E – Document Phase 2 SOW

Document Details		
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	Menna Ahmed	

Application Scope
Project Title: E-Document
Project Leader/Manager: Ahmed Abdelrady
Anticipated Project Start Date: 01-Jul-2023
Estimated Completion Date: 30-Nov-2023

1. Team Members

- Ahmed Abdelrady.
- Amr Asem.
- Sherin Samy.
- Hany Taha.
- Mohamed Ghonaimy.
- Nayera Abdelrahman.
- Sameh Abdelnasser.
- Mohamed Nabil.
- Menna Ahmed.
- Mohamed Basha.
- Ahmed Hammouda.

2.Purpose of Project

Support DPWS employees to create, approve, decline, and track their requests in a systematic workflow in addition to reducing paper-based work by digitizing all documents.

3. Deliverables

A. **Finance Scope**
- Finance Request Table

B. **Stores Scope**
- Fuel Oil Invoice
- Manlift Reservation
- PRs request
- New items/service code

C. **Operation BGC Scope**
- Equipment Request

D. **Security Scope**
- CCTV

E. **Procurement Scope**
- Cycle of Purchasing

F. **Engineering Scope**
- Third-party Companies Certificates.
- Module for all documents used by the Projects Team
- Module for TBT
- MOC

G. **Communication Scope**
- Picture Request.
- Video Request.
- Design Request.
- Announcement Request.
- Approval Request.

H. **IT Scope**
- DB User
- DR Drill
- Backup/Restore
- Backup Deposit
- Remote Access
- Datacenter Access Request
- Leaver Clearance IT Activities
- IT Assets Request

I. **Safety Scope**
- Risk Assessment

J. **People Scope**
- Outsource Hiring Cycle Scope

K. **BT Scope**

L. Commercial Scope

- Discount Request

M. Customer Service Scope

- Refund Request

4. System specifications/functionalities

4.1. First Module: Finance Section

4.1.1. Request Table

1. Request table shall include all the existing columns in addition to:
- Vendor Number.
- Creation Date.
- Creator Name (PO Requester).
- PO Number.
2. Allow user to filter through a bar that appears above all the existing columns and the new added ones.

3. Users can view all POs regardless their status in the request table.

4. All procurement and finance teams shall be allowed to view POs declinations reason in the "details field"

5. Also allow the procurement team to view POs "declined by"

6. The POs triggered email shall include the already existing fields in addition to below points:
    - Po Number.
    - Invoice Number.
    - Vendor Name.
    - Vendor ID.
7. Give the finance team the ability to extract a report, which shall include filters for all columns.

4.2. Second Module: Stores Section

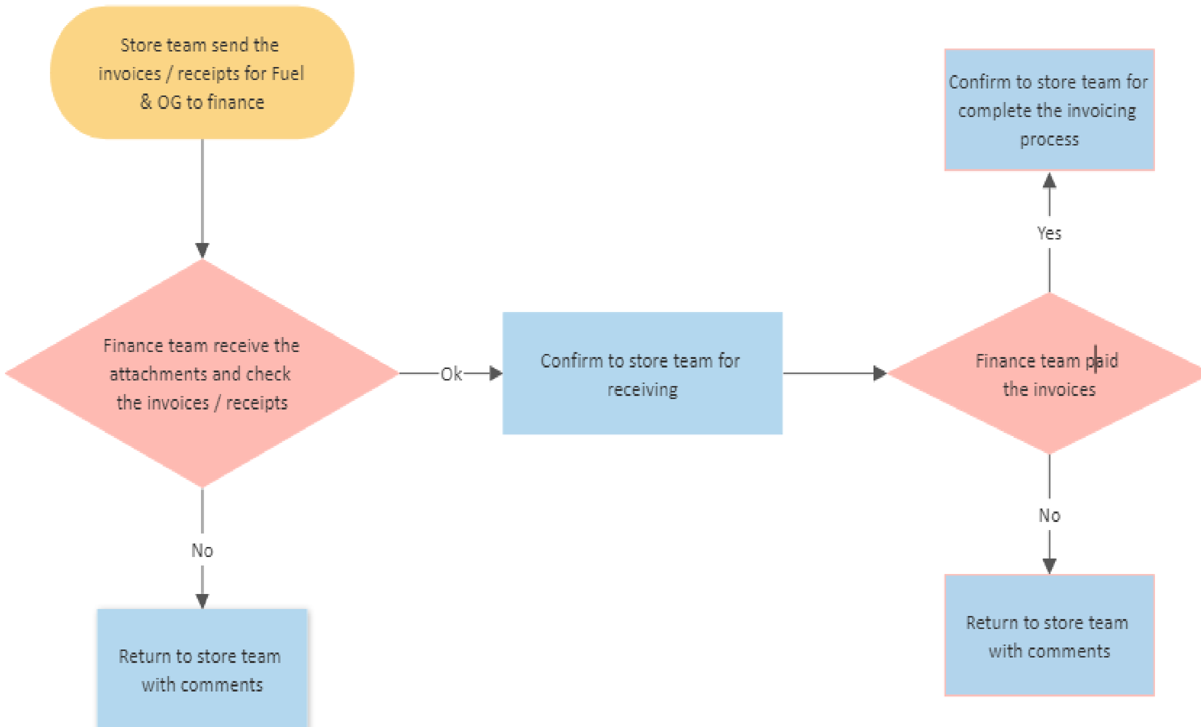
4.2.1 Fuel Oil Invoice

1. Request table shall include:
- Attachments
- Date.
- Serial#
- Invoice / Receipt No.
- Store User
- Type of Product (Fuel / Oils)

2. Allow user to export all table data to excel sheet.

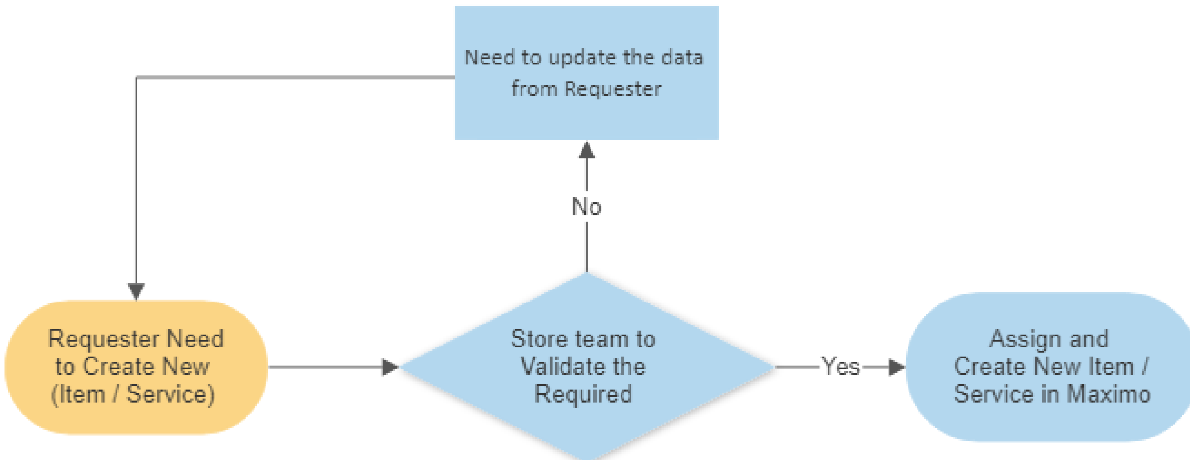
3. All store teams shall be allowed to view all invoices which already send to finance with current status (pending or complete)

4. The workflow will be as below:



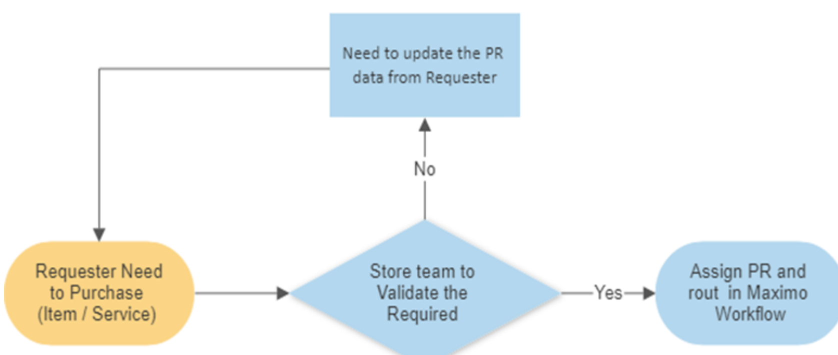
4.2.2 Adding new item

1. Request table shall include:
- Description, Equip, PN, Manufacturing
- Commodity code
- Opex / Capex
- Storeroom
- Units
2. Allow the user to export all table data to an Excel sheet.
3. All store teams shall be allowed to view all items required with the request date and requester name
4. The workflow will be as below:



4.2.3 Adding new PRs

1. Request table shall include:
- PR Subject
- Item / Service
- Description of required
- Qty.
- Opex / Capex (AFE)
2. Allow user to export all table data to excel sheet.
3. All store teams shall be allowed to view all PRs required with request date and dept.
4. The workflow will be as below:



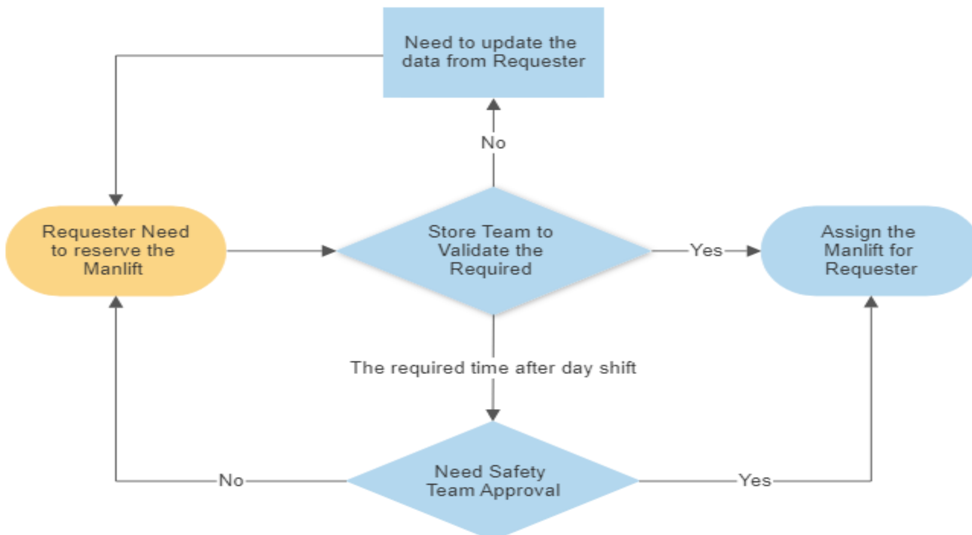
4.2.4 Manlift Reservation

1. Request table shall include:
- Requester Dept.

- Location - Equipment
- Date & Time (From: To)
- The user will be with the Manlift

2. Allow the user to export all table data to an excel sheet.

3. All store teams shall be allowed to view all reservations for Manlift with date & time.
4. The workflow will be as below:



4.3. Third Module: Operations – BGC Section

4.3.1 Equipment Request

To Create a new equipment, request order via e-Document system for BGC equipment (Loader – Ram lift – Forklift). And Allows BGC team to:

1- follow-up the equipment activities with the other departments.
2- Ensure that requester has the safety approval.
3- Generating Reports for service time to determine the fuel consumption.

