Project Name:	**RMS System**
Prepared By:	**Manasi Satwaskar**
Date (DD/MM/YYYY)	**25/03/2015**

Version History:

Version	***Date***	***Comments***
1.0	25 March 2015	Development Plan for RMS application
1.1	26 March 2015	Development Plan for RMS application

Control Panel will have the below modules:

MASTER

1. **MANAGE SOURCE**

   Admin can add, edit, or delete the source.

2. **Commission**

   Admin can add, edit, or delete the commission.

3. **Document Checklist**

   Admin can upload the list of documents with respect to CDN or international citizens.

<u>**CLIENTS**</u>

1. MANAGE CLIENTS

View Clients

a) System will show the list of available clients along with their contact details and current filing status.

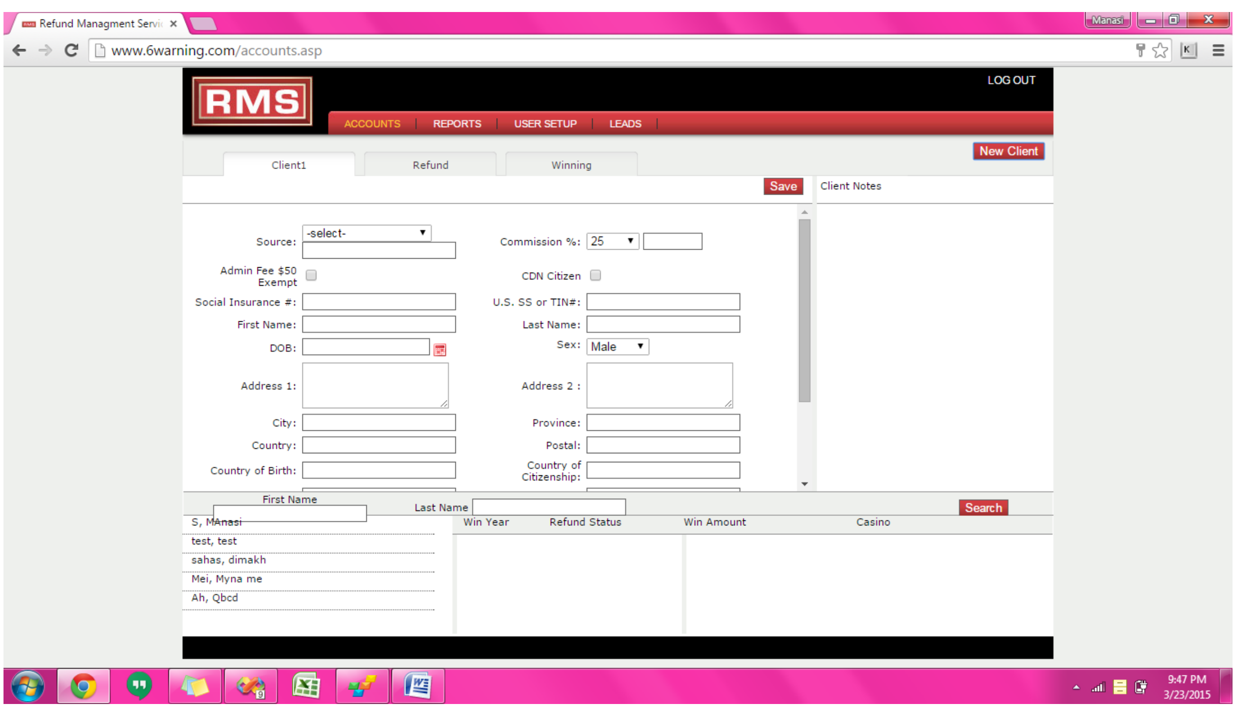
b) Admin will be able to see the history of client refunds.

c) Admin will able to activate or deactivate the clients and search clients based on first name, last name, phone number, and e-mail.

Create New Case

a) Admin will be able to create new case with all fields mentioned in the screenshot below. Can be done for both new and existing clients.

b) If an existing client, then admin will be able to choose the client from an already existing list, with the corresponding primary data being pre-populated.



After adding basic information, two buttons will be activated (“Print Small“ and “Print Large”).

c) The “Refund” form will be activated after adding TIN or TAX ID. The admin will then be able to enter refund details.

Int’l Component

- Need to add new and separate documents/options to accommodate int’l clients

  There should be an option in the client tab, probably a button that says “International Package,” which will generate a different set of PDFs for the international clients. Furthermore, there should be a radio button that indicates whether it’s an international or a Canadian citizen client.

Manasi: OK, so the client will provide the list of PDFs along with their input.

MY QUERY

1. What is the exact functionality for “Print Small” and “Print Large,” as, in the existing system, both buttons open a small envelope PDF.

MANAGE NOTES

1. The admin will be able to add and edit notes regarding the current status.

MANAGE DOCUMENTS

1. The admin will be able to mark a checklist of documents received from respective clients.
2. The list will be populated from the document master list

MANAGE FOLLOW-UPS

1. The admin will be able to update the status of each communication (pending, documents received, etc.) and an e-mail for each communication will be sent out to the client.

