# 1. Project Brief

The project's primary goal is to develop an online Dubai visa application system where customers can apply for the visa and get their visa processed through this platform. There will be three channels through which visa applications will be fed into the system that are walk-in customers, corporate customers (affiliated corporate businesses) and travel agents (getting customers through calls etc.).

2. Scope Statement

The following section explains the interfaces that will be part of this web application.

2.1 Registration (Admin, Staff)

To register a new user with the application the user (admin/staff) will be asked for the following information:

* Email Address
* First Name
* Last Name
* Password (with an extra field for password confirmation)

After following all these steps and submitting the form, the user will be registered with the website. Whereas for the existing users, they will be required to enter their email address and password to log in.

2.2 Login (Admin, Staff)

To login with the application, the user will be asked for the following information:

* Email Address
* Password

After following all these steps and submitting the form, the user will be able to login to the website.

2.3 Search Applications (Admin, Staff)

The Search Application feature enables users to easily search for specific applications. Here's an overview of the key functionalities:

1. Application Search: Users can enter specific keywords for e.g., customer’s name, CNIC, passport number in the application to search for applications. The admin would have the ability to view all the visa applications onboarded on the system. However, the staff members would have limited access to the applications onboarded by them only.
2. Filters: Users can filter records based on the different statuses of the applications. Possible statuses would be ‘submitted', ‘rejected’, ‘accepted’.

There is a pagination feature to view more applications.

2.4 Add Visa Application (Admin, Staff)

This feature will enable admin and staff members to add new visa applications that they have received through either of the following channels:

1. Walk in customers
2. Corporate firms
3. Travel Agents

2.5 Reporting (Admin)

This feature is for admin where the admin will generate reports based on some KPIs using the data stored in the database.

2.6 Accounting (Admin, Staff)

This module will let users keep track of the payment for all the visa applications. The users will be able to track how much payment has been made and the remaining amount, if any. Moreover, there will be an amount to be paid to the visa issuing authority.

2.7 Settings

1. The admin can set the total fee of the different application types that includes the fee of the application and the profit margin. Moreover, each application type will have different requirements and exchange rate that can be edited by the admin.

## 2.8 Logout

The user can log out of the application.

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