Business Requirement Document

Gifti Global

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# Introduction and Goals of Business Requirements Document

This Business Requirements document will be the main working document for the Merit IT Team and concerning stakeholders during the development and implementation of the overall update of Gifti Global.

The goals of this Business Requirements are to provide:

* Details of requirements for Gifti Global 2.0
* Details on Business Processes and features

The Business Requirements Document will be revised as and when required throughout the development and implementation phase of the project to reflect changing requirements and agreed solutions.

# Business Requirement Overview

## Problem Statement

* The current technology stack of the website is outdated.
* The UI and UX is not appealing and not very intuitive
* The CMS is poorly laid out and not intuitive of where to find information or to perform tasks
* The upload of data requires many steps going through various pages just to upload a product
* The performance of the website is subpar. (i.e. long loading times)

## 

## Objective

To upgrade the technology stack of Gifti Global while maintaining the current business features.

Below are the high level requirements:

1. Upgrade technology stack to Python/React
2. Re-Architect the system in a more efficient and scalable approach to ensure longevity and allow the ease of introducing new features
3. Introduce a CI/CD pipeline to ensure code quality and delivery
   1. Automated tests
   2. Automated deployment
4. Centralized/real-time logs for monitoring
5. Alerting for server issues or suspicious activities
6. Database normalization to be used to optimize efficient use of data
7. Delivering the current business functionalities available as to not reduce offerings currently available to clients
8. Improve processes for Users of the system
   1. Intuitive/Simple experience
   2. Reduce time it takes to complete task on the platform
9. Self servicing to complete tasks without developer intervention
10. Migrate existing users to the use the new platform
    1. End-Customer data (profile, order history, gift cards)

## Business Impact

* Improved UI will increase the percentage of conversions on the website
* Updating the technology stack will result in significant performance improvements
* The application will run self-serviced and allow developers to focus on implementing new features (reduce costs on performing ad-hoc tasks)
* Less issues, easier upload of products will increase the overall CSAT of the application by at least 100%

## Scope

1. Upgrade technology stack to Python/React
2. Re-Architect the system in a more efficient and scalable approach to ensure longevity and allow the ease of introducing new features
3. Introduce a CI/CD pipeline to ensure code quality and delivery
   1. Automated tests
   2. Automated deployment
4. Centralized/real-time logs for monitoring
5. Alerting for server issues or suspicious activities
6. Database normalization to be used to optimize efficient use of data
7. Delivering the current business functionalities available as to not reduce offerings currently available to clients
8. Improve processes for Users of the system
   1. Intuitive/Simple experience
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9. Self servicing to complete tasks without developer intervention
10. Migrate existing users to the use the new platform
    1. End-Customer data (profile, order history, gift cards)

Phase 2: (out of scope for phase 1)

1. Integrate with PIM to pull product information
2. Integrate with re-write of gift fulfillment system (MGC 2.0)
3. Improve reporting on the CMS
4. Marketing campaigns
5. Add Google Analytics goals to understand customer behaviour on website
6. Implement additional campaign types on the website
7. Branded landing page for business customers to redeem gift cards
8. Addition of other products types (merchandise, offers, experiences)
9. AI for a gift advisor
10. AI for recommendations based on user purchases
11. Integration with Xero accounting

## Success Metrics

|  |  |  |
| --- | --- | --- |
| **Hypothesis** | **KPI** | **Metric**  **(How will it be measured)** |
| Drastic improvement on website performance | Increase page performance by 75% | Google lighthouse page load speed comparison.  Current scores:  - Desktop Performance = 53 - Mobile Performance = 26 |
| Improvement on user experience | Ease of use.  CSAT score of 7-8 minimum | Questionnaire sent out to gather feedback on redesign. (Internally) |
| Increase conversions on the website | Traffic and conversion increase by 100% | Currently we have an average of:  - Total orders = 21  - Total orders paid by card = 4  - Users visiting the website = 250 |

## Assumptions

1. Content to be managed by operations team
2. The solution is compatible with Chrome, Safari, Mozilla, IE
3. Gift can only be sent by email
4. Only current business features and the inclusion of cashback campaign will be included in the first release
5. Any 3rd party services (ex. mailers) will be paid for to allow integration
6. Integration with current fulfillment system (MGC 1.0)

