SATA - Translation Service

Software Requirements Specification

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Software Requirements Specification

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1. Introduction

This Software Requirements Specification (SRS) document defines the functional and non-functional requirements for the development of the SATA – Translation Service. It serves as a vital reference for all stakeholders, ensuring a unified understanding of the project's objectives, scope, and deliverables. This document aims to streamline the development process, enhance communication, and ensure the successful implementation of the platform.

1.1. Product scope

The Translation Service is designed to facilitate the translation of legal and official documents, specifically tailored to meet the requirements of the Italian Embassy and consulates. It ensures certified, accurate translations while adhering to legal standards, making it an indispensable tool for visa applicants and other legal processes:

1.2. Product value

The app delivers value by:

- Provides certified translations of essential documents such as birth certificates, marriage certificates, and police clearance certificates etc.
- Streamlines the legalization process for the Ministry of Foreign Affairs and the Italian Embassy.
- Reduces the risk of rejection due to non-compliance with Italian regulatory standards.
- Offers multi-stage support, including guidance on processes such as notarization, translation, and basic preparation for final submission.
- Enhances efficiency and accuracy for users navigating visa processes.

1.3. Intended audience

- **Clients**: Individuals requiring document translations for legal or visa purposes.
- **Development Team**: Responsible for building and maintaining the system.
- **Administrative Users**: Including Admin (QC), Admin (Translator), and Super Admin.
- **Stakeholders**: Product owners and business managers.

1.4. Intended use

- Enable secure user authentication and profile management.
- Allow clients to upload documents for translation and track progress.
- Facilitate the translation, legalization, and delivery of documents.
- Support administrative roles in document review, translation, and approval.

1.5. General description

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The system will support multiple user roles, including clients, translators, and administrators. It will feature a secure document management system, multilingual support, real-time updates, and robust data security measures. The platform will be accessible via desktop.

SATA Translation Service includes the following features:

- **User Authentication**
- **Document Management**
- **Translation Workflow**
- **Admin Dashboards**
- **Service Selection and Payment Integration**
- **Order Tracking**
- **Delivery Management**
- **Feedback and Notifications**
- **Legal Compliance and Finalization**
- **System Integration**
- **Performance and Scalability**
- **Analytics and Reporting**

1.6. Functional Users

The platform have 04 different functional users and they have different Functional Requirements:

- General User (Client)
- Admin (QC)
- Admin (Translator)
- Super Admin

2. Functional Requirements

2.1. General User (Client) **- Functional requirements**

The SATA project empowers clients by streamlining the translation and legalization of essential documents. It provides an intuitive platform for secure account management, seamless document uploads, real-time tracking, and personalized service options to ensure a user-friendly experience tailored to their visa application needs.

User Access Limitation:

Access to the platform is divided into two user categories based on authentication status: Authorized and Non-Authorized users.

A. **Authorized Users:**

- Authorized users are those who log in using a user ID and password.
- They have full access to platform features, including:
  - ✓ Browsing the website.
  - ✓ Creating files and applying for translation services online.
  - ✓ Receiving notifications.
  - ✓ Tracking orders.
  - ✓ Accessing and editing their user dashboard/profile.

B. **Non-Authorized Users:**

- Non-Authorized users are general visitors who do not log in.
- They can perform limited actions, such as:
  - ✓ Browsing the website.
  - ✓ Viewing necessary information.
  - ✓ Sending queries or requesting quotations.

- **Note:**

- To create a file and access translation services, a user must be Authorized (Signed Up and Signed In).
- All visitors, whether Authorized or Non-Authorized, can browse the website/panel to view generic information related to general visa and translation services.

2.1.1. User Authentication

User authentication ensures that only authorized individuals can access the platform, safeguarding user data and maintaining system integrity.

- **Feature Functionalities**

A. Secure Login and Sign-Up:

- Allow users to register using an email address or mobile number.
- Require a password or OTP (One-Time Password) for authentication.

B. Multi-Factor Authentication (MFA):

- Implement optional MFA to enhance security for users.

C. Data Encryption:

- Encrypt all sensitive user credentials during storage and transmission.

D. Account Recovery:

- Provide secure account recovery options through email or SMS.

E. Compliance:

- Ensure all authentication processes adhere to GDPR and other relevant regulations.

F. **Session Management:**
- Automatically log out inactive users after a predefined period.
- Support "Remember Me" functionality with secure token storage.

