

Business Requirements Document (BRD)

Version history.

Project: Shopping App

Version: 1.0

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(Name of the App is changed for this portfolio)

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Stakeholders list.

Stakeholder Role	Name/contact	Responsibilities	Influence Level	Interest Level
Business Owner	Startup Founder / Product Owner	Defines business goals, approves requirements, prioritises features	High	High
End Users	Shoppers / App Users	Use the app to browse, search, purchase, and track orders	Medium	High
Project Manager	IT Project Manager	Plans and coordinates development, ensures timelines are met	High	Medium
Business Analyst (Me)	Omkar Naikade (BA) onaikde@gmail.com	Gathers requirements, writes BRD/FRD, coordinates with all stakeholders	High	High

Purpose of the Document

This document explains what the shopping app should do and why it's needed. It lists the main goals, features, and requirements for the project. It helps everyone—business team, developers, testers—understand the same vision and build the app the right way.

Introduction.

The goal of this project is to build a mobile shopping app that allows users to browse, search, and buy products online. It will include features like user login, product filtering, shopping cart, secure checkout, and order tracking. The app will also have an admin panel to manage products and view customer orders.

This document provides a summary of the business needs, current challenges, proposed solution, and key requirements. It will help ensure all stakeholders understand the project and stay aligned throughout the development process.

Background.

The client is a retail startup currently managing product sales through social media and manual order processing. This method is time-consuming, limits customer reach, and lacks proper tracking. To improve operations and scale the business, the client wants to build a mobile shopping app.

The new app will provide a digital platform where customers can browse products, make secure payments, and track their orders. It will also allow the business to manage inventory and view sales reports efficiently.

Objectives.

- To build a user-friendly mobile app for online shopping
- To allow users to browse, search, and filter products easily
- To enable secure checkout and order tracking
- To provide admin users with tools to manage products and orders
- To improve operational efficiency and reduce manual work
- To expand the customer base through a digital platform

Scope of project

In Scope:

- **User registration and login**
- **Browsing, searching, and filtering products**
- **Adding items to cart and wish list**
- **Secure checkout with online payment**
- **Order tracking and history**
- **Admin panel to manage products and view orders**
- **Basic reporting dashboard for admins**

Out of Scope:

- **Loyalty or rewards programme**
- **Integration with third-party courier services**
- **Desktop website version (only mobile app in phase 1)**
- **Multi-language or multi-currency support.**

Known business Rules.

1. User Authentication

- Users must register or log in before placing an order.
- Email or mobile number must be unique for each user account.

2. Product Availability

- Only in-stock items can be added to the cart or purchased.
- Out-of-stock items will show an "Unavailable" status.

3. Order Limits

- Users can place a maximum of 5 orders per day.
- Bulk orders (more than 10 units per item) are not allowed.

4. Payment Policy

- Orders must be prepaid through integrated payment gateways.
- COD (Cash on Delivery) is not supported in the MVP.

5. Return/Refund Window

- Users can raise a return or refund request within 7 days of delivery.
- Refunds will be processed only if the item meets return conditions.

6. Admin Controls

- Only admin users can create, edit, or delete product listings.
- Admins can mark orders as "Shipped", "Delivered", or "Cancelled".

Exclusiveness from scope.

The following features or requirements are not included in the current phase:

1. Loyalty or Rewards Programme – Points, cashback, or coupons for purchases
2. Courier API Integration – Real-time tracking through third-party delivery APIs
3. Multi-language Support – Only English will be supported in phase 1
4. Multi-currency Payments – Only INR (Indian Rupee) will be accepted
5. Desktop or Web Version – The project is limited to an Android mobile app only
6. In-App Chat or Support System – No live support or chatbot functionality
7. Advanced Analytics – Basic reporting only; detailed BI dashboards are excluded

Process flow diagram

Customer flow	Admin flow
Start ↓ User Registration/Login ↓ Browse/Search Products ↓ View Product Details ↓ Add to Cart or Wishlist ↓ Proceed to Checkout ↓ Enter Address & Payment Info ↓ Place Order ↓ Receive Order Confirmation ↓ Track Order ↓ Order Delivered ↓ End	Start ↓ Login to Admin Panel ↓ Add/Edit/Delete Products ↓ View Customer Orders ↓ Update Order Status (e.g., Shipped, Delivered) ↓ View Reports (Revenue, Orders) ↓ End

Business requirement.

ID	Requirement Description
BR1	The system shall allow users to register and log in using email or mobile number.
BR2	The system shall allow users to browse and search products by name, category, or price.
BR3	The system shall allow users to filter products based on criteria such as brand or rating.
BR4	Users shall be able to add items to a shopping cart and wish list.
BR5	Users shall be able to place orders through secure online payments.
BR6	The system shall send confirmation messages after successful payment.
BR7	Users shall be able to view their order history and current order status.
BR8	Admin users shall be able to add, edit, or delete product listings.
BR9	Admin users shall be able to view and update the status of customer orders.
BR10	Admin users shall be able to generate basic reports on sales and orders.

