Shah Cement (DKC)

DKC SRS Document

Prepared By

Business Accelerate Bd. Ltd

Version History

Project Name: DKC Asphalt and Stone				
Version No.	**Date**	**Prepared by**	**Designation**	**Remarks**

Approve By:

Name	Designation	Division	Signature Date	Signature

Contents

1. Introduction

1.1.   Purpose

The purpose of the DKC Smart Sales Process is to revolutionize traditional sales methods through technology and data. It aims to enhance the entire sales lifecycle by leveraging intelligent tools, data analytics, and strategic approaches. Key objectives include data-driven decision-making, personalized customer experiences, efficient lead management, increased sales productivity, adaptability, revenue growth, continuous improvement, and seamless technology integration. The goal is to create a dynamic, customer-centric, and results-driven sales strategy for sustained success in a competitive business environment.

1.2.   Document Outline

#	Name	Content	Primary Intended Readers
1	Introduction	-	-
1.1	Purpose	One page summary of why and what the document is about	-
1.2	Document Outline	This section	-
1.3	Document Convention	Documents font style, alignment etc.	-
1.4	Document Scope	What the document contains and what the document does not contain	
1.5	Role list	Which role will be available in the system.	-
1.6	Role Access	Access for every role are written here.	-
2	Product Features and Components	Top level features the software must/should have. First level breakdown of the software into major components	System Owner, Users, System Analyst, Designer
3	Modules	Details of Business requirement, work and data flow, intended operations description and the Processes	System Owner, System Analyst, Designer, Developer, Tester, Trainer
2.5	Product Users	Identified users and classification of the users of the resulting software	Users, System Analyst, Designer, Developer, Tester, Trainer

1.3. Document Convention

Font size: Text font size will be between 12
Font Face: Text font face will be "Calibri"
Color: Use color judiciously and sparsely
Alignment: Keep cells vertically middle aligned
All Functional Requirements are written Module wise

1.4. Document Scope

What this document contains	What this document does not contain
Details business requirements of the software	Database Design
Process Flow	Development Method
System Context Diagram	Technical design
Requirement description for Internal Integration with other module	Design specification
External Interface Description	What this document does not contain
Specific technology requirements for the software	Database Design
User interface design	
Software availability requirement	
Software testability requirement	
Software performance requirements	

1.5. Role List:

01. Super Admin
02. Accounting
03. Sales Manager
04. Business Unit Head
05. Factory Operation Head
06. Sales Officer
07. Delivery Supervisor

1.6. Role Access:

Role Name	Use Place	Task
Stone & Asphalt Super Admin	WEB	All
Sales Officer	APK	Order, payment, New Customer creation, Attendance, TA/DA, complain, Day end, change password.
Accounts	WEB	Order approval, payment approval, TA/DA approval,

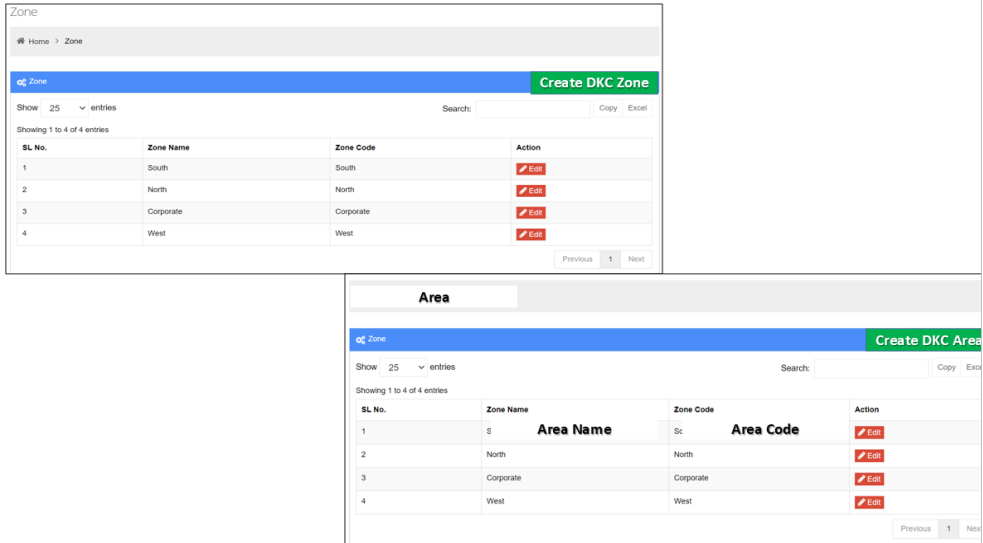|		Customer Ledger, Customer Balance.
Sales Manager	WEB	Order approval.
Factory Operation Head	WEB	Delivery point.
Delivery Supervisor	WEB	Deliver the order.
Business Unit Head	WEB	Order Approve (Final Layer).

2. Product Feature & Component

Modules are the actual components or building blocks of the project DKC module. All identified and proposed components/features are organized module-wise in later sections in this document. Below is a quick overview of the modules and sub-modules of the project.
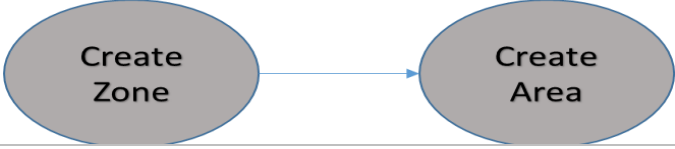
3. Modules

3.1. Master Data

Basically, Master data is the master module where all kind of master resources will be created. This module's activities will fall under the responsibility of either the MIS administrator or system administrator. MIS will create employees, geo-hierarchies, new products, and chemists as necessary master information depending on the business requirements.

