

High Level Requirement

Optimus Core: eCommerce core

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# Executive Summary

## Purpose of document

This document contains the requirements for the Optimus eCommerce Core project, the requirements will be outlined from a business perspective and will not contain any technical details; this document will enable a clear understanding of the requirements to be obtained by all of the project team, and therefore enable a project impact assessment to be completed, and the project to be estimated, but it won’t contain all of the detailed requirements for the solution – these will be discussed and agreed during the development phase of the project.

Note: only the phase 1 requirements are detailed.

## High level outline of project and business benefit

The Optimus eCommerce core enables the implementation of a client specific website, from an off the shelf product that enables secure Omni-channel trading of a product range over the ‘internet’.

The eCommerce core application provides the function to complete a transaction, though a journey. The functionality to display products, or add marketing is managed through the Product Catalogue and the Site Administration Applications.

There are three admin interfaces for the eCommerce core:

1. Operational information
2. Audit logging and transaction history
3. Admin interface (for configuration).



Figure 1: Diagram of data sources for client implementation

# Document Control

## Versioning

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ver. # | Change Description | Release Reference | Date | Author |
| 0.1 | Implementing phase 1 of Optimus eCommerce core | 1.0 | 5/9/14 | Sarah Toogood |
| 0.2 | Updated with feedback from MG, VB and OM | 1.0 | 16/9/14 | Sarah Toogood  Mark Grant |

## Reviewing information

|  |  |
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| Infrastructure Owner | Jake van Schaik |
| Software Architecture Owner | Mark Grant |
| Program Manager | Ozkan Mustafa |

## Review history

|  |  |  |
| --- | --- | --- |
| Document Ver. # | Reviewers | Sign off status |
|  |  |  |

# Requirement Specifications: Customer Journey & Flow

## Overview

The ecommerce core works with the other applications in order to deliver all of the functions and data needed to support a client implementation, i.e. the website. The diagram below shows how this works in practice for a simple customer journey.

Whilst the data and code functionality is received from these systems, the pages are created through the CMS application for a specific customer implementation.

Below is the transaction journey that the eCommerce core application supports:

Figure 2 – Complete transaction journey

## Cart

### Requirement statement

The eCommerce core provides the necessary functionality and business logic to support the cart functionality on a client implementation of a website. The cart is a holding place for all of the products and services that a customer wishes to buy through one transaction.

### Requirement scenarios

1. When the customer views the cart they are able to increase the quantity of existing products and/or services in the basket, or remove products and/or services.
2. The customer can select to continue shopping, so they can add additional products and services to the basket.
3. The customer can view the basket by selecting a link on the main site to the basket page.
4. The maximum quantity of each product that can be ordered is managed from the Product Catalogue application.
5. The business rules for the total amount of an order, or which products can be purchased together etc.is managed from an admin interface within the eCommerce core.
6. The customer’s cart can be configured to enable vouchers, this is on a per client implementation level (at a site level).
7. The customer can add one or more vouchers to the shopping basket. The vouchers are validated as per the voucher’s rules which are managed through the Product Catalogue application.
8. The translations for the cart are provided by the Site Administration application.
9. The design of the cart page is managed through the client specific implementation.
10. All basket activity (including abandoned cart) are sent to the reporting tool, and where appropriate to the operational information interface.
11. The cart will be monitored using the standard system health check and alert requirements.

## Checkout

### Requirement statement

The eCommerce core provides the necessary functionality and business logic to support the checkout functionality on a client implementation of a website. The checkout is the means for the customer to complete their transaction.

