**Requirement Scope Document**

**[RSD – Visa Service]**



|  |  |  |  |
| --- | --- | --- | --- |
| **Project ID & Name** | **OTA- Visa Service** | | |
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| **Customer Request Reference** |  | | |
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| **Reviewed by** |  | **Date** |  |

**Revision History**

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| **Ver. No** | **Date** | **Prepared By** | **Approved By** | **List of changes from the Previous Version** |
| 0.01 | 20 Sept 2023 | Farzana Islam, Lead BA |  | Initiation of the RSD |
| 0.02 | 16 Oct 2023 | Farzana Islam, Lead BA |  | Incorporate the feedback of stakeholders and the Dev team. |
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| 0.06 | 05 Dec 2023 | Farzana Islam, Lead BA |  | Review Feedback incorporation |
| 0.07 | 06 Dec 2023 | Farzana Islam , Lead BA |  | Change in inquiry ID convention |
| 0.08 | 10 Dec 2023 | Farzana Islam , Lead BA |  | 1. Adding of “ Disclaimer” field in “Country-wise visa service creation” 2. Adding of “Remarks” field business in the “ Inquiry registration “ UI |

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# Requirement Scope Summary

Visa Service software is a versatile tool that supports travel agencies, Visa operators, and travelers in organizing and managing travel experiences. Its scope includes creating and customizing itineraries, handling bookings, managing customer relationships, overseeing inventory, facilitating online bookings, processing payments, providing insights through reporting, managing suppliers, enabling marketing efforts, and ensuring compliance. This software enhances operational efficiency and customer satisfaction by centralizing tasks and automating various Visa-related processes.

# Functional Requirements Identification

|  |  |  |
| --- | --- | --- |
| **Modul Name** |  | **Visa Service** |
| **Sub Module Name** | **SRS ID** | **UI Name** |
| Visa Service Configuration | 1.1 | Service wise supplier |
| 1.2 | Service providing Country Setup |
| 1.3 | Visa Type Setup |
| Visa Service | 2.1 | Dashboard |
|  | Inquiry Request List |
| 2.2 | Inquiry Request Response |
| 2.3 | Inquiry Registration |
| 2.4 | Country-wise visa service Creation |
| 2.5 | Visa Service booking |
| 2.6 | Travelers-wise visa service status updates |

# Functional Requirement Details

# Process Flow – Visa Service

Figure – Visa Service Process Flow

### User Interface- Dashboard

User Interface- Dashboard

### RSD – Dashboard

|  |  |
| --- | --- |
| **SRS ID** | SRS1.1 |
| **SRS Title** | Dashboard |
| **Proposed Requirement** | 1. Users will be able to access the dashboard items based on the given access permission 2. The user will be able to view the dashboard items 3. The user will be able to navigate the respective actions based on clicking the action from the list. |
| **Precondition** | 1. The user must have a valid username and password to log into the system. 2. The user must have access to this UI. |
| **Business rules** | 1. On coming to this UI system will show a card named “Visa service request ” 2. In this card, the system will show the number of pending received requests for which no response has been given yet. 3. On clicking the card the system will allow the user to navigate to the “Visa Service Inquiry List” UI |
| **Post-Condition** | 1. Authorized users will be able to do further processes in the visa service inquiry list |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Visa Service Inquiry List

