

# CashLine ERP

## Business Team Detailed BRD + FRD + PRD

Business Intent, Operating Model, Functional Requirements, And Product Requirements

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# CashLine ERP Business Team Detailed BRD

Business Intent, Operating Model, User Journeys, And Functional Detail

Version: 1.0

Date: 2026-04-20

Prepared for: Incoming Business Team, Product Owners, Operations, Finance, Compliance, QA, Implementation Leads, and Go-Live Governance

## 1. Why This Document Exists

This document is written for the new business team that will manage CashLine ERP going forward.

The purpose is to explain the business intent behind the system, what each business area is meant to achieve, who uses it, what actions they perform, what controls apply, and how each part connects to the wider operating model.

This BRD is intentionally more explanatory than the technical BRD. It should help a new team understand the platform as a business operation, not only as a software application.

## 2. Executive Business Intent

CashLine ERP is intended to become the controlled operating backbone for institutional supply, procurement, onboarding, inventory, delivery, finance, supplier interaction, customer interaction, reporting, and governance.

The business problem it solves is the fragmentation of supplier data, customer requests, procurement actions, delivery evidence, invoices, payments, approvals, and audit records across manual tools, email, spreadsheets, and disconnected teams.

The intended business outcome is one governed platform where:

- suppliers and customers can interact through controlled self-service portals
- internal users can process onboarding, procurement, sales, inventory, delivery, and finance work through role-based workflows
- management can see reliable operational, financial, and control information
- administrators can control user access and function visibility
- all important actions are traceable, auditable, and reportable

## 3. Product Positioning

CashLine ERP should be positioned as a production-MVP enterprise operating platform.

It should not be presented as a full final enterprise-suite launch yet. The first production release is a controlled MVP focused on stable, auditable, role-controlled business operations.

The platform is designed to grow through future releases, including deeper Islamic Finance, Murabaha operations, live external integrations, and regulated fintech controls.

## 4. Current Production MVP Position

The current go-live strategy is a controlled named-user production MVP.

Included in the MVP:

- public landing and login
- supplier and customer onboarding
- internal onboarding review and case management
- supplier and customer activation

- administrator user and function governance
- system-owner administrator governance
- role-based side navigation and access enforcement
- core supplier/customer read models
- core procurement, sales, AP, AR, and finance visibility where evidenced
- workflow status, audit, notifications, reporting snapshots
- web portal and desktop app consistency
- SQL Server production path and rollback procedure

Held or deferred outside MVP:

- full Islamic Finance production launch
- Murabaha operations launch
- Oracle production parity
- broad open-user rollout
- live ETA qualification until target credentials and authority evidence are signed off
- live Paymob/Fawry qualification until target merchant evidence is signed off
- formal FRA fintech compliance certification claims

## 5. Business Operating Principles

The business team should manage the platform according to the following principles:

- Every visible function must serve a real business operation.
- Every user should see only the functions required for their role.
- Every critical action must be auditable.
- Maker/checker control must apply to sensitive actions.
- Demo-only, training-only, or placeholder guidance must not appear to end users in production.
- Arabic/RTL experiences must be production-ready where Arabic is used.
- Reports must reflect real operational status, not static demo cards.
- Non-MVP functions should be hidden or restricted until signed off.

## 6. Business Capabilities Overview

Capability	Business Purpose	Primary Users	MVP Treatment
Public access and login	Allow users to enter the correct portal securely	All users	Included
Supplier onboarding	Create and review supplier records before activation	Suppliers, Operations	Included
Customer onboarding	Create and review customer records before activation	Customers, Operations	Included
User administration	Create and govern users and functions	System Owner, Administrator	Included
Function governance	Control side menus and feature access	Administrator	Included
Supplier portal	Supplier self-service for profile, documents, orders, invoices, status	Suppliers	Included as MVP read/action scope
Customer portal	Customer self-service for requests, orders, invoices, statements, status	Customers	Included as MVP read/action scope

Capability	Business Purpose	Primary Users	MVP Treatment
Procurement	Manage purchase flow from request to PO and supplier interaction	Procurement, Operations, Finance	Included where evidenced
Sales and fulfillment	Manage customer order flow and downstream delivery/finance visibility	Sales/Operations, Finance	Included where evidenced
Inventory	Track stock, movements, counts, transfers, and exceptions	Inventory, Operations, Finance	Included where evidenced
Delivery	Capture dispatch, POD, failed delivery, and returns	Delivery, Operations	Included where evidenced
Finance	AP, AR, statements, payments visibility, close, reports	Finance	Included where evidenced
Notifications	Surface actions, updates, failures, and recovery events	All roles by permission	Included as foundation
Reporting	Provide operational, finance, user-admin, and audit visibility	Management, Finance, Admin	Included as foundation
Payments/gateways	Track payment execution and settlement flows	Finance, Operations	Conditional/held for live gateways
FX/multi-currency	Support USD/EGP and currency impacts	Finance	Included as evidenced lane
Islamic Finance	Manage Shariah/Murabaha/receivables finance flows	Islamic Finance team	Deferred from production MVP
Regulatory fintech layer	Digital identity, e-contract, e-record, outsourcing, sandbox	Compliance/Product	Future controlled enhancement

## 7. User And Role Operating Model

### 7.1 System Owner

Business intent:

The System Owner is a tightly restricted governance role used to bootstrap and govern Administrator users. This role protects the system from uncontrolled creation of Administrator accounts.

Allowed business actions:

- create the first Administrator user
- create additional Administrator users
- govern Administrator status
- view Administrator activity reports

Not allowed:

- supplier workflows
- customer workflows
- procurement
- finance
- inventory
- operational dashboards
- non-Administrator user reports

Control rule:

Only `System_Owner` can create Administrator users.

### 7.2 Administrator

Business intent:

The Administrator manages users and function access. This role is not a business operations role; it is a platform governance role.

Allowed business actions:

- create users
- assign user type and role
- assign/remove functions
- manage role/function sets
- configure portal menu visibility
- suspend, hold, revoke, or delete users with mandatory reason
- export/print user administration reports

Control rule:

Administrator must not see or operate unrelated business modules.

### 7.3 Operations User

Business intent:

Operations users manage business workflow execution, especially onboarding review, case handling, exceptions, and coordination across procurement, customer, supplier, and delivery operations.

Typical actions:

- review onboarding cases
- return case for rework
- reject case
- hold case
- reopen case
- approve case for activation
- monitor work queues
- review operational exceptions

### 7.4 Finance User

Business intent:

Finance users manage AP, AR, payments visibility, statements, close, reconciliation, tax, and financial reporting.

Typical actions:

- review supplier invoices
- view AP settlement status
- review customer invoices and receipts
- monitor AR aging and collections
- produce customer and supplier statements
- review finance reports
- execute or review close controls
- monitor tax/ETA/gateway exceptions where enabled

## 7.5 Supplier User

Business intent:

Supplier users should have a secure self-service experience to manage their relationship with CashLine.

Typical actions:

- complete onboarding
- maintain company profile
- upload compliance documents
- view orders or requests
- submit or track invoices where enabled
- view statement/status information
- receive notifications

Data rule:

Supplier users can only see their own organization data.

## 7.6 Customer User

Business intent:

Customer users should have a controlled self-service experience to track requests, orders, invoices, statements, payments, and status updates.

Typical actions:

- complete onboarding
- view customer profile
- submit or track requests where enabled
- view orders and invoices
- view statements/payment status
- receive notifications

Data rule:

Customer users can only see their own organization data.

# 8. End-To-End Business Journeys

## 8.1 Supplier Onboarding Journey

Business intent:

Convert a supplier from a public prospect into an approved and controlled supplier profile with documents, review evidence, status, and access rights.

Trigger:

A supplier starts self-onboarding from the public/login page.

Happy path:

1. Supplier opens supplier landing page. 2. Supplier reads the supplier portal description. 3. Supplier enters company/contact data. 4. Supplier uploads compliance/KYC documents. 5. System creates supplier lead/profile/case. 6. Operations sees the case in onboarding queue. 7. Reviewer checks documents and checklist items. 8. Reviewer records findings if needed. 9. Case moves to approval. 10. Supplier is approved and activated. 11. Supplier access is provisioned. 12. Notification/credential flow is

triggered. 13. Supplier can login and view supplier dashboard.

