**Phase 2 Scope Document**

[Swapworld]

**Author: Nitin Kumar**

**Version: 1.0**

**Last Updated:**



**Version Control**

| **Version** | **Date** | **Author** | **Rationale** | **Reviewed By & date** |
| --- | --- | --- | --- | --- |
| 1.0 |  |  |  |  |

**Table of Contents**

[**Objective 4**](#_heading=h.vcva5kt871km)

[**Scope of work 4**](#_heading=h.3fhl43kvzeyr)

[**Project Requirement Scope for Web Application 5**](#_heading=h.5zyhwsd86git)

[**“CRM Module” 5**](#_heading=h.6m67ylxm2wtq)

[● Lead and Opportunity Management 5](#_heading=h.3n0t3mvuk58t)

[● Customer and Appointment Management 5](#_heading=h.q6it1qds7jds)

[● Communication 5](#_heading=h.z1muo2hf3yx9)

[● Customer Group and Territory Management 5](#_heading=h.3kmqs0xa3oro)

[● Initial Contact & Prospect Data 6](#_heading=h.p1temzflsfkx)

[● Sales Person 6](#_heading=h.97mmz4b7jv76)

[● Lead Source 6](#_heading=h.nqf9a2vjwuu3)

[● Reports 6](#_heading=h.iosigstk5ra5)

[**“Purchase Module” 7**](#_heading=h.9gcrf5bq0gy2)

[● Material Request & Request for Quotation Management 7](#_heading=h.ivv8pzf19h5j)

[● Supplier Quotation & Purchase Order Management 7](#_heading=h.x7o8l0jibnhm)

[● Purchase Invoice Management 7](#_heading=h.3fmex0ox0hhe)

[● Item and its Group Management 7](#_heading=h.wb02t8ux757o)

[● Product Bundle & Promotional Scheme Management 7](#_heading=h.ps9ypctr6vq0)

[● Supplier Information Management 8](#_heading=h.vnnmycvscbqq)

[● Contract & Address Configuration 8](#_heading=h.qp8e66r9xv0o)

[● Key Reports 8](#_heading=h.wtfjbra912a0)

[**“Inventory Module” 8**](#_heading=h.he1k8w2t0vyh)

[● Item & Item Group Management 8](#_heading=h.7we81bsqszhc)

[● Item Alternate & Manufacturer Mapping 8](#_heading=h.f9eb3s27vcpc)

[● Shipping Rules Setup for Buying 8](#_heading=h.uog5hefi7k92)

[● Material Request & Stock Entry Management 9](#_heading=h.xb8ldomwgxqb)

[● Receipt and Dispatch Management 9](#_heading=h.ujfncn9sh808)

[● Key Reports 9](#_heading=h.gcziz2x7o6gc)

[**“Accounting Module” 9**](#_heading=h.ufep9gfuo0zf)

[● Company Setup & Finance Book Management 9](#_heading=h.y67qjllpa4zk)

[● Accounting Charts and Setting Configuration 9](#_heading=h.jkajrt7y5mkw)

[● Fiscal Year & According to Period Management 10](#_heading=h.unfs46xo0mup)

[● Payment Term Configuration 10](#_heading=h.xjiso1wbt26m)

[● Lower Deduction Certificate Management 10](#_heading=h.63c2pk4iy0ta)

[● Cost Center and Budgeting 10](#_heading=h.8rhnjs3n8qh1)

[● Financial Reporting 10](#_heading=h.c9qbsddh5adb)

[**Tech Stack 11**](#_heading=h.xoaplyssrx69)

[**”Assumptions” 11**](#_heading=h.wxam3dserhlq)

# **Objective**

The objective of the system is to establish a comprehensive toy rental platform that seamlessly manages the full lifecycle of operations, including customer relationship management, purchase order processing, inventory control, accounting, and subscription-based rental workflow. The system should enhance customer engagement, streamline internal procurement and financial processes, and provide visibility and control across all user touchpoints—from browsing and subscription to toy maintenance and financial tracking.

# **Scope of work**

The scope of work includes the design and development of a comprehensive system that supports the ToySwap platform. This includes a **CRM module** for managing leads, automating follow-ups, maintaining detailed customer profiles, and tracking rental behavior. The **Inventory Management** module ensures accurate tracking of toy availability, condition, maintenance, and stock alerts, while also supporting advance reservations. The **Purchase module** enables supplier management, purchase order generation, invoice processing, and purchase analysis with cost tracking. The **Accounting and Finance module** automates invoicing for subscriptions, coin purchases, toy purchases, and fines, supports revenue recognition, manages accounts receivable with reminders, and generates exportable financial reports such as **P&L**, **Cash flow**, **Balance sheet**, **Expense Summary,** and **Fine collection**. Additionally, the newly added **Exchange** Flow allows customers to swap toys at the time of return, reducing delivery cycles and improving customer convenience.

