Software Requirements Specification (SRS)

Supplier Consumer Platform (SCP)

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B2B platform - Core MVP

Supplier ↔ Consumer workflows only

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1. Introduction

1.1 Purpose

The purpose of this document is to outline the detailed software requirements for the Supplier Consumer Platform (SCP), a B2B mobile and web-based application that facilitates direct collaboration between suppliers and institutional consumers (restaurants/hotels). This document provides a clear set of requirements to guide development and implementation, ensuring the platform meets the needs of suppliers, consumers, and platform administrators (optional).

1.2 Scope

The Supplier Consumer Platform (SCP) is a B2B digital platform designed to enable structured collaboration between food suppliers and institutional consumers such as restaurants and hotels. The platform is not a public marketplace; instead, it supports direct, pre-approved relationships between suppliers and their linked consumers.

Suppliers can create and manage catalogs, assign managers and sales representatives, and handle consumer relationships. Consumers may only view and order goods after a link request is approved by a supplier. Managers oversee catalog integrity and escalations inside supplier companies. Platform Admins (optional, SCP staff) may manage verification, moderation, and analytics in future phases.

The main stakeholders of the Supplier Consumer Platform (SCP) are:
- Consumers (restaurants, hotels) who use the system to order food products.
- Suppliers (producers, distributors) who list products and manage relationships.
- Supplier Staff (Owners, Managers, Sales Representatives) who operate the supplier accounts.
- Platform Admins (OPTIONAL, SCP staff) who may oversee compliance, catalog moderation, and analytics in future phases.
- Development Team (engineers, designers, QA testers) responsible for building and maintaining the platform.
- Business Stakeholders (project sponsors, investors, management) ensuring alignment with strategic goals.

1.3 Definitions, Acronyms, and Abbreviations

SCP – Supplier Consumer Platform
B2B – Business-to-Business
Supplier – Company providing food products
Consumer – Restaurant or hotel purchasing goods
Owner (Supplier-side) – Has full account control, including creating/removing managers and deleting the supplier account.
Manager (Supplier-side) – Handles catalog, inventory, orders, and escalations but cannot remove the

supplier account or manage Owners/Managers.
Sales Representative – Handles direct communication with consumers and escalates issues when necessary.
Platform Admin (OPTIONAL) – SCP staff for compliance, moderation, and analytics (not part of MVP).

2. Overall Description

2.1 Product Perspective

The platform consists of:
- Mobile application (for consumers and supplier Sales Representatives)
- Web application (for suppliers and optional platform admins)
- Backend services (REST API with Django/FastAPI/Spring/Go, PostgreSQL database)

2.2 Product Functions (High-Level)

- Supplier onboarding (KYB)
- Controlled catalog management (products, availability, minimum order quantities)
- Link-based access (consumers must be approved/linked)
- Order creation, acceptance/rejection, tracking
- Complaint and return handling
- Messaging and notifications
- Incident logging and escalation
- Ratings & reviews (OPTIONAL)
- Platform Admin dashboard for verification, moderation, analytics (OPTIONAL)
- Analytics dashboards (OPTIONAL)

2.3 User Classes and Characteristics

- Consumers: Restaurants and hotels
- Suppliers: Owners, Managers, Sales Representatives
- Platform Admins (OPTIONAL): SCP staff responsible for compliance and platform-wide oversight

2.4 Operating Environment

Mobile: Flutter or React Native, iOS/Android
Web: React (Next.js), VueJS, Angular, Tailwind, or Svelte
Backend: Cloud-deployed (Docker containers)

Backend and the entire platform can also be hosted on **localhost** for development, testing, and demo

purposes.
Design: Usage of Figma for UI/UX design is highly advised.
Containerization: Usage of Docker for service deployment is also advised.