Exception paths:

- missing documents: case cannot be approved
- open findings: case remains blocked
- incorrect data: case returned for rework
- risk/compliance concern: case placed on hold
- unacceptable profile: case rejected

Business outputs:

- supplier profile
- onboarding case
- KYC/document record
- review checklist
- approval/audit trail
- supplier portal account
- notification event
- onboarding report visibility

## 8.2 Customer Onboarding Journey

Business intent:

Convert a customer/entity from a public prospect into an approved customer profile with controlled access and operational visibility.

Trigger:

A customer starts onboarding from the public/login page.

Happy path:

1. Customer enters organization/contact information. 2. Customer uploads required evidence. 3. System creates customer profile and onboarding case. 4. Operations reviews completeness and documents. 5. Reviewer approves or routes for decision. 6. Customer profile becomes active. 7. Customer access is provisioned. 8. Customer can login and view dashboard/status.

Exception paths:

- missing tax/compliance data
- duplicate profile suspected
- invalid documents
- open reviewer findings
- rejected or held customer case

Business outputs:

- customer profile
- onboarding case
- compliance document record
- review decision
- portal access
- customer reporting visibility

### 8.3 Supplier To Procurement To AP Settlement Journey

Business intent:

Connect supplier onboarding, procurement, goods/service receipt, supplier invoicing, AP settlement, and supplier visibility.

Expected flow:

1. Supplier is active. 2. Procurement/Operations creates or manages purchase need. 3. Supplier receives PO/request visibility where enabled. 4. Supplier acknowledges or responds. 5. Goods/service receipt is recorded. 6. Supplier invoice is submitted or captured. 7. Finance reviews AP impact. 8. Settlement/payment status is tracked. 9. Supplier statement reflects relevant activity. 10. Reports and audit trail show downstream state.

Control points:

- supplier must be active
- procurement approval may be required
- invoice/payment actions require finance authority
- settlement exceptions must be traceable

### 8.4 Customer To Sales To AR Receipt Journey

Business intent:

Connect customer profile, order/request, fulfillment, invoice, AR receipt, statement, and customer visibility.

Expected flow:

1. Customer is active. 2. Customer request/order is created or visible. 3. Operations/sales processes order. 4. Inventory/fulfillment releases where applicable. 5. Delivery/POD is captured. 6. Customer invoice is generated. 7. Customer payment/receipt is recorded or tracked. 8. Customer statement updates. 9. Finance and management reports reflect the lifecycle.

Control points:

- credit control may block release
- discounts require approval
- returns/credit notes require controlled processing
- receipt reversal/reallocation must be audited

### 8.5 Administrator User Provisioning Journey

Business intent:

Create users with correct role, user type, and function access without exposing unrelated business capabilities.

Expected flow:

1. Administrator opens Create New User. 2. Administrator selects user type. 3. System shows only valid roles for that user type. 4. Administrator selects role. 5. System shows applicable function sets/menu sections. 6. Administrator assigns functions. 7. User is created with correct status. 8. Audit trail captures who created the user and what access was assigned.

Control points:

- dependent dropdowns must prevent invalid role combinations
- function assignment must be persisted
- frontend and backend must enforce the same access
- suspend/hold/delete require reason

### 8.6 Notification Failure And Recovery Journey

Business intent:

Ensure business updates and actions are not silently lost.

Expected flow:

1. Business event occurs. 2. Notification is queued. 3. Worker attempts delivery. 4. Success is recorded, or failure is retained. 5. Retry or replay is available. 6. Final status appears in monitoring/reporting.

Control points:

- failed notifications must remain traceable
- recovery must not duplicate business transactions
- notifications should support audit and operational follow-up

## 9. Detailed Business Domain Requirements

### 9.1 Public Landing And Login

Business intent:

Provide a production-ready entry point for supplier, customer, internal, Administrator, and System Owner users.

Requirements:

- login must be clear and compact
- supplier landing description must explain self-service purpose
- public pages must not show demo/UAT/prototype wording
- Arabic version must avoid English leftovers unless intentionally bilingual
- buttons must be visually consistent and production-grade
- users must route to the correct workspace after login

### 9.2 Supplier Portal

Business intent:

Give suppliers controlled visibility and self-service capability without exposing internal operations.

Requirements:

- supplier profile view
- document/compliance section
- onboarding status
- request/order visibility
- invoice/status visibility where enabled
- statement/payment status where enabled
- notifications
- role-based menu sections such as Access & Identity, Onboarding & KYC, Payments & Settlement, Islamic Finance, Offers, and other supplier functions where configured

MVP note:

Only MVP-approved supplier functions should be visible in production.

### 9.3 Customer Portal

Business intent:

Give customers a secure channel to track business interaction with CashLine.

Requirements:

- customer profile view
- request/order visibility
- invoice and payment status
- statement view
- documents
- notifications
- role-based visibility only

## 9.4 Internal Operations

Business intent:

Provide internal teams with queues and screens to process business work efficiently.

Requirements:

- onboarding queue
- approval queue
- exception queue
- workflow monitoring
- operational dashboard
- case detail views
- return/reject/hold/reopen/approve actions
- audit and status history

## 9.5 Procurement

Business intent:

Support controlled supplier sourcing and purchasing.

Requirements:

- purchase request/RFQ/PO visibility
- supplier linkage
- goods receipt linkage
- invoice matching support
- procurement reporting
- maker/checker on sensitive actions

## 9.6 Sales And Fulfillment

Business intent:

Support customer-facing transaction lifecycle from order/request through delivery and finance.

Requirements:

- customer order/request visibility
- pricing and discount controls

- credit control
- dispatch/fulfillment linkage
- invoicing and AR linkage
- returns and credit-note handling

## 9.7 Inventory

Business intent:

Maintain operational confidence in stock availability, movement, and valuation impact.

Requirements:

- item master
- warehouse/location visibility
- stock movement
- stock transfer
- stock count and variance
- inventory adjustment
- replenishment and safety stock
- damaged/quarantine/expired stock handling
- lot/serial traceability where applicable
- finance traceability

## 9.8 Delivery

Business intent:

Capture the evidence that goods or services reached the customer, and manage delivery exceptions.

Requirements:

- dispatch planning
- proof of delivery
- failed delivery reason
- delivery recovery
- returns
- attachment/evidence linkage
- impact on invoice/customer status

## 9.9 Finance

Business intent:

Provide financial control and visibility over AP, AR, statements, payments, close, tax, and reporting.

Requirements:

- supplier invoice visibility
- AP settlement status
- customer invoice visibility
- AR receipt status

- customer and supplier statements
- aging reports
- collections workbench
- payment reversal/repost controls
- cash/treasury transfer
- month-end close
- period lock
- finance statements and reports

## 9.10 Payments And Gateways

Business intent:

Track payment execution, provider callbacks, settlement, and exceptions in a controlled way.

Requirements:

- payment channel configuration
- provider execution tracking
- callback settlement
- replay protection
- settlement batches
- exception handling
- wallet/card token reference handling where required

MVP note:

Live Paymob/Fawry qualification remains held until target credentials and owner evidence are complete.

## 9.11 FX And Multi-Currency

Business intent:

Allow finance and operations to handle currency differences, especially USD/EGP.

Requirements:

- FX quote history
- manual FX override with maker/checker
- multi-currency transaction visibility
- revaluation impact
- finance reporting impact

## 9.12 Islamic Finance And Murabaha

Business intent:

Provide an extensible business domain for Shariah-compliant finance, partner lending, Murabaha cases, contract templates, disbursement, settlement, and reporting.

Requirements:

- partner lender profiles
- Islamic product profiles

- facilities
- finance requests
- Shariah reviews
- Murabaha cases
- contract templates
- contract generation
- disbursements
- settlements
- receivables finance
- accounting hooks
- Islamic Finance reporting

MVP note:

This is not production MVP scope unless separately remediated and signed off.

### 9.13 Reporting

Business intent:

Give management, operations, finance, and administrators reliable visibility into business status.

