

SOFTWARE REQUIREMENTS SPECIFICATION

OneBizSpace

Small Business Commerce & Delivery Platform

Document Version 2.0

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Revision History

Version	Date	Author	Description
1.0	Aug 2026	Onebizspace Technical Solution Partner	First complete draft circulated for stakeholder review.
2.0	Sep 2026	Onebizspace Technical Solution Partner	Updated Module A (Merchant Storefront) to reflect the redesigned merchant onboarding, dashboard readiness checklist, Storefront design hub, and Settings experience (General, Domain, Pickup & Delivery, Payments) shipped in the v2 merchant prototype. Added FR-STORE-10 to FR-STORE-19; revised FR-STORE-02 and UC-01; updated the data model, traceability matrix, and open questions accordingly. No changes to Modules B-E.

Approval Signatures

This document is approved for the scope and requirements described herein by the signatories below.

BUSINESS SPONSOR / INVESTOR <i>[Company / Investor Name]</i>	Signature: _____ Name: Designation: Date:
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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

Audience	Suggested use of this document
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, onboarding, 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)
- Merchant payout / bank-account configuration and settlement

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
- OneBizSpace - Platform Proposal (interactive HTML proposal / product walkthrough, August 2026)
- OneBizSpace merchant prototype, v2 - onboarding, dashboard, Storefront, and Settings screens (prototypes/merchant/, September 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

- Guided merchant onboarding: a dashboard “Store Readiness” checklist and an optional “Before You Build” preparatory guide
- Storefront creation, branding, template selection, and product catalogue management for merchants
- A merchant Settings hub covering profile, custom domain, pickup & delivery details, payments, and payout/bank-account details
- 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

User class	Description	Technical proficiency
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).
- 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 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.
- Merchant setup is a non-linear, checklist-driven flow rather than a forced, single-path wizard, each onboarding task (store profile, storefront design, catalogue, pickup & delivery, custom domain) must be independently completable and re-editable at any time from Settings or the Storefront section, not only during first-time setup.

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).
- It is assumed the merchant-profile identity captured in Settings > General (name, email, photo) doubles as the store-owner identity shown to customers and OneBizSpace, whether a distinct, separately editable public store display name is required is an open question.

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, through a guided onboarding checklist, a dedicated Storefront design hub for branding and templates, and a Settings hub for ongoing store configuration.

ID	Requirement	Priority	Phase
FR-STORE-01	The system shall allow a prospective merchant to register an account using a phone number.	Must	1
FR-STORE-02	The system shall allow a merchant to create one storefront, including a business/store name, description, and category, captured through the merchant profile and onboarding checklist. Store branding (logo, cover image) and template selection are managed separately through the Storefront section (see FR-STORE-14).	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
FR-STORE-10	The system shall present a first-time merchant with a "Store Readiness" checklist on the dashboard, showing the number of completed versus total setup tasks out of five (store profile, storefront design, product catalogue, pickup & delivery details, and custom domain), with a direct action link to complete each outstanding task.	Must	1
FR-STORE-11	The system shall track completion of each readiness task independently and allow tasks to be completed in any order; once a task is completed, the system shall remove its card from the checklist and it shall not reappear on later visits.	Must	1
FR-STORE-12	Once the four required readiness tasks (store profile, storefront design, product catalogue, and pickup & delivery details) are complete, the system shall replace the onboarding checklist with the live merchant dashboard; the custom domain task is optional and shall not block this transition. If the custom domain task is still outstanding at that point, the system shall show a	Must	1

