FPT Software

Functional Specifications for Claim Request

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Approval Page

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Revision History

Date	Version	Author	Change Description

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1. Introduction

1.1 Purpose

The Functional Specification will:

- ❖ Define the scope of business objectives, business functions, and organizational units covered,
- ❖ Identify the business processes that the solution must facilitate,
- ❖ Facilitate a common understanding of what the functional requirements are for all parties involved,
- ❖ Establish a basis for defining the acceptance tests for the solution to confirm that what is delivered meets requirements.

The purpose of the document is to collect and analyse all assorted ideas that have come up to define the system, its requirements with respect to consumers. Also, we shall predict and sort out how we hope this product will be used in order to gain a better understanding of the project, outline concepts that may be developed later, and document ideas that are being considered, but may be discarded as the product develops.

1.2 Overview

Claim Request is a centralised system that supports the creation of claims and reduces the process of paper work.

It allows all FPT Software Staffs (such as Developer, Tester, BA,…) to create and submit Claim Request for approval. PM, BUL and Finance will be approvers in the system.

1.3 Intended Audience and Reading Suggestions

This document is intended for:

- ❖ Development team: Responsible for developing detailed designs and implementing unit test, integration test and system test for the migrated application.
- ❖ Documentation Team: Responsible for writing User Guide for the application.
- ❖ UAT team: Responsible for conducting user acceptance test sessions with end users.

1.4 Abbreviations

Acronym	Reference
BR	Business Rule
SRS	System Requirements Specification

UAT	User Acceptation Test
UC	Use Case

1.5 References

N/A

2. High Level Requirements

This section describes the general overview of the system functions or business processes which are depicted in different diagrams. It shows the types of users, their granted permissions to perform specific system functions and the sequence required to complete a business workflow (if any). As the section name implies, it is high-level which means may not contain detailed information. For detailed requirement specification, please refer to section **3. Use Case Specifications**.

2.1 Object Relationship Diagram

This section shows the static relationship between each object in the system. An object could be described as an instance of a particular entity in the system.

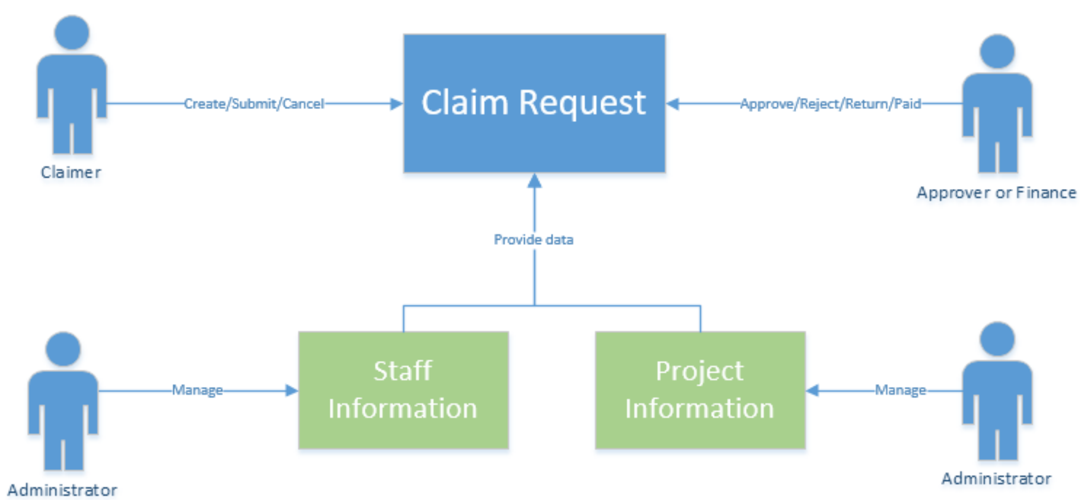


Figure 1: Object Relationship Diagram

Object Description:

#	Object	Description
Object		
1	Claim Request	Claim Request is used to claim working payment by FSOFT Staff who works overtime
2	Staff Information	Staff Information is used to store information of staff such as: Staff Name, Rank, Salary,…

3	Project Information	Project Information is used to store information of project such as: Project Name, Start Date, End Date, Budget, ….
Actor		
1	Claimer	❖ All FSOFT Staffs involved in any project are claimers. ❖ This actor is able to create new, view, update, delete, and submit Claim Request for approval.
2	Approver	❖ PM, BUL, Finance are approver of pending requests. ❖ This actor is able to update items pending for his approval and select to approve or return for amendment.
3	Finance	This actor is the final approver in approval workflow. Finance is able to update items and select to receive, process or return Claim.
4	Administrator	This actor is able to manage Staff Information, Project Information. He acts as the administrator of the application and has full rights to the application.

2.2 Workflow

This section shows the flow of tasks or steps taken by each user of the system in-order to complete a business process. The user's actions are shown in each business process stage of the system and what happens before it can move to the next stage or revert to the previous.

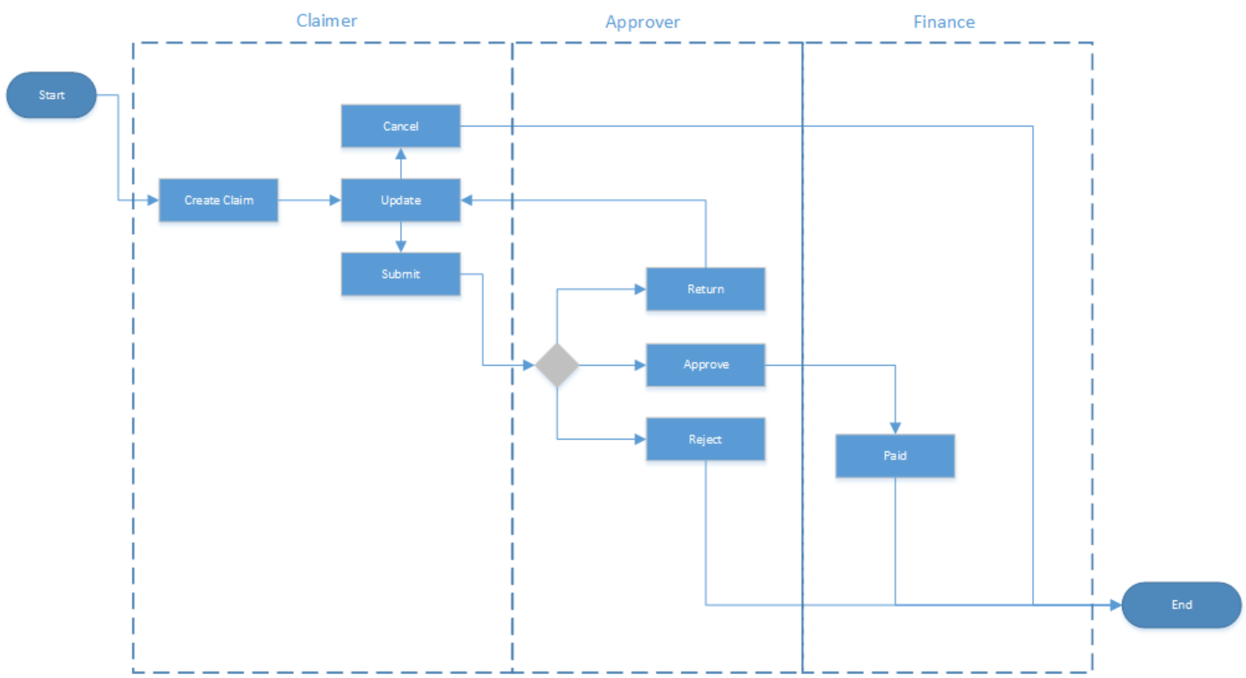


Figure 2: Workflow Diagram

2.3 Use Case Diagram

2.3.1 Claim Request

The use case diagram here shows the specific goal and objective or how the user interacts with the system. The eclipse in the system boundary represents the system use case/functions while the stickman represents the actor/user of the system. The line connecting the actor and the use case shows that the actor can perform that function in the system to achieve a goal.

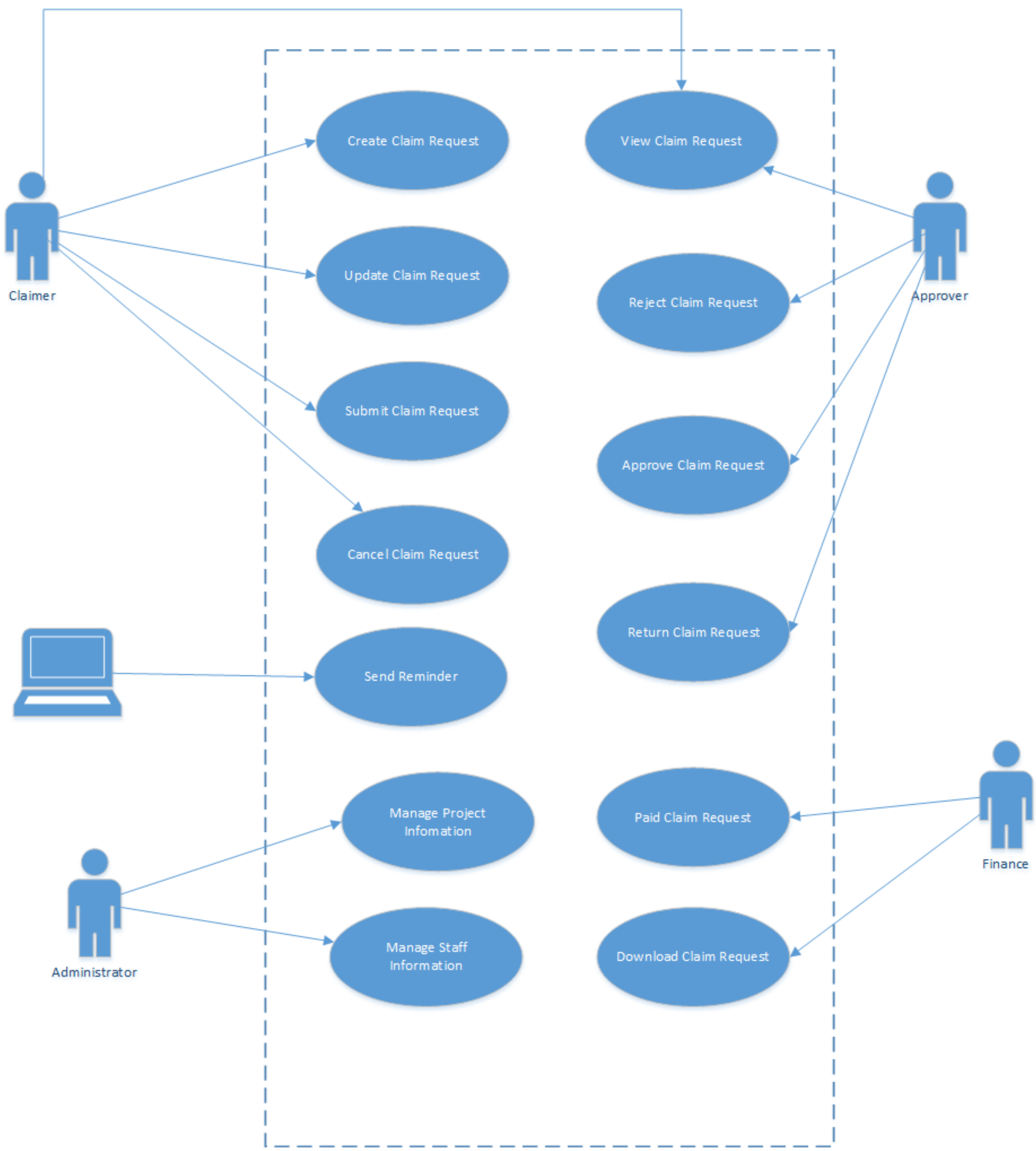


Figure 3: Use Cases

#	UC Name	Description
1	Create New Claim Request	This use case allows user to create new Claim Request and save it as draft. The status of Claim Request will be “Draft”.
2	View Claim Request	This use case allows user to view Claim Request.
3	Update Claim Request	This use case allows user to update Claim Request details.
4	Submit Claim Request	This use case allows user to submit Claim. The status of the item will be changed to “Pending Approval”. If the Creator of Claim is the same as first Approver, system will automatically move to the next approver. An email notification will be sent to the appropriate Approver.
5	Approve Claim Request	This use case allows user to approve Claim. The status of Claim will be changed to “Approved”.
6	Paid Claim Request	This use case allow Finance staff to paid Claim Request. The status of Claim will be changed to “Paid”.
7	Reject Claim Request	This use case allows user to reject Claim Request. An email notification will be sent to the Creator of Claim. The status of Claim will be changed to “Rejected”.
8	Return Claim Request	This use case allows user to return Claim Request. An email notification will be sent to the Creator of Claim. The status of Claim will be changed to “Draft”.
9	Cancel Claim Request	This use case allows user to cancel Claim Request. The status of Claim will be changed to “Cancelled”.
10	Download Claim Request	This use case allows user to print Claim.
11	Manage Staff Information	This use case allows user to manage the list of Staff Information, including creating new, viewing and editing.
12	Manage Project Information	This use case allows user to manage the list of Project Information, including creating new, viewing and editing.
13	Send Email Reminder	This use case allows system timer to send email reminder to approvers to remind them about giving action on Claim after a specific number of days.

2.4 Permission Matrix

Permission Matrix mapping functions and user roles for Claims application is described as below:

Remark:

- "X" means that user has permission on corresponding function.
- "X*" means that user can only work on the record that is created by him or assigned to him for approval.
- "X**" means that user can only work on the record that is pending his action.

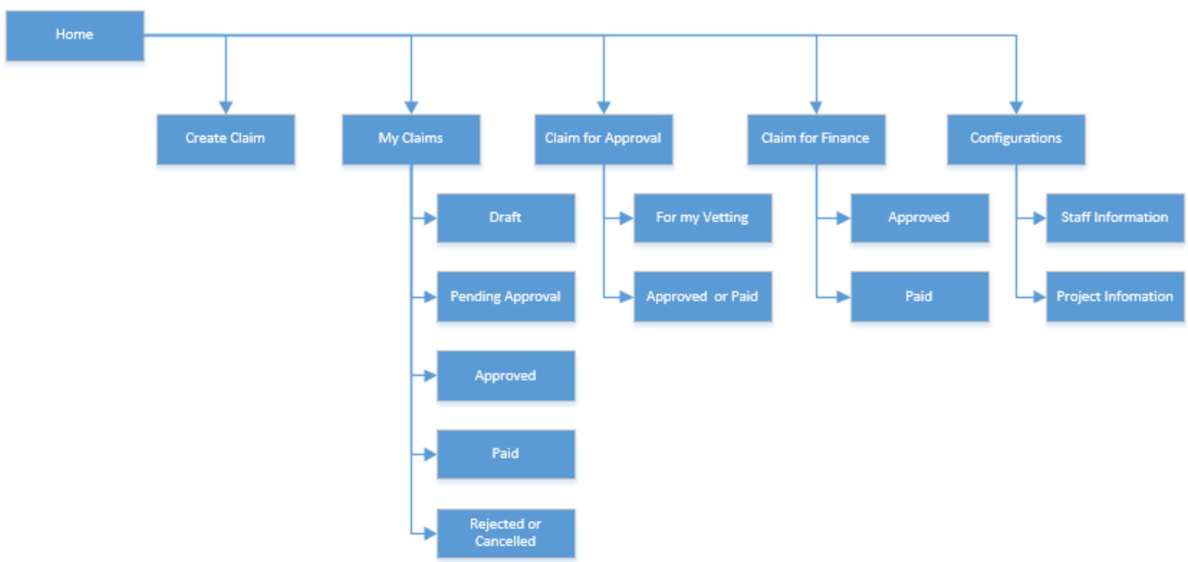
	Claimer	Approver	Finance	Administrator	System Timer
Create New Claim Request	X				
Status is "Draft"					
View Claim Request	X*			X	
Update Claim Request	X*				
Delete Claim Request	X*				
Submit Claim Request	X*				
Status is "Pending Approval"					
View Claim Request	X*	X*		X	
Approve Claim Request		X**			
Reject Claim Request		X**			
Return Claim Request		X**			
Status is "Cancelled" OR "Rejected"					
View Claim	X*			X	
Status is "Approved"					
View Claim	X*	X*	X	X	
Paid Claim			X		
Print Claim			X		
Status is "Paid"					
View Claim	X*		X	X	
Print Claim			X		
Other Use Cases					
Manage Staff Information				X	
Manage Project Information				X	

	Claimer	Approver	Finance	Administrator	System Timer
Send Email Reminder					X

2.5 Site Map

2.5.1 Site Map

The site map describes the way for navigating through the system.



2.5.2 Top Navigation

#	Hyperlink	Description
1	Create Claims	Click on the link to open create new Claim Request page
2	My Claims	Click on the link to show all its sub-menus. The link and all links under this section are visible for users in "Claimer" group
	Draft	Show Claims which have status= "Draft" and Creator is the current user.
	Pending Approval	Show Claims which have status= "Pending Approval" and Creator is the current user.
	Approved	Show Claims which have status= "Approved" and Creator is the current user.

	Paid	Show Claims which have status= "Paid" and Creator is the current user.
	Rejected or Cancelled	Show Claims which have status= "Rejected" or "Cancelled" and Creator is the current user.
3	Claims for Approval	Click on the link to show all its sub-menus. The link and all links under this section are visible for users in "Approver" group.
	For My Vetting	Show Claims which have status= "Pending Approval" and pending approval from current user.
	Approved or Paid	Show all Claims which have status= "Approved" or "Paid" and approved by current user
4	Claims for Finance	Click on the link to show all its sub-menus. The link and all links under this section are visible for users in "Finance" group.
	Approved	Show all Claims which have status= "Approved".
	Paid	Show all Claims which have status= "Paid".
5	Configuration	Click on the link to show all its sub-menus The link and all links under this section are visible for users in "Administrator" group.
	Staff Information	Show all Staff Information in the application.
	Project Information	Show all Project Information in the application.

3. Use Case Specifications

This section covers the system's functional requirements which details what the system must do in term of input, behavior and the expected output. It elicits the interaction between the actor(s) and the system, the system's behavior and the results of their interactions.

3.1 Claim Request

3.1.1 UC 1: Create New Claim

Objective:	This use case allows user to create a new Claim Request then save as Draft.
Actor:	Claimer
Trigger:	User selects to create new Claim Request

Pre-conditions:	User is logged in successfully as actor above.
Post-condition:	A new Claim Request is created.

Screen Navigation:

User click on “**Create Claims**” in the top navigation

Component	Data Type	Editable	Mandatory	Description
Top right corner text	Single line of text	No	No	Display text: “Claim Status: <<Claim Status>>”>.
Staff Name	Person or Group	No	No	Display name of user who creates the Claim.
Staff Department	Single line of text	N.A	N.A	Display department of current user
Staff ID	Single line of text	No	No	Display Staff ID of user who creates the Claim
Project Name	Dropdown list	Yes	Yes	List of all Project Information, display Project Name in dropdown. Sort value in alphabet
Role in Project	Single line of text	No	No	Show role of user in selected project
Project Duration	Single line of text	No	No	Show project duration of selected project
Claim Table section				
Date	Date	Yes	Yes	User selects date to claim. Value range of date is from “Start Date” and “End Date” of “Start Date – End Date”.
Day	Single line of text	No	No	Based on the selected date, display day in the week in this field. ❖ Format: DDD ❖ E.g.: Mon, Tue
From	Date and Time	Yes	Yes	User selects start time of actual working hours.
To	Date and Time	Yes	Yes	User selects end time of actual working hours.

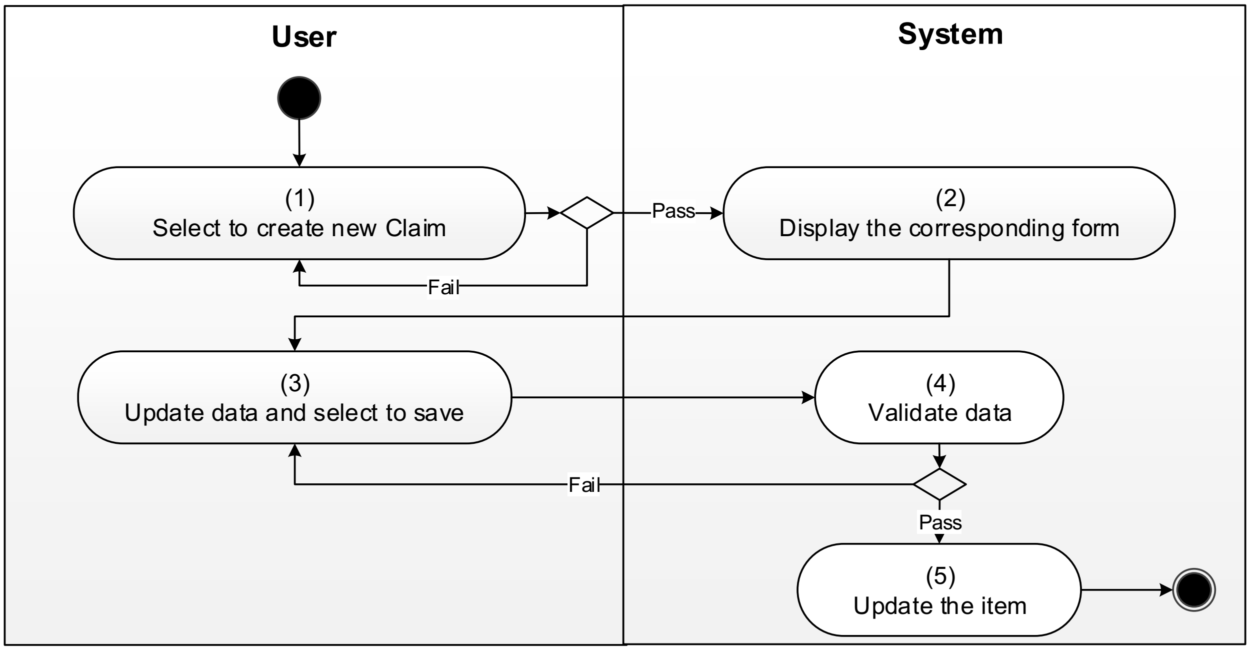
Component	Data Type	Editable	Mandatory	Description
Total No. of Hours	Number	No	Yes	User input total working hour
Remarks	Single line of text	Yes	No	Creator inputs remarks for each record.
Total working hour	Number	No	No	Get total working hour of the table
Add more	Button	N.A	N.A	User clicks on this button to add new row in Claim table.
Remarks	Multiple lines of text	Yes	No	User input remarks for this Claim.
Audit Trail	Multiple lines of text	No	No	System will automatically record changes made by user.

Visible Button Table

Button	Description
Save	❖ This button is shown in New Mode or Edit Mode when user save changes on an existing Claim. ❖ User clicks on this button to save all the changes.
Submit	❖ User clicks on this button to submit Claim.
Approve	❖ User clicks on this button to approve Claim.
Reject	❖ User clicks on this button to reject Claim.
Return	❖ User clicks on this button to Return Claim.
Print	❖ User clicks on this button to print out Claim info as in the site screen.
Cancel Request	❖ User clicks on this button to Cancel Claim.
Cancel	❖ This button is shown in New Mode or Edit Mode when user updates an existing Claim. ❖ User clicks on this button to cancel updating then back to view.
Close	❖ This button is shown in Display Mode ❖ User clicks on this button to back to view

1: Select a Run or Course- Popup screen when Course Type is from ACCE

Activities Flows



Business Rules

Step	BR Code	Description
	BR 1	**<u>Saving Rules:</u>** System will perform the following actions: ❖ Save all changes ❖ Updates the status of the Claim to "Draft". ❖ Append a new line into "Audit Trail": "Created on <<Current date time>> by <<current user>>. ❖ After saving successfully, system stays in the current screen (the edit mode of the current Claim).

3.1.2 UC 2: View Claim

Objective:	This use case allows user to view details of a Claim.
Actor:	Claimer, Approver, Finance and Administrator
Trigger:	User selects to open an existing Claim.
Pre-conditions:	User is logged in successfully as actor above.
Post-condition:	A Claim is opened for viewing.

Screen Navigation:

- User accesses **My Claims > Draft.**
- System displays items which have status= "Draft" and Creator is the current user. Data is retrieved from Claim Request.

Screen 2: Draft Claim Request

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	User can sort/ filter in this column.
Project Name	Project Name	User can sort/ filter in this column.
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.

- User accesses **My Claims > Pending approval.**
- System displays items which have status= "Pending approval" and Creator is the current user.
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	User can sort/ filter in this column.
Project Name	Project Name	User can sort/ filter in this column.
Project Duration	From – To	User can sort/ filter in this column.

Column Name	Value	Description
Total working hour	Total working hour	User can sort/ filter in this column.

- User accesses **My Claims > Approved.**
- System displays items which have status= "Approved" and Creator is the current user.
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	User can sort/ filter in this column.
Project Name	Project Name	User can sort/ filter in this column.
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.

- User accesses **My Claims > Paid.**
- System displays items which have status= "Paid" and Creator is the current user.
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	User can sort/ filter in this column.
Project Name	Project Name	User can sort/ filter in this column.
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.

- User accesses **My Claims > Rejected or Cancelled.**
- System displays items which have status= "Rejected" or “Cancelled” and Creator is the current user.
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	User can sort/ filter in this column.
Project Name	Project Name	User can sort/ filter in this column.
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.

- ❖ User accesses **Claim for Approval > For my Vetting.**
- ❖ System displays items which have status= "Pending Approval".
- ❖ Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	Group by this column
Project Name	Project Name	Group by this column
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.
Total Claim Amount	Total Claim Amount	User can sort/ filter in this column.

- ❖ User accesses **Claim for Approval > Approved or Paid.**
- ❖ System displays items which have status= "Approved" or “Paid”.
- ❖ Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	Group by this column
Project Name	Project Name	Group by this column

Column Name	Value	Description
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.
Total Claim Amount	Total Claim Amount	User can sort/ filter in this column.

- User accesses **Claim for Approval > Approved.**
- System displays items which have status= "Approved"
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	Group by this column
Project Name	Project Name	Group by this column
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.
Total Claim Amount	Total Claim Amount	User can sort/ filter in this column.

- User accesses **Claim for Approval > Paid.**
- System displays items which have status= “Paid”.
- Data is retrieved from Claim Request.

Column Name	Value	Description
Claim ID	[Claim ID]	❖ User can sort/ filter in this column. ❖ Clicks to the link to open the detail page. ❖ Sorts ascending by default.
Staff Name	Staff Name	Group by this column
Project Name	Project Name	Group by this column
Project Duration	From – To	User can sort/ filter in this column.
Total working hour	Total working hour	User can sort/ filter in this column.
Total Claim Amount	Total Claim Amount	User can sort/ filter in this column.
Download Claims	Button	Click button to download Claims

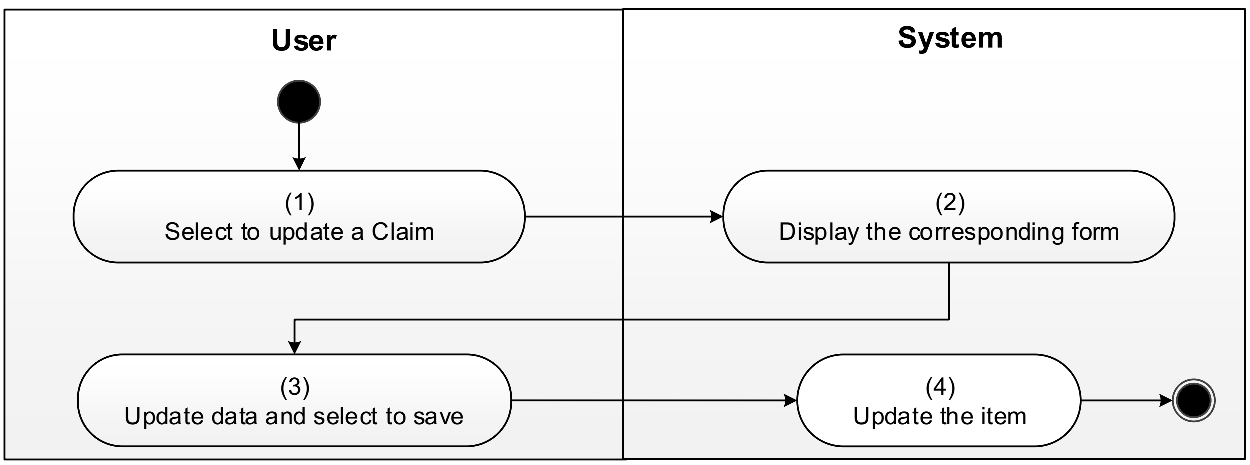
3.1.3 UC 3: Update Claim

Objective:	This use case allows user to update an existing Claim Request
Actor:	Claimer
Trigger:	User selects to update an existing Claim.
Pre-conditions:	User is logged in successfully as actor above
Post-condition:	A Claim Request is updated.

Screen Navigation:

User clicks on detailed view of a Claim and input value.

Activities Flows



Business Rules

Step	BR Code	Description
(4)	BR 1	**<u>Updating Rules:</u>** System will perform the following actions: ➢ Save all changes ➢ Append a new line into "Audit Trail": "Updated on <<Current date time>> by <<current user>>. ➢ After saving successfully, system stays in the current screen (the edit mode of the current Claim).

3.1.4 UC 4: Submit Claim

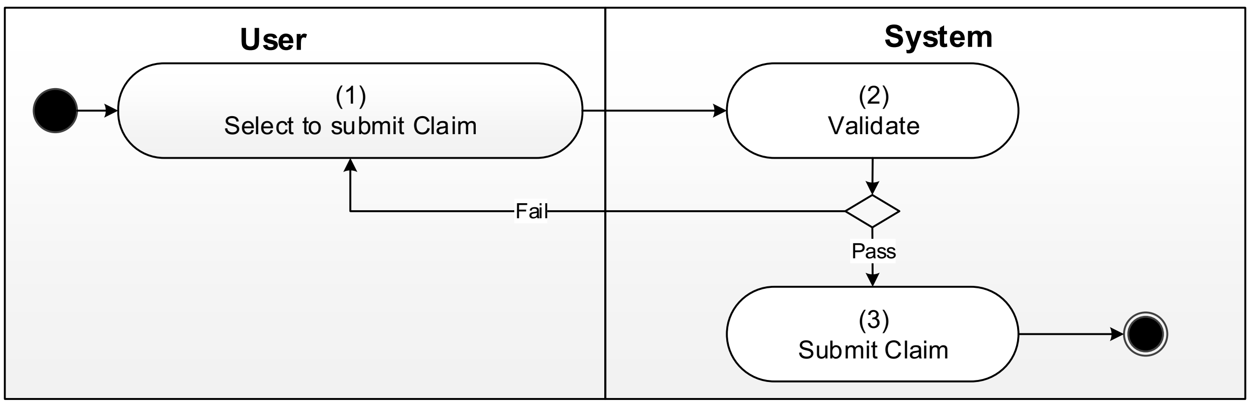
Objective:	This use case allows user to submit a Claim.
Actor:	Claimer
Trigger:	User select to submit a Claim.

Pre-conditions:	❖ User is logged in successfully as actor above. ❖ “Claim Status” must be “Draft”
Post-condition:	A Claim is submitted.

Screen Navigation:

In Error! Reference source not found., user clicks on “**Submit**” button. A confirmation message will show up. User clicks “**OK**” to submit Claim.

Activities Flows



Business Rules

Step	BR Code	Description
(2)	BR 2	<u>**Validating Rules:**</u> ❖ If any mandatory field in the Claim form is left blank, system will show an error message for the required fields **MSG 8**(Refer to **Messages List**) ❖ If user select 2 or more rows with the same day, system will show an error message **MSG 1**
(3)	BR 3	<u>**Confirmation Message Displaying Rules:**</u> ❖ System will show the confirmation message **MSG 7**(Refer to **Messages List**). ❖ If user clicks on “OK” button, system will proceed “Submitting Rules” below. ❖ Otherwise, if user clicks on “Cancel”, system will close the dialog and back to the current screen.
(3)	BR 4	<u>**Submitting Rules:**</u> System will perform the following actions: ➢ System query into Project Information list to select PM of the project then send notification email using **ET 1**(Refer to **Email Templates**). ➢ Update “Claim Status” to “Pending Approval”.

		➢ Update “Submitted Date” to the current date. ➢ Append new line into Audit Trail: “Submitted by <<current user name>> on <<current date time>>.

3.1.5 UC 5: Approve Claim

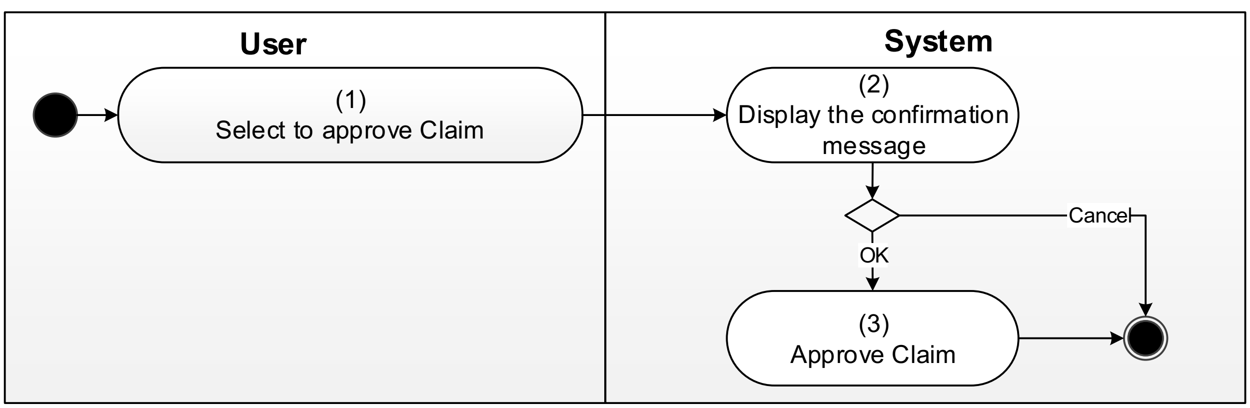
Objective:	This use case allows user to approve Claim.
Actor:	Approver
Trigger:	User selects to approve Claim.
Pre-conditions:	❖ User is logged in successfully as actor above. ❖ “Claim Status” must be “Pending Approval”
Post-condition:	Claim is approved.

Screen Navigation:

In Error! Reference source not found., user selects records in Claim Table and clicks on “**Approve**” button. A confirmation message will show up. User clicks “**OK**” to approve Claim.

Alternatively, in Error! Reference source not found., user selects multiple items and clicks on “**Approve**” button. A confirmation message will show up. User clicks “**OK**” to approve Claim.

Activities Flows



Business Rules

Step	BR Code	Description
(3)	BR 5	<u>**Confirmation Message Displaying Rules:**</u> ❖ System will show the confirmation message **MSG 9**(Refer to **Messages List**). ❖ If user clicks on “OK” button, system will proceed “Approving Rules” below.

		❖ Otherwise, if user clicks on “Cancel”, system will close the dialog and back to the current screen.
(3)	BR 6	**<u>Approving Rules:</u>** ➢ System will send notification email to group mail of Finance using **ET 2** and creator using **ET** (Refer to **Email Templates**). ➢ Update “Claim Status” to “Approved”. ➢ Update “Approved Date” to the current date. ❖ Append new line into Audit Trail: “Approved by <<current user name>> on <<current date time>>.

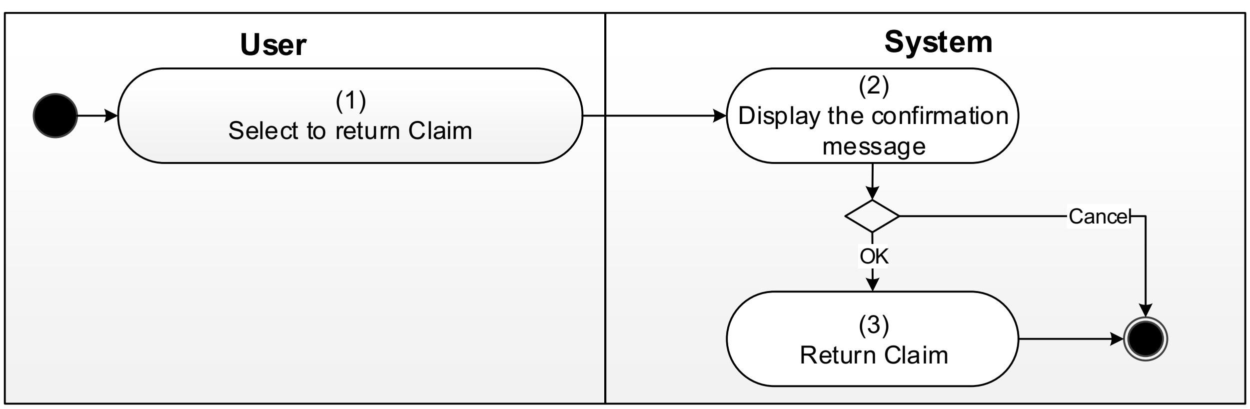
3.1.6 UC 6: Return Claim

Objective:	This use case allows user to return Claim.
Actor:	Approver
Trigger:	User selects to return Claim.
Pre-conditions:	❖ User is logged in successfully as actor above. ❖ “Claim Status” must be “Pending Approval” for Approver to return Claim.
Post-condition:	Claim is returned for amendments.

Screen Navigation:

In Error! Reference source not found., user clicks on “**Return**” button. A confirmation message will show up. User clicks “**OK**” to return Claim.

Activities Flows



Business Rules

Step	BR Code	Description

(3)	BR 7	**Confirmation Message Displaying Rules:** ❖ If current user clicks on “**Return**” button without inputting value in “Remarks”, system will show an error message **MSG 13**(Refer to **Messages List**). ❖ System will show the confirmation message **MSG 11**(Refer to **Messages List**). ❖ If user clicks on “OK” button, system will proceed “Returning Rules” below. ➢ Otherwise, if user clicks on “Cancel”, system will close the dialog and back to the current screen.
(3)	BR 8	**Returning Rules:** ❖ Update “Claim Status” to “Draft”. ❖ Append new line into Audit Trail: “Returned by <<approver name>> on <<current date time>>. ❖ System sends a notification email to creator of claim, using **ET** (Refer to **Email Templates**). ❖ After returning in Error! Reference source not found., system redirects to the previous view.

3.1.7 UC 7: Reject Claim

Objective:	This use case allows user to Reject Claim.
Actor:	Approver
Trigger:	User selects to void Claim.
Pre-conditions:	❖ User is logged in successfully as actor above. ❖ “Claim Status” must be “Rejected”.
Post-condition:	Claim is rejected.

Screen Navigation:

In Error! Reference source not found., user clicks on “**Reject**” button. A confirmation message will show up. User clicks “**OK**” to void Claim.

Activities Flows

Business Rules

Step	BR Code	Description
(3)	BR 9	**Confirmation Message Displaying Rules:**

		❖ System will show the confirmation message **38** (Refer to **Messages List**). ❖ If user clicks on "OK" button, system will proceed rule below. ➢ Otherwise, if user clicks on "Cancel", system will close the dialog and back to the current screen.
(3)	BR 10	**Void Rules:** ❖ Update "Claim Status" to "Rejected". ❖ Append new line into Audit Trail: "Rejected by <<Approver Name>> on <<current date time>>. ❖ After returning in Error! Reference source not found., system redirects to the previous view.

3.1.8 UC 8: Paid Claim

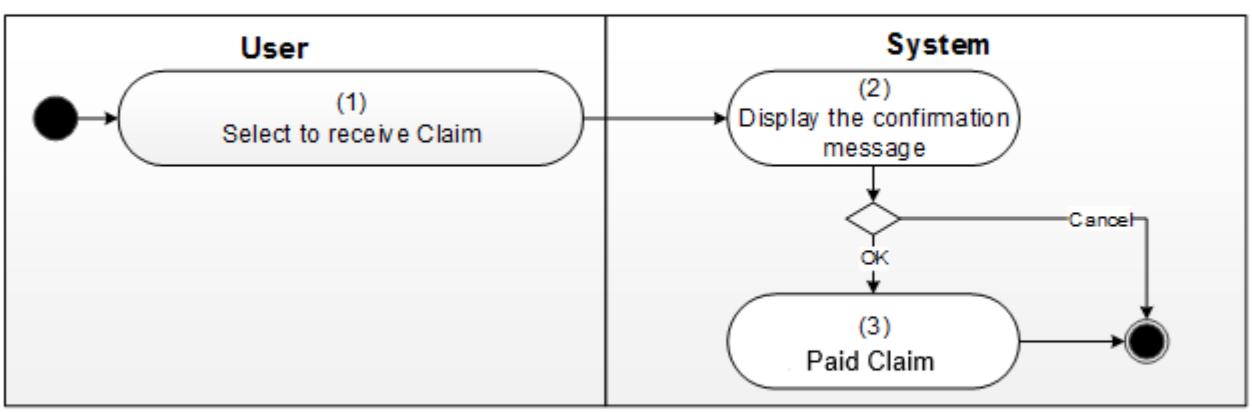
Objective:	This use case allows user to Paid Claim.
Actor:	Finance
Trigger:	User selects to receive Claim.
Pre-conditions:	❖ User is logged in successfully as actor above. ❖ "Claim Status" must be "Approved".
Post-condition:	A Claim is paid by Finance.

