

SOFTWARE REQUIREMENTS SPECIFICATION

OneBizSpace

Small Business Commerce & Delivery Platform

Document Version 1.0

Status: Draft for stakeholder review

Prepared: August 2026

Prepared for: [Product Owner / Investor Name]

Prepared by: [Your Name / Team]

Revision History

|     |          |          |                                                        |
|-----|----------|----------|--------------------------------------------------------|
| 1.0 | Aug 2026 | [Author] | First complete draft circulated for stakeholder review |
|-----|----------|----------|--------------------------------------------------------|

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1. Introduction

1.1 Purpose

This Software Requirements Specification (SRS) defines the functional and non-functional requirements for **OneBizSpace**, a platform that lets small businesses sell products online, manage orders and payments, and fulfil deliveries through an integrated courier network. It translates the business concept and the approved product proposal into requirements that are specific, testable, and traceable, so that design, engineering, QA, and stakeholder sign-off can proceed from a shared, unambiguous baseline.

## 1.2 Document Conventions

Requirement identifiers follow the pattern FR-[MODULE]-[NUMBER] for functional requirements and NFR-[CATEGORY]-[NUMBER] for non-functional requirements. The keywords shall, should, and may are used deliberately:

- Shall - a mandatory requirement for the release it is scoped to.
- Should - a strong recommendation; may be deferred with stakeholder sign-off.
- May - optional or left to implementation discretion.

Priority is expressed as Must / Should / Could, aligned to MoSCoW prioritisation. Phase refers to the three-phase roadmap defined in the business concept document.

## 1.3 Intended Audience and Reading Suggestions

|                          |                                                                                    |
|--------------------------|------------------------------------------------------------------------------------|
|                          |                                                                                    |
| Product owner / founder  | Sections 1-2 for scope, Section 9 to confirm coverage against the original concept |
| Engineering / architects | Sections 3-8 in full; Section 6 for the system architecture baseline               |
| QA / test                | Section 3 (requirement IDs are test-case anchors) and Section 8 (use cases)        |
| UX / design              | Sections 3-4 for interaction and interface requirements                            |
| Investors / reviewers    | Section 1, Section 2, and Section 10 (roadmap)                                     |

## 1.4 Project Scope

**OneBizSpace** is a three-sided platform connecting merchants, customers, and delivery partners. It provides a merchant storefront and catalogue, an order and payment management layer, delivery orchestration through an integrated courier network, and a consistent customer buying and tracking experience. The product is explicitly not positioned as a general-purpose website builder, its scope is bounded to the sell → fulfil → deliver loop for small and local merchants.

In scope for this SRS:

- Merchant storefront creation and product catalogue management
- Cart, checkout, payment capture, and order lifecycle management
- Delivery orchestration: courier assignment, pickup, tracking, and completion
- Customer browsing, ordering, and order-tracking experience
- Platform administration required to operate the above (merchant approval, dispute handling, courier network management)

Out of scope for this SRS (noted where relevant as Phase 2 / Phase 3 roadmap items):

- Cross-merchant marketplace discovery and search
- Loyalty programmes, recommendations, and advanced merchant analytics
- A dedicated native courier mobile application (Phase 1 assumes a responsive web view or an existing third-party courier network)

## 1.5 References

- Small Business Commerce & Delivery Platform - Business Concept Overview (August 2026)
- OneBizSpace - Platform Proposal (interactive HTML proposal / product walkthrough, August 2026)
- ISO/IEC/IEEE 29148:2018, Systems and software engineering - Requirements engineering
- PCI DSS v4.0, Payment Card Industry Data Security Standard (applicable if payment data is ever handled directly rather than fully tokenized by a gateway)
- Applicable local data protection legislation for the merchant's operating jurisdiction (e.g. Sri Lanka Personal Data Protection Act, or equivalent)

# 2. Overall Description

## 2.1 Product Perspective

**OneBizSpace** is a new, self-contained product rather than an extension of an existing system. It sits between three parties that today coordinate manually or through disconnected tools: the merchant (who currently may use a mix of social media, messaging apps, and manual bookkeeping), the customer (who orders and expects delivery), and the delivery partner (who is typically engaged separately per merchant). The platform's role is to be the single orchestration layer across all three, as illustrated in Figure 1.