## Dependencies

1. Seamless integration with backend and other related solutions/ services
2. Existing user account data to be maintained on the new solution
3. 3rd party services are paid for and functioning

## 

## User Personas

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **User’s Vital Information** | **Background** | **Goals** | **Frustrations** |
| 1 | John Doe | I’d like to send my son a gift card for his 20th birthday. He lives in Canada.   I’d like to send him a gift card with a message wishing him a Happy Birthday. | Send his son a CAD gift card.  Leave him a personalized message wishing him a Happy Birthday | Unable to find various gift cards redeemable in canada that can be personalized with a message |
| 2 | Jane Doe | Jane Doe has received a Gifti Global gift card that she would like to use to purchase a gift card of her choice. | Redeem her Gifti Global Gift card, use the value of the gift card to purchase another gift card of her choice | A central place where she can redeem her gift card and collect a balance that can be used to exchange for another gift card of her choice. |
| 3 | Jim Jones | Jim Jones is looking to spoil himself but is unsure what to get.   He’s looking to spend $100. | In one consolidated place, browse through various options worldwide to find the perfect gift to treat himself. | Unable to find one place with multiple brands to purchase from. |
| 4 | Mystery Man | Mystery Man is a private man who doesn’t like sharing his personal information | He’d like to purchase products without having to share any details about himself or care for creating an account. | Finding a website that won’t force him to create an account to purchase products |
| 5 | Reymher | Reymher is in charge of operations and needs to maintain the system.  He needs to:  - Add/Update/Remove products on the application  - View customer orders and history  - Download order reports for reconciliation  - Setup campaigns and participating products  - Gather reporting on campaigns running on the website | - Add/Update products on the application  - View customer orders and history  - Download order reports for reconciliation | Easy to use CMS.  - One page to upload a product  - Easy to read order history  - Easy to generate reports  - Intuitive and simple campaign setup |
| 6 | Osama | Osama is in charge of customer support  He needs to be able to answer customer enquiries. | Osama should be able to: - Resend a gift card email if customer complains about no receiving it  - He should be able to send a password reset link if customer forgot their password  - He should be able to unblock a customer account if they have been locked out of the application  - He should be able to pull up order information if a customer supplies an order number  - He should be able to let the customer know how many gifti global points they have on their account  - He should be able to check the gift card balance on customer’s request | - Not having access to a backend to get this information for a customer  - not being able to search for order information to help a customer  - not being able to resolve customer enquiries without developer intervention |

## 

## Open Questions

|  |  |  |
| --- | --- | --- |
| **Question** | **Answer** | **Date**  **Answered** |
|  |  |  |