2.1.2. Information Browsing

Information browsing ensures that users have easy access to all relevant visa-related information, service categories, and FAQs in a structured format. This feature also emphasizes multilingual support to cater to diverse user demographics.

- **Feature Functionalities**

A. **Dedicated Information Hub:**
- Provide a centralized section for visa-related details, service descriptions, and pricing.
- Include FAQs addressing common user queries.

B. **Search Functionality:**
- Implement a search bar with filtering options to locate specific information quickly.

C. **Multilingual Support:**
- Offer content in multiple languages, including English and Italian.
- Ensure accurate translations for all displayed information.

D. **Content Updates:**
- Allow admins to easily update content to keep information accurate and up-to-date.

E. **Accessibility:**
- Ensure the information hub is compatible with both desktop and mobile devices.

F. **Visual Hierarchy:**
- Use clear headings, subheadings, and categorization to make navigation intuitive.

2.1.3. Profile Management

Profile management allows users to create and maintain accurate personal profiles.

- **Feature Functionalities**

A. **Profile Creation:**
- Enable users to input personal details such as name, email, mobile number, and address.
- Validate input fields for accuracy and completeness

B. **Profile Updates:**
- Allow users to modify personal details when necessary.

C. **Data Integrity:**
- Ensure secure storage of profile data with robust encryption.

D. **Profile Completion Status:**

- Display progress indicators to guide users on completing mandatory profile fields.

E. **Account Deletion:**
   - Provide users the option to delete their profiles securely upon request

2.1.4. Document Handling

Document handling ensures the secure and efficient management of user-submitted documents, supporting various formats and maintaining data integrity.

- **Feature Functionalities**

A. **Supported Formats:**
   - Accept documents in common formats such as PDF, JPEG, and PNG.

B. **File Validation:**
   - Validate uploaded documents for resolution, completeness, and file size limits.

C. **Drag-and-Drop Upload:**
   - Allow users to upload documents using a drag-and-drop interface too.

D. **Real-Time Feedback:**
   - Provide users with immediate feedback on the upload status and any errors.

E. **Document Previews:**
   - Enable users to preview uploaded documents before submission.

F. **Secure Storage:**
   - Encrypt all documents during storage and transfer.

G. **Version Control:**
   - Allow users to replace previously uploaded documents with updated versions (if any).

H. **Submission Confirmation:**
   - Notify users upon successful submission of documents.

2.1.5. Service Selection

Service selection provides users with the ability to choose appropriate services based on their specific needs, ensuring a personalized and efficient experience.

- **Feature Functionalities**

A. **Service Categories:**
   - Display clearly defined service categories such as General, Urgent, and Priority processing.

B. **Service Details:**
   - Include detailed descriptions for each service type, highlighting features, benefits, price and estimated timelines.

C. **Pricing Information:**
- Display transparent pricing for all service options, including additional costs (i.e., Delivery Charge, Service charge – if any) for expedited processing.

D. **Customizable Selection:**
- Allow users to customize their selection based on document type and urgency.

E. **Save Selection:**
- Enable users to select, add documents and save services to their profile for review before checkout.

F. **Confirmation:**
- Notify users with a summary of selected services before proceeding to payment.

2.1.6. Payment integration

Payment integration ensures secure, seamless, and versatile payment processing for users selecting services.

- **Feature Functionalities**

A. **Payment Gateways:**
- Integrate multiple secure payment gateways to support both local and international transactions.

B. **Payment Methods:**
- Accept various payment methods such as credit/debit cards, bank transfers, \digital wallets and Cash.

C. **Real-Time Processing:**
- Provide immediate confirmation of payment status.

D. **Currency Conversion:**
- Automatically calculate and display prices in the user's local currency.

E. **Payment Confirmation & Receipts:**
- Generate and send detailed payment receipts via email and Confirmation via SMS.

F. **Retry Mechanism:**
- Allow users to retry failed transactions securely (if any).

G. **Data Security:**
- Encrypt payment information to ensure compliance with PCI DSS standards.

H. **Refunds and Adjustments:**
- Support refund processing and payment adjustments where applicable.

- **Cash Payment Workflow for File Translation Services**

1. **Cash Payment Locations:**

- Establish physical locations or partner with third-party outlets (like courier services, kiosks, or local offices) where clients can make cash payments. Ensure these locations are accessible to target audience.