## 2.2 Product Functions (Summary)

- Storefront creation and product catalogue management for merchants
- Shopping cart, checkout, and payment processing for customers
- Order lifecycle management on a merchant dashboard (New → Preparing → Ready for Pickup → Delivering → Completed)
- Courier/delivery assignment, pickup coordination, and delivery tracking

- Order and delivery status notifications to merchants and customers
- Platform-side administration: merchant onboarding, courier network management, dispute handling

## 2.3 User Classes and Characteristics

|                            |                                                                                                                                |                                                                                                     |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Merchant                   | Small business owner or staff member who lists products, prepares orders, and monitors the dashboard                           | Low to moderate. Primary design constraint: must onboard and list a first product without training. |
| Customer                   | Shopper who browses a merchant storefront, places an order, and tracks delivery                                                | Low. Assume a mobile-first, general public user.                                                    |
| Delivery partner / courier | Individual or courier-network agent who accepts a pickup request, collects from the merchant, and completes last-mile delivery | Low to moderate. May use a simplified mobile view rather than the merchant dashboard.               |
| Platform administrator     | Internal operations staff who approve merchants, manage the courier network, and resolve disputes                              | Moderate to high.                                                                                   |

## 2.4 Operating Environment

- Client: responsive web application usable on desktop and mobile browsers; mobile-first layout given the customer and merchant profile.
- Server: cloud-hosted, horizontally scalable backend (technology stack intentionally left open at SRS level; see Section 2.5).
- Connectivity: designed for markets where mobile data connectivity may be intermittent; critical actions (order placement, status updates) must degrade gracefully on slow networks.
- Currency and locale: initial launch market uses a single local currency (observed as Sri Lankan Rupees, “Rs”, in the product proposal); architecture should not hard-code a single currency given Phase 3 network ambitions.

## 2.5 Design and Implementation Constraints

- This SRS is intentionally technology-agnostic; specific frameworks, languages, and hosting providers are an architecture/design decision outside this document's scope.
- Payment handling must use a PCI-DSS-compliant third-party payment gateway; the platform should avoid storing raw card data.
- Delivery orchestration in Phase 1 may rely on a single integrated courier partner or a small manual dispatch pool rather than a multi-courier marketplace; the data model (Section 7) should not preclude adding multiple courier partners later.
- The merchant dashboard must remain limited to the five order statuses defined in the concept document; additional internal states, if needed, should be modelled as sub-states rather than exposed as new top-level columns, to preserve the “simplicity by design” positioning.

## 2.6 Assumptions and Dependencies

- The platform depends on at least one third-party payment gateway being available in the launch market.
- The platform depends on either an integrated courier partner API or a manual/internal dispatch capability for Phase 1.
- It is assumed merchants have access to a smartphone or computer with a camera for product photography and a stable-enough connection to complete onboarding.
- It is assumed one merchant maps to one storefront in Phase 1 (no multi-storefront-per-merchant requirement has been identified).

*Note: Items above marked as assumptions should be confirmed with stakeholders before implementation begins; they are flagged again in Appendix C as open questions.*

# 3. Functional Requirements

Requirements are grouped into the five modules that make up the platform: Merchant Storefront, Commerce & Order Management, Delivery Orchestration, Customer Experience, and Platform Administration. The first four correspond directly to the four platform layers defined in the business concept document; Platform Administration is added because every module above depends on an operational back office to function in production.

## 3.1 Module A - Merchant Storefront

Enables a merchant to establish a branded, published point of sale without technical setup.

| FR-STORE-01 | The system shall allow a prospective merchant to register an account using an email address or phone number.                                                    | Must   | 1 |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---|
| FR-STORE-02 | The system shall allow a merchant to create one storefront, can select a template, including business name, logo, cover image, short description, and category. | Must   | 1 |
| FR-STORE-03 | The system shall allow a merchant to add, edit, and remove products, each with a name, description, price, one or more photos, and an availability flag.        | Must   | 1 |
| FR-STORE-04 | The system shall allow a merchant to define product variants (e.g. size, color) where applicable.                                                               | Should | 1 |
| FR-STORE-05 | The system shall allow a merchant to mark a product as unavailable without deleting it.                                                                         | Must   | 1 |
| FR-STORE-06 | The system shall generate a shareable storefront URL upon publishing.                                                                                           | Must   | 1 |
| FR-STORE-07 | The system shall allow a merchant to enter contact details and a pickup address used for courier collection.                                                    | Must   | 1 |
| FR-STORE-08 | The system shall allow a merchant to create time-bound promotions or discounts on selected products.                                                            | Should | 2 |
| FR-STORE-09 | The system shall support store-level analytics (views, orders, top products) visible to the merchant.                                                           | Should | 2 |

