Website Development Solution Draft

www.GAP-Polymers.com

TECHNICAL INFO:

- ✓ **Application:**
  - **Coding:** Open Source PHP + HTML + XML + CSS + JavaScript +++
  - **Frame Work:** CodeIgniter 3.1.2 or Laravel 5.3
- ✓ **Data Base:** MySQL 5
- ✓ **Hosting Server:** Linux Hosting Server with Apache Web Server

TERMINOLOGIES: The rare terminologies used in this website solution draft.

1. **User:** Customers or the person who is Browsing/Checking our website.
2. **Admin:** The website administrator. Executive who checks and communicate with customers as GAP Polymers and also updates the website.
3. **TAB:** The website section relates to a specific function for info. Either User side or Admin side.
4. **CMS:** Content Management System.
5. **RAQ:** Request A Quote
6. **Taxonomy:** Sitemap of website.

FRONTEND TAXONOMY & FUNCTIONALITIES

- **HOME**
  - ✓ Product Slide Show + Info *(Admin Option to Select the Slide Images & Info)*
  - ✓ Hot Product Gadgets *(Admin Option to Select the Hot Products)*
  - ✓ Discounted Product Gadgets *(Admin Option to Select the Discounted Products)*
  - ✓ Email Subscription Form
  - ✓ GAP Polymers Service Rating Section:
    - Graph to view the service standard, submitted by Customers.
    - Facility to rate over all GAP Polymers services as (Excellent, Average, Poor or Upset)

- **WHO WE ARE:** All about GAP Polymers, Our strength & Our Global reach
- **PRODUCTS:** Product Management Module (**e-Catalogue**)
  - ✓ **Prod Category**
    - **Sub Category** *(* Facility to select multiple products for RAQ. * Auto PDF Catalogue Generator, downloadable PDF files of each product category)*
      - **PRODUCT PAGE:**
        Product Name [H1] + **Title [H2]** + **Description** + **Properties** + **Specifications** + **Data-Sheet** +
        <u>Request-A-Quote Form</u>.

- **SERVICE PROCESS:** The process info on our services of polymers trading along with images and videos (From Before Loading, Loading, Clearance & BL Draft)
- **POLY BLOGS:** Info Content Blogs, for search engine communication.
- **FAQ:** Frequently Asked Questions on products
- **CONTACT US:** Contact Details + Get in Touch Form + Location Maps.
  - ✓ Contact Details, Locations & Contact Form with general products enquiries (Contact form will be received by Website Admin)
- **PRIVACY POLICY:** Company Privacy Policy of online presence.

FRONT END USERS/CUSTOMERS ACCOUNT FUNCTIONS: When Users/Customers sends a Request-A-Quote Form with his & product details From Single Product Page or Multiple Product Selection.

- **RAQ FORM:** User(Customer), will be able to send the Request-A-Quote Form from:
  - ✓ Products Detail Page: It will be showing on Product Detail Page for a single product selection. This will be a single quote request for single product.
  - ✓ Product Category Section: It allows Users to Selects Multiple Products from Product Category section. This will be a single Quote for Multiple products.

  - ✓ **Quote Request Form:** (*****) indicates as mandatory fields.
    - *** Name:**
    - *** Company:**
    - **Address:** *Location, City & Country.*
    - *** Telephone:**
    - **Mobile:**
    - *** Email:**
    - **Website:**
    - **Product Quantity:** *Option to feed the quantity of each selected product – with measuring scale as Metric Tons etc.*
    - **Port of Delivery:**
    - *** Delivery Terms:** Option to select delivery terms as (ExWorks, FOB, CNF or CIF) - Radio Button
    - *** Payment Method:** Option to select payment method as (LC, TT or CAD) - Radio Button
    - *** Required Documents with Shipping:** User Option to select/mention the documents he required with the shipment as
      - Check Boxes for <u>Invoice</u>, <u>Packing List</u> and <u>CO</u>.
      - Open field as, <u>OTHER</u>, for other documents.
- Required User's 'Email verification' from his email to verify, No request should be submitted without verification (Verify & Get the Quote).
- Restrict 3 quotes in a day for one User/Customer.
- Online Quote Request will be submitted to Admin + Email Notification with Auto Quote Request ID.
- Auto login credentials will be generated for User and will be received by user on user email to login and check the status of submitted Request.
  - ✓ Email Notification to user, will be having nice thanks giving message along with login credentials and a link to login page.