User Interface- Visa Service Inquiry List

### RSD – Visa Service Inquiry List

|  |  |
| --- | --- |
| **SRS ID** | SRS1.1 |
| **SRS Title** | Visa Service Inquiry List |
| **Proposed Requirement** | 1. Users will be able to access the dashboard items based on the given access permission 2. The user will be able to view the dashboard items 3. The user will be able to navigate the respective actions based on clicking the action from the list. |
| **Precondition** | 1. The user must have a valid username and password to log into the system. 2. The user must have access to this UI. |
| **Business rules** | 1. On coming to this UI system will show a card named “Visa Service Inquiry List” 2. In this card, the system will show the number of pending received requests for which no response has been given yet. 3. On clicking the card the system will allow the user to navigate to the “Visa Inquiry List” UI 4. Users will be able to view the list of Visa Inquiry s with the below data:  |  |  |  | | --- | --- | --- | | SL No | Filed name | Business Rules /Data Type | | 1 | SL No | * + - 1. Incremental number       2. System generated       3. Example: 1,2,3,4 | | 2 | Date of Inquiry | Current date when the inquiry is submitted. | | 3 | Request ID | * + - 1. System generated       2. Request ID convention: -V-CD- DDMMYYYY - 5-digit random number.          1. V-Visa Inquiry          2. CD-2digit country code          3. DDMMYYYY= Date Month Year          4. 5 DIGIT RANDOM          5. MAX Length: 16       3. Examples: VCD2309202399999 | | 4 | Name, Mobile No, Email address, service type, visa mode, preferred journey date, number of travelers, Country, remarks, | Will come from the request submitted from the Web and mobile App | | 5 | Customer Type | * + - 1. New- Which Request is received but no response is given yet will be considered as a new customer and show “New” here       2. Lead- If any response or any action is taken for a request then it will show “Lead” | | 6 | Next remainder date | * + - 1. Based on the set date from the response, the system will show this date.       2. For new customers / first-time inquiries, the system will not show this as that time there is no next remainder date set for that respective inquiry. | | 7 | Actions | * + - 1. Responses   1. The system will redirect the user to the “Visa Inquiry request responses” UI for further action.      + 1. Visa Booking   2. The system will redirect the user to “Visa Booking” for further action.      + 1. Decline   3. On clicking “Decline” the system will pop up a message box along with the message “Do you want to cancel the request?”. There will be 2 options named “Yes” and “No”. on clicking “Yes” the system will cancel the inquiry remove the inquiry from the current list close the pop-up. On clicking “No” the system will close the popup and keep the inquiry in the list. | | 8 | Status | * + - 1. Pending       2. Remainder       3. closed       4. Declined​ |  1. Other Business Rules:    1. The system will send an email to the respective customer based on the selected event.    2. The system will show the last 10 requests in the list based on the “ Date of inquiry” and “Next Remainder Date & time ”    3. If for any request there is the same date and time for “Date of inquiry” & “Next remainder date & time ” then the system will show the “Next remainder date” data first and then show the date of inquiry date in the list.       1. Example: A remainder set for an inquiry request is 01-Jan-2024, 10:10 am, and also on the same date and time a visa inquiry request is received in the system. In this situation, the system will show the inquiry request first for the remainder of set one and then show the new one in the list for the same date and time. 2. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. 3. The user will be able to make an advanced search. Based on the selected fileting criteria the system will show the respective data in the grid. 4. On clicking the search Icon from the upper part of the UI the system will load the advanced filtering criteria for further processing.    1. The user will search the list data with the below filtering criteria  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Request ID, Visa type, Visa Mode, country, customer name, | No | Dropdown | 1. Allows partial search 2. Users will be able to select single /multiple values. | | 2 | Request Date | No | Selection of date | 1. From date 2. To date 3. Based on the selected date range the system will load the data which are booked within that date range. | | 3 | Status | Yes | Dropdown | 1. Allows partial search 2. Users will be able to select single /multiple values. 3. Dropdown value    1. Pending    2. Remainder    3. closed    4. Declined​ |  1. By default, the system will not show the declined and closed inquiry requests in this list. 2. Based on the remainder date, the system will send a notification to the admin user on the respective date in the notification bar( bell icon). 3. On clicking the bell icon the system will show a message “Today you have to give **10** remainder to your customer” 4. A report will be added later to view the closed and declined inquiry request. |
| **Post-Condition** | 1. Authorized users will be able to do further processes based on the action taken from here for visa booking. |
| **Requirement Collection Method** | 1. Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | 1. High |

### User Interface- Inquiry Response

*Figure – Inquiry Response*

### RSD – Inquiry Response

|  |  |
| --- | --- |
| **SRS ID** | SRS1.4 |
| **SRS Title** | Inquiry Response |
| **Proposed Requirement** | 1. Users will be able to view the list of created responses in the list view against a request ID 2. Users will be able to create an inquiry response with the required data from the l creation UI 3. Users will be able to update status Information in the UI. |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. On coming to this UI from the inquiry list the system will show some data in read-only mode which is described in the below grid along with business rules. 2. The system will keep the user in the creation UI along with the last saved data in the edit mode, till the user makes any interaction. 3. The user will be able to enter a new Request ID (visa inquiry ID) in the respective field to load the new inquiry-related information for further processing. 4. On clicking the “Save” button the system will save the data and show the respective data in the below UI list. 5. On clicking the “Reset” button the system will show the last saved data in edit mode. 6. The user will be able to navigate from the setup to the list by clicking the “Back to List” button.    1. The user will be able to save Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Request ID | Yes | Dropdown | 1. Navigation from the “Visa Service Inquiry Request” list the system will show the ID in editable mode. 2. On coming from the sidebar menu navigation, the system can enter and select the Request ID here. 3. Allow partial search 4. On entering any value related to any existing Request ID system will suggest the ID for further process. | | 2 | Request date, customer name, customer email, customer phone no, destination country, visa type, preferred journey date, number of travelers, message from customer | Yes | Read-only | 1. Based on the Request ID the system will show information in the respective field. | | 4 | Response date | Yes | Selection of Date | 1. By default, the system will show the current date in read-only mode | | 5 | Responses in brief | Yes | Free text field | 1. Allow text editor 2. Maximum 1000 characters. | | 6 | Status | Yes | dropdown | 1. Valu of the    1. Reminder    2. Close inquiry    3. By default “ Set remainder” will be selected 2. On selection of the “Close inquiry,” the date of the next remainder option will become optional | | 7 | Next reminder date | Yes | Selection of date & time | 1. DD-MM-YYYY, HH: MM 2. The User will not be able to select any previous date less than the current date. |  1. Based on the saved data system will show the information for the next remainder in the visa service inquiry list. 2. Based on the remainder date, the system will send a notification to the admin user on the respective date in the notification bar( bell icon).   Response History   * 1. The system will show a list view with the below information      1. SL No      2. Response date      3. Response text      4. Next remainder date      5. Status      6. Action         1. Edit – on clicking here the system will load the last saved information in the upper respective fields in editable mode         2. Email -on clicking the email icon the system will pop up a new window for mail with the respective mail template and allow the user to send mail to the customer. |
| **Post-Condition** | N/A |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Visa Service Inquiry Registration