2. **Unique Reference Code:**
   - When a user selects "Cash Payment" during online registration or service request:
     - ✓ Generate a unique **reference code** linked to their file translation request.
     - ✓ Provide clear instructions on where and how to make the payment.

3. **File Submission Options:**
   - **Option 1: Submit Files Online**
     - ✓ Clients upload their files via the platform and choose "Cash Payment."
     - ✓ The system will hold file processing until the cash payment is confirmed at the designated location.
   - **Option 2: Submit Files Physically**
     - ✓ Allow clients to drop off their physical documents at the payment location.
     - ✓ Files are digitized and uploaded by the staff at the cash payment center.

4. **Payment Confirmation:**
   - Once the cash payment is made, the payment location staff updates the system or issues a receipt to the client.
   - The client uploads the receipt (if applicable) as proof of payment, or the staff syncs the payment record to the central system.

5. **File Processing Initiation:**
   - After payment confirmation, notify the client via email/SMS that the file translation process has started.
   - Track the processing status via the online portal or mobile app.

6. **Delivery of Translated Files:**
   - **For Online File Submission:** Scan and Upload signed & Sealed Translated file into the system & deliver translated files via email, or allow users to download them from their account.
   - **For Physical Submission:** Provide translated documents for pickup or send them to the client’s address via courier.

2.1.7. Order Tracking

Order tracking provides users with real-time visibility into the status of their orders, ensuring transparency and convenience throughout the process.

■ **Feature Functionalities**

A. **Tracking Number Generation:**
   - Assign unique tracking numbers to each order for identification.

B. **QR Code Integration:**
   - Generate a scannable QR code for quick access to order details.

C. **Status Updates:**
- Provide real-time updates at key milestones (e.g., order received, translation in progress, ready for delivery etc).

D. **Progress Indicators:**
- Display visual progress indicators to show the current status of the order.

E. **Notification System:**
- Send automated notifications via email and SMS for status changes.

F. **Access History:**
- Maintain a log of order history accessible to users for future reference.

G. **Support Contact:**
- Include a direct link to customer support for any order-related inquiries

2.1.8. Document Delivery

Document Delivery ensures flexible and reliable options for users to receive their translated documents conveniently.

■ **Feature Functionalities**

A. **Delivery Options:**
- Provide multiple delivery methods, including:
  - ✓ **Pickup:** Allow users to collect documents from a designated location.
  - ✓ **Courier Service:** Enable secure document delivery via local or international courier services.
  - ✓ **Online delivery (soft copy):** Admin will scan and Upload signed & Sealed Translated file into the system & deliver translated files via email, or allow users to download them from their account.

B. **Delivery Confirmation:**
- Notify users via email and SMS upon successful delivery or pickup readiness.

C. **Tracking and Updates:**
- Provide real-time tracking for courier deliveries, including status updates at key milestones. (if possible)

D. **Acknowledgment of Receipt:**
- Include an acknowledgment feature for users to confirm receipt of delivered documents. (if possible)

E. **Delivery Instructions:**
- Allow users to add specific delivery instructions (e.g., address details).

F. **Delivery Fees:**
- Clearly display applicable fees for courier services, including an invoice or receipt for payment.

2.2. Admin (QC) - Functional requirements

The Admin (QC) is responsible for ensuring that user-submitted documents meet the necessary standards for clarity, completeness, and compliance before proceeding to the next stages of processing. Below are the detailed functional requirements.

2.2.1. Admin Dashboard

The Admin Dashboard provides an overview and management interface for QC activities.

- **Feature Functionalities**

  A. Display a summary view of:
  - Pending submissions for review.
  - Approved and declined documents.
  - Feedback history for declined submissions.

  B. Enable filtering and sorting by:
  - Submission date, user ID, or document type.
  - Document status (e.g., Priority type, Service type, Application Type, pending, in progress, reviewed etc).

  C. Provide visual indicators for priority submissions or deadlines.

  D. Include a search functionality to quickly locate specific submissions or users.

  E. Display a list of files uploaded by the clients (the list included: Sl, Client Name, File ID, Uploading Date, Visa Type, Application Category, File Status, View button)

2.2.2. Verify Document Clarity and Completeness

This feature focuses on assessing the quality of submitted scanned files or related documents. Admins ensure the content adheres to language accuracy, completeness, and formatting standards.