### Requirement scenarios

1. For a B2C customer they can complete the transaction in their own name.
2. A B2B customer can complete the transaction with their business name etc. but cannot pay by account. The eCommerce core doesn’t support a B2B core beyond this functionality in phase 1.
3. In phase 1 a sales agent cannot log a sale for a B2C or B2B customer.
4. The customer must enter contact information.
5. The customer must confirm the terms and conditions for the order.
6. The customer must enter a billing address.
7. The customer must enter a delivery address or specify that the delivery address is the same as the billing address if the business rules allow alternative delivery addresses.
8. The business rules that govern if an order can be sent to an alternative address (different address to billing) are managed in an admin interface for the eCommerce core.
9. The customer selects a payment method, in phase 1 these are:
   1. Credit/Debit card
10. The eCommerce core supports a client implementation which can either take credit/debit card payment via:
    1. Integration with the Picasso Payment Solution.
    2. Integration with a payment gateway which is on a separate site and page e.g. Paysbuy for dtac.
11. The following payment methods are not supported in phase 1:
    1. PayPal
    2. PayPal express
    3. Bank Transfer
    4. Amazon checkout
    5. Company account
    6. Google wallet
12. Once the order details have been submitted and the payment is successfully taken then:
    1. The order is submitted to the order processing application with all necessary details (e.g. language, products etc.).
    2. A request is sent to the comms module to send a confirmation communication (email only in phase 1) to the customer.
    3. The customer sees a confirmation page with a summary of their order.
13. Any other end point(s) for an order would be implemented through an extension that would be supported for a specific client implementation.
14. The checkout activity and order details (inc. payment status, abandoned checkout etc.) are sent to the reporting tool, and where appropriate to the operational information interface.
15. The checkout will be monitored using the standard system health check and alert requirements.
16. There is no option to sign up for a newsletter in phase 1.

## Basic Delivery Options

### Requirement statement

The eCommerce core provides the necessary functionality to integrate with the Product Catalogue application to support the customer selecting the delivery option for their order during the checkout process. This enables the customer to select the cost and speed of delivery for an order.

### Requirement scenarios

1. The delivery options are stored for a site in the Product Catalogue tool. The delivery options can be region and country specified.
2. The prices for each delivery option are stored within the Product Catalogue tool in the necessary currency. The prices are fixed per type, country and delivery country per site.
3. There is no integration with CBP for phase 1.
4. The delivery options are sent to the reporting tool, and where appropriate to the operational information interface.
5. The delivery option functionality and services will be monitored using the standard system health check and alert requirements.

## SSO Integration

### Requirement statement

The eCommerce core enables each client implementation to support Single Sign On integration. The implementation can therefore support the login and my Account functionality provided by the My Account & SSO application, and for administration access to the eCommerce code interfaces.

### Requirement scenarios

1. The SSO module is used for the administrators to access the eCommerce core interfaces.
2. The integration with the SSO application enables a customer to sign onto the website in order to gain access to My Account functionality.
3. The system integration feeds & services will be monitored to ensure that the services and available and the data is being received and sent correctly, and without issue. This would be through the system health check and alert functionality.

## Configure the transaction journey

### Requirement statement

An administrator can configure the client implementation journey for a site through an administration screen. This enables the implementation team to manage this without developing specific code.

Note: development investigation is required.

### Requirement scenarios

1. Enable the configuration of the workflow through an administration screen.
2. There won’t be any reporting on the system integration.
3. The workflow administration interface will be monitored using the standard system health check and alert requirements.

# Requirement Specifications: Payment Integration

## Picasso Payment Solution Integration (including credit cards, debit cards & 3D Secure)

### Requirement statement

The eCommerce core enables each client implementation to optionally be integrated with the Picasso Payment Solution (enabling PCI DSS adherence), and the associated payment gateways integrated with this product.

For clients who wish to use another payment solution this would be managed through an extension of that client implementation.

### Requirement scenarios

1. The eCommerce core supports integration with the Picasso Payment Solution as part of a standard client implementation.
2. The eCommerce core cannot support a client implementation which has their own payment solution available without an extension being developed, as each integration is different. Due to the nature of the security of payment gateways etc. each payment gateway would need to be assessed for the risks and security impact.
3. This has no impact on the reporting tool, as payment information is not sent to the business intelligence tool from the eCommerce system.
4. The integration with the Picasso Payment Solution will be monitored using the standard system health check and alert requirements.