### 3.2 Module B - Commerce & Order Management

Manages the transaction from an item being added to a cart through to the order being marked ready for courier pickup.

| FR-ORD-01 | The system shall allow a customer to add one or more products from a single merchant to a cart.                                                                 | Must   | 1 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---|
| FR-ORD-02 | The system shall calculate and display a running subtotal, applicable delivery fee, and total before checkout is confirmed.                                     | Must   | 1 |
| FR-ORD-03 | The system shall allow checkout as a guest or as a registered customer.                                                                                         | Must   | 1 |
| FR-ORD-04 | The system shall capture a delivery address and contact number at checkout.                                                                                     | Must   | 1 |
| FR-ORD-05 | The system shall process payment through an integrated, PCI-DSS-compliant payment gateway and shall not store raw card details.                                 | Must   | 1 |
| FR-ORD-06 | The system shall support at least one digital payment method and may support cash-on-delivery where the merchant opts in.                                       | Must   | 1 |
| FR-ORD-07 | The system shall generate an order confirmation, visible to the customer and delivered to the merchant, immediately after successful payment.                   | Must   | 1 |
| FR-ORD-08 | The system shall present merchants with a dashboard listing orders under exactly five statuses: New Orders, Preparing, Ready for Pickup, Delivering, Completed. | Must   | 1 |
| FR-ORD-09 | The system shall allow a merchant to advance an order from New Orders to Preparing and from Preparing to Ready for Pickup with a single action.                 | Must   | 1 |
| FR-ORD-10 | The system shall timestamp every order status transition for audit and analytics purposes.                                                                      | Should | 1 |
| FR-ORD-11 | The system shall notify the customer when their order status changes.                                                                                           | Must   | 1 |
| FR-ORD-12 | The system shall support order cancellation by the customer prior to the Preparing status, subject to merchant-configured policy.                               | Should | 2 |
| FR-ORD-13 | The system shall support merchant-initiated refunds through the payment gateway.                                                                                | Should | 2 |

### 3.3 Module C - Delivery Orchestration

Turns a prepared order into a completed last-mile delivery, coordinating with the courier network.

| FR-DEL-01 | The system shall automatically request or assign an available courier when a merchant marks an order Ready for Pickup.            | Must   | 1 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------|--------|---|
| FR-DEL-02 | The system shall provide the assigned courier with the merchant pickup address, order reference, and customer delivery address.   | Must   | 1 |
| FR-DEL-03 | The system shall allow a courier to confirm pickup, which transitions the order to Delivering.                                    | Must   | 1 |
| FR-DEL-04 | The system shall provide the customer with delivery status and, where available, a live map view and estimated arrival time.      | Must   | 1 |
| FR-DEL-05 | The system shall allow a courier to confirm delivery completion, which transitions the order to Completed.                        | Must   | 1 |
| FR-DEL-06 | The system shall record a completion confirmation (e.g. timestamp, and optionally a photo or signature) for dispute resolution.   | Should | 2 |
| FR-DEL-07 | The system shall support a failed-delivery or return-to-merchant flow when a delivery cannot be completed.                        | Should | 1 |
| FR-DEL-08 | The system shall allow platform administrators to manually reassign an order to a different courier in the event of non-response. | Should | 1 |
| FR-DEL-09 | The system shall support configurable delivery pricing rules (e.g. by distance or zone).                                          | Could  | 2 |

*Note: FR-DEL-06 through FR-DEL-08 (exception handling, manual reassignment, proof of delivery) are not explicitly described in the source concept document but are included as standard requirements for any delivery orchestration system; they should be validated with stakeholders before being treated as committed scope.*

### 3.4 Module D - Customer Experience

Defines the consistent buying journey a customer has across any participating merchant.