- **Functional Requirements:**

  A. **Open documents in an integrated viewer with tools for:**
  - Highlighting unclear or incomplete sections.
  - Adding inline comments for specific corrections or suggestions.
  - Comparing user-submitted translations with original source text.

  B. **Use automated tools to** (if any)**:**
  - Flag untranslated content, missing sections, or inconsistent formatting.
  - Check basic spelling errors in translated text.

2.2.3. Approve or Decline User-Submitted Documents

Admins make final decisions on whether a document meets quality requirements, approving or rejecting it based on predefined standards.

- **Functional Requirements:**

A. Offer one-click approval or rejection functionality for efficiency.
B. Include mandatory fields for:
   - Document status updates.
   - Notes or reasons for approval/rejection.

C. Notify users instantly via email or platform notifications about the decision.
D. Maintain a record of the decision, timestamp, and responsible admin for auditing purposes.

2.2.4. Provide Feedback to Users on Declined Submissions

Constructive feedback is critical for maintaining user satisfaction and improving future submissions. This feature enables admins to guide users on making necessary corrections.

- **Functional Requirements:**

A. Enable inline comments and annotations directly on the rejected document.

B. Include a library of common rejection reasons for quick selection, such as:
   - "Inconsistent terminology."
   - "Formatting issues."
   - "Incomplete translation."
   - "Missing Parts"

C. Notify users with detailed feedback, including actionable suggestions for improvement.
D. Track user responses to feedback and resubmissions to ensure continuous improvement.

2.3. Admin (Translator) - Functional requirements

The "Admin (Translator)" role is responsible for reviewing, translating, and ensuring the quality of document translations on the platform. This includes verifying translations from scanned inputs, manual translation work, and adhering to both linguistic and legal standards. Below are the details for each feature.

2.3.1. Admin Dashboard (Translator)

The Translator Dashboard serves as the primary interface for managing translation tasks. It provides an organized view of assigned jobs, deadlines, and the current status of translations.

- **Feature Functionalities**

A. Display a list of approved files by the Admin (QC). The list includes: Sl, Client Name, File ID, Uploading Date, Visa Type, Application Category, File Status, View button
B. Display an overview of pending, in-progress, and completed translation tasks.

C. Provide sorting and filtering options by submission date, priority, or type of document (e.g., legal, technical).
D. Highlight urgent or high-priority tasks with visual indicators.
E. Integrate a messaging system for communication with admins, or peers.

2.3.2. Verify Document Translation from Scanned Copy to System-Generated

This feature involves comparing system-generated translations with scanned input to ensure accuracy and completeness.

- **Functional Requirements:**

A. Allow side-by-side comparison of scanned input and system-generated translation.
B. Highlight mismatches or inconsistencies between the two versions.
C. Enable manual corrections to system-generated content within the same interface.
D. Integrate optical character recognition (OCR) tools to extract text from scanned documents for verification.
E. Maintain logs of all edits for traceability and quality assurance.

2.3.3. Translate Documents from English to Italian (Manual Input)

Admins are responsible for manually translating documents to ensure high-quality, contextually accurate translations from English to Italian.

- **Functional Requirements:**

A. Offer a text editor with built-in tools for language support.
B. Allow the translator to toggle between source and target languages in real time.
C. Enable saving drafts for partial work with auto-save functionality.
D. Track translation progress and allow submission for review in stages.

2.3.4. Ensure Translations Meet Legal and Linguistic Accuracy (if any)

Translations must adhere to both linguistic nuances and legal standards, ensuring the document is fit for its intended purpose.

- **Functional Requirements:**

A. Include a review process to assess linguistic accuracy.
B. Flag translations that require additional review for ambiguous or sensitive content.

2.4. Super Admin - Functional requirements

The "Super Admin" plays a critical role in overseeing the entire translation service platform. This role ensures that all workflows are running smoothly, maintains service quality, and provides final authorization for completed translations.

2.4.1. **Overall Dashboard** & Workflow (Super Admin)

The Super Admin Dashboard acts as the command center, providing a comprehensive view of all operations. It allows for monitoring progress, resolving bottlenecks, and ensuring service efficiency across all user roles.