It occurs when any employee of any department such as *(Security-Administration -Container -CFS/Export - Technical Warehouse- IT- Procurement- Safety)* request an equipment such as *(Forklift- Ramlift- Loader).*

To request an equipment, user shall fill in this form:

Field name	Field Description	Field Design	Field type
Requested by	Username/ user ID	Free Text	Automatic
Department	User Dep	Free text	Dependent on the requester ID
Supervision	Username/ user ID		Mandatory

Communication Facility	The requester will choose the communication method Mobile number – Radio channel)	Drop List	Mandatory
Requested date	The requested date	Calendar	Mandatory
Requested time	The Duration time of using the equipment	Time counter (from: to)	Mandatory
Equipment	All Equipment such as (Forklift- Ramlift- Loader).	Drop list	Mandatory
Area	All concession areas such as (In concession area – Out Concession area)	Drop list	Mandatory

- **In Concession area**

  Based on requester choice if he chooses *(in Concession area)*, "*GCB supervisor user shall have access to add new unit/Area*"

  <u>Drop page list includes several areas such as</u>

  - CFS/Warehouse
  - Container Yard - Reefer
  - Container Yard - Road
  - Container Yard - Stacks
  - Container Yard - X Road
  - Gate
  - Leaking Container Area
  - Non-Container Yard
  - Eastern Quay
  - Western Quay
  - Basin 2 Quay
  - Railroad
  - Workshop
  - Workforce Building
  - clinic
  - Export Yard
  - Inspection area
  - EZZ Terminal
  - Stam Coal Yard
  - 900 Yard
  - Block 4
  - Block 5

  After choosing area, he will ask for approval from his supervisor, once he approves BGC supervisor *(Ahmed Nasreldin -Mohamed Ghonemy -Mostafa Zaki -Emad Taha -Mohsen Saloma -Mohamed Sami -Hussien Fawzy -Wael Mohamed -Hossam Elsayed) will approve then the safety department will approve on this request.*

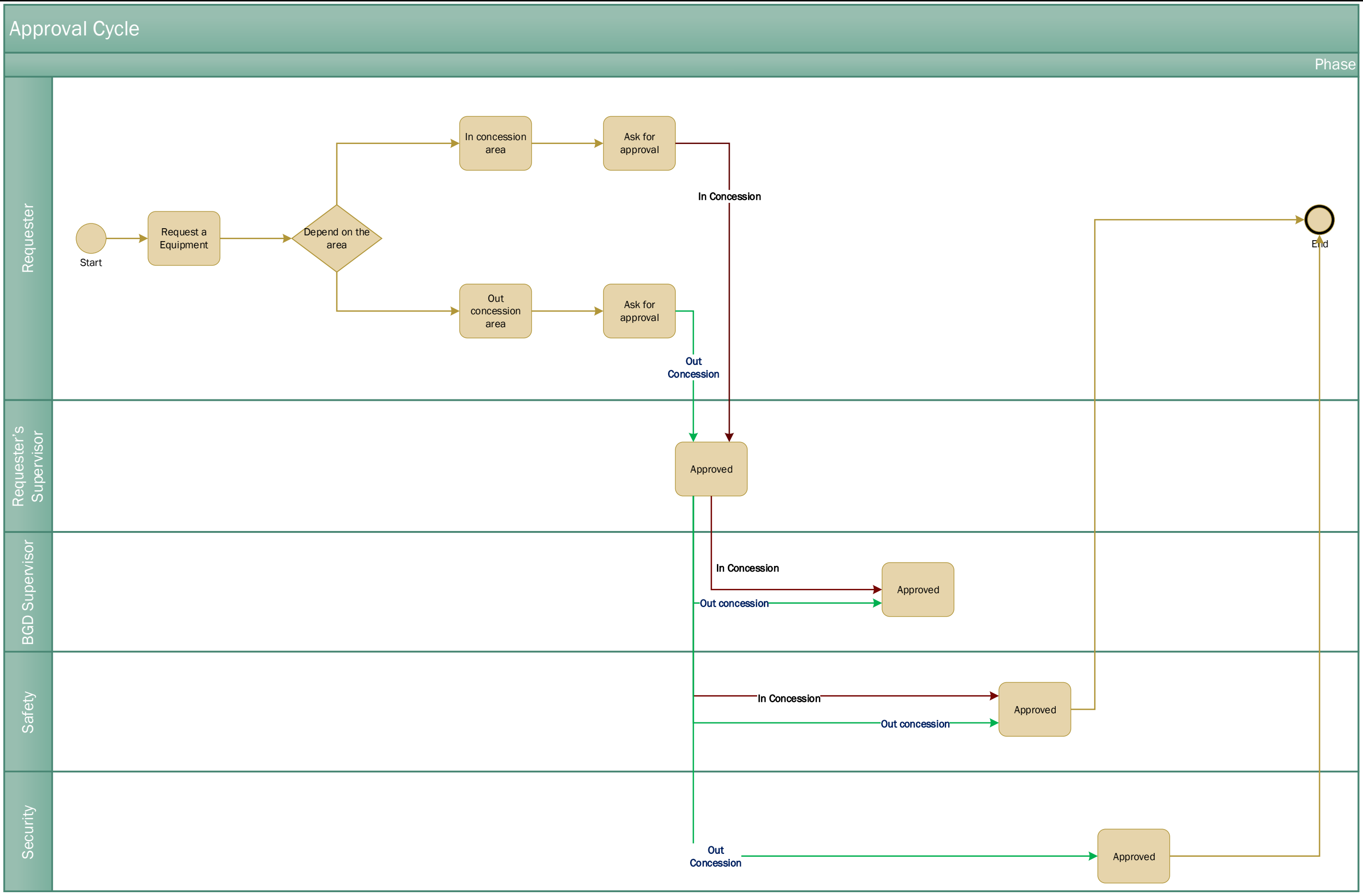
- **Out of Concession area**

  If he chooses *(Out of concession area)* Drop page list includes several areas such as "*GCB supervisor user shall have access to add new unit/Area*"
  - Administrator Building
  - Customs Building
  - Police station
  - Block 1
  - Block 2
  - Block 3
  - Block 6
  - Block 11
  - Block 13
  - Main Gate 1
  - Main Gate 2
  - Electricity station

  After choosing area, he will ask for approval from his supervisor, then BGC-OPS Manager approval *(Mohamed Radwan -Mohamed Goda-Mohamed Ibrahim)* and security department approval by *(Abdelraouf Shawky)* and finally safety department approval.

- Purpose/scope *(so if he wants to request an equipment for a specific usage which don't suitable for this equipment so that BCG Department can decline the request and offer another equipment which will be more suitable for this task).*

- Additional tools *(shall include a drop list includes "Yes/No" to allow the requester to choose if the request require additional tools to eliminate the process time of using equipment)*



4.4. Fourth Module: Security Section

4.4.1 CCTV Request Access

To ensure that there isn't any misuse or breach for the CCTV access policy, there shall be an official request with a reasonable justification for any submitted request of having access to the CCTV

So, the main target for creating this e-document is developing a form that shall help in making an inventory for all the CCTV access users with the suitable justification for having such an access as well for mentioning the authorized CCTV for each user.
Any employee can log in using their PC username and password, and system will automatically generate all his info (Full Name – Job title – Department – Section)

To request an access for any camera, user shall fill in a form that appears when he click on request access, then user shall choose the location of the camera from a map for the terminal or a drop down menu with all locations inside the terminal, then user shall fill in a text box field with a suitable justification for requesting this access and then click on submit.

Request takes its normal approval cycle passing by the following:

1. the HOD of the requester department.
2. Control room Superintendent
3. Security manager

4. IT manager
5. IT admin to approve and proceed

At any point requester shall be allowed to view where his requester is pending for approval and know the status of the request at the end of the approval cycle.

4.5. Fifth Module: Procurement Section

4.5.1 Cycle of Purchasing

1. Supplier No. submission should be optional, not mandatory
2. We need to add more lines for the attachments
3. We need to allow uploading zip documents
4. Each buyer should be able to view only his/her submitted POs. payment request
5. According to point 2, the submission email notification should be sent to each user upon his/her submission not to be sent to everyone
6. Adding a box for the remarks while submitting
7. Showing the remarks for the declined submitted POs. payment requests (meaning rejection reason comments box)
8. Adding filter bar

- Sometimes when we try to download files related to 30 days or less approved submitted PO. payment request, the window gives us 'Files doesn't exist' for example: SOK.PO.23-25661

4.6. Sixth Module: Engineering Section

4.6.1. Third-Party Companies Certificates

Third-Party companies Icon exist in the home page with drop down menu showing below:
Cranes:

- Fire Fighting System.
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each system certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Wind Speed System.
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Elevators System ALIMAK.

- Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
- Once we press next, we will see the name of each elevator certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
- Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Structure Inspection (Types – Certificate)
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each crane certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date 3 months prior to the expiry date reached.

- Load Test (Types – Certificate)
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each crane/Service crane certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.
- Lifting Tool Certificates
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each lifting tool certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Add new category Icon:
    - This Icon will allow system admin to enter the name of a newly added category name through a text box.
    - And each category to be added will have the same criteria of the categories above.

<u>WSP:</u>

- Lifting Equipment & Gears (Types – Certificate)
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each lifting Equipment/Gear certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Structure Inspection (Types – Certificate)

- Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
- Once we press next, we will see the name of each Equipment certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
- Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date 3 months prior to the expiry date reached.

