**Project Name: Ice N Milk Pvt. Ltd**

**Project ID: 2025- Ice N Milk – 001**

**Version ID: 3.0**

**Author: Rohit Salvi**

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**Assignment 1**

**Business Requirement Document**

**Project Name: Ice N Milk Pvt Ltd**

**Project ID: 2025- Ice N Milk – 001**

**Version ID: 3.0**

**Author: Rohit Salvi**

1. **Document Revision**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
| 01.01.2025 | 1.0 | Initial Draft |
| 15.02.2025 | 2.0 | Development and Coding |
| 30.03.2025 | 3.0 | Testing |

1. **Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| **Project Head** | Ms. Priyanka | SOW |  |  |
| **Project Leader** | Mr. Hanumant | Project sign-off sheet |  |  |
| **Development Lead** | Mr. Gajanan | Coding |  |  |
| **Quality Lead** | Ms. Madhuri | Testing |  |  |
| **Content Lead** | Ms. Sneha | Content Strategy |  |  |

1. **RACI Chart**



1. **Introduction**
	1. **Business Goals**

This document outlines the requirements for developing software for Ice N Milk Pvt Ltd, a manufacturer of ice cream and milk products having a network of manufacturing plants and warehouses across the country. The proposed system focusses on two primary objectives: effective inventory management and enabling the quickest delivery to customers. By achieving these goals, the company aims to enhance operational efficiency, minimize waste, and improve customer satisfaction.

* **Streamlined Inventory Management:** Ensure real-time monitoring of inventory

levels across all warehouses and plants to reduce spoilage and optimize stock levels.

* **Enhanced Delivery Efficiency:** Implement a system to identify the fastest delivery

routes and automate order allocation based on proximity and inventory availability.

* **Improved Customer Satisfaction:** Minimize order fulfilment time and ensure

product freshness at delivery.

* 1. **Business Objectives**

1. Develop a centralized system to track and manage inventory across all locations.

2. Automate order processing, allocation, and dispatch based on inventory and location.

3. Integrate delivery route optimization with real-time traffic and weather data.

4. Reduce inventory wastage by implementing an expiry-date tracking mechanism.

5. Enable reporting and analytics for better decision-making and demand forecasting.

* 1. **Business Rules**

1. Inventory must be updated in real-time upon receipt, dispatch, or adjustment.

2. Orders should only be fulfilled if the inventory is available

3. Delivery routes must prioritize freshness while minimizing transportation costs.

4. Customer priority orders must be flagged for immediate action.

* 1. **Project Goal**
* Real Time inventory tracking across the locations
* Bulk Order prioritization
* Instant Re-routing in case of delays
* Dashboards / Reports for inventory levels, Order Patterns and Delivery accuracy.

**4.5 Project Scope**

Software to be developed to manage the inventory and quickest delivery to the customer.

 **4.5.1. In Scope Functionality**

* Inventory tracking at manufacturing plants and warehouses.
* Order management and allocation.
* Delivery route optimization.
* Analytics and reporting dashboards

 **4.5.2. Out Scope Functionality**

* Manufacturing Process and Management
* Customer Relationship Management
1. **Assumptions**
2. All warehouses and plants have internet connectivity for real-time updates.
3. 2. Delivery vehicles are GPS-enabled to support route optimization.
4. 3. Data from external sources (e.g., traffic, weather) is available via APIs.

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* All warehouses and plants have internet connectivity for real-time updates.
* Delivery vehicles are GPS-enabled to support route optimization.
* Data from external sources (e.g., traffic, weather) is available via APIs
1. **Constraints**
* Budget limitations may restrict the scope of features.
* Integration with legacy systems may pose technical challenges.
* Project timelines must align with the company’s peak season schedules.
1. **Risks**
* Users knowledge expertise
* Resource availability risk
* Improper requirements gathering
* Improper planning
* Scope Creep
* System Integration
* Employees Resistance
1. Improper planning**ss Process Overview**

**8. Business Process Overview**

**Legacy System (AS IS)**

* Inventories are managed manually or using isolated systems.
* Order allocation is manually determined, leading to inefficiencies
* Delivery routes are planned based on experience, not optimized