- **Functional Requirements:**

A. Display an overview of system-wide metrics, including:
   - Number of active tasks, pending approvals, and escalations.
   - Performance of Admin (QC) and Admin (Translator) roles. (if possible)
   - Overall service turnaround time and error rates. (if any)

B. Provide filtering options to view workflows by date, user ID, Tracking number, document type, or status.
C. Include alerts for critical issues like overdue tasks, unresolved escalations, or repeated errors.
D. Offer tools to assign tasks, reallocate resources, or adjust deadlines to optimize workflow.
E. A list of translated file approved by Admin (Translator). The list includes: Sl, Client Name, File ID, Uploading Date, Visa Type, Application Category, File Status, View button

2.4.2. **Verify and Legalize** Translated **Documents**

Super Admins review and validate translations for legal compliance, ensuring the final document is ready for official use.

- **Functional Requirements:**

A. Enable a detailed review interface (side by side) to verify the content (if needed), including:
   - Language accuracy and legal terminology.
   - Formatting consistency and adherence to legal requirements.

B. Add **digital legalize note along with a QR Code** to finalized translations.
C. Maintain a log of documents approved, rejected, or requiring further modifications.

- **Digital Legalize Note with QR Code Process**

Overview
To ensure authenticity and convenience, a digital legalize note and a unique QR code will be included at the bottom of each system-generated translated document (e.g., Marriage Certificate, Family Certificate, Nikahnama, Birth Certificate). This process will allow embassies, VFS Global, and other stakeholders to verify the document's authenticity seamlessly.

Process Workflow

a) **Document Generation**
   - After the translation process is completed, the system generates the finalized document in PDF format.
   - The document includes a standardized section at the bottom for the digital legalize note and QR code.

b) Digital Legalize Note

- A digital legalize note is appended to the document. This note includes:
  - ✓ The name of the issuing authority or service provider.
  - ✓ A statement confirming the e-attestation of the document.
  - ✓ A unique identification number (linked to the file in the system).
  - ✓ The date and time of the attestation.

c) 3. QR Code Generation

- A unique QR code is generated for each document based on its specific details, including:
  - ✓ Document ID.
  - ✓ User or client reference number.
  - ✓ System-generated hash or encryption for security.
  - ✓ URL of the verification web page.
  - ✓ The QR code is placed at the bottom of the document alongside the legalize note.

d) Verification Web Page

- The QR code links to a secure web page where stakeholders can verify the document's details.
- The web page displays:
  - ✓ A copy of the digital legalize note.
  - ✓ The e-attestation information, including date and time.
  - ✓ A digital signature of the issuing authority.
  - ✓ A confirmation of the document's authenticity.

e) Security Measures

- **Encryption:** The QR code data and web page information are encrypted to prevent tampering.
- **Unique Identifier:** Each QR code is tied to a unique document ID to avoid duplication.
- **Access Logs:** All scans and access to the verification web page are logged for auditing purposes.

f) 6. User Journey for Verification

- **Step 1:** The stakeholder (e.g., embassy or VFS Global) scans the QR code using a smartphone or QR scanner.
- **Step 2:** The scan redirects to the secure verification web page.
- **Step 3:** The stakeholder views the document’s digital legalize note, e-attestation, and other details.

2.4.3. Provide Feedback to Admin (Translator) if Any Error Found

Super Admins ensure continuous improvement by giving constructive feedback to Admin (Translator) for corrections or enhancements.

- **Functional Requirements:**

A. Enable comments and annotations system directly on documents to highlight errors or suggestions.

B. Provide a feedback module with features like:
   - Categorized feedback (e.g., terminology, formatting, accuracy).
   - Common templates for frequent issues.

C. Notify Admin (Translator) instantly about feedback and required corrections.

2.4.4. Provide Final Approval and Closure for Completed Documents

Super Admins authorize the final version of translations, marking the document ready for delivery to users or official use.

- **Functional Requirements:**

A. Enable a one-click approval system for finalized documents.
B. Allow Admin to print the final document.
C. Notify users or clients upon document approval.
D. Archive approved documents securely for future reference or legal audits.

3. User Journeys

3.1. Client User Journey

1. **Entry Point:** User lands on the website or app and logs in.
2. **Explore Information:** User browses visa requirements and service details.
3. **Select Submission Type:** User chooses "Online" or "Walk-in" submission.
4. **Select Visa Type:** User specifies the visa type (e.g., Family Reunion Visa & so on).
5. **Profile Creation:** User creates and saves their profile.
6. **Document Upload:** User uploads required documents.
7. **Enter Pin Number:** Input PIN number provided by the Ministry
8. **Service Selection:** User chooses desired services (e.g., General, Urgent, Priority etc.)
9. **Payment:** User completes payment and receives confirmation.
10. **Processing:** System assigns translation tasks, and updates are provided.
11. **Delivery:** User receives finalized documents.