Requirements:

- user administration reports
- onboarding reports
- supplier/customer reports
- procurement reports
- sales/order reports
- inventory reports
- delivery/POD reports
- AP/AR reports
- statements
- tax/ETA reports
- workflow/exception reports
- notification reports
- export/print in PDF and Excel/CSV where applicable

### 9.14 Notifications Center

Business intent:

Use notifications as the proper place for updates and actions, replacing activity-card style demo content.

Requirements:

- notify users about assigned actions
- show status updates
- show failure/retry/recovery events

- retain traceability
- support role-based notification visibility

## 9.15 UI/UX And Arabic

Business intent:

The platform must feel live, operational, and commercially deployable.

Requirements:

- remove guideline/demo/helper cards from production UI
- remove UAT/prototype labels from user-facing pages
- remove unnecessary activity cards
- use production-ready cards and compact buttons
- frame cards/icons visibly where required
- align dropdowns and forms consistently
- support Arabic labels and RTL layouts
- avoid English leftovers in Arabic version
- keep sidebar as the main navigation method

## 10. Business Rules

### 10.1 Access Rules

- users see only assigned menu sections and functions
- backend must block access to unassigned functions
- supplier/customer users see only their organization data
- Administrator sees only user/function administration
- System Owner sees only Administrator governance

### 10.2 Approval Rules

- critical actions require maker/checker
- self-approval is not allowed
- rejection and return must preserve history
- hold/reopen must preserve reason and user
- finance-sensitive actions require finance authority

### 10.3 User Status Rules

- suspend, hold, revoke, and delete require mandatory reason
- reason must appear in audit/reporting
- deleted/revoked users must not retain active access

### 10.4 Onboarding Rules

- required KYC checklist items must be resolved before approval
- open findings block approval

- returned cases must be corrected before resubmission
- rejected cases must remain traceable
- activated parties can receive portal access

## 10.5 Reporting Rules

- reports must show operational data, not demo guidance
- exports must respect role permissions
- administrator reports must include user status/action reason fields
- drilldown should be available where the business process requires traceability

## 11. Data Ownership

Data Area	Business Owner	Notes
Users and functions	Administrator / System Owner	System Owner governs Administrators only
Supplier profile	Operations / Supplier Management	Supplier can maintain allowed self-service data
Customer profile	Operations / Customer Management	Customer can view/maintain allowed data
KYC documents	Operations / Compliance	Approval gated by checklist and findings
Procurement	Procurement / Operations	Linked to supplier and finance
Sales/orders	Operations / Sales	Linked to customer, delivery, and AR
Inventory	Inventory / Operations	Linked to procurement, delivery, and finance
Finance	Finance	Owns AP, AR, statements, tax, close
Notifications	Platform / Operations	Reflect events and actions
Reports	Respective business owner	Access controlled by role/function

## 12. Production MVP Acceptance Criteria

The business team should consider the MVP acceptable only when:

- supplier onboarding journey works end to end
- customer onboarding journey works end to end
- Administrator can create users and assign functions
- System Owner can govern Administrators only
- role/function visibility matches business rules
- non-MVP modules are hidden/restricted
- web and desktop behave consistently
- reports expose only relevant business information
- no demo/UAT/guideline content is visible to production users
- Arabic version is clean for production use
- rollback and support procedures exist

## 13. Open Decisions For The New Business Team

The new business team should decide:

- which named users are included in the first MVP rollout

- which supplier functions are visible at production launch
- which customer functions are visible at production launch
- whether payments are simulation-only or live-target qualified
- whether ETA is held or live-qualified
- when Islamic Finance moves from deferred to active production scope
- who owns KYC/compliance checklist policy
- who approves user suspension/hold/delete reason taxonomy
- what reports are mandatory for day-one production
- what Arabic legal/disclosure wording must be controlled

## 14. Post-MVP Roadmap Themes

Recommended post-MVP business roadmap:

- complete FRA fintech compliance layer
- harden Islamic Finance and Murabaha
- qualify live ETA target environment
- qualify Paymob/Fawry live environments
- expand customer/supplier self-service actions
- deepen reports and dashboards
- mature notification center
- add controlled outsourcing register
- add digital identity/e-contract/e-record evidence layers
- expand mobile/handheld inventory support if needed

## 15. Final Business Summary

CashLine ERP has moved beyond the original dual-portal ERP concept into a controlled business operating platform.

The most important business shift is that the system is no longer only about modules. It is about governed operations: who can do what, under which workflow, with which evidence, and with what downstream impact.

The new business team should manage the platform as a production MVP first, keep the launch scope disciplined, and treat all advanced or regulated capabilities as controlled post-MVP expansions unless separately signed off.

## 16. Functional Requirements Document

This section converts the business intent above into functional requirements that can be used by product, QA, business owners, and engineering teams.

Requirement priorities:

- **Must:** required for Production MVP or core control integrity
- **Should:** required for near-term operational maturity
- **Could:** desirable enhancement or post-MVP optimization
- **Deferred:** explicitly outside Production MVP unless separately approved

Requirement status:

- **MVP:** included in current Production MVP boundary

- **Conditional:** available only if target environment, owner signoff, or module hardening is completed
- **Post-MVP:** future controlled enhancement
- **Deferred:** not included in production launch scope

## 16.1 Platform Access And Authentication Requirements

ID	Requirement	Priority	Release Treatment
FRD-ACC-001	The system shall provide a public entry point for supplier, customer, internal, Administrator, and System Owner users.	Must	MVP
FRD-ACC-002	The system shall authenticate users before protected pages, APIs, reports, or role workspaces are accessible.	Must	MVP
FRD-ACC-003	The system shall route each authenticated user to the correct role workspace after login.	Must	MVP
FRD-ACC-004	The system shall clear or block incompatible cached sessions when a user attempts to open a portal outside their authorized role.	Must	MVP
FRD-ACC-005	The system shall keep browser and desktop authentication behavior consistent.	Must	MVP
FRD-ACC-006	The system shall prevent direct URL access to unassigned functions even if the page route is known.	Must	MVP
FRD-ACC-007	The system shall support session logout and prevent unauthorized reuse after logout.	Must	MVP

## 16.2 Role And Access Governance Requirements

ID	Requirement	Priority	Release Treatment
FRD-RBAC-001	The system shall define a dedicated <code>System_Owner</code> role.	Must	MVP
FRD-RBAC-002	The <code>System_Owner</code> role shall be the only role authorized to create the first Administrator account.	Must	MVP
FRD-RBAC-003	The <code>System_Owner</code> role shall be the only role authorized to create additional Administrator users.	Must	MVP
FRD-RBAC-004	The <code>System_Owner</code> role shall not access supplier, customer, finance, procurement, inventory, reporting, or operational functions.	Must	MVP
FRD-RBAC-005	The <code>System_Owner</code> role shall access only Administrator-related reporting and audit views.	Must	MVP
FRD-RBAC-006	The system shall define an Administrator role limited to user creation, user lifecycle, and user-function administration.	Must	MVP
FRD-RBAC-007	The Administrator shall not access unrelated operational business modules.	Must	MVP
FRD-RBAC-008	The system shall enforce user type, role, function, and menu visibility consistently in frontend and backend layers.	Must	MVP

ID	Requirement	Priority	Release Treatment
FRD-RBAC-009	The system shall maintain audit records for role and function assignment changes.	Must	MVP

### 16.3 User Administration Requirements

ID	Requirement	Priority	Release Treatment
FRD-ADM-001	Administrator shall be able to create new users.	Must	MVP
FRD-ADM-002	Administrator shall select user type before role selection.	Must	MVP
FRD-ADM-003	The role dropdown shall show only roles valid for the selected user type.	Must	MVP
FRD-ADM-004	External user type shall expose supplier and customer role paths where configured.	Must	MVP
FRD-ADM-005	The selected role shall drive available function sets and menu sections.	Must	MVP
FRD-ADM-006	Administrator shall be able to assign and remove functions for users.	Must	MVP
FRD-ADM-007	Administrator shall be able to suspend, hold, revoke, and delete users according to authority.	Must	MVP
FRD-ADM-008	Suspend, hold, revoke, and delete actions shall require a mandatory reason before acceptance.	Must	MVP
FRD-ADM-009	The mandatory reason shall be persisted and visible in audit and user administration reports.	Must	MVP
FRD-ADM-010	Administrator shall be able to export user administration reports in PDF and Excel-compatible format.	Must	MVP
FRD-ADM-011	User administration reports shall include user name, user type, role, joining date, suspension date, status, reason, action user, and timestamp.	Must	MVP
FRD-ADM-012	Future reason capture shall support migration from free text to controlled reason list without redesigning the process.	Should	Post-MVP