*Figure – Visa Service Inquiry Registration*

### RSD – Visa Service Inquiry Registration

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| --- | --- |
| **SRS ID** | SRS1.4 |
| **SRS Title** | Visa Service Inquiry Registration |
| **Proposed Requirement** | The user will be able to save a visa service inquiry registration-related information from this UI.  The user will be able to create a new registration based on a previous registration by using the previous customer information. |
| **Precondition** | The user must have a valid user ID and Password to log into the system.  The user must have permission for this function and access this UI. |
| **Business rules** | The user will be able to enter a new Request ID in the respective field to load the new inquiry-related information for further processing.  The user will be able to navigate from the setup to the list by clicking the “Back to List” button.   * 1. The user will be able to save information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | New Request, Re request | Yes | Selection of radio button | * + - 1. By default new request will be selected.       2. For the selection of a re-request, the system will show the previous ID field       3. On entering the previous ID the system will show the customer-related below information in read-only mode   1. Customer name   2. Customer email   3. Customer phone no   4. Destination Country | | 1 | Request ID | Yes | System generated | * + - 1. After saving, the system will generate and show the Request ID in read-only mode       2. Request ID convention: -V-CD- DDMMYYYY - 5-digit random number.          1. V-Visa Inquiry          2. CD-2digit country code          3. DDMMYYYY= Date Month Year          4. 5 DIGIT RANDOM          5. MAX Length: 16          6. Examples: VCD2309202399999 | | 2 | Customer name, email address, Phone no, | Yes | Free text field | Not more than 250 character | | 3 | Request date | Yes | Selection of date | 1. By default, the system will show the current date in editable mode. 2. The user will be able to select the previous date. The date for formate: DD-MMM-YYYY 3. Date example: 01-Jan-2023 | | 3 | Destination Country | Yes | Dropdown | 1. Allow partial search | | 4 | Preferred Journey Date | Yes | Selection of date | 1. DD-MMM-YYYY 2. The User will not be able to select any previous date less than the current date. | | 6 | Number of Travelers | Yes | Numeric | 1. Not more than 3 digit 2. Fractional numbers will not be allowed. | |  | Remarks | Yes | Free text field | 1. Allow text editor 2. Maximum 1000 characters. |   On saving data, the system will show all the saved data in an editable mode in this UI. The system will keep the user in this UI till further action is taken by the user.  After saving the system will add this saved inquiry request to the visa service inquiry list with pending status.  On clicking reset the system will refresh the UI for new entry.  On clicking send email the system will pop up a new window for mail with the respective mail template and allow the user to send mail to the customer. |
| **Post-Condition** | 1. The User will be able to use the created data during Visa Service package booking |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface-Service wise Supplier

