

ABOUT TUZUULE

The Tuzuule platform is dedicated exclusively to rightful owners to reclaim their lost items. Our sole mission is to reunite lost and found Persons, Pets and Property to their respective owners using the dynamic communication channels provided by the Internet.

So basically, the platform basically allows an individual who has lost an item that they deem valuable, to search, to see if the item lost has been reported found. Just as well, users can also search to see if an item they found has been reported lost.

OUR INSPIRATION

Large volumes of Lost and Found property are seated in stores and warehouses of a number of institutions (e.g. hotels, hostels, banks, police stations, taxi company offices, market offices, hospitals, shopping malls, schools, churches & mosques, etc.) who do not have resources to advertise them in order to find the owners. Tuzuule sits right in the middle of these institutions and the owners of the properties they hold. We aim to link all owners to the institutions who have found their missing items.

TUZUULE offers website visitors a convenient, one-stop source for the exchange of lost and found information including an all-inclusive online catalogue of lost and found persons and property listings, photos, resources, advice, and support tools, on the internet. The site is accessible globally and features a variety of categories and subcategories that aim to provide users with the necessary tools (some of which are uniquely suited to the Internet) for the effective communication of lost and found information.

ABOUT THE OWNERS

TUZUULE is a product of Tuzuule Technologies Limited, an innovative software firm fully registered and licenced in Uganda.

We are located at;

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THE APPLICATION

Currently, Tuzuule is implemented only as a Web Application with a live prototype accessed at <https://tuzuule.com>. The plan is to have a mobile application designed in the near future. The prototype has several features but so many components planned are yet to come to life just as well.

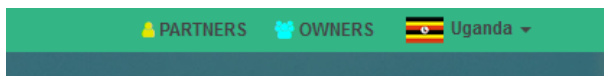
Home Page:

This is the landing page of any website visitor. It is where users begin their browsing experience of the Tuzuule adventure. A number of features are planned for this page.

- Telephone contact information and the social media link buttons can be removed and left to appear only at the footer section of each page. I suggest that they can be replaced by a drop down to change language settings.



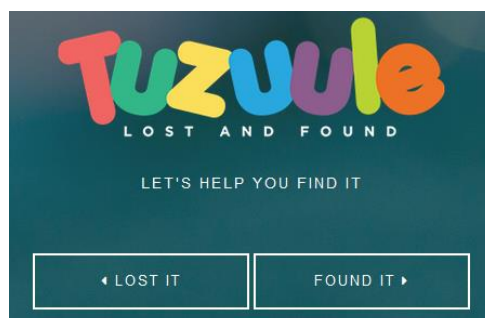
- Partner and owner login links should easily be accessible. Also, a select box where any website visitor can choose the available locales should be maintained here. A third user “Agent” should also be added here to give the data entry agents access to their portal.



- Space has to be provided for the scrolling premium adverts. Premium adverts are visible on every page of the website.
- A global search bar should be central on this page too. This would allow any user to search for an item using characteristics such as name on property, id number, etc. This would make it a lot easier for users to search for an item (documents, ID documents, Non-ID Cards, Electronics, Vehicles) even without knowing under which category some of these properties fall.

This search bar searches the global database and not only a particular locale.

