Functional Requirement Specification

NKAR Travels & Tours (Pvt) Ltd.

General Information

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1. Introduction

1.1 Purpose

The purpose of this document is to define the functional and nonfunctional requirements of the solution designed for NKAR Travels and Tours (PVT) Ltd. This system intends to streamline and integrate the current workflow so that limited manual interactions are required.

1.2 Scope

This solution will cover the following,

- Creating inquiries from customers automatically in the system.
- Quotation confirmation, hotel confirmation, and payment confirmation tasks can all be assigned, tracked, and prioritized with this solution
- The user maintaining a record of the tasks completed during the inquiry
- User roles are used to assign tasks based on their priority level.

2. Functional Requirements - General and admin

2.1 User Interface(General)

2.1.1 User Login

Once the user has entered all the credentials, he must be able to login to the system.

- The user should be able to enter the below credentials.

Field	Type	Length	Validations	Description
Username	Textbox	N/A	Mandatory	The user must be able to enter the username.
Password	Textbox	6-10	Mandatory	The admin must be able to enter a password with all the password validations.

- Password validation - If the form is submitted without entering at least 6 characters, an error should be displayed as 'Your password must be at least 6 characters long' and the user should not be able to proceed.
- If the form is submitted without entering the same password as in the re-enter field, an error should be displayed as 'Password didn't match' and the user should not be able to proceed.
- If the given password does not comply with the password policy, an error should be displayed as 'Your password must contain at least 1 Uppercase, Lowercase, Numeric, and Special characters' and the user should not be able to proceed.
- The user should be able to mark the checkbox to remember the credentials.
- If the entered credentials are correct the user must be navigated to their landing page.
- If the entered credentials are incorrect an error must be displayed notifying the credentials are invalid.
- The user must be able to click on "sign in" to move forward.

2.1.2 Dashboard

When a user logs into the system, the user lands on the dashboard.

- The user dashboard must display the following

I. Per day inquiries
II. Received tasks,Pending tasks,Completed tasks
III. Graphs - line chart to display the per day outbound inquiries.
IV. Graphs - line chart to display the per day Inbound inquiries.
V. Graphs - bar chart to display all the inquiries received in a month.
VI. The user must be able to track down the individual inquiries (outbound process)
VII. The user must be able to filter the dates to see the previous received inquiries,completed tasks,pending tasks.

2.1.3 Customer

Once the user clicks on the manage tab in the navigation panel, then move to customer tab.

- The user must be able to view,add,edit all the customer details.
- If the user is an inbound user, he must be able to see the following when landing on the page on a table
  I. Company Name
  II. Customer Name
  III. Customer Email
  IV. Customer Number
  V. Customer Passport number
  VI. Inquiry type
  VII. Voucher number
  VIII. Ticket number
  IX. Payment method
  X. Tour dates -arrival and departure
- If the user is an outbound user, he must be able to see the following when landing on the page on a table.

I. Company Name
II. Customer Name
III. Customer Email
IV. Customer Number
V. Customer Passport Number
VI. Inquiry type

- The user must be able to see a search bar on the top of the table
- The user must be able to see a button for "new user"
- When the user clicks on the button, a popup window must be displayed with the relevant fields.
- If the user wants to update any details a supervisor must approve the change.

2.2 Admin

2.2.1 Create users

Once the admin clicks on the “USERS" tab in the navigation panel then the admin must be able to view all the users,edit,add new users to the system.

- The user must be able to see the following fields on a table
    1. Email
    2. Usercode / Employee number
    3. First name
    4. Last name
    5. Contact number
    6. Cluster name - Inbound
- The user must be able to see a search bar on the top of the table 6.The user must be able to see a button for "new user".
- When the user clicks on the button, a popup window must be displayed with the relevant fields.

- When an admin adds a new user to the system, he must be able to see the following fields on the popup window.

