



-est.2025-
tharo.misu

Software Requirements Specification (SRS)

Tharo.misu Bakery Website

I. Introduction



1. Purpose

Tharo.misu Bakery is an e-commerce website specializing in online bakery sales. It supports customers in placing orders, employees in processing orders, and store owners in managing the entire system.

2. Document Conventions

Language: SQL Server for database management.

Functionalities modeled using Use Case diagrams.

User interfaces designed using Figma.

3. Intended Audience and Reading Suggestions

Customers: Place orders, make payments, track/cancel orders.

Employees: Manage products, orders, and customers.

Store Owners (Admins): Manage employees, promotional codes, revenue, and system settings.

4. Project Scope

The website offers an end-to-end online sales process, including order processing, cart management, payment handling, promotion application, and revenue reporting.

5. References

SQL Server Documentation

E-commerce Design Best Practices

II. Overall Description



1. Product Perspective

The system is a web-based application that supports three main user roles: Customer, Employee, and Store Owner.

2. Product Features

For Customers:

- Register, login, and authenticate.
- Browse, search, and view product details.
- Add, remove, and update products in the shopping cart.
- Place and pay for orders.
- Apply promotional codes.
- Cancel orders and view order history.

For Employees:

- Manage products: add, edit, delete, and update stock quantities.
- Manage product categories.
- Manage orders: confirm and process orders.
- Manage customers: search and view customer information.
- Assist customers in placing orders.
- Manage payments: verify payment status and handle refunds.

For Store Owners (Admins):

- Manage employees: add, edit, delete, assign roles and permissions
- Manage promotions: create, edit, and delete promotional codes.
- Manage revenue: view total and detailed sales by product and customer.
- Manage system settings: configure store information, payment methods, and shipping policies.

3. User Classes and Characteristics

Customers: No special technical skills required.

Employees: Authorized to handle order processing and basic data management.

Store Owners: Full access to all system features.

4. Operating Environment

Operating System: MacOS

Supported Browsers: Chrome, Firefox, Edge

Database: SQL Server

5. Design and Implementation Constraints

User information (passwords, transactions) must be encrypted.

The system should support fast loading times and a mobile-friendly interface.

6. User Documentation

Customer guide: purchasing, payment, and order cancellation instructions.

Employee guide: order and product management.

Admin guide: system management and promotion management.

7. Assumptions and Dependencies

Users have a stable internet connection.

Payments are processed through secure systems.

III. System Features



1. User Management

Customer registration, login, and password recovery.

Role-based access control for employees and admins.

2. Product & Category Management

Add, edit, delete products and product categories.

Update product inventory and images.

3. Cart Management

Add, remove, and update product quantities in the shopping cart.

Provide an intuitive cart interface.

4. Order Management

Customers can place and cancel orders.

Employees confirm orders and update order statuses.

Admins can track all orders and sales performance.

5. Payment Management

Support payments via COD and bank transfers.

Employees verify payment status and process refunds if necessary.

6. Promotions Management

Store owners can create, edit, and delete promotional codes.

Promotional codes can have expiration dates and discount percentages.

7. Employee Management

Admins manage employee lists, personal information, and access permissions.

8. Reporting & Analytics

Store owners can view total and detailed revenue reports by product and customer.

IV. External Interface Requirements



1. User Interfaces

Responsive design (desktop version).

Homepage, product categories, product details, checkout page, admin dashboard.

2. Hardware Interfaces

Medium to high configuration servers to handle multiple orders simultaneously.

3. Software Interfaces

Website backend integrated with SQL Server.

4. Communications Interfaces

Email notifications for order confirmations and status updates.

V. Other Nonfunctional Requirements



1. Performance Requirements

Website must load within 3 seconds.

Support simultaneous usage by over 1000 users.

2. Safety Requirements

Daily data backups.

Protection of customer data from unauthorized access.

3. Security Requirements

User data must be encrypted (hashed).

Session timeout for inactive users.

4. Software Quality Attributes

The system should be scalable, maintainable, and user-friendly.

VI. Other Requirements



Future support for multiple payment methods and customer loyalty programs.

Easy integration with third-party shipping services.