- Fire Fighting System.
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each Equipment certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Add new category Icon:
    - This Icon will allow system admin to enter the name of a newly added category name through a text box.
    - And each category to be added will have the same criteria of the categories above.

Projects:

- Lifting Certificate (Firefighting pump stations, Building's elevators, WWTP pump stations)
    - Once this icon is clicked an "Add new certificate" sub icon in shown to be pressed in order to add certificates in this section by enabling writing the name of the certificate through a text box.
    - Once we press next, we will see the name of each lifting certificate added with an option to add the expiry date of each added certificate (We may not need to add date for certificate).
    - Once the expiry date is added to the certificate, an automatic notification must be generated to the admin user informing him of the expiry date one month prior to the expiry date reached.

- Add new category Icon:
- **This Icon will allow system admin to enter the name of a newly added category name through a text box.**

And each category to be added will have the same criteria of the categories above.

4.6.2 Inventory of Spare Parts

Projects:

- We need an updated source for specific spare parts in inventory from MAXIMO to provide our team with real-time visibility of spare part availability.
  This would help our team to know which parts are available while working, instead of calling the warehouse team and waiting for them to search for the needed spare parts.
- Provide Icon or sheet for updated quantity in inventory for (Electric – HVAC – Plumbing – Carpentry)

4.6.3 TBT Module

1. Provide an Icon for attendance TBT.
    a. This icon will allow users to mark their attendance for TBTs.
       When a new TBT is uploaded to the system, a notification will be sent by SMS or email to users who have not yet marked their attendance.
    b. Provide quiz after previewing a TBT.

Users will be asked to answer a quiz of two questions to ensure that they understand the content of TBT.
If the user fails the quiz three times, he will be sent to the Safety team for further explanation.

2. Provide Icon for searching and previewing old TBT (By name or date).
   a. This icon will allow users to search for and preview old TBT by name or date, which make it easier for users to track and review their TBT achievements.

4.6.4 MOC (Management of Change) Module

1. First Case: Create/Amend new PM or JP.
   a. Requester shall determine the asset category (asset type).
   b. Free textbox field to give the user ability to determine specific assets if needed.
   c. Have to create below fields:

Field name	Field Description	Field Design	Field type
Request ID	Auto numbering	Automatic	Autonumbering
Description	User to describe the request	Free text	Mandatory
Required Action	Create new or update	Value List (create or Update)	Mandatory
Create OR Update	To define the request PM / JP	Free text	Mandatory
Code	PM / JP code	Free text	Optional
Old interval	To specify the current interval	Free text	Mandatory
Required interval	To specify the new interval	Free text	Mandatory
Old Materials	To define the items, need to be removed	Free text	Optional
New materials	To define the items, need to be added	Free text	Optional
Asset type	To define the asset type	Value List (asset type)	Mandatory
Asset code	To define the asset code	Free text	Optional
Attachment	To add attachment	(Pdf. xlsx. doc. jpg …etc.)	Optional
Old Labor/craft	To specify labor code and name and craft	Free text	Optional
Required Labor/craft	To specify labor code and name and craft	Free text	Optional/mandatory for new request
New/Amend Task	To amend or add new task	Free text	Optional/mandatory for new request
Remove Task	To specify task needed to remove	Free text	Optional
Remove Meter	To specify meter needed to remove	Free text	Optional
Add New Meter	To specify new meter needed to add	Free text	Optional
PM Priority Amend	To specify PM priority	Free text	Optional/mandatory for new request
First PM date	To specify date to generate fist WO	Free text	Mandatory for new request
Notes	To describe if have any extra notes	Free text	Optional

2. Second Case: Reschedule PM.
   a. Requester shall determine the asset category (asset type).
   b. Free textbox field to give the user ability to determine specific assets if needed.
   c. Have to create below fields:

Field name	Field Description	Field Design	Field type
Request ID	Auto numbering	Automatic	Autonumbering
Description	User to describe the request	Free text	Mandatory
Required Action	Reschedule	Free text	Mandatory
WO number	To specify PM priority	Free text	Mandatory
Reason	To specify reschedule reasons	Free	Mandatory

Estimated date	To determine date to return WO	Free	Mandatory
Notes	To describe if have any extra notes	Free text	Optional

4.7. Seventh Module: Communication

The communication icon shall include a drop list include

1. Picture Request.
2. Video Request.
3. Design Request.
4. Announcement Request.
5. Approval Request.

1. Picture request page shall include the fields below:

Field name	Field Description	Field Design	Field type
Requester ID	Auto numbering	Automatic	Autonumbering
Requester name	Auto numbering	Automatic	Autonumbering
Department	User to describe the request	Free text	Mandatory
Project Details	User to describe the request	Free text	Mandatory
Required date	Users to select required date to receive their request	Calendar	Mandatory
Required Time	Users to select required time to receive their request	Clock	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg …etc.)	Optional
Comments	User to mention comments if any.	Free text	Optional

2. Video request page shall include fields below:

Field name	Field Description	Field Design	Field type
Requester ID	Auto numbering	Automatic	Autonumbering
Requester name	Auto numbering	Automatic	Autonumbering
Department	User to describe the request	Free text	Mandatory
Project Details	User to describe the request	Free text	Mandatory
Required Delivery Date	Users to select required date to receive their request	Calendar	Mandatory
Required Delivery Time	Users to select required time to receive their request	Clock	Mandatory
Video Duration	Users to select required duration for the video	Time	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg …etc.)	Optional
Comments	User to mention comments if any.	Free text	Optional

3. Design request page shall include fields below:

Field name	Field Description	Field Design	Field type
Requester ID	Auto numbering	Automatic	Autonumbering
Requester name	Auto numbering	Automatic	Autonumbering
Department	User to describe the request	Free text	Mandatory
Project Details	User to describe the request	Free text	Mandatory
Required Delivery Date	Users to select a required date to receive their request	Calendar	Mandatory
Required Delivery Time	Users to select a required time to receive their request	Clock	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Optional
Comments	User to mention comments if any.	Free text	Optional

4. Announcement request page shall include fields below:

Field name	Field Description	Field Design	Field type
Requester ID	Auto numbering	Automatic	Autonumbering
Requester name	Auto numbering	Automatic	Autonumbering
Department	User to describe the request	Free text	Mandatory
Project Details	User to describe the request	Free text	Mandatory
Required Announcement Date	Users to select a required date to announce their request	Calendar	Mandatory
Required announcement Time	Users to select a required time to announce their request	Time	Mandatory
Announcement	User to select announcement type	Drop list (Internal, external, or Internal & external)	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Optional
Comments	User to mention comments if any.	Free text	Optional

5. Approval request page shall include the fields below:

Field name	Field Description	Field Design	Field type
Requester ID	Auto numbering	Automatic	Autonumbering
Requester name	Auto numbering	Automatic	Autonumbering
Department	User to describe the request	Free text	Mandatory
Project Details	User to describe the request	Free text	Mandatory
Approval item	Users to select the approval type	Drop list (announcement, Design)	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Mandatory
Comments	User to mention comments if any.	Free text	Optional

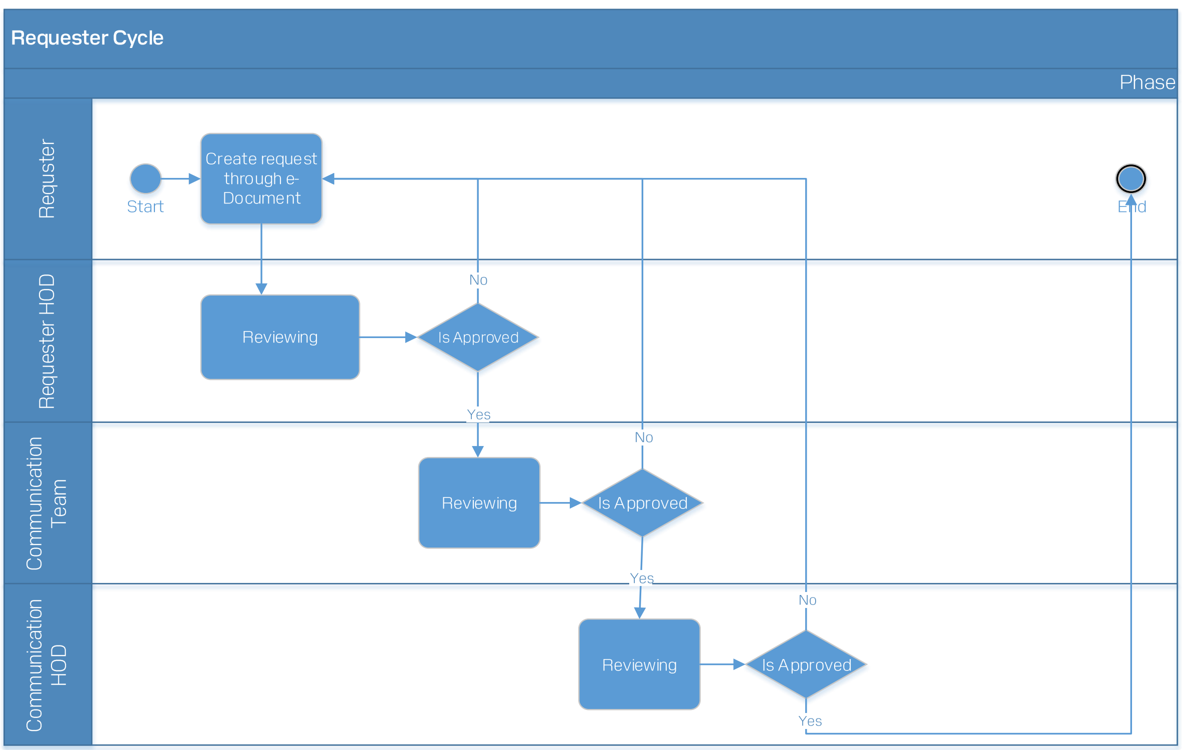
➢ The communication team page shall include the fields below:

Field name	Field Description	Field Design	Field type

Status	(Approved, Reject & Return for Refinement)	Drop List	Mandatory
Estimated date to deliver the project.	User to set project estimated delivery date	Calendar	Mandatory
Estimated time to deliver the project.	User to set project estimated delivery Time	Time	Mandatory
Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Optional

➢ Request cycle as below:

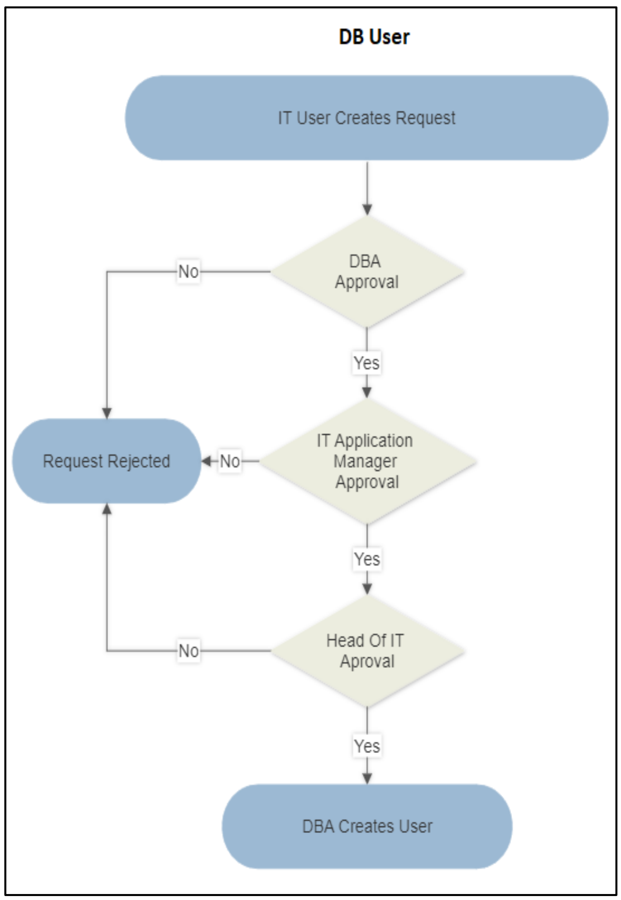
1) Requesters shall have an icon to create their request.
2) Requester's HOD shall receive the request for approval.
3) Communication team shall receive the request and start executing. "Triggered email should be sent to the requester by the expected delivery date.
4) Communication's HOD shall review the request.
5) Requester shall receive the request for confirmation



4.8 Eighth Module: IT Section

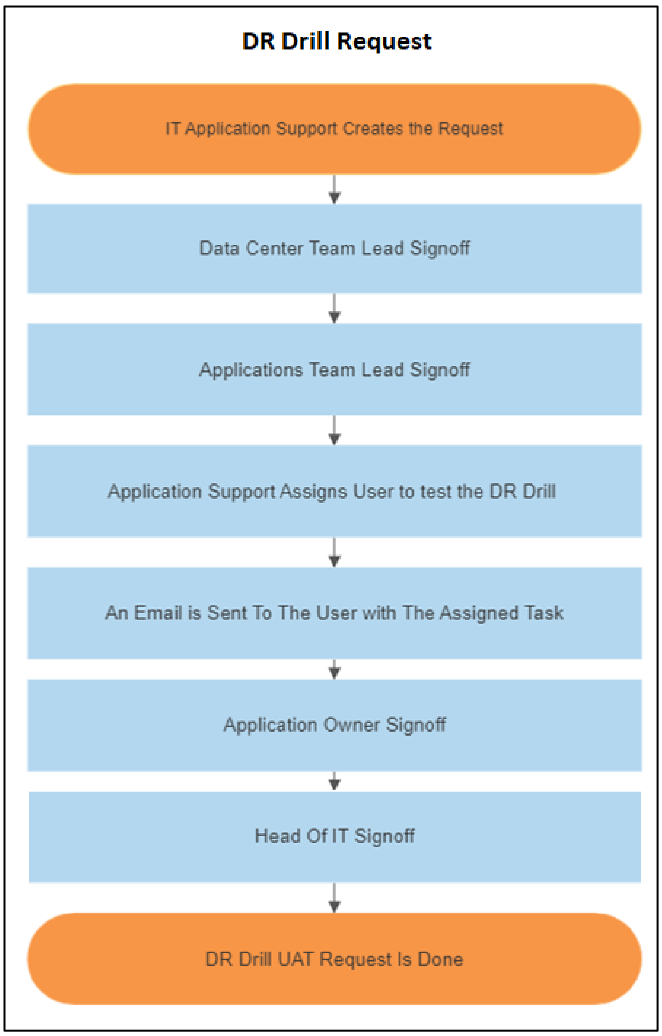
4.8.1 DB User

No	Field	Description	Type
1	Username	A field where the name of the requested user should be	Text
2	Database	Name of the database	Dropdown List
3	Schema	Name of the schema to access	Text
4	Type	Radio Button to select whether is the user for an application or for an employee	Radio Button
5	Staff Number	A mandatory field only if the account is for an employee.	Number
6	Purpose	The Justification for creating this user	Text
7	Access Required	An attachment listing all the required access	Attachment
8	Notes		Text



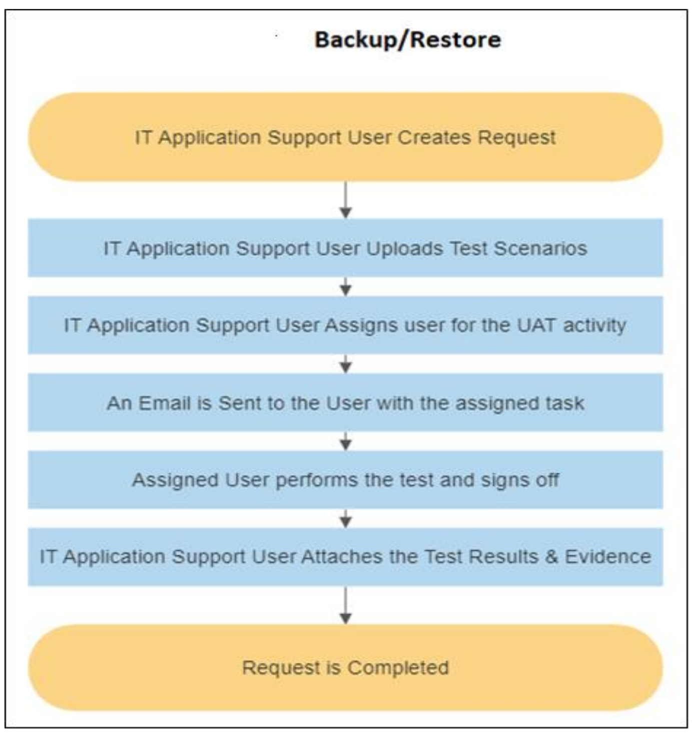
4.8.2 DR Drill

No	Field	Description	Type
1	Service Name	Name of Service for DR drill	Text
2	CR Number	Change Request Number for the DR	Text
3	Reason	Reason for performing thisDR drill	Text
4	Estimated RPO		Duration
5	Estimated RTO		Duration
6	Actual RPO		Duration
7	Actual RTO		Duration
8	Evidence	Attachment of UAT result Evidence	Attachment
9	Notes		Text



4.8.3 Backup/Restore

No	Field	Description	Type
1	Service Name	Service name for testing	Text
2	CR Number	Change Request Number for this test	Text
3	Type of test	Application or Backup/Restore	Radio Button
4	Reason	Reason for performing this UAT	Text
5	Test Scenario	Test scenarios that will take place	Attachment
6	Test Evidence	Attachment of test result Evidence	Attachment
7	Notes		Text
8	Environment	Environment name of testing	Radio Button



4.8.4 Backup Deposit

No	Field	Description	Type
1	Client	mandatory - field where the name of the requested user should be	Dropdown List
2	Policy	mandatory - field where the name of the requested user should be	Text
3	Tape ID	mandatory - field where the name of the requested user should be	Text
4	Change management No.	mandatory - field where the name of the requested user should be	Text
5	Case ID No.	mandatory - field where the name of the requested user should be	Text
6	Backup Admin	Backup Administrator should submit	Text
7	Delivered By (Info Fort Team)	InfoFort Team should sign in using electronic signature	signature
8	IT Approval	IT Manager should approve to complete	signature
9	Evidence	Attachment Backup Backup Deposit	Attachment
10	Date	Date of deposit	calendar

4.8.5 Remote Access

No	Field	Description	Type
1	Employee name	This filed should grap from Active Directory	Text
2	Department	This filed should grap from Active Directory	Text
3	Company	This filed should grap from Active Directory	Text
4	Mobile No.	This filed should grap from Active Directory	Text
5	Job Title	This filed should grap from Active Directory	Text
6	Employee ID	This filed should grap from Active Directory	Text
7	Access Period	From TO and/or permanent	calendar
8	Justification	user Justification	Text

Cycle as below:

- User Request
- Department Manager Approval
- IT Manager Approval
- Implementer

4.8.6 Datacenter Access request

No	Field	Description	Type
1	Employee name	This filed should grap from Active Directory	Text
2	Department	This filed should grap from Active Directory	Text
3	Company	This filed should grap from Active Directory	Text
4	Mobile No.	This filed should grap from Active Directory	Text
5	Job Title	This filed should grap from Active Directory	Text
6	Employee ID	This filed should grap from Active Directory	Text
7	Access Period	From TO	calendar
8	Justification	user Justification	Text
9	External / or Internal		

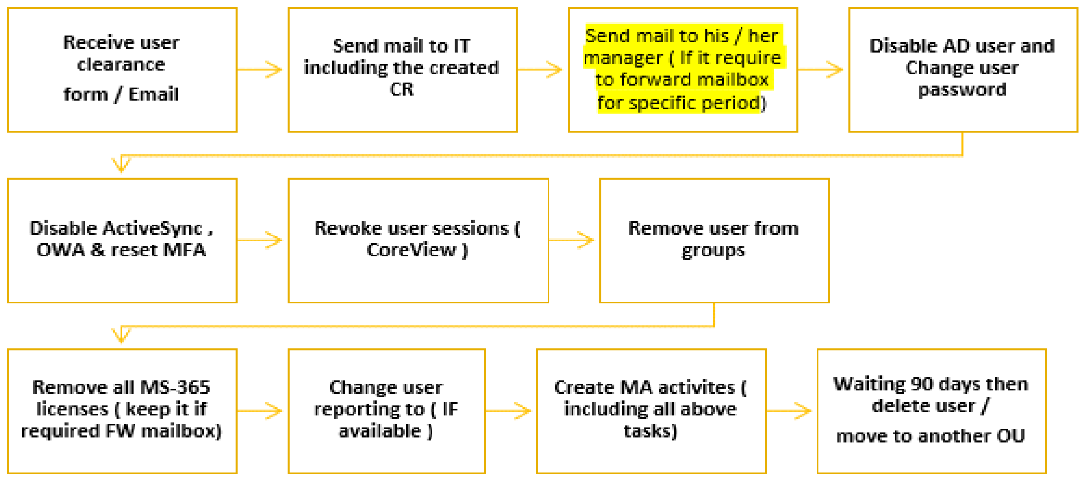
Approval Cycle below:

- User Request
- Department Manager Approval
- Data center Section approval
- Implementer

4.8.7 Leaver Clearance IT Activities

No	Field	Description	Type
1	Employee name	This filed should grap from Active Directory	Text
2	Department	This filed should grap from Active Directory	Text
3	Company	This filed should grap from Active Directory	Text
4	Mobile No.	This filed should grap from Active Directory	Text
5	Job Title	This filed should grap from Active Directory	Text
6	Employee ID	This filed should grap from Active Directory	Text
8	Action	this filed should be sent to each IT section head	Text
9	Justification	user Justification	Text
	Evidence	copy of leaver clearance	Attachment

- Leaver Employee
- Each IT section head approval after closing
- IT Manager Approval


Receive user clearance form / Email
Send mail to IT including the created CR
Send mail to his / her manager (If it require to forward mailbox for specific period)
Disable AD user and Change user password
Disable ActiveSync , OWA & reset MFA
Revoke user sessions (CoreView)
Remove user from groups
Remove all MS-365 licenses (keep it if required FW mailbox)
Change user reporting to (IF available)
Create MA activites (including all above tasks)
Waiting 90 days then delete user /
move to another OU

4.8.8 IT Assets Request

No	Field	Description	Type
1	Employee name	This filed should grap from Active Directory	Text
2	Department	This filed should grap from Active Directory	Text
3	Company	This filed should grap from Active Directory	Text
4	Mobile No.	This filed should grap from Active Directory	Text
5	Job Title	This filed should grap from Active Directory	Text
6	Employee ID	This filed should grap from Active Directory	Text
8	Action	this filed should be sent to each IT section head	Text
9	Justification	user Justification	Text
10	Device Type	user should define device type	Dropdown List
11	Device Serial No.	this filed when implementer complete the action	Text
12	Purpose		Dropdown List

- User Request
- Department Manager Approval
- Data center Section approval
- Implementer

4.9. Ninth Module: Safety Section

4.9.1 RA Module

1- Purpose of Project:

Developing a new Risk Assessment (RA) System that centralizes all RAs of all departments in one place and allows HODs, Senior Management, and all assigned persons to update, follow up, and review all RAs.

2- Background:

A (RA) is an instructional document that identify a process hazards and risks, from pictographs to checklists and flowcharts. A RA contains the activities step-by-step and potential hazards and risks.it determine the risk likelihood and severity and evaluate the risk. It determines whether the current control are adequate or additional controls are required

3- Deliverables:

- Add new RA.
- Add a new version of RA.
- Automated Revision Control (Confirm / Modifications).
- Training Management.
- Download Templates for RA.
- RA review and update
- Report.

1. Stakeholders: *(those involved in or who may be affected by project activities)*

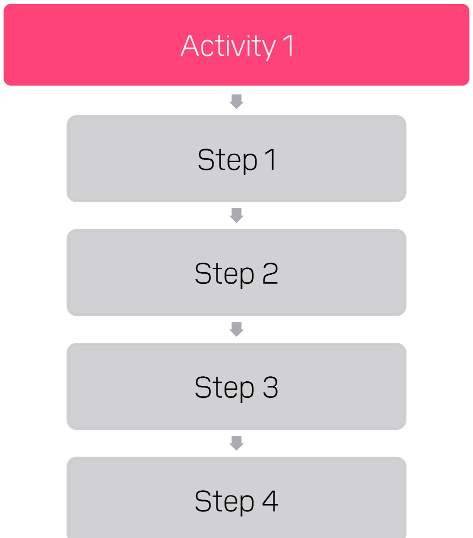
- All departments

RA Template:

STEPS		HAZARD	EXISTING CONTROL MEASURES	CURRENT RISK RATING			ADDITIONAL CONTROLS			RESIDUAL RISK RATING			REFERENCES
No.	Break the activity into sequential steps.	Identify hazards associated with each task step.		Severity	Likelihood	Risk Level	Action	Responsible Person	Due Date	Severity	Likelihood	Risk Level	Management System, Legal and Other HSE Obligations
2	You must switch off Power from FFS Panel (220 Supply + Batteries Cable also) and be sure that Power is Off	Abrasions, Bruises, Tripping, Sliping, Electrocution	1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Make sure of no power by using the measuring or indication lamps 4. Use a proper commutation device between the teamwork 5. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 6. Workers to be well trained to implement the job 7. Good housekeeping for Substations 8. All Electrical sources and cables to be secured 9. Worker aware not to put himself or his colleagues at risk 10. Worker to follow SOP of PM/BD Cycle	3=Moderat	1=Rare	Low							
3	Release all valves from cylinders	Abrasions, Bruises, Tripping, Sliping	1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Use a proper commutation device between the teamwork 4. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 5. Workers to be well trained to implement the job 6. Good housekeeping for Substations 7. Worker aware not to put himself or his colleagues at risk 8. Worker to follow SOP of PM/BD Cycle	3=Moderat	2=Unlikely	Medium							
4	Put orange covers on detection sensors which is located on Substations	Abrasions, Bruises, Tripping, Sliping	1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Use a proper commutation device between the teamwork 4. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 5. Workers to be well trained to implement the job 6. Good housekeeping for Substations 7. Worker aware not to put himself or his colleagues at risk 8. Worker to follow SOP of PM/BD Cycle	3=Moderat	2=Unlikely	Medium							

1. Steps

- Break the activity into smaller sequential steps.



STEPS	
No.	Break the activity into sequential steps.
2	You must switch off Power from FFS Panel (220 Supply + Batteries Cable also) and be sure that Power is Off
3	Release all valves from cylinders
4	Put orange covers on detection sensors which is located on Substations

2. Hazards

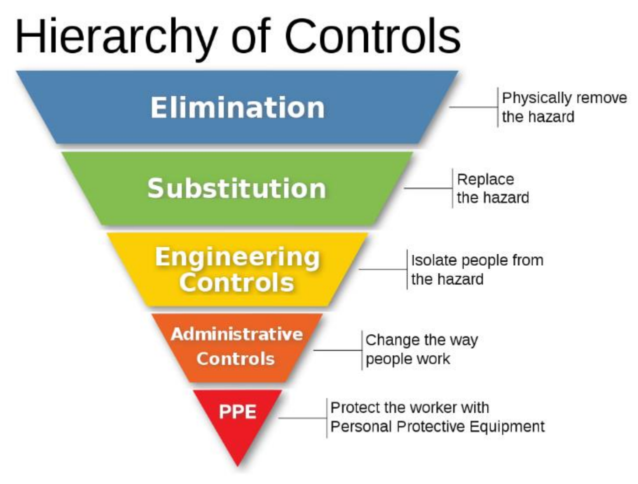
- Identify only 1 hazard associated for cell with each step.
- "Add hazard" icon to available for new hazard
- Every cell to have 1 hazard

HAZARD
Identify hazards associated with each task step.
Abrasions, Bruises, Tripping, Sliping, Electrocution
Abrasions, Bruises, Tripping, Sliping
Abrasions, Bruises, Tripping, Sliping

3. ECMs

- Identify the existing control measures that we have in place.

- Every hazard to have its controls in separate single cell
- Every control to be classified according to the below hierarchy and to be automatically sorted.



EXISTING CONTROL MEASURES
1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Make sure of no power by using the measuring or indication lamps 4. Use a proper commutation device between the teamwork 5. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 6. Workers to be well trained to implement the job 7. Good housekeeping for Substations 8. All Electrical sources and cables to be secured 9. Worker aware not to put himself or his colleagues at risk 10. Worker to follow SOP of PM/BD Cycle
1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Use a proper commutation device between the teamwork 4. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 5. Workers to be well trained to implement the job 6. Good housekeeping for Substations 7. Worker aware not to put himself or his colleagues at risk 8. Worker to follow SOP of PM/BD Cycle
1. Ensure to implement LO/TO before doing the maintenance 2. Issue Isolation permit before starting working 3. Use a proper commutation device between the teamwork 4. Use PPE properly is mandatory for performing this task (Gloves-helmet-overall-Safety shoes) 5. Workers to be well trained to implement the job 6. Good housekeeping for Substations 7. Worker aware not to put himself or his colleagues at risk 8. Worker to follow SOP of PM/BD Cycle

4. Risk Rating

- The Severity and Likelihood to be selected from drop down list from below Risk Heat Map
- From 1 to 5.
- Based on DPW Risk Matrix.
- Severity x Likelihood = Risk Level. To be calculated automatically and color to be changed automatically as below Risk Heat Map

CURRENT RISK RATING		
Severity	Likelihood	Risk Level
3=Moderate	1=Rare	Low
3=Moderate	2=Unlikely	Medium

HSE PL03-TOOL05

Qualitative Risk Matrix

Risk Heat Map

		SEVERITY				
		Negligible	Minor	Moderate	Major	Catastrophic
LIKELIHOOD	Almost Certain	Medium	High	High	Extreme	Extreme
	Likely	Medium	Medium	High	High	Extreme
	Possible	Low	Medium	Medium	High	High
	Unlikely	Low	Medium	Medium	Medium	High
	Rare	Low	Low	Low	Medium	Medium

5. Additional Controls

- Adding actions as additional control if the risk level high or extreme so it is mandatory to insert additional controls.
- Using the Hierarchy of Controls as before.
- Each action must have a responsible person and a due date. and to be sent automatically by mail and notification on system and in assigned person My TASK box and action to be reviewed by RA leader by mail and notification on system and in RA leader My TASK box and action, once approve the action review/update notification to be sent to the RA reviewer to review and reassess this risk.