Field	Type	Length	Validation	Description
Email	Textbox	N/A	Mandatory	The admin must be able to add to the user's email
Password	Textbox - Password	N/A	Mandatory	The admin must be able to enter a password with all the password validations. * If the form is submitted without entering at least 6 characters, an error should be displayed as 'Your password must be at least 6 characters long' and the user should not be able to proceed. * If the given password does not comply with the password policy, an error should be displayed as 'Your password must contain at least 1 Uppercase, Lowercase, Numeric, and Special characters' and the user should not be able to proceed.
Re-enter password	Textbox -Password	N/A	Mandatory	* If the form is submitted without entering the same password as in the re-enter field, an error should be displayed as 'Password didn't match' and the user should not be able to proceed.

User code	Textbox	N/A	Mandatory	The admin must be able to enter a valid user code
First name	Textbox	N/A	Mandatory	The admin must be able to enter the user's first name to the form
Last name	Textbox	N/A	Mandatory	The admin must be able to enter the user's last name.
Phone Number	Textbox	N/A	Mandatory	The admin must be able to enter the user's contact number
Designation	Textbox	N/A	Mandatory	The admin must be able to add the user's designation.

- Once all the details are filled in the form, the admin must click on "save" to add the user.
- The admin must be able to see a "reset" button on the form.
- The admin must be able to edit,delete the user by clicking on the icons in front of the user

2.2.2 Create user roles

Once the admin clicks on the “User role” tab in the navigation panel then the admin must be able to view all the user roles,edit,add new user roles to the system.

- The admin must be able to see a table of name of user roles in the system
- The admin must be able to see a search bar on the top of the table
- The admin must be able to see a button for "new user roles"
- When the user clicks on the button, a popup window must be displayed with the relevant fields.
- The admin must be able to edit,delete the user by clicking on the icons in front of the user.

- When the admin clicks on the “new user roles” button, a popup window with the below fields must appear on the screen.

Field	Type	Length	Validation	Description
User role name	Textbox	N/A	Mandatory	The admin must be able to add the name of the assignee.
Access level	Textbox	N/A	Mandatory	The admin must be able to add the access level of the assignee.

- The user must be able to see a toggle button to state which pages are allowed to the particular user.
- The user must be able to see the allowed reports for the particular assignee.
- The user must be able manage the user role limitation on the system.
- The user must be able to toggle and untoggle the button according to the user roles.
- The admin must be able to see a "reset" button on the form.
- Once all the details are filled in the form, the admin must click on "save" to add the user.

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3. Functional Requirements - Inbound

3.1 Non - series group.

3.1.1 Create task (Manual)

When a user clicks on the Add task option in the system, the user must be able to get the following fields to create the task manually.

Field	Type	Length	Validation	Description
Inquiry type	Dropdown	N/A	Mandatory	The user must be able to select if the inquiry is a “Non series group” inquiry flow or “series group” flow.
Agent name/Contact name	Textbox	N/A	Mandatory	The user must be able to enter the Name.
Agent Contact number	Textbox	N/A	Mandatory	The user must be able to enter the contact number.
Agent email / Contact email	Textbox	N/A	Mandatory	The user must be able to enter the email address.
Description	Textbox	N/A	Optional	The user must be able to add more details if necessary

Agency Name	Dropdown	N/A	Mandatory	The user must be able to select the agency name from a dropdown.

3.1.2 Create task (Automatically)

The inquiry goes to 2 separate inboxes(email) inbound and outbound through keywords Specified keywords must be captured to create a task automatically through the system.

The user must be able to get the following fields when the task is automatically created.

- The task must be automatically created in the system by extracting the details from the system inbox(email)
- The user gets an inquiry through the mail, then the user must be able to forward the inquiry to the junior with copying the system email Once the email is fed into the system's inbox the details in the email must be extracted and automatically filled in the fields given.

Field	Type	Length	Validation	Description
Inquiry type	Dropdown	N/A	Mandatory	The user must be able to manually select the inquiry type from the dropdown, whether it's a “non-series group” inquiry or a “series inquiry”.
Agent name/Contact name	Textbox	N/A	Mandatory	The user must be able see the name extracted from the email (client's)

Agent Contact number	Textbox	N/A	Mandatory	The user must be able to see the contact number extracted from the email(client's)
Agent email / Contact email	Textbox	N/A	Mandatory	The user must be able see the email address extracted from the email(client's)
Description	Textbox	N/A	Optional	The user must be able to add the email body extracted from the email. (client's)
Agency Name	Dropdown	N/A	Optional	If the agency name is not found in the email body, the user must be able to manually select the agency name from the dropdown given.

