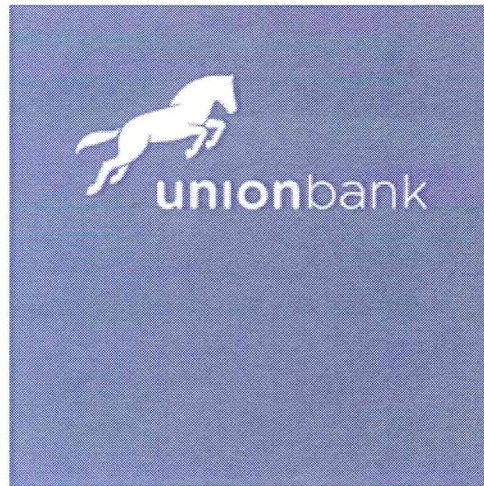


UNION BANK ONLINE STORE PLATFORM



Business Requirements Specification (BRS)

UNION BANK ONLINE STORE PLATFORM

AUGUST 2016

UNION BANK ONLINE STORE PLATFORM

INTRODUCTION

The process through which Corporate Communication department sells branded materials to staff at the moment is very manual and is fraught with rigors. It involves sending emails back and forth, tracking via excel sheets, registers and so on.

A solution to manage this process via a centrally accessible system to all staff is therefore being proposed to streamline, automate and ease the process. It also affords better tracking and archiving for better record-keeping as necessary.

PURPOSE OF THE DOCUMENT

This document explains in details the requirement to create a solution that would make the buying experience of staff and management of the office store a more effective and efficient one. The Union Bank Online Store platform will allow staff to view all the available branded materials, pick on the desired ones, load it on the cart, input the delivery point and pay. On receipt of the staff request, the UBN Online Store Admin easily processes the request and dispatches the goods or does a refund where necessary.

In-depth technical details are not provided here. For further technical details, the relevant technical specification document from the Development Operations unit should be consulted.

CURRENT “As Is” PROCESS

Currently, staff purchase branded materials by:

- Physically paying into Corporate Communication’s account
- Sending emails to alert the department which cross checks the account for payment and
- In-turn dispatches packaged goods to the desired location.

INHERENT RISK

- Delay in processing the requested branded materials
- Reconciliation challenges
- Tracking and reporting challenges

ENVISIONED “To Be” PROCESS

When a staff wants to purchase branded materials from Corporate Communications, the staff:

- Logs on to the UBN Online Store with his/her AD credentials
- Solution displays all the available branded materials and their prices.
- Picks the desired branded materials from the display (Unavailable items are marked “Out of Stock” and cannot be selected).
- Loads the desired branded materials on the cart by a corner of the page.

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- Solution displays the total unit and amount of the goods purchased.
- Clicks OK to proceed with the transaction.
- Solution pops up No Refund Policy with a Continue button:

Damage/return policy

Please note that all purchases are final.

In the very rare event that an item purchased is damaged, it can be returned and a full refund made or exchanged for another one. Refunds attract credit to account debited only.

A product can be returned within 5 working days from the date of purchase.

All returned products must be in the same condition that it was received and in the original packaging. Please keep the receipt slip signed at the time of delivery.

- User clicks on the Continue button.
- Solution displays the following field.
 - ✓ Preferred Pick up location.
 - ✓ "PAY" menu
- Selects the pickup branch/ Head office department
- Clicks on the pay menu
- Solution automatically displays an account to account transfer form with the following details and a submit button.
 - ✓ From account (input account to debit)
 - ✓ To account (not editable)
 - ✓ Amount (not editable)
 - ✓ Submit button
 - ✓ Token field
- Inputs the account number to be debited
- Clicks on the submit button
- Solution generates a token (hard/soft/SMS).
- Inputs the token in the empty field
- Clicks OK
- Solution sends the following email alert to onlinestore@unionbankng.com .
 - ✓ Name of the customer

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- ✓ Email address
 - ✓ Branch/department
 - ✓ Preferred pick-up location
 - ✓ Details of the purchase
- System prompts staff on the following “Your request has been successfully processed and would be delivered within “state a period”

Online Store Admin

Upon receipt of the email of the details of the customer, online store admin.

