

**CMA CGM Shared Service Centre (India) Pvt. Ltd.**

**F2F SQ Creation**

**Version 0.5**

**Solution Document**

**Version History**

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| **Version** | **Date** | **Author** | **Description** |
| 0.1 | 20-07-2016 | GHADIGAONKAR Devendra | Initial BRD from Business Team |
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| 1.0 | 03-08-16 | PANDIAN Muneeswaran | Signed off by business team |

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# Introduction

The aim of this document is to establish the business requirements for the F2F SQ Creation project.

## Definitions & Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| ISR | Inside Sales Representative |
| UPF | User Process Form |
| APF | Audit Process Form |
| TAT | Turn-Around-Time |
| OOT | Out Of TAT |
| CAPA | Corrective Action & Preventive Action |
| MQC | Monthly Quantity Contribution |
| NVOCC | Non Vessel Operators Common Carriers |
| FAK | Freight of All Kind |
| MWR | Mid-West Region |
| NER | North East Region |
| SAR | South Atlantic Region |
| WCR | West Coast Region |
| F2F | Foreign 2 Foreign |
| POL | Port Of Loading |
| POD | Port Of Discharge |
| SQ | Special Quotation |

## Involved Stakeholders

| **Name** | **Business Group** | **Key Activities** |
| --- | --- | --- |
| SAWANT Sanjay | Sr GM – Global Commercial Support, Mumbai-1 | Stake Holder - Business |
| BAGDADI Mueen Akhtar | DGM – Global Commercial Support-SVC, Mumbai-1 | Stake Holder- Business |
| MOGRE Preetam | Manager - – Global Commercial Support-SVC, Mumbai-1 | SSC Mumbai |
| GHADIGAONKAR Devendra | Analyst – Global Commercial Support-SVC, Mumbai-1 | Stake Holder- Business |
| Parthasarathy Mohankumar | DGM  IT Functional Support, SSC Chennai | Reviewer and Approver - Support |
| Ramasamy  Venkatasubramanian | Deputy Director  IT Functional Support, SSC Chennai | Reviewer and Approver- Support |
| Babu  Hemanth Kumar | Deputy Director  IT Support– Application Development | Reviewer and Approver - Development |

## Target Audience

|  |  |  |
| --- | --- | --- |
| **Name** | **Business Group** | **Key Activities** |
| SAWANT Sanjay | Sr.GM – Global Commercial Support, Mumbai-1 | Stake Holder |
| BAGDADI Mueen Akhtar | DGM – Global Commercial Support-SVC, Mumbai-1 | Stake Holder |
| MOGRE Preetam | Manager - Global Commercial Support-SVC, Mumbai-1 | Stake Holder |
| GHADIGAONKAR Devendra | Analyst – Global Commercial Support-SVC, Mumbai-1 | Stake Holder |

## References

| **Document Number / Location / URL** | **Reference Description/Name** |
| --- | --- |
|  |  |
|  |  |
|  |  |

# Business Scope & Objectives

## Business Objectives

The business objective is to develop a system that enables SSC team to monitor the process effectively and provide the pro-active approach for the business process .Track the logs of events for each work item and ability to log agency & SSC reported errors.

## Business Scope

The scope of this project covers the activities – Indexing, Publishing, Auditing, Query management, Error logs and reports handled by F2F SQ Creation team, for countries managed by SSC Mumbai.

## As-is Business Processes

1. **Manual Entries by Excel Sheet**

* In existing system users performing the chase customer activity by manual entries in excel sheet.
* Errors also marked by manual entries in excel sheet.