- The communication between the client and the user is done through the email, The user must communicate by adding the task ID to the email subject.

3.1.3 Task List

Once the user has created the task, the task moves to the task list. The task list must display the following,

- Task ID
- Task created date
- Agent name
- Current step
- Task owner

- Assignee

The user must be able to search by the task ID,Agent name in the search bar.

3.1.4 Amendment flow

If any amendments are to be done in the inquiry, the user can find the amendment flow in the task tab.

- The user must have a shared folder for his particular cluster which the system must have access to link the cloud file and be able to view all the amendments done in an inquiry.
- The user must create the shared folder with the keyword of task ID, Then the system must be able to fetch the folder and feed it to the system through the task ID.
- Once the above process is completed,the user must be able to view the folder in the system in the amendment flow.
- The following are the main amendments that can happen in an inquiry
    I. Hotel change
    II. Tour date changes
    III. Package amendments
    IV. Invoice amendments
- The user must be able to see a checkbox in front of the above amendments and get them checked and update the status
- The user must be able to see a notification on the screen if the packs get reduced.
- The accounts team must upload the credit note.
- To complete the above step, the user must assign the step to the accounts team.
- If any amendments are done here, it has to be triggered in the system and shown in the particular inquiry.

3.1.5 Refund flow

If any refunds are to be done in the inquiry, the user can find the refund flow in the task tab.

- If the inquiry has any refund to be done, a credit note is being raised.
- The user must see a checkbox to check whether the credit note is raised or not.
- The user must be able to update the status of the refundable process of the inquiry.
- The user must be able to enter the voucher number in the text box given.
- The user must be able to upload the invoice.

3.1.6 Acknowledge Inquiry

Once the task is created, moved to the tasklist and then when the user clicks on the taskID it has redirected to the acknowledged inquiry step.

- The user must be able to upload the quotation file to the system.
- Once the user has uploaded the file, he has to send it manually through email (personal email) to the agent.
- Then the user must be able to tick the checkbox for sending the quotation.
- The confirmation or the rejection of the quotation must be captured to the system with two radio buttons.
    01. Confirmation of the inquiry
    02. Rejection of the inquiry
- Once the agent sends the confirmation to the user via email, the user must be able update the checkbox in the system
- After the quotation is confirmed by the client, the user must be able to resend the amended quotation.
- Once the amended quotation is sent, the user must be able to update the checkbox in the system.
- Once this process is done, the user must be able to click on "submit" button to submit the task

3.1.7 Inquiry / booking

Once the submission is done in the above step, the next step is inquiry. Here the user must be able to see how the process of inquiry is confirmed.

- The user must be able to confirm the following
- Hotel availability, here the user must be able to get the hotel details from the dropdown given.
- Hotel booking, here the user must be able to confirm the hotel booking and add the attachment of the voucher.
- Hotel confirmation, here the user must be able to confirm the hotel and update the checkbox in the system.
- The user must be able to get the confirmation alerts in the system to "tour start date","end date" and "transportation requisition".
- The user must send the confirmed voucher to the agent through a mail(out of the system) and get the confirmation updated on the system.

(All the confirmations must be marked in checkboxes in front of each field and the attachments must be attached.)

- The user must be able to click on the "submit" button and the next step must be assigned to the accounts department.

3.1.8 Payment Confirmation

This step is performed by the accounts department, the task owner has to assign the task to the accounts department. The user in the accounts department must be able to see the task assigned to him by his name in the task list.

- The accounts department must be able to confirm the invoice sent to the agent.
- The accounts department must be able update the payment confirmation in the system.

(All the confirmations must be marked in checkboxes in front of each field and the attachments must be attached.)

- After the above process is completed, the user must be able to click on the "submit" button to move forward.

3.1.9 Close the inquiry

Here the task is again assigned to the task owner from the accounts department.The user must be able to add all the following details and close the inquiry.