### 16.4 Function And Portal Menu Governance Requirements

ID	Requirement	Priority	Release Treatment
FRD-FNC-001	Administrator shall be able to manage menu sections by user type and role.	Must	MVP
FRD-FNC-002	Administrator shall be able to manage child functions under each menu section.	Must	MVP
FRD-FNC-003	Administrator shall be able to enable or disable functional areas for supplier, customer, internal, and admin roles.	Must	MVP
FRD-FNC-004	Supplier portal function groups shall support areas such as Access & Identity, New Onboarding & KYC, Payments & Settlement, Islamic Finance, Offers, and other configured sections.	Should	Conditional
FRD-FNC-005	Function visibility shall be reflected in the side navigation.	Must	MVP

ID	Requirement	Priority	Release Treatment
FRD-FNC-006	Function access shall be enforced by backend authorization, not only hidden in UI.	Must	MVP
FRD-FNC-007	Disabled or deferred modules shall not be visible to production MVP users unless explicitly assigned and signed off.	Must	MVP
FRD-FNC-008	Active child menu items shall be visually highlighted.	Must	MVP
FRD-FNC-009	Parent menu sections shall support expand/collapse behavior.	Must	MVP
FRD-FNC-010	Arabic/RTL menu behavior shall align with English/LTR behavior.	Must	MVP

## 16.5 Public Landing And Login Page Requirements

ID	Requirement	Priority	Release Treatment
FRD-PUB-001	Public landing pages shall not show UAT, demo, placeholder, or prototype language.	Must	MVP
FRD-PUB-002	Supplier landing page shall include production business description of the Supplier Portal.	Must	MVP
FRD-PUB-003	Login buttons shall be compact, visible, aligned, and consistent across languages.	Must	MVP
FRD-PUB-004	Arabic public pages shall not show untranslated English labels unless intentionally approved.	Must	MVP
FRD-PUB-005	Public onboarding actions shall route users into the correct supplier or customer path.	Must	MVP
FRD-PUB-006	Public pages shall use subtle company logo watermark/background without impacting readability.	Should	MVP

## 16.6 Supplier Onboarding Requirements

ID	Requirement	Priority	Release Treatment
FRD-SUPONB-001	Supplier shall be able to start onboarding from public access.	Must	MVP
FRD-SUPONB-002	Supplier shall be able to enter company, contact, tax, and compliance-related profile data.	Must	MVP
FRD-SUPONB-003	Supplier shall be able to upload compliance/KYC documents.	Must	MVP
FRD-SUPONB-004	System shall create supplier onboarding case from public intake.	Must	MVP
FRD-SUPONB-005	Supplier case shall appear in internal onboarding queue.	Must	MVP
FRD-SUPONB-006	Reviewer shall be able to save checklist outcomes.	Must	MVP
FRD-SUPONB-007	Reviewer shall be able to record findings.	Must	MVP
FRD-SUPONB-008	Approval shall be blocked if required checklist items are unresolved.	Must	MVP
FRD-SUPONB-009	Approval shall be blocked if open findings remain.	Must	MVP

ID	Requirement	Priority	Release Treatment
FRD-SUPONB-010	Reviewer shall be able to return supplier case for rework.	Must	MVP
FRD-SUPONB-011	Reviewer shall be able to hold supplier case with reason.	Must	MVP
FRD-SUPONB-012	Reviewer shall be able to reject supplier case with reason.	Must	MVP
FRD-SUPONB-013	Reviewer shall be able to reopen held or returned supplier case.	Must	MVP
FRD-SUPONB-014	Approved supplier shall be activated and become eligible for supplier portal access.	Must	MVP
FRD-SUPONB-015	Supplier activation shall trigger credential or notification workflow where configured.	Must	MVP

## 16.7 Customer Onboarding Requirements

ID	Requirement	Priority	Release Treatment
FRD-CUSONB-001	Customer shall be able to start onboarding from public access.	Must	MVP
FRD-CUSONB-002	Customer shall be able to enter company/entity, contact, tax, and compliance profile data.	Must	MVP
FRD-CUSONB-003	Customer shall be able to upload required documents.	Must	MVP
FRD-CUSONB-004	System shall create customer onboarding case from public intake.	Must	MVP
FRD-CUSONB-005	Customer case shall appear in internal onboarding queue.	Must	MVP
FRD-CUSONB-006	Reviewer shall be able to review checklist outcomes and findings.	Must	MVP
FRD-CUSONB-007	Customer approval shall be blocked by unresolved required checklist items or open findings.	Must	MVP
FRD-CUSONB-008	Reviewer shall be able to return, hold, reject, reopen, approve, and activate customer onboarding case.	Must	MVP
FRD-CUSONB-009	Activated customer shall become eligible for customer portal access.	Must	MVP
FRD-CUSONB-010	Customer activation shall trigger credential or notification workflow where configured.	Must	MVP

## 16.8 Supplier Portal Requirements

ID	Requirement	Priority	Release Treatment
FRD-SUP-001	Supplier shall see only its own organization data.	Must	MVP
FRD-SUP-002	Supplier shall view profile and onboarding status.	Must	MVP
FRD-SUP-003	Supplier shall view and manage allowed compliance documents.	Must	MVP
FRD-SUP-004	Supplier shall view relevant orders or requests where enabled.	Should	MVP
FRD-SUP-005	Supplier shall view invoice and payment/status information where enabled.	Should	MVP

ID	Requirement	Priority	Release Treatment
FRD-SUP-006	Supplier shall view supplier statement or account status where enabled.	Should	MVP
FRD-SUP-007	Supplier shall receive role-relevant notifications.	Must	MVP
FRD-SUP-008	Supplier shall not see internal, customer-only, administrator, or system-owner functions.	Must	MVP

## 16.9 Customer Portal Requirements

ID	Requirement	Priority	Release Treatment
FRD-CUS-001	Customer shall see only its own organization data.	Must	MVP
FRD-CUS-002	Customer shall view profile and onboarding status.	Must	MVP
FRD-CUS-003	Customer shall view requests/orders where enabled.	Should	MVP
FRD-CUS-004	Customer shall view invoices and payment/receipt status where enabled.	Should	MVP
FRD-CUS-005	Customer shall view customer statements where enabled.	Should	MVP
FRD-CUS-006	Customer shall view relevant documents.	Should	MVP
FRD-CUS-007	Customer shall receive role-relevant notifications.	Must	MVP
FRD-CUS-008	Customer shall not see supplier-only, internal, administrator, or system-owner functions.	Must	MVP

## 16.10 Internal Operations Requirements

ID	Requirement	Priority	Release Treatment
FRD-OPS-001	Operations users shall access onboarding queues based on assigned functions.	Must	MVP
FRD-OPS-002	Operations users shall view onboarding case details.	Must	MVP
FRD-OPS-003	Operations users shall perform return, reject, hold, reopen, approve, and activation actions where authorized.	Must	MVP
FRD-OPS-004	Operations users shall view workflow status and queue posture.	Must	MVP
FRD-OPS-005	Operations users shall access operational exception queues where assigned.	Should	MVP
FRD-OPS-006	Operations users shall not access finance-only or admin-only actions unless separately assigned.	Must	MVP

## 16.11 Procurement Requirements

ID	Requirement	Priority	Release Treatment
FRD-PRO-001	System shall support supplier-linked procurement workflow visibility.	Must	MVP

ID	Requirement	Priority	Release Treatment
FRD-PRO-002	System shall support purchase request/RFQ/PO lifecycle where enabled.	Should	MVP
FRD-PRO-003	System shall link procurement actions to supplier records.	Must	MVP
FRD-PRO-004	System shall link goods receipt and supplier invoice matching where enabled.	Should	MVP
FRD-PRO-005	Sensitive procurement actions shall be maker/checker controlled.	Must	MVP
FRD-PRO-006	Procurement status shall be reflected in reporting and downstream finance where applicable.	Should	MVP

