Functional Requirement Specification

Version 0.3

**STS Order Tracking Portal**

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| Version 0.2 | Apr-21-2016 |  | Added Bottlenecks in the current system |
| Version 0.3 | 02-May-2106 |  | Process flows |
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# Preface

The Notes, Important Sections, and warnings are represented using the following symbols:

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| --- | --- |
| **SIGN** | **DESCRIPTION** |
| D:\Template\images\1.jpg | A **Note**contains helpful suggestions or references to material not contained in the document. |
|  |  |
| D:\Template\images\2.jpg | An **Important Section** contains information essential to successfully completing a task or learning a concept. |
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| D:\Template\images\3.jpg | A **Warning**contains information or instructions, which, if not heeded, can result in a security risk, irreversible loss of data, or significant cost in time or revenue or both. |

# Stakeholders

This requirement is gathered for STS Buyers, keeping in mind Jiten Dattani as key stakeholder.

# STS Business Model

***STS Jewels Inc is fulfilling the orders of the Customers by assuring customers that there will be unique style per customer i.e. the style which is sold to one customer will not be repeated for another customer***.

STS Team is taking the orders from the customer and giving the orders to VGL factory/STS China for manufacturing.

# STS Business Process

1. STS team is receiving customer orders and gives order to VGL India OR STS China for production.
2. STS Jewels Inc promise delivery of order to customer in 4-6 weeks.
3. Customer expects to see the physical design samples to select the specific designs proposed by STS US. Sometimes STS gives the designs excel file also, so that customer can select the specific designs of their choice and later on STS US can give physical design samples.
4. Once STS Offers the proposal to customer, if customer likes the design samples then they give the Purchase Order.
5. Customer gives QA Samples Purchase Order
6. Customer gives another Bulk Purchase Order for receiving the finished goods.
7. Prices in the proposal can be negotiated based on discussion between STS US & Customer.
8. STS US signs an exclusive design agreement with customer for the designs selected by Customer. This agreement will be outside the system and will be manual.
9. Customer expects that the QA Samples should be of good quality and meeting his expectations.
10. While delivering the QA Sample VGL India also do QC for the sample. Almost all the times, the QA samples shipped by VGL/STS China, meets the customer expectations.
11. Some of the times it could be possible that customer do not find the QA Samples as per their expectations, so they ask for new QA Samples. If again the QA Samples are not OK, then probably customer can cancel the order.
12. If VGL is confident about Quality check which they did within VGL, so they start the production, rather than waiting for the QA feedback of customer.
13. VGL/STS China does the production and ships the finished products to STS.

# Bottlenecks in the current manual system

1. Tracking of design samples is not available currently and painful to manage the samples which are coming from VGL/STS China side with respect to designs selected by STS US.

**Expectations:** Design samples should reach within 2 weeks from VGL/STS China to STS US. For delay system should give alert.

1. STS Jewels Inc gives the approved proposal details to STS BPO for entering in the system. But currently it is not entered timely within the JV3 system and PO is not created timely.

**Expectation**: BPO team should enter the Purchase Order in the system within 72 hours, so that STS team can track the Order created date and delivery date for the QA samples as well as Bulk finished products.

1. QA Samples are not coming on time from VGL India/STS China. There could be multiple reasons for it, like the model is not ready OR the Gemstones of right grade/quality is not available in the stock etc. OR the China is purchasing gemstones from India and gemstones not reached on time causing delay in QA Samples.

**Expectation**: STS Jewels Inc wants that once STS confirms the order, *then QA Samples should reach within 7 days.*

1. Order is created in the system but JV3 system is not having provision to track QA Samples date as well as customer feedback for the samples.

**Expectation**: System should give alert, if the QA Samples are not shipped on time from VGL/STS China. Also system should store the Customer feedback for the QA samples. This will help and will act as guidelines for doing the production.

1. Order delivery date is captured within the system, but there is no visibility on which stage of Jewelry manufacturing the product lies. Sometimes even the date of delivery passed and Shipment is In-Transit.

**Expectation**: STS Jewels Inc wants that rather than following up every time with the production team, there should be clear visibility of the Bulk Purchase order and its progress.

Either there could be a progress bar which could show percentage completion of order.

1. Customer issues PO for QA Samples but forgot to issue PO for Finished products. As everything is over email, so STS is not sure whether PO for finished goods received or not.

**Expectation**: While giving PO to VGL/STS China, somewhere we should track that we already received PO-Samples as well as Bulk PO- Finished goods from customer.

As customer is not using the application, the responsibility of giving to BPO on STS and entering the customer PO in JV3 on BPO team. So, the PO has to be uploaded in the system by STS first and then alert to BPO team.

1. Reporting is manual and there is no clear visibility of Open orders & QA Samples delivery and Customer feedback.

Expectation: STS Jewels Inc at a given point of time, want to know –

* how many orders are Open
* Due date for design samples.
* how many QA samples delivered on time
* Status of Order and Percentage Order Completion.

Do you need, say alerts on –

* it is 15 days and samples shall be ready now?
* It is 7 days from samples shipped, it shall reach US now.

# STS business process flows





Is there requirement for having history of order from design to final bulk shipping?