1. **Challenges**

* More effort required.
* Simultaneous access to excel sheet by multiple users, excel get hang.
* Automatic SLA not available to monitor.
* Records and Reports need to maintain in separate folder.
* No Integrated data access.
* No Dashboard view.
* Daily, Weekly, Monthly data prepared manually.
* Event logs not capture automatically.

| **Module Name** | **Major Components** | **Brief Description of Functionality** | **Volume/Any other additional info** |
| --- | --- | --- | --- |
| All the modules | MS - Excel | In existing system users uses the MS-Excel sheet for chase customer and error marking activities. |  |

## To-Be Business Process

1. **Indexing**

| **Module Name** | **Major Components** | **Brief Description of Functionality** | **Volume/Any other additional info** |
| --- | --- | --- | --- |
| Indexing | Request Number  Mail received Time  Customer Name  Priority  Region  Request Type  OFFICE | Indexing is the activity it should allow the indexer to input the details by free text and dropdown selection option to create the job for publishing.  By selecting the received time it should create the formulated TAT for the publishing activity.  By the specified combination of input details it should generate the Unique key that is “Request Number” | Unique Key Combination  Week/Date/Month#Autogenerate number  Example  WK44/10/29#123  Generic Mail Id:  [ssc.USinsalesF2F@cma-cgm.com](mailto:ssc.USinsalesF2F@cma-cgm.com) |

**2. Publishing**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Publishing | Request Number  Priority  TAT | Publishing is the activity it should enable the user to create a line/SQ in LARA and Trigger the same to the Pricer. Once the quote is received from the Pricer user will extract the quote from LARA and send the same to Customer  Quote request which is in urgent manner able to mark in red categorized and will moved to top.  TAT to monitor the quote request arrivals to the Publishing queue.  Request number should be a link to pick the quote request.  Once the quote request picked which should come under the WIP. | TAT Standard request 24hrs.  TAT Urgent request 3hrs. |

**3. Auditing**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Auditing | Request Number  Priority  TAT | Auditing is the activity it should enable the user to audit the Line/SQ and trigger the mail to the Pricer.  Quote request which is in urgent should be able to mark in red category and should be moved to top.  TAT to monitor the quote request arrivals to the Publishing queue.  Request number should be a link to pick the quote request.  Once the quote request picked it should come under the WIP. | TAT Standard request 24hrs.  TAT Urgent request 3hrs. |

**4. RFI Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| RFI Management | Request Number  RFI Status  RFI Resolving | RFI management is the activity it should enable the user to track and manage the RFI.  View the status of the RFI.  Resolve the RFI.  Raise the RFI again (if required). | RFI Status:  Pending In – it should stop the TAT clock until the RFI resolved  Pending Out – it should resume the TAT clock. |

**5. Completed Queue**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Completed Queue | Request Number  Users involved  Date and Time log of the activities | Completed queue contains all the completed activities. |  |

**6. Follow Up**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Follow Up | Triggering Reminder Mail  Pricer Database | * Follow up screen contains the pricer database . * It enables the track of pricer chase mails status. | Reminder 1  Reminder 2  Generic Mail Id:  [ssc.USinsalesF2F@cma-cgm.com](mailto:ssc.USinsalesF2F@cma-cgm.com) |

**7. Partner Database Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Partner Database Management | Request Number  Users involved  Date and Time log of the activities | Partner Database will be updated based on the data filled in the UPF. |  |

**8. Reports**

|  |  |  |  |
| --- | --- | --- | --- |
| Module Name | Major Components | Brief Description of Functionality | Volume/Any other additional info |
| Reports | * Daily * Weekly * Monthly * Customize * Productivity * Error * CAPA | Reports enable the users and admins to pull the reports by required category and required duration. | Output Format:  Excel spread sheet |

