مواصفات النظام ومنصة العملاء

Platform requirements

الملف الأصلي · Original file · 18 صفحات / pages · Mihyar – تصور جانبي لنظام تشغيل · Mihyar – A Side-Project System Concept

نسخة نصية للقراءة. ترقيم أقسامها يشير إلى صفحات الملف الأصلي. التفريغ الآلي مميَّز داخل كل قسم.

Text reading edition. Section numbers refer to the original pages. Automated transcription is identified in the relevant sections.

صفحة 1 · Page 1

موجز مواصفات المنصة · Platform specification brief

موجز مواصفات المنصة

Platform specification brief

النص القابل للاستخراج من الملف · Text extracted from the source.

Mihyar ERP & Customer Platform
Product Specification, Visual Sitemap & Wireframes
Date: September 13, 2025
Prepared for: Mihyar – Custom Thobe Tailoring
Executive Summary
This document consolidates the full specification for Mihyar's dual-purpose platform: a public marketing site ,with a customer portal and a full-featured internal ERP for custom thobe tailoring. It includes scope ,features
data models, workflows, compliance, APIs, DevOps, and wireframe imagery. The MVP prioritizes operational .readiness while laying foundations for AI stylist, 3D/AR configurator, and multi-tenant scaling
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صفحة 2 · Page 2

الأهداف ومقاييس النجاح المقترحة · Goals and proposed measures

الأهداف ومقاييس النجاح المقترحة

Goals and proposed measures

النص القابل للاستخراج من الملف · Text extracted from the source.

1. Goals & Success Metrics

Main Goal: Operate a public landing and signup funnel while providing a secure ERP for tailoring operations and a customer portal for tracking and engagement.

Success Metrics

- Newsletter signups with discount
- Customer signups and portal engagement
- Fitting bookings for measurement
- Operational throughput (lead time, QC pass rate)

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صفحة 3 · Page 3

الجمهور واللغات وخريطة الموقع · Audience, languages and sitemap

الجمهور واللغات وخريطة الموقع

Audience, languages and sitemap

النص القابل للاستخراج من الملف · Text extracted from the source.

2. Audience & Languages

Primary Audience: Men in Saudi Arabia (21+). Secondary: those under 21 via parents/guardians.

Regions/Languages: Saudi Arabia, Arabic (RTL) and English (toggle).

3. Brand & Style

Brand: Mihyar. Tone: Minimal, Premium, Bold. The design language will mirror the existing brand while maintaining original copywriting. Colors, fonts, and imagery will be aligned with the current brand presence; exact hex codes and font files to be confirmed with the brand team.

4. Visual Sitemap

Top-Level Sitemap

Home	About	Services
Pricing	Portfolio/Case Studies	Blog
Careers	Contact	FAQ
Legal	Customer Portal	ERP (Internal)

Sub-pages include: Blog categories, Legal subsections (Privacy, Terms, Shipping/Delivery, Returns/Alterations), Portal modules (Dashboard, Orders, Configurator, Appointments, Loyalty, Profile), and ERP modules (Orders, Customers, Inventory, Appointments, Reports, Staff, POS, Marketing, Settings, Logs).

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صفحة 4 · Page 4

مخططات واجهات المتجر والطلبات · Storefront and order wireframes

مخططات واجهات المتجر والطلبات

النص القابل للاستخراج من الملف · Text extracted from the source.

5. Wireframes (Preview)

Figure: Landing, Configurator, and ERP Orders wireframe preview.

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صفحة 5 · Page 5

يظهر في الأصل زر Book a fitting، بينما فُقد النص العربي. المقصود بالزر… · The original shows "Book a fitting". Its Arabic sample is unavailable….

يظهر في الأصل زر Book a fitting، بينما فُقد النص العربي. المقصود بالزر حجز موعد قياس؛ هذا شرح تحريري للإنجليزية.

The original shows "Book a fitting". Its Arabic sample is unavailable. The button is intended to book a fitting appointment.

النص القابل للاستخراج من الملف · Text extracted from the source.