3.2. Admin User Journeys

- **Admin (QC):** Logs in, reviews documents, and provides feedback.
- **Admin (Translator):** Accesses approved documents, performs translations, and submits finalized work.
- **Super Admin:** Verifies translations, applies legalizations, and oversees the workflow.

3.3. Things to consider in User Journey (for Users)

A. Select Submission Type

- **Trigger**: User clicks on the “Start Service” button. Than have to click “Submission Type”
- **Action**:
  - ✓ Select “Online or Walk-in” as the submission type.
  - ✓ Confirm submission type and proceed.
  - ✓ Select “Walk-in” option will lead to a pop-up form where user will get the contact information to drop the papers (Office Address & Contact number) also needs to input “User Name & Mobile Number”. Or by selecting “Online” will lead to the next step.
- **Outcome**: User is directed to the Visa Type selection page.

B. Document Upload

- **Trigger**: User clicks on the “Upload Documents” button.
- **Action**:
  - ✓ System will show the required documents according to their VISA Type.
  - ✓ Upload required documents (e.g., marriage certificate, birth certificate etc.).
  - ✓ Verify file format and quality before submission.
- **Outcome**: Documents uploaded and ready for processing.

C. Select Service Category

- **Trigger**: User navigates to the service selection page.
- **Action**:
  - ✓ Choose desired services (e.g., General, Urgent, Priority etc.).
  - ✓ Review and confirm selection.
- **Outcome**: Services added to the profile.

D. Delivery Options

- **Trigger**: User reaches the delivery options page.
- **Action**:
  - ✓ Select delivery method (e.g., pickup, courier)
  - ✓ For Pickup, user will get a pop-up message about the pickup information (including: the pickup time, date, address and required documents). For Courier, system will ask where to deliver? System will show default address (User Address from the profile) or user needs to confirm other addresses where s/he wants to get the documents.
  - ✓ Confirm delivery address if applicable.
  - ✓ System will send a delivery confirmation message/notification (via: message/email)
- **Outcome**: Delivery option saved.

E. Payment

- **Trigger**: User proceeds to the payment gateway.
- **Action**:
  - ✓ Make payment using the preferred method.
  - ✓ Delivery charge will adjust accordingly if user choose receive by Courier.
  - ✓ Receive payment receipt and confirmation via email and SMS.
- **Outcome**: Payment successful; order is confirmed.

F. Processing (Automated)

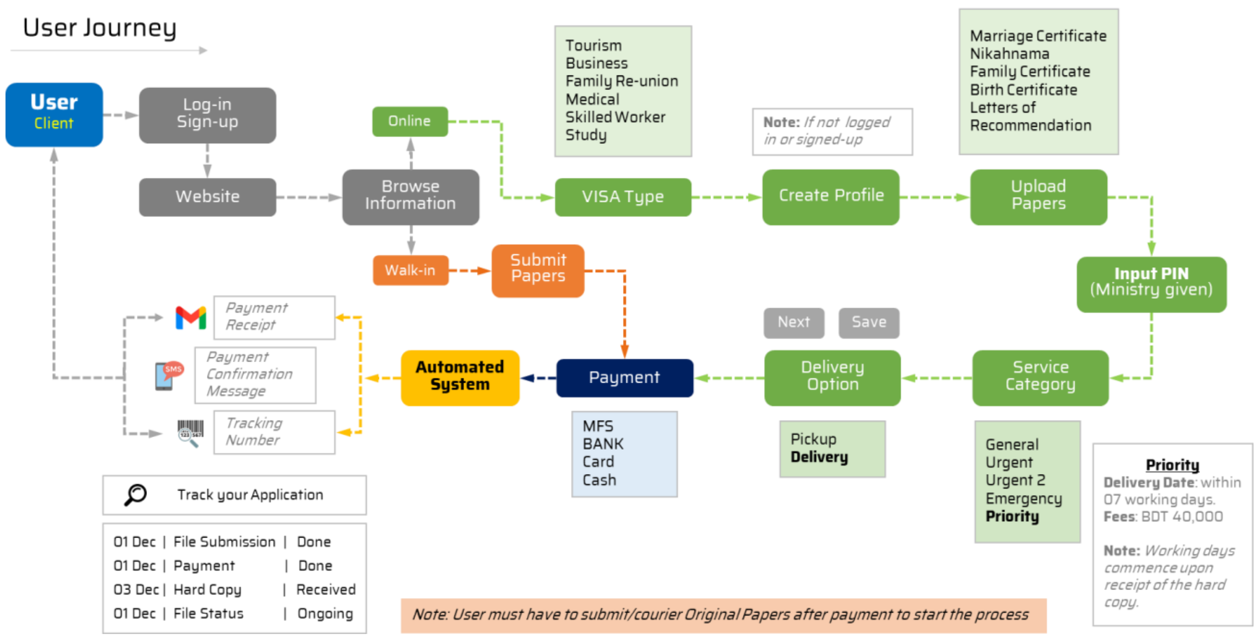
- **Trigger**: Order is assigned for processing (Automated).
- **Action**:
  - ✓ Translation and legalization tasks are executed.
  - ✓ Updates provided at key milestones (e.g., "File Submission, Payment Confirmation, Hardcopy Received, Translation Completed").
  - ✓ After System generated translation completed proceed to the next step
- **Outcome**: Documents finalized and ready for manual inspection and correction by the Admin (Translator).