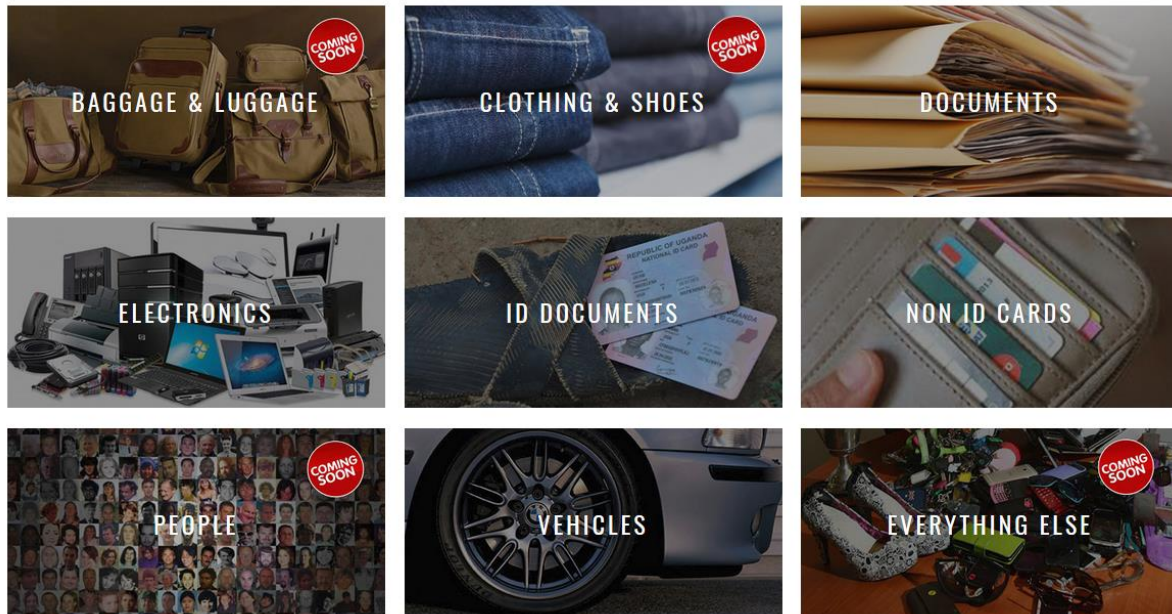
- Also, this page should display the branding and link buttons to the two main sections of the website.



- An automated scrolling belt with all the partners in the chosen locale. Should only display a partner after they have been verified.

All Lost and Found properties have been put in 9 categories.

CHOOSE CATEGORY



This makes it easier for any visiting user to look through a particular category of items when searching for their missing property.

- The categories with the coming soon label, are not yet active and currently NO items are documented that fall under these categories. **ALL CATEGORIES AND EXISTING SUBCATEGORIES SHOULD BE MADE TO WORK WITH NO CATEGORY OR SUBCATEGORIES PENDING OR COMING SOON.**
- All images or pictures used MUST be either original or licenced. Any costs incurred here will be met by Tuzuule but the developer remains with the responsibility of directing the photography if and when a photo shoot is deemed necessary.

TUZUULE helps users to identify and claim lost items in a number of categories and sub-categories as listed below:

VEHICLES
Bicycles
Boats
Cars
Driving Permits
Log Books
Motorcycles
Number Plates
Others

PERSONS & PETS
Children
Adults
Pets

ELECTRONICS

iPods

Cameras

Computers

Mobile Phones

Tablet Computers

Other Gadgets

IDENTITY CARDS (IDs)

Driving Permits (Licences)

National IDs

Passports

Residential IDs

School IDs

Work IDs

Others

DOCUMENTS

Business Documents

Birth Certificates

Marriage Certificates

Property Titles

School Certificates

Others

BAGGAGE AND LUGGAGE

Brief Cases

Hand Bags (Ladies)

Luggage

School Bags

Suit Cases

Others

NON-ID CARDS

Bank (ATM) Cards

Fuel Cards

Gift Cards

Loyalty Cards

Membership Cards

Utility Bills Cards

Others

EVERYTHING ELSE

Wallets

Watches

Books

Jewellery

Furniture

CLOTHING
Shirts & Trousers
Blouses & Skirts
Underwear
Coats and Jackets
Hats and Caps
Suits
Dresses
Shoes, Slippers & Sandals
Others

The website is mainly divided into two sections. These are colour themed (LOST – Red and FOUND - green) to allow website visitors to easily identify with where they are on the site.

LOST SECTION

Here, a user is required to create an account and be able to post an advert for a lost item.

Account Creation

Users have to first create an account to be able to post an advert for a lost item. This allows for them to avail information such as their email addresses and passwords – that are needed for user login, and telephone contact information – that allows for anyone who finds the item to be able to contact them. More information can be used at the point of payments for running the adverts.

The account created should exist for the life cycle of the application (forever) unless the user decides to close it. i.e. users should be able to login and renew their advert subscription or even post a new advert at their own will.

Users should be able to change account settings that include passwords, contact information or even cancel/stop a running advert.

Advertising Packages

A user can choose from TWO advertising Packages available:

Basic – Here the advert only runs under the subcategory of the lost item in both of the Lost and Found sections.

Premium – Here the advert not only runs under the subcategory of the lost item in both of the Lost and Found sections, but also in the other subcategories and non-category pages of the site.

Advert Rates and Schedule

Users should be able to choose the dates (starting to ending dates) between which their adverts can run. The user can choose between a couple of payment plans that will each give the advert a certain level of visibility in the application. Adverts are charged at a daily rate and each day is charged at \$1 per day for the basic package and \$5 per day for the premium package. The advert stops running at the end of the last chosen date.

More functionality

- Any website visitor can share a LOST post on different social media platforms that include: Facebook, Twitter, WhatsApp or Email.
- Once a post is created, at the press of a button, the system should also help to generate a printable poster for the user to help in the search for the missing item(s).
- Users should also be able to post a claim reward for anyone who comes across their property.
- The menu in the LOST section should reflect counters for only lost item adverts that are active.
- TUZUULE offers a matching service that "matches" the consumer's lost database ad with information entered into our found database by other partners. Closely relevant results are sent by email to the consumer, who can view the found ad to determine its pertinence. An algorithm that compares all Lost items to Found items details and when a similarity is found in the major characteristics, a notification with a link to the item should be sent to the owner who posted the lost item with a probable find.

FOUND SECTION

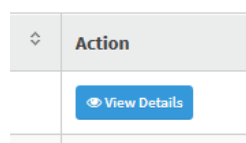
Here, any visitor to the site can view all the found properties as documented at different partner premises. One partner with more than one branches can create an account for each branch separately.

The system should:

1. Show the different categories of properties to easily allow users to sift through the data.
2. List all items in categories and subcategories
3. Display total counts of each category and sub-category
4. List all partners that have created accounts and been verified under menu
5. List all items in a sub-category
6. Search through each category with a filter search feature that eliminates records as characters are typed.
7. Allow for pagination of long lists

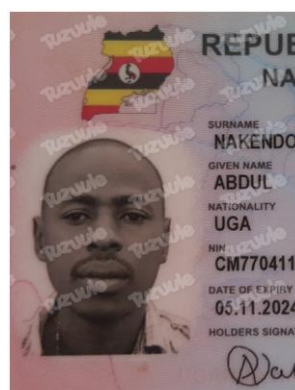


8. Users should be able to click on a “Claim” button and reveal more details of the item including the image of the item (if any). Basically, change view details to “Claim”

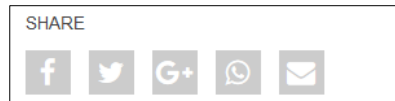


9. When items are viewed for details, an image if any can also be displayed of the item. An easy way to capture the image while documenting properties should be considered. A “Crop Image” feature that allows for images to be trimmed to hide sensitive data especially in cases of ID Documents should exist.

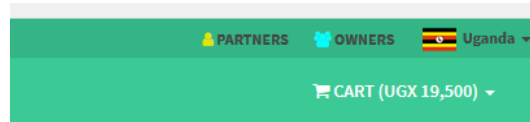
Security against Identity theft is a MUST. All images should also be protected against copying or cutting and watermarked with the Tuzuule logo to guard against screenshots.



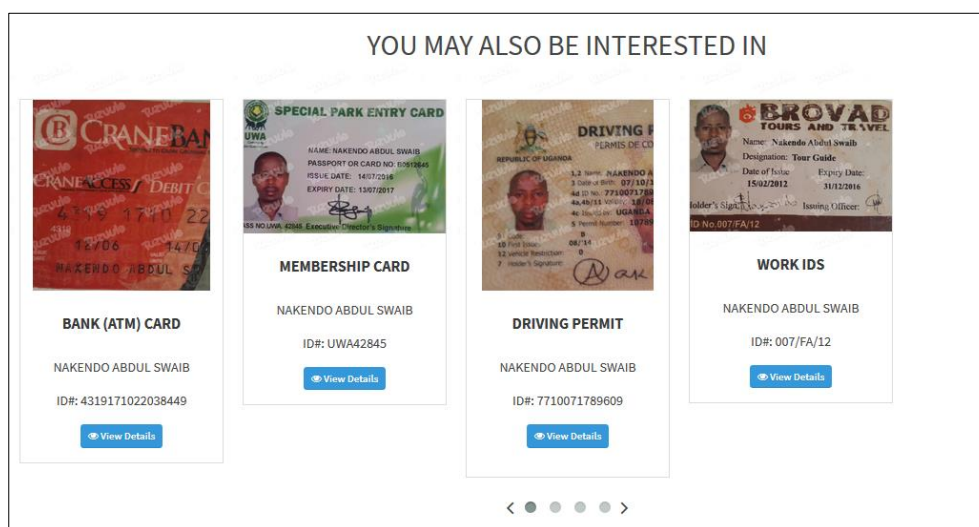
10. When opened to reveal more details, users should be able to share a particular item on different social media platforms



11. One should be able to claim the property
12. Claiming the property adds the item to a shopping basket (Cart) that allows the user to pay a search fee.



13. Recommender system - In regards to documents and IDs, the system should be able to recommend all other documents that bare the similar details e.g. names - with the being viewed item.



Images displayed should have a cap-size such that all display boxes are of the same height and width.

Payments

14. The payment procedure should allow for a quick transaction. Please eliminate or merge all steps that you deem unnecessary in the current procedures.
15. The recommended items should also be displayed while inside the cart to allow for a swift claim if claimant is interested.
16. The payable service fee should vary according to different locales and can be increased or decreased by admin. I suggest an approximate amount in dollars should be displayed also in brackets to allow for a global audience.
17. Users must provide their billing info. This allows for collection of feedback. The email and / or phone is important as an SMS with the location info should be sent to the payee and a full receipt with terms and conditions attached should be sent to the email address provided.

18. If more than one item bearing the same names is found at the same location, the system should only charge the user once. i.e. If a passport and a national ID both belonging to Segawa Sekawaabe are found at the same location, the system should charge a single search fee. If the items belong to the same person but are found at different locations, the system should charge each item separately.
19. All items with an expiry date should be captured with the date. If expired, the system should not charge a fee for such items. i.e. No fee should be charged on any expired passport, national ID, bank card, driving license etc.
20. System should allow payments using mobile money and all major credit card services that include VISA, Master Card, PayPal, etc.
21. A user should only be able to choose a payment method if he/she has ticked the “I have read and agree to the terms and conditions” box.

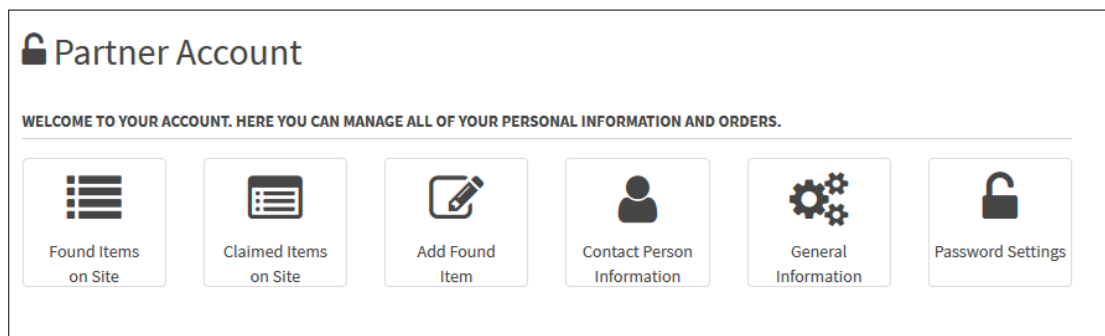
22. All payments are NOT handled on the Tuzuule Platform. The user is transferred to the Merchant payment platform of the bank of or Mobile Money merchant.
23. PayPal option is currently not working and it should be made active. Request and advise on all requirements.
24. An item is NOT declared paid if it is paid for but only if it has been picked from the partner.
25. Visualised data reports