3.1.1. Geo Hierarchy

Name	GEO Hierarchy
Brief Description	As per GEO Hierarchy need to follow DKC GEO Hierarchy
Mock-screen	
Business Goals and Benefits	Any HO employee creation needs GEO hierarchy for assign user > Customer
Primary Actor	DKC Admin

Secondary Actor	Assigned User
Pre-Condition	Must create Zone > then Area
Basic Flow	
Prompt and Message	On submit a success message will pop up like "Created successfully"
Business Rules	• Create Zone with name and code • Then create Area under created zone by area name and code. • Have to build active and deactivate tab
Success Criteria	Available in the index.
Fail Criteria	If he misses out any mandatory information or after input he didn't save the information.

3.1.2. HO Employee Creation (Stone & Asphalt)

Feature Name	HO Employee Creation
Brief Description	For HO employee need to create Employee profile
Mock-screen	N/A
Business Goals and Benefits	For DKC order, payment and other activities done need to create DKC employee.
Actor	DKC Admin
Pre-Condition	Must Input all required field.
Basic Flow	N/A
Prompt and Message	On submit a success message will pop up like "Created successfully"
Required Fields	Need input required fields in the system. • Name: • Employee ID: • Designation • Email Address: Not Mandatory • Mobile No: Mandatory

	• Joining Date: • Role: • Employee Bike Status: Yes/NO • Reporting Manager: (IF No Reporting Manger Please input system Nill or Blank) • Zone • Area
Business Rules	Need to input required fields for employee hierarchy creation.
Success Criteria	It will be available in the system.
Fail Criteria	If he misses out any mandatory information or after input he didn't save the information.

3.1.3. Product Master Data (Stone)

Feature Name	Product Master Data
Brief Description	When use login APK for DKC order collection then process wise user role can find out item list order module. So that need to create product master data from web by DKC Admin user.
Mock-screen	N/A
Business Goals and Benefits	For order collection product list must need.
Actor	DKC Admin
Pre-Condition	Must Upload a file to submit.
Basic Flow	*DKC will share role wise employee field list*
Prompt and Message	On submit a success message will pop up like "Submitted successfully"
Required Fields	N/A
Business Rules	**SKU List- STONE** 4. **Dubai 1/2"-Lime** 5. **Dubai 12 -22mm-Lime** 6. **Dubai 10-20mm-Lime** 7. **Dubai 10-16mm-Lime** 8. **Dubai 3/4" –Black Stone** 9. **Dubai 20-40mm-Lime**

	10. **Pakur Stone-Indian**
	Stone Trading All Order Metric Ton Converted.
Success Criteria	It will be available in the system.
Fail Criteria	If user failed to saved or didn't input the required fields.

3.1.4. Product Master Data (Asphalt)

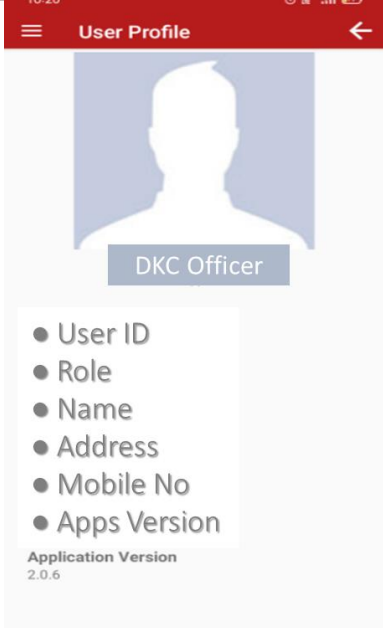|	
Feature Name	Uploading New Approved Processes
Brief Description	User can upload new approved process from here
Mock-screen	N/A
Business Goals and Benefits	Simple and Easy way to upload approved process only for the target groups to view.(With file restriction only viewable for specific Roles)
Actor	Admin
Pre-Condition	For order collection product list must need. So fill all required field.
Basic Flow	*DKC will share role wise employee field list*
Prompt and Message	On submit a success message will pop up like "Submitted successfully"
Required Fields	N/A
Business Rules	- **SKU List- Asphalt** - 1. **Wear.CORS.0001** **Wearing Course –Metric Ton** - 2. **BIND.CORS.0001** **Binder Course–Metric Ton** - 3. **TACK.COAT.0001** **Tack Coat- Square Meter** 4. **SEAL.COAT.001** **Seal Coat- Square Meter**
Success Criteria	It will be available in the system.
Fail Criteria	If user failed to saved or didn't input the required fields.

3.2. Home Page (APK)

After login user will see the Home page. At Home page user will have below blocks on screen-

- Officer profile

- Order
- Payment
- Existing Customer
- New Customer
- Reports (Under Payment & Order for customer wise)
- Complain
- Attendance
- TA/DA Process
- Change Password
- Logout

3.3.   User Profile (APK)

Feature Name	User Profile
Brief Description	A user login in APK then can see a user profile module in apk homepage.
Mock-screen	
Business Goals and Benefits	User can identify user profile after login by seeing this module.
Actor	Assigned User
Pre-Condition	Need to create user from WEB application.