## 16.12 Sales And Fulfillment Requirements

ID	Requirement	Priority	Release Treatment
FRD-SAL-001	System shall support customer-linked sales/order visibility.	Must	MVP
FRD-SAL-002	System shall support pricing rule application where enabled.	Should	MVP
FRD-SAL-003	Discount overrides shall require approval where configured.	Must	MVP
FRD-SAL-004	Customer credit control shall be enforced where configured.	Must	MVP
FRD-SAL-005	Sales orders shall link to fulfillment, delivery, invoice, and AR visibility where available.	Should	MVP
FRD-SAL-006	Sales returns and credit notes shall be controlled and auditable.	Should	MVP

## 16.13 Inventory Requirements

ID	Requirement	Priority	Release Treatment
FRD-INV-001	System shall maintain item and warehouse/location visibility.	Must	MVP
FRD-INV-002	System shall support stock movement visibility.	Must	MVP
FRD-INV-003	System shall support warehouse transfer workflow where enabled.	Should	MVP
FRD-INV-004	System shall support stock count and variance handling.	Should	MVP
FRD-INV-005	Manual stock adjustments shall be auditable and approval-controlled where sensitive.	Must	MVP
FRD-INV-006	System shall support replenishment, safety stock, and reorder controls.	Should	Post-MVP
FRD-INV-007	System shall support quarantine, damaged, expired, and near-expiry stock statuses where configured.	Should	Post-MVP
FRD-INV-008	System shall support lot and serial traceability where item policy requires it.	Should	Post-MVP
FRD-INV-009	Inventory movements with finance impact shall be traceable to accounting records where implemented.	Must	MVP

## 16.14 Delivery Requirements

ID	Requirement	Priority	Release Treatment
FRD-DEL-001	System shall support dispatch and delivery status visibility.	Must	MVP
FRD-DEL-002	System shall support proof of delivery capture.	Must	MVP
FRD-DEL-003	Proof of delivery shall link to relevant customer order/invoice context where available.	Should	MVP
FRD-DEL-004	System shall support failed delivery reason and recovery workflow where enabled.	Should	MVP
FRD-DEL-005	Delivery exception closure shall be auditable.	Must	MVP

## 16.15 Finance, AP, AR, Statements, And Close Requirements

ID	Requirement	Priority	Release Treatment
FRD-FIN-001	Finance users shall view AP and supplier settlement status where enabled.	Must	MVP
FRD-FIN-002	Finance users shall view AR and customer receipt status where enabled.	Must	MVP
FRD-FIN-003	System shall support supplier statement visibility.	Should	MVP
FRD-FIN-004	System shall support customer statement visibility.	Should	MVP
FRD-FIN-005	System shall support AP/AR aging reports.	Should	MVP
FRD-FIN-006	System shall support collections workbench visibility.	Should	MVP
FRD-FIN-007	Payment reversal and controlled repost shall be auditable.	Should	MVP
FRD-FIN-008	Cash account and treasury transfer shall be controlled where enabled.	Should	MVP
FRD-FIN-009	Period close and period lock rules shall prevent unauthorized post-close changes.	Must	MVP
FRD-FIN-010	Finance statements and GL drilldown shall be available where configured.	Should	MVP
FRD-FIN-011	Withholding tax review/reporting shall be supported where configured.	Should	MVP

## 16.16 Tax And ETA Requirements

ID	Requirement	Priority	Release Treatment
FRD-TAX-001	System shall preserve Egypt tax and ETA readiness design from the original BRD.	Must	MVP foundation
FRD-TAX-002	System shall maintain tax-relevant supplier/customer profile data.	Must	MVP
FRD-TAX-003	System shall support tax/ETA status visibility where implemented.	Should	Conditional

ID	Requirement	Priority	Release Treatment
FRD-TAX-004	ETA live submission shall not be represented as production-qualified until target environment credentials and authority evidence are signed off.	Must	Conditional
FRD-TAX-005	ETA exception/status reporting shall be available to authorized finance/support users where enabled.	Should	Conditional

### 16.17 Payments And Gateway Requirements

ID	Requirement	Priority	Release Treatment
FRD-PAY-001	System shall support payment channel setup and provider configuration.	Should	Conditional
FRD-PAY-002	System shall support payment execution tracking.	Should	Conditional
FRD-PAY-003	System shall process gateway callbacks through controlled callback handling.	Should	Conditional
FRD-PAY-004	Gateway callbacks shall include replay-protection and auditability where enabled.	Must	Conditional
FRD-PAY-005	System shall support settlement batch and settlement exception operations.	Should	Conditional
FRD-PAY-006	Paymob/Fawry live production use shall remain held until target merchant evidence and owner signoff are completed.	Must	Conditional

### 16.18 FX And Multi-Currency Requirements

ID	Requirement	Priority	Release Treatment
FRD-FX-001	System shall support USD/EGP priority currency handling where configured.	Must	MVP
FRD-FX-002	System shall maintain FX source and quote history.	Should	MVP
FRD-FX-003	Manual FX override shall require maker/checker control.	Must	MVP
FRD-FX-004	FX revaluation and accounting impacts shall be traceable where implemented.	Should	MVP
FRD-FX-005	FX reports shall support finance review and acceptance evidence.	Should	MVP

### 16.19 Islamic Finance Requirements

ID	Requirement	Priority	Release Treatment
FRD-IF-001	System shall support Islamic Finance partner lender records.	Should	Deferred
FRD-IF-002	System shall support Islamic Finance product profiles and facilities.	Should	Deferred
FRD-IF-003	System shall support Islamic Finance requests and assignment/decision workflow.	Should	Deferred
FRD-IF-004	System shall support Shariah review workflow.	Should	Deferred
FRD-IF-005	System shall support Murabaha case lifecycle.	Should	Deferred
FRD-IF-006	System shall support Islamic contract templates and contract generation.	Should	Deferred

ID	Requirement	Priority	Release Treatment
FRD-IF-007	System shall support disbursement and settlement workflows.	Should	Deferred
FRD-IF-008	System shall support receivables finance and Islamic Finance reporting.	Should	Deferred
FRD-IF-009	Islamic Finance functions shall remain hidden or restricted in production MVP unless separately hardened and signed off.	Must	MVP

## 16.20 Murabaha Operations Requirements

ID	Requirement	Priority	Release Treatment
FRD-MUR-001	System shall preserve Murabaha operations design for future production expansion.	Should	Deferred
FRD-MUR-002	Murabaha operations shall support state model, integration contracts, PO/GR, earnest margin, servicing, installments, delinquency, restructure, notices, and settlement linkage.	Should	Deferred
FRD-MUR-003	Murabaha operations shall not be production MVP scope unless separately signed off.	Must	MVP

## 16.21 Notifications And Async Processing Requirements

ID	Requirement	Priority	Release Treatment
FRD-NOT-001	System shall create notification events for relevant user actions and status updates.	Must	MVP
FRD-NOT-002	Notifications shall be role-relevant and permission-aware.	Must	MVP
FRD-NOT-003	Notification templates shall be centrally managed where implemented.	Should	MVP
FRD-NOT-004	Failed notifications shall be traceable.	Must	MVP
FRD-NOT-005	Notification retry/recovery shall avoid duplicate business transactions.	Must	MVP
FRD-ASY-001	System shall support outbox event creation for selected business events.	Must	MVP
FRD-ASY-002	System shall support inbox processing where integration events are consumed.	Should	MVP
FRD-ASY-003	System shall support dead-letter handling and replay tooling.	Should	MVP
FRD-ASY-004	Workers shall process asynchronous queues without bypassing audit or authorization rules.	Must	MVP

## 16.22 Reporting Requirements

ID	Requirement	Priority	Release Treatment
FRD-REP-001	System shall provide role-based operational dashboards.	Must	MVP
FRD-REP-002	System shall provide onboarding reports.	Must	MVP
FRD-REP-003	System shall provide user administration reports.	Must	MVP