 **Proposed Recommendations (To Be)**

* A centralized system enables automated inventory management.
* Orders are allocated and dispatched through a well-integrated API.
* Delivery routes are optimized dynamically for speed and cost.
1. **Development and Resource Plan**

 **Development Strategy**:

**Phase 1:** Requirement gathering, stakeholder workshops, and system design (2 weeks).

**Phase 2:** Development of core modules (Inventory, Order, Delivery) (8 weeks)

**Phase 3:** Integration with external systems (APIs, GPS) and legacy systems (4 weeks)

**Phase 4:** Testing and quality assurance (3 weeks).

**Phase 5:** Deployment, training, and support (3 weeks).

**Resource Count:**

Project Head – 1

Project Manager -1

Business Analyst -1

SME – 1

Developers - 3

1. **Appendices**
	1. **List Of Acronyms**

**GPS –** Global Positing System

**API –** Application Programming Interface

* 1. **Glossary Of Terms**
* GPS **–** Global Positing System **–** Satellite Based Navigation System
* API - Application Programming Interface - Software interface that allows two applications to interact with each other without any user intervention
	1. **Related Documents**
* Market Research for Ice Cream \ Milk Products Industry
* Feasibility Study Report
* Stakeholder requirement documents

**Process Flow Diagram**



**Assignment 2**

**Introduction Letter**

To,

Ice N Milk Pvt Ltd

Dear Sir/Madam,

Warm Greetings!

My self Rohit Salvi working as a Business Analyst who has been assigned to work with your esteemed organization for this upcoming project.

I bring expertise in warehousing and logistics sector domain concentrating on exceptional customer service, which aligns with your requirements.

With your vision of managing inventory and ensuring the quickest delivery of your ice cream and milk products, I have been assigned the task to shape your goals into realistic and well-curated software application.

I have done an extensive research on your current processes, challenges and futures aspirations regarding your products and customer reach. As a part of your team, I would be delighted to understand your requirements and create a strategic plan to meet your goals and objectives. Your insights and feedback would be very essential to make this software application practical and scalable to match your needs.

I would also be looking forward to meet your team in person to discuss the requirements in details and gather inputs accordingly. I would also request you to share documents, processes or initial walk through to help us start this journey.

I sincerely appreciate for providing me this opportunity to collaborate on this project and I am confident that I would be able to curate a perfect software application that adds value to your business goals.

Please let me know convenient time for further discussion.

Thanks and Regards,

Rohit Salvi

(989031954)

**Project Name: Super Shoppee**

**Project ID: 2025- Super Shopee – 001**

**Version ID: 3.0**

**Author: Rohit Salvi**

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**Business Requirement Document**

**Project Name: Super Shoppee**

**Project ID: 2025- Super Shoppee - 01**

**Version ID: 3.0**

**Author: Rohit Salvi**

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| **Content Lead** | Ms. Sneha | Content Strategy |  |  |

1. **RACI Chart**



1. **Introduction**
	1. **Business Goals**

The goal of the project is to develop an online store platform that allows customers to browse, purchase products, and interact with the store via a secure and user-friendly website. The online store will handle user authentication, product management, payments, order processing, and customer support features.

* 1. **Business Objectives**
* To provide an easy-to-use online platform for users to shop from a variety of product categories.
* To offer an intuitive interface for browsing products and managing orders.
* To integrate with a payment gateway for secure transactions.
* To enhance customer satisfaction with order tracking, returns, and responsive support.
	1. **Business Rules**
* Only available products to be reflected on website
* Pre-booking option to made available
* Discounts to applied at check out
* Products to be available in specific currency only
* Minimum predefined quantity / price should be eligible for free shipping
	1. **Project Goal**

To develop an e-commerce platform where customers can browse products, add them to the cart, purchase, and track orders.

* 1. **Project Scope**

Software to be developed to manage an online store with convenience to customer and profitability to vendors.

 **4.5.1. In Scope Functionality**

* User registration and login
* Adding, editing, and deleting product listings
* Add to cart, view cart, and modify cart.
* Secure checkout process.
* Multiple payment gateways.
* Order tracking.
* Status updates.
* Order cancellation and returns.
* Live chat support.