Basic Flow	
Prompt and Message	A successful message will prompt Like "**Create Successfully**"
Required Fields	N/A
Business Rules	A user login in APK then can see a user profile module in apk homepage.
Success Criteria	User will be able to login in the apk and can-do activities.
Fail Criteria	If configure is not done in correct way.

3.4.   Order

3.4.1. Order- APK (Asphalt, Stone)

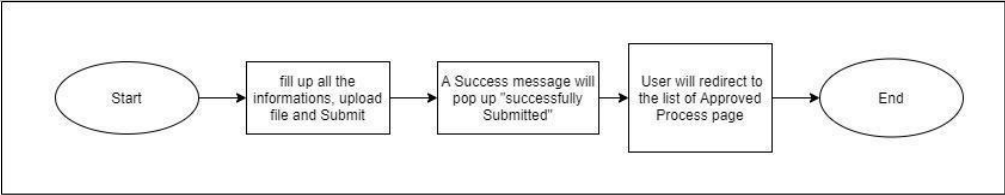| Feature Name	Order Process
Brief Description	Assigned user can order by selecting Item from business role wise item list. For order or collection user have to select customer from customer list.
Mock-screen	N/A
Business Goals and Benefits	User can identify user profile after login by seeing this module.
Actor	Sales Officer
Pre-Condition	Must create Item or product from web master data. And also need to create user.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"

Required Fields	•The below filed will show in order tab:
	    • SO ID (Auto Generate)
	    • Customer Name (Auto Generate)
	    • Order Qty (Number)

	• Delivery Point (Drop Down) • Transport Type (Drop Down) • Order Type (Drop Down)
Business Rules	**Actor: SO (Order capture mobile apk)** • Sales Officer will capture order from "Order" module. • From customer list, user will select customer and the process as "Order". • User will be able to see customer balance while order. • Form order tab, user will select SKU and according to SKU user will get Sub-SKU to create order. • Input qty and rate. • From the cart, user can edit or modify qty. • "Order Summary" need to input required fields to submit order. • After input user will submit order. **Note: *Multiple index will be generates for multiple SKU. (Order Index web)***
Success Criteria	Order will be available in the web application for approval process.
Fail Criteria	If the process is not accurate.

3.4.2. Order Approval- WEB (Asphalt, Stone)

Feature Name	Order Approval
Brief Description	Approval user will approve order by doing activities in the web application.
Mock-screen	N/A
Business Goals and Benefits	
Actor	Account, Sales Manager, Business Unit Head
Pre-Condition	Must do order from apk.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Approved Successfully**"
Required Fields	As per UI design (Figma).
Business Rules	**Actor: Accounts (WEB)**

	• After submit from apk, accounts will get those order in the web for approval.
	• Accounts user can edit or modify data if needed.
	• Then user approve order for his tab.
	Actor: Sales Manager (WEB)
	• After submit from accounts user, sales manager will get those order in the web for approval.
	• Sales Manager can edit or modify data if needed.
	• Then user approve order for his tab.
	Actor: Business Unit Head (WEB)
	• After submit from sales manager, business unit head will get those order in the web for approval.
	• Business Unit Head can edit or modify data if needed.
	• **From this tab, DO ID will be generates.**
	• Then user approve order for his tab.
Success Criteria	Sales officer will get the order in apk for further process.
Fail Criteria	If the process is not accurate.

3.4.3. Order Delivery- APK (Asphalt, Stone)

Feature Name	Order Delivery
Brief Description	Sales officer will get the order for delivery after web approval.
Mock-screen	N/A
Business Goals and Benefits	User will be acknowledged for the order status.
Actor	Sales Officer
Pre-Condition	Order must be approved from the web application.
Basic Flow	
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"

Required Fields	As per UI design (Figma).
Business Rules	**Actor: Sales Officer (Delivery) (APK)** • Sales officer can deliver the order partially also. • If the delivery happens partially then rest of the order qty will be store in the apk as pending qty. • Sales Officer can deliver pending qty later as per business requirements. • Customer balance will be adjusted according to the Qty. • If balance is "0" and delivery happen for the customer, then balance will be shown in minus (-) figure.
Success Criteria	Order will be available for factory operation head for further process.
Fail Criteria	If the process is not accurate.

3.4.4. Order Delivery Point- WEB (Asphalt, Stone)

Feature Name	Order Delivery Point
Brief Description	After sales officer delivery, factory operation head will confirm the delivery point from web application.
Mock-screen	N/A
Business Goals and Benefits	User can identify user profile after login by seeing this module.
Actor	Account, Sales Manager, Business Unit Head
Pre-Condition	Must create Item or product from web master data. And also need to create user.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	As per UI design (Figma).
Business Rules	**Actor: Factory Operation Head (Delivery Point) (WEB)** • User will select delivery point. After process this order will be available for final delivery. • Delivery supervisor will do the final delivery from his application. • Delivery supervisor will do the final delivery from his application.

	Actor: Delivery Supervisor (Final Delivery) (WEB)
	    • From here user will be only eligible to edit delivery Qty.
	    • User can decrease the delivery qty but user will not be eligible to increase the delivery qty. if the qty is decreased then, the increased delivery qty will add with pending qty.
	    • After complete the delivery from delivery supervisor, delivery process will be done.