- The user must be able to confirm the following and get the system updated along with the attachments for the particular field.
    - I. Transport requisition
    - II. Prepare your pocket
    - III. Guide/chauffeur briefing
    - IV. Tour advance settlement by the guide
- If the user has not updated the system with the above checkboxes marked, the system must display alerts mentioning the status of updating.
- Once the above process is done and when the user clicks on the "submit" button, all the confirmations must be saved to the system.
- The inquiry must be closed after all the confirmations are updated and close the inquiry prior to the departure date of the tour.

3.2 Series group

3.2.1 Inquiry

When the main task is created, the task moves to the inbound bucket. The user must be able to click on the task ID and go inside the series task.

- The user must be able to see and update the following fields in this inquiry.

Field	Type	Length	Validation	Description
Series group name	Textbox	N/A	Mandatory	The user must be able to enter the series group name.
Hotel list	Textbox	N/A	Mandatory	The user must be able to enter the hotel list according to the client's preference.
Arrival dates	Datepicker	N/A	Mandatory	The user must be able enter the dates of the arrival
DepartureDate	Datepicker	N/A	Mandatory	The user must be able to enter the dates of the departure.
No of rooms	Textbox	N/A	Mandatory	The user must be able to enter the number of rooms requested from the client

- The user must Send hotel rates to the client via mail and get the system updated in the checkbox given.

- The user must be able to update the confirmation of the "allotment confirm" in the given checkbox
- After clients confirms the hotel rates send earlier, the checkbox "Hotel rates" must get updated in the system
- The user must be able to update the costing to the system and get the checkbox updated
- The user must be able to update the "tour operator confirmation" in the checkbox given.
- If any of the above confirmations are not done, the system must notify alerts.
- Once the above steps are completed, the user must send the vouchers to the hotel via email and get the checkbox " Send hotel vouchers" must get updated. (*The voucher confirmation can be kept on hold and move forward by clicking on the "save" button till the user gets the confirmed mail.)

After this step, the non series group and series group go in the same path.

- After the user gets the confirmed email, the user must be able to update the "Hotel confirmation" checkbox given.
- The user must be able to get the confirmation alerts in the system to "tour start date","end date" and "transportation requisition".
- The user must send the confirmed voucher to the agent through a mail(out of the system) and get the confirmation updated on the system.
- All the confirmations must be marked in checkboxes in front of each field and the attachments must be attached.
- The user must be able to click on the "submit" button and the next step must be assigned to the accounts department.

3.2.2 Payment Confirmation

This step is performed by the accounts department, the task owner has to assign the task to the accounts department. The user in the accounts department must be able to see the task assigned to him by his name in the task list.

- The accounts department must be able to confirm the invoice sent to the agent.
- The accounts department must be able update the payment confirmation in the system.

(All the confirmations must be marked in checkboxes in front of each field and the attachments must be attached.)

- After the above process is completed, the user must be able to click on the "submit" button to move forward.

3.2.3 Close the inquiry

Here the task is again assigned to the task owner from the accounts department.The user must be able to add all the following details and close the inquiry.

- The user must be able to confirm the following and get the system updated along with the attachments for the particular field.
  - I. Transport requisition
  - II. Prepare your pocket
  - III. Guide/chauffeur briefing
  - IV. Tour advance settlement by the guide
- If the user has not updated the system with the above checkboxes marked, the system must display alerts mentioning the status of updating.
- Once the above process is done and when the user clicks on the "submit" button, all the confirmations must be saved to the system.
- The inquiry must be closed after all the confirmations are updated and close the inquiry prior to the departure date of the tour.

4.Functional Requirements - Outbound

4.1 Create Task (Manual)

When a user clicks on the Add task option in the system, the user must be able to get the following fields to create the task manually.

Field	Type	Length	Validation	Description
Fresh Inquiry / Amendment	Dropdown	N/A	Mandatory	The user must be able to select if the inquiry is a fresh inquiry or an old inquiry where there are some changes to be done.
Contact name	Textbox	N/A	Mandatory	The user must be able to enter the client's name
Contact number	Textbox	N/A	Mandatory	The user must be able to enter the client's Contact number
Contact email	Textbox	N/A	Mandatory	The user must be able to enter the email address.
Description	Textbox	N/A	Optional	The user must be able to add more details if necessary

- Once all the details are filled, click on the "Start task" button to move to the next step.