- **QUOTES TAB:** All the submitted Quote Requests will be listed in QUOTES TAB in his account. *(User will get email notification on each quote receipt from Admin)*
  - ✓ User can check his received quote on his submitted enquiry with (Auto generated Quote ID).
  - ✓ User Actions on Received Quotes:
    - User should be able to feed his comments on quote for pricing in a field with his expected bidding amount and submit. (This will allow admin to view and modify the quote and resend if possible).
    - Option to **reconfirm** the Product Quantity, as requested by Admin for this quote.
  - ✓ User/Customer can click on **ACCEPTED** button, to say as agreed, and it will take him to **ORDER** section to confirm the purchase order.
    - *All the Actions will be notified by email to both sides.*
    - If Quote is expired with reference to Validity Date set by Admin, then Customer will not be able to make an order for that quote.
- **ORDER TAB:**
  - ✓ User can check his confirmed purchase order list in ORDER TAB, click and view the details.
  - ✓ **New Order**: User/Customer can create a new purchase Order and send it, by selecting the received quotation**/s** from Quotes TAB with authorized details of account ownership.
  - ✓ **Proforma Invoice**: Proforma Invoice (PDF file) will be received from Admin on confirm Orders.
    - User Actions on Received **Proforma Invoice** for his confirmed ORDERS:
      - User need to confirm the Performa Invoice Receipt, by click on PI CONFIRM, on received proforma invoice of an Order.
        - User Facility to upload and **resend** the Proforma Invoice **PDF** back again to GAP as **stamped & signed**. *(But its optional not mandatory)*
      - User need to update the ORDER with payment status as '**PAID**'. *(This is when user pays the required amount for the order as Cash, LC or TT)*
        - Option to check as [CASH] and say PAID.
        - Option to check as [LC] or [TT], and say PAID.
          - Need to attach and send PDF File of LC or TT as **Payment Proof**.
      - User should be able to feed his comments on Received Proforma Invoice in a field with required changes and submit. (This will allow admin to view and get modify the Proforma Invoice and resend).

- ✓ **Track-Your-Order Section in ORDER TAB:**
  - User/Customer can Track his order by click a button in order detail page. OR
  - Track the Order Process in TRACK-YOUR-ORDER Tab, by selecting the Order ID as well.
  - User can view the Order Process Status, as with the following flow with all updates by Admin with the given attachments. *(Kindly refer Admin section for admin actions on status).*
    - **From:** Before Loading > Loading > Clearance > BL Draft > Confirmed BL > Shipment
  - User need to confirm the **BL Draft** as soon as he receives it from Admin.
  - User facility to request a change in BL Draft info, if required.
    - Allow User to fill the text info on change and send it. *(Admin will resend the BL Draft with the requested change for confirmation)*

- ✓ **Shipment Status:** After Order status as “Shipment” by Admin…
  - Customer/User will be able to track the Shipment status as soon as Order status will be changed to “Shipment”, by Admin and notified on Customers Account & on Email.
  - User/Customer, can view the shipment status on shipment company website (hyper link of provided by Admin), using the info mentioned in attached file of BL.

- ✓ **Complain Box:** Complain form will allow Users/Customer to send complains related to specific orders with attachments facility.
- ✓ User should be able to update the Order status as **DELIVERED**, as soon as it delivered to him.

➢ **ONLINE SERVICE RATING:** Facility for customers to RATE GAP Polymers services as:
  - Excellent, Average, Poor or Upset - on each ORDER.
  - Excellent, Average, Poor or Upset - on over all services at home page with a Service Rating Form.

BACKEND ADMIN FUNCTIONALITIES:

- **DASH BOARD:** Graphical Gadgets with Analytical numbers relates to the following: *(Gadgets will be Highlighted with Alerts for new activities of that section)*
    - **Website Visits:**
        - Visitors: Number & browsing duration of visitors + Location & Type of customers.
        - Website Traffic, with Each Page, especially Product Page Traffic.
    - **Products:** Number of Products as for inventory.
    - **Quotes:** Number of Quote Requests (Received, Attended, Quoted & Order taken place for this quotes) with dates.
    - **Orders:** Number of Orders (Received, Status & With Tracking Status) with dates
    - Etc.

- **CMS FUNCTION:**
    - To change the content of each page, along with home page presentation *(As mentioned in above content)*
    - To view and reply Users contact form with general products enquiries.