ID	Requirement	Priority	Phase
	small, dismissible setup-progress strip, kept visually distinct from the dashboard's operational "Needs your attention" panel.		
FR-STORE-13	The system shall offer a first-time merchant an optional, dismissible "Before You Build" guide that previews the essentials to gather before setup — store name, product photos, domain, bank account, and launch plan — presented as sequential advisory content across five steps that captures no data.	Should	1
FR-STORE-14	The system shall provide a dedicated Storefront section, reachable from the main navigation, where a merchant manages brand assets (store logo and cover photo) and selects a store template from a gallery of pre-built designs, with each change saved automatically rather than through a multi-step wizard.	Must	1
FR-STORE-15	The system shall display a live preview of the storefront — reflecting the merchant's current logo, cover image, template, and published products — as changes are made in the Storefront section.	Should	1
FR-STORE-16	The system shall organize merchant account and store configuration into a Settings area with distinct, independently accessible sections: General (store-owner profile), Domain, Pickup & Delivery, Payments, and Publish & Share.	Must	1
FR-STORE-17	The system shall allow a merchant to connect a custom domain to their storefront in addition to a default OneBizSpace-hosted URL, which shall remain active regardless of custom-domain status; the system shall display a connection status of not connected, pending, or connected.	Should	1
FR-STORE-18	The system shall allow a merchant to view and update their pickup address and courier contact phone number at any time from Settings, independent of initial onboarding, and shall keep the pickup address private from customers.	Must	1
FR-STORE-19	The system shall reserve a Payments section within Settings that displays planned payment methods (e.g. Cash on Delivery, Card / digital wallet) as unavailable pending confirmation of a payment gateway partner, without presenting a functional configuration form, and shall state that order placement and cash-on-delivery are unaffected in the interim.	Should	1

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.

ID	Requirement	Priority	Phase
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

ID	Requirement	Priority	Phase
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.

ID	Requirement	Priority	Phase
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

3.4 Module D - Customer Experience

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

ID	Requirement	Priority	Phase
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.

ID	Requirement	Priority	Phase
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: a first-time onboarding state (“Before You Build” guide and Store Readiness checklist), a Storefront design hub, a Settings hub (General, Domain, Pickup & Delivery, Payments, Publish & Share), a 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 default **OneBizSpace** URL or connected custom domain.
- Courier interface: a simplified view (dedicated screen or lightweight mobile view) showing assigned pickups, addresses, and a single action to confirm pickup and delivery (planned for Phase 02).
- 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

Interface	Purpose
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, ETA calculation, and the merchant “Use my current location” pickup-address action
Domain / DNS provider (customer-supplied)	Verification and routing for a merchant's connected custom domain (FR-STORE-17)
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

ID	Requirement	Priority
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

ID	Requirement	Priority
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, merchant pickup addresses) 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

ID	Requirement	Priority
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
NFR-USE-04	The merchant onboarding checklist and "Before You Build" guide shall not block access to any Settings or Storefront screen; a merchant may navigate directly to any section at any time.	Should

5.4 Reliability and Availability

ID	Requirement	Priority
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

ID	Requirement	Priority
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

ID	Requirement	Priority
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

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 five categories of external integration - Domain / DNS is new in v2.0, supporting the custom-domain capability.

