**POS DEVICE MONITORING APPLICATION SCOPE DOCUMENT**

**1. Executive Summary:**

The POS Device Monitoring Application aims to enhance the efficiency of point-of-sale operations by providing real-time monitoring, alerting, and reporting functionalities for various POS devices. The primary objectives include optimizing POS device performance, reducing downtime, and improving overall system reliability.

**2. Project Objectives:**

1. Optimize the performance of POS devices.
2. Minimize downtime through proactive monitoring and automated alerting.
3. Improve system reliability and reduce support response times.

**3. Scope Overview:**

The application will encompass the following key features:

1. Real-time monitoring of POS devices.
2. Automated alerting for critical issues.
3. Centralized dashboard for device status and health.
4. Inventory tracking for POS devices.
5. Customizable reporting for system administrators.

**4. Project Deliverables:**

1. Centralized monitoring dashboard.
2. Automated alerting system.
3. Comprehensive documentation for end-users and support staff.

**5. Features and Functionalities:**

1. Real-time Monitoring:
2. Continuous monitoring of POS devices for performance metrics.
3. Instant updates on device status and connectivity.

**Centralized Dashboard:**

1. Single interface for monitoring multiple POS devices.
2. Intuitive visualization of device status.

**Customizable Reporting:**

1. Generate reports on device performance, incidents, and inventory.
2. Exportable reports in various formats.

**Report Information**

* **New POS Request**
* Request ID – Generated Randomly
* Merchant Name
* Date Received
* Status (Deployed, Work in Progress, Rejected)
* Number of Terminals
* Documents Received
* Currency (Cedis, Dollar)
* Ownership (Purchased, Rental, Short Term)
* Set-up Fee
* Remarks
* **Merchant Information**
* Merchant Name
* Trade Name
* RSM
* Office Address
* Postal Address
* Industry (drop down with various industries and MCCs)
* Nature of Business
* Contact Person
* Settlement Account Number
* Scheme Platform (MasterCard, Visa, GhLink, Diner’s Club and China Union Pay)
* Commissions on the various scheme the bank is charging to the merchant
* Settlement Period (Daily, 3 Days, etc.)

* **Terminal Information**
* Terminal Name
* Business Name
* POS/Terminal ID
* POS Collection Account Number
* Settlement Account Number
* Sim Serial Number
* POS Type / Brand
* POS Serial Number
* Model (VX520, VX520C, VX675, VX990)
* Date of Retrieval
* **Others – Report on POS Table (Assignment Table By Officer)**
* Request ID (Foreign Key)
* POS/Terminal ID (Foreign Key)
* Merchant/Trade Name – Optional Foreign Key
* Division of the RM on the account
* Branch Code
* RSM on the account
* Location (Street | Town | Region)
* Period of inactivity or activity
* Status (Active, Inactive, Dormant, Retrieved)
* Date of Deployment
* Date of Retrieval
* Last Date of Transaction
* **Division | Zone | Branch Table**
* **Zones** (To be able to group locations into Zones to assist demarcate them for POS monitors). Should be editable by the team.
* Zone
* Name of POS Monitor
* **Location** (All Towns in Ghana to be entered so as location for a terminal is selected from the dropdown list of towns under terminal information)
* Town
* Region
* Zone (editable by the team)
* **RSM Information**
* Name of RSM
* Branch
* **Reports** (transaction values and volumes)
* Daily Transaction Report
* Weekly Transaction Report
* Monthly Transaction Report
* Yearly Transaction Report
* **Bank’s Branches**
* Branch
* Divisional Head
* **Users**
* Username
* Password
* User Login
* First Name
* Last Name
* User id
* \*User security level (developer, uploader, administrator, marketer, viewer)\*
* **Sim Cards**
* Serial Number
* Network (MTN, Vodafone, AT)
* Status (Working, Missing, No Connectivity, No Network, Remarks, Phone Number)
* **POS Device Information**
* Serial number
* Brand
* Model (VX520, VX520C, VX675, VX990)
* Communication (2G, 3G, 4G, 5G)
* Condition (Missing, Tamper, Working)
* Remarks