Success Criteria	Data will be stored in the software for reporting purpose.
Fail Criteria	If the process is not accurate.
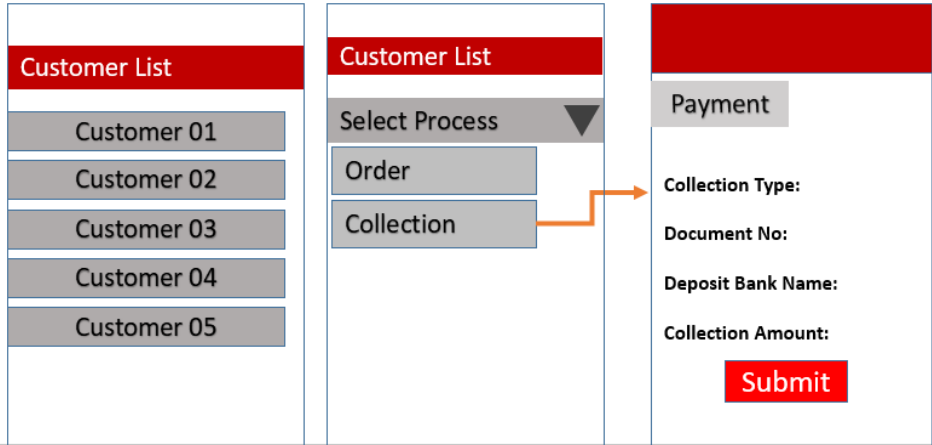
3.4.5. Deliverable Order - WEB (Asphalt, Stone)
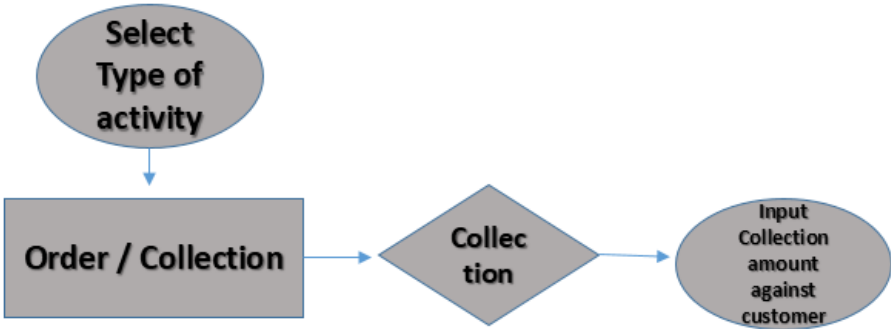
Feature Name	Deliverable order
Brief Description	After approved from delivery supervisor, assigned user will get the order for print challan.
Mock-screen	
Business Goals and Benefits	To generates challan and print challan from the application.
Actor	Assigned User
Pre-Condition	Must order approve by supply chain.
Basic Flow	N/A

Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	As per UI design (Figma).
Business Rules	❖ **For same DO order can re order from rest of portion**
Success Criteria	Data will be stored in the software for reporting purpose.
Fail Criteria	If the process is not accurate.

3.5.   Payment

3.5.1. Payment (APK)

Feature Name	Payment
Brief Description	Assigned user can order by selecting Item from business role wise item list. Here orders some time vary by payment/collection process wise. For order or collection user have to select customer from customer list.
Mock-screen	
Business Goals and Benefits	If user only want to collect payment or money then select collection process. It related with advance payment or credit payment.
Actor	Sales Officer
Pre-Condition	Must create user and customer in the web.

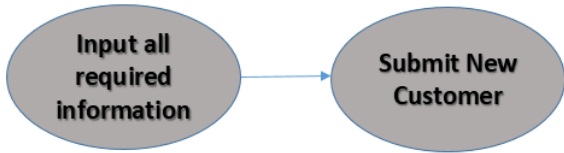| Basic Flow	
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	❖ The below filed will show in payment tab: • Customer Name • Bank Name • Documents No* (Text) • Branch Name • A/C No • Payment Type (BEFTN, RTGS, Cash, Deposit, Credit, Transfer, Cheque.) *(Dropdown) • Amount • Image
Business Rules	• User will go to the "Payment" module from apk home page. • User will select customer from the list. • Need to input the required fields for payment and submit.
Success Criteria	Payment Data will be available in the web for approval.
Fail Criteria	If the process is not accurate.

3.5.2. Payment Approval (WEB)

Feature Name	Payment Approval
Brief Description	After taking payment from APK, web user (finance) will approve, cancel and edit payment for customer payment.

Mock-screen		Stone Payment Approval & Report format

Filter

Employee: 2 selected ▾

[Search]

| New | Approved | Rejected |

[✔Approve] [⏻Reject]

Date	Customer ID	Customer Name	Deposit Bank Name	Document's Information	Amount	Rate	DO Qty	Supply Method	Item Name	Delivery Location	Rent	Delivery Point	Officer ID	Officer Name	Remarks	Action
	458963	Orin	Prime Bank	Chque-758963	500000	450	=Amount /Rate	Without Transoft	Dubai Lime Stone	Munshiganj, Dhaka	250	Mukterpur	1598	Nazmul		✏ Edit

Business Goals and Benefits	For more verification of collected payment finance will edit, approve, cancel payment.
Actor	Finance
Pre-Condition	Must payment from APK assigned user.
Basic Flow	
Prompt and Message	A successful message will prompt Like "**Approved Successfully**"
Required Fields	❖ The below filed will show in payment tab: • Customer Name • Bank Name • Documents No • Branch Name • A/C No • Payment Type (BEFTN, RTGS, Cash, Deposit, Credit, Transfer, Cheque.)/ • Amount • Image
Business Rules	• Finance will be eligible for edit, delete or approved action from web. • After approved, amount will be added to the customer total balance.
Success Criteria	Amount will be added with the customer balance.
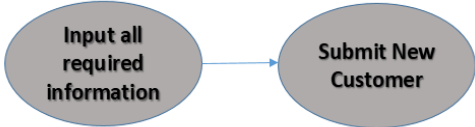
Fail Criteria	If the process is not accurate.