6. Detailed Feature Specification

Public Site & SEO

- 'Hero with CTA: '[source Arabic unavailable]' / 'Book a fitting
- Value propositions, testimonials carousel, seasonal lookbook (admin-toggle)
- Blog (import existing + new), dynamic CTAs (10 rotating)
- SEO basics (semantic HTML, metadata, OpenGraph, sitemap, robots)

Customer Portal

- Order tracking: stage timeline, ETA, assigned tailor, reschedule (admin-toggle)
- Configurator: 2D now; 3D/AR if feasible; save/share designs
- Loyalty: points per SAR, referrals with discount, tiers future
- Saved measurements, wardrobe history with photos
- Payments: Tap (Mada, Apple Pay, Visa/MC), COD toggle, split payments; BNPL planned
- Notifications via SMS/WhatsApp/Email/Push for all key events

ERP – Operations

- → Order stages: New → Measured → Cutting → Sewing → Fitting → QC → Ready → Collected/Delivered
  Closed
- Alterations are modifications (not new order type)
- QC with photo evidence (internal/external visibility)
- Inventory: fabrics, trims, buttons, packaging; low-stock alerts
- Vendors: POs, invoices, contacts
- Appointments: in-store/home visit; admin defines service areas, fees, lead times, blackout dates
- Multi-branch: branch-local stock visibility; manual job assignment
- Roles: Owner, Manager, Tailor, Sales, Support; hierarchy-based scope; audit logs
- POS: in-store checkout (barcode, receipt)

Marketing & CRM

- Mailchimp sync (lists, tags), dynamic promos & discount rules
- Affiliate/partner referrals; reviews on fabrics/styles
- Lookbook/gallery (seasonal)

AI & Advanced

- AI stylist (occasion, body type, season) → direct to configurator

- Predictive ops (basic now; ML later)
- Chatbot with human escalation

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صفحة 6 · Page 6

متطلبات إضافية والسياسات · Further features and policies

متطلبات إضافية والسياسات

Further features and policies

النص القابل للاستخراج من الملف · Text extracted from the source.

- Voice & inspiration uploads: maybe later

Compliance & Legal (KSA)

- PDPL consent flows; account deletion via admin request
- VAT 15% and ZATCA Phase 1 invoices with QR; Phase 2 prep
- Policies: Privacy, Terms, Shipping & Delivery, Returns & Alterations
- Cookie banner (banner only)

Security & Data

- 2FA for admin logins; role-based access with hierarchy
- Global access (no IP allowlist) with anomaly detection (optional)
- Daily automated backups with watchdog (trigger if overdue)
- Monitoring: uptime, errors (payments/SMS/API), performance dashboards

Tech & Hosting

- Next.js (App Router), Tailwind, Prisma, Postgres (Supabase), Resend email, next-intl
- Vercel hosting (MVP), GA4 Analytics
- Open REST/GraphQL APIs; Zapier/Make webhooks
- Optional media optimization (Vercel/Cloudflare)

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صفحة 7 · Page 7

العميل والمقاسات والطلب · Customer, measurements and order

العميل والمقاسات والطلب

Customer, measurements and order

النص القابل للاستخراج من الملف · Text extracted from the source.

7. Data Model (Entities & Fields)

Customer

Field	Description
id	
name	
phone	
email	
language	
loyalty_points	
referral_code	

created_at
Measurement
Field Description
id
customer_id
neck
shoulder
chest
waist
hips
sleeve
bicep
wrist
length
collar_style
cuff_type
fit
notes
created_at
Order
Field Description

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صفحة 8 · Page 8

عناصر الطلب والأقمشة · Order items and fabrics

عناصر الطلب والأقمشة

Order items and fabrics

النص القابل للاستخراج من الملف · Text extracted from the source.

id
customer_id
branch_id
status
created_at
due_date
total
currency
assigned_tailor_id
promo_code
source
notes
OrderItem
Field Description
id
order_id
fabric_id

customization_json
price
quantity
[]images
Fabric

Field	Description
id	
sku	
name	
brand	
color	
grade	
roll_length_m	
cost_per_m	
price_per_m	

