SYSTEM REQUEST

System Request Form: Khumbulekhaya Integrated Web Application (Invest, Business, and Travel)

1. Project Sponsor:

- Chairperson of Khumbulekhaya Stokvel
- New Model of Operation Project Team

2. Business Need:

Khumbulekhaya Stokvel is transitioning to a more efficient and sustainable operational model. This model necessitates the development of an integrated web application that addresses the following needs:

- **Investment Management**: Allow members and potential members to project returns on investment products and savings plans, as well as view past performance and track real-time investments.
- **Travel and Business Services**: Facilitate cost-saving and income-generating initiatives by allowing members to calculate travel expenses, join a skills and business database, and offer or request business services and travel options.
- **Enhanced Member Engagement**: Empower members with tools to manage their investments, savings, travel expenses, and business participation, increasing engagement and sign-ups.

The web application will unify these functionalities into a single user-friendly platform accessible by both current and potential members.

3. Business Requirements:

Khumbulekhaya Invest:

- **User Access**:
  - Allow potential members to visit the website and access projections and past performance information on investment products.
  - Provide secure login functionality for existing members to access their accounts.

- **Investment Projections**:
  - o Enable potential and existing members to perform investment projections based on various investment products (e.g., property, financial markets, businesses).
  - o Display historical performance data to aid members in making informed decisions.
  - o Allow members to accept, reject, or modify their investment projections before committing.
- **Member Account Management**:
  - o Enable members to view and track their current investments and savings.
  - o Allow members to start or stop investments, make withdrawal requests, and monitor their actual return on investment (ROI).
- **Contract and Agreement Management**:
  - o Provide functionality for users to view, accept, and manage agreements/contracts digitally for any investments made.

Khumbulekhaya Business and Travel:

- **User Access**:
  - o Allow visitors to calculate daily, monthly, and yearly travel expenses, including commuting, private, and holiday/leisure travel.
  - o Highlight the financial gap and demonstrate how Khumbulekhaya Stokvel can help reduce travel expenses.
  - o Provide secure login for members to manage travel and business activities.
- **Khumbu Travel Functionality**:
  - o Enable members to list their vehicles for trips and transportation services for other members.
  - o Allow members to initiate, request, and book trips, as well as indicate interest in traveling to specific destinations on particular dates and times.
  - o Show members how their involvement in Khumbu Travel has helped them save on travel costs.
- **Khumbu Business Functionality**:
  - o Create a skills and business database, allowing members to register their skills or businesses.
  - o Allow members to browse services offered within the community and request services from fellow members.
  - o Track income generated by businesses and services within the stokvel community.

Expense Gap Breaching:

- **Travel Expense Calculation**:
  - o Allow members and potential members to calculate their travel expenses when they join the stokvel.
  - o Continuously track the travel expense gap (the financial gap between actual travel costs and the savings/income members generate through stokvel participation).

o   Show how the gap is being breached through cost-saving initiatives (e.g., using community businesses) and income-generating activities (e.g., investments and savings).

---

4. Business Value:

The integrated web application will deliver the following benefits:

- **Increased Membership**: By allowing potential members to make investment projections, calculate travel expenses, and see financial benefits firsthand, the web application will increase sign-ups.
- **Enhanced Member Engagement**: Empowering members to manage their investments, savings, travel expenses, and business activities will keep them actively engaged with the stokvel.
- **Operational Efficiency**: The web application will reduce administrative overhead by automating processes, such as investment management, expense tracking, and member communication.
- **Community Building**: By integrating skills and business databases, the application will foster collaboration and economic growth within the community, creating a stronger sense of belonging.
- **Financial Transparency**: Members will have real-time access to data regarding their investments, travel expenses, and savings, increasing trust and accountability within the stokvel.

---

5. Special Issues or Constraints:

- **Compliance**: The system must comply with financial regulations and privacy laws regarding online financial transactions and the handling of member data.
- **Security**: Robust security measures must be implemented to protect sensitive financial information, member details, and contractual agreements.
- **User-Friendliness**: The application must be intuitive, easy to navigate, and accessible on all devices to ensure broad accessibility and user adoption.
- **Timeline**: The application must be completed and launched by **February 2025** to align with strategic milestones and community expectations.

---

6. Additional Notes:

- **User Research**: Conduct ongoing research to ensure the application meets the needs and expectations of both potential and current members.
- **Feedback Mechanism**: Include a built-in feedback loop within the app to continuously improve functionality based on user input.

- **Marketing**: The demo landing page developed by the TUT Computer Science students is already live and can be accessed by visiting khumbu.co.za.

Approval

The system request is approved by:

- Stokvel Executive Committee

This system request outlines the combined web application for **Khumbulekhaya Invest**, **Khumbu Travel**, and **Khumbu Business**, detailing the unified business needs, requirements, and benefits for Khumbulekhaya Stokvel and its members.