# **Project Requirement Scope for Web Application**

# “CRM Module”

### Lead and Opportunity Management

* + Capture rental inquiries from multiple sources: website and phone calls.
  + Record each lead with contact details and rental preferences.
  + Assign leads to specific sales users for follow-up.
  + Create an Opportunity from a qualified lead to track rental potential.
    - Include details like expected order value, preferred toy categories, and rental duration.
  + Add follow-up action to ensure timely engagement.
  + Use Opportunity statuses such as Open, Quoted, and Converted to monitor progress.
  + Centralized area for captured leads with key details like status, contact information, source, territory, and assigned salesperson.
  + Lead has to push the data into CRM from the Swapworld website.

### Customer and Appointment Management

* + Convert a successful Opportunity into a Customer record.
  + Automatically generate a permanent customer master profile.
    - Use this profile across rental transactions, billing, and customer support.
  + Schedule customer appointments or toy-viewing meetings from a Lead or Opportunity.
    - Include key details like time, location, and assigned employee
  + Ensure seamless tracking and coordination of customer interaction.

### Communication

* + Record all emails, notes, and messages under the Communication log.
  + Maintain centralized visibility for each Lead, Opportunity, or Customer.
  + Ensure seamless coordination among team members.
  + Improve follow-up efficiency with complete interaction history.

### Customer Group and Territory Management

* + Masters can define serviceable areas for toy delivery and pickup operations.
  + Segregate customers based on rental behavior or engagement plans.
    - Examples include “Monthly Subscribers,” “Trial Users,” and “Gift Plan Customers.”
  + Classify leads and customers based on geographic zones or cities.
  + Assist in managing logistics and service availability efficiently.
  + Track subscription performance based on location.
  + Enable personalized service and streamlined operations.

### Initial Contact & Prospect Data

* + Store individual contact details like name, phone number, and email.
  + Ensure accurate communication with all relevant stakeholders.
  + Maintain records of early-stage potential customers.
    - Include users who have signed up ot or browsed toys without starting a subscription.
  + Support lead nurturing efforts within the CRM system
  + Lists all prospects who received outreach or interaction but did not proceed to rental or subscription.

### Sales Person

* + Represent internal staff responsible for lead management, customer onboarding, and subscription upgrades.
  + Assign salespersons specific territories and performance targets.
  + Track individual contributions and sales effectiveness.
  + Support structured sales operations and accountability.

### Lead Source

* + Track the origin of each lead or prospect (e.g., “Website,” “Referral,” “Instagram Ad”).
  + Identify which marketing channels drive the most leads.

### Reports

* + Visualize the entire rental pipeline, including leads, opportunities, and customer conversions.
  + Identify stages where engagement drops or traction is lost.
  + Identify bottlenecks slowing down rental conversions.
  + Improve sales efficiency with stage-wise visibility.
  + Measure the average response time to new opportunities by the sales team.
  + Track those who haven’t rented toys or engaged with the platform recently.
  + Support internal benchmarking and performance comparisons.

# “Purchase Module”

### Material Request & Request for Quotation Management

* + Automate **procurement** with material requests when toys is low in stocks.
  + Convert these into RFQs (Request for Quotation) and send them to multiple suppliers.
  + Ensure competitive pricing through supplier quotations.

### Supplier Quotation & Purchase Order Management

* + Review submitted supplier quotations for comparison.
  + Select the most suitable quote based on price, terms, and delivery.
  + Convert the chosen quotation into a formal Purchase Order.
    - Capture agreed quantities, pricing, and delivery timelines in the order.
    - Centralized **procurement** through a purchase order to manage all purchase needs.
  + Establish a contractual agreement with the supplier and track supplier payables and payments within the **procurement** cycle.

### Purchase Invoice Management

* + Record the supplier’s invoice against the corresponding Purchase Order.
  + Ensure accurate billing and update accounts payable.
  + Maintain seamless financial and stock tracking.

### Item and its Group Management

* + Maintain each toy as an individual item with attributes like condition, maintenance frequency, price & price list, and images.
  + Categorize toys using item Groups such as "STEM Kits" or "Outdoor Toys".
  + Enable easy classification, filtering, and reporting.

### Promotional Scheme Management

* + Create Promotional Schemes for limited-time offers & discounts.
  + Boost customer engagement and retention through targeted promotions.

### Supplier Information Management

* + Register the supplier with full business details and payment terms.
  + Define relationship type for each supplier (e.g., manufacturer, service provider).
  + Use Supplier Groups to classify vendors by role.