4.2 Create Task (Automatically)

The user must be able to get the following fields when the task is automatically created.

Field	Type	Length	Validation	Description
Contact name	Textbox	N/A	Mandatory	The user must be able see the name extracted from the email (client's)
Contact number	Textbox	N/A	Mandatory	The user must be able to see the contact number extracted from the email(client's)
Contact email	Textbox	N/A	Mandatory	The user must be able see the email address extracted from the email(client's)
Description	Textbox	N/A	Optional	The user must be able add the email body extracted from the email (client's)

- Once all the details are filled, click on the "Start task" button to move to the next step.

4.3 Task list

The user must be able to see all the tasks assigned to him in his outbound bucket

- .Corporates can be identified from the email address (ex : if the email is malindu@dxdy.tech, the customer is a corporate customer or inquiries coming in from any other email than gmail, yahoo, hotmail and any other common email, it's a corporate customer)
- .A task must be able to automatically created when an inquiry is placed through email or web and then the task must be displayed in the task list
- The user must be able to see the following in the task list
    - I. Task ID
    - II. Task created date
    - III. Agent name
    - IV. Current step
    - V. Task owner
    - VI. Assignee

4.4 Amendment flow

If any amendments are to be done in the inquiry, the user can find the amendment flow in the task tab.

- Once the user selects the amendment flow, the following must happen.
- The user must be able to select an existing task id which is being closed
- * Once the member selects the task id, they should be moved to the inquiry process with the details of the travelers for the specific task id.
- Then the user can make the amendments and continue in the flow.
- .If there are any amendment to be done in the process the same steps will continue

4.5 Refund flow

If any refunds are to be done in the inquiry, the user can find the refund flow in the task tab.

- If the inquiry has any refund to be done, the user has to assign the ticket as a refund to the finance team.
- The user must be enter the reason for the refund in the given textbox
- The finance user must be able to enter the voucher number in a textbox

4.6 Acknowledge Inquiry

Once the task is created, moved to the tasklist and then when the user clicks on the taskID it has redirected to the acknowledged inquiry step.

- Once the task in created, the task must be assigned to a staff member(user)
- The assignee must upload the following document

-Short quotation, The user (assignee) must be able to upload the file and send the document through the system.

- The assignee must be able to get the confirmation from the client
- Once the quotation is confirmed by the client

-The assignee must be able to upload the detailed quotation through the system and send it through an email.

- If the client rejects the inquiry must be close
- The user must click on the "submit" button to move forward.

4.7 Inquiry

Once the quotation is confirmed, The user must be able select the type of the inquiry and process with the below steps.

- The user must select the inquiry type from the following checkboxes given
  - Ticketing
  - Holiday
  - Visa
  - Insurance
- The user must be able to see a checkbox to select the customer type
  - FCM

4.7.1 Inquiry-Ticketing

Once the user has selected Ticketing as the inquiry the following fields must be displayed on the form.

Field	Type	Length	Validation	Description
Name as per the passport	Textbox	N/A	Mandatory	The user must be able to enter the client's name
Passport No	Textbox	N/A	Mandatory	The user must be able to enter the client's passport number.
Passport Date of issue	Datepicker	N/A	Mandatory	The user must be able to enter the issue date of the passport.
Passport Date of expiry	Datepicker	N/A	Mandatory	The user must be able to enter the expiry date of the passport.

				A notify message must be displayed on the screen if the passport is expired or is to be expired within another 7 months the inquiry cannot proceed further. If the passport is applied for renewal a checkbox is given and can proceed forward.
Contact No	Numeric	N/A	Mandatory	The user must be able to enter the client's contact number.
DOB	Datepicker	N/A	Mandatory	The user must be able to enter the client's date of birth.
Email	Textbox	N/A	Mandatory	The user must be able to enter the client's email.
Seat preference	Textbox	N/A	Optional	The user must be able to enter the client's seat preference.
Meal preference	Textbox	N/A	Optional	The user must be able to enter the meal preference.

