



ROZEH

(BUSINESS REQUIREMENT DOCUMENT)

- **PROJECT SUMMARY :**

- The Client is looking for an ecommerce website and a Hybrid Application for selling his products, wants a rich UI/UX designed product to match his products standards, and wants to establish his Brand image.

- **DELIVERABLES :**

- Website
- Application (Android-iOS)
- Admin Panel (Web)

- **SCOPE OF WORK :**

WEBSITE - Customer Interface

Home Page	Registration Module	<ul style="list-style-type: none">● New users shall be able to register on the website using Mobile OTP/Email/Social Media. (To be confirmed by the client)● Users must be directed to build their profile form with the given fields:<ul style="list-style-type: none">○ Name○ Email○ Address
Home Page	Login Module	<ul style="list-style-type: none">● Existing users shall be able to access their existing profile using Mobile-OTP/Email/Social Login.
Home Page	Top Header	<ul style="list-style-type: none">● Right Side-<ul style="list-style-type: none">○ Logo and Brand Name will be displayed prominently on the Right side● Left Side-<ul style="list-style-type: none">○ Social Media Integration, thumbnails of different social media platforms will be there.● Center-<ul style="list-style-type: none">○ Search Bar, to search for any product/brand.



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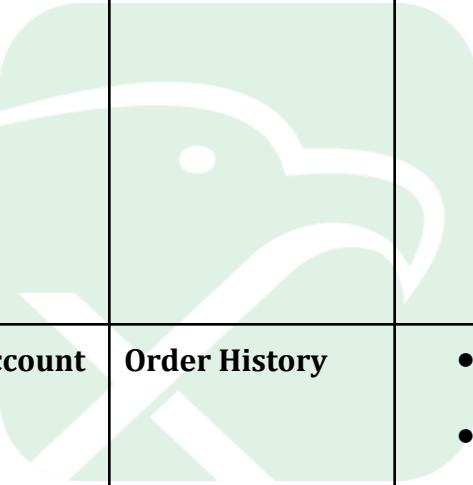
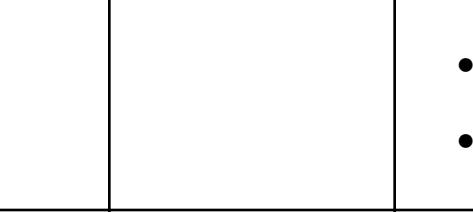
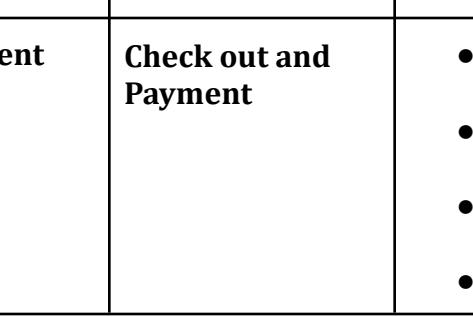
Home Page	Category Ribbon	<ul style="list-style-type: none">● Users shall be able to easily navigate the website by clicking on the pages available on the category ribbon.● Home● About us● Categories (To be confirmed by the client)<ul style="list-style-type: none">○ Each category may have a sub-category/ classification which will be visible when a customer hovers over it.○ Products (Drop-down/Hover menu)● Contact us<ul style="list-style-type: none">○ Call us (can write a number to directly call you)○ Write to us (Email address will be displayed over there)○ Enquiry form<ul style="list-style-type: none">■ Name■ Email■ Contact number■ Text box - User can describe their queries● Submit button● Blogs● Any others to be defined by the client
Home Page	Banner	<ul style="list-style-type: none">● There shall be a dynamic banner on the home page.● Users can also easily navigate the website by clicking on the banners available on the website.● There can be CTA buttons on banners running promotions & offers, to directly redirect them to the checkout page.
Home Page	Body	<ul style="list-style-type: none">● Grid Format (Design)<ul style="list-style-type: none">○ All Product Categories○ Newly Added● Products (Slider Banner)<ul style="list-style-type: none">○ All Products○ Featured Products○ Deal of the day○ Newly Added○ Bestsellers● USP (How we are different from other brands)● Chatbot (We can feed it with basic template messages which are our FAQs)● Whatsapp Integration
Home Page	Advanced Search Bar	<ul style="list-style-type: none">● Users shall be able to search for products using keywords, by browsing through category/sub-category, using filters



		and sorting options.
Home Page	Footer	<ul style="list-style-type: none">● Logo● Social Media links● Address● Download our App (Playstore/Appstore link)● SiteMap● Terms & conditions● Privacy Policy● FAQs
Home Page	Categories Page	<ul style="list-style-type: none">● Users shall be able to view the various products available in the respective category page.<ul style="list-style-type: none">○ Filter<ul style="list-style-type: none">■ Based on Category■ Based on Ratings■ Based on Discount & offers○ Sort<ul style="list-style-type: none">■ Based on Price■ Based on Material
Selected Product Page	Product Details	<ul style="list-style-type: none">● Users would be able to view all product details on this page.● Login will not be required to view the product details.● User would be able to view the following details about the product on product detail page:<ul style="list-style-type: none">○ Product Name○ Product Images○ Product Description○ Variations<ul style="list-style-type: none">■ Size■ Color○ Price○ Add to cart (CTA)○ Ratings & Reviews○ Similar Products● Users shall be able to update the quantity of items.● User will be able to add the product to his shopping cart. Users will also be able to add the product to their wishlist (Login required)
Cart Page	Cart	<ul style="list-style-type: none">● The products can be added into the shopping cart from the product detail page. (Login required)● Users shall be able to add items/remove items/ update the quantity of items in the shopping cart.



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		<ul style="list-style-type: none">• Users shall be able to proceed for checkout of any items/ all items available in the shopping cart.• Users shall be able to view item price, subtotal and total price of the items available in the shopping cart.
Home Page	Wishlist	<ul style="list-style-type: none">• Users shall be able to view/ add/delete products added into his wishlist. Users shall be able to proceed for the checkout process of items available in the wishlist. (Login required)
	My Account	<ul style="list-style-type: none">• Users shall be able to manage their following details from account section<ul style="list-style-type: none">○ Profile details<ul style="list-style-type: none">■ Name■ Email■ Phone number○ Change password○ Payment Options○ Addresses○ My Orders○ My wishlist○ Help & Support○ Logo
	Order History	<ul style="list-style-type: none">• Users will be able to view the orders list i.e. orders placed by the User in the past.• Users will be able to view all details about the orders with total amount paid, shipping address, item quantity, price per unit etc.• Users will be able to reorder the items which are shown in the order details.• Users will be able to track his current orders from my orders section.
	Help & Support	<ul style="list-style-type: none">• Users shall be able to contact the support team via email regarding any queries.
	Check out and Payment	<ul style="list-style-type: none">• Payment and checkout process of the items selected from the shopping cart will be considered for placing the orders.• Users shall be required to login into the website for checkout and payment.• Credit card/ debit card /UPI/Net Banking (3rd Party Payment Gateway Integration)• Users shall be able to view the order summary on this



		<p>page. Order summary will show following details:</p> <ul style="list-style-type: none">○ Item total○ Sub-total○ Shipping cost○ Tax <ul style="list-style-type: none">● Users shall be able to receive email notifications for the orders status update
Home Page	Ratings and Reviews	<ul style="list-style-type: none">● Users shall be able to give ratings and reviews to the items which he has ordered in the past/ recently.● Users shall be able post rating and review only for the products which he has ordered from the website.● Login and registration shall be mandatory for the user to post ratings and reviews.

CUSTOMER APPLICATION (Android-iOS)		
Welcome Screen	Splash Screen	<ul style="list-style-type: none">● Welcome screen comes along with the Logo and App name.
Home Screen	Registration Module	<ul style="list-style-type: none">● New users shall be able to register on the website using Mobile OTP/Email/Social Media. (To be confirmed by the client)● Users must be directed to build their profile form with the given fields:<ul style="list-style-type: none">○ Name○ Email○ Address
Home Screen	Login Module	<ul style="list-style-type: none">● Existing users shall be able to access their existing profile using Mobile-OTP/Email/Social Login.
Home Screen	Top Header	<ul style="list-style-type: none">● Left Side -<ul style="list-style-type: none">○ Logo○ Name of the company● Center -<ul style="list-style-type: none">○ Advanced Search Bar○ Product Categories (Hover)○ Products (Hover)● Right Side -<ul style="list-style-type: none">○ Location (Google Maps Integration)

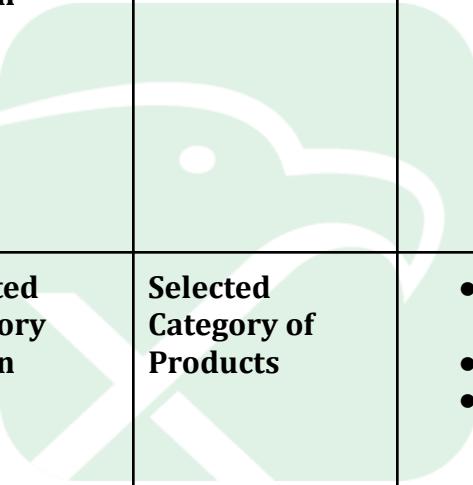


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		<ul style="list-style-type: none">○ Login/Signup○ HAMBURGER MENU:<ul style="list-style-type: none">■ My Account(Visible only after Login)■ My Orders■ About Us■ Contact us■ FAQs■ Terms & Conditions■ Privacy Policy■ Log Out
Home Page	Banner	<ul style="list-style-type: none">● There will be dynamic banners on the Home screen displaying the offers and promotional messages.● Different promotional offers will have a CTA option on the banner as well.
Home Screen	Body	<ul style="list-style-type: none">● Pop-up Notifications● Carousel Banner with Content (Images)● Slider Banner with Images of Products● Grid Format (Design)<ul style="list-style-type: none">○ All Product Categories○ Newly Added○ Products (Slider Banner)○ All Products○ Featured Products○ Deal of the day○ Newly Added○ Bestsellers○ Trending Products○ Bestsellers
Home Screen	Category Ribbon	<ul style="list-style-type: none">● Category Ribbon<ul style="list-style-type: none">○ About Us○ Contact Us○ Products○ (Other customizations as per client)
Home Screen	Bottom Navigators	<ul style="list-style-type: none">● Home Screen● Categories Section● Search Products● My Account
My Account Screen	My Account	<ul style="list-style-type: none">● Users shall be able to manage their following details from account section



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		<ul style="list-style-type: none">○ Profile details<ul style="list-style-type: none">■ Name■ Email■ Phone number○ Change password○ Payment Options○ Addresses○ My Orders○ My wishlist○ Help & Support○ Logo
Products Category Screen 	Product Category	<ul style="list-style-type: none">● Users shall be able to view the various products available in the respective category page.<ul style="list-style-type: none">○ Filter<ul style="list-style-type: none">■ Based on Category■ Based on Ratings■ Based on Discount & offers○ Sort<ul style="list-style-type: none">■ Based on Price■ Based on Material
Selected Category Screen 	Selected Category of Products	<ul style="list-style-type: none">● Users would be able to view all product details on this screen.● Login will not be required to view the product details.● User would be able to view the following details about the product on product detail screen:<ul style="list-style-type: none">○ Product Name○ Product Images○ Product Description○ Variations<ul style="list-style-type: none">■ Size■ Color○ Price○ Add to cart (CTA)○ Delivery<ul style="list-style-type: none">■ Delivery■ Order Confirmation update with the estimated delivery time over Email/SMS■ Order Confirmed■ In Process■ Order Dispatched■ Out for Delivery



		<ul style="list-style-type: none">■ Delivered○ Ratings & Reviews○ Similar Products● Users shall be able to update the quantity of items.● User will be able to add the product to his shopping cart. Users will also be able to add the product to their wishlist.
My Cart Screen	Cart	<ul style="list-style-type: none">● The products can be added into the shopping cart from the product detail page.● Users shall be able to add items/remove items/ update the quantity of items in the shopping cart.● Users shall be able to proceed for checkout of any items/ all items available in the shopping cart.● Users shall be able to view item price, subtotal and total price of the items available in the shopping cart.
My Wishlist Screen	Wishlist	<ul style="list-style-type: none">● Users shall be able to view/ add/delete products added into his wishlist. Users shall be able to proceed for the checkout process of items available in the wishlist.
Product Checkout Screen	Checkout	<ul style="list-style-type: none">● Payment and checkout process of the items selected from the shopping cart will be considered for placing the orders.● Users shall be required to login into their accounts for checkout and payment.<ul style="list-style-type: none">○ Credit card/Debit card /UPI/Net Banking (3rd Party Payment Integration)○ Users shall be able to view the order summary on this page. Order summary will show following details:<ul style="list-style-type: none">■ Item total■ Sub-total■ Shipping cost■ Tax■ Order total○ Users shall be able to receive push notifications and email for the orders status update.
Ratings & Reviews Management	Ratings & Reviews	<ul style="list-style-type: none">● Users shall be able to give ratings and reviews to the items which he has ordered in the past/ recently.● Users shall be able post rating and review only for the products which he has ordered from the website.● Login and registration shall be mandatory for the user to post ratings and reviews.



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Admin Panel (Web Panel)		
Admin Panel	Login	<ul style="list-style-type: none">• The admin shall be able to login to the admin panel.• The admin shall be asked to enter the username and password in the given field.• Reset password option for the admin to reset password in case of forgot password.
Admin Panel	Dashboard	<ul style="list-style-type: none">• Admin will be able to view following information on dashboard<ul style="list-style-type: none">○ Total no. of active and inactive registered buyers○ Total no. of Products uploaded on website○ Total Revenue: today/ this month
Admin Panel	Banner Management	<ul style="list-style-type: none">• This section shall allow admin to view or manage the banner available on the website.
Admin Panel	User Management	<ul style="list-style-type: none">• Admin shall be able to manage users<ul style="list-style-type: none">○ Setup and initialization of the platform.○ General Setup and user bifurcation○ Approval procedures and reports○ Grant User Permissions
Admin Panel	Order Management	<ul style="list-style-type: none">• Admin will be able to view a list of all orders placed by the buyers on the website with the current status of each order.• Admin will be able to view/edit order details.• Admin will be able to update the status of order placed by the buyer.• Status of the orders will be as below:<ul style="list-style-type: none">○ Confirmed○ In process○ Shipped○ Delivered○ Admin will be responsible for shipment of orders placed by the buyers.• Admin will be able to maintain the below shipment details into system for each order:<ul style="list-style-type: none">○ Shipping carrier○ Tracking ID○ Current status of shipment



		<ul style="list-style-type: none">○ Delivery location/address○ Shipping cost
Admin Panel	Return Management	<ul style="list-style-type: none">● Admin shall be able to manage returns of orders.
Admin Panel	Products Management	<ul style="list-style-type: none">● Admin shall be able to Add/ Edit/Active/ Inactive products in the catalog from this section.● Admin shall also be able to manage following information of the products:<ul style="list-style-type: none">○ Product Name○ Images○ Description○ Keywords
Admin Panel	Product Categories Management	<ul style="list-style-type: none">● Admin shall be able add/edit/active/inactive product categories and sub categories from this section.● Admin shall be able to add products under these categories & subcategories from the product management section.
Admin Panel	Content Management	<ul style="list-style-type: none">● Admin shall be able to edit the content for below CMS pages:<ul style="list-style-type: none">○ About us○ Contact us○ Privacy policy○ Terms and conditions
Admin Panel	Payment Management	<ul style="list-style-type: none">● Ability for the admin to view/edit payment information i.e. bank account details to receive orders payments from buyers.● Admin will be able to view payment status of each order placed by the buyers.
Admin Panel	Ratings and Review Management	<ul style="list-style-type: none">● Admin shall be able to approve/ reject ratings and reviews posted by the buyers for products.
Admin Panel	Query Management	<ul style="list-style-type: none">● Admin shall also be able to view contact details of customers who submitted their details for enquiry.
Admin Panel	Discount & Offers Management	<ul style="list-style-type: none">● This section shall allow admin to view or manage the discounts and services available on particular services on the website.



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Admin Panel	Statistics & Reports	<ul style="list-style-type: none">● Admin will be able to view the following reports in system:<ul style="list-style-type: none">○ Products uploaded:○ Month○ Year○ Revenue/ total sale<ul style="list-style-type: none">■ Today■ Current week■ Date : From-To■ Month■ Year● Total no. of active and inactive registered buyers● Total no. of Products uploaded● Admin will be able to export the files.
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