General Features

1. System is planned to be used globally so, users should be able to select and view only lost and found properties in their locales or properties outside of their locales e.g. a user in Uganda can view all lost and found in Rwanda.
2. System should automatically detect locales of users and open to show properties in those default locales.
3. If a user posts a Lost item advert, and another user somewhere posts an item as found with some similar details as the former, the system should automatically send an email to the user who lost to recommend to check the item out.
4. System should allow limitless number of users accessing system at the same time. (Scalability)
5. Users should be able to give feedback about the system
6. System should have a dashboard access where all data in the database can be accessed and manipulated and all system reports shown.
7. For Data Entry, the system should attach every record entered to a data entry agent. Whenever an Item is claimed that was entered by agent A for instance, a commission fee is calculated to the agent from the paid search fee just like mobile money agent work.

PARTNER DASHBOARD

1. System allows creation of user accounts by partners (lost and found stakeholders)
2. Accounts created are not readily accessible until after verification by Tuzuule admin of a particular locale.
3. Once verified (Approved or Denied), partner gets a notification email and if approved, can now login.
4. Partners have access to a dashboard that allows them to view all items on premises, view all items that have been claimed during a set period, can add new items to the system, view and change contact person information, change passwords



5. Can upload several records of data by importation of CSV files.
6. Client should also be able to set a google pin that is shared with users to help find the partner location.
7. "Claim items" should be put separately too.
8. By click of one button, a partner should be able to print off or download all found or / and claimed items
9. On the same line of the page title or heading "Partner Account" but at the far end, display a counter showing the total unclaimed items on the premises.

ADMIN DASHBOARD

1. Create an admin dash board from scratch. None exists at all. This allows super users at the Tuzuule offices to manipulate a number of settings of the whole application.
2. It should have different access rights levels.
 - a. Super User
 - b. Manager
 - c. Customer Care
 - d. Accounts
3. Shows a number of statistical reports
- 4. Manager**
 - a. Can manage all partner accounts
 - b. Can manage all owner accounts
 - c. Can manage all data entry agent accounts
 - d. Can approve or deny all created accounts
 - e. Can suspend an account (both temporarily and Permanently) for misuse or any other reason.
 - f. All items listed in an account are invisible to the website and the counters do not count them.
 - g. Total revocation of an account also deletes all the items on that account.
 - h. Can transfer an item or multiple items between accounts. Both accounts must be existing.
 - i. Can create accounts
 - j. Can manipulate the service fee of a given locale.
- 5. Customer Care**
 - a. Can follow up payment details
 - b. Can resend location info to a client that has lost it
 - c. Can help partners in resetting their accounts once passwords have been forgotten.
 - d. Can check for clients who call in if their items have been found
- 6. Accounts**
 - a. All access of Customer Care User
 - b. Can view statements of accounts for all paid Lost and Found Items
- 7. Super User**
 - a. Has all functions of Managers, Customer Care, and Accounts
 - b. Can manage all application user groups
 - c. Has access to all access logs
 - d. Manages all managers, customer care and accounts personnel.
 - e. Manages all property categories and subcategories
 - f. Can add and revoke system users

DATA ENTRY AGENT DASHBOARD

This where data entry agents log in to view their account of entries. Data agents are planned to help the documentation of lost and found properties across all regions. These are motivated by a commission on every entry they made that has been paid for and claimed.

1. A data entry agent can only be a registered company and not an individual.
2. Agents apply directly online by submitting a list of requirements that are first verified by Tuzuule before they are allowed to start working.
3. List of requirements include:
 - a. Certificate of Incorporation
 - b. Letter from LC1 of operating area
 - c. A search fee to confirm your office location.
 - d. Details of directors or people that make 50% of shares.
 - e. Proof of company existence for at least 6 months.
 - f. Bank details
4. Should enter a minimum of 100 records per month. If not, the account is suspended until all issues are resolved.
5. They earn from all entered records at the following rates.

Number or records entered	Rate per record (UGX)
0 – 99	0
100 – 500	40/=
501 – 1200	70/=
1201 – 2500	100/=
2501 – 4000	150/=
4001+	220/=

(Rates to be reviewed later)

6. They earn 60% commission from all paid and claimed items.
7. Dashboard must have feature to allow download of all csv files that allow bulk entry of properties