G. Processing (Manual)

- **Trigger**: Order is assigned for processing (Manual).
- **Action**:
  - ✓ Translation and legalization tasks are executed via editing option by the translator.
  - ✓ Updates provided at key milestones (e.g., "File Submission, Payment Confirmation, Hardcopy Received, Translation Completed").
  - ✓ After System generated translation completed proceed to the next step
- **Outcome**: Documents finalized and ready for delivery.

H. Delivery and Completion

- **Trigger**: Processing is complete.
- **Action**:
  - ✓ Super Admin approves the translation
  - ✓ A unique Identifier (QR code) will generate for each file along with digital verification note.
  - ✓ PRINT the document option.
  - ✓ Deliver translated and legalized documents via chosen method.
  - ✓ Notify user of successful completion.
- **Outcome**: User receives documents and proceeds with visa application.



3.4. Things to consider in Admin User Journey (Admin QC, Translator, and Super Admin)

A. Admin (QC) - User Journey

1. **View Status & Check Details**
    - Each document in the list includes a **View** button that allows Admin (QC) to preview the document.

2. **Approve or Decline Documents**
    - If the document meets the required standards:
        - ✓ Click **Approve**.
        - ✓ The document is forwarded to the Translator Admin for further processing.
    - If the document is unclear or incomplete:
        - ✓ Click **Decline**.
        - ✓ A notification is sent to the user with instructions for correction.

B. Admin (Translator) User Journey

1. **View Status & Check Details**
    - The Admin (Translator) accesses the document from the approved list. Each entry includes:
        - ✓ Scanned original document
        - ✓ System-generated translated version (if applicable)

2. **Translation Process**
    - The Admin (Translator):
        - ✓ Reviews the system-generated translation.

✓ Makes necessary adjustments to ensure accuracy and completeness.