### [Detailed Requirements](#_Detailed_Requirements)

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_001** |
| Req\_Name | Indexing |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | Users(Indexer) refer the customer mail which received via generic mailbox to input the information in indexing process  **Request Received Date & Time \* :**   * Manual US Time Zone – This date and time should able to manually select by the calendar input by indexer.   **Request number :**   * Request number will be auto-generated, combination of Week/Date/Month and Request No. in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 201607282015001 (received date and time is 28 July 2016 at 8:15 pm) * As soon as indexer input the mail received date and time this unique request number should be generated.   **Customer Name \* :**   * Name of the customer should be free text field and should be automatically captured in Capital letters only.   **Priority \*:**   * Priority field should be in drop down box with the options of Standard and Urgent * By default it should take the Standard option.   **Region \* :**  Region option should be in drop down box with the options of below     * *Gulf* * *MWR* * *NER* * *NVOCC* * *SAR* * *WCR*   By default it should be in Select category  **Request Type \*:**  Type of the request should be in drop down box with the options of below   * *New* * *Correction*   By default it should be in Select category  **Office \* :**  Selection of office should be in drop down box with the options of below     * Chennai 1 (AMBIT) * Chennai 2 (AKDR) * Mumbai 1 (TRILL TOWER) * Mumbai 2 (FLC TOWER)   **Indexed by :**   * Indexed by should be captured by the user login credential. * Should not be editable by the users   **Indexed time:**   * Indexed time should be auto captured basis system time.   **Comments :**  Free text field for comments, if any. |
| Source Data | Generic mail box *-* [ssc.USinsales@cma-cgm.com](mailto:ssc.USinsales@cma-cgm.com) |
| Destination Data | Publishing Queue |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement | * *Indexed by* should not be able to edit by theuser. * Able to edit by the admin user only. |
| Validation | * If any of the fields not filled by the user, we should get a popup. * Customer name should be in Capital letter automatically. |
| Others | 1. Any request which is marked as Urgent should be on Top of the list in the Dashboard. 2. Rest all will be listed on the basis of Time pending basis TAT. 3. Any request with "Standard Priority" with 3 hrs TAT remaining should be highlighted in RED and should be on Top in the Dashboard, after Urgent category. 4. For all the above to move from one field to other, TAB key should be enabled. Also, to have shortcuts like Excel i.e. CTRL + N for new form and so on. 5. There should be option to edit the field only by the Admin user. |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_002** |
| Req\_Name | Publishing |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | As soon as one quote request indexed in indexing screen it will create the job in publishing Queue  Publishing Home screen Columns as below :   |  |  | | --- | --- | | **SR.No** | SR. No should be automatically updated per generation of the additional row in CIRA. | | **Week** | Week should be automatically generated from "Request Received Time" column. | | **Request No** | Request No. is the unique ID given for the each request. It will be automatically generated in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 | | **Request Received Time** | Time should be auto-pulled from the Indexing Queue. This is the mail received Date and Time for each request / Mail which needs to be actioned | | **Region** | Region: The Region from which we have received the Request. | | **Priority** | Priority will be either "Standard" or "Urgent". When a priority is updated as "URGENT" that request will go on top in the Dashboard highlighting the entire line in "RED". | | **RFI Raised By** | Name of the User who have raised the RFI | | **RFIs** | Type of RFI raised. | | **Account Name** | Customer Name | | **Publisher** | Name of the user who is published the quotation | | **Publish Status** | Status of the publishing below drop down :   * In process * Pending In * Pending Out * Sent To Audit * Done * Disregard | | **Publish Start Time** | Should capture the time log of publishing activity starting time | | **Publish End Time** | Should capture the time log of publishing activity ending time | | **TAT Pending Hrs.** | TAT Pending Hrs. should be the time left for the particular request. When User sends a Query, he will update "Pending In" in CIRA and clock will stop.  As soon as query is resolved User will update "Pending Out" in CIRA and TAT will start calculating.  