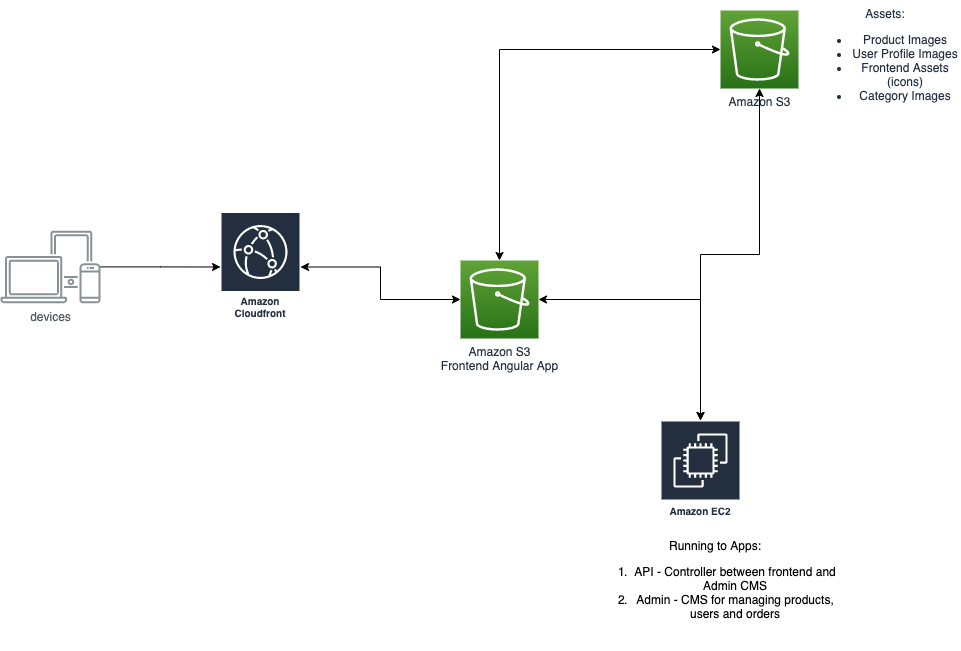
# Current Gifti Global

A complete analysis has been conducted on the current Gifti Global to assess the current functionalities and how the overall architecture can be improved.

Currently, Gifti Global is split into 3 parts: Frontend, API and Admin.  
  
Frontend: End-Customer UI  
API: Takes in requests from Frontend and responds with necessary data  
Admin: CMS of the application where products, users, and orders are managed

## Current Architecture

Below is a high level architecture of the current platform.



## Current Available Features

### Frontend:

1. Create/login an account
2. Create/login account using Google or Facebook
3. Browse products by country
4. Purchase up to 5 gift cards per day from multiple brands worldwide
5. Send gift cards as a gift to friends/family and add a personalized message
6. View their order history
7. Convert Gifti Global, MyList, Hassad or Gifti cards into Gifti Global points (up to 5 cards per day)
8. Use their points to purchase gift cards
9. Access to live support chat on the website (Hubspot)
10. If a user fails to login 3 times in a row they will be forced to enter an OTP to confirm login
11. A user’s account is suspended when 3 consecutive failed transactions are made. (Requires admin to unblock the account)

### CMS:

1. Login to their account using 2FA (verification code sent by email)
2. Create admin user accounts
3. Manage admin user accounts
4. See records of users logging into the CMS and frontend (timestamp, IP address, account)
5. See end-customer user account information
6. Manage end--customer accounts (enable, disable, send password reset)
7. Create/Update/Disable products for frontend (brands, varieties, denominations, currency, product names, styles (images + banner for gift card template, terms and conditions)
8. Create/Update/Disable product categories displayed in frontend
9. View/update end-customer orders
10. Automatic Fulfillment of gift card order (integration with MGC)
11. Automated email 24hours after order is not fulfilled to let the customer know that their order is still in processing
12. Automated email 7 days after order is not fulfilled to let the customer know they can select another product if they wish for faster fulfillment

# Requirements for Gifti Global 2.0

### Frontend UI Application

1. New designs will be created and implemented to drastically improve the user experience and the look and feel of the websites.
   1. These designs will maintain the current set of features currently available on Gifti Global
2. Current set of features available will be maintained
3. Signup process change:
   1. Fields to be entered:
      1. First Name
      2. Last Name
      3. Email
      4. Password (with password strength indicator and validator)
   2. Upon completion of fields above, the user’s account will be created and they will be automatically logged in
   3. A verification email will be sent to the email address provided for the user to verify their account
4. Sending a gift card as a gift, the user can select out of 3 premade templates and can leave a personalized message to the recipient **(NICE TO HAVE)**

### Admin CMS Application

The CMS will contain of 4 modules: Users, Products, Orders

**Users**

This module will handle all user related activities.

There will be 3 types of users using the CMS with permissions for their roles:

1. Super Admins
   1. Full access and control to the entire CMS
   2. Only user able to create admin users
2. Operations
   1. Access to user module for end-customer information only (Performing Updates)
   2. Access to Products module
      1. Creating/Update/Disable/Delete all product related information
   3. Access to Content module
      1. Creating/Update/Disable/Delete frontend content
   4. Access to Orders module
      1. Read/Update of user orders
      2. Manually processing orders
      3. Change user product that was ordered (NICE-TO-HAVE)
      4. Read points conversion history of customer
3. Customer Support (CS)
   1. Access to user module for end-customer information only (Performing Updates)
   2. Access to Orders module
      1. Read/Update of user orders
      2. Manually processing orders
      3. Change user product that was ordered (NICE-TO-HAVE)
      4. Read points conversion history of customer

Functionalities:

1. Create/update admin user accounts
   1. First Name
   2. Last Name
   3. Email
   4. Role
2. Display of all admin accounts on the application
3. Display of all user accounts created from frontend application
4. Edit user accounts from user detailed page:
   1. Update user account status (active/suspended)
   2. Update user email address
5. Display of access log (i.e. login timestamps of users split by user type (admin/customer)
   1. Includes IP address of user

**Products**

This module will handle all content/product related activities for the frontend. The goal later on is to have the list of products retrieved from the MGC 2.0 catalogue module which will show the list of products allocated to the Gifti Global program.