REFUNDS

1. REFUND DETAILS

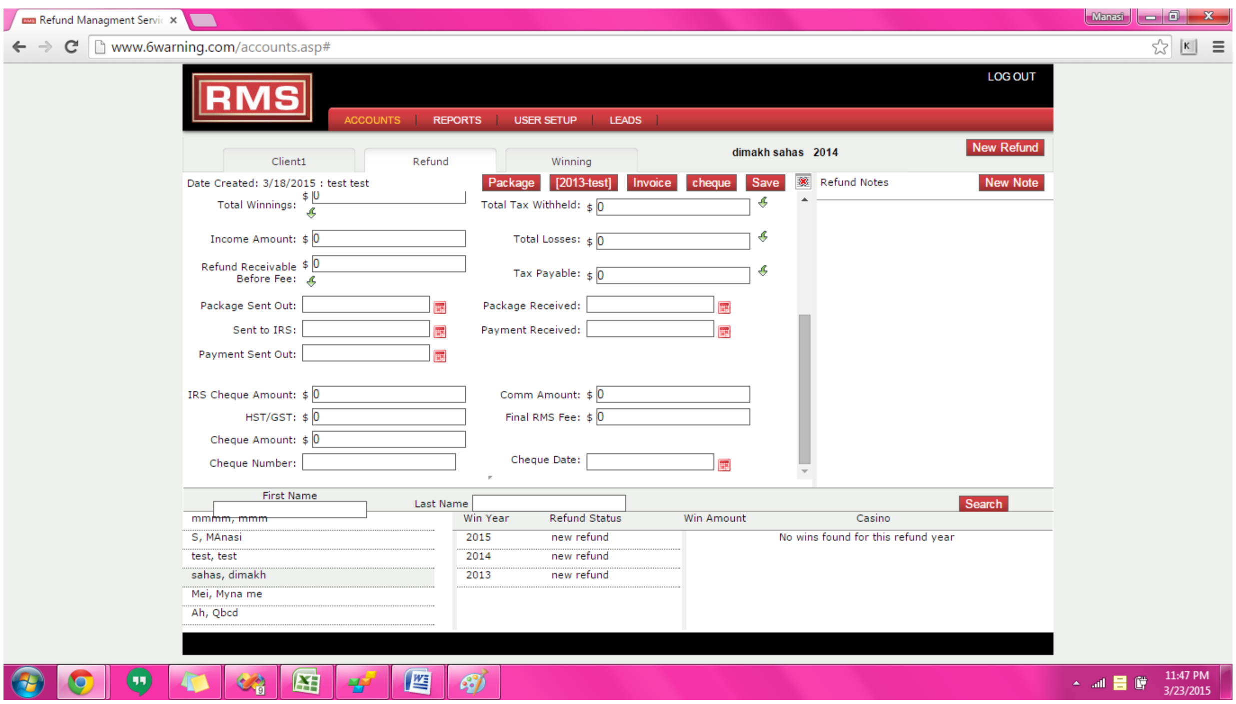
View Refund Details

1. The admin will be able to view if the client has entered their TIN or TAX ID.
2. The admin can add and edit refund details at any stage or update the status of a refund case.
3. The admin can delete the refund entry or search for any other details.

Edit Refund Details

1. Admin will be able to add the refund details, which will activate three buttons:

Ref. fields:



A. PACKAGES: This button will open the editable PDF.

When you create a new client, there is a button at the top that says "Package;" this generates a PDF file containing all the information. The client wants the information in the PDF to be editable and for fields to be big enough to accommodate the information they put in.

Memorandum of Gambling Losses

- Will have the option to attach additional memorandum of gambling losses to new and existing packages when clients have more than one year to claim.

  When you generate a package, it has an MOG for a particular year; the client wants the PDF to contain additional MOGs if the client is filing claims for more than one year.

- Should not generate a "0" for the amount when one is not entered.

  Right now, the default amount field is "0" in the PDF; it should be blank.

- Line where the client's name appears is long, but names are still being cut off.

  In an MOG, if the name is long, it is being cut off. This needs to be fixed in the new system.

- Will have the option of locating a client by more than just their first or last name (ITIN, phone #, etc.).

  Right now, the only search option available is by first or last name (in the Client tab). More options are needed, such as search by ITIN, phone number, e-mail etc.

- Regarding client invoices: they should state which year the invoice is for.

  When you generate an invoice for a client, it doesn't indicate the year the invoice is meant for.

- Second mailing address: Should be able to choose which address to send mailings out to.

  When creating a client, there are two address fields, Address1 and Address2. The client needs a checkbox they can check to indicate which of the two addresses should be used for mailing purposes.

Power of Attorney

- Page 7: there should only be one line as opposed to three and the name should be shifted up.

  Similar to the MOG, there is one Power of Attorney in the PDF, and it has three lines for the name, which should be reduced to one. The name should also shift up and should not touch the baseline.

Engagement Contract

- Preparation of filing of ___ should be able to indicate multiple years if appropriate.

  Similar to MOG, there is an engagement contract in package PDF, where they need to edit and mention multiple years and the area should not cut off the information entered.