 **4.5.2. Out Scope Functionality**

* Currency Conversion
* Voice Search
* Referrals Loyalty Program
* International Shipping
1. **Assumptions**
* The platform will initially support web access but may expand to mobile applications in the future.
* All products are stored in the company’s warehouses.
* The business will handle inventory management manually or through an integrated system.
1. All warehouses and plants have internet connectivity for real-time updates.
2. 2. Delivery vehicles are GPS-enabled to support route optimization.
3. 3. Data from external sources (e.g., traffic, weather) is available via APIs.

All warehouses and plants have internet connectivity for real-time updates.

2. Delivery vehicles are GPS-enabled to support route optimization.

3. Data from external sources (e.g., traffic, weather) is available via APIs.

1. **Constraints**
* Budget limitations may restrict the scope of features.
* Integration with legacy systems may pose technical challenges.
* Project timelines must align with the company’s peak season schedules.
1. **Risks**
* Users knowledge expertise
* Resource availability risk
* Improper requirements gathering
* Improper planning
* Scope Creep
* System Integration
* Employees Resistance
1. Improper planning**ss Process Overview**
2. **Business Overview**

 **Legacy System (AS IS)**

* Outdated Platform.
* These systems might struggle to integrate with modern third-party services such as payment gateways, shipping providers, or CRM solutions.
* A legacy system may not be optimized for speed, leading to longer page load times, which can negatively affect conversion rates,
* Legacy systems may still rely on manual processes for order fulfilment, customer support, and inventory management, which can slow down operations and increase human error.

**Proposed Recommendations (To Be)**

* Migrate to a modern, scalable e-commerce platform. These platforms offer improved flexibility, speed, and integrations with third-party services.
* Redesign the website with a mobile-first approach to ensure a seamless experience across all devices.
* Integrate automated order fulfilment systems and real-time inventory tracking to reduce manual work and improve accuracy.
* Use modern APIs to integrate with third-party services like CRM ,payment gateways and shipping providers
1. **Development and Resource Plan**

 **Development Strategy**:

**Phase 1:** Requirement gathering, stakeholder workshops, and system design (2 weeks).

**Phase 2:** Development of core modules (Inventory, Order, Delivery) (8 weeks)

**Phase 3:** Integration with external systems (APIs, GPS) and legacy systems (4 weeks)

**Phase 4:** Testing and quality assurance (3 weeks).

**Phase 5:** Deployment, training, and support (3 weeks).

**Resource Count:**

Project Head – 1

Project Manager -1

Business Analyst -1

SME – 1

Developers – 3

1. **Appendices**
	1. **List Of Acronyms**
	2. **Glossary Of Terms**
	3. **Related Documents**
* Feasibility Study Report
* Stakeholder requirement documents

**Functional Specifications**

|  |  |
| --- | --- |
| **Project Name** | Online Store |
| **Client Name** | Super Shoppee |
| **Project Version** | 1.0 |
| **Project Sponsor** | Ms. Priyanka – Project Head |
| **Project Initiation Date** | 01.01.2025 |

**Functional Requirement Specifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Name**  | **Requirement Description** | **Priority** |
| **FR001** | Account Creation  | Users must be able to create an account using an email address, username, and password. | 10 |
| **FR002** | Login / Logout | Users should be able to log in using their credentials and log out of their accounts | 10 |
| **FR003** | Password Recovery | Users should be able to reset their passwords through an email link if forgotten. | 10 |
| **FR004** | Product Catalogue | The system must display a list of products that users can browse, categorized by type, price, or other criteria | 10 |
| **FR005** | Product Reviews | Users must be able to leave reviews and rate products they have purchased. | 10 |
| **FR006** | Add to Cart | Users should be able to add products to their shopping cart | 10 |
| **FR007** | View Cart | Users must be able to view the contents of their shopping cart (product name, quantity, price). | 10 |
| **FR008** | Order Summary | Users should be able to review a summary of their order before proceeding to payment. | 10 |
| **FR009** | Order Confirmation | Users should receive an order confirmation email with details of the products purchased, shipping information, and estimated delivery date | 10 |
| **FR010** | Multiple Payment Methods | The system should support multiple payment methods (credit/debit card, PayPal, etc.). | 5 |
| **FR011** | Order Cancellation | Users should be able to cancel an order within a certain time frame after purchase | 5 |
| **FR012** | Refunds/Returns | Users should be able to initiate returns or request a refund within the store’s return policy period | 5 |
| **FR013** | Order Tracking | Users should be able to track the status of their shipped orders with a tracking number | 5 |
| **FR014** | Email Notifications | Users should receive notifications about order confirmations, shipping updates, and delivery status | 5 |
| **FR015** | Coupon Codes | Users should be able to apply discount or promotional codes during checkout | 5 |
| **FR016** | Live Chat | The system should support live chat functionality. | 5 |
| **FR017** | Fraud Prevention | The system should include fraud detection mechanisms, such as payment fraud checks and address verification | 10 |
| **FR018** | Social Media Integration | The online store should allow easy sharing of products on social media platforms | 5 |
| **FR019** | Mobile App Integration | Users should be able to access the store through a dedicated mobile app | 5 |
| **FR020** | Out of Stock Alerts | Users should be notified when a product they are interested in is back in stock | 5 |

