**Functional Requirement Document (FRD) for Neighbourly**

**1. Introduction**

Neighbourly is a community-centric platform with two key aspects:

1. **Community Engagement** – Enabling interactions, events, service listings, and blogging within a gated community.
2. **E-Commerce** – Facilitating buying and selling within and beyond the community.

**2. Functional Requirements**

**2.1 Community Engagement**

**2.1.1 Events & Event Calendar**

* Events can have different visibility settings:
  + **Private** – Visible only to the community.
  + **Restricted** – Visible to selected communities.
  + **Public** – Visible to all users.
  + **OFF(hidden)**
* A community verified member can create /update /delete an event.

**2.1.2 Forums/Discussion Boards**

* Users can post and comment on discussion boards within their communities.

**2.1.3 Static Community Information**

* Display essential information such as:
  + Community rules and regulations.
  + Important contacts (committee members, emergency response team, etc.).
  + List of doctors available in the community.

**2.1.4 Service Listing (Business Promotions)**

* Users can list services ranging from small-scale businesses to large businesses.
* Listings can have different visibility settings: Public, Private, Restricted, or Off.
* Verified community members can post the service by buying the service posting license through platform.
* Anyone who is not a verified community member needs to contact us, buy the license and then can post the service.

**2.1.5 Blogging**

* Users can create and share blog posts related to the community.

**2.2 E-Commerce**

**2.2.1**

* Allows buying and selling within and outside the community.
* Items can be categorized by condition:
  + **New**
  + **Used - Like New**
  + **Used - Good**
  + **Used – Fair**
* **Food is exceptional as it cannot have the Item condition as USED. It can only be New.**
* Items can have different visibility settings:
  + **Public**
  + **Private** (visible only within the community)
  + **Restricted** (visible to selected communities)
  + **Off** (hidden)

**2.2.2 Selling Items**

**Only verified Community members and Authorized sellers can sell items in our Platform**

* **Verified Community Members** can only sell used items.
* **Authorized Sellers** can sell both new and used items.
* **Food is exceptional, only Authorized sellers can sell items of food category.**

**3. User Registration & Authentication**

**3.1 Types of Users**

1. **Verified Community Member**
   * Must upload proof of residence.
   * Approved by an admin before gaining access.
   * **A member can be a verified community member of one or more communities**
2. **Member**
   * Signs up via email or mobile OTP verification.
3. **Authorized Seller**
   * Can be a community member or an external seller.
   * Needs to purchase a seller’s license to sell new items.
4. Community Admin

* Can verify and approve the requests from members for community verification

**4. Conversations & Chat**

* Only **Verified Community Members** and **Authorized Sellers** can initiate and participate in conversations.

5.Use Cases

5.1 use case 1:

* Rohit is neither a verified community member nor a member of Neighbourly application, When he logs into the application, he would see the ecommerce part of Neighbourly.
* He can view all the items posted within the platform with visibility as public, click on any item and view the item details.
* He cannot see the seller's information.
* He cannot share his interest with the seller.
* The moment he clicks on the "I’m Interested" button in the Item details page, he would be asked to sign up either by email or mobile number verification.
* He can also verify him/herself by uploading the resident proof and become a Verified community member.
* He can also see the Service listings with public visibility.
* He can also see the events with public visibility.

5.2 Use Case 2:

* Ram is a member of the platform(email or mobile verified):
* When he logs into the application, he cannot access the community engagement but ecommerce part.
* he would see the ecommerce part of Neighbourly.
* He can view all the items posted within the platform with visibility as public, click on any item and view the item details.
* Since he is a member on the platform, he can share his interest with the seller.
* When Rohit clicks on "I’m interested", his details would be shared with the Seller.
* He can send an offer to the Seller
* Ram can also see the Service listings with public visibility.
* Ram can also see the events with public visibility.

5.3 Use-case 3:

    Satya is a resident of the community Marina Skies and he is a verified community member on the platform.

    When he logs in, he sees two options, Community engagement and E-commerce.

    He can access all the aspects of community engagement.

    Also he can access the Ecommerce part of the application:

        1. He can view all the items in the platform

        2. He can View the item details

        3. He can also view the seller information like the seller's name  and community or Authorized seller

        4. He can initiate the chat with the seller.

        5. He can send an offer to the seller,

        6. He can view the conversations with other verified community members or

         authorized sellers.

        7. He can post an item for sale(although not a new item)

8. He can also share his catalogue using a hyperlink over other platforms like WhatsApp, Telegram.

9. He can also post an AD/promotion in the service listing.

5.4 Use Case 5:

Naveen is an authorized seller on the Platform, When he logs in , he cannot access the community engagement but ecommerce part.

* He would see the ecommerce part of Neighbourly.
* He can view all the items posted within the platform with visibility as public, click on any item and view the item details.
* he can share his interest with the seller.
* When he clicks on "I’m interested", his details would be shared with the Seller.
* He can send an offer to the Seller.
* He can also post an item for sale.(New items and of course old items as well)
* He can also share his catalogue using a hyperlink over other platforms like WhatsApp, Telegram.
* He can also see the Service listings with public visibility.
* He can also see the events with public visibility.