3.6. New Customer (APK)

Feature Name	New Customer
Brief Description	For order, Payment and all type of activities need to create new customer from APK by Sales Officer.
Mock-screen	N/A
Business Goals and Benefits	After creating new customer user can take order and collection against customer.
Actor	Sales Officer
Pre-Condition	Must input all required field
Basic Flow	
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	The below filed will show in New Customer Module: ● Company Name * (Text) ● Office Address * (Text) ● Proprietor Name * (Text) ● Mobile No * (Text) ● NID * (Text) ● Party Sector (Text Information input) * (Text) ● Project Location * (Text) ● Order Quantity (Text) ● Order Rate (Text) ● Item's Name * (Dropdown) ● MMC Information * (Dropdown) ● Supplies Methods (With Carrying or Without Carrying) * (Dropdown)

	● Payments Mode * (Dropdown) ● Image-1 * ● Image-2 * ● Image-3 ● Image-4 ● Image-5 ● Image-6 ● Date & Time * (Dropdown)
Business Rules	• User will go to the "Payment" module from apk home page. • User will select customer from the list. • Need to input the required fields for payment and submit.
Success Criteria	Payment Data will be available in the web for approval.
Fail Criteria	If the process is not accurate.

3.7.   Customer Approval (WEB)

Feature Name	Customer Approval
Brief Description	Authorized user will be able to approved the new customer from web. User will be also able to create customer from web.
Mock-screen	N/A
Business Goals and Benefits	After creating new customer user can take order and collection against customer.
Actor	Assigned User
Pre-Condition	Must input all required field
Basic Flow	
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"

Required Fields	The below filed will show in New Customer Module: ● Company Name * (Text) ● Office Address * (Text) ● Proprietor Name * (Text) ● Mobile No * (Text) ● NID * (Text) ● Party Sector (Text Information input) * (Text) ● Project Location * (Text) ● Order Quantity (Text) ● Order Rate (Text) ● Item's Name * (Dropdown) ● MMC Information * (Dropdown) ● Supplies Methods (With Carrying or Without Carrying) * (Dropdown) ● Payments Mode * (Dropdown) ● Image-1 * ● Image-2 * ● Image-3 ● Image-4 ● Image-5 ● Image-6 ● Date & Time * (Dropdown)
Business Rules	• User will be eligible to edit information if required. • After approved, user can de-active customer if required.
Success Criteria	Customer will be available in the approved tab in web.
Fail Criteria	If the process is not accurate.

3.8. Existing Customer (APK)

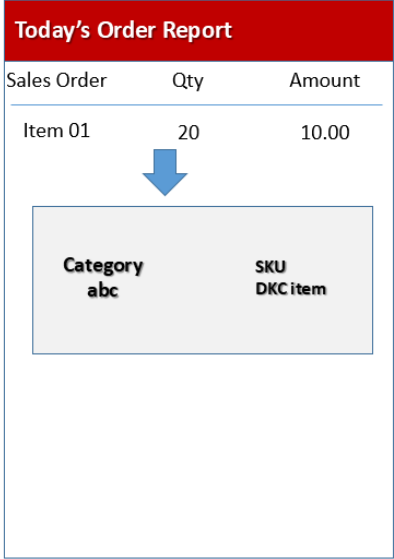|	
Feature Name	Existing Customer
Brief Description	For any existing customer information need to know then able to by existing customer module.
Mock-screen	N/A
Business Goals and Benefits	To know existing customer information by this module.

Actor	Sales Officer
Pre-Condition	Must create customer.
Basic Flow	
Prompt and Message	N/A
Required Fields	The below filed will show in Existing Customer Module: ● Customer ID (Read only) ● Customer Name (Read only) ● Customer address (Read only)
Business Rules	• User will be able to just see the information regarding customer in this module. • User won't be able edit any information from this module.
Success Criteria	N/A
Fail Criteria	N/A

3.9. Report (APK)

User will see the reports in the apk according to his order and payment.

3.9.1. Order

Feature Name	Order Report
Brief Description	After order submit user can see order details in this APK in order module.