ADDITIONAL CONTROLS		
Action	Responsible Person	Due Date
Call control room to monitor RTG travel with CCTV until maintenance area Put Saftey Cones in each RTG corners	OPS Manager	

6. Residual Risk Rating

- The Severity and Likelihood to be selected from drop down list from below Risk Heat Map
- From 1 to 5.
- Based on DPW Risk Matrix.
- Severity x Likelihood = Risk Level. To be calculated automatically and color to be changed automatically as below Risk Heat Map

RESIDUAL RISK RATING		
Severity	Likelihood	Risk Level
3=Moderate	3=Possible	Medium
3=Moderate	3=Possible	Medium

HSE PL03-TOOL05

Qualitative Risk Matrix

Risk Heat Map		SEVERITY			
		Negligible	Minor	Moderate	Major
LIKELIHOOD	Almost Certain	Medium	High	High	Extreme
	Likely	Medium	Medium	High	High
	Possible	Low	Medium	Medium	High
	Unlikely	Low	Medium	Medium	Medium
	Rare	Low	Low	Low	Medium

Ranking		SEVERITY				
		1	2	3	4	5
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

7. References:

- Adding references that support your control measures.

✓ E.g., HSE OP05-G05 Occupational Noise Management Guideline.

✓ Another Example: The Egyptian Labor Law.

REFERENCES
Management System, Legal and Other HSE Obligations

8. Details:

The Name of the Activity or the Task

Activity:	Replacement of RTG Hoist Wire ropes (Liebherr)
Operating Entity:	DPW Sokhna
Department:	Engineering

Operating Entity and Department

8. Details:

The Date of RA Completion to be add automatically

Date Completed:	30-Apr-23
Risk Assessment Led By:	Employee 1

Risk Assessment Team	

Who led the RA:

Someone from HSE Team

RA committee including labors

8. Details:

The Code of the document:

(RADepatment-Section-Number) to be added automatically

Reference Number:	RAENG-CRN-107
Next Review Date:	
Approved By:	

Last Review Date	
Version/Revision	Ex: VER/ REV. # X.X

Change in count in case of Minor update/ confirm no update

Notes:

1. In case of creation of new RA, the revision No will be counted as 0

Change in Count in case of major update

The approver:

HOD, Safety & QA

The next Review date:

Annually to be determined automatically

The last Review date:

to be determined automatically once reviewed

Issue new RA

Requester to request someone from the department to create RA or the issuer can directly issue RA without request.

Notification to be sent to the issuer by mail and notification on system once requesting issue RA by requester and to be in issuer MY TASK BOX on System.

Issuer to prepare draft on system and assign RA reviewer, notification on system and by mail to be sent to the reviewer and to be in his MY TASK BOX

The reviewer (Process Owner) will review it and approve or reject the RA. If he rejects, he will write the comment and the RA will return to the issuer for editing. If the reviewer approves, he will identify the RA users.

Then a notification and mail to be sent to the RA leader (Someone from safety team) and to be in his MY TASK BOX, Leader will review the RA. If he rejects RA, he will write his comment and RA will return to the issuer for editing. If the leader accepts the RA, it will be sent to department HOD for review.

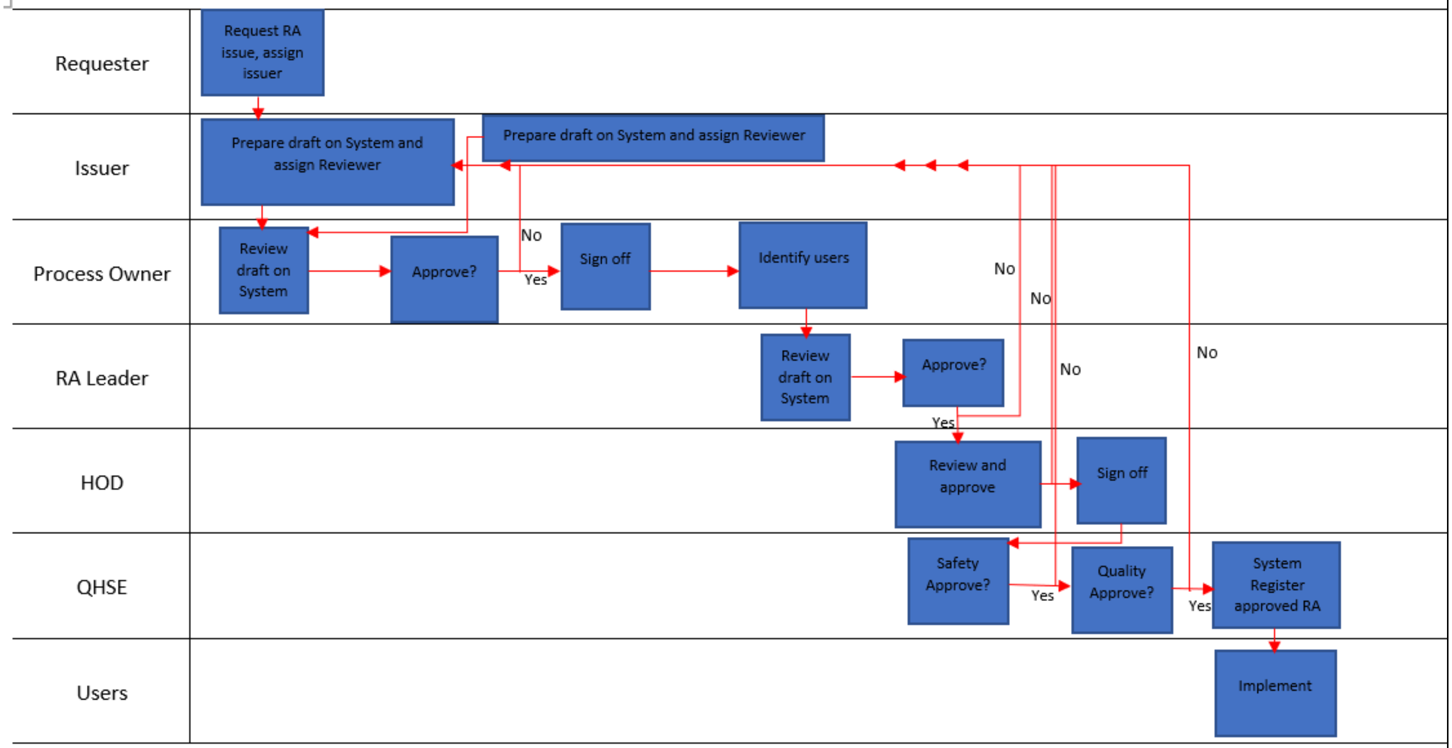
HOD to receive notification on system and mail and in his MY TASK BOX to review RA. If HOD rejects RA he will write his comments and RA will return to the issuer for editing.

If HOD approve RA, it will be sent to safety management for review by notification ,mail and in MY TASK BOX.

If Safety Management rejects RA, he will write his comments then it will be sent to the issuer for editing. If safety management approve RA it will be sent to quality assurance to review by notification mail and MY TASK BOX.

If Quality assurance rejects RA, he will write his comments then it will be sent to the issuer for editing, if he approved it will be registered on system, and the RA to be sent to all users on system and by mail for implementation.

ISSUE New RA



Review RA Cycle

Requester to identify someone from the department to review RA or the reviewer can directly review RA without request. Or system to send notification to the 1st reviewer (Issuer) a month before the review date.

Notification to be sent to the reviewer by mail and notification on system once requesting review RA by requester and to be in reviewer MY TASK BOX on System.

Reviewer to review draft on system and assign RA 2nd reviewer (Process Owner), notification on system and by mail to be sent to the 2nd reviewer and to be in his MY TASK BOX

The 2nd reviewer (Process Owner) will review it and approve or reject the RA. If he rejects, he will write the comment and the RA will return to the 1st reviewer for editing. If the 2nd reviewer approves, he will identify the RA users.

Then a notification and mail to be sent to the RA leader (Someone from safety team) and to be in his MY TASK BOX, Leader will review the RA. If he rejects RA, he will write his comment and RA will return to the issuer for editing. If the leader accepts the RA, it will be sent to department HOD for review.

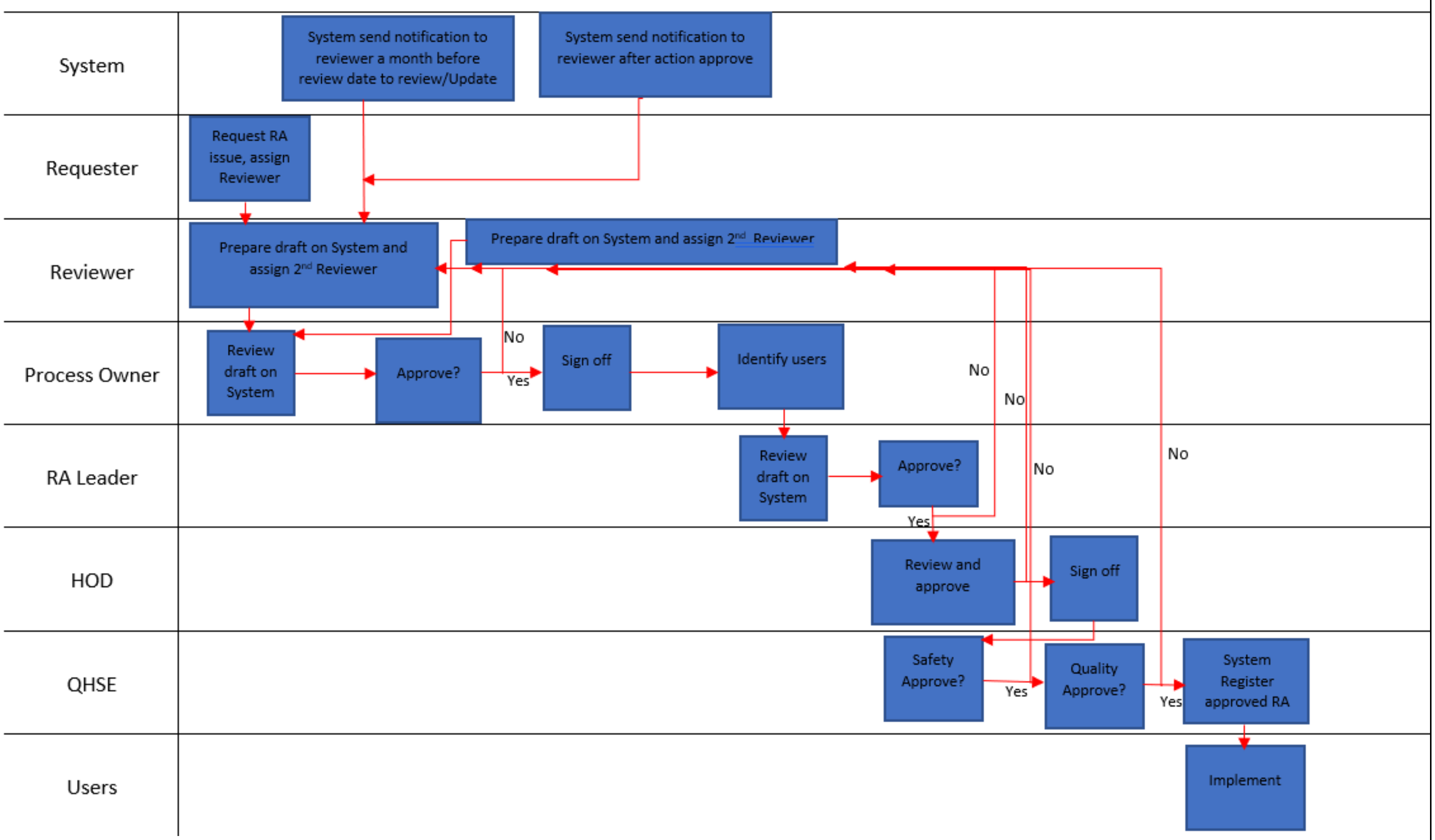
HOD to receive notification on system and mail and in his MY TASK BOX to review RA. If HOD rejects RA he will write his comments and RA will return to the 1st reviewer for editing.