1. Create/update//disable/delete categories for products
2. Add/edit category images
3. Add/Edit content languages
4. Create/edit/disable/delete conversion page made specifically for a client (NICE TO HAVE)
   1. Creates a specific landing page for client customers to redeem their gift card into gifti global points. This will be a branded page specific for a client card
5. Create/edit/disable/delete Brands available on the website
6. Create/edit/disable/delete product varieties for brands on the website
   1. Denominations available
   2. Min/Max denominations
   3. Currency
   4. Country
   5. Terms and conditions
   6. Barcode type

**Orders**

This module will handle all order related activities for Gifti Global.

1. Read/update orders received from frontend application
2. Review status of orders
3. Ability to modify an order by changing the product ordered to another (NICE TO HAVE) and entering a reason for change
4. Manually update status of an order
5. Read card conversion made on the frontend (i.e. conversion of gift card to gifti global points)
6. Filter orders by status, order type (points or card)
7. Section to enter gift card number to check balance of the gift card

# User Stories

## **Frontend**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Requirement** | **As A** | **I want to** | **So that** | **Importance** |
| 1 | Signup | User | Click on a signup button to create an account on the website by entering the minimum amount of information.   1. User should only need to fill in the information below:    1. First Name    2. Last Name    3. Email    4. Password    5. Confirm Password | I can quickly sign in an have a registered account on the website to keep record of anything I do on the website associated to me | HIGH |
| 2 | Successful Signup | User | To be notified that I have successfully signed up with a verify email sent to me   1. Verification is sent by email, where a user clicks on the link to redirect them to the website and upon landing on the website they are notified that they have been verified 2. Unverified users will have an unverified flag displayed in their user profiles | I know I have created my account and complete the verification process and have my account verified | HIGH |
| 3 | Login | User | Click on a login button to enter my credentials on the website   1. Upon successful login, users should see that they have successfully logged in. (i.e. their profile icon is displayed) 2. Failed login attempt, the user is notified that their email/password is not correct or that the email does not exist in the system | I can access my account and perform actions which are associated to my account | HIGH |
| 4 | Landing Page Form | User, Guest | Fill in a dynamic form which asks me to complete a sentence   1. There will be two buttons which redirect the user    1. Treat myself - will direct the user to products of their selected country    2. Gift - will direct users to products of the recipients selected country | That I am taken to a page where products for my selected country are displayed | HIGH |
| 5 | Select country dropdown | User, Guest | Select a country from a dropdown where I can use keyboard shortcut to scroll to my country quick | I can see products related to the country I have selected | HIGH |
| 6 | Cart | User, Guest | Click on the cart icon   1. If products are added to the cart, an icon with the number of products in the cart should be displayed | I can see products that have been added to my cart | HIGH |
| 7 | Featured products | User, Guest | See featured products in my selected country separately   1. Featured products are displayed in their own section to emphasize on the importance | I know the top products available in that country | HIGH |
| 8 | All Products | User, Guest | See all products available in my selected country   1. All products are displayed in their own section 2. Not all are loaded, a load more button should be displayed. 3. Initially a maximum of 20 products should be displayed | I know all the products available in that country | HIGH |
| 9 | Categories | User, Guest | To select categories that are available   1. Clicking on a category filters the product listing to only products part of that category | I can filter products to a specific category | HIGH |
| 10 | Footer | User, Guest | Click on links available so that I am taken to their respective pages   1. Social Media Icons - To social pages 2. Terms & Conditions 3. Privacy Policy 4. Any other information included in the designs | I know more about the platform and navigate to pages I wish to see | HIGH |
| 11 | Product Details | User, Guest | Click on a product to see more details about it  Details to be displayed:   1. Brand Name 2. Product Name 3. Description 4. Denominations (i.e. values) 5. Buy for self option 6. Buying as a gift option 7. Add to Cart 8. Buy Now 9. Total Amount (Total value of quantity selected) 10. Terms & Conditions of gift card | I can learn about the product and choose if I would like to purchase it | HIGH |
| 12 | Product Details - Buy for self | User, Guest | Select buy for self | I can send the gift card to myself | HIGH |
| 13 | Product Details - Buy as a gift | User, Guest | Select the option to buy as a gift   1. Upon selection more fields will be displayed requiring the user to fill in /select:    1. Choose a template (3 generic ones - Thank you, Get Well Soon, Happy Birthday)    2. Enter Recipient Name (Pre-filled if user filled in the form on landing page)    3. Enter Recipient Email    4. Add a Message | I can send a personalized gift to a loved one | HIGH |