| FR-CUST-01 | The system shall allow a customer to browse a merchant's published storefront without creating an account.     | Must   | 1 |
|------------|----------------------------------------------------------------------------------------------------------------|--------|---|
| FR-CUST-02 | The system shall allow a customer to view product detail, including photos, price, variants, and availability. | Must   | 1 |
| FR-CUST-03 | The system shall allow a registered customer to view their order history.                                      | Should | 1 |
| FR-CUST-04 | The system shall allow a customer to track an active order's status and delivery progress in real time.        | Must   | 1 |
| FR-CUST-05 | The system shall notify the customer on order confirmation, dispatch, and delivery completion at minimum.      | Must   | 1 |
| FR-CUST-06 | The system shall allow a customer to rate or review a completed order.                                         | Could  | 2 |
| FR-CUST-07 | The system shall support cross-merchant search and discovery.                                                  | Could  | 3 |
| FR-CUST-08 | The system shall support a loyalty or repeat-customer mechanism.                                               | Could  | 3 |

### 3.5 Module E - Platform Administration

The operational back office required to run the marketplace safely; inferred from the operating model rather than stated explicitly in the source concept.

| FR-ADMIN-01 | The system shall allow a platform administrator to review and approve or reject new merchant registrations.                    | Must   | 1 |
|-------------|--------------------------------------------------------------------------------------------------------------------------------|--------|---|
| FR-ADMIN-02 | The system shall allow a platform administrator to onboard, suspend, or remove courier/delivery partners from the network.     | Must   | 1 |
| FR-ADMIN-03 | The system shall provide administrators with visibility into all in-progress orders and their current status.                  | Must   | 1 |
| FR-ADMIN-04 | The system shall allow an administrator to intervene in a dispute (e.g. non-delivery, damaged item) and record its resolution. | Should | 1 |
| FR-ADMIN-05 | The system shall provide platform-level reporting on order volume, delivery performance, and merchant activity.                | Should | 2 |

## 4. External Interface Requirements

### 4.1 User Interfaces

- Merchant web dashboard: storefront/catalogue editor and the five-column order board (New Orders / Preparing / Ready for Pickup / Delivering / Completed), responsive down to a single-column mobile layout.
- Customer storefront: mobile-first product browsing, cart, checkout, and order-tracking views, reachable via the merchant's shareable store URL.
- Courier interface: a simplified view (dedicated screen or lightweight mobile view) showing assigned pickups, addresses, and a single action to confirm pickup and delivery.
- Administrator console: internal tool for merchant approval, courier network management, and dispute handling; not customer-facing.

## 4.2 Hardware Interfaces

- Standard smartphone or desktop/laptop with a camera, used by merchants for product photography and by couriers for optional proof-of-delivery capture.
- No specialized or proprietary hardware is required in Phase 1.

## 4.3 Software Interfaces

|                                                    |                                                                   |
|----------------------------------------------------|-------------------------------------------------------------------|
| Payment gateway API                                | Card / digital wallet payment capture, tokenization, and refunds  |
| Notification service (SMS / email / push)          | Order confirmations and status updates to merchants and customers |
| Maps / geolocation API                             | Delivery tracking view and ETA calculation                        |
| Courier network API (or internal dispatch service) | Pickup requests, courier assignment, and delivery status updates  |

## 4.4 Communication Interfaces

- All client-server communication shall use HTTPS.
- The platform shall expose or consume webhooks for asynchronous events (payment confirmation, courier status updates).
- Order and delivery tracking updates should be delivered to the customer view with low latency (see NFR-PERF-03); a real-time channel (e.g. WebSocket) is preferred over polling where feasible.

# 5. Non-Functional Requirements

## 5.1 Performance

|             |                                                                                                                          |        |
|-------------|--------------------------------------------------------------------------------------------------------------------------|--------|
| NFR-PERF-01 | Storefront product pages shall load within 2.5 seconds on a standard 4G mobile connection.                               | Must   |
| NFR-PERF-02 | The checkout flow (cart → payment confirmation) shall complete in no more than 4 steps for a returning customer.         | Should |
| NFR-PERF-03 | Delivery status updates shall propagate to the customer tracking view within 30 seconds of the underlying status change. | Should |
| NFR-PERF-04 | The platform shall support at least 500 concurrent active merchant storefronts at Phase 1 launch without degradation.    | Must   |

