PROJECT OVERVIEW

The aim of this project is to develop a solution that would enable the client efficiently process Visa upon Arrival of their customers and automate the sending of documents such as Passport and Ticket to the verifier to easily check and make sure all applicant`s information is correct. The envisioned solution is a web application that would allow users from China to encode their customer's information, attached passport and other documents and send it to the verifier here in the Philippines. The main goal of the system is to generate PDF file for request letter and attached passport to PDF.

PROPOSED SOLUTION

SYSTEM FEATURES	DAYS
AGENT DASHBOARD (Agent Side)	
1. Draft	
2. Sent	
3. Transactions	
4. Junk	
MANAGER DASHBOARD (Admin Side)	
5. Inbox	
6. Batch Records	
7. Draft(Request Letter)	
8. Request Letter(PDF)	
9. Transactions List	
10. Users	
TOTAL	

DRAFT (Agent Side)

There will be a page where agent can encode client information, attach passport and other documents and will be able to send to manager (verifier).

SENT (Agent Side)

Agent will have a page where he/she can view sent transactions and monitor its status.

USER LOGIN (Both)

The user login shall have three types of users, one as a system admin who can access all the features of the system, one as agent user who can access limited features on the system and the other one is a manager who can access features related to verification and transaction approval.

INBOX (Manager Side)

Transactions submitted by agent will be routed to a manager's inbox which allows him/her to view, update, discard and tag transaction as verified.

TRANSACTIONS LIST (Both)

The system will have a page where users can view transactions.

JUNK (Both)

System will have a page where deleted transactions are temporarily stored.

BATCH RECORDS (Manager Side)

Each time an agent sends transaction/s to the manager, the system will treat each sent as Batch which will be accessed to this page by the manager. This is also where the trigger to compose request letter can be found.

DRAFT (Request Letter) (Manager Side)

Manager will have the capability to save Request Letter as draft without generated the final output (PDF)

REQUEST LETTER (PDF) (Manager Side)

Manager can easily generate request letter in PDF format which can be downloaded or printed

USERS (Admin Side)

System Administrator will have the capability to create new users and specify features which a user can access.

SOLUTION REQUIREMENTS

FUNCTIONAL REQUIREMENTS (e.g. Process flows)

NO#	REQUIREMENT
Inbox	
	Displays all transactions sent for approval
	Allows user to Filter by date and status
	Allows user to view details of the sent transaction
	Allows user to update transaction information
	Allows user to approve Transaction
	Allows user to Delete transaction
	Allows user to download attachments
Batch Records	
	Displays Transactions by batch
	Allows user to sort by status
	When single batch is clicked, It displays list of Transactions under it
	Allows the user to compose letter for completed batch
	Allows user to encode Information in the Letter

	Allows user to remove specific Applicants in the Batch
	Allows user to Generate Letter in PDF Form
	Has a validation to prevent user from processing incomplete batch
	Allows user to search batch#
	Allows user to save Draft of the Request Letter
Draft(Agent)	
	Displays all saved draft (Transaction)
	Allows user to Discard draft
	Allows user to search draft
	Allows user to create new Transaction
	Allows user to encode Transaction Information
	Allows user to attached passport image
	Allows user to upload Ticket and other docs.
	Allows to save draft or directly send the Transaction
	Allows user to update transaction information in draft
	Allows user to send Transaction by batch
	Allows user to encode Flight Details when send button is clicked
Sent	
	Displays all sent batch transactions
	When single batch is clicked, it displays all transactions under it
Transactions	

	Displays all transactions
	When single transaction is clicked, it displays transaction details
	Allows Manager to Re-process Transaction
	Reprocessed transaction will be sent to inbox for verification
Junk	
	Displays deleted transactions
	Allows user to permanently remove transaction
System Users	
	Allows user to create new user
	Allows user to Update existing user
	User access depends on the access level

SCOPE OF WORK

The proposed solution shall consist of software, management and maintenance services. The deliverables and its corresponding elements are as follows:

1. **Software Components**

Developer shall develop the system to automate and facilitate the processes involved in the operations of the client. Indicated below are the main systems with its corresponding sub systems:

     i. VUA System (Admin Side)

    ii. VUA System (Agent Side)

2. **Training Programs**

Trainings shall be conducted within the premises of client's office and China branch via Skype or any Video Conferencing media. Training materials such as User Manuals and Test Scripts will be provided. Training shall also include the proper utilization of the systems which shall encompass user logins, system walkthrough, functional applications, and actual business scenarios.

Training	Number of Participants	Duration per Conduct	Proof of Conduct
VUA System (Admin Side)	X no. of Participants	6 Hours	Certificate of Trainings of the participants
VUA System(Agent Side)	X no. of Participants	6 Hours	Certificate of Trainings of the participants

3. **Technical Support**

Technical support services will be available from **8:00 am-5:00 pm weekdays** to help the client solve day to day technical issues with the system over the telephone, and onsite visits by site support or engineer when complicated problems may need to be dealt with in person.

4. **Maintenance Services**

The service for the maintenance of all components of the system shall be for a period of **six (6) months** from date of software acceptance. After the free maintenance period, the contract can be renewed.

System maintenance includes the following tasks and monitoring services:

    i. Fixing of system errors and bugs.

    ii. Technical support

    iii. Database backup procedure

The methodology used for this Project will be the agile methodology (Scrum Framework) because of the undefined requirements and client wants to have a working module at the

end of every sprint, the Project Phases and Approach will adhere to the rules of this methodology. The Project will have **4** phases which consists of Initiation, Preliminary Planning, Implementation, Transition and Maintenance.

PHASE (duration)	TASKS	DELIVERABLES	ASSIGNED
INITIATION (3 DAYS)	*Project Kick-off (This marks the Start Date of the Project)*	Signed Project Charter	SA
PRELIMINARY PLANNING (3 DAYS)	*Data Gathering*	Signed Minutes of the Meeting	SA
	Project Plan Validation	System Requirements Document (SRD)	SA, DEV
		Project Plan (Timeline)	SA
	Project Plan Approval	Approved SRD	SA
		Approved Project Plan (Timeline)	SA
IMPLEMENTATION (1 Months)	*Development and Testing*	Software Product	SA, DEV
	User Acceptance Testing	Approved Software Product	SA, DEV
TRANSITION PERIOD (1 WEEK)	*Transfer of Documents*	Manuals	SA
		Final SRD	SA
	Training	Capable Staff	SA
		System in Production	SA, DEV
CLOSURE	*Project Closure Meeting*	Certificate of Completion	SA

(1 WEEK)	(This marks the End Date of the Project)	Support and Maintenance Plan	SA, DEV

Total Duration of Project Period: **2 Months**

DETAILS

SPRINT	Modules	Start Date	End Date	No. of Days
	Planning	1/26/2018	1/26/2018	1
	Requirements Gathering	1/29/2018	1/31/2018	3
Sprint 1	Database	2/1/2018	2/2/2018	2
	Login	2/5/2018	2/5/2018	1
	Draft(Agent)	2/6/2018	2/8/2018	3
Sprint 2	Inbox(Manager)	2/9/2018	2/31/2018	2.5
	Batch Records(Manager)	2/13/2018	2/15/2018	2.5
Sprint 3	Draft(Compose R Letter)	2/19/2018	2/21/2018	3
	Request Letter(PDF)	2/22/2018	2/23/2018	2
	Sent(Agent)	2/26/2018	2/28/2018	3
Sprint 4	Transactions List	3/1/2018	3/6/2018	4
	Junk	3/7/2018	3/9/2018	3
	Users	3/12/2018	3/14/2018	3
Estimated UAT				
			TOTAL	33