



VouchMark Certification Platform Business Process Flow

1. User Registration and Profile Creation

1.1 User Registration

- **Step 1.1.1** User visits the VouchMark platform.
- **Step 1.1.2** User selects "Register" and fills out the registration form with basic information (name, email, password, etc.).
- **Step 1.1.3** User receives a verification email and confirms their email address.
- **Step 1.1.4** User logs in to the platform.

1.2 Profile Creation

- **Step 1.2.1** User navigates to the "Create Profile" section.
- **Step 1.2.2** User selects the option to create a company profile.
- **Step 1.2.3** User provides the company registration number from the Corporate Affairs Commission (CAC) or equivalent body.
- **Step 1.2.4** System fetches and auto-populates the company details from the CAC database.
- **Step 1.2.5** System sends an authorization email to the registered email address on the CAC database.
- **Step 1.2.6** User receives the authorization email and clicks the verification link or enters the OTP to confirm ownership.
- **Step 1.2.7** Upon successful verification, user reviews and confirms the auto-populated information.
- **Step 1.2.8** User uploads additional required credentials (Tax Clearance Certificate, VAT Registration, etc.).
- **Step 1.2.9** User submits the profile for review.

3. Document Submission and Verification

3.1 Document Submission

- **Step 3.1.1** User uploads documents through the user-friendly interface.
- **Step 3.1.2** Documents are categorized and stored in the comprehensive database.

3.2 Document Verification

- **Step 3.2.1** System integrates with external APIs for automatic verification of certain documents (e.g., Tax Clearance Certificate).
- **Step 3.2.2** Admin manually reviews documents that cannot be verified automatically.
- **Step 3.2.3** Verified documents are marked as "Verified" in the user's profile.
- **Step 3.2.4** User receives notification of document verification status.

5. Search and Verification Portal

5.1 Search Functionality

- **Step 5.1.1** Users (e.g., government entities, multinational corporations) visit the platform to search for potential partners.
- **Step 5.1.2** Users use search filters to find companies based on Verification Rating, industry, location, etc.
- **Step 5.1.3** Search results display a list of verified companies with basic information.

5.2 Detailed Information Access

- **Step 5.2.1** Users can view basic information about companies for free.
- **Step 5.2.2** To access detailed profiles and verification statuses, users must subscribe to a membership plan.
- **Step 5.2.3** Users complete the payment process to unlock full access to detailed company information.

5.3 Verification Portal

- **Step 5.3.1** Users access the Verification Portal to verify the credentials of potential partners.
- **Step 5.3.2** Users can view detailed profiles and verification statuses of companies.
- **Step 5.3.3** Users can download verification reports for record-keeping.

7. Notifications and Communication

7.1 User Notifications

- **Step 7.1.1** System sends email notifications to users regarding registration, document submission, verification status, etc.
- **Step 7.1.2** Users receive alerts for any required actions or updates.

7.2 Admin Communication

- **Step 7.2.1** Admin communicates with users through the platform's messaging system.
- **Step 7.2.2** Admin provides support and resolves user queries.

9. Procurement and Bidding Process

9.1 Request for Proposals (RFP)

- **Step 9.1.1** Purchasers (e.g., government entities, corporations) post RFPs on the platform.
- **Step 9.1.2** Interested companies submit their bids along with required documentation.

9.2 Verification of Bidders

- **Step 9.2.1** System verifies the submitted documents of bidders using the VouchMark platform.
- **Step 9.2.2** Purchasers review the Verification Ratings and detailed profiles of bidders.
- **Step 9.2.3** Purchasers select the most qualified bidders based on the verification results.

2.2 Payment Process

- **Step 2.2.1** User enters payment details and completes the transaction through a secure payment gateway.
- **Step 2.2.2** User receives a confirmation email and access to the platform based on the selected subscription plan.

2.1 Subscription Plans

- **Step 2.1.1** User selects a subscription plan (monthly or yearly) to access the platform's services.
- **Step 2.1.2** Subscription plans are tiered based on the level of access and features (e.g., basic, premium).

2. Subscription and Payment

4.2 Scoring System

- **Step 4.2.1** System calculates the Verification Rating using an algorithm that considers document validity, company history, financial stability, etc.
- **Step 4.2.2** Verification Rating is displayed on the user's profile.

4.1 Credibility Assessment

- **Step 4.1.1** System evaluates the submitted documents and profile information.
- **Step 4.1.2** System assigns a Verification Rating based on predefined criteria.

4. Credibility Assessment and Scoring

6.1 Admin Dashboard

- **Step 6.1.1** Admin logs in to the admin dashboard.
- **Step 6.1.2** Admin views an overview of platform activity (new registrations, document submissions, verification statuses, etc.).

6.2 Document Review and Verification

- **Step 6.2.1** Admin reviews documents that require manual verification.
- **Step 6.2.2** Admin updates the verification status of documents.
- **Step 6.2.3** Admin communicates with users regarding document issues or additional requirements.

6.3 User Management

- **Step 6.3.1** Admin manages user accounts (approve/reject registrations, reset passwords, etc.).
- **Step 6.3.2** Admin monitors user activity and ensures compliance with platform policies.

6.4 Reporting and Analytics

- **Step 6.4.1** Admin generates reports on platform usage, verification outcomes, and other key metrics.
- **Step 6.4.2** Admin uses analytics to identify trends and improve platform functionality.

8. Claiming Ownership of Existing Company Profiles

8.1 Claiming Process

- **Step 8.1.1** User selects the option to claim ownership of an existing company profile.
- **Step 8.1.2** User provides the company registration number and email address.
- **Step 8.1.3** System integrates with the Corporate Affairs Commission (CAC) API to fetch company details.
- **Step 8.1.4** System sends an authorization email to the registered email address on the CAC database.
- **Step 8.1.5** User receives the authorization email and clicks the verification link or enters the OTP to confirm ownership.
- **Step 8.1.6** Upon successful verification, user completes the profile by uploading additional documents and information.

10. Categorization and Search Optimization

10.1 Company Categorization

- **Step 10.1.1** System categorizes companies based on their industry and services (e.g., manufacturing, IT, agriculture).
- **Step 10.1.2** Users can search for companies based on these categories.

10.2 Search Optimization

- **Step 10.2.1** Users can apply advanced filters to refine their search results (e.g., location, Verification Rating).
- **Step 10.2.2** System provides personalized recommendations based on user preferences and search history.