## 5.2 Security

|            |                                                                                                                                                          |        |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| NFR-SEC-01 | The platform shall never store unencrypted card or payment credential data; all payment data handling shall be delegated to a PCI-DSS-compliant gateway. | Must   |
| NFR-SEC-02 | All user accounts (merchant, customer, courier, administrator) shall be protected by authenticated, role-based access control.                           | Must   |
| NFR-SEC-03 | Personal data (customer addresses, phone numbers) shall be encrypted at rest and in transit.                                                             | Must   |
| NFR-SEC-04 | Administrator actions affecting merchant status, courier status, or disputes shall be logged in an audit trail.                                          | Should |

## 5.3 Usability

|            |                                                                                                                                         |        |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|
| NFR-USE-01 | A first-time merchant shall be able to publish a storefront with at least one product without external assistance or training material. | Must   |
| NFR-USE-02 | The merchant dashboard shall not expose more than the five defined order statuses to preserve the platform's simplicity positioning.    | Must   |
| NFR-USE-03 | Core customer and merchant flows shall meet WCAG 2.1 AA accessibility guidelines.                                                       | Should |

## 5.4 Reliability and Availability

|            |                                                                                                                                                 |        |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| NFR-REL-01 | The platform shall target 99.5% uptime for storefront and checkout services, excluding scheduled maintenance.                                   | Must   |
| NFR-REL-02 | Order and payment data shall be backed up at least daily, with point-in-time recovery capability.                                               | Must   |
| NFR-REL-03 | A payment gateway or courier network outage shall degrade gracefully (e.g. queue the action and notify the user) rather than causing data loss. | Should |

## 5.5 Scalability and Maintainability

|             |                                                                                                                                                                                            |        |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| NFR-SCAL-01 | The system architecture shall allow new merchants and couriers to be onboarded without service interruption.                                                                               | Must   |
| NFR-SCAL-02 | The four functional layers (storefront, commerce, delivery orchestration, customer experience) shall be logically decoupled so that any one layer can be modified or scaled independently. | Should |
| NFR-SCAL-03 | The data model shall not preclude adding multiple concurrent courier partners in a later phase.                                                                                            | Should |

## 5.6 Legal, Compliance, and Localization

|            |                                                                                                                                                                          |      |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| NFR-LEG-01 | The platform shall comply with applicable data protection legislation in its launch jurisdiction for customer and merchant personal data.                                | Must |
| NFR-LEG-02 | The platform shall support the local currency of the launch market as the default; the currency field shall not be hard-coded to preclude future multi-currency support. | Must |
| NFR-LEG-03 | Terms of service and a privacy policy shall be presented to merchants and customers before account creation.                                                             | Must |

*Note: Compliance requirements are stated generically pending confirmation of the specific launch jurisdiction(s); see Appendix C.*

## 6. System Architecture Overview

This is a logical, implementation-agnostic view of the system, intended to give engineering a shared starting point for detailed design. It reflects the four connected layers defined in the business concept document, sitting on a shared platform orchestration and data layer, with four categories of external integration.

Figure 1. OneBizSpace logical architecture - four connected layers over a shared orchestration and data layer, with external integrations.

### 6.1 Layer Responsibilities

|                                     |                                                                                                                          |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Merchant Storefront                 | Presentation and management of merchant-facing content: branding, catalogue, availability, promotions                    |
| Commerce Platform                   | Cart, checkout, payment orchestration, order state machine, merchant dashboard                                           |
| Delivery Orchestration              | Courier assignment, pickup and delivery lifecycle, tracking data, completion confirmation                                |
| Customer Experience                 | Cross-cutting customer-facing presentation layer: browse, order, pay, track, receive                                     |
| Platform Orchestration & Data Layer | Shared system of record for merchants, orders, customers, deliveries, and payments; notification dispatch; audit logging |

### 6.2 Architectural Principles

- Layer independence: each of the four layers should be separately deployable/scalable, communicating through well-defined internal APIs rather than shared database access, to satisfy NFR-SCAL-02.
- Single system of record: order and delivery state should exist in one authoritative store, with the merchant dashboard and customer tracking view both reading from (not duplicating) that state.
- Integration isolation: payment, notification, mapping, and courier integrations should sit behind internal interfaces so a provider can be swapped without changing core order/delivery logic.
- Extensibility for Phase 3: the architecture should not assume a single merchant per customer session, in anticipation of cross-merchant marketplace discovery.