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صفحة 9 · Page 9

المورد وأمر الشراء والفرع · Vendors, purchase orders and branches

المورد وأمر الشراء والفرع

Vendors, purchase orders and branches

النص القابل للاستخراج من الملف · Text extracted from the source.

stock_m
reorder_point_m
vendor_id
Vendor

Field	Description
id	
name	
contact_name	
email	
phone	
address	
payment_terms	
notes	

PO (PurchaseOrder)

Field	Description
id	
vendor_id	
status	
ordered_at	
expected_at	
total	
[]items	
Branch	

Field	Description
id	
name	
city	
address	
phone	
manager_id	
geo	

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صفحة 10 · Page 10

الموظف والموعد والدفع · Staff, appointments and payments

الموظف والموعد والدفع

Staff, appointments and payments

النص القابل للاستخراج من الملف · Text extracted from the source.

StaffUser

Field	Description
id	
name	
role	
branch_id	
phone	
email	
2fa_enabled	
workload_score	

Appointment

Field	Description
id	
customer_id	
branch_id	
type	
schedule_at	
status	
fee	
notes	

Payment

Field	Description
id	
order_id	
method	
amount	
currency	
status	
provider_ref	
split_group_id	

افتح صفحة الأصل · Open original page

صفحة 11 · Page 11

الفواتير والتوصيل والولاء · Invoices, delivery and loyalty

الفواتير والتوصيل والولاء

Invoices, delivery and loyalty

النص القابل للاستخراج من الملف · Text extracted from the source.

Invoice

Field	Description
id	
order_id	
number	
vat_percent	
qr_svg	
pdf_path	
status	

Delivery

Field	Description
id	
order_id	
carrier	
tracking_no	
status	
cod	
address_json	

Promotion

Field	Description
id	
code	
name	
rule_json	
starts_at	
ends_at	
active	

LoyaltyEvent

Field	Description
id	
customer_id	

افتح صفحة الأصل · Open original page

صفحة 12 · Page 12

المراجعات وسجل التغييرات · Reviews and audit logs

المراجعات وسجل التغييرات

النص القابل للاستخراج من الملف · Text extracted from the source.

order_id
points
reason
created_at
Review
Field Description
id
customer_id
fabric_id
rating
comment
created_at
visible
AuditLog
Field Description
id
actor_id
action
entity
entity_id
delta_json
created_at
SystemLog
Field Description
id
level
source
message
meta_json
created_at

افتح صفحة الأصل · Open original page

صفحة 13 · Page 13

مسارا العميل وفريق التفصيل · Customer and tailoring workflows

مسارا العميل وفريق التفصيل

Customer and tailoring workflows

النص القابل للاستخراج من الملف · Text extracted from the source.

8. User Journeys & Flows
Customer: Place & Track Order
1 Visit landing → sign up / login via OTP
2 Choose in-store or home visit fitting
3 Measurements saved → configure thobe (2D/3D)

Place order → pay (Tap / COD / split) 4
Track stages, receive notifications, collect loyalty points 5
Staff: Process Order
Sales creates order, captures measurements 1
Manager assigns tailor (manual) 2
Production updates stages (Cutting → Sewing → Fitting → QC) with photos 3
Ready → Delivery/Pickup; invoice generated with VAT + QR 4
Loyalty points posted; review request sent 5
Inventory & Vendor
Low stock alert triggers PO 1
Receive rolls, update stock by branch 2
Track cost and consumption per order 3
Refunds & Alterations
Alteration modifies original order; maintains audit log 1
Refund method chosen by admin (original/store credit) 2

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صفحة 14 · Page 14

واجهات الربط والتكامل · APIs and integrations

واجهات الربط والتكامل

APIs and integrations

النص القابل للاستخراج من الملف · Text extracted from the source.