If HOD approve RA, it will be sent to safety management for review by notification, mail and in MY TASK BOX.

If Safety Management rejects RA, he will write his comments then it will be sent to the 1st Reviewer for editing. If safety management approve RA it will be sent to quality assurance to review by notification mail and MY TASK BOX.

If Quality assurance rejects RA, he will write his comments then it will be sent to the 1st Reviewer for editing, if he approves it will be registered on the system, and the RA to be sent to all users on system and by mail for implementation.

Review RA Cycle



Notes:

All steps of the RA cycle to be recorded in the RA history

Every RA to have its history.

All Risk assessments can be printed and downloaded

Every risk assessment form to have icon show its status (Yes/Required/Valid)

All items of every risk assessment to be collected automatically in window is called Risk Register.

The items of the high-risk activities to be collected automatically in High-Risk Register

At the home page to be 3 icons:

1. Risk Assessment
2. Risk Register
3. High Risk Register

Reporting:

DEP	Section	RA Title	Doc. No.	Last review date	Next review date	Review interval (day)	Due date(day)	Reviewer	Review Status (Yes/Required/Valid)

4.10. Tenth Module: People Scope

4.9.1 Outsource Hiring Cycle Scope

At the beginning of new outscores staff cycle, vendors will fill required data as mentioned below: -

• Each vendor will have separate access to the application.

- Name "Forth" mandatory
- National ID "14 No." mandatory
- Mobile Number. mandatory
- A drop-down menu will be provided to select the job title "as defined by each vendor". mandatory
- Driving license issue date and expiry date and license grade. mandatory
- Company name
- Droplist to select between if applicant is a Fresh new candidate or experienced "most attach relevant experience certificates for experienced candidates". mandatory
- Insert "Attached file" a copy of every applicant's national ID and driving license for job titles (Driver, Fuel and Service Truck Driver, ITV driver) "if the candidate accepted vendor will attach all hiring doc." mandatory
- System Logic will look up in the uploaded database by Name & National ID Number to make sure that the Candidate has no security issues/positive drug test or negative feedback from our side or inactive user for another vendors".
- HR department will get a notification with list of employee's names after being selected and start to choose from this list with two options icon (confirmed / not confirmed) upon HR dep requirement/needs "checking max order requests per job titles".
- Clinic will get a notification list of applicant's names/National ID/Job Title Vendor Name to start drug test.
- After taking the drug test, Clinic Supervisor will start to insert the result by two options (Negative / positive) and a photo of drug's result "as evidence shared internally" will be attached with the list then both results will be sent to the vendor throw mail.
- If the result is positive, he will be excluded and a mail without a photo of drug test result will be sent to his vendor.
- If the result is negative, he will continue the joining cycle.

- HR team will get a notification to confirm on the list of applicant's names with their medical tests (drugs) results *only negative results*.
- The Safety department will receive a notification containing a list of accepted applicants' names, National ID numbers, Job Titles, and Vendor Names. They will then proceed to conduct safety induction with the applicants based on their respective job title responsibilities.
- After safety team finish their safety induction, start to check right on the checkbox list of applicant's names who had finished the induction.
- Each department and technical training team will receive a notification containing a list of names of employees who are required to undergo training/assessment based on their respective job title responsibilities.
- Technical Training team providers inside DPWS

Technical Training Team is responsible to provide the required training for mentioned job titles in different programs type to match with candidate's experience: -

Job title	training time	
Full Training Cargo Labourer	15 to 20	Day
Full Training Vessel Labourer	15 to 20	Day
Full Training CFS Labourer	10 to 15	Day
Full Training Cargo Hatch Man	10 to 15	Day
Full Training Vessel Hatch Man	10 to 15	Day
Full Training ITV	22 to 26	Day
Full Training STS	60	Day
Full Training MHC	60	Day
Full Training RTG	30	Day
Full Training RMG	5	Day
Full Training RS / EH	30	Day
Full Training F.L	30	Day
Attach ITV	12	Day
Attach STS	12	Day
Attach RTG	12	Day
Attach RMG	12	Day
AttachRS / EH	10	Day
Attach Rental Truck	4	Day
Attach Loader	5	Day
Attach F.L	5	Day
Full Training Vessel Tally Clerk	12 to 15	Day
Full Training Cargo Tally Clerk	12 to 15	Day
Full Training Tally Cleark CFS	10	Day
ManLift & Fuel Truck driver	4	Day
Refreshment ITV	6	Day
Refreshment RTG	6	Day
Refreshment RS/EH	6	Day
Refreshment STS	6	Day
Refreshment F.L	6	Day

- For other department, Department representative is responsible to arrange required training for candidate and confirm once he is got accepted

- Here is all CL Job title inside DPWS: -

Administration
Mohd Khalil Co.
Driver
Queen Service Co.
Document Clerk
Driver
Environment Laborer
Housekeeper

Commercial
- Global Solution Co.
  - Call Center

Finance
- Queen Service Co.
  - Fuel and Service Truck Driver
  - Fuel Clerk
  - Store Laborer

IT
- Global Solution Co.
  - IT Developer
  - IT Service Desk Specialist
  - IT Service Desk Support
  - IT Technician Specialist
  - IT Technician Support

Operation
- ADDDED Co.
  - RS Operator
  - RTG Operator
  - STS Operator
- Mohd Khalil Co.
  - Forklift Driver
  - Wheel Loader Operator
- Queen Service Co.
  - Cargo Laborer
  - Cargo Telly Clerk
  - Cranes Labour
  - Hatch Man BGC
  - Hatch Man CT
  - IA Laborer
  - IA Telly Clerk
  - ITV driver
  - Vessel Laborer
  - Vessel Telly clerk
  - Weighbridge Labour
  - Weighbridge Telly Clerk
- Rent Trademar
  - Rent TR Driver
- Trademar Co.
  - RS Operator
  - RTG Operator
  - STS Operator

Projects
- Global Solution Co.

Civil First Engineer
Technician Project
QHSE
Global Solution Co.
Fire fighters
Queen Service Co.
Environment Laborer QHSE
Security
Golden Guard Co.
Control Room Operator
Permits Officer
Security Marine Officer
Security Officer
Queen Service Co.
SSS Supervisor
Security – B2
Golden Guard Co.
Security officer
Security - Cairo
Golden Guard Co.
Security officer
Technical
Global Solution Co.
Engineer
Planner
Technician
Tire man
Welder
Queen Service Co.
Cranes Labour
Workshop Clerk
Workshop Laborer

- Based on their results in previous tests, they will continue in the training cycle or not:
- If they have passed, they will take a session of technicality in theoretical way by technical team.
- If they failed, they would have another chance but after 3 months,
- Technical team will get a notification list of names that will take the session “theoretical part”
- Once technical team finish the theoretical part, they will check right on the checkbox of the names who passed list of names who has finished this part and who not yet.
- IT team will get notification lists of names who will take Information security Induction
- The technical training cycle will be divided based on statues of the applicant
- Fresh new candidate
- Experienced operator
- If the applicant is fresh new candidate:

- Fresh new candidate will start from the beginning to take the training in three phases
  - Phase one "practical training (basic training) phase".
  - Once New candidate trainees finish the basic training one from senior staff will be informed to start applying the basic knowledge in live work environment to be more familiar and comfortable *this period depending on the complexity of the job*
  - The technical training application will clarity the participants in different conditions, as following: (Afternoon Shifts - Night shifts)
  - Phase two (in live operation with mentor)

In this phase applicant will be operating the equipment under supervision of a mentor.

- Phase three (Provisional period)
- His direct supervisor will get a notification to start with the fresh new operator the provisional phase
- This phase of training to ensure that the trainees (Fresh new candidate) apply what they have learned, and feedback will be given to him to improve his performance.
- In case there is critical remark on his performance, he will be returned, and notification will be sent to training team for correction to be in attachment in live operator.
- After finishing the Provisional period phase, he will start to take Firefighting & emergency induction.
- After finishing the Firefighting & emergency induction send confirmation to proceed with technical training cycle.
- The technical team and operation team will upload a list of names which include each trainee with his performance percentage.
- The percentage will be a of completing the initial training, and it should be 80% or more.
- If the performance percentage is 85% or more, trainee will be accepted and certified (internal license)
- If the percentage is less than 80% his training will be canceled and not allow to return
- Phase four

Engineering department will receive a mail to the assigned engineer to arrange the required assessment and confirm for passed candidates. (For mobile equipment only)

Operators Data:

personal information:

- It's a Operators data which contains a list of:
  - Name.
  - ID.
  - Job title.
  - Company
  - Equipment type.
  - All trainings & Assignments that operators have passed.
  - Active / In Active Icons
- Active Icons mean that the operator is still working at DPW Sokhna
- In Active Icon mean that the operator left his company
  - Quit
  - Has an accident that make him out of work for an average duration between four to seven months in this case he will get once he comes back a reassessment session

Reassessment session

- Cases:
  - If operator has leaved the work and go to another company and come back again.
  - If operator has a long vocation due to an accident or an illness, and in case it is because of an accident the operator will do a drug test and due to the result, he will continue with us or not

- If the result is positive, he will be out and a mail without a photo of drug test result will be sent to his vendor
- If the result is negative, he will continue the training cycle.

