10. SRS Introduction Section

10.1 Document Purpose

This Software Requirements Specification (SRS) document defines the functional and non-functional requirements of the Online Insurance Claim Processing System. It serves as a formal reference for developers, testers, project evaluators, and stakeholders to understand the system's objectives, features, and constraints.

10.2 Scope

The Online Insurance Claim Processing System is a web-based application designed to digitize and automate the insurance claim process. It enables policyholders to submit claims online, upload documents, and track claim status in real time. Insurance administrators can verify claims, manage approvals, and update claim statuses efficiently. The system aims to reduce paperwork, improve transparency, and speed up claim processing.

10.3 Definitions and Acronyms

Term	Description
SRS	Software Requirements Specification
UI	User Interface
Admin	Insurance company staff
Claim	Request for insurance compensation

Policyholder	Registered insurance customer
FR	Functional Requirement
NFR	Non-Functional Requirement