Website Requirements Specification

[DDP (DIRECT DEBIT PAYMENT) WEBSITE]

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Version 1.0 - Issued September 28, 2015

**BACKGROUND**

DDP website will be a simple, convenient and safe platform to accept the automated payment method. The proposed website will be connected to DDP API’s in other to render the direct payment service. The DDP website will connect to merchant’s website via our plug-ins calls on API. The site should be able to carry out the following basic functions:

1. Merchant sign up form: To sign up as a merchant, a fee (recurrent) is expected. Once a merchant is signed up, they will have access to our DDP plug-in which will enable our website to interact with their site.
2. User sign up: Users are to sign up on merchant’s website. However, upon every user signup, the DDP website should be able to get the user’s information and send login details to users independent of merchant’s website. Users can now use this login details on our website to manage all their DDP accounts on the prospected DDP website.
3. Merchants should be able to manage all debit mandates.
4. Couple of pages to inform users on what Direct Debit is about, its benefits, how safe and how to manage their Direct Debit Payment account(s).
5. Suite of Plug-ins for all major frameworks available for downloads to sign up merchants.
6. API’s to manage the DDP accounts such as (mandate cancellation, upcoming DDP payments, etc)
7. DDP Handy Tools such as

* Budget Calculator: A quick and easy tool to help users manage their finances by calculating their monthly disposable income.
* DDP FAQ: An FAQ’s section to make users Direct Debit experience trouble free.
* DDP Guarantee: We will partner with two insurance company to protects users in the rare event that there is an error\* in the payment of their Direct Debit. Information of how the DDP insurance scheme works will be on the website.
* Managing Bills: Users should be shown few steps to follow in order to ensure your Direct Debits are trouble free.

The website must have a good user interface, banners to represent the function of the site and nice merchant and user portal.

**EXAMPLE USE CASE**

<http://www.directdebit.co.uk> should be used as an example in the flow of the proposed website.

**1. Visitor Interaction**

The proposed website should be user friendly with nice graphics.

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| **Req** | **Description** |
| 1.1 | Merchants and users should be able to get all information about DDP and its benefits even without signing up to the platform |
| 1.2 | Merchants are required to provide us their details via a sign up form. |
| 1.3 | End users from a registered merchants’ website clicks to sign up to the DDP mandate form which will be prepopulated with merchants details. |
| 1.4 | Once the end user has completed the form, they can print or download the form. Information on what to use the form for will be on the site. |

**2. Editing, Updates and Administration**

Site contents should be easy to manage by users as well as site administrator.

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| **Req** | **Description** |
| 2.1 | Site administrator should be able to edit all information and contents (such as banners, DDP information etc) on the site. |
| 2.2 | Merchants and users should be able to update their account information |
| 2.3 | Merchants can manage one or more DDP account(s) under one dashboard |
| 2.4 | Site administrator should be able to set how the transaction fees are to be calculated. |

**3. Sitemap and Navigation**

The site must allow visitors easy access to all information. As a general rule, no piece of content should ever be more than **three clicks** away from the visitor. Drawing from the survey results, we have built a site structure that emphasizes the content visitors most want to see, simplifies navigation, but still allows quick access to all content:

First level navigation will be as follows:

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| **Req** | **Navigation** | **Descriptions** |
| 3.1 | Direct Debit Explained | This page should contain different tabs to different information about DDP. |
| 3.2 | Direct Debit Handy Tools | This page should have all DDP Tools explained and also links to their usage. |
| 3.3 | About us page | This page will have a brief history of the company. |
| 3.4 | Direct Debit FAQ page | Users should be able to see questions and answers regarding the DDP |
| 3.5 | News center page | This page should contain information on latest news regarding the DDP |
| 3.6 | Site information |  |
| 3.7 | Site Map |  |
| 3.8 | Terms and Condition page |  |
| 3.9 | Privacy Policy |  |
| 3.10 | Legal Notice | Current information on legal notices regarding DDP in the country |

All pages will include a set of secondary ‘standard’ links, as well:

* **Feedback.** The survey has proved invaluable – we will continue to offer surveys as a way of measuring visitor satisfaction with the site, and to determine how to evolve the site over time.
* **Search.** A full-text search of the entire site. Fully implemented after Phase III.
* **Join DDP.** Registration form.
* **Contact.** Contact information for DDP headquarters and key staff.
* **Email Newsletter Signup.** Opt-in email list for all BIGORG members.

**4. Content Management**

Site contents has to be managed on a day to day basis. Therefore, there is a need for an easy to use Content Management System. This system will permit staff to edit content using their web browser, without learning HTML. Both the site administrator, merchants and users are to have a dashboard which will contain links to managing the accounts.

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| **Req** | **Description** | **Associated Account** |
| 4.1 | Updating Site information and contents | Site administrator. |
| 4.2 | Updating account information such as login details, name, address etc. | Site administrator, Merchants and Users |
| 4.3 | Managing DDP mandates | Merchants and Site administrator |

**5. Tracking (website statistics)**

The website should be able to have the following statistics:

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| **Req** | **Description** |
| 5.1 | Show all sign ups according to date and time |
| 5.2 | Show all due DD payments. Differentiating the fees. |
| 5.3 | Show all due merchants’ subscription payment |
| 5.4 | Show history of logins |

**6. Search Engine Optimisation (SEO)**

The site should have all the necessary tools to enhance good search engine optimisation.

**7. Accessibility**

Users should have little or no computer knowledge to be able to access and navigate through the website. The new site will also implement an opt-in email system. Visitors will be able to subscribe to receive notification of new site content, or email newsletters dealing with general or specific topics.

**8. Styling and Design**

The website should have a good design with beautiful banners to enhance its appearance. Also, the website must be mobile responsive.

The site must deliver a compelling visitor experience. However, it cannot sacrifice usability and accessibility – the web site should be, first and foremost, make its rich content offering available to as diverse an audience as possible.

The web site ‘look’ must conform to the following requirements:

* The site should be HTML 5.0 compliant.
* All pages (except video or multimedia) must download in less than 10 seconds over a 56k modem connection.
* All pages must fit in a web browser displayed on a computer set to 640 x 480 pixels.
* All pages must use a web safe colour palette.
* The site must be compatible with Internet Explorer 4, 5 and 5.5, and with Netscape 4-6, as well as AOL 4.0 and later, and Opera.
* The site should not use frames.
* All site pages should be available for search engine robots.
* All pages that use multimedia, such as Flash, must ‘sniff’ for the correct plug-in and display a static image if necessary.

The web site is about *Direct Debit Payments.* The design should reflect that, portraying the many different cultures and professions to which the site can appeal. The site should include images

that immediately demonstrate to visitors that we can work for them and all their payments are secured.

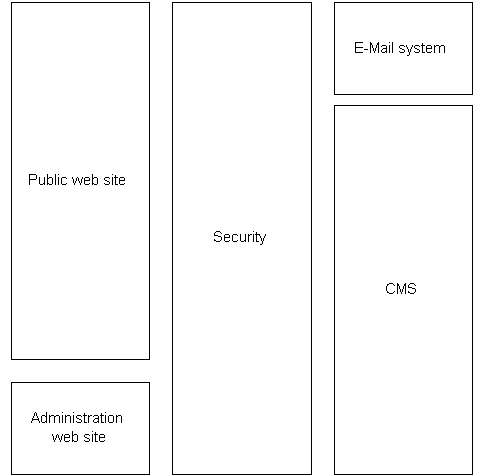
To insure broadest possible appeal, the web site should use colours that evoke a professional feel (blues, grays, black and green) without looking industrial. The interface must be welcoming, clean, and demonstrate the website’s status as an up-to-date organization with broad appeal.

Flash and other motion graphics should be used sparingly, and only where motion graphics better communicate the message than static ones. No motion graphic should occupy more than ¼ of total page real estate.

The site menus can use DHTML to provide second-level navigation.

The web site will consist of five conceptual components:

* The **public web site** is the content that most visitors can see.
* The **administration web site** is the interface for managing content and sending bulk emails.
* The **CMS** is the engine for managing site content.
* The **email application** lets administrators and editors send email to subscribers.
* A **Security** layer controls the administrative functions that different staff can access.



**9. Security**

The website administrative functions – both email and content management – will be protected and organized by a security layer. When staff log into the administrative site, the security layer will determine their user level (administrator, editor or author) and what site areas and tools they can use.

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| **Req** | **Function** | **Comments** |
| 10.1 | Multiple administration security levels | The system will support three levels of administrative security: **Administrators** will be able to add and delete users, change security settings for those users, secure content areas on the public site, select which tools users can access (email and CMS) and perform all actions permitted for other users.  **Editors** will be able to approve content and schedule its publication, as well as add, edit and delete content and ‘nodes’. They will also be able to use the email tools by default. |
| 10.2 |  | Administrators should be able to indicate whether staff have access to the email tool, and whether they are limited to emailing only from specific territories. |

**10. Hosting**

Server and hosting specifications and configuration

The servers will be hosted at our preferred hosting company.

Bandwidth and Hosting Environment:

* Redundant OC-3 connections
* Bandwidth scalable to OC-12
* Fast Ethernet switched environment
* RealSystem G2 Server

**11. Maintenance and Support**

The developer will be provide us with at least one year maintenance and support.

**12. Exclusions:**

This is **not** a project plan. It is a guide for system architecture and development, not for phasing, timelines or deliverables. The developer will provide project scheduling information as necessary.

**13. Considerations:**

Finally, this specification will change, continuously, as the project proceeds. We will add details and edit existing information as the database structure, site architecture and use cases evolve in the course of the project.

**14. Assumptions:**

The DDP content management system will be written in developer’s choice of language but preferable Laravel framework.