### Contract & Address Configuration

* + Link multiple contacts and addresses (billing, pickup, warehouse) to each supplier.
  + Use pre-saved details during RFQ, PO, and invoice generation.

### Key Reports

* + Purchase & Order Analysis.
  + Supplier-wise Sales & **Procurement** Report Tracker
  + Analyze purchase order trends by tracking subcontracting movement and items to order and receive.
  + Inbound Receipt & Invoice Monitoring

# 

# “Inventory Module”

### Item & Item Group Management

* + Create each toy as an individual item with attributes like size, age suitability, condition, and tracking ID.
  + Organize toys into categories like “Educational Toys” or “Outdoor Kits” using Item Groups.
  + Support efficient inventory classification and management.

### Item Alternate & Manufacturer Mapping

* + Use Item Alternatives to suggest similar toys when selected ones are unavailable.
  + Track original toy makers using Item Manufacturer records.

### Shipping Rules Setup for Buying

* + Define delivery zones, charges, and free-shipping thresholds using Shipping Rules.
  + Set delivery lead times based on region or service level.
  + Ensure consistent and transparent shipping operations.

### Material Request & Stock Entry Management

* + Raise Material Requests for toy replenishment or inter-warehouse transfers.
  + Track activities like new stock addition, sanitized returns, or internal transfers by stock entries.
  + Item quantities available in the Swapworld platform should be automatically synced with the inventory stock levels maintained in the system to ensure real-time accuracy across both platforms.

### Receipt and Dispatch Management

* + Use Purchase Receipts to confirm toy deliveries from suppliers and update stock.
  + Issue Delivery Notes when toys are dispatched to customers.
  + Maintain seamless coordination between **procurement** and fulfillment.

### Key Reports

* + Stock and Delivery Note Analytics and track stock summary
  + Sales & Purchase Order Analysis
  + Analyze batch-wise balance history and track the item shortage report
  + Track warehouse-wise stock balance
  + Track item expiry status
  + Track the status of the requested item to be transferred
    - Transferred, In queue

# “Accounting Module”

### Company Setup & Finance Book Management

* + Define the legal entity responsible for all transactions.
  + Maintain financial records under designated Finance Books.
  + Ensure compliance and financial clarity across operations.

### Accounting Charts and Setting Configuration

* + Maintain a hierarchical chart of accounts covering revenue, **procurement**, deposits, taxes, and expenses.
  + Set global configurations like currency rounding, default accounts, and tax rules.
  + Centralized financial control and reporting structure.

### Fiscal Year & According to Period Management

* + Organize fiscal structure into yearly and periodic segments and support monthly closings, quarterly reviews, and annual audits.
  + Simplify reporting across time-based accounting periods.

### Payment Term Configuration

* + Define rental billing cycles using standard payment terms like Net 7 or Net 30.
  + Record payments received from customers or payments made to suppliers.
  + Ensure consistent and timely invoicing across all customers.
  + Support clear and predictable billing workflows.
  + Attach all accepted payment channels
  + Attach global T&C for refund, penalties, cancellation etc.

### Lower Deduction Certificate Management

* + Maintain vendor-submitted **Lower Deduction Certificates** for reduced TDS rates.
  + Keep audit-ready records for verification and reporting

### Cost Center and Budgeting

* + Create a structured hierarchy of branches or departments and allocate transactions to relevant cost centers for clear tracking of income and expenses.
  + Monitor actual spending versus planned budgets across cost centers to detect over-expenditure and control financial leakage.

### Financial Reporting

* + Provides **general, customer, and supplier ledgers** to track all transactions and outstanding balances in a structured manner.
  + Enables generation of **standard financial statements** like Trial Balance, Profit & Loss, Balance Sheet, and Cash Flow to support monthly or annual financial reviews.
  + Offers **profitability reports** including gross margin and trend analysis of both sales and purchase invoices — useful for monitoring rental profitability.
  + Includes **aging and settlement reports** such as customer credit status, payment period summaries, and sales partner commissions.
  + Supports **consolidated and party-specific trial balances** for multi-branch or segmented accounting views.

# Tech Stack

| **Department** | **Tools and Technologies** |
| --- | --- |
|  |  |
| **Tech** |  |
| **Database** |  |
| **Infra** |  |
| **Mail** |  |
| **Analytics** |  |
| **Error Tracking** |  |
| **AI Tech** |  |
| **Payment** |  |
| **3rd Party Integration** |  |

# ”Assumptions”

* We are not considering the Tax feature in this phase because, in the Phase 1 client meeting, the client mentioned that there is no tax applicable on item sales.