- Should also pull the proper year when working on a specific year.

  When the engagement contract is generated, the year shown is not the correct year; this needs to be fixed.

B. INVOICE: Here, the system will provide an invoice for printing.

C. CHEQUE: Here, the system will provide a cheque for printing.

MANAGE NOTES

1. Admin will be able to add and edit notes regarding the current status.

<u>**WINNING**</u>

1. WINNING DETAILS

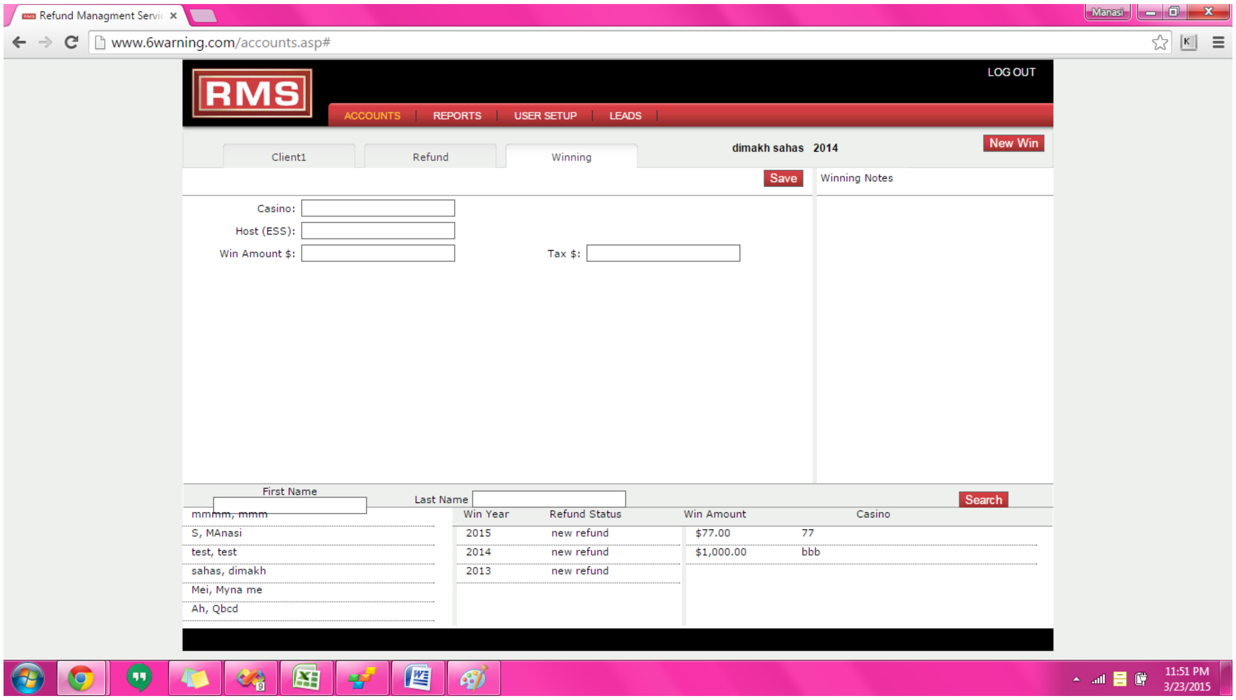
View Winning Details

a) The admin will be able to view refund details and upload winning details.

b) The admin can add and edit winning details at any stage.

c) The admin will be able to add and delete notes for each respective customer.

Add/Edit Winning Details



REPORTS

1. Admin will get below reports with the ability to export to Excel.

Call Received Range
Call Received Today
Call Received Past 7 Days
Call Received This Month
Call Received This Year
A: w7 Date Entered
B: w7 Refund Year
C: w7 Package Received
w7 Received Range (OLD REPORT)
w7 Received Today
w7 Received This Past 7 Days
w7 Received This Month
w7 Received This Year
Pending/Collected Range
Pending/Collected Today
Pending/Collected This Past 7 Days
Pending/Collected This Month
Pending/Collected This Year
**Clients Per Year
**W7 Calls Summary
**Win Summary
**Winnings
Refund Print Actions
Internet payments

Wish List

- System should be connected to e-mail and pull inquiries from the web site to the calls in list daily.

  Whatever inquiries come from the web site (WordPress) should get stored in the web application database and pulled in as a report.

- System should identify inquiries as being from new or previous clients to determine response.

  New system should indicate whatever inquiries came in were from a new client or an existing one.

- Reports should be set up to pull any data inserted by the user (name, age, gender, winning, casino, etc.).

  New system should provide the ability to select the columns to be generated for the report.

- Report for follow-ups (i.e. client docs out vs. what's comes in).
- Report for clients sent in by referral.

USERS

1. Ability to add/edit/delete users.
2. The admin can also provide respective module access to users.
3. Users can access only those modules for which permission has been given.

LEADS

- Need to connect live web site and data from the "apply now" form will be submitted to leads.
- The admin will be able to search, view, and delete the leads.

Numero Uno Web Solutions Inc.

Client Name

Ara Libarian

Contact Name

Ara Libarian

Signature

April 8, 2015

Date