2.5 Constraints

Mobile app must use Flutter/React Native
Initial rollout: Kazakhstan market
Languages: Kazakh, Russian, English
Accessibility: WCAG 2.1 AA
Performance SLAs: TBD

2.6 Documentation

In-app guides, FAQs, and supplier onboarding checklists

2.7 Assumptions and Dependencies

Flutter stack supported for iOS/Android distribution (React Native too)
Third-party map provider (Google/Apple Maps)

3. System Features and Requirements

3.1 Consumer Functionality

- Link requests required before accessing supplier catalogs
- Manage links: pending, accepted, removed, blocked
- View catalog and place orders once approved
- Track orders and reorder (optional)
- Log complaints tied to order details

3.2 Supplier Functionality

3.2.1 Roles & Permissions

Owner:
- Full control over supplier account
- Can create/remove Managers and Sales
- Can delete/deactivate supplier account

Manager:
- Same as Owner except cannot create/remove Managers or delete account
- Handles catalog, inventory, and escalations

Sales Representative:
- Handles consumer communication
- Manages first-line complaints
- Escalates issues to Manager/Owner

3.2.2 Catalog & Storefront

- Create/edit products with units, pricing, discounts, stock levels
- Configure delivery/pickup options, lead times

3.2.3 Order Management

- Receive, accept, reject bulk orders
- Update stock in real time
- Complaints: Sales (first-line) → Manager (escalation) → Owner (oversight)

3.2.4 Communication

- Integrated chat post link approval
- Features: receipts, attachments, product links, canned replies
- Escalation: Sales → Manager
- Controls: Approve/deny links, block/unlink consumers

3.3 Platform Admin Functionality (OPTIONAL)

- Manage supplier onboarding and verification
- Moderate product categories
- Monitor disputes
- Access platform-wide analytics dashboards

4. Technology Stack

The following technology stack is recommended for implementation of the SCP system:

Database (DB):
- PostgreSQL

Backend:
- Python (Django or FastAPI), or
- Java (Spring), or
- Go

Frontend (Web):
- React (or Next.js), or
- Vue.js, or
- Angular, or
- Svelte
- Tailwind CSS (for styling)

Mobile:
- Flutter, or
- React Native

Backend and the entire platform can also be hosted on **localhost** for development, testing, and demo purposes.

5. Example Use Cases

UC1: Consumer places an order
- Actor: Consumer (via mobile app)
- Precondition: Consumer is linked to supplier.
- Steps: Browse catalog, add items, submit order, supplier receives notification.
- Postcondition: Order appears in supplier dashboard (web for Managers/Owners, mobile for Sales).

UC2: Sales Representative handles a consumer complaint
- Actor: Sales Representative (via mobile app)
- Steps: Receives complaint in chat tied to an order, attempts resolution, escalates to Manager if unresolved.
- Postcondition: Complaint either resolved or escalated.

UC3: Manager updates catalog
- Actor: Manager (via web app)
- Steps: Logs in, edits product details, saves changes.
- Postcondition: Updated catalog visible to linked consumers.

UC4: Manager resolves escalated complaint
- Actor: Manager (via web app)
- Steps: Reviews escalated complaint, applies resolution, marks resolved.
- Postcondition: Consumer notified; record stored.

UC5: Owner creates a Manager account
- Actor: Owner (via web app)
- Steps: Navigates to user management, creates Manager, assigns permissions.
- Postcondition: New Manager account is active.

UC6: Owner deletes supplier account
- Actor: Owner (via web app)
- Steps: Navigates to settings, selects delete, confirms action.
- Postcondition: Supplier account deactivated, data archived.

UC7 (OPTIONAL): Platform Admin verifies a supplier
- Actor: Platform Admin (via web app, OPTIONAL)
- Steps: Reviews documents, approves/rejects, updates status.
- Postcondition: Supplier status updated.

Task	Owner	Manager	Sales	Consumer	Platform Admin (OPT)
Account creation/deletion (Supplier)	A			I	I
Create/remove Manager accounts	A			I	I
Catalog & inventory management	R/A	R/A		I	C
Process consumer inquiries	I	C	R/A	C	I
Order placement	I	I	I	R/A	I
Order acceptance/rejection	C	R/A	C	I	I
Complaint handling (first-line)	I	C	R/A	C	I
Complaint escalation	C	R/A	C	C	I
Supplier KYB verification	I	I	I	I	R/A
Catalog/category moderation	I	I	I	I	R/A
Analytics dashboards	I	I	I	I	R/A

The following RACI-style matrix clarifies responsibilities of each role in the system.
R = Responsible, A = Accountable, C = Consulted, I = Informed

6. Role-Based Responsibility Matrix

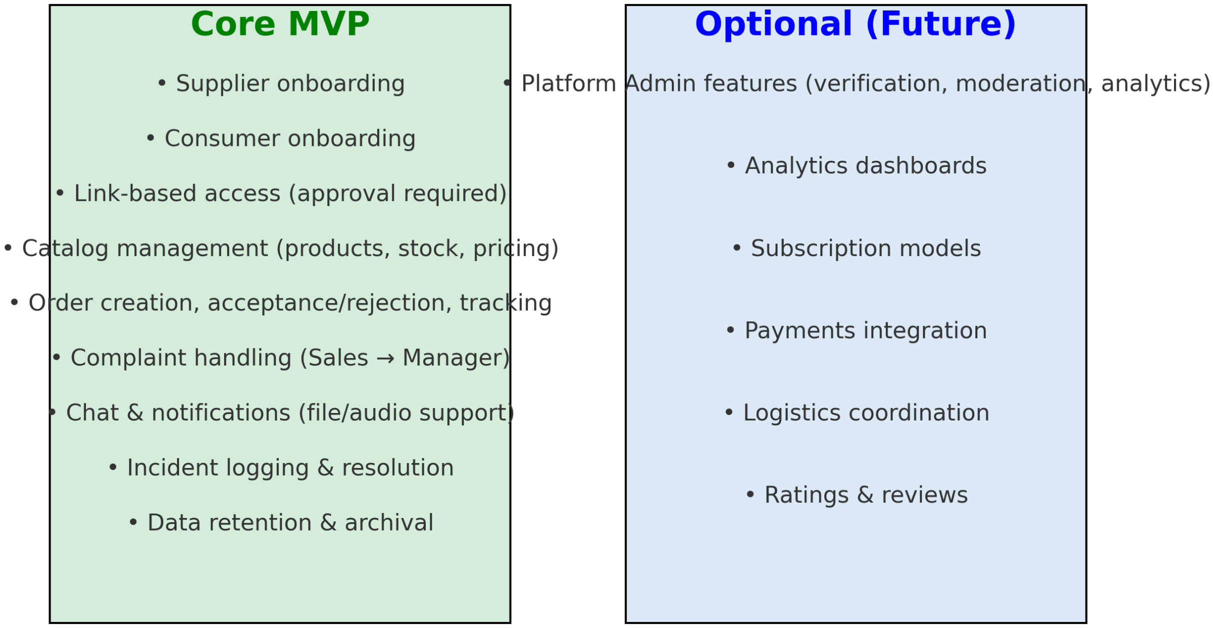
7. Incident Management

- Consumers log incidents via orders
- Sales attempt resolution
- Escalation to Manager if unresolved
- Platform Admins may oversee systemic issues (OPTIONAL)
- Status tracked (open, in progress, resolved)
- Exportable logs

8. Data Retention

- All records retained for compliance
- Read-only archival after X years (TBD)

Figure: Core MVP vs Optional Features


Core MVP
• Supplier onboarding
• Consumer onboarding
• Link-based access (approval required)
• Catalog management (products, stock, pricing)
• Order creation, acceptance/rejection, tracking
• Complaint handling (Sales → Manager)
• Chat & notifications (file/audio support)
• Incident logging & resolution
• Data retention & archival
Optional (Future)
• Platform Admin features (verification, moderation, analytics)
• Analytics dashboards
• Subscription models
• Payments integration
• Logistics coordination
• Ratings & reviews

9. MVP Scope & Launch

Core MVP = Supplier ↔ Consumer B2B workflows only.

The MVP must include:
- Consumer–Supplier linking system
- Catalog visible only to linked consumers
- Order creation, acceptance/rejection, tracking
- Chat with file/audio support
- Complaint handling (Sales → Manager)
- Incident logging & escalation
- Data retention & archival policy

Optional (excluded from MVP):
- Platform Admin functionality
- Analytics dashboards
- Subscription models
- Payments
- Logistics coordination
- Ratings & reviews

Target launch date: November 20, 2025 (adjustable).

10. Recommended Tools

The following tools are recommended for the successful implementation, design, and deployment of SCP:

- Figma: For collaborative UI/UX design and prototyping
- Docker: For containerization and consistent deployment across environments
- Git/GitHub: For version control and collaboration
- CI/CD pipelines (GitHub Actions, CI, Jenkins, etc.): For automated builds, tests, and deployments
- Postman/Insomnia: For API testing
- Jira/Trello/Asana/GitHub Projects: For project management and task tracking
- Discord/Google Meet/Microsoft Teams: For team communication