**Non - Functional Requirement Specifications**

|  |  |  |
| --- | --- | --- |
| **Requirement ID** | **Requirement Name**  | **Requirement Description** |
| **NFR001** | Usability  | Application should be user friendly |
| **NFR002** | Performance | Application should load pages within 5 secs |
| **NFR003** | Security | Application must ensure secure user authentication |
| **NFR004** | Availability | Application must ensure minimum down time / outage  |
| **NFR005** | Backup/Recovery | System should back up data daily and real time.  |
| **NFR006** | Load Balancing | The system should use load balancing to distribute traffic efficiently, ensuring no server is over loaded during high traffic periods  |
| **NFR007** | Compatibility | Application must be compatible on various web browsers |

 

**Use Case Specs**

|  |  |
| --- | --- |
| **Use case Id** |  **UC001** |
| **Use Case Name** |  Customer Login |
| **Created By**  | Rohit |
| **Date Created**  | 01.04.2025 |
| **Actors**  | Customer |
| **Description** | How user will login in to the application |
| **Pre-Condition** | User will need to register into the application using email id and password |
| **Post-Condition** | Successful login post registration |
| **Normal flow of event** | Step 1. User registers on portal using his email idStep 2. User Sets a passwordStep 3. User fills his details like address, mobile number etc.Step 4. Post completion of details successful login credentials are created. |
| **Alternative flow of event** | Incase user forgets the password, user would get an option to reset the password. The new password would be generated post OTP being sent to clients registered mobile number. |
| **Assumptions** | Customer is tech savvy |

|  |  |
| --- | --- |
| **Use case Id** |  **UC002** |
| **Use case Name** | Browsing the product catalogue |
| **Created By**  | Rohit |
| **Date Created**  | 01.04.2025 |
| **Actors**  | Customer  |
| **Description** | How customer will browse various products on the application |
| **Pre-Condition** | User will need to login into the systemUser will need to filter the product requirements |
| **Post-Condition** | Various products will be displayed on the application |
| **Normal flow of event** | Step 1. User logged into the applicationStep 2. User sets filter for various productsStep 3. User browse various products as per his requirements.Step 4. User adds products to his cart |
| **Alternative flow of event** | Incase product filters are not available user will browser the product sequentially on the application |
| **Assumptions** | All products are available on the application |

|  |  |
| --- | --- |
| **Use case Id** |  **UC003** |
| **Use case Name** | Add Product to Shopping Cart |
| **Created By**  | Rohit |
| **Date Created**  | 01.04.2025 |
| **Actors**  | Customer |
| **Description** | Customer adds products to their shopping cart for checkout |
| **Pre-Condition** | The customer is viewing a product |
| **Post-Condition** | The product is added to the shopping cart, and the cart is updated |
| **Normal flow of event** | Step 1. The customer selects a product and chooses any optionsStep 2. The customer clicks "Add to CartStep 3. The system confirms that the product has been added to the cart and displays the updated cart. |
| **Alternative flow of event** | If the product is out of stock or unavailable in the chosen options, the system notifies the customer |
| **Assumptions** | Customer has finalized his products |