Business process overview

The Shopping App will streamline the online shopping experience for customers and simplify order management for the business. The process begins with customers registering on the app, browsing products, and placing orders. Once an order is placed, the admin team manages fulfilment, shipping, and status updates. The app reduces manual tasks and provides a digital platform for end-to-end order processing.

Customer Side:	Admin Side:
<ol style="list-style-type: none">1. Register or log in to the app2. Browse or search for products3. Add items to cart or wish list4. Proceed to check out and make payment5. Receive order confirmation and track delivery	<ol style="list-style-type: none">1. Log in to admin dashboard2. Manage product listings (add/edit/delete)3. View customer orders4. Update order statuses (e.g., shipped, delivered)5. Generate and review sales reports

Detailed business requirements

1. User Registration & Authentication

ID	Requirement Description
BR1	The system shall allow users to register using email or mobile number with OTP verification.
BR2	The system shall allow users to log in using their registered email or mobile number.
BR3	The system shall allow users to reset their password via a secure link or OTP.

2. Product Browsing & Search

ID	Requirement Description
BR4	The system shall allow users to browse products by categories such as clothing, electronics, etc.
BR5	The system shall allow users to search for products by name, brand, or description.
BR6	The system shall allow users to filter products by price range, rating, or availability.
BR7	The system shall display product details including name, price, description, images, and availability.

3. Cart & Wishlist

ID	Requirement Description
BR8	The system shall allow users to add and remove items from the shopping cart.
BR9	The system shall allow users to save products in a wishlist.
BR10	The system shall display the total price of items in the cart, including taxes.

4. Checkout & Payment

ID	Requirement Description
BR11	The system shall allow users to enter or select a shipping address.
BR12	The system shall integrate with a secure payment gateway (e.g., Razorpay, Stripe) for online payments.
BR13	The system shall display a summary of the order before confirmation.
BR14	The system shall send confirmation messages via email/SMS after successful payment.

5. Order Tracking

ID	Requirement Description
BR15	The system shall allow users to view their past orders.
BR16	The system shall display the status of each order (e.g., Confirmed, Shipped, Delivered).
BR17	The system shall allow users to cancel orders before they are shipped.

6. Admin Features

ID	Requirement Description
BR18	The system shall allow admin users to log in securely.
BR19	Admins shall be able to add, update, or delete product listings.
BR20	Admins shall be able to view all customer orders with order details.
BR21	Admins shall be able to update the status of each order.
BR22	Admins shall be able to generate basic reports (e.g., sales, order volume).

7. Notifications

ID	Requirement Description
BR23	The system shall send notifications to users about order status updates.
BR24	The system shall notify users of promotions or sales via push notifications (future phase).

8. User Profile Management

ID	Requirement Description
BR25	Users shall be able to update their profile details (name, email, phone, address).
BR26	Users shall be able to view their order history from their profile dashboard.

Non-functional Requirements

ID	Requirement Description
NFR1	Performance: The app should load all screens within 3 seconds under standard network conditions.
NFR2	Scalability: The system should be able to handle at least 10,000 concurrent users.
NFR3	Security: All user data (including passwords and payment info) must be securely stored and transmitted using encryption (e.g., HTTPS, SSL).
NFR4	Availability: The app should have 99.5% uptime during business hours.
NFR5	Usability: The app should be easy to use with intuitive navigation and consistent design.
NFR6	Compatibility: The mobile app must work on Android version 9 and above.
NFR7	Maintainability: Code and system architecture should follow modular and well-documented practices to support easy updates and bug fixes.
NFR8	Reliability: The app must recover automatically from minor failures (e.g., retry failed transactions).
NFR9	Data Backup: Order and user data should be backed up at least once every 24 hours.
NFR10	Compliance: The system must comply with relevant data protection laws (e.g., GDPR, if applicable).

Glossary of terms

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Term	Description
Admin	A person managing products, orders, and reports through the admin panel
Checkout	The process of placing and paying for an order
Payment Gateway	A service used to process online payments securely
MVP	Minimum Viable Product – the first working version with core features
UAT	User Acceptance Testing – verifying the app meets user needs

Appendix

Appendix ID	Description	Reference
A1	User Survey Summary (50 participants on shopping preferences)	See attached: UserSurvey_Summary.pdf
A2	Competitive Analysis of 3 Market Apps (Amazon, Flipkart, Ajio)	See attached: Competitor_Analysis.xlsx
A3	MVP Feature Prioritisation Matrix	See attached: MVP_Feature_Priority.xlsx
A4	Initial Wireframe Screenshots (Login, Product List, Cart)	See attached images: Wireframes.zip
A5	Notes from Stakeholder Interview with Startup Founder	See attached: Stakeholder_Interview_Notes.docx
A6	Functional Process Flow Diagram (Browse to Checkout)	See attached: Shopping_Process_Flow.png

References

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Name	Location / URL
Amazon Shopping App	https://www.amazon.in
Flipkart App	https://www.flipkart.com
Business Requirement Document Template	https://bit.ly/3hYZONH
Razorpay Payment Gateway Docs	https://razorpay.com/docs/
Google Forms – User Survey Results	[Internal Document/Link]
Jira Backlog & Sprint Planning Guide	https://support.atlassian.com/jira-software-cloud/docs/what-is-a-backlog/