:

Re-assessment cycle

- The selected names will do a drug test
- Clinic will get a notification list of operator's names to start to take drug test.
- After taking the drug test, Clinic Supervisor will start to choose between two buttons (Negative/positive) due to the drugs test's result and a photo of drug's result "as evidence "will be attached with the list.
- Technical team will get a notification of names that have passed the drugs test.
- Technical team will start with them the theoretical part.
- Once Technical team finish the theoretical part, they will check right on the checkbox of the names who passed list of names who has finished this part and who not yet.
- Operation team will start to give the operators Take a refreshment session and familiarization on our equipment, system, and process.
- If his performance is 80% or less, he will take a refreshment session again.
- If his performance is 85% or more.

Last Step in Outsource Hiring cycle:

- HR department and vendors will receive a notification on Application contains accepted employees.
- Vendors will share a copy of hiring documents for the accepted names list.
- HR team check hiring documents and if the applicant applied for all required training.

Security department will receive a confirmation by email/ App notification from HR team to create fingerprint for accepted employees and create user on CLMS.

System Integrations

- Integration with CLMS & Crags Rostering system.

4.11 Eleventh Module: BT Scope

1- Add option to view workflow map.
2- Add a notification email to be sent for each transaction.
3- Add request number to the home page.
4- Allow user to filter through a bar that appears above all the existing columns and the new added ones.
5- HODs have an option to approve/ reject through triggered email.
6- Requester to have an option to view the request even after the submission.

4.12 Twelfth Module: Commercial Scope

Discount Request Cycle

The icon shall appear on the home page and include **"Create Discount Request"**
We will have two options, BCOs & SLs / NVOCCs

For BCOs:

#S	Field name	Field Description	Field Design	Field type
1	Requester ID	Auto numbering	Automatic	Autonumbering
2	Requester name	Auto numbering	Automatic	Autonumbering
3	Request No.	Auto numbering	Automatic	Autonumbering

4	Customer Name	User to mention Customer Name	Free text	Mandatory
5	Commercial Agreement	User to mention if the customer has a commercial agreement or not	(Yes / No) check box	Optional
	If "Yes"	User to mention agreement name	Free text	Mandatory
6	B/L Number	User to mention BL No.	Free text	Mandatory
7	Container numbers	User to mention CTs No.	Free text	Optional
8	Customer Tax ID	User to mention Customer Tax ID	Free text	Mandatory
9	Discount type	User to mention discount type	Free text	Mandatory
10	Discount Reason	User to mention discount reason	Free text	Mandatory
11	Discount amount	User to mention discount amount	Currency in USD	To be mandato Finance step
12	Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Optional
13	Notes	User to mention notes if any.	Free text	Optional

For SLs / NVOCCs:

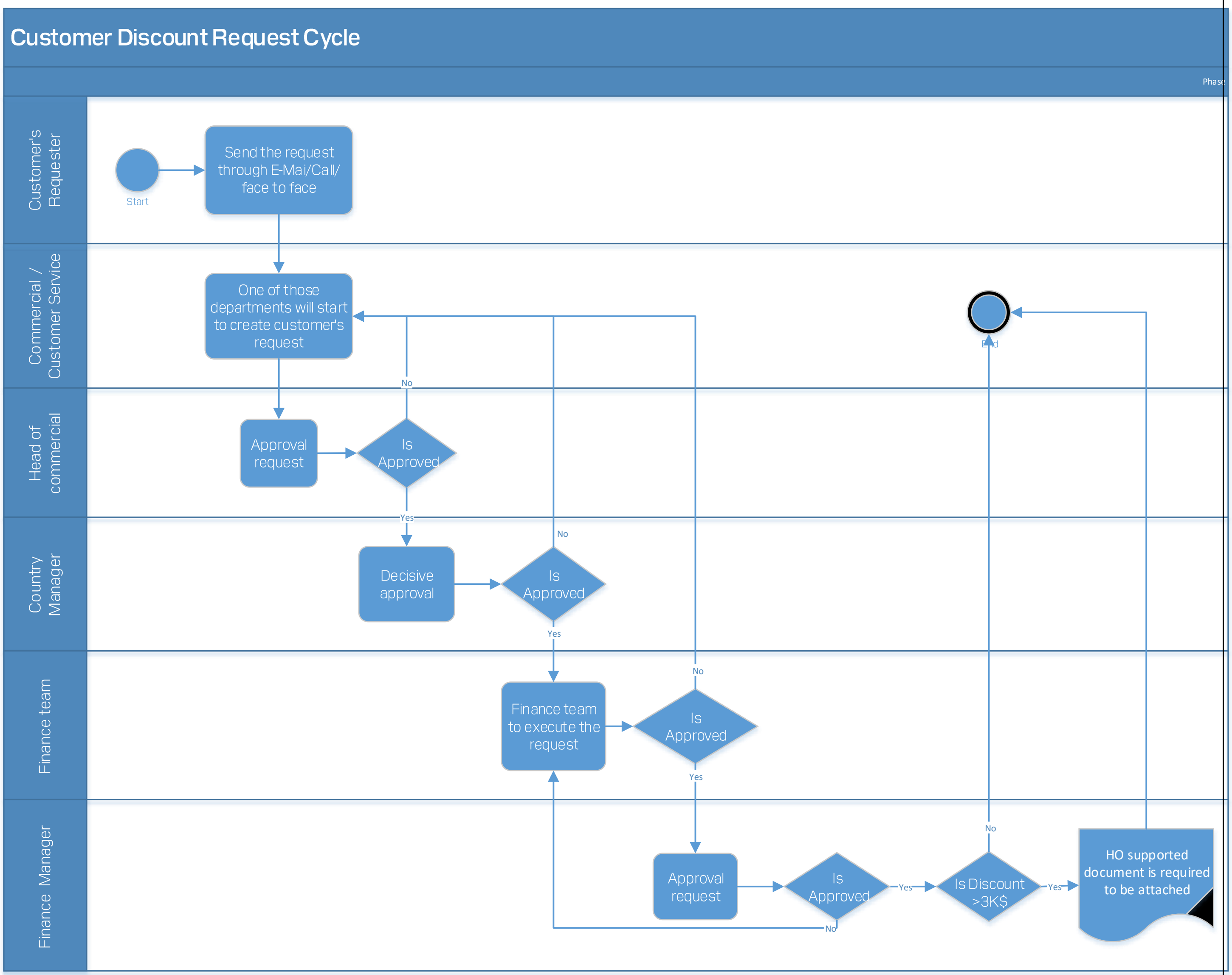
#S	Field name	Field Description	Field Design	Field type
1	Requester ID	Auto numbering	Automatic	Autonumbering
2	Requester name	Auto numbering	Automatic	Autonumbering
3	Request No.	Auto numbering	Automatic	Autonumbering
4	Line Name	User to mention Line Name	Free text	Mandatory
5	Line Code	User to mention Line Code	Free text	Mandatory
6	Commercial Agreement	User to mention if the customer has a commercial agreement or not	(Yes / No) check box	Optional
	If "Yes"	User to mention agreement name	Free text	Mandatory
6	Booking No.	User to mention Booking No.	Free text	Mandatory if Invoice No. won't be mentioned
7	Invoice No.	User to mention Invoice No.	Free text	Mandatory if Booking No. won't be mentioned
9	Discount type	User to mention discount type	Free text	Mandatory
10	Discount Reason	User to mention discount reason	Free text	Mandatory
11	Discount amount	User to mention discount amount	Currency in USD	To be mandatory in Finance step
12	Attachment	To add attachment	(Pdf. xlsx. doc. jpg ...etc.)	Optional
13	Notes	User to mention notes if any.	Free text	Optional

➢ Cycle as below:

- DP World Sokhna Commercial/ DP World Sokhna Customer Service receives the request from the customer.
- Create a new request on our internal interface with the details and justifications.
- Once submitted, it will be sent to both departments' groups through email,
- To avoid double entries of the same case, the system will not accept the request for the same BL No. / Tax ID / Booking No. or Invoice No. and a duplication error message will appear.
- First approval shall be directed to the head of commercial "Ms. Alia El Gammal".
- Decisive approval shall be directed to our Country Manager "Mr. Urs Moll".
- Once this is approved, the request can be executed through our finance team,
- In case the Discount amount is greater than $3000, it is required to attach the HO Supported document approval.

- Once the request has been executed so the request shall return to the requester to close the case and inform the customer

Note: we recommend sending automatic reminders for the assignee through email/mobile every 24hrs from the date of the request



4.13 Thirteenth Module: Customer Service Scope

Refund Request

Customer Service icon

The icon shall appear on the home page to include **"Create Refund Request"**

1- "Create New Refund Request" Page shall include the fields below:

#S	Field name	Field Description	Field Design	Field type
1	Requester ID	Auto numbering	Automatic	Autonumbering
2	Requester name	Auto	Automatic	Auto
3	Request No.	Auto numbering	Automatic	Autonumbering
4	Customer Name	User to mention Customer Name	Free text	Mandatory
5	Customer Mobile Number		Free text	Mandatory
6	Refund subject		Free text	Mandatory
7	B/L Number	User to mention BL No.	Free text	Mandatory
8	Booking Number		Free text	Optional
9	Invoice Number		Free text	optional
10	Container numbers	User to mention CTs No.	Free text	Optional
11	Concerned Departments	menu that includes all DPWS departments	Drop-List	Mandatory
12	Attachment	To add attachment	(Pdf. xlsx. doc. jpg …etc.)	Optional
13	Notes	User to mention notes if any.	Free text	Optional

2- Concerned Department Page

- Shall have a status drop-down list including **"Approved, Reject and Return for Refinement"** "Mandatory"
- In case of rejection a popup window shall appear with the title "Reason of rejection" This shall be a free text field. "Mandatory"

  Note: if the concerned parties have rejected the refund request, so customer service team shall have the option to escalate it to the top management" Department HODs".
- In case of approval the request proceeds and will send to the finance team, also popup window shall appear after submission to write a comment if any. "Comment will be optional"
- In case of Return for Refinement, the request will return to customer service for further amendments and the cycle will begin from the start. also, a popup window shall appear after submission to write a comment if any. "Comment will be optional"
- Option for attachments

3- The finance page shall include:

- **Credit Note** field Shall be a free text field. "Mandatory"
- **Amount** Shall be a free text field. "Mandatory"
- **Finance department** Shall have a status drop-down menu that includes "Approved, Reject and Return for Refinement".
- After submission a notification email should be sent to all the concerned parties, the body of the email should contain (Request Number, Customer Name, BIL of lading, and Invoice Number)

- Then the request shall return to the customer service team to close the request and inform the customer by the result.