| 14 | Product Details - Buy Now | User, Guest | Click on Buy Now | The product is added into my cart and I am redirected to checkout page to complete my order | HIGH |
| 15 | Product Details - Add to Cart | User, Guest | Click on Add to Cart   1. The user remains on the current page with the cart updated | I can add the product into my cart to view at a later time | HIGH |
| 16 | Cart Page - Guest | Guest | See the products I have added onto my cart and have the option to checkout as a guest   1. Summary of all products added to cart    1. Product    2. Denomination    3. Price    4. Total price of entire cart 2. An option to select the currency I would like to complete my payment with    1. Prices on the cart update to values of the chosen payment currency 3. Options to:    1. Sign up    2. Sign in    3. Continue as a guest (to complete payment) | I can view a summary of what I have added to my cart and decide if I would like to checkout | HIGH |
| 17 | Cart Page - User | User | See the products I have added onto my cart and have options to use my gifti global points or continue to checkout   1. Summary of all products added to cart    1. Product    2. Denomination    3. Price    4. Total price of entire cart 2. An option to select the currency I would like to complete my payment with    1. Prices on the cart update to values of the chosen payment currency 3. Options to:    1. Use Gifti Global points       1. If used the total price is updated    2. Checkout | I can view a summary of what I have added to my cart and decide if I would like to checkout | HIGH |
| 18 | Checkout - Guest | Guest | Complete entering my billing details and enter the address of where I would like my product sent to  To be displayed:   1. Summary of transaction 2. Email 3. Billing details form 4. Pay button which will process the payment | I can complete the transaction and receive/send my products | HIGH |
| 19 | Checkout - User | User | Complete entering my billing details and enter the address of where I would like my product sent to  To be displayed:   1. Summary of transaction 2. Billing details form 3. Pay button which will process the payment | I can complete the transaction and receive/send my products | HIGH |
| 20 | Thank you Page | User, Guest | Be notified that my order has successfully been processed   1. Message telling the customer that their order has successfully processed 2. Display order summary to the user w/ order number 3. If Guest a button to redirect to homepage 4. If user a button to redirect to “View Orders” - To see their order history | I know I should be receiving my order soon | HIGH |
| 21 | My Account Icon | User | An Icon where I can click on to visit specific profile related information for myself   1. Orders 2. Gifti Global Points 3. Profile 4. Logout | I can navigate through my data quickly | HIGH |
| 22 | Profile Page | User | Visit my profile page   1. First Name 2. Last Name 3. Date of Birth [optional] 4. Country [optional] 5. Phone Number [optional] 6. Email 7. Preferred Language (default: English) 8. Change Password | I can see my account information and update my data | HIGH |
| 23 | Change Password | User | Change my password   1. User clicks on change password 2. Pop-up displays asking the user to enter:    1. Current Password    2. New Password 3. User can confirm password change or cancel 4. Notification messages for success or failure of password change | I can use new login credentials | HIGH |
| 24 | Gifti Global Points Page - Points information | User | See how many gifti global points I have and my transaction history of points claimed/used   1. Displays to the user the current gifti global point balance 2. Section on history of points claimed/used    1. Point claimed:       1. Date/Time       2. Card Number (redeemed)       3. Points earned    2. Points used:       1. Date/Time       2. Order reference number (where points where used)       3. Point used | I know how many points I have, as well as, history of the points I have claimed and used | HIGH |
| 25 | Gifti Global Points Page - Points redemption | User | Enter redeem my Gifti Global, Hassad, Gifti or MyList card   1. An option for the user to select redeem your gift card 2. User enters gift card number 3. A pop up that notifies the user for confirmation of redemption 4. User confirms and redemption processes 5. Points added to user balance 6. Transaction history updated with recent redemption   Note. (failure message to be displayed for: Invalid cards, no balance cards, unable to redeem)  (flow to be kept the same as current Gifti Global) | I can claim gifti global points and have them added to my account to use to purchase products | HIGH |
| 26 | Orders Page | User | See a history of all my orders   1. High level order history display of all user’s orders    1. Order Number    2. Placed: Date/Time    3. Total    4. Points Used    5. Status (Confirmed, Fulfilled, Failed, Cancelled) 2. Each order is clickable to view a detailed view of the order | I know what I have purchased in the past and current status of orders not yet fulfilled | HIGH |
| 27 | Order Detail Page | User | See details of an order I have placed   1. List of all the products purchased 2. Details of each product (quantity, value, status) 3. Points Used for each product | I can see the products I have ordered as well as the status/price of each product | HIGH |
| 28 | Logout | User | Logout of the platform | So that I can end my session | HIGH |