ID	Requirement	Priority	Release Treatment
FRD-REP-004	System shall provide finance reports and statement views where configured.	Should	MVP
FRD-REP-005	System shall provide procurement, sales, inventory, and delivery reports where configured.	Should	MVP
FRD-REP-006	System shall provide notification and workflow exception reporting where configured.	Should	MVP
FRD-REP-007	Reports shall support PDF and Excel/CSV export where applicable.	Must	MVP
FRD-REP-008	Reports shall not contain demo-only guidance, placeholder text, or non-operational cards.	Must	MVP
FRD-REP-009	Arabic reports/screens shall not show English leftovers unless approved.	Must	MVP

### 16.23 UI/UX Functional Requirements

ID	Requirement	Priority	Release Treatment
FRD-UI-001	The application shall use a production-ready shell with side navigation, top bar, breadcrumbs, and content header.	Must	MVP
FRD-UI-002	Side navigation shall use expandable parent nodes and child items.	Must	MVP
FRD-UI-003	Active child navigation items shall be highlighted.	Must	MVP
FRD-UI-004	Side navigation shall respect role/function visibility.	Must	MVP
FRD-UI-005	Buttons shall be compact and not stretch end-to-end unless the layout intentionally requires it.	Must	MVP
FRD-UI-006	Action buttons shall use production visual treatment and avoid excessive heavy styling.	Must	MVP
FRD-UI-007	Refresh buttons shall be visually lighter than primary action buttons where grouped with actions.	Should	MVP
FRD-UI-008	Dropdown labels, selected values, and arrows shall be aligned consistently in web and desktop.	Must	MVP
FRD-UI-009	All cards and key sidebar icons shall use approved visible framing where required by current UI direction.	Should	MVP
FRD-UI-010	The company logo watermark shall be subtle, consistent, and non-intrusive.	Should	MVP
FRD-UI-011	Arabic/RTL layouts shall align fields, dropdowns, buttons, and menu behavior correctly.	Must	MVP
FRD-UI-012	UAT, demo, instructional, guideline, and placeholder content shall be removed from production user-facing screens.	Must	MVP

### 16.24 Desktop Application Requirements

ID	Requirement	Priority	Release Treatment
FRD-DESK-001	Desktop app shall point to the same production backend endpoint as the web portal.	Must	MVP
FRD-DESK-002	Desktop app shall inherit the same role/function access rules as web.	Must	MVP
FRD-DESK-003	Desktop app shall inherit the same UI shell, watermark, and production visual cleanup as web.	Must	MVP
FRD-DESK-004	Desktop logout/session behavior shall be consistent with web.	Must	MVP
FRD-DESK-005	Desktop app shall not contain independent business logic that bypasses backend authorization.	Must	MVP

## 16.25 Integration And API Requirements

ID	Requirement	Priority	Release Treatment
FRD-INT-001	System shall maintain integration endpoint registry where integrations are configured.	Should	MVP
FRD-INT-002	System shall provide API documentation and OpenAPI artifacts for supported APIs.	Should	MVP
FRD-INT-003	System shall preserve developer portal publication artifacts for partner/API onboarding.	Should	MVP
FRD-INT-004	API publication shall include versioning, changelog, support model, and deprecation policy.	Should	MVP
FRD-INT-005	External integrations shall not be marked production-ready until target environment evidence is signed off.	Must	MVP

## 16.26 Regulatory And Compliance Requirements

ID	Requirement	Priority	Release Treatment
FRD-COMP-001	The MVP shall support role clarity, governed access, auditability, workflow traceability, and document capture.	Must	MVP
FRD-COMP-002	The system shall not claim full FRA fintech compliance until dedicated compliance layers are implemented and signed off.	Must	MVP
FRD-COMP-003	Future compliance layer shall support digital identity evidence.	Should	Post-MVP
FRD-COMP-004	Future compliance layer shall support e-KYC verification evidence.	Should	Post-MVP
FRD-COMP-005	Future compliance layer shall support digital contracts and e-signature evidence.	Should	Post-MVP
FRD-COMP-006	Future compliance layer shall support digital records/evidence ledger.	Should	Post-MVP
FRD-COMP-007	Future compliance layer shall support outsourcing provider register.	Should	Post-MVP
FRD-COMP-008	Future compliance layer shall support sandbox governance.	Should	Post-MVP
FRD-COMP-009	Future compliance layer shall support Arabic legal disclosure and consent registry.	Should	Post-MVP

## 16.27 Data And Audit Requirements

ID	Requirement	Priority	Release Treatment
FRD-DATA-001	System shall segregate data by role, function, user type, and organization.	Must	MVP
FRD-DATA-002	Supplier users shall access only supplier-owned data.	Must	MVP
FRD-DATA-003	Customer users shall access only customer-owned data.	Must	MVP
FRD-DATA-004	Administrative actions shall be auditable with user, timestamp, action, status, reason, and affected record.	Must	MVP
FRD-DATA-005	Workflow status changes shall be auditable.	Must	MVP
FRD-DATA-006	Document uploads, lifecycle changes, and review decisions shall be traceable.	Must	MVP
FRD-DATA-007	Reports and exports shall respect access control.	Must	MVP

## 16.28 Non-Functional Requirements

ID	Requirement	Priority	Release Treatment
FRD-NFR-001	The system shall be secure by default and enforce least privilege.	Must	MVP
FRD-NFR-002	The system shall be responsive for common role dashboards and transaction screens.	Must	MVP
FRD-NFR-003	The system shall support controlled production rollout and rollback.	Must	MVP
FRD-NFR-004	The system shall provide health/readiness evidence for cutover governance.	Must	MVP
FRD-NFR-005	The system shall support Arabic/English localization and RTL behavior.	Must	MVP
FRD-NFR-006	The system shall be maintainable through documented modules, APIs, and release governance.	Must	MVP
FRD-NFR-007	The system shall preserve production-ready visual consistency across web and desktop.	Must	MVP

## 16.29 FRD Traceability Matrix

Business Area	Key FRD Groups
Access and identity	FRD-ACC, FRD-RBAC, FRD-ADM, FRD-FNC
Supplier journey	FRD-SUPONB, FRD-SUP, FRD-PRO, FRD-FIN, FRD-NOT, FRD-REP
Customer journey	FRD-CUSONB, FRD-CUS, FRD-SAL, FRD-DEL, FRD-FIN, FRD-NOT, FRD-REP
Internal operations	FRD-OPS, FRD-PRO, FRD-SAL, FRD-INV, FRD-DEL
Finance and controls	FRD-FIN, FRD-TAX, FRD-PAY, FRD-FX, FRD-DATA
UI and channels	FRD-PUB, FRD-UI, FRD-DESK
Integrations and async	FRD-INT, FRD-NOT, FRD-ASY, FRD-PAY, FRD-TAX
Deferred regulated/advanced scope	FRD-IF, FRD-MUR, FRD-COMP

## 16.30 FRD Signoff Criteria

The business team can sign off the FRD for Production MVP when:

- all **Must** requirements marked **MVP** are either implemented, tested, or explicitly waived by accountable owner
- all **Conditional** items have owner decision and target-environment status recorded
- all **Deferred** items are hidden or restricted from production users
- all role-specific journeys have assigned business owners
- all production-visible reports remove demo/guideline content
- Arabic/RTL screens used in production are reviewed by the business owner
- Administrator and System Owner restrictions are verified
- web and desktop behavior are validated against the same access model

## 17. Product Requirements Document

This section defines the product view of CashLine ERP: the product problem, target users, value proposition, MVP definition, feature priorities, user experience expectations, metrics, roadmap, and release decision rules.

The BRD explains the business need. The FRD explains what functions are required. The PRD explains what product experience should be delivered and how product success will be judged.

### 17.1 Product Name

Product name:

CashLine ERP

Product type:

Enterprise operating platform with supplier portal, customer portal, internal operations portal, administrator governance, and desktop/web delivery.

Current product stage:

Production MVP Preparation

Recommended product status:

Ready for controlled production MVP preparation with disciplined scope

Not recommended product status:

Full enterprise-suite go-live

### 17.2 Product Problem Statement

The organization needs a single controlled platform to manage supplier and customer onboarding, procurement, inventory, delivery, finance, user governance, workflow visibility, notifications, and reporting.