- **PRODUCT MANAGEMENT MODULE: (E-Catalogue)**
    - Full Admin Control to Add/Delete/Modify the Products with its category, sub-category & details. *(Reportable for inventory).*
    - Form to feed the product details along with (Title, Short Description, Long Description, Specifications, Photos & Product Data Spreadsheet)

- **RAQ MANAGEMENT MODULE:** As soon as user sends a Request-A-Quote Form with his & product details. (Reporting Facility for received RAQ)
  - Sales Admin (**Sales Supervisor**), will receive all the Quote Request in his account and with email notifications and he will be able to **Allocate (Distribute)** these Quote Requests to other <u>Sales Executive</u> Admins. (Email Notification to Sales Executive).
    - Admin (**Sales Executive**) will receive an Quote Request in RAQ Tab of Admin panel *(Reportable for his executable queries)*
    - Admin (**Sales Executive**) can view and update the status of allocated Requests as Attended & In-Process *(It will Indicates the user/customer by email notification and in his account with nice message)*
    - Admin (**Sales Executive**) Option to Make & Send a quote for this request, and update the status as quoted. *(It will Indicates the user by email notification and in his account)*
      - Admin (Sales Executive) will be able to view the request details.
      - Option to **<u>Generate-A-Quote Online</u>** for this request, with following form facilities.
        - Add the product **Description**, for the requested product/s in the text field/s.
        - Feed the numbers in **Quantity Field**.
          - *With an checkbox option as - Subject To Reconfirmation*
          - *Option to select measuring scale as Metric Tons etc.*
        - Feed the number in **Price Field**.
        - Select the **Delivery Terms** as – Radio Button (ExWorks, FOB, CNF or CIF).
        - Payment Method: Option to select payment method as (LC, TT or CAD) - Radio Button
        - Select **Quote Validity Date**, by Calendar.
        - **<u>Send-A-Quote Button</u>**, which will take an action to submit the quote to customers on received request with auto generated **PDF file**. *(It will reach to User/Customer Account along with a notification on user email).*
          - Submitted Quote by sales executive, Required the **Confirmation** from **Sales Supervisor** before it goes to User/ Customer

- **QUOTES:**
    - Generated Quotes by Admin (Sales Executive), will automatically prepare a PDF file, in a quotation format from GAP Polymers with *(All the details filled by admin for this quote), and it will be received by User/Customer by attached PDF file as well as an Email notification to User email ID.*
    - Submitted Quotations By Admin (Sales Executive)
        - Can view the list of submitted quotations in his account. (For all Customers OR by selecting a specific customer ID).
        - Can Modify/Edit the submitted quote with new pricing on customer's expected bidding amount request and RESEND it (It should replace the old Quote, on which the user sent a bidding request).
    - All the submitted Quotes will be stored on server, with access facility to Super Admin, Sales Supervisor and specific Sales Executive assigned by Supervisor for the quote requests.

NOTE: Once the quote request have been allocated to a sales executive by sales supervisor, then all the related communication will be within Customer, Sales Supervisor & Allocated Sales Executive.

- **ORDER MANAGEMENT MODULE:** As soon as user/Customer sends an ORDER with list of products quoted earlier.
    - Sales Admin (**SALES SUPERVISOR**), will receive all the Purchase ORDERS in ORDER TAB of his account with an email notification and he will be able to **Allocate (Distribute)** these ORDERS to other Sales Executive Admins. (Email Notification to allocated Sales Executive).
        - Admin (**Sales Executive**) will receive an ORDER in his ORDER Tab of Admin panel *(Reportable)*
        - Admin (**Sales Executive**) can view and update the status of allocated ORDERS as Attended & In-Process *(It will Indicates the user/customer by email notification and in his account with a nice message)*
        - Admin (Sales Executive) can send a **Proforma Invoice**, for a confirmed ORDER as PDF attachments, with a payment method request as.
            - LC Request – With Bank Details.
            - TT Request – With Bank Details.

              NOTE: **This PDF file of Proforma Invoice will be externally prepared by Accounts department using the ERP system and provided to Sales Executive to send it to Users/Customers through website attachments.**

        - Admin will receive the notification on User's confirmation of Performa Invoice Receipt,
        - Admin need to confirm the Payment Receivable (LC or TT), to confirm User and start of **ORDER Shipping Process**.
        - Admin (Sales Executive) can update the status of **ORDER Shipping Process** soon after **Payment Received – *(Radio Button Facility at Admin side for the Order Shipping status)*.**

          FROM: Before Loading > Loading > Clearance > BL Draft > Confirmed BL > Shipment

          (It will Indicates the user by email notification and in his account with specific Order)