## 7. Data Requirements

The following conceptual entities are implied by the functional requirements in Section 3. This is a requirements-level data dictionary, not a physical schema; field lists are representative rather than exhaustive.

|           |                                                                                                                        |                                         |
|-----------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Merchant  | Business name, logo, description, category, contact info, pickup address, approval status                              | Storefront, Product, Order              |
| Product   | Name, description, price, photos, variants, availability flag, category                                                | Merchant, OrderItem                     |
| Customer  | Name, contact info, delivery address(es), account type (guest / registered)                                            | Order, Review                           |
| Order     | Order reference, status, timestamps per status transition, totals, payment reference                                   | Merchant, Customer, OrderItem, Delivery |
| OrderItem | Product reference, quantity, unit price, variant selection                                                             | Order, Product                          |
| Payment   | Amount, method, gateway reference, status (authorised / captured / refunded)                                           | Order                                   |
| Delivery  | Courier reference, pickup address, delivery address, status, pickup timestamp, completion timestamp, proof of delivery | Order, Courier                          |
| Courier   | Name, contact info, availability status, active delivery assignments                                                   | Delivery                                |
| Promotion | Discount type, value, applicable products, validity window                                                             | Merchant, Product                       |

### 7.1 Notes on the Data Model

- Order and Delivery are modelled as related but distinct entities so that a single order's delivery can be reassigned or retried (FR-DEL-07, FR-DEL-08) without mutating the order record.
- Every status transition on Order and Delivery should be timestamped to support FR-ORD-10 and platform reporting (FR-ADMIN-05).
- The Courier entity is deliberately generic so that Phase 1's single-partner or manual-dispatch model and a future multi-courier marketplace share the same underlying structure.

## 8. Use Cases

The following use cases trace the end-to-end order journey defined in the business concept document into testable interaction sequences. Each maps to one or more functional requirements from Section 3.

### UC-01 - Merchant creates a storefront and lists a product

|          |                                                                                                     |
|----------|-----------------------------------------------------------------------------------------------------|
| Merchant | Merchant has registered an account (FR-STORE-01) and is approved by an administrator (FR-ADMIN-01). |
|          | Merchant selects "Create storefront".                                                               |
|          | 1. Merchant enters business name, logo, description, and category.                                  |
|          | 2. Merchant enters a pickup address and contact details.                                            |
|          | 3. Merchant adds at least one product with a name, price, and photo.                                |
|          | 4. Merchant publishes the storefront.                                                               |
|          | 5. System generates and displays a shareable storefront URL.                                        |
|          | Storefront is publicly viewable at its generated URL with at least one purchasable product.         |
|          | If required fields are missing, the system blocks publishing and highlights the missing fields.     |
|          | FR-STORE-01 to FR-STORE-07                                                                          |

## UC-02 - Customer places an order

|  |                                                                                                                                                                                                                                                                                                                                                                                            |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Customer                                                                                                                                                                                                                                                                                                                                                                                   |
|  | A merchant storefront is published with at least one available product.                                                                                                                                                                                                                                                                                                                    |
|  | Customer adds a product to the cart.                                                                                                                                                                                                                                                                                                                                                       |
|  | 1. Customer browses the storefront and adds one or more products to the cart.<br>2. Customer proceeds to checkout as a guest or registered customer.<br>3. Customer enters a delivery address and contact number.<br>4. Customer selects a payment method and completes payment.<br>5. System confirms the order to the customer and forwards it to the merchant dashboard as a New Order. |
|  | Order exists with status New Orders; payment is authorised/captured; merchant is notified.                                                                                                                                                                                                                                                                                                 |
|  | If payment fails, the system returns the customer to checkout with the cart preserved.                                                                                                                                                                                                                                                                                                     |
|  | FR-ORD-01 to FR-ORD-07                                                                                                                                                                                                                                                                                                                                                                     |

## UC-03 - Merchant prepares and hands off an order

|  |                                                                                                                                                                                                     |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Merchant                                                                                                                                                                                            |
|  | An order exists with status New Orders.                                                                                                                                                             |
|  | Merchant opens the order on the dashboard.                                                                                                                                                          |
|  | 1. Merchant moves the order to Preparing.<br>2. Merchant packages the order.<br>3. Merchant marks the order Ready for Pickup.<br>4. System automatically requests or assigns a courier (see UC-04). |
|  | Order status is Ready for Pickup; a courier assignment request has been issued.                                                                                                                     |
|  | FR-ORD-08, FR-ORD-09, FR-DEL-01                                                                                                                                                                     |

## UC-04 - Platform assigns a courier and completes delivery

|  |                                                                                                                                                                                                                                                                                                                                |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Courier, Platform (automated), Customer                                                                                                                                                                                                                                                                                        |
|  | An order has status Ready for Pickup.                                                                                                                                                                                                                                                                                          |
|  | System issues a pickup request.                                                                                                                                                                                                                                                                                                |
|  | 1. System assigns an available courier and sends pickup details.<br>2. Courier travels to the merchant and confirms pickup; order status changes to Delivering.<br>3. System provides the customer with live tracking and an ETA.<br>4. Courier delivers the order and confirms completion; order status changes to Completed. |
|  | Order status is Completed; customer and merchant are notified.                                                                                                                                                                                                                                                                 |
|  | See UC-06 for a failed or exception delivery.                                                                                                                                                                                                                                                                                  |
|  | FR-DEL-01 to FR-DEL-05, FR-CUST-04, FR-CUST-05                                                                                                                                                                                                                                                                                 |

## UC-05 - Customer tracks an order in real time

|  |                                                                                                                                                                                                                             |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Customer                                                                                                                                                                                                                    |
|  | Customer has an order with status Preparing or later.                                                                                                                                                                       |
|  | Customer opens the order tracking view.                                                                                                                                                                                     |
|  | 1. System displays the current order status.<br>2. Once the order is Delivering, the system displays a live map view and estimated arrival time.<br>3. Customer receives a notification when the order is marked Completed. |
|  | Customer has up-to-date visibility of order and delivery status throughout fulfilment.                                                                                                                                      |
|  | FR-DEL-04, FR-CUST-04, FR-CUST-05                                                                                                                                                                                           |

## UC-06 - Delivery exception handling

|  |                                                                                                                                                                                                                                                                                               |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Courier, Platform administrator, Customer                                                                                                                                                                                                                                                     |
|  | An order has status Delivering.                                                                                                                                                                                                                                                               |
|  | Courier is unable to complete the delivery (e.g. customer unreachable).                                                                                                                                                                                                                       |
|  | 1. Courier flags the delivery as unable to complete, with a reason.<br>2. System notifies the customer and offers redelivery or return-to-merchant options where applicable.<br>3. If unresolved, a platform administrator may reassign the order to a different courier or process a refund. |
|  | Order reaches a resolved terminal state: Completed, Returned, or Refunded.                                                                                                                                                                                                                    |
|  | FR-DEL-07, FR-DEL-08, FR-ADMIN-04, FR-ORD-13                                                                                                                                                                                                                                                  |

## 9. Requirements Traceability Matrix

This matrix traces each requirement group back to its origin in the source business concept document and the business objective it serves, so that reviewers can confirm nothing in the original concept has been dropped and nothing has been added without being flagged.

| Requirement ID | Source Concept                            | Business Objective                                                             | Traceability            |
|----------------|-------------------------------------------|--------------------------------------------------------------------------------|-------------------------|
| FR-STORE-*     | Concept #4 (Platform Model, Layer 1)      | Merchant can get online without technical knowledge or staff                   | 1                       |
| FR-ORD-*       | Concept #4 (Layer 2), §5 (Order Flow)     | Reduce tools and handoffs between cart and fulfilment                          | 1                       |
| FR-DEL-*       | Concept #4 (Layer 3), §5 (Order Flow)     | Delivery is a native step in the order lifecycle, not a separate merchant task | 1                       |
| FR-CUST-*      | Concept §4 (Layer 4)                      | A consistent buying and tracking journey across merchants                      | 1 (core), 3 (discovery) |
| FR-ADMIN-*     | Inferred — not explicit in source concept | Operational integrity of the three-sided merchant / platform / courier model   | 1                       |