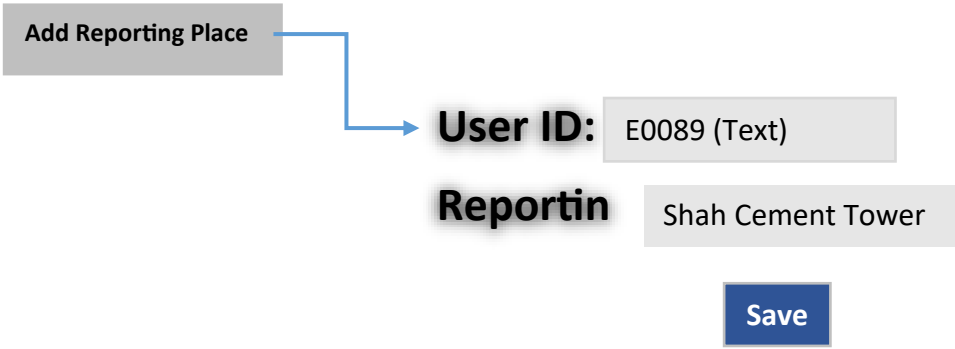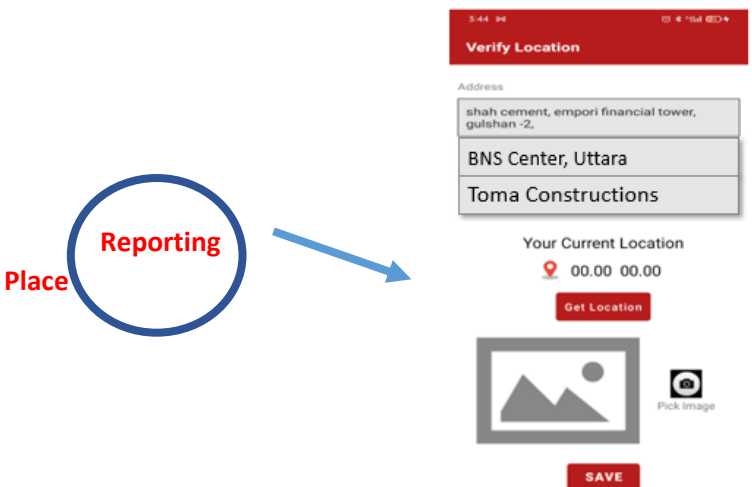|	
Mock-screen	**Today's Order Report** Sales Order Qty Amount Item 01 20 10.00 Category abc SKU DKC item
Business Goals and Benefits	Simple and Easy way to upload approved process only for the target groups to view. (With file restriction only viewable for specific Roles)
Actor	Sales Officer
Pre-Condition	Must take order from order module from apk.
Basic Flow	N/A
Prompt and Message	N/A

Required Fields	The below filed will show in this module:
	
	   o Sales Order ID
	   o Qty
	   o Amount

Business Rules	• After click order line, the line will show the order details with SKU name, category. (Order Details) • Need total row in the bottom.
Success Criteria	N/A
Fail Criteria	N/A

3.9.2. Payment

Feature Name	Payment Report
Brief Description	When user take payment for any order and also collection collect then details will show in payment report.
Mock-screen	**Today's Payment Report** | Customer name	Customer ID	Amount	Payment Type	Payment Category
---	---	---	---	---
C-01	123	200	BFETN	....
C-02	1883	100	cash	Collection	
Business Goals and Benefits	By this module user can see daily payment details at a glance after work done.
Actor	Sales Officer
Pre-Condition	Must pay order payment and also collect collection without order.
Basic Flow	N/A
Prompt and Message	N/A
Required Fields	The below filed will show in this module: ● Customer Name ● Customer ID ● Amount ● Payment Type ● Payment Category
Business Rules	● Payment Category or status show as per base on payment is related with order or only single collection. ● Need total row in the bottom.

Success Criteria	N/A
Fail Criteria	N/A

3.10. Reporting Place (APK)

Feature Name	Reporting Place
Brief Description	For get any kind of data track and attendance & leave request input user need to verify own reporting place.
Mock-screen	● **Module: (Web) Reporting Place**: **Business Logic:** For submit attendance need to add multiple office as reporting place for a user profile from web. ● **Module: (APK) Reporting Place** > Click reporting place and select for verify **Business Logic:** For submit attendance need to location verify first.

Business Goals and Benefits	By this module user can verify user's own reporting place.
Actor	Sales Officer
Pre-Condition	For any user MIS user have to create a reporting place for assigned user reporting place so that user can verify user reporting place.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Verified Successfully**"
Required Fields	In this module reporting place contain some field. Here given below; • Address field > User can edit reporting place address. • Location > click get location button and take current location verify. • Image > Take image while verify reporting place.
Business Rules	User will be able to give attendance from apk after verify reporting place.
Success Criteria	Verified location will be available in the attendance module.
Fail Criteria	If the process is not accurate.
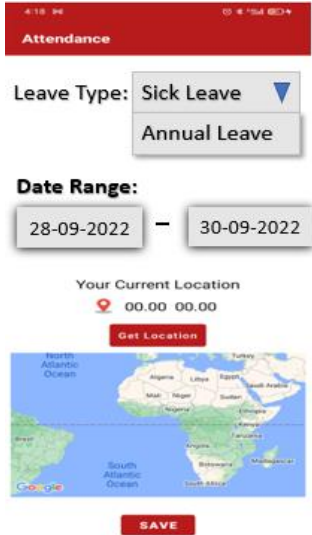
3.11. Attendance & Leave Request (APK)

Feature Name	Attendance & Leave Request
Brief Description	User can give attendance from this module. User can input present, absent and also leave request from this module at a time one category.
Mock-screen	● **User attendance** > Present When open attendance module then selects **Present.** After that select reporting office for submit attendance for specific location. **Business Logic:** If user submit attendance between required distance and time then it will be counted **Present**. If miss any condition then it will be counted as **Absent.** ➢ For that type of absent it will be counted Present if required by business requirement.

Attendance
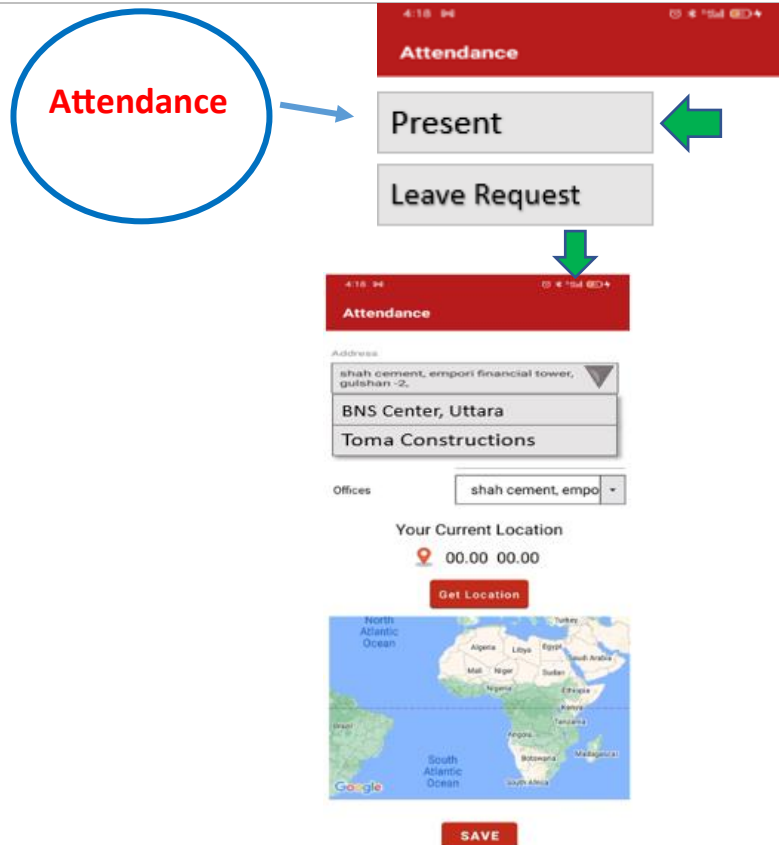
- **Leave Request** > Sick Leave/Annual Leave
  -When give leave request then it will be applicable to select date range. After seeking leave
  approval then Admin will approve this.

-If any user does not punch any count absent as leave. Then user leave then need to approval as per logic user cannot select future leave.

action, then it will be apply for this as sick condition. For this date for request sick

Business Goals and Benefits	By follow some instructions user can input attendance and leave request.
Actor	Sales Officer
Pre-Condition	Must verify user reporting place and also follow attendance requirement as per business rules.
Basic Flow	As per Mock Screen
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	Given in the "Mock-Screen" section.
Business Rules	➢ If user has multiple reporting place, then need to select required place for input attendance or leave request. ● Distance - 10 Meters ● Day Start: 9:10 AM ● Day End: 7:00 PM **Note:** Factory _Day Start: 8:10 AM Day End: 6:00 PM
Success Criteria	Data will be available for the approval in web application.
Fail Criteria	If the process is not accurate.

3.12. Attendance Approval (WEB)

Feature Name	Attendance Approval
Brief Description	If user input attendance from APK as present or absent then need to give approval. If user do not follow required conditions, then need to approval from accounts. Those users also get cancel access.
Mock-screen	
Business Goals and Benefits	By this module Admin can monitor employee attendance status and also take decision any financial activity.
Actor	Accounts
Pre-Condition	Must need to input attendance.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Approved Successfully**"
Required Fields	Column will be as per mock screen.
Business Rules	• If user input attendance from APK as present or absent then need to give approval.

	• If user do not follow required conditions, then need to approval from accounts. Those users also get cancel access. • If any user takes leave request, then in status show leave. • For casual leave user cannot select previous date. **Note: For sick leave user can select previous date to current date. But not future date.**
Success Criteria	Data will be will be available in the web application.
Fail Criteria	N/A

3.13. Complain

3.13.1. Complain (APK)

Feature Name	Complain
Brief Description	User input complain from customer for different type of complain.
Mock-screen	N/A
Business Goals and Benefits	Complain will input by sales officer for any kind of business related complain from collect from customer.
Actor	Sales Officer
Pre-Condition	Must create customer.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	❖ Below fields will be available in this module: • Party Name *(Dropdown) • Complain Address *(Text) • Site Concern person Name *(Text) • Site Concern Mobile No *(Text)

	• Delivery Date *(Dropdown) • Order Qty *(Text) • Complain Qty *(Text) • Complain Type (Drop-Down) *(Dropdown) • Complain Details *(Text) (Bangla & English) • Image-1 * (real time & Gallery) • Image-2
Business Rules	User will give complain by selecting customer from the list.
Success Criteria	Data will be will be available in the web application.
Fail Criteria	If the process is not accurate.