|  |  |
| --- | --- |
| **Use case Id** |  **UC004** |
| **Use case Name** | Making payment |
| **Created By**  | Rohit |
| **Date Created**  | 01.04.2025. |
| **Actors**  | Customer  |
| **Description** | How customer will make payment for the products |
| **Pre-Condition** | User will need to login into the systemUser will confirm payment optionUser will provide account details |
| **Post-Condition** | Successful payment would be done post account authorisation |
| **Normal flow of event** | Step 1. User logged into the applicationStep 2. User sets filter for various productsStep 3. User browse various products as per his requirements.Step 4. User adds products to his cartStep 5. Product pricing will reflect as per use cartStep 6. User would confirm for products and their respective costingStep 7. Total cost would reflect on the screen.Step 8. Customer would confirm for payment optionStep 9. After providing valid credentials payment would be successfulStep 10. User to receive an email for transaction success. |
| **Alternative flow of event** | Incase transaction is not successful; customer has an option for alternative payment mode or re-attempt the payment process |
| **Assumptions** | All clients have online bank accounts |

**Activity - Login**



**Activity - Product Browsing**



**Activity - Payment**

****

**Activity - Product Delivery**



**Activity - Product Review**

****

**ERD – Support Ticketing Lifecycle**

****

**User Stories**

**SPRINT - 1**

|  |  |  |
| --- | --- | --- |
| **User Story No 1** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO REGISTER IN SUPER SHOPPEESO THAT I CAN VIEW / BUY PRODUCTS |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Registration screenText box for User Name, Password, Name, Address, Email Id and Mobile NumberClick on submit buttonSend successful notification to the user |

|  |  |  |
| --- | --- | --- |
| **User Story No 2** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO VIEW ORDERS BY CATEGORIESSO THAT I VIEW LIST OF ORDERS |
| **Business Value : 500** | **CP : 8** |
| **Acceptance Criteria**View order, Display list of orders in tabular form |

|  |  |  |
| --- | --- | --- |
| **User Story No 3** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO ADD ADDRESSSO THAT I CAN RECEIVE ORDERS ON MY ADDRESS |
| **Business Value : 200** | **CP : 2** |
| **Acceptance Criteria**Text Box to enterUpdate Address Details |

|  |  |  |
| --- | --- | --- |
| **User Story No 4** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO SELECT PAYMENT MODESO THAT I CAN MAKE PAYEMENT BY MY CHOICE |
| **Business Value : 200** | **CP : 5** |
| **Acceptance Criteria**Display payment modes, radio button the select payment option, payments buttonBusiness Rules : Can select only one payment mode |

|  |  |  |
| --- | --- | --- |
| **User Story No 5** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO SEARCH PRODUCT BASED ON PRICE / POPULARITYSO THAT I CAN MAKE COMPARISON WHILE BUYING |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Products are listed based on price and popularityBusiness Rules : Can select only one payment mode |

|  |  |  |
| --- | --- | --- |
| **User Story No 6** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO REVIEW THE PRODUCTSO THAT I CAN GIVE FEEDBACK ON THE PRODUCTS |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Review / Ratings Option AvailableProducts can be viewed based on reviews and ratings |

|  |  |  |
| --- | --- | --- |
| **User Story No 7** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO VIEW CANCEL ORDER OPTIONSO THAT I CAN CANCEL MY ORDER |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View Order SectionSelect Cancel Option |

|  |  |  |
| --- | --- | --- |
| **User Story No 8** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO MODIFY MY ORDERSO THAT I CAN ADD/DELETE MY PURCASE |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View Order SectionSelect Modify OrderAdd / Delete Order |

|  |  |  |
| --- | --- | --- |
| **User Story No 9** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO TRACK MY ORDERSO THAT I CAN KNOW CURRENT STATUS OF MY ORDER |
| **Business Value : 200** | **CP : 5** |
| **Acceptance Criteria**View Order StatusReal Time Update AvailableNotifications sent to customer |

|  |  |  |
| --- | --- | --- |
| **User Story No 10** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO TRACK MY ORDERSO THAT I CAN KNOW CURRENT STATUS OF MY ORDER |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View Order StatusReal Time Update Available |