9. APIs & Integrations
Open APIs enable integrations with POS, accounting, and marketing tools. Webhooks support automation via
Zapier/Make. Below are example endpoints:
REST Endpoints

- GET /api/v1/orders?status=ready
- POST /api/v1/orders { customer_id, items[], measurements }
- PATCH /api/v1/orders/:id/status { status }
- POST /api/v1/payments/tap/callback
- POST /api/v1/webhooks/zapier { event, payload }

GraphQL (sample)

- query Order($id: ID!) { order(id:$id){ id status total customer { name phone } items { { { fabric { name } price } } }
- mutation UpdateStatus($id:ID!,$s:String!){ updateOrderStatus(id:$id, status:$s){ id status } }

Integrations

- Tap Payments (Mada, Apple Pay, Visa/Mastercard), split payments, BNPL planned (Tamara/Tabby)
- Mailchimp sync (audiences, tags)
- Google Sheets exports (orders, inventory, appointments)
- POS (barcode, receipt printing)
- Optional media CDN (Vercel/Cloudflare)

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صفحة 15 · Page 15

المتطلبات التنظيمية والأمنية · Compliance and security requirements

المتطلبات التنظيمية والأمنية

Compliance and security requirements

النص القابل للاستخراج من الملف · Text extracted from the source.

10. Compliance (KSA PDPL, VAT, ZATCA)

- PDPL: consent capture, privacy policy, user can request deletion via admin
- VAT 15%: prices display tax, invoices with QR per ZATCA Phase 1
- Cookie banner (banner-only approach)
- Auditability: timestamped logs for status/price edits

11. Security, Backups & Monitoring

- 2FA for admin users; role-based access with hierarchy
- Global access (no IP allowlist) with anomaly detection (optional)
- Backups: daily full backup + last-backup watchdog
- Monitoring: uptime, errors (payments/SMS/API), performance dashboards

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صفحة 16 · Page 16

البيئات والتقارير · Environments and reporting

البيئات والتقارير

Environments and reporting

النص القابل للاستخراج من الملف · Text extracted from the source.

12. DevOps & Environments

- CI/CD: GitHub → Vercel (auto deploy to staging, then promote to production)
- Staging with synthetic data only
- Feature flags for configurable modules (lookbook, reviews, rescheduling)

13. Reporting & Analytics

- Dashboards: orders, lead time, branch sales, stock levels, acquisition, repeat rate, tailor productivity, alterations
- Exports: PDF, CSV, and Google Sheets

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صفحة 17 · Page 17

مراحل التطوير المقترحة · Proposed development phases

مراحل التطوير المقترحة

Proposed development phases

النص القابل للاستخراج من الملف · Text extracted from the source.

14. Roadmap & Phasing

Phase 1 – MVP

- Landing + Customer Portal basics, ERP core (orders, inventory, vendors), Tap payments, Mailchimp,

reports, compliance scaffolding

Phase 2 — Engagement

- Loyalty tiers, referrals, reviews, lookbook, expanded portal checkout, POS polish

Phase 3 — Intelligence

- AI stylist, predictive ops beta, 2D→3D/AR configurator, mobile apps

Phase 4 — Scale

- Franchise support, multi-brand, marketplace options, Phase 2 ZATCA integration

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صفحة 18 · Page 18

٤ رسائل، تأكيد الطلب، الجاهزية للاستلام، خروج الطلب للتوصيل، وطلب… · Four message samples confirm an order, announce pickup readiness and…

٤ رسائل، تأكيد الطلب، الجاهزية للاستلام، خروج الطلب للتوصيل، وطلب التقييم. هذه أوصاف تحريرية مترجمة من العمود الإنجليزي.

Four message samples confirm an order, announce pickup readiness and delivery, and request a review. The Arabic readings are editorial translations from the visible English.

النص القابل للاستخراج من الملف · Text extracted from the source.

15. Appendices (Templates & Copy)

Event	Subject (EN)	Subject (AR)	Notes
Order Confirmed	Your order is confirmed	[source Arabic unavailable]	Include order ID, ETA
Ready for Pickup,	Your thobe is ready	[source Arabic unavailable]	Branch address hours
Delivery En Route	Your order is on the way	[source Arabic unavailable]	Tracking number
Review Request	How did we do?	[source Arabic unavailable]	Link to review page

Note: Arabic body copy will be added with proper RTL shaping during the implementation phase to ensure typographic accuracy.

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