3.13.2. Complain (WEB)

Feature Name	Complain WEB
Brief Description	User input complain from customer for different type of complain.
Mock-screen	N/A
Business Goals and Benefits	Complain will input by sales officer for any kind of business related complain from collect from customer.
Actor	Assigned User
Pre-Condition	Must do complain from the apk.
Basic Flow	N/A
Prompt and Message	N/A
Required Fields	❖ Below fields will be available in this module: • Sl • Party Name • Complain Address

	• Site Concern person Name • Site Concern Mobile No • Delivery Date • Order Qty • Complain Qty • Complain Type • Complain Details • Image-1 • Image-2
Business Rules	User will give complain by selecting customer from the list.
Success Criteria	Data will be stored in the application for the reporting purpose.
Fail Criteria	If the process is not accurate.

3.14. TA/DA

By using this feature, employee will submit their TA/DA bill and approval officer will take decision on it.

3.14.1. TA/DA (APK)

Feature Name	TA/DA
Brief Description	User will be eligible for input TA/DA bill using application.
Mock-screen	N/A
Business Goals and Benefits	By using TA/DA module, user can input own TA/DA cost for received TA/DA bill. After TA/DA submit from apk, approval user will approve from web application.
Actor	Sales Officer, Assigned User
Pre-Condition	Must assign TA/DA amount role wise as per business rule.

Basic Flow	
Prompt and Message	A successful message will prompt Like "**Submitted Successfully**"
Required Fields	Fields will be as per UI design.
Business Rules	N/A
Success Criteria	Data will be available in the web application for approval.
Fail Criteria	If the process is not accurate.

3.14.1. TA/DA Approval (WEB)

Feature Name	TA/DA Index
Brief Description	In this module here all the TA/DA request will approve, edit and cancel.
Mock-screen	

Business Goals and Benefits	If any user request for TA/DA then need to edit, approve, cancel by hierarchy wise role user.
Actor	DKC Admin, Accounts
Pre-Condition	Must input TA/DA data (from the apk application) for approval.
Basic Flow	
Prompt and Message	A successful message will prompt Like "**Approved Successfully**"
Required Fields	Fields will be as per UI design.
Business Rules	• If sales officer request for TA/DA then finance will able to get access edit, approve, cancel the request • If user approve then, his higher officer will approve it.
Success Criteria	Data will be stored in the application for the reporting purpose.
Fail Criteria	If the process is not accurate.

3.15. Delivery Status with Customer Balance

Feature Name	Delivery Status with Customer Balance
Brief Description	In this module user will view the status for the requested order. Does it got delivered or not.
Mock-screen	N/A

Business Goals and Benefits	User will be able to view the order details with specific order and information.
Actor	DKC Admin, Accounts
Pre-Condition	Must do order and delivery.
Basic Flow	N/A
Prompt and Message	N/A
Required Fields	Below fields will be available for this module: • Area • Zone • Customer Name • Date • SO ID • DO ID • Order Balance • Current Balance
Business Rules	• User will be eligible to view the data regarding order, balance etc. • There will be no action button for this module.
Success Criteria	Data will be stored in the application for the reporting purpose.
Fail Criteria	If the process is not accurate.

3.16. Customer Ledger

Feature Name	Customer Ledger
Brief Description	Admin will be eligible to view the customers balances credit and debit through this module.
Mock-screen	N/A

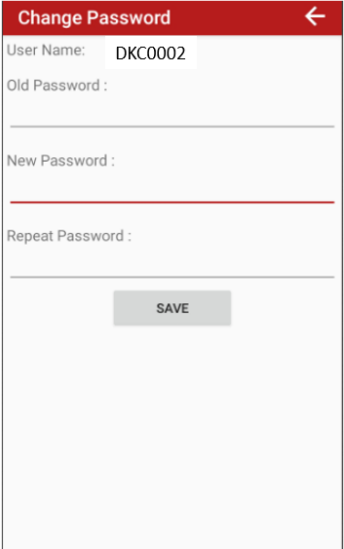|	
Business Goals and Benefits	To keep track customers, balance pure and clear.
Actor	DKC Admin, Accounts
Pre-Condition	Must need to do the payment and order.
Basic Flow	N/A
Prompt and Message	N/A
Required Fields	Fields will be as per design.
Business Rules	• Customers credit data will be added in the credit column • Debit data will be added in the debit column
Success Criteria	Data will be stored in the application for the reporting purpose.
Fail Criteria	If the process is not accurate.

3.17. Change Password

Feature Name	Change Password
Brief Description	User Can change password by this module.

Mock-screen	**Change Password** ← User Name: DKC0002 Old Password : New Password : Repeat Password : SAVE
Business Goals and Benefits	User will be eligible to change password if required.
Actor	All APK User
Pre-Condition	Must input old password.
Basic Flow	N/A
Prompt and Message	A successful message will prompt Like "**Password Changed Successfully**"
Required Fields	Fields will be as per UI design.
Business Rules	• Need to input old password • Input new password • Click save button
Success Criteria	Password will be updated.
Fail Criteria	If the process is not accurate.

3.18. Day End

Feature Name	Change Password
Brief Description	After daily required task done user have to click day end button so that user can notify supervisor for the day end time.
Mock-screen	
Business Goals and Benefits	For work done user need to click day end button after required work done.
Actor	All APK User
Pre-Condition	Must click day end button for get proper data.
Basic Flow	N/A
Prompt and Message	N/A
Required Fields	Fields will be as per UI design.
Business Rules	N/A
Success Criteria	Day End will be done successfully.
Fail Criteria	If the process is not accurate.