## **Admin Portal**

### **User Module**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Requirement** | **As A** | **I want to** | **So that** | **Importance** |
| 1 | Login | Super Admin, Operations, Customer support | Land on a login page and enter my credentials   1. User enters email and password 2. An OTP is sent to their email (6 digit verification code) 3. User enters verification code to successfully login 4. Upon successful login, users should see that they have successfully logged i 5. Failed login attempt, the user is notified that their email/password is not correct, that the email does not exist in the system or the OTP they entered is invalid | I can access my account and perform actions which are associated to my account | HIGH |
| 2 | Logout | Super Admin, Operations, Customer Support | Logout of the Admin portal | I can end my session | HIGH |
| 3 | Dashboard | Super Admin, Operations | See a dashboard on login  Dashboard Reports:   1. Total Fulfilled Orders 2. Total Income (by each currency) 3. Pending Orders (Successful Orders in confirmed state and not yet fulfilled) 4. Top Brand 5. Top 10 Products 6. Total Redeemed Points | I can see a quick overview of how the platform is doing | LOW |
| 4 | User Module - Create User Account | Super Admin | Create user accounts  Fields Required to enter:   1. First Name 2. Last Name 3. Email 4. Role [Super Admin, Operations, Customer Support] | I can give access to users who need to perform tasks on the portal | HIGH |
| 5 | User Module - Create User Account Invite | Super Admin, Operations, CS | Receive an email that notifies me that an account on the portal has been created for me   1. After account creation an email is sent to the user requesting them to activate their account by clicking on a link 2. User clicks on link and is redirected to Admin portal where they are requested to create a password 3. After successfully creating their password, they gain access to the portal | I can activate my account and gain access to it | HIGH |
| 6 | User Module - User List | Super Admin, Operations, CS | See the list of users who have access to the portal  User should be able to see these fields:   1. First Name 2. Last Name, 3. Email 4. Role 5. Status [Active/Inactive] 6. Date Created | I know who has access to the portal with details about their account | HIGH |
| 7 | User Module - User Edit Info | Super Admin, Operations, CS | Edit the details of my account  User should be able to:   1. Change First Name and Last Name 2. Change Password | So that I can keep my account information up to date | HIGH |
| 8 | User Module - Admin Change Account Details | Super Admin | Be able to change other user account details  Actions that they can perform:   1. Enable/Disable Account 2. Delete Account [Only account deleted not logs associated to tasks performed on portal] 3. Change User Role 4. Change Password | I have control of user accounts on the portal and make the necessary changes I need | HIGH |
| 9 | User Module - Admin Require user to change password on next login | Super Admin | Set a flag that will require a user to change password on next login | I can force a user to change their password | HIGH |
| 10 | User Module - Customer Account | Super Admin, Operations, CS | See a list of all customer accounts  Fields to be displayed:   1. Name (Clickable to view more information) 2. Status [Verified, Unverified, Suspended] 3. Email 4. Date Created | I can find information about customers registered on the platform | HIGH |
| 11 | User Module - Customer Account Details | Super Admin, Operations, CS | See all the details about a customer account   * All Customer Account Details recorded * Section to view all their orders * Section to view their Points transactions | I can find out all the information about a customer registered on the platform and perform actions needed | HIGH |
| 12 | User Module - Customer Account Details (EDIT) | Super Admin, Operations, CS | Edit Customer account details  Actions that can be performed:   1. Change customer email 2. Change customer account status [Verified, Unverified, Suspended] | I can have control of the customer account and assist them should problems arise | HIGH |
| 13 | User Module - Access Logs (Admins) | Super Admin | See a list of Admin login times  Fields to be displayed:   1. Name [First + Last Name] 2. Timestamp [Time in UTC] 3. IP Address 4. Failed Login Attempt [True/False] | I know who access the account and when | HIGH |

### **Product Module**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Requirement** | **As A** | **I want to** | **So that** | **Importance** |
| 1 | Categories - Create | Super Admin, Operations | Create categories   * A button that will allow the user to create a category * Fields to enter to create a category:   + Category Name   + Parent Category [To create a sub-category]   + Sort order [lowest being first]   + Category image [upload image]   + Active [True/False] Default: True | I can categorize the products that will be displayed on the frontend | HIGH |
| 2 | Categories - List | Super Admin, Operations | See the list of categories created  Fields displayed:   * Category Name, * Parent Category * Sort Order * Active * Date Created * Edit button to allow modifying category * To reach this user must click on “Categories” in navigation | So that I know which categories are active | HIGH |
| 3 | Categories -Edit | Super Admin, Operations | Edit Category details   * Ability to delete | I can modify its data when needed | High |
| 4 | Country - Create | Super Admin, Operations | Create countries   * A button that will allow the user to create a Country * Fields to enter to create a category:   + Country Name   + Currency [must be created before]   + Active [True/False] Default: True | I can associate products to a corresponding country | HIGH |
| 5 | Country - List | Super Admin, Operations | See the list of countries created  Fields displayed:   * Country Name, * Active * Date Created * Edit button to allow modifying category * User must click on “Countries” to reach this from the navigation bar | So that I know which countries are active | HIGH |
| 6 | Country - Edit | Super Admin, Operations | Edit Country details   * Ability to delete | I can modify its data when needed | High |
| 7 | Currency - Create | Super Admin, Operations | Create currencies   * A button that will allow the user to create a currency * Fields to enter to create a category:   + Currency Name   + Currency Abbreviation   + Active [True/False] Default: True | I can associate currency to a country | HIGH |
| 8 | Currency - List | Super Admin, Operations | See the list of currencies created  Fields displayed:   * Currency Name, * Currency Abbreviation * Active * Date Created * Edit button to allow modifying category * User must click on Currencies to reach this from the navigation bar | So that I know which currencies are active | HIGH |
| 9 | Currency - Edit | Super Admin, Operations | Edit Currency details   * Ability to delete | I can modify its data when needed | High |
| 10 | Brand - Create | Super Admin, Operations | Create Brands   * A button that will allow the user to create a brand * Fields to enter to create a category:   + Brand Name   + Brand image [upload image]   + Active [True/False] Default: True | I can associate a brand to products created in the portal | HIGH |
| 11 | Brand - List | Super Admin, Operations | See the list of brands created  Fields displayed:   * Brand Name, * Active * Date Created * Edit button to allow modifying category * User must click on “Brands” to reach this from the navigation bar | So that I know which Brands are active | HIGH |
| 12 | Brand - Edit | Super Admin, Operations | Edit Brand details   * Ability to delete | I can modify its data when needed | High |
| 13 | Gift Card - Create | Super Admin, Operations | Create gift cards  Fields to create a gift card:   1. Product Name 2. Active [True/False], Default: True 3. Gift card type [Powered By MyList, Mobile Top Up, Retailer] 4. Country [From created countries only] 5. Source [API, Manual, Both] 6. Barcode Type [Code128A, Code39, QR Code, None] 7. Open Denomination [True/False], Default: False 8. Minimum Denomination 9. Maximum Denomination | They can be displayed on the frontend for customers to get more information on and place orders on them | High |