Screen Navigation:

In Error! Reference source not found., user clicks on "**Paid**" button. A confirmation message will show up. User clicks "**OK**" to receive Claim.

Alternatively, in Error! Reference source not found.**,** user selects multiple items and clicks on "**Paid**" button. A confirmation message will show up. User clicks "**OK**" to receive Claim.

Activities Flows



Business Rules

Step	BR Code	Description
(3)	BR 11	**Confirmation Message Displaying Rules:** ❖ System will show the confirmation message **MSG 14**(Refer to **Messages List**). ❖ If user clicks on “OK” button, system will proceed rule below. ➢ Otherwise, if user clicks on “Cancel”, system will close the dialog and back to the current screen.
(3)	BR 12	**Receiving Rules:** ❖ Update “Claim Status” to “Paid”. ❖ Append new line into Audit Trail: “Paid by <<approver name>> on <<current date time>>. ❖ After returning in Error! Reference source not found., system redirects to the previous view.

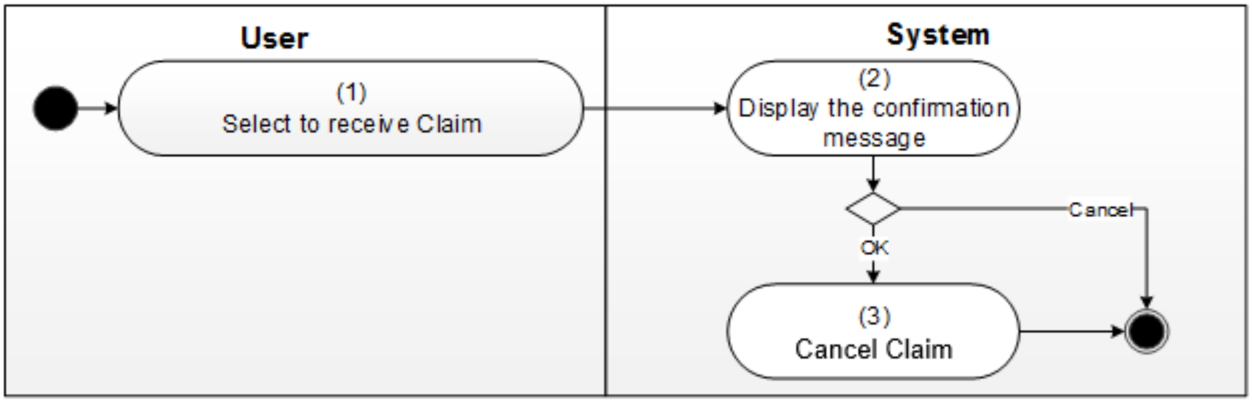
3.1.9 UC 9: Cancel Claim

Objective:	This use case allows user to cancel Claim.
Actor:	Creator
Trigger:	User selects to cancel Claim.
Pre-conditions:	❖ User is logged in successfully as actor above. ❖ “Claim Status” must be “Draft”.
Post-condition:	A Claim is cancelled by Creator.

Screen Navigation:

In Error! Reference source not found., user clicks on “**Cancel Claim**” button. A confirmation message will show up. User clicks “**OK**” to receive Claim.

Activities Flows



Business Rules

Step	BR Code	Description
(3)	BR 13	**Confirmation Message Displaying Rules:** ❖ System will show the confirmation message **MSG 15**(Refer to **Messages List**). ❖ If user clicks on "OK" button, system will proceed rule below. ➢ Otherwise, if user clicks on "Cancel", system will close the dialog and back to the current screen.
(3)	BR 14	**Receiving Rules:** ❖ Update "Claim Status" to "Cancelled". ❖ Append new line into Audit Trail: "Cancelled by <<creator name>> on <<current date time>>. ❖ After returning in Error! Reference source not found., system redirects to the previous view.

3.1.10 UC 10: Download Claim

Objective:	This use case allows user to download Claim.
User:	Finance
Trigger:	User selects to download Claim.
Pre-conditions:	❖ User is logged in successfully as user above. ❖ "Claim Status" must be "Paid"
Post-condition:	❖ A Claim is/are downloaded.

Screen Navigation

In the view **Claim for Finance > Paid,** user selects multiple items and clicks on "**Download Claim**" button

Activities Flows

N.A

Business Rules

Step	BR Code	Description
	BR 15	**<u>Download Rules:</u>** ❖ System query all Claim Request have Paid in the current month ❖ System generate excel file then allow user to download ❖ The template of excel file as Template Export Claim.xlsx

3.2 UC 11: Manage Staff Information

Objective:	This use case allows user to create/view/update Staff Information
Actor:	Administrator
Trigger:	User selects to create/view/update Staff Information
Pre-conditions:	User is logged in successfully as actor above.
Post-condition:	A Staff Information is created/viewed/updated.

Screen Navigation:

User expands “**Configuration**” in the top navigation panel and clicks on “**Staff Information**”.

Component	Data Type	Editable	Mandatory	Description
Staff Name	User field	Yes	Yes	To allow select user
Department	Single line of text	Yes	Yes	
Job Rank	Single line of text	Yes	Yes	
Salary	Number field	Yes	Yes	
Save	Button	N.A	N.A	❖ This button is shown in New Mode and Edit Mode when user creates new item / updates an existing item. ❖ User clicks on this button to save all changes.
Cancel/Close	Button	N.A	N.A	User clicks on this button to discard changes and navigate back to previous view.
Edit	Button	N.A	N.A	This button is shown in Read Mode, user clicks on this button to switch to Edit Mode.

Activities Flows

Create/View/Update/Delete

Business Rules

Step	BR Code	Description

(4)	BR 16	**<u>Creating Rules:</u>** ❖ If any of required fields is left blank, system will show an error message for the required fields **MSG 8**(Refer to **Messages List**) After passing validation, system will: ❖ Create new item with input data. ❖ Navigate user back to the previous view.
(4)	BR 17	**<u>Viewing Rules:</u>** View item in Display form
(4)	BR 18	**<u>Updating Rules:</u>** ❖ If any of required fields is left blank, system will show an error message for the required fields **MSG 8**(Refer to **Messages List**) After passing validation, system will: ❖ Update item with input data. ❖ Navigate user back to the previous view.

3.3 UC 12: Manage Project Information

Objective:	This use case allows user to create/view/update Project Information
Actor:	Administrator
Trigger:	User selects to create/view/update Project Information
Pre-conditions:	User is logged in successfully as actor above.
Post-condition:	A Project Information is created/viewed/updated.

Screen Navigation:

User expands “**Configuration**” in the top navigation panel and clicks on “**Project Information**”.