# Requirement Specifications: Generic

## Generic requirements

### Requirement statement

The eCommerce Core application will adhere to the generic Optimus requirements (see separate HLR).

### Requirement scenarios

1. The following generic requirements are supported:
   1. Multi-region
   2. Multi-language
   3. Multi-currency
   4. Omni-channel
   5. Multi-device
   6. Multi-tenanted
   7. Multi-site
   8. Audit logging
   9. Sales tax
2. The system will be monitored, as per:
   1. System health check
   2. System alerts
3. The system will support reporting, as per:
   1. Operational information
   2. Strategic reporting
4. There are no generic requirements which are not supported.

## System integration

### Requirement statement

The eCommerce core will be integrated with the other systems to both obtain information and to be able to send information to enable the business processes to be completed.

### Requirement scenarios

1. The eCommerce core will be integrated with the following Optimus systems:
   1. Business intelligence tool - for strategy reporting.
   2. System administration tool – for content & translations.
   3. Product Catalogue tool – for products, services and pricing information.
   4. Stock orchestration module – for information on stock levels.
   5. Comms Module - for any communication or information that needs to be sent to the customer or an end user e.g. saved basket.
   6. Order processing– for sending orders to be managed.
   7. Optimus Payment Gateway – for managing payments, as specified in detail below for payment
   8. SSO – for managing login, as specified in detail below.
2. Any integration with client specific applications would be managed by the extensions to the eCommerce core. However, the eCommerce core will provide standard web services which can be used to support this functionality.
3. Integration can be completed via different methods e.g. using native java and web services.
4. There won’t be any reporting on the system integration.
5. The system integration feeds & services will be monitored to ensure that the services and available and the data is being received and sent correctly, and without issue. This would be through the system health check and alert functionality.

# Glossary

| **Term** | **Description** |
| --- | --- |
| Brand |  |
| Cart |  |
| Channel |  |
| Checkout |  |
| Client |  |
| Core |  |
| Device |  |
| Extension |  |
| HLR |  |
| Instance |  |
| Multi-device |  |
| PCI DSS |  |
| Picasso Payment Solution |  |
| Product Catalogue |  |
| Region |  |
| Single Sign On |  |
| Site |  |
| Site Administration |  |
| SSO |  |
| System health check |  |
| Tenanted |  |
| URL | Uniform Resource Locator |

# Data Confidentiality Statement for this document

## Confidentiality Policy

This data confidentiality policy is intended to:

* Protect sensitive company data
* Support the communication of company data on a ‘need to know basis’

This policy is applicable to all information within and relating to the **High Level Requirement: Optimus eCommerce Core**. Failure to comply with the policy may place the EXPANSYS group companies and subsidiaries, suppliers and clients at serious risk and/or result in financial loss. Failure to comply with the policy when handling data may be considered a disciplinary offence.

This Policy applies equally to EXPANSYS, PJ Media Limited, PJ Interactive and Data Select.

The confidentiality level of this document has been determined as Category 1 – Critical: This data, if lost or published outside of its intended audience will result in significant financial loss or reduction in the company’s ability to execute its mission. The audience for this document is limited to those listed below.

The business owner for the High Level Requirements: Optimus eCommerce Core is Mark Grant; all queries relating to the confidentiality should be directed to this person.

## Intended audience

| **Company** | **Role** | **Name** |
| --- | --- | --- |
| **[Company]** | **[role of document owner]** | **[name]** |
| PJ Media Limited | Business Analyst | [name] |
| [company] | [role] | [name] |

## Intended audience audit

| **Version #** | **Change Description** | **Date** | **Author** |
| --- | --- | --- | --- |
| 0.1 | Created intended audience | dd/mm/yy | [name] |