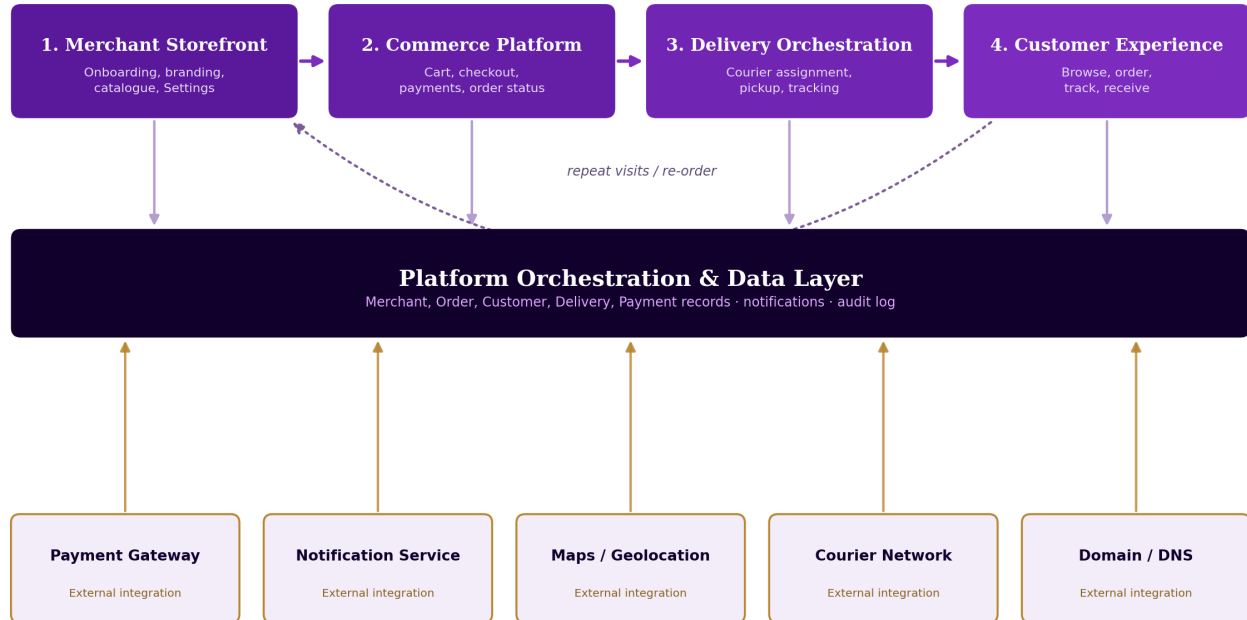


Figure 1. **OneBizSpace** logical architecture - four connected layers over a shared orchestration and data layer, with external integrations.

6.1 Layer Responsibilities

Layer	Responsibility
Merchant Storefront	Presentation and management of merchant-facing content: onboarding, branding, catalogue, availability, promotions, and store/account settings
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 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, domain/DNS, 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.

- Settings as configuration, not onboarding: General, Domain, Pickup & Delivery, and Payments should be modelled as ordinary, independently editable merchant configuration - not as a linear onboarding sequence - so the dashboard's readiness checklist (FR-STORE-10/11) is a presentation-layer view over that configuration state, not a separate workflow engine.

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.

Entity	Key attributes	Related to
Merchant	Business/profile name, logo, cover image, description, category, template/theme selection, custom domain (name + connection status), contact info, pickup address, approval status, readiness-task completion flags	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

- 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.
- v2.0: the Merchant entity now also carries template/theme selection, custom-domain name and status, and a set of per-task readiness/completion flags (store profile, storefront design, catalogue, pickup & delivery, custom domain) that back the dashboard checklist in FR-STORE-10 to FR-STORE-12. These are onboarding-presentation state, not separate workflow records.
- No payout/settlement or bank-account fields have been added to the Merchant entity in v2.0 — the “Before You Build” guide's bank-account step (FR-STORE-13) is advisory content only and does not yet correspond to a stored attribute; see Appendix C.

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

Actor(s)	Merchant
Precondition	Merchant has registered an account (FR-STORE-01) and is approved by an administrator (FR-ADMIN-01).
Trigger	Merchant logs in for the first time.
Main flow	1. System optionally presents the “Before You Build” preparatory guide; the merchant reviews or dismisses it (FR-STORE-13). 2. System presents the dashboard's Store Readiness checklist (FR-STORE-10). 3. In any order, the merchant completes: store profile name/description/category (Settings > General), storefront branding and template (Storefront section), at least one product with a name, price, and photo (Catalogue), and pickup address and contact details (Settings > Pickup & Delivery). A custom domain (Settings > Domain) remains optional. 4. As each task is completed, the system removes it from the checklist and updates the readiness count (FR-STORE-11). 5. Once the four required tasks are complete, the system publishes the storefront, generates a shareable storefront URL, and replaces the checklist with the live dashboard (FR-STORE-12, FR-STORE-06).
Postcondition	Storefront is publicly viewable at its generated URL (or a connected custom domain) with at least one purchasable product.
Alternate flow	If a required task is incomplete, the storefront is not published and the checklist continues to display the outstanding tasks; the merchant may still browse and edit any Settings or Storefront screen directly (NFR-USE-04).
Related requirements	FR-STORE-01 to FR-STORE-07, FR-STORE-10 to FR-STORE-19

UC-02 - Customer places an order

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

UC-03 - Merchant prepares and hands off an order

Actor(s)	Merchant
Precondition	An order exists with status New Orders.
Trigger	Merchant opens the order on the dashboard.
Main flow	1. Merchant moves the order to Preparing. 2. Merchant packages the order. 3. Merchant marks the order Ready for Pickup. 4. System automatically requests or assigns a courier (see UC-04).
Postcondition	Order status is Ready for Pickup, a courier assignment request has been issued.
Related requirements	FR-ORD-08, FR-ORD-09, FR-DEL-01