- Logs on to the solution
- Solution validates the user credentials
- Solution displays all the pending request with the following customer’s details
 - ✓ Name of the customer
 - ✓ Email address
 - ✓ Branch/department
 - ✓ Preferred delivery location
 - ✓ Details of purchase
- Solution displays 2 buttons named.
 - ✓ PROCEED
 - ✓ REFUNDafter each request
- Clicks on PROCEED or REFUND buttons.
- Upon clicking PROCEED, solution should send a message to the staff “your request has been processed, delivery soon”
- Upon clicking REFUND, solution should:
 - ✓ Display a Text Input field to input reasons
 - ✓ Reverse staff’s funds to the debited account.
- Send an alert to staff that request has been rejected with reasons and fund’s reversed.

FUNCTIONAL REQUIREMENT

The requirements of the solution are as tabulated below:

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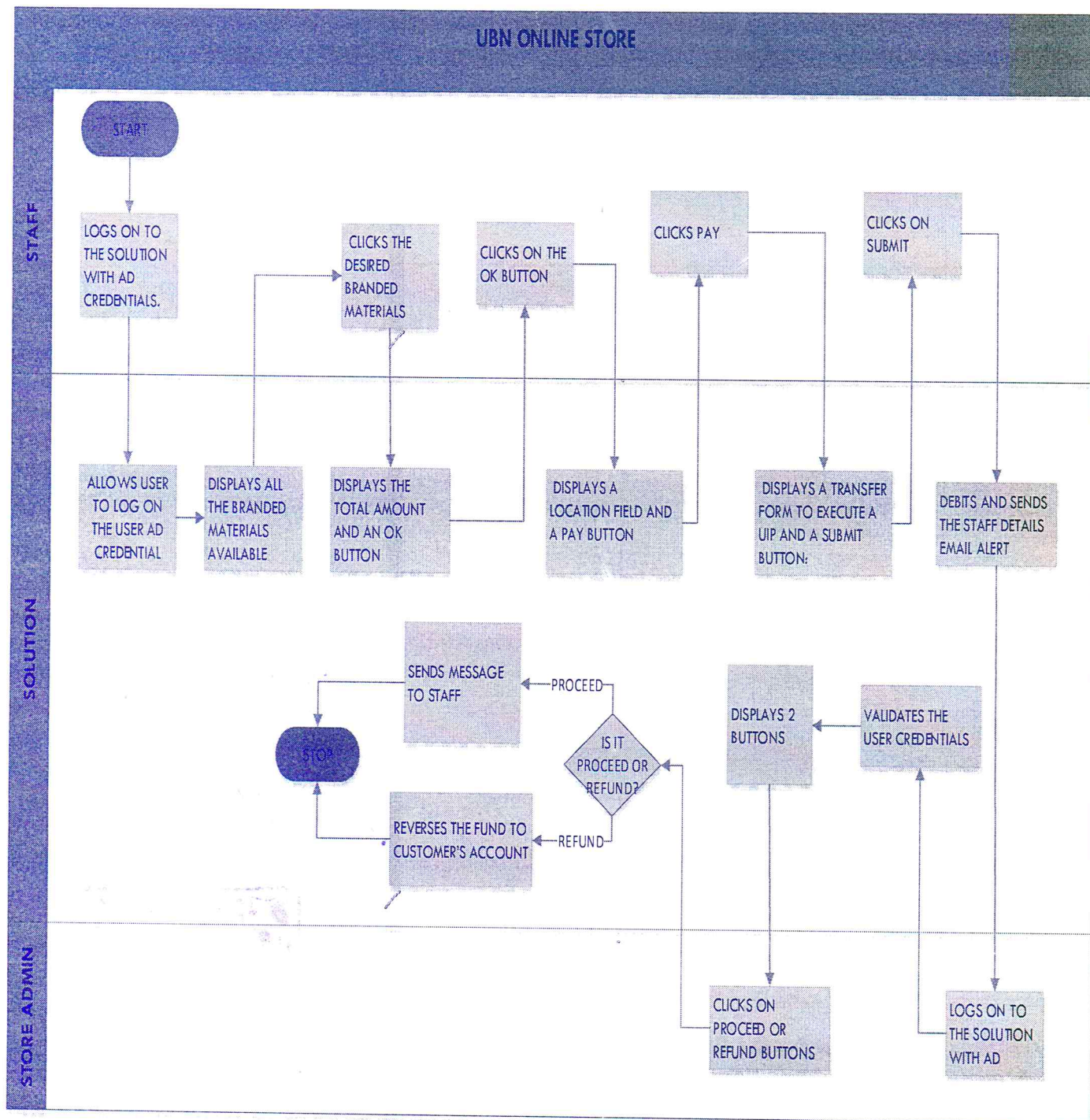
	<p style="text-align: center;">Online Store Admin</p> <p>Upon receipt of the email of the details of the staff, Online store admin should be able to do the following:</p> <ul style="list-style-type: none"> • Log on to the solution with AD • Clicks on PROCEED or REFUND buttons 	<ul style="list-style-type: none"> ✓ Quantity of the purchased goods ✓ Amount paid • Validate the user credentials • Display a list of all Pending request in the following report format: <ul style="list-style-type: none"> ✓ Name of the customer ✓ Email address ✓ Branch/department ✓ Preferred pick up location ✓ Names of the purchased goods ✓ Quantity of the purchased goods • Display 2 buttons named <ul style="list-style-type: none"> ✓ PROCEED ✓ REFUND after each request • Upon clicking PROCEED, solution should send a message to the staff "your request has been processed, delivery soon" • Upon clicking REFUND, solution should: <ul style="list-style-type: none"> - Display a Text Input field to input reasons - Reverse staff's funds to the debited account - Send an alert to staff that requests has been rejected with reasons and fund's reversed.
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S/N	USER REQUIREMENT	FUNCTIONAL REQUIREMENT
1.	<p>The user should be able to do the following:</p> <ul style="list-style-type: none"> Log on to the Solution with AD credentials. Pick the desired branded materials Click on the OK button to proceed with the transaction User click on the Continue button Click PAY Click on SUBMIT 	<p>Solution should be able to do the following:</p> <ul style="list-style-type: none"> Allow user to log on the user AD credential. Display all the branded materials available Display the total amount of the selected branded material and an OK button Pop up a no Refund Policy with a Continue button (see Refund Policy below). Display the following field and a PAY button <ul style="list-style-type: none"> Preferred delivery location (a picklist of branches & departments to select from) Solution automatically displays an account to account transfer form with the following details and a submit button. <ul style="list-style-type: none"> ✓ From account (input account to debit) ✓ To account (not editable) ✓ Amount (not editable) ✓ Submit button ✓ Token field System automatically debits staff's account and credits specified Corp Comm's account and displays "YOUR REQUEST WAS SUCCESSFUL AND DELIVERY DETAILS WILL BE COMMUNICATED SHORTLY". Sends the following email alert to onlinestore@unionbankng.com . <ul style="list-style-type: none"> ✓ Name of the staff ✓ Email address ✓ Branch/department ✓ Preferred delivery location ✓ Name of the purchased goods

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ENVISIONED PROCESS MAP



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BENEFITS

- Convenient way of purchasing branded material from the bank.
- Proper and effective monitoring of requested branded material.
- Record keeping is encouraged in the process.
- Tracking of requested materials is made easy.


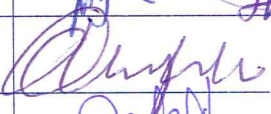
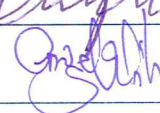
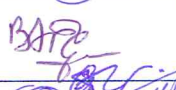

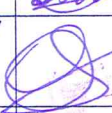
RESOURCES AND TIMESCALE

- To be agreed by Development Operations

GENERAL REQUIREMENTS/ CONTROLS.

- There must be a comprehensive log of all activities on the solution.

SIGN-OFF/APPROVALS

S/N	NAME	DEPARTMENT	SIGN. & DATE
1.	Kingsley Ifidon	Quality Assurance	 12/8/16
2.	Bunmi Olufeko	Head, Quality Assurance	 16/8/16
3.	Angela Alily	Project manager & Admin, Corporate Communication.	 16/8/2016
4.	Oghenefovie Oyawiri	Head Operational Risk Management	 31/8/16
5.	Olanireti Abimbola	Head, Internal Control	 31/8/16
6.	Ogochukwu Ekezie-Ekaidem	Head, Corporate Affairs/Corporate	
7.	Lucky Jayaratne	ED Operations & Technology	