|  |  |  |
| --- | --- | --- |
| **User Story No 11** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO RECEIVE NOTIFICATIONS ON MY ORDERSO THAT I CAN KNOW THE STATUS INCASE OF DELAY |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View Notifications TabNotifications sent to customer |

|  |  |  |
| --- | --- | --- |
| **User Story No 12** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO ADD MULTIPLE ADDRESSSO THAT ORDER CAN BE DELIVERED TO ADDRESS OF MY CHOICE |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View Address SectionUpdate New AddressesSelect Address for delivery |
| **User Story No 13** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO RETURN THE PRODUCTSO THAT ORDER RETURN DAMAGE PRODUCT |
| **Business Value : 100** | **CP : 3** |
| **Acceptance Criteria**View My Order SectionSelect Return OptionSelect Return Reason |

|  |  |  |
| --- | --- | --- |
| **User Story No 14** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO APPLY PROMOTIONAL CODESO THAT I CAN GET DISCOUNT ON MY AVAILABLE PROMOTIONAL CODE |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**View Payment OptionInput Promotional CodeStatus : Success / FailFinal Amount Displayed |

|  |  |  |
| --- | --- | --- |
| **User Story No 15** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO ADD PRODUCTS TO WISHLISTSO THAT I CAN BUY THE PRODUCT LATER POINT OF TIME |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**View Product ListAdd to Wish list |

|  |  |  |
| --- | --- | --- |
| **User Story No 16** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO ADD VIEW SIMILAR PRODUCTSSO THAT I CAN COMPARE THE PRODUCTS  |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**View Product ListDisplay Similar Products |

|  |  |  |
| --- | --- | --- |
| **User Story No 17** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO ADD PRODUCTS TO MY FAVOURITESSO THAT I CAN DIRECTLY BUY FOR FUTURE PURCHASES  |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**View Product ListAdd to FavouritesMake Payment |

|  |  |  |
| --- | --- | --- |
| **User Story No 18** | Task 2 | Priority - Highest |
| AS A CUSTOMER I WANT TO CHAT WITH CSUTOMER CARESO THAT I CAN REQUEST FOR REFUND |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**Chat Box FieldOrder DetailsComplaint DetailsSubmit Button |

|  |  |  |
| --- | --- | --- |
| **User Story No 19** | Task 2 | Priority - Highest |
| AS A CUSTOMER I WANT TO CHAT WITH CSUTOMER CARESO THAT I CAN REQUEST FOR REFUND |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**Chat Box FieldOrder DetailsComplaint DetailsSubmit Button |

|  |  |  |
| --- | --- | --- |
| **User Story No 20** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO LOG OUTSO THAT I CAN DISCONTINUE MY LOGIN |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**Log OutSubmit Button  |

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| **User Story No 21** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO SCHEDULE MY ORDER DELIVERYSO THAT I CAN RECEIVE MY ORDER AS PER MY AVAILABLITY |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**Select Order OptionSelect Delivery Time and Date Submit Button |

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| **User Story No 22** | Task 2 | Priority - Highest |
| AS A CUSTOMERI WANT TO SCHEDULE MY ORDER DELIVERYSO THAT I CAN RECEIVE MY ORDER AS PER MY AVAILABLITY |
| **Business Value :5100** | **CP : 2** |
| **Acceptance Criteria**Select Order OptionSelect Delivery Time and Date Submit Button |

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| **User Story No 23** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO VIEW OFFERS ON PRODUCTSSO THAT I CAN VIEW BEST OFFERS FOR CLIENTS |
| **Business Value : 500** | **CP : 2** |
| **Acceptance Criteria**Select Product listView best offerings for the products |

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| **User Story No 24** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO VIEW PAYMENTS TO VENDORSSO THAT I CAN VIEW PAYMENT VENDOR WISE |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**Select Vendor ListView payment history for vendor wiseDownload report |

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| **User Story No 25** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO VIEW CUSTOMER FEEDBACKSO THAT I CAN TRACK VENDOR / PRODUCT PERFORAMANCE |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**View Customer Feedback |

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| **User Story No 26** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO REVIEW CUSTOMER COMPLAINTSSO THAT I CAN ADDRESS THE COMPLAINTS ISSUE |
| **Business Value : 100** | **CP : 2** |
| **Acceptance Criteria**View Customer ComplaintsProvide ResolutionCustomer Satisfaction Confirmation |