UC-04 - Platform assigns a courier and completes delivery

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

UC-05 - Customer tracks an order in real time

Actor(s)	Customer
Precondition	Customer has an order with status Preparing or later.
Trigger	Customer opens the order tracking view.
Main flow	1. System displays the current order status. 2. Once the order is Delivering, the system displays a live map view and estimated arrival time. 3. Customer receives a notification when the order is marked Completed.
Postcondition	Customer has up-to-date visibility of order and delivery status throughout fulfilment.
Related requirements	FR-DEL-04, FR-CUST-04, FR-CUST-05

UC-06 - Delivery exception handling

Actor(s)	Courier, Platform administrator, Customer
Precondition	An order has status Delivering.
Trigger	Courier is unable to complete the delivery (e.g. customer unreachable).

Main flow	1. Courier flags the delivery as unable to complete, with a reason. 2. System notifies the customer and offers redelivery or return-to-merchant options where applicable. 3. If unresolved, a platform administrator may reassign the order to a different courier or process a refund.
Postcondition	Order reaches a resolved terminal state: Completed, Returned, or Refunded.
Related requirements	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.

Req. group	Source	Business objective served	Primary phase
FR-STORE-*	Concept #4 (Platform Model, Layer 1); FR-STORE-10 to FR-STORE-19 additionally trace to the v2 merchant prototype (dashboard, Storefront, Settings — Sep 2026)	Merchant can get online without technical knowledge or staff, and can manage the store independently afterwards	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	Requirement groups delivered
Phase 1	Core storefront, onboarding, and store configuration (FR-STORE-01–07, FR-STORE-10–19), 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: guided onboarding, storefront, catalogue, ordering, basic payments, courier integration.
- Phase 2 - Deepen the operation: merchant analytics, promotions, repeat-customer tools, delivery pricing rules, operational automation, and a functional Payments configuration once a gateway partner is confirmed.
- 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. The v2 merchant prototype's non-linear, checklist-driven onboarding is itself an application of that principle: it reduces the first-session decision load by letting a merchant complete the four required setup tasks in any order, rather than forcing a single fixed sequence.

Appendix A - Glossary

Term	Definition
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.
Store Readiness checklist	The dashboard task list shown to a first-time merchant, tracking completion of the setup tasks required to publish a storefront (v2.0).
Before You Build guide	An optional, dismissible, five-step advisory sequence (store name, product photos, domain, bank account, launch plan) shown before or alongside first-time setup; it captures no data (v2.0).
Storefront section	The merchant-facing hub for managing brand assets (logo, cover photo) and template selection, with an auto-saving, live-preview interaction model (v2.0).
Settings hub	The merchant configuration area covering General, Domain, Pickup & Delivery, and Payments, each independently editable at any time (v2.0).
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.
- v2.0: the merchant-profile identity captured in Settings > General (name, email, photo) is assumed to double as the store-owner identity shown to customers and OneBizSpace; no separate public “store display name” field has been confirmed as a distinct requirement.
- v2.0: the “bank account” step surfaced in the Before You Build guide (FR-STORE-13) is advisory only. It is assumed that payout/settlement configuration is out of scope until a payment gateway partner is confirmed and the Payments settings page (FR-STORE-19) becomes functional.
- v2.0: the dashboard's Store Readiness count (“X of 5”) includes the optional custom-domain task in its denominator, even though custom domain does not gate the transition to the live dashboard view (FR-STORE-10 vs. FR-STORE-12). This is assumed to be intentional product behaviour, not a defect, 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?
- 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?
- v2.0: Should payout/bank-account details be captured as part of merchant onboarding (as the Before You Build guide currently implies), or deferred entirely until a payment gateway is confirmed and Payments becomes a functional Settings page?
- v2.0: Is a separate, publicly editable store display name required, distinct from the merchant/store-owner profile name captured in Settings > General?
- v2.0: Should the dashboard readiness count read “X of 5” (including the optional custom domain) or “X of 4” (required tasks only), given that only the four required tasks gate publishing? The current prototype shows “0/5.”