- Admin Options: **For Order Status Changes.**
    - ✓ **Before Loading:** Check radio button & upload the pictures of 'Before Loading' status.
    - ✓ **Loading:** Check radio button & upload the pictures of 'Loading' status.
    - ✓ **Clearance:** Check radio button only for the status as 'Clearance' No image uploads.
    - ✓ **BL Draft:** Check radio button & upload the PDF file of 'BL Draft' status.
        - Admin option to resend the PDF file after updates, when received the change request from customer.
    - ✓ **Confirmed BL:** Check radio button for 'Confirmed BL' status.
        - This is when User/Customer confirms the BL Draft.
    - ✓ **Shipment:** Check the radio button for **'Shipment'** status &
        - Upload the pictures at the time of shipment.
        - Upload the Documents requested by Customer

- **SHIPMENT STATUS:**
    - Admin (Sales Executive) Option to add the shipment ID for specific order and update it (Along with a Hyper Link of Shipment company), for shipment tracking soon after shipment process starts.
        - It will be appeared in User account and also will be notified to his email.
        - User/Customer, can view the shipment status on shipment company website (hyper link of provided by Admin), using the info mentioned in attached BL file or the shipment ID.

➢ **ONLINE SERVICE RATING:**
- ❖ Admin can view the **customers rating** (On each order and Overall services) with customers details.
- ❖ Admin can request the Customers to rate our services after any order delivery.

➢ **COMPLAIN BOX:** Admin (Sales Executive) can View/Reply complains from customers related to specific orders with attachments facility. *(Notification to Customers via email).*

- **USER ACCOUNT MANAGEMENT MODULE:** Admin management controls.

  - Admin will be able to view & maintain all frontend user accounts (Customer Accounts).
  - Super Admin can create sub-Admins for the related divisions (For Sales Executives, Accounts & Marketing Communications Divisions).
  - Backend Admin Types:

    - **Super Admin:** Full control over the backend CMS and rights to add/delete/Edit the admins and control the rights of admins.

    - **Sales Supervisor Admins:**
      - **RIGHTS:** Of Sales Supervisors
        - ✓ Rights to view the RAQ enquiries and distribute it to other Sales Executive Admins.
        - ✓ Rights to Confirm the Quotes, sent by Sales Executive Admins before it goes to User/Customer.
        - ✓ Rights to view the Purchase ORDERS and distribute it to other Sales Executive Admins.
        - ✓ Rights to view and update the, status of every ORDER.

      - **RAQ Tab View:** List of Quote Requests view for the Sales Supervisor.
        - ✓ Listing of Quotes Requests should be in different COLORs for NEW Customers & OLD Customers.
        - ✓ Group together the listing of Multiple Quote Requests from One single User/Customer.
        - ✓ Listing should show the ID of Sales Executive to whom the request is allocated for quotation.
        - ✓ List should have filtration facility according to the Date, Customer, Sales Executive, Product Type etc.
        - ✓ Option to allocate this Quote Request to Sales Executive from here.

- **ORDERS Tab View:** For the Sales Supervisor.
    - ✓ Listing of ORDERS should be in different COLORs for NEW Customers & OLD Customers.
    - ✓ Group together the listing of Multiple ORDERS from One single User/Customer.
    - ✓ Listing should show the ID of Sales Executive to whom the Order has been allocated for process.
    - ✓ List should have filtration facility according to the Date, Customer, Sales Executive, Order Status etc.
    - ✓ Option to allocate this ORDER to Sales Executive from here.

- ❖ **Sales Executive Admins:** Specific rights for RAQ & ORDER Management Modules, for specific allocated Quote Queries & Order Process.
- ❖ **Accounts Admin:** Specific rights given by Super Admin for RAQ & ORDER Management Modules
- ❖ **Marketing Communication Admin.** Specific rights given by Super Admin for the website.

NOTES:

- ✓ All the actions will be indicated and informed to the related users and admins via emails.
- ✓ Responsive Website (Mobile & Multi Devices friendly).
- ✓ Website will be Multi-Lingual, and at first it will be in English & Arabic.
    - *Backend Option to update the content of the website in different languages, by selecting a specific language and update the frontend content of the selected language. (All the pages along with Products Module e-Catalogue)*
- ✓ Backend Admin, will be Form-Based facility to update the website with its content and related material for all the pages and sections.
- ✓ Website Documentation will also be at code side along with separate documentation, all the info details should be maintained below to the each functions and actions in REM command.
- ✓ Front End, template should be changeable easily in future.
- ✓ Google Analytics, should be integrated Using GAP Gmail ID.
- ✓ Source Backup (UI & Backend), should be maintained on regular basis.