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| **User Story No 27** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO REVIEW CUSTOMER COMPLAINTSSO THAT I CAN ADDRESS THE COMPLAINTS ISSUE |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**View Customer ComplaintsProvide ResolutionCustomer Satisfaction Confirmation |

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| **User Story No 28** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO MANAGE INVENTORY LEVELSSO THAT PRODUCTS ARE AVAILABLE FOR SALE |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**View Inventory ListRe-order AlertNotification to vendor |

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| **User Story No 29** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO VEIW THE VENDOR LISTSO THAT I CAN APPROVE THEIR REGISTRATION |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**List of vendors, select vendor, verify vendor details, approve button, reject button, notification to the restaurant |

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| **User Story No 30** | Task 2 | Priority - Highest |
| AS A VENDORI WANT TO VIEW THE REVENUE REPORTSO THAT I CAN KNOW THE REVENUE STATUS |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Select ReportsSelect Revenue ReportsSelect from and to dateGenerate reportDownload report in excel |

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| **User Story No 31** | Task 2 | Priority - Highest |
| AS A VENDORI WANT VIEW ORDER REPORTS SO THAT I CAN VIEW MOST OREDER ITEMS |
| **Business Value : 200** | **CP : 5** |
| **Acceptance Criteria**ReportsList of order reports |

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| **User Story No 32** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT VIEW DELIVERY BOYS REPORTS SO THAT I CAN TRACK DELIVERY BOYS LOGIN AND LOGOUT TIME |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**ReportsLogin Log Out |

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| **User Story No 33** | Task 2 | Priority - Highest |
| AS A VENDOR I WANT TO VIEW PAYMENT DETAILSSO THAT I CAN VIEW PAYMENT RECEIVED AGAINST THE ORDER |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Payment DetailsPayment Receipt Confirmation |

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| **User Story No 34** | Task 2 | Priority - Highest |
| AS A VENDOR I WANT TO RAISE PAYMENT DISPUTE ISSUESO THAT I CAN RAISE DISPUTE ISSUE FOR PAYMENT NOT RECEIVED |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Payment Raise DisputeSubmit |

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| **User Story No 35** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO CHECK DELIVERY BOYS EXPENSESSO THAT I CAN REVIEW THEIR SALARY STRUCTURE |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**View Delivery Boys Salary ListReview the salary structure |

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| **User Story No 36** | Task 2 | Priority - Highest |
| AS AN CUSTOMERI WANT TO ADD GIFT WRAPPING AND MESSAGE TO MY ORDERSO THAT I CAN SEND PERSONLAISED GIFT |
| **Business Value : 500** | **CP : 5** |
| **Acceptance Criteria**Select Gift Wrapping OptionInput Personalized Message upto 300 characters |

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| **User Story No 37** | Task 2 | Priority - Highest |
| AS AN CUSTOMERI WANT TO DELETE MY ACCOUNTSO THAT I DISCONTINUE THE SERVICE |
| **Business Value : 100** | **CP : 1** |
| **Acceptance Criteria**Select Login Delete AccountConfirm Account DeletionSubmit |

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| **User Story No 38** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO SEND PROMOTIONAL ALERTS TO CUSTOMERSO THAT I CAN DRIVE THE SALES |
| **Business Value : 200** | **CP : 2** |
| **Acceptance Criteria**Select PromotionsSend To CustomersSubmit |

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| **User Story No 39** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO ENABLE TWO FACTOR AUTHENTICATIONSO THAT I CAN SECURE TRANSACTIONS |
| **Business Value : 200** | **CP : 2** |
| **Acceptance Criteria**Select TransactionEnable Two Factor AuthenticationSubmit |

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| **User Story No 40** | Task 2 | Priority - Highest |
| AS AN ADMINI WANT TO INTEGRATE SOCIAL MEDIA ACCOUNTSSO THAT USERS CAN LOGIN USING SOCIAL MEDIA ACCOUNT DETAILS |
| **Business Value : 200** | **CP : 2** |
| **Acceptance Criteria**Select Social Media AccountLogin CredentialsSubmit |