Upload passport copies	File upload	N/A	Mandatory	The user must be able to upload the client's passport copies to the system
Upload visa copies,	File upload	N/A	Optional	The user must be able to upload the client's visa copies to the system.
Frequent flier No	Textbox	N/A	Optional	The user must be able to add the Frequent flier number.
Destination	Textbox	N/A	Mandatory	The user must be able to add the Destination.
Date of Departure	Datepicker	N/A	Mandatory	The user must be able to add the date of departure.
Date of Arrival	Datepicker	N/A	Mandatory	The user must be able to add the date of arrival.
Remarks	Textbox	N/A	Optional	The user must be able to add if there are any remarks to be added.

- If the user has selected the insurance checkbox then the user must be able to see the insurance field
- Once all the fields are filled, The user must be able to submit the details to the system by clicking on the "submit" button.

4.7.2 Inquiry - Holiday

Once the user has selected holiday as the inquiry the following fields must be displayed on the form.

Field	Type	Length	Validation	Description
Name as per the passport	Textbox	N/A	Mandatory	The user must be able to enter the client's name
Passport No	Textbox	N/A	Mandatory	The user must be able to enter the client's passport number.
Passport Date of issue	Datepicker	N/A	Mandatory	The user must be able to enter the issue date of the passport.
Passport Date of expiry	Datepicker	N/A	Mandatory	The user must be able to enter the expiry date of the passport. A notify message must be displayed on the screen if the passport is expired or is to be expired within another 7 months the inquiry cannot proceed further. If the passport is applied for renewal a checkbox is given and can proceed forward.

Contact No	Numeric	N/A	Mandatory	The user must be able to enter the client's contact number.
DOB	Datepicker	N/A	Mandatory	The user must be able to enter the client's date of birth.
Email	Textbox	N/A	Mandatory	The user must be able to enter the client's email.
Upload passport copies	File upload	N/A	Mandatory	The user must be able to upload the client's passport copies to the system

- The user must be able to see the following checkboxes with a textbox area
    I. Transfer
    II. Hotels
    III. Excursions(tours)
    IV. Cruise
- The user must be able to see the checkbox in front of it.
- The user must be able to enter the details relevant to it in the textbox.
- Once all the details are filled, The user must be able to click on the "submit" button to move to the next step.

4.7.3 Inquiry - Visa

Once the user has selected Visa as the inquiry the following fields must be displayed on the form.

Field	Type	Length	Validation	Description
Name as per the passport	Textbox	N/A	Mandatory	The user must be able to enter the client's name
Passport No	Textbox	N/A	Mandatory	The user must be able to enter the client's passport number.
Passport Date of issue	Datepicker	N/A	Mandatory	The user must be able to enter the issue date of the passport.
Passport Date of expiry	Datepicker	N/A	Mandatory	The user must be able to enter the expiry date of the passport. A notify message must be displayed on the screen if the passport is expired or is to be expired within another 7 months the inquiry cannot proceed further. If the passport is applied for renewal a checkbox is given and can proceed forward.
Contact No	Numeric	N/A	Mandatory	The user must be able to enter the client's contact number.

DOB	Datepicker	N/A	Mandatory	The user must be able to enter the client's date of birth.
Email	Textbox	N/A	Mandatory	The user must be able to enter the client's email.
Upload passport copies	File upload	N/A	Mandatory	The user must be able to upload the client's passport copies to the system
Upload visa copies,	File upload	N/A	Mandatory	The user must be able to upload the client's visa copies to the system.
Frequent flier No	Textbox	N/A	Mandatory	The user must be able to add the Frequent flier number.
Country	Multiple Dropdown	N/A	Mandatory	The user must be able to select the country from the dropdown
Visa type	Dropdown	N/A	Mandatory	The user must be able to select from tourist,business or transit.
Entries	Dropdown	N/A	Mandatory	The user must be able to select from single, multiple
Remarks	Textbox	N/A	Optional	The user must be able to add if there are any remarks to be added.

- Once all the details are filled, The user must be able to click on the "submit" button to move to the next step.

