



Storage Space & Packing and Moving - Cloud Application
UStorage & ULogistics

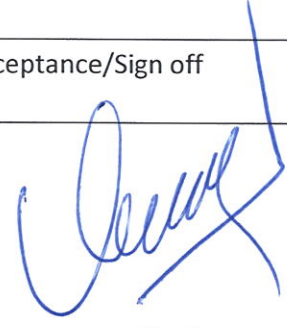

Business Blueprint – v2.0



Document Information:

Project: Ustorage Cloud Application Dev.			
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Distribution Information:

From: Tekclover Pvt Ltd			
To: Ustorage, Kuwait		Acceptance/Sign off	Sign-off date
Managing Director	Manzoor Ali		18-5-22
Asst. Sales Manager	Mr.Khaleel		16-05-22

Version Information:

Version	Version Date	Prepared by	Reviewed by	Description/File Name
1.0	16Mar 2022	JK Pandian	--	BBP Vession 1.0
1.1	21 Mar 2022	JK Pandian	Domnic Regies Amalraj	BBP Version 1.1
2.0	28 Mar 2022	JK Pandian	Khaleel	BBP Version 2.0

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1. EXECUTIVE SUMMARY

1.1 PURPOSE OF DOCUMENT

The primary purpose of this document is to capture the functional requirements of UStorage, Kuwait for the development of a standalone cloud application to accommodate their business scenarios. This document is prepared based on the business analysis conducted by Tekclover Pvt Ltd. It captures the business processes of UStorage&ULogisticsand the detailed scope of the project deliverable.

The Blueprint and its associated appendices present a summarized perspective of all functional business processes that will be implemented. Blueprint document will serve - from this point forward the dual role of both official project scope as well as system acceptance criteria.

The body of this document describes the organizational structure, enterprise area, and functional process flows to be implemented at UStorage & ULogistics. Generally, requirements can be met based on the standard business and system benchmarks accepted globally. However, certain key requirements are explicitly identified and summarized to highlight their importance to UStorgae &ULogistics, to document the approach proposed to meet the requirement.

1.2 INTENDED AUDIENCE

This document is intended for review by various user groups within UStorage & ULogistics with vested interests in this project. These groups should check the validity of business assumptions, the accuracy of the business functions, outputs, and the flow of processing logic described in the document. When accepted, it will form the basis for the detailed design and development of the system. This document is also meant for Tekclover Pvt Ltd., in the design, development, and testing phases of the system.

2 USTORGAE & ULOGISTICS BUSINESS OVERVIEW

UStorage is a storage unit provider, renting out storage spaces of different capacities (Sq. Mtrs) to individuals and companies under contract. UStorage is currently operating in two different locations mentioned as Phase 1 & Phase, both having 140 storage units and 350+ storage units respectively.

UStorage & ULogistics are two different SBUs under the group of operations owned by the parent company - Unilink General Trading & Contracting Company, which is also rendering variable services to the public under the name UTronics, AC Maintenance, and other establishments.

UStorage & ULogistics are operating hand-in-hand, in extending allied services such as storage space for customers, while they can also pack and move customer goods/materials to different locations with proper packing and professional handling of goods/materials.

2.1 BUSINESS ENVIRONMENT DETAIL

- CRM& Sales
- UStorage Operations
- ULogistics Packing &Moving
- Accounts & Banking

3 UStorage & ULogistics Business Process Flow:

3.1 USTORAGE CRM & SALES PROCESS FLOW:

- UStorage is having a dedicated CRM team – a call center through which the customers will approach the company for their storage requirements, over a phone call or by mail.
- CRM team/Call center executive will key in the details of the customer and their inquiry into the web application portal- the existing system. UStorage has been used to date for CRM & Operations purposes.
- Executives will then assist the customers with their requirements based on the details of the space/storage need, insisted by the customer.
- CRM team will then run a Survey Check, to validate and understand the complete details of the customer's requirement and the material they intend to store, and the space they would require.
- A survey check will be carried out as and when needed or based on the client or the type of storage unit and the terms and conditions of storage and movement of materials, with its legal implications stated clearly to avoid mishaps any such in this regard.
- UStorage team, further on approval will process the inquiry and will perform the availability check for the requested storage unit with needed sq. meters of space, in any one of the phases.
- UStorage team will then assess and approve the customer to be serviced, based on the survey and details collected initially.

3.2 CONTRACT & OPERATIONS PROCESS FLOW:

- A new client will be created in the web application and will be notified to the UStorage and ULogistics team to further the operations as and when needed.
- Upon notification on the web application, the Operations team processes the details captured by the CRM team into a valid contract stating the terms and conditions to rent the space and the legal terms to adhere to, and the implications of breaking the same.
- The operations team will initiate the contract/agreement from the system and will send it to the client for signing and acceptance of terms and conditions to avail of the services.
- The storage unit identified based on the client's requirement will then be allocated to the concerned client.

- The customer has to move the goods/materials, they intend to store in the storage unit, as per the date from which they have entered into the contract for the same.
- For the movement of goods, the client can avail ULogistics services with proper packing and safe movement of the goods to the allocated storage unit in phase 1 or 2, or else, the client can do the transfer of the goods on their own.

3.3 ACCOUNTS – BOOK KEEPING AND BANKING PROCESS:

- UStorage accounting team/CRM team will be raising the Invoice in the web application as per the payment terms accepted during the initial survey check and as accepted on the contract.
- Invoice with status will be shared with the concerned client through the mail for their action too.
- Upon collection of the due payments, the accounting team/CRM will update the status of the payment against the contract, through an accounting entry in the web application.
- UStorage management team will be able to view the list of payment vouchers/invoice up and due for collection for the month/quarter/year, intuitively through notifications and dashboards available.

3.4 ULOGISTICS–CRM & SALES PROCESS FLOW:

- CRM team will work as a centralized team and will process packing and moving service requests for the ULogistics business unit too. The CRM team will update the web app with these inquiries and made them available for the ULogistics operations team for further processing.
- And, thus ULogistics operations team will be getting the packing and moving inquiries through the UStorage CRM desk/customers.
- Inquiry details keyed in the web application (existing system) for the further process will help the ULogistics team to run the survey check on receiving complete details of the inquiry from the client.
- Along with the survey check, the ULogistics/Ustorage team will upload some photos of the material to be moved for internal records. A survey check is a mandatory procedure in ULogistic's/Ustorageservice processing.

3.5 WORK ORDER CREATION AND PROCESSING:

- The ULogistics team will then perform the inventory check for the packing and moving consumables to meet the service request of the client.
- A work order will be raised by CRM after validating the details of the request from the web application and will be shared with the client, before executing the services.
- The work order will be executed, by assigning the drivers and trucks suitable to accommodate the volume of goods/materials and the number of trips needed to complete the goods movement.
- [Enquiry > Survey> Quotation>Workorder > Invoice > Payment Receipt] should be able to raise by CRM/Ulogistics .

3.6 ACCOUNTS – BOOK KEEPING & BANKING PROCESS:

- ULogistics/CRM team will raise the Invoice into the web application and record the payables pending from the client for the packing and moving services rendered.
- An estimate of the Invoice will be shared with the client to honor the payments on behalf of the service rendered.
- ULogistics team will reach the client's requested location for collection and packing of the material intended for moving to the destination requested by the client.
- Upon successful execution of the packing and moving services, the client will be making the payment to the ULogistics team.
- ULogistics accounting team will be accounting for the payment received from the specific client on the accounting system (Tally) and will be updating the payment status against the client's contract in the web application too.

4 UStorage&ULogistics AS-IS Business Process Flow Chart:

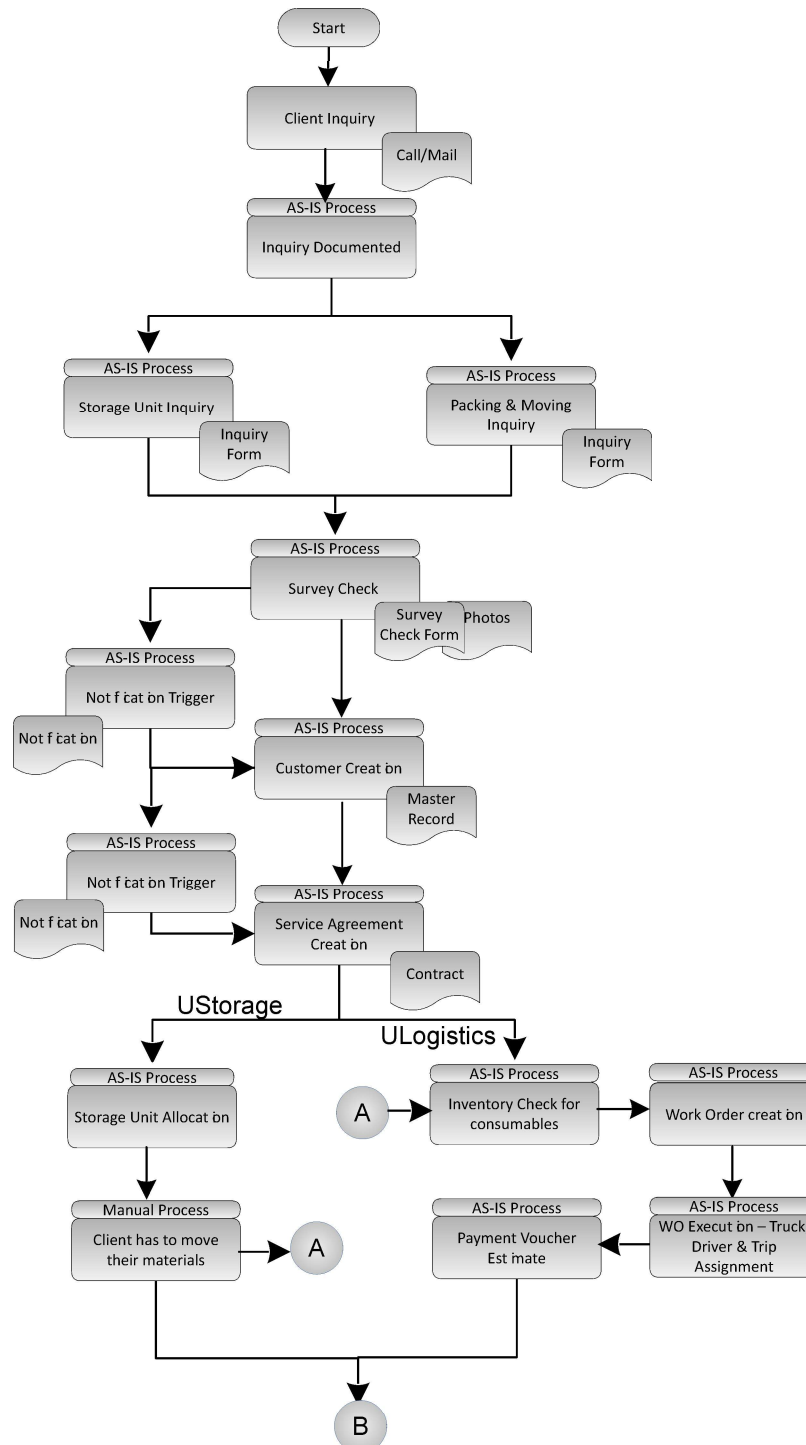


Figure 1: AS-IS Process Flow Chart

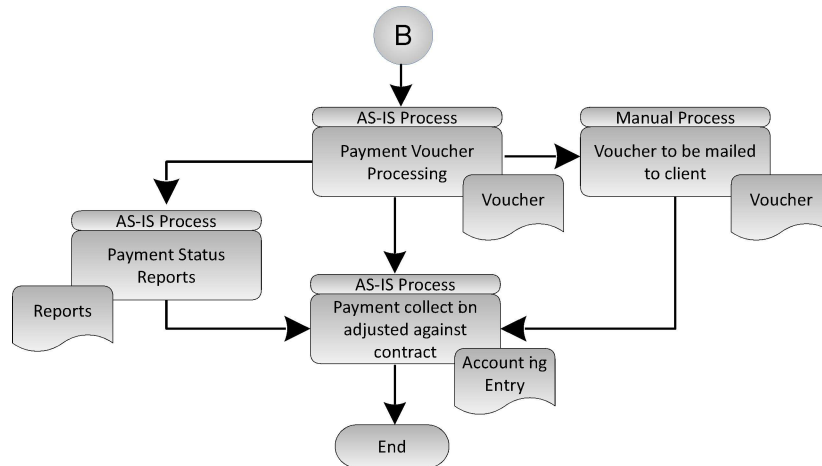


Figure 2: AS-IS Process Flow Chart - Cont.

5 UStorage&ULogistics To-Be Process Flow Chart:

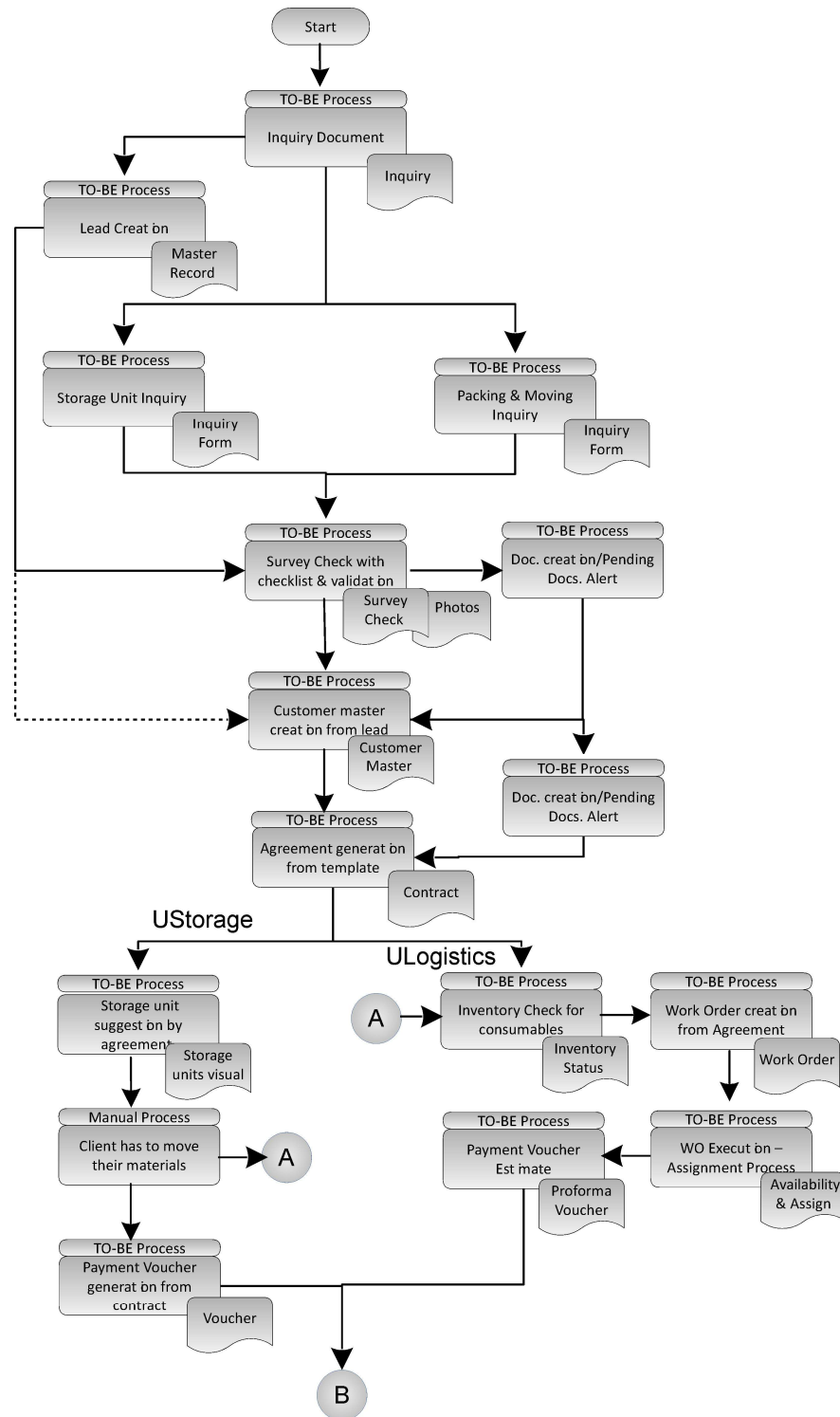


Figure 3: TO-BE Process Flow Chart

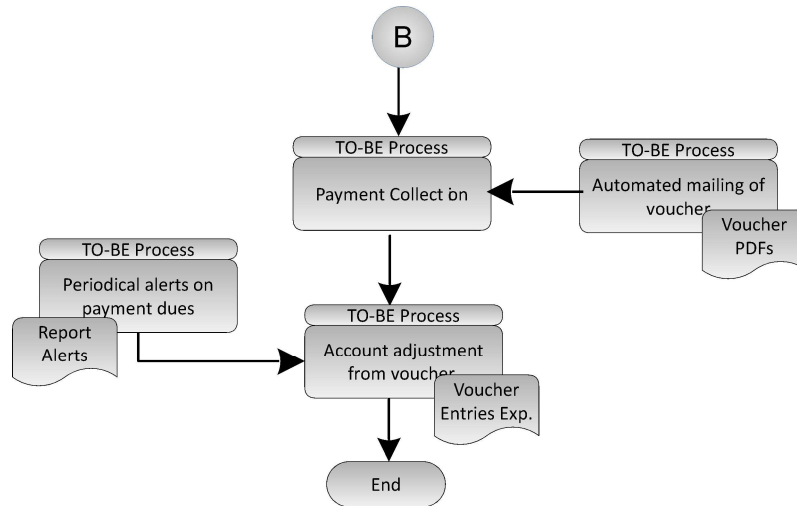


Figure 4: TO-BE Process Flow Chart - Cont.

6 Special scenarios and pain points identified:

- **Payment in full or advance – Period Discounts:**

Paying in full and in advance for the storage units will be availed with discounts in storage periods – Like Paying for 6 months in advance will be availed with the free storage period for the 7th month.

Also, paying 12 months in advance will be eligible for availing of a free storage period for the 13th and 14th months

The same has to be mentioned in the contract, as well.

The system should facilitate the “VALUE-BASED DISCOUNT”.

Offer Type
12 month Agreement & Payment in advance 13 and 14 free
6 months Agreement & Payment in advance 7 th month free
10 months Agreement & Payment in advance 11 th and 12th month free
3 months Agreement & Payment in advance 10% discount on Total rent
5 months Agreement & Payment in advance 6th month free

- **Transfer between phases:**

Transferring storage unit's access or contract between phases 1 and 2 should be enabled, and the system should invoke a new agreement if needed.

- **Contract pre-closure:**

Pre-closure of contracts is entertained. The client has to pay only for the period of storage and not for the full contract period.

- **Contract renewal and fresh contract Scenario:**

If the client requests a change of storage units, for size requirements, or any such change in client requirements, a new contract has to be created and service will be continued, with the contract renewal, if the contract period expires.

- **Packing and moving materials/consumables accountability:**

Consumables, the inventory used for packing by ULogistics has to be accounted for and enabled visibility by tracking their movement and consumption.

System has to have an inventory status report to readily assess the availability of the consumables to attend a work order.

- **Module/user wise dashboards and reports:**

The system has to provide user login by department/module and relevant dashboards and reports have to be enabled accordingly.

- **Online payment/cheque receipt scenario:**

Client payments, whenever received online[bank transfer /Link] or through cheque/cash/K-Net has to be provided with a proforma voucher or check received receipt.

Since online payments and check payments have a realization period to reflect in the account. The finance dept will get a workflow for the payment verification/reconciliation.

- **Storage unit door dimensions :**

Storage units should be identified by door dimensions storage area, the system should have the parameter to segregate the storage units by door dimensions and storage area and the search criteria by door dimensions, to instantly know the availability by the same, upon request.

- **Discount scenario:**

System has to accommodate both period discounts and value discounts (For 6 months advance payment 7th month will be free and for 12 months, 13th will be free). Value discounts also needs to be enabled.

- **Enterprise Search Option:**

The system should be equipped, in such a way that a contract should be able to be located by any one of the given parameters, like by client name, current and previous contract numbers, mobile number, previous payment voucher numbers, storage unit number, civil ID number.

7 Functional and Technical Scope (Process Documents):

7.1 FUNCTIONAL MODULES IDENTIFIED:

- **Masters & Setup (Customer and Material masters, Finance and other setup data)**

- Lead Master
- Customer Master
- Vendor Master
- Item Master

- **CRM & Sales**

Inquiry Document, with draft, status, search and copy to features.

Quote Document, with draft, status, search and copy to features.

Invoice/Voucher Document, with the draft, status, and copy from features.

- **Purchase & Inventory**

A/P Invoice Document, to import consumables into a web app for visibility tracking and accountability.

- **Operations**

Work Order Document, with draft, status, search and copy from & to features.

- **Reports and dashboard**

As per the screenshots shared.

- **Print layouts and forms**

As identified in section 6.2.

- **Alerts & Approval**

As identified in section 6.3.

Relevant information was found missing in BBP. Alert Reports and dashboard described in Excel sheet.

7.2 TECHNICAL SCOPE:

- Cloud/hosting environment setup and maintenance
- Table design, arch. development database setup
- UI design and development
- Functional modules development
- Reports, dashboard, forms, alerts and approval setup, configuration, and development.
- Mail server integration.

7.3 ASSUMPTIONS:

1. The finance module is not in scope, only voucher details will be shared in excel in the needed format to import into Tally.
2. No integration with existing finance application (Tally).
3. Mail integration, upon sharing mail server credentials will be enabled to achieve automated mailing of vouchers to clients and report alerts, internally.
4. Existing system – forms and designs can be reused.

8 Reports, Alerts, and Layouts

8.1 REPORTS:

The following is the list of reports requested by the UStorage Team.

	Reports	
1)	Payment Due Status Report	
2)	Enquiry Status Report	
3)	Storage Unit Status Report	
4)	Master Data List View	
5)	Documents List View	
6)	Quotation Status Report	
7)	Work order Status Report	
8)	Fill Rate Report	
9)	SMS Alerts Status Report	
10)	Contract Renewal Report	
11)	Employee Efficiency Record	
12)	Lead Time Report	

Table 1: Reports

8.2 LAYOUTS:

The layouts will be developed for the following documents

- 1) Inquiry Form (Received)
- 2) Survey Check Form
- 3) Work Order Form
- 4) Agreement Template (Received)
- 5) Voucher Template (Received)
- 6) UStorage Plan (Design for data entry has been shared by the UStorage team)

8.3 ALERTS:

- 7) Pending Documents
- 8) Daily Payments Due
- 9) Contract Expiry /Contract Renewal

Any reports mentioned in section 8.1, can be enabled as alert reports to trigger in said time interval to notify the users to take action on specific business functions or workflows.

9 Basic Company Set Up Information:

9.1 COMPANY DETAILS:

Company Name: <i>Used in reports and with the company address information</i>	Unilink General Trading & Contracting Company
Company Address	Old Shuwaikh, Block-01 Street 13, Building No 101B, Unilink Complex
Internet Address	www.unilinkkuwait.com
Phone 1	1800255
Phone 2	24825951
Fax	
Company general information E-Mail address	khaleel@unilinkkuwait.com
Local Currency	Kuwaiti Dinar (KWD)
System Currency	KWD
Tax types may include Sales Tax, Value Added Tax	N/A
Tax Authority Name	N/A
Federal Tax ID	N/A
State Tax ID	N/A

Table 2: Company Details

9.2 GENERAL COMPANY SETTINGS

What are the standard posting periods for your business?	Realtime entries
----------------------------------------------------------	------------------

What default payment terms would you like to use for customers in Inquiry and Invoice/VoucherSales Orders and A/R Invoices	<ul style="list-style-type: none"> • Cash • Cheque • Bank Transfer • Link • K-Net
Which time format would you like to use on the screen display:	<input type="checkbox"/> 12 Hour <input type="checkbox"/> <u>24 Hour</u>
Which Date Format would you like to use on the screen display:	<input type="checkbox"/> DD/MM/YY <input type="checkbox"/> <u>DD/MM/YYYY</u> <input type="checkbox"/> MM/DD/YY <input type="checkbox"/> MM/DD/YYYY <input type="checkbox"/> YYYY/MM/DD <input type="checkbox"/> DD/MONTH/YYYY

Table 3:General Company Settings

9.3 DEFINE CURRENCIES

<u>Currency Name</u>	<u>Currency Code</u>
US Dollar	USD
Kuwaiti Dinar	KWD
Dhirhams	AED

Table 4: Currencies

All currencies will be made available, and can also add new currencies if required.

9.3.1 DEFINE BANK INFORMATION

	Bank Acct 1	Bank Acct 2	Bank Acct 3	Bank Acct 4	Bank Acct 5
Bank Code	KIB	KFH	NBK		
Country Code	KWI	KWI	KWI		
Bank Name	Kuwait International Bank	Kuwait Finance House	National Bank of Kuwait		
Account Number	1741	4555	4952		

(Last 4 digits)					
Branch	Kuwait City- Head Office	Hateen Branch	Ghazali Branch		
Address	Kuwait City	Hateen	Shuwaikh		
City, St Zip					

Table 5: Bank Informations

(USTORAGE has to fill in the bank details)

9.4 DEFINE STORAGE LOCATIONS

1. USTORAGEKuwait

Company	U Storage	
Plant	Phase -1	Phase - II
Zone	Block-1	Block - 1 to Block - 9
Type	ICR	
	CCR	
	4PL	
	FF	
	CO	
Room	01 - 500	
Rack	A-1 to A-100, B-1 TO B 100	
Bin	A-01-01-1A to A -100- 01-07-P	

9.5 DEFINE ITEM GROUPS

Item Groups are also heavily used in Sales Analysis and reporting. Defining Item Groups with Reporting and a possible General Ledger implication in mind is helpful.

<u>Item Group Name</u>
Consumables
The trip, F/L Rent, Handling Charges, Storage Units

Table 6: Item Groups

9.6 DEFINE SALES TAX CODES

If your business collects or tracks Sales by Taxing Authority please complete the tables below. (Not applicable at the moment. We will have to incorporate it once Kuwait introduces taxations.)

Sales Tax Code: _____	Sales Tax Name: _____			Sales Tax Total Rate: _____
Tax Authority: _____ (i.e. State, County, City)	Name: _____	Tax on Tax?	Rate: _____	Sales Tax Payable G/L: _____
Tax Authority: _____ (i.e. State, County, City)	Name: _____	Tax on Tax?	Rate: _____	Sales Tax Payable G/L: _____

Table 7: Tax Codes

9.7 DEFINE PAYMENT TERMS

The Payment terms to be used in the system for USTORAGE are as follows.

Code	
1.	ADV – Advance (Sample)
2.	NET15 - 15 Days from Invoice
3.	Credit
4.	Cash

Table 8: Payment Terms

9.7.1 DEFINE CREDIT CARD INFORMATION FOR INCOMING CUSTOMER PAYMENTS

Credit Card Name				
Credit Card Merchant Number				
Credit Card Manual Authorization Telephone Number				

How Often a Week is the Credit Card Settled to the Bank?				
How Many Days after the Credit Card is Settled to the bank are the funds deposited into your account?				
What is the Minimum \$ Amount allowed to use this Credit Card?				
What is the Maximum \$ Amount allowed in this Credit Card without Authorization?				

Table 9: Credit Card Details - Customer

9.8 DEFINE USERS AND PASSWORDS

User Code	001	002	003	004	
User Name	Khaleel Rahman	Shaffeer Ali	Fatima Al Fadhli	Manzoor Ali	
Superuser	Khaleel	(Admin User)			
E-Mail Address	Khaleel@unilinkkuwait.com	shaffeer@uslogisticskuwait.com	info@ustoragekuwait.com	manzur@ulogisticskuwait.com	
Mobile Phone	66303747	65091777	60016414	67772826	
Fax					
Initial Password	Asd123	Sha123	Fath123	Uni123	
Branch	Head-office	Head-Office	Head-Office	Head-Office	
Department	Manager	GM	Business Development Executive	CEO	
User Code					

Table 10: User Names & Passwords

9.9 BUSINESS PARTNER MASTER DATA

9.9.1 DEFINE CUSTOMER GROUPS

Customer Groups are assigned in the Customer and Vendor Master File record. These Customer Groups are used in Sales Analysis and other reporting.

<u>Customer Group Name</u>
Online customers
Custom inquiry
Walk-in, Referral Customer

Table 11: Customer Groups

9.9.2 DEFINE VENDOR GROUPS

<u>Vendor Group Name</u>
Consumables Vendor
Equipment Supplier
Manpower Supplier
Realestate

Table 12: Vendor Groups

9.10 DEFINE SHIPPING TYPES

Shipping Types as used in packing & moving services.

<u>Shipping Type</u>
By Road
By TPL

Table 13: Shipping Types