Columns will highlight in RED Colour When   1. “TAT Pending Hrs.”. left 3 Hrs.   OR   1. Any “Request" marked as URGENT. | | **OOT (Check Box)** | In case if there is any issue or if there are multiple lanes due to which the request is going Out of TAT. In such case the Admin will check the box so that the TAT is not calculated. | | **OOT Remarks** | * Should update the reason for the OO T check box enabled. * If the Request goes OOT, then OOT Remark field must be mandatory. | | **Actual TAT** | Actual TAT must be calculated based on the Request and the Request Received Time".  TAT should exclude weekends and Regional Holidays | | **Comments** | Comments if any. |   **UPF – User Process Form Screen**  **Request Received Date & Time :**   * It will show the request received time which is updated by the user.   **SQ No \*:**   * Free text field.   User must be given an option to Add "SQ No." along with which it must be mandatory to update "SQ No."  **User Name :**  Should capture from the Login automatically and should be greyed out. Only Admin should be able to edit the same.  **Request Type \* :**  It will show the type of request   * New * RFI * Correction   **Status :**  Should shows the user activity status   * In process * Pending In * Pending Out * Sent To Audit * Done * Disregard   **Total Lanes \***  Should have Increase/Decrease count button to enter the numbers pertaining to total lanes    **Number of Inlands \***  Should have Increase/Decrease count button to enter the numbers pertaining to total lanes  **Modes \***  Should have the dropdown selection   |  | | --- | | P-P | | P-D | | P-R | | D-P | | D-D | | D-R | | R-P | | R-D | | R-R |   Note:  For Mode Tab - User must be given an option to add multiple lanes  **Region \***  Should show the region which is updated by the indexer     * *Gulf* * *MWR* * *NER* * *NVOCC* * *SAR* * *WCR*   **Pricing Area \* :**  PA1 to PA21  User must be given an option to add multiple lines.  **RFI Type**  IF there is any RFI , user should able to raise the RFI by below RFI types and descriptions.  RFI type should be dropdown selection as below:   |  | | --- | | **RFI Type** | | Commodity Missing | | Rate Structure Not Clear | | Origin/ Destination not Clear | | State Code Missing | | Routing not Find | | Inland not found | | Others |   **RFI Description**  RFI Description field should be free text.   * After RFI raised the user should select the Pending In button to stop the TAT clock as soon as it is Pending In * Should start the TAT clock when it is Pending Out. Also, request must move out of LIVE Queue and move to RFI Queue.   **Shipper Name \***  Linked to partner code database  **Address \***  Linked to partner code database  **City \***  Linked to partner code database  **State \***  Linked to partner code database  **Partner Code \***  Linked to partner code database  **CORRECTION**  If the request type is Indexed as Correction, an Error must be marked by the USER.    Below are the fields which comes under the correction activity     * **Error Type**   + - Internal     - External   Error type should have the dropdown box as Internal & External     |  | | --- | | Error Type | | Rate Structure not followed | | Wrong Inland Amount | | Ref. no. not removed | | Ad Hoc charges not updated | | Transit Time not Updated | | Incorrect Routing Updated | | Others |      * **Error Description**   Error description field should have the free test field.     * **Root Cause Analysis**   RCA field should have the free text field.   * **Correction**   Correction field should have the free text field.     * **Corrective Action**   Corrective Action field should have the free text field     * **Preventive Action**     Preventive Action field should have the free text field   * **Proposed Completion Date**   Should have the calendar to select the time and date   * **Actual Completion Date**   Should have the calendar to select the time and date     * **Status**     Open  Close   * **Error Done By**     Should show the all the user list as a dropdown box.  Note:   * If the Request type is COR then it is mandatory to update the Error field. * User must mark an Error and "Error Type", "Error Description", "Root Cause Analysis", "Correction", "Corrective Action", "Preventive Action", "Proposed Completion Date" and "Actual Completion Date" must be updated * In case if in 1 Request there are multiple SQ involved, then User must be given an option to Add "SQ No." along with which it must be mandatory to update "PA", "Total Lanes" and ""No. of inlands"     **Admin Dashboard**  Admin Track is the screen used to track the activity status based on the user in Publishing and Auditing under the categorization of All Data & Live Data   * ALL DATA * LIVE DATA   ALL DATA  "ALL DATA" should consist of all the request status.  LIVE DATA  "Live Data" should consist of the all the request which are "To Be Started", "In Process" and "Pending Out".  This screen should contain the columns as below :   * Request No * Publisher * Status * Auditor * Status * Service Type * No. of Lanes * No. of Inlands * Region   Data category should have two dropdown as ALL DATA and LIVE DATA, By giving the submit button it should retrieve the data. |
| Source Data | Indexing queue |
| Destination Data | Audit Queue, RFI management and Follow-up Queue |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation | * If any of the fields not filled by the user, should get popup. (Please enter the all the required fields) |
| Others | **Search**  This is to search records on any tab from all pages. The search should not be cleaned unless removed    **Sorting**  This should be available on all fields  **Filters**  This should be available on all fields  **Auto Refresh**  Screen to auto-refresh  **CIRA F2F Process Detailed:** |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_003** |
| Req\_Name | Auditing |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | As soon as one quote request moved from Publishing into Audit screen it will create the job in Auditing Queue  Auditing Home screen Columns as below :   |  |  | | --- | --- | | **SR.No** | SR. No should be automatically updated per generation of the additional row in CIRA. | | **Week** | Week should be automatically generated from "Request Received Time" column. | | **Request No** | Request No. is the unique ID given for the each request. It will be automatically generated in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 | | **Request Received Time** | Request Received Time will be manually updated from mail. This is the mail received Date and Time for each request / Mail which needs to be actioned | | **Region** | Region: The Region from which we have received the Request. | | **RFI Raised By** | Name of the User who have raised the RFI | | **RFIs** | Type of RFI raised. | | **Priority** | Priority will be either "Standard" or "Urgent". When a priority is updated as "URGENT" that request will go on top in the Dashboard highlighting the entire line in "RED". | | **SQ No** | SQ No should be linked with “UPF” | | **Account Name** | Customer Name | | **Publisher** | Name of the user who is published the quotation | | **Publish Status** | Status of the publishing below drop down :   * Sent To Audit | | **Auditor** | Name of the user who is Audited the quotation | | **Audit Status** | Status of the publishing below drop down :   * In process * RFI SeNT * rfi rESOLVED * SENT TO PRICER * Disregard | | **Audit Start Time** | Should capture the time log of publishing activity starting time | | **Audit End Time** | Should capture the time log of publishing activity ending time | | **TAT Pending Hrs.** | TAT Pending Hrs. should be the time left for the particular request. When User sends a Query, he will update "Pending In" in CIRA and clock will stop.  As soon as query is resolved User will update "Pending Out" in CIRA and TAT will start calculating.  Columns will highlight in RED Colour When   1. “TAT Pending Hrs.”. left 3 Hrs.   OR   1. Any “Request" marked as URGENT. | | **OOT (Check Box)** | In case if there is any issue or if there are multiple lanes due to which the request is going Out of TAT. In such case the Admin will check the box so that the TAT is not calculated. | | **OOT Remarks** | * Should update the reason for the OO T check box enabled. * If the Request goes OOT, then OOT Remark field must be mandatory. | | **Actual TAT** | Actual TAT must be calculated based on the Request and the Request Received Time".  TAT should exclude Saturday/ Sunday, Regional Holiday's | | **Comments** | Comments if any. |   **APF – Audit Process Form Screen**  **Request Received Date & Time :**   * It will show the request received time which is updated by the user.   **Account Name :**  Customer Name  **Publisher Name :**  Name of the user who done the publishing  **Request Type :**   * New * RFI Resolution * Correction   **Auditor Name :**  Name of the user who done the publishing  **Error Type**   * + - Internal     - External   Error type should have the dropdown box as Internal & External     |  | | --- | | Error Type | | Rate Structure not followed | | Wrong Inland Amount | | Ref. no. not removed | | Ad Hoc charges not updated | | Transit Time not Updated | | Incorrect Routing Updated | | Others |      * **Error Description**   Error description field should have the free test field.     * **Root Cause Analysis**   RCA field should have the free text field.   * **Correction**   Correction field should have the free text field.     * **Corrective Action**   Corrective Action field should have the free text field     * **Preventive Action**     Preventive Action field should have the free text field   * **Proposed Completion Date**   Should have the calendar to select the time and date   * **Actual Completion Date**   Should have the calendar to select the time and date     * **Status**     Open  Close   * **Error Done By**     Should show the all the user list as a dropdown box.  Note:   * If the Request type is COR then it is mandatory to update the Error field. * User must mark an Error than "Error Type", "Error Description", "Root Cause Analysis", "Correction", "Corrective Action", "Preventive Action", "Proposed Completion Date" and "Actual Completion Date" must be updated |
| Source Data | Publishing Queue |
| Destination Data | RFI Queue , Follow up Queue |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation | * If any of the fields not filled by the user, should get popup. (Please enter the all the required fields |
| Others | **Search**  This is to search records on any tab from all pages. The search should not be cleaned unless removed    **Sorting**  This should be available on all fields  **Filters**  This should be available on all fields  **Auto Refresh**  Screen to auto-refresh |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_004** |
| Req\_Name | RFI Management |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | RFI raised from publishing queue and Auditing queue should be comes in RFI management screen   * Once received reply for RFI, Indexer should go to RFI queue => Click on UPF and make it Pending Out, * Once the Indexer make the request Pending Out there must be a box to update the Reply Receive Time => As soon as the RFI is Pending Out, the request will move out of RFI Queue and will reflect in LIVE queue.   Publishing Home screen Columns as below :   |  |  | | --- | --- | | **SR.No** | SR. No should be automatically updated per generation of the additional row in CIRA. | | **Week** | Week should be automatically generated from "Request Received Time" column. | | **Request No** | Request No. is the unique ID given for the each request. It will be automatically generated in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 | | **Request Received Time** | Request Received Time will be manually updated from mail. This is the mail received Date and Time for each request / Mail which needs to be actioned | | **Customer** | Shall be auto pulled from Indexing | | **Region** | Region: The Region from which we have received the Request. | | **RFI Raised By** | It should show the detail from the Publish and Audit queue by user entered data | | **RFI Type** | It should show the detail from the Publish and Audit queue by user entered data | | **RFI description** | It should show the detail from the Publish and Audit queue by user entered data | | **RFI Resolution** | Free text by the user RFI resolved. | | **RFI Resolution Comments** | Free text by the user RFI resolved. | | **Status** | Dropdown selection by the user RFI resolved. | |
| Source Data | Indexing, Publishing, Auditing |
| Destination Data | Publishing, Auditing, Completed Queue (In case ISR ask us to disregard the request) |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation | If any of the fields not filled by the user, should get popup. (Please enter the all the required fields |
| Others |  |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_005** |
| Req\_Name | Completed Queue |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | Completed Queue consists of all the completed quote requests which moved from publishing and Auditing queue with all details.  Completed Queue Home screen Columns as below :   |  |  | | --- | --- | | **SR.No** | SR. No should be automatically updated per generation of the additional row in CIRA. | | **Week** | Week should be automatically generated from "Request Received Time" column. | | **Request No** | Request No. is the unique ID given for the each request. It will be automatically generated in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 | | **Request Received Time** | Request Received Time will be manually updated from mail. This is the mail received Date and Time for each request / Mail which needs to be actioned | | **Region** | Region: The Region from which we have received the Request. | | **Priority** | Updated priority | | **RFI Raised By** | Name of the User who have raised the RFI | | **RFIs** | Type of RFI raised. | | **Account Name** | Customer Name | | **Publisher** | Name of the user who is published the quotation | | **RFI Resolved Time** | When was the RFI resolved | | **Publish Start Time** | Capture time log of publishing activity starting time | | **Publish End Time** | Captured time log of publishing activity ending time | | **Auditor** | Name of the user who is Audited the quotation | | **Audit Start Time** | Captured time log of publishing activity starting time | | **Audit End Time** | Captured time log of publishing activity ending time | | **OOT Remarks** | Updated remarks by the admin | | **Comments** | Captured comments if any updated | |
|  |  |
| Source Data | Publishing, Auditing |
| Destination Data |  |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation |  |
| Others |  |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_006** |
| Req\_Name | Follow Up |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | Follow up screen contains the pricer database . It enables the track of pricer chase mails (Reminder1, Remider2) status.   |  |  | | --- | --- | | **SR.No** | SR. No should be automatically updated per generation of the additional row in CIRA. | | **Week** | Week should be automatically generated from "Request Received Time" column. | | **Request No** | Request No. is the unique ID given for the each request. It will be automatically generated in the format WK<Week No>/Date/Month#three digit auto generated number. For eg. WK30/29-07#18994 | | **Request Received Time** | Request Received Time will be manually updated from mail. This is the mail received Date and Time for each request / Mail which needs to be actioned | | **Region** | Region: The Region from which we have received the Request. | | **Priority** | Updated priority | | **SQ.No.** | Updated SQ number | | **Account Name** | Customer Name | | **Publisher** | Name of the user who is published the quotation | | **Status** | Updated status | | **Reminder1** | Updated reminder1 status | | **Reminder2** | Updated reminder2 status | | **Final Status** | Updated final status |   **Triggering Reminder Mail :**  Reminder mail must be triggered to the Respective User (Publisher) and Generic Inbox ([ssc.USinsalesF2F@cma-cgm.com](mailto:ssc.USinsalesF2F@cma-cgm.com)). Reminder 1 is next day and Reminder 2 is day after Tomorrow.  **Pricing Database :**   * Pricer Database Form should Pop-up as soon as the Final Status is updated as "SENT TO CUSTOMER". * Pricer Database form shall be linked to "Pricing Database Tab". * Should receive the notification for the Requests for which we have not received the Quote on "ssc.USinsalesF2F@cma-cgm.com" and "ssc.dghadigaonkar@cma-cgm.com" * Should receive this report by 12EST  |  |  | | --- | --- | | **Pricer Database** | **properties** | | POL Port\* | Autocaps and Free text | | POL Region\* | Autocaps and Free text | | POD Port\* | Autocaps and Free text | | POD Region\* | Autocaps and Free text | | Pricer Name\* | Autocaps and Free text | |
| Source Data | *Follow up* |
| Destination Data | *Pricing Database* |
| Assumptions |  |
| Diagrammatic Representation | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Pricer database** | **Filter** |  | **Filter** |  |  |  | | **SQ No.** | **POL Port (Name)** | **POL region** | **POD Port (Name)** | **POD Region** | **Pricer Name** | **Updated By** | |  |  |  |  |  |  | Autopull | |
| Non Functional Requirement |  |
| Validation |  |
| Others |  |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_007** |
| Req\_Name | Partner Code Database |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | * In UPF we have a field, wherein User will update the Name of the Customer, Address, City, State and Partner Code. * This data will be updated by the Users who are handling the requests. * This Data must be linked to Partner Code Database.   **Below are the partner information column :**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Shipper Name** | **Address** | **City** | **State** | **Partner Code** | |
| Source Data | **Manual Input from Publishing queue and by Admin bulk updation** |
| Destination Data | Partner Code Database |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation |  |
| Others |  |

| **Requirement** | **Details** |
| --- | --- |
| **REQ\_ID** | **REQ\_008** |
| Req\_Name | Reports |
| Req\_Owner | Commercial Support |
| Req\_Status |  |
| Req\_Priority | Critical |
| Detailed explanation | Reports enable the users and admins to pull the reports by required category and required duration.  Reports are categorised by   * Daily * Weekly * Monthly * Customize * Productivity * RFI Log * Error * CAPA |
| Source Data | Indexing, Publishing, Auditing, Query Management, Completed. |
| Destination Data | User defined destination in local system or in server in Excel spread sheet format. |
| Assumptions |  |
| Diagrammatic Representation |  |
| Non Functional Requirement |  |
| Validation | Access should limited by end users and admin users |
| Others | **Productivity Report :**    **Daily/Weekly/Monthly Report :**      **List Of Holidays :** |