4.7.4 Inquiry - FCM

- Once the FCM checkbox is checked the following fields must be displayed

Field	Type	Length	Validation	Description
Name as per the passport	Textbox	N/A	Mandatory	The user must be able to enter the client's name
Contact No	Numeric	N/A	Mandatory	The user must be able to enter the client's contact number
Email	Textbox	N/A	Mandatory	The user must be able to enter the client's email.
Seat preference	Textbox	N/A	Optional	The user must be able to enter the client's seat preference.
Meal preference	Textbox	N/A	Optional	The user must be able to enter the meal preference

- Once all the above fields are filled, Click on the "submit" button to move to the next step.

4.8 Payment process

Once the above steps are completed, the user is redirected to the payment process and he must be able to select a payment option by the radio buttons given.

I. Cash payment
II. Credit payment

4.8.1 Cash payment

- Once the user has selected the cash process, the following checkboxes must be displayed.
- The user must be able to confirm if the "Funds are collected" by the client by ticking the checkbox
- The user must be able to get the confirmation from the finance team and the checkbox must be ticked if the process is done.
- Once the finance team has confirmed the payment the user must be able to enter the invoice number in front of the confirmation.
- Once the confirmation from the finance team is done, the user must be able to issue the ticket to the client.
- The user must be able to see a checkbox to confirm whether the ticket is issued or not.
- The user must be able to see a textbox to enter the voucher number.
- Once this process is done, the user must be able to click on the "submit" button to submit the task.

4.8.2 Credit payment

- Once the user has selected the credit process,the following must be displayed.
- The user must be able to see a checkbox to confirm whether the ticket is issued or not.
- The user must be able to see a textbox to enter the voucher number.
- If the credit limit is exceeded by the client, the finance user must be able to add remarks in the description box whether the credit is approved or not.

- If the credit limit is exceeded, the finance user must be able to add the relevant reason and confirm or reject issuing the ticket.
- Once this process is done, the user must be able to click on the "submit" button to submit the task.

4.8.3 Payment process - Holiday

- If the user has selected the holiday inquiry, the following must be displayed in the payment. Once the voucher is raised, the finance team has to be assigned to complete the rest of the process.
- The finance team has to do all the supplier payments. *When the payments are done the finance team must be able to see a checkbox to confirm the supplier payment.
- Once the confirmation is done, the finance team must be able to upload the "TT SLIP".
- Once this process is done, the user must be able to click on the "submit" button to submit the task.

4.9 Close inquiry

- The user must be able to add all the following details and close the inquiry.
- Once the payment process is done, the user must be redirect to the following form
- The user must be able to see all the client's inquiry details.
- The user must be able to update the following in the clients details.
- The user must be able to enter the ticket number in the textbox given.
- The user must be able to upload the client's ticket in the upload file field given.
- The user must be able to upload the visa copies if the client's.
- Once all the relevant documents are uploaded, the system must be able to send an email with all the attached documents to the client.

- Before sending the attached documents to the client via email, the user must be able to view a preview of all the attached documents and then once the user doesn't have any changes to make i n the documents, then the documents can be sent through the system to client.
- The user must see an "edit" button in the preview screen.
- Once all the documents and details are entered,the user must be able to click on the "submit"button to submit the task.
- After this submission is done, the user must be able to close the inquiry,

4.9.1 Close inquiry-Holiday

- If the client's inquiry is a holiday, the user must be redirected to the following steps.
- The user must be able to upload the supplier voucher no on the given textbox
- The user must be able to see a notification on the screen, if the holiday voucher is not updated.

*If the holiday voucher is not yet received to the user, the system can keep the submission on hold and proceed to the next step In this type of scenario

- The user must be able to click on the "save" button to hold the inquiry till the voucher is received.
- After the voucher is received the user can close the inquiry in the system.

5. Requirement Sign Off

The Parties have indicated their acceptance of this requirement by executing it below.

Duly authorized for and on behalf of the NKAR Travels & Tours (Pvt) Ltd	Duly authorized for and on behalf of DxDy
Signature:	Signature:
By:	By:
Name and Title:	Name and Title:
Date:	Date: