

Scope Document

Overview

Problem Statement

1. The manual billing system is time-consuming and does not reliably deliver an accurate bill in a timely manner.
2. Many factors contribute to the final quote: it takes approximately one week to get all prices from various subcontractors, meaning the final quote is sometimes incomplete.
3. System cannot maintain a large client base with unique and complex orders.
4. Cannot provide service in other languages.

Goals and Objectives

1. Develop a modern invoice system to keep up with complex and unique orders.
2. Create a billing system that can maintain 30% more of the invoicing.
3. Automate calculating costs for Clients, which will save hours spent on bookkeeping.
4. Develop a system that can keep track of all subcontractors and automatically update any bill changes over a cycle of service to ensure Clients receive an accurate bill.
5. Maintain and improve current specialized invoicing activities, including one-off invoicing for a single shipment, quoting a shipping product, and producing multiple invoices for a single Client.
6. Add Spanish and French options in addition to English to increase the potential Client base.

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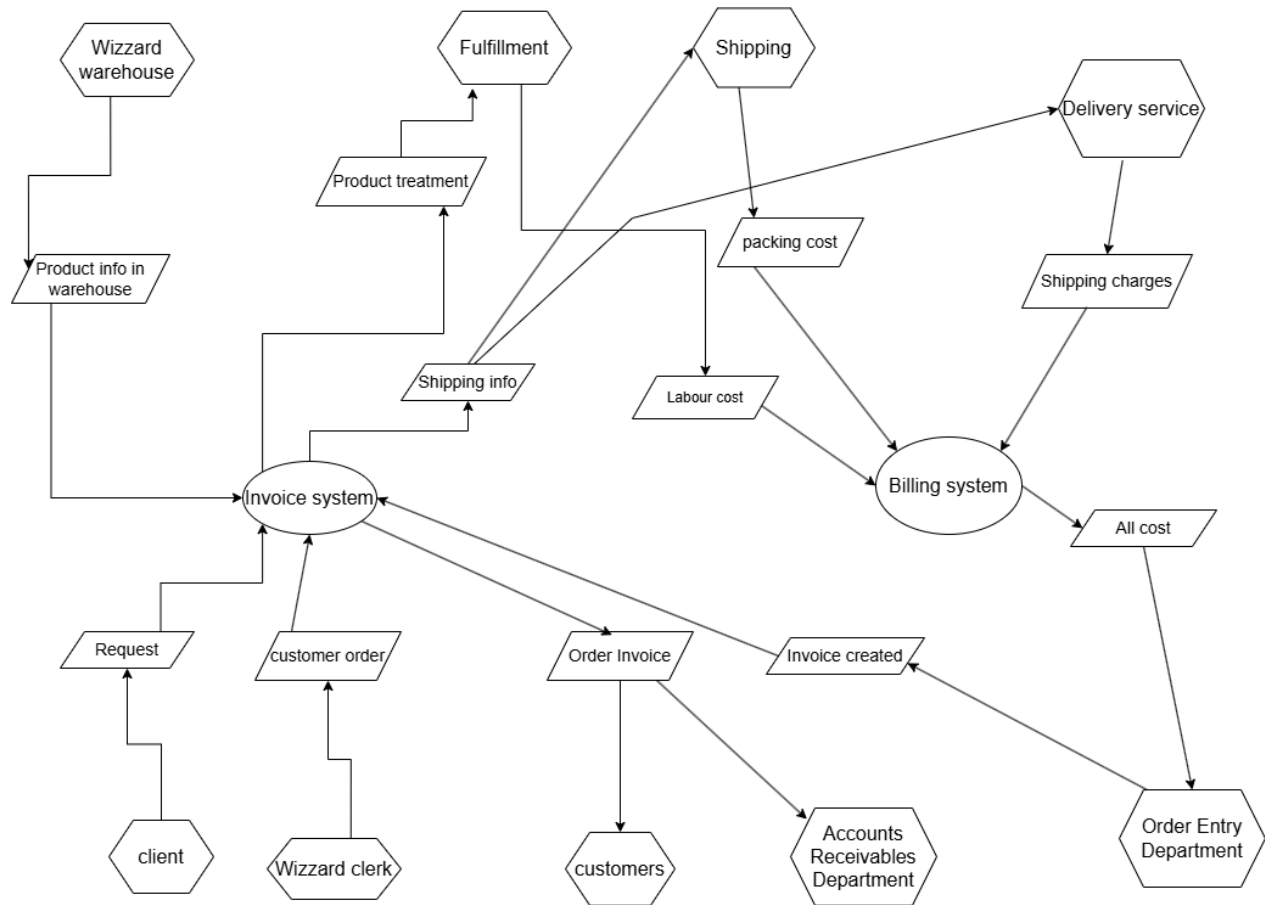
Addressed areas:

- Invoice system
 - Handle more permutations of contracts, if not all.
 - Automate the updates to the invoice when the bill gets expanded.
- Billing system
 - Automate different ways of billing the services.
 - Automate tracking of the services and their costs
- Adding more supported languages

Non-addressed areas (No changes):

- Product and Order Management
- Logistics and Shipping
- Accounts Receivable Department and Order Entry Department
- Staff Training
- Marketing System

Context Diagram



Glossary of Terms:

Client: Individual or organization hiring Wizzard Services Inc.

Customer: Individual or organization patronizing client, as defined above.

Order: A single business request from the customer

Product: The item was sent for Wizzard Services to handle.

Invoicing System: A system responsible for generating and managing invoices for clients.

Billing System: A system that processes and calculates the order costs and generates invoice information.

Request: The client requests to indicate whether the warehouse's old stock needs to be destroyed.

Product treatment: The request from the Client about how to deal with the product in the warehouse.