UAE VAT Agent Solution

ACCOUNTING AND BOOK KEEPING SOLUTION FOR VAT AGENT

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Accounting and book keeping web application requirements

Document describes requirements of web application that will be the portal for customers, back office accounting specialists, general public and potential customers alike.

Implementation phases

Phase 1: Complete the front end of company website with home page, products/services details and contact information

Delivery: Within a week after order/agreement. Phase 5 is the remaining part of this work

Phase 2: Complete first part of web application – customer enrolment form, SMS/email notification integration, payment gateway integration and basics of data management. Customer authentication and Authorisation module

Delivery: Within 2 weeks after order/agreement

Phase 3: Complete second part of Web application, provide ability to customer to upload purchase, sales and service invoices. Complete data management, storage structure and archival

Delivery: within 1 week after phase 2

Phase 4: Complete Dashboards and remaining requirements mentioned for web application, Mobile Apps

Delivery: within 1 week after phase 3

Phase 5: Complete remaining requirements of web portal front end

Delivery: Within 4 weeks after phase 1

Phase 6: Channel Partner Web Application instance

Glossary of important words

Company / Firm: Refers to the business for which this website / web application is being built.

Customer(s): Refers to businesses and individuals enrolled for the service offered by the Company/firm

General Public / Potential Customers: Refers to people or businesses accesses company website for knowing about company services, other information about taxation, VAT, UAE federal tax regulations etc.

Back office: Refers to accounting specialists who are employed by the "company" and responsible for book keeping of "customers" and this office responsible for preparing "customers" taxation sheet that will be filed electronically by "tax agent".

Tax agent: Person who works in UAE for the "company", legally represents "customer" business for tax filing.

Introduction to company business

Company maintains book of accounts for its customers to ensure compliance to UAE Government tax regulations and helps them to pay or claim tax and file tax statements quarterly as per the direction from Federal Tax Authority.

Essential features of web portal

Information website for public or potential customers:

Home page: This is the front facing part of the web portal, whereby customers can access information on our products and services, mode of operation etc. So the home page should have all essential information presented in an attractive way.

Also website content should have ability to attract customers from search engine (google.com) with very effective keywords and SEO techniques.

Contact info: Should have a page to with simple form for customers to reach us, and with contact information (such as email, mobile number), location map etc.

Ability to add new services: website design should be flexible to add / remove new information whether it is important changes in the services, products or other general information our customers need to know.

Plans and Pricing: This page in the website should provide the accounting and book keeping plans with respective price, similar to Website1 or Website2

Choosing a plan should take the website visitor to page that helps to enrol by providing required details, that will be essentially part of web application with details explained later part of the document.

About: This page will have details about people behind the company, should be flexible to add to employee / management profile as and when required

Login: Login button in the home page is to take page visitor to customer login page, that allows him to login to web application if authenticated successfully, or to reset password by sending OTP to registered email ID or Mobile number.

Web Application Requirements

This is a transactional application that we want to build in phases, initially to start with following capabilities

- New customer Enrolment

- Upload of sales and purchase invoices

- Upload of sales and purchase reports from POS / ERP systems

- Payment of service charges, money for tax payment

- Dashboard view of high level official balance sheet, historical transaction and document related to specific business.

Since the official standpoint tax registration, validation etc. not available at the moment, there could be changes in the input fields for each customer, moreover since VAT is being a first entry to taxation world in UAE, multiple changes in the regulation, legalities are expected to come in due course. The system we are building needs to be flexible, including backend to keep up to date with changes as and when required.

New Customer Enrolment: Generally, this page is opened when any potential customer clicks on "Buy" any of the available packages in the pricing page. Also portal admins should be able to enrol customer from backend when offline or bulk sale happens.

This page should ask customers to input various information related to them and their businesses that are generally required by tax agents to keep as part of filing process done at tax authorities. Customers should be able to enter details like trade license number and upload scanned copy of respective documents as well.

