Business Requirements Document (BRD) Project Name: Smart Vehicle Resale & Service Platform

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1.Introduction

1.1 Purpose

This document defines the business requirements for a comprehensive platform designed to streamline the buying, selling, and maintenance of used vehicles. The platform aims to build trust between buyers, sellers, and service providers through transparent pricing, verified maintenance histories, and a structured vehicle lifecycle management approach.

1.2 Project Overview

This platform is a digital ecosystem for buying, selling, and servicing vehicles. It combines marketplace features with inventory-based resale and service aggregation. It offers a unique value proposition by supporting low-demand vehicle categories with a refundable fee mechanism and transparent maintenance reports.

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2. Goals and Objectives

- Simplify vehicle selling and buying processes.

- Provide trust through transparent condition reports and admin-managed inventory.

- Offer services like inspections, repairs, and insurance via third-party partners.

- Monetize via registration fees, data access, commissions, and platform fees.

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3. Key Features

Seller Module:

- Seller registration and KYC

- Vehicle listing with valuation

- Option to sell directly or to the platform

- Maintenance report generation (for low-demand vehicles)

- Platform fee payment and refund tracking

Buyer Module:

- Account creation and KYC

- Search and filter listings

- View reports, photos, videos

- Reserve, buy instantly, or request live demo

- Checkout and service bundle add-ons

Service Provider Module:

- Register garages and service providers

- Offer booking slots and pricing

- Accept jobs and manage bookings

- Commission tracking and payout

Admin Module:

- Review vehicle demand score and reports

- Approve or deny admin purchase requests

- Track refunds and platform fee earnings

- Manage users, vehicles, services, and tickets

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4. Functional Requirements

- Real-time listing and search

- Photo/video uploads for vehicles

- AI-based demand score engine

- Maintenance report generator (manual/auto)

- Smart scheduling for logistics and service

- Secure payment system with fee logic

- Escrow handling and refund mechanics

- Dashboard analytics (admin + service partners)

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5. Non-Functional Requirements

- Security

- Performance

- Usability

- Scalability

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6. User Roles & Access Levels

- **Buyer:** View listings, request info, purchase vehicles, book services

- **Seller:** List vehicles, receive offers, view valuation, track payments

- **Admin:** Manage platform data, approve requests, handle support

- **Service Provider:** Offer services, view bookings, receive payments

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7. Assumptions

- Sellers will pay a registration fee to list.

- Buyers will pay to unlock full vehicle reports.

- Admin will act as buyer for select low-demand vehicles.

- Service providers are responsible for job completion and ratings.

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8. Constraints

- Legal and regulatory compliance related to used vehicle sales.

- Refund mechanism limited to verified users.