

- **Title:** Business Requirements Document (BRD)
- **Project details:**
 - Project Name: Retail Shop System Implementation
 - Date: 12/1/2025
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 - Version: 1.0
- **Introduction:** This document aims to outline the key requirements that must be fulfilled to optimize operations, enhance customer interactions, and drive overall business success.

| Requirement ID | Title | Description | Priority | Stakeholders | Functional Requirements |
|----------------|-----------------------------|--|----------|--|--|
| BR-01 | Inventory management system | Implement an automated inventory management system to track stock levels | High | Store manager, Warehouse team | Track stock levels, automate reordering, send low stock alerts |
| BR-02 | POS system | Implement a modern POS system to process transactions and support payments | High | Store manager, Cashier | Support multiple payment methods, integrate with inventory |
| BR-03 | Customer loyalty program | Develop a loyalty program to reward repeat purchases | Medium | Store manager, Marketing team | Reward customers, integrate with POS, offer tailored promotions and discounts based on purchase history |
| BR-04 | Online store integration | Implement e-commerce integration with physical store's inventory | High | Store manager, Development team, Customers | Check product availability, place online orders for delivery or in-store pickup, real-time inventory updates |

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|-------|-------------------------------------|--|--------|----------------------------------|--|
| BR-05 | Sales analytics | Implement a tool to track KPIs for sales performance | Medium | Store manager, Finance team | Track KPIs such as daily revenue, average transaction |
| BR-06 | Employee management system | Create a system for scheduling, payroll, and performance tracking | Medium | HR team, Store manager | Schedule work hours, track attendance, manage payroll, offer performance tracking and task management features |
| BR-07 | Customer support platform | Develop a help desk system for customer queries and complaints | Medium | Customer service team, Customers | Handle queries/complaints in-store and online, track issue resolution status, integrate with customer profiles |
| BR-08 | Product categorization and search | Implement product categorization with an easy-to-use search system | Medium | Customers, Store manager | Categorize products by category, brand, price, or popularity; enable efficient product search |
| BR-09 | Security and surveillance | Install a security system with surveillance and transaction monitoring | High | Security team, Store manager | Surveillance cameras, alarm systems, POS integration to monitor suspicious behavior or transactions in real time |
| BR-10 | Promotions and discounts management | Develop a system for managing promotions and discounts | Medium | Marketing team, Store manager | Create and track promotional campaigns, manage coupons, apply discounts at checkout both online and in-store |