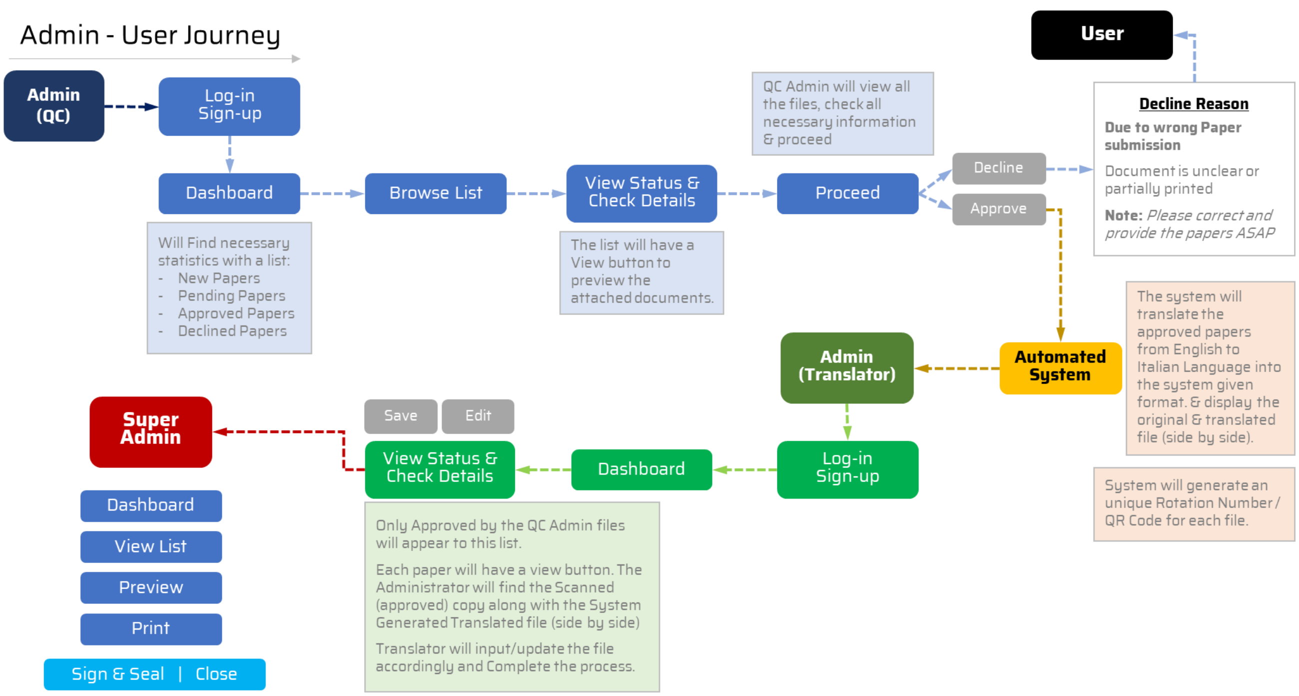
3. **Save & Submit**
   - After completing the translation, the Admin (Translator) saves and submits the finalized document.
   - The document is automatically forwarded to the Super Admin for final review and legalization.

C. Super Admin User Journey

1. **View & Verify Documents**
   - Super Admin accesses translated documents submitted by the Admin (Translator).
   - Each entry includes:
     - ✓ Original document
     - ✓ Final translated document
   - Super Admin verifies the accuracy and completeness of the translation.

2. **Sign & Seal**
   - If the translation is accurate:
     - ✓ Super Admin applies a digital or physical signature and seal to legalize the document.
   - If the translation requires changes:
     - ✓ Document is sent back to Admin (Translator) with comments for revision.

3. **Finalize & Close**
   - Once the document printed, signed and sealed, the document is marked as "Completed" and ready for delivery to the user.



4. **Refund Policy** for Special Cases (if any) - Optional (not confirmed yet)

Overview

This policy will outline situations where clients are eligible for a refund, the process for requesting one, and how refunds are processed. By doing so, the SATA Project will uphold professional standards and enhance client satisfaction.

When to Refund?

Refunds may be issued under the following circumstances:

- **Service Errors:** The translated document contains significant errors or omissions that cannot be resolved through revisions.
- **Unfulfilled Services:** The translation service cannot be completed due to unforeseen technical or operational issues.
- **Client Cancellations:** The client cancels the request before the translation process has started.
- **Duplicate Payments:** The client accidentally makes multiple payments for the same service.
- **Non-compliance:** If the service fails to meet predefined legal or quality standards.

Process of Refund

■ **Request Submission**

- The client submits a refund request through the online platform or via email.
- The request must include:
  - ✓ The unique reference code of the service.
  - ✓ Reason for the refund.
  - ✓ Proof of payment (e.g., transaction ID or receipt).

■ **Review and Verification**

- The service team reviews the refund request to:
  - ✓ Verify the validity of the claim.
  - ✓ Check the service status (e.g., whether the work has started or completed).
- The team may contact the client for additional information if necessary.

■ **Approval or Rejection**

- Refund requests are approved if they meet the criteria outlined in the refund policy.
- If a refund is rejected, the client is notified with a detailed explanation and alternative resolutions (e.g., revisions or discounts).

■ **Refund Processing**

- For approved refunds:
  - ✓ **Online Payments:** Refunds are processed back to the original payment method (e.g., credit card, bank transfer) within 7-14 business days.

- ✓ **Cash Payments:** Refunds are issued at the service center or through a secure courier process.

- Clients receive a confirmation email with refund details and timelines.

■ **Record Keeping**

- All refund transactions are logged for auditing and future reference.

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