Upon successful input of details, user should be re-directed to payment page and once it gets completed successfully, unique customer ID needs to be generated and that will be the identification number for a specific tax account throughout the life cycle in our system.

Both email ID and mobile number needs to verified during this process with OTP or upon clicking on confirmation email send to respective email IDs. Mobile number verification should be mandatory, whereas email registration is optional to complete registration

Upload of sales and purchase invoices: Once registration/enrolment process gets completed, user will be able to click on login page and get in to the web application that we are targeting to build in phases.

Logged in user should be able to upload scanned sales and purchase invoice copies whenever they want, with monthly total count limited by package selected by the customer. Special care needs to be taken to keep document size to minimum with good image processors so that overall storage consumption does not increase the operation cost of the solution.

Similar to sales and purchase invoices, there could be other invoices like service invoice that paid to any service provider, hence flexibility should be required create additional categories in the solution.

Upload of sales and purchase reports from POS / ERP systems: Similar to scanned image upload, this is the preferred method whereby customer extract sales and purchase reports from their POS/ERP solution in the format specified by the company.

Back office Processing: Upon receipt of invoices or reports in the system, back office team would initially carry out manual entry of transactions in the company managed accounting software for final submission at tax authority. Each entered transaction should be able to mark by resources in back office once entered in the system so that customer will get visibility what is entered and yet to enter

Payment of service charges, amount for tax payment: Application should have flexible payment options using debit or credit cards or through direct bank transfer.

Dashboard - Customer: Customer's view of high level official balance sheet, historical transaction and payments made to tax authority

Dashboard – Group view: There is high possibility that one person has multiple businesses and hence he wants a view of all high businesses's tax filing status. There should be some level flexibility to create grouping and group user get view of all customer IDs related to him.

Dashboard – Admin view: Back office admins should be able to view all customers VAT filing status like "2018 Q1 filing is under progress, completed etc.". this will show up the progress internally

Database and persistent store of data
Consider below two aspects while software designer carries out DB and data storage

1. Being the regulation itself is new, expect a lot of changes in the short term, which means additional fields would require in the schema/table design as time passes and hence technology/solution should allow flexibility on this front.
2. Being financial data, data leakage or unauthorised access should be prevented by design of solution.

Payment Gateway
Since majority of payments are expected in UAE Dirham currency, please choose a resolution that offers good reliability in the region and lowest operational cost.

Refund
Since the company willing to refund service charges paid by customers if they are not happy with the service, solution must have an option to pay money back same credit card accounts in case required.

Data Archival

UAE tax regulation demands businesses to retain 5 years of transaction data, hence the solution of also needs to have facility to archive data up to 5 years.

Here is the input for designing the archival

- Dashboard reports are only required to be available for last 15 months for real time access.
- Data or invoices that are older than 18 months should go to infrequently accessed archive files, that can have restricted access.
- Scanned invoices are required only for last 6 months' period for real time access, older ones up to 15 months should go to cheaper storage (infrequently accessed) and those older than this should go to magnetic (glacier).

Data availability and security

- Daily incremental backup, stores in disk
- Weekly full backup, one version in disk, 1 older version in glacier

Channel Partner application instance

Company would like to provide the same web application to wholesale customers so that they will be able to offer accounting and booking keeping service to end customers at higher price while back office work will continue to be handled by us.

Multiple such channel partners are possible, which means wholesaler and their respective customers' needs to be grouped together as separate tax agent entity.

Mobile App

Website and web application intent to have responsive design to suit different devices. But a very light weight wrapper application needs to be written to have one native app for Android and IOS devices. We are not expecting high cost for this option because of inherent responsive design from scratch.

Recommended Technologies to be used:

Developing company is free to use suitable technology as they prefer, but the solution has to be modular to add/remove features in future, scalable as and when load increases. However preference would be given to latest stack

Main website / landing page can be hosted with godaddy or AWS, but the web application has to be hosted with AWS and use all their good features to reduce operational cost, which includes storage management