### 9.1 Phase Coverage Summary

Consistent with the concept document's "Potential Evolution" roadmap, requirements above are tagged to the phase in which they are expected to ship:



|         |                                                                                                                                                                                                               |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phase 1 | Core storefront (FR-STORE-01–07), core ordering and payment (FR-ORD-01–11), core delivery orchestration (FR-DEL-01–05, 07–08), core customer experience (FR-CUST-01–05), core administration (FR-ADMIN-01–04) |
| Phase 2 | Promotions and analytics (FR-STORE-08–09), cancellation/refunds (FR-ORD-12–13), delivery pricing rules (FR-DEL-09), platform reporting (FR-ADMIN-05)                                                          |
| Phase 3 | Cross-merchant discovery and search (FR-CUST-07), loyalty (FR-CUST-08), and any multi-courier marketplace extensions to the delivery data model                                                               |

## 10. Product Roadmap Alignment

The concept document frames a deliberately narrow Phase 1: get a merchant online, enable ordering, and complete delivery reliably, before introducing customization or marketplace features. This SRS follows that sequencing. The guiding question carried forward from the concept document remains the acceptance lens for Phase 1 scope:

*“How can we reduce the number of steps, decisions, and external systems a small merchant must manage between deciding to sell online and successfully delivering the first customer order?”*

- Phase 1 - Prove the core loop: storefront, catalogue, ordering, basic payments, courier integration (see #9.1).
- Phase 2 - Deepen the operation: merchant analytics, promotions, repeat-customer tools, delivery pricing rules, operational automation.
- Phase 3 - Open the network: customer marketplace/discovery, cross-merchant search, loyalty, recommendations, broader logistics capacity.

Engineering should treat any Phase 2 or Phase 3 requirement that surfaces during Phase 1 design as a candidate for the backlog, not for immediate scope consistent with the “simplicity by design” differentiator in the original positioning.

## Appendix A - Glossary

|                            |                                                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Merchant                   | A small business account holder who lists products for sale through a storefront.                                                       |
| Storefront                 | A merchant's published, branded point of sale within the platform.                                                                      |
| Courier / delivery partner | An individual or network agent who performs pickup from the merchant and last-mile delivery to the customer.                            |
| Order lifecycle            | The five-status sequence an order passes through: New Orders, Preparing, Ready for Pickup, Delivering, Completed.                       |
| Delivery orchestration     | The platform capability that turns a prepared order into a completed delivery by coordinating courier assignment, pickup, and tracking. |
| Last-mile delivery         | The final leg of delivery, from courier pickup at the merchant to hand-off at the customer's location.                                  |
| Shall / should / may       | Requirement strength keywords defined in §1.2.                                                                                          |

## Appendix B - Summary of Assumptions

Consolidated from Section 2.6 and inline notes throughout this document, for ease of stakeholder review:

- A single third-party, PCI-DSS-compliant payment gateway will be available and contracted for the launch market.
- Phase 1 delivery relies on either one integrated courier partner or an internal/manual dispatch pool, not a multi-courier marketplace.
- One merchant corresponds to one storefront in Phase 1.
- The launch market uses a single local currency; multi-currency is out of scope until Phase 3 discussions warrant it.
- Merchants have access to a smartphone or computer with a camera and adequate connectivity to complete onboarding unassisted.
- Failed-delivery handling, manual courier reassignment, and proof-of-delivery capture (FR-DEL-06–FR-DEL-08) and the entire Platform Administration module (FR-ADMIN-\*) were inferred as necessary operational scope; they are not explicitly described in the source business concept document and should be confirmed.

## Appendix C - Open Questions for Stakeholders

The following should be resolved before or during detailed design, as they materially affect scope and architecture:

- Which payment gateway(s) should be integrated for Phase 1, and does the merchant or the platform hold the merchant-of-record relationship?
- Is Phase 1 delivery fulfilled by a single exclusive courier partner, an internal fleet, or a small pool of independent couriers?
- What is the merchant-facing commission or fee model, and does it vary by delivery distance or order value?
- What are the launch jurisdiction(s), and what data protection and consumer protection regulations apply there?
- What is the target cancellation and refund policy, and is it platform-wide or merchant-configurable?
- Should a customer be able to order from more than one merchant in a single checkout/delivery, or is checkout strictly single-merchant in Phase 1?
- What proof-of-delivery standard is required (photo, signature, PIN code, or none) for Phase 1?

*Note: This appendix should be reviewed and cleared with the product owner before Section 3 requirements are treated as final for design sign-off.*