Component	Data Type	Editable	Mandatory	Description
Project Name	Single line of text	Yes	Yes	
Project Code	Single line of text	Yes	No	Max length: 20 characters
Duration				
From	Date Time	Yes	Yes	Date only
To	Date Time	Yes	Yes	Date only
PM	User or Group	Yes	Yes	Single selection, user only
QA	User or Group	Yes	Yes	Single selection, user only
Technical lead	User or Group	Yes	Yes	Multiple selection, user only
BA	User or Group	Yes	Yes	Multiple selection, user only
Developers	User or Group	Yes	Yes	Multiple selection, user only
Testers	User or Group	Yes	Yes	Multiple selection, user only
Technical Consultancy	User or Group	Yes	Yes	Multiple selection, user only
Save	Button	N.A	N.A	❖ This button is shown in New Mode and Edit Mode when user creates new item / updates an existing item. ❖ User clicks on this button to save all changes.

Component	Data Type	Editable	Mandatory	Description
Cancel/Close	Button	N.A	N.A	User clicks on this button to discard changes and navigate back to previous view.
Edit	Button	N.A	N.A	This button is shown in Read Mode, user clicks on this button to switch to Edit Mode.

Activities Flows

Create/View/Update/Delete

Business Rules

Step	BR Code	Description
(4)	BR 19	**Creating Rules:** ❖ If any of required fields is left blank, system will show an error message for the required fields **MSG 8**(Refer to **Messages List**) After passing validation, system will: ❖ Create new item with input data. ❖ Navigate user back to the previous view.
(4)	BR 20	**Viewing Rules:** View item in Display mode
(4)	BR 21	**Updating Rules:** ❖ If any of required fields is left blank, system will show an error message for the required fields **MSG 8**(Refer to **Messages List**) After passing validation, system will: ❖ Update item with input data. ❖ Navigate user back to the previous view.

3.4 System Timer

3.4.1 UC 13: Send Email Reminder

Objective:	This use case allows system timer to send notification email approvers
Actor:	System Timer
Trigger:	Daily at 1:00 AM
Pre-conditions:	N.A
Post-condition:	Email reminder is sent.

Activity Flows

N.A

Business Rules

BR Code	Description
BR 22	**Email Sending Rules:** ❖ System retrieves the list of Claim Request of which “Claim Status” is “Pending Approval” and the last modified date is smaller than the current date. ❖ System send email to approver using email template **ET** (Refer to **Email Templates** for more details). ***Note***: *each Approver will received an email once per day which contains all his pending approval Claims.*

4. Non-Functional Requirements

1. Response time for normal request is not exceed 3 seconds
2. Response time for download request is not exceed 30 seconds
3. System available over 99.5%
4. System support around 5000 users, 200 concurrent users
5. Data volume around 12,000 records Claim Request. And grown 3,000 records each year.

5. Other Requirements

N/A

6. Integration

N/A

7. Appendices

7.1 Messages List

#	Message Code	Message	Description
1.	MSG 2	Cannot create a new Claim Request as there is no Claim Request Configuration in the system. Please ask Administrator to create Claim Request Configuration in order to create new claims.	
2.	MSG 3	This action will delete Claim permanently. Please click 'OK' to delete the claim or 'Cancel' to the close the dialog.	
3.	MSG 4	Please indicate that you have read and agree to the Terms and Conditions and Privacy Policy.	
4.	MSG 5	Duplicated Claim. Please update your Claim information and submit again. Claim Duplicated: <<Claim ID>>	
5.	MSG 6	Please accept your Letter of Appointment in selected Run Details/Course Schedule first and submit again.	
6.	MSG 7	This action will Submit Claim. Please click ‘OK’ to submit the claim or ‘Cancel’ to close the dialog.	
7.	MSG 8	Please specify value for this field.	
8.	MSG 9	This action will approve Claim. Please click ‘OK’ to approve the claim or ‘Cancel’ to close the dialog.	
9.	MSG 10	This action will reject Claim.	

		Please click ‘OK’ to reject the claim or ‘Cancel’ to close the dialog.	
10.	MSG 11	This action will return Claim. Please click ‘OK’ to return the claim or ‘Cancel’ to close the dialog.	
11.	MSG 12	This action will Reject claim. Please click ‘OK’ to return the claim or ‘Cancel’ to close the dialog.	
12.	MSG 13	Please input your remarks in order to return Claim.	
13.	MSG 14	This action will paid Claim. Please click ‘OK’ to receive the claim or ‘Cancel’ to close the dialog.	
14.	MSG 15	This action will cancel Claim. Please click ‘OK’ to process the claim or ‘Cancel’ to close the dialog.	
15.	MSG 16	Cannot create a new Generic claim as there is no Generic Claim Configuration in the system. Please ask Administrator to create Generic Claim Configuration in order to create new claims.	
16.	MSG 17	Cannot submit as you do not have any developer record in the selected run. Please select another Run and submit again.	
17.	MSG 18	Claim Type entered already exists. Please enter a new claim type	

7.2 Email Templates

ET 1: Send email to Supervisor when Claimer submits Claim Request

Send to	PM of project
CC	Claimer
Subject	Claim Request <<Project Name>> << Staff Name>> - <<Staff ID>>
Body	Dear <<PM Name>>, Claim Request for <<Project Name>> << Staff Name>> - <<Staff ID>> is submitted and waiting for approval. Please access the Claim via the following link: <<Link to item>> Sincerely, System Administrator *Note: This is an auto-generated email, please do not reply.*

ET 2: Send email to Finance group when Final Approver approves Claim Request

Send to	Finance group
CC	
Subject	Claim Request<<Project Name>> << Staff Name>> - <<Staff ID>>
Body	Dear Finance team, Claim Request for <<Project Name>> << Staff Name>> - <<Staff ID>> is approved and pending for your action. Please access the Claim via the following link: <<Link to item>>

	Sincerely, System Administrator *Note: This is an auto-generated email, please do not reply.*

ET 3: Send email to creator when Approver approves Claim Request

Send to	Creator
CC	
Subject	Claim Request <<Project Name>> << Staff Name>> - <<Staff ID>>
Body	Dear <<Staff Name>>, Claim Request for <<Project Name>> << Staff Name>> - <<Staff ID>> is Approved by approver. Please access the Claim via the following link: <<Link to item>> Sincerely, System Administrator *Note: This is an auto-generated email, please do not reply.*

ET 4: Send email to creator when Approver/Finance returns Claim Request

Send to	Creator
CC	
Subject	Claim Request <<Project Name>> << Staff Name>> - <<Staff ID>>
Body	Dear <<Staff Name>>, Claim Request for <<Project Name>> << Staff Name>> - <<Staff ID>> is returned. Please access the Claim via the following link:

	<<Link to item>> Sincerely, System Administrator *Note: This is an auto-generated email, please do not reply.*

ET 5: Send email to Approver for the list of pending approval Claims

Send to	Approver
CC	N.A
Subject	Pending Approval Claims
Body	Dear < Approver Name >, There is/are Claim(s) for the Staff below that has been pending for your approval: <<Project Name 1>> << Staff Name 1>> - <<Staff ID 1>> << Project Name 2>> << Staff Name 2>> - <<Staff ID 2>> << Project Name 3>> << Staff Name 1>> - <<Staff ID 2>> … Please click on the following link to view your pending approval Claim : {Link to the view item 1} {Link to the view item 2} .... Sincerely, System Administrator *Note: This is an auto-generated email, please do not reply.*