Figure – Service-wise Supplier

### RSD – Service-wise Supplier

|  |  |
| --- | --- |
| **SRS ID** | SRS1.1 |
| **SRS Title** | Service wise Supplier |
| **Proposed Requirement** | 1. Users will be able to view the list of added Suppliers in this UI in the grid 2. Users will be able to add a supplier with the required data from this UI 3. Users will be able to remove suppliers from the service from this UI |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. On coming to this UI the user will get the below option to add a supplier to the list for the respective service 2. Supplier code and name    * 1. Required      2. Dropdown      3. Allow partial search      4. The system will show the supplier code, and supplier name here.      5. The supplier name will come from the common supplier list.      6. The system will show only the active supplier list here. 3. Remarks    * 1. Optional      2. Free text field      3. Not more than 250 character 4. On clicking save the system will add the supplier to the below list 5. On coming to this UI system will show the below grid view with existing data and also will show the updated data as well. 6. The system will show the supplier-related information from the common supplier setup.    1. SL No -incremental system-generated numbers like:1,2,3,4    2. Supplier Code    3. Supplier name    4. Contact person    5. Phone no    6. Email address    7. Address    8. Country    9. Status       1. Active       2. Inactive    10. Delete 7. Clicking on the delete button from the list view, the system will delete the item from the list. The system will show a successful message in the toast message “Data deleted successfully”. This data will be kept in the DB. user will not be able to see the deleted data in the list. 8. If the data is used anywhere in the entire operation the system will not allow the user to delete the respective data from the list. The system will show a toast message that “This item is already used. Please check the respective part”. 9. By default, 10 items will be in the grid. In the short by field show “10” as selected till further change. 10. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. |
| **Post-Condition** | 1. The User will be able to use the mapped supplier during Visa Service booking. |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface-Service providing country setup

Figure – Service providing country setup

### RSD – Service providing country setup

|  |  |
| --- | --- |
| **SRS ID** | SRS1.4 |
| **SRS Title** | Service providing country setup |
| **Proposed Requirement** | 1. Users will be able to view the list of created Countries in the list view 2. Users will be able to create a service-providing country with the required data from this UI 3. Users will be able to update service providing country-related Information in the UI |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. On coming to this UI system will show the below grid view:    1. SL No – incremental system-generated numbers like:1,2,3,4    2. Country name    3. Country Code    4. Status    5. Edit    6. Delete    7. The user will be able to drag & drop the country in the list. The top 6 countries will be shown in the mobile apps. 2. The user will be able to make a specific country active or inactive and the system will show the status based on this in the list view. 3. The system will not show the inactive country anywhere from where the user will be able to select a country. 4. The system will not show the inactive county-related country visa service information in the B2C and mobile apps 5. Clicking the Create button from the list view, the system will take the user to the setup UI. 6. On coming to Create UI to save data for the first time or coming for edit after entering data in the respective fields and saving the system will save the data. The system will keep the user in the creation UI along with the last saved data in the edit mode, till the user makes any interaction. 7. On clicking the “Reset” button the system will clear the entered data from the respective fields for new data entry on the coming for new data entry. On coming for modification if the user clicks the “Reset” button after any modification the system will retrieve the last saved data in the respective field in editable mode. 8. The user will be able to navigate from the creation UI to the list by clicking the “Back to List” button. 9. Clicking the edit icon in the list view, the system will load the respective data in the create UI in edit mode. 10. Clicking on the delete button from the list view, the system will delete the item from the list. The system will show a successful message in the toast message “Data deleted successfully”. This data will be kept in the DB. user will not be able to see the deleted data in the list. 11. If the data is used anywhere in the entire operation the system will not allow the user to delete the respective data from the list. The system will show a toast message that “This item is already used. Please delete the related information first.” 12. By default, 10 items will be in the grid. In the short by field show “10” as selected till further change. 13. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. 14. The UI will have 2 steps to save data. Step 1 will be for service-providing country setup-related information and step 2 will be for question-answer setup. 15. The user will not be able to move from Step 1 to Step 2 without saving the required information from Step 1. 16. The system will allow the user to save the Step 1 data by clicking the “Continue” button and will take the user to the Step 2 UI. 17. The user will be able to come to Step 1 by clicking the “previous” button from Step 2. 18. On coming back from Step 2 to Step 1 the user will show all the saved information of Step 1 in editable mode. 19. The user will be able to save country Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Country Name | Yes | Dropdown | 1. Allow partial search 2. The system will allow the user to select a single value. | | 3 | Country service image, Country banner image | Yes | Upload of image | 1. Based on the uploaded image the system will show this to the web and mobile app 2. The banner image will show in the web banner part 3. The country service image will show in the card view image on both the web and apps | | 4 | Status | Yes | Selection of check box | 1. By default, the check box will be checked and the system will show the “Active” level beside the check box. 2. On unchecking, the system will consider the item as inactive and the “inactive” status will show beside the status field instead of the “active” status. | | 5 | Tag Identifier. Tag position | No | Dropdown | 1. Based on the selection of this the system will show the selected county under that respective tag 2. Based on the selection of the tag position the system will show the country as per the position    1. The tag position limit is 1-6    2. The user will not be able to able to select select one value next time    3. For example: if 1 is selected once the system will not allow the user to select 1 again for the next one. 3. The user will be able to add more tag identifiers. 4. The value of the dropdown for the tag identifier will come from the “tag identifier list” which is saved in the DB | | 6 | Question, Answer | Yes | Free text field | 1. Users will be able to add multiple question and answer 2. The user will not be able to save the same question and the same answer twice. 3. The system will show system-generated “SL No”. 4. The system's generated serial numbers will be incremental like 1, 2, 3, 4 | |
| **Post-Condition** | 1. The User will be able to use the service providing country for Visa Service creation, and Service booking. |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Visa Type

Figure – Visa Type

### RSD – Visa Type

|  |  |
| --- | --- |
| **SRS ID** | SRS1.5 |
| **SRS Title** | Visa Type |
| **Proposed Requirement** | 1. Users will be able to view the list of Visa types in the list view 2. Users will be able to create a Visa type with the required data from the creation UI 3. Users will be able to update Visa type-related Information in the UI from the creation UI. |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. On coming to this UI system will show the below grid view:    1. SL No    2. Type name    3. Description    4. Status    5. Edit    6. Delete 2. The user will be able to make a specific type active or inactive and the system will show the status based on this in the list view. 3. Clicking the Create button from the list view, the system will take the user to the setup UI. 4. On coming to Create UI to save data for the first time or coming for edit after entering data in the respective fields and saving the system will save the data. The system will keep the user in the creation UI along with the last saved data in the edit mode, till the user makes any interaction. 5. On clicking the “Reset” button the system will clear the entered data from the respective fields for new data entry on the coming for new data entry. On coming for modification if the user clicks the “Reset” button after any modification the system will retrieve the last saved data in the respective field in editable mode. 6. The user will be able to navigate from the setup to the list by clicking the “Back to List” button. 7. Clicking the edit icon in the list view, the system will load the respective data in the create UI in edit mode. 8. Clicking on the delete button from the list view, the system will delete the item from the list. The system will show a successful message in the toast message “Data deleted successfully”. This data will be kept in the DB. user will not be able to see the deleted data in the list. 9. If the data is used anywhere in the entire operation the system will not allow the user to delete the respective data from the list. The system will show a toast message that “This item is already used with Service creation. 10. By default, 10 items will be in the grid. In the short by field show “10” as selected till further change. 11. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. 12. The user will be able to make an advanced search. Based on the selected fileting criteria the system will show the respective data in the grid. 13. On clicking the search Icon from the upper part of the UI the system will load the advanced filtering criteria for further processing. 14. The user will be able to save Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Type name | Yes | Free text field | 1. Not more than 100 characters | | 2 | Description | No | Free text field | 1. Not more than 200 characters | | 4 | Status | Yes | Selection of check box | 1. By default, the check box will be checked and the system will show the “Active” level beside the check box. 2. On unchecking, the system will consider the item as inactive and the “inactive” status will show beside the status field instead of the “active” status. 3. The user will not be able to select any inactive type during country-wise visa creation. 4. The inactive type will not show on the Web and app also. | |
| **Post-Condition** | 1. The User will be able to use the created type during country-wise visa service creation. |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Country-wise Visa Service Creation

*Figure – Country-wise Visa Service Creation*

### RSD – Country-wise Visa Service Creation

|  |  |
| --- | --- |
| **SRS ID** | SRS1.8 |
| **SRS Title** | Country-wise Visa Service Creation |
| **Proposed Requirement** | 1. Users will be able to view the list of Visa services in the list view 2. Users will be able to create country-wise visa services with the required data from the creation UI 3. Users will be able to update Visa Service-related Information in the UI from the creation UI. |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. The System will show the below grid here    1. Sl No    2. Visa Service name    3. Country name    4. Visa mode    5. Visa type    6. Entry type    7. Validity    8. Maximum stay    9. Processing time    10. Visa fee    11. Service charge    12. Sales channel    13. Status    14. Edit    15. Delete 2. The user will be able to make a specific country visa-wise service creation active or inactive and the system will show the status based on this in the list view. 3. The inactive status-related country visa service will not show on the web and app. 4. Clicking the Create button from the list view, the system will take the user to the setup UI. 5. On coming to Create UI to save data for the first time or coming for edit after entering data in the respective fields and saving the system will save the data. The system will keep the user in the creation UI along with the last saved data in the edit mode, till the user makes any interaction. 6. On clicking the “Reset” button the system will clear the entered data from the respective fields for new data entry on the coming for new data entry. On coming for modification if the user clicks the “Reset” button after any modification the system will retrieve the last saved data in the respective field in editable mode. 7. The user will be able to navigate from the creation to the list by clicking the “Back to List” button. 8. Clicking the edit icon in the list view, the system will load the respective data in the create UI in edit mode. 9. Clicking on the delete button from the list view, the system deletes the item from the list. The system will show a successful message in the toast message “Data deleted successfully”. This data will be kept in the DB. user will not be able to see the deleted data in the list. 10. If the data is used anywhere in the entire operation the system will not allow the user to delete the respective data from the list. The system will show a toast message that “This item is already used with Service creation. 11. The UI will have 2 steps to save data. Step 1 will be for service-providing country setup-related information and step 2 will be for question-answer setup. 12. The user will not be able to move from Step 1 to Step 2 without saving the required information from Step 1. 13. The system will allow the user to save the Step 1 data by clicking the “Continue” button and will take the user to the Step 2 UI. 14. The user will be able to come to Step 1 by clicking the “previous” button from Step 2. 15. On coming back from Step 2 to Step 1 the user will show all the saved information of Step 1 in editable mode. 16. By default, 10 items will be in the grid. In the short by field show “10” as selected till further change. 17. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. 18. The user will be able to make an advanced search. Based on the selected fileting criteria the system will show the respective data in the grid. 19. On clicking the search Icon from the upper part of the UI the system will load the advanced filtering criteria for further processing.     1. The user will search the list data with the below filtering criteria  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Country, Visa service name, Visa mode, entry type | No | Dropdown | 1. Allows partial search 2. Users will be able to select single /multiple values. | | 3 | Status | Yes | Selection of radio button | 1. By default active will be selected. |  1. The user will be able to save Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Country name | Yes | Dropdown | 1. Allows partial search 2. Users will be able to select single values 3. The system will not show an inactive country name here. 4. The country name will come from the country-wise service setup. | | 2 | Visa Service Name | Yes | Free text field | 1. Not more than 100 character | | 3 | Inherit from – visa service name | Yes | Dropdown | 1. Allows partial search 2. Users will be able to select single values 3. The system will show the below value: Visa Service name, visa type, country 4. The user will be able to make a partial search by visa service name by service type or by country 5. Based on the selected value the system will show all the related information of the selected visa service in the respective fields in editable mode. 6. The user will be able to edit and create a new visa service based on this | | 4 | Visa Type, entry type | Yes | Dropdown | 1. Allows partial search 2. Users will be able to select a single value 3. The visa-type value will come from the Visa-type setup UI. The system will show only the active visa types 4. Entry type    1. Single entry    2. Multiple entry | | 5 | Visa Mode | Yes | Dropdown | 1. Value of dropdown    1. E-visa    2. Sticker visa | | 6 | Validity (in days), maximum stay (in days), processing time | Yes | Free text field | 1. Not more than 100 character | | 6 | Sales Channel | Yes | Dropdown | 1. Value    1. B2B    2. B2C    3. All 2. By default, All will be selected | | 8 | Visa Type | Yes | Dropdown | 1. The system will show the created active visa type here. | | 9 | Visa Fee (Per Person), Service Charge (Per personn) | Yes | Numeric | 1. Allow 2 digits after decimal 2. The entered value will not lower than 0.00 3. the user will be able to add at most 7 digits. | | 10 | Per person price on the web | Yes | Readonly | 1. Visa Fee (Per Person)+ Service Charge (Per personn) | | 10 | Visa Guidelines Who can apply, list of required documents, additional information, policy | No | Free text field | 1. Allow text editor | | 11 | Status | Yes | Selection of check box | 1. By default, the check box will be checked and the system will show the “Active” level beside the check box. 2. On unchecking, the system will consider the item as inactive and the “inactive” status will show beside the status field instead of the “active” status. 3. The system will show the active service on the web and app | |
| **Post-Condition** | 1. The User will be able to use the created Service during the Country-wise Visa service booking, Service cancellation, making of payments, and Service change as well. |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Visa Service Booking

*Figure – Visa Service booking*

### RSD – Visa Service Booking

|  |  |
| --- | --- |
| **SRS ID** | SRS1.9 |
| **SRS Title** | Visa Service booking |
| **Proposed Requirement** | 1. Users will be able to view the list of Visa Service bookings in the list view 2. Users will be able to create a Visa Service booking with the required data from the creation UI 3. Users will be able to update Visa Service-related booking Information in the UI from the creation UI. |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. The System will show the below grid here    1. Sl No    2. Request ID    3. Country Name    4. Booking Date    5. Supplier name    6. Service Name    7. Service type    8. Visa entry type    9. Number of travelers    10. Name of customer    11. Contact info    12. Total service amount    13. Total paid    14. Total due    15. Status  |  |  |  |  | | --- | --- | --- | --- | |  | Booking Status | | | | Sl No | Action | B2C | Admin | | 1 | Booking Data Saved | Received | draft | | 2 | Booking -Send Email | Received | draft | | 3 | Payment Receive | processing | processing | | 4 | Document submitted to the embassy | Submitted | Submitted | | 5 | Visa process completed | Competed (1 out of 100) | Competed | | 6 | visa processed not possible for all | Rejected | Rejected | | 7 | Booking Cancel | Cancelled | Cancelled |  * 1. Action      1. Edit      2. Delete      3. Cancel      4. Status update      5. email  1. Clicking the Create button from the list view, the system will take the user to the service-wise booking setup UI. 2. On coming to Create UI to save data for the first time or coming for edit after entering data in the respective fields and saving the system will save the data. The system will keep the user in the creation UI along with the last saved data in the edit mode, till the user makes any interaction. 3. On clicking the “Reset” button the system will clear the entered data from the respective fields for new data entry on the coming for new data entry. On coming for modification if the user clicks the “Reset” button after any modification the system will retrieve the last saved data in the respective field in editable mode. 4. The user will be able to navigate from the Creation UI to the list by clicking the “Back to List” button. 5. Clicking the edit icon in the list view, the system will load the respective data in the create UI in edit mode. 6. By default, 10 items will be in the grid. In the short by field show “10” as selected till further change. 7. The user will be able to make a table search by the search field. The system filters the searched data based on the search key entered in the search field. 8. The user will be able to make an advanced search. Based on the selected fileting criteria the system will show the respective data in the grid. 9. On clicking the search Icon from the upper part of the UI the system will load the advanced filtering criteria for further processing.    1. The user will search the list data with the below filtering criteria  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Filed Name | Is Required | Data Type | Business Rules | | 1 | Request ID, Visa Service Name, Visa Mode, country, Booking customer name, visa type | No | Dropdown | 1. Allows partial search 2. Users will be able to select single /multiple values. | | 2 | Date Range | No | Selection of date | 1. From date 2. To date 3. Based on the selected date range the system will load the data which are booked within that date range. | | 3 | Status | Yes | Dropdown | 1. Allows partial search 2. Users will be able to select single /multiple values. 3. Dropdown value    1. Received    2. processing    3. Submitted    4. Competed (1 out of 100)    5. Rejected    6. Cancelled |  1. The user will be able to save Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | 1. Filed Name | Is Required | Data Type | Business Rules | | 1 | Request ID | Yes | Dropdown | 1. Allows partial search 2. On coming from the Visa inquiry list, the system will show the ID in edit mode. 3. On entering another Request ID by removing the current one the system will load the respective data of the selected Request ID | | 2 | Request date, country name, customer name, phone no, Customer Email address | Yes | Read-only | 1. Based on the selection of the request ID the system will show in read-only mode 2. The date will be shown as DD-MMM-YYYY | | 4 | Passport delivery mode | Yes | dropdown | 1. Value    * 1. Over the counter      2. Courier | | 5 | Currier address | Yes | Free text field | 1. Based on the selection of the courier option the system will show this field. Otherwise, the field will be optional | | 3 | Preferred date of journey | Yes | Editable | 1. Based on the request ID the system will show the data in edit mode. | | 4 | Visa service Name, Entry type Visa Mode, Visa Type, | Yes | Readonly | 1. Based on the selection of the request ID the system will show this value. | | 5 | Visa service Short Description | Yes | Free text field | 1. Not more than 200 character | | 6 | Number of travelers | Yes | Read-only | 1. Based on the selection of the request ID the system will show this value. | | 8 | Terms & Conditions, Remarks, | No | Free text field | 1. Not more than 300 character | | 10 | Traveler details: Full Name, Date of Birth, Passport No, passport Expiry date | No | Free text field | 1. Users will be able to add multiple travelers' information | |  | Nationality | No | Dropdown | 1. The system will show the country name in the dropdown 2. Allow partial search |  1. Payment details:  |  |  |  | | --- | --- | --- | | 1 | Per person Price | Readonly (price of web) | | 2 | Total Supplier Cost | Numeric field | | 3 | Visa Fee | visa fee = per person visa fee\* number of travelers. show in editable mode | | 4 | Service Charge | Service charge = per person service charge \* number of travelers. show in editable mode | | 5 | Convenience Fee | Numeric field | | 6 | Courier Fee | Numeric field | | 7 | Other Fees | Numeric field | | 8 | Total Selling Price | Total selling price = visa fee + service charge + convenience fee+ currier fee + other fee  . read-only | | 9 | Discount in Amount | Numeric field | | 10 | Net Service Amount | Net Invoiced Amount = Total selling Price- Discount in amount. read-only | | 11 | Total Paid Amount | Come from payment receive | | 12 | Total Due Amount | Total due amount = Total invoice amount -Total due amount. read-only | | 13 | Gross Margin | Gross Margin = Net Invoice amount- Total supplier cost. read-only |  1. Payment Request -Tab The user will be able to save Information in the UI with the below data:      |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | Field Name | Is Required | Data Type | Business Rules | | 1 | Request ID | Yes | read-only |  | | 2. | Country Name | Yes | read-only |  | | 3. | Total Service Amount | Yes | read-only |  | | 4. | Total Paid | Yes | read-only | 1. The amount will come from the payment received | | 5. | Total Due | Yes | read-only | 1. Value of (Total Service Amount-Total Paid) | | 6. | Claim Amount | Yes | Numeric | 1. the user will be able to enter the amount 2. the claim amount will not be more than the due amount. |      1. After saving the payment request the system will show the payment history list with the below information    1. Sl No – system generated incremental numeric    2. Claim date    3. Payment date    4. Payment source    5. Reference    6. Claim amount    7. Payment amount -will come from the payment receive module or from the payment gateway.    8. Remarks    9. Action       1. Edit   The user will be able to edit only the last saved one   * + 1. Email   On clicking email the system will pop up the email template and allow the user to send mail.   * 1. Subtotal: show the total of payment received amount in the payment amount field.   2. The system will show the last event at the top of the table.  1. The system will show the claim event and payment receive event separately 2. The system will show the edit and send mail option in the last payment claim event 3. After confirming the booking information the system will save the data and show the data in edit mode. 4. On clicking preview the system will show the booking copy in PDF mode in a new tab of the existing window. |
| **Post-Condition** | 1. The User will be able to use the created Visa Service booking for Service payment, and cancellation. |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

### User Interface- Travelers status update

Figure – Travelers status update

### RSD – Travelers status update

|  |  |
| --- | --- |
| **SRS ID** | SRS1.5 |
| **SRS Title** | Travelers status update |
| **Proposed Requirement** | 1. Users will be able to view the list of Traveler's status updates in the list view 2. Users will be able to create a Travelers status update with the required data from this UI 3. Users will be able to update Travelers status update -related Information in the UI from the creation UI. |
| **Precondition** | 1. The user must have a valid user ID and Password to log into the system. 2. The user must have permission for this function and access this UI. |
| **Business rules** | 1. The user will be able to navigate this UI form visa booking list view by clicking “ status update” 2. The user will be able to save Information in the UI with the below data:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Sl No | 1. Filed Name | Is Required | Data Type | Business Rules | | 1 | Request ID | Yes | Dropdown | 1. Allows partial search 2. On coming from the Visa inquiry list, the system will show the ID in edit mode. 3. On entering another Request ID by removing the current one the system will load the respective data of the selected Request ID | | 2 | Request date, country name, customer name, phone no, email address, visa service name, visa type, visa mode, | Yes | Read-only | 1. Based on the selection of the request ID the system will show in read-only mode 2. The date will be shown as DD-MMM-YYYY | | 10 | Traveler details: Full Name, Date of Birth, Nationality, Passport No, passport Expiry date | No | Readonly | 1. Full Name, Date of Birth, Nationality, Passport No, passport Expiry date | |  | Remarks | No | Free text field | 1. 300 characters at most. | |  | Status | Yes | Dropdown | 1. Users will be able to update individual traveler's status from the grid status and in total status from the “ status update” option 2. Value    1. Submitted    2. Completed    3. Rejected    4. Cancelled 3. On selecting a value from the “status update” option and clicking “Applying for all” the status will be shown to the individual status as selected. Users will be able to change it. 4. Based on the update status the system will show that in the B2C and mobile apps. | |
| **Post-Condition** | N/A |
| **Requirement Collection Method** | Document Analysis, Existing system Analysis, Requirements gathering session. |
| **Priority** | High |

# Other Components

|  |  |
| --- | --- |
| **Assumption** | Not applicable |
| **Constraints** | Not applicable |
| **Requirements Collected By** | 1. Farzana Islam, Sr. Business Analyst |

# 

# Non-functional Requirements

|  |  |
| --- | --- |
| **Title** | **Details** |
| **Authorization** | An Excel access control matrix will be provided to the developer to create UI wise access permission matrix for user group-wise authorization, authentication, and verification. Based on the existing access permission the proposed system authorization and authentication access permission will be designed and implemented. |
| **Daily backup** | The daily backup will be taken and will be kept in a separate place. |
| **Portability and compatibility** | This is not an app-based solution so users will not be able to get access from a mobile. Users with valid IDs and passwords will be able to access the system. |
| **Test Environments** |  |
| **Client Environment** |  |
| **Security Requirement** | User group-wise access permission will ensure the security of the system so the user will be able to access & see data for which the user is permitted. |
| **Performance Requirement** | Emails should be sent with a latency of no greater than 6 hours. Each request should be processed within 10 seconds. The UI’s should load in 3 seconds when the number of simultaneous users is > 100 |
| **Others** |  |

# Approved by (Client):

|  |  |  |
| --- | --- | --- |
| **Name** |  |  |
| **Designation** |  |  |
| **Organization** |  |  |
| **Signature & Date** |  |  |