Without CashLine ERP, business operations are exposed to:

- fragmented supplier/customer records
- manual onboarding and document tracking
- unclear role ownership
- weak auditability
- disconnected procurement, delivery, and finance status
- delayed exception visibility
- inconsistent external-party communication
- manual reporting and spreadsheet dependency

- unclear production readiness evidence

CashLine ERP is intended to reduce those risks by creating one governed business operating environment.

### 17.3 Product Vision

CashLine ERP should become the operating cockpit for CashLine's supplier, customer, operations, finance, and governance workflows.

The product vision is:

Create a production-grade, role-clear, auditable business platform where every user sees the right functions, every action updates the right downstream records, and every important business state can be reviewed, reported, and governed.

### 17.4 Product Value Proposition

For executive management:

CashLine ERP provides controlled visibility into onboarding, workflow status, operations, finance, and production readiness.

For operations:

CashLine ERP provides queues, case handling, status control, and exception visibility.

For finance:

CashLine ERP provides AP/AR visibility, statements, payments status, reports, close controls, FX visibility, and audit support.

For suppliers:

CashLine ERP provides a secure self-service portal for onboarding, documents, orders, invoices, and status updates.

For customers:

CashLine ERP provides a secure self-service portal for requests, orders, invoices, statements, and status updates.

For administrators:

CashLine ERP provides controlled user provisioning and function governance.

For compliance and governance:

CashLine ERP provides role clarity, audit trail, document evidence, and a foundation for regulated fintech controls.

### 17.5 Target Users And Personas

Persona	Primary Need	Product Promise
Executive Sponsor	Know whether the platform is operationally credible and ready	Clear status, controlled scope, evidence-based readiness
Business Owner	Manage business process execution	Role-specific workflow, reports, and exception visibility
System Owner	Control Administrator creation	Restricted bootstrap/governance workspace
Administrator	Create users and assign functions	Safe user lifecycle and function governance
Operations Reviewer	Process supplier/customer cases	Queue-based onboarding review and lifecycle actions
Finance User	Control AP, AR, payments, statements, tax, close	Traceable finance visibility and reports
Supplier User	Manage supplier relationship with CashLine	Self-service onboarding, documents, orders, invoices, status
Customer User	Track customer interaction with CashLine	Self-service profile, orders, invoices, statements, status
Support/Hypercare User	Resolve early production issues	Monitoring, runbooks, status and notification visibility
QA/UAT Lead	Validate workflows and regression	Testable flows, acceptance criteria, and release evidence

## 17.6 Product Goals

Goal ID	Product Goal	Success Definition
PRD-GOAL-001	Enable controlled production MVP launch	MVP scope is clear, non-MVP features are hidden/restricted, readiness evidence is available
PRD-GOAL-002	Reduce onboarding friction	Supplier/customer onboarding can be initiated, reviewed, decided, and activated
PRD-GOAL-003	Improve role clarity	Users only see authorized functions and backend access matches UI visibility
PRD-GOAL-004	Strengthen governance	System Owner and Administrator restrictions are enforced
PRD-GOAL-005	Improve operational visibility	Operations and finance can see relevant cases, statuses, reports, and exceptions
PRD-GOAL-006	Improve production perception	No demo/UAT/guideline content appears to end users
PRD-GOAL-007	Support bilingual production use	Arabic/RTL pages are clean, aligned, and usable
PRD-GOAL-008	Preserve future growth	Islamic Finance, Murabaha, ETA, gateways, and FRA controls remain structured for post-MVP expansion

## 17.7 MVP Product Definition

The MVP is not a small demo. It is the smallest production-acceptable operating product.

The MVP must include:

- secure login and role routing
- supplier onboarding and supplier portal foundation
- customer onboarding and customer portal foundation
- internal onboarding review and operations workbench
- Administrator user creation and function governance
- System Owner administrator governance
- role-based navigation and backend access enforcement
- core finance/procurement/sales/inventory visibility where evidenced
- workflow, audit, notifications, and reporting foundation
- web and desktop consistency
- production-ready UI cleanup and Arabic/RTL polish
- cutover, rollback, and support evidence

The MVP must exclude or restrict:

- full Islamic Finance production launch
- Murabaha operations production launch
- live Paymob/Fawry use without target signoff
- live ETA use without target signoff
- Oracle parity as a blocker
- unrestricted broad rollout
- claims of full FRA fintech compliance

## 17.8 Product Scope By Release

Release	Product Scope	Product Intent
V1 Production MVP	Controlled named-user launch with onboarding, access governance, core portal visibility, audit/reporting, web/desktop shell	Safe production entry
V1.1 Stabilization	Fix MVP findings, refine reports, strengthen role/function smoke tests, improve notifications	Stabilize adoption
V1.2 Operational Expansion	Expand supplier/customer actions, deeper finance reports, workflow drilldowns, notification center maturity	Increase day-to-day usage
V2 Islamic Finance	Harden Islamic Finance and Murabaha for production launch	Product expansion
V2 External Integrations	Live ETA, Paymob/Fawry, and other target integrations after qualification	External ecosystem readiness
V2 Compliance Layer	Digital identity, e-contract, digital records, outsourcing, sandbox, Arabic disclosures	Regulated fintech maturity

## 17.9 Product Features And Priority

Feature	Priority	MVP Status	Notes
Login and role routing	P0	Required	Core entry point
System Owner governance	P0	Required	Administrator bootstrap control
Administrator user provisioning	P0	Required	User and function lifecycle
Function/menu governance	P0	Required	Controls visibility and access
Supplier onboarding	P0	Required	Main supplier acquisition path
Customer onboarding	P0	Required	Main customer acquisition path
Operations onboarding workbench	P0	Required	Internal review and decisioning
Supplier portal foundation	P0	Required	External supplier visibility
Customer portal foundation	P0	Required	External customer visibility
Reports and exports foundation	P0	Required	Business visibility
Notifications foundation	P0	Required	Updates and actions
Web/desktop shell consistency	P0	Required	Channel parity
Arabic/RTL cleanup	P0	Required where Arabic used	Production acceptance
Finance visibility	P1	Included where evidenced	AP/AR/statements/reports
Procurement visibility	P1	Included where evidenced	Supplier-to-procurement path
Sales/order visibility	P1	Included where evidenced	Customer-to-sales path
Inventory visibility	P1	Included where evidenced	Stock and movement traceability
Payments/gateways	P1	Conditional	Held for live gateway signoff
FX/multi-currency	P1	Included where evidenced	USD/EGP priority
Islamic Finance	P2	Deferred	Requires hardening/signoff
Murabaha operations	P2	Deferred	Requires dedicated release
FRA fintech layer	P2	Post-MVP	Compliance expansion

### 17.10 User Experience Principles

The product experience must feel operational, not instructional.

UX principles:

- show business actions, not demo guidance
- keep navigation role-specific

- keep buttons compact and readable
- make primary actions visible but not visually aggressive
- keep refresh/secondary actions lighter than primary actions
- align forms, dropdowns, and buttons consistently
- support Arabic/RTL cleanly
- use clear active navigation state
- avoid exposing empty shells or placeholder cards
- keep the desktop app visually consistent with web
- use company branding subtly through watermark/background

### 17.11 Key Product Journeys

Journey	Product Outcome
Supplier onboarding to activation	Supplier can become an approved portal user through controlled review
Customer onboarding to activation	Customer can become an approved portal user through controlled review
Administrator creates user	New user receives correct role/function access
System Owner creates Administrator	Administrator governance remains controlled
Supplier views orders/invoices/status	Supplier can self-serve core business visibility
Customer views orders/invoices/statements	Customer can self-serve core business visibility
Operations reviews onboarding case	Internal team can decide, hold, return, reject, or approve
Finance reviews AP/AR/status	Finance can monitor business-finance state
Notification failure/retry	Updates are not silently lost
Report export	Authorized users can produce business evidence

### 17.12 Product Metrics

MVP success should be measured using business, product, and operational metrics.

Business metrics:

- number of suppliers onboarded
- number of customers onboarded
- average onboarding review time
- percentage of onboarding cases returned for rework
- percentage of cases blocked by missing KYC
- number of active supplier/customer users

Operational metrics:

- open onboarding queue count
- overdue case count
- notification failures and retries
- workflow exceptions
- payment/gateway exceptions where enabled
- ETA exceptions where enabled

Governance metrics:

- user creation count
- user suspension/hold/delete count
- missing mandatory reason count
- unauthorized access attempt count
- function assignment changes
- role/function mismatch defects

Product adoption metrics:

- login frequency by role
- active users by portal
- report exports by role
- supplier/customer portal page usage
- desktop app usage versus web usage

Quality metrics:

- MVP smoke pass rate
- regression pass rate for MVP functions
- UI/Arabic defect count
- post-go-live incident count
- time to resolve hypercare issues

### 17.13 Product Analytics And Reporting Needs

The product should provide management with:

- user adoption dashboard
- supplier onboarding funnel
- customer onboarding funnel
- open cases by status
- case aging and SLA posture
- user administration action report
- function assignment report
- notification health report
- finance visibility dashboard
- supplier/customer statement export usage
- MVP release health view

### 17.14 Product Dependencies

Dependency	Why It Matters	Treatment
Target production endpoint	Required for web/desktop production use	Must be configured before launch
Named-user rollout list	Defines production MVP users	Required before go-live
Role/function matrix	Controls user visibility	Required before go-live
Arabic wording review	Required for Arabic production quality	Required where Arabic is used
ETA credentials and authority access	Needed for live ETA	Held unless signed off

Dependency	Why It Matters	Treatment
Paymob/Fawry credentials	Needed for live gateways	Held unless signed off
Business owner signoff	Needed for launch accountability	Required
Hypercare owner	Needed for early support	Required

## 17.15 Product Assumptions

- MVP launch will be controlled and named-user based.
- Non-MVP functions can be hidden or restricted without blocking MVP.
- Web is the canonical channel and desktop inherits the same backend.
- Administrator and System Owner functions are governance-only.
- Arabic/RTL quality is required where Arabic screens are production-visible.
- Live ETA and Paymob/Fawry are not assumed ready unless target evidence is available.
- Islamic Finance is valuable but deferred from MVP production unless separately signed off.

## 17.16 Product Constraints

- The MVP must not overpromise full enterprise-suite completion.
- The product must not expose demo/UAT support content to production users.
- Non-MVP modules must not create user confusion.
- Backend authorization must match UI visibility.
- Desktop must not diverge from web.
- Production reporting must show real operational value.
- Compliance claims must match implemented controls.

## 17.17 Product Risks

Risk	Impact	Mitigation
Too much scope exposed at MVP	User confusion and failed go-live perception	Hide/restrict non-MVP functions
Function governance mismatch	Users see blocked pages or unauthorized functions	Run role/function smoke tests
Arabic UI gaps	Poor production credibility	Business owner Arabic review
Live gateway not qualified	Payment failures	Keep simulation/held condition until signed off
ETA not qualified	Statutory integration risk	Keep held condition until target evidence
Islamic Finance exposed too early	Regression risk	Keep deferred/restricted
Admin role overexposed	Governance risk	Enforce admin-only module boundary
System Owner overexposed	Critical control failure	Enforce Administrator-only governance

## 17.18 Product Launch Criteria

The product can proceed to controlled production MVP only when:

- MVP scope is frozen
- MVP user list is approved
- role/function matrix is approved
- System Owner and Administrator restrictions pass validation
- supplier onboarding path passes

- customer onboarding path passes
- internal operations review path passes
- supplier/customer portal visibility passes
- web and desktop parity passes
- production UI cleanup passes
- Arabic/RTL production screens pass review
- non-MVP functions are hidden/restricted
- readiness/cutover report is green
- rollback and hypercare plan are available

## 17.19 Product Backlog Themes

P0 backlog:

- close MVP role/function smoke testing
- lock named-user production access
- confirm production endpoint for web and desktop
- verify onboarding and administrator journeys
- remove any remaining demo/UAT content

P1 backlog:

- deepen notification center
- refine reports and exports
- improve supplier/customer self-service
- expand finance/procurement/sales/inventory drilldowns
- strengthen role-based product analytics

P2 backlog:

- Islamic Finance production hardening
- Murabaha operations production release
- live ETA target qualification
- live Paymob/Fawry target qualification
- FRA fintech compliance layer
- mobile/handheld inventory expansion

## 17.20 Product Roadmap

Phase	Timeframe	Product Focus	Exit Outcome
MVP Readiness	Immediate	Scope freeze, role/function validation, UI cleanup, launch users	Launch decision pack
MVP Launch	First controlled production wave	Named-user operations and hypercare	Controlled live usage
Stabilization	Early post-launch	Defects, reports, usability, performance, support	Stable operating baseline
Expansion 1	Post-stabilization	Deeper supplier/customer actions and reports	Higher adoption
Expansion 2	Post-MVP	Payments/ETA live qualification and Islamic Finance hardening	Broader business capability

Phase	Timeframe	Product Focus	Exit Outcome
Compliance Maturity	Future	FRA fintech layer, digital identity, e-contracts, records, outsourcing, sandbox	Regulated operating maturity

### 17.21 Product Acceptance Criteria

The product is acceptable for business handover when:

- business intent is understood by the incoming team
- personas and role boundaries are documented
- MVP and deferred scope are clearly separated
- key journeys are documented and testable
- FRD requirements are traceable to business capabilities
- launch criteria and success metrics are defined
- open decisions are listed for business ownership
- risks and mitigations are documented
- product roadmap is clear

### 17.22 Go-Live Uncertainty Paths For External Integrations

ETA/e-invoicing, Fawry, and Paymob are explicit go-live uncertainty paths for the MVP. They are not treated as guaranteed active production functions until the relevant third-party credentials, merchant/account access, authority access, endpoint configuration, certification evidence, and owner sign-off are available.

However, these paths may be added into the controlled MVP at any time if the third parties activate the required credentials or access earlier than expected. This means any reader of this BRD/FRD/PRD should understand that ETA/e-invoicing, Fawry, and Paymob are not permanently excluded from MVP; they are conditional activation paths controlled by third-party readiness and CashLine approval.

External Path	Current MVP Position	Trigger For MVP Activation	Required Control
ETA / e-invoicing	Held / conditional	ETA credentials, authority access, target endpoint, and submission evidence become available	Integration owner review, staging test, tax/finance sign-off, production cutover approval
Fawry	Held / conditional	Fawry merchant credentials, API access, callback configuration, and test evidence become available	Integration owner review, payment-flow test, reconciliation check, production cutover approval
Paymob	Held / conditional	Paymob merchant credentials, API access, callback configuration, and test evidence become available	Integration owner review, payment-flow test, reconciliation check, production cutover approval

If any of these third-party paths become available during MVP preparation, stabilization, or early production, they must be handled through change control, not informal activation. Activation requires impact assessment, staging validation, security review, rollback plan, business owner approval, and release evidence.

### 17.23 PRD Signoff Checklist

Area	Signoff Question	Owner
Product scope	Is MVP scope clear and acceptable?	Executive Sponsor / Product Owner
User roles	Are all role boundaries understood?	Product Owner / Administrator Owner
Supplier journey	Is supplier onboarding acceptable for MVP?	Supplier Business Owner
Customer journey	Is customer onboarding acceptable for MVP?	Customer Business Owner
Finance scope	Are finance views and held items clear?	Finance Owner
UI/Arabic	Are production screens acceptable?	Business Owner / Arabic Reviewer

Area	Signoff Question	Owner
Integrations	Are held external conditions documented?	Integration Owner
Compliance	Are compliance claims appropriately limited?	Compliance Owner
Launch	Is the controlled production MVP launch approved?	Go-Live Owner

### 17.24 Final PRD Summary

CashLine ERP should be managed as a focused production MVP first, not as an unlimited enterprise launch.

The strongest product value is controlled business operation: role clarity, supplier/customer onboarding, workflow visibility, auditability, reporting, and governed access.

The product should expand only after the MVP proves stable in real controlled usage.