

E-commerce Platform



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EXPONILE BUSINESS Architecture & Modeling Team

Document Release History

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Reviewers

|  |  |  |
| --- | --- | --- |
| # | Name | Role |
| 1 | XXX | Product Manager. |
|  |  |  |

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# Introduction

## Background

Squadio's e-commerce platform builds an online website and application to manage the processes between sellers and consumers when buying and selling antiques.

## Purpose

The purpose of this document is to break down our Consumer’s requirements to build a comprehensive view and understanding for the perspective product.

## Intended Audience

The document addresses all Squadio stakeholders, Business team and Scrum team.

## Document Scope

* Personas & Characteristic
* Product Backlog
* User story Card
* User journey

## Deliverables

* Web Portal (Admin)
* Web Portal (Merchant & Consumer)
* Mobile App (Merchant & Consumer)

## Product Scope

* Admin (Management)
* Merchant (Setup)
* Consumer (Usage)

## Out of Scope

Third-party developed APIs:

* SMS Provider
* Mail Service Provider
* Payment Gateway
* Delivery Agent

# Assumptions

* 1. The backlog will be under updates through the product time line.
  2. The perfect environment to deploy MVPs is scrum/Agile.
  3. Team mate are 8 persons (business analyst, product owner, UI/UX designer, 2 person front end, backend, tester, and scrum master).
  4. Total Epics are 71.
  5. Every Epic includes 3 user story.
  6. User story priority based on needs, dependence and DOR.
  7. Same complexity for all user stories.
  8. Story point is Middle (9)
  9. Total user stories (213).
  10. Expected bugs (120).
  11. Expected Technical issue (40).
  12. Expected Business issue (20)
  13. Sprint capacity of work items (40).
  14. Sprint set as (15 days).
  15. Regression test after release (15 days).
  16. MVP planned to deploy in (11 sprints).
  17. Dead line set after start date (6 months).

# Personas & Characteristic

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Feature | Admin Portal | User Portal | |
| Admin | Merchant | Consumer |
|  | Registration | × | 🗸 | 🗸 |
|  | User Role | 🗸 | × | × |
|  | Delivery Methods | 🗸 | 🗸 | 🗸 |
|  | Payment Methods | 🗸 | 🗸 | 🗸 |
|  | Landing Page | 🗸 | 🗸 | 🗸 |
|  | Stores | 🗸 | 🗸 | × |
|  | Products | 🗸 | 🗸 | 🗸 |
|  | Offers | 🗸 | 🗸 | 🗸 |
|  | My Cart | × | × | 🗸 |
|  | Place Order | 🗸 | 🗸 | 🗸 |
|  | Claim Request | 🗸 | 🗸 | 🗸 |
|  | Transactions | 🗸 | 🗸 | × |
|  | Settlement | 🗸 | 🗸 | × |
|  | Reconciliation | 🗸 | 🗸 | × |
|  | KPIs & Dashboard | 🗸 | 🗸 | × |

|  |  |
| --- | --- |
| Legend | |
| 🗸 | In Scope |
| × | Out Of Scope |

# Product Backlog

| # | Epic |
| --- | --- |
|  | Admin manages delivery methods |
|  | Admin manages payment methods |
|  | Admin manages product categories |
|  | Admin activates offer types |
|  | Admin manages Squadio’s share for a specific store |
|  | Admin manages credit period for a specific store |
|  | Admin approves merchant registration request |
|  | Admin approves product creation request |
|  | Admin follow up placed orders |
|  | Admin track placed orders |
|  | Admin follow up claim request |
|  | Admin tracks claim request |
|  | Admin displays KPIs and Dashboard |
|  | Admin displays merchant’s statement |
|  | Admin displays delivery agent’s statement |
|  | Admin displays payment gateway’s statement |
|  | Admin settles merchant’s balance |
|  | Admin settles delivery agent’s balance |
|  | Admin settles payment gateway’s balance |
|  | Merchant registration |
|  | Merchant set the store |
|  | Merchant set the products |
|  | Merchant set the offers |
|  | Merchant set the delivery methods |
|  | Merchant set the payment methods |
|  | Merchant response to the claim request |
|  | Merchant track placed order |
|  | Merchant track order status |
|  | Merchant displays his profile page |
|  | Merchant displays KPIs and Dashboard |
|  | Merchant displays Squadio’s statement |
|  | Merchant settles Squadio’s balance |
|  | Consumer registration |
|  | Consumer becomes a merchant |
|  | User switch between Consumer or merchant interface |
|  | Consumer browses products list |
|  | Consumer browses offers list |
|  | Consumer browses store page |
|  | Consumer manages the cart |
|  | Consumer goes to checkout page |
|  | Consumer manages placed order page |
|  | Consumer tracks the order status |
|  | Consumer claims the delivered products |
|  | Consumer rates product and merchant |
|  | Consumer displays his profile page |
|  | System Verify user registration by SMS |
|  | System Verify user registration by mail |
|  | System sends order confirmation for customer by SMS |
|  | System sends order confirmation for customer by mail |
|  | System notify merchant to respond on the late order request by SMS |
|  | System notify merchant to respond on the late order request by mail |
|  | System displays product quantity to the consumer |
|  | System checks product quantity during the order is placed |
|  | System updates product quantity |
|  | System identifies product out of stock |
|  | System syncs shopping carts in all devices |
|  | System clears shopping cart after order creation |
|  | System sends Estimated fees request to deliver agent |
|  | System receives Estimated fees from the delivery agent |
|  | System get Estimated fees from store setup in case the delivery method is delivery boy |
|  | System calculates the total delivery fess |
|  | System displays total delivery fees to the consumer |
|  | System sends purchase order (PO) details to deliver agent |
|  | System receives the order status from delivery agent |
|  | System display the order status to the consumer |
|  | System display the order status to the merchant |
|  | System allows FAQ tool to the user |
|  | System allows Tooltip to the user |
|  | System allows help tool to the user |
|  | System allows Arabic and English language to the user |
|  | System allows light and dark mode interface to the user |

# User Story Cards

## Merchant submits product request

|  |  |
| --- | --- |
| 001 | **Merchant submits product request** |
| * As a/an | * Merchant |
| * I want to | * Fill up the product form. |
| * So that | * Can submit product request for creation. |
|  |
| * Given | * Merchant open Master product page |
| * When | * Merchant fill up the product info and submit the request |
| * Then | * System acts the following tasks:   + Validates inputs system rule, display failure message if response falls and successful message if response true   + Display the true request in merchant products list in pending status.   + Display the true request in admin products list in pending status |

## Admin approved product request

|  |  |
| --- | --- |
| 002 | **Admin approved product request** |
| * As a/an | * Admin |
| * I want to | * Views the pending product in the products list. |
| * So that | * Can approve the product request. |
|  |
| * Given | * System display new product request in admin products request list in pending status |
| * When | * System allows Admin to click accept / reject button |
| * Then | * System acts the following tasks * In case Admin accepts the request   1. Change the product status to Active in Merchant and Admin products list   2. Appear the product in the product page in consumer landing page   3. Appear the product in the store page in consumer landing page * In case Admin rejects the request   1. Allows admin to identify the rejection reason   2. Change the product status to rejected in Merchant and Admin products list   3. Allows merchant to view the rejection reason   4. Allows Merchant to update the product details   5. Allows Merchant to resubmit the product request |

## Consumer adds product in shopping cart

|  |  |
| --- | --- |
| 003 | **Consumer adds product in shopping cart** |
| * As a/an | * Customer |
| * I want to | * Put product in my cart. |
| * So that | * Can place the order. |
|  |
| * Given | * Product in active status and in stock |
| * When | * System appears the product in consumer landing page |
| * Then | * System allows Consumer to * View the product photos * View the product details * Identify the product quantity * Add product into the cart |

## Consumer tracks the order status

|  |  |
| --- | --- |
| 004 | **Consumer tracks the order status** |
| * As a/an | * Customer |
| * I want to | * View the orders list in my profile. |
| * So that | * Can track the placed order status. |
|  |
| * Given | * Consumer views the orders list tap in his profile |
| * When | * Consumer can filter the orders list by status |
| * Then | * System displays a short list based on the filter criteria |