MoMo, Telecel, virtual cards) • **50% additional fee** applied to credit purchases if payment defaults occur • **2% penalty fee** for late payments after multiple notifications • Ghana Card details required for registration and client verification

**Product Mixing:**

Yes – common to mix cement, iron rods, binding wire, etc.

**Real-Time Stock Visibility:**

Yes – very important to avoid overselling

**Volume-Based Pricing:**

**UPDATED**: • Buy ≥100 units of cement, iron rods, or quarter rods → get **1.5% discount** • Verified contractors get loyalty pricing

**NEW: Customer Incentive Programs:**

• Special incentive packages for first 20 website customers • Bonus/tip feature allowing customers to reward exceptional delivery service • Birthday and holiday greetings with promotional offers

**Product Conditions:**

Yes. Example: • Cement: minimum order 10 bags • Iron rods: sold in bundles of 10+

**NEW: Damage Reporting Policy:**

• Customers must report damaged goods within **1-2 hours** of delivery • Complaints outside this timeframe will not be accepted • Clear time-stamped delivery confirmation required

**III. Inventory, Delivery & Logistics**

**Current Inventory System:**

Excel + manual stock checks in warehouse

**Stock Management in Website:**

Prefer website to sync with our internal Google Sheet / future ERP, but be able to manage basic inventory on its own if integration fails

**Delivery Handling:**

• Combination of in-house drivers and 3rd-party delivery vans • Dispatch managed manually via calls • **NEW**: Distance-based delivery pricing structure

**Delivery Route Optimization:**

Yes – system should assign deliveries by location and suggest optimal routes

**Order Fulfillment Tracking:**

Yes – platform should show status: Pending → Out for Delivery → Delivered Also notify if delayed (e.g., rain or road issues)

**Returns/Damages Handling:**

Customers should be able to log return requests online within the 1-2 hour window. • Delivery agent marks item as "damaged" in app • Admin approves replacement or refund

**IV. Users & Roles**

**User Types:**

• Retail Customers • Business Clients (Contractors) • Warehouse Staff • Delivery Drivers • Admins (Sales, Finance, Dispatch Manager) • **NEW**: Service Consultants (for architectural and consultancy services)

**Special Dashboards:**

• Contractors: project-based ordering, ability to request credit • Admins: role-based actions (e.g., only Finance can issue refunds) • **NEW**: Consultancy booking interface for service requests

**Customer Convenience:**

• View order history • Save favorite products • One-click reorder option • **NEW**: Customer pickup assignment feature • **NEW**: Ghana Card registration for identity verification

**V. Integrations & Ecosystem**

**Tools to Integrate:**

• Inventory: Currently Google Sheets (for now) • Accounting: Planning to use Zoho Books or QuickBooks in the future

**Payment Gateways:**

• Flutterwave preferred • MTN MoMo API • Vodafone Cash API • **NEW**: Telecel Cash integration • Visa/Mastercard for future • **NEW**: Virtual card payment support

**Customer Notifications:**

Yes – both SMS and Email for: • Order confirmation • Delivery updates • Promotions • **NEW**: Credit payment reminders • **NEW**: Birthday and holiday greetings • **NEW**: Late payment penalties notification

**GPS & Check-Ins:**

Yes – delivery agents should check in via mobile app Optional: GPS tracking of delivery vans in future version

**Data Migration:**

Yes – historical customer and order data from spreadsheets (~2000 records)

**VI. Legal, Compliance & Constraints**

**Regulatory Documents:**

• Safety data sheets for certain materials (e.g., adhesives, chemicals) • Cement batch number visibility • **NEW**: Ghana Card verification for registration

**Delivery Zone Constraints:**

• Some roads in inner cities restrict vehicles over 3 tons • Platform should allow input of weight for route checks

**Tax Rules:**

• VAT varies by product • Contractors may be VAT-exempt with valid certificate

**Internet Limitations:**

Yes – some users may have poor signal. Mobile app/website should allow offline cart caching

**VII. UI/UX & Design Expectations**

**Brand Assets:**

Yes – logo, color palette (blue/yellow theme), and brand font to be supplied

**Design Inspiration:**

• Jumia Ghana (for flow and mobile responsiveness) • Glovo App (for simple delivery tracking)

**Platform Type:**

• Mobile-first design essential • PWA preferred for offline functionality

**Accessibility:**

Yes – large font toggle, basic screen reader support

**Languages:**

• English (primary) • Add Twi in Phase 2

**VIII. Non-Functional Requirements**

**Peak Load:**

• Expect 500+ concurrent users during monthly promotions or in rainy season

**Performance Expectation:**

• Product & checkout pages should load in under 3 seconds on 3G

**Security Concerns:**

• PCI-DSS compliant payment system • User roles with strict permissions • Order logs and admin audit trails • **NEW**: Ghana Card data protection compliance

**Scalability:**

Yes – plan to expand to other regions in 6–12 months • More warehouses • Larger product catalogue • More delivery agents

**Offline Fallback:**

Yes – important for areas with poor connection

**IX. Project Scope, Timeline & Budget**

**Go-Live Date:**

Target: October 1st Reason: Beginning of high construction season & investor review in mid-October

**Budget Range:**

₵35,000–₵50,000 (GHS) for MVP Further upgrades post-launch

**Must-Have Features:**

• Product catalog (including services) • Online ordering + payment • Stock sync • Delivery dispatch system • Admin dashboards • Notifications • **NEW**: Credit management system • **NEW**: Consultancy booking system • **NEW**: Ghana Card verification

**Nice-to-Have:**

• Route optimization • Loyalty pricing • GPS vehicle tracking • Twi language support • **NEW**: Customer pickup coordination • **NEW**: Delivery tip/bonus feature

**NEW: Additional Features:**

• Distance-based delivery pricing • Automated credit payment system • Customer incentive programs • Damage reporting time limits • Service consultation booking

**Main Point of Contact:**

Mr. Enoch Amarteifio – Product Lead / Client Rep Email: [placeholder] Phone: [placeholder]

**Review Meetings:**

Bi-weekly sprint reviews via Zoom

**Project Success Metrics (KPIs):**

• Number of completed orders via platform • Decrease in order processing time • Customer repeat rate • Error rate in deliveries • User satisfaction (via feedback form) • **NEW**: Credit payment recovery rate